

Rent Payment Information

1. PAY IN PERSON:



305 W. Washington St. 1st Floor

Hours of Operations: Monday and Friday 8:30 a.m. to 5:00 p.m.
Tuesday – Thursday 12 noon to 5:00 p.m.

Cash, Check, Money Order, Credit Card, and Debit Card accepted

2. PAY BY PHONE



Call 602-262-6273

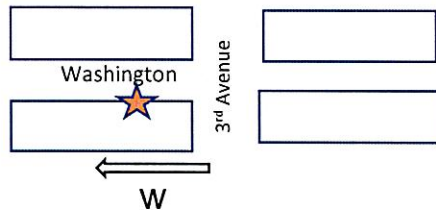
Hours of Operations: Tuesday – Thursday 8:30 a.m. to 12 noon

Credit Card and Debit Card accepted

Provide your Housing Account number when making payment by phone (located on Rent Statement)

3. DROP BOX LOCATION (NO CASH)

South Side Curb West of 3rd Ave on Washington Street



4. MAIL IN PAYMENT (NO CASH)



Phoenix Housing Department
P. O. Box 29105
Phoenix, AZ 85038-9105

REMINDER:

Each payment must include a payment coupon from your current Rent Statement. A Rent Statement will be mailed to you every month.

Please Make Check or Money Order Payable to:

Phoenix Housing Department

Rent Payment FAQ

- **When is my rent due?**
Your rent is due on the first day of each month and is considered late if not received by the fifth day of the month.
- **Late Fees**
A \$15 late fee will be assessed on the 16th day of each month to any account that has a balance of \$15.01 or more.
- **My rent statement is wrong, what should I do?**
Contact your property manager immediately to ensure any discrepancy is corrected, as you are responsible for paying your rent on time.
- **I lost my deposit slip, what should I do?**
Contact your property manager immediately for another deposit slip, as you are responsible for paying your rent on time. Do not mail your payment without a deposit slip.
- **How much is my security deposit and, if I have a pet, how much is my pet deposit?**
Your deposit is equal to one month's rent or \$100, whichever is greater. If you live at Sunnyslope Manor or Fillmore Gardens your deposit is always equal to one month's rent at move-in.

Some people may have different deposits on file with the Housing Department if you moved in under different rules. If you need clarification, contact your property manager.

A pet deposit is always required prior to bringing a pet onto the property. The pet deposit is \$100 or one month's rent, whichever is less. Payment arrangements can usually be made.

- **Can I pay my security deposit and rent at the same time**
Yes, you can pay your security deposit and rent at the same time. Ensure that your deposit slip reflects the amount you are paying.
- **What if I can't pay my rent this month?**
Contact your property manager immediately if you are unable to pay your rent. Depending on your payment history and occupancy standing, payment arrangements may be accepted.