

Frequently Asked Questions



Q. I GOT A JOB, WHAT DO I DO?

A. Contact your Case Manager **in writing** within five (5) days of the change of your income or change of employment. An Interim Certification will then be processed. Failure to notify the Town within the required 5 day period may result in overpayments for which you will be required to reimburse the Town of Union. Failure to report changes in income may also result in termination from the program.

Q. WHO IS ALLOWED TO LIVE IN MY UNIT?

A. Only the persons listed on your Assisted Lease Agreement are allowed to live in the unit. All other persons require prior approval by the Landlord and the Town of Union. Instructions on how to add people to your lease can be found in the Statement of Family Obligations.

Q. WHEN DO I SIGN MY LEASE?

A. Your Case Manager **will contact you in writing** with a date and time to come in and sign the remaining documents.

Q. I WANT TO MOVE, WHAT DO I DO?

A. If you would like to move and continue your assistance under the Section 8 Program, you must give your owner/agent **AND** your Case Manager a written **30-day notice PRIOR to vacating the unit**. These notices must be delivered to the owner/agent and your Case Manager **BEFORE** the first of the month.

NOTE: You cannot move until your current lease allows you to do so. If you are currently in a one-year lease agreement, your owner/agent must agree to terminate your existing lease and contract (a Mutual Termination of Lease). This agreement must be submitted to your Case Manager in writing.

Q. DO I HAVE TO WAIT UNTIL THE HOUSING ASSISTANCE PAYMENT CONTRACT IS SIGNED BEFORE I CAN MOVE IN?

A. No. You may move into the unit as soon as it passes Housing Quality Standards Inspection. The owner/agent should be able to tell you when the inspection passed if you are not already residing in the unit.

Q. IF I TELL THE DEPARTMENT OF SOCIAL SERVICES ABOUT MY CHANGES, DO THEY TELL YOU?

A. No. The Town of Union is **NOT** connected with the Department of Social services or any other Agency. All changes **MUST** be reported to your Case Manager **in writing** within five days of when the change occurred.

Q. WHAT IS MY PORTION OF THE RENT?

A. Your Case Manager will be able to calculate your portion of the rent after your inspection has passed. **AS YOUR INCOME CHANGES, YOUR PORTION OF THE RENT WILL CHANGE.**

Q. WHEN CAN I MOVE IN?

A. The Town of Union is not able to start paying on your behalf until the unit passes the Housing Quality Standards inspection. It is recommended that you **do not** move into the unit until the unit passes Inspection. The Land-

More Frequently Asked Questions



lord/Agent should be able to let you know when the inspection passes.

Q. I CAN'T MAKE MY APPOINTMENT, WHAT DO I DO?

A. Call your Case Manager **BEFORE** your appointment date to reschedule. Remember that it is a Family Obligation to attend all scheduled appointments with the Town of Union staff.

Q. DO I HAVE TO HAVE AN APPOINTMENT TO SEE MY CASE MANAGER?

A. **YES!** In an attempt to serve you better, the Section 8 Staff sees clients and owners/landlords by appointment only. Please call for an appointment.

Q. HOW OFTEN DO I HAVE TO COME IN AND SEE MY CASE MANAGER?

A. The following activities require that you come in to see your Case Manager:

ANNUAL REEXAMINATION

The U. S. Department of Housing and Urban Development requires the Town of Union to update all tenant files at least once a year.

ZERO INCOME TENANTS

If you are reporting that you have no sources of income, you will be required to come in to the office to have your case reviewed every two (2) months

Q. HOW OFTEN WILL MY UNIT BE INSPECTED?

A. The following are different times that you could have an inspection:

ANNUAL INSPECTION

An inspection of each occupied dwelling unit under contract with this Town of Union will be conducted at least sixty (60) days prior to the end of your one year lease term.

COMPLAINT INSPECTION

Completed due to possible emergency violations that may require immediate attention.

QUALITY CONTROL INSPECTION

The U. S. Department of Housing and Urban Development requires that a specific number of all Section 8 Housing units undergo Quality Control inspections to ensure compliance with the regulations.

Q. MY PUBLIC ASSISTANCE WAS REDUCED. WILL THIS CHANGE THE AMOUNT OF RENT THE TOWN PAYS?

A. If public assistance is reduced due to:

- Fraud; or
- Failure to participate in economic self-sufficiency programs; or
- Failure to comply with work activity request

The tenant payment will remain unchanged, even though the income from public assistance is reduced.