Raleigh Housing Authority

RALEIGH HOUSING AUTHORITY PUBLIC HOUSING RENT COLLECTION POLICY

Rent and other charges are due and payable on the 1st day of the month. Raleigh Housing Authority has established the **5th 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 for any delinquent balance owed to the Housing Authority. In addition to a late fee, a legal notice of termination will be issued to all Residents who have not made their payment. After the 5th day of the month, rent will be accepted by certified funds only. As a safety measure, NO CASH shall be accepted.

Residents may use Rent Café' to make their rent payment online. The link can be found on the agency website at www.rhanc.gov. Online rent payments must be received no later than 5pm on the 5th day of the month. 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 Rent Café' is approximate and not guaranteed to be accurate. Rent payments via money order or personal checks can be submitted in the office drop box located at Raleigh Housing Authority Administrative building at 900 Haynes Street, or by mailing to the attention of Housing Operations at 900 Haynes Street, Raleigh, NC 27604. RHA encourages the online payment option.

If rent payments are returned by the financial institution for any reason, this shall be considered 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 their personal checks may be accepted again. RHA encourages the online payment option.

Ontime payments are necessary. A resident may request a repayment agreement or hardship exemption. Partial payments will not be accepted without an approved repayment agreement. 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) 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.

Failure to pay the total amount due may result in RHA taking legal action against Resident's Lease up to and including termination and eviction. Residents are encouraged to communicate with staff and ask for referrals to eviction prevention funds in the City and County.

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