



NEWSLETTER

www.hagerstownha.com

Family Self Sufficiency Graduates

Please join The Hagerstown Housing Authority in Celebrating FSS Graduates:



Natalie Wilder

Congratulations to **Natalie Wilder**, who successfully graduated from the FSS Program! Throughout her participation, Natalie maintained employment with the State of Maryland, improved her credit and financial well-being, attended FSS workshops, completed a Homeownership Workshop, and earned her Recovery Training Certificate. She continues to pursue her Associate of Applied Science degree in Substance Abuse Counseling.

We are proud of Natalie's dedication and accomplishments and wish her continued success as she works toward her future goals!

Congratulations to **Kisha Sanders** on successfully graduating the FSS Program! She has obtained and maintained full-time employment as a Store Shift Supervisor with Horizon Goodwill Industries, and completed professional development training.

She has improved her credit, obtained her driver's license, was approved for the Vehicles for Change Program, and completed a Home Buyer Workshop and is working toward future homeownership.

We are proud of Kisha's hard work, determination, and accomplishments and wish her continued success as she works toward her future goals!

Congratulations!

Employee of the Quarter

Jaime Mayo, Family Self-Sufficiency Supervisor



Please help us celebrate **Jaime Mayo**, as Employee of the Quarter for October-December 2026. Jaime was nominated by Heather Jefferies, Director of Resident Services, because she consistently demonstrates strong leadership, initiative, and dedication to HHA and the residents we serve.

Most importantly, Jaime approaches her work with a positive attitude and a willingness to help. She consistently represents HHA with professionalism and enthusiasm while building strong relationships with residents, coworkers, and community partners.

Thank you, Jaime, for your continued leadership and dedication to HHA and our community, and congratulations on this well-deserved recognition!

As Employee of the Quarter, she will be entitled to one complementary lunch, a Star Award and one paid day off from work.

LOCATION
Elgin Station
40 Elgin Blvd
Hagerstown, MD
21740
2nd Floor Computer
Lab

BROUGHT TO YOU BY THE HAGERSTOWN HOUSING AUTHORITY

Wednesday,
October 14, 2026
12:00pm-1:30pm

GROW WITHIN. Session 6: BUILD FORWARD. MAINTAINING MOMENTUM

Workshop Facilitated By:



Instructor: Mark Appenzellar



Building Habits & Long-Term Accountability

Our final session in the Grow Within, Build Forward Series focuses on building lasting habits, staying accountable, and keeping your momentum going after the series ends. Reflect on your progress and leave with a plan for your next steps.

REGISTER TODAY! <https://www.hagerstownha.com/grow>



UNIVERSITY OF
MARYLAND
EXTENSION



COMPUTER BASICS

Join our Computer Basics Course and build the skills you need to feel confident using technology in everyday life! This is a beginner-friendly class focusing on Online Shopping and AI

Tuesday October 27, 2026
at 12 pm-Elgin Station

PLEASE NOTE
CHANGE IN DAY OF
WEEK AND TIME OF
CLASS!

REGISTER NOW

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



Spots are limited
— register today!

LET'S TALK ABOUT FRAUD!

Elgin Station Community Center
40 Elgin Blvd, Hagerstown, MD
Fri, October 9th at 12 PM
Wed, October 21st at 5:30 PM

Scan the QR code to register



Learn how to protect yourself from scams!

- Financial exploitation
- Common fraud schemes
- Check theft and check washing
- Identity theft



MVB



HEAD START IS NOW

ACCEPTING APPLICATIONS

HSWC

is accepting applications for children ages 3-5 who have CURRENT Child Care Scholarships

Elgin Station Location

ONLY

(40 Elgin Blvd.)

Contact:

Missi Jones

301-733-4640 x110

mjones@headstartwashco.org

OR apply online at

<https://www.headstartwashco.org/enrollment>



NATIONAL EXTENSION WORKING GROUP

Dining with Diabetes Program

Join us for **Dining with Diabetes**, a diabetes education program for adults with type 2 diabetes or pre-diabetes and their families. The planning with Diabetes program teaches healthy meal planning and other diabetes self-management skills.

The **Dining with Diabetes** program is offered as a series of **weekly classes** and one **follow up class** as three months.

Each in-person session includes diabetes education and food tastings.

This program is led by Registered Dietitians and trained University of Maryland Extension Educators in consultation with Registered Dietitians.

*If you need a reasonable accommodation to participate in any event or activity, please contact Carrie Sorenson at 301-226-7572 or cjsoren@umd.edu no later than 2 weeks prior to event.

Session Dates:

Nov 9th, 15th, 23rd, 30th
10AM to 11:30AM

Location:

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

TO REGISTER Contact Carrie Sorenson at cjsoren@umd.edu or 301-226-7527

University programs, activities, and facilities are available to all without regard to race, color, sex, gender identity or expression, sexual orientation, marital status, age, national origin, political affiliation, physical or mental disability, religion, protected veteran status, genetic information, personal preferences or any other highly protected status.

Walk With Ease Program



- Walk safely and comfortably
- Improve your flexibility, strength and stamina
- Relieve pain and feel great
- Learn about arthritic management

LEARN MORE OR SIGN UP TODAY

Call: 240-315-3470/TTY 711 for MD Relay

Email: wchd.ohe@maryland.gov washcohealth.org



**When: Starting October 5th,
Mon/Tu/Th 2.30 PM - 3.30 PM**

**Where: Potomac Towers
Community Room**

Registration limited to 10 slots

Attention Gateway Grossing Residents

A Quick Reminder on Plumbing & Water Bills

With utility costs on the rise everywhere, we want to help everyone keep their monthly expenses as low as possible! A small leak or a toilet that runs continuously might seem harmless, but it can waste hundreds of gallons of water a day and quickly lead to a massive water bill.

Please take a moment to check your toilets:

- **Listen Closely:** Is your toilet making a quiet running or trickling sound long after it has been flushed?
- **Check The Bowl:** Do you see ripples or water continuing to trickle down the inside of the bowl?
- **Try The Dye Test:** Drop a few drops of food coloring into your toilet tank. Wait 15 minutes without flushing. If color appears in the bowl, you have a leak!

Important Policy Note:

Residents are responsible for monitoring their own home's water usage and reporting maintenance issues promptly. If a running toilet goes unnoticed or unreported any resulting high water bills remains the full responsibility of the residents. Management cannot issue credits or offer bill adjustments for delayed reports.

Catching a running toilet early saves water, avoids unnecessary stress, and keeps your quarterly bill predictable. If you suspect a leak or need assistance with repairs, please reach out to Maintenance right away so that we can help.

Family Self-Sufficiency Program

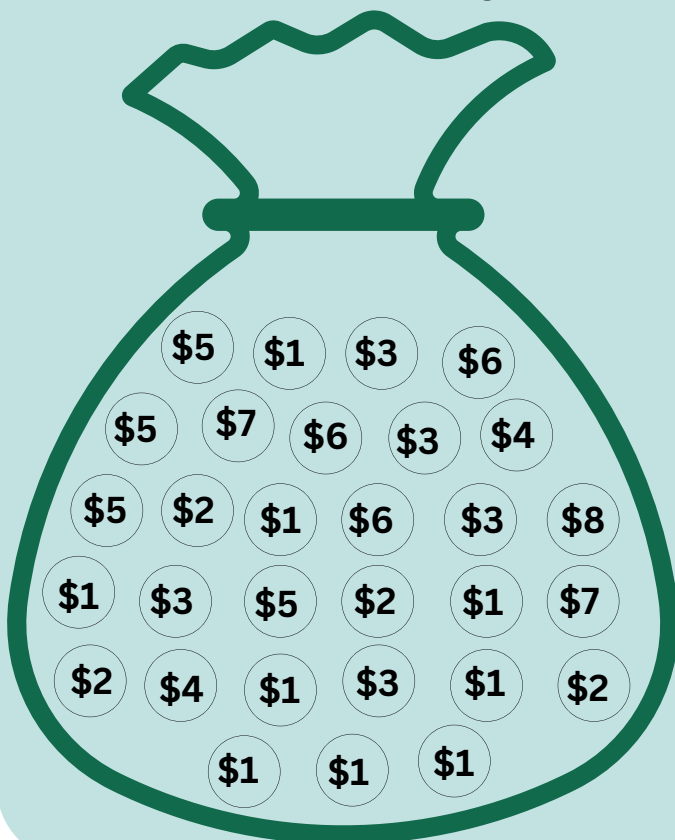
Let's Save \$100 in 30 days

FSS 30-Day \$100 Savings Challenge!

The FSS Team challenges you to save \$100 in just 30 days! Sign up to participate and start building your savings. Everyone who successfully saves \$100 within 30 days and provides proof will be entered into a raffle. Two lucky winners will receive a special prize!

Are you up for the challenge? Sign up today!

<https://www.hagerstownha.com/save100>



TATA'S & TEA

A BREAST CANCER AWARENESS EVENT

OCTOBER 14, 2026

POTOMAC TOWERS & C.W. BROOKS RESIDENTS
1 PM - 2 PM C.W. BROOKS COMMUNITY ROOM

WALNUT TOWERS RESIDENTS
3 PM - 4 PM WALNUT TOWERS COMMUNITY ROOM

JOIN US FOR:



ICE TEA



LEMONADE



COOKIES



CUPCAKES

WEAR PINK!

FREE EVENT ALL ARE WELCOME

& BRA DECORATING



BINGO Potomac Towers	
Date	Menu
Oct 7	Ribs w/ Green Beans Potato Salad Hot Dogs French Fries
Oct 14	Meatloaf Mashed Potatoes Corn Hot Dogs
Oct 21	Sausage Peppers, and Onions Subs Hot Dogs French Fries
Oct 28	Tuna Salad Sandwiches Pasta Salad Hot Dogs French Fries

Potomac Towers Lunch Program

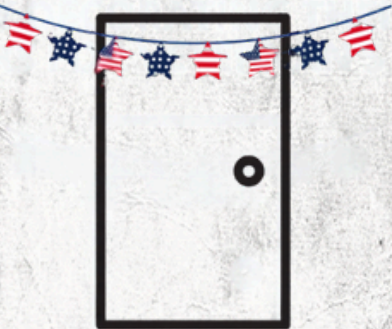
Potomac Towers Tenant Association
will be serving lunch on Thursday, Oct.
22nd.
MENU:

Spaghetti and Garlic Bread

***They will also serve food on Monday**
October 12th when the Nutrition Site
is closed for Columbus Day

VETERAN'S DAY

HAGERSTOWN HOUSING AUTHORITY WOULD LIKE TO
RECOGNIZE OUR VETERANS BY
DECORATING THEIR DOORS FOR
VETERAN'S DAY



IF YOU ARE INTERESTED IN HAVING
US DECORATE YOUR DOOR,
PLEASE CONTACT
DEENA, 301-733-6911 EX 163




- Promoting
- Emotional Intelligence
- Academic Readiness
- Respect for Community
- Leadership Skills
- Self-Worth and Self-Esteem

Pearls For Girls



Every other Friday @ 5:30 pm

McCleary Hill Community Center
 Contact: Sandy Berry (301) 992-2606

BINGO NIGHTS

CW Brooks: Mondays: 6PM
Walnut Towers: Tuesdays: 5PM:
Food sold at 4PM
Potomac Towers: Wednesdays: 5:30PM
Food/cards sold starting at 5 PM

TRASH/RECYCLE CONTAINERS

Trash/Recycle cans & 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 **\$36.12** if maintenance must 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 4:00 pm the night before your pick up 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.***

HEAT START UP

The Maintenance Department will be turning the heat on in the family developments in early October depending upon the weather. Heating levels will be maintained in the family communities are 66 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, please take a look at your thermostat. 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 (**\$108.36**) 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 with increased heat levels please address this to the Director of Housing.

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.

CLEAN YARD PROGRAM

Residents must always keep front and rear yards clean & free of trash & debris regardless of the source. Examples include but are not limited to trash, cigarette butts, etc. Those residents that do not abide by this program will be issued a citation. ***NOTE: The Authority reserves the right to clean any yard without notice to the resident if the yard is extremely unsightly, or the contents of the yard present a health or safety hazard to other in the community.*** **Bags not in trash cans will be picked up without notice and the resident charged.**

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 business days (**not including weekends**) 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 business days are past.

ONLINE PORTAL WORK ORDER REQUEST

Work orders submitted through the tenant portal in Rent Cafe are **NOT** monitored 24/7. If you believe your work order needs immediate attention, please call the Maintenance phone number 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.***

Are Your Pets Secured?

Tenants, including HCV, are required to properly secure animals before Housing Authority staff or contractors enter your home for any scheduled inspection, maintenance, repair, pest control treatment, annual inspection, emergency follow-up, or other authorized entry

HAGERSTOWN HOUSING AUTHORITY
MAINTENANCE OFFICE

Calls are answered 24 hours a day, 7 days a week.
(301) 733-6916

MAINTENANCE INSPECTIONS

October-November 2026

McCleary Hill

Monday, October 5: 17604-17614 Calcite Drive (**even**)

Tuesday, October 6: 17616-17626 Calcite Drive (**even**)

Wednesday, October 7: 17628-17630 Calcite Drive (**even**)
17615-17627 Calcite Drive (**odd**)

Monday, October 12: 17402-17416 Fluorite Drive

Tuesday, October 13: 17418-17435 Fluorite Drive

Wednesday, October 14: 12158-12172 Gypsum Drive (**even**)

Monday, October 19: 12144-12156 Gypsum Drive (**even**)

Tuesday, October 20: 12120-12142 Gypsum Drive (**even**)

Wednesday, October 21: 12108-12116 Gypsum Drive (**even**)

Monday, October 26: 12171-12173 Gypsum Drive (**odd**)
12012-12014 Insurance Way (**even**)

Tuesday, October 27: 12159-12169 Gypsum Drive (**odd**)

Wednesday, October 28: 12147-12157 Gypsum Drive (**odd**)

Monday, November 2: 12135-12145 Gypsum Drive (**odd**)

Tuesday, November 3: 12125-12133 Gypsum Drive (**odd**)

Monday, November 9: 12503-12513 Magnetite Drive (**odd**)

Tuesday, November 10: 12515-12527 Magnetite Drive (**odd**)

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 removal will be needed. Health and Safety items will also need to be inspected. For example, broken/cracked glass, mirrors, missing fan covers, fire extinguishers and play equipment. Furniture blocking windows need to be moved away from these areas.

Flammable/combustible items must be properly stored, not inside your unit.

TENANT INSTALLED LOCKS ARE PROHIBITED

Tenant installed locks are not allowed and are considered a lease violation. Please see **Section G (Tenant Obligations), Item 31** of your lease for additional information. If tenant installed locks are found by inspector or maintenance personnel, you will be charged to correct the lock and the door.

GRILLING SAFETY TIPS

- Keep grills a safe distance from buildings, siding, porches, railings, trees, and other flammable materials.
- Never grill indoors or in an enclosed area.
- Never leave a lit grill unattended.
- Keep children and pets away from the grilling area.
- Keep grills clean and check gas connections before use.
- Never add lighter fluid to hot or burning coals.
- Allow coals and ashes to cool completely before disposal.
- Keep a fire extinguisher nearby

MCH & GWC: Gas and charcoal grills are *NOT* permitted. Electric grills are permitted.

PT, WT & CWB: No grills of any type are permitted.

Frederick Manor, Noland, Parkside, Douglas Court & Scattered Sites: Grills are permitted.

PEST CONTROL SCHEDULE

Please Remember Pest Control is
now on Mondays and Wednesdays
in the Family Communities

Family Communities

10/5/2026 MCH: Magnetite Dr & Gypsum Ln
(12108-12137)

10/7/2026 MCH: Gypsum Ln (12140-12173)

10/12/2026 Frederick Manor: Rowland Ave
& 600-617 Adams Ave

10/14/2026 Frederick Manor: 620-635
Adams Ave & Hayes Ct

10/19/2026 Frederick Manor: 600-635
Hayes Ave

10/21/2026 Frederick Manor: 643-689
Hayes Ave, Gym

10/26/2026 Frederick Manor: 200-218
Taylor Ave & Community Bldg

10/28/2026 Frederick Manor: 222-236
Taylor Ave & Frederick St

Gateway Crossing

10/6/2026: 1030-1068 Ross

10/13/2026: 1070-1084 Ross, 348-368 Merrbaugh,
400/401 Gandy Dancer

10/20/2026: 121-182 Merrbaugh, 331-347 Merrbaugh

10/27/2026: 3-120 Merrbaugh & 1203 W Wash St

Walnut Towers

10/1/2026 WTB: 101-113

10/8/2026 WTB: 114-116, 201-210

10/15/2026 WTB: 211-216, 301-307

10/22/2026 WTB: 308-316

**10/29/2026 WTA: 201-214 & HORIZON STORE (DUE
TO THANKSGIVING HOLIDAY)**

11/5/26 WTA: 215/216, 301-311

Potomac Towers

10/7/26: 801-832

10/14/26: 901-917, 1001-1009

10/21/26: 1010-1017, 1101-1117

10/28/26: 1201-1217

11/4/26: G16-G29

What's Happening In Your Community

Resident and Tenant Association Meetings

10/5/26: Walnut Towers Tenant Assoc. Meeting: 6PM
Special Guests: Sean Griffith and Randy Bailey (HHA)

10/8/26: Gateway Crossing: 1PM
Elgin Station Multipurpose Room

Parkside/Douglass Ct/Scattered Sites: 2PM
Parkside Community Center

10/8/26: CW Brooks Tenant Assoc. Meeting: 5PM
Presentation on Food and Nutrition

10/12/26: Potomac Towers Tenant Assoc. Meeting: 5:30PM

10/20/26: McCleary Hill Resident Meeting: 5PM
Community Center

10/21/26: Noland Redevelopment Update Meeting:
10:30AM & 5PM: Zoom Link Sent Prior to Meeting

10/22/26: Frederick Manor Resident Meeting: 11AM
Community Center

Potomac Towers:

Exercise w/ Lisa: Thursdays 4PM: Rooftop Lounge

Stop Smoking Resources: 10/22/26 10:30AM

Food/Nutrition Resources w/WCHD: 10/22/26 10:30AM:

Other Activities

Girl Scouts

Mondays: 6PM: Frederick Manor
Community Center

Thursdays: 7PM: Ages 13-18
Parkside Community Center

Fridays: 5 PM: All Ages
Parkside Community Center

NA Group Meetings

Sundays: 3:30PM: Parkside
Community Center

Tuesdays: 5PM: Book Study: Park
Place Community Room

Tuesdays: 7PM: Mens Program
Parkside Community Center

Wednesdays: 7PM: Womens Program
Parkside Community Center

Walnut Towers:

Food/Nutrition Resources w/WCHD:
10/22/26 10:30AM: Community Room

McCleary Hill:

Bookmobile Stop: 10/27/26 3PM: Special
Program in Community Building

Staying Connected with the Hagerstown Housing Authority

Community Building Reservation Process For HHA Residents Only!

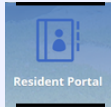
All **HHA resident** requests to use the community buildings, as well as inquiries about their use, must now be submitted through the following link:

👉 www.hagerstownha.com/CBrequest

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

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



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.

Affordable Housing Specialist Changes
Please note the following Affordable Housing Specialist contact changes based on the last name of the Head of Household:

Last Names A–L

Sharon Judd

✉ sjudd@hagerstownha.com

☎ 301-733-6911 ext. 122

Last Names M–Z

Ashley Decker

✉ adecker@hagerstownha.com

☎ 301-733-6911 ext. 179

Numbers to Know

Hagerstown Housing Main - 301.733.6911

Security	301.730.2096
Maintenance (24hrs/7days/week)	301.733.6916
Maintenance - Pest Control	301.733.6911 ext. 124
BROOKS SALON	301.733.6911 ext. 1000 or 240.310.3154 (call or text)

Resident Services Department

Heather Jefferies hjefferies@hagerstownha.com	301.733.6911 ext 125
Deena Holder dholder@hagerstownha.com	301.733.6911 ext 163
Kristy Cuba kcuba@hagerstownha.com	301.733.6911 ext 170
Kimberly Miller kmiller@hagerstownha.com	301.733.6911 ext 171
Jaime Mayo jmayo@hagerstownha.com	301.733.6911 ext 158
Tacy Myers tmyers@hagerstownha.com	301.733.6911 ext 168
Heather Nutter hnutter@hagerstownha.com	301.733.6911 ext 167
<u>Gateway Crossing</u>	<u>Housing Choice Voucher (HCV)</u>
301.766.7968	301.733.6911

Can't get to the Library - Look for books in
your community.



Little Libraries



Locations:

-Frederick Manor

Outside of the Community Building

-Noland Village

Outside of the Community Building

-Robert W Johnson Community Center

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.

FIRE SAFETY POSTER CONTEST



**CHARGE
INTO
FIRE
SAFETY!**



Show off your creativity and teach others about fire safety!



This year's theme focuses on simple electronic charging habits that can help reduce the risk of lithium-ion battery fires and keep homes and communities safer.



NEED POSTER MATERIALS?

Contact Deena Holder at
dholder@hagerstownha.com or 301-733-6911
ext. 163.

**PRIZES
FOR 1ST, 2ND
& 3RD PLACE!**



POSTERS DUE TO DEENA HOLDER BY
OCTOBER 23, 2026