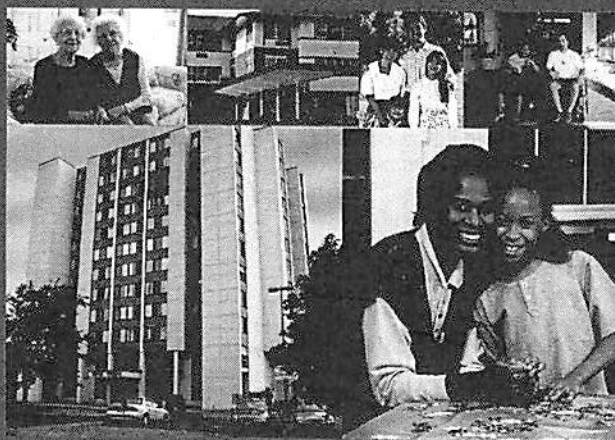




RENTAL HOUSING INTEGRITY IMPROVEMENT PROJECT

EIV & You

ENTERPRISE INCOME VERIFICATION



**What YOU Should Know
if You are Applying for or are Receiving
Rental Assistance through the Department of
Housing and Urban Development (HUD)**

What is EIV?

EIV is a web-based computer system containing employment and income information on individuals participating in HUD's rental assistance programs. This information assists HUD in making sure "the right benefits go to the right persons".



What income information is in EIV and where does it come from?

The Social Security Administration:

- Social Security (SS) benefits
- Supplemental Security Income (SSI) benefits
- Dual Entitlement SS benefits

The Department of Health and Human Services (HSS) National Directory of New Hires (NDNH):

- Wages
- Unemployment compensation
- New Hire (W-4)

What is the information in EIV used for?

The EIV system provides the owner and/or manager of the property where you live with your income information and employment history. This information is used to meet HUD's requirement to independently verify your employment and/or income when you recertify for continued rental assistance. Getting the information from the EIV system is more accurate and less time consuming and costly to the owner or manager than contacting your income source directly for verification.

Property owners and managers are able to use the EIV system to determine if you:

- correctly reported your income

They will also be able to determine if you:

- Used a false social security number
- Failed to report or under reported the income of a spouse or other household member
- Receive rental assistance at another property

Is my consent required to get information about me from EIV?

Yes. When you sign form HUD-9887, Notice and Consent for the Release of Information, and form HUD-9887-A, Applicant's/Tenant's Consent to the Release of Information, you are giving your consent for HUD and the property owner or manager to obtain information about you to verify your employment and/or income and determine your eligibility for HUD rental assistance. Your failure to sign the consent forms may result in the denial of assistance or termination of assisted housing benefits.

Who has access to the EIV information?

Only you and those parties listed on the consent form HUD-9887 that you must sign have access to the information in EIV pertaining to you.

What are my responsibilities?

As a tenant in a HUD assisted property, you must certify that information provided on an application for housing assistance and the form used to certify and recertify your assistance (form HUD-50059) is accurate and honest. This is also described in the *Tenants Rights & Responsibilities* brochure that your property owner or manager is required to give to you every year.

Penalties for providing false information

Providing false information is fraud. Penalties for those who commit fraud could include eviction, repayment of overpaid assistance received, fines up to \$10,000, imprisonment for up to 5 years, prohibition from receiving any future rental assistance and/or state and local government penalties.

Protect yourself, follow HUD reporting requirements

When completing applications and recertifications, you must include all sources of income you or any member of your household receives. Some sources include:

- Income from wages
- Welfare payments
- Unemployment benefits
- Social Security (SS) or Supplemental Security Income (SSI) benefits
- Veteran benefits
- Pensions, retirement, etc.
- Income from assets
- Monies received on behalf of a child such as:
 - Child support
 - AFDC payments
 - Social security for children, etc.

If you have any questions on whether money received should be counted as income, ask your property owner or manager.

When changes occur in your household income or family composition, immediately contact your property owner or manager to determine if this will affect your rental assistance.



Your property owner or manager is required to provide you with a copy of the fact sheet "How Your Rent Is Determined" which includes a listing of what is included or excluded from income.

What if I disagree with the EIV information?

If you do not agree with the employment and/or income information in EIV, you must tell your property owner or manager. Your property owner or manager will contact the income source directly to obtain verification of the employment and/or income you disagree with. Once the property owner or manager receives the information from the income source, you will be notified in writing of the results.

What if I did not report income previously and it is now being reported in EIV?

If the EIV report discloses income from a prior period that you did not report, you have two options: 1) you can agree with the EIV report if it is correct, or 2) you can dispute the report if you believe it is incorrect. The property owner or manager will then conduct a written third party verification with the reporting source of income. If the source confirms this income is accurate, you will be required to repay any overpaid rental assistance as far back as five (5) years and you may be subject to penalties if it is determined that you deliberately tried to conceal your income.

What if the information in EIV is not about me?

EIV has the capability to uncover cases of potential identity theft; someone could be using your social security number. If this is discovered, you must notify the Social Security Administration by calling them toll-free at 1-800-772-1213. Further information on identity theft is available on the Social Security Administration website at: <http://www.ssa.gov/pubs/10064.html>.

Who do I contact if my income or rental assistance is not being calculated correctly?

First, contact your property owner or manager for an explanation.

If you need further assistance, you may contact the contract administrator for the property you live in; and if it is not resolved to your satisfaction, you may contact HUD. For help locating the HUD office nearest you, which can also provide you contact information for the contract administrator, please call the Multifamily Housing Clearinghouse at: 1-800-685-8470.



Where can I obtain more information on EIV and the income verification process?

Your property owner or manager can provide you with additional information on EIV and the income verification process. They can also refer you to the appropriate contract administrator or your local HUD office for additional information.

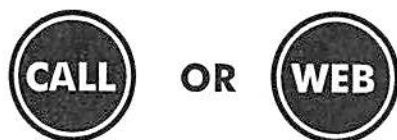
If you have access to a computer, you can read more about EIV and the income verification process on HUD's Multifamily EIV homepage at: www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm.



JULY 2009

NEED A LAWYER?

Contact the North Carolina Lawyer Referral Service



www.ncfindalawyer.org
1.800.662.7660 (toll free)
Monday-Friday | 9 a.m. - 5 p.m.

The North Carolina Lawyer Referral Service (LRS) can refer you to a lawyer near you. LRS lawyers charge no more than \$50 for up to a 30-minute initial consultation. **This is not a pro bono referral service.** We do not make referrals to lawyers who work for free.

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DOMESTIC VIOLENCE

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DOMESTIC VIOLENCE

Domestic Violence

A graphic illustration of a person's head and shoulders. The person's face is obscured by a large, stylized flame or fire. The person is holding a pair of scales of justice in front of their chest.

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DOMESTIC VIOLENCE

Domestic violence is more common than we know. It affects rich and poor, white and black, young and old. It is a deep dark secret for a lot of people. The good news is that there is help for victims of domestic violence. The stigma that was formerly attached to it is diminishing so more people are coming forward to report it and to stop it. In addition, there are more resources available to assist victims and more programs available to treat abusers than before. The purpose of this pamphlet is to explain the law on domestic violence by answering frequently asked questions on the subject.

What is Domestic Violence? • Domestic violence is attempting to cause or intentionally causing bodily injury or placing the victim in fear of imminent serious bodily injury. Continued harassment can constitute domestic violence if it causes substantial emotional distress. There needs to be a current or former relationship between the victim and abuser such as spouses, parent/child, household members, or boyfriend/girlfriend.

What Do I Do if I am the Victim of Domestic Violence? • Get safe immediately and call 911. If you do not have a safe place to go, go to a shelter or to a public place. Through the civil system you can seek a restraining order. The police can assist you in filing criminal charges.

Do I Have to File Criminal Charges? • No, but you should. The criminal court system has some procedures that the civil system does not have like probation and violent offender programs. These procedures can be very effective in dealing with abusers.

What is the Criminal Process? • The abuser will be arrested. He or she will have a bond hearing. If the circumstances warrant, the judge can deny bond. Most often, the judge will set a bond. If the abuser pays the bond, he or she will be released pending trial.

One of the conditions of release should be that he or she not have any contact with you pending trial. At the trial, you will be represented by the District Attorney. If the abuser is found guilty, the judge will sentence him or her. The terms and conditions of his or her sentence depend on various factors including what crimes the abuser committed against you and prior offenses.

How Do I Get a Civil Restraining Order? • You have to file a complaint (lawsuit) seeking a Domestic Violence Protective Order (otherwise known as a restraining order or as a "50B"). If it is at night or on the weekend, you do this through the magistrate's office. If it is during the week, you do it through the civil clerk of court. In the complaint, you set out the details of the act of violence or threat of violence that caused you to seek the Domestic Violence Protective Order. You will then appear before the judge or magistrate to describe what happened. If the judge or magistrate determines you are entitled to an emergency Ex Parte Protective Order, it will be issued at that time. Your abuser is not notified of or present for the emergency hearing. The emergency order is valid until there can be a hearing on the issue, at which hearing the abuser will be present.

This hearing is held within 10 days. If the judge determines at the full hearing that you are entitled to a Domestic Violence Protective Order, one will be issued. This order will be valid for one year, but may be renewed at the end of one year for an additional time of up to two years.

What About Custody and Child Support? • The judge may deal with these issues in the civil domestic violence process. However, many judges prefer that those issues be handled in a separate court action. Even if the judge enters an order regarding custody or child support as part of the Domestic Violence Protective Order, that order may only be good for a short time, so you will need to file a separate complaint seeking custody and child support.

What About Alimony and Property Division? The judge is authorized to deal with these issues on a very limited basis (such as addressing a temporary distribution of the home and vehicles) in the civil domestic violence process. However, many judges prefer that those issues be handled in a separate court action, so will need to file a separate complaint seeking alimony and equitable distribution.

How Do I Find an Attorney? • You may contact the North Carolina Lawyer Referral Service; contact information is provided on the back panel of this pamphlet and on the website of the North Carolina Bar Association (www.ncbar.org). If you cannot afford an attorney, you should contact the Legal Aid of North Carolina office serving your county.

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DOMESTIC VIOLENCE

For more information, please contact the North Carolina Coalition Against Domestic Violence at **1.888.232.9124** or visit <http://www.nccadv.org/>.

For Domestic Violence Programs across the state of North Carolina, please visit the North Carolina Council for Women's Domestic Violence Programs Directory at <http://www.dva.state.nc.us/cfw/displayprograms-dv.aspx> or call **1.877.502.9298**.

For a list of legal service providers, please visit [//4allnc.ncbar.org/educate/legal-service-providers.aspx](http://4allnc.ncbar.org/educate/legal-service-providers.aspx).

For an attorney referral, please contact the NCBA's Lawyer Referral Service (see ad, reverse), or visit www.ncfindalawyer.org.

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wishes to keep pets on the premises, the landlord may charge a reasonable, nonrefundable fee as a pet deposit in addition to the security deposit.

If a tenant breaks a lease, the landlord may use the security deposit to protect himself from loss if: (1) a tenant fails to pay rent; (2) damages the rental property; (3) leaves before the end of the rental term or without proper notice; (4) the landlord incurs court costs evicting the tenant or other costs of re-renting the rental property; or (5) a lien is created on the rental property because of the tenant's use.

A landlord who receives a security deposit from a residential tenant must either deposit the money in a trust account with a licensed and insured bank or savings and loan institution located in North Carolina, or obtain a bond from an insurance company licensed in North Carolina to secure repayment of the security deposit to any tenant who is entitled to its return. The landlord must tell the tenant within 30 days after the beginning of the lease the name and address of the institution holding the account or the insurance company providing the bond.

Within 30 days after the end of any lease the landlord must either refund the security deposit to the tenant or deliver an itemized statement of any damage or injury together with any balance of the security deposit. If the landlord does not know the tenant's address he must hold the balance of any security deposit for at least six months. Landlords are not required by law to pay interest on security deposits to the tenant. Landlords may not withhold any part of the security deposit for conditions due to normal wear and tear. The landlord may keep the deposit only to the extent necessary to cover his losses.

If a landlord sells the rental property, he must, within 30 days thereafter, either return the deposit balance in the manner set out above or transfer it to the new owner and notify the tenant of this fact.

Tenants may sue landlords for accountings, the return of security deposits or for actual damages if the landlord fails to comply with his duties concerning such deposits. If a landlord is found by a court to have willfully failed to comply with the law concerning security deposits, the court has authority to require the landlord to pay the tenant a reasonable attorney's fee.

LATE FEES • A landlord may impose, if the rental agreement allows, a late charge on any

rental payment which is late by five days or more. If the rent is due in monthly installments the late charge can either be five percent of the rental payment or \$15, whichever is greater. A late fee may be imposed only one time for each late rental payment and may not be deducted from a subsequent rental payment so as to cause the subsequent rental payment to be in default.

WHO OWNS WHAT • Tenants should be aware that unless they have an agreement with their landlord saying otherwise, any improvement the tenant makes to the rental property may become a part of the real estate, thus belonging to the landlord at the end of the rental term. Tenants should be aware of this before they install or affix anything to the real estate such as carpeting, bathroom fixtures, light fixtures, shutters, shrubs, etc. Tenants should also know that their personal property is not covered by the landlord's insurance policy and that the tenant can buy insurance for his or her personal property.

EVICTIION • In North Carolina a landlord may evict tenants by a special court procedure called Summary Ejectment if the lease is breached or terminated. A landlord in North Carolina may not use self help such as cutting off utilities or locking tenants out of their homes in lieu of Summary Ejectment. The Clerk of Superior Court in your county has the forms and information you need to bring a Summary Ejectment action in Small Claims Court.

RESIDENTIAL LEASE WITH OPTION TO PURCHASE / INSTALLMENT SALES CONTRACTS

If the rental agreement includes an "option to purchase" component, where the tenant has the right to purchase the property from the landlord at some time during the lease (or at the end of the term); or, if the rental agreement includes an "installment sale" component, where the tenant is effectively leasing-to-own the property, there are laws which may require very specific language to be included in the document and also impose additional duties upon the parties. It is strongly recommended that you contact a licensed North Carolina attorney to advise you and to ensure that any such agreement is drafted in accordance with the North Carolina General Statutes, which may affect its validity, and to make certain that both landlord and tenant understand their rights and obligations with respect to such agreements.

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LANDLORDS AND TENANTS

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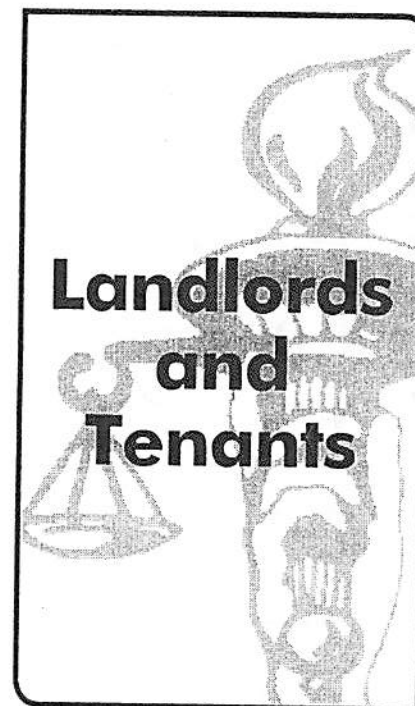
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LANDLORDS AND TENANTS



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LANDLORDS AND TENANTS • Landlords and tenants are free to bargain about many terms of rental agreements, and those who rent houses, apartments or mobile homes should feel free to seek changes in terms or conditions which they feel are not in their best interest before signing any rental agreement.

Once the bargaining is over and both landlord and tenant have agreed to a set of conditions or terms, both parties are required to carry out these terms and conditions.

However, the landlord and the tenant have duties and rights established by law, and while the law provides great leeway for landlords and tenants to bargain about terms, the law does not permit either to surrender certain rights or fail to carry out certain duties established by law.

(Note: This pamphlet refers to residential leases. The law is different for commercial leases. We recommend you consult an attorney for more information concerning either a residential or commercial lease to fully understand your legal rights and obligations.)

YOUR RIGHTS AS A TENANT • As long as you fulfill your legal duties and the requirements of your rental agreement, you have the right to exclusive possession of property you rent or lease for the term of the rental agreement. However, even as you exercise your basic right to privacy, your landlord may retain in the lease a right to inspect your dwelling at reasonable times and in a reasonable manner.

If your landlord does not live up to his duties as set by law and the terms of the rental agreement, you have the right to:

- complain to him;
 - complain to appropriate government agencies, such as your local building and health departments;
 - exercise your rights under law or the rental agreement which you have signed; and
 - join with other tenants to secure your rights.
- These rights should be exercised without fear of eviction.

In addition, if after reasonable notice, your landlord fails to carry out his legal duties, you have the right to seek relief in court. If you seek relief in court and the court decides in your favor, it may reduce the amount of rent you must pay until the landlord fulfills his duties, and/or award you mon-

etary damages; or, it may allow you to terminate your rental agreement. If the court decides in the landlord's favor, you may be responsible for court costs and expenses.

Tenants may not withhold rent payments in order to force the landlord to fulfill his duties without the permission of the court.

If your rental agreement was prepared by your landlord, the law provides that in the event of a dispute between you and the landlord, any ambiguous terms or conditions should be interpreted in your favor.

In certain factual circumstances, a tenant who falls into one of the following categories may have the legal right to terminate their rental agreement early:

- Members of the United States Armed Forces;
- Victims of domestic violence, sexual assault, or stalking;
- Tenants residing in certain foreclosed property.

YOUR DUTIES AS A TENANT • As a tenant you have an obligation to:

- pay your rent as agreed and do other things required by your lease;
- keep your home clean and safe, dispose of trash and garbage in a clean and safe way, and use the toilet, sinks and baths in proper ways and keep them clean;
- prevent damage to your home (other than ordinary wear and tear), prevent your family or guests from damaging your home
- comply with any and all obligations imposed upon tenants by current applicable building and housing codes;
- replace the batteries as needed in a battery-operated smoke detector, notify the landlord if the smoke detector needs to be repaired or replaced, and prevent anyone from rendering the smoke detector inoperable; and
- vacate the premises at the end of the term, leaving them in good, clean condition. If you hold over at the end of the term and the landlord continues to accept rental payments from you, unless your rental agreement otherwise provides, the law may deem you to have entered a new term of lease according to the same terms as your rental agreement. For example, if you have a lease agreement for a one-year term and hold over at the end of the

term you may be bound to an additional one-year term.

To protect yourself you should make a thorough inspection of premises you intend to rent and set out in writing any damages or defects in the premises existing when you take occupancy, so that you will not be held responsible for them at the end of the term.

If something goes wrong with your home which is the landlord's duty to fix, you should let him know in writing what needs to be repaired and you must give him a reasonable amount of time to get the repairs done. What amount of time is reasonable depends on the nature of the problem. Leaks, a broken furnace in winter, and bad wiring, etc., should be corrected promptly. It may be reasonable, however, for a landlord to take a few weeks to repair other problems.

If the problem is a real emergency, your notice to the landlord does not have to be written, but it is always wise to give a dated written notice and keep a copy for yourself.

REMEMBER: The landlord's obligation to perform his duties is dependent on your performance of your duties as a tenant.

YOUR RIGHTS AS A LANDLORD • If you are a landlord, you can rent your property for whatever amount you choose, although you may not raise rent during the term of a lease and you must give proper notice to your tenant of any change if there is a periodic tenancy (week-to-week or month-to-month). You may rent to whomever you wish and you may set any terms in your rental agreement you wish, provided that they are not contrary to local, state or federal laws. You do not have the right to relieve yourself of duties imposed on landlords by the law. While generally you may refuse to rent to anyone, you may not discriminate against a tenant or prospective tenant because of his race, color, religion, ancestry, sex, country of birth, handicap, or familial status. The prohibition against discrimination based on familial status makes it illegal, in most circumstances, to refuse to allow children to live in a residential unit.

You may evict a tenant who violates any provision of your rental agreement which you and the tenant have agreed is a ground for eviction. Failure to pay rent is always a ground for eviction.

You may reserve the right to enter, inspect,

and make repairs on or show the rental property at reasonable times and in a reasonable manner.

You have the right to have your property returned to you in the same condition as it was when the tenant took possession, with the exception of ordinary wear and tear and damage done by natural forces or people other than the tenant or his guests.

YOUR DUTIES AS A LANDLORD • As a landlord you have a duty to:

- comply with current applicable building and housing codes;
- make all repairs and do whatever is necessary to put and keep the rental premises in a fit and habitable condition;
- keep all common areas in safe condition;
- maintain in good, safe working order, and promptly repair all electrical, plumbing, sanitary, heating, ventilating, air conditioning, and other facilities and appliances which you have supplied or are required by your agreement or any law to supply after you have been notified by the tenant of any defects in writing (in emergencies such notice does not have to be in writing);
- provide and install battery-operated or electric smoke detectors and place new batteries in a battery-operated smoke detector at the beginning of the lease;
- provide and install battery-operated or electric operable carbon monoxide detectors and place new batteries in a battery-operated carbon monoxide detector at the beginning of the lease

You must perform any other duties required by your rental agreement.

You may also be required to allow a tenant with a disability to modify the premises and reasonably accommodate that tenant's needs.

Except in emergencies, you must notify your tenants in writing of any breaches by the tenant of duties imposed on him by law.

SECURITY DEPOSITS • A landlord is permitted by law to charge his tenants, as a security deposit, up to two weeks' rent if the tenancy is week-to-week, up to one and a half month's rent if the tenancy is month-to-month, and up to two months' rent for tenancies of longer periods. If the tenant