



J. Wayne Felton, Executive Director

## **RALEIGH HOUSING AUTHORITY PUBLIC HOUSING RENT COLLECTION POLICY**

Rent and other charges are due and payable on the 1st business day of the month. As a safety measure, NO CASH shall be accepted. Raleigh Housing Authority has established the 5th business day of each month as the time through which rent payments and/or other charges due will not be considered late. There will be a late charge assessed monthly after the due date for any delinquent balance owed to the Housing Authority. After the 5th business day, a legal notice of termination will be issued to all Residents who have not made their payment. After the 5th business day, rent will be accepted by certified funds only. Upon execution of an approved repayment agreement, partial payment may be accepted.

If rent and/or other charges are paid by a personal check and the check is returned by the financial institution for any reason, this shall be considered a non-payment of rent and will incur a late charge plus an additional charge for processing. Once a personal check is returned, no further personal checks will be accepted. After a year of satisfactory payment history, a Resident may request a review of their payment history to determine if personal checks may be accepted.

Raleigh Housing Authority may refuse to accept the Residents offer of rent on the 4th time that the Resident has failed to pay rent or other charges during the first five (5) business days of the month within any twenty-four (24) month period. Raleigh Housing Authority reserves the right to refuse any rent once legal proceedings have been initiated.

Raleigh Housing Authority has an automated system that will provide Resident balance information by phone. **All Residents are required to call (919) 508-1395 each month to obtain their monthly rent amount and/or other charges that are due.**

Submit rent payments in the drop box located at Raleigh Housing Authority, 900 Haynes Street, or by mailing to 900 Haynes Street, Raleigh, NC 27604. Effective February 1, 2020, RHA offered an online option. Residents may use **Zego (formerly PayLease)** to make their rent payment online. The link may be found on <https://www.rhaonline.com/public-housing/current-Residents/>. Please be mindful that all payments must be received no later than 5pm on the 5th business day.

Online payment disclaimer: It is Residents' responsibility to know the balance due on their rental account, including their monthly rent amount and any fees due including but not limited to delinquency fees, maintenance charges, and returned check fees. By using the online payment system, Residents acknowledge and agree that payment processing and account updates are subject to review and may not be posted immediately. Residents further acknowledge and agree that the balance shown on **Zego** (formerly *PayLease*) is approximate and not guaranteed to be accurate. Failure to pay the total amount due on my rental account may result in RHA taking negative actions against Resident's Lease up to and including termination. The acceptance of moneys by RHA does not waive Residents' responsibility to pay timely nor negate Lease termination filings.