

SILOAM MISSIONARY HOMES – POLICIES & PROCEDURES

P.O. BOX 705, SNOW CAMP, NC 27349 (336) 376-8200

All guests making application for residency at Siloam Missionary Homes should read the following carefully.

The following priority list for accommodations has been established by the Board of Directors. **In scheduling of homes, preference will be given to families wishing to stay longer than three months.**

1. Foreign missionaries on regular or medical furlough
2. Retiring foreign missionaries who have just completed their lifetime service
3. Home missionaries on regular or medical furlough
4. Approved missionary appointees on *active* deputation
5. Other Christian workers with fundamental, established Christian organizations
6. Retired missionaries or retired Christian workers

LENGTH OF STAY

Applications will be accepted for *up to one year*. The applicant can apply for an extension by written request to the Board of Directors. The request will be reviewed by the Board to determine if their stay can be lengthened. Maximum stay is to be two years. Guidelines as set forth by the Board of Directors are as follows:

Year One

- Missionary applications would initially be accepted for up to one year
- Year 1, regular maintenance fee will apply *for missionaries*
- Year 1, 1 ½ times regular maintenance fee for residents who are not missionary status (i.e. pastors, evangelists, etc)

Year Two

- Cost would increase to 1 ½ times maintenance fee for missionaries
- The missionary will be required to write a letter to SMH requesting an extension
- SMH office will check with the mission agency to confirm their status with the agency
- \$100 non-refundable fee to re-apply to extend beyond one year
- SMH requires a “walk through” the house to check to see what needs to be repaired
- SMH shampoo carpets after 1 year (at SMH expense from maintenance fees)
- Require the missionary family to replace things that have been broken. This would include window blinds, small kitchen appliances (toaster, coffee maker, etc) and utensils.
- SMH would determine if any larger repairs would need to be done (at SMH expense).

VISITORS

The board has determined that family and friends can come and *visit* you for a short period, but they cannot live with you at Siloam. Visiting pastors, evangelists, speakers should contact the office to make a reservation to use our overnight guest room. *Family* visitors may stay in your home with you up to 5 days at no charge. After 5 days, there will be a charge of \$5 per person per night. Please limit the number of visitors to the available beds in your home. If there are more visitors than available beds, we request that you contact the office for availability of the overnight guest room. The cost for the overnight guest room is as follows.

Overnight Guest Rates:

- Missionaries - \$36 per night for a family
- Non-missionary guests of missionaries – \$54 per family

MAINTENANCE AND UPKEEP CHARGES

The *monthly* maintenance and upkeep charges to stay at SMH are as follows, plus below described utility charges. These charges are for regular maintenance on the buildings, yard maintenance, trash disposal, outside lights and other such regular maintenance.

Year One, Missionary Status

** 1 bedroom home	\$ 325.00
** 2 bedroom home	\$ 350.00
** 3 bedroom up to 1,400 sq. ft.	\$ 375.00
** 3 to 4 bdrm over 1,400 sq. ft.	\$ 400.00

Year One, Non-Missionary Status

** 1 bedroom	\$ 487.50
** 2 bedroom	\$ 525.00
** 3 bedroom up to 1,400 sq. ft. ...	\$ 562.50
** 3 or 4 bdrm over 1,400 sq. ft. ...	\$ 600.00

Year Two, Missionary Status

** 1 bedroom home	\$ 487.50
** 2 bedroom home	525.00
** 3 bedroom up to 1,400 sq. ft.	562.50
** 3 or 4 bdrm over 1,400 sq. ft.	600.00

Weekly Maintenance and Utility Charges to stay under 1 month

Missionary Status

** 1 bedroom home	\$ 115.00
** 2 bedroom home	\$ 135.00
** 3 bedroom up to 1,400 sq. ft.	\$ 165.00
** 3 or 4 bdrm over 1,400 sq. ft.	\$ 190.00

Non-Missionary Status

** 1 bedroom home	\$ 172.50
** 2 bedroom home	\$ 202.50
** 3 bedroom up to 1,400 sq. ft. ...	\$ 247.50
** 3 or 4 bdrm over 1,400 sq. ft. ...	\$ 285.00

If you have difficulty paying your maintenance and utility fees, please contact the office. We will do our best to work with you. However, *because we are a faith-based ministry and cannot absorb the cost of your bills*, if you fail to pay or are consistently late with your payments, you may be asked to leave.

CLEANING FAMILY CENTER

In order to keep our costs down, each family is placed on a schedule to clean the Family Center. If you do not wish to clean on your scheduled day, please notify the office so we can schedule someone to take your place. A \$30 fee will be added to your monthly maintenance fee to cover the cost of cleaning.

BILLINGS

Billings are done on the 1st and 15th of each month. Arrivals *before* the 15th of the month will be charged for the entire month. Arrivals *on or after* the 15th of the month will be charged for ½ of the month.

ON TIME PAYMENTS

Maintenance, propane and telephone bills are issued about a week before the due date, which is the 1st of each month. Electric bills are due by the 20th of the month. Please pay your bills on or before the due date so we can pay our bills on time. If you have a problem paying by the due date, please call the office to make arrangements.

DIRECT TV

It is included as part of your maintenance fee. *If you wish to order movies from Direct TV, please only do so either over the phone or internet.* Ordering them directly off of the TV makes it difficult for our accounting department.

UTILITY CHARGES

Suggested donations (which cover utility costs) for staying at SMH are as follows:

Short term (less than 1 month): \$36 per night for a couple; \$5 per night for each additional person

Long term (more than 1 month): Copies of your utility bills will be given to you. Since the utilities are in the name of SMH, please make payment to SMH by the date noted on your bill. **Unpaid accounts** will be sent to your Mission Board.

ARRIVAL & DEPARTURE TIME & DATES

Arrival time at Siloam Missionary Homes should be scheduled with the office in advance. **Guests must arrive before 4 p.m.** so staff can be on hand to go over policies and show you into your home. If your arrival date at Siloam Missionary Homes changes, please notify us as soon as possible. Otherwise you will be charged from the arrival date reserved. If your departure date changes, please notify the office **AT LEAST 30 days** in advance. If less than 30 days notice is given, you will be charged a full 30 days from the notice date.

FAMILY CENTER

The Family Center is available for missionary families who are living at Siloam Missionary Homes to use. If you would like to reserve the facility for a special *family* event, (i.e. child's birthday party, etc.) please contact the office for availability. You may use the fellowship hall and kitchen for a *family event* for up to two (2) hours at no charge.

If you have a *ministry related event* (meeting, conference, etc), there will be a charge of \$36 for up to four hours to cover utilities and upkeep. You will be responsible for clean up.

TRASH

There is a trash hopper located between the chapel and tractor shed. All trash must be in a bag and sealed. *Please burn any paper and corrugated cardboard in the burn barrel closest to your home. DO NOT PUT ANY CARDBOARD* in the trash hopper. We can be fined for that. We prefer that you burn during the day and not in the evenings, as sometimes the fire will smolder when the sun goes down.

The following items are to be recycled and placed in bins next to the trash compactor. *Failure to properly sort recycled items can result in a fine.*

- ◀ All aluminum cans are to be rinsed out and crushed
- ◀ All coffee cans, soup cans or steel cans are to be rinsed out and the ends removed and crushed. (Use a can opener for both ends)
- ◀ All plastic bottles any size including milk bottles are to be rinsed out and crushed
- ◀ Glass lids need to be removed and placed in bins with cans
- ◀ Glass to be rinsed out and separated by color or clear
- ◀ Magazines are to be bundled
- ◀ Car oil and batteries will have to be separated also
- ◀ Cardboard needs to be burned

When moving out at the end of your stay, please do not throw large amounts of trash into the trash hopper. Please check with the office if you have questions about disposal of your items.

ANTS

The best way to keep ants away is to do the following: 1) keep dishes clean – dirty dishes attract ants; 2) wipe countertop with bleach and water after meals; 3) rinse out cans and keep all garbage in sealed plastic bags 4) empty trash daily.

FURNACE FILTERS

At the beginning of each month, pick up a furnace filter from the Family Center. If we don't have your size, let us know so we can get some. We only furnish 30 day disposable filters. If you would like to purchase allergy filters, check at the office first. Some filters actually make the furnace work too hard, causing the furnace not to work properly. Not changing the filter monthly can also make the furnace work too hard, which will cause your bill to increase.

FURNISHINGS

Each unit is completely furnished, including: furniture linens, bedding, etc. Please be prepared to provide your own shampoos and other toiletries. **DO NOT BRING ANY FURNITURE.**

TELEPHONE

There is a telephone in your unit. You will be responsible for local service and all long distance calls. Your long distance provider is Blessed Hope Communications. Please do not change your long distance provider.

SPEED LIMIT

Please drive slowly on the SMH property. This will help us keep the dust down and will also keep it safe for the missionary children.

VEHICLES – WASHING & OIL CHANGES

Please do not wash your vehicles or change the oil in your driveway. There is a water hose next to the chicken house for you to wash your vehicle. If you wish to change your oil, check with the maintenance department to find out the designated area for that.

OUTSIDE TOYS

Please make sure the children's toys and bikes are kept picked up each day. Not only does it keep the appearance of the property looking nice, but it makes it safer and easier for the mowing crew.

WATER CONSERVATION

Please keep in mind that we operate on shared wells, so water conservation is important to all of us. If you see that your toilets are running constantly, please fill out the maintenance slip and turn it into the office.

Please do not let your children play in sprinklers in the summer time. If you would like, you may purchase a small pool for your yard. Check with the office for placement of the pool in order to facilitate mowing.

CLEANING

Each unit and surrounding grounds are to be kept clean. **BASIC HOUSEKEEPING GUIDELINES: Please do not allow red, orange or purple drinks onto carpeted areas of the house. This leaves stains that cannot be removed. To spot clean your carpet, please use "white vinegar" and a white cloth. Failure to keep carpets clean may result in loss of your reservation deposit.**

REPAIRS

Please advise when repairs are needed in your unit by filling out a blue maintenance slip. Failure to tell us can result in more extensive repairs being needed later. If you can make the repair yourself, please advise the office before proceeding.

** Note: Siloam strives to provide a beautiful home for our guests, and it is imperative to keep the homes neat and free of damage. Any damage caused by the occupant due to accident or neglect which requires the replacement of windows, doors, carpet, or other major items in the home will be at the expense of the occupant. These damages must be reported immediately to the office, and they will arrange for repair.

Do not put anything other than toilet tissue in the toilets. If a toilet is plugged due to tenant's neglect, a plumber will be called at the **tenant's expense**.

INSURANCE ON PERSONAL ITEMS

SMH carries insurance on the property, buildings, and contents that are owned by SMH. However, your personal belongings are not covered under our policy. If you would like insurance coverage for your personal items, we suggest that you take out a "renter's policy." SMH cannot be liable for your personal items.

DEPARTURE CLEANING GUIDELINES

We operate with a limited staff. Since missionaries are constantly coming and going, good housekeeping is important. You will want to plan your departure schedule to allow sufficient time for adequate and thorough cleaning of your unit before leaving. A detailed "Housekeeping Departure" schedule will be given to you about 30 days before your departure date.

Anyone failing to do a thorough job of cleaning your unit will be charged \$7 per hour for someone to do the cleaning. If you find that you will be unable to do your cleaning before you leave, we should be advised in advance so that arrangements can be made. **For future reference, we record the condition in which you leave your unit. This could determine whether you are allowed to return.**

MISCELLANEOUS

- NO PETS PERMITTED
- Slingshots, firearms, BB guns, fire crackers or other related items are not permitted on the grounds.
- Residents are asked not to sing or play loud or worldly music which could be disturbing to neighbors.
- Alcoholic beverages, tobacco in any form, and drugs (other than for medical purposes) are not permitted.
- Guests and visitors are expected to dress modestly.
- You are responsible for your children at all times. Please be considerate of other guests.
- Under no circumstances will Siloam be responsible for any debts incurred by the residents during their stay at Siloam, nor for personal commitments.
- Since Siloam is a non denominational, evangelical organization ministering to missionaries of many denominations and mission boards, it is requested that each one on our grounds observe our policy to refrain from making any derogatory statements about churches, denominations, or individuals. There should be no promotion of your denomination or interpretations of Scripture which may be divisive and contrary to the Doctrinal Statement of Siloam.