

# Keeping Families Safe and Healthy

A Guide to Your New Home



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# Introduction

The purpose of this book is to provide the information that you need to maintain a safe and healthy home for you and your family and was written by **Ngo Hna**, a refugee. When Ngo immigrated to the United States, she saw that many new Americans face difficult challenges when first arriving and one of the biggest adjustments is getting used to life in a new home. For example, in many parts of the world people may not cook with an electric or gas stove like they do in America. Therefore, many new Americans have little experience cleaning and maintaining gas or electric stoves and might accidentally break a stove from simple misuse. Many new residents are also unfamiliar with gas or electric heat and are not aware of the need for smoke alarms and carbon monoxide detectors. This book will help you learn about your new home so that you can avoid simple mistakes that might cause big problems.

Keeping a clean, safe home is one of the most important ways to protect your family's health and reduce stress, allergies, asthma, and the spread of germs. We hope that this book serves as a reference resource, or a checklist, of what needs to be done—and what needs to be avoided—to maintain a safe and clean home. So you can read the entire book or just look for certain topics that interest you.

While this book will help all new residents and first time renters, it is designed specifically for new immigrants and refugees. Landlords, property managers, and support organizations may also find it useful to better understand some of the challenges that refugees and immigrants face when arriving in America.

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# Renting a Home

- Lease or Rental Agreement
- Deposit
- Move in Checklist
- Landlord Relationship
- Property Manager
- Moving Out

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## Lease or Rental Agreement

A **lease** or **rental agreement** is a contract between you and the person who owns and takes care of your building or apartment. This person is also known as the “**landlord**.” The lease or rental agreement tells you when you are allowed to move in, when you must move out, and the rules for living in the apartment. You should read your lease before you sign it and make sure that you understand everything. If you don’t understand something in the lease, ask a friend or interpreter to read it with you. You will not be able to move into an apartment without signing the lease. Make sure to get a copy of the signed lease.



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## Security Deposit

In addition to signing the lease, you will need to give your landlord a **security deposit** before you are allowed to move-in. The law says a security deposit may only be up to the same amount of money as one month’s rent. If your rent is \$500 and your deposit is \$500, then you will need to pay the landlord \$1000 before you are allowed to move-in to your apartment. If you follow all of the rules on the lease, the landlord will give you back your deposit when you move out. If the apartment is damaged or you do not follow the rules, then the deposit will not be given back to you.

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## Move-In Checklist

Before moving into your new home, ask your landlord for a **Move-In Checklist**. It is very important to go over everything on the Move-In Checklist with your landlord before you move into your new home. A Move-In Checklist describes the **condition of the apartment** and **what the landlord expects** you to do as long as you are living there. For example, it might state that there are cracked tiles in the bathroom or a broken fan in the kitchen. It might also include information about when and where you should put your garbage or other maintenance items. Remember, the landlord will charge you more money if you damage things or do not follow the rules so it is important that you go over the Move-In Checklist carefully. If you don't understand, or you need help, you can ask your friends or landlord to provide you an interpreter.



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## Landlord Relationship

Ask your landlord for his or her **contact information**; which includes, his or her **name**, **phone number**, **email**, and **office address**. This is very important because if something happens in the house, call your landlord so he or she can help you.

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## Property Manager

Sometimes there will be a property manager who works for the landlord. This person will help you with repairs or any questions you have about your new home. Be sure to ask the landlord if there is a property manager, and if so, get their contact information, too.

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# Moving Out

At least **one month** before you move out, let your landlord know that you are leaving. Be sure to go over the **checklist** that you reviewed when you moved into your apartment to make sure that you leave your apartment like you found it. Clean out cupboards and closets to make sure you don't leave anything behind.



If there is no damage and everything is in good shape, you will be more likely to receive your **deposit** back.

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## Things to Do

|   |  |
|---|--|
|    | Review the <b>Lease</b> or <b>Rental Agreement</b> and make sure that you understand what is expected.   |
|   | Review the <b>Move-In Checklist</b> with the landlord and make note of any damage or missing items before moving in.   |
|  | Get the landlord's <b>contact information</b> .  |
|  | Make sure to get a copy of the <b>signed lease</b> and scan it to save a <b>digital copy</b> online. If you don't have a scanner, take a good quality <b>picture</b> of each page. |
|  | Contact your <b>landlord</b> as soon as possible if there are any issues with your apartment.  |

## Things NOT to Do

|   |  |
|---|--|
|  | Do not break any of the rules that are stated in your <b>lease</b> . |
|  | Do not be <b>late</b> paying your rent.                              |

**IMPORTANT:** Do not move in without a **signed lease**.



# Keeping a Healthy Home

- Kitchen
- Living Room
- Bedroom
- Bathroom
- Basement
- Common Areas








# Kitchen



The **kitchen** is often the favorite room in a house because it is where people cook and enjoy wonderful food. It can also be the most dangerous room because if you do not follow the directions for each appliance, you may cause a fire, damage plumbing, or make people sick because of the germs, mice, and bugs that are attracted to dirty kitchens. Keep a clean kitchen and follow the rules for each area in your kitchen, and you will enjoy many happy meals with friends and family.



## Things to Do

|   |   |
|---|---|
|  | Keep your kitchen clean - <b>sweep</b> the <b>floors</b> , <b>wipe</b> the counters, and put all of your food <b>away</b> .               |
|  | Learn to use appliances properly so they don't break or cause damage.   |
|  | Keep garbage in a <b>closed</b> container.  |
|  | <b>Wash</b> your dishes after you use them.   |
|  | Keep <b>garbage</b> in a closed container with a plastic garbage bag. Take out garbage every few days and place in the green plastic bin. |

## Things NOT to Do

|   |   |
|---|---|
|  | Never leave food out <b>overnight</b> . It will attract <b>bugs</b> and <b>mice</b> .   |
|  | Do not leave <b>dirty dishes</b> and <b>pans</b> sitting in the sink or on the counter. |

# Sink

The **sink** drain is connected to all of the pipes in your apartment. So, it is important not to clog the sink drain with kitchen waste or grease or it will back up all of the plumbing in your apartment.



## Things to Do

|  |   |
|--|---|
|  | <b>Wash</b> your dishes after every time that you use them.   |
|  | Put food scraps into the <b>garbage</b> .   |
|  | Leave the <b>drain strainer</b> in the sink to prevent small food scraps from going down the drain. |
|  | Empty the scraps from the drain strainer into the <b>garbage</b> after you use the sink.            |
|  | <b>Clean</b> the sink and wipe it dry to keep mice and bugs away.                                   |

## Things NOT to Do



**Never put food scraps**, like egg shells, potato or onion peels, celery, bones, or fruit pits, **down the drain**.

**IMPORTANT:** Never pour **cooking grease** or **oils** into the sink. This will **clog the drain** and might result in a costly repair bill. Instead, save old jars and cans and use them to pour used cooking oil and grease into; these can be covered with a lid or foil, sealed in a bag, and put into the garbage once cooled.








# Stove





The stove has **burners** on top and an **oven** below to cook food. Stoves are expensive but if you take care of your stove, it should last for many years. Keeping the stove clean is important to keep it working and prevent fires.



## Things to Do

|   |  |
|---|--|
|  | Put your food in <b>pots</b> and <b>pans</b> .                                   |
|  | Start with <b>low</b> heat (LO) and slowly increase the temperature.             |
|  | Wipe up <b>food spills</b> immediately.  |
|  | <b>Clean</b> the stove every day   |
|  | Use the <b>vent fan</b> to keep smoke and oils from making your house smell bad. |

## Things NOT to Do

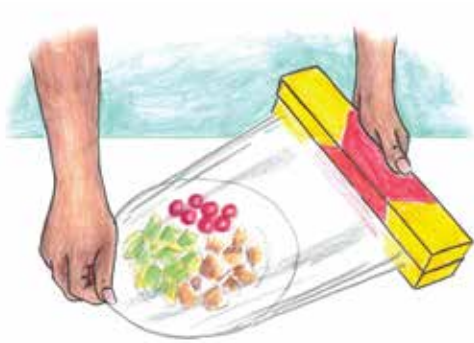
|   |  |
|---|--|
|  | Never leave the kitchen when the stove is "on" to avoid fires.   |
|  | Do not use the stove to heat your house because the gas can make you <b>sick</b> . It is also very expensive to heat this way. |
|  | Do not cook <b>directly on the gas</b> flame; use pots and pans.   |
|  | Do not use <b>steel wool</b> or <b>wire</b> to clean the stove.  |



**IMPORTANT:** Never cook food directly on a burner. This can damage the burners and break the stove. Instead, only use pots or pans when using the stove. Ask your landlord if you can use an outdoor barbeque grill to cook food. Many local parks have grills for public use.

# Refrigerator

The **refrigerator** keeps your food cold and safe to eat. It is important to keep the refrigerator clean and set at the right temperature to avoid getting everyone sick.



## Things to Do

|   |  |
|---|--|
| ✓ | Put your food in a <b>dish</b> and cover it with <b>plastic wrap</b> or a lid before putting it in the refrigerator. |
| ✓ | Wipe up <b>spills</b> immediately.   |
| ✓ | <b>Clean</b> the inside of the refrigerator with a sponge and warm water.  |
| ✓ | Keep the <b>temperature setting</b> at the right level to keep food cold.  |
| ✓ | Check what you keep in the refrigerator and <b>throw out expired food</b> .  |

## Things NOT to Do


|   |   |
|---|---|
| ✗ | Do not put very <b>hot food</b> in the refrigerator.  |
| ✗ | Do not leave the refrigerator door <b>open</b> .  |
| ✗ | Do not <b>block</b> the bottom of the refrigerator; this is where the <b>air</b> flows out. |

# Microwave




**Microwaves** can cook and reheat food quickly, so set the timers for a few minutes and check your food. If needed, you can always add more time and continue cooking.



## Things to Do

|   |  |
|---|--|
|  | Use <b>timer</b> as directed.  |
|  | <b>Clean</b> your microwave with wet sponge or cloth every week.   |
|  | Check dishes before putting them in the microwave to make sure they are labeled " <b>microwave safe.</b> " |

## Things NOT to Do

|   |  |
|---|--|
|  | Don't use <b>plastic</b> or <b>paper</b> plates in the microwave.                |
|  | If you're not sure if the dish is microwaveable, <b>do not</b> use it.           |
|  | Never put <b>metal dishes, aluminum foil, or pots and pans</b> in the microwave. |



## Cabinets and Countertops

**Cabinets** will keep your kitchen supplies clean and organized. Be sure to organize your kitchen and pick different cabinets for food, dishes, pots and pans, and cleaning supplies.

**Countertops** must be kept very clean to avoid dangerous bacteria that will make you and your family sick.



### Things to Do

|   |  |
|---|--|
| ✓ | Wipe <b>dining table</b> and countertops before and after every use.   |
| ✓ | Protect the <b>countertops</b> from damage. Use a <b>cutting board</b> to cut things on and put a <b>towel</b> or <b>mat</b> under hot pots and pans before putting them on the counter. |
| ✓ | Keep <b>cleaning supplies</b> in the cabinets under the sink.  |
| ✓ | Use “ <b>child-proof locks</b> ” on cabinet doors to keep small children from getting to dangerous cleaning supplies.  |

### Things NOT to Do

|   |   |
|---|---|
| ✗ | Never leave food out on the counter without <b>covering</b> it. This will attract insects, mice and food flies. |
| ✗ | Never leave <b>cleaning supplies</b> near food or where people are eating.                                      |

# Living Room

The **living room** is where the family spends time together and with friends. This is often the first room when you enter your home and has furniture, like a couch and chairs, a television (TV), and maybe book shelves and areas for small toys.



## Things to Do

|   |   |
|---|---|
| ✓ | Take off <b>shoes</b> when you enter the house.                                       |
| ✓ | <b>Clean</b> your furniture at least once a week.                                     |
| ✓ | <b>Lock</b> your outside door at all times.   |
| ✓ | If you open windows, make sure to put down the <b>window screen</b> .                 |
| ✓ | Keep the room clean by putting things back where they belong when you leave the room. |

## Things NOT to Do





|   |  |
|---|--|
| ✗ | Don't pour <b>liquids</b> on the carpet or floor. This will soak through the layers underneath and will make a stain that is hard to remove. |
| ✗ | Do not let anyone climb or jump on the <b>furniture</b> .  |
| ✗ | Never bring furniture found on the <b>street</b> into your home.   |
| ✗ | Do not drop <b>food</b> or <b>crumbs</b> on the floor or furniture.  |
| ✗ | Don't let children <b>scratch</b> or <b>draw</b> on walls or doors.  |

## Bedroom




The bedroom is where you sleep and store your clothes. It's important to keep this room clean to avoid dust and mold that can cause allergies and make people sick.



### Things to Do

|   |  |
|---|--|
|  | Make the <b>bed</b> .  |
|  | Keep <b>clothes</b> in the <b>closet</b> or in <b>dressers</b> . |
|  | <b>Mop, sweep or vacuum</b> at least once a week.                |
|  | Make sure you have a <b>smoke alarm</b> in every room.           |

### Things NOT to Do

|  |   |
|--|---|
|  | Do not bring or eat <b>food</b> into the bedroom.               |
|  | Do not leave <b>clothes</b> on the floor.                       |
|  | Do not use <b>window blinds</b> to dry clothes or hang hangers. |





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## Toilets

It is important to keep the **bathroom** very clean because there are many germs and bacteria that can make people sick. Wet floors can also cause people to slip and get hurt.




---

### Things to Do

|   |  |
|---|--|
|  | Clean your toilet at least <b>once a week</b> . Wipe urine off the floor <b>right away</b> . |
|  | <b>Teach your children</b> not to flush their toys or other items down the toilet.           |
|  | <b>Wash hands</b> with soap and use a towel to dry your hands.                               |
|  | Only flush <b>toilet paper</b> and <b>bodily waste</b> .                                     |

### Things NOT to Do






|   |  |
|---|--|
|  | Never flush women's sanitary products, garbage food, paper towels, large amounts of toilet paper, soap or other items down the toilet. |
|---|--|

## Sink and Bathtub



It is important to keep water in the **bathtub** and not on the floor to prevent damage to the floor and prevent mold from growing.



### Things to Do

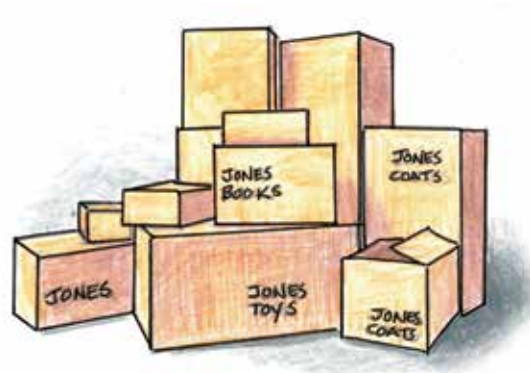
|   |  |
|---|--|
|  | <b>Clean</b> the sink and bathtub every few days to prevent germs and mold.  |
|  | Place a <b>strainer</b> for both sink and bathtub all the time to prevent hair from blocking the drain.                                  |
|  | Use waterproof <b>shower curtain</b> .   |
|  | Always keep the shower curtain <b>inside the bathtub</b> , and always clean up water on the floor right away.                            |
|  | Open <b>window</b> or use the <b>fan</b> when taking shower to keep the bathroom from getting steamy and wet, which causes mold to grow. |

### Things NOT to Do

|  |   |
|--|---|
|  | Do not allow <b>hair</b> or any other items to go down the drains.                  |
|  | Do not hang wet clothes or towels outside of the tub to prevent <b>wet floors</b> . |

# Basement

Many houses are old and the basements have cement floors and walls. It is important to keep this area clean and dry to avoid mold and attract bugs and mice.



## Things to Do

|   |  |
|---|--|
| ✓ | Organize <b>boxes</b> or other things and keep them clean and neat. Be sure to <b>label</b> your things. |
| ✓ | <b>Sweep</b> the <b>floors</b> and keep the basement clean to keep mice and rats away.                   |
| ✓ | Keep things in <b>waterproof plastic bins</b> or up off the floor to avoid water damage and mold.        |

## Things NOT to Do

|   |  |
|---|--|
| ✗ | Do not put anything near the furnace or hot water heater. Keep these areas clear to prevent fires and allow easy access.           |
| ✗ | Keep your things away from utility boxes, furnace, water heater, or any other things that the landlord may need to have access to. |
| ✗ | Never store your garbage in the basement.  |
| ✗ | Do not put food in the basement.   |
| ✗ | If there is water in the basement, call your landlord.   |

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## Common Areas

Homes usually have common areas that are shared with neighbors. For example, you might share a porch, driveway, or backyard with your neighbors. You might also share the basement or storage areas with other families in a home.



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### Things to Do

|   |  |
|---|--|
| ✓ | Get to know your <b>neighbors</b> .  |
| ✓ | Keep your things <b>organized</b> and leave room for others who share the space. |
| ✓ | <b>Clean up</b> after using a common area and keep it clean for your neighbors.  |
| ✓ | Keep <b>hallways</b> clean.  |
| ✓ | Contact your <b>landlord</b> if you have any concerns that can't be resolved.    |

### Things NOT to Do

|   |   |
|---|---|
| ✗ | <b>Do not leave</b> your things all over the common areas; leave room for your neighbors. |
| ✗ | <b>Do not touch</b> or use any items left in the common area that do not belong to you.   |



# Preventing Problems

- Cockroaches, Mice, and Rats
- Bedbugs
- Mold
- Water Leaks
- Lead Poisoning
- Garbage and Yard Maintenance

## Cockroaches, Mice, and Rats

Bugs, mice, and rats carry disease and can make your family very sick. They also get into cupboards and destroy your food.



### Things to Do

|   |  |
|---|--|
| ✓ | Wrap up your garbage and put it in the <b>outside</b> garbage bin every night.       |
| ✓ | Clean up <b>spills</b> right away.   |
| ✓ | Clean the <b>sink, stove</b> and <b>countertops</b> every night before going to bed. |
| ✓ | Make sure all <b>food</b> is wrapped and properly stored.                            |
| ✓ | Keep <b>cabinet shelves</b> free of crumbs and food.                                 |

### Things NOT to Do

|   |   |
|---|---|
| ✗ | Do not bring food into the living room or bedrooms.                   |
| ✗ | Never leave dirty dishes in the sink – wash them as soon as possible. |



# Bedbugs



It's important to keep your bedding clean to prevent bedbugs, which can bite you and your children and cause you to become sick. Bedbugs live in the folds of fabric, edges of walls, in carpets and bedding.



## Things to Do

|   |  |
|---|--|
|  | Use <b>mattress frames, cover,</b> and <b>boxspring.</b>   |
|  | To stop bed bugs, place the legs of your furniture in <b>bowls of soapy water.</b>   |
|  | <b>Vacuum</b> your carpets, mattresses, and furniture.   |
|  | Wash your <b>sheets</b> with hot water and dry with high heat.   |
|  | Avoid <b>bed bug sprays.</b> Bed bug sprays (pesticides) can be harmful to people if used incorrectly. Ask your <b>landlord</b> for instructions before using any <b>pesticides</b> or call your landlord and ask them to send a professional <b>exterminator.</b> |

## Things NOT to Do

|  |   |
|--|---|
|  | Do not leave your clothes or laundry on the <b>floor.</b>                 |
|  | Do not ignore bedbugs - they will not go away unless you get rid of them. |

**IMPORTANT:** Never bring furniture that you find on the street into your home because they often full of bugs and rodents and can make you and your family sick.





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## Mold

Black spots can appear under sinks, around bathtubs, and even on your floors and walls. This is mold and it grows in areas that get wet. It can be very dangerous and cause breathing problems.





---

### Things to Do

|   |   |
|---|---|
|  | Check under sinks, around windows, and in the bathroom and make sure that these areas stay <b>dry and clean</b> . |
|  | Open a <b>window</b> or use the <b>fan</b> when taking a shower to prevent moisture build up.                     |

### Things NOT to Do

|   |   |
|---|---|
|  | Do not leave <b>damp</b> things under the kitchen or bathroom sinks because they can cause <b>mold</b> to grow.     |
|  | Never wipe mold with your <b>hands</b> . Wear a <b>mask</b> and <b>gloves</b> and clean with special <b>soaps</b> . |

---

## Water Damage

Faucets and pipes can start to leak and will cause expensive damage to your home. Water can also damage bathroom floors when too much water splashes on the floor and doesn't get cleaned up immediately.



---

### Things to Do

|   |   |
|---|---|
| ✓ | Always keep the bathroom floor <b>dry</b> .   |
| ✓ | Always use a <b>mop and bucket</b> to clean the floors.   |
| ✓ | If you see <b>puddles</b> under your sink, stop using the water and tell your <b>landlord</b> . |

### Things NOT to Do

|   |  |
|---|--|
| ✗ | Do not use too much water when you are cleaning the floors. It's easy for water to leak through the floor and cause damage. <b>Floors are not waterproof.</b>  |
| ✗ | Pipes are not very strong. Do not hang things on <b>pipes in the basement</b> because that can cause damage to the pipes that will cause leaks. This type of damage will cost a lot of money to fix. |

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## Lead Poisoning

Some paint in older homes contains lead, which is dangerous. If you see paint flakes, clean them up immediately and put it in the garbage. Never let children touch these or put these in their mouth.



---

### Things to Do

|   |  |
|---|--|
|  | Watch for small pieces of <b>old paint</b> or <b>dust</b> and clean this up if you see any on painted window frames or floors.                               |
|  | You cannot see tiny pieces of lead in dust. So clean all <b>floors</b> and painted <b>window frames</b> with <b>soapy water</b> and then rinse the surfaces. |
|  | Ask the <b>City of Rochester</b> to check the paint for lead by calling 585-428-6520   |
|  | Tell your <b>caseworker</b> if you think your house might have lead.   |

### Things NOT to Do

|   |   |
|---|---|
|  | Do not scrape or chip <b>old paint</b> off the walls or trim. |
|  | Do not let <b>children</b> touch paint chips.                 |
|  | Never put <b>paint chips</b> in your mouth.                   |

---

## Garbage and Yard Maintenance

It is also important to keep the outside of your home safe and clean. Keep walkways clear so that it is easy to get in and out of your home. Garbage should be kept in closed containers to keep animals from making a mess. It is your responsibility to shovel the walks in the winter and clean up branches, trash, or anything else that is in your yard.



---

### Things to Do

|   |   |
|---|---|
| ✓ | <b>Shovel</b> your walk in the winter.  |
| ✓ | <b>Pick up</b> trash and debris in your yard and by the street to keep your neighborhood looking beautiful. |
| ✓ | Place all <b>garbage</b> and <b>recyclables</b> in the correct bin.   |
| ✓ | Ask your landlord which days are " <b>garbage days</b> " so you know when to put your bins out.             |
| ✓ | Bring your garbage and recycling bins back to your house after the garbage trucks <b>empty</b> them.        |

### Things NOT to Do

|   |   |
|---|---|
| ✗ | Never put your <b>garbage</b> in your neighbor's bin or yard.   |
| ✗ | Do not <b>pile</b> things outside. It can be a fire hazard and makes it hard for people to get in and out of the house. |
| ✗ | Never <b>burn</b> garbage or other items.   |



# Safety and Security

- Smoke Alarm
- Carbon Monoxide (CO)
- Heat
- Gas
- Fire
- Cleaning Materials

---

# Smoke Alarm

Smoke alarms alert you to smoke and fire in your apartment and will keep you and your family safe. Removing smoke alarms is in violation of city codes.



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## Things to Do

|  |  |
|--|--|
|  | Make sure your <b>smoke alarm</b> is working.  |
|  | Batteries need to be changed <b>twice a year</b> . Smoke alarms will beep to help you know when the batteries need to be replaced. |
|  | If the <b>smoke alarm</b> goes off, get everyone out of the apartment and <b>call 9-1-1</b> .                                      |

## Things NOT to Do

|  |   |
|--|---|
|  | Never <b>turn off</b> your smoke alarm.   |
|  | Never take out smoke alarm's <b>batteries</b> and use them for something else.                                  |
|  | <b>Never remove or throw away a smoke alarm.</b>  |
|  | Never <b>hide</b> in the closet or under a bed if there is a fire. Get everyone outside and <b>call 9-1-1</b> . |

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## Temperature Control

During wintertime, you need to turn on the thermostat to regulate the heat. Warm air will come out of “vents”, or metal grates, that are located on the wall or floor.





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### Things to Do

|   |   |
|---|---|
|  | Learn how to use your <b>thermostat</b> to control the temperature in your apartment.         |
|  | Keep windows <b>closed</b> (including the outer storm windows that cover the screen).         |
|  | <b>Dress for the weather</b> ; wear warm clothes and keep the heat turned down to save money. |
|  | Keep the area around the <b>vent</b> clear and clean.   |

### Things NOT to Do

|  |   |
|--|---|
|  | <b>Never</b> use the <b>stove</b> to warm the house.  |
|  | Do not place <b>furniture</b> in front of the heater <b>vents</b> because it will block the heat going into the room. |



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## Carbon Monoxide (CO) and Natural Gas

Carbon monoxide gas is caused by gas leaks or other dangerous fumes. Your apartment may have a carbon monoxide alarm to warn you if there is a gas leak. Gas leaks can make you very sick and might cause a fire or explosion.



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### Things to Do

|  |  |
|--|--|
|  | Be sure to install a <b>carbon monoxide detector</b> . They may be installed on the wall or plugged into an outlet.                              |
|  | Always make sure your <b>stove</b> is turned off when not in use.  |
|  | If there is a strong smell of <b>gas</b> , take your phone and <b>get out of the house</b> before calling 9-1-1.                                 |
|  | Keep the area around your furnace <b>clean</b> and <b>clear</b> of boxes so that someone can read the information posted outside fo the furnace. |

### Things NOT to Do

|  |  |
|--|--|
|  | Do not <b>ignore</b> gas smells.   |
|  | Do not leave your gas <b>stove</b> on to heat the house.   |
|  | Do not tamper with your furnace. If it is <b>broken</b> , call your <b>landlord</b> and let a professional fix it. |

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## Smoking

Smoking is not good for you or your family and most landlords do not allow smoking inside the house.






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### Things to Do

|   |  |
|---|--|
|  | If you must smoke, <b>ONLY</b> smoke <b>outside</b> .  |
|  | Make sure that your cigarettes are completely <b>cool</b> before throwing them in the <b>garbage</b> . |
|  | Make sure to dispose of all <b>cigarette butts</b> properly, do not litter.                            |

### Things NOT to Do

|   |  |
|---|--|
|  | <b>Do not smoke when children are around.</b>                                |
|  | <b>Do not try to hide your smoking by going to the attic or basement.</b>    |
|  | Do not smoke in <b>bed</b> or any place where you might fall <b>asleep</b> . |

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## Small Fire and Fire Extinguisher

Fire extinguishers can be used to put out small fires. Your landlord will give you a fire extinguisher to keep in your apartment. You should use a fire extinguisher for small fires. For large fires, get out and call 911.



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### Things to Do

|   |   |
|---|---|
| ✓ | When using a fire extinguisher, spray at the <b>base</b> of the <b>flames</b> .           |
| ✓ | If there is a <b>small fire</b> in a <b>pot</b> on the stove, cover the pot with the lid. |
| ✓ | Keep the <b>fire extinguisher</b> in a safe spot where you can find it fast.              |
| ✓ | <b>Call 9-1-1 in an emergency.</b>  |

### Things NOT to Do

|   |   |
|---|---|
| ✗ | <b>Never throw water on a grease fire.</b>  |
| ✗ | Never get in an <b>elevator</b> to get away from a fire; use the stairs.  |
| ✗ | If a gas stove <b>burner</b> does not light up, turn it off and let your <b>landlord</b> know that your stove is not working. |
| ✗ | Never try to <b>hide</b> in your apartment during a fire. Get out and <b>call 9-1-1</b> .                                     |

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## Chemicals and Cleaning Materials

Cleaning products will help you keep your home clean and healthy, but must be used correctly. When used in the wrong way, they can cause damage to your home and may even make you very sick. If there are small children in your home, keep cleaning products in a place that they can not get to or use a “child lock” on the cabinet where they are kept.



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### Things to Do

|   |  |
|---|--|
|  | Store all cleaning products in a safe place where children can not get them.                     |
|  | Try a small amount of the cleaning product first to make sure it works and doesn't cause damage. |
|  | Follow the instructions on the label.  |
|  | Only buy cleaning products that are safe for your home.  |

### If You Must Use Bleach:

- Never mix bleach with other cleaning products.
- Add water to bleach before using it to clean.
- Make sure you wear a mask and gloves when using bleach.
- Open a window or fan when you are using bleach.
- Never smell bleach.
- Do not use bleach if there are children around.





# Getting Help

- Landlord
- Non-Emergency
- Emergency (9-1-1)



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# Who to Call

## Landlord

- If there is water in the basement.
- Broken stove, refrigerator, microwave, or furnace.
- Broken windows or screens.
- Ceiling leaks
- When the toilet overflows or sink or bathtub is clogged.

## Non-Emergency

|  |   |
|--|---|
| <b>3-1-1</b>   | <ul style="list-style-type: none"><li>• Free smoke and carbon monoxide detector</li><li>• Replace garbage &amp; recycle bin</li><li>• Report a major health or safety issue your landlord is refusing to fix,</li></ul> |
| <b>1-800-222-1222</b>  | <ul style="list-style-type: none"><li>• Poison Emergency/Control</li></ul>  |
| Monroe County<br>Department of Health<br><b>585-753-5171</b> | <ul style="list-style-type: none"><li>• Bed bugs, cockroaches, mice, garbage, odors, insects, mold, and lead</li></ul>  |
| <b>2-1-1 Lifeline</b>  | <ul style="list-style-type: none"><li>• Help signing up for local programs and support services.</li><li>• Mental health crisis counseling.</li></ul>   |

## Emergency (9-1-1)

- Fire
- Choking, bleeding
- Fighting
- Shooting
- Break-in or criminal activity
- Medical emergency

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## Important Numbers

Name \_\_\_\_\_ Number \_\_\_\_\_

Name \_\_\_\_\_ Number \_\_\_\_\_

Name \_\_\_\_\_ Number \_\_\_\_\_

Name \_\_\_\_\_ Number \_\_\_\_\_

Name \_\_\_\_\_ Number \_\_\_\_\_

Name \_\_\_\_\_ Number \_\_\_\_\_

Name \_\_\_\_\_ Number \_\_\_\_\_

Name \_\_\_\_\_ Number \_\_\_\_\_

Name \_\_\_\_\_ Number \_\_\_\_\_

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## A Few More Things

- Check your mail every day
- Pay your bills on time
- Clean your home every day
- Save some money for emergencies
- Ask for help
- Get to know your neighbors
- And always remember, we are happy you are here 😊











**City of Rochester, NY**  
*Lovely A. Warren, Mayor*  
*Rochester City Council*

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