



NOTICE OF LATE FEE POLICY CHANGE

Para una versión en español de esta carta, comuníquese con la oficina de su propiedad.

This notice serves to inform you as a friendly reminder **late fees are changing for all residents at San Antonio Housing Authority (SAHA) public housing developments**. These changes were made in accordance with all Department of Housing and Urban Development (HUD) regulations and SAHA policies, as well as applicable federal, state and local laws.

Per your lease agreement, **your full rental payment is due on the first of each month**. Effective Sept. 1, residents failing to pay rent on time will be charged an initial late fee of **\$30.00**. Residents who still have not paid their account in full after 15 calendar days will be charged an **additional \$20.00** late fee, for a total not to exceed **\$50.00** in monthly late fees. This change represents an increase from the previous one-time fee of \$15.00.

Please note, in order to avoid increased late fees that take effect next month, your rent must be paid in full **by 5 p.m. on Monday, Sept. 9**. This date represents the final day of the grace period granted by SAHA for timely rent payment in September.

Rent Payment Reminders

Be advised that if you owe outstanding maintenance charges or other fees, you will need to pay for any outstanding balance as well as your current rental payment. Partial payments and unpaid account balances will result in late fees being charged to your account.

Always review your monthly rent statement and check amounts owed against your records. Alert property staff as soon as possible if you do not recognize a charge listed or if you need to dispute your bill.

Please note that in addition to late fees charged to your account, failing to make timely payments can result in lease enforcement, up to and including, eviction.





You can pay your rent through any of the following SAHA-approved methods:

Rent Payment Options	
Money Orders and Checks	In-Person at Development Office <i>Contact your development for specific office hours and locations.</i>
	By Mail to SAHA <i>Use the self-addressed, stamped envelope included with your monthly rent statement.</i>
Check or Bank Account	By ACH Automatic Debit <i>Funds automatically withdrawn from your bank account each month. Contact your development office to enroll.</i>
	Online with JetPay <i>Visit www.saha.org and click "Pay Rent" to enter your SAHA and bank information. Processing fees may apply.</i>
Cash Payment	Offsite at ACE Cash Express <i>Cash payments accepted at any ACE location in Texas. Processing fees may apply.</i>

Scheduled Payments

If you use scheduled payments that are automatically withdrawn from your bank account to pay rent, please note you are still responsible for ensuring payment is made on time and in the correct amount for your current rent, and updating any changes to your banking information. If your rent recently changed, or a rent change will take effect soon, please update your scheduled payment to withdraw the total amount of your monthly rent amount. Please review your scheduled payment dates and make adjustments as necessary so payment is provided to SAHA on or before the first of the month, before any late fees may be charged. Contact your bank or financial service provider directly with any questions regarding automated payments.

Accommodations and Support

As always, if you are unable to pay off the total amount owed on your account, contact the development office as soon as possible. Property staff will discuss rent payment options and resources that may be available to you through SAHA or other community partners.

You may be eligible for Repayment Agreement that will allow you to remain in your unit and repay your balance over time. Residents with disabilities who receive federal benefits on a fixed schedule may also be eligible for alternative payment schedules or other reasonable accommodations.



If you have unexpected bills or experience a financial hardship, you may also be eligible for case management and other supportive services through SAHA's Community Development Initiatives (CDI) programs. CDI staff also partner with multiple community organizations to provide different types of assistance to residents in need. For more information on CDI programs and community resources for residents, please contact your development office or call 210-477-6000.

Background and Existing Leases

These late fee changes are included in the most recent annual update to SAHA's Public Housing policy titled "2019-2020 Admissions and Continued Occupancy Policy (ACOP)." The ACOP policy changes were approved by the SAHA Board of Commissioners following a public comment period and posting of proposed changes at all SAHA developments, as required by federal law [24 CFR Part 903 and 24 CFR § 966.5].

In accordance with HUD regulations and applicable state and local laws, the SAHA Public Housing Lease has been updated to include, and incorporate by reference, ACOP policy changes for all current leases, including the recipient household named in this notice. These updates are within the provisions in the lease for modifying charges other than rent.

Copies of the updated lease and ACOP are posted and available in the lobbies and/or offices of all SAHA public housing developments as required by 24 CFR § 966.4 (f)(4).

Resident Communication

SAHA is committed to working with residents to improve self-sufficiency and help families achieve economic stability.

If you have any questions on your account balance or your options for paying rent, please contact your development office. **If you are having trouble making payments or have a financial hardship, it is very important that you alert property staff.**

For any other questions, please contact Public Housing Customer Service at 210-477-6706 or PHCustomerService@saha.org.

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The following person has been designated to coordinate compliance with the nondiscrimination requirement contained in HUD's regulations implementing Section 504: Irene Guzman, 818 South Flores, San Antonio, Texas 78204.