

Family Neighbors

The Hagerstown Housing Authority is committed to providing quality, affordable house in a safe environment. Through partnership with our residents and other groups we will provide opportunities for those we serve to become self-sufficient.



To associate on neighborly terms ♦ To be friendly ♦ Persons who live near others

January 2021

Happy New Year 2021

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. 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

Tamiann Nelson – 301-733-6944 ext. 122 or 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

Deena Holder – 301-733-6911 x163 or dholder@hagerstownha.com

Heather Nutter – 301-733-6911 x170 or hnutter@hagerstownha.com

Trey King – 301-733-6911 x171 or tking@hagerstownha.com

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

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

Pamela Schnebly (FSS) 301-733-6911 x167 or 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, 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.

Numbers to Know

Key Holders

Noland Village

Pam Felton

1064H Noland Dr.
240-310-8446

Frederick Manor

Jennifer Colvin
624 Adams Ave.
240-452-6155

Parkside/Douglass/Scattered Sites

Monique Broadus
406 Suman Ave.
240-291-4684

Hagerstown Housing Central

301.733.6911

Maintenance Department

301.733.6916

Security Supervisor

301.730.2096

Resident Services Department

Dianne Rudisill ext. 125
Deena Holder ext. 163
Heather Nutter ext. 170
Tacy Myers ext. 157
Kelly Mills-Thompson ext. 158
Pam Schnebly ext. 167

Trey King ext. 171

Resources

Child Protective Services

240.420.2100

Narcotic Task Force

301.791.3205

Non-Emergency Police

240.313.4345

Poison Control Center

800.222.1222

USDA Hotline

888.674.6854

Adult Protective Services

240.420.2155

HUD: Fair Housing

1.800.669.9777

Please remember Community Buildings are still closed at this time



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:

January 20, 2021: Conquering Debt

February 17, 2021: Budgeting

March 17, 2021: Your Credit Matters!

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

Budgeting

Improve Your
Credit

Managing &
Paying Off
Debt

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

Washington County Health Department
is offering Hagerstown Residents:

FREE COVID-19 TESTING



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: Every Monday, Wednesday, & Friday

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

Questions: wash.health@maryland.gov

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

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

FROM MAINTENANCE

Heating Season

Heating levels that will be maintained in the family communities are from 66 degrees to 68 degrees. Your thermostat has a built-in thermometer that will tell you if the proper heating levels are being maintained in your home. Before you call Maintenance for service on your heating system, take a minute to look at your thermostat. The bottom portion is the thermometer. If the temperature in your home 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 \$95.58) 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 source of heat is dangerous and a lease violation. The misuse not only poses a serious health risk to you and your family but will result in damage to your appliance for which you will be charged.

Smoke Detectors

Your home is equipped with smoke detectors that are powered by electricity and battery back-up in the event of a power outage. If the detector "beeps" frequently this could indicate the need for a new battery. Call the Maintenance Department at 301-733-6916 to install this battery for you at no charge. Any other smoke detector problem is also a job for maintenance.

**Please do not tamper with the smoke detector. If you break the smoke detector, you will be charged for both a replacement detector and a tampering fee of \$25.00. Tampering with smoke detectors is a lease violation and will be reported to Housing.*

Cable Trippers

If you have TV or telephone cable crossing stairs or walkways, please remove them immediately. Per your lease agreement, cables are not permitted to be run in a manner that may cause a tripping hazard. Cables are to be fastened to the baseboard and door frames by use of cable tacks ("U" shaped tacks). Cables are to be run up and around door frames and NOT across walkways. If you could trip over it, then it is improperly installed.

Improperly installed cable will be removed by maintenance and the cost charged to the tenant. New or existing cable will not be re-installed causing you the loss of use of the TV or telephone served by the

cable. Avoid this major inconvenience by properly installing your cable now.

Holiday Decorations

Now that the holidays are behind us, please make sure you remove your decorations prior to the end of January. Any tape, tacks or nails used to mount lights need to be removed as well as spray snow on windows.

Remember never to run electrical cords through closed windows or doors. This pinches the cord and can cause a fire. The Authority appreciates your cooperation in maintaining the appearance of our communities.

Ice and Snow Removal

A major concern during winter is the clearing of ice and snow. Residents in the family communities are responsible for promptly clearing ice and snow from the front and rear sidewalks leading to their units. Residents who fail to promptly clear their walks will be charged when the Maintenance Department must perform the work. The maintenance crews get to the public walks as soon as possible.

Residents are responsible to remove snow and ice from walks, steps and porches leading to the unit. This means any and all sidewalks to your unit except for the front public sidewalk, which is the sidewalk that runs parallel to the front streets, is the responsibility of each resident. The Hagerstown Housing Authority does NOT remove snow and/or ice or treat for snow and/or ice on any walkways in the rear of the units and do NOT remove snow and/or ice or treat for snow and/or ice in the front of your unit except for the public sidewalk that runs parallel to the front streets.

Ice scrapers are a much cheaper method of removing ice from walks than are chemicals. In addition, the extensive use of chemicals such as salt may damage the concrete making repairs necessary. Salt will damage next spring's grass and flowers as the melting ice carries it to the root systems. If you must use salt, clean it up once it has done its' job.

Residents should exercise good judgment in placing the snow that they remove from the walks. Never throw it out into the streets or courts. Never place it where your neighbors or the Maintenance Department will have to move it again. Please do not allow your children to cover up cleared walks. The better you fulfill your responsibilities, the better we will be able to perform ours.

BULK TRASH PICKUP SCHEDULE

You may have your bulk items picked up on the following days of each month:

1st Thursday: Noland Village, Courts 1, 3, 5 & 7

2nd Thursday: Parkside Homes and Douglas Court

3rd Thursday: Noland Village, Courts 2, 4, 6 & 8

4th Thursday: Frederick Manor

Please set your items out after 8:00pm the night before your scheduled day and have them on the curb prior to 8:30am on your scheduled pickup day. This schedule will be strictly followed. Any bulk items set on the curb on days other than those listed for your community will result in a charge (\$60.00) to the resident. Scattered Site locations will be expected to observe the bulk pickup days published by the City of Hagerstown. Check the newspaper or call the City for dates.

*Due to the New Year's Day Holiday there will be no city trash collection on January 1. Normal Friday collections will be delayed one day

Don't 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 don't go straight home, it's more likely those bugs end up elsewhere. Either way, it's 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

Need to Contact Department of Social Services? Here is how?

Marylanders can file for financial assistance online at:
<https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>

Washington County residents can email: washington.verify@maryland.gov to check the status of their case, ask questions or submit verifications.

Marylanders can file for child support online at
<https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>

Washington County residents can email: washingtoncounty.childsupport@maryland.gov to check the status of their child support case ask questions or submit verifications.



Office Closings

The Housing Authority will be closed January 1st in observance of New Year's Day and on January 18th in observance of Martin Luther King Jr. Day.

Exterminator Schedule January 2021

1/6/2021	Noland Village Ct 7 1060-1068 & Court 8 1053-1061
1/13/2021	Frederick Manor- 600-635 Adams Ave, 633-657 Fred St, 600-612 Hayes Ave
1/20/2021	614-681 Hayes Ave
1/27/2021	200-207 Hayes Ct, 201-203 Rowland Ave, 200-236 Taylor Ave.



Hagerstown Housing Authority
35 W. Baltimore Street
Hagerstown, MD 21740



<https://www.facebook.com/hagerstownhousing/>