

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 with the letters 'HAJC' inside. 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 Email, along with a notification icon 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 the links 'sitemap' and 'advanced search'. A navigation menu is located below the header, with items: 'About Us', 'Housing Choice Voucher', 'Find Housing', 'Current Residents', 'Work With Us', 'FAQ's', 'Home Repair Program', and 'Contact Us'. A large blue arrow points upwards from a blue box containing the text 'STEP 1 Click here to BEGIN' to the 'Find Housing' menu item. Below the navigation menu is a main content area with a background image of a smiling woman carrying a young child on her back. On the left side of this area, the text reads 'looking up' in green, followed by a paragraph: '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.' 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 apartment buildings. The right column is titled 'Housing Authority Rentals' and contains five small images of different types of rental properties, including townhomes and houses. 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 make your housing experience 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 Housing Authority Specialist and they will submit a request for you.

### Rent Payments

At most of our properties, rent is not in the household and we do not accept checks from people who are not in the household and we do not accept checks from people who are not in the household. There are drop boxes available at most of our properties. For specific details on rent payments, please refer to your lease. You can PAY ONLINE.

### 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. For more information on the process for requesting a reasonable accommodation, please refer to the Fair Housing Act.

To download a reasonable accommodation request form, please refer to the Housing Authority website. The Housing Authority will send a request form to the provider you list directly to your office. 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.

STEP 2

Click here to email Evelyn for your personal ID number in order to create an online account.

# STOP!

YOU MUST WAIT FOR A RESPONSE TO YOUR EMAIL WITH YOUR ID NUMBER BEFORE YOU MAY PROCEED!

# WHEN YOU HAVE YOUR ID NUMBER, YOU ARE READY TO FINISH SETTING UP YOUR ONLINE PAYMENT ACCOUNT:

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- Resident Services

**Family Self-Sufficiency**

**Find Housing**

**Home Repair Program**

**Housing Choice Voucher**

**Maintenance Request Form**

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**Frequently Asked Questions**

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**STEP 3**

Click "Pay Online", here to begin setting up your online account

**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 have a Resident 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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STEP 4

Enter your ID number into the box that says “account number”, enter your last name, email address, unit address and create your password. WRITE YOUR PASSWORD DOWN IN A SAFE PLACE in case you have to change the amount of rent you have to pay.

CLICK CREATE ACCOUNT

The screenshot shows the HAJC Housing Authority website. The header includes the HAJC logo and navigation links: About Us, Housing Choice Voucher, Find Housing, and Contact Us. The main content area is titled 'Pay Online' and features a 'ZEGO' logo (Powered by PayLease). A yellow callout box highlights the text: 'TO SET UP ONLINE PAYMENTS click on the link below: [help@hajc.net](mailto:help@hajc.net) FOR ID NUMBER'. Below this, there is a form with the following fields: 'account number', 'last name', 'email', 'unit / address:', 'password', and 'confirm password'. A checkbox for 'I agree to the terms and conditions of use.\*' is present. At the bottom of the form are two buttons: 'CREATE ACCOUNT' and 'I HAVE A LOGIN'. A blue callout box with a white arrow points to the 'CREATE ACCOUNT' button. The left sidebar contains a 'Frequently Asked Questions' section with contact information and a notice regarding COVID-19 public health crisis.

After selecting “CREATE ACCOUNT” you will be enter your checking or savings account number, payment amount and select autopay or one-time pay and confirm.