# **RESIDENT RIGHTS &**

# **RESPONSIBILITIES**

Included Programs: Section 8 Project-Based Rental Assistance (PBRA), Section 202/8 Supportive Housing for the Elderly and Persons with Disabilities, Section 202/811 Capital Advance with Project Rental Assistance Contract (PRAC), Section 202/162 Project Assistance Contract (PAC), Non-insured 236 Projects with Interest Reduction Payments (236 IRP), Section 811 Project Rental Assistance (PRA), and Senior Preservation Rental Assistance Contract (SPRAC).

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**If you would like to provide feedback on this brochure, please send an email to HUD at the following address:** **AssetManagementPolicy@hud.gov****.**

**This brochure applies to assisted housing programs administered by the Department of Housing and Urban Development (HUD), Office of Multifamily Housing Programs. This brochure does not apply to the Public Housing Program, the Section 8 Moderate Rehabilitation Program, or the Housing Choice Voucher Program.**

**OFFICE OF MULTIFAMILY HOUSING PROGRAMS**



*Updated October 2024*



**AS A RESIDENT, YOU HAVE RIGHTS AND**



**RESPONSIBILITIES THAT HELP MAKE**

**YOUR HOUSING A BETTER HOME FOR**

**YOU AND YOUR FAMILY.**

This brochure will be distributed to you at move in and each year at your annual reexamination, because the United States Department of Housing and Urban Development (HUD), which regulates the property in which you live, has provided some form of assistance or subsidy for your apartment. The brochure describes your rights and responsibilities as an HUD-assisted resident

As part of its dedication to maintaining the best possible living environment for all tenants, your local HUD office encourages property owners and management agents to:

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* Communicate with residents on any relevant issues or concerns.
* Provide prompt consideration of all valid resident complaints and resolve them as quickly as possible.
* Offer as much advance notice as possible to all residents regarding upcoming property and/or unit inspections.

**Owners and management agents must also observe the following resident rights:**

* The right to be treated fairly and equally without discrimination based on race, color, religion national origin, sex (including perceived or actual sexual orientation, gender identity, or marital status), familial status, source of income or disability.
* The right to file complaints with owners, management agents, contract administrators, or government agencies without retaliation, harassment, or intimidation.
* The right to organize and participate in certain decisions regarding the physical condition of the property, from interior and exterior common areas to individual apartments.
* The right to appeal a decision made by the local HUD office.

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For the purposes of this brochure, the terms 'resident' and 'tenant' are used interchangeably to refer to authorized individuals under the terms of a rental agreement to occupy a unit.

**YOUR RIGHTS**



Residents of properties assisted under a Rental Assistance Demonstration (RAD) contract have additional rights that differ from residents of other properties assisted by the Office of Multifamily Housing Programs. Information specific to residents of RAD properties is available at the following HUD webpage: [https://www.hud.gov/RAD/residents/ResidentFactSheets.](https://www.hud.gov/RAD/residents/ResidentFactSheets) As a resident of a HUD-assisted multifamily housing property, you have the following rights:

**Rights Involving Your Apartment**

* The right to live in decent, safe, and sanitary housing that is free from deteriorating paint and environmental hazards, including lead-based paint hazards.
* The right to receive a form disclosing the landlord’s knowledge of any lead-based paint or lead-based paint hazards, available records and reports, and a lead-hazard information pamphlet before you sign your lease.
* The right to have repairs performed in a timely manner, upon request.
* The right to be given at least 24 hours’ notice, in writing, of any planned inspection or other non-emergency entry into your apartment. State and/or local law may require more than a 24-hour notice.
* The right to protection from eviction except for specific causes stated in your lease.
* The right to agree to the terms of a repayment agreement with the owner. The total amount you are asked to repay per month on top of your current rent at the time the repayment agreement is executed should not exceed 40 percent of your current rent.
* The right to request an interim reexamination of family income because of any changes in family income since the last reexamination; however, some situations do not require owners to make changes.
* The right to access your tenant file.
* The right to meet with the owner and management agent to discuss any change in rent, income, or other factors affecting your rent or assistance payment.
* Residents with disabilities have the right to reasonable accommodations in rules, policies, practices, procedures, or services, when such accommodations are requested and may be necessary to afford a person with a disability the equal opportunity to use and enjoy their dwelling. This includes the right to a structural modification that is provided and paid for by the housing provider.
* The right for survivors, regardless of sex, sexual orientation, or gender identity, to access protections under the Violence Against Women Act. For more information, please visit <http://www.hud.gov/vawa>.
* The right to seek out law enforcement or emergency assistance on your own behalf or on behalf of another person in need of help

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**Rights Involving Tenant Organizations**

* The right to organize as tenants without obstruction, harassment, or retaliation from property owners or management.
* The right to provide leaflets at or under tenants’ doors and post materials in common areas informing other residents of their rights and opportunities to organize.
* The right to be recognized by property owners/management agents as having a voice in residential community affairs.
* The right to use common space or meeting facilities to meet regularly and organize (this may be subject to a reasonable, HUD-approved fee). The right to use accessible common space or meeting spaces.
* The right to meet without representatives or employees of the owner/management agent present, unless invited by the tenant organization.

**Rights Involving Nondiscrimination**



You have the right, under the Fair Housing Act of 1968 and other civil rights laws, to equal and fair treatment and use of your building’s services and facilities, without regard to race, color, religion, sex (including sexual orientation and gender identity), disability, familial status (pregnant persons and having children under 18) or national origin (ethnicity or language). In some cases, the prohibition against age discrimination under the Age Discrimination Act of 1975 may also apply.

In addition, residents have the right, under HUD’s Equal Access Rule, to equal access to HUD’s

programs without regard to a person’s actual or perceived sexual orientation, gender identity, source of income, or marital status.



**Right To Be Involved in Decisions Affecting Your Home**

You have the right to know under which HUD program your building is assisted. To learn this information, contact your management company, Performance-Based Contract Administrator (PBCA), or the HUD office nearest you. PBCAs are contracted by HUD to oversee Section 8 property owners' compliance with HUD's regulations, policies, and procedures. Residents in properties receiving Section 8 assistance may contact PBCAs about unresolved maintenance and rent calculation issues. See pages 8-13 of this brochure for PBCA contact information by state. If your property receives assistance other than Section 8, please contact your local HUD office for assistance. See page 7 of this brochure for guidance on how to find and contact your local HUD office.

If your building was funded or receives assistance under RAD, the Section 202 Direct Loan program, a Section 202/162 Project Assistance Contract, the Section 202 or 811 Capital Advance program, a Section 811 Project Rental Assistance (811 PRA) contract, or is assisted under a

project-based Section 8 program other than the project-based voucher program or the Section 8 Moderate Rehabilitation program, you have the right to be notified of or, in some instances, to comment on, the following decisions:

* Non-renewal of a project-based Section 8 contract at the end of its term.
* An increase in the maximum permissible rent.
* Conversion of a project from project-paid utilities to tenant-paid utilities.
* A proposed reduction in the tenant utility allowance.
* Conversion of residential apartments to nonresidential use or to condominiums, or the sale of the property to a cooperative housing mortgagor corporation or association.
* Transfer of the project-based Section 8 contract or subsidy to another property.
* Partial release of mortgage security.
* Capital improvements that constitute a substantial addition to the property.

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* Prepayment of loans (if prior HUD approval is required).



* Other actions identified by the Uniform Relocation Act that could ultimately lead to temporary, or permanent relocation of residents.
* If you live in a building that is owned by HUD and it is being sold, you have the right to be notified of and comment on HUD’s plans for disposing of the building.

**YOUR RESPONSIBILITIES**

As the resident of a HUD-assisted multifamily housing property, you also have certain responsibilities. By signing your lease, you and the owner have entered into a legal, enforceable contract. You are responsible for complying with your lease, house rules, and the state/local laws governing your tenancy.

If you have any questions about your lease or do not have a copy of it, contact your property management company or the local HUD office. You should be aware of the following responsibilities that you have as a HUD-assisted resident:

**Responsibilities to the Property Owner**

* Comply with the rules and guidelines that govern your lease.
* Pay the correct amount of rent on time each month.
* Provide accurate information to the owner/management agent at the certification or recertification interview to determine your total tenant payment, and consent to the release of information by a third party to allow for verification.
* Report changes in your family’s income or composition to the owner/management agent in a timely manner.

**Responsibilities to the Property and Your Fellow Residents**

* Comply with rules and guidelines that govern your lease.
* Conduct yourself in a manner that will not disturb your neighbors.

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* Do not engage in criminal activity in your apartment, or in common areas, or on the property grounds as specified in your lease.



* Keep your apartment reasonably clean, with exits and entrances free of debris, clutter, or fire hazards, and do not litter on the grounds or in common areas.
* Dispose of garbage and waste in the proper manner.
* Maintain your apartment and common areas in the same general physical condition as when you moved in.
* Make the management company aware of any apparent environmental hazards such as peeling paint, (which is a hazard if it is a lead-based paint), pests, and any defects in building systems, fixtures, appliances, or other parts of your apartment, the grounds, or related facilities.

**ELIGIBILITY FOR ENHANCED VOUCHERS**

If your unit is assisted under a project-based Section 8 contract that is ending, and if the owner decides not to renew it, the owner is required by law to notify you in writing of that decision at least one year before the contract expires. Under these circumstances, you may be eligible for an Enhanced Voucher (EV).

Information on EVs can be found at the following webpage:
[https://www.hud.gov/sites/documents/ENHANCED\_VOUCHERS\_ENG.PDF.](https://www.hud.gov/sites/documents/ENHANCED_VOUCHERS_ENG.PDF)

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**ADDITIONAL ASSISTANCE**

**For additional help or information, you may contact:**

* Your property owner or the management agent.

• Your property's PBCA. This information is listed on pages 8-13.

* The Account Executive for your property in HUD’s Multifamily Regional Center or Satellite Office. Please contact the Central Incoming Mailbox below according to the state/territory where you reside to get in touch with your property's Account Executive:

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| ATL.incoming@hud.gov | **AL (north), GA, KY, MS, NC, TN** |
| JAX.incoming@hud.gov | **FL, PR, SC, AL (south), VI** |
| DET.incoming@hud.gov | **MI, OH** |
| CHI.incoming@hud.gov | **IL, IN, WI (parts)** |
| MN.incoming@hud.gov | **M****N, WI (parts)** |
| NY.incoming@hud.gov | **N****Y, NJ, DE** |
| BOS.incoming@hud.gov | **CT, VT, ME, MA, NH, RI** |
| BAL.incoming@hud.gov | **DC, MD, PA, VA, WV** |
| DEN.incoming@hud.gov | **CO, WY, ND, SD, MT, OR, WA** |
| MFSouthwest@hud.gov | **TX, NM, OK, AR, LA, KS, MO, NE, IA** |
| SF.incoming@hud.gov | **CA, AZ, NV, UT, AK, HI, ID** |

* HUD’s National Multifamily Housing Clearinghouse at 1-800-685-8470 to report maintenance or management concerns, dangers to health and safety, and fraud.
* HUD’s Office of Fair Housing and Equal Opportunity (FHEO) online at <https://www.hud.gov/fairhousing/fileacomplaint> if you believe you have been discriminated against, including discrimination under the Violence Against Women’s Act (VAWA).
* HUD’s Office on Gender-Based Violence at ogbv@hud.gov if you have additional questions about VAWA protections. For more information, visit http://www.hud.gov/vawa
* HUD’s Office of Inspector General (OIG) Hot Line at 1-800-347-3735 to report fraud, waste, abuse, or mismanagement.
* HUD’s Housing Counseling Service locator at 1-800-569-4287 for the housing counseling agency in your community.
* The HUD-EPA National Lead Information Center 1-800-424-LEAD [5323].
* Your local government tenant/landlord affairs office, legal services office, or tenant organizations to obtain information on additional rights under local and state law.

If you wish to appeal a local HUD office decision, you may submit the appeal to the appropriate Central Incoming Mailbox to be routed to the correct HUD staff for review.

HUD welcomes and receives calls from persons who are deaf or hard of hearing or individuals with speech or communication disabilities. Find information on how to make an accessible phone call at [https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs.](https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs%22%20/t%20%22_blank%22%20/o%20%22https%3A/www.fcc.gov/consumers/guides/telecommunications-relay-service-trs)

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| *State/Territory* | *Section 8 Performance-Based ContractAdministrators (PBCAs)* | *Resident Contact Number* |
| **Alabama** | Navigate Affordable Housing Partners, Inc.500 Office Park DriveSuite 300Birmingham, AL 352231827 1st Avenue, NorthSuite 100Birmingham, AL 35203 | 888-466-5572888-466-5572 |
| **Arizona** | Arizona Department of Housing1110 W. Washington StreetSuite 280Phoenix, AZ 85007 | 866-890-0177 |
| **Arkansas** | Southwest Housing Compliance Corporation1124 South IH 35Austin, TX 78704 | 888-842-4484 |
| **California(Northern)** | California Affordable Housing Initiatives, Inc.(CAHI)505 14th streetSuite 940Oakland, CA 94612-1406 | 800-982-5221 |
| **California(Southern)** | Los Angeles LOMOD Corporation515 Columbia Avenue3rd FloorLos Angeles, CA 90017 | 877-240-4904 |
| **Colorado** | Colorado Housing and Finance Authority1981 Blake StreetDenver, CO 80202-1272 | 303-297-7442 |
| **Connecticut** | Navigate Affordable Housing Partners, Inc.1827 1st Avenue NorthSuite 100Birmingham, AL 35203 | 888-466-5572 |
| **Delaware** | Delaware State Housing Authority26 The GreenDover, DE 19901 | 888-363-8808 |
| **District ofColumbia** | Assisted Housing Services Corporation20000 Polaris ParkwaySuite 110Columbus, OH 43240 | 800-982-5219 |





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| *State/Territory* | *PBCA* | *Resident Contact Number* |
| **Florida** | North Tampa HousingDevelopment Corporation4300 W. Cypress Street, Suite 970Tampa, FL 33607 | 800-982-5232 |
| **Georgia** | National Housing Compliance1975 Lakeside ParkwaySuite 310Tucker, GA 30084 | 888-530-8266 |
| **Hawaii** | Hawaii Public Housing Authority1002 N. School StreetHonolulu, HI 96813 | 866-591-6218 |
| **Idaho** | Idaho Housing & Finance Association565 West MyrtleP.O. Box 7899Boise, ID 83707-1899 | 855-505-4700 |
| **Illinois** | Georgia HAP Administrators, Inc.1875 Lakeside ParkwaySuite 310Tucker, GA 30084 | 888-530-8266 |
| **Indiana** | Indiana Housing & Community DevelopmentAuthority30 South Meridian St.Suite 1000Indianapolis, IN 46204 | 317-656-8808 |
| **Iowa** | Iowa Finance Authority1963 Bell AvenueSuite 200Des Moines, IA 50315 | 800-432-7230 |
| **Kansas** | Kansas Housing Resources Corporation611 South Kansas AvenueSuite 300Topeka, KS 66603-3803 | 800-752-4422 |
| **Kentucky** | Kentucky Housing Corporation1231 Louisville RoadFrankfort, KY 40601-6191 | 844-797-5078 |



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| *State/Territory* | *PBCA* | *Resident Contact Number* |
| **Louisiana** | Louisiana Housing Corporation2415 Quail DriveBaton Rouge, LA 70808 | 888-454-2001 |
| **Maine** | Maine State Housing Authority353 Water StreetAugusta, ME 04330-4633 | 800-452-4668 |
| **Maryland** | Maryland Department of Housing & CommunityDevelopment7800 Harkins RoadLanham, MD 20706 | 877-863-9583 |
| **Massachusetts** | Massachusetts Housing Finance AgencyOne Beacon StreetBoston, MA 02108 | 800-452-4668 |
| **Michigan** | Michigan State Housing Development Authority735 East Michigan AvenueP.O. Box 30044Lansing, MI 48909 | 844-674-3224 |
| **Minnesota** | Minnesota Housing Finance Agency400 Wabasha Street NorthSuite 400St Paul, MN 55102 | 800-657-3769 |
| **Mississippi** | Navigate Affordable Housing Partners, Inc.500 Office Park DriveSuite 300Birmingham, AL 35223 | 888-466-5572 |
| **Missouri** | Missouri Housing Development Commission4625 LindellSuite 300St. Louis, MO 63108-3729 | 866-605-7467 |
| **Montana** | Montana Department of Housing301 South Park AvenueP.O. Box 200548Helena, MT 59620-0548 | 800-761-6264 |
| **Nebraska** | Housing Authority of the City of Bremerton345 6th Street, Suite 200Bremerton, WA 98337-1860 | 877-792-9175 |



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| *State/Territory* | *PBCA* | *Resident Contact Number* |
| **Nevada** | Washoe Affordable Housing Corporation1525 East Ninth StreetReno, NV 89512-3012 | 888-202-9036 |
| **New Hampshire** | New Hampshire Housing Finance Authority32 Constitution DriveBedford, NH 03110 | 800-640-7239 |
| **New Jersey** | New Jersey Housing and Mortgage Finance Agency637 South Clinton AvenueP.O. Box 18550Trenton, NJ 08650-2085 | 800-654-6873 |
| **New Mexico** | New Mexico Mortgage Finance Authority344 Fourth Street SWAlbuquerque, NM 87102 | 800-657-9647 |
| **New York** | New York State Housing Trust Fund CorporationHampton Plaza38-40 State StreetAlbany, NY 12207 | 866-641-7901 |
| **North Carolina** | North Carolina Housing Finance Agency3508 Bush StreetRaleigh, NC 27609-7509 | 866-318-0808 |
| **North Dakota** | North Dakota Housing Finance AgencyP.O. Box 1535Bismarck, ND 58502-1535 | 800-292-8621 |
| **Ohio** | Columbus Metropolitan Housing Authority (Ohio)2000 Polaris ParkwaySuite 201Columbus, OH 43240 | 877-506-3552 |
| **Oklahoma** | Oklahoma Housing Finance Agency100 N.W. 63rd StreetSuite 200Oklahoma City, OK 73126 | 800-436-1347 |
| **Oregon** | Oregon Housing & Community Services725 Summer Street NE, Suite BSalem, OR 97301-1266 | 800-453-5511 |
| **Pennsylvania** | Pennsylvania Housing Finance Agency211 North Front StreetP.O. Box 8029Harrisburg, PA 17105 | 877-253-7709 |



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| *State/Territory* | *PBCA* | *Resident Contact Number* |
| **Puerto Rico/Virgin Islands** | Puerto Rico Housing Finance CorporationPO Box 71361San Juan, PR 00936-8461 | 787-765-7577 |
| **Rhode Island** | Rhode Island Housing & Mortgage Finance44 Washington StreetProvidence, RI 02903-1721 | 800-427-5560 |
| **South Carolina** | South Carolina State Housing Finance & Development Authority300-C Outlet Pointe BoulevardColumbia, SC 29210 | 800-540-4241 |
| **South Dakota** | South Dakota Housing Development AuthorityPO Box 1237Pierre, SD 57501-1237 | 800-540-4241 |
| **Tennessee** | Tennessee Housing Development Agency502 Deaderick Street3rd FloorNashville, TN 37243-0900 | 800-314-9320 |
| **Texas** | Southwest Housing Compliance Corporation1124 South IH 35Austin, TX 78704 | 888-842-4484 |
| **Utah** | Norm Dicks Government Center345 6th StreetSuite 200Bremerton, WA 98337 | 877-792-9175 |
| **Vermont** | Vermont State Housing AuthorityOne Prospect StreetMontpelier, VT 05602-3556 | 855-243-4100 |
| **Virginia** | Navigate Affordable Housing Partners, Inc.1827 1st Avenue NorthSuite 100Birmingham, AL 35203 | 888-466-5572 |
| **Washington** | Housing Authority of the City of Bremerton345 6th StreetSuite 200Bremerton, WA 98337 | 877-792-9175 |

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| *State/Territory* | *PBCA* | *Resident Contact Number* |
|  | West Virginia Housing Development Fund |  |
| **West Virginia** | 814 Virginia Street EastCharleston, WV 25301 | 888-334-6065 |
|  | Housing Development Fund |  |
|  | 5710 MacCorkle Avenue SECharleston, WV 25304 | 800-933-9843 |
|  | Wisconsin Housing & Economic Development Authority |  |
| **Wisconsin** | 201 West Washington Avenue, Suite 700 |  |
|  | P.O. Box 1728Madison, WI 53701-1728 | 800-943-9430 |
|  | Cheyenne Housing Authority |  |
| **Wyoming** | 3304 Sheridan StreetCheyenne, WY 82009 | 866-628-7222 |



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**U.S. Department of Housing and Urban Development**Office of Multifamily Housing Programs

**Washington, DC 20410-0002 Official Business
Penalty for Private Use $300**

