



# BATH HOUSING

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## **Public Housing Resident Handbook**

Updated August 2015

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# Welcome from our Executive Director

August 2015

On behalf of Bath Housing, let me be the first person to welcome you to your new home. Please know that we are ready and willing to assist you in any possible way as you adapt to your new apartment and community.

Bath Housing is a nonprofit organization that works to enhance housing stability for seniors, those with disabilities, and families in the greater Bath, Maine area in order to have a safe, vibrant, just and prosperous community. We own and manage 160 apartments in the area.

This handbook has been prepared to provide our tenants with information about Bath Housing. Please read it carefully. However, if you have more questions, know that our staff is here to assist you.

The administrative office is located at 80 Congress Avenue (corner of Centre and Congress Streets with parking lot access from Congress Street) and is open from 8:00 am to 4:00 pm Monday through Friday. The phone number is **443-3116**.

At Bath Housing, our commitment is to treat everyone fairly. Our management philosophy is based on honesty, integrity and open communication. We look forward to working with you.

Sincerely,

Debra Keller  
Executive Director

# Before you Move In

## **A Read Your Lease and Resident Handbook**

Your lease and resident handbook spell out your obligations and ours. If you have any questions about your lease, please call our office. We are here to assist you.

## **B Review the Move-In Inspection Report**

You will receive the Move-in Inspection Report when you sign your lease. Please make sure it accurately reflects the condition of your apartment and its equipment. If anything is missing or in poor condition, be sure it is noted on that report.

## **C Ask Questions**

If you do not understand any part of your lease or the inspection report, check with the office. If you have questions about your apartment, please call the office. One of our maintenance staff will be happy to show you how everything in your apartment works. This is the time to ask questions.

## **D Mail**

When you move in to your new apartment, please remember to change your mailing address with the local post office. If you have questions about how to fill out your change address form, please call the Resident Service Coordinator for Bath Housing.

## **E Familiarize yourself**

To find resources, learn about events in your building, or to connect with our staff, visit our website at <http://bathhousing.org/>

# Things to Know When you Move In

## **A Rent Payments**

Rent is due on the 1st day of each month. Rent can be paid in person, by mail, or by dropping it off through the mail slot in the door of the Administrative Office. Please note that Bath Housing does not accept cash. Rent Payments can be made by check, money order, or through Electronic Fund Transfer.

Electronic Fund Transfer (EFT) allows a tenants rent and excess utility fees to automatically come from a checking or savings account. This option was added in 2014 at the request of tenants. We encourage you to set up EFT. To do so, please contact the office at 443-3116.

Personal checks will be accepted for the exact amount of your rent. Returned checks will be assessed a \$25.00 charge. Checks returned twice for insufficient funds will no longer be accepted by Bath Housing. We will be happy to talk with you about other rent payment options.

## **B Late Payments and Other Charges**

Rent is due on the 1<sup>st</sup> day of each month. If rent is not paid in full by the 15<sup>th</sup>, a late fee is charged and you will receive a standardized notice for non-payment of rent. The late fee is calculated at 4% of rent owed. Three or more late payments of rent in a one year period is a material lease violation and may result in eviction. If you are having problems paying your rent, we ask that you please call or come in and discuss it **BEFORE** your rent becomes delinquent. We are here to help you. Communication is the key to successful tenancy.

Charges for damages, extraordinary maintenance or special services (as mentioned in this handbook) are collectable by check or money order. These cannot be paid using EFT at this time.

## **C Deposits**

When you sign your lease you will be asked to pay a security deposit. The security deposit will be the same amount as your calculated monthly rent. This is a one-time charge. There are two options for paying your security deposit.

1) Paying it all at one time or 2) Making a minimum monthly payment of \$25 until the deposit is paid in full. Security deposits can only be paid in the form of a separate check and money order. It cannot be lumped into your rent payment.

Keeping your apartment in satisfactory condition, less normal wear and tear, will allow you to get back your security deposit. Any money owed on your rental account or due because of damage to the unit or its equipment will be deducted from the deposit. Any funds remaining from the security deposits will be refunded within 30 days of the time you move out.

## **D Insurance**

Bath Housing carries insurance on the buildings but does not provide coverage on residents' furnishings or personal property. We encourage tenants to research and purchase renters insurance.

## **E Reasonable Accommodation**

The Bath Housing is committed to the letter and spirit of the Fair Housing Act, which, among other things, prohibits discrimination against persons with disabilities. In accordance with our statutory responsibilities and management policies, we will make reasonable accommodations in our rules, policies, practices, or services, when such accommodations may be **necessary** to afford persons with disabilities an equal opportunity to use and enjoy their housing communities. If you would like to request such an accommodation, please contact the office or visit our website for the appropriate forms.

# Care and Upkeep of your Apartment

## **A Work Orders**

Please report all maintenance problems promptly to the Bath Housing office at 443-3116. Work orders include those in your own apartment and those located building wide. A work order is generated by office staff when you call and report a problem. Do not approach maintenance staff in the buildings with a work order request. All work orders must be called into the office so that we can generate a record of the problem and track its resolution. Never hesitate to call the office for a work order or ask a question about a work order.

Whenever a problem arises we encourage you to report it during office hours if at all possible. Whether it is a matter of rent, repairs or information always call the office number. After hours the Answering Service will contact Bath Housing Personnel. Please make sure after hours calls are emergencies. We encourage you to report problems promptly. The longer a problem goes on the harder it is to repair it.

## **B Replacement/Repairs Alterations**

Bath Housing apartments have to meet a variety of requirements over a long period of time. We ask that you please call the office if any repairs or alterations need to take place. Please do not take on any repairs or replacements on yourself. Our maintenance staff is here to help.

The upkeep and cleanliness of your apartment is YOUR responsibility, while REPAIRS to the structure or equipment are OUR responsibility. Repairs due to normal wear and tear are Bath Housings responsibility. Damage caused by you, family members, your guests or visitors will result in a tenant charge for the actual cost (materials & labor) of the repairs. We have a list of typical "sundry charges" posted at the office. We will accept responsibility for mysterious damages only if they have been promptly reported both to us and to the Bath Police Department.

## **C Inspections & Repair Calls**

We are required to make an inspection of all our units at least once a year. Other inspections and repair calls are made as required. The lease provides that you will permit our authorized representatives to make inspections during reasonable hours.

The lease also provides that after giving you reasonable advance notice (at least 24 hours), we may enter any part of your dwelling to make improvements or repairs. We will enter without notice only when immediate health or safety are involved, or to protect our property.

## **D Decorating**

- Please, do not paint or paper the interior of your apartment without checking with the office first.
- **Never use contact paper on the walls.**
- Use nails with hook-type picture hangers for pictures rather than ordinary nails.
- Exercise caution when hanging heavy mirrors, etc., place them on the wall only where there is a stud.
- Do not adhere anything to the walls with tape or glue.
- Tape on windows is acceptable, as long as it is completely removed after use.



# General Policies

## **A Keys & Lockouts**

Bath Housing gives new residents two sets of keys to the building front door, an apartment key, and mailbox key. You may have copies made if you want but please be sure you know who has them. You must not change or tamper with your door locks. If you lose your key and require a new copy, a fee will be assessed per the Sundry Charge List in effect. Call the office if you have a problem.

Before you go out and lock the door behind you, make sure you have your keys with you. If you are locked out and require Bath Housing staff to let you in, a lockout fee will be assessed per the Sundry Charge List in effect.

## **B Garbage**

All rubbish, garbage, etc., must be disposed of in the designated receptacles. Please appropriately bag all garbage. Do not toss loose garbage. It is the responsibility of each resident to keep the area around the trash containers clean and neat.

## **C Recycling**

Bath Housing recycles. Recycling receptacles are available at Moorings (in the rubbish room) and Dike's Landing (at entrance doors). You do not need to separate your recycling. Please refer to the list of acceptable items to recycle at each property. Your cooperation with our recycling efforts is appreciated. Anchorage residents can use City of Bath curbside recycling. Contact the office for more information.

## **D Washing Machines & Dryers**

Coin operated washing machines & dryers are provided in each of our buildings. These are owned and serviced by a third party vendor called Mac Gray. Please call them at 1-800-622-4729 for any service related issues. You are required to supply your own detergent.

## **E Automobiles/Parking**

Your lease outlines Bath Housing's Parking Policy and automobiles must be parked in accordance with the policy.

A few highlights:

Bath Housing does not assign individual spaces, except at The Moorings.

- Visitors should only be parking in the marked visitors parking area.
- Those parked in handicapped spaces without proper tags or outside the marked areas will be ticketed and possibly fined/towed.

- If you have a serious handicap and need help finding manageable parking, come talk to us about it. We are here to assist you.
- Automobiles are not allowed on the lawns, walks or any unpaved areas.
- Abandoned, non-operative, or unregistered cars will not be allowed in parking lots, or on any Bath Housing property. Owners are responsible for their prompt removal or they will be hauled away at the owners' expense.
- There are to be no automotive repairs done on vehicles while in the Bath Housing parking lots.

## **F Pets**

Bath Housing loves pets. Our Pet Policy outlines the requirements around pet ownership. If you have or want to have a pet, be sure you have discussed it with the office.

## **G Guests/ Boarders**

Guest are limited to a total of 14 days per guest per calendar year (no more than seven consecutive nights in a six-month period). Stays that exceed seven days in a six-month period are considered boarders and are grounds for eviction. Your lease specifically prohibits you from adding boarders or subletting your unit. Please communicate with the office if you have any questions or medical issues that may require guests to stay for longer periods.

## **H Prolonged Absences**

When you are going to be away for two (2) weeks or more please let the office know in writing. We do not want people to worry if they haven't seen you when they expect to. Bath Housing must be your primary residence.

## **J Reporting Changes of Income**

Your lease requires that you report any changes in your income **at the time the change occurs.**

## **K Termination of Lease**

Your lease may be terminated at the end of any month after the initial year, by giving Bath Housing at least 30 days prior notice in writing. The termination period will begin when this information is received by the office.

## **L Charges on Move Out**

Charges may be made for any missing or damaged equipment or property such as window shades, refrigerator parts, doors, broken or cracked plumbing fixtures, screens, glass panels, range parts, holes in walls, etc.

### Things to Do When You Move Out

- 1) Give a proper notice (your lease requires a 30-day written notice).
- 2) Clean up all trash and put it in the dumpster. Contact the office if you anticipate a large volume of trash, fees may be applied for certain large items (see Sundry Charge List).
- 3) Leave the apartment and appliances neat and clean.
- 4) Be sure to pay your rent through the number of days you need to use the unit. Your security deposit (if any) will be refunded to you within 30 days by mail, after the condition of the apartment and the equipment has been checked. Any charges for damage to the apartment, equipment or unpaid rent will be deducted from the security deposit.
- 5) Please load at the curb. Do not back trucks or trailers over the curb or on the grass.
- 6) Leave your keys and forwarding address at the office. If you move out on a weekend, put your keys in an envelope, write your apartment number and forwarding address on the envelope and leave it at the office. The Bath Housing office has a mailbox slot located on the front door.

## **M Abandoned Personal Property**

As soon as you turn in your keys, or the final move out date passes, any property left behind in the apartment is presumed to be abandoned. Before you turn your keys in the door for the last time, take a look around to make sure you haven't forgotten anything.

# Safety Policies

## **A Complaints**

Bath Housing asks all tenants to respect your neighbors and to be respectful. If you are having a problem with a neighbor, please attempt to speak with them directly about your concern. Most issues can be resolved immediately with open communication. If you are uncomfortable talking openly with your neighbor, please call the Resident Service Coordinator at (207) 443-3116, to consult about the issue. We do understand that some complaints require our assistance. If you have a property related or resident related complaint that does not resolve in a timely manner, please follow these guidelines.

1. All complaints must be submitted to the office in writing to the Property Manager. All written complaints are confidential.
2. The complaint will be reviewed and delegated to the proper staff member.
3. The office will send a follow up letter informing the tenant that we have received the complaint.
4. Trust that our office will follow up on the complaint. We cannot report back to you about our actions. This would violate confidentiality.
5. If the issue is a safety or life threatening emergency CALL 911 and follow up with the office in writing.

## **B Safety Rules**

Bath Housing strives to provide the best safe and affordable housing. We ask that our tenants please observe some basic safety rules that benefit everyone.

Basic Fire Safety:

- 1) Keep matches and lighters out of the reach of children;
- 2) Smoking is prohibited in your apartment and only allowed in designated outdoor smoking areas;
- 3) Keep clothing and other flammable articles away from kitchen range;
- 4) Remove trash regularly;
- 5) Disconnect your iron if you are not using it; and
- 6) Be extra careful when you have hot grease on the range. Always remove grease from burners and turn burners off before leaving the room, even just for a moment.

The Fire Codes prohibit keeping any flammable fluids such as gasoline, propane or kerosene in your apartment.

## **C Building Entrance Doors**

Some of our buildings have an entrance call panel. Guests should ring the resident whom they are visiting by using the panel near the entrance of each building. The Property Manager or Maintenance Staff will show residents how to use the call box at move-in. Residents who expect guests to arrive should buzz visitors in. Bath Housing asks that you do not open the door to strangers or the guests of other residents.

## **D Apartment Doors**

Due to Fire Codes, resident doors must stay closed at all times. Please do not prop them open.

## **E Disturbances**

Walls and floors are not sound proof, so be considerate of your neighbors at all times and avoid undue noise after 9 p.m. At no time during the day is it acceptable to cause enough noise to disturb your neighbors. You are responsible for the conduct of family members and your guests. The responsibility for reporting disturbances to law enforcement agencies belongs to the residents.

## **F Winter Parking**

Bath Housing's maintenance team's first priority is to remove snow from driveways so emergency vehicles have a clear path. Until the storm ends, they will continue to keep main driveways clear. When the storm ends, they will proceed to parking lots and paths to the buildings.

It is your responsibility to move your vehicle when notified. Notification may be via a phone call or a staff member will come to your door. Do not move your vehicle until you are notified. Once notified, you must move your car as quickly as possible. Failure to move your car makes plowing very difficult and inhibits the ability to clear the parking lot.

If you do not move your vehicle when called, it may result in your car being plowed in. In this case, it is your responsibility to shovel your vehicle out. Bath Housing will not make exceptions to this policy. All residents are responsible for cleaning their vehicles and immediate area around their vehicles.

## **G Winter Clearing of Walkways**

Dike's Landing and Moorings: Salt is available in the front lobby for use on the walkway at your discretion. Please inform the office when it gets low so it can be replenished.

Anchorage residents: Please clear and remove all plant pots and yard ornaments from around your entryways and remove all yard furniture from your yards and sidewalk areas by November 15. Residents are responsible for removing snow and ice from their own immediate steps and walks. (Time permitting, maintenance staff *may* be available to help after all other snow clearing is complete.) Residents should keep their own ice melt at their apartment for use on steps and walks.

## **H** Space Heaters

The use of oil or propane space heaters is not permitted at any time.

## **J** Heat/Windows

Winter. Please help us be energy efficient keep the heat in your apartment at a reasonable temperature. A suggested reasonable temperature being 70 degrees. Windows should be kept closed and locked at all times during the winter season. Wasting energy by leaving windows open during the winter is subject to excess utility fines.

Summer. During summer months, please make sure to prevent wind and rain damage by closing your windows during storms.

## **K** Air Conditioners

Window air conditioners are allowed. There is a monthly fee for utility consumption per air conditioner. (As of August 2015, this is \$8/month. Please note this fee is subject to change with prior notice.)

Effective with the 2016 summer season, air conditioners shall not exceed 6,000 BTU's and must be Energy Star rated.

All air conditioners must be removed during the winter months. Maintenance will schedule the installation of air conditioners during the month of May. Maintenance will schedule the removal of air conditioners and let you know in writing by September 1 what day air conditioners will be removed.

## **L** Electric Range

Wipe off the top of your range after each use. Once a week, raise the top burners and clean the drip pans; and clean the oven. Use of aluminum foil under top burners makes cleaning easier. All units are equipped with new drip pans at time of lease up. There is a sundry charge for replacement of drip pans and/or rings subsequent to lease up.

## **M Bath Housing No-Smoking Policy**

The purpose of the No-Smoking Policy is to mitigate the irritation and known health effects of secondhand smoke, decrease maintenance, cleaning, and redecorating costs, decrease the risk of fire, and decrease the costs of fire insurance for a non-smoke-free building.

The term “smoking” means inhaling, exhaling, breathing, possessing or carrying any lighted cigar, cigarette, or other tobacco product or similar lighted product (tobacco, marijuana or plant product) in any manner or in any form, including but not limited to a pipe, cigar or cigarette of any kind.

As a tenant, you must agree and acknowledge that the premises you and your guests occupy have been designated as a smoke-free living environment. You and any guests shall not smoke anywhere in the unit or the building in any of the common areas or adjoining grounds or other parts of the rental community.

It is your responsibility as a resident to let guests know of the no-smoking policy. Also, you shall promptly give Bath Housing a written statement of any incident of smoking on the premises and/or smoke that has migrated into a unit from a source or sources outside of the unit.

Please realize that Bath Housing’s adoption of a smoke-free living environment, and the efforts to designate the premises as smoke-free, do not make Bath Housing or any of its managing agents the guarantor of the Tenant’s health or of the smoke-free condition of the Tenant’s unit and the common areas. However, we do take reasonable steps to enforce the smoke-free terms and to make our properties smoke-free. Bath Housing is not required to take steps in response to smoking unless we know of smoking or have been given written notice of smoking.

Each building has a designated smoking area(s). This is the only area that residents and their guests are allowed to smoke. A cigarette butt receptacle is located in the smoking area. Please dispose of all cigarette waste in the receptacle provided. Smoking is not allowed anywhere else on the premises and violates the Bath Housing policy. Continued violation of the policy may lead to eviction if the tenant willfully disregards the policy.

# Emergency Policies

## **A Medical Emergency**

If you have a medical or safety emergency at any time, please call 911.

In case of a property related emergency, call our office. Staff will answer the phone during normal business hours. Bath Housing has an answering service for non-business hours. Please reserve calling after-hours for true property related emergencies. These include: health and safety issues such as plumbing, electrical, odor, lock outs or any other property issue. Explain the issue clearly. Bath Housing Personnel will be notified of any emergency issues by the answering service.

## **B Fire Drills**

Each building has its own fire evacuation plan that is posted. Please take the time to locate the evacuation plan for your building and review the route. Bath Housing will hold fire and evacuation meetings, fire and fall prevention meetings, and alarm tests from time to time. Please feel free to ask any questions regarding safety concerns.

## **C Emergency Pull Cords**

Emergency pull cords are located in each apartment. Pull cords should be activated only if there is a medical emergency. When the pull cord is activated, emergency personnel are immediately dispatched to the property.

Located in the bedroom and bathroom of each unit, pull cords are to be reachable from within arms-length of the floor. Please do not tie up the cords or shorten them for any reason. This is for your safety!

If you accidentally pull a cord, DO NOT RESET the pull cord. When emergency personnel arrive, you can let them know it was an accident.



# Resident Services

## **A** What is a Resident Service Coordinator (RSC)?

The RSC works with residents to access the services and resources they want and need for independence and self-sufficiency, life satisfaction and well-being.

The Resident Service Coordinator can help you connect with services and benefits such as:

- Benefits Programs
- Home Health Services
- Homemaking Services
- Mental Health Services
- Legal Assistance
- Transportation
- Job Training Programs
- Volunteer Programs
- Educational Opportunities
- Housing Rights
- Reasonable Accommodations
- General Paperwork questions
- Any other concern that you have pertaining to your housing
- Community Health Services

The RSC can assist the public housing community by:

- Promoting communication between residents and Bath Housing Management
- Providing relevant educational programs
- Addressing community concerns
- Supporting resident social and recreational initiatives
- Acting as a resident advocate
- Helping to resolve resident conflicts

Please let us know what your interests and talents are. We are here to facilitate and offer support.

## **B** Confidentiality

Information you share with the RSC cannot be disclosed outside Bath Housing. In order to share information with outside agencies, family or friends the resident must have a signed release on file. Confidentiality is waived if:

- A resident is a danger to him/herself or others

- The RSC is required to reveal information in a court of law. Before making any referral for you, the RSC will ask you to sign a release.

## **C Community Rooms**

Most of Bath Housing's buildings include a community room. These rooms are provided for the enjoyment of residents. Should you wish to host a gathering in the community room, please use the following guidelines:

- 1) **Private Function:** Notice should be posted on the community room door and the bulletin board of the building one week in advance of the event. The notice shall include date, time and the name of the resident sponsoring the event. Please note:
  - a. Bath Housing staff will not be available to assist in any way;
  - b. You are responsible for cleaning up following use of the community room.
- 2) **Public Function:** Any public function to be held in the community must be pre-approved by Bath Housing at least one week in advance. The request for the function must include the date, time, name of resident sponsoring the event, purpose of the event and a security plan. Please note: ALL funds raised in public events held in Bath Housing community rooms must support resident activities. In addition;
  - a. The community room cannot be used for any sort of yard sale or flea market – either to store items before or after the sale or to host the actual sale;
  - b. Any signs promoting the event must meet the City of Bath standards for advertising;
  - c. Bath Housing staff will not be available to assist in any way;
  - d. You are responsible for cleaning up following use of the community room.

## **D Bulletin Boards**

Events that are taking place are noted on this board. Those who have posted the event should be the ones responsible for removing. Other residents should not remove notices they did not post. No solicitation is allowed in any building.

## **E House Committees**

A Resident Council (House) Committee has been established at some of our buildings. These are tenant elected representatives who meet to discuss issues relative to the buildings, help facilitate communications with the administrative staff and serve as a resource for planning social activities. They are not a substitute for reporting maintenance work orders for individual issues.

# Community Resources

## A General Services

Comcast Service Center (800) 266-2278  
336 Bath Rd, Brunswick, ME 04011

Fair Point Communications (866) 984-2001  
766 High St, Bath, ME 04530

Central Maine Power (207) 729-1195  
280 Bath Rd, Brunswick, ME 04011

Bath Police Department (207) 443-5563  
250 Water Street, Bath, ME 04530

Bath Fire Department (207) 443-5034  
864 High Street, Bath, ME 04530

## B Food Pantry and Soup Kitchens

**Good Shepherd Mobile Food Truck** at Grace Episcopal Church. 1100 Washington Street. Each truck is the last Tuesday of the month beginning at 2pm. Arrive Chemical free. Dates for 2015: Feb. 24, March 31, April 28, May 26, June 30, July 28, August 25.

**Bath Area Food Pantry** at The Meadows LLC (Formally the UCC). 150 Congress Avenue. Hours and days: Tuesdays and Fridays from 5pm-7pm. Phone: (207) 737-9289.

**The Salvation Army** of Bath Maine. 25 Congress Avenue. Hours and days: Mondays, Wednesdays and Thursdays from 10am-1pm. Phone: (207) 443-3611.

**Midcoast Hunger Prevention.** 84 A Union Street, Brunswick Maine. Hours and days: Monday, Friday, Saturday from 11 a.m. to 2 p.m. and Wednesday from 11 a.m. to 4 p.m. For more information, stop by our offices or contact Sue Elsaesser, Food Pantry Coordinator, 725-1151 x11 or [se@mchpp.org](mailto:se@mchpp.org).

**The Little Flock Non-Food Bank.** Bath Seventh Day Adventist Church. 889 High Street Bath, ME 04530. Hours and days: Every other Wednesday of the month from 10am-2pm. Please call at (207) 443-9333 for information about the next non-food bank. Items available are: toiletries, paper products, laundry products, trash bags, and other non-food related items.

**Meals on Wheels:** 35 Union Street, Suite 1 Brunswick Maine. Contact Spectrum Generations of Brunswick to arrange delivery at (207)-729-0475.

**Bath Soup Kitchen.** First Baptist Church 851 Washington Bath Maine. Hours and days: Mondays, Wednesdays, Fridays 11:30am-12:30 Phone: 798-2239

**The Midcoast Hunger Prevention Soup Kitchen.** 84 A Union Street Brunswick Maine. Hours and days: Monday through Saturday from 11am – 12:30pm. For more information about the Soup Kitchen, or to find out on how you can get involved; contact our Temporary Soup Kitchen Coordinator, Ethan Minton 729-8647 x15 or eminton@mchpp.org.

**Other food resources:** United Way at 211.

## **C Financial and Legal Assistance**

United Way dial 211

Tedford Housing (207) 729-1161

Maine Department of Health and Human Services (207) 624-8090

Grace Episcopal Church Discretionary Fund (207) 443-3792  
Contact: Reverend Lambert

Bath Maine General Assistance (207) 443-8335  
55 Front Street, Bath, ME 04530

Midcoast Maine Community Action (800) 221-2221 or (207) 442-7963  
34 Wing Farm Parkway, Bath ME 04530

Salvation Army Bath, ME (207) 443-3611

Maine Equal Justice: [www.mejp.org](http://www.mejp.org) or 207-626-7058

Pine Tree Legal: <http://www.ptla.org/welcome> or (207) 774-8211

GOOLD Assessments <http://www.ghsinc.com/> or 207-621-1346

Legal Services for the Elderly [www.mainelse.org](http://www.mainelse.org) 1 (800) 750-5353

Maine Volunteer Lawyers Project 1 (800) 442-4293