

AUGUST 2023

Contact Us

**Contemporary
Housing Alternatives
of Florida, Inc.**

5345 Laurel PL

Clearwater, FL 33760

(727) 522-1504

8:00 a.m.- 4:30 p.m.

www.chafproperties.com

Our Mission

Our Mission is focused on urban revitalization by providing affordable, vibrant, multi-family housing for low and moderate-income individuals and families.

Our Values

Contemporary Housing Alternatives of Florida, Inc. has a commitment to excellent customer service, diversity, integrity, respect, and teamwork.

WE ARE CHAF



**RESIDENT
REFERRALS!**

All resident referrals will receive a \$50 rent credit - make sure your referred friends let us know you brought them here!
We appreciate you!



Highlights

The Office Will Be Closed

The Office will be closed on Monday, September 4, 2023, in observance of Labor Day.

To All of our new Residents



Submit Your Work Order Online



If you have a maintenance issue, there are a couple of ways to put a work order in. You can log on to your resident portal at www.chafproperties.com, call your leasing office, or text your property manager during office hours. We are closed on the weekend and will not get to your message until the following business day.

Please do not stop the maintenance staff to tell them about your issue.

The maintenance emergency number (727) 497-5250 is ONLY for emergencies.

What is a maintenance emergency?

- Flooding
- Electrical Sparks
- Backed up toilet (only if you have 1 bathroom).

What is not an emergency?

- Broken AC
- Burners on your stove not working.
- Garbage disposal issues



CHAF is Income Restricted. CHAF is not Income Based.

What is income-restricted apartments?

Income-restricted apartments are rented units limited to tenants earning below certain total household income thresholds. Depending on your state, this housing might be run by government agencies, nonprofit agencies, or housing associations. **Income-restricted rent gets determined by what is affordable in the area based on median incomes and rental market rates, not an individual resident's income.**

Income Based Apartments

The rent prices in an income-based apartment are calculated based on the individual tenant's adjusted gross income.

REMINDER

- ✓ Payments can only be made by phone or online from the 1st to the 5th of each month.
- ✓ **PAYMENTS MUST BE PAID BEFORE THE 15TH OF THE MONTH**
- ✓ Your lease will not be renewed after your sixth late payment during your 12-month lease.
- ✓ Payment made after the 5th must be certified funds, i.e., money order or cashier's check.
- ✓ All payments must be received by the end of the 5th day of the month to prevent a late fee. On the 6th day, a \$75.00 late fee will be charged to your account.
- ✓ There is still time to split your rent in 2 for next month with FLEX! Download the app or visit <https://getflex.app.link/e/CVgr7mDn2rb> to register. If you need any assistance, please email support at help@getflex.com.
- ✓ We do not accept partial payments. Check your resident portal to see your balance. A short pay of .99 could cause a \$75.00 later fee.





The purpose of renters insurance is to protect your personal property if it is damaged while you are a resident. You are also protected against liability damages, which are damages caused by a third party.

Getting renters insurance is easy since many insurance companies offer it. It is also relatively affordable in most cases.

In order to protect your personal items, CHAF highly recommends you purchase renters' insurance.

Know your lease!
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"We do not maintain insurance to cover your personal property or personal injury. We are not responsible to any resident, guest, or occupant for damage or loss of personal property or personal injury from (including but not limited to) fire, smoke, rain, flood, water and pipe leaks, hail, ice, snow, lightning, wind, explosions, earthquake, interruption of utilities, theft, hurricane, negligence of other residents, occupants, or invited/uninvited guests or vandalism unless otherwise required by law.



To ensure your housing coordinator sees you, please make an appointment before coming into the office. Appointments are necessary to prioritize the needs of our residents. We want to ensure that everyone gets the assistance they need in a timely manner. Thank you for understanding. If you do not make an appointment, we cannot guarantee that we will be able to meet with you. We appreciate your cooperation and look forward to assisting you. Appointments can be made by phone, text, or email.



MEET ✨
YOUR CHAF TEAM

Sue Kast

Administrative Assistant

skast@chafproperties.com

Celia Hernandez

Move-in Specialist

Chernandez@chafproperties.com

727-382-1412

Nikki Ritz

Housing Coordinator

Nritz@chafproperties.com

727-382-1408

Ashley Place, Boardwalk, Cross Bayou
Villas

Samantha Bley

Housing Coordinator

Sbley@chafproperties.com

727-382-1411

Breezeway Villas, Orange Lake Village,
Windtree Villas

Nashaliz Maldonado

Housing Coordinator

Nmaldonado@chafproperties.com

727-382-1414

31st Street Landings, Cypress Pointe,
Northside Villas, Magnolia Court,
Russell Street, Southside Homes

Melissa Gutierrez

Housing Coordinator

Mgutierrez@chafproperties.com

727-382-1409

Lakeview Villas, Caribbean Court, Oak
Trace, Oak Villas, Sandpebble



- **Residents, please do not park in the spaces marked for visitors. Visitor parking is limited, and we need to ensure that spaces are available for guests. If you park in these spaces, you may be towed.**
- Towing hours are 8 pm to 8 am.
- For visitors staying longer than three days, a visitor pass is required. To receive a visitor's pass, please come into the office with your visitor's registration and DL.
- If you have visitors from out of town, have them take a picture of the registration and ID and bring it to the office.

****All vehicles on the property will be required to have a properly displayed parking permit. Vehicles without permits (including rentals, loaners, etc.) must be parked in the visitor parking areas.**

Keep Your Cool While Cooking This Summer

When you can't stand the summer heat, stay out of the kitchen—or at least make meal prep as easy-breezy as possible. Here's how:

Limit oven use. As the oven preheats, the kitchen warms up too, and it takes a while to cool down afterward. Choose recipes that don't require an oven. When you do turn it on, take advantage of the hot oven and cook double batches, as well as foods you can use for multiple meals, such as baked potatoes or chicken.

Put tabletop appliances to work. A microwave, toaster oven, slow cooker, and multicooker all use less energy than an oven or stovetop, and foods will still come out tasting great. Bonus: There's often less cleanup involved with these options!

Take shortcuts. You can let someone else do the cooking for you and still have a partially homemade meal. For example, a rotisserie chicken can be used for several recipes or served as is with a simple side dish.

Chill out. When possible, opt for cold, no-cook foods such as sandwiches and wraps, green salads and pasta salads, hearty dips, cold soups, and smoothies.

Eat-in season. Take advantage of the peak growing season and plan meals around fresh produce. A snack board featuring raw fruits and veggies is easy to throw together and requires no cooking.



An easy way to pay rent and submit work orders.



Google Play Store



Apple Store

AC Filters



Every other month, your AC filters will be delivered to your door during the first full week of the month. If you need them between months, please submit a work order and they will be provided. Residents are limited to one filter a month. You must purchase filters if you require **more** than one a month. Filters are delivered in August, October, December, February, April, and June.

“It’s not selfish to love yourself, take care of yourself, and to make your happiness a priority. It’s necessary.”
-Mandy Hale



We would like to say THANK YOU for so many recent referrals for new residents!

Because we are a growing community it means that we are always in the mindset of renewals. Keep in mind that we will start contacting you about your renewals 90-120 days prior to the end of your lease and it must be completed a minimum of 60 days prior to the end of your lease. This ensures that we are compliant. You will be working with your Housing Coordinator when it is your time to renew. See page 2 if you do not know your Housing Coordinator. Please respond in a timely manner. Working together builds a stronger community.

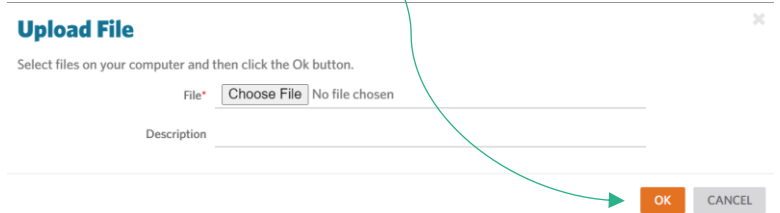
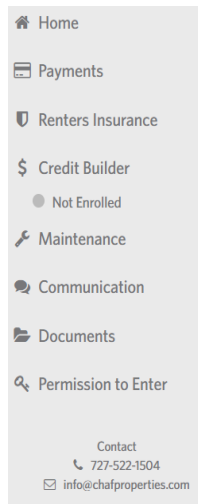
***Remember, if you are choosing not to renew your lease, please refer back to your lease.

Upload your Renewal Documents

1. **Log into your resident portal by visiting www.chafproperties.com and selecting pay rent at the top of the screen.**



2. **On the left-hand side, select the document tab.**
3. **Upload the documents.**



FLEX.

Pay Rent On Your Own

How do residents contact Flex with questions?

Residents can contact customer support directly within the app or by sending an email to help@getflex.com.

What are the resident qualifications to use Flex?

To be eligible, residents must:

- Have no outstanding rent balance.
- Have a minimum credit score.
- Have a valid debit card that has a history of deposits (no pre-paid cards).
- Be a current resident at a property that uses an active resident portal for rent payments.
- Must have funds in their account to cover the first installment payment before the 5th of the month.

How late can a resident sign up for Flex and still have their rent covered?

Residents who are approved by 5:00 pm ET on the 3rd of the month will be eligible for Flex rent payment for that month. If a resident signs up after the 3rd, they will be enrolled for the following month. For example, if a resident signs up by 5pm ET on June 3rd, they will be eligible to pay June rent via Flex. If they sign up on June 4th, they will be able to start paying rent through Flex in July.

What happens if a resident doesn't pay Flex back?

Flex takes charge of all customer repayment issues internally, including write-offs. For late repayments, Flex works with residents to develop payment plans to help them get back on track. While Flex does not continue to offer its services to users who have a past due balance when rent is due, users that repay their balance may be eligible to re-enroll. Residents whose repayment is past due more than 60 days will be reported as delinquent to the credit bureau. Flex processes all customer repayments and write-offs internally, never coming back to the property for repayment. However, residents can be put on payment plans to help them get back on track. Once the resident has zeroed out their balance, they will be eligible to reactivate with Flex.



Pest Control

Pest control services your apartment quarterly. If you need extra service for pest problems, let us know by Wednesday so we can get you service the following week. Pest control will assess the problem and work with you to resolve it. We want to ensure your home is pest-free.

NOTICE

**Please be a good neighbor
Be considerate with your noise levels**

In accordance with Pinellas County noise ordinance, CHAF observes quiet hours between 11 pm and 7 am. Residents are reminded that any violations of the noise provisions will be a violation of their lease agreement and are subject to non-renewal or early termination of their lease agreement. If you need to call in a noise complaint, call 727 582-6200.

Home Buying Classes

Next Class is Monday, August 28, 2023 - 6pm-7pm



Neighborhood Home Solutions (NHS) is a not-for-profit neighborhood revitalization and community development organization that was incorporated in 1980. NHS is an innovative organization quick to respond to the needs of the community and the clients in need of its services and advocacy.

Mission Statement:

To provide affordable housing and homeownership solutions to individuals and families.

1600 Dr. Martin Luther King Jr Street S

St. Petersburg, Florida 33701

727-821-6897

For more information email (info@nhsfl.org) or visit the website www.nhsfl.org to register for a class.