



Housing Insider

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"Communication leads to community."

NEW! Online Resident Portal

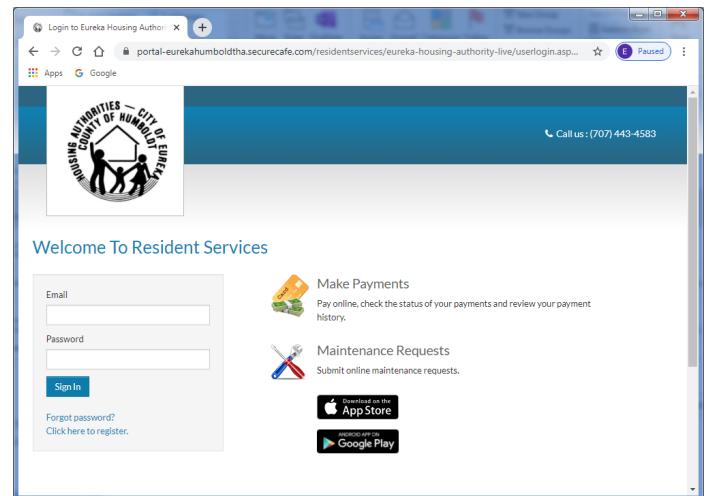
We've seen many changes in operations this year, and while we miss seeing our tenants in person in the office, we think some of our changes will make life easier. Now you can access your Housing account online to submit a maintenance request or pay rent on our new safe and secure resident portal using your smart phone, computer, or tablet. Of course, you can still call the office or head to the drop box, but online submissions are quick and easy!

To register for the resident portal, you'll need your:

- ♦ email address,
- ♦ social security number for your head of household, and
- ♦ registration code sent in the registration letter.

Follow these steps:

1. Type <https://portal.eurekahumboldt.org> in your browser.
2. Select **Resident Login**.
3. Select **Click here to register**.
4. Type in your registration code, and then select **GO**.
5. Complete the personal details and account information sections.
6. Then select **Register**.



Login screen for new Tenant Portal

General Information

Eureka Housing Authority office hours are Monday-Friday, 9:00-4:30, closed every other Friday. (**Note:** Lobby is closed due to COVID-19 until further notice.)

Please call our main line during business hours at (707) 443-4583 if you need assistance.

Address: 735 West Everding Street, Eureka, CA 95503

We have a payment drop box by our front door for easy submission of any amounts payable.

Just around the corner...

December 31st & January 1st—Happy New Year 2021! (office closed)

January 18th—Martin Luther King Jr. Day (office closed)

February 11th—Lincoln's birthday (office closed)

February 15th—President's Day (office closed)

EHA Mission Statement: The mission of the Housing Authority of the City of Eureka is to assist low-income families with safe, decent, and affordable housing opportunities as they strive to achieve self-sufficiency and improve the quality of their lives. The Housing Authority is committed to operating in an efficient, ethical, and professional manner, and treating all clients with dignity and respect. The Housing Authority will create and maintain partnerships with its clients and appropriate community agencies in order to accomplish this mission.

Repositioning: What Is It?

Due to years of underfunding Public Housing, HUD is encouraging PHAs with public housing units to go through a process they call “repositioning”. HUD’s goal was to “reposition” more than 10% of the US public housing stock by the end of 2020, largely by transitioning from a traditional public housing model to tenant-based or project-based voucher assistance, using the Section 8 program subsidies. HUD’s intent is to create more flexible financing opportunities for Housing Authorities and to put affordable housing properties on a path to long-term financial stability.

Currently we’re at the very early stages of working toward a project that classifies as “repositioning” under HUD’s various flexible strategies. Ideally, the outcome of repositioning would be to increase the number of families we serve by adding more affordable housing units in Eureka. This will involve looking for qualified developers interested in working on a multi-phase project, receiving community inputs, issuing vouchers and/or temporarily rehousing tenants affected by any phases of construction, and several other steps. As things get underway, the Housing Authority will hold several meetings either by Zoom, conference call, or in person depending on the pandemic status, to receive input from our tenants and the community.

Overall, the Housing Authority’s goal is to not just better our existing housing, but to create new, improved housing that helps meet the needs of our community, including adding more affordable housing. Please be thinking about what you consider our greatest local needs so you’ll be ready to share your thoughts and give input when we begin having public meetings. This will be an extensive process, and it’s important that we hear from our tenants, our community and our local government to work toward shared goals.

If you have thoughts or questions about this please feel free to email repositioning@eureka-humboldt-hsg.org.

Winter Heater Safety Question: I’ve had my heater turned off for months, what should I do?

1. Try turning on your heater from the thermostat on your wall. If nothing turns on, stop and call maintenance to make a work order at (707) 443-4583 x218. If it does turn on, look for flame at the bottom of the heater. If the flame is blue, it should be fine. If the flame bursts out of the bottom and/or is yellow/orange, your heater may need cleaning. Call maintenance to make a work order. If it turns on but won’t stay on, stop and call maintenance and make a work order .
2. If your heater is on and working fine and you haven’t had it lit for a while, you may smell smoke or burning dust. Turn off and clean your heater cover with soapy warm water on a rag; use a rag soaked in clean water to give a final cleaning. Open some windows/doors to let the dust burn off.
3. Be aware of Carbon Monoxide (CO)! This is an invisible and odorless gas that can cause illness or death. Exposure can cause various symptoms, including headache, dizziness, weakness, upset stomach, vomiting, chest pain, and confusion. Long exposure can cause death. If you are sleeping, it can kill before feeling any symptoms. If you think that there might be a CO issue in your unit, open up all doors and windows, get out of the unit, and seek medical help if you are experiencing symptoms.
4. Call our emergency line at **(707) 444-1424** to check for CO in your unit.
5. If you are experiencing symptoms call **911**.
6. Call PG&E at **1 (800) 743-5000** to report a gas leak and/or do a CO check.
7. If you have questions regarding your heater or other appliances, call the Maintenance Supervisor, Ryan Harvey, at (707) 443-4583 x226.



Who to Contact

Call our main line at (707) 443-4583, then:

Natalie for work orders.....x218

Neil for paperwork and certification questions.....x214

Stephanie for charges, account balance questions, and payments.....x221

Ty for questions, complaints, or concerns about the neighborhood.....x211

Front desk for all other questions regarding Housing Authority services.....x210

Emergency Maintenance phone.....444-1424

In an emergency, please call 911 or the Eureka Police Department at (707) 441-4060