

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

September 2021

Congratulations to Robin Kelley, Family Self Sufficiency Graduate

Hagerstown Housing Authority congratulates recent Family Self-Sufficiency (FSS) graduate **Robin Kelley!** Robin was dedicated and worked very hard toward the accomplishment of her FSS goals which included, obtaining and maintaining employment, improving credit, researching Home Ownership, and furthering her education by attending numerous Financial Literacy workshops. Ms. Kelley worked hard to build an escrow savings account throughout her FSS contract with the Housing Authority and plans to use this toward a future goal of Home Ownership. Hagerstown Housing Authority commends Ms. Kelley on her achievements!



IMPORTANT ANNOUNCEMENT

Newsletters Will No Longer Be Mailed

In an effort to go paperless, as of October, the Family Newsletters will no longer be printed and mailed out to our residents. Instead, you will be able to access the newsletter each month on the following platforms:

- 1. HHA website at hagerstownha.com**
- 2. Facebook at Hagerstown Housing Authority**
- 3. Your tenant portal on Rent Cafe`**
- 4. Bulletin Boards outside your communities Community Building**

For those residents that are unable to utilize these methods, please contact Resident Services to be added to an email list to receive monthly. These methods are not only cost saving and environmentally friendly, but they will assist with encountering delays with the mail delivery service.



Positions Available: Homework Club Tutors & Lead Staff

The Parkside Pals Homework Club is looking for **tutors and a lead staff** for their Afterschool Homework Program. The Club provides children grades K-3rd with assistance with homework and engages them in other educational activities.

Paid Work hours should generally be Monday – Thursday from 4:30-6:30 PM until the end of the school year (June).

Interested applicants can contact Dianne Rudisill, Director Resident Services at drudisill@hagerstownha.com or via phone at 301-733-6911 x125 or Deena Holder, Assistant Director of Resident Services at dholder@hagerstownha.com or via phone at 301-733-6911 x163.

Emergency Rental Assistance Program

Do you need assistance paying your rent, utility bills, and more?

APPLY TO SEE IF YOU QUALIFY!

Need Help Paying Your Rent Due to COVID?

In partnership with Community Action Council, The Hagerstown Housing Authority has 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 (ERAP), *PLEASE CONTACT HHA FIRST* for an application. This will simplify and quicken the process for you!



FREE CLASSES! FINANCIAL EDUCATION SERIES

Financial Education Partnership-Washington County offers FREE monthly on-line classes to help members in our community to take charge of their finances

Topics include:

September 15, 2021: "Your Credit Matters!"

October 13, 2021: "Earn It, Plan It, Keep It"
(Creating a budget)

November 10, 2021: "Daily Money Management"

To register or for more information, contact
Ladetra at 301-733-2371 ext. 105
ladetra@reachofwc.org

Financial Education Partnership-Washington County is a collaboration of:



Register Today!

6:00 - 7:00 pm

Build/Rebuild
Your Credit

Planning Your
Finances

Opening a Bank
Account

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

Resident Advisory Board

Open Positions on The Resident Advisory Board

A Resident Advisory Board (RAB) allows Section 8 and Public Housing residents to make recommendations for the Authority's plan. The RAB has a representative from each Housing Authority community and two representatives from Section 8. Each representative will hold a three-year term. The RAB meets quarterly with the Housing Authority. The purpose of the RAB is to advise their respective community and to provide input to the Housing Authority of:

- *Capital Improvements
- *Resident Functions
- *Housing Concerns
- *Changes to Policies and Procedures
- *Make recommendations to the Housing Authorities Annual & 5 Year Plan
- *Homeownership
- *Discuss & approve the use of Tenant Participation Funds
- *Conduct/Promote Activities to Promote Self-Sufficiency

We currently are accepting interest inquiries for representatives from Noland Village, McCleary Hill, Section 8, & Gateway Crossing. If you are interested in serving on the RAB or know someone you feel would be a good candidate, please contact: Dianne Rudisill, Director of Resident Services at 301-733-6911 ext. 125 (drudisill@hagerstownha.com) or Deena Holder, Assistant Director of Resident Services at 301-733-6911 ext. 163 (dholder@hagerstownha.com).

First Day of Fall

**Wednesday, September
22nd**

Congratulations Graduate!

The Hagerstown Housing Authority would like to congratulate our own Heather Nutter on her graduation. In May, Heather completed her Bachelor of Arts in Social Work, graduating Cum Laude, from Salisbury University. She was able to earn Dean's List honors each semester she attended. However,

Heather's education is not ending there. She is currently enrolled in the Master of Social Work degree at Salisbury University. She hopes to graduate from there in May 2022 and work on her licensure exam to become a licensed social worker.

Heather began her employment at the Authority in 2019 as a Resident Services Case Manager in the Resident Services Department. Since then, she has been promoted to Senior Services Coordinator. Heather is putting her past work experience and education to good use in assisting our residents. Please make sure to congratulate Heather on her achievement and hard work when you see her.

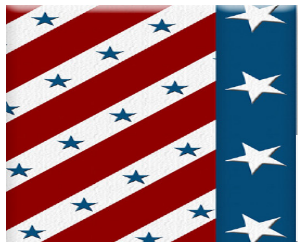
Hagerstown Housing Authority's Employee of the Quarter



Mr. 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 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 him on his most recent and well deserved award!



In observation of Labor Day

The Hagerstown Housing Authority will be closed **Monday September 6th**

Help Us Help You!

Once you have contacted an HHA employee for assistance please give that employee 24-48 hours to contact you back before contacting another employee for assistance with the same issue. This helps to reduce confusion of multiple employees contacting the same resident and also overlapping of resources. Thank you for your assistance in this matter.

Please Join Us For Our New Informational Zoom Series:

Creating Community Connections

Thursday September 16, 2021 @ 2:00 pm we welcome Carleah Summers, Executive Director of Nathan's Ridge. She will be providing us with an overview of the organization and the programs that they provide.

We hope that you can join us for FUN with the Resident Services Team and receive some useful INFORMATION from our Community Partners!

These events will be provided through Facebook Live on HHA Facebook Page!





FROM MAINTENANCE



Mowing Season

Once again, the mowing season is upon us. Please be aware of the contractors as they mow the grass in your community. The contractor is responsible for performing his work in a safe manner. He has a difficult task to accomplish and needs your help to keep track of the small children. Please, for the safety of your children; keep them away from the workers doing the mowing.

All communities will be mowed on Thursday unless it rains. Friday will be the Rain Make-up Day.

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.

Heat Start Up

The Maintenance Department will be turning the heat on in the family developments early October depending upon the weather. 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 (\$97.08) by checking the temperature before you call.

Remember, using your oven or stove as a source of heat is a lease violation. It poses a serious health risk to you. This misuse may also result in damage to your stove (melted knobs) for which you will be charged.

If a medical condition exists within your family that requires you to be provided increased heat levels within your unit, this information must be addressed to the Director of Housing.

Removal of Window Air Conditioners

Each year the Authority requires all residents in family units to remove air conditioners from windows by October 1st. Air conditioners that have not been removed by December 1st, will be removed by maintenance and the resident will be charged. Your cooperation is greatly appreciated.

Graffiti

In accordance with your housing lease, Exhibit G, Part 3E: Graffiti on exterior surfaces is unacceptable and must be removed immediately. The Housing Authority will charge the responsible parties for the removal of graffiti (examples include spray paint, chalk, etc.). Contact the maintenance department and report graffiti immediately. Your cooperation in keeping our communities looking nice is appreciated.





Trash/Recycle Containers

Trash/Recycle cans and toters must be placed and kept in the rear of your unit. Containers must be moved after they are emptied on the day of pick up to avoid a charge. You will be charged a minimum of \$32.36 if maintenance has to move your container to the rear of your unit. As always, we appreciate your help in keeping our communities beautiful. (Trash containers must be set out after 4:00pm on your scheduled pick up day.)

Bulk Trash Pick Up Schedule

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

- 1st Thursday: **McCleary Hill**
- 2nd Thursday: **Parkside Homes & Douglas Court**
- 3rd Thursday: **Noland Village**
- 4th Thursday: **Frederick Manor**

Please set your items out after 8:00 pm the night before your scheduled day and have them on the curb prior to 8:30 am on your scheduled pick up 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. Please check the newspaper or call the city for days and times.

Inspection Corner

All tenant owned Appliances, Refrigerators, Freezers, AC units must be inspected, and deficiencies recorded as if they are owned by the Housing Authority. Any repairs will need to be completed in a timely manner or the item will need to be removed. Health & Safety items will also need to be inspected. Flammable/combustible items must be properly stored, not inside your unit.

DON'T LET THE BEDBUGS BITE!

Is it normal to see bedbugs after treatment?

Yes, it is normal to see bedbugs after your unit is treated by a pest control professional. The good news is that their number should be reduced after each treatment. Realistically, a bed bug infestation in your home should be eliminated successfully and entirely by the 3rd treatment. The reason a single treatment is almost never enough is that bedbugs are able to get into many spots that are inaccessible. Bedbugs typically feed once every week and could be hiding between meals when treatments are applied. Be aware that boxes filled with belongings, items underneath beds, packed closets or stacks of papers prevent proper inspections and treatments. They also offer additional hiding places for bedbugs and allow them to survive for extended periods of time. It is common to notice increased bedbug activity a few days after the treatment, mainly because at this point, you are well aware of the infestation and you are actively looking for them. In reality, their numbers usually decrease. Follow up treatments with a variety of products will be necessary to achieve complete elimination of the bedbug infestation.

Pest Control Schedule for September	
09/01/2021	Noland Village Ct 4 & 6 (remaining units) Ct 9 1053-1064
09/08/2021	Noland Village Ct 3 1020-1032 & Ct 5 1036-1040
09/15/2021	Noland Village Ct 5 1044 & Ct 7 1052-1068
09/22/2021	McCleary Hill Buildings 1-8 (Granite Drive & Calcite Drive 17526-17576)

6TH ANNUAL SOUTH END COMMUNITY BLOCK PARTY
SATURDAY, SEPTEMBER 18, 2021
HAGERSTOWN CITY PARK 11:00 A.M. to 3:00 P.M.

FREE FAMILY EVENT

MUSIC BY DJ KOPEC

ALL ACTIVITIES ARE FREE!

SPECIAL GUESTS

PRIZES
LASER TAG
DANCE PARTY

TRAIN RIDES
OBSTACLE COURSE
LOCAL RESOURCES

FOOD
PONY RIDES
PETTING ZOO

CELEBRATING CITY PARK FALL FEST AND 100 YEARS OF CITY PARK LAKE

SPONSORED BY

 **HOPE**
A SAN-MAR INITIATIVE

 THE ALICE VIRGINIA AND DAVID W. FLETCHER FOUNDATION

 **SAN-MAR**
FAMILY AND COMMUNITY SERVICES

 Washington County
Department of Social Services

NO ALCOHOL OR SMOKING PERMITTED IN CITY PARK



CITY PARK FALL FEST 2021

Celebrate the fusion of arts, entertainment, & history on Saturday, September 18, 2021 from 11am-3pm at the annual City Park Fall Fest event. Enjoy free, fun family activities including pony rides, museum tours, art activities and recreation opportunities. Partnered with Bester Community of Hope's Community Block Party we encourage everyone to come out and see what is going on! Visit the City Park Train Hub, the Jonathan Hager House Museum, Mansion House Valley Art Association, and the Washington County Museum of Fine Arts.



Hagerstown Housing Authority
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