

Housing Office Closed to Public Until Further Notice

With the health and safety of our residents, staff, and community in mind, the Housing and Redevelopment office is taking the following measures:

- The Housing office lobby is closed to the public. Residents must pay their rent with a money order and drop it in the Drop Off Box on Chicago St. The utility counter located in the City Hall is also closed to the public at this time.
- All communication between residents and Housing Specialists will be done via e-mail, phone, or online. There will be no face-to-face meetings at this time. Housing Specialists will give you instructions on how to securely submit documents through our encrypted email address when needed.
- Work orders will be processed according to priority. Only emergency services will be conducted. Work orders can be submitted through Rent Café (see reverse side for instructions)
- The Housing Youth Program is closed until further notice.
- The playground equipment and common seating areas at all sites are closed until further notice.
- Pest control services will be suspended until further notice. Please keep your home clean to avoid bug problems.

Customer Service Form and Change Report Form Online

You can contact your Housing Specialist or report income or household changes by visiting the Housing and Redevelopment webpage:

www.chandleraz.gov/affordablehousing

Complete the form by clicking on the box marked "Online Form" or "Change Report Form".

A Housing Specialist will respond to you within 2 business days.



Contact Information

Housing Office Phone:

480-782-3200

Housing Website:

www.chandleraz.gov/affordablehousing

Rent Payment Drop Box:

Westbound median of Chicago St between Arizona Ave and Washington St (do not put cash in the drop box)



Housing Office Address: (Lobby Closed)

235 S. Arizona Ave
Chandler, AZ 85225



Important Things You Can Do

All of us can do our part to help minimize this health crisis

- **Social Distancing:** Practice standing or sitting 6 feet away from others while in public areas. Wear cloth face protection when out in public. Teach your children the importance of staying inside and not playing with non-family friends at this time.
- **Washing Hands:** Properly wash your hands with soap and water often and avoid touching your face.
- **Clean Home Surfaces:** Clean your home surfaces, including door knobs and light switches, with disinfectant sprays or wipes.
- **Limit Visitors in your Home:** Avoid having service people or non-family members in your home at this time. Limit your service calls to emergency services only.
- **Keep Your Toilet Working:** Do NOT flush any paper other than regular toilet paper down your toilet. **NO** baby wipes, facial tissues, paper towels, or cloth should ever be flushed down the toilet; this includes wipes marked "flushable".

How to Submit a Work Order Online

For residents who do **not** have an account:

1. For residents who do not already have an online account and need to report work orders, please go to the website chandleraz.gov/affordablehousing
2. Click Applicant/Resident Portal button
3. Click Applicant/Resident Portal button (again)
4. Instructions to create an online account are provided by clicking on the *2020 RENTCafe Create an Account Guide*.

For residents who **have** an online account:

1. Go to the website chandleraz.gov/affordablehousing
2. Click Applicant/Resident Portal button
3. Click Applicant/Resident Portal button (again)
4. Click on Create an Account/Login (top right side of screen)
5. Enter User Name (This is the email used when you registered your online account.)
6. Password (This is the same password used to access your online account when you registered. The password must contain at least 10 characters, to include at least one uppercase letter, one lowercase letter, one number and one special character.)
 - A. If you forgot your password, click the Forgot Password link to have your password reset.
 - B. If you have trouble resetting your password, call the office at 480-782-3200 and we can help.

7. Click Login button

8. Click on Maintenance Request Tile →



9. Click on Maintenance Request Tab

A. You can also view your maintenance history by clicking on the Request History tab

10. Select Priority – Emergency and Non-Emergency

A. Examples of Emergency Maintenance requests: No electricity, gas smell/leak, smoke detector beeping, flooded unit, the lone toilet or tub not working, non-working A/C in summer months, non-working heater in winter months, unable to lock door, locked out of unit, and any life-threatening situation.

B. Examples of Non-Emergency Maintenance Requests: Slow-draining tub, toilet or tub in second bathroom not working, clogged sink, request to have door locks changed, cable requests, any non-life-threatening situation

11. Select a Category (e.g., Plumbing, etc.)

12. Select Sub Category (e.g., Bathroom, etc.)

13. Select Location (e.g., Master Bath)

14. Enter Full Description (e.g., Tub clogged) – Enter as much information as would be helpful to maintenance staff to get a good idea of your situation.

15. Enter Access Instructions: List if there are any special instructions, such as you have a pet or Oxygen in use.

16. Select Permission to Enter (Does maintenance staff have permission to enter the unit when you are not there?) - Select Yes or No

17. Attachment – Select an attachment only if you would like to include one with your work order. This is not a required field.

18. Click Submit button

19. An email will automatically be sent to the email connected to your online account letting you know the work order has been received.

20. You will also receive an email letting you know the work order has been completed or the work order closed.