

NEW Resident RENTCafé

What is Resident RENTCafé for Public Housing and Affordable Housing?

Resident RENTCafé is an online tool that allows Public and Affordable Housing residents to pay their rent, submit maintenance requests to HHA staff, review their resident ledger/rents, and update contact information without having to make unnecessary calls or visits to the Helena Housing Authority.

What is Resident RENTCafé for Local Housing Choice Voucher (HCV, previously Section 8) Residents?

Resident RENTCafé is an online tool that allows Local HCV residents to pay their rent, review their resident ledger/rents, and update contact information without having to make unnecessary calls or visits to the Helena Housing Authority.

INFORMATION YOU NEED PRIOR TO REGISTERING

- **Know your registration code.** The registration code consists of 11208-T used to register in the Resident Portal (RENTCafé). As a current resident, you should have received a registration letter with the code, if not you can call our main line at 406-442-7970.
- You must have a current email address. If you do not have a valid email address, you will need to create one

How do I register/create a new account?

To create an account/register, click on your program/property listed below:

- [Public Housing & Local Housing Choice Voucher \(HCV\)](#)
- [Affordable Rentals \(Roadrunner Residences\)](#)
- [Affordable Rentals \(Wilder Apartments\)](#)

Then, fill in the form with your contact information, making sure that all required fields marked with asterisks (*) are completed. You must verify that "you are not a robot" by CAPTCHA picture verification. Select all the images required and select "verify". Submit your request by clicking on the "Submit" button. Next, check that you have read and accepted the Terms and Conditions and click "Register".

I forgot my password. How can I recover it?

Click on the "Forgot Password?" link on the log in page and follow the instructions. A new password will be sent to the email you used to register. You can change your password by following the same steps.

I know my password, but still cannot log in. What can I do?

Your user account has most likely been locked as a result of too many unsuccessful login

attempts. Please contact us by emailing the appropriate department below to unlock your account.

- publichousing@hhamt.org
- hcv@hhamt.org
- roadrunner@hhamt.org / wilderapts@hhamt.org

Passwords are case sensitive. Make sure you log in with the correct password and Caps Lock is not locked.

Maintenance Requests

In cases of an **“Emergency” (example: fire or gas leak)**, please first contact the appropriate first responders (Fire Department, Police, or utility provider). For Public or Affordable Housing, please then contact HHA Maintenance on-call by dialing 406-442-7970 to speak to our receptionist during business hours or following the prompts during non-business hours. For Local HCV residents, please contact your landlord directly after reporting the problem to first responders. **Please do not simply submit an emergency maintenance request through an online portal. Please reach someone immediately by phone or seek help from a friend or neighbor.**

How do I submit Maintenance Requests?

If you are Local HCV participant, please contact your landlord directly.

If you are a Public Housing resident, please read the following instructions:

Maintenance Requests can be called in during normal business hours (8:30 a.m. to 5:00 p.m. Monday – Friday, except for weekends and HHA holidays) or submitted through the online RENTCafé.

When you use RENTCafé for maintenance requests, please follow the steps below:

- Please select a category (example: plumbing, electrical, repairs).
- Please select a subcategory (example: kitchen, living room, bedroom).
- Please provide a brief detailed description of the problem. When describing the problem, please first identify how severe the problem is so that we can best prioritize your request among all resident requests. For instance, review the options below and then start the description of the problem by first typing “Routine -” or “Urgent -”:
 - For example, you could choose to describe your request as **“Routine”**, meaning issues which do not require immediate attention and can be handled during

normal maintenance hours. **Examples of “routine” maintenance requests: changing a light bulb and drywall repair.**

- If your request is more **“Urgent”**, meaning issues which require expedited attention and are considered high priority, please describe it as “urgent”.
Examples of “urgent” maintenance requests: no heat, appliances or toilets are not working, and being locked-out of your unit.
- Once you save/submit the maintenance request, your site management will be notified. Please note that “urgent” maintenance requests will be addressed as soon as possible. “Routine” requests will be handled in the order in which they are received. Please also refer to the HHA Resident Charge List for the cost for services, if applicable.