



Tenant Information Packet



This manual is intended to give tenants living in RiseBoro managed units useful and relevant information about living in RB Housing. Please read all the contents carefully as it will help to answer many of the questions you may have. Additional information and updates are available via the RiseBoro Community Partnership website www.RiseBoro.org or by calling RB Housing at 718-366-3800

SERVICE / SUPPORT / EMERGENCY

If you are experiencing a health or safety emergency **DIAL 911**

RB Housing 718-366-3800 (CONTACT)

Property Manager _____ (NAME)

_____ (CONTACT)

Property Superintendent _____ (NAME)

_____ (CONTACT)

Property Porter _____ (NAME)

_____ (CONTACT)

Tenant Relations ISMAEL FELICIANO (NAME)

718-366-3800 X 1026 (CONTACT)

Emergency Key Copy _____

COMMUNITY RESOURCES

Brooklyn Community Board No. 4 718-628-8400
www.nyc.gov/site/brooklyncb4/index.page

83rd Precinct 718-574-1605 www.nyc.gov/NYPD

NYC Information Dial 311 for Non-Emergencies / www.nyc.gov

Metropolitan Transit Authority (MTA) Dial 511 / www.new.mta.info

Hospitals 718-963-7272 / www.wyckoffhospital.org

718-963-8000 /
www.nychealthandhospitals.org/woodhull





riseboro.org

P: 718 366 3800

F: 866 212 3645

217 Wyckoff Avenue
Brooklyn, New York 11237

RB Seniors

RB Housing

RB Health

RB Education

RB Empowerment

Dear Resident,

Welcome to RiseBoro Housing. Since 1973, RiseBoro Community Partnership has offered services designed to support every generation.

This packet also covers the other services that RiseBoro offers in your community. We offer a wide variety of community services that include, but are not limited to, the following:

- Senior Services
- Health Care
- Youth Programs
- Educational Programming for Adults and Youth
- Skills training and Employment Services
- Access to Healthy Food

We encourage you to explore this packet to see all that RiseBoro has to offer. For the most up to date information, visit www.RiseBoro.org or call RB Housing at (718)-366-3800. You can also follow RiseBoro on Facebook, Instagram and Twitter at @riseboronyc.

Thank you for trusting us to provide you with a safe and secure place to call home.

Sincerely,

RiseBoro Community Partnership
Together, We Are, "In The Community For Good

WHAT A RISEBORO HOME MEANS TO YOU

While your new home may look just like what you have seen in other places you've lived, it is **designed with high standards and the intent to reduce environmental impact and improve human health.**

You are living in a home that is comfortable, energy efficient, affordable to maintain, and long-lasting. Your home:

Social Equality



- Improves your health and wellbeing
- Improves air quality and reduce toxins
- Enhances comfort and control in the home

Economic



- Reduces the cost to operate the building
- Lowers utility bills
- Improves performance and durability of the equipment

Environmental



- Protects nature, wildlife and its diversity
- Provides better air and water quality
- Conserves natural resources

This guide will help to explain the special features in your home that will protect your health and well-being while also giving you actionable tips and information to live a green, healthy, and thriving lifestyle.

Use the icons at the bottom of each page to navigate the guide.



RB TENANCY

Rent Payment

The building relies on tenant rental income to cover operating and maintenance expenses. Rent is due prior to the 10th of the month. After the 10th your rent is considered late and you will be charged a late fee of \$25.00. No cash will be accepted for rent payments.

Payments will be accepted online, by mail or in person. Payment can be sent to the address on your rent bill. Please be sure to include your name, address and T Account # (listed on your bill). For office hours you may contact our office at 718-366-3800.

Please make your check or money order payable to:

Property Name: _____

T-Account # _____

Bounced Checks

If you present a check which is returned by the bank for insufficient funds you will be charged a \$25.00 processing fee. The second time you "bounce" a check, you will again be charged the \$25.00 and you will be required to pay by money order for the remainder of your tenancy.

Charges

We may charge you for repairs (when damage is beyond normal wear and tear) or when the damage is a result of misuse and/or negligence. Such charge(s) will be added to your rent bill.

RB TENANCY

Pets	Kindly respect your neighbors by ensuring that your dog is kept on a leash at all times. Not everyone is a pet person and it is important that at no time your pet is off a leash on the property, as outlined in your pet contract. Be a good neighbor.
Noise	Quiet hours in your building are from 10:00 pm to 8:00 am. Noise of all kinds must be confined to a single apartment. In the event the noise can be heard outside of the apartment, lower the volume so as to not disturb your neighbors.
Laundry	Many of our RB Family buildings have a laundry. You can access your laundry card through your Property Manager.
Satellite Dishes	Tenants may not install satellite dishes on any part of the building. Satellite dishes are hazardous and cause damage to the building. Any tenant who installs a satellite dish will be considered a breach of lease contract. Satellite Dishes will be removed immediately. Any cost associated with this removal will be the sole responsibility of the tenant.
Parking	Any tenant parking in a building lot must have a current parking agreement, including current insurance and driver's license on file. Vehicles must be registered to tenants at the property address.
Lock and Key	If you are locked out of your building or apartment you should first call the Super. If you do not reach the Super you should call Management. During normal business hours you will be provided access to your building and/or apartment free of charge. Outside of normal business hours you will be charged \$25 for access.

RB TENANCY

Evictions for Criminal Activity

EVICTON FOR INVOLVEMENT IN DRUG DEALING

Any involvement with illegal drugs at or near the building is strictly prohibited. These prohibitions apply to the tenant, the members of the tenant's family, the friends of the tenant, the friends of the tenant's family, and all guests or visitors to this apartment.

EVICTON FOR INVOLVEMENT IN OTHER CRIMINAL ACTIVITY

Criminal activity, including any kind of illegal gang related activity, at or near this building is strictly prohibited. This prohibition applies to the tenant, the members of the tenant's family, the friends of the tenant, the friends of the tenant's family, and all guests or visitors to this apartment.

Loitering

THERE IS TO BE NO LOITERING BY ANYONE IN ANY COMMON OR PUBLIC AREA

The legal tenant assumes the responsibility to ensure that no one who resides in or visits the apartment will loiter in any common or public area

No one is permitted on the roof at any time except in an emergency.

Public Drinking/ Smoking

Drinking of alcoholic beverages in public or common areas is not permitted at any time. Drinking of concealed alcoholic beverages is also not allowed. Smoking in public hallways or common areas is not allowed.

Personal Items

In order to keep pests away and maintain the beauty of the property, keep the sidewalks and public common areas clear of any bicycles, motorcycles, grills, toys, trash, cigarettes, or other personal items.

RB Tenant Resources

NYS Tenant Protection Unit

In 2012, Governor Cuomo created the Tenant Protection Unit (TPU) to act as a proactive law enforcement office within New York State Homes and Community Renewal. The TPU also encourages compliance by informing tenants and owners of their rights and responsibilities under the rent regulation laws.

NYC Housing Connect

Register for the City's subsidized affordable housing lottery. Visit www.nyc.gov/housingconnect

Housing Court Answers

Housing Court Answers provides Information Tables in the City's Housing Courts staffs a hotline for callers with information about housing law, rent arrears assistance, and homeless prevention guidance. They staff an Information Table at 250 Broadway to assist public housing and section 8 tenants in termination hearings. HCA also conducts trainings for community groups, unions, elected officials and others on Housing Court procedures, eviction prevent programs and housing law. And, last but most important, HCA fights every day for the rights of unrepresented people in Housing Court.

For more information visit:

<https://www1.nyc.gov/nyc-resources/categories/housing-development/tenant-resources/index.page>

Community Resources

Below you will find a contact list for important resources in the Bushwick Neighborhood:

- **83rd Police Precinct**
480 Knickerbocker Avenue
Brooklyn, NY 11237
718-574-1605
 - For Emergencies call 911



- **Buena Vida Nursing Home**
48 Cedar Street
Brooklyn, NY 11221
718-455-6200



- **Wyckoff Heights Hospital**
374 Stockholm Street
Brooklyn, NY 11237
718-963-7272



- **Women's Health Center**
110 Wyckoff Avenue
Brooklyn, NY 11237
718-486-4155 |

- **Woodhull Hospital**
760 Broadway
Brooklyn, NY 11206
718-963-8000





MAINTENANCE



& SAFETY



RB EMERGENCY MAINTENANCE

If you encounter any of these situations, contact management immediately:

- Inoperative smoke alarm or carbon monoxide detector
- Kitchen sink stopped up
- Water leak
- Overflowing or broken toilet causing leaks
- Stopped up toilet (after plunging failed)
- No A/C or Heat
- No hot water
- Power out
- Lightbulb replacement
- Gas leak or pilot light out
- Wall-mounted sink loose or fallen off the wall
- Inoperative stove
- Inoperative refrigerator/freezer
- Broken first floor window
- Broken entrance door lock
- Interior and exterior railings loose and/or broken

MAINAGEMENT CONTACT NUMBERS

For the majority of emergencies above
Contact your Super and RB Housing

718-366-3800

To Report a Leak or Concern
FIRST CONTACT NATIONAL GRID OR 911

1-800-233-5325

Other Comments/Questions
Tenant Relations Desk

718-366-3800 x 1026

Thank you for helping to make RiseBoro
Housing a healthy and happy community!





RB MAINTENANCE

- Locked Out** If you are locked out of your building or apartment you should first call the Super. If you do not reach the Super you should call Management. During normal business hours you will be provided access to your building and/or apartment free of charge. Outside of normal business hours you will be charged \$25 for access.
- Storage** Unless otherwise provided in writing, storage of any kind on RB property outside of the apartment is forbidden. Storage Agreements must be kept current and deposit provided. Only RB Storage Agreements will be recognized as permission for storage. No RB employee may grant storage approval in any other form.
- Plumbing** Sinks, tubs, and toilets are to be used strictly for their normally intended purposes. They are not to be used to dispose of any kind of trash, solid food waste, toys, etc.
- Light Bulbs** We will initially provide light bulbs for all permanent light fixtures in your unit. You must replace light bulbs as necessary using the proper type and wattage.

Request of Routine Repairs

Request of Routine Repairs

You must report all routine maintenance and repair needs immediately to the Superintendent during regular business hours. The Superintendent's working hours are from 9:00 am to 5:00 pm with an hour lunch. The super will be available after 5:00 for emergencies ONLY.

You should receive a Work Order Number from the Superintendent or Property Manager upon reporting your issue.





TENANT MAINTENANCE CHECKLIST

	SPRING	FALL	MONTHLY
INTERIOR WALLS, CEILINGS, DOORS			
Check for signs of water damage	x		x
Check operation of windows and doors	x		
Check for rodents and pests			x
PLUMBING FIXTURES AND APPLIANCES			
Check and clean refrigerator coils	x		
Check and clean refrigerator drip pan	x		
Check plumbing traps and drains	x	x	
Check hot water heater for leaks			x
Check bath and kitchen fans		x	
APPLIANCES			
Clean kitchen range hood screens			x
Clean dryer vents and screens			x
Clean exhaust fan outlets	x		
Clean A/C coils, drains, pans	x		
ELECTRICAL AND HVAC			
Check smoke and CO alarms	x	x	
Replace air conditioner filters	x		
Replace dehumidifier filters		x	

If anything is **broken, leaking or needing repair**, please contact management (718-366-3800) as soon as possible.





EMERGENCY PLAN

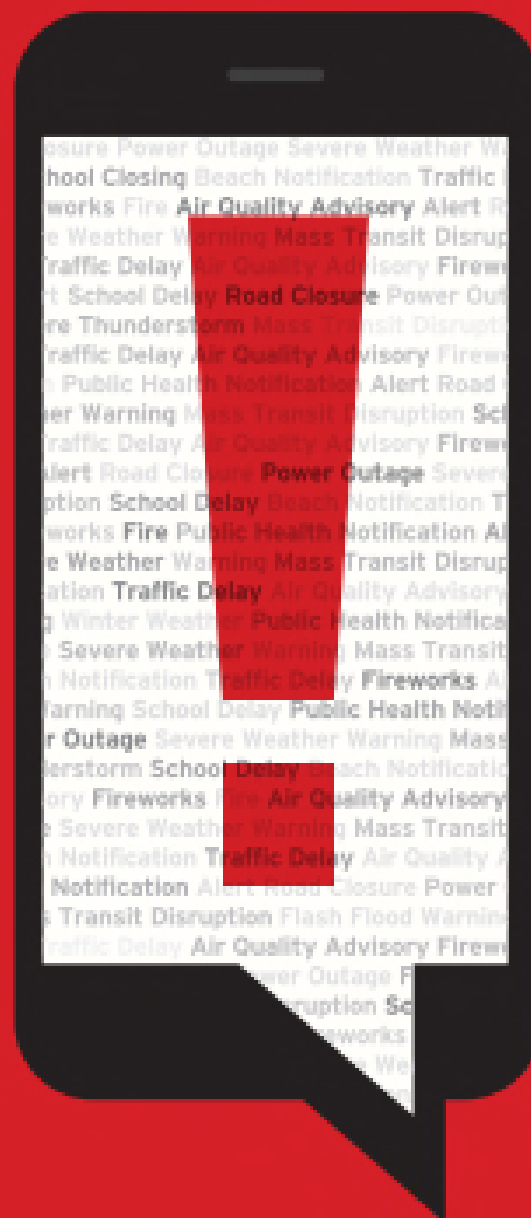
- Tornado** When a warning is issued by sirens or other means, seek inside shelter. Consider: (1) Small interior rooms on the lowest floor and without windows, (2) Hallways on the lowest floor away from doors and windows, and (3) Rooms constructed with reinforced concrete, brick, or block with no windows. • Stay away from outside walls and windows. • Use arms to protect head and neck. • Remain sheltered until the tornado threat is announced to be over.
- Earthquake** Stay calm and keep away from overhead fixtures, windows, filing cabinets, and electrical power. • Assist people with disabilities in finding a safe place. • Evacuate as instructed by a designated official.
- Hurricane** If a **hurricane watch** has been issued: Stay calm and await instructions from a designated official. • Continue to monitor local TV and radio stations for instructions. • Move out of low-lying areas or from the coast, at the request of officials. • If you are on high ground, away from the coast and plan to stay, secure the building, moving all loose items indoors and boarding up windows and openings. • Collect drinking water in appropriate containers.
- If a **hurricane warning** has been issued: Be ready to evacuate as directed by a designated official. • Leave areas that might be affected by storm tide or stream flooding.
- During a hurricane:** Remain indoors and consider the following: (1) Small interior rooms on the lowest floor and without windows, (2) Hallways on the lowest floor away from doors and windows, and (3) Rooms constructed with reinforced concrete, brick, or block with no windows.
- Blizzard** Stay calm and await instructions from a designated official. • Stay indoors! • If there is no heat: - Close off unneeded rooms or areas. - Stuff towels or rags in cracks under doors. - Cover windows at night. • Eat and drink. Food provides the body with energy and heat. Fluids prevent dehydration. • Wear layers of loose-fitting, light-weight, warm clothing, if available.

Find a copy of NYC's Ready New York: My Emergency Plan by visiting https://www1.nyc.gov/assets/em/downloads/pdf/myemergencyplan_english.pdf



GET NOTIFIED!

Sign up now for FREE for the City's official emergency notification system.
Get the **free app**, visit **NYC.gov**, call **311**, or follow **@NotifyNYC**.



■ I signed up for Notify NYC

Dialing 311 and 911

(Do You Know When to Use Them?)

Call 911...

- When you are in immediate danger or witness a crime in progress
- For a serious injury or medical condition
- Do NOT call 911 for non-emergencies or to report a power outage (keep the phone lines open for emergency calls).

Call 311...

When you need non-emergency services and information, like the following:

- School and after-school programs
- School bus information
- Public pools in the city and pool hours
- Volunteer activities in your neighborhood
- How to protect pets in an emergency (ask for "Ready New York for Pets")
- Health and counseling services for family members

You can get a live operator 24 hours a day at 311. There are translators available for 170 languages.

Do NOT call 311 for emergencies.

This document was developed by Riseboro's Housing & Communication teams and uses information from Enterprise Green Communities and the City of New York





HEALTHY



LIVING



RB LIFESTYLE LIVE GREENER

There is a strong connection between your personal lifestyle choices and the health of the environment. In taking care of your health you are taking care of the earth (and vice versa).

LIVE GREENER

1. Buy Local

Buying local reduces the emissions required to get goods to consumers while supporting the local economy and providing you with fresher, healthier foods and products.

2. Use Green Cleaning Products

Choose non-toxic, zero VOC, biodegradable products in recycled packaging or use homemade substitutes when possible. This is better for your family's health, your wallet, and the environment.

3. Stay Active

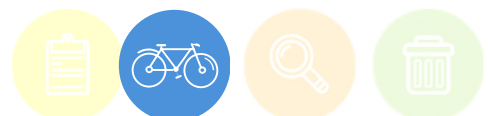
Use the stairs, ride your bike, go for a walk. Staying active greatly decreases risk for chronic disease, obesity, and health disparities. It also keeps you living longer and decreases your cost of healthcare.

4. Use Public Transportation

Public Transportation cuts down on your environmental footprint, so does carpooling! Find out more information on the public transportation in your area in this guide.

DID YOU KNOW?

The **more connections** we have to the people and places around our home, the healthier and happier we are and the longer we live. – Robert Putman, Harvard University Professor





RB LIFESTYLE STAYING ACTIVE

This building has been designed with your fitness and health in mind. Several amenities are provided to ensure you can be active.

- **Stairwells** Gone are the days of boring, poorly lit stairwells. The stairs in this building have natural light and artwork to encourage residents to use the stairs.

- **Bike Storage** Bike storage is located:

For assistance, contact
Management.

- **Activity Space** On site there is a dedicated recreation space for children. This area is intended to encourage residents to connect and be active.

Hours:



RB LIFESTYLE COMMUNITY GARDEN

Plot use and Maintenance

1474 Gates Avenue (Btwn Knickerbocker & Irving)
Open April-October

Composting Site:

Winter: Every other Saturday from 1-3pm
beginning November 24
Summer: Every Saturday 10:00 am – 1:00 pm

Harvesting

We exchange volunteer work for free veggies but we also give away harvests to the community when they stop by.

Want to get involved?

Contact: farm@riseboro.org

COMMUNITY SERVICES

Volunteer at Bushwick Grows Community Garden:

Saturdays from 10am-2pm from April to June. Summer volunteer hours are from 10am-1pm and free workshops from 2-4pm.

Volunteer with Seniors

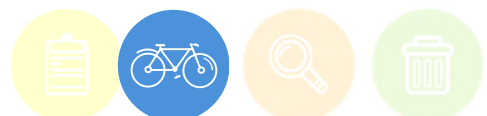
Contact 718-366-3038

RB Farmers Market

Maria Hernandez Saturdays 9 am – 3 pm
RB Archway Sundays 10 am – 4 pm

Volunteer with Youth

Contact 718-381-9653





SMOKE FREE SMOKING POLICY & SUPPORT

Smoking is allowed in the following locations: _____

Smoking is not allowed

- Common Hallway areas
- By the front entrance

Why is Smoke Free Housing Good?

- Smoking is the #1 cause of lung cancer and shortening of lives
- Smoking is the #1 cause of severe ear aches and asthma in children
- Secondhand smoke is the third leading cause of preventable death
- Secondhand smoke can cause Sudden Infant Death Syndrome (SIDS) in babies
- Limiting exposure to smoke improves your chances of avoiding heart disease and other problems
- Smoking poses a fire hazard and damages interior finishes

Resident Role

- To be respectful to others and ensure the health and wellbeing of all residents, please smoke outside at least 25 feet from windows and doors
- To keep our grounds clean and safe, please use an ashtray and throw away butts properly



BREATHE EASY

AVOID ASTHMA AND ALLERGY TRIGGERS

Help keep your home clear of these common asthma and allergy triggers.

1 PESTS

3 MOLD & MOISTURE

2 TOBACCO SMOKE

4 DUST MITES

Report Issues

Report problems to management as soon as possible by contacting your Property Manager.

Good Housekeeping

Be sure to: clean up food waste daily, avoid collecting boxes/papers/magazines, check cupboards and corners for pests and mold, maintain a regular cleaning routine.

Treat Pets

Have pets treated for fleas and other pests yearly.

No Pesticide Foggers

Avoid using foggers as they are often ineffective and contain products that are harmful to your health.

Report Leaks

Report plumbing/roof/toilet leaks to management as soon as possible. A small leak can turn into a big problem quickly.

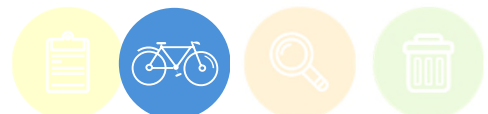
Exhaust Fans

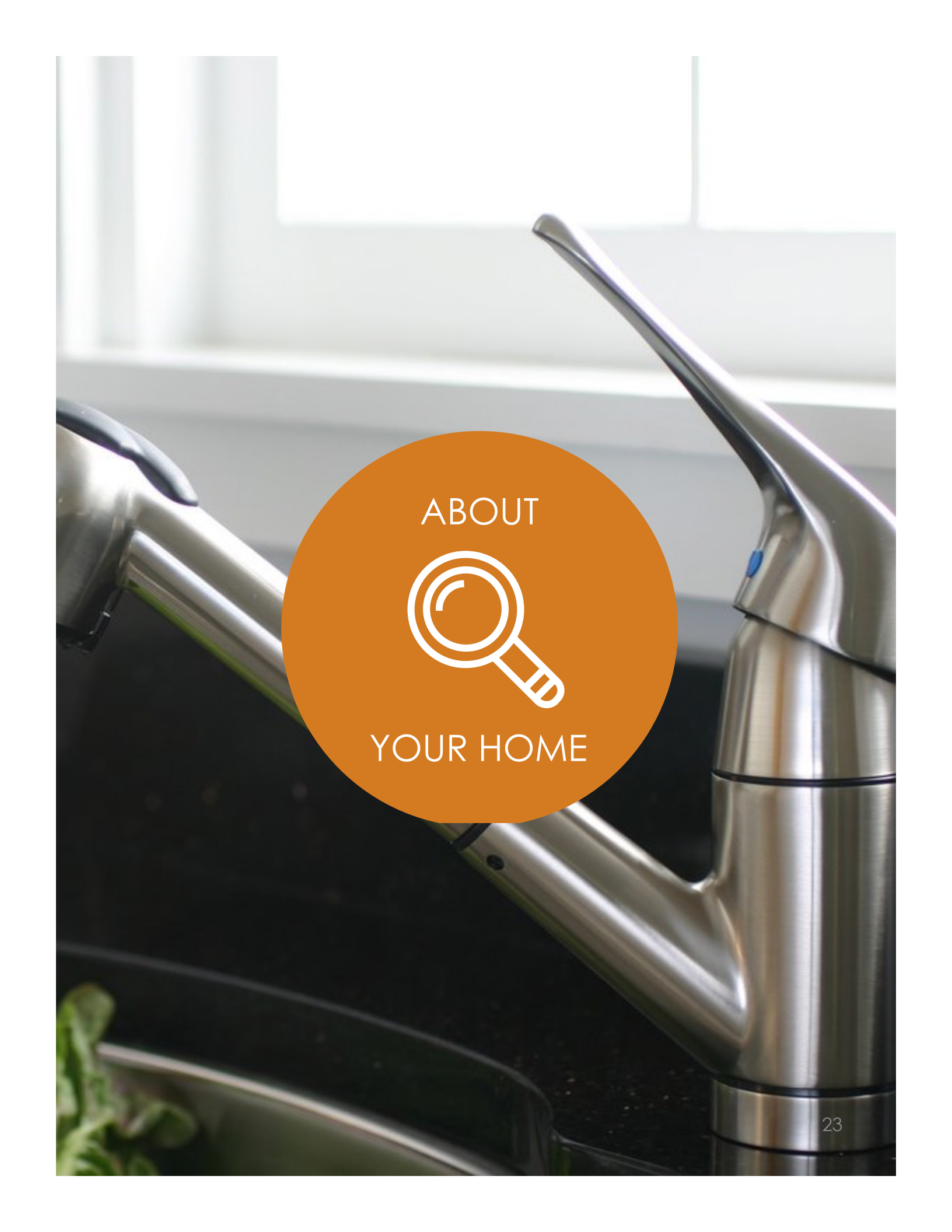
Use the exhaust fans in your kitchen and bathroom to avoid mold and moisture damage. Clean regularly to avoid buildup of dust.

Smoking

Smoke at least 25 feet away from the building.

If you or a family member is experiencing persistent **hives, rash, or breathing issues**, contact your health care provider.





ABOUT



YOUR HOME



RB SUSTAINABILITY COMFORT & EFFICIENCY

Reducing your ENERGY consumption provides the **greatest opportunity to positively affect the environment**. This is because the energy produced by power plants to fuel the building results in major greenhouse gas emissions – impacting air quality, wildlife, and climate. Also, **saving energy saves money!**

LIGHTING, DAYLIGHT AND VIEWS

- Efficient light fixtures have been installed throughout the building
- Access to daylight and views to enhance personal wellbeing and cut down on the need for electric lighting.

ADDED COMFORT

- The walls, floors and roof all have increased insulation and improved air sealing to prevent drafts, leaks, and cold surfaces.
- The windows are double-paned in order to keep the air inside in and the air outside out.

ENERGY STAR APPLIANCES

- Washing machines, dishwashers, and refrigerators that are Energy Star rated to minimize energy and water use. See the next page for usage tips.

DID YOU KNOW?

Buildings consume approx. **39% of the energy** and **74% of the electricity** produced in the U.S. – USGBC LEED Reference Guide v4

Better building energy performance means fewer greenhouse gases emitted. That means **cleaner air** and **healthier people**.





RB SUSTAINABILITY

Introduction to Passive Houses

RiseBoro is committed to sustainable resilient design for our buildings and communities. Not only does it help to save the environment, it will save YOU money on your electric bill. With your help, we can create a better future for our community.

Recently, many of our buildings are designed to the "Passive House" standard. Passive House is a style of building design that gives you, our residents, healthier living and increased comfort. It uses simple methods, like proper insulation, airtight construction, proper ventilation, and high quality windows and appliances, to create a better living environment.

For venting, some apartments are equipped with an ERV (Energy Recovery Ventilation). This system provides fresh air without letting too much hot or cool air out during the winter and summer months. The heating and cooling are transferred from outgoing to the incoming air. It also removes most of the humidity entering during those super sweaty summer days.

The benefits of Passive House do not stop at increased air quality and temperature control. This building design offers reduced outdoor noise infiltration. Thicker walls and windows will create better noise cancellation compared to any standard city building.

On top of using Passive House building design, each apartment is equipped with low-voltage "Energy Star®" appliances and low-flow "WaterSense™" products, reducing daily energy consumption and water-use. Other additions a building may have are solar panels or solar water heaters and solar shading, which is used on the building to capture the sun's energy in the winter and block it in the summer. These additions can help a building operate with less energy than the average NYC building. Passive House buildings can operate with up to 60% less energy than a normal NYC building of the same size. This can get to as low as 90% when residents follow energy and water saving measures.

Passive House is the way of the future, available today!

By designing our buildings to this standard we try to provide a healthier place for our tenant's bodies, minds, and wallets. Now we need you to do your part to make it work. Here's how you can help...





RB SUSTAINABILITY HEATING SYSTEM GUIDELINES

Your home's heating system has been designed to reduce the impact on the environment, save energy, and be comfortable.... Your unit has **Energy Recovery Ventilators (ERVs)** which helps transfer cooling and heat from exiting air and transfer it the incoming fresh air. Each ERV is primarily located on the roof and controls the air flow throughout all the apartments. The controls for the ERV are set to provide the best overall comfort to each and every unit within the building. To ensure the best air quality, each system is balanced for a set number of apartments. This includes kitchens, bathrooms, and living spaces. The control for each ERV is automated and adjusts as needed. This self-adjusts, letting in more or less air flow in and out of the apartment, helps maintain constant temperature and reduce humidity within the apartment.

If you feel your ERV is not working adequately, please contact your Property Manager, do not attempt any changes to the equipment installed.

One of the best ways to stay comfortable in your home and use less energy is to use your thermostat's programmable settings. In the winter, you can program it to automatically **turn up the heat while you get ready in the morning, turn it down while you're away, turn it back up in the evening, and turn it down when you go to sleep.** This is a great energy saving feature. If your thermostat needs resetting or readjusting, please contact management. Rather than disabling the programming feature, ask for help.

Do not try to use the thermostat as an accelerator to ramp up heat quickly as this causes unnecessary demand on the equipment and wastes a lot of energy.

NEVER use your oven to heat your home and try to eliminate the use of space heaters. These can release carbon monoxide (a deadly toxin), pose a fire hazard, and are expensive to run. If you are uncomfortable in your home, please contact management 718-366-3800.





RB SUSTAINABILITY

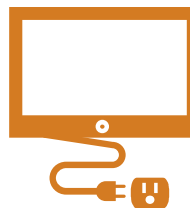
ENERGY CONSERVATION TIPS

Lights contribute a significant percentage of electricity use in your home. Replacing incandescent bulbs with high-efficiency CFLs or LEDs reduces electricity use and saves up to \$45/month. If done in every household in the U.S. it would reduce greenhouse emissions equivalent to taking 10 million cars off the road.



USE CFL OR LED LIGHT BULBS

Use high-efficiency bulbs and reduce energy use by up to 80%



TURN OFF/UNPLUG APPLIANCES

Unplug when not in use. For example, TV, DVR, fans and coffee maker.



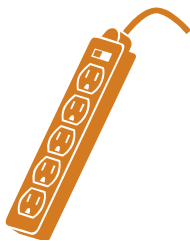
TURN LIGHTS OFF

Turn the lights out when you leave a room and use natural light over electric lights when possible.



KEEP REFRIGERATOR CLOSED

Think about what you need prior to opening the fridge to minimize time spent with the door open.



USE POWER STRIPS

It's easier to turn off/unplug all appliances at the same time and remove "phantom/vampire" energy loads.



UNPLUG CELLPHONE/ LAPTOP CHARGERS

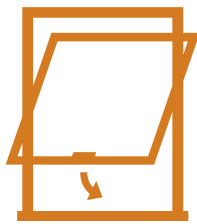
These use energy even when the electronic is not being charged. This is called a "vampire" or "phantom" load.





RB SUSTAINABILITY HEATING SYSTEM TIPS

Please **DO NOT** use portable heaters as they are a fire hazard and are very energy intensive. Instead, dress warmly and let sunlight into your home. Close doors to rooms that are not being used to help contain the heat. **Keep all heating vents clear of obstruction to ensure heat can enter the room.**



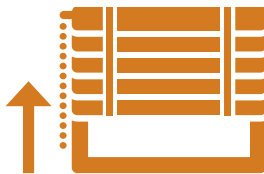
KEEP WINDOWS CLOSED

Heating your home while allowing cool air in and hot air out wastes energy.



SEAL LEAKS

If you think you have an air leak, contact management to get it fixed. This improves energy and keeps you comfortable.



OPEN CURTAINS

Allowing the sun to warm your home reduces the demand on your heating (and lighting) system.



USE BLANKETS AND DRESS WARMLY

Using blankets and wearing layers cuts down on the need to turn up the thermostat.

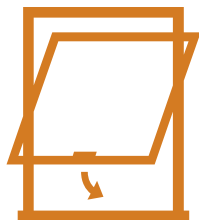


RB SUSTAINABILITY

COOLING SYSTEM GUIDELINES & TIPS

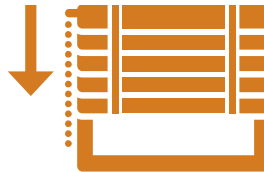


Cooling your home uses a lot of energy in the summer months. Ensure your comfort and efficiency by following these tips:



CLOSE WINDOWS WHEN THE AC IS ON

Letting cold air out and hot air in wastes energy.



CLOSE CURTAINS

In the summer months, stay cooler during the day by keeping the sun from heating your home.



SET THE AC TEMP AT 78 DEGREES OR MEDIUM

During cool nights, open windows and turn the AC off or turn the thermostat up a few degrees.



USE A FAN

Instead of (or in addition to) turning on the AC, use a ceiling, window, or portable fan to keep air cool.

DID YOU KNOW?

The amount of energy consumed in the U.S. every year to power our air conditioners is about the same as the amount of energy consumed by the entire continent of Africa.
– Stan Cox, University of Yale 2012





REFRIGERATOR ENERGY STAR TIPS

Set at the appropriate temperature. Keep your refrigerator at 35 – 38 degrees Fahrenheit.

- **Allow air to circulate behind the fridge.** Leave a few inches between the wall and the refrigerator.
- **Check the door seals.** Make sure the refrigerator seals around the door are airtight. If not sealing tightly, contact management.





WATER SMART SAVING WATER IN YOUR HOME

Water is one of the Earth's **most valuable resources**, yet many of us don't take the time to think about where our water comes from. In fact, every year the number of states in drought grows and fresh water is becoming scarce. **Less than 3% of the water on Earth can be used for drinking and only 0.5% is readily available.**

For these reasons, your home has been designed with high-efficiency water fixtures to help conserve this precious resource.

	AVERAGE FIXTURE	YOUR FIXTURE	YOU SAVE
Showerhead	2.5 gallons/min	1.5 gallons/min	
Bathroom Faucet	2.2 gallons/min	0.5 gallons/min	
Kitchen Sink	2.2 gallons/min	1.5 gallons/min	
Toilet	1.6 gallons/flush	1.28 gallons/flush	
Dishwasher	10 gallons/cycle	5.8 gallons or less	
Washing Machine	23 gallons/wash	15 gallons or less	

You may notice that your kitchen and bathroom sinks have a lower flow. This helps to greatly reduce excess water being wasted and to save on utility bills.

The dishwashers and washing machines in the building have a shorter/eco cycle setting to help reduce water consumption as well. Whenever possible, choose to conserve!

DID YOU KNOW?

The average person uses **80-100 gallons** of water each day! That's over **31,000 gallons** per year! – US Geological Survey, 2015





WATER SMART

WATER CONSERVATION TIPS

It takes lots of energy to pump, treat, and heat water so saving water reduces greenhouse gas emissions and can protect this necessary resource. Saving water around the home can be simple by following these steps:



TURN OFF WATER WHEN NOT IN USE

Turn off water while you brush your teeth, shave your face, and wash your hands.



WASH FULL LOADS

A full load of laundry uses less water than two half loads.



DO NOT FLUSH GARBAGE

Never use the toilet as a wastebasket. Save water and prevent blockages by disposing of waste properly.



REFRIGERATE DRINKING WATER

Don't run water to wait for it to get cold. Fill up a labeled bottle and put it in the fridge.



RECYCLE WATER AROUND THE HOUSE

For example, you can collect water used to wash fruits and veggies for watering house plants.



TAKE SHORTER SHOWERS AND FEWER BATHS

Showers typically use less water. Shortening your shower even by 1 minute can save over 500 gallons per year.



FIX DRIPPING FAUCETS AND RUNNING TOILETS

If you notice an issue with your plumbing, notify management right away.



RB UTILITIES

Sub-metering



Sub-metering will be used in almost all of RiseBoro's buildings. This gives you, the tenant, control over your energy use. By understanding your energy consumption through your wallet, you are able to make better choices on how energy is consumed within the apartment. Being conscious of the energy you consume provides an added benefit for the greater goal of energy efficiency. If you're building is sub-metered, you will be billed directly by us. This makes sure that our goal for living sustainably and healthy lives is not only in our hands, but also your own. **DON'T WORRY, HEATING** needs will continue to be **ON US**.

If you are wondering why we sub-meter, it's because at RiseBoro, we strive to not only give you the best building environment and air quality, but we also want to allow our tenants the opportunity to be a part in living sustainably. Sub-metering allows you to understand how much energy you consume. Being conscious of the energy you consume provides an added benefit for the greater goal of energy efficiency and reducing Carbon emissions (CO2) from generating electricity. This metering system provides accurate, real time energy data, not only for you, but allows us to see if building systems are functioning at their best levels.

Added Benefits:

- In-depth review of the performance of buildings systems
- No more need for estimates with actual building data
- Comparison of individual use over time across facilities
- Ability to identify and eliminate wasted energy
- Ability to monitor peak demand usage

Each statement will have a detailed breakdown for a better understanding of your use and provide a look at your use over time.

Please make your check or money order payable to: _____

Account # _____





CLEANING



RESOURCES



WASTE

RECYCLING AND WASTE MANAGEMENT

Waste that we throw away, chemicals that we pour down drains, and items that we do not recycle all harm our planet. Waste is a major factor in the pollution of our soils, air, bodies of water, and our forests.

RiseBoro Housing units works with local waste haulers to provide you with an easy means of reducing the amount of waste you put in the landfill. All trash should be disposed of in the dumpster/trash room/trash chute. There are separate bins for recycling and trash available. Please dispose of your waste in the proper location.



RECYCLE THESE ITEMS

- Paper
- Plastics (marked with #1 - #7)
- Aluminum and tin
- Cardboard and paperboard
- Glass
- Phone books
- Steel and empty aerosol cans

**Be sure to
rinse out
bottles and
containers to
avoid odors
and pests.**

DID YOU KNOW?

The average American discards **4.4 pounds of garbage** every day. Most of this garbage goes into landfills, where it's compacted and buried.
- EPA, 2014

Recycling just one glass jar **saves enough energy to power a CFL for 20 hours.** Recycling a stack of paper just three feet high **saves one tree.**

- Recycle Across America, 2014





WASTE

ADDITIONAL WAYS TO REDUCE WASTE

Think of other ways to reduce waste such as:

- Donating lightly used items to ARC, Disabled Veterans, or other Re-use stores
- Giving books to libraries or items that can be used in the classroom to schools
- Delivering games and puzzles to senior centers and hospitals

The City of New York has means of recycling electronics to reduce e-waste (TVs, microwaves, chargers, etc.) from going to landfills. For more information, go to: <https://www1.nyc.gov/assets/dsny/site/services/recycling>



USE A REUSABLE BOTTLE

Each year, billions of plastic water bottles are thrown away.



DO NOT USE DISPOSABLES

Avoid using Styrofoam cups, paper plates, plastic utensils, and single use coffee cups.



USE REUSABLE SHOPPING BAGS

Take your own bag for groceries to help cut down on single use plastic bags.



END JUNK MAIL

Remove yourself from mailing lists. For more information, visit: www.catalogchoice.org



REUSE/RECYCLE

Think twice before putting something in the trash. Decide if there is a better way to dispose of or reuse the item.



WASTE

RECOGNIZE HAZARDOUS WASTE

Be smart about hazardous waste. It can threaten human health and contaminate the air, water, and soil. It is important to dispose of these items properly. Contact management for assistance with disposal of these products.

For collection / drop-off information, please visit
<https://www1.nyc.gov/assets/dsny/site/collectionSchedule>



**BATTERIES &
ANTIFREEZE**



**TVs, CELL
PHONES &
ELECTRONICS**



**FLOURESCENT
LAMPS & LIGHT
BULBS**



**PAINT & PAINT
PRODUCTS**



**AEROSOL CANS,
POOL CHEMICALS
& HOUSEHOLD
CLEANERS**



**MEDICATIONS,
MERCURY
THERMOMETERS &
THERMOSTATS**



**PESTICIDES,
HERBICIDES &
CHEMICAL
FERTILIZERS**



**COMPUTERS,
PRINTERS &
PRINTER
CARTRIDGES**



CAMPING FUEL



GREEN SPACE CONTRIBUTUE TO GREEN SPACE

Green space is essential to the health of our planet. Plants help clean the air we breathe, absorb greenhouse gases, provide habitat for wildlife, maintain diversity, and reduce the hot temperatures in the summer.

You can help maintain our community's green space by adhering to the following guidelines:

- 1. PICK UP LITTER** Litter attracts pests, is harmful to wildlife, and leads to more crime. Help keep our community space beautiful and clean.
- 2. LEAVE THE PLANTS IN PLACE** Do not pick or trample plants and flowers. The landscaping is intended for all to enjoy and leaving them alone keeps them healthy and thriving. Also, the more plants and vegetation we have, the safer the neighborhood is.
- 3. PICK UP DOG WASTE** Keep green space enjoyable for everyone and dispose of pet waste properly.
- 4. KEEP THE COMMUNITY SPACES FREE OF PERSONAL ITEMS** The non-personal community spaces both inside and outside are for use by all residents. Contribute to their maintenance and upkeep by keeping personal items in your own homes.
- 5. GET INVOLVED** Help with local cleanup projects, urban gardening, spreading the word, and simply spending time outside.

DID YOU KNOW?

Researchers found that residents whose apartments were exposed to green spaces **reported fewer aggressive conflicts**, including domestic violence, than those who had no views of green space. They also **procrastinated less** on major goals, like finding a job or new home and were less likely to think their problems were unsolvable. — Kuo, Journal of Environment and Behavior 2011





GREEN CLEANING

THE RIGHT PRODUCTS FOR YOU

How can you tell if a product is sustainable and healthy?

“Green” cleaning products have specific ingredients that help to create a healthier indoor environment and reduce outdoor smog by avoiding volatile organic compounds (VOCs).

SELECT PRODUCTS LABELED

- Unscented
- Concentrated
- Biodegradable
- Non-toxic
- Low or no-VOC
- Phosphate Free
- GreenSeal Certified
- Design for the Environment

AVOID PRODUCTS LABELED

- Anti-bacterial
- Anti-microbial
- Highly flammable or combustible
- Danger
- Poison
- Corrosive
- Caution
- Never use chlorine bleach or ammonia

The way you clean also matters. Follow these best practices:

- Sweep and mop the floors of your apartment at least 1x/week
- Vacuum the carpet regularly
- Wash dirty dishes and kitchen surfaces daily
- Wipe up spills immediately
- Clean discolored surfaces or cracked grout with baking soda or borax. If discoloration persists or gets worse, contact Management
- Open windows to let fresh air in when the heat and A/C is off
- Clean your stove's range hood and grease filter
- Avoid using bristly cleaning brushes and abrasive products
- Regularly replace sponges and cleaning rags
- Don't mix cleaning products
- Dispose of chemical products properly





PEST MANAGEMENT PREVENTION TIPS

Pests can carry disease. If you find bugs, ants, rodents, or other pests in your apartment, report it to management 718-366-3800 immediately. Pests are often not a sign of “dirtiness” and are something that can happen to any of us.

If you do find pests, please **use non-toxic pesticide products** and avoid those products that are dangerous to your health, such as Raid spray and Moth Balls. Most pesticides are poisons, and they are often **poisonous to humans**, as well as to pests. Studies have linked some pesticides to cancer, birth defects, neurological disorders, and immune system disorders, as well as allergies.

Non-toxic solutions (such as sprinkling borax), baits and traps should be used prior to more aggressive means.

The best strategy is **to keep pests from coming into your apartment in the first place.**

- **Clean** up food and spills right away
- **Clean** the kitchen regularly
- **Sweep** the floors regularly
- **Rise** bottles before recycling
- **Take out** garbage and recycling regularly
- **Minimize** clutter and paper piles

Carefully inspect all used furniture before you buy. **Most bed bugs are carried into the home on used furniture.** If you have bed bugs contact Management **ASAP**. You can also contact your Property Manager for the Pest Management company's phone number.





HEALTH HAZARDS MITIGATION AND PREVENTION

Radon	This building has been tested for Radon and there is a mitigation system in place if and when the gas is at a harmful level. Radon is a natural gas in the ground that rises up and can be deadly.
Lead	During the construction/rehab of this building, all lead has been removed. If you suspect there is lead in your home, contact management.
Asbestos	During the rehab of this building, all asbestos was removed. If you suspect there is asbestos in your home, contact management.
Window Guards	In some buildings, window guards or limiting devices must be installed and maintained wherever there are children less than 12 years old present.
Mold	During the construction of the building, special care was taken to install anti-microbial surfaces and ensure proper water drainage to limit mold and moisture issues. Be sure to check for and report mold, musty smells, or leaks as soon as possible and use your bathroom and kitchen exhaust fans as designed. Moisture damage can quickly lead to asthma and air quality issues as well as damage to the property.
Fire	Smoke detectors have been installed to provide early warning against deadly smoke. Do not dismantle your alarm. If it starts beeping, the batteries need to be replaced. Do so as soon as possible.
Carbon Monoxide	Monitors have been installed to prevent CO poisoning. Carbon Monoxide (CO) is a silent killer. It has no smell, taste, or color. Do not dismantle or unplug your alarm.

At least two times per year **test your smoke detector**. This is done by pushing the button in the center. Notify Management immediately if the alarm isn't functioning.





HEALTH HAZARDS

NON TOXIC FINISHES

All the paints, coatings, adhesives and sealants used in the building have low/no volatile organic compounds (VOC). In addition, all composite wood products (cabinets, cupboards, countertops, etc...) have no added urea formaldehyde. VOC and formaldehyde are carcinogens that are often found in building finishes.

If needing to use one of these products (sealing furniture, painting, caulking, etc...), please select No/Low VOCs and Urea Formaldehyde Free. The following are good guidelines:



PAINT TYPE

MAXIMUM VOC LIMIT

Primers and sealers	100 g/L
Coatings, flats and non-flats	50 g/L
Opaque floor coatings	50 g/L
Rust preventative coatings	100g/L
Clear wood finishes	275 g/L



BUILDING FEATURES

Property Name:

Property Address:

Low or non-toxic volatile organic compounds (VOCs) in all paints, coatings, sealants, adhesives, and flooring

- o This means cleaner air for you! It is proven that these materials help reduce health problems associated with asthma and other chronic issues.

Plumbing fixtures that use less water than traditional fixtures

- o These fixtures will reduce water consumption and help our state lower its water use

Lighting and heating equipment that **improves comfort and controllability**

- o You will be thankful for easy-to-use and efficient fixtures and equipment that will improve your comfort at home and reduce harmful emissions.

Designed for resiliency to help withstand any unexpected weather events or loss of power.

