

A stylized illustration of a building facade. The upper portion features a grid of windows: a left section with 4 columns and 4 rows of windows, and a right section with 4 columns and 3 rows of windows. The bottom section is a solid dark blue base with two white rectangular openings. The entire illustration is set against a light blue background.



# Neighbors

[illegible]



# Do Not Let the Bed Bugs Bite!!!!

Infestations of **bed bugs** begin when the **insects** are carried in on a person's clothing or possessions. A hotel, a movie theater, a restaurant—or a **friend's home**—are all potential sources from which **bed bugs can** hitch a ride into your own home.

## Can I get bed bugs by walking in a place that has them?

Visiting a home with bed bugs, they may latch on, but then what? You might go home, to a car, on a bus, to another home, it all depends. If you do not go straight home, it's more likely those bugs end up elsewhere. Either way, it is significantly more likely that you get bed bugs if you sit down for coffee or sleepover than if you just pass by.

## Quarantining Your Home

It may not seem very hospitable to withhold social invitations to friends who have bed bug problems, but it is actually a very logical reaction and one that may help keep your home free of the insects. You need not ban your friends from your home forever or disassociate with them completely, but it's wise to avoid visiting one another's homes until the infestation is completely eliminated. If your friends have done their homework, they will completely understand your reluctance and not want to put your home at risk. If you do want to meet up with friends who have a bed bug problem, meet them at a coffee house or restaurant rather than at either home.

## Avoid Locations Known to Have Bedbugs

Temporarily declining invitations to visit any home (or any other building) that has a bed bug problem is simply smart. Bed bugs earn their common name because they are frequently found on bed mattresses, but they can also be found on sofas and other upholstered furniture—especially if the building has faced an extensive infestation, or if the furniture comes from a second-hand store without being inspected and treated for possible bed bugs. Bed bugs are extremely mobile and can easily move between pieces of furniture or into nearby suitcases, backpacks, or clothing left on the floor or draped over an infested chair or couch. It is remarkably easy to transport bedbugs into your home without knowing it.

## Education is the Best Defense

Bad information is always running rampant. Get your information from people that know. If you have questions or concerns about Bed bugs, contact the Pest Control Coordinator at 301-733-6911, Ext 132



## FREE CLASSES! FINANCIAL EDUCATION SERIES

Financial Education Partnership-Washington County has partnered with Hagerstown Housing Authority to offer FREE on-line classes to help members in our community to take charge of their finances

Topics include:

November 18, 2020: Your Credit Matters!

December 16, 2020: Identity Theft & Scams

January 20, 2021: Conquering Debt

To register or for more information, contact  
Kelli at 301-733-2371 ext. 107  
kelli@reachofwc.org

Financial Education Partnership-Washington County is a collaboration of:



Register Today!

6:00 - 7:00 pm

Building Credit

Protecting Your  
Identity

Managing &  
Paying Off  
Debt

Location:  
Classes will be held  
via Zoom  
To register, email  
kelli@reachofwc.org

## Office Closings

The office will be closed January 1st  
and January 18th

Washington County Health Department  
is offering Hagerstown Residents:

**FREE COVID-19 TESTING**



Washington County  
Health Department  
1302 Pennsylvania Ave,  
Hagerstown, Md 21742  
Washcohealth.org  
Facebook.com/WashHealth  
Email:  
wash.health@maryland.gov



Hagerstown Housing  
Authority  
35 W. Baltimore Street  
Hagerstown, Md 21740  
hagerstownha.com  
Phone: 301.733.6911

Washington County Health Department and the Hagerstown Housing Authority are working together to hold a **FREE DRIVE-THRU & WALK-UP COVID-19 TESTING CLINIC** for area residents. The tests used are the quick nasal swab that takes about 15 seconds to administer. You do not need to have a doctor's referral to be tested.

**Testing Site:** Potomac Towers  
(Maintenance Lot-next to the CW Brooks Building)  
35 W. Baltimore Street  
Hagerstown, Md 21740

**Date:** Starting November 2nd every Monday,  
Wednesday, & Friday

**Time:** 9:00 am - 2:00 pm (no appointment  
needed)

**Questions:** wash.health@maryland.gov

**PLEASE FOLLOW SOCIAL  
DISTANCING & MASK  
GUIDELINES WHEN  
PARTICIPATING AT THIS TESTING  
SITE**

## **Who Should I Contact and How Can They Be Reached?**

Due to COVID 19 and the necessity of limited in person appointments and walk-in services, the Hagerstown Housing Authority apologizes for any frustration you may have had in contacting staff and completing your business. HHA wants you to be served in an efficient and timely manner. Please help us do so by contacting the appropriate staff who can best serve you.

### **Security Department**

Please direct all complaints regarding lease violations to the Security Department. They are available not only during patrol hours, but also Monday – Friday from 8 am - 4:30 pm. You may call the Security Supervisor number, 301-730-2096 or Helen Distefano, 301-733-6911 x 154. You may also report a concern at the Housing Authority's website, [hagerstownha.com](http://hagerstownha.com). Click on "Report a Concern".

### **Maintenance Department**

Please contact Maintenance at 301-733-6916 for all work order and exterminator service requests.

### **Housing Department**

Please direct all questions regarding changes and recertifications directly to your Housing Processor via phone or email.

Stephanie Palmer – 301-733-6911 ext. 179 or [spalmer@hagerstownha.com](mailto:spalmer@hagerstownha.com)

Tamiann Nelson – 301-733-6944 ext. 122 or [tnelson@hagerstownha.com](mailto:tnelson@hagerstownha.com)

### **Resident Services Department**

If you need assistance with accessing community resources and programs, the Family Self-Sufficiency (FSS) Program, or have issues regarding the intercom or key card system, please contact the Resident Services Department.

Dianne Rudisill – 301-733-6911 x125 or [drudisill@hagerstownha.com](mailto:drudisill@hagerstownha.com)

Deena Holder – 301-733-6911 x163 or [dholder@hagerstownha.com](mailto:dholder@hagerstownha.com)

Heather Nutter – 301-733-6911 x170 or [hnutter@hagerstownha.com](mailto:hnutter@hagerstownha.com)

Trey King – 301-733-6911 x171 or [tking@hagerstownha.com](mailto:tking@hagerstownha.com)

Tacy Myers (FSS) 301-733-6911 x157 or [tmyers@hagerstownha.com](mailto:tmyers@hagerstownha.com)

Kelly Mills-Thompson (FSS) 301-733-6911 x158 or [kmthompson@hagerstownha.com](mailto:kmthompson@hagerstownha.com)

Pamela Schnebly (FSS) 301-733-6911 x167 or [pschnebly@hagerstownha.com](mailto:pschnebly@hagerstownha.com)

If you choose to contact staff via phone, it is important for you to leave a voicemail. Your message is converted into an email and it can be accessed wherever staff may be working. Please expect a response within 48 hours.

We also encourage Residents to sign up at our website, [hagerstownha.com](http://hagerstownha.com), for Rent Café. This tenant portal will allow you to report changes and upload documents directly via the internet. You can also use the portal to pay rent, report Maintenance work orders, or request special extermination services.



# FROM MAINTENANCE



## MAINTENANCE INSPECTIONS JANUARY 2021 – FEBRUARY 2021

### BEGIN AMP 2 – WALNUT TOWERS

Tuesday, January 5	11 S. Walnut St	101 - 116
Friday, January 8	11 S. Walnut St	201 - 216
Monday, January 11	11 S. Walnut St	301 - 316
Tuesday, January 12	12 S. Walnut St	201 - 216
Tuesday, January 19	12 S. Walnut St	301 - 316
Friday, January 22	12 S. Walnut St	401 - 416
Monday, January 25	12 S. Walnut St	501 - 516
Tuesday, January 26	12 S. Walnut St	601 - 616
Friday, January 29	12 S. Walnut St	701 - 716
Tuesday, February 2	12 S. Walnut St	810 - 816

### BEGIN AMP 4 – POTOMAC TOWERS

Friday, February 5	11 W. Baltimore St	101 - 113
Monday, February 8	11 W. Baltimore St	201 - 217
Tuesday, February 9	11 W. Baltimore St	301 - 317

### January Pest Control Schedule

01/06/2021 PT: 701-708, 814-832	01/07/2021 WTB: 101-113
01/13/2021 PT: 801-813, 904-917	01/14/2021 WTB: 114-116, 201-210
01/20/2021 PT: 901-903, 1001-1017, 1111-1117	01/21/2021 WTB: 211-216, 301-307
01/27/2021 PT: 1101-1110, 1201-1217	01/28/2021 WTB: 308-316



### Heating Season

Before you call Maintenance for service this heating season, make sure the room temperature is below 66 degrees. The room temperature must drop to 66 or below for the heat to come on. If the temperature in your unit is 66 degrees or above and you call for service, you will be charged for the call. Overtime callouts are very expensive and you can avoid these charges (minimum of \$97.08) by checking the temperature before you call. Do not force the thermostat beyond the limit on the dial. Broken thermostats are charged to the resident. Keep your windows locked. This provides a much better seal & reduces air leakage at windows.

Remember, using your oven or stove as a heat source is dangerous and a lease violation. This not only poses a serious health risk to you but will also result in damage to your appliance (melted knobs) for which you will be charged.

### Slippery When Cold

Please use caution when traveling outside of the building during the extreme cold days of winter. Periods of sun cause the snow/ice to melt and then refreeze later creating instant patches of ice. Take the extra time to avoid such areas for your safety.

