

The Housing Authority of The County of Jackson

Maintenance Charges Policy

(Effective January 1, 2018)

The Housing Authority of the County of Jackson, unlike private apartment complexes, charges a below market rent for its residents. This allows you to pay a rent that is in line with your earnings.

For the most part, your rents pay for all the expenses incurred to manage and maintain Jackson County Housing Authority. Only a small portion of costs come from the federal government. Given federal cutbacks, the Authority anticipates this amount to shrink even more in coming years, so it is accurate to say that YOU, as a resident, pay for the maintenance of this community.

However, because the Authority does not charge a full market rent, it cannot absorb all the costs, particularly maintenance costs, for each and every tenant. It is unfair that if avoidable damage occurs with one resident, that all the other residents should incur the cost of the bill. In other words, if your neighbor breaks his or her own window or screen door, why should you be required to pay for it?

Consequently, the Authority only charges those residents who damage or allow their apartments to be damaged for the maintenance cost. A charge list is posted by the payment window in the main office, where the most common charges are listed. Other charges which happen on a less frequent basis or cannot be accurately estimated are charged on a time and materials basis. Copies of the actual bills, in these cases, are provided upon request in writing with your billing statement.

If you have a charge, you should make arrangements to pay it as soon as possible. Larger bills may be paid over a period of time, if you have a good payment history with the housing authority. Please note that the Authority will make every effort to separate maintenance items which are routine (which we DO NOT charge for), and maintenance items that are due to damage or neglect (which we DO charge for). As a rule, if the maintenance issue should have been avoided (such as breakage or neglect), the tenant will likely be charged.

On the other hand, if it is strictly due to wear and tear, then it probably won't be charged. While we do inspections quarterly plus annual inspections, we encourage residents to report all maintenance items as soon as possible. By doing so, you eliminate the possibility of a large bill, if there in fact is damage, that is found during the any inspection. Second, a small maintenance charge reported early may eliminate a larger charge later. For example: a water leak probably would not be charged, but if it was allowed to leak for a long period and it damaged the floors, you would be liable for the damage to the floors, since a timely call could have avoided the damage in the first place.

Understand we are not doing this to punish or penalize you in any way. We want to provide you with the very best service we can, and we can't do this by subsidizing needless repairs. With your help, your apartment will be a pleasant, comfortable and enjoyable place for you and your family.