

MAINE

Rental Housing Guide

September 2016

The mission of MaineHousing is to assist Maine people in obtaining and maintaining quality affordable housing and services suitable to their housing needs.



MaineHousing
Maine State Housing Authority

MAINE RENTAL HOUSING GUIDE

The Maine Rental Housing Guide is designed to provide information pertaining to subsidized housing, housing-related resources, and Maine rental housing laws.

MaineHousing (Maine State Housing Authority) is Maine's housing finance agency. It has provided more than \$1 billion in loans to Maine's housing market, financing the development of affordable rental housing and the purchase of first homes in communities throughout Maine.

MaineHousing also funds programs to provide rental assistance, emergency shelter, home repair, and fuel assistance.

For additional information about MaineHousing and its programs, please visit our web site at www.mainehousing.org.



Readers of the Rental Housing Guide also may be interested in:

Maine's free rental listing service



MaineHousingSearch.org

Linking people who need housing
with the housing they need

Available online 24-7 and supported by a toll-free, bilingual call center, Monday-Friday, 9 am to 8 pm EST, 1-877-428-8844, Maine Relay 711.

TABLE OF CONTENTS

SUBSIDIZED HOUSING	1
Subsidized Apartments	1
Section 8 Housing Choice Voucher Program	2
How The Program Works.....	2
Tenant Responsibilities.....	2
Landlord Responsibilities	2
Housing Agencies	3
MaineHousing	3
Local Housing Authorities.....	3
Bridging Rental Assistance Program (BRAP) and Shelter Plus Care (S+C) Program	5
Dept. of Health and Human Services (DHHS)	
Supportive Housing Rental Assistance.....	5
Contacts for BRAP and Shelter Plus Care	5
Housing Resources - PATH (Projects for Assistance in Transition from Homelessness)	5
ASSISTANCE FOR PEOPLE	
WHO ARE HOMELESS	6
Maine Emergency Shelters.....	6
Emergency Shelter and Housing Assistance	
Payment Program (ESHAP)	8
Maine Coalition to End Domestic Violence.....	9
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)	10
Program Agents	10
LEAD HAZARDS	11
Lead-Related Requirements.....	11
MaineHousing Lead Hazard	
Control Program	11
RESIDENTIAL LANDLORD/ TENANT LAWS	12
Non-Discrimination	13
Other Landlord Obligations.....	13
ADDITIONAL RESOURCES	14
Codes and Ordinances.....	14
Property Tax & Rent Refund Program.....	14
Earned Income Tax Credit - EITC	14
211 Maine, Inc.	14
MaineHousingSearch.org	14
Smoke Free Housing.....	14
Assistance for People with Disabilities.....	14
Maine Kids-Kin.....	14
Assistance for Seniors	14
Assistance for Veterans.....	15
Legal Resources	15
Multicultural Resources.....	15
Dept. of Health & Human Services (DHHS)	16
General Assistance	16

SUBSIDIZED HOUSING

Subsidized housing is rental assistance provided by the government to help people with rent and utility costs. Under some programs, people who are income-eligible pay a percentage of their income toward their rental costs and government subsidy pays the rest. Other programs provide housing which is affordable for low and moderate income families.

There are two basic types of rental assistance — *subsidized apartments* and *housing choice vouchers*. Waiting lists for both subsidized apartments and housing choice vouchers can be long, so it may be to an applicant's advantage to apply for both types of housing.

SUBSIDIZED APARTMENTS

Subsidized apartments are administered by four different agencies: MaineHousing (Maine State Housing Authority); the U.S. Department of Housing and Urban Development (HUD); USDA Rural Development (RD); and Public or Local Housing Authorities (LHA's). Subsidized housing lists are available on-line at www.mainehousing.org under the tab for Renting. Many subsidized apartments are also listed on www.MaineHousingSearch.org. When contacting management agents, applicants should be prepared to disclose their gross household income; income restrictions may apply and can vary by apartment.

Applicants may also contact Local Housing Authorities listed on Pages 3-4 for information about their public housing.



For more information on subsidized housing, please contact:

MaineHousing (Maine State Housing Authority)

www.mainehousing.org

353 Water Street

Augusta, ME 04330-4633

Tel. 207-626-4600 or 1-800-452-4668

or Maine Relay 711

U.S. Department of Housing and Urban Development (HUD)

www.hud.gov

Customer Service Center, 1-800-955-2232

Maine State Office - Bangor

www.hud.gov/local/ban

William Burney, Field Office Director, 207-945-0467

One Merchants Plaza, Suite 601

Bangor, ME 04401

USDA Rural Development (RD)

www.rurdev.usda.gov/me

Aroostook and Washington Counties

RD District 1 Office - Multifamily

735 Main Street, Suite 1

Presque Isle, ME 04769

Tel. 207-764-4157 or 207-942-7331 (TTY)

Hancock, Knox, Penobscot, Piscataquis, Somerset, and Waldo Counties

RD District 2 Office - Multifamily

1423 Broadway, Suite 3

Bangor, ME 04401

Tel. 207-990-3676 or 207-942-7331 (TTY)

Androscoggin, Franklin, Kennebec, and Oxford Counties

RD District 3 Office - Multifamily

254 Goddard Road, P.O. Box 1938

Lewiston, ME 04240

Tel. 207-753-9400 or 207-942-7331 (TTY)

Cumberland, Lincoln, Sagadahoc, and York Counties

RD District 4 Office - Multifamily

306 U.S. Route 1, Suite B-1

Scarborough, ME 04074

Tel. 207-883-0159 or 207-942-7331 (TTY)



SUBSIDIZED HOUSING

SECTION 8 HOUSING CHOICE VOUCHER PROGRAM

This program helps income-eligible tenants to obtain decent, safe, and sanitary housing by subsidizing a portion of their monthly rents and paying it directly to their landlords.

Both MaineHousing and Local Housing Authorities (referred to here as Housing Agencies) administer Section 8 Housing Choice Voucher Programs. MaineHousing serves areas outside of the Local Housing Authorities' service areas. ***In any given region applicants may apply to both a Local Housing Authority and MaineHousing for the Section 8 Housing Choice Voucher Program. (See Pages 3-4.)*** Because waiting lists can be long, it may be to applicants' advantage to place their name on multiple waiting lists. A Local Housing Authority voucher must be used within a Local Housing Authority's service area and similarly a MaineHousing voucher must be used within a MaineHousing service area.

A voucher can be used for any type of private rental housing, if the housing meets certain housing quality inspection standards and the owner accepts the applicant as a tenant. Rent must be within the limits allowed by the program. A family that already is renting a suitable apartment, house, or mobile home when they receive a voucher may be able to remain in that unit and receive help with their monthly rent.

Landlords retain normal management rights and responsibilities, including tenant selection, collecting the tenant's share of the monthly rent, property maintenance, and lease termination.

HOW THE PROGRAM WORKS

1. An applicant calls the Local Housing Authority (see Pages 3-4) in the area where he or she wants to live for a preliminary application. If the community does **not** have a Local Housing Authority, applications may be obtained from MaineHousing (see Page 3) or at www.mainehousing.org/HousingChoiceVouchers. Applicants can also apply online at <https://hcvonlineapp.mainehousing.org>.
2. The applicant submits a completed application to be placed on the waiting list for a voucher.
3. The applicant should respond promptly to all Housing Agency requests for updated application information, and make sure to notify the Housing Agency in writing of any changes in address. Failure to do so will result in the applicant's name being removed from the voucher waiting list.
4. After receiving a voucher, the applicant chooses a rental unit and discusses the program with the landlord. The unit **cannot** be owned by a relative (parent, grandparent, sister, brother, child, or grandchild) of any household member.

5. The applicant contacts the Housing Agency that issued the voucher so their inspector may inspect the selected unit.
6. If the unit passes inspection, the applicant and the landlord will sign a lease, and the Housing Agency will sign a contract with the landlord.
7. After the applicant signs the lease and the landlord signs a contract with the Housing Agency, the applicant can move into the unit.
8. The applicant pays his or her share of the rent to the landlord.
9. The Housing Agency will pay the balance of the rent to the landlord.

TENANT RESPONSIBILITIES

- Pay the security deposit.
- Pay the rent on time.
- Keep the unit clean and safe.
- Put questions to the landlord or Housing Agency in writing whenever possible.
- Allow inspections by the Housing Agency at least once a year.
- If planning to move, give **written notice** according to the terms of the lease to the landlord and Housing Agency.
- Report changes in income and family size to the Housing Agency.
- Follow the terms of the lease and Maine landlord/tenant laws.
- Follow the tenant responsibilities listed on the voucher.

LANDLORD RESPONSIBILITIES

- Check references of prospective tenants.
- Collect the security deposit.
- Collect the tenant's portion of rent.
- Maintain the apartment in a safe and sanitary condition.
- Notify the Housing Agency immediately if a tenant vacates a unit.
- Follow the terms of the lease and Maine landlord/tenant laws.
- Notify the Housing Agency of a proposed eviction. The eviction process is governed by Maine law.

HOUSING AGENCIES

MAINEHOUSING

MaineHousing

353 Water Street
Augusta, ME 04330-4633
Tel. 1-866-357-4853 or 207-624-5789 (voice)
Maine Relay 711
Fax 207-624-5713
www.mainehousing.org



LOCAL HOUSING AUTHORITIES

Auburn Housing Authority

20 Great Falls Plaza, P.O. Box 3037
Auburn, ME 04212-3037
Tel. 207-784-7351; Fax 207-784-5545
www.auburnhousing.org

Augusta Housing Authority

33 Union Street, Suite 3
Augusta, ME 04330
Tel. 207-626-2357; Fax 207-626-2359

Bangor Housing Authority

161 Davis Road
Bangor, ME 04401-2399
Tel. 207-942-6365; Fax 207-942-6043
www.bangorhousing.org

Bath Housing Authority

80 Congress Avenue
Bath, ME 04530
Tel. 207-443-3116; Fax 207-443-8116
www.bathhousing.org

Biddeford Housing Authority

22 South Street, P.O. Box 2287
Biddeford, ME 04005
Tel. 207-282-6537; Fax 207-286-0580

Brewer Housing Authority

15 Colonial Circle, Suite 1
Brewer, ME 04412
Tel. 207-989-7551; Fax 207-989-7554
www.brewerhousing.com

Brunswick Housing Authority

12 Stone Street, P.O. Box A
Brunswick, ME 04011
Tel. 207-725-8711; Fax 207-729-2642
www.brunswickhousing.org

Caribou Housing Authority

City of Caribou
25 High Street
Caribou, ME 04736
Tel. 207-493-4234; Fax 207-376-0178
www.cariboumaine.org/housing.html



Fort Fairfield Housing Authority

18 Fields Lane
Fort Fairfield, ME 04742
Tel. 207-476-5771; Fax 207-476-5450
www.ffha.org

Indian Township Passamaquoddy Reservation Housing Authority

P.O. Box 99
Princeton, ME 04668
Tel. 207-796-8004; Fax 207-796-8019
www.passamaquoddy.com

Lewiston Housing Authority

One College Street
Lewiston, ME 04240
Tel. 207-783-1423; Fax 207-783-8648

Mt. Desert Island and Ellsworth Housing Authority

80 Mt. Desert Street, P.O. Box 28
Bar Harbor, ME 04609
Tel. 207-288-4770; Fax 207-288-4770
www.emdiha.org

Old Town Housing Authority

P.O. Box 404
Old Town, ME 04468
Tel. 207-827-6151; Fax 207-827-1502
www.oldtownhousing.net

Penobscot Nation Housing Department

12 Wabanaki Way
Indian Island, ME 04668
Tel. 207-817-7370; Fax 207-817-7384
www.penobscotnation.org

Pleasant Point Passamaquoddy Reservation Housing Authority

15 Elders Way, Suite 201
Perry, ME 04667
Tel. 207-853-6021; Fax 207-853-2368
www.wabanaki.com

Portland Housing Authority

14 Baxter Boulevard
Portland, ME 04101-1822
Tel. 207-773-4753; Fax 207-774-6471
www.porthouse.org

Presque Isle Housing Authority

58 Birch Street
Presque Isle, ME 04769
Tel. 207-768-8231; Fax 207-764-5614
www.pihousing.org

Sanford Housing Authority

17 School Street, P.O. Box 1008
Sanford, ME 04073
Tel. 207-324-6747; Fax 207-324-6870
www.sanfordhousing.org

South Portland Housing Authority

100 Waterman Drive, Suite 101
South Portland, ME 04106
Tel. 207-773-4140; Fax 207-773-4006
www.spha.net

Van Buren Housing Authority

130 Champlain Street
Van Buren, ME 04785-1339
Tel. 207-868-5441; Fax 207-868-2833

Waterville Housing Authority

88 Silver Street
Waterville, ME 04901
Tel. 207-873-2155; Fax 207-877-9429

Westbrook Housing

30 Liza Harmon Drive
Westbrook, ME 04092
Tel. 207-854-9779; Fax 207-854-0962
www.westbrookhousing.org

York Housing Authority

4 Pine Grove Lane
York, ME 03909
Tel. 207-363-8444; Fax 207-351-2801
www.yorkhousing.info



**BRIDGING RENTAL ASSISTANCE PROGRAM
(BRAP) AND SHELTER PLUS CARE (S+C)
PROGRAM**

**DEPARTMENT OF HEALTH AND HUMAN
SERVICES (DHHS) SUPPORTIVE HOUSING
RENTAL ASSISTANCE PROGRAMS**

Tenant-based rental assistance vouchers provide the customer with choice, independence, and control over their living situation and what, if any, services they receive. Following a *Housing First* model, customers of DHHS rental assistance are encouraged, but not required, to accept services with the voucher. All rental units must meet the U.S. Department of Housing and Urban Development's Housing Quality Standards and Fair Market Rents.

The *Bridging Rental Assistance Program* (BRAP) is a transitional housing voucher program designed to assist persons with mental illness for up to 24 months or until they are awarded a Section 8 Housing Choice Voucher, or alternative housing placement. Program participants pay 51% of their income for rent.

Shelter Plus Care (S+C) is a permanent housing voucher program designed to assist homeless persons with a severe and long term disability. Program participants pay 30% of their income for rent.

**CONTACTS FOR BRAP AND
SHELTER PLUS CARE**

**ANDROSCOGGIN, FRANKLIN, AND
OXFORD COUNTIES**

Common Ties

12 Bates Street, P.O. Box 1319
Lewiston, ME 04243
Tel. 207-795-6710

AROOSTOOK COUNTY

AMHC Facilities, Inc.

Sky Haven
2 Airport Drive
Presque Isle, ME 04769
Tel. 207-764-0759

CUMBERLAND AND YORK COUNTIES

Shalom House, Inc.

106 Gilman Street
Portland, ME 04102
Tel. 207-874-1080

**HANCOCK, PENOBSOT, PISCATAQUIS, AND
WASHINGTON COUNTIES**

Community Health & Counseling Services

P.O. Box 425
Bangor, ME 04402-0425
(42 Cedar Street, Bangor, ME 04401)
Tel. 207-947-0366

KENNEBEC AND SOMERSET COUNTIES

Kennebec Behavioral Health

67 Eustis Parkway
Waterville, ME 04901
Tel. 207-873-2136

**Brunswick/Harpswell/Freeport/KNOX, LINCOLN,
SAGadahoc, AND WALDO COUNTIES**

Sweetser Mental Health Services

329 Bath Road, Suite 1
Brunswick, ME 04011
Tel. 207-373-3049

**HOUSING RESOURCES - PATH
(PROJECTS FOR ASSISTANCE IN TRANSITION
FROM HOMELESSNESS)**

The PATH Program is designed to support the outreach, engagement, and delivery of services to eligible persons who are homeless and have serious mental illnesses and/or co-occurring substance abuse disorder with a particular emphasis on:

- a. persons most in need of services and/or engagement by an Outreach Worker;
- b. services which are not supported by mainstream mental health programs.

The primary target population of our PATH-funded outreach and engagement services is homeless persons, youth and adult, who are the hardest to reach and most difficult to engage with yet unknown severity of mental illness and/or co-occurring substance abuse disorders.

Enrollment into PATH-funded services begins with the creation of an electronic record. Persons who meet the PATH homeless definition and who have a mental illness and/or co-occurring substance abuse disorder may be considered to be eligible for PATH enrollment. For a list of providers go to: www.maine.gov/dhhs/samhs/mentalhealth/housing/path/#outreach.



ASSISTANCE FOR PEOPLE WHO ARE HOMELESS

Emergency shelters are available throughout Maine and contact information is provided below. People who are homeless may also want to contact their local town office for any local shelters that may not be listed in this guide.

MAINE EMERGENCY SHELTERS

ANDROSCOGGIN COUNTY

Hope Haven Gospel Mission* General
Lewiston, ME
Tel. 207-783-6086

New Beginnings* Youth
Lewiston, ME
Tel. 207-795-4077

Rural Community Action Ministries* General
Leeds, ME (mostly families)
Tel. 207-524-5095

Safe Voices* Domestic Violence
Auburn, ME
Tel. 1-800-559-2927

St. Martin de Porres Residence General-Adults
Lewiston, ME
Tel. 207-786-4690

AROOSTOOK COUNTY

Hope and Justice Project* Domestic Violence
Caribou, Houlton, Fort Kent, ME
Tel. 1-800-439-2323

Maliseet Domestic Violence & Sexual Assault Program Domestic Violence/
Houlton, ME Sexual Assault
Tel. 207-532-6401 or 207-532-3000

Homeless Services of Aroostook – Sr. Mary O’Donnell Shelter* General & Families
Presque Isle, ME
Tel. 207-764-5114

CUMBERLAND COUNTY

City of Portland – Family Shelter* Families
Portland, ME
Tel. 207-775-6313 or 207-772-8339

City of Portland – Oxford Street Shelter for Men* General-Men
Portland, ME
Tel. 207-775-6313 or 207-761-2072

Family Crisis Services* Domestic Violence
Portland, ME
Tel. 1-800-537-6066

Florence House General-Women
Portland, ME
Tel. 207-699-4392

Milestone* Substance Abuse
Portland, ME
Tel. 207-775-4790

Preble Street – Joe Kreisler Teen Shelter Youth
Portland, ME
Tel. 207-775-0026

Preble Street – Resource Center Day Shelter
Portland, ME (no overnights)
Tel. 207-775-0026 or 207-874-1005

Tedford Housing – Individual Shelter* General-Adults
Brunswick, ME
Tel. 207-729-1161 or 207-725-4871

Tedford Housing – Family Shelter* General-Families
Brunswick, ME
Tel. 207-729-1161 or 207-729-4583



ASSISTANCE FOR PEOPLE WHO ARE HOMELESS

HANCOCK COUNTY

H.O.M.E., Inc. – Dorr House* Orland, ME Tel. 207-469-7961	Mental Illness Substance Abuse
H.O.M.E., Inc. – Emmaus* Ellsworth, ME Tel. 207-667-3962	General
H.O.M.E., Inc. – Hospitality House* Bucksport, ME Tel. 207-469-7961	General
H.O.M.E., Inc. – Mandala Farm* Orland, ME Tel. 207-469-7961	General
H.O.M.E., Inc. – St. Francis Inn East Orland, ME Tel. 207-469-7961	General
The Next Step* Ellsworth, ME Tel. 1-800-315-5579	Domestic Violence (safe homes)

KENNEBEC COUNTY

Bread of Life Ministries* Augusta, ME Tel. 207-626-3479	General
Family Violence Project* Augusta, ME Tel. 1-877-890-7788	Domestic Violence
Mid-Maine Homeless Shelter* Waterville, ME Tel. 207-872-8082	General
Togus Veterans Affairs Augusta, ME Tel. 207-623-8411, ext. 5658	Veterans

KNOX COUNTY

Hospitality House* Rockport, ME Tel. 207-593-8151	General
New Hope for Women* Rockland, ME Tel. 1-800-522-3304	Domestic Violence (safe homes)

OXFORD COUNTY

Community Concepts – Norway Family Shelter* South Paris, ME Tel. 1-800-866-5588 or 207-739-6502	Families
Community Concepts – Strathglass Family Shelter* Rumford, ME Tel. 1-800-866-5588	Families
Rumford Family Center Annex Rumford, ME Tel. 207-369-9439	Families
Rumford Group Homes – Norway Family Center* Norway, ME Tel. 207-743-6363	Women & Children
Rumford Group Homes – Rumford Family Center* Rumford, ME Tel. 207-369-9439	Families

PENOBSCOT COUNTY

Bangor Area Homeless Shelter* Bangor, ME Tel. 207-947-0092	General
Hope House* Bangor, ME Tel. 1-800-244-2555 or 207-217-6713	Substance Abuse
Penobscot Community Health Center Tel. 207-404-8100	
Shaw House* Bangor, ME Tel. 1-888-561-7429 or 207-941-2874	Youth
Shepherds Godparent Home Bangor, ME Tel. 207-949-2273	Women & Children
Spruce Run-Womancare Alliance* Bangor, ME Tel. 1-800-863-9909	Domestic Violence



EMERGENCY SHELTER AND HOUSING ASSISTANCE PAYMENT PROGRAM (ESHAP)

PISCATAQUIS COUNTY

Spruce Run-Womancare Alliance* Domestic Violence
Dover-Foxcroft, ME (safe homes)
Tel. 1-800-863-9909

SOMERSET COUNTY

Family Violence Project Domestic Violence
Somerset County
Tel. 1-800-890-7788

New Hope Shelter Women & Children
Solon, ME
Tel. 207-399-3348

Trinity Shelter Single Men
Skowhegan, ME
Tel. 207-399-7538 or 207-474-8833

WASHINGTON COUNTY

The Next Step* Domestic Violence
Machias, ME
Tel. 1-800-315-5579

Passamoquoddy Peaceful Relations Domestic Violence/
Pleasant Point, ME Sexual Assault
Tel. 1-877-853-2613

YORK COUNTY

Caring Unlimited* Domestic Violence
Sanford, ME
Tel. 1-800-239-7298

York County Shelter Programs, Inc.* General
Alfred, ME
Tel. 207-324-1137

You Are Never Alone (YANA)* Substance Abuse
Saco, ME
Tel. 207-283-0069

*Shelters that receive MaineHousing funding are marked with an asterisk.

The Emergency Shelter and Housing Assistance Program consists of funding components for shelters to provide the safety net of emergency housing for individuals and families that are experiencing homelessness. These components are for Shelter Operations, Rapid Re-housing, and Incentives and Performance. The Rapid Re-housing component provides Housing Navigator services such as assessment and housing prioritization, development of housing stability plans, linkages with mainstream and income resources, assistance with basic needs, housing search and placement, and following clients beyond shelter to ensure housing stability.

In addition, MaineHousing provides rental subsidies on a first-come, first-served basis to program participants in the form of short-term and permanent rental subsidies. The short-term subsidies are provided through the Stability Through Engagement Program (STEP), and the permanent subsidies through Housing Choice Vouchers (HCV). This program is available for individuals and families that meet the HUD definition of homelessness and are working with a participating shelter provider.



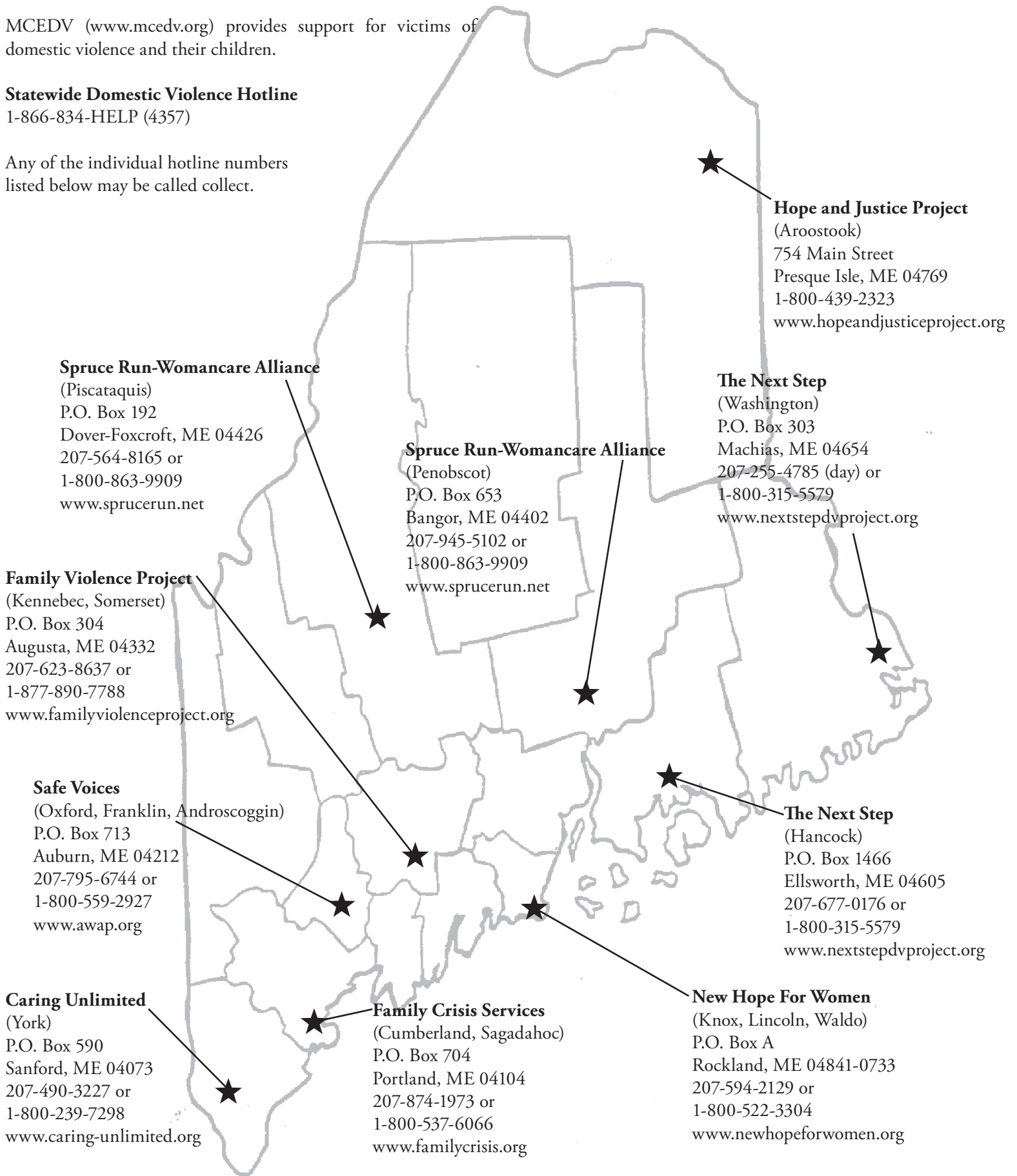
**MAINE COALITION TO END
DOMESTIC VIOLENCE (MCEDV)**

MCEDV (www.mcedv.org) provides support for victims of domestic violence and their children.

Statewide Domestic Violence Hotline

1-866-834-HELP (4357)

Any of the individual hotline numbers listed below may be called collect.



Spruce Run-Womancare Alliance
(Piscataquis)
P.O. Box 192
Dover-Foxcroft, ME 04426
207-564-8165 or
1-800-863-9909
www.sprucerun.net

Spruce Run-Womancare Alliance
(Penobscot)
P.O. Box 653
Bangor, ME 04402
207-945-5102 or
1-800-863-9909
www.sprucerun.net

The Next Step
(Washington)
P.O. Box 303
Machias, ME 04654
207-255-4785 (day) or
1-800-315-5579
www.nextstepdvproject.org

Hope and Justice Project
(Aroostook)
754 Main Street
Presque Isle, ME 04769
1-800-439-2323
www.hopeandjusticeproject.org

Family Violence Project
(Kennebec, Somerset)
P.O. Box 304
Augusta, ME 04332
207-623-8637 or
1-877-890-7788
www.familyviolenceproject.org

Safe Voices
(Oxford, Franklin, Androscoggin)
P.O. Box 713
Auburn, ME 04212
207-795-6744 or
1-800-559-2927
www.awap.org

The Next Step
(Hancock)
P.O. Box 1466
Ellsworth, ME 04605
207-677-0176 or
1-800-315-5579
www.nextstepdvproject.org

Caring Unlimited
(York)
P.O. Box 590
Sanford, ME 04073
207-490-3227 or
1-800-239-7298
www.caring-unlimited.org

Family Crisis Services
(Cumberland, Sagadahoc)
P.O. Box 704
Portland, ME 04104
207-874-1973 or
1-800-537-6066
www.familycrisis.org

New Hope For Women
(Knox, Lincoln, Waldo)
P.O. Box A
Rockland, ME 04841-0733
207-594-2129 or
1-800-522-3304
www.newhopeforwomen.org



LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

LIHEAP is a federally-funded program that provides assistance with winter home heating fuel bills, based on household income and size.

The Emergency Crisis Intervention Program (ECIP) may provide emergency fuel deliveries between November 1st and March 31st.

For more information, or to make an appointment to complete an application, applicants may contact their local Community Action Program Agency serving their area listed below.

PROGRAM AGENTS

ANDROSCOGGIN AND OXFORD COUNTIES

Community Concepts, Inc.
17 Market Square
South Paris, ME 04281
Tel. 207-743-7716 or 1-800-866-5588; TTY 207-743-0276;
Fax 207-743-6513

AROOSTOOK COUNTY

Aroostook County Action Program
771 Main Street, P.O. Box 1116
Presque Isle, ME 04769
Tel. 207-768-3053 or 1-800-585-3053; Fax 207-768-3021

CUMBERLAND COUNTY

The Opportunity Alliance
510 Cumberland Avenue
Portland, ME 04101
Tel. 207-553-5900 or 1-800-698-4959;
TTY 207-874-1013; Fax 207-553-5976

FRANKLIN COUNTY

Western Maine Community Action
20B Church Street, P.O. Box 200
East Wilton, ME 04234
Tel. 207-645-3764 or 1-800-645-9636; Fax 207-645-3270

KENNEBEC, LINCOLN, SAGADAHOC, AND SOMERSET COUNTIES

Kennebec Valley Community Action Program
97 Water Street
Waterville, ME 04901
Tel. 207-859-1500 or 1-800-542-8227; Fax 207-872-6747

KNOX COUNTY

Penquis Community Action Program
315 Main Street, Suite 205
Rockland, ME 04841
Tel. 207-596-0361; Fax 207-594-2695

PENOBSCOT AND PISCATAQUIS COUNTIES

Penquis Community Action Program
262 Harlow Street, P.O. Box 1162
Bangor, ME 04402-1162
Tel. 207-973-3630; TTY 207-973-3520;
Fax 207-973-3699

WALDO COUNTY

Waldo Community Action Partners
9 Field Street, P.O. Box 130
Belfast, ME 04915
Tel. 207-338-3025 (HEAP) or 1-800-498-3025;
Fax 207-338-6812

WASHINGTON AND HANCOCK COUNTIES

Washington-Hancock Community Action
US Route 1, 248 Bucksport Road
Ellsworth, ME 04605
Tel. (LIHEAP) 207-664-2424 or 207-546-7544
or 1-800-828-7544 (from 8:00 - 12 noon);
Fax 207-664-2430

YORK COUNTY

York County Community Action Corp.
6 Spruce Street, P.O. Box 72
Sanford, ME 04073
Tel. 207-324-5762 or 1-800-965-5762; TTY 207-490-1078;
Fax 207-490-5023



LEAD HAZARDS

Lead is the #1 environmental health hazard facing Maine children, and one of the most serious health issues in Maine today. Lead-based paint was commonly used in housing before 1978. About 80 percent of all Maine homes and apartments built before 1978 have lead paint. Forty percent of these dwellings contain dangerously high levels of contamination. Lead poisoning can cause serious and even permanent health problems, and is particularly dangerous to children.

LEAD-RELATED REQUIREMENTS

Landlords, property management companies, real estate agencies, and home sellers are required by state and federal law to inform potential occupants of the known presence of lead-based paint in pre-1978 housing.

Before signing a lease the landlord must disclose known lead-based paint and lead-based paint hazards and provide available written reports if applicable. The landlord must provide the pamphlet developed by the U.S. Environmental Protection Agency (EPA), the U.S. Department of Housing and Urban Development (HUD), and the U.S. Consumer Product Safety Commission (CSPC), titled "Protect Your Family from Lead in Your Home." This pamphlet can be found at www.epa.gov/lead/pubs/leadpdf.pdf.

Any child who is identified through lead screening as having an elevated blood level is reported to Maine Center for Disease Control and Prevention (Maine CDC). Maine CDC then inspects the rental unit to determine the source of the lead hazard. If lead-based substances in "poor" condition are identified, Maine CDC will provide notice to the tenants and the landlord. After notice the landlord has 30 days to remove, replace, or securely and permanently cover the substance in accordance with rules adopted by the Maine Department of Environmental Protection. Please see www.maine.gov/dep/rwm/lead/.

A landlord may not evict a tenant because of a lead hazard in the apartment. The landlord is required to move the tenant to a substitute unit, pay for moving expenses, and pay for any rental charges in excess of the tenant's current expenses while the hazard is addressed.

For information about lead poisoning prevention, please contact the Maine Center for Disease Control and Prevention, Childhood Lead Poisoning Prevention Program, 207-287-4311 or 1-866-292-3474.

MAINEHOUSING LEAD HAZARD CONTROL PROGRAM

MaineHousing's Lead Hazard Control Program provides 0% deferred, forgivable loans (interest free with no monthly payments) to landlords, and grants to single-family households, in an effort to make lower-income homes in Maine lead safe.

The program provides up to \$16,000 to eligible owner occupied single-family homeowners, and up to \$10,000 per unit with a 10 unit maximum per landlord for lead safety improvements. For landlords, the entire amount of the deferred forgivable loan is forgiven after 5 years, provided the property isn't refinanced or sold during that time and rental units are reserved for low-income tenants. For more information or to determine eligibility, homeowners or landlords may contact the Community Action Program Agency serving their county (listed below).

ANDROSCOGGIN, OXFORD, CUMBERLAND, FRANKLIN, SAGadahoc, LINCOLN, AND YORK COUNTIES

Community Concepts, Inc.

Tel. 207-743-7716 (South Paris)

207-364-3721 (Rumford)

207-795-4065 (Auburn)

AROOSTOOK COUNTY

Aroostook County Action Program

Tel. 1-800-432-7881 or 207-764-3721

PENOBSCOT, PISCATAQUIS, HANCOCK, KENNEBEC, KNOX, SOMERSET, WALDO, AND WASHINGTON COUNTIES

Penquis Community Action Program

Tel. 207-973-3500





RESIDENTIAL LANDLORD/TENANT LAWS

State law contains specific rights and protections for *tenants* (people who are renting housing). Tenants are protected from unsafe housing, unfair evictions, discrimination, mishandling of security deposits, and other abuses.

Tenants may be required to take certain actions to be protected under the law, actions which are designed to balance the legal rights of *landlords* (owners of rental housing) with the legal rights of tenants.

A landlord may require a tenant to enter into a written agreement, called a *lease*, when the tenant rents an apartment or house from the landlord. A written lease can benefit tenants and landlords if the terms of the lease are clear and fair. Tenants should read carefully the whole lease and understand their obligations under the lease before signing it.

A tenant can request that a landlord enter into a lease, but the landlord has no obligation under the law to do so. In many cases, there is no written lease between the landlord and the tenant, which is called *tenancy at will*. Most of Maine's landlord/tenant laws are designed to protect tenants when there is no written lease and apply only to tenancies at will.

Some of these laws apply whether or not there is a written lease. Even though tenants and landlords may enter into a lease that contains provisions that are different than the law, tenants cannot agree to waive certain basic protections given to them by the law, no matter what is in the lease. For example, a landlord and a tenant may agree that the landlord can terminate the lease and evict the tenant without a reason by giving less than 30 days' written notice (which is required by law for tenancies-at-will), but the landlord cannot forcibly eject the tenant by changing the locks on the door or removing the tenant's furniture from the apartment even if the tenant agrees that the landlord can take such actions in the lease. Only a law enforcement officer can force the tenant to leave and only after the tenant has a court hearing and the court orders that the tenant be evicted.

The following resources provide information on Maine's law and tenants' rights and obligations under the law:

- **Pine Tree Legal Assistance** publishes *The Rights of Tenants in Maine*, an easy-to-read handbook on landlord/tenant laws with helpful tips for tenants. For more information, landlords and tenants may visit the Pine Tree Legal Assistance web site at www.ptla.org/tenants.htm, or call a Pine Tree Legal Office located near them. See Page 15.
- The **Maine Attorney General's Office** publishes the *Consumer Law Guide*, a technical summary of the law with references to the specific statutes. The Guide includes chapters on consumer rights when renting an apartment (Chapter 14), consumer rights when living in a mobile home (Chapter 15), and a model landlord-tenant lease (Chapter 16). For more

information, landlords and tenants may visit the Attorney General's web site at www.maine.gov/ag and click on *Consumer Law Guide*, or call 1-800-436-2131.

If landlords or tenants have any questions about their rights and obligations under the law or a lease, they should contact an attorney. If they cannot afford an attorney, a list of legal aid agencies is included on Page 15 of this Guide.

The following are general suggestions for tenants:

- Tenants should carefully read the whole lease and understand their obligations under the lease before signing it. If they do not understand a provision in the lease, they should ask the landlord to explain the provision, and if necessary, rewrite the provision in the lease to make it clear.
- Tenants should remember that a written lease is an agreement between the tenant and the landlord, so if there is something that is important to the tenant, he or she should make sure that it is written into the lease.
- When tenants move into a rental unit, they should make a list of all of the existing defects in and damage to the apartment. Tenants should provide the landlord with a copy of the list, and if possible, get the landlord to acknowledge the list by signing it. Tenants also should keep a copy of the list for their records. This will protect tenants in the event the landlord claims that any of the defects or damages on the list were caused by the tenant.
- Tenants should get a receipt from the landlord for all security deposits and rental payments and keep the receipts until they have satisfied all of their obligations under the lease, even if they are not living in the apartment (e.g., they have moved but are still obligated to pay rent under the lease). The landlord is required by law to give the tenant a receipt for all cash payments, which includes payment by check.
- All notices, agreements, understandings, changes, and complaints should be made in writing and should be dated and signed. Tenants should keep a copy of all written items given by the tenant to or received by the tenant from the landlord.
- Tenants should make sure that the landlord has their correct mailing address, including a forwarding mailing address, when they move out of the apartment. Many of the tenant protections under the laws contain notice requirements. If the landlord gives the tenant written notice at "the last known address" (which may not be the current address), the landlord may have satisfied his or her obligation under the law even if the tenant never received the notice.
- Tenants are responsible for their guests and their behavior. For example, tenants will be held responsible for all damage to their apartment and any disturbance caused by their guests. If the tenant's guest brings a dangerous pet to the tenant's apartment or the property on which it is located and the pet threatens or harms the landlord or other tenants, the tenant will be held responsible.
- Tenants should see *The Rights of Tenants in Maine*, a publication by Pine Tree Legal Assistance at www.ptla.org/rights-tenants-maine, for more helpful tips.

NON-DISCRIMINATION

Landlords may not refuse to show or rent a unit or impose different terms or conditions on the basis of race, color, religion, gender, sexual orientation, national origin, ancestry, age, physical or mental disability, familial status, or the receipt of any kind of federal, state or local public assistance. This law does **not** apply to rental of: 1) a two-family dwelling, one unit of which is occupied by the owner; 2) the rental of not more than 4 rooms of a one-family dwelling which is occupied by the owner; or 3) the rental of any dwelling owned by a religious corporation to its members, unless the discrimination is based on race, color, or national origin.

Landlords are required to allow physically disabled tenants to modify their apartments so they may fully enjoy the premises. Tenants may be required to restore the interior of the premises to their original condition when they vacate the unit.

Landlords may restrict the number of occupants based upon the size of the unit, but any restriction must be consistent with applicable local, state, and federal restrictions.

Landlords generally may not refuse occupancy because a tenant requires the aid of an assistive animal unless the building consists of two units, one of which is occupied by the owner.

For further information or to make a complaint, tenants should contact:

Maine Human Rights Commission

State House Station 51
Augusta, Maine 04333
Tel. 207-624-6290 or Maine Relay 711
www.maine.gov/mhrc

or

Office of Fair Housing and Equal Opportunity

10 Causeway Street, Room 321
Boston, Massachusetts 02222-1092
Tel. 617-994-8300 (voice) or 1-800-827-5005 (voice)
or 617-565-5453 (TTY)
www.hud.gov/offices/fheo

Tenants may have further rights under local ordinances.

OTHER LANDLORD OBLIGATIONS

Lead Hazards - See Page 11 of this guide for information about landlord obligations concerning lead hazards.

Energy Efficiency - A tenant who will be paying energy costs has the right to get information on the last 12 months of energy use from the energy supplier(s). Before a tenant enters into a contract or pays a deposit to rent or lease a property, the landlord shall provide the energy efficiency disclosure statement, obtain a signature, and keep a copy on file for three years. The standard disclosure form is posted on the Maine Public Utilities Commission's website at www.maine.gov/mpuc/online/forms/EnergyEfficiencyDisclosure.html.

Radon Testing - Landlords are required to have the air in each building with rental units tested for the presence of radon. Landlords must report test results to the Department of Health and Human Services (DHHS) within 30 days. The disclosure to tenants and DHHS must include the results of the test, the date of the test, that the tenant has the right to test, and a reference to where the tenant can get more information about radon. Tenants explicitly have the right to test for radon. If a tenant and the landlord get different results, the landlord may hire a professional and must disclose the new test results. The landlord also may choose to accept the tenant's results. The failure of a landlord to disclose test results or the falsification of records by a landlord is considered a breach of the state's Warranty of Habitability Act. A lease may be terminated within 30 days' notice in accordance with current law by a landlord or tenant if the results exceed 4.0 picocuries per liter. A landlord may not retain a security deposit for termination based on radon test results. See the DHHS website for more information, www.maine.gov/dhhs.

Smoke Detectors and Carbon Monoxide Detectors - Landlords are required to provide working smoke detectors and carbon monoxide detectors at the time a property or unit is rented. Tenants are required to keep the batteries in the detectors charged and to test the detectors. Tenants are prohibited from disabling the smoke detectors. Landlords are required to repair or replace a smoke detector or carbon monoxide detector if a tenant provides written notice to the landlord that the detector is not working properly.

Smoking Policies - Landlords are required to provide written notice to tenants and potential tenants about whether or not smoking is allowed. The notice must state whether smoking is prohibited on the premises, allowed on the premises, or allowed in limited areas. If the landlord allows smoking in limited areas, the notice must identify where smoking is allowed. A landlord may notify a tenant of the smoking policy in a written lease agreement, or provide a separate written notice. The landlord must provide this written notice before a tenant enters into a contract or pays a deposit to rent or lease the property.

Bed Bugs - Bed bugs are becoming much more common in Maine. MaineHousing has developed a fact sheet for renters, available at www.mainehousing.org/docs/default-source/default-document-library/bed-bugs-fact-sheet.pdf. For more information regarding landlord and tenant responsibilities related to bed bugs, see also Pine Tree Legal Assistance's *The Rights of Tenants in Maine* at www.ptla.org/rights-tenants-unsafe-or-unfit-housing. Additional information, including a link to the relevant statutory language, is available at www.mainepublichealth.gov/bedbugs.



ADDITIONAL RESOURCES

CODES AND ORDINANCES

Consumers should check with the local town office or city hall first for information on codes and ordinances.

For specific codes, consumers may visit www.maine.gov/professionallicensing or:

Office of Professional and Occupational Regulation

Tel. 207-624-8603 or Maine Relay 711

Electrical information:

Electricians' Examining Board

Tel. 207-624-8457 or Maine Relay 711

Fire, Structural Safety information:

State Fire Marshal

Tel. 207-626-3870 or Maine Relay 711

Furnace safety information:

Maine Fuel Board

Tel. 207-624-8606 or Maine Relay 711

Plumbing information:

Plumbers' Examining Board

Tel. 207-624-8627 or Maine Relay 711

PROPERTY TAX & RENT REFUND PROGRAM

Maine residents may be eligible to receive a limited reimbursement on their property tax or rent paid on their apartment. Residents may contact their local town office or city hall or:

Maine Revenue Services

www.maine.gov/revenue/taxrelief

Tel. 207-626-8475

EARNED INCOME TAX CREDIT - EITC

The EITC is a refundable federal income tax credit for low to moderate income working individuals and families. For more information on the EITC contact your local IRS Office.

211 MAINE, INC.

2-1-1 is an easy-to-remember telephone number that helps connect people in need with the community resources available to help meet those needs. The 211 website offers an on-line searchable database of community resources available in Maine at www.211maine.org (TTY 211).

MAINEHOUSINGSEARCH.ORG

If you are looking for an apartment or are a landlord with an apartment to rent, you may be interested in MaineHousingSearch.org - a free online rental listing service that links people who need housing with the housing they need.

- FREE, fast and easy to use with both simple and detailed search options
- Detailed listings can include pictures, maps, eligibility requirements (if applicable), and much more
- Available online 24-7 and supported by a toll-free, bilingual call center, Monday-Friday, 9 am to 8 pm EST, 1-877-428-8844, Maine Relay 711
- Continuously updated listings by a call center that regularly contacts landlords to verify availability status

MaineHousing, in collaboration with the Department of Health and Human Services (DHHS) and in partnership with 211 Maine, Smoke-Free Housing, and the Department of Environmental Protection (DEP), is sponsoring the website as a public service. The site is provided by Socialserve.

SMOKE FREE HOUSING

The Smoke-Free Housing Coalition of Maine offers information regarding smoke-free housing, tenant and landlord resources, and a listing of smoke-free housing in Maine. To find out more, consumers may visit their website at www.smokefreeforme.org or call 207-874-8774.

ASSISTANCE FOR PEOPLE WITH DISABILITIES

For information, services, and products that create opportunities for people with disabilities to live independently, consumers may contact:

Alpha One

www.alphaonenow.org

Bangor, Tel. 207-941-6553

Presque Isle, Tel. 207-764-6466

South Portland, Tel. 207-767-2189

MAINE KIDS-KIN

Maine Kids-Kin provides services for grandparents, aunts, uncles, siblings, cousins, and extended family who are raising relatives' children.

www.mainekids-kin.org

Tel. 1-866-298-0896

ASSISTANCE FOR SENIORS

Area agencies on aging provide information and resources for older adults in Maine. Consumers may contact:

Maine's Agencies on Aging

www.maine.gov/dhhs/oads/community-support/resource-centers.html

Tel. 1-877-353-3771

ADDITIONAL RESOURCES

ASSISTANCE FOR VETERANS

Veterans Benefits Administration - for questions concerning veteran benefits, compensation, insurance, and vocational rehabilitation, consumers may contact:

VAM & ROC
1 VA Center
Togus, ME 04330
Tel. 1-800-827-1000 or 1-800-829-4833 (TTY)

Veterans Health Administration - for homeless veteran health, mental health, and domiciliary care services, consumers may contact:

VAM & ROC
1 VA Center
Togus, ME 04330
Tel. 207-623-8411 or 1-877-421-8263

Veterans Services

National Veteran's Call Center
Tel. 1-877-424-3838
www.va.gov/homeless/nationalcallcenter.asp

LEGAL RESOURCES

Legal assistance for low-income persons:

Pine Tree Legal Assistance:

www.ptla.org

ANDROSCOGGIN, FRANKLIN, AND OXFORD COUNTIES

95 Park Street, 3rd Floor, Lewiston
Tel. 207-784-1558 or Maine Relay 711

AROOSTOOK COUNTY

373 Main Street, Presque Isle
Tel. 207-764-4349 or Maine Relay 711

CUMBERLAND, SAGadahoc, AND YORK COUNTIES

88 Federal Street, Portland
Tel. 207-774-8211 or Maine Relay 711

HANCOCK AND WASHINGTON COUNTIES

13 Cooper Street, Machias
Tel. 207-255-8656 or Maine Relay 711

KENNEBEC, KNOX, LINCOLN, AND SOMERSET COUNTIES

39 Green Street, Augusta
Tel. 207-622-4731 or Maine Relay 711

PENOBSCOT, PISCATAQUIS, AND WALDO COUNTIES

115 Main Street, 2nd Floor, Bangor
Tel. 207-942-8241 or Maine Relay 711

Pine Tree Native American Unit, Machias
Tel. 1-877-213-5630

Pine Tree Farmworker Unit, Bangor
Tel. 207-942-0673

Additional legal resources:

Community Mediation Services

www.voanne.org/mediation-services
Tel. 207-373-1140
or email Mediate@voanne.org

Disability Rights Center

www.drcme.org
Statewide Hotline, Tel. 1-800-452-1948 (V/TTY)

HelpMELaw

www.helpmelaw.org

Immigrant Legal Advocacy Project

www.ilapmaine.org
Tel. 207-780-1593 or 1-800-497-8505

Lawyer Referral and Information Services

www.mainebar.org/lawyer-referral/lawyer-referral.aspx
Tel. 1-800-860-1460

Legal Services for the Elderly

www.mainelse.org
Statewide Hotline, Tel. 1-800-750-5353

Maine Equal Justice Partners

www.mejp.org
Tel. 207-626-7058 or 1-866-626-7059

Maine Human Rights Commission

www.state.me.us/mhrc
Tel. 207-624-6290 or Maine Relay 711

Maine Volunteer Lawyer's Project

www.vlp.org
Tel. 1-800-442-4293 from 9 AM to 12 noon and 1-4 PM

State Attorney General's Office

www.state.me.us/ag
Tel. 207-626-8849 or 1-800-436-2131 from 9 AM to 12 noon and 1 PM to 4 PM M-F
or email consumer.mediation@maine.gov

For a copy of "Consumer Rights When You Rent An Apartment", "Consumer Rights When You Live In A Mobile Home", or the "Model Landlord-Tenant Lease", consumers may call 207-626-8861. Callers should leave a message with their name and address and the information needed.

To search Maine statutes on the web:

go to www.mainelegislature.org/legis/statutes/search.htm

MULTICULTURAL RESOURCES

For information and services for Maine's racial, ethnic, and language minority communities, please contact:

Office of Multicultural Affairs

151 Jetport Boulevard
Portland, ME 04102
Tel. 207-822-2380



ADDITIONAL RESOURCES

DEPARTMENT OF HEALTH & HUMAN SERVICES (DHHS)

Augusta District Office

35 Anthony Avenue
Augusta, ME 04333-0011
Tel. 207-624-8000 or 1-800-452-1926 or Maine Relay 711

Bangor District Office

396 Griffen Road
Bangor, ME 04401
Tel. 207-561-4100 or 1-800-432-7825 or Maine Relay 711

Biddeford District Office

208 Graham Street
Biddeford, ME 04005
Tel. 207-286-2400 or 1-800-322-1919 or Maine Relay 711

Calais District Office

392 South Street
Calais, ME 04619
Tel. 207-904-3800 or 1-800-622-1400 or Maine Relay 711

Caribou District Office

30 Skyway Drive, Unit 100
Caribou, ME 04736
Tel. 207-493-4000 or 1-800-432-7366 or Maine Relay 711

Ellsworth District Office

17 Eastward Lane
Ellsworth, ME 04605
Tel. 207-664-1400 or 1-800-432-7823 or Maine Relay 711

Farmington District Office

114 Corn Shop Lane
Farmington, ME 04938
Tel. 207-778-8400 or 1-800-442-6382 or Maine Relay 711

Fort Kent District Office

137 Market Street
Fort Kent, ME 04743
Tel. 207-834-1000 or 1-800-432-7340 or Maine Relay 711

Houlton Regional Office

11 High Street
Houlton, ME 04730
Tel. 207-532-5000 or 1-800-432-7338 or Maine Relay 711

Lewiston Regional Office

200 Main Street
Lewiston, ME 04240-7098
Tel. 207-795-4300 or 1-800-482-7517 or Maine Relay 711

Machias District Office

38 Prescott Drive
Machias, ME 04654
Tel. 207-255-2000 or 1-800-432-7846 or Maine Relay 711

Portland District Office

161 Marginal Way
Portland, ME 04101
Tel. 207-822-2000 or 1-800-482-7520 or Maine Relay 711

Rockland District Office

91 Camden Street, Suite 103
Rockland, ME 04841
Tel. 207-596-4200 or 1-800-432-7802 or Maine Relay 711

Sanford District Office

890 Main Street, Suite #208
Sanford, ME 04073
Tel. 207-490-5400 or 1-800-482-0790 or Maine Relay 711

Skowhegan District Office

98 North Avenue, Suite 10
Skowhegan, ME 04976
Tel. 207-474-4800 or 1-800-452-4602 or Maine Relay 711

South Paris District Office

243 Main Street, Suite #6
South Paris, ME 04281
Tel. 207-744-1200 or 1-888-593-9775 or Maine Relay 711

GENERAL ASSISTANCE

General Assistance is financial help administered by each local community. It provides funds for basic living expenses for those who cannot afford them. All communities are required by state law to provide general assistance. Communities have local laws, called ordinances, which specify program eligibility and benefits. These ordinances must be made available to the general public through the municipal office or selectpersons.

Some communities have particular days or hours for applying for general assistance. When the administrator of the General Assistance Program determines that an emergency situation exists, the applicant must be allowed to apply for assistance that same day. An applicant is entitled to make out applications in writing, have privacy during the application and interviewing process, and receive a written decision within 24 hours. Applicants are required to prove income and living expenses, so they should bring check stubs and receipts for expenses.

For more information about General Assistance, applicants may contact their local town office or city hall or the Department of Human Services, General Assistance Division, 1-800-442-6003.

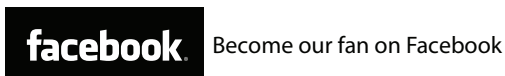


For more information contact:

MaineHousing

353 Water Street
Augusta, Maine 04330-4633
207-626-4600
1-800-452-4668, or
Maine Relay 711

www.mainehousing.org



MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, ancestry, physical or mental disability, age, familial status or receipt of public assistance in the admission or access to or treatment in its programs and activities. In employment, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, ancestry, age, physical or mental disability or genetic information. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances:

Louise Patenaude
Maine State Housing Authority
353 Water Street
Augusta, Maine 04330-4633
Telephone Number 1-800-452-4668 (voice in state only),
(207) 626-4600 (voice), or Maine Relay 711





MaineHousing

Maine State Housing Authority

353 Water Street

Augusta, ME 04330-4633

207-626-4600 or 800-452-4668

Maine Relay 711

Fax 207-626-4678

www.mainehousing.org