



HOUSING INSIDER

ISSUE SEPTEMBER 2025

"COMMUNICATION LEADS TO COMMUNITY"

SUBMIT RENT, RECERTIFICATIONS, AND MORE—ALL IN ONE PLACE

We're excited to introduce a new secure drop box located outside of the front office for your convenience! Residents can now use it to submit rent payments, recertification documents, applications, and all other important paperwork. This option provides a quick, easy, and contactless way to stay on top of your housing needs. We kindly ask that all documents be placed in a sealed envelope and clearly labeled with your name and unit number to ensure proper processing.

TENANT LEASE REMINDERS

Household members, guests, and other persons under Tenant's control must refrain from acting or speaking in an abusive manner towards neighbors and PHA staff.

PHA may terminate the lease if evidence indicates that a household member has engaged in any drug-related criminal activity on or off premises.

Tenants will be charged for the destruction of property caused by pets (or any other cause) while having possession of the unit.

Residents may request a pre-move-out inspection within the two weeks before moving-out day

Vehicles without valid registration or that are inoperable being stored on PHA property, will be towed.

DATES TO REMEMBER

Our office will be closed on these holidays!

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|-----------|---------------------------|
| Oct 14 | – Indigenous Peoples' Day |
| Nov 11 | – Veterans' Day |
| Nov 26-27 | – Thanksgiving |
| Dec 25 | – Christmas |

KEEPING OUR COMMUNITY SAFE

We understand how much pets mean to your family, but please remember that burying pets on PHA property **is not allowed**. This is due to local health and safety regulations and because it is considered damage to the property. To help avoid any lease violations, we encourage you to consider alternative, respectful options for pet memorials. Local resources such as Redwood Pals Rescue, Eureka Pet Cremation, and Sequoia Humane Society offer services like communal and private cremation, as well as assistance programs and vouchers for pet care and end-of-life expenses.



SIMPLER, SAFER LOGINS ARE HERE!

As of September 17, 2025, the RentCafe Resident Portal now supports passwordless logins for all residents. This enhanced security feature helps protect against threats such as phishing and credential theft, while significantly reducing the risk of unauthorized account access.

Residents can log in using a one-time passcode sent via text message and email.

For any questions regarding your account, please contact Accounting at 707-443-4583, ext. 235.



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 the submission of amounts payable.



Q&A

Q: DO WE HAVE ASSIGNED PARKING?

A: No, **we do not offer assigned parking.** If tenants live in a property with a parking lot, **only one vehicle per unit** is permitted to use a parking space. All additional vehicles must use street parking.

Please note that handicapped parking spaces are reserved exclusively for individuals who are legally qualified. According to the California DMV, "a qualified disabled person may obtain a Disabled Person (DP) placard or license plate for all of their vehicles, at no additional fee." For more information about eligibility and how to apply, please visit the California DMV website at www.dmv.ca.gov.

If parking becomes a concern or leads to disputes with neighbors, we encourage you to contact our Community Liaison, Ty, at 707-443-4583 ext. 211 for assistance. We are here to help address any issues and maintain a respectful, cooperative living environment for all residents.

FROM STREAMING TO SATELLITE: GET SET UP SAFELY!

If you are interested in setting up cable, satellite, or internet service in your unit, you must first submit a **Permission Request Form**. This ensures that any installations are completed safely and in accordance with property guidelines.

Please also note that **you may be held financially responsible for any damages** caused by the installation or removal of equipment. This includes, but is not limited to, damage to walls, ceilings, wiring, or exterior structures such as siding or roofing.

If you have any questions about the process, need assistance, or would like to request a Permission Request Form, please contact our Maintenance Supervisor, Ryan, at 707-443-4583 ext. 226.



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@eurekahumboldtha.org with questions and to obtain an application for tenant commissioner.

Visit us at www.eurekahumboldtha.org

WHO TO CONTACT

Call our main line at 707.443-4583; then:

Work orders request.....	x218
For emergency work orders ONLY contact 707-444-1424	
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.