



## QUARTERLY NEWSLETTER

### WHAT'S IN THIS ISSUE:

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- Meet our New Staff
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### IMPORTANT INFORMATION AND UPDATES:

#### Paperless Rent Statements

In an effort to go green, paperless statements will begin June 1st.

Here is what you can expect:

You will be provided a “Coupon Book” consisting of 12 cards (one for each month). The cards will include your name, address, community, and WIPS (Walk-In Payment System) number.

- If you PAY AT THE BANK – provide the card to the teller and pay the amount you choose.

#### Electronic Citations

Citations resulting in a violation of the Clean Yard Program will now be sent electronically to your email on file with us.

If we do not have an email for you, then yours will arrive to you by mail.

#### PHONE NUMBERS YOU SHOULD KNOW

Narcotic Task Force	301-791-3205
Non-Emergency Police	301-790-3700
Poison Control Center	800-222-1222
Child Protective Svcs.	240-420-2222
Adult Protective Svcs.	240-420-2155
Security Office	301-730-2096
Gateway Crossing Office	301-766-7968
Maintenance Dept.	301-733-6916
Office of Fair Housing	800-669-9777

For after hours maintenance calls, dial 301-733-6916, your call will be redirected to the answering service.

Gateway Crossing Management Office will be closed:

Friday, April 15, 2022 Good Friday

Monday, May 30, 2022 Memorial Day

Monday, June 20, 2022 Juneteenth

Email questions or concerns to Rebecca Counsellor at  
rcounsellor@hagerstownha.com

## KNOWING YOUR LEASE:



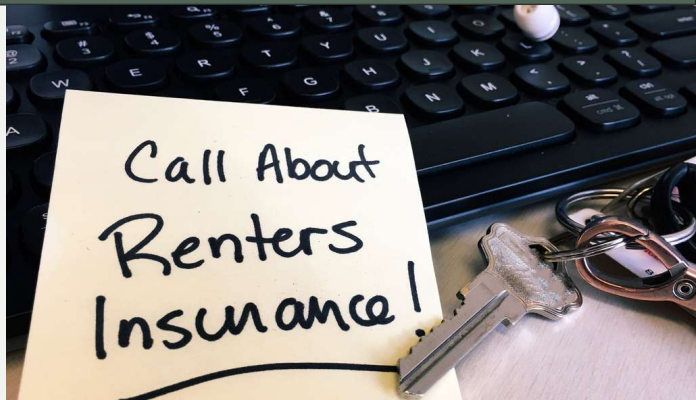
### REGISTERED ANIMALS/PET SITTING

There shall be no unauthorized animal in the unit or on Gateway Crossing property, this includes pet sitting.

To register your animal, you must call the office to setup an appointment to pickup an application for approval prior to bringing animal to your home.

### REGISTERING YOUR VEHICLE

If you live in an area where there is a parking lot or parking pad behind your unit, you will need to register your vehicle with the office. Failure to do so could result in a citation or vehicle tow



### RENTER'S INSURANCE

It is recommended that Tenant's purchase renter's insurance to protect personal property if damaged or stolen and to insure against claims of personal injury.

A recent quote from a local insurance agency came back showing an amount of less than \$10/mo. for a general policy.

### USE OF MARIJUANA AND OTHER ILLEGAL SUBSTANCES

Criminal activity is cause for eviction even in the absence of conviction or arrest. Tenants have an obligation to assure that neither they nor any member of their household or guest or other person under their control will engage in prohibited drug-related or other criminal activities. Marijuana, including medical marijuana, is illegal under federal law. The use, possession or distribution of marijuana, in any amount and without regard to the use for which it is intended, is prohibited and cause for eviction



## PEST CONTROL SCHEDULE

### April

Week 1: 151 Ross to 281 Ross, 902 Lanvale to 947 Lanvale

Week 2: 953 to 1025 Lanvale, 201 to 250 Buena Vista

Week 3: 251 to 281 Buena Vista, 902 to 1002 Main

Week 4: 1006 to 1018 Main, 941 to 989 Main, 311 to 361 Chessie,

310 to 360 Buena Vista, 913 to 929 Ross

### May

Week 1: 931 to 990 Ross

Week 2: 1017 to 1037 Westport, 901 to 909 Ross, 801 to 827 Main

Week 3: 829 to 845 Main, 265 to 273 South Burhans, 701 to 812 Lanvale

Week 4: 103 to 181 Summer, 25 to 53 Elgin

### June

Week 1: 1030 to 1068 Ross

Week 2: 1070 to 1084 Ross, 348 to 368 Merrbaugh, 400 to 401 Gandy Dancer

Week 3: 121 to 182 Merrbaugh, 331 to 347 Merrbaugh

Week 4: 3 to 120 Merrbaugh and 1203 W Washington St

## MAINTENANCE INSPECTION SCHEDULE

April 4th 25, 27, 29, 31, 33, 35, 37, 39, 41, & 43 Elgin

April 11th 824, 827, 829, 835, 837 & 845 Main - 901 & 903 Ross

April 18th 45, 47, 49, 51 & 53 Elgin - 702, 708, 710, 716 & 718 Lanvale

April 25th 730, 732, 736, 738, 802, 806, 808, 810 & 812 Lanvale - 181 Summer

May 2nd 103, 113, 115, 117, 119, 125, 127, 153 & 155 Summer

May 9th 265, 267, 271 & 273 S. Burhans - 701, 709, 711, 715 & 717 Lanvale

May 16th 801, 803, 805, 807, 815, 816, 817, 818, 822, 823 & 825 Main

May 23rd 1017, 1019, 1021, 1023, 1029, 1031, 1035 & 1037 Westport - 907 & 909 Ross

June 6th 105, 103, 83, 81, 53, 51, 33, 31 & 3 Merrbaugh - 1203 W. Washington

June 13th 182, 180, 164, 162, 148, 146, 136, 134, 104, 102, 82 & 80 Merrbaugh

June 20th 337, 335, 333, 331, 171, 155, 139, 137, 123, 122, 121 & 120 Merrbaugh

June 27th 340, 346, 348, 354, 356, 360, 362, 366 & 368 Merrbaugh - 1080 & 1084 Ross

# Meet our New Staff



James (Jamie) Phillips, Maintenance Mechanic

Jamie will be beneficial to our operations as he brings his appliance trouble-shooting experience and repair knowledge to the department.  
Hope you are able to see him around and welcome him!



Greg Small, Housing Inspector

Greg was hired as Housing Inspector and has experience in maintenance, grounds and facilities, and has provided supervision in maintenance and housekeeping while employed at assisted living facilities.  
Greg will be working part-time, and we hope you are able to catch up to welcome him to our team!



David Norris, Maintenance Mechanic

David had experience in residential maintenance at Star Community, fabricating and installing kitchen countertops.  
Please help us welcome him to the Authority and his new position!



Roberta Oden, Housing Choice Specialist

We welcome Roberta to the Authority Team, as our newest Housing Choice Specialist. Her employment experience includes insurance adjuster duties, appraisal processing and customer service in the banking field.



Alia Kramer, Occupancy Specialist

Alia joined the Authority on January 3, 2022 and brings a wealth of knowledge from the banking and customer service arena. She has a degree in Communications and is excited to utilize her skills to assist in the many aspects of affordable housing leasing.  
Please say "Hello" to Alia as you see her traveling between our many properties.



Brittany Peppers, Security Officer

Ms. Brittany Peppers was hired as a Security Officer on January 3, 2022. She has a Bachelor's degree in Criminal Justice, has interned with Morgan County Sheriff's Department, and has experience in law enforcement as prior Military Police in the Army.  
Please welcome her if you see her out and about!



Taylor Severt, Security Officer

Ms. Taylor Severt began her career with the Authority on December 6, 2021 as Security Officer. She brings experience as a Security Officer for the Frederick Memorial Hospital, as well as a loss prevention officer and bank protection. Please welcome her if you see her out and about!



Steven Ross, Security Officer

Mr. Steven Ross was hired as a Security Officer and began on December 15, 2021. Steven has experience in Security in the Judicial setting and in private Security. He is a military veteran of the U.S. Army with a background in Communications and has an Associates in Electrical Engineering.  
Please welcome him if you see him around and about!



Employee of the Quarter:

**Brittney Brode, Housing  
Administrator**



Congratulations to our Employee of the Quarter- Brittney Brode, Housing Administrator.

Brittney was hired in February 2020 from a background in financial investments, but realized she had a higher desire to work in the low/moderate income realm and to help others.

Even though COVID-19 had disrupted her training and comprehension of the Authority services, she continued her affordable housing training at an accelerated rate and was a primary asset with the lease-up at McCleary Hill.

If you see Brittney out and about, please take time to congratulate her on her most recent, well deserved award.

# McCleary Hill Community



McCleary Hill, located off of Hopewell Road and MD-144, is a newly developed tax credit family community offering 1, 2, 3, and 4 bedroom units. Built in two phases, phase 1 consists of 68 townhome style units that were fully leased in 2021. Phase 2, currently under construction, will consist of 79 of the same townhome style units. Construction should be completed in the coming months on Phase II, with a goal to be fully leased by October 2022.

For more information, please visit [www.hagerstownha.com/mccleary-hill](http://www.hagerstownha.com/mccleary-hill)

## McCleary Hill Community Award

The Maryland Department of Housing and Community Development (DHCD), recently awarded the Authority with an award for Outstanding Community Revitalization in 2021 for our newly built community McCleary Hill.

Congratulations to all who made this award possible and community successful!



FOR MORE VISIT:

[www.hagerstownha.com](http://www.hagerstownha.com)

# Cleaning & Decluttering tips

If you're struggling and need guidance on how to declutter, here are several interesting decluttering tips to get you started on decluttering your home:

- Start with 5 minutes at a time. If you're new to decluttering, you can slowly build momentum with just five minutes a day.
- Give one item away each day. This would remove 365 items every single year from your home. If you increased this to 2 per day, you would have given away 730 items you no longer needed. Increase this number once it gets too easy.
- Fill an entire trash bag. Get a trash bag and fill it as fast as you can with things you can donate at Goodwill.
- Donate clothes you never wear.
- Create a decluttering checklist. It's a lot easier to declutter when you have a visual representation of where you need to get started.
- Take the 12-12-12 challenge. Locate 12 items to throw away, 12 to donate, and 12 to be returned to their proper home.
- View your home as a first-time visitor. It's easy to "forget" what your home looks like to a new visitor. Enter your home as if you're visiting the home of a friend. Write down your first impression on how clean and organized the home is and make changes.
- Take before and after photos of a small area. Choose one part of your home, like your kitchen counter, and take a photo of a small area. Quickly clean off the items in the photo and take an after photo. Once you see how your home could look, it becomes easier to start decluttering more of your home.
- Get help from a friend. Have a friend or family member go through your home and suggest a handful of big items to throw away or give to someone else.
- Use the Four-Box Method. Get four boxes and label them: trash, give away, keep, or re-locate. Enter any room in your home and place each item into one of the following boxes. Don't skip a single item, no matter how insignificant you may think it is. This may take days, weeks, or months, but it will help you see how many items you really own and you'll know exactly what to do with each item.

For more cleaning tips, please visit:

<https://www.becomingminimalist.com/creative-ways-to-declutter/>