

We are here to help you if you received a late-rent notice

We understand this is a stressful time for you and your family. Our staff will try our best to direct your questions to the right people with answers or get you connected to community resources that can help.

Who do I contact at Tacoma Housing Authority if I have questions?

Questions about your lease or owed rent

Contact your property manager listed on the notice you received.

Questions about community resources & supports

Contact the Client Support & Empowerment (**CSE**) Team

Email: Contact-CSE@tacomahousing.org

Phone: (253) 682-1224

Know your rights as a tenant!

What is the Covid Repayment Agreement (CRA)?

- The CRA is an agreement between tenants and THA where the tenant signs a contract to pay owed rent between November 2022 and April 2023 in small portions over time.
- Missing just 1 CRA payment may lead to a default on your rent.

What do I do if I will be late on making a payment?

- If you can make a full payment of your full rental arrear but will miss the deadline of your notice, contact your property manager or CSE immediately to inform them of your situation.

Can I request a Grievance if I experienced a hardship and am unable to pay rent?

- Yes! Request a grievance within 10 business days of getting a notice. A written request is needed. You may request an informal hearing online by visiting Tacoma Housing Authority's website: www.tacomahousing.org/resources/informal-hearing or contact your property manager or CSE if you need help.
- Grievance requests are available to THA households on a public housing or voucher program.

Can I still file a Change of Circumstances if my income has changed?

- Yes! Request a Change of Circumstances by visiting Tacoma Housing Authority's Website: www.tacomahousing.org/current-clients/change-of-circumstances or contact your property manager or CSE.

Is there time to request a Reasonable Accommodation?

- Yes! Complete the form by visiting Tacoma Housing Authority's website: www.tacomahousing.org/current-clients/know-your-rights/reasonable-accommodation-requests or contact your property manager or CSE for help.

I experienced domestic violence during my time as a THA tenant, do I have rights?

- Yes! You have rights under a federal law called the Violence Against Women Act (VAWA). Please contact your property manager or CSE for more information and assistance.

Free legal help & mediation is available

Call 311, visit tacomaprobono.org phone: (253) 572-5134 or visit NWJUSTICE.ORG/eviction-help phone: 1-855-657-8387 or visit centerforresolution.org phone: (253) 572-3657

Community Resources

Types of Resources	Who can use this resource?	Contact
<ul style="list-style-type: none"> Youth School supplies School transportation School breakfast & lunch 	Families with school-aged children	Michelle Birge, McKinney Vento Counselor (253)571-1498 Email: mbirge@tacoma.k12.wa.us
<ul style="list-style-type: none"> Emergency cash assistance that can be used for eviction, food, utilities, medical, and other necessities. Typically can apply for up to \$1250 	Family must be receiving some benefit through DSHS and NOT TANF	DSHS Emergency Assistance Call your local office or apply online at www.washingtonconnection.org
<ul style="list-style-type: none"> Emergency Rental assistance (beginning 10/01/2023) Energy Assistance 	Low-Income and must provide documentation	MDC Call: (253) 383-3921 Website: mdc-hope.org
<ul style="list-style-type: none"> Emergency Rental Assistance Clothing Bank Food Gas cards 	Must be a participant at the St. Francis clothing Bank Must be in specific zip codes	St. Francis 253-770-6991 322 7th Street SE Puyallup, WA 98372
<ul style="list-style-type: none"> Can sleep overnight in your car Typically have security Wash stations and bathrooms Service coordination on-site 	Everyone	Safe Parking Sites pchomeless.org/Home/SafeParking3 This page will have most up-to-date info for contacts/locations
<ul style="list-style-type: none"> Emergency Shelter Shared housing Rental assistance Transportation 	Must be experiencing homelessness	Call: 211
<ul style="list-style-type: none"> Showers Laundry Kitchen facility Computers On-site case workers Coordinated Entry intake specialists 	Per site: "Family" is defined as a parent or parents with minor children in their custody, or a pregnant" person	Family Day Center 5050 S Tacoma Way Call: 253-471-5340

Free Resource Fair for Rental Assistance Applications & Legal Help

Tacoma Housing Authority will host free resource fairs that will offer resources and help for you to learn about rental assistance resources, legal help, employment help and more.

<p>October 4th 2pm - 5pm The Rise on 19th 1815 S. G Street</p>	<p>October 2nd & 5th October 2nd 4-7pm (Tacoma Pro Bono Legal only) October 5th 4-7pm Salishan Family Investment Center 1724 E 44th St.</p>	<p>October 3rd 1pm – 4:30 PM Bay Terrace 2550 S G St</p>
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