

CHA Post COVID-19 Operations Update

September 1, 2022

Dear Resident:

Please take notice of the following:

1. CHA management offices remain **closed to the public**. Site office at **Wellington Ridge** is open Monday through Friday by appointment only.
2. **Rent payments** should be made **ONLINE** at www.rentpayment.com. If you need assistance paying your rent online, contact Donna Harrington at 610-904-1111 ext. 609.
3. Rent payments can also be made at CHA's central office at 1111 Avenue of the States Monday – Friday, between 9am and 4pm or dropped in the **rent collection boxes** on the management office doors of Wellington Ridge, Ruth Bennett Homes or William Penn Homes.
4. **A Late fee is \$30** and will be added to each account if the rent is not paid on or before the **fifth day** of each month.
5. If you are **delinquent in your rent** and wish to avoid eviction, you must contact **Marrea Walker-Smith at 610-733-2126** or via email at msmith@chesterha.org to work out a **REPAYMENT AGREEMENT**. Participation in Financial Management Workshops offered by Chester Housing Authority is a requirement for approval of any repayment agreement.
6. **Annual Recertification paperwork** must be completed, dropped off at the Wellington Ridge management office (3001 W 13th Street) or emailed (preferred method) directly to Toni Simmons at charecerts@gmail.com. Toni can be reached at 484-401-7870. Failure to complete the annual recertification paperwork will result in the lease being terminated.
7. If you have a loss of income or household composition change, please send an **email** request for an **Interim Rent Adjustment** to publichousing@chesterha.org
8. **FOR MAINTENANCE** – During regular business hours (9am -4pm) please call Donna Harrington at 610-904-1111 ext. 609. Leave a message and be clear about the problem. Donna will call you back. **AFTER REGULAR BUSINESS HOURS** – 610-876-3000. **This is the 24hr police dispatch number.**

For all other questions, please contact our office at **610-904-1111 ext. 610** Monday through Friday 9am to 4pm and your call will be handled in the order it was received.

Sincerely,

Douglas Daniel,
Housing Programs Manager