

# FREQUENTLY ASKED QUESTIONS

## **RENT INCREASES**

### ***When do I submit for a rent increase?***

In accordance with HUD regulations, rent increases may be submitted **no later than 60 days** prior to the anniversary date of the Housing Assistance Payments Contract. This allows time for the housing authority to process the request and also allows time for the program participant to begin looking for a lower cost unit if they cannot afford the rent increase. Affordability is defined as total housing costs (tenant share of rent plus tenant-paid utilities) not exceeding 40% of monthly adjusted income.

At least once a year, the CHA reviews the tenant's household income. By getting current income information, we can determine if the increase will impact the tenant and increase rent burden.

If the proposed rent increase is comparable but would exceed the 40% rent burden for the current tenant, both the owner and tenant are notified. The tenant may choose to take on the higher rent burden if currently residing in the unit, but the rules do not allow tenants to exceed 40% rent burden at initial lease-up.

### ***How much can I raise the rent?***

One way to stay on top of operating expenses is to raise the rent at the rate of inflation each year. Knowing the private market rent for units of similar size, condition, and location is also important. Please do your due diligence by reviewing comparable unit information. Rents offered to assisted tenants must be comparable to the rents offered to unassisted tenants.

### ***How do I submit a rent increase?***

On the homepage of the Chester Housing Authority website, [www.chesterha.org](http://www.chesterha.org), click the *Landlord Forms* category. The first form is the Annual Rent Adjustment form. Click on the form and insert all the requested information. Double check that the information is correct or else it will delay processing. After you complete and submit the electronic form, you will receive a confirmation that it has been submitted.

### ***What do I do if I receive an error message when I submit the rent increase form?***

**If you receive an error** after hitting the submit button, you may email [srenwick@chesterha.org](mailto:srenwick@chesterha.org) directly. In the subject line type, ***Annual Rent Adjustment***. In the body of the email, include the tenant's name, unit address, current rent amount, and proposed new rent amount. Just like you, we receive thousands of emails each month and do not want any requests to be overlooked. The Annual Rent Adjustment request form has a designated mailbox and that is why we ask you to use it. We can track requests a lot easier through the designated mailbox than sifting through a personal email.

### ***How do I know if you received my request?***

Once submitted, the system will give you confirmation that it has been submitted. Please do not submit more than once, it delays processing.

### ***How do I know if the rent increase has been processed?***

Please allow at least 2 weeks for processing. You will receive a notice in the mail once it is completed. If there is an issue, with the new rent requested, you will be contacted directly.

### ***What is the new tenant share of the rent?***

Notices of Change in Housing Assistance Payments are sent upon completion of the participant's recertification of household income and composition. This notice is issued by the assigned Occupancy Specialist.