GUIDE ME: I live in subsidized or public housing and I don’t think I am paying the right rent andI have informed my worker or property manager that I lost income and I have heard nothing further.

**Below is a list of options for you to read. Depending on your situation, one or more of these options may be of assistance.**

**Option 1.** **Be Proactive:**

If you have not heard back from your worker or property manager, the first thing you should do is be proactive and call. Make sure you write down the time and date you called and whether you spoke to someone or left a voicemail. If you spoke to someone, make sure you write down their name and what you spoke about.

**Option 2. Make sure that you told your worker or property manager about your reduced income in writing:**

Sometimes worker or property managers forget the details of a call or in-person conversation. That is why it is really important that you send them a message in writing giving them notice that your income has gone down. Do this as soon as possible. Date and keep copies of this written notice. This will create proof if there is a dispute about when you gave notice. In most cases, your rent will get lowered as of the first month after you give your worker or property manager notice.

*The suggestions provided above are not legal advice and are provided as information only.*

*Whenever you have a legal problem, it is always best to talk to a lawyer who can give you advice that is uniquely tailored to your situation. The Massachusetts Legal Resource Finder can help you find lawyers and other legal help resources in your area.*

GUIDE ME:I live in subsidized or public housing and I don’t think I am paying the right rent and my worker or property manager is asking me for verifications that I can’t get.

**Below is a list of options for you to read. Depending on your situation, one or more of these options may be of assistance.**

**Option 1.** I**f the loss of income is because you lost your job or some benefits:**

Call your worker or property manager and ask for help. If the loss of income is because you lost your job or some benefits, your worker or property manager should be verifying this for you. Your worker or property manager should have had you sign a form that allows your worker or property manager to get this information directly from your employer or government program.

**Option 2. If the loss of income is because someone moved out:**

Call your worker or property manager and ask for help. If the loss of income is because someone moved out, the worker will ask you for verification of where that person moved to. If that person is not cooperating with you, tell your worker in writing you can’t get it. Ask the worker about alternative ways to verify that someone has left. It may be possible to get the worker to accept a signed statement from you that the person has moved out.

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GUIDE ME: I live in subsidized or public housing and I don’t think I am paying the right rent and my worker or property manager has sent me a notice stating my new rent and I don’t think it is correct.

**Below is a list of options for you to read. Depending on your situation, one or more of these options may be of assistance.**

**Option 1. If You Live in Public Housing or Have a Mobile Section 8 Voucher:**

Ask for a meeting with your worker or property manager. If you live in public housing or have a mobile Section 8 voucher, you have the right to request an informal hearing or grievance if you think your rent is wrong. This should have been stated in your rent change notice.

**Option 2. If You Live in Private Subsidized Housing:**

Ask for a meeting with your worker or property manager. If you live in private subsidized housing, you do not have a right to a hearing or grievance but the landlord is still required to consult with you if you think a mistake has been made. So ask for a meeting.

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