



# The Housing Management Update

May 17, 2011

## Direct Debit Q & A

As of May 17, 2011, 1 out of 8 T-HRHA tenants are writing fewer rent checks in 2011 because of the new direct debit program.

Q: What is direct debit?

A: Direct debit is a safe, convenient way to pay your monthly rent charge without having to write and mail a check. Funds are withdrawn monthly from a pre-authorized bank account.

Q: What if I only have a savings account?

A: T-HRHA can debit funds from a savings account or a checking out. It's your choice.

Q: How do I sign up for direct debit?

A: To sign up for direct debit you simply need to complete the form printed on the back side of this month's billing statement. Be sure to return the completed form with a voided check if funds are to be withdrawn from a checking account.

Q: What day will funds be withdrawn?

A: Tenants have a choice to have funds withdrawn on the first (1st) or the tenth (10th) of each month. No other withdrawal dates are available at this time.

Q: I have signed up for direct debit and noticed that sometimes the funds are withdrawn from my bank account several days after my designated date. Why is there a delay?

A: Direct debit requests are processed like a regular check, other than the fact that you don't have to write the check. Expect delays if the debit date falls on a weekend or holiday. It generally takes the bank a (business) day or two to request the funds from your financial institution.

## Automatic monthly rent deduction highlights

- **Worry free monthly deductions**
- **No more checks**
- **No more stamps**
- **No more late fees**
- **THRHA rent payments are drawn directly from your bank account each month**
- **Choose a deduction date of the 1st or the 10th of the month**
- **Available to tenants who have a positive payment history**

**To get started return the signed authorization form which is printed on the back of your billing statement along with a voided check**

**All changes must be requested in writing by email, fax, mail, or in person.**

**Please contact Norton at (907) 780-3125 with any questions or concerns.**

**Completed direct debit applications can be faxed toll-free to our office at (866) 291-9019.**

**Safe. Convenient. Hassle free.**

## Grilling season is here!

Every year hundreds of houses, garages, and patios catch fire because tenants and homeowners didn't place their grill in the proper location. If you plan to grill or barbeque this spring, summer, or fall please be aware of your surroundings.

Remember that your grill can produce a lot of heat. Be sure to place the grill in a location where kids do not play. Never leave a grill unattended, and if you are using a charcoal grill always be sure to dispose of used coals after they are **fully extinguished**. If you are using a gas grill, be sure to turn off the gas when you're finished cooking. Store all flammables away from the grill, and always be sure to have a fire extinguisher, hose, or another water source handy in the event of a fire.

Grilling is a great way to cook, and the staff at Tlingit-Haida Regional Housing Authority wish you all a safe and happy summer!

## More on renters insurance...

Renters insurance will provide liability protection to you and your family, and will also pay to replace your possessions in the event of a catastrophe. But how much do you really know about renters insurance?

**Personal Property Coverage** generally provides *replacement cost* protection for all of your *stuff* such as furniture, clothing, food, jewelry, hunting equipment and just about everything else you have in your home in the event of a fire, theft, vandalism, or water damage. What would you do if you lost everything in a fire? Would you be able to replace all of your belongings? How much would this cost?

Tlingit-Haida Regional Housing Authority strongly urges all tenants to find out about this affordable and importance insurance coverage. Contact your insurance agent today. If you do not have an agent, contact Chris at Alaska USA Insurance Brokers at (907) 796-1231.

**Norton Gregory** is the Housing Programs Manager who oversees the various programs and housing program staff which include the rental staff and occupancy specialists. Norton can be reached by:

Telephone: (907) 780-3125  
Fax: (866) 291-9019  
Email: [ngregory@thrha.org](mailto:ngregory@thrha.org)

**Jerry Bennett, Sr.** is the Occupancy Specialist who handles the New Mutual Help program throughout Southeast Alaska. Jerry can be reached by:

Telephone: (907) 780-3108  
Fax: (866) 493-5841  
Email: [jbennett@thrha.org](mailto:jbennett@thrha.org)

**Kari Metz** is the Rental Program Supervisor who handles the Elderly rental apartments throughout Southeast Alaska. Kari can be reached by:

Telephone: (907) 780-3114  
Fax: (866) 902-3286  
Email: [kmetz@thrha.org](mailto:kmetz@thrha.org)

**Please remember that all changes must be submitted to the Housing Management department in writing. This includes changes in jobs, income, adding or removing a family member from your lease, or changes to your automatic monthly bank deduction.**

**Brian Jackson** is the Rental Specialist who handles the rentals in Juneau, Angoon, Craig, Haines, and Saxman. Brian can be reached by:

Telephone: (907) 780-3160  
Fax: (866) 684-5856  
Email: [bjackson@thrha.org](mailto:bjackson@thrha.org)

**Bert Bennett, Jr.** is the Rental Specialist who handles the HOAP program in Juneau, Petersburg, and Wrangell, as well as the rentals in Hoonah, Klukwan, and Wrangell. Bert can be reached by:

Telephone: (907) 780-3124  
Fax: (866) 898-5418  
Email: [bbennett@thrha.org](mailto:bbennett@thrha.org)

### Tlingit-Haida Regional Housing Authority

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**Business Hours Monday through Friday 8:00AM to 4:30PM**

**Effective May 31, 2011 we will be operating on Summer Hours  
Monday Through Thursday 8:00AM to 5:00PM Friday 8:00AM to 1:30PM**

