



SCOTT COUNTY CDA CURRENT HOUSING PARTICIPANTS – PROJECT BASED FREQUENTLY ASKED QUESTIONS

When is my rent due and how do I pay?

Rent is due on the 1st of the month and a late fee of 8% is charged for rent not paid by the 5th of the month. We do not accept cash or credit cards but you may pay by check or money order.

You may drop off your rent payment at our office in Shakopee in the secure drop box outside the CDA's office. If you pay by mail, the CDA is not responsible for mail delays. Our address is:
323 Naumkeag St S
Shakopee, MN 55379

What is considered a maintenance emergency?

A maintenance emergency is any problem that could result in personal injury or property damage if it isn't fixed right away. Some examples include:

- No heat
- No hot water
- Broken pipes
- Sewer backup
- Refrigerator doesn't work
- If you have only one toilet and it is still plugged after plunging ([here is a video](#) about how to plunge a toilet!)
- No electricity in the entire unit

If you aren't sure if your request qualifies as an emergency, please call us. We're here to help! For other emergencies:

- If there is a fire, call 911 first. When it is safe to do so, please call the emergency line at [1-888-878-7932](tel:1-888-878-7932).
- Carbon Monoxide: Get to fresh air and call 911, then when it is safe to do so, call the emergency line [1-888-878-7932](tel:1-888-878-7932). Here is a [link](#) with more information about carbon monoxide from CenterPoint Energy.
- Natural Gas: Leave on foot and once to a safe location, and then call 911 and then call Center Point Energy [612-372-5050](tel:612-372-5050). Then when it is safe to do so, call the emergency line [1-888-878-7932](tel:1-888-878-7932). Here is a [link](#) for CenterPoint Energy and additional information if you smell natural gas.

What do I do if I have a maintenance emergency?

Call the CDA office [952-402-9022](tel:952-402-9022) and put in a work order with the receptionist. If it's outside of normal business hours, please call [1-888-878-7932](tel:1-888-878-7932).

What do I do if I have a maintenance emergency but the office is closed?

Please call [1-888-878-7932](tel:1-888-878-7932)

Provide the operator with your name, address of your unit, phone number, and a brief description of the maintenance emergency. A maintenance technician will return your call shortly.

Something needs to be fixed in my unit but it's not an emergency. What do I do?

Call the CDA office [952-402-9022](tel:952-402-9022) and put in a work order with the receptionist.

If something in your apartment isn't working, please let us know. We know that things break, and we're here to help. Our staff of maintenance technicians will be happy to make the repair.

How do I report changes in my income?

If your household changes, you are required to report this in writing within 10 days to the CDA. Please complete the [Household Change Form](#) and mail or fax it to us.

Scott County CDA
323 Naumkeag St.
Shakopee, MN 55379

Fax:
952-496-2852

How do I add or remove a household member?

If your household changes, you are required to report this in writing within 10 days to the CDA. Please complete the [Household Change Form](#) and mail or fax it to us.

Scott County CDA
323 Naumkeag St.
Shakopee, MN 55379

Fax:
952-496-2852

How do I give my notice to move out?

You are required to give a notice in accordance with your lease. Please put your notice to move out in writing and send to us at the information below.

Scott County CDA
323 Naumkeag St.
Shakopee, MN 55379

Fax:
952-496-2852

I'm thinking about buying a home. Do you have help for first-time homebuyers?

Yes, we do! Scott County CDA provides a 12-hour Homebuyer Education Workshop that helps prepare interested first-time homebuyers for homeownership. Participants work on budgets, how to navigate the steps of a mortgage, and setting goals to transform the dream into reality. Learn more by clicking [here](#).

What if I am a survivor of domestic violence?

Please call 911 if you have immediate concerns over your safety. If domestic violence is impacting your current housing situation, [click here](#) to learn about your rights, and call your Housing Specialist for further guidance at [\(952\) 402-9022](tel:952-402-9022). Our hours are Monday-Thursday from 8:00 am to 4:15 pm and in the summer months our Friday hours are 8:00 am. to 11:15 am.

Southern Valley Alliance is a local organization with resources and information, and we invite you to visit their website [here](#).

I've heard that there are programs to help my family with increasing our income. Where would I find more information?

The Family Self-Sufficiency Program was established to assist current Housing Choice Voucher holders to become self-sufficient and meet their goals. The program helps participants to set up an escrow savings account that will be used to reach their goals, such as a down payment on a home, reliable transportation, repayment of student loans, etc. Learn more about this by clicking [here](#).