



STEPS TO TAKE IF YOU HAVE MAINTENANCE ISSUES IN YOUR SUBSIDIZED UNIT

- 1) Contact your Landlord and notify them of the item(s) in need of repair or replacement and request they address the problem;
- 2) Allow your Landlord a reasonable amount of time to correct the issue;
- 3) If your Landlord fails to make a repair in a reasonable amount of time, submit written confirmation that they were notified of the issue to your Housing Specialist (i.e. portal screenshots, email, and or text messages of the maintenance request).

You may provide confirmation to Campbell County Department of Housing at 1098 Monmouth Street Room 235 Newport, KY 41071 by mail, via our drop box, by emailing your assigned Housing Specialist or hgeneral@campbellcountky.gov, or via fax to 859.261.0577.

Upon receipt of the notice your Housing Specialist will discuss the situation with the Housing Inspector and the Property Owner may be contacted by a representative of the Housing Authority. If necessary, a Housing Inspector may conduct a special inspection of the property and/or the property owner will be asked to make any necessary repairs in a time frame stipulated by the Housing Inspector. Upon completion of the repair(s) the Inspector will either confirm completion of the repair(s) verbally with you and/or the Property Owner or a re-inspection may be conducted to confirm proper completion of the repair has occurred.

In the event of a maintenance emergency you must contact your Landlord. If your landlord fails to reasonably respond to an emergency situation please feel free to contact your Housing Specialist at 859.261.5200 for further guidance. The Housing Authority recommends that renters familiarize themselves with their lease agreement and contact their Landlord with questions regarding tenant responsibilities.

Housing Quality Standard (HQS)/NSPIRE Inspection details can be found in the Housing Authority's Administrative Plan at www.campbellcountky.gov ~ Departments ~ Housing Program ~ Section 8 Administrative Plan.

If you have questions regarding the policies, procedures, and regulations of the Campbell County Department of Housing please reference the agency's Administrative Plan at www.campbellcountky.gov. If you are disabled and as a result of your disability you require a change in how CCDH communicates, presents information, or a change in venue for appointments, you may submit a request for a reasonable accommodation. We will review your request and respond within 10 business days. You have the right to request an interpreter. If negative action has been taken against an applicant or participant by the PHA in a circumstance where the Violence Against Women's Act (VAWA) should be considered, please notify the PHA of your concerns to determine whether a review is in order. If this is a notice of denial or termination of assistance, A CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING reporting form is enclosed.

