

Waltham Housing Authority
110 POND STREET
WALTHAM, MASSACHUSETTS 02451-4505

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John F. Gollinger
Executive Director

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RE: Friendly Reminder: Rent Payments & New Assistance Service

Dear Tenants,

We hope this letter finds you well during this cold and snowy winter season.

This notice is a friendly reminder of important information regarding rent payments, who to contact with questions, and an exciting new service we will be offering to assist residents with completing payments.

Rent Payment Reminders

- Rent payments are due on the **1st of each month** and are considered late after the **7th of the month**.
- Late notices are mailed on the **15th of each month**. If the 15th falls on a weekend, notices are mailed the Friday before.
- Please be sure you are paying the correct rent amount. If you are unsure of your rent or your balance, please contact **Debbie Bruno, Accounts Receivable**, at 781-894-3357 ext. 236 or debbie.bruno@walhouse.org.
- For questions regarding your **rent balance, payments, or late notices**, please contact Debbie Bruno directly.
Please do not contact your Housing Manager (Denise Newton or Kim Collins) regarding balances, payments, or late notices, as they will refer you to Accounts Receivable.
- If you have questions about **how your rent was calculated**, please contact your Housing Manager:
 - Denise Newton, Family Manager – ext. 239
 - Kim Collins, Elderly/Disabled Manager – ext. 238

Rent Drop Box Locations

For your convenience, Tenant rent drop boxes are available at the following properties:

- Winchester Crane – 101 Prospect St.
- Arthur Clark Apartments – 48 Pine St.
- Dale Street – 46–48 Dale St.
- Beaverbrook Apartments – 298–324 Grove St.
- Charles Lawless Apartments – 110 Pond St.

Please remember:

- All payments placed in rent boxes **must be in an envelope**.
- Do not include any additional paperwork with your rent payment.
- Drop boxes are emptied twice per week, except at 110 Pond St., which is checked multiple times daily.

You may also pay your rent in person at the office during regular business hours. Please allow the staff member to provide you with your receipt at the time of payment.

When submitting personal checks or money orders, please ensure they are:

- Completed fully and legibly with your full name and address.
- Written in blue or black ink only.

Checks are processed electronically through our office. If the check reader cannot read your check, we will need to contact you for a replacement payment.

New Payment Assistance Service – Beginning April 14, 2026

If you have difficulty completing a money order or personal check, we are pleased to introduce a new assistance service.

Beginning **Tuesday, April 14, 2026**, between **10:00 a.m. and 12:00 noon**, you may come to the Waltham Housing Office at 110 Pond St., where Debbie Bruno will be available to assist you in completing your payment.

This service will be offered on the **second Tuesday of each month only**, from 10:00 a.m. to 12:00 noon.

If you have any questions regarding this reminder, please feel free to contact me at 781-894-3357 ext. 236. When leaving a message, please be sure to provide a valid phone number and email address so we may return your call promptly. Thank you.

Best regards,

Debbie Bruno
Accounts Receivable

If you would like to meet in person, please call or email in advance to schedule an appointment.