



March 2026

HAPPY Retirement

Celebration of Rebecca Counsellor's Retirement



Rebecca Counsellor

Congratulations to Rebecca Counsellor on her well-deserved retirement, effective February 27, 2026!

Rebecca currently serves as the Community Manager at Hagerstown Housing Authority's Gateway Crossing property, where her leadership and commitment have made a lasting impact on residents and colleagues alike. Over the past 17 years, Rebecca has exemplified dedication and growth, working her way through the ranks in several vital roles, including the Security Division, Assistant to the Director of Housing Operations, and Maintenance Administrator.

Her professionalism, knowledge, and unwavering commitment to excellence have been invaluable to the organization and the community we serve. Rebecca's contributions have strengthened operations and supported the Housing Authority's mission in countless ways.

We are deeply grateful for her years of loyal service and the positive difference she has made. Please join us in wishing Rebecca happiness, relaxation, and exciting new adventures as she begins this next chapter as a retiree.

Thank you, Rebecca, for 17 outstanding years. You will be truly missed!



Roberta Oden Promoted to Affordable Housing Community Manager

Please join us in congratulating Roberta Oden on her promotion to Affordable Housing Community Manager!

This newly created position will oversee all Low-Income Housing Tax Credit (LIHTC) properties, playing a vital role in supporting and strengthening this important segment of our housing portfolio. Roberta has been a valued member of Hagerstown Housing Authority for approximately five years, serving as a Housing Choice Voucher (HCV) Specialist.

Throughout her time with the agency, Roberta has consistently demonstrated professionalism, dedication, and a strong commitment to serving our community. Her hard work, expertise, and the respect she has earned from her peers made her the perfect choice for this new leadership role.



Roberta Oden

We are excited to see the positive impact she will make in this position. Please be sure to congratulate Roberta the next time you see her on this well-earned achievement!



FAMILY SELF-SUFFICIENCY GRADUATES



Shantale Perrain

We are proud to recognize **Shantale Perrain** for her dedication and hard work in the FSS Program. Shantale consistently demonstrates commitment to both her family and her future. Through strong budgeting and saving habits, she recently achieved a major milestone by paying off her vehicle. She has also worked diligently to improve her credit and complete her financial education requirements, including workshops with Valor and the Fannie Mae homebuyer course. Shantale's determination and focus on long term goals are truly inspiring. Congratulations on this incredible progress!

Star Hose has demonstrated incredible growth and determination throughout her time in the FSS Program. She has remained focused on building long-term stability and achieving her financial goals. She has earned her driver's license, purchased her own vehicle, and raised her credit to an impressive score. Star has also completed financial education workshops, participated in one-on-one counseling, and successfully finished a homebuying course as she prepares for homeownership. Star has met and exceeded her program goals and is well on her way to graduation. We are so proud of her accomplishments and excited for this next chapter in her journey toward homeownership and financial independence.



Star Hose

Angelie Fourquet Roman has demonstrated remarkable determination and commitment to achieving her personal and professional goals. Throughout her FSS Contract, Anglie obtained her Property and Casualty Insurance License and maintained steady employment. She has also taken advantage of financial empowerment opportunities offered through the Hagerstown Housing Authority and ValorExcel. Anglie committed herself to improving her credit and earned her Fannie Mae Homebuyer Workshop Certificate, further expanding her knowledge of homeownership.

Through Ms. Roman's perseverance, motivation, and strong work ethic she has secured an exciting new opportunity with Ohio State University and will be successfully exiting the Housing Choice Voucher Program. Angelie's journey reflects resilience, growth, and steadfast commitment to self-sufficiency.



Angelie Fourquet Roman

Kelly Brooks has remained steadfast in her commitment to building a brighter future for herself and her family. She enrolled in the FSS Program, where her determination and motivation inspired her to pursue a career in childcare. Kelly earned and continues to maintain her childcare certification, secured full-time employment, and demonstrates her professionalism and dedication to providing quality care. Committed to financial stability, Kelly has worked diligently to strengthen and maintain her credit. She completed the Fannie Mae Homebuyer Workshop and earned her certificate of completion. She further expanded her knowledge by attending Money Management workshops. Through perseverance, continuous learning, and responsible financial management, Kelly continues to make progress towards her long-term stability and homeownership for her family.



Kelly Brooks



NEW
Starting
Feb 24

@your local

BOOKMOBILE

STOP

JOIN US
For The Bookmobile

**McCleary Hill
Community Stop**

4th Tuesdays
3-4:30 PM

Don't have a library card yet? No problem! Sign-up on board the Bookmobile. Please bring Photo ID and proof of address

BINGO Potomac Towers

Date	Menu
March 4	Fish Sandwich Hot Dog Tater Tots
March 11	Sloppy Joes Hot Dog French Fries
March 18	Chicken Nuggets Hot Dog French Fries
March 25	Egg Salad Sandwich or Cold Plate Hot Dog French Fries

The Tenant Association will sell snacks on Tuesdays and Thursdays, 10am - 12 pm in the Community Room.

March is Colorectal Cancer Awareness

Join our friends from the Health Department to learn more about colorectal cancer prevention and screening.

Potomac Towers - March 19 @ 11 AM
Walnut Towers - March 16 @ 10 AM
CW Brooks - March 12 @ 5 PM
Elgin Station - March 12 @ 5:30 PM



PEARLS4GIRLS

MENTOR GROUP FOR GIRLS, AGES 8-18

MCCLEARY HILL COMMUNITY CENTER

Art*Crafts
Games*Reading
Acting*Sewing
Cooking*Outings

FRIDAYS
5:30 - 6:30 PM

Text or Email Sandy Berry for more information: 240-347-2259; Girl4pearls@gmail.com

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Girl4pearls@gmail.com

2026

MIDDLETOWN VALLEY BANK BANKING BASICS WORKSHOP



Middletown Valley Bank

Topics of discussion: *Join Middletown Valley Bank for an informative session where we'll share valuable tips and insights to help you better understand about banking basics*

- **Banking Basics**
- **Credit and why it matters**

5:00 P.M.
MARCH 26,
2026

ELGIN STATION COMMUNITY CENTER
40 ELGIN BLVD
2ND FLOOR CONFERENCE ROOM



Please Register for this event at:
<https://www.hagerstownha.com/MVbank>

Join the April RAB Elections!

We are seeking active volunteers:

- One (1) representative from each housing community
- Two (2) representatives from the Housing Choice Voucher (HCV) program

Time Commitment

Meetings are held: Each quarter (Jan, Apr, July, Oct)

Typical meeting length: 60-90 mins

Location / format: mostly virtual, but at times in person.

Special orientation offered following elections.

Interested in Serving?

If you would like to run for a RAB seat or learn more about what it involves, contact:

Deena Holder

dholder@hagerstownha.com
301.733.6911 ext 163

UNIVERSITY OF MARYLAND EXTENSION



Computer Basics



This session covers essential computer skills, including an introduction to the computer, a review of its basic components, and an overview of the Windows operating system.

The class will be led by Jesse M. Ketterman, Jr., PhD, AFC, Family & Consumer Sciences – Financial Capability.

Date: Tuesday, March 10, 2026

Time: 11 am

Location: Elgin Station

Register: <https://www.hagerstownha.com/computer>

This series will be one in-person workshop per month for a period of six months from March 2026 to August 2026, to be held at Elgin Station



Finding Peace in a Chaotic World

Come and learn more about living a better life by recognizing stress and learning ways to manage stress. Understand what it means to find peace in a chaotic world.

Potomac Towers
Thursday March 12
10:30 AM

Walnut Towers:
Thursday, March 12
1 PM

Presented by: Lisa McCoy, EdD,RDN
FCS Educator University of Maryland Extension

Lisa has over 10 years of experience teaching stress management and mindfulness skills.



This institution is an equal opportunity provider. If you need reasonable accommodations to participate in this event, please contact Lisa McCoy, lmccoy@umd.edu / 301-226-7527



The MIND Diet:

How Foods Impact Our Brain Health

CW Brooks Multipurpose Room
Wednesday March 11 @ 1 PM

Participants will learn:

- About research behind the link between diet and dementia
- What foods are included and limited in the MIND diet
- Small changes to improve their diet for brain health

Presented by: Lisa McCoy, EdD,RDN
FCS Educator University of Maryland Extension
Lisa has over 40 years of experience as a Registered Dietitian Nutritionist.

This institution is an equal opportunity provider. If you need reasonable accommodations to participate in this event, please contact Lisa McCoy at lmccoy@umd.edu or 301-226-7527.

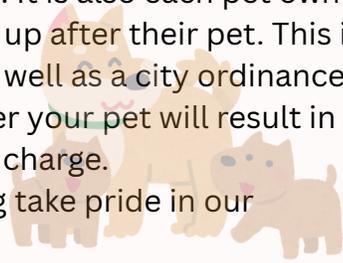


FREDERICK MANOR PET OWNERS

It has come to our attention that pet owners have not been picking up after their pets. This is causing a Health & Safety issue in the community.

It is every tenant's responsibility to help keep the community clean. It is also each pet owner's responsibility to pick up after their pet. This is a lease requirement as well as a city ordinance. Failure to pick up after your pet will result in a citation and a tenant charge.

Thank you for helping take pride in our community!



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 8:00 pm the night before your scheduled day and have them on the curb prior to 8:30 am 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.

Tenants with Trash Toters

Please tie up your trash bags before throwing them in your toter to avoid trash spilling out all over the ground. Thank you for helping to make your community beautiful!

Reminders About Your Heat this Winter 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 (\$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.

SNOW & ICE 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. Any help residents can provide is greatly appreciated. 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.

Slippery When "Cold"

Please use caution when traveling outside of the building 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 the extra time to avoid such areas for your safety.

PEST CONTROL SCHEDULE						
GATEWAY CROSSING		FAMILY SITES & POTOMAC TOWERS			WALNUT	
TUES 3/3	<ul style="list-style-type: none"> PH II: 931 Ross to 990 Ross 	WED 3/4	<ul style="list-style-type: none"> Noland Village: Ct 3 (1020-1032) & Ct 5 (1036-1044) Community Building 	<ul style="list-style-type: none"> PT: 401-432 Trash Rooms Laundry Room Compactor Rooms 	THUR 3/5	<ul style="list-style-type: none"> WTA: 409-416 WTA: 501-504
TUES 3/10	<ul style="list-style-type: none"> PH III: 1017 Westport to 1037 Westport 901/903/907/909 Ross 801 Main to 845 Main 	WED 3/11	<ul style="list-style-type: none"> Noland Village: Ct 7 (1052-1068) & Ct 8 (1053-1057) 	<ul style="list-style-type: none"> PT: 501-531 Trash Rooms 	THUR 3/12	<ul style="list-style-type: none"> WTA: 505-516
TUES 3/17	<ul style="list-style-type: none"> PH III: 265/267/271/273 S. Burhans 701 Lanvale to 812 Lanvale 	WED 3/18	<ul style="list-style-type: none"> Noland Village: Ct 8 (1061) MCH: Granite Dr & Fluorite Dr 	<ul style="list-style-type: none"> PT: 601-632 Trash Rooms 	THUR 3/19	<ul style="list-style-type: none"> WTA: 601-616
Tues 3/24	<ul style="list-style-type: none"> PH III: 103 Summer to 181 Summer 25 Elgin to 53 Elgin 	WED 3/25	<ul style="list-style-type: none"> MCH: Insurance Way & Calcite Dr 	<ul style="list-style-type: none"> PT: 701-731 Trash Rooms 	THUR 3/26	<ul style="list-style-type: none"> WTA: 701-710

GATEWAY CROSSING INSPECTIONS	
WEEK OF	
MAR 2	• MAIN 1002, 1006, 1010, 1012, 1016 & 1018
MAR 9	• MAIN 902, 908, 916, 924, 926, 932, 934, 940, 942, 950
MAR 16	• ROSS 151, 161, 181, 201, 231, 241, 251, 261, & 281
MAR 16	• LANVALE 902, 903, 915
MAR 23	• LANVALE 909, 921, 923, 929, 931, 937, 939, 945, 947
MAR 23	• MAIN 958
MAR 30	• LANVALE 953, 955, 961, 963, 969, 971, 977, 985 & 991
MAR 30	• MAIN 952

MAINTENANCE INSPECTIONS	
Potomac Towers & CW Brooks	
3/2/26	• PT 1201-1217
3/3/26	• PT G16-G29
3/4/26	• PT 114-127
3/5/26	• NO INSPECTIONS
3/6/26	• NO INSPECTIONS
3/9/26	• PT 219-232
3/10/26	• PT 318-331
3/11/26	• PT 419-432
3/12/26	• NO INSPECTIONS
3/13/26	• NO INSPECTIONS
3/16/26	• PT 518-531
3/17/26	• PT 619-632
3/18/26	• PT 718-731
3/19 & 3/20	• NO INSPECTIONS
3/23/26	• PT 819-832
3/24/26	• CWB 100-202
3/25 - 3/27	• NO INSPECTIONS
3/30/26	• CWB 203-221
3/31/26	• CWB 222-315

Reminder to ALL Residents - Online Portal Work Order Requests

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 Office 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.

Easter Craft

March 18, 2026
CW Brooks - 10 A.M. - 11 A.M.
Potomac Towers - 1 P.M. - 2 P.M.
Walnut Towers - 3 P.M. - 4 P.M.
Sign Up Sheet outside of Resident Services Office

CW BROOKS - Kristy Cuba x 170

Mondays	6:00 PM	BINGO
March 12	5:00 PM	Tenant Association Meeting - Guest Speaker, "Colo-Rectal Cancer Awareness"
March 19	1-3 PM	Blood Pressure Screening with Lindsay
March 11	1:00 PM	Diamond Art Club

FREDERICK MANOR

Mondays	6:00 PM	Girl Scouts (Community Building)
March 26	11:00 AM	Resident Meeting at the Community Building

GATEWAY CROSSING

March 12	5:30 PM	Quarterly Resident Meeting (Elgin Station) - Colon Cancer Prevention
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MCCLEARY HILL

Mondays	5:30 PM	Girl Scouts (Community Building)
March 18	5:00 PM	Resident Meeting
Fridays	5:30-7 PM	Pearls for Girls

NOLAND VILLAGE

March 18th and 19th	10:30A & 5PM	Zoom relocation meeting - Text or call for email link 240.625.9066
March 18	10:00 AM	Resident Meeting

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.)
Monday - Thursday	4:30-6:30 PM	Parkside Pals Homework Club Program (K-5 th grades)
March 19	2:00 PM	Resident Meeting

POTOMAC TOWERS - Kimberly Miller x 171

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)
March 9	5:30 PM	Tenant Association Meeting
March 5 & March 19	1:00 PM	Diamond Art Club

WALNUT TOWERS - Kristy Cuba x 170

Tuesdays	5:00 PM	Bingo - Food Served at 4 PM
Thursdays	6 - 8:00 PM	Game Night
March 2	5:00 PM	Tenant Association Meeting
March 6	3:00 PM	Diamond Art Club

Staying Connected with the Hagerstown Housing Authority

RENT COUPONS

To ensure timely and accurate payment of your rent, please use the appropriate rent coupons when remitting payment either at Orrstown Bank or through the provided rent boxes. It's imperative to verify that the coupons you are using feature your correct name. This helps in ensuring that your payment is accurately credited to your account and that you don't receive any unwarranted late rent notices. Your Housing Processor will distribute these coupons to you during the recertification period.

Spring Forward!

Don't forget to set your clocks an hour ahead on March 8th for Daylight Savings Time.



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.

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
BROOKS SALON	301.733.6911 x 1000 or 240.310.3154 (call or text)
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
<u>Gateway Crossing</u>	<u>Housing Choice Voucher (HCV)</u>
301.766.7968	301.733.6911

Report a Concern

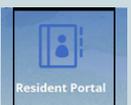
www.hagerstownha.com/reportaconcern
or you can also scan the QR code



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



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.