

ATTENTION!!!

TENANTS & PROPERTY OWNERS

For your convenience and safety, Tyler Housing Agency is proud to offer our clients and property owners a free and secure online service called AssistanceCheck. This service allows you to view information about your assistance, contact us directly and update your case file, anytime of the day or night, saving you the time and trouble of onsite visits for appointments, delivering paperwork or even the task of contacting us via phone.

Some of the online services currently offered:

- **Update your contact information,**
- **Add, edit and remove family members and income sources,**
- **Complete Annual Reexaminations,**
- **Reschedule Inspections,**
- **View and Print required documents, and**
- **Send secure messages to Housing Agency personnel**

Tenants

- Update Family Income
- Update Family Status
- Request a Work Order
- Search Rental Listings

Create Tenant Account

Property Owners

- List a Rental
- Review Payments
- Reschedule an Inspection
- Review Inspection Information

Create Owner Account

In order to use AssistanceCheck, you must first create an account online at www.assistancecheck.com. Simply click on “Create a tenant account” using the PIN shown below and follow the instructions on the screen.

Your Personal Identification Number (PIN) is <<AssistanceCheck PIN>>

Please contact our office if you do not know your PIN.

Once you have completed creating your account please keep retain your account information and store in a safe place. You will be able to log in to access AssistanceCheck to make requests and check the status of your requests.

PLEASE NOTE: Due to the COVID19 pandemic, Tyler Housing Agency/ Neighborhood Services is requiring all tenants and property owners to utilize AssistanceCheck as the primary, electronic source of transmitting data/ information in lieu of paper and postal mail.

- **Existing tenants and property owners** must be in compliance by **September 30, 2020**.
- **New tenants and property owners** enrolled after **April 27, 2020** must be in compliance at the time of enrollment.