

HOW TO ACCESS YOUR TENANT PORTAL

Your tenant portal is an easy, convenient way to submit a work order request, check your rent balance or make a payment, update your information, and use secure document exchange—anytime, from any device.

GETTING STARTED

1 Request your one-time code

The first time you register, you'll need a one-time code. Email elainem@madisonha.com to obtain your code.

2 Go to the portal

Once you have your code, open the registration page to get started.

3 Register or log in

Enter your one-time code to register your account. After that, simply log in anytime with your username and password.

REGISTER OR LOG INTO YOUR PORTAL

www.pha-web.com/portals/family/1545



WHAT YOU CAN DO IN THE PORTAL

Submit a Work Order Request

Report non-emergency maintenance needs.

Check Rent Balance & Pay

View your balance or make a payment.

Secure Document Exchange

Send and receive documents safely.

Update Your Information

Keep your contact details current.

EMERGENCIES & URGENT REPAIRS

For an emergency, call 911. If you smell gas, leave immediately and call PSE&G at 800-880-7734.

For emergencies that do not require 911 or PSE&G—such as a major leak, no heat or hot water during cold months, or anything that poses danger to people or property—please call:

OFFICE (BUSINESS HOURS)

973-377-0258

EMERGENCY LINE (AFTER HOURS)

866-597-6919

Please use your tenant portal for all other (non-emergency) work orders.