



June 1, 2020

Dear Residents and Participants:

The Housing and Redevelopment Division has continued to provide services during the COVID-19 pandemic with modifications to keep a safe environment for our families and staff. This is our second update as the state of Arizona moves towards gradually lifting the Executive Order, and our housing office has revised policies and procedures to move forward with requested in-person services, yet still encouraging residents to conduct business by phone, drop-box, email and mail to maintain social distancing.

We are committed to ensuring a safe environment and have implemented these recent updates to our Public Housing, Section 8 Housing Choice Voucher and Affordable Housing programs.

**General Housing Information:**

- Return to regular schedule Housing Office Hours: Monday – Friday, 8 a.m. to 5 p.m. Our office lobby remains closed to the public.
- Schedule an in-person or virtual appointment through our online appointment scheduler at [v2.waitwhile.com/book/chandlerhousing](https://v2.waitwhile.com/book/chandlerhousing).
- Secure Housing Drop Box is available for housing related paper documents (in garage) located at 240 S. Washington St. Do not use Housing Drop Box for Public Housing Rent Payments - use the City's Payment Drop Box on Chicago Street.
- Change Reports are still available online [chandleraz.gov/affordablehousing](https://chandleraz.gov/affordablehousing), or by logging into your RENTCafé Account [chandleraz.gov/applyforhousing](https://chandleraz.gov/applyforhousing), or pick-up Change Report form at the Housing Door (in garage), or call Main Office 480-782-3200.
- Continue to conduct re-certifications by mail or email. Families can mail in or scan and email their information using encrypted email at: [housing.residents@chandleraz.gov](mailto:housing.residents@chandleraz.gov)
- Note: Renters are protected by a temporary eviction Moratorium and not subject to late fees for a period of 120 days starting on March 27, 2020. Landlords would not be allowed to issue a notice to vacate until after this temporary moratorium and they would not be allowed to require a tenant to actually vacate the unit until 30 days after the notice is given. Renters should be advised that the moratorium only applies to evictions for nonpayment of rent, not for other causes. Your rent is not forgiven and these unpaid amounts will accrue during this period even if fees are not assessed.

**Neighborhood Resources**

Housing and Redevelopment

480-782-3200

480-782-3220 Fax

[chandleraz.gov/affordablehousing](https://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



### Public Housing Residents:

- Pay Your Rent by money order or check by using the secure “City’s Payment Drop Box” located on Chicago Street, between Arizona Avenue and Washington Street. Do not use the Housing Drop Box
- Pest control services will begin June 1, 2020.
- Continue to process emergency maintenance requests using City approved Contractors.
- Submit online work orders through your online account at RENTCafé: [chandleraz.gov/applyforhousing](http://chandleraz.gov/applyforhousing), or call our office 480-782-3200.
- Basketball and Playgrounds are open.
- Regular cleaning of recreation rooms and waterless hand sanitizer soap available.
- Housing Youth Program will begin June 8, 2020 for Summer Intersession.

### Housing Choice Voucher (Section 8)

- All voucher issuance briefings will continue by phone or by a virtual meeting setting until further notice.
- Initial inspections and emergency inspections will still be conducted.

We accept requests for reasonable accommodations, modifications, and auxiliary aids and services at any time. Requests may include (but are not limited to) information in large print or Braille, readers, sign language interpreters, assistance explaining forms due to disability. If you want to request a reasonable accommodation, modification, or auxiliary aid or service, we encourage you or your representative to contact our office at 480-782-3200, 7-1-1 TTY options: English 800-367-8939 / Español 800-842-2088; or by fax 480-782-3220; or by email [chandler.housing@chandleraz.gov](mailto:chandler.housing@chandleraz.gov). In addition, persons with limited English proficiency are entitled to language assistance with written or oral communication. These services are available at no cost. To obtain language assistance, contact our office by calling 480-782-3200.

Respectfully,

*Amy Jacobson*

Housing and Redevelopment Manager

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