

FRAUD, DISHONESTY LEADS TO EVICTION

Fraud is a serious offense and can result in dire consequences. Residents who knowingly provide false information in order to benefit their assistance from WHA are subject to lease enforcement, up to and including termination of the lease. We have seen an increase in the number of cases where residents are not accurately reporting their income or family composition.

Below are some examples of fraudulent activity we have identified recently:

- Not reporting people living with you
- Not reporting all family members' income
- Children not actually living with you, but on the lease
- Subletting your apartment

WHA KEEPING YOU SAFE

Over the past couple of years, the city of Worcester has seen an increase in incidents, including criminal activity. Some of our properties have been negatively impacted.

As a result, WHA is increasing security throughout our portfolio, including security services, the Worcester Police Department (WPD), and WHA staff presence.



WHA ON THE WEB!



Stay in compliance:

- Report any change in income and household composition to your property manager in a timely manner.
- If you have difficulty obtaining documentation, update your management office. They may be able to assist you.



If you are found to have false or incomplete information, you:

- May be evicted from your apartment or house
- Must repay all overpaid rental assistance you received
- May be fined up to \$10,000
- May be imprisoned for up to five years; and/or
- May be prohibited from receiving future housing assistance



Increased security measures have led to:

- A marked decrease in trespassers, illegal activity, and unwelcome parties attempting to gain access at some WHA sites
- More patrols of some of the buildings and faster reporting of potential violators and unauthorized occupants
- A decreased number of vehicles towed from properties overall

UNAUTHORIZED OCCUPANTS PROHIBITED

Don't put your tenancy with WHA at risk. Unauthorized occupants are not allowed. The ramifications of violating this policy can be serious. An unauthorized occupant is someone who is residing in your apartment and is not on the lease.

Know your guest policy and do not violate it: A guest has the tenant's permission to be on the property. No person may stay in a residence overnight for more than 45 days total in any 12-month period in federal housing or a total of 21 nights over that same period in state housing.

It is easy to avoid an unauthorized occupant complaint:

- Include every resident of your apartment on your lease.



- Do not allow people not on your lease to reside with you.
- This includes personal care assistants beyond their scheduled hours and "live-in aides" who have not been authorized by the WHA.

PACKAGE THEFT DECREASES ACROSS WHA PROPERTIES

Each year package thefts across the US account for millions of dollars in lost products.



C+R Research identified that between their 2019 and 2020 surveys, package thefts increased by 10 percent.

Safety company SafeWise estimated that package theft rose from 210 million items in 2021 to 260 million in 2022.

Estimated costs of these thefts total \$19.5 billion.

WHA is happy to report that our statistics in this area are decreasing!

Public Safety has:

- Found misdelivered packages
- Proven that "delivered" packages never were delivered
- Located items mistakenly picked up
- Identified and help charge individuals responsible for actual thefts

Contact public safety if you suspect package theft!

WASH IT. CLEAN IT. BE SAFE.

During the COVID pandemic, WHA suspended its housekeeping inspection program to avoid entering units. As a result, we have seen an increase in the number of units now failing inspections.

We have resumed our normal housekeeping schedule and we want to thank those residents who are maintaining their apartments within our standards. We will work with residents who are struggling to meet those standards.

Keeping a clean apartment is important, as an unclean area can attract bugs, promote disease, and cause respiratory and other health concerns. Keep your home clean and organized to prevent illness.

ALWAYS REPORT SUSPICIOUS ACTIVITY

Have you seen suspicious activity of an unauthorized occupant or noticed packages being stolen? Submit a report to:

- **Your property management office**
- **Public Safety:** 508-635-3208
psd@worchesterha.org
- **Non-emergency Worcester PD:** 508-799-8606



Scan this QR code with your phone camera to access WHA contact list of offices



DID YOU KNOW?

- The Public Safety Department has increased video surveillance across properties with new high-definition cameras and license plate readers.
- Investigations ranging from unauthorized occupants to criminal issues have already benefitted from these improvements.
- WHA's partnership with Worcester Police has helped solve cases in the city that were not on WHA property.