

4.b. Damage Claims

To incentivize a landlord's continued participation in the HCV program, the NHA is authorized under its Moving-To-Work (MTW) status to make damage claim payments to participating landlords. Damage claim payments will only be made after an HCV family vacates the unit with the following conditions:

- Damage claim payments will only be made for damage caused to the unit by the tenant or their guests beyond ordinary wear and tear and not for unpaid rent.
- Damage claims must first be deducted from the HCV tenant's security deposit and only after that is exhausted may the landlord make a claim to the NHA. An accounting of the tenant's security deposit must be documented and sent to tenant as described in Conn. Gen. Stat. §47a-21, and a copy provided to the NHA.
- The maximum damage claim the NHA will pay is two months contract rent under the former HCV tenant's HAP contract.
- The owner must provide a written request for damage claims, accompanied by documentation showing the damage claimed was beyond ordinary wear and tear, documentation of the accounting for the security deposit to the tenant, and proof of actual repairs and associated costs, not just estimates.
- The owner must comply with requests for documentation from the NHA in order to be eligible for damage claim payments. The NHA will not reimburse owners for their own labor, only for the cost of materials or contracted services.
- Requests for damage claim payments should be made in writing with the appropriate documentation to the Director of Housing Operations within 30 days of the tenant moving out. If an owner does not at that time have complete repair costs, they can request a 30-day extension to provide that documentation. The Director of Housing Operations will approve or deny the claim in full or in part based on the criteria listed above. If the owner wishes to appeal the decision of the Director of Housing Operations, they may do so in writing to the Deputy Director within 10 days of receiving the response from the Director of Housing Operations.

The NHA will require HCV tenants to repay the NHA for damage claims paid to the owner as a condition of remaining on the program.