

PENDER LANDLORD LINK

Information for Landlords About the Housing Choice Voucher Program



Compliance Corner: Its not just "Good Business", Its Required...

Do you enforce your lease or do you let lease violations slide?

We often hear landlords complain about tenants who do not pay the tenant rent portion. We ask the same questions daily: "Did you give the tenant a lease violation notice? Did you copy the Housing Authority on the notice?" The answer is usually, "No," and "I feel sorry for the tenant and/or the children."

Being a landlord is a business. Keeping relationships with tenants business-like is the key to success. It's good business to consistently enforce your lease. In some cases, it can help prevent fair housing complaints. With assisted tenants, enforcing your lease is also **required**.

Certain violations, such as failure to pay rent, are also program violations. If you don't do your job as a landlord, we cannot do ours. And failure to do your job as a landlord can get **YOU** in trouble for non-

compliance. Remember, you have signed a contract that says you agree to do your job as a landlord.

We also hear, "I'm afraid to talk to the tenant" or "I try not to bother the tenant". This is your investment as well as your business. Poor communication is the root of most troubles between tenants and landlords. Keep communications business-like and always address concerns immediately. Never make a tenant feel like he/she cannot discuss concerns with you. After all, your property is your responsibility.

Are you prepared to enforce all the provisions of your lease? If not, then remove those that you do not intend to enforce.

The bottom line is, it is good business to enforce your lease, maintain your investment and follow the contracts you sign. Not doing so, can cost you more than you expect.

Inside this issue:

Compliance Corner	Pg 1
Did you know?	Pg 1
	Pg 2

Did you know?

- We can send rent notices and other correspondence by e-mail. Would you like to receive information by e-mail? If so, please contact us at: housinginfo@pendercountync.gov and give us the e-mail address that you regularly use.
- Is there a topic you would like to see covered in this newsletter? Would you like more information about a certain topic? Tell us at: housinginfo@pendercountync.gov
- You can always call us with compliance questions at 910.259.1370

Letters from the Inspector...

When scheduling inspections, our inspector notifies both you and your tenant by mail. What do you do with the letters that the inspector sends you? Do you respond? Do you walk through your unit prior to the inspection date?

The HQS inspection is not an inspection to tell you what to fix. It is an inspection to confirm that the unit meets **Housing Quality Standards**. If you wait on our inspection to find out there are problems in your unit, then you have waited too late.

Touch base with your tenants prior to inspection just to be sure that there are no outstanding work orders. Even if you inspect regularly, its just a good business practice.

Do you attend inspections? If not, why not? We often end up with failed inspections because no one was home to admit the inspector. It is the job of BOTH the tenant and the landlord to make sure someone is available to admit the inspector. If we go to a unit and no one is home, the unit fails inspection because we could not get in to

do the inspection. Inspections are time sensitive. If they are cannot be done timely, both the tenant and the landlord can suffer consequences.

If the inspector passes a unit with comments, do you take care of the items listed in the letter? It is your job as a landlord to make sure the unit passes inspection all the time.

HQS is NOT a once a year event. The unit must meet HQS requirements everyday, even when the inspector is not looking.

Pender County Housing Department



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The Pender County Housing Authority provides rental assistance to low-income families based on household income. The program assists eligible families renting in the private rental market from private owners who have available units and who are willing to work with the program.

The goal of any rental assistance program is not to pay all of the families rent, but rather to help eligible families afford better quality housing than the family could afford without assistance.

PCHA is not a property management company and does not manage property for private landlords.

*Do you have a question about
the program rules?*

Please call 910.259.1370 for help

Have you winterized your rental properties?

Do you think that once you have a tenant in place that you do not need to worry about winterizing? Unfortunately, that is not the case.

Many families in our program do not know about winterizing their homes. It is the landlord's job to educate tenants about how to properly care for the home.

If the unit is on a well, it is your job to make sure water pumps are adequately insulated and that protections are in place to prevent freezing in the winter. You should show the tenant how to make sure the pump is protected and how to prime the pump should it be necessary. Never assume they know how.

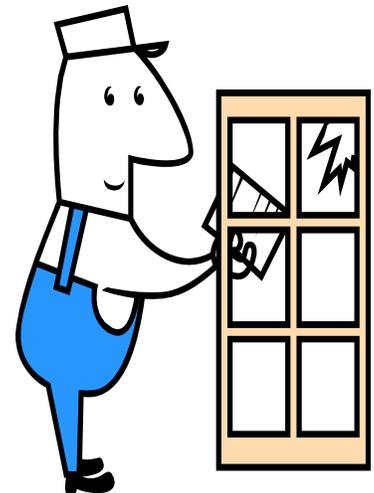
Homes located on privately maintained dirt roads must have adequate access in all weather. While no landlord can con-

trol the weather, it is your responsibility to make sure dirt roads and long driveways are properly maintained to ensure the best possible access during inclement weather.

If you have heat strips or special arrangements to protect pipes inside or outside the house, show the tenant how to make sure your protections are in place and working properly.

Even in warm weather, you should work with your tenants to minimize the possibility of storm damage and other mishaps that can be weather related.

The most experienced tenants can not know everything. Work as a team with your tenant to protect your investment from damaging cold and bad weather.



Do you have inspection questions?
Please call our Inspector, Chad Hartwell,
at 910.259.1209.