

WELCOME HOME

Your Guide to Living at KinBridge Housing

A Place to Live.
A Place to Belong.

This handbook has been prepared to help every resident understand our community, our expectations, and the services available while living at KinBridge Housing. It reflects our commitment to dignity, safety, respect, and professionally managed shared housing.

“Our goal is not simply to provide housing—it is to create a place where people feel respected, supported, and at home.”

Resident Handbook
Version 1.0 • KinBridge Housing

Welcome Home

Dear Resident,

Welcome to KinBridge Housing.

We are honored that you've chosen—or have been given the opportunity—to make your home with us. Whether you're moving into housing for the first time, beginning a new chapter in your life, or simply looking for a safe and stable place to call home, we want you to know one thing from the very beginning:

You belong here.

At KinBridge Housing, we believe that housing is more than a roof over your head. A home should provide safety, stability, respect, and the opportunity to build a better future. Every resident deserves to be treated with dignity, compassion, and fairness, and we are committed to creating a community where people feel welcomed, valued, and supported.

This guide has been created to help you understand how our community works, what you can expect from us, and what we ask of each resident in return. It explains our shared responsibilities, community standards, available resources, and the services designed to help you succeed while living at KinBridge Housing.

Our goal is not simply to provide housing—it is to create an environment where individuals and families can thrive. We believe that strong communities are built through mutual respect, open communication, accountability, and neighbors who look out for one another.

As you settle into your new home, we encourage you to ask questions, get to know our staff, participate in community activities when possible, and let us know how we can support you. Your success matters to us, and we are committed to walking alongside you every step of the way.

On behalf of the entire KinBridge Housing team, thank you for trusting us with your home.

We look forward to serving you and welcoming you into our community.

Welcome Home.

Sincerely,

The KinBridge Housing Team

"Building bridges to better living—one home, one resident, and one community at a time."

About KinBridge Housing

Our Story

Every great community begins with a vision.

KinBridge Housing was founded on a simple but powerful belief: **everyone deserves a safe, stable, and dignified place to call home.** Housing is more than a physical space—it is the foundation for personal growth, stronger families, healthier communities, and new opportunities.

We recognize that every resident's journey is unique. Some are beginning a new chapter after overcoming personal challenges, while others are seeking affordable, dependable housing that allows them to focus on their goals. No matter how someone arrives at KinBridge Housing, we believe they deserve to be welcomed with respect, compassion, and professionalism.

The name **KinBridge** reflects who we are and what we strive to accomplish every day.

- **Kin** represents family, belonging, and community. We believe every person deserves to feel connected and valued.
- **Bridge** represents opportunity, stability, and forward movement. We help build pathways that connect people to housing, resources, and brighter futures.

Together, these ideas represent our commitment to creating communities where residents can build stable lives while feeling supported, respected, and empowered.

Our work extends beyond providing housing. We are committed to fostering environments where neighbors know one another, residents feel safe, and every individual has the opportunity to thrive. Through strong partnerships, quality property management, and resident-focused services, we strive to create communities that people are proud to call home.

At KinBridge Housing, professionalism and compassion go hand in hand. We believe in clear communication, accountability, fairness, and treating every resident with dignity. Every policy, every service, and every interaction is guided by these principles.

As we continue to grow, our commitment remains the same: to provide quality housing, strengthen communities, and help build brighter futures—one resident, one home, and one neighborhood at a time.

Our Commitment

We are committed to:

- Providing safe, clean, and professionally managed housing.
- Treating every resident with dignity, fairness, and respect.
- Building communities where everyone feels welcome and valued.
- Encouraging personal responsibility while offering meaningful support.
- Creating opportunities for long-term housing stability and success.

KinBridge Housing is more than housing. It's a community built on trust, respect, and the belief that everyone deserves a place to belong.

Our Mission, Vision, Core Values & The KinBridge Promise

Our Mission

Building bridges to better living by providing safe, affordable, and professionally managed housing where individuals and families can thrive with dignity, stability, and opportunity.

KinBridge Housing exists to create more than housing—we create communities where people feel respected, supported, and empowered to build brighter futures. Through quality housing, compassionate service, and strong community partnerships, we help residents establish the stability they need to pursue their goals and improve their quality of life.

Our Vision

We envision communities where every person has access to safe, welcoming housing and the opportunity to reach their full potential.

KinBridge Housing strives to become a trusted leader in community-based housing by fostering neighborhoods built on respect, inclusion, accountability, and hope. We believe that stable housing is the foundation upon which stronger families, healthier communities, and brighter futures are built.

Our Core Values

Everything we do is guided by these values.

Dignity — every resident deserves kindness, fairness, and respect.

Integrity — honest, transparent, and accountable in every decision.

Community — strong neighborhoods built through cooperation and shared responsibility.

Excellence — professionally managed housing and continuous improvement.

Safety — clean, secure housing is one of our highest priorities.

Opportunity — stable housing opens doors to education, employment, and growth.

Compassion — we meet every resident's journey with understanding.

The KinBridge Promise

When you choose KinBridge Housing, you can expect our commitment to:

Safe Housing — clean, safe, and well-managed homes that support your well-being.

Respectful Service — professional, fair treatment with dignity, always.

Responsive Communication — open communication and timely responses to concerns.

Professional Management — responsible, high-quality property management.

Community Building — positive relationships and resident connection opportunities.

Resident Success — support for housing stability and access to helpful resources.

Our Shared Commitment

Building a successful community is a shared responsibility.

KinBridge Housing is committed to providing a safe, welcoming, and professionally managed environment.

In return, we ask every resident to contribute by treating others with respect, caring for their home, following community standards, and helping create a neighborhood where everyone feels welcome.

Together, we build stronger communities.

Your Rights as a KinBridge Resident

Your Home. Your Rights. Your Dignity.

At KinBridge Housing, every resident deserves to feel safe, respected, and valued. We are committed to providing housing that promotes dignity, fairness, and opportunity for everyone.

As a KinBridge resident, you have important rights that help ensure your home remains a place where you can live with confidence and peace of mind.

Your Right to Be Treated with Respect

Every resident is treated professionally, fairly, and with dignity, regardless of background or circumstance.

Your Right to Fair Housing

KinBridge Housing complies with all Fair Housing laws; no resident is discriminated against on any protected basis.

Your Right to Privacy

Your home is your personal space. We provide notice before entering and protect your personal information.

Your Right to Safe Housing

You have the right to housing that is clean, safe, and properly maintained, with prompt response to concerns.

Your Right to Ask Questions

You have the right to receive clear information about:

- Community policies
- Housing expectations
- Maintenance procedures
- Available resources
- Services provided by KinBridge Housing

If something is unclear, we encourage you to ask. We're here to help.

Your Right to Be Heard

Residents are encouraged to share concerns, suggestions, and feedback without fear of retaliation.

Your Right to Request Assistance

If you need support, accommodations, or community resources, we encourage you to reach out.

Your Right to Equal Opportunity

Every resident has equal access to housing services, programs, and opportunities.

Your Right to a Peaceful Community

Every resident has the right to enjoy their home in a safe, respectful, peaceful environment.

Our Commitment to You

At KinBridge Housing, we promise to:

- Treat you with dignity and respect.
 - Maintain safe and professionally managed housing.
 - Listen to your concerns.
 - Respond with professionalism and fairness.
 - Support your housing stability whenever possible.
 - Foster a welcoming and inclusive community.
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Your Responsibilities as a KinBridge Resident

Building a Safe, Respectful, and Successful Community

At KinBridge Housing, we believe that creating a positive community is a shared responsibility. While KinBridge Housing is committed to providing safe, professionally managed housing, every resident plays an important role in maintaining a welcoming environment where everyone can thrive.

Living in a shared community means respecting one another, caring for your home, and contributing to an atmosphere built on trust, accountability, and kindness.

The following responsibilities help ensure that every resident enjoys a safe, comfortable, and respectful place to call home.

Respect Your Neighbors

Treat your neighbors with courtesy, patience, and consideration.

This includes:

- Speaking respectfully to others.
 - Respecting personal boundaries and privacy.
 - Being mindful of noise levels.
 - Helping create a welcoming atmosphere for everyone.
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Care for Your Home

Your home is an important part of our community.

Residents are expected to:

- Keep their living space reasonably clean and sanitary.
- Properly dispose of trash and recycling.

- Report maintenance concerns promptly.
 - Avoid intentional or negligent damage to the property.
 - Help preserve shared spaces for everyone's enjoyment.
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Follow Community Standards

Community guidelines are designed to promote safety, fairness, and respect.

Residents are responsible for understanding and following the policies outlined in this handbook and their Occupancy Agreement.

Meet Financial Responsibilities

Residents are responsible for meeting the financial obligations outlined in their Occupancy Agreement, including:

- Paying rent on time.
- Paying approved fees when applicable.
- Communicating with management if unexpected financial difficulties arise.

We understand that circumstances can change, and early communication allows us to work together toward solutions whenever possible.

Report Maintenance Concerns

Help us maintain safe housing by reporting maintenance issues as soon as they arise.

Prompt reporting allows repairs to be completed before small issues become larger problems.

Emergency maintenance concerns should be reported immediately using the procedures outlined later in this handbook.

Help Keep Our Community Safe

Safety is everyone's responsibility.

Residents should:

- Report unsafe conditions.
 - Keep exits and walkways clear.
 - Follow emergency procedures.
 - Never tamper with safety equipment.
 - Notify management of hazards or security concerns.
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Respect Staff and Service Providers

KinBridge Housing staff, maintenance personnel, contractors, and service providers are committed to serving our residents professionally.

We ask that residents extend the same courtesy and respect during every interaction.

Be Honest and Communicate

Open communication builds trust.

Residents are encouraged to:

- Ask questions.
 - Report concerns.
 - Provide accurate information.
 - Notify management of changes that may affect their housing.
 - Work cooperatively to resolve challenges.
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No Visitors Policy

To help maintain a safe, consistent, and secure living environment for all residents, KinBridge Housing does not permit visitors or guests on the property.

This policy applies to all residents at all times, and helps us protect the safety, privacy, and comfort of everyone in our community.

Contribute to a Positive Community

Simple actions make a meaningful difference.

You can help strengthen our community by:

- Being friendly and respectful.
- Participating in community activities when possible.
- Helping keep common areas clean.
- Looking out for neighbors during emergencies.
- Reporting concerns before they become larger problems.

Every resident contributes to the culture of KinBridge Housing.

Our Shared Responsibility

Successful communities are built through partnership.

KinBridge Housing promises to provide professional management, responsive service, and quality housing.

Residents help fulfill that promise by caring for their homes, respecting others, and contributing to a safe, welcoming environment.

Together, we create communities where everyone has the opportunity to succeed.

House Rules

Living Together Successfully

The following House Rules are designed to promote a safe, clean, respectful, and enjoyable community for all residents. These rules help protect residents, visitors, staff, and property while supporting the values of KinBridge Housing.

By living at KinBridge Housing, residents agree to follow these House Rules along with the terms of their Occupancy Agreement.

1. Respect for Others

Residents and guests are expected to treat everyone with courtesy and respect.

The following behaviors are prohibited:

- Harassment or bullying
- Threats or intimidation
- Physical violence
- Discrimination
- Abusive or offensive conduct
- Behavior that disrupts the peaceful enjoyment of others

Everyone deserves to feel safe and welcome in our community.

2. Quiet Hours

To promote a peaceful living environment, designated quiet hours are:

10:00 p.m. to 7:00 a.m. daily

During quiet hours, residents should:

- Keep music and televisions at low volumes.
 - Avoid loud conversations outdoors or in hallways.
 - Limit activities that create excessive noise.
 - Be considerate of neighbors who may be sleeping or working.
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3. Cleanliness

Residents are responsible for maintaining a clean and sanitary home.

Please:

- Dispose of trash properly.
- Keep food stored safely.
- Help prevent pests.
- Clean up spills promptly.
- Maintain good housekeeping habits.

Shared spaces should always be left clean after use.

4. Smoking and Vaping

Smoking and vaping of any kind (including cigarettes, e-cigarettes, cigars, and vaping devices) are strictly prohibited anywhere on KinBridge Housing property, including inside residential units, common areas, hallways, stairwells, entrances, and outdoor grounds.

5. Alcohol and Illegal Drugs

Alcohol is not permitted anywhere on KinBridge Housing property.

Illegal drug use, manufacture, distribution, or other unlawful activity is strictly prohibited on KinBridge Housing property.

6. Weapons

Weapons of any kind, including firearms, ammunition, knives (other than ordinary household/kitchen use), and other dangerous weapons, are not permitted anywhere on KinBridge Housing property, including inside residential units.

Any violation of this policy may result in immediate action consistent with the Occupancy Agreement and applicable law.

7. Visitors

KinBridge Housing does not permit visitors on the property. This policy helps maintain a safe, secure, and consistent living environment for all residents.

8. Residency Eligibility

KinBridge Housing does not permit children under 18 to reside on the property. All residents must meet the age and eligibility requirements outlined in their Occupancy Agreement.

9. Pets

Pets are not permitted on KinBridge Housing property.

Approved service animals and assistance animals will be accommodated in accordance with applicable law.

10. Property Care

Residents should:

- Avoid damaging property.
- Report maintenance issues promptly.
- Keep balconies, patios, and entrances free from hazards and excessive clutter.
- Respect landscaping and community amenities.

Intentional damage may result in repair charges or other action.

11. Parking

Residents and guests must:

- Park only in designated spaces.
- Observe fire lanes and accessible parking regulations.
- Maintain properly licensed and operable vehicles.
- Follow all posted parking signs.

Unauthorized vehicles may be subject to towing where permitted by law.

12. Emergencies

Residents should immediately report:

- Fire
- Gas leaks
- Flooding
- Electrical hazards
- Criminal activity
- Medical emergencies requiring emergency services

Always call **911** first when immediate emergency assistance is needed.

Then notify KinBridge Housing as soon as it is safe to do so.

13. Compliance

Failure to follow these House Rules may result in corrective action as outlined in your Occupancy Agreement. Whenever possible, KinBridge Housing will seek to resolve concerns through communication, education, and cooperation before pursuing more formal remedies.

Our goal is to help residents succeed while maintaining a safe and respectful community for everyone.

Safety & Emergency Procedures

Your Safety Is Our Priority

At KinBridge Housing, the safety and well-being of our residents, guests, and staff are among our highest priorities. While emergencies are uncommon, knowing what to do before an emergency occurs can make all the difference.

This section provides guidance on responding to emergencies, reporting hazards, and helping maintain a safe community. We encourage every resident to become familiar with these procedures and to keep important emergency contact information readily available.

In Case of an Emergency

If you are experiencing an emergency involving an immediate threat to life, health, or property:

Call 911 immediately.

Examples include:

- Fire or smoke
- Medical emergencies
- Serious injuries
- Crimes in progress
- Gas leaks
- Electrical hazards creating immediate danger
- Structural collapse
- Any situation where immediate emergency assistance is needed

Once emergency responders have been contacted and it is safe to do so, notify KinBridge Housing management.

Fire Safety

Fire safety depends on everyone.

Residents should:

- Know at least two ways to exit the building, if available.
- Keep exits, hallways, and stairways clear.
- Never block fire doors or emergency exits.
- Test smoke detector batteries if required by your lease or notify management if detectors are malfunctioning.
- Never tamper with fire alarms, smoke detectors, or sprinkler systems.

If a Fire Occurs

- Call **911** immediately.
 - Leave the building as quickly and safely as possible.
 - Alert others if it is safe to do so.
 - Do not use elevators during a fire.
 - Go to a safe meeting location.
 - Never re-enter the building until emergency personnel say it is safe.
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Medical Emergencies

If someone is seriously injured or experiencing a medical emergency:

- Call **911** immediately.
- Provide the dispatcher with the exact address and apartment number, if applicable.
- Stay with the person if it is safe to do so.
- Follow the dispatcher's instructions until help arrives.

KinBridge staff are not emergency medical providers, but will assist emergency responders as appropriate.

Severe Weather

During severe weather events:

- Stay informed through local news or weather alerts.

- Follow instructions from local emergency officials.
- Secure outdoor items when possible.
- Move to designated shelter areas if instructed.
- Keep emergency supplies available.

Residents should prepare for weather-related emergencies before they occur.

Power Outages

If power is lost:

- Report the outage if appropriate.
- Use flashlights instead of candles whenever possible.
- Keep refrigerator and freezer doors closed.
- Unplug sensitive electronics if necessary.
- Follow utility company and emergency management guidance.

Notify management if the outage appears limited to your unit or building.

Gas Leaks

If you smell natural gas:

- Leave the building immediately.
 - Do not use electrical switches.
 - Do not light matches or use open flames.
 - Call **911** and your gas utility from a safe location.
 - Notify KinBridge Housing after reaching safety.
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Maintenance Emergencies

Examples of maintenance emergencies include:

- Major water leaks
- Sewage backups
- Loss of heat during dangerous weather
- Electrical hazards
- Broken exterior doors that affect security
- Flooding
- Other conditions that present an immediate health or safety risk

Report maintenance emergencies immediately using the property's emergency maintenance contact procedures.

Personal Safety

Residents can help keep themselves and their neighbors safe by:

- Locking doors and windows.
- Keeping valuables secure.
- Reporting suspicious activity.

- Avoiding propping open secured entrances.
- Being aware of their surroundings.
- Never sharing keys, access cards, or entry codes.

Community safety begins with each of us.

Emergency Preparedness

Every household is encouraged to maintain a basic emergency kit that may include:

- Flashlight
- Extra batteries
- Bottled water
- Non-perishable food
- First-aid supplies
- Prescription medications
- Phone charger or backup battery
- Important documents
- Emergency contact list

Preparing in advance helps reduce stress during emergencies.

Emergency Contact Information

Residents should keep the following numbers readily available:

- **Emergency:** 911
 - **KinBridge Housing Management:** _____
 - **Emergency Maintenance:** _____
 - **Poison Control:** 1-800-222-1222
 - **Local Utility Emergency Numbers:** _____
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Working Together for a Safe Community

Safety is a shared responsibility.

By reporting hazards, following emergency procedures, and looking out for one another, we help create a community where everyone feels protected and supported.

Prepared residents help build resilient communities.

Keeping Your Home Safe, Comfortable, and Well Maintained

At KinBridge Housing, we are committed to providing safe, clean, and well-maintained homes for our residents. Maintaining our properties is a partnership between residents and our maintenance team. Prompt reporting of maintenance concerns helps us protect your home, preserve the property, and address issues before they become larger problems.

We encourage residents to report maintenance needs as soon as they are discovered.

Our Commitment

KinBridge Housing is committed to:

- Maintaining housing that is safe and in good repair.
- Responding to maintenance requests in a timely and professional manner.
- Prioritizing emergency repairs that affect health or safety.
- Communicating with residents throughout the repair process whenever possible.
- Treating your home with respect while work is being completed.

Our goal is to resolve maintenance concerns efficiently while minimizing disruption to your daily life.

How to Request Maintenance

If something in your home needs repair, please submit a maintenance request as soon as possible.

Maintenance requests may be submitted by:

- Calling the management office.
- Using the resident portal (if available).
- Emailing the management office.
- Completing a written maintenance request form.
- Any other approved reporting method provided by your property.

When reporting a maintenance issue, please include:

- Your name.
- Unit number.
- A clear description of the problem.
- When the issue began.
- Whether the issue is preventing normal use of your home.

The more information you provide, the faster we can respond.

Emergency Maintenance

Some situations require immediate attention because they present a risk to health, safety, or significant property damage.

Examples include:

- Major plumbing leaks.
- Flooding.
- Sewage backups.
- Complete loss of heat during dangerous weather.
- Electrical hazards.
- Gas odors.
- Broken exterior doors or locks affecting security.
- Other conditions that create an immediate safety risk.

For emergencies:

1. Call **911** first if there is an immediate danger.
2. Contact the property's emergency maintenance number.
3. Notify management as soon as it is safe to do so.

Emergency requests receive priority response.

Routine Maintenance

Routine maintenance includes repairs that do not present an immediate health or safety risk, such as:

- Dripping faucets.
- Running toilets.
- Appliance issues.
- Loose cabinet hardware.
- Minor drywall damage.
- Door or window adjustments.
- Lighting repairs.
- Heating or cooling concerns that are not emergencies.

Routine requests are generally completed in the order received, based on urgency and scheduling.

Resident Responsibilities

Residents play an important role in maintaining their homes.

Residents are expected to:

- Report maintenance concerns promptly.
- Keep the unit reasonably clean.
- Replace light bulbs and batteries in devices if required by the Occupancy Agreement.
- Prevent damage caused by negligence.
- Allow reasonable access for scheduled repairs.
- Notify management if repairs appear incomplete.

Prompt communication helps us provide better service.

Access for Repairs

To complete repairs safely and efficiently, maintenance staff may need access to your home.

Except in emergencies or where otherwise permitted by your Occupancy Agreement or applicable law, KinBridge Housing will provide reasonable notice before entering your residence.

Residents should:

- Ensure pathways to the repair area are reasonably accessible.
 - Notify management of any special instructions that may affect access.
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Preventive Maintenance

Preventive maintenance helps reduce costly repairs and extends the life of the property.

From time to time, KinBridge Housing may schedule inspections or preventive services such as:

- HVAC servicing.
- Smoke detector inspections.
- Filter replacements.
- Pest prevention.
- Plumbing inspections.
- Seasonal maintenance.

Residents will be notified in advance whenever practical.

Resident-Caused Damage

Residents may be responsible for repair costs resulting from damage caused by:

- Negligence.
- Misuse of equipment or appliances.
- Unauthorized alterations.
- Damage caused by household members or guests.
- Failure to report problems before additional damage occurs.

Normal wear and tear is not considered resident-caused damage.

Working Together

Maintenance is a partnership.

By promptly reporting concerns, allowing timely access, and taking reasonable care of your home, residents help us provide safe, attractive, and comfortable housing for everyone.

Our maintenance team is here to help keep your home in excellent condition.

Rent, Fees & Financial Responsibilities

Building Stability Through Financial Responsibility

Paying rent on time is one of the most important responsibilities of living at KinBridge Housing. Rental payments help maintain the property, provide services, complete repairs, and ensure that our communities remain safe, clean, and professionally managed.

We understand that unexpected financial challenges can happen. If you experience difficulty making a payment, we encourage you to contact management as soon as possible. Early communication gives us the best opportunity to discuss available options and work toward a solution.

Rent Payments

Rent is due on the date specified in your Occupancy Agreement.

Residents are responsible for paying the full amount owed each month unless other arrangements have been approved in writing.

Please keep copies of payment confirmations or receipts for your records.

Payment Methods

KinBridge Housing may accept one or more of the following payment methods:

- Online Resident Portal
- Electronic Bank Transfer (ACH)
- Money Order
- Cashier's Check
- Other approved payment methods

KinBridge Housing does not accept cash or personal checks as payment for rent or fees.

Late Payments

If rent is not received by the due date, late fees may be assessed as permitted by your Occupancy Agreement and applicable law.

Repeated late payments may result in additional action consistent with your Occupancy Agreement.

Our goal is always to resolve payment concerns through communication whenever possible.

Financial Hardship

Life circumstances can change unexpectedly.

If you are experiencing financial hardship due to job loss, illness, family emergency, or another significant event, please notify management as soon as possible.

Depending on your circumstances and applicable policies, management may be able to discuss available resources, payment arrangements, or referrals to community assistance programs.

Prompt communication is the best way to explore potential solutions.

Returned Payments

If a payment is returned because of insufficient funds or another processing issue:

- Notify management promptly.
- Replace the returned payment as directed.

- Any applicable returned payment fees may apply in accordance with your Occupancy Agreement and applicable law.
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Security Deposits

If a security deposit is required, it will be handled in accordance with your Occupancy Agreement and applicable state and local laws.

Information regarding the return of any refundable security deposit, including allowable deductions for damages beyond normal wear and tear or other authorized charges, will be provided at move-out.

Other Charges

Depending on your Occupancy Agreement, additional charges may apply for items such as:

- Resident-caused damage
- Lost keys or access devices
- Returned payment fees
- Cleaning charges beyond normal move-out expectations
- Other authorized fees described in your Occupancy Agreement

Residents will receive information regarding any applicable charges.

Keeping Your Account Current

Residents are encouraged to:

- Review their account regularly.
- Keep payment records.
- Notify management if they believe an error has occurred.
- Ask questions if they need clarification about charges.

We are committed to maintaining accurate records and resolving billing questions fairly.

Our Commitment

KinBridge Housing is committed to:

- Clear communication regarding rent and charges.
- Accurate account records.
- Fair and respectful customer service.
- Working with residents whenever possible to address financial concerns.
- Connecting residents with available resources when appropriate.

We recognize that stable housing contributes to financial stability, and we want to partner with residents to support long-term success.

Financial Responsibility Builds Strong Communities

When residents meet their financial responsibilities, it helps ensure that KinBridge Housing can continue providing:

- Safe housing
- Timely maintenance
- Community improvements
- Resident services
- Long-term housing stability

Every timely payment contributes to a stronger community for everyone.

Move-In Guide

Welcome to Your New Home

Congratulations, and welcome to KinBridge Housing!

Moving into a new home is an exciting milestone. Whether this is your first home, a fresh start, or a new chapter in your life, we want your move-in experience to be as smooth and welcoming as possible.

This guide explains what to expect during move-in, how to prepare your home, and where to go if you have questions. Our goal is to help you settle in quickly and begin enjoying your new community.

Before You Move In

Before receiving your keys, please make sure you have completed all required move-in steps, including:

- Signed your Occupancy Agreement.
- Reviewed and acknowledged the Resident Handbook.
- Submitted any required documentation.
- Paid any required move-in charges, deposits, or fees.
- Provided emergency contact information.
- Completed all required orientation paperwork.

Our staff will review these items with you to ensure a smooth transition.

Receiving Your Keys

On move-in day, you will receive the keys, access cards, or entry devices needed to access your home.

Please remember:

- Keep your keys in a safe place.
- Do not duplicate or share keys without authorization.
- Report lost or stolen keys immediately.
- Return all issued keys and access devices when moving out.

Additional charges may apply for lost or unreturned keys as outlined in your Occupancy Agreement.

Move-In Inspection

Before you begin unpacking, you and a KinBridge Housing representative will complete a Move-In Inspection.

During the inspection, you will review the condition of your home together, noting the condition of items such as:

- Walls and ceilings
- Floors and carpeting
- Windows and screens
- Doors and locks
- Cabinets and countertops
- Appliances
- Plumbing fixtures
- Heating and cooling systems
- Smoke and carbon monoxide detectors
- Lighting and electrical outlets

This inspection protects both you and KinBridge Housing by documenting the condition of the home at the time you move in.

If you notice any additional concerns after moving in, notify management promptly.

Utilities

Your Occupancy Agreement will explain which utilities are provided by KinBridge Housing and which are your responsibility.

If you are responsible for establishing utility service, please do so before or immediately after move-in to avoid interruptions.

If you have questions, our staff will gladly assist you.

Getting to Know Your Home

Take a few moments to become familiar with:

- Thermostat operation
- Circuit breaker panel location
- Water shut-off location (if applicable)
- Smoke and carbon monoxide detectors
- Emergency exits
- Mailbox location
- Trash and recycling procedures
- Parking areas
- Community amenities

Knowing where these features are located can save time during an emergency.

Meet the Management Team

We encourage you to introduce yourself to our management team.

We're here to help with:

- Maintenance requests
- Community questions
- Resident resources
- General assistance
- Information about programs and services

Never hesitate to reach out—we're happy to help.

Meet Your Neighbors

One of the best parts of moving into a new community is getting to know the people around you.

A simple greeting or friendly introduction can help build lasting relationships and contribute to a welcoming neighborhood.

Strong communities begin with neighbors who know and respect one another.

Your First Week Checklist

During your first week, we recommend that you:

- ☐ Unpack essential belongings.
 - ☐ Test smoke and carbon monoxide detectors (or notify management if there is a concern).
 - ☐ Learn emergency exits and evacuation routes.
 - ☐ Locate maintenance contact information.
 - ☐ Review community amenities.
 - ☐ Read this handbook completely.
 - ☐ Introduce yourself to neighbors if you're comfortable doing so.
 - ☐ Submit any questions to management.
 - ☐ Confirm your contact information is correct.
 - ☐ Begin making your new house feel like home.
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We're Here for You

Moving can feel overwhelming, but you are not alone.

The KinBridge Housing team is committed to making your transition as easy as possible. Whether you need assistance understanding community policies, locating resources, or reporting a maintenance issue, we're ready to help.

Our goal is to provide not just housing—but a place where you feel welcome, respected, and supported from your very first day.

Welcome Home

Every new beginning starts with a safe place to call home. Welcome to the KinBridge Housing community—we're glad you're here.

Living Successfully at KinBridge Housing

Building a Strong Foundation for Success

At KinBridge Housing, we believe that a home is more than a place to live—it's a place to grow. Stable housing provides the opportunity to build healthy relationships, pursue personal goals, strengthen financial security, and become an active member of the community.

Success looks different for every resident. For some, it may mean maintaining stable housing. For others, it may involve education, employment, improved health, stronger family connections, or simply enjoying the peace and comfort of having a place to call home.

Whatever your goals may be, KinBridge Housing is committed to supporting your journey.

Be a Good Neighbor

Strong communities begin with good neighbors.

Simple acts of kindness help create an environment where everyone feels welcome.

You can make a positive difference by:

- Greeting your neighbors.
- Respecting different lifestyles and backgrounds.
- Being mindful of noise.
- Helping keep shared spaces clean.
- Looking out for one another during emergencies.
- Offering kindness and patience whenever possible.

A friendly community is built one interaction at a time.

Communicate Early

If you have a concern, don't wait.

Whether you're experiencing a maintenance issue, financial hardship, a conflict with a neighbor, or simply have a question, we encourage you to reach out to management as early as possible.

Many concerns can be resolved quickly through open, respectful communication.

We're here to help.

Take Pride in Your Home

Your home is an important part of your well-being.

Residents are encouraged to:

- Keep their home clean and organized.
- Report repairs promptly.
- Decorate within community guidelines.
- Care for appliances and fixtures.
- Create a comfortable, welcoming living environment.

Taking pride in your home contributes to a stronger community for everyone.

Get Involved

If opportunities are available, consider participating in community activities, educational workshops, wellness programs, or resident meetings.

Getting involved can help you:

- Meet neighbors.
- Learn new skills.
- Stay informed.
- Build friendships.
- Strengthen your sense of belonging.

Communities grow stronger when residents participate.

Use Available Resources

KinBridge Housing may partner with organizations that provide services such as:

- Employment assistance.
- Financial education.
- Health and wellness programs.
- Food assistance.
- Transportation resources.
- Educational opportunities.
- Family support services.
- Senior services.
- Veteran resources.
- Mental health and recovery support.

If you need assistance, please ask. We will do our best to connect you with available community resources.

Resolve Concerns Respectfully

Disagreements can happen in any community.

When concerns arise, we encourage residents to:

- Speak respectfully.
- Listen carefully.
- Avoid arguments or confrontation.
- Seek assistance from management if needed.
- Focus on finding solutions rather than placing blame.

Respectful communication strengthens communities.

Plan for the Future

Stable housing creates opportunities.

Consider setting personal goals such as:

- Building savings.
- Improving your credit.
- Continuing your education.
- Advancing your career.
- Improving your health.
- Strengthening family relationships.
- Becoming more involved in your community.

Every small step contributes to long-term success.

Know That You're Part of a Community

You are not just renting a home—you are becoming part of a community.

Every resident contributes something valuable through kindness, responsibility, and respect.

When neighbors support one another, everyone benefits.

Our Commitment to You

KinBridge Housing is committed to:

- Providing quality housing.
- Maintaining safe communities.
- Treating residents with dignity.
- Listening with respect.
- Responding professionally.
- Encouraging housing stability.
- Connecting residents with resources whenever possible.

We believe your success contributes to the success of our entire community.

Success Starts at Home

A safe and stable home creates opportunities that reach far beyond your front door.

At KinBridge Housing, we're proud to be part of your journey, and we're committed to helping you build a future filled with opportunity, stability, and hope.

Living the KinBridge Way

Be respectful.

Be responsible.

Be involved.

Be proud of your home.

Together, we build stronger communities.

Moving Out

Ending Your Residency with Confidence

Moving out is an important transition, and KinBridge Housing is committed to making the process as smooth and straightforward as possible. Whether you are relocating for work, purchasing a home, moving closer to family, or beginning a new chapter, we appreciate the opportunity to have been part of your journey.

This section explains the steps for ending your residency, preparing your home, and completing the move-out process.

Providing Notice

If you plan to move out, please provide written notice as required by your Occupancy Agreement.

Your notice should include:

- Your name
- Unit address or number
- Intended move-out date
- Forwarding address, if available
- Contact phone number or email

Providing timely notice allows us to coordinate inspections, prepare the home for the next resident, and answer any questions you may have before your move.

Scheduling Your Move-Out Inspection

Before you leave, KinBridge Housing will schedule a move-out inspection.

During the inspection, we will review the condition of the home, compare it to the original Move-In Inspection, and identify any repairs or cleaning that may be needed beyond normal wear and tear.

Whenever possible, we encourage residents to attend the inspection so any questions can be discussed together.

Cleaning Your Home

Please leave your home in a clean and orderly condition.

Before moving out, remember to:

- Remove all personal belongings.
- Clean floors, countertops, and appliances.
- Empty cabinets and closets.
- Remove all trash and recycling.
- Clean bathrooms and kitchen areas.
- Wipe down interior surfaces.
- Leave the home in good condition for the next resident.

A clean home helps ensure a smooth transition for everyone.

Normal Wear and Tear

Normal wear and tear is expected over time and is not considered damage.

Examples may include:

- Minor carpet wear from normal use.
- Small nail holes used for hanging pictures.
- Faded paint from sunlight.
- Ordinary wear on flooring or countertops.

Damage beyond normal wear and tear—such as large holes in walls, broken fixtures, stained carpets from neglect, or intentional damage—may result in charges as allowed by your Occupancy Agreement and applicable law.

Returning Keys and Access Devices

On or before your move-out date, please return:

- All keys.
- Access cards or fobs.
- Garage remotes (if applicable).
- Parking permits.
- Any other property issued by KinBridge Housing.

Failure to return issued property may result in replacement charges as permitted by your Occupancy Agreement.

Security Deposit

If a refundable security deposit was collected, it will be processed in accordance with your Occupancy Agreement and applicable state and local laws.

Any authorized deductions will be itemized as required by law. Remaining refundable funds, if any, will be sent to your forwarding address.

Please make sure management has your current mailing address before moving.

Final Utility Responsibilities

If you are responsible for utility accounts, remember to:

- Notify utility providers of your move.
- Schedule final meter readings if required.
- Pay any outstanding balances.
- Update your mailing address.

This helps prevent billing issues after you move.

Forwarding Your Mail

Before moving, be sure to:

- Submit a change-of-address request with the U.S. Postal Service.
- Update your address with banks, employers, schools, insurance providers, and other important contacts.
- Notify friends and family of your new address.

Taking care of these details will help ensure you continue receiving important mail.

Leaving on a Positive Note

We hope your time at KinBridge Housing has provided stability, comfort, and a sense of community.

Your feedback is important to us. If you have suggestions about how we can improve our services, we welcome your comments. Every resident's experience helps us continue building stronger communities.

Thank You

Thank you for being a valued member of the KinBridge Housing community.

We wish you success, happiness, and continued stability wherever life takes you next.

Our hope is that the time you spent with us served as a strong foundation for your future.

Move-Out Checklist

Before you leave, make sure you have:

- ☐ Submitted written notice.
- ☐ Scheduled your move-out inspection.

- ☐ Removed all personal belongings.
 - ☐ Cleaned your home.
 - ☐ Disposed of all trash.
 - ☐ Returned all keys and access devices.
 - ☐ Provided a forwarding address.
 - ☐ Updated your mailing address.
 - ☐ Closed or transferred utility accounts, if applicable.
 - ☐ Taken one final look to make sure nothing has been left behind.
-

Community Resources & Support Services

At KinBridge Housing, we believe stable housing is the foundation for a better future. While we may not provide every service directly, we partner with local organizations to help connect residents with support in the following areas. Contact the management office for referrals to any of these resources.

Available Resource Categories

Housing Stability — housing counseling, budgeting, financial literacy, rental/utility assistance, eviction prevention

Employment & Career — job search help, resume support, career counseling, workforce training

Education & Training — GED programs, adult education, vocational training, digital literacy, scholarships

Health & Wellness — primary care, mental health services, substance use recovery, health insurance enrollment

Food & Nutrition — food banks, community pantries, meal programs, senior meal services

Senior Services — transportation assistance, home-delivered meals, caregiver resources, benefits counseling

Veteran Services — housing assistance, healthcare, employment support, education benefits

Transportation — public transit info, reduced fare programs, disability transportation services

Emergency Assistance — emergency shelter, disaster assistance, domestic violence support, crisis counseling

Community Resource Directory

Each KinBridge Housing property maintains a local directory including:

Property Management Office

Emergency Maintenance

Local Police (Non-Emergency)

Fire Department (Non-Emergency)

Community Health Centers

Mental Health Providers

Food Banks

Workforce Development Agencies

Public Transportation

Local School District

Public Library

Utility Providers

Social Service Agencies

Frequently Asked Questions (FAQ)

Answers to Common Questions

This section provides answers to questions we hear most often from residents. If your question is not answered here, please contact the KinBridge Housing management office. We're always happy to help.

1. When is my rent due?

Your rent is due on the date specified in your Occupancy Agreement. If you have questions about your payment or anticipate difficulty paying on time, please contact management as soon as possible.

2. What should I do if I need a repair?

Submit a maintenance request as soon as you notice a problem. You can report maintenance through the methods provided by your property, such as the management office, resident portal, email, or maintenance request form.

If the problem is an emergency involving immediate danger or significant property damage, follow the emergency maintenance procedures described in this handbook.

3. What is considered an emergency maintenance issue?

Examples include:

- Major water leaks
- Sewage backups
- Electrical hazards
- Gas leaks
- Broken exterior doors affecting security
- Loss of heat during dangerous weather
- Flooding
- Other conditions that present an immediate health or safety risk

If there is immediate danger, always call **911** first.

4. Can I have visitors?

No. To maintain a safe and consistent living environment for all residents, KinBridge Housing does not permit visitors on the property.

5. Are pets allowed?

No. Pets are not permitted on KinBridge Housing property. Approved service animals and assistance animals will be accommodated in accordance with applicable law.

6. Can I smoke or drink alcohol on the property?

No. Smoking, vaping, and alcohol are not permitted anywhere on KinBridge Housing property.

7. Are weapons allowed on the property?

No. Weapons of any kind, including firearms and other dangerous weapons, are not permitted anywhere on KinBridge Housing property.

8. What should I do if I lose my keys?

Notify management immediately.

Lost keys or access devices may require replacement or rekeying for the safety of the community. Replacement charges may apply as described in your Occupancy Agreement.

9. What should I do if I smell natural gas?

Leave the building immediately.

Do not operate electrical switches or use open flames.

Once you are in a safe location, call **911** and your gas utility. Then notify KinBridge Housing as soon as it is safe to do so.

10. What if I have a disagreement with a neighbor?

Whenever possible, try to resolve concerns respectfully and calmly.

If the issue cannot be resolved or involves safety concerns, contact management for assistance. Our goal is to help resolve conflicts fairly and respectfully.

11. How do I report a safety concern?

Report unsafe conditions, suspicious activity, or security concerns to management as soon as possible.

If the situation is an emergency or involves immediate danger, call **911** first.

12. What if I need help paying my rent?

If you're experiencing financial hardship, contact management as early as possible.

Depending on your situation, we may be able to discuss available resources, payment arrangements, or referrals to community assistance programs.

Early communication provides the greatest opportunity to explore solutions.

13. Who do I contact if I need community resources?

Start by contacting the KinBridge Housing management office.

We can help connect you with local organizations that provide employment assistance, food resources, healthcare services, transportation, financial education, and other community programs.

14. How do I move out?

Provide written notice as required by your Occupancy Agreement.

Management will schedule a move-out inspection and provide instructions regarding cleaning, key returns, forwarding addresses, and security deposit processing.

15. What are quiet hours?

Unless otherwise posted by your property, quiet hours are:

10:00 p.m. to 7:00 a.m. daily.

Please be considerate of your neighbors by keeping noise at reasonable levels during these hours.

16. Who do I contact if I have questions?

Your KinBridge Housing management team is your primary resource.

We're here to answer questions, provide assistance, and help make your experience a positive one.

Never hesitate to reach out.

Still Have Questions?

We understand that every situation is unique.

If your question isn't answered in this handbook, please contact the management office. We are committed to providing clear information, respectful service, and timely assistance.

We're here to help.

Quick Contact Reference

Residents may wish to write the following information here for easy reference:

Property Manager: _____

Office Phone: _____

Emergency Maintenance: _____

Office Hours: _____

Property Address: _____

APPENDIX A

Quick Reference Guide

Important Contact Information

Residents should complete this page and keep it readily available.

Contact	Information
Property Name	_____
Property Address	_____
Property Manager	_____
Office Phone	_____
Office Email	_____
Office Hours	_____
Emergency Maintenance	_____
Local Police (Non-Emergency)	_____
Fire Department (Non-Emergency)	_____
Utility Emergency Number	_____

Emergency Numbers

Emergency (Police, Fire, Medical): 911

Poison Control: 1-800-222-1222

If you are ever in immediate danger, call **911 first**, then notify KinBridge Housing as soon as it is safe to do so.

Quick Community Reminders

Quiet Hours

10:00 p.m. – 7:00 a.m.

Rent Payments

Refer to your Occupancy Agreement for your monthly due date.

Emergency Maintenance

Report emergencies immediately using the property's emergency maintenance number.

Routine Maintenance

Submit requests through the management office or approved maintenance reporting system.

Visitors

Visitors are not permitted on KinBridge Housing property.

Parking

Park only in designated areas and never block fire lanes or emergency access.

Smoking

Smoking, vaping, and alcohol are not permitted anywhere on the property.

Weapons

Weapons of any kind are not permitted anywhere on the property.

Pets

Pets are not permitted (service and assistance animals accommodated per applicable law).

Move-In Essentials

- ✓ Complete your Move-In Inspection.
 - ✓ Test smoke and carbon monoxide detectors or report concerns.
 - ✓ Learn emergency exits.
 - ✓ Locate your breaker panel and thermostat.
 - ✓ Save important phone numbers.
 - ✓ Read the Resident Handbook.
-

Move-Out Essentials

- ✓ Provide written notice.
 - ✓ Schedule your move-out inspection.
 - ✓ Return all keys and access devices.
 - ✓ Leave the home clean.
 - ✓ Provide a forwarding address.
 - ✓ Update your mailing address.
-

A Place to Live. A Place to Belong.

Building bridges to better living—one home, one resident, and one community at a time.