

Tenant Talk

Information for Families participating in Rental Assistance Programs



News You Need to Know: Reporting Changes

Families in our rental assistance programs are responsible for reporting changes as required by our program rules.

All changes must be reported in writing. No phone calls or other verbal reports are considered to be a report of a change. The head of household, and all adult household members, are responsible for completing and signing the Resident Reporting Disclosure form.

Changes must be reported within 10 days of the date a change happens. Not all changes will be effective right away. However, we need time to review and process the change you are reporting.

For example, if you get a new job on June 3rd, you must make a written report to our office by June 13th. Do not wait to receive a paycheck stub. We have steps

that we follow to verify employment and income.

We verify all reported changes. We cannot process the change until it is verified. If we over pay assistance because you were late to report the change, we will bill you for reimbursement.

Effective **July 1, 2017**, all changes must be reported *in writing* by the **20th** of the month. If you experience a reduction of income, reports made after the 20th will not be implemented immediately. You will be responsible for paying your rent portion. We will not make retroactive payments for late reports. Timely reporting, ensures we can meet your needs.

Questions? Call us for help!

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Quality Assurance Inspection Notice

The Housing Authority will conduct Quality Assurance inspections quarterly as part of our required inspection and reporting process for HUD. Do not be surprised if your unit gets chosen for a QA inspection soon after its regular annual inspection or a recent move-in inspection.

We will send notices to tenants and landlords for those properties that are chosen for the QA inspection.

Communication: Phone Calls, Texts and E-mails

We get a lot of calls from clients that start, "I called the Landlord, but he didn't do anything". Calls from both tenants and landlords making complaints are common. Usually, our first question is, "did you put that in writing?"

Phone calls are great ways to stay in touch with a landlord. Unfortunately, for some issues, a phone call is no substitute for "putting it in writing". That may mean using pen and paper to make a written work-order or even sending a "certified" letter.

Until you put something in writing to a landlord and give him/her a chance to re-

spond or act, we may not be able to take action to help you.

E-mail is a fine form of communication, as long as you keep it business-like. You have plenty of space to explain a concern or make a request. You can track e-mails to make sure they get delivered. Just remember: no curse words, no insults and no rudeness.

Text should never be used to communicate with a landlord. It is too casual and it is harder to make yourself understood.

When you call the Housing Authority,

always identify yourself and state the reason for your call.

You cannot text us. You should also be aware that e-mails to us may be treated as public documents, so keep them business-like to avoid the possibility of embarrassing yourself.

We are always here to help and we are glad to give you guidance by phone. However, when issues arise or when reporting changes, remember that it is your responsibility to "Put it in writing".

Pender County Housing Department



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The Pender County Housing Authority provides rental assistance to eligible, low-income families. The program helps eligible families afford better quality housing than the family could afford without assistance.

*Do you have a question about
the program rules?
Please call 910.259.1208 for help*

www.pendercountync.gov

What is your plan for success?

Families, who are not seniors or disabled, should enter a rental assistance program with a plan in mind for getting off the program. Rental assistance programs are a tool to be used to help your family be successful. The programs were not intended to be a way of life.

If news stories and the Federal Budgets over the last 10 years have taught us anything, it's that families and Housing Authorities cannot count on Federal funding to continue forever. Budgets get cut and programs can end.

Every family should have goals for the future that will help them become independent of all assistance programs from rental assistance to food stamps (SNAP).

Short and long term goals help families reaching for independence and family success. Short term goals like enrolling in college, technical school or job training

programs are a great way to start. Long term goals like homeownership or starting your own business help you focus.

Create a plan for success. Identify your overall goals. If you need education or job training to reach them, that is the first step in your plan. Job training might be the next step.

One way to stay focused is to post a list of goals, and the steps you will take to reach them, in a place where you see it every day. As you complete a step, cross it off the list. As you reach a goal, cross it off the list. Seeing accomplishments helps you stay motivated, even when times are tough or you feel things aren't going as you hoped.

Rental assistance is a tool to help you reach your goals and is a great use of the program. Instead of working full-time at a dead end job, get the training or education you need while rental assistance is here to help, even if

means just working part-time for a while.

Are you worried about spending time with your kids while you study? Make family study time. Everyone studies together. It is a positive for your family when your children see you taking steps to reach your goals.

Sometimes it takes longer to reach a goal than we plan. Don't be discouraged. Baby steps are still steps! As long as you keep moving toward the future you want, you will get there.

Do you need help figuring out what you want for the future? Most community colleges have Career Counselors. The Employment Security Commission has counselors. They can help you get started on your future! Make an appointment to talk to someone today.