Building Community During a Pandemic

As we soon begin another calendar season, we are reminded that for over half of the year we have remained at home, following social distancing guidelines. We continue to hold on to hope that we will soon go back to normalcy, or to how things used to be, while at the same time surprising ourselves with our resilience and discovering new ways of keeping a sense of community. I truly miss being out in the community with you. I would like to let you know that you are not alone, we are always here to help. I will be introducing new, adapted activities and I encourage you all to participate as we bring back a sense of togetherness during these uncertain times.

Community Activity: Submit your favorite food recipe

Pick a dish that's special to you. Something that deserves to be shared with the world and with your community. Submit your favorite family recipe to be included in our Community HousingWorks Community cookbook. This cookbook is being curated as a gift for our CEO Sue Reynolds, to thank her as she retires. Please fill out the areas below and return to Adriana at ahernandez@chworks.org by Monday, September 14.

Recipe Name:
Chef Name:
How many servings:
Total Time:
• Ingredients List (with measurements)
(Ex: 1 cup flour)
• Directions:

Why is this a favorite family recipe?

Photo of your family or your dish

NEW page for residents! For resources, monthly newsletters and more! Visit: https://chworks.org/for-residents

Opportunity begins with a stable home. Community HousingWorks provides and builds life-changing affordable apartment communities with resident-centered services for working families, seniors and people with disabilities to forge stronger futures.

Contact Us

Adriana Hernandez
Community Building Coordinator
(818) 732-9388
ahernandez@chworks.org
Virtual Office Hours:
Monday-Friday
9:00 am – 11:00 am
3:00 pm – 5:00 pm

Mayzet Flores
Community Manager
(818) 486-3951
haleyranche@chworks.org

Please protect one another from COVID-19

Wear a face covering and keep 6 feet apart from others in public

Nancy Deering, senior resident from Haley Ranch enjoys baking and would share her creative and delicious cakes at our community events.
Food Resources for Older Adults

If you are enrolled in the SD Food Senior Program you will continue to receive your monthly supply every 3rd Thursday of the month following a "no-contact" delivery at your doorstep. **Next Delivery is on Thursday, September 17th.**

If you have any questions or would like to enroll please contact Adriana at (818) 732-9388.

Visit [https://sandiegofoodbank.org](https://sandiegofoodbank.org) for additional food distribution events and locations.

For an emergency food distribution, contact Adriana at (818) 732-9388

Financial Well-Being

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 call us at: 1-619-821-2560.

Stay in touch! Contact Adriana Hernandez at (818) 732-9388 or ahernandez@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: parkviewterrace.aptxx.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
parkviewterrace@chworks.net
(858) 748-3523

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.

EASY TO REGISTER

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.

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.

Being a Resident Made Easy

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: (858) 748-3523