

Durham Housing Authority Resident Handbook



DHA will provide a reasonable accommodation to a qualified individual with a disability by providing modifications and alterations or adaptations in policies, procedures, and practices. Please contact DHA if you require a reasonable accommodation, auxiliary aids, or effective communication services. Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-(919) 683-1551.



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IMPORTANT CONTACTS

Maintenance Call Center	Work Order, maintenance concern, no heat, running water	1-844-746-4342
Resident Services	Eviction Prevention, Housekeeping, Education, Employment, Health and Wellness	919-683-8596
Housing Stability	Question about rent, Outstanding Balances; Information on Potential Rent Assistance Programs	919-667-2133 844-777-3277
Section 8	Applications, Voucher, Section 8, Inspections	919-683-1551 Ext 7264
Resident Safety	Reporting Fraud/Compliance; Safety Concerns; Anonymous Reports	919-683-1551 Ext 7274 or 7289
CNI	Durham Choice is a partnership between the Durham Housing Authority and the City of Durham to redevelop aging public housing in downtown Durham into a vibrant, mixed-income community.	919-683-1551

IMPORTANT WEBSITE LINKS

<u>DHA Website</u>	<u>www.durhamhousingauthority.org</u>
<u>HUD Website</u>	<u>www.hud.gov</u>
<u>CNI Durham choice</u>	<u>www.durhamchoice.org</u>
<u>Durham Police</u>	<u>www.durhamnc.gov/149/Police</u>
<u>City of Durham</u>	<u>Durhamnc.gov</u>

HANDBOOK DISCLAIMER

This Resident Handbook is provided as a resource to help you understand important information about your residency. However, it is not intended to be comprehensive of all rules, regulations, and policies governing your tenancy. This handbook does not replace or override the terms of your Rental Lease Agreement, the Admissions and Continued Occupancy Policy (ACOP), or any applicable regulations established by the U.S. Department of Housing and Urban Development (HUD). In the event of any discrepancies, the Rental Lease Agreement, ACOP, and HUD regulations will take precedence.

INTRODUCTION

The mission of the Durham Housing Authority (DHA) is to provide access to affordable housing, foster economic opportunities, and create safe, sustainable communities for Durham residents with low incomes.

This guide is designed to serve as a user-friendly resource for residents. It includes agency-wide information relevant to living in public housing, as well as some key lease requirements.

We hope this guide serves as a helpful resource for understanding DHA's Public Housing Program and your community. Together, we share the responsibility of maintaining a thriving and supportive environment for all residents.

RENTAL PAYMENTS

Rent is due on the 1st of the month and considered late after the fifth (5th) day of each month.

1) Residents can pay by Check or Money Order. Send with your rent stub to:

P.O. Box 600139

Raleigh, NC 27690-1736.

2) Residents can pay directly from computers, tablets, or smartphone devices using a checking account, debit card, or credit card at www.paydharent.com

3) Residents can pay rent at:

LA Superior: 3323 N. Roxboro St., Durham, NC

Carniceria Moroleon: 1109 N. Miami Blvd, Durham, NC

Or they can find retail locations at www.fidelityexpress.com

4) Residents can set up Direct Deposit by picking up a ACH form from their property management office.

ABSOLUTELY NO CASH payments will be accepted at our Central Office or Management Offices.

RENT DOES NOT INCLUDE:

Telephone service, cable television, or internet.

TELEPHONE, CABLE & INTERNET

Residents should contact their provider of choice to have internet and/or cable installed. Any associated cost is at the expense of the resident.

Cable, Satellite or Internet providers may NOT attach any equipment to a DHA building.



PROGRAM COMPLIANCE/LEASE RENEWALS

We have **programs** that may **require annual recertification** of income and household demographics as part of the compliance of the program. Residents who reside in designated housing areas and/or receive a program-based subsidy will be required to provide a new income certification so that DHA can comply with our funding sources. **Residents will receive prior notification** of program recertification and are expected to comply within the designated timeline. **Failure** to provide accurate income documentation upon request by DHA staff **may result in the termination of your Lease** and/or subsidy.

COMMUNITY SERVICE & SELF-SUFFICIENCY REQUIREMENT (CSSR)

What is the community service requirement?

Community service is the performance of voluntary work or duties that are a public benefit, and that serve to improve the quality of life, enhance resident self-sufficiency, or increase resident self-responsibility in the community.

Do I have to complete CSSR?

Unless you are exempt (see below), residents are required to contribute and document 8 hours of community service per month (96 hours a year) or participate in an economic self-sufficiency program for 8 hours per month.

Who is exempt from CSSR?

Persons 62 years of age or older, minors, persons who are blind or disabled, persons who are engaged in a work activity at least 20 hours a week (as required by DHA Policy), and persons who are the primary caretaker for an individual who meets the disability criteria. See the ACOP for a full list of exemptions.

What is a work activity? Work activities include, but are not limited to:

- Unsubsidized employment
- Subsidized private-sector employment
- Subsidized public-sector employment

- On-the-job-training

Work activities may not include political activity. Twenty (20) hours is the minimum number of hours per week an individual must work to be eligible for the exemption.

How do I report my hours?

All adult household members who are non-exempt receive a CSSR Self-Certification Form on which they track their community service activities and hours. The self-certification is subject to verification with the organization for which the hours were completed.

Do I have to turn in my community service/self-sufficiency hours every month?

CSSR Self-Certification Forms must be submitted at the time of your regular recertification. However, you may turn in CSSR forms monthly if you prefer

What if I become exempt during my lease?

You must report this change in status within 30 calendar days. The exemption will be effective immediately

RENTER'S AND FLOOD INSURANCE

We recommend that you have renter's insurance and/or flood insurance to cover any losses to your personal belongings and to cover the costs

related to replacement housing that might occur FOR ANY REASON while you are a resident with DHA.

FREE INTERNET

Currently, these sites offer Free Internet: Club Blvd, Cornwallis Rd, Damar Court, Edgemont Elms, Goley Pointe, Hoover Road, McDougald Terrace, and Oxford Manor.

OFFICE

The corporate office for Durham Housing Authority is located at **423 Morris St; Suite 200, Durham, NC 27701**. The regular hours are Monday through Friday 8:30 AM to 5:00 PM.

Property Managers are located off-site and have designated office hours.



AUTHORIZED GUESTS

RESIDENTS ARE RESPONSIBLE FOR THEIR GUESTS' ACTIONS -- NOT ONLY WHILE THEY ARE IN YOUR UNIT, BUT ALSO WHILE THEY ARE ON DHA PROPERTY!

A guest is defined as a person **temporarily staying** in the unit **with the consent** of a tenant or other member of the household who has express or implied authority to so consent on behalf of the tenant.

While we encourage the social interaction of all our residents, **visitors are not allowed to loiter in parking lots, hallways, and stairwells.**

TRESPASSED VISITORS

Trespassed people are not allowed on any DHA property. Any resident allowing a trespassed or evicted person on DHA property may be subject to eviction proceedings.

LOUD NOISE/DISTURBANCES



Residents will conduct themselves and cause other persons who are on the premises with resident's consent to conduct themselves in a manner that will not disturb the Resident's neighbors' peaceful enjoyment of their accommodations or threaten the health and safety of other residents.

ILLEGAL ACTIVITY/VIOLENCE/ABUSE

The Resident, the Household, guests and/or visitors shall not engage in any activity, including but not limited to criminal activity, on or off the premises, that threatens health, safety or right of peaceful enjoyment by other residents, DHA employees, or persons residing in the immediate vicinity. Illegal activities include but are not limited to, illegal drug activity, prostitution, gambling, disturbances, or injury to other tenants.



DRUG-FREE HOUSING:



All DHA properties are drug-free. Illegal drug activity at all DHA properties is prohibited. Illegal drug activity includes the manufacture, sale, distribution, use, or possession of illegal drugs (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. ss 802)).

A commission of any crime by which another resident or the facility itself is victimized is grounds for termination of lease, non-renewal, and/or eviction. If you were victimized or witnessed such an activity, you should call the police and notify Property Management.

SMOKE-FREE HOUSING

To ensure that the quality of air and the safety of residents are protected, the Housing Authority of the City of Durham (DHA) has declared all of their properties to be smoke-free. Smoking is not permitted within any building to include: apartment units, common areas, DHA offices, or DHA administrative buildings.



ALCOHOL



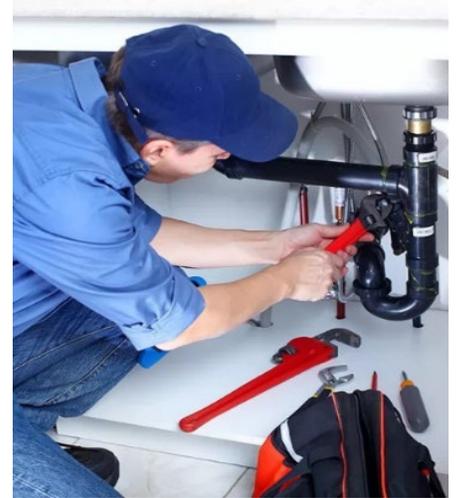
Public intoxication is prohibited. Consumption of alcohol in common areas is prohibited. The Resident and the Household shall not engage in an abuse or pattern of abuse of alcohol that interferes with the health, safety, or right to peaceful enjoyment of the premises by other residents.

DHA may terminate tenancy only for serious or repeated violation of material terms of the Lease or for other good cause. Other good causes include, but are not limited to, the following: criminal activity and alcohol abuse.

UNIT HOUSEKEEPING

Management reserves the right to enter your apartment to make repairs, spray for bugs, or conduct inspections.

Unless an emergency exists, "Management will provide at least 48 hours" notice on your door before entering, unless the Head of Household has given prior approval. For requested repairs, DHA assumes permission to enter even if you are not home. In emergencies, DHA may enter at any time without notice.



HOUSEKEEPING RESPONSIBILITIES

As a resident, maintaining the cleanliness and hygiene of your apartment is essential for ensuring a safe and comfortable living environment for yourself and others. You are expected to keep your apartment in a clean and sanitary condition.

SMOKE DETECTORS

Each apartment has a smoke detector. The alarms are very sensitive. Keeping your stove and appliances clean will help avoid "false" alarms. DO

NOT DISCONNECT/REMOVE THEM FOR ANY REASON. If they are not working correctly, or if you push the test button and nothing happens, report it to maintenance 1-844-RING-DHA (1-844-746-4342) right away.



Disconnecting a smoke detector is a serious matter. Check your battery twice a year; the day of the change to/from EDT.

WHEN PREPARING FOR HOUSEKEEPING INSPECTION, THE RESIDENT SHOULD FOCUS ON:

1. General Cleaning

Floors: Sweep, mop, and vacuum all floors, including under furniture and rugs.

Surfaces: Maintain clean and clutter-free surfaces such as shelves, cabinets, and windows.

Walls: Check for any marks or smudges on walls and clean them, especially in high-traffic areas.

Windows and Doors: Clean glass surfaces



2. Kitchen Area

Counters: Clear off clutter and wipe down countertops and backsplashes.

Stove and Oven: Clean the stovetop, burners, oven interior, and range hood if applicable.

Refrigerator: Organize and discard expired items, clean shelves, and wipe down the exterior.

Sink and Faucets: Routinely clean sinks and faucets to remove any grime and reduce build-up.

3. Bathroom Area

Toilet, Sink, and Bathtub: Routinely clean toilet, sinks, and tubs to remove any grime and reduce build-up.

Mirror and Countertop: Wipe down the mirror and organize toiletries.

4. Bedroom and Living Spaces

Clothing and Clutter: Put away clothes, shoes, and miscellaneous items.

Furniture: Dust furniture and vacuum or wipe upholstery as needed.

5. Trash and Pet Areas

Trash Cans: Empty all trash cans and replace liners.

Pet Areas: If you have pets, make sure their areas are clean, including any litter boxes, cages, or pet beds.

6. Safety Precautions

Smoke Alarms: Test smoke detectors and ensure they're functioning.

Exits and Walkways: Remove clutter from exits, hallways, and high-traffic areas to ensure easy access in case of emergency.

7. Check for Repairs

Identify any maintenance issues, such as leaky faucets or broken fixtures, and report them to housing management as required.

A focused checklist like this can help ensure the space meets the necessary cleanliness and safety standards for inspection.

TRASH AND WASTE DISPOSAL

Trash and garbage must be regularly and properly disposed of in designated areas. Excessive accumulation of waste in your apartment is strictly prohibited as it can lead to unsanitary conditions, unpleasant odors, and the attraction of pests such as insects and rodents.



ODORS



Your apartment should be free from strong, offensive, or lingering odors that could affect neighboring units. This includes odors caused by improper cleaning, waste accumulation of trash, or decaying food.

CLUTTER

Excessive clutter is not only unsightly but can also pose a fire hazard and create conditions conducive to pest infestations. Ensure that your living space remains organized and free of unnecessary items.



HEALTH AND SAFETY CONCERNS

Failure to maintain a clean and organized apartment can result in health hazards, including the spread of bacteria, environmental growth, and pest infestations.

CONSEQUENCES OF NON-COMPLIANCE

Please be aware that failure to adhere to these housekeeping standards may result in eviction. Maintaining a clean apartment is not only a personal responsibility but also a community expectation for the well-being of all residents.

INSPECTIONS

Passing annual National Standards for the Physical Inspection of Real Estate (NSPIRE) inspections is crucial for residents to ensure their homes meet HUD's safety, health, and maintenance standards. These



inspections address potential hazards like structural damage, electrical issues, or sanitation concerns, helping maintain a safe and healthy living environment.

INSPECTION TYPES

DHA conducts the following inspections:

- Move-in Inspections
- Preventive Maintenance Inspection (PMI)
- National Standards for the Physical Inspection of Real Estate (NSPIRE)
- Housekeeping Inspections
- Move-out Inspections

WHAT IS A MOVE-IN INSPECTION?

A Move-in Inspection is completed before occupancy by DHA with the Head of Household or Co-Head. The condition of the premises is recorded, and deficiencies that need to be corrected before move-in are identified.

PREVENTIVE MAINTENANCE INSPECTION (PMI)?

A PMI is a routine evaluation conducted by the Agency to ensure housing units and common areas meet safety, habitability, and maintenance

standards. These inspections help identify and address potential issues early to maintain the quality and safety of the property for all residents.

NSPIRE INSPECTION?

An NSPIRE is a housing quality assessment conducted under HUD's NSPIRE program. These inspections evaluate the safety, functionality, and cleanliness of housing units and properties to ensure they meet HUD's updated standards for health and safety.

HOUSEKEEPING INSPECTION?

A Housekeeping Inspection is a yearly inspection to evaluate the housekeeping conditions, safety conditions, residents' care of the unit, and compliance. If resident-caused deficiencies are discovered, the resident will have thirty (30) business days to correct them.

MOVE-OUT INSPECTION

A Move-Out Inspection is conducted by DHA with you at the time you vacate the property. If applicable, you will be provided with a written statement of charges that you are responsible for within thirty (30) days of your move-out. You may disagree in writing with DHA's determination regarding the condition of the unit/charges

Will I get notice before an inspection?

Yes, DHA will notify you at least two (2) days in advance. You must provide access for inspectors. Failure to do so is a lease violation.

Can I reschedule an inspection?

Inspections are conducted during business hours. If you need to reschedule an inspection, you must notify DHA at least 24 hours prior to the scheduled inspection. DHA will not reschedule the inspection more than twice without good cause.

PREPARING FOR INSPECTIONS

To prepare for an NSPIRE inspection, residents should ensure that all



smoke detectors are installed and functioning correctly. Non-functioning detectors are a safety violation.



Residents should also be mindful of unblocked egresses—these are exit points, such as doors, hallways, and windows, that provide a safe escape route in emergencies. Blocking an egress could delay or prevent safe evacuation in case of a fire or other emergency, so it is crucial to keep all exits clear and accessible.



Residents should take the time to check each electrical outlet for functionality and report any non-working outlets to property management.



For residents, failing to pass an inspection could have serious consequences, including the need for costly repairs, or even the risk of losing their housing assistance. It is the tenant's responsibility to maintain their unit according to these inspection guidelines. Regular upkeep not only helps meet NSPIRE standards but also supports a safe, comfortable, and healthy home environment for all residents.

ALTERATIONS

The Resident shall not repair, alter, or install any equipment in the unit without the prior written consent of DHA.

WALLS

Wall colors cannot be changed, and coverings like wallpaper or contact paper are prohibited. Major changes require written approval from Property Management.

PICTURE HANGING



Use picture hanging hooks, not nails or screws.

APPLIANCES



All appliances, including refrigerator, stove, vent fan, and sink, **should be cleaned regularly** with a non-abrasive cleaner. Be sure to keep the drip pans and oven clean so that they do not set off smoke detectors.

PLUMBING BLOCKAGES

Do not dispose of grease, food, paper towels, diapers, sanitary items, or similar materials in toilets or sinks, as they can cause blockages. You will be charged for repairs and related costs if such items are found in the sewer line.



ENVIRONMENTAL GROWTH

Notify Property Management immediately if you suspect environmental growth in your unit. Common causes include overwatering plants, leaks, or pet accidents. Signs include a musty odor or discoloration on walls,



baseboards, doors, windows, ceilings, or other surfaces.

Signs of environmental growth include a musty smell and discoloration on walls, baseboards, doors, window frames, ceilings, or other surfaces.

To help reduce the risk of environmental growth, keep good air circulation in your unit by opening windows or using fans when possible.



Important: Do not try to clean visible environmental growth on porous surfaces like sheetrock walls or ceilings with household cleaners. Let Property Management handle it.

HEAT AND AIR CONDITIONING

Do not place anything on top of the AC unit, as it restricts airflow and can cause damage. If damage occurs, you will be responsible for repair costs.

Ensure children do not play on or near outside AC units. Damage caused by children will result in repair charges and could lead to eviction.

GRAFFITI

Defacement of the interior or exterior of the buildings or surrounding grounds is strictly prohibited.



PEST CONTROL

Pest control services are provided regularly. Report pests immediately by calling 1-844-RING-DHA (1-844-746-4342). To prevent infestations, dispose of trash daily and remove clutter, including corrugated

cardboard. Notices for pest control inspections or treatments will be given at least 24 hours in advance.

Residents must comply with all pest control procedures, including allowing access for inspections and treatments, preparing the unit, vacating during treatment if required, and following post-treatment instructions. Noncompliance may result in eviction.

BED BUGS



Bed bugs can be brought in from visits with friends or by used furniture and clothing. Be cautious about what you bring into your apartment.

If you suspect bed bugs, call 1-844-RING-DHA (1-844-746-4342) for an inspection. If confirmed, DHA will coordinate treatment. Costs depend on the amount of clutter, and repeat infestations will make you responsible for 100% of the treatment costs.

TRASH

Residents are responsible for disposing of large items like mattresses, furniture, or appliances off the property; DHA does not handle this disposal.

Items that are infested with roaches or bedbugs should be secured in plastic before disposal to prevent further infestation.

Sharp objects and used syringes should be placed in a solid, unbreakable container and sealed before disposing in the trash facility.

All trash should be put inside the trash dumpster and the lid should be kept shut.

Littering and improper disposal of trash can result in fines and possible eviction.



SMOKE-FREE POLICY



**NO
SMOKING
OR VAPING**

This policy establishes standards and requirements to provide a smoke-free environment for all properties of the Housing Authority of the City of Durham. To ensure that the quality of air and the safety of residents are protected, the Housing Authority of the City of Durham (DHA) has declared all of their properties to be smoke-free. Smoking is not permitted within any building including apartment units, common areas, DHA offices, or DHA administrative buildings. All tenants,

guests, employees, contractors and employees of contractors providing services at DHA must abide by the following rules and regulations.

SMOKING/SMOKING DEVICES - Means carrying or smoking a lighted tobacco product or the burning of any material to be inhaled, including but not limited to cigarettes, cigars, hookahs, pipes, electronic smoking devices, marijuana, etc.



FIRE SAFETY

Fire safety rules will be enforced by the Fire Marshal. Hallways must remain clear of objects or furnishings, and exits must comply with fire codes. DHA staff will conduct regular inspections for compliance. Consider purchasing a small home fire extinguisher

Please observe these safety rules:

Never leave items cooking on the stove when you are not in the room.

Do not place non-cooking articles on top of stove burners.



LEAD-BASED PAINT INFORMATION

All residents will receive information on lead-based paint at the time of lease signing.

SAFETY & SECURITY

Check that all door locks, window latches, and security devices are secure and functioning properly for your safety and peace of mind. If any issues or concerns arise with these security features, residents should promptly contact the maintenance line - 1-844-RING-DHA (1-844-746-4342) for assistance.

Do not alter, re-key, replace locks, or add locks or bolts without written approval.

Safety Tips for Residents

1. ****Stay Aware of Your Surroundings****

Always be aware of your surroundings and the people around you, especially in common areas.

2. ****Lock Doors and Windows****

Ensure that all doors and windows are locked when you leave your unit or go to bed. Use deadbolts when possible.

3. ****Report Suspicious Activity****

If you notice any unusual behavior or suspicious activity, report it immediately to the appropriate authorities or property management.

4. ****Know Your Neighbors****

Introduce yourself to your neighbors and build a community network. Having reliable neighbors can enhance safety.

5. ****Practice Fire Safety****

Know the escape routes in case of a fire, and regularly check smoke detectors to ensure they are functioning.

6. ****Avoid Sharing Personal Information****

Be cautious about sharing personal information with strangers, including guests, and be selective about who you invite into your home.

7. ****Utilize Safety Features****

Use any safety features available in your housing complex, such as security cameras, emergency call buttons, and well-lit pathways.

8. ****Keep Emergency Contacts Handy****

Have a list of emergency contacts, including local police, fire department, and a trusted neighbor, readily accessible.

9. ****Participate in Community Programs****

Engage in community safety programs or neighborhood watch initiatives to strengthen community ties and collective safety efforts.

10. ****Educate Family Members****

Teach children and other family members about safety practices, including how to respond in emergencies.

11. ****Maintain Clear Exits****

Keep hallways, stairwells, and entrances clear of obstacles to ensure safe passage during emergencies.

12. ****Use Caution with Packages****

Be vigilant with deliveries and packages left at your door; verify the source before accepting.

LOCKS AND KEYS

Residents are issued an apartment key and mailbox key. A fee will be charged for lost keys, damaged locks, or lock change requests. Keep your keys secure and do not give them to anyone not on the lease.

POWER OUTAGES

While power outages are rare, be prepared with a flashlight, extra batteries, non-perishable food, and containers for water

Building exit lights are equipped with backup battery power for emergencies.

WEAPONS, FIREWORKS & EXPLOSIVES

Illegal weapons, fireworks and explosives are not permitted on the property. Residents with firearms must comply with all laws regarding storage and handling, ensuring they are stored safely.





The Resident is not allowed to display, use, or possess illegal firearms, operable or inoperable or other illegal weapons as defined by the laws and courts of the State of North Carolina anywhere on DHA property.

The Resident shall not keep gasoline or any other explosives or highly flammable materials, machinery, or equipment containing such explosive or flammable materials in the unit, in, or on any DHA property within the City of Durham. Electric space heaters and kerosene heaters are not allowed.

MAINTENANCE ISSUES

Report any maintenance problems immediately to our MAINTENANCE LINE: 1-844-RING-DHA (1-844-746-4342)

Failure to report maintenance issues can lead to further damage, which will be charged to the resident.



Report Maintenance Concerns to 1-844-RING-DHA (1-844-746-4342).



If you have an EMERGENCY maintenance issue between 4:30 PM and 8:30 AM, an on-call maintenance tech will come out. Otherwise, your issue will be dealt with during regular business hours.

EMERGENCY MAINTENANCE ISSUES ARE

- *A/C not working - temp above 80
- *Heat not working - temp below 55
- *Refrigerator out
- *Stove completely out
- *Electrical spark
- *Power out - call NES 615-234-0000 first
- *The toilet completely stopped up
- *The water line has broken/flooding the apartment
- *Water heater leaking
- *No water at all
- *Tub/sink handle broken/spraying water/Tub stopped up

- *The sink stopped up AND overflowing
- *Garbage disposal causing the backup
- *Window completely broken out
- *The door is completely broken (can't lock)
- *Ceiling leaking
- *Snake or wild animal in apartment
- *Apartment lock-out
- *Gas Leak - call 911
- *Fire - call 911

Please help to conserve utilities. Do not alter or



replace plumbing fixtures, as they are installed to conserve water. Report leaks, dripping faucets, or running toilets immediately. Washing



vehicles on Durham Housing Authority property is strictly prohibited.

NOTICE TO TERMINATE

The Lease outlines resident rights and responsibilities.

Resident's Length of Notice to Terminate:

To terminate, residents must give written notice at least thirty (30) days before the first of the month they wish to end the lease

DHA Length of Notice:

DHA will provide the Resident with a written Notice of Lease Termination in a timely manner, in accordance with DHA policy, applicable state law, and all relevant federal regulations.

MOVING OUT

When a resident vacates the unit, he/she should leave the apartment in the same clean and neat condition as it was at move-in.

TRANSFERS

Mandatory transfer occurs when DHA requires a resident to move to another unit under specific circumstances, including:

1. **Emergency Maintenance:** Life-threatening maintenance issues in your unit, building, or site.

2. **Demolition, Disposition, Revitalization, or Rehabilitation:** Major rehabilitation or demolition of your unit or property requiring the unit to be vacant.
3. **Transfer from an Accessible Unit:** If your family doesn't need the accessible features of your unit, and another family does.

Occupancy Standards:

Mandatory transfers may also occur when your family size changes, making your current unit too large or too small. DHA management initiates mandatory transfers by sending a Notice of Proposed Action to the resident.

DHA will pay reasonable costs related to mandatory transfers.

Voluntary transfer occurs when the transfer is initiated by the resident.

The following is a list of voluntary transfers:

- Reasonable Accommodation
- Emergency Public Safety
- Rental Assistance Demonstration (RAD) Transfers

COMMON AREAS

DHA has several common areas for different types of activities for the use of residents. To help make these areas/rooms accessible and usable by many persons from time to time, some general rules have been developed by DHA to help preserve the cleanliness and attractiveness of the spaces, while not requiring major maintenance from staff. Some general rules are:

- **Clean up any food, spills, or utensils** whenever used.
- **Do not remove designated furniture** from the common areas.
- **No smoking** in the common areas/spaces.
- Please **leave any TV remotes** or equipment on-site for others to use.

OUTSIDE GROUNDS

Help keep the grounds clean, attractive, and safe by removing personal belongings or litter on the lawns, walkways, parking areas, porches, or drives. Do not store furniture,



personal possessions, trash containers, or

garbage outside your apartment. Bicycles may be stored outside your apartment if they do not restrict the flow of pedestrian traffic.



PLAYGROUNDS

Use of playground equipment is at your own risk. Residents are to use the following guidelines:

- Play areas are reserved for residents only.
- Residents under the age of 13 should be accompanied by an adult.
- No rough playing or yelling permitted.
- No glass or bottles in the play area.

LAUNDRY

Damar Court, Morreene Rd, Preiss-Steele, and Forest Hill Heights currently have a coin-operated laundry facility for all residents.

PARKING AND VEHICLE REGULATIONS

Parking Availability: Limited parking is available, with a maximum of two (2) vehicles per household. All resident vehicles must be registered with the DHA office.

Noise: Motor vehicles operating with excessive noise are not permitted on DHA property.

Unlicensed or Inoperable Vehicles:

Unlicensed, inoperable, or damaged vehicles (including those with flat tires) are not allowed on DHA property. Any vehicle left on the property will be towed and stored at the vehicle owner's expense.



PARKING RESTRICTIONS

Vehicles may not block dumpsters, building entrances, sidewalks, stairways, or other access points.

Handicapped parking spaces are available and should only be used by those with a valid handicap tag or license plate. Blocking handicapped spaces will result in towing.



MOTORCYCLES AND NON-MOTORIZED VEHICLES

Motorcycles must be parked in regular parking spaces.

Non-motorized vehicles (e.g., bicycles or trailers) must not block exits, disrupt pedestrian traffic, or be parked on sidewalks, or in building structures.

VEHICLE REPAIRS

Repairing vehicles is prohibited on DHA properties.

RESIDENT SERVICES DEPARTMENT (RSD)

The Authority's Resident Services Department is a hub for information, opportunities and services that help residents overcome obstacles and reach their goals.

The Resident Services Department works to find creative solutions to make assistance available in areas such as: education, credit and finances, computers, homeownership, employment opportunities and job training. Services available are:

FAMILY SELF-SUFFICIENCY PROGRAM (FSS)

The FSS Program encourages communities to develop local strategies to help voucher families obtain employment that will lead to economic independence and self-sufficiency. Public Housing Agencies (PHAs) work with welfare agencies, schools, businesses, and other local partners to

develop a comprehensive program that gives participating FSS family members the skills and experience to enable them to obtain and maintain employment that pays a living wage.

Resident Opportunity and Self Sufficiency Program (ROSS) - The ROSS Program works to promote the development of local strategies to coordinate the use of assistance under the Public Housing program with public and private resources, for supportive services and resident empowerment activities. These services enable participating families to increase earned income, reduce or eliminate the need for welfare assistance, make progress toward achieving economic independence and housing self-sufficiency.

JOB'S PLUS PROGRAM

The Jobs Plus Program offers career & support services to our DHA Residents.

INTERNSHIP PROGRAM

The Resident Services Department Internship program partners with North Carolina Central University Departments of Criminal Justice, Social



Work and Human Science. Undergraduate and Graduate students implement various programs and services within the DHA communities to assist our Residents in becoming self-sufficient. The DHA Resident Services Department

established the internship program to give students practical field experiences that complement academic study; to give students practical experience working with professionals and residents in an agency where they might consider working in the future and to provide students with professional networking opportunities to make contacts in the professional sector with community partners where they may potentially seek employment.

REQUEST FOR ACCOMMODATION

DHA is committed to ensuring that individuals with disabilities are not discriminated against in any of its programs, services, or activities.

Individuals with disabilities may request accommodations to DHA rules, policies, practices, or services for equal access to housing or participation in DHA programs. However, DHA is not obligated to make changes that would



fundamentally alter its programs or impose an undue financial or administrative burden.

DHA provides reasonable accommodation for individuals with disabilities to ensure equal access to amenities, services, and programs.

Accommodation may include building modifications or adjustments to policies, practices, and procedures.

This policy applies to both public housing applicants and residents. While accommodation is provided, individuals with disabilities must still meet the essential obligations of tenancy.

NOTICE OF RIGHT TO ACCOMMODATION

A **reasonable accommodation** is a modification or adjustment to a policy, practice, procedure, or physical environment that enables a resident or applicant with a disability to have equal access to housing, programs, or services provided by a Public Housing Authority. Residents or applicants have the right to request a reasonable accommodation for DHA to consider, in accordance with its policies and applicable local, state, and federal regulations.

If you need assistance completing an Accommodation form or prefer to submit your request in another way, we are here to help. Contact your Property Manager to request a Reasonable Accommodation. Your

information will remain confidential unless you grant permission to share it, and it will only be used to address your request.

HARDSHIP EXEMPTION

A hardship exemption allows you to stop paying the minimum rent if you are facing serious financial difficulties.

You may qualify if you have lost income, are waiting for government assistance, are at risk of eviction, have had a death in the family, or have another approved hardship, like one caused by COVID-19.

To request an exemption, you must submit a written request to DHA explaining your hardship and how it affects your ability to pay rent.

If approved, you may not have to pay minimum rent while your hardship continues.

GRIEVANCE POLICY



DHA offers a grievance procedure where applicants and community members of DHA are provided an opportunity to grieve any DHA action or failure to act involving the lease or DHA policies that adversely affect their rights, duties, welfare, or status.

Grievance - Any dispute a tenant has regarding DHA's action or inaction under the tenant's lease or DHA regulations that negatively impacts the tenant's rights, responsibilities, welfare, or status.

Informal Settlement of Grievance - Grievances must be personally submitted, either orally or in writing, to the DHA office or your development/program office for informal discussion and potential resolution without a formal hearing.

DHA accepts requests for informal grievance settlement, either orally or in writing, within 10 calendar days of the grievable event.

If you're unsatisfied with the outcome of the Informal Settlement, you may request a 2nd level Grievance Hearing with the Hearing Officer. The request must be personally submitted, either orally or in writing, to the DHA office or your development's office. The grievance procedure applies to individual tenant issues with DHA and does not cover disputes between tenants that don't involve DHA.

Residents should speak with their Property Management to request a Grievance Hearing or call Central Office at 919-683-1551.

Pets must be registered with DHA before they are brought onto the premises.



Pets that are not owned by a tenant are not allowed on the premises.

Residents who have been approved to have a pet must enter into a pet agreement with DHA, or the approval of the pet will be withdrawn.

The pet agreement certifies that the resident has received a copy of DHA's pet policy and house rules, has read and understands them, and agrees to comply with them.

THE FOLLOWING ANIMALS ARE NOT PERMITTED

Any animal whose adult weight **will exceed 25 pounds.**

Dogs (and mix breeds) of the Pit Bull, Rottweiler, Chow, Doberman, or Boxer breeds.



Doberman



Boxer breeds



Ferrets



Pit Bull Breeds



Rottweiler

Ferrets or other animals whose natural protective mechanisms pose a risk to small children of serious bites or lacerations.

Any animal not permitted under state or local law or code.

In the case of fish, residents may keep no more than can be maintained in a safe and healthy manner in a tank holding up to 10 gallons. Such a tank or aquarium will be counted as one pet.

Pets must remain inside the resident's unit. When outside the unit, dogs and cats must be leashed or carried and under control at all times. Pets are not allowed in common areas such as lobbies, community rooms, or laundry areas, except when entering or exiting the building.

ANIMALS - CONDITIONS OF REASONABLE ACCOMMODATION

Before bringing an animal onto a DHA property, a **resident needing a Service or Assistive Animal must notify the Property Manager**. The resident will be asked to complete a Request for Reasonable Accommodation and present it to the Property Manager.

The resident must meet and maintain all Standards for Animal Care (see below).

STANDARDS FOR ANIMAL CARE

All residents who have an animal on DHA property must meet and maintain these standards:

- Residents must adequately care for their pets.
- Owners must clean up after their pets and keep cages or aquariums sanitary.

- Residents are responsible for damages caused by their pets and must cover repair costs, including potential forfeiture of pet and security deposits.
- Pets must only be fed inside the owner's apartment.
- Pets must not create noise that disrupts the peaceful enjoyment of other residents.
- Pets must be crated or kept behind a closed bathroom door during inspections, work orders, or pest control. In some cases, pets may need to be removed during and after pest control treatments.

SEVERE WEATHER & NATURAL DISASTERS

The best place in your apartment to go during a tornado or severe thunderstorm would be an area with no windows, for instance, your bathroom.

AMERICAN RED CROSS GENERAL DISASTER

1-800-RED-CROSS (1-800-733-2767)

AMERICAN RED CROSS

4737 University Drive, Building 3

Durham, NC 27707

Phone: (919) 489-6541

DUKE UNIVERSITY HOSPITAL

2301 Erwin Rd

Durham, NC 27710

(919) 684-8111 for General Information

MENTAL HEALTH RESOURCE

HEART (Holistic Empathetic Assistive Response Team)

Phone: [984-242-3006](tel:984-242-3006) - Administrative Office Phone

Email: CommunitySafety@DurhamcNC.gov

Website: <https://www.durhamnc.gov/HEART>

Address: 101 City Hall Plaza Suite 1500Durham, NC, 27701

Alliance Health Behavioral Health Crises Line

Phone: 877-223-4617 (24 hours a day, 7 days a week)

Website: <https://www.alliancehealthplan.org/>

NC Central University Eagle Counseling Consultation & Research Clinic

Phone: 919-530-7666

Email: EagleCounselingClinic@nccu.edu

Website: <https://www.nccucounseling.com/clinic>

911 - Emergency Support

ALERT MEDIA

Available for Apple and Android users, also useful for those with disabilities.

Download in the Apple or Google Play Store. Text "GETEMERGENCY" to 90999

CHARGES/FEEES

Repairs/Maintenance. IMMEDIATE REPORTING is required. There is no charge for normal wear and tear that is promptly reported to DHA.

Breakage, Damage, Loss, Negligence. Charges shall be the cost of labor and materials. The labor rate is currently \$38 per hour and subject to adjustment based on industry rates Standards. Please be reminded that do-it-yourself repairs are prohibited. Hiring repairs done is more expensive than DHA doing the repairs.

Coverings, Wallpaper, Paint, Contact Paper. The unauthorized use of these products will be charged against your security deposit of \$50 per room.

Keys Dropped in Elevator Shaft. The resident will be charged the fee charged to DHA's elevator contractor.

Refuse/Garbage Removal. For removal of trash carts from sidewalks and placement in proper storage place the day following pickup, residents will be charged for not complying with sanitation pickup requirements a minimum of \$50.

Resident Charges (Draft)

Item/Part	Cost	Item/Part	Cost	Item/Part	Cost
Duplicate Keys		Windows	Market Price + Labor	Paint (+Labor)	
Apartment/Mailbox	\$25.00	Bathroom Window Operator (+ Labor)	Market Price + Labor	Parchment	\$20.00
Lockouts		Screens (Includes Labor)	Market Price	Gripper Primer	\$25.00
Business Hours	\$30.00			Bin Primer	Market Price
Weekends & Holidays	\$150.00	Complete Screen w/Frame	\$50.00	Bin Primer (Spray)	Market Price
		Gas Filled Aluminum Frame	\$500.00	Unit Paint Request	\$1,500.00
Lock Change (No Damage)	\$150.00	Window Shades	\$20.00		
Mailbox Lock Replacement	\$30.00	Window Blinds	\$35.00		
Unauthorized Animals				Refrigerator	
1st Warning	\$25.00	Interior Lauan Door Slab	(+Labor)	Crisp Drawer Top	\$50.00
2nd Warning	\$50.00	24"	\$80.00	Gasket Replacement	\$100.00
3rd Warning	Eviction	28"	\$100.00	Refrigerator Replacement	\$600.00
		30"	\$100.00		
Storage after Move-Out	\$60.00	32"	\$100.00	Stove	
		36"	\$125.00	Drip Pan 6"	\$6.00
Flooring (+Labor)				Drip Pan 8"	\$7.00
Tile (Each)	\$3.00	Exterior Door	Market Price + Labor	Eye	\$13.00

		Storm Door	Market Price + Labor	Oven Elements	\$50.00
Heaters (+Labor)		Storm Door Closer (Entire Kit)	\$25.00	Stove Replacement	\$600.00
Replace Thermostat	\$85.00	Latch	\$9.00		
		Locksets & Parts	Market Price + Labor	Back Flow Valve Replacement	\$400.00
Smoke Detector Reactivation	\$50.00	Locks			
Smoke Detector	\$35.00	Privacy Lock	\$15.00	Water Meter Replacement	\$600.00
Fire Extinguisher Replacement	\$125.00	Passage Set	\$12.00		
		Dead Bolt	Market Price + Labor	Lighting (+ Labor)	
Closet Rod Replacement	\$15.00			Light Bulb	\$3.00
		Bathroom Window Operator	Market Price + Labor	Light Fixture Replacement	\$50.00
Lawn or Yard Clean Up	\$50.00	Shower Rod	\$4.00		
Trash Removal	\$50.00			Vents	
		Resident Caused Clogged Toilet (/hr)	\$100.00	Return Cover	\$45.00
NSF/Returned Check Fee	\$30.00				
Late rent payment penalty	\$15.00			Floor Replacement	\$20.00

IMPORTANT PHONE NUMBERS:

MAINTENANCE LINE	Call Center	844-866-4594
DHA Central Office	Office	(919) 683-1551
Forest Hill Heights	Office	(919) 598-5024
Scattered Sites	Office	(919) 598-5024
Hoover Road	Office	(919) 598-5024
McDougald Terrace	Office	(919) 596 1639
Cornwallis Road	Office	(919) 493 5801
Laurel Oak	Office	(919) 493 5801
Preiss Steele Place	Office	(919) 479-5050
Edgemont Elms	Office	(919) 667-0787
Goley Point	Office	(919) 683-1551 ext 7299
1010 Worth St	Office	(919) 598 5024
Morreene Road	Office	(919) 382 0321
Damar Court	Office	(919) 382-0321
Oxford Manor	Office	(919) 220-7637
Club Boulevard	Office	(919) 220- 7637

FREQUENTLY ASKED QUESTIONS (FAQS)

Authorized Guests & Trespassed Visitors

1. **What is DHA's policy on authorized guests?**
 - **Answer:** Residents are responsible for their guests' actions while on DHA property. Visitors are not allowed to loiter in parking lots, hallways, or stairwells.
 2. **What happens if I allow a trespassed individual onto DHA property?**
 - **Answer:** Any resident who allows a trespassed or evicted person onto DHA property may be subject to eviction proceedings.
-

Drugs & Criminal Activity

3. **Are DHA properties drug-free?**
 - **Answer:** Yes, all DHA properties are drug-free. Illegal drug activity, including manufacturing, selling, distributing, using, or possessing illegal drugs, is strictly prohibited.
 4. **Can I be evicted for drug-related activity?**
 - **Answer:** Yes, drug-related criminal activity is grounds for eviction.
-

Smoking Policy

5. **Is smoking allowed inside DHA apartments?**
 - **Answer:** No, DHA properties are 100% smoke-free, including apartments, common areas, DHA offices, and administrative buildings.

6. **What types of smoking devices are prohibited?**
 - **Answer:** Cigarettes, cigars, pipes, hookahs, e-cigarettes, and marijuana are all prohibited.
-

Housekeeping

7. **What housekeeping responsibilities do residents have?**
 - **Answer:** Residents must keep their unit clean and sanitary, including floors, surfaces, kitchens, and bathrooms.
 8. **What should I do if my smoke detector is not working?**
 - **Answer:** Call 1-844-RING-DHA (1-844-746-4342) immediately to report the issue.
 9. **What happens if I fail a housekeeping inspection?**
 - **Answer:** Residents will have **30 business days** to correct any deficiencies.
-

Inspections

10. **What types of inspections does DHA conduct?**
 - **Answer:** DHA conducts Move-in, Preventive Maintenance (PMI), NSPIRE, Housekeeping, and Move-out inspections.
11. **How much notice will I receive before an inspection?**
 - **Answer:** DHA will provide at least **two (2) days' notice** before an inspection.

12. **Can I reschedule an inspection?**

- **Answer:** Yes, but residents can only reschedule twice unless there is good cause.
-

Alterations

13. **Can I paint or install wallpaper in my unit?**

- **Answer:** No, changes to wall colors, wallpaper, or contact paper are prohibited without written approval from DHA.

14. **Can I install shelves or hang pictures on the walls?**

- **Answer:** Residents may use picture hanging hooks, but not nails or screws.
-

Maintenance

15. **What is the number for the Maintenance Hotline?**

- **Answer:** 1-844-RING-DHA (1-844-746-4342).

16. **What qualifies as an emergency maintenance issue?**

- **Answer:** No heat (below 55°F), no A/C (above 80°F), major leaks, electrical sparks, broken locks, and gas leaks.

17. **How do I report a maintenance issue?**

- **Answer:** Call 1-844-RING-DHA (1-844-746-4342) to report any maintenance concerns.
-

Weapons & Explosives

18. **Are weapons allowed on DHA property?**
 - **Answer:** The Resident is not allowed to display, use, or possess illegal firearms, operable or inoperable or other illegal weapons as defined by the laws and courts of the State of North Carolina anywhere on DHA property
 19. **What happens if I am caught with a weapon on DHA property?**
 - **Answer:** Possession of illegal weapons is a lease violation and may result in eviction.
-

Trash & Waste Disposal

20. **Where should I dispose of my household trash?**
 - **Answer:** All trash must be placed inside designated dumpsters, and lids should remain shut.
 21. **Can I leave large items like furniture or mattresses outside for pickup?**
 - **Answer:** No, residents are responsible for disposing of large items off the property.
-

Pest Control

22. How do I report a pest problem in my unit?

- **Answer:** Call 1-844-RING-DHA (1-844-746-4342) immediately.

23. What should I do if I suspect bed bugs in my unit?

- **Answer:** Contact maintenance for an inspection. If confirmed, DHA will coordinate treatment, and residents may be responsible for the cost if repeated infestations occur.
-

Reasonable Accommodations

24. How can I request a reasonable accommodation?

- **Answer:** Contact your **Property Manager** to request an accommodation. Assistance is available for completing the form.

25. What types of reasonable accommodations does DHA provide?

- **Answer:** Accommodations may include **building modifications** or **policy adjustments**, as long as they do not create an undue burden on DHA.
-

Hardship Exemptions

26. What is a hardship exemption?

- **Answer:** A hardship exemption allows a resident to stop paying minimum rent if they face extreme financial difficulties.

27. How can I apply for a hardship exemption?

- **Answer:** Submit a written request to DHA explaining the hardship and how it affects your ability to pay rent.
-

Grievance Policy

28. **What issues can I file a grievance about?**

- **Answer:** Any DHA action or inaction that negatively impacts a resident's rights, duties, or welfare.

29. **How do I submit a grievance?**

- **Answer:** Submit your grievance **orally or in writing** to DHA or your development office.

30. **What is the deadline for filing a grievance?**

- **Answer:** Within 10 calendar days of the issue.
-

Animals/Pets

31. **Are pets allowed in DHA housing?**

- **Answer:** Yes, but they must be **registered with DHA** before being brought onto the property.

32. **What types of pets are not allowed?**

- **Answer:** Pit Bulls, Rottweilers, Dobermans, Chows, Boxers, and any animal over **25 pounds**.
33. **What are the requirements for service or emotional support animals?**
- **Answer:** Residents must notify **Property Management** and submit a **Request for Reasonable Accommodation**.