

Rental Assistance Demonstration (RAD)

Reporting Tenant Repair Complaints

If there is a repair needed in your unit, you must

- 1) Follow the instructions outlined in your lease to place a work order and allow up to ten (10) business days for a response. Life threatening repairs should be responded to within 24 business hours.
- 2) If no response, put your complaint in writing to the property manager (Include the full unit address, your name, email and/or phone number for contact and the circumstances surrounding the repair request. Keep a copy of your written notice for your records.
- 3) After three (3) days, if there is still no response, submit a copy of the same complaint to bwilson@rhaonline.com.
- 4) Section 8 will reach out to the property manager and submit a request for an inspection of the unit.
- 5) You must be present for the inspection once scheduled.
- 6) If the repair is determined to be an issue caused by the unit occupant or their guest(s), the cost for the repair will be assessed per the information contained in your lease.