




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
