Essie’s Joy Home Solutions, LLC

Independent Living Homes · Where Comfort, Community & Independence Come Together

(571) 444-6362 · info@essiesjoyhomesolutions.com · www.essiesjoyhomesolutions.com · Washington, DC

Resident Handbook Summary

Welcome to Essie’s Joy! These house guidelines help everyone enjoy a comfortable, respectful shared home. This is a summary. Your residency agreement and the full resident handbook contain the complete terms.

RENT

- Rent is due on the **1st of each month**, using the payment method listed in your residency agreement.
- A **$50 late fee** (or 5% of your monthly rent, if that is less) applies if rent is not paid in full within 5 days after the due date. The fee is charged only once per late payment, as DC law requires.
- If you expect a payment to be late, please contact us before the due date.

QUIET HOURS

- Quiet hours are **11:00 PM – 7:00 AM** every day.
- Please keep TV, music, and phone calls at a low volume at all times, and use headphones when possible.

VISITORS & GUESTS

- Visitors are limited to **home health care and home care personnel, social workers, and case managers** providing services to a resident.
- **No overnight guests** are permitted.
- Residents are responsible for making sure their visiting providers follow the house guidelines while in the home.

PETS

- **No pets** are allowed.
- Service animals and assistance animals approved as a reasonable accommodation are permitted, as fair housing law requires.

SHARED SPACES

- Clean up the kitchen, dishes, and counters right after each use.
- Label your food and remove expired items each week.
- Do not leave personal belongings in the living room, dining area, or hallways.
- Share the TV, laundry, and common areas fairly and courteously.

BEDROOMS & ROOMMATES

- Keep your room — or your side of a shared bedroom — clean and tidy.
- Respect your roommate’s privacy, belongings, and sleep schedule.
- Talk with management if a roommate concern can’t be resolved respectfully.

CLEANING

- Follow the household chore schedule posted in the kitchen.
- Take trash and recycling out on the scheduled days.

SAFETY

- No smoking or vaping anywhere inside the home.
- No illegal drugs or weapons on the property.
- No candles, incense, space heaters, or other open flames in bedrooms.
- Never disable smoke or carbon monoxide detectors. Keep exterior doors locked.
- Report repairs or maintenance problems as soon as you notice them.

RESPECT & COMMUNITY

- Treat every resident, guest, and staff member with courtesy and respect.
- Harassment, threats, or discrimination of any kind are not tolerated.

WHO TO CONTACT

Questions, rent, and maintenance: (571) 444-6362 · info@essiesjoyhomesolutions.com

Office hours: Monday – Sunday, 9:00 AM – 7:00 PM

Emergencies (fire, medical, police): call **911** first, then notify management.

> Need a reasonable accommodation? Ask us anytime. Essie’s Joy is an Equal Housing Opportunity provider.