

Hendersonville Housing Authority

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hendersonvilleha.org



3rd 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.

August 12

September 16

October 14

Office Closure Dates

September 7
Labor Day

October 12
Columbus Day

RAD Update...



Important information you need to know

As with all transitions, there have been some delays in our conversion, but we are still moving forward.. Our construction is still on track for mid October.

Effective October 1, 2020, residents of the Hendersonville Housing Authority will sign a new lease with Hendersonville Affordable Housing Corp. Connie Stewart will be making appointments beginning September to have all residents sign the new lease. She will be available for any questions.

While signing a new lease, many of the basic rules remain but we want to bring to your attention some of the changes that may affect you in day to day business with HHA.

- Rent will be due by the end of the 5th day of the month. Previously HHA allowed extra days for weekends and holidays but the new lease states rent is due on the 5th day of the month. Late charge fee of \$5 will be collected on the 6th day of the month and \$1 a day for all days rent remains unpaid during the month it is due.
- To be consistent, court filing for eviction of non-payment of rent will be the 22nd of every month. Rent and charges due will have to be paid before 7:30 AM on the 22nd of each month to avoid court fees of \$126 for filing in addition to your back rent.
- Income changes: If a household's income increases by \$200 or more monthly, this change needs to be reported at the time of the change. If tenant does not advise increased monthly income, the landlord may increase the tenants rent to the HUD-approved market rent.
- **No longer will HHA make payment arrangements. Any repair charges, transfer charges, or other tenant caused damage charges will have to be in full within 30 days.**
- Refund of security deposit only if 30 days' notice of moving is received by the HHA Office.
- Ceiling rents will no longer be in force. The rent amount is 30% of household income after any qualified deductions.

Exciting news...

We have added these measures in efforts to reduce contact due to COVID-19. We are available for any questions that you may have in regards to these new resources.



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**

On-Line applications

That's right, applications can now be done on-line. You enter in your information, and the office will contact you to make an appointment for you to come in with your documentation that is required. We also have computers in the lobby for walk-in applications to use. If using this system on our website, make sure to read the application check list, it has very important information on it.

Lobby Computers

We have added two computers to our lobby area. These are for applicants to fill out applications, or if our residents need to access information we need off of the web.

Lobby Copier / Printer

We now have a copier/printer room located in our office lobby. If you have a form that needs to be provided to Connie or Morgan, you can simply scan it in and send it directly to their email with this machine. You can even make copies of your documents required as well. The lobby computers will print out items you need to provide us off the internet so that you can provide us with a paper copy of those important documents. We have posted instructions on the wall in this room. Please follow them to ensure your documents are delivered to the correct person.