



Frequently Asked Questions

Please read through the following information and keep for your records.
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CASA Contact Information

Office hours are Monday – Friday between 8:30 AM – 12:30 PM and 1:00 PM - 5:00 PM. Update forms may be returned by mail, fax, email, or hand delivery.

Mail: P.O. Box 12545, Raleigh, NC 27605

Fax: 919-754-9968

Phone: 919-754-9960 ex. 100

Email: casahousing@casanc.org

Location: 624 W Jones St, Raleigh, NC 27603

Common Questions:

- 1. Can CASA provide emergency housing and/or financial assistance?**
CASA only provides permanent rental housing. Each county has [resources](#) [link] available for those seeking emergency or financial help.
- 2. How much rent do CASA tenants pay?**
CASA tenants pay about 30% of their income in rent each month.
- 3. Does CASA accept housing vouchers?**
Housing vouchers are government-funded rental subsidies, often referred to as Section 8, Housing Choice Voucher, Shelter + Care voucher, or a HUD-VASH for veterans. CASA accepts these vouchers and encourages tenants to apply with their local housing authority.
- 4. Who qualifies for CASA's Housing?**
People living with disabilities or families in which at least one member is living with a disability or households with limited income may qualify for CASA housing. CASA offers a variety of housing options to meet the needs of different people, so qualifications vary by unit. CASA is not currently accepting new applications for housing.
- 5. When will you begin accepting applications for CASA housing?**
CASA is focusing on those who previously applied for our housing and are waiting for a unit. As apartments become available, we are matching them with our current group of applicants. If you provide [your contact information](#) we will alert you when we are accepting applications again.
- 6. What do I do if I already applied to CASA?**
If you applied for CASA Housing before January 2020, you are included in the group of current applicants. We will reach out to you when a unit is available. If you're unsure when you applied, or have questions, please call us at (919) 754-9960.
- 7. Where can I find other housing resources?**
Check out the "[Housing Resources](#)" page on our website for our most up to date information.





Frequently Asked Questions

Definitions and special requirements

Supportive Housing

Housing for low income households (individuals or families) in which one individual has a disability.

Disability

A disability for the purposes of this application is one that can be verified by a licensed professional.

Special housing needs

A housing need is a specific amenity or feature that you or a member of your household requires, i.e. handicap accessibility, a first-floor unit, no stairs, etc.

Homeless

An individual or family is considered homeless if they lack a fixed, regular, and adequate nighttime residence; live in places not meant for human habitation (i.e. a car, abandoned building, park, or sidewalk); live in an emergency shelter; live in a transitional or supportive housing program for people whose prior housing was an emergency shelter or a place not meant for human habitation.

Chronically homeless

An individual or family is considered chronically homeless if they meet the homeless definition and have been homeless for a period of at least one year or has experienced four episodes of homelessness in the last three years. An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or similar facility for fewer than 90 days and meets the definition for “homeless” is also considered chronically homeless. This may include a family whose composition has fluctuated while the head of household has been homeless.

Veteran

A veteran is anyone who served in the military and who was discharged with anything other than a dishonorable discharge. Please note this is a broader definition than the one used to determine eligibility for VA medical care, HUD VASH Voucher Program, and Veteran’s benefits. If you served in the U.S. military, you will be required to provide documentation to verify your veteran status.

Income verification

All household members are required to provide verification of income, dated within 120 days of CASA’s request.

Occupancy standards

CASA determines occupancy limitations by the number of bedrooms in a unit. The standard is two people per bedroom: a one-bedroom apartment may house two people, and a two-bedroom apartment may house up to four people.

Supportive housing referrals

This application asks if you give permission for CASA to speak with a service provider who may have referred you to us for housing. A supportive housing referral is an agreement with an individual or agency (case worker, therapist, family member, friend, local government agency/non-profit, etc) who can provide support to a tenant living in a CASA property. The role of this support person is to ensure that the applicant has access to community resources and support to remain permanently housed. A support person is recommended but not required.

Housing Voucher/Rental Subsidy

Financial assistance that can be spent on a rented house/apartment, such as HUD VASH, Housing Choice Voucher, Section 8, or Shelter+Care, etc.

