

### **Does NCHA have accommodations for persons with disabilities?**

NCHA has apartments available that are accessible to persons with disabilities. If a person with a disability needs an accommodation to assist them in their current apartment, they should contact their Public Housing Manager.

### **Are dogs allowed in Public Housing?**

Dogs are allowed in Public Housing as long as they are properly registered with the Office and have necessary licenses, are spayed or neutered and have all necessary vaccinations. Dogs may not weigh more than 25 pounds when fully grown. You should discuss the dog regulations with your Public Housing Manager. See NCHA's Pet Policy for more information.

### **I think my recent rent increase was incorrectly calculated. Is there a way to check the accuracy of my rent?**

Rent should be no more than 30% of adjusted net income. There are ceiling rent or prescribed rent caps for each apartment size. The adjusted net income is gross income minus prescribed deductions. After checking with your Public Housing Manager, if you still think there was an error, you may request an informal review.

### **How do I request a repair to my apartment?**

To request a repair, call the front office at (847) 785-4300. They will create a work order for the requested repair and forward to the maintenance staff.

### **How can I request emergency repairs on weekends or off-hours?**

Emergency maintenance staff will respond to emergency repair requests that are called in to the After-Hours Answering Service after the Office has closed on weekdays, 4:30 P.M. to 8:00 A.M., or all day on Saturdays, Sundays and holidays. These emergency situations will be addressed immediately. Emergency repairs are: gas leaks, toilet stoppages that cause serious floods, passengers stuck in elevators, electrical power failures, sewer back-ups, apartment door and door knobs not working and heat and hot water issues. Once the emergency is abated, the repairs will be performed by maintenance staff during regular business hours. If the work is not an emergency, the repairs will be made, only Monday through Friday between the hours of 8:00am and 4:30pm.

### **I requested repairs in my apartment. How long will it take before the repair is completed?**

All work orders are treated by priority of importance. Emergency repairs such as gas leaks, floods, clogged toilets, persons stuck in elevators, power failures, heat and hot water complaints, broken entrance doors, or any life-threatening situations must be completed immediately. Urgent repairs such as clogged kitchen sink drains or an

inoperative refrigerator must be completed within 24 hours. Routine repairs such as a dripping faucet or a broken window handle will be scheduled for the next available time slot. Per your request repairs can be made when you are not in the unit.

### **What is a Skilled Trade Work Repair?**

Skilled Trade repairs are repairs that are done by specialists instead of the maintenance staff. They can include, but are not limited to, replacement of a kitchen cabinet, major plumbing repairs, wiring replacement, extermination, and plastering work. Before a specialist is sent to your apartment, except when the request is for exterminator, a maintenance worker will observe the condition. If you have a problem, like wiring, a work order will be created. The maintenance worker will try to resolve the repair. If he or she cannot resolve the problem, a skilled tradesperson may have to complete the repair.

### **If my apartment feels too cold what should I do?**

The City's heat standards states: It shall be the duty of every person owning or controlling the heating plant of any tenement, apartment, hotel, lodging house, rooming house or boarding house in which heat is furnished from a heating plant used in common for heating the various rooms or apartments therein to furnish heat to such rooms or apartments from October 1 of each year to June 1 of each succeeding year, a minimum temperature of sixty degrees Fahrenheit (60°) at six thirty o'clock (6:30) A.M.; sixty five degrees Fahrenheit (65°) at seven thirty o'clock (7:30) A.M. and sixty eight degrees Fahrenheit (68°F) at eight thirty o'clock (8:30) A.M. and thereafter until ten thirty o'clock (10:30) P.M. averaged throughout the apartment or room; provided, that written notice of complaint concerning the lack of heat in such room or apartment shall be given to such person by registered mail before a violation of this Section shall be deemed to exist.

### **How can I report excessive noise disturbances?**

Report the situation to the Police Department's non-emergency line at 847-596-8774. Also, advise your Public Housing Manager. The Public Housing Manager will meet with the noisy neighbors to try to resolve the situation. When you report the matter to your Public Housing Manager, you are, in effect, creating a record. If the noisy neighbors do not respond and the allegation is substantiated by management, administrative action can be initiated to terminate the family's tenancy.

### **What can I do if I suspect drugs are being sold in my building or development?**

You can report it to the Public Housing Manager who will keep the information confidential and then notify the Police Department. Or, you can report it directly to the Police Department yourself by calling your local police precinct. You may also call 911 if you feel that there is a serious or immediate threat.

### **Can my tenancy be terminated if a member of my household commits a crime?**

NCHA has the right to deny persons with criminal records residency in order to provide a safe environment for all residents. If someone was arrested and gave your address or was arrested and resides in your apartment, you will have an opportunity to a hearing before any eviction proceedings are undertaken. If the crime was very serious and the offender is convicted, you may have to agree to permanently exclude that individual from your apartment.

### **Can I transfer to another apartment in my current development or another development?**

Your Public Housing Manager can clarify the various transfer guidelines. Some situations that NCHA may deem appropriate for a transfer include: overcrowding, having an apartment that is too large for your family, travel hardship in getting to your job, or the need to be closer to a medical facility or family member who is aging or ill who needs your help, or whom you can help. You must fully document your need for a transfer.

### **I was approved for a transfer before my neighbor was. Why did they get an apartment first?**

Your neighbor's circumstances may have been different from yours. They may have required a transfer because of health reasons, or they may have needed a different size apartment than you, or the development they transferred to might have had a greater turnover of apartments.

### **I live alone in a NCHA apartment. Can a family member take over the apartment if I move?**

In order to sign a lease and take over your apartment the person must be a part of your immediate family and must have lived in the apartment with NCHA's knowledge and permission at least one year prior to your moving. That person must pass a criminal background check and have their income verified to meet the criteria of a new resident before getting a lease. Live-In Aides are not able to take over the lease if you are to vacate.