



# AROUND AND ABOUT GATEWAY CROSSING COMMUNITY NEWSLETTER

Email questions or concerns to Rebecca Counsellor at  
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## Emergency Rental Assistance Program

**Do you need assistance paying your rent or utility bills?**

**APPLY TO SEE IF YOU QUALIFY!**

In partnership with Community Action Council, The Hagerstown Housing Authority and Gateway Crossing streamlined an opportunity for residents who are behind on their rent due to being affected by the COVID—19 Pandemic.

If you are a resident in need of assistance from the Emergency Rental Assistance Program, please contact Gateway Crossing to schedule an appointment to pick up an application. Using The Housing Authority/Gateway Crossing application will speed up the application process.

## IMPORTANT PARKING NOTICE

A parking notice was mailed to tenant's who park within Gateway Crossing's private parking lots. Please contact the office to schedule a time to register our vehicle. If you continue to park in one of the private parking lot areas without a registration, you may receive a parking citation.



## DAYLIGHT SAVINGS TIME ENDING

On Sunday November 7, 2021 at 2:00 AM, clocks will turn

**Gateway Crossing Management Office will be closed on:**

Veteran's Day– November 11th

Thanksgiving– November 25th & 26th

Christmas Holiday– December 23rd & 24th

New Years holiday– December 30th



Gateway Crossing website address is: [www.hagerstownha.com](http://www.hagerstownha.com)

## IMPORTANT ANNOUNCEMENT!

### Gateway Crossing Newsletters

Beginning January 2022, the Gateway Crossing Quarterly Newsletters will be strictly electronic. The newsletter will be issued on the following platforms:



- Your Resident Portal on Rent Café
- The Housing Authority's website
- Facebook at Hagerstown Housing Authority

### Resident Portal

If you have not done so already, you must register with the Online Resident Portal. Please contact the Gateway Crossing office for your specific registration code.

### Rent Statements

If you have not completed your annual recertification, a rent statement will not be mailed. Please be sure to attend your annual recertification in a timely manner so you will receive your rent statement.

### Correspondence from Gateway Crossing

Correspondence generated from our computer system have a new header reading The Hagerstown Housing Authority. Nothing else has changed except the letterhead. Some letters, rent statements, etc. will have The Hagerstown Housing Authority logo and address.

### Report a Concern

**We want to hear from you!**

Improving neighborhoods starts with communication. You can help by telling us what issues affect you. We regularly review the information gained from this form to address concerns.



**If you have an emergency, call 911!**

If you have a situation that requires timely police assistance please call HPD's non-emergency phone number at 240.313.4345

If your concern or information is *not* within the Hagerstown Housing Authority's properties, please inform the law enforcement agency in that jurisdiction.

Please visit [www.hagerstownha.com](http://www.hagerstownha.com) to report your concern online.

### Resident Notice Regarding COVID-19

For the continued safety of residents, staff and the other agencies, everyone must continue to wear a mask when entering our building. We are continuing to meet residents **by appointment only** so please call the office to schedule an appointment prior to coming to the management office.

## Pest Control Schedule



### October 2021

Week 1 - Phase 1 - 151 to 281 Ross, 902 to 947 Lanvale  
Week 2 - Phase 1 - 953 to 1025 Lanvale, 201 to 250 Buena Vista  
Week 3 - Phase 1 - 251 to 281 Buena Vista, 902 to 1002 Main  
Week 4 - Phase 2 - 1006 to 1018 Main, 941 to 989 Main, 311 to 361 Chessie 310, 350, 360 Buena Vista, 913 to 929 Ross

### November 2021

Week 1 - Phase 2 - 931 to 990 Ross  
Week 2 - Phase 3 - 1017 to 1037 Westport, 901, 903, 907, 909 Ross, 801 to 827 Main  
Week 3 - Phase 3 - 829 to 845 Main, 265, 267, 271, 273 S. Burhans, 701 to 812 Lanvale  
Week 4 - Phase 3 - 103 to 181 Summer, 25 to 53 Elgin

### December 2021

Week 1 - Phase 4 - 1030 to 1068 Ross  
Week 2 - Phase 4 - 1070 to 1084 Ross, 348 to 368 Merrbaugh, 400, 401 Gandy Dancer  
Week 3 - Phase 4 - 121 to 182 Merrbaugh, 331 to 347 Merrbaugh  
Week 4 - Phase 4 - 3 to 120 Merrbaugh and 1203 W. Washington St.

## John Davies – Employee of the Quarter

John Davies, Occupancy Administrator, recently received Employee of the Quarter at the Hagerstown Housing Authority. John has been a valued employee of the Housing Authority for over 26 years. During his time of employment, he has helped thousands of families find housing within the properties owned and operated by Hagerstown Housing Authority.

Most recently, a fellow employee wrote:

*I'd like to recommend John Davies as our 'Employee of the Quarter'. During the past few months, I've worked much closer with this gentleman than I have in recent, largely due to our assistance with cold calls. Each time we meet prior to or after a move-in, he not only directs towards me quality assurance questions (state of the unit, resident satisfaction/concerns, etc.), but he always takes the time to answer questions that I have pertaining to the occupancy process. His thoroughness is uncanny, especially given his current workload. I have also appreciated his increased communication with our department and timeliness. Most importantly, which perhaps I admire most, is that John still, after his many years here and of serving others, genuinely wants to do his very best to start our residents journey off on the right foot.*



**If you see John out and about, please take the time to congratulate John on his most recent well-deserved award.**



### Property Standards Section XIV– Snow and Ice Removal:



Residents are responsible to remove snow and ice from walks, steps and porches leading to the unit. Residents sharing a walk shall clear their half or share the responsibility.

This means any and all sidewalks to your unit, with the exception of the front public sidewalk running parallel with the front streets, is the responsibility of each resident.

The Hagerstown Housing Authority (Gateway Crossing) does **NOT** treat for or remove snow and/or ice on any walkways in the rear of the units. And we do **NOT** treat for or remove snow and/or ice in the front of your unit except for the public sidewalk that runs parallel to the front streets.

### **VIDEO DOORBELLS**

For clarification to the Gateway Crossing Community; Video Doorbells are permitted in the family communities if not permanently affixed to the siding or brick, and do not 1) record audio or video in common areas; 2) alert emergency responders to a breach of safety or security; 3) disrupt the right to quiet enjoyment of neighbors.



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