

## Explain Basic Duties of Households

You can use our model letter to prepare an orientation letter to give move-ins at your site. It welcomes them and gives a bare-bones outline of what it takes to be a good household at your site. The letter also explains the importance of good communication. It asks households to let you know about changes in household circumstances, maintenance, or security problems, and accommodation needs. Have your attorney look over your orientation letter before using it at your site.

January 10, 2022

Dear Smith Household,

Welcome to ABC Apartments! We're glad you're here. We want to do everything we can to make ABC Apartments a safe, happy, and comfortable home for you.

You may be aware that living in a tax credit community brings some additional responsibilities beyond those at other communities. Your responsibilities—and ours—are spelled out in the lease and house rules that we've given you.

If you haven't read them yet, you should do so right away. If you misplace them or have questions about them at any time, please call us at 555-5555 or email us at [staff@abcapartments.com](mailto:staff@abcapartments.com).

Your responsibilities include:

- Paying your rent on time;
- Meeting with us annually for recertification to answer questions regarding income, household composition, and student status;
- Getting management's written permission before letting anyone who is not on the lease move into your apartment;
- Keeping your apartment clean, tidy, and in the same general condition it was in at move-in; and
- Not disturbing other households, such as by making loud noises.

We expect to have a long and positive relationship with you. Like any relationship, keeping open lines of communication is very important. Help us to serve you better. If you discover a maintenance problem in your apartment (or spot one anywhere at the community), please contact us right away. Let us know if you notice that any lock or other security feature at the community has been tampered with or broken.

Any problem you're having at ABC Apartments is also our problem, and we want to hear about it sooner rather than later. Also, if you have a disability and need us to make an accommodation of any kind so that you can more easily make use of community facilities, please tell us.

We look forward to getting to know you.

Yours truly,

John Doe, Site Manager