



March 30, 2020

Dear Residents and Participants:

It is the responsibility of the City of Chandler to prioritize the health and safety of residents and employees as our community navigates the impact of COVID-19 (Coronavirus). The City is closely following the recommendations from the Maricopa County Department of Public Health, Arizona Department of Health Services, Centers for Disease Control and Prevention (CDC), and World Health Organization (WHO) to guide our actions and preparations.

The Housing and Redevelopment Division will remain operational and conducting business by phone, email and mail. We have implemented these additional changes in the way we will do business until further notice:

General Information:

- Office hours revised: Monday – Thursday 8 a.m. to 5 p.m. Office is closed on Fridays until further notice.
- We will not be taking walk-ins in our lobby and have suspended in-person appointments until further notice. All scheduled appointments will be conducted by phone. To request an appointment, contact 480-782-3200.
- Change Report: You can report change of income or other changes online at our website: chandleraz.gov/residents/neighborhood-resources/housing-and-redevelopment, or by logging into your RENT Café Account: chandleraz.gov/applyforhousing, or pick-up Change Report Form at the Housing Door (in garage), or call Main Office 480-782-3200 to mail form, or email your Housing Specialist or email our general email at chandler.housing@chandleraz.gov.
- Online Customer Service Request: Any housing related questions complete the online form at chandleraz.gov/residents/neighborhood-resources/housing-and-redevelopment.
- Use the drop off-box located on Chicago Street, between Arizona Avenue and Washington Street, to drop off housing related documents or send documents by encrypted email at housing.residents@chandleraz.gov.
- Resident activities cancelled to include: Community Meetings, Tenant Meetings and Housing Youth Program.

Neighborhood Resources

Housing and Redevelopment

480-782-3200

480-782-3220 Fax

chandleraz.gov/affordablehousing

National Number for Relay Service 7-1-1

TTY 800-367-8939



Espanol Voz. TTY 800-842-2088



Mailing Address

Mail Stop 101

P.O. Box 4008

Chandler, AZ 85244-4008

Location

235 S. Arizona Ave.

Chandler, AZ 85225



- All recertifications will be done by mail or email only. Families can mail in or scan and email their information using encrypted email at: housing.residents@chandleraz.gov.
- All non-emergency inspections will be postponed until further notice.

Public Housing Residents:

- Pay your rent by money order or check by using the drop-off box located on Chicago Street. You may also mail in your rent payments.
- Pest control services will be temporarily suspended in residents' units (excluding health and safety).
- Routine public housing work orders may take longer time to complete than usual.
- If you have a work order, please submit online work orders through your online account at Rent Café: chandleraz.gov/applyforhousing.
- Suspension of Notices to Vacate and lease violations for non-criminal activity. (Please note that your obligations under a lease remain unchanged.)

Housing Choice Voucher (Section 8)

- All voucher issuance briefings will continue by phone or by a virtual meeting setting until further notice.
- Monthly HAP payments will continue.
- Initial inspections and emergency inspections will still be conducted. (Please note that your obligations under a lease remain unchanged.)

As you know, the circumstances around this situation seem to be changing daily, so please be aware that there could be updates to this plan in the future. Please call or email the office for new information or with questions. I have attached some additional information from the CDC that has been provided to us by the Department of Housing and Urban Development (HUD). I urge you to read this information and take every step possible to keep yourself and those close to you safe and healthy. I thank you, in advance, for being our partner in ensuring that our community is a safe place to live.

Cordially,

Amy Jacobson

Housing and Redevelopment Manager

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