



**Raleigh
Housing
Authority**

RALEIGH HOUSING AUTHORITY RENT COLLECTION POLICY

Subsidized rent amounts are based upon household income. Residents are responsible for timely reporting of income changes and are to remain in contact with the Raleigh Housing Authority to verify monthly rent determination. In accordance with the lease agreement, rent and other charges are due and payable on the 1st business day of each 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, rent will be accepted by certified funds only. After the 5th business day, a legal notice of termination will be issued to all Residents who have not made their payment.

Submit rent payments in the drop box located at Raleigh Housing Authority, 900 Haynes Street, or by mailing to 900 Haynes Street, Attn: Finance, Raleigh, NC 27604. Residents are expected to register and use their resident portal, Rent Café. Residents are encouraged to make their rent payment online via Rent Cafe**. The link may be found on <https://www.rhanc.gov/public-housing>. Find the Rent Café access under the Current-Residents menu. Please be mindful that all online payments must be received by RHA no later than the 5th business day.

Occasional hardships occur. Upon execution of an approved repayment agreement, partial payments 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.

**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 late 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 online 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 money by RHA does not waive Residents' responsibility to pay timely nor negate Lease termination filings.