



Re: Important Procedure Update



To: Residents

We are excited to inform you that we will be launching a new resident services system called **Rent Café** that will allow you to access a variety of features, including online rent payments (public housing residents only), online annual and interim recertifications, service requests and support to ensure a smooth transition for all residents.

Below are details on the **Rent Café** transition:

Who will use Rent Café? Residents, Landlords, and the Housing Authority County of Chester.

When will the Rent Café transition take effect? Residents will be able to access Rent Café as soon as they register.

Why are we switching to Rent Café? For you! Quicker response on annual and interim recertifications.

How will you learn how to use Rent Café? You may reach out to Housing Authority County of Chester at 610-436-9200

Be on the lookout: Registration Letters have been mailed out with information on how to sign up for **Rent Café**. Please **Do Not Discard** the registration letter without taking the actions indicated.

As always, we are here to assist you through this change.

Best regards,

Your dedicated team at the Housing
Authority of The County of Chester

