

GO TO:

[www.hajc.net](http://www.hajc.net)

The image shows a screenshot of the Housing Authority of Jackson County website. At the top left is the logo for HAJC, which consists of a stylized house icon above the letters 'HAJC'. To the right of the logo is the text 'Housing Authority of Jackson County'. In the top right corner, there are social media icons for Facebook, Twitter, YouTube, and a plus sign, along with a notification bubble showing the number '2'. Below these icons is a search bar with the text 'search site' and a magnifying glass icon. Underneath the search bar are links for 'sitemap' and 'advanced search'. A navigation menu is located below the search bar, with items: 'About Us', 'Housing Choice Voucher', 'Find Housing', 'Current Residents', 'Work With Us', 'FAQ's', 'Home Repair Program', and 'Contact Us'. The main content area features a large image of a smiling woman with a young child on her back. To the left of this image is a text box with the heading 'looking up' and the following text: 'Since 1969, we have been developing new housing options throughout Jackson County, expanding our rental assistance program and implementing family self-sufficiency and tenant services programs that provide families in our community the tools they need to succeed.' A large blue arrow points upwards from a blue box containing the text 'PASO 1 Haga clic AQUI para comenzar' towards the 'looking up' section. Below this main content area are two columns of housing options. The left column is titled 'Subsidized Housing Programs' and contains five small images of various housing units. The right column is titled 'Housing Authority Rentals' and also contains five small images of different housing units. In the bottom right corner of the website, there is a small logo for 'EQUAL HOUSING OPPORTUNITY' featuring a house icon.

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2251 Table Rock Road  
Medford, OR 97501  
Phone: 541-779-5785  
Fax: 541-857-1118  
Hours: M-Thur 8:00am-4:30pm. Closed  
Fridays. First Thursday of the month  
10am-4:40pm

NOTICE \*\*NOTICE\*\* NOTICE\*\*\* In response to the COVID-19 public health crisis and in conformance with the recommendations of public health officials; the following policy is in place beginning March 17, 2020 and effective until at least April 1, 2020: \*\*\*\*\*Maintenance Work Orders\*\*\*\*\* Only work orders classified as Urgent or Emergency related shall be responded to when work is required in the interior of units or public spaces.

## Current Residents

**TO SET UP ONLINE PAYMENTS - EMAIL [evelyn@hajc.net](mailto:evelyn@hajc.net) FOR ID NUMBER**

If you currently reside in a Housing Authority property, the information on this page will answer common questions and give helpful tips that will help you have a great experience.

### Maintenance Request

You may submit a maintenance request online, or you may contact your Resident Manager to submit a request by phone. If you do not have a Resident Manager, please call the Emergency Specialist and they will submit a request for you.

### Rent Payments

At most of our properties, rent is not in the household and we have drop boxes available at each property. There are drop boxes available at each property. You can PAY ONLINE to your lease. You can PAY ONLINE to your lease.

### Reasonable Accommodations

A reasonable accommodation is a change in policy, procedure, practice, program, or facility that provides a qualified individual with an equal opportunity to participate in, or benefit from, a program or service. The process for requesting a reasonable accommodation is outlined in the Reasonable Accommodation Request Form. Once the Housing Authority will send a request form to the provider you list directly to the provider. We do not accept hand carried requests.

To download a reasonable accommodation request form to the provider you list directly to the provider. We do not accept hand carried requests.

### Inspections

The Housing Authority inspects its units every six months at a minimum to ensure the units are being maintained properly, both by the tenant and by the Housing Authority. If you have a Housing Choice Voucher or live in an apartment complex funded by outside agencies you will have more frequent inspections. We will try our best to combine inspections when possible to minimize the intrusion into your home.

To help you prepare for an inspection, we have developed a check list that will help you address all the areas we will look at.

### Move Procedure

Thinking of moving? Follow the steps outlined in the moving guide to ensure a seamless transition.

### What are my rights as a tenant?

As a tenant you are afforded rights under both the Oregon Landlord Tenant Act and Fair Housing law. It is important that you become familiar with these rights. These links will direct you to websites that will assist you in understanding your rights and getting help if you feel your rights have been violated.

The Fair Housing Council of Oregon [www.fhco.org](http://www.fhco.org)

The Oregon Landlord Tenant Act [www.leg.state.or.us/ors/090.htm](http://www.leg.state.or.us/ors/090.htm)

The Oregon Bar Association [www.osbar.org/public/tris/LowCostLegalHelp/LegalAid.html](http://www.osbar.org/public/tris/LowCostLegalHelp/LegalAid.html)

### No Smoking Policy

The Housing Authority is a smoke-free housing provider.

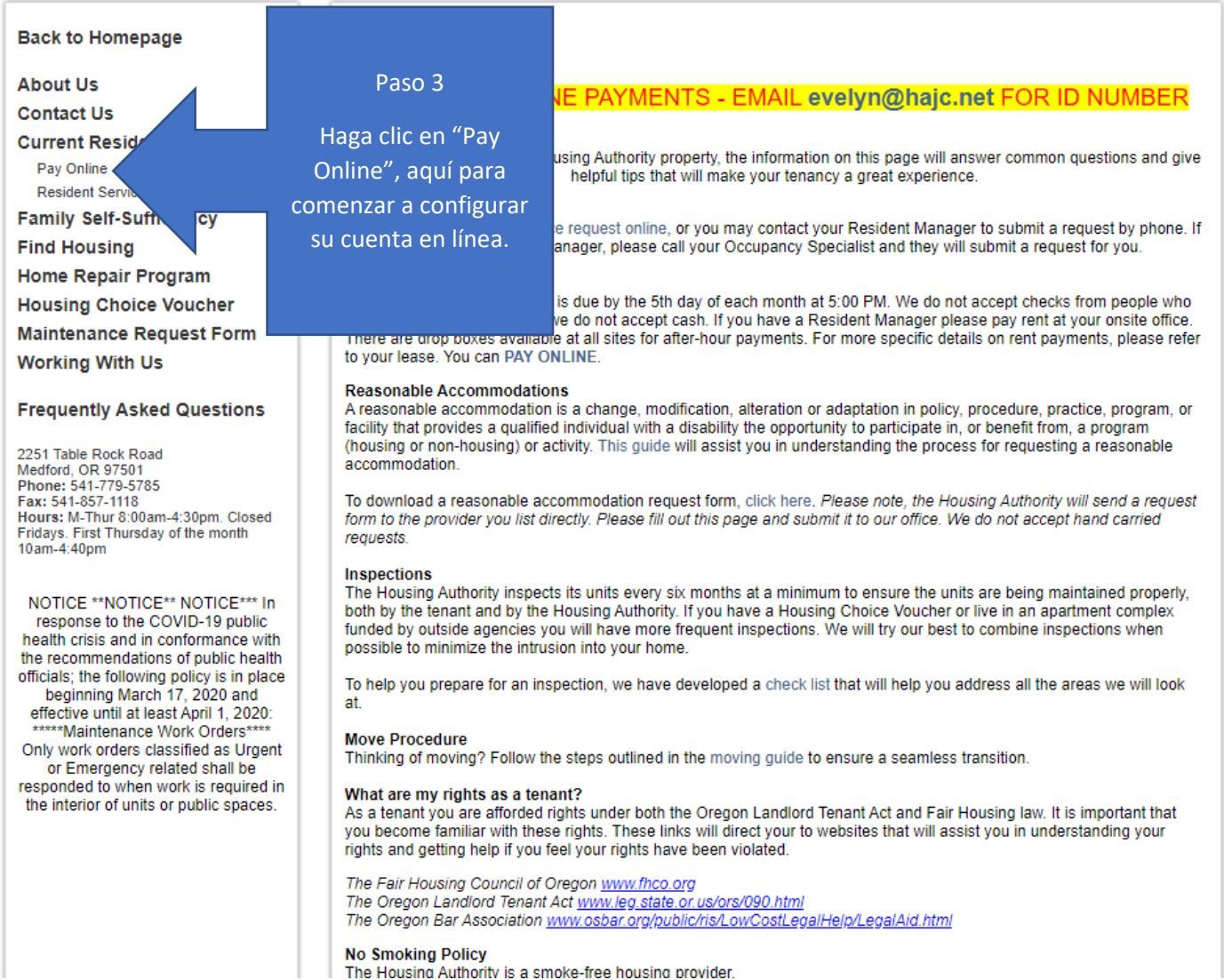
Paso 2

Haga clic aquí para enviar un correo electrónico a Evelyn para su número de identificación personal para crear una cuenta por Internet.

# ¡ALTO!

¡DEBE ESPERAR UNA RESPUESTA A SU CORREO ELECTRONICO CON SU NUMERO DE IDENTIFICACION ANTES DE CONTINUAR!

# CUANDO TIENE SU NUMERO DE IDENTIFICACION, ESTA LISTO PARA TERMINAR DE CONFIGURAR SU CUENTA DE PAGO POR INTERNET:



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**Paso 3**

Haga clic en "Pay Online", aquí para comenzar a configurar su cuenta en línea.

**ONLINE PAYMENTS - EMAIL [evelyn@hajc.net](mailto:evelyn@hajc.net) FOR ID NUMBER**

Using Authority property, the information on this page will answer common questions and give helpful tips that will make your tenancy a great experience.

You may request online, or you may contact your Resident Manager to submit a request by phone. If you prefer to contact your manager, please call your Occupancy Specialist and they will submit a request for you.

Rent is due by the 5th day of each month at 5:00 PM. We do not accept checks from people who do not accept cash. If you have a Resident Manager please pay rent at your onsite office.

There are drop boxes available at all sites for after-hour payments. For more specific details on rent payments, please refer to your lease. You can **PAY ONLINE**.

**Reasonable Accommodations**  
A reasonable accommodation is a change, modification, alteration or adaptation in policy, procedure, practice, program, or facility that provides a qualified individual with a disability the opportunity to participate in, or benefit from, a program (housing or non-housing) or activity. This guide will assist you in understanding the process for requesting a reasonable accommodation.

To download a reasonable accommodation request form, [click here](#). Please note, the Housing Authority will send a request form to the provider you list directly. Please fill out this page and submit it to our office. We do not accept hand carried requests.

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**Paso 4**  
Ingrese su número de identificación en la caja que dice "número de cuenta", ingrese su apellido, dirección de correo electrónico, dirección de la unidad y cree su contraseña. ESCRIBA SU CONTRASEÑA ABAJO EN UN LUGAR SEGURO en caso de que tenga que cambiar la cantidad de renta que tiene que pagar. HAGA CLIC EN CREAR CUENTA

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**Pay Online**

**TO SET UP ONLINE PAYMENTS** [ajun@hajc.net](mailto:ajun@hajc.net) **FOR ID NUMBER**

**ZEGO** Powered by **PayLease**

account number last name  
email  
unit / address:  
password confirm password

I agree to the [terms and conditions](#) of use.\*

**CREATE ACCOUNT** **I HAVE A LOGIN**

Questions? Call 866-729-5327 OR visit our [Resident Support Center](#)

Después de seleccionar "CREAR CUENTA", usted ingresará su número de cuenta corriente o de ahorros, el monto del pago y seleccionará el pago automático o el pago único y confirmará.