



# HOUSING INSIDER

OFFICE: 707-443-4583

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ISSUE JUNE 2024

“COMMUNICATION LEADS TO COMMUNITY”

## PHA OUTREACH FINDINGS AND REPORT AVAILABLE

The Housing Authority of the City of Eureka engaged Housing Tools, a consulting firm, to do a community outreach and engagement project funded by grants through the state of California and aimed at accelerating new housing production. While we believe that Eureka needs more housing, especially affordable housing for low-income households, it is helpful to have independent confirmation that the rest of our community agrees. We appreciate all the tenants who participated and shared feedback with us, as well as the wider community and key stakeholders who took the time to share their thoughts and experiences related to housing.

Some of the big picture needs that were identified include:

- Denser housing development (more infill, redevelopment, etc.)
- Education, outreach, and community dialogue around affordable housing
- More partnerships with social service agencies to help improve housing success

In our resident focus groups, some more specific needs were also shared, including:

- More ADA accessibility improvements
- Outdoor community space
- More exterior lighting and storage
- Centralized trash collection (e.g. dumpsters)
- Services targeted to support tenant needs, through collaborations between HACE and other support agencies

We will refer to these findings regularly, as we go forward with plans to redevelop several of our public housing sites. You can find the final report at [https://bit.ly/HACE\\_Community\\_Engagement\\_Report](https://bit.ly/HACE_Community_Engagement_Report).

## TENANT REMINDERS

Submitting a Notice of Change without documentation will only inform the caseworker, but it will not constitute a change. Please provide proper documentation.

Be sure to close all gates to PHA properties completely. Gates should not be propped open with anything.

Tenants will be asked to remove unauthorized pets from unit. Before considering a pet contact our Community Liaison to discuss requirements for pet ownership.

## HOW TO FILL OUT A MONEY ORDER

### Money Order Sample



Keep receipt



## DATES TO REMEMBER

**Our office will be closed on these holidays!**

July 4<sup>th</sup> – Independence Day

September 2<sup>nd</sup> – Labor Day

September 9<sup>th</sup> – Admissions Day



**NEW! Online method for submitting comments, complaints, or concerns:**

It's important to us that we hear from you, whether it's what you like or don't like, suggestions for change, or whatever else you think we need to hear. You can complete our feedback form online at any time by going here:

<https://eurekahumboldt.org/PHACustomerSurvey>

**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.

## General Information

**Lobby and Dumpster Hours:** Open Tuesday-Thursday 9am-4pm.

**Business Hours:** Open Monday-Thursday 8am-5:30pm; Closed alternate Fridays and business hours are 8am-4:30pm.

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



### Q&A

**Q:** Are PHA inspections mandatory?

**A:** Yes, PHA inspections are mandatory as per Lease Agreement. Failure to permit access to the unit by the PHA after proper advance notification is a lease violation.

To pass inspection, ensure the following:

- Unit is clean and orderly.
- Smoke alarms are installed and functioning properly.
- All lights bulbs are in place and functional.

PHA replacements of smoke alarms, batteries, and light bulbs are subject to a charge.

**Volunteer Opportunity:** Are you a Public Housing resident who is interested in serving on our Board of Commissioners? Please contact Heather at 707-443-4583 ext. 219 or [heatherh@eurekaumboldtha.org](mailto:heatherh@eurekaumboldtha.org) with questions and to obtain an application for tenant commissioner.

Visit us at [www.eurekaumboldtha.org](http://www.eurekaumboldtha.org)



Broken Water Line



Broken Window



Stopped-Up Sewer



No Heat



Door Un-Closable



Power Outage



Gas Leak



Health Hazards

## **IS YOUR WORK ORDER AN EMERGENCY?**

A work order emergency is an issue that requires immediate attention from the landlord. Please see the following emergencies below.

1. **No Water** impacts basic needs and demands. If you find any leaks contact maintenance immediately.
2. **Gas Leaks** are very dangerous. If you suspect a gas leak, turn off your appliances, immediately evacuate the area, call 911, then contact our maintenance team.
3. **Fire** is the most serious emergency. Evacuate the building and immediately call 911 once you're safely outside.
4. **Flooding** can cause serious property damage. Contact our maintenance team immediately to prevent further damage.
5. **Power Outage** may occur due to extreme weather conditions and are beyond PHA control. If the power is out due to hair dryers or space heaters, check the circuit breaker to reset it. If you need assistance, contact our maintenance team.
6. **No Heat** could be an emergency during the cold season. Submit a work order request if your heaters are not working properly.

**If a work order is NOT an emergency, all other requests will be received in the order submitted.**

### **WHO TO CONTACT**

Call our main line at 707.443-4583; then:

Work orders request.....	x218
<b>For emergency work orders ONLY contact 707-444-1424</b>	
Paperwork, certification, rent, income calculation questions.....	x214
Accounting for charges, account balance, questions, and payments.....	x221
Questions, complaints, or concerns about the neighborhood.....	x211
All other questions regarding Housing Authority services.....	x210

**In case of an emergency, please call 911 or the Eureka Police Department at 707-441-4060.**