



Housing Authority of The County of Chester

Re: Important Procedure Update

Dear Resident,

HACC is introducing a “Digital Work Order Request Form” that will be used when requesting service for your unit going forward. A reasonable accommodation is available upon request. Please contact us at 610-436-9200.

To access the work order form, visit www.haccnet.net and fill in the required information (tenant name, phone number, location- select from the drop-down menu, apartment/unit#, nature of the request, and select the level of urgency from the drop-down box). ***Important*** You must click “submit” for the work order to be received.

What is considered a Maintenance Emergency?

- A maintenance emergency is defined as something that requires immediate attention. If left unresolved, the problem could result in injury, threaten one’s health, or cause serious property damage. Below is a list of circumstances that would result in an emergency maintenance request:
 - Fire - Flood - No Heat - No Hot Water - No AC - No Refrigeration
 - No Electricity - Toilet/Sink Clogged - Water Leak of Any Kind
 - Wellness Check - Escaping Gas - Lock Out of Unit - Toilet/Sink Overflow

In the event of a maintenance emergency after hours, please contact our Emergency Line at 1-800-376-1639

If you have maintenance requests that do not require immediate attention, please contact the Public Housing Manager or Assistant Property Manager, during normal business hours, M-F 8:30 a.m. to 4:30 pm.

Property Manager: 610-235-4527 Assistant Property Manager: 484-207-1409

If a life-threatening emergency occurs dial 911 immediately.

Again, to complete a work order form visit, www.haccnet.net or scan the QR code below.

Thank you for your attention to this matter,

Your HACC Management Team



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www.haccnet.org