# **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**](mailto: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, familial status, or disability. State and local fair housing laws may give you additional rights, such as in many places the right to be protected from discrimination based on source of income.
* 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 here: [https://www.hud.gov/RAD/residents/ResidentFactSheets.](%20https://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, or sexual orientation, to access protections under the Violence Against Women Act. For more information, 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, disability, familial status (pregnant persons and having children under 18), or national origin (ethnicity or language). Other federal fair housing and civil rights laws include, but are not limited to, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, the Americans with Disabilities Act, and the Age Discrimination Act.

State and local fair housing laws may give you additional rights, such as in many places the right to be protected from discrimination based on source of income.



**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](mailto:ATL.incoming@hud.gov) | **AL (north), GA, KY, MS, NC, TN** |
| [JAX.incoming@hud.gov](mailto:JAX.incoming@hud.gov) | **FL, PR, SC, AL (south), VI** |
| [DET.incoming@hud.gov](mailto:DEN.incoming@hud.gov) | **MI, OH** |
| [CHI.incoming@hud.gov](mailto:SF.incoming@hud.gov) | **IL, IN, WI (parts)** |
| [MN.incoming@hud.gov](mailto:MN.incoming@hud.gov) | [**M**](mailto:DEN.incoming@hud.gov)**N, WI (parts)** |
| [NY.incoming@hud.gov](mailto:JAX.incoming@hud.gov) | [**N**](mailto:DEN.incoming@hud.gov)**Y, NJ, DE** |
| [BOS.incoming@hud.go](mailto:CHI.incoming@hud.gov)v | **CT, VT, ME, MA, NH, RI** |
| [BAL.incoming@hud.gov](mailto:NY.incoming@hud.gov) | **DC, MD, PA, VA, WV** |
| [DEN.incoming@hud.gov](mailto:BOS.incoming@hud.gov) | **CO, WY, ND, SD, MT, OR, WA** |
| [MFSouthwest@hud.g](mailto:BAL.incoming@hud.gov)ov | **TX, NM, OK, AR, LA, KS, MO, NE, IA** |
| [SF.incoming@hud.gov](mailto:ATL.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](mailto: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:/www.fcc.gov/consumers/guides/telecommunications-relay-service-trs)

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| *State/Territory* | *Section 8 Performance-Based Contract Administrators (PBCAs)* | *Resident Contact Number* | |
| **Alabama** | Navigate Affordable Housing Partners, Inc.  500 Office Park Drive Suite 300  Birmingham, AL 35223  1827 1st Avenue, North  Suite 100  Birmingham, AL 35203 | 888-466-5572  888-466-5572 | |
| **Arizona** | Arizona Department of Housing 1110 W. Washington Street Suite 280  Phoenix, AZ 85007 | 866-890-0177 | |
| **Arkansas** | Southwest Housing Compliance Corporation  1124 South IH 35  Austin, TX 78704 | 888-842-4484 | |
| **California (Northern)** | California Affordable Housing Initiatives, Inc.  (CAHI)  505 14th street  Suite 940  Oakland, CA 94612-1406 | 800-982-5221 |
| **California (Southern)** | Los Angeles LOMOD Corporation  515 Columbia Avenue  3rd Floor  Los Angeles, CA 90017 | 877-240-4904 | |
| **Colorado** | Colorado Housing and Finance Authority  1981 Blake Street  Denver, CO 80202-1272 | 303-297-7442 | |
| **Connecticut** | Navigate Affordable Housing Partners, Inc.  1827 1st Avenue North  Suite 100  Birmingham, AL 35203 | 888-466-5572 | |
| **Delaware** | Delaware State Housing Authority  26 The Green  Dover, DE 19901 | 888-363-8808 | |
| **District of Columbia** | Assisted Housing Services Corporation  20000 Polaris Parkway  Suite 110  Columbus, OH 43240 | 800-982-5219 | |





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| *State/Territory* | *PBCA* | *Resident Contact Number* |
| **Florida** | North Tampa Housing Development Corporation  4300 W. Cypress Street, Suite 970 Tampa, FL 33607 | 800-982-5232 |
| **Georgia** | National Housing Compliance 1975 Lakeside Parkway Suite 310  Tucker, GA 30084 | 888-530-8266 |
| **Hawaii** | Hawaii Pub[lic Housing Authority](mailto:BAL.incoming@hud.gov) 1002 N. School Street Honolulu, HI 96813 | 866-591-6218 |
| **Idaho** | Idaho Housing & Finance Association  565 Wes[t Myrtle](mailto:DEN.incoming@hud.gov)  P.O. Box 7899  Boise, ID 83707-1899 | 855-505-4700 |
| **Illinois** | Georgia HAP Administrators, Inc.  1875 Lakeside Parkway  Suite 310  Tucker, GA 30084 | 888-530-8266 |
| **Indiana** | Indiana Housing & Community Development  Authority  30 South Meridian St.  Suite 1000  Indianapolis, IN 46204 | 317-656-8808 |
| **Iowa** | Iowa Finance Authority 1963 Bell Avenue  Suite 200  Des Moines, IA 50315 | 800-432-7230 |
| **Kansas** | Kansas Housing Resources Corporation  611 South Kansas Avenue  Suite 300  Topeka, KS 66603-3803 | 800-752-4422 |
| **Kentucky** | Kentucky Housing Corporation 1231 Louisville Road  Frankfort, KY 40601-6191 | 844-797-5078 |



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| *State/Territory* | *PBCA* | *Resident Contact Number* |
| **Louisiana** | Louisiana Housing Corporation  2415 Quail Drive  Baton Rouge, LA 70808 | 888-454-2001 |
| **Maine** | Maine State Housing Authority  353 Water Street  Augusta, ME 04330-4633 | 800-452-4668 |
| **Maryland** | Maryland Department of Housing & Community  Development  7800 Harkins Road  Lanham, MD 20706 | 877-863-9583 |
| **Massachusetts** | Massachusetts Housing Finance Agency  One Beacon Street  Boston, MA 02108 | 800-452-4668 |
| **Michigan** | Michigan State Housing Development Authority  735 East Michigan Avenue  P.O. Box 30044  Lansing, MI 48909 | 844-674-3224 |
| **Minnesota** | Minnesota Housing Finance Agency  400 Wabasha Street North  Suite 400  St Paul, MN 55102 | 800-657-3769 |
| **Mississippi** | Navigate Affordable Housing Partners, Inc.  500 Office Park Drive  Suite 300  Birmingham, AL 35223 | 888-466-5572 |
| **Missouri** | Missouri Housing Development Commission  4625 Lindell  Suite 300  St. Louis, MO 63108-3729 | 866-605-7467 |
| **Montana** | Montana Department of Housing  301 South Park Avenue  P.O. Box 200548  Helena, MT 59620-0548 | 800-761-6264 |
| **Nebraska** | Housing Authority of the City of Bremerton  345 6th Street, Suite 200  Bremerton, WA 98337-1860 | 877-792-9175 |



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| *State/Territory* | *PBCA* | *Resident Contact Number* |
| **Nevada** | Washoe Affordable Housing Corporation  1525 East Ninth Street  Reno, NV 89512-3012 | 888-202-9036 |
| **New Hampshire** | New Hampshire Housing Finance Authority  32 Constitution Drive  Bedford, NH 03110 | 800-640-7239 |
| **New Jersey** | New Jersey Housing and Mortgage Finance Agency  637 South Clinton Avenue  P.O. Box 18[550](mailto:BAL.incoming@hud.gov)  Trenton, NJ [08650-2085](mailto:BAL.incoming@hud.gov) | 800-654-6873 |
| **New Mexico** | New Mexico Mortgage Finance Authority  344 Fourth Street SW  Albuquerque, NM 87102 | 800-657-9647 |
| **New York** | New Yor[k State Housing Trust Fu](mailto:DEN.incoming@hud.gov)nd Corporation  Hampton Plaza  38-40 State Street  Albany, NY 12207 | 866-641-7901 |
| **North Carolina** | North Carolina Housing Finance Agency  3508 Bush Street  Raleigh, NC 27609-7509 | 866-318-0808 |
| **North Dakota** | North Dakota Housing Finance Agency  P.O. Box 1535  Bismarck, ND 58502-1535 | 800-292-8621 |
| **Ohio** | Columbus Metropolitan Housing Authority (Ohio)  2000 Polaris Parkway  Suite 201  Columbus, OH 43240 | 877-506-3552 |
| **Oklahoma** | Oklahoma Housing Finance Agency  100 N.W. 63rd Street  Suite 200  Oklahoma City, OK 73126 | 800-436-1347 |
| **Oregon** | Oregon Housing & Community Services  725 Summer Street NE, Suite B  Salem, OR 97301-1266 | 800-453-5511 |
| **Pennsylvania** | Pennsylvania Housing Finance Agency  211 North Front Street  P.O. Box 8029  Harrisburg, PA 17105 | 877-253-7709 |



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| *State/Territory* | *PBCA* | *Resident Contact Number* |
| **Puerto Rico/Virgin Islands** | Puerto Rico Housing Finance Corporation  PO Box 71361  San Juan, PR 00936-8461 | 787-765-7577 |
| **Rhode Island** | Rhode Island Housing & Mortgage Finance  44 Washington Street  Providence, RI 02903-1721 | 800-427-5560 |
| **South Carolina** | South Carolina State Housing Finance & Development Authority  300-C Outlet Pointe Boulevard Columbia, SC 29210 | 800-540-4241 |
| **South Dakota** | South Dakota Housing Development Authority  PO Box 1237  Pierre, SD 57501-1237 | 800-540-4241 |
| **Tennessee** | Tennessee Housing Development Agency  502 Deaderick Street  3rd Floor  Nashville, TN 37243-0900 | 800-314-9320 |
| **Texas** | Southwest Housing Compliance Corporation  1124 South IH 35  Austin, TX 78704 | 888-842-4484 |
| **Utah** | Norm Dicks Government Center  345 6th Street  Suite 200  Bremerton, WA 98337 | 877-792-9175 |
| **Vermont** | Vermont State Housing Authority  One Prospect Street  Montpelier, VT 05602-3556 | 855-243-4100 |
| **Virginia** | Navigate Affordable Housing Partners, Inc.  1827 1st Avenue North  Suite 100  Birmingham, AL 35203 | 888-466-5572 |
| **Washington** | Housing Authority of the City of Bremerton  345 6th Street  Suite 200  Bremerton, 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 East Charleston, WV 25301 | 888-334-6065 |
|  | Housing Development Fund |  |
|  | 5710 MacCorkle Avenue SE Charleston, WV 25304 | 800-933-9843 |
|  | Wisconsin Housing & Economic Development Authority |  |
| **Wisconsin** | 201 West Washington Avenue, Suite 700 |  |
|  | P.O. Box 1728  Madison, WI 53701-1728 | 800-943-9430 |
|  | Cheyenne [Housing Authority](mailto:DEN.incoming@hud.gov) |  |
| **Wyoming** | 3304 She[ridan Street](mailto:DEN.incoming@hud.gov) Cheyenne, 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**

