ONLINE MAINTENANCE REQUESTS THROUGH OUR ONLINE RESIDENT PORTAL

Public Housing, Affordable Housing, and HUD Multifamily Housing

HOMES FOR GOOD
HOUSING AGENCY

1 Login to your Homes for Good resident portal

2 On your homepage, select the "Maintenance Request" tile.
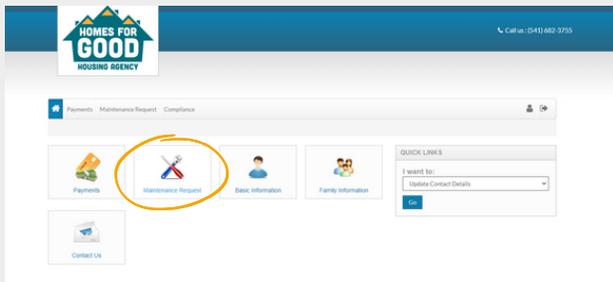
3 If you have no outstanding requests, there should be no maintenance requests on file.
To make a new request, click "submit maintenance request."
If you want to view your history, click "Request History" on the right.
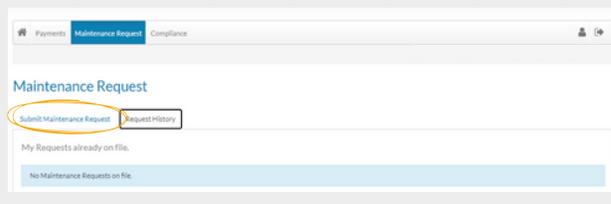
WHAT DO I INCLUDE IN A MAINTENANCE REQUEST?

Category:
Choose the category that best fits your request.

Categories include:
- Miscellaneous
- Appliance
- Electrical
- Plumbing

Description of Issue:
Describe the issue in full.

It can be helpful to add photos in the "Attachment" section, for additional information.

Access Instructions and Permission to Enter:
Indicate if there are particular instructions necessary to access your home.

You will also need to indicate if we can access your home without your presence.

Homes. People. Partnerships. Good.

SIGNING UP FOR THE HOMES FOR GOOD ONLINE RESIDENT PORTAL

Public Housing, Affordable Housing, and HUD Multifamily Housing

FAQS

WHY SIGN-UP?

Save Money & Time
- Pay from anywhere! There is no need to make a trip to pay your rent.
- Avoid mailing delays.
- Get instant payment confirmation & emailed receipts.

Choose your payment date
- Schedule which day your rent comes out of your account! Rent, however, is late if paid after the 7th.

One-time payments
- Make a one-time payment with a debit card, a credit card, or a checking or savings account.

ARE THERE FEES FOR PAYING RENT?

Checking or Savings Account payments are free
Credit Card a fee of 2.95% will be charged
Debit Card service fees are $3.95 per transaction under $999.99
$4.95 for transactions $1,000 to $1,999.99 and
$9.95 for transactions larger than $1,999.99
Walk In Payments services fees are $3.99

DO I HAVE TO SIGN UP FOR THE RESIDENT PORTAL?

While paying rent will not be required through our online resident portal, Homes for Good will be using the portals in the future for things like submitting paperwork, and maintenance requests. Getting familiar with the online portals will be helpful long term.

WHO DO I CONTACT FOR HELP?

If you need help, talk to your Property Manager, Assistant Property Manager, or Resident Services Specialist.

GETTING STARTED

HOW DO I GET STARTED?

1 Get your registration code from a Homes for Good staff member

2 Visit the portal for your property

Creview Villa
Laurelwood Homes
Lindeborg Place
Maplewood Meadows
McKenzie Village
Parkview Terrace
Pengra Court
Veneta Villa
Scattered Sites

portal.homesforgood.org

Abbie Lane
Firwood
Legion Cottages
Fourteen Pines
Village Oaks

ahportal.homesforgood.org

WHAT DO I NEED TO SIGN UP?

Information you will need to create an account:
- An email
- Social Security Number
- Phone number
- A secure password
- Your registration code (noted above)

Password Requirements
- A minimum of 10 characters long
- One lowercase letter
- One uppercase letter
- One number
- One symbol

VERIFYING A BANK ACCOUNT

Once you have registered in the portal you can go to "Payments" and add a Bank Account, Debit or Credit Card.

If you add a bank account you will need to verify your account. Yardi Systems will make a small deposit into your account which **may take 1-3 business days**. Check your bank account for a deposit labeled "Bank Verify". Log into your resident portal and click "Verify" and enter the deposited amount.