SMITHFIELD HOUSING AUTHORITY

Contact the Office:
919-934-9491 P; 919-934-1442 F

IMPORTANT INFORMATION

- The SHA Board of Commissioners meeting will be held on Wednesday February 19th, 2025 at 4:00 pm. Contact the Office for more information.

- **Smithfield Housing Authority does offer scholarship opportunities for graduating seniors! If your child is interested, please contact the Office for more information.**

- As a reminder, you should be reporting **ANY and ALL** changes in your income and household composition within **10 days** of any changes.

- Please be advised that any payments on your account should be paid **in the month that they are due.** Failing to pay charges in a timely manner will result in court papers being drafted for non-payment.

- If you are considering getting a pet, please contact the Office BEFORE bringing the pet into your unit. Any pets need to be approved by the Office to ensure they are allowable by the standard listed in our Pet Policy.

- Please make sure your contact information is up to date with the Office - this includes phone numbers and email addresses. It is important that we are able to reach you if needed!

- Remember you should be checking your mail regularly as our main correspondence is through mail. If you have lost your key, contact the Office to receive a new key—please keep in mind there are charges for replacing keys.

February 2025

SHA LOBBY HOURS

Monday: 9 am-4 pm
Tuesday: 9 am-4 pm
Wednesday: 9 am-4 pm
Thursday: 9 am-4 pm
Friday: by appointment only

BAN LIST

The SHA Ban List was last updated January 15, 2025.

We have the ban list posted at all times in the lobby. If you would like an updated copy mailed to you please contact the Office!

OFFICE CLOSED:

The Office will be closed 2/17/2025 in observance of the President's Day holiday.

LEASE VIOLATIONS

Below are some common occurrences the Office has noted throughout our communities that are considered lease violations. Please remember that repetitive lease violations can result in the termination of your lease:

- Failing to report pets in your unit or failing to properly care for your pets (i.e. failing to clean up their waste or litter boxes) is a violation of your lease and Pet Policy and can result in the pet being removed from the home.

- Failing to pay the charges applied to your rental account is a serious lease violation and can result in court papers being drawn or termination of your lease.

- As always, allowing individuals who have not been approved to live on SHA to reside in your unit is a lease violation, as well as inviting individuals who are on the ban list onto SHA property or into your unit!

Happy Valentine's Day

MAINTENANCE

- **Please remember to call the Office for any work orders. The only time you should call the Emergency Work Order number if there is <u>an emergency after hours or on weekends.</u> If you have an emergency work order during normal business hours, please contact the Office at (919) 934-9491. If we miss your call, please leave a voicemail and we will make sure your work order is put in!**

- If you are unsure if a work order qualifies as an emergency, please check the Emergence Maintenance Call list. This information can be found on our website, or if you would like a physical copy please contact the Office and we can send one to you!

- If you have a leak in your unit, please call it in ASAP! While waiting for maintenance staff to come out and address your work order, please avoid using the appliance or faucet where the leak is coming from and leave a bucket or pot to catch any water and avoid damage to your unit.

- With the cold weather we are experiencing, please make sure your thermostats are set to "Heat" and NOT "EM Heat". Leaving your thermostat on emergency heat will cause your unit to work nonstop and will result utility overages.

- Please keep in mind SHA does charge for maintenance work if you are responsible for the damage. To see what we charge for and the prices, please check our website, or you can request a physical copy of the Standard Maintenance Charge list and one will be sent to you.