

## COLLECTIONS

1. I received a second notice of rent due, what should I do?

The first notice is your rent bill and the second notice is sent to all residents who have not paid their rent on or before the 10<sup>th</sup> of the month, this notice includes the \$20.00 late fee. If you have paid the rent on or before the 10<sup>th</sup> please contact this office.

2. I received a 72 hour notice but I believe my rent is paid, what should I do?

If you receive a 72 hour notice and believe you received it in error you need to contact our office to verify if it was withdrawn. We have had a number of tenants who have not contacted us on a 72 hour notice and they were evicted because they did not call to verify that their balance was paid in full.

3. I received a P & P but I believe my rent is paid what should I do?

If you receive a P & P and you believe your rent is paid or you will pay it before the end of the month, you should call to verify that the rent was received by us or that we have a copy of your rent receipt which will be used to withdraw your petition.

4. I received a P & P and I can't pay my rent, what should I do?

If you receive a P & P and you can't pay the rent you should come to court to try and make an agreement with us to pay over time. However, you must be able to pay the current months rent, which is the rent for the month of the court date, and we will make an agreement to either pay all the rent due by the end of the month or an agreement for payments over a short period of time not to exceed six months.

5. What is the cost of a P & P?

The cost of the P & P is \$50.00 which is charged to your account as soon as the petitions are sent out. Once the petitions are given to the process server you must pay this fee.

6. What if I had an agreement in the past?

It is at the discretion of the Housing Authority to decide on an individual basis who is eligible to have an agreement. Agreements will generally be made for anyone who has had a good rent paying history and due to unforeseen circumstances is behind in their rent. We will not make agreements for anyone who has defaulted on an agreement in the past.