

## Hendersonville Housing Authority

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[hendersonvilleha.org](http://hendersonvilleha.org)



4th Quarter Newsletter

# What's New...

## Important dates

### Big Item Pick Up Days...

*Please make sure that the items for pick up are out at the curb the day of pick up. Please DO NOT put items out before the pick up date.*

*Call office for details and to arrange to have large items picked up. Cost will depend on the amount and size of items picked up.*

**December 16**

**January 13**

**February 17**

### Office Closure Dates

December 22, 23, 24  
*Christmas Holidays*

December 31  
*New Year's Day*

January 18  
*Martin Luther King Day*

February 15  
*President's Day*

## THINGS TO REMEMBER...

**If you start work or stop work, you have 10 days to report these actions to our office. A phone call is not enough, we need documentation in writing from your employer.**

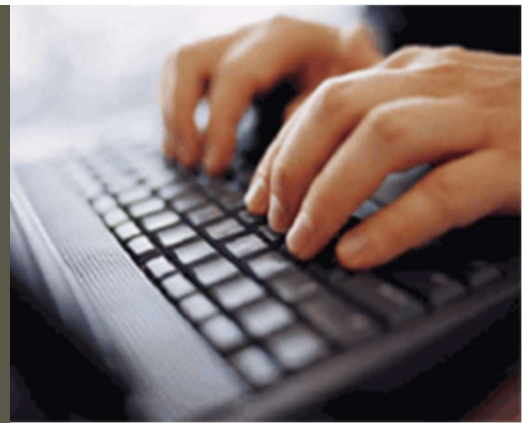
**All rent changes will require ALL adults in the household to come to the office to sign paperwork. You are welcome to call the office and make an appointment or you can schedule when you bring the paperwork to our office.**

**If your household income changes more than \$200.00 in a month, this must be reported. The rent will be adjusted based on the date of occurrence, not just when you report or we have found out that you have unreported income.**

**If the size of your dwelling unit does not fit our occupancy standards, you will be offered a dwelling unit that meets those standards. If you choose not to move, you can stay in that dwelling unit but you will have to pay the contract rent of that unit.**

**Rent is due on the 1<sup>st</sup> day of the month and is considered late on the 6<sup>th</sup> day. On that 6<sup>th</sup> day, a late notice and a \$5.00 late fee is added to your account. Your account will have a \$1.00 charge every day afterwards until the rent is paid.**

## Exciting news...



Residents can now register on our website to do a number of things.

- **Check rent amount**
- **Check balance on account**
- **Issue non-emergency workorders**

Registering is simple and we have provided step by step instructions for you.



**Go to our website:  
hendersonvilleha.org**

**Click on Register**

**Enter in information requested**

**Then you are registered!**

**Please remember>>>**

- **Report all income changes**
- **Make sure your car is registered with our office**
- **Keep your pet records updated with our office.**
- **We DO NOT accept cash payments**

## ***RAD Update...***

Finally, after many months in the planning stages, work has begun on apartments for various stages of remodel and updates.

Construction crews will be working in different areas on various types of construction throughout the HHA areas for at least the next year. Please be patient as this work continues to improve all apartments and provide much needed repairs. As construction crews work through areas, please use caution when they are in your area. Keeping children safe during this time is very important also. Please remind them not to play on any equipment or materials that may be left outside.

Even though the construction crews are cleaning up after work is finished, random nails or building materials may have been missed. If you find an area of concern please inform HHA. If you have questions about repairs please call the HHA Office and will try to assist you.

## **Hendersonville Housing Ban List**

This is your notification that you will only receive a mailed Ban List for our office when we send out our Quarterly Newsletters. On the other months of the year, your Ban List will be hand delivered to your door by our staff. It will be a tri-folded, purple Ban List. You can also see our monthly Ban List on our website, [www.hendersonvilleha.org](http://www.hendersonvilleha.org).

### **RENT CARDS WILL NO LONGER BE MAILED**

Your rent will be the same each month unless you have a recertification or rent change. You will be given the appropriate paperwork stating the new amount. You can also log on to our website for your rent amount, (see above). We would like to limit the amount of calls concerning rent amount or what is due. Your help in this matter is greatly appreciated.

**RENT PAYMENTS CANNOT BE MADE ON-LINE**