

## *Housing Counseling Hours*

**Monday 1:00 — 3:30 pm**

**Tuesday 1:00 — 3:30 pm**

**Wednesday 9:00 — 11:00 am**

**Thursday 4:30 — 6:30 pm**

**Friday No Walk-ins**

*CMHA provides housing counseling, information, and referral services to landlord and tenants. CMHA provides no legal advice. If legal advice is needed, please contact an attorney.*



### **Housing Counseling Lines**

**508-791-7265**



Emergency Ext. 171

Tenant Ext. 172

Landlord Ext. 173

**CMHA**

6 Institute Road

P.O. Box 3

Worcester, MA 01609

Phone: 508-791-7265

Fax: 508-752-5009

E-mail: [info@cmhaonline.org](mailto:info@cmhaonline.org)

Visit us on Facebook at

@cmhaworcester

**CMHA**

**THE CENTRAL  
MASSACHUSETTS  
HOUSING  
ALLIANCE, INC.**

## ***HOUSING COUNSELING PROGRAM***



[www.cmhaonline.org](http://www.cmhaonline.org)

## Mission Statement

The Central MA Housing Alliance, Inc. believes in recognizing the dignity of all, CMHA leads a collaborative response to homelessness that fosters long-term housing stability through prevention, quality services, education and advocacy.

CMHA's Vision Statement is committed to leading the way to create a community where everyone has a home through accessing the tools and resources to obtain residential and economic stability.



**WE DREAM OF A WORLD WHERE  
EVERYONE HAS A HOME**

## Housing Counseling

Individual counseling on Landlord/Tenant rights and responsibilities

Housing rights and responsibilities, trainings to landlords, tenants and service providers

Tenant/Landlord mediation

Emergency payments for rental and utility arrearages (*as funds are available*)

Walk-in and telephone counseling, information and referral to tenants and landlords

## Question & Answer

**How many rents can a Landlord ask for?** — A Landlord can ask for first month's rent, last month's rent, security deposit and a key deposit.

**What is a 14 Day Notice** — Tenants at Will: This notice terminates your tenancy for non-payment of rent. If you are being evicted for non-payment of rent, you may avoid the eviction by paying the rent due within 10 days of receiving this notice.

**What is a 30 Day Notice**—Tenant At Will: This notice terminates your tenancy for any reason other than non-payment of rent, you must be given written 30 days notice, or one full rental period in advance, whichever is longer.

**How much can my Landlord increase my rent to?** — A rental increase may be any amount the landlord wishes to charge. Tenants at will may face a rent increase any time, as long as notice is received at least one full rental period.

**Can my landlord evict me in the winter?** — Your landlord can bring an eviction case against you at any time, during any season. The important thing to remember is that your landlord must follow certain procedures before he or she can evict you.