

Valued Resident,

Your landlord has partnered with the Georgia Department of Community Affairs (DCA) in providing you affordable housing. This letter highlights your tenant rights, responsibilities, and available resources, in an effort to further our shared goal of providing affordable, safe, and healthy housing.

RESIDENT RIGHTS

- The right to live in decent, safe, and sanitary housing, free from environmental hazards
- The right to have repairs performed in a timely manner, upon request
- The right to be given reasonable written notice of any non-emergency entry into your home
- The right to equal and fair treatment and use of your building's services and facilities

RESIDENT RESPONSIBILITIES

- Review your lease prior to signing the lease contract
- Ask questions to understand your responsibilities and lease terms
- Ensure that your building remains a suitable home for you and your neighbors
- Notify management promptly of needed repairs or other issues
- Follow your lease obligations, management company house rules, and all governing laws

HOUSING CONCERNS

Your landlord is responsible for providing safe, decent, and affordable housing, while protecting your rights as a tenant. If your landlord does not meet these responsibilities and further fails to respond to your concerns, the following information assists you in understanding how DCA may choose to intervene in your concern:

CONCERNS DCA CAN HELP WITH:

- Program concerns; confirming the rent charged is within program parameters and program qualification questions
- Health & safety concerns

CONCERNS DCA WILL NOT ASSIST WITH:

- Providing legal advice or guidance
- Mediating between tenants and landlords for issues such as; lease violations, late payments, and legal disputes

DCA may decide not to intervene with tenant concerns or discontinue efforts to resolve a tenant concern if a tenant hires a lawyer to either reach a resolution or to initiate legal action of any kind against any party to the tenant concern matter.

FREQUENTLY ASKED QUESTIONS

Can I file a complaint if my landlord increases my rent after I signed my lease?

Before notifying DCA, please check your lease to determine whether your landlord is allowed to increase your rent after you sign the lease contract. Your landlord is required by DCA to give you a 120-day written notice for a rent increase greater than 5% of your net rent. Additionally, the landlord must provide you the option to end your lease without penalty or fees, in response to the proposed increase. Under this rule, even with your proper written notice to terminate the lease, you are obligated to fulfill the lease requirements until the 5% rent increase goes into effect. Proper notice is determined by the landlord and should be stated in your lease (30, 45, 60 days, etc.). During normal program compliance monitoring, DCA ensures that your rent does not go above the program rent limits.

How do I know if I have a health and safety issue?

Common issues include; mold, water leaks, no heating or cooling, emergency lights not working, and no hot water. These kinds of issues need to be repaired within hours or days, depending on the severity.

It appears I have mold in my home. Can DCA help me?

In cases where the tenant does not outright contribute to the presence of mold (through lease violations or neglect), DCA can likely assist the tenant in addressing mold concerns with Management. Always document your mold issues and be prepared to send DCA pictures of the mold upon request.

WHEN TO CONTACT DCA

When to report a concern to DCA:

First, give your landlord a reasonable amount of time to fix the concern. Timing can vary by concern. If the concern is not resolved, contact DCA.

Report a concern:

To report a concern or complaint, use our online Notice of Resident Concern:

<https://www.dca.ga.gov/safe-affordable-housing/rental-housing-development/compliance-monitoring/resident-concerns>

For help filing the report, email Compliance@dca.ga.gov

Information needed to report a concern:

Be ready to upload pictures or documents to support your concern. You will be asked personal information, however, you can choose to report anonymously. Remember, remaining anonymous will make it difficult to resolve your concern if the issue is specific to your home.