

Resident Responsibilities

Criminal and other Harmful activity.

Neither Resident, nor a member of Resident household, employees, guest, nor visitors will do the following:

Engage in criminal activity - in Resident Apt, in common areas, in other Apts on or near this community or near any public housing properties or anywhere else.

Some of the criminal and harmful activity listed below:

Sell, manufacture, or possess explosives or illegal drugs. Manufacture, sell, use or abuse alcoholic beverages or any other controlled substance. Engage in any violent or criminal activity that threatens the health, safety or right to peaceful enjoyment of other resident or the community.

Threatens CHA residents or employees of CHA or Cause Physical damage to CHA property.

Fail to report criminal activity that has occurred on the property and of which Resident has direct knowledge. Resident may report the activity anonymously through CHA's criminal hotline: 423-209-2020

Hotline Tips/Concerns

If you identify fraud or have resident complaints, CHA Police has a confidential hotline where you can leave your information or concerns.

Call (423) 209-2020

Text Only (423)451-6898

Phone Numbers

Emergencies – 911

Chattanooga Housing Public Safety Office
Phone # (423) 752-4467

Chattanooga Housing Public Safety Office
FAX # (423) 493-9964

Chattanooga Housing Public Safety
Hotline # (423) 209-2020



801 N. Holtzclaw.
PO Box 1486
Chattanooga, TN 37401
Phone (423) 752-4467
Fax (423) 493-9964

publicsafety@chahousing.org

CHATTANOOGA HOUSING POLICE

CHATTANOOGA HOUSING
AUTHORITY
PUBLIC SAFETY DIVISION

*Residents and Police working
together Keeping Our
Communities Safe*



Integrity
Courage
Accountability
Respect
Excellence

**CHATTANOOGA HOUSING
AUTHORITY
PUBLIC SAFETY DIVISION
MISSION STATEMENT**

As part of, and empowered by the community we serve, the Chattanooga Housing Authority Safety Division is committed to protecting the lives, property and the rights, guest and employees of the Chattanooga Housing Authority. We will take proactive measures to create a safe, secure environment in our public housing communities, and seek effective solutions to crime, drug and order problems. We will accomplish this through:

- Building effective partnership with the community.
- Teamwork, collaboration and the individual initiative of our members.
- A steadfast commitment to excellence in performance, leadership, and service.
- Protection of individual human rights.
- Courteous and respectful interaction with all people.
- Incorporation of our core values “**I CARE**” into everything we do.

Integrity

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Towing of Vehicles

If you are a Resident of CHA and you have a vehicle on CHA Property, it must be in working order. The vehicle must have a valid registration and be drivable. If a resident receives a green sticker on a vehicle, the resident must call (423)752-4467 to talk to the Public Safety Office to receive a Do Not Tow Form. This form allows Resident time to get the vehicle in working order. The Do Not Tow Form must be placed in the vehicle and must be visible from the outside of the vehicle. If the resident does not call the office, the vehicle can be towed within 24hrs of receiving the green sticker on the vehicle.

If your Vehicle is towed by CHA, the wrecker is S&S Towing. Their address is 1029 Wilson St.; Phone number (423) 315-4022

Appeals Process

The Chattanooga Housing Authority conducts appeal hearings on a regular basis. When a new applicant or existing resident is denied housing based on criminal activity, either by the resident or someone listed on the lease, they have a right to request an appeal. The appeal must be in writing. The site manager will then send the appeal request to Public Safety for investigation and a hearing date is scheduled and the resident notified..

Criminal Trespass Appeals

If your name appears on the Criminal Trespass list for the Chattanooga Housing Authority. You can request to have your name removed from the list by completing an appeal packet from that can be picked up from the Public Safety office located in East Lake Courts, or one can be mailed to you by calling our office (423) 752-4467.

What is Fraud

What is fraud?

1. Failing to report income for all household members
2. Subletting/ Subleasing a Public Housing/ HCVP residence
3. Housing unauthorized live-ins
4. Providing false information on CHA documents
5. Embezzlement
6. Any other lease violations as outlined in CHA’s ACOP

Reporting Fraud

When reporting any act or suspected acts of fraud, CHA employees should thoroughly document the information on a *Request for Investigation* form and immediately forward it to the Public Safety Division. Residents can report fraudulent acts by calling the Public Safety office or the Fraud and Crime Hot-Line.