Financial Wellbeing Opportunities

CHW provides all residents free one-on-one financial counseling with our accredited financial coaches to address current financial concerns, and will provide resources to help with money management. Our financial coaches, Veronica Lagler and Ramon Uribe, are available and ready to help you.

Remember, you are not alone! We are here to support you and your family during these difficult times. To set-up a financial counseling appointment, you can reach the financial well-being team at residentsupport@chworks.org or give us a call 1-619-821-2560.

Follow us on Facebook

@chwparksatfiggarden

Food
Online EDD Assistance
Medical
Tutoring
Additional resources available.

Give us a call, we can help!

Resident Meeting
Join us for a virtual meeting
Date: September 16, 2020
Time: 6:00 pm.

For more information contact
Sylvia Rocha - Community Organizer
(559) 512-0597.

When You Can’t Find The Sunshine
Be The Sunshine

Please contact Sylvia Rocha at 559-512-0597 or email srocha@chworks.org
Our tutors are available to assist you with your child’s distance learning classes and homework.

Accepting New Students

The Study Stars Program offers:

- homework support
- math skill development
- reading & writing
- character development

For more information contact:

Sylvia Rocha
Community Organizer
Email: srocha@chworks.org
Phone: (559) 512-0597

Welcome back ENP volunteers

Study Stars Program

- **Location:** Virtual
- **Start date:** September 14, 2020
- **Time:** 3:00pm-5:30pm

Please contact Sylvia Rocha at 559-512-0597 or email srocha@chworks.org
Discount Programs

Learn about PG&E discount programs

California Alternate Rates for Energy Program (CARE). A monthly discount of 20% or more on gas and electricity. Participants qualify through income guidelines or if enrolled in certain public assistance programs.

Family Electric Rate Assistance Program (FERA). A monthly discount of 18% on electricity only. Must be a household with three or more people. Participants qualify through income guidelines.

CARE and FERA are PG&E discount programs that help eligible customers pay their energy bills. Simply complete the online CARE/FERA enrollment form.

For more information, please visit: https://www.pge.com/carefera

Low-Income Home Energy Assistance Program (LIHEAP)

Low-Income Home Energy Assistance (LIHEAP) can provide one payment per program year for electricity, gas, propane, wood or oil for eligible households.

To be eligible for LIHEAP and Energy Crisis Intervention Program (ECIP), applicants must:

- live in a low-income household
- have a valid social security card
- provide current income verification (pay stubs for the previous 6 weeks)
- present ID such as a driver’s license, California ID, and/or valid US identification
- provide all pages of current energy bill / 48-hour notice / shut off or provide a current receipt of wood, propane, home heating oil, or gas
- other documents not listed might be required

For more information, please visit: https://fresnoeoc.org/liheap/#eligibility

Discount Phone Service

The California LifeLine Program is a state program that provides discounted home phone and cell phone services to eligible households. The California LifeLine discounts help consumers lower the cost of their phone bills.

For more information, please visit: https://www.californialifeline.com/en

Please contact Sylvia Rocha at 559-512-0597 or email srocha@chworks.org
Dear Residents,

ConAm is always looking for ways to maximize your resident experience. We are excited to introduce **APTEXX**. **APTEXX** is an online, user and mobile friendly resident portal that allows YOU the ability to pay your rent, set rent reminders, process maintenance request and more with a click of your finger.

**To Sign-Up Please visit: parksatfig.aptx.cm**

Communication is key in running our community. In order to register for **APTEXX** and in an effort to lower the risk of potential exposure to the Coronavirus (COVID-19), we ask that you please provide our leasing staff with your updated contact information via email or by phone.

**Please Call or Email Today to Update Your Contact Information**
- Email: pfg@conam.net
- Phone: (559) 227-6785

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**RESIDENT PORTAL & PAYMENTS**

**Rent Reminders**
We get it. You have a lot going on. Get simple text and email reminders to help you stay on track.

**Simple Updates**
Keep track of payments and stay in-the-know. We’ll also send you a confirmation every time we get your payment.

**Pay Your Way**
Pay your rent with a debit card or your bank account.

**Security**
Aptexx uses the same security that banks use. Your payments are always secure.

**Communication**
Aptexx allows our community to effectively provide updates via text and email.

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To set up ACH (Payment through your bank account). All information needed is right on the front of your check. See sample below.
You must have your household phone number and email address updated with our community leasing team in order to register for Aptexx. Please call the office to update your contact information today.

**EASY TO REGISTER**

**STEP 1**
1. Enter Last Name
2. Enter Apartment Unit #

**STEP 2**
When your household name appears, click Register.

**STEP 3**
1. Enter your language preference
2. First/last name, email address, phone number and unit number.
3. Enter a 4-digit pin and click register.
4. Once submitted, you will receive an email/call verification code.
** Verify your account and your registration is complete.**
MAINTENANCE REQUEST

1. Login to the resident portal.
2. Select “Maintenance.”
3. Answer quick questions about your request.
4. Upload a photo if needed.
5. Submit your request.
6. We’ll let you know when it’s done!

NO DEBIT CARD! NO PROBLEM

APTEXX has partnered with NetSpend® to offer you a prepaid card solution to help you make your online debit card payments. Prepaid NetSpend has 130,000+ convenient reload locations. (Walmart, 7-11, CVS and more)

https://www.netspend.com/aptexx

THANK YOU

ConAm would like to thank you for your continued cooperation. We hope that APTEXX makes your daily routine as a resident easier!

Please feel free to reach out to our site staff for more information on APTEXX via phone: (559) 227-6785