



Hagerstown Housing Authority NEWSLETTER

www.hagerstownha.com



Happy
Thanksgiving

November 2025

Employee of the Quarter



Help us celebrate, **Liz Donovan**, Housing Choice Voucher Administrator, as Employee of the Quarter. The nomination was submitted by Holly Hooper, HCV Supervisor, and brought to the Executive Team by David Kump, Director of Housing Operations, stating Liz always goes above and beyond to ensure the Housing Department runs well, and that clients' needs are always met.

Liz has been an asset to the Housing Choice Voucher team for many years and always offers to assist on special projects, while taking the initiative to make recommendations to improve the Housing Department. She is very knowledgeable about program regulations and will apply them to produce detailed, quality work. It is evident that she takes pride in her job as she is a kind person who provides helpful customer service with a good attitude. The Authority relies on dedicated employees like Liz!

Congratulations, Quantrice Kimble



Hagerstown Housing Authority is proud to recognize Quantrice, who has shown strength and determination during her journey in the Family Self-Sufficiency (FSS) Program.

Quantrice has steadily focused on developing a career throughout her participation in the FSS Program.

She obtained her Associates Degree in Health Sciences and Medical Administrative Assistant, and is employed full-time in her career field where she holds a Team Lead position. Quantrice has worked diligently to improve and maintain her credit and has attended financial wellness workshops as well as the Fannie Mae HomeView Workshop. These workshops have provided Quantrice with valuable tools for long-term success and creating a better future for her family.

Join Resident Services for Turkey Blingo

Your Chance to Win a Turkey for Thanksgiving

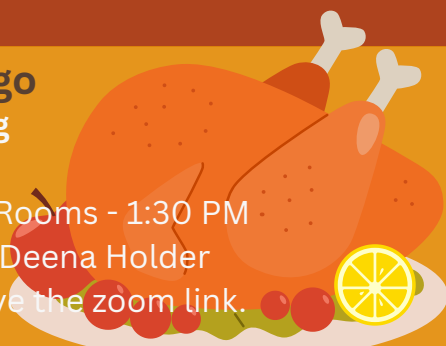
Wednesday, November 12th

Potomac Towers, Walnut Towers and CW Brooks Community Rooms - 1:30 PM

Family Communities - 10:30 am Via Zoom *Please RSVP to Deena Holder

(dholder@hagerstownha.com or 301-733-6911 x163) to receive the zoom link.

Give
Thanks



What's Happening In Your Community

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C. W. Brooks - K. Cuba Ext. 170

Tuesdays & Wednesdays	10:30 AM	Narcotics Anonymous (Community Room)
Wednesdays	5:00 PM	BINGO Food/Cards for sale starting at 5 pm, Bingo starts at 5:30pm
Thursdays	4:00 PM	Exercise w/ Lisa Bennett (Roof Top Sky Lounge)
November 13	5:30 PM	Tenant Association Meeting (Community Room)
November 20	1-3 PM	Blood Pressure Screening with Lindsay

FREDERICK MANOR

Mondays	6 PM	Girl Scouts (Community Building)
November 20	11 AM	Resident Meeting

GATEWAY CROSSING

December 11	2 PM	Quarterly Resident Meeting (Elgin Station)
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MCCLEARY HILL

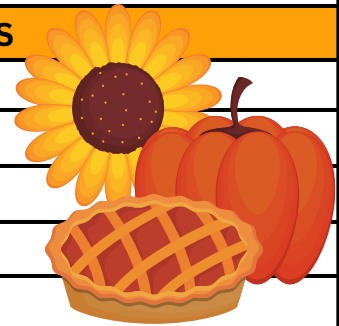
Mondays	5:30 PM	Girl Scouts (Community Building)
November 19	1:00 PM	Resident Meeting

NOLAND VILLAGE

Nove 19	10 am	Resident Meeting (Community Building)
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PARKSIDE HOMES, DOUGLASS COURT & SCATTERED SITES

Sundays	3:30-4:30 PM	End of the Road N/A
Tuesdays	7:00-8:15 PM	(MEN) End of the Road N/A
Wednesdays	7:00-8:30 PM	(WOMEN) End of the Road N/A
Thursdays	7:00-8:30 PM	Girl Scouts (ages 13-18)
Fridays	5:00-7:00 PM	Girl Scouts, (all ages)
Sunday	3:30-6:00 PM	End of the Road N/A - (Last Sunday of the month Special Mtg.)
November 20	2 PM	Resident Meeting (Community Building)
Monday-Thursdaay	4:30-6:30 PM	Parkside Pals Homework Program



POTOMAC TOWERS

Tuesday and Wednesday	10:30 AM	Narcotics Anonymous (Community Room)
Wednesdays	5:00 PM	BINGO Food/Cards for sale starting at 5pm, Bingo starts at 5:30 pm
Thursdays	4:00 PM	Exercise w/Lisa Bennett (Roof Top Sky Lounge)
November 10	5:30 PM	Tenant Association Meeting (Community Room)
November 6	10:00 AM	Stop Smoking Program (3 rd Thursday each month)

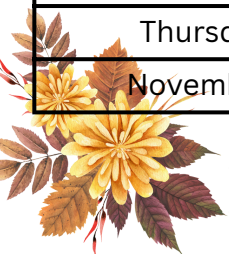
WALNUT TOWERS

Tuesdays	4:00 PM	Tenant Bingo
Thursdays	6 - 8:00 PM	Game Night
November 3	5:00 PM	Tenant Association Meeting

Housing Authority November Holidays Observed

The Housing Authority will close on the following days:

Tuesday, November 11, 2025; Thursday, November 27, 2025; & Friday, November 28, 2025





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 extremely expensive, and you can avoid these charges (\$103.44) 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.

BULK TRASH PICKUP SCHEDULE

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

- 1st Thursday: McCleary Hill
- 2nd Thursday: Parkside Homes and Douglass Court
- 3rd Thursday: Noland Village
- 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 Thanksgiving Holiday normal Thursday and Friday trash collections will be delayed one day.**

REMOVAL OF WINDOW AIR CONDITIONERS

At the beginning of the heating season, all furnaces are turned on. During this change of season, the Authority requires all residents begin removing their air conditioners from the windows. Air conditioners that have not been removed by November 1st, will be removed by maintenance and the resident will be charged. Your cooperation is greatly appreciated. This does not apply to the residents of Potomac Towers.



SNOW & ICE REMOVAL

Residents are responsible for removing 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.

Please take caution when traveling outside 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 extra time to avoid such areas for your safety.

MAINTENANCE CHARGES

Should you receive a copy of a work order in the mail for a maintenance charge and do not agree with the charge, call Maintenance at 301-733-6916. You have 10 days to request an informal grievance hearing. Do not wait until the charge appears on your rent statement to call. If the charge is on your rent statement, your 10 days are past.

PEST CONTROL SCHEDULE						
GATEWAY CROSSING		FAMILY SITES & POTOMAC TOWERS			WALNUT	
TUES 11/4	151 Ross to 281 Ross 902 Lanvale to 947 Lanvale	WED 11/5	CW Brooks & Common Spaces	- PT: G16-G29 - Laundry Room - Interview Rm (PTS) - Maintenance Dept.	THUR 11/6	WTA 215/216 301-311
TUES 11/18	953 Lanvale to 1025 Lanvale 201 Buena Vista to 250 Buena Vista	WED 11/12	Parkside Homes, CB	- PT: 101-127 - Trash rooms	THUR 11/13	WTA 312-316 401-408
TUES 11/25	251 Buena Vista to 281 Buena Vista 902 Main to 1002 Main	WED 11/19	- Douglass Court & Admin Building - HRC Units 212-214 & 441-443 N Jonathan	- PT: 201-232 - Trash rooms	THUR 11/20	WTA 409-416 501-504
Tues 12/2	1006 Main to 1018 Main, 941 Main to 989 Main 311 Chessie to 361 Chessie 310/350/360 Buena Vista 913 Ross to 929 Ross	WED 11/26	Scattered Sites	- PT: 301-331 - Trash rooms	THUR 11/27	NO Service Thanksgiving

Happy Thanksgiving

MAINTENANCE INSPECTIONS					
NOLAND DRIVE		McCLeARY HILL PHASE 1		McCLeARY HILL PHASE 2	
11/3	• 1053 A- H	11/6	• 17402 – 17416 Flourite Drive	12/ 1 & 2	NO INSPECTIONS
11/4	• 1057 A - H	11/7	NO INSPECTIONS	12/3	• 12113 -12123 Granite Dr
11/5	• 1061 A - H	11/10	NO INSPECTIONS	12/4	• 12002 - 12004 Insurance Way
Please don't feed the wildlife We kindly remind residents not to feed animals around the property. While it may seem harmless or compassionate, leaving food out attracts not only stray cats and birds, but also raccoons, opossums, rats, and mice. These animals can pose serious health and safety risks to our community, including property damage, disease transmission, and increased pest control needs		11/11	Office Closed	12/4	• 12107 -12111 Granite Dr
		11/12	• 17418 – 17435 Fluorite Drive	12/5	• 17604-17614 (even) Calcite Dr
		11/13	• 17437 – 17449 Fluorite Drive	12/8	• 17616-17626 (even) Calcite Dr
		11/14	• 11910 – 11946 Insurance Way	12/9	• 12120-12142 (even) Gypsum Dr
		11/14	• 17506 – 17508 Calcite Dr	12/10	• 12108-12116 (even) Gypsum Dr
		11/17	• 17510-17526 Calcite Dr	12/11	• 12171-12173 (even) Gypsum Dr
		11/18	• 17530-17544 Calcite Dr	12/11	• 12012 -12014 Insurance Way
		11/19	• 17548-17562 Calcite Dr	12/12	• 12159 - 12169 Gypsum Dr
		11/20	• 17564-17578 Calcite Dr	Work orders submitted through the tenant portal in rent café are NOT monitored 24/7. If you believe your work order needs immediate attention, please call the Maintenance phone number directly at 301-733-6916. Also, when submitting a work order, if you have multiple issues needing repair, use the box labeled “problem description” to list the items. There is no need to submit more than one work order.	
		11/21	• 12139 - 12153 Granite Dr		
		11/24	• 12127- 12135 Granite Dr		
		11/25 & 26	NO INSPECTIONS		
		11/27	OFFICE CLOSED		
		11/28	OFFICE CLOSED		
		HAGERSTOWN HOUSING AUTHORITY MAINTENANCE OFFICE 301.733.6916 CALLS ARE ANSWERED 24 HOURS A DAY, 7 DAYS A WEEK			

Are you ready to stop smoking for good?

Resident Services at HHA has a limited supply of free nicotine patches and resources to help you quit smoking. Please contact Deena Holder at 301.733.6911 ext. 163 or dholder@hagerstownha.com.

In-person smoking cessation support is available from Washington County Health Department staff, Paula Ernst, at Potomac Towers on the third Thursday of each month at 10:00 a.m. This month, she will be available on **November 6, 2025**.



The Hagerstown Housing Authority discourages residents from placing donations in any common areas in your community. Housing will remove any items that are left in common areas on places such as tables and benches.

POTOMAC TOWERS BINGO NIGHT

MEAL MENU



November 5

Sub
Chips
Hot Dog
French Fries

November 12

Chicken Noodle Soup
Hot dog
French fries

November 19

Hamburger or cheese
burger
Hot dogs
French fries

November 26

Chicken Salad w/ LT and Crackers
Hot dog
French Fries

Staying Connected with the Hagerstown Housing Authority

Community Building Reservation Process For HHA Residents Only!

All **HHA resident** requests to use the community buildings, as well as inquiries about their use, must now be submitted through the following link:

👉 www.hagerstownha.com/CBrequest

Once your request is received, a staff member will contact you with additional information and reservation instructions.

Please note: You no longer need to contact the keyholder directly.

Thank you for your cooperation with this new process.

Report a Concern

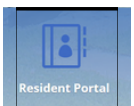
www.hagerstownha.com/reportaconcern
or you can also scan the QR code



The Housing Authority has a text message system that will keep you up to date on programming and urgent messages. If you wish to receive text alerts or need to update your phone number in the system, please contact Deena Holder at 301-733-6911 x163 or via email at dholder@hagerstownha.com.

To access the **Rent Café Portal** via computer, please visit www.hagerstownha.com and scroll to the bottom. Then click "Resident Portal"

To access the Rent Café Portal via cell phone, please download the RentCafe Resident app



HONORING ALL WHO SERVED

The Housing Authority's Resident Services Department invites Veterans and anyone wanting to honor veterans for donuts and conversation, as we honor Veterans with guest speakers from "***Come All Who Are Thirsty.***"

SWEET SALUTE

FEATURING: COME ALL
WHO ARE THIRSTY

7TH NOVEMBER, 10 AM

C. W. Brooks Building
45 W. Baltimore St
Hagerstown, MD 21740

For more information on the guest organization,
visit
★ www.comeallwhoarethirsty.org ★



**In honor of Veterans Day, the Housing Authority will close on
Tuesday, November 11, 2025**

Medicare Part D 2025 Open Enrollment



Enrollment Period
October 15th - December 7th



Coverage Begins
January 1st

During this enrollment, anyone with a Part D Prescription Drug Plan can switch to a new Part D Plan. Part D insurance companies can change your plan's formulary yearly. Given these possible changes, it is a good idea to re-evaluate your plan yearly to ensure it still meets your needs. If you would like assistance reviewing your Part D Prescription Drug Plan, contact the Resident Services Employee serving your community. We will be happy to schedule an appointment for you.

Numbers to Know

Hagerstown Housing Main - 301.733.6911

Security 301.730.2096

Maintenance (24 hrs) 301.733.6916

Maintenance - Pest Control 301.733.6911 ext. 124

Resident Services Department

Dianne Rudisill 301.733.6911 ext 125

Deena Holder 301.733.6911 ext 163

Kimberly Miller 301.733.6911 ext 171

Kristy Cuba 301.733.6911 ext 170

Tacy Myers 301.733.6911 ext 157

Heather Nutter 301.733.6911 ext 167

Jaime Mayo 301.733.6911 ext 158

Gateway Crossing

301.766.7968

Housing Choice Voucher (HCV)

301.733.6911

Holiday Door Decorating Contest

A member from HHA staff will be judging

Entries from Walnut Towers, Potomac Towers and the CW Brooks Building

*Enter!
to Win!*

Nov 21st

Deadline to let Kristy or Kim know that you want to enter the contest.

Start
Decorating



Dec 1st

Dec 19th
Judging will occur



Gathering Together with
Grateful Hearts

THANKSGIVING
POTLUCK

NOVEMBER 28, 2025

POTOMAC TOWERS RESIDENTS
COMMUNITY ROOM
5 PM

Contact Sarah Lawson with
what you want to bring and any
questions
To be followed by Social Night
with Jerry

Holiday Door Hanger Craft

Come join us for some holiday crafting fun!

Register by - November 12, 2025

WHEN:

Potomac Towers - November 18 at 1 PM

Walnut Towers - November 19 at 1 PM

CW Brooks - November 21 at 1 PM

WHERE: Community Room

Please let Kristy or Kim know if you are interested. Only registered residents will be able to participate.



Social Night with Jerry
Returns To Potomac Towers!

Social Night returns this month on
November 28th from 6:30 - 9:30 PM

Music! Dancing!

Bring your own Snacks!

To be Held the Last Friday of each month in
the Potomac Towers Community Room.

The Potomac Towers Tenant Association
cordially invites Potomac Towers Residents to

a holiday dinner

Come celebrate the holiday season with good company and a hearty meal! We can't wait to share this special time with you.

the details

DECEMBER 19TH 4-8PM

Potomac Towers Community Room

Turkey and All the Trimmings

Door Prizes

Tickets \$20.00 each

Tickets to be sold beginning 11/5

Please see either:

Pauletta Lyles (240) 347-5416

Sharon Whittaker (240) 469-8908



We kicked off our FSS Mentoring Program with a bang!

We had so much fun getting to know one another through ice breakers and great conversations that helped us make the perfect matches.

We're excited to keep moving forward and leveling up together.

Stay tuned for more updates and success stories from our amazing mentors and mentees! 🌟



We're Coming to Say Hello!

Keep an eye out — you might see one of your friendly FSS Coordinators walking through your neighborhood soon! We'll be going door to door to share more about the Family Self-Sufficiency (FSS) Program and how it can help you reach your goals. This is a great opportunity to ask questions, learn about upcoming workshops, and discover how FSS can support your journey toward greater independence and success.

First Stop: *Gateway Community*

Date: *Thursday, November 6th*

Times: 11:00 a.m. – 12:00 p.m. and
3:00 p.m. – 4:00 p.m.



So, if you see us out and about, don't be shy! Come and say hello! We can't wait to connect with you.

🌟 FSS – Building connections, one door at a time.



We're exploring new ideas for special programming especially in our family communities and your input matters. Whether it's a workshop, event, or activity you'd love to see, let us know! Reach out to any member of the Resident Services team and help bring fresh, meaningful experiences to your neighborhood.



The Residents At CW Brooks celebrated in October with a Spooky Themed Tree. Each holiday the residents decorate a tree reflecting the month's holiday or special event.

Thank you, Kristy Cuba for donating the tree.

Important Notice To All Residents

NATURAL GAS, like all forms of energy must be used properly.

Here are some facts everyone should know about **GAS AND GAS OPERATED** equipment from a safety point of view.

GAS ACCIDENTS can be avoided ... when you follow these **SAFETY RULES**.

1. **TEACH CHILDREN** that they are not to turn on or light appliances.
2. **KEEP COMBUSTIBLES** (curtains, paper, fluids, etc.) away from open flame.
3. **IF LIGHTING IS REQUIRED** always light match first and hold it at point of lighting before you turn on the gas.
4. **REPAIR AND INSTALLATION** is a job for experts – **NEVER** attempt to do it yourself.
5. **USE EQUIPMENT FOR THE JOB** it was designed to do – for example – an oven must not be used to heat a room.

Gas appliances, equipment and transmission lines are safe and are constantly being tested and improved. However, it is possible, to have a **GAS LEAK**. Your senses can help you discover a gas leak...

1. **SMELL** – A distinctive odor has been added to natural gas so that less than 1% of gas in the air can be detected.
2. **SIGHT** – In some appliances you can SEE the flame so you know it is working.
3. **TOUCH** – With some appliances you can feel overheating or cold in the burner area which would indicate trouble.
4. **HEARING** – If the flame sounds unusually noisy it may not be burning properly.

IF YOU SUSPECT A GAS LEAK...

1. **AVOID FLAME** and operating of electrical equipment. Never light a gas appliance if an odor of gas is present.
2. If odor is **EXTREMELY STRONG** evacuate the building ... call for help from a neighbor's home.
3. **HAVE A QUALIFIED PERSON** turn the gas back on and relight appliances.

REMEMBER... Natural gas is not dangerous but its misuse is.

TEACH YOUR CHILDREN... to respect gas...to play it safe...to know what to do in an emergency.

KNOWLEDGE plus **CARE** equals **SAFETY**.

THE PLACE TO CALL: HAGERSTOWN HOUSING AUTHORITY MAINTENANCE OFFICE
(301) 733-6916

Calls are answered 24 hours a day, 7 days a week.