



HOW TO GET HELP FOR AMP2 SENIOR/DISABLED HOUSING

Quick Guide for Residents of Kruger Pines, Homestead Terrace, Venetia Oaks, Golden Hinde and Casa Nova

MAINTENANCE REQUESTS

Call the Maintenance Line: **415-390-2094**

- Leave a voicemail or speak with a staff member
- Create an online workorder through your Rent Cafe Portal

Emergency examples:

No heat or hot water • Major water leaks • Flooding • Gas smells • Electrical hazards • Sewage backups

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

PEST CONTROL

- ✓ Routine pest control is provided by Marin Housing
- ✓ You can be **added through a non-emergency maintenance request**
- ✓ Treatment may take more than one visit

Please follow prep instructions and allow access so treatment works.

ACCESS TO YOUR UNIT

Sometimes staff or vendors need to enter your unit to: - Make repairs - Provide pest control - Complete inspections - Perform construction work

You will receive notice before entry, except in emergencies.

ANNUAL RECERTIFICATION

Once a year, households must update income and household information.

- Watch for a notice from Marin Housing
- Turn in documents by the deadline



- ✓ Completing this on time helps keep your rent accurate.

INTERIM RECERTIFICATIONS: REPORT CHANGES PROMPTLY

Please tell us if there are changes such as: - Starting or stopping a job - Income or benefit changes - Someone moving in or out - Changes to childcare, medical, or disability expenses

 Not reporting required changes may result in **back rent being owed**.

YOUR ROLE AS A RESIDENT

Help keep the community safe and comfortable: - Keep your unit clean - Take care of your home - Make sure guests follow community rules – Pay Your Rental Portions - Report issues early – No smoking of any kind on the property

Food Pantry Schedule

Homestead Terrace: Mondays starting at noon

Kruger Pines: Mondays at 10am

Venetia Oaks: Wednesdays at 9:30am

Golden Hinde: Thursdays at noon

Casa Nova: Saturday morning

AMP2 CONTACT INFORMATION

 **Property Management:** Carrie Smith 415-446-4178; csmith@marinhousing.org

 **Office Specialist:** Tashi Dhundup (415) 491-2525, Ext. 963; tdhundup@marinhousing.org

 **Maintenance:** 415-390-2094

 **Responsible Person Kruger Pines:** Eva Adrian evaidrian@gmail.com

 **Responsible Person Homestead Terrace:** Kathy Dounis kdounis@yahoo.com

 **Responsible Person Venetia Oaks:** Jacqueline Tumazi brittsmom.it@gmail.com



📞 **Responsible Person Golden Hinde: Open**

📞 **Responsible Person Casa Nova: Molly Scott mollyoscott123@gmail.com**
