



Public Housing Association of Residents (PHAR)

1000 Preston Avenue, Suite C, Charlottesville, VA 22903

phone 434-984-3255 • www.phar.typepad.com

Public Housing Maintenance: Residents' Rights and Responsibilities

1. CRHA must keep “electrical, plumbing, sanitary, heating, ventilating, and other facilities and appliances” in good condition.
2. Tenants must pay for any damages that they, a member of their household, or their guest cause.
3. Tenants cannot be charged for normal wear and tear.
4. Most CRHA tenants are responsible for maintaining their yard areas. If tenants don't keep their yards clean, CRHA can hire someone else to do it and make the tenant pay for it.
5. Tenants can be charged a “reasonable amount” for repairs and maintenance that are not “normal wear and tear.” HUD does not define what a reasonable amount is; the local housing authority decides that.
6. A list of charges for repairs should be posted in CRHA's office and should be given to any tenant that asks for it.
7. If tenants are not happy with the quality of repair work, think they are charged for a “normal wear and tear” repair, or do not receive a response to their maintenance request, they can file a grievance with the housing authority.
8. For help filing a grievance call Legal Aid Justice Center at 977-0553. To make sure LAJC has the information to help you, keep a written record of your maintenance issue. Write down the problem that you need repaired. Write the dates you called CRHA and who you spoke with. And take notes on any actual maintenance work done.

Questions? Call PHAR at 984-3255

Service Record

Date	Problem	Who did I talk to?	Work done