

March 2023

Ms. Wilkes , Property Manager
Southwind Villas
8711 Newton Road
904-641-4533
Managed by Jacksonville Housing
JAXHA.org
Equal Housing, Handicap Accessible and Accessible

Join us at our monthly community meeting on Wednesday February 15,2023 @ 6:00pm. We will also be having a housekeeping workshop . Come gather easy tips on cleaning and maintaining your apartment .

Please visit our **Customer Service Survey** to give your feedback.
Maintenance Requests:
Submit your request online via **Rent Café**.
Your Property Manager, Dorian Wilkes, is available at the contact info shown above.

Customer Service Survey links to:
ALT Text and Hyperlinks:

<https://www.jaxha.org/customer-service-survey>

Rent Café links to:
<https://www.jaxha.org/rent-cafe>

Ways to report changes in income or composition
Required documentation can be either emailed or fax to:

SouthwindResidentDocuments@JAXHA.org or Fax 904-565-2653

Things to Remember

- RentCafé— make payments, schedule maintenance request , input email addresses, etc.
- Rent is due on the 1st day of each month.
- Late fees of \$35.00 occurs at 5:00 p.m. on the 5th business day.
- Report all household changes in income, family, etc. within 10 days.
- Job Plus : Go see the team at unit 71. Get assist with employment, childcare and many more opportunities to get you self –sufficient Tell them Ms. Wilkes sent you.
- NO blockages to any bedroom windows or water heater in the Storage Room.

Community Meetings— Every third
Wednesday at 3:30pm