



Northeast Georgia Housing Authority

Serving the cities of...Clarkesville, Cleveland, Cornelia, Demorest, Helen, Homer, Toccoa

Housing Happenings

RESIDENTS SAY:

Thank you for putting new lever door knobs in my apt. A huge help! Ritchie St.—
Clarkesville Resident

The apartment I have, I love it. It's quiet. I have friends. CCK— Cornelia Resident.

REALLY ENJOYED THE RESIDENT FISHING TRIP!—
RAMEY TERR.—TOCCOA RESIDENT

I enjoy the housing authorities newsletter and meetings.-
Robin Pl—Toccoa Resident

I have lived in this housing for about 24 years and love it. Appreciate having a clean and safe place to live.
--- Ritchie St- Clarkesville Resident

I am enjoying my new apartment. My neighbors have been helping me with things- just being neighbors.

I love living here.

Nice people.

I try not to bother maintenance, when I need to they do an awesome job and come out quickly even in non-emergencies. Sautee—Toccoa Resident

---Toccoa Resident (Audubon)

---Toccoa Resident

(Ramey)

PLEASE DO NOT

- ✓ USE YOUR STOVE AS A HEATING SOURCE
- ✓ HAVE CURTAINS OR OTHER FLAMMABLE ITEMS TOUCHING YOUR HEATING UNITS;
- ✓ HEAT WAX ON YOUR STOVE OR LEAVE BURNING CANDLES UNATTENDED.

PLEASE DO

- ✓ MAKE CERTAIN THAT YOUR SMOKE DETECTOR IS IN WORKING CONDITION;
- ✓ PLAN AHEAD ON SPENDING SO THAT YOU WILL BE ABLE TO PROVIDE FOR YOUR NECESSITIES (RENT, ELECTRICITY, GAS, WATER, FOOD);
- ✓ SET ASIDE SOME SPECIAL TIME TO SPEND WITH YOUR FAMILY;

Win a \$25.00.....Details inside





I would like to talk with you about your children's safety: each year children are injured or killed by cars. They can be hit by cars when crossing the street, while riding a bike or skateboard, and even while playing in the street. Make sure your children are safe and you know where they are. Don't expect your older children to watch the younger ones while they are playing outside. Most often they get distracted by other things and completely forget that they are taking care of their siblings and then it's too late. We don't want something tragic to happen and that is why we ask for you to make sure your children are not playing or riding bikes/skateboards in the streets. Safety is not only for the youth. Adults, please use the sidewalks and not the streets if you are out walking. A lot of the time drivers of cars cannot see you when they are coming over a hill or if there is oncoming traffic. If you are riding your bike, please be aware that bicycles are required to follow some of the same laws and rules of the road as motorists.

Angie Cothran
Executive Director



Tell Your Family and friends:

Northeast Georgia Housing Authority is taking applications!

Applications are taken Mon-Thur 7:30 to 5:30 @ 437 S. Pond St. Toccoa

Other office locations vary in times and days.

Areas served: Toccoa, Clarkesville, Demorest, Cornelia, Cleveland, Helen, Homer

- ✓ Rent is Income-based
- ✓ Background screening performed on all applicants.
- ✓ Landlord references required.

Providing Equal Housing Opportunity in quality and affordable neighborhoods.

For more information tell them to give us a call: 706-886-9455

From the Housing Management Department



WHY AREN'T WE DOING ANYTHING?

In a month's time, the Housing Management Department will receive 3,200 phone calls, make an additional 2,137 phone calls, send and receive 217 messages by fax, receive 722 drop-in visits, and 159 scheduled visits and interviews. We will take rent from 579 residents, send 62 collection letters to residents who have not paid their rent before the 5th, inspect 128 apartments, take 54 applications, run criminal history checks on 62 people, write 368 letters to applicants, residents and former residents. We will do the paperwork and inspections necessary for 40 people who move in and out of their apartments during the month, attend 11 staff, community service, and housing management and training meetings. We will ride and walk through your communities 78 times, giving 28 citations for trash in your yards or porches or vehicle violations. We will open site offices and will maintain your administrative office 40 times. We will conduct 43 counseling sessions with residents for lease violations and will evict 8 who choose not to accept the terms of your lease. We will have to appear in court at least 2 times. We will meet with attorneys, law enforcement personnel, social service providers and others who are interested in you and your communities 4 times within the month. We will perform 315 computer entries to adjust income, rent or family



composition and will run 258 reports within our own department to insure that our records are accurate and our department is progressing as it should. In addition to this, we will send 10 reports to the Department of Housing and Urban Development (HUD) and the Board of Commissioners in order to receive the governmental funding so necessary to subsidize our business so that you can continue to receive a reduced rent.

All this in 17-18 days, or 173 hours!

Our department consists of eight people, each with unique job descriptions and requirements. However, one thing is common to each of us. **We are here to serve you!**

We want to do all we can to make your neighborhoods the best they can be. When you call us or drop in to see us, we may not be able to talk to you right then. ***That doesn't mean you're not important.*** We may be right in the middle of one of those tasks mentioned earlier. If you leave a message for us, we'll try to get back to you within 24 hours. Please be patient. **We want to serve you!**

If you have a complaint, please furnish as much detail as you can. What apartment? What resident? What location? What vehicle? What time? Don't just say, "My next-door-neighbor....." Do say, "My neighbor at Apartment XYZ on ABC

Housing Management cont.....

Street...." Once you've issued a complaint, please don't think that we don't act on that complaint. If we have enough information *and proof*, we act. We won't be able to discuss our action (all information concerning residents is confidential), and you may not see immediate results, but we do act. Sometimes a letter of warning is enough; often, we have to do more than that. Sometimes we have to wait until we get more information - or until we get additional complaints. When that happens, we make notes in our files and wait. We're still taking action - even if you don't see the results right away.

We hear a lot of complaints. Some folks say, "I don't know why you're picking on me. All of my neighbors are doing it too! Why haven't you done something to them?" Then, when we ask you to give us details, you say that you don't want to tattle on someone. Does that explain why we haven't "done something"? Maybe we just don't have enough information or witnesses.

We will never take action against you or your neighbors for keeping the terms of your lease. It is only when the lease is broken that adverse action begins. We are in the business of providing housing - not taking housing away. We cannot be in every neighborhood 24 hours a day. We must depend on you to help us in our goal of providing affordable and quality neighborhoods. If you are aware of lease violations, please report them. If you are aware of illegal activities, contact the police FIRST, and then us.

We want your experience with us to be the very best! If you have a special need, let us know. If we are not able to help you, perhaps we can send you to someone who can help. Just remember,

YOU ARE IMPORTANT TO US. We're glad you came our way. Hope you feel the same way too.

Cashenna Roebuck

Director of Housing Management

Your lease at Section 20(b) states:

"Tenant consents in advance to the following entries into the unit:

- (1) Tenant agrees to permit Landlord, his/her agents or other persons, when authorized by Landlord, to enter the unit for the purpose of making reasonable repairs and **periodic inspections**.
- (2) After Tenant has given a notice of intent to move, Tenant agrees to permit Landlord to show the unit to prospective tenants during reasonable hours.

Please be reminded we are doing periodic inspections at this time.

**Riddle: What has a head, a tail, is brown, and has
no legs?
What is it ?**

Answer from last newsletter: A window.



Resident Services

Resident Services introduces and links residents with a wide range of programs and services to enhance the quality of life and to encourage upward mobility into the community.

Through vital community partners we are able to provide a variety of education, social and cultural programs, health and wellness screenings and recreational activities designed to assist residents in achieving stability, strength and self-sufficiency.

Keep a LOOK out in the mail for information about your next upcoming Resident Association Meeting

Over the past several months your Resident Associations have been busy. Gathering together and enjoying life. Here are a few re-caps of 2017.



Troy and Sharon enjoy the first catches of the day! After fishing Toccoa, Homer, Clarkesville, Cornelia residents go down on the farm to pick some greens.



Look who showed up on the solar system walking tour Saturn, Venus and Mars. (Betty, Gail, and Sally)



Cleveland Historical Society WELCOMES residents.

THE FUN CONTINUES ☆☆☆☆



A Day at Mayfield Dairy! Jeanette and Pam.

Quinlan Visual Arts Center



Maxcine



Beverly



Catherine



Linda, Sherry, Jean, Jessica, Barbara, Beverly





A Word from your **Maintenance Team**



FROM THE DESK OF...

WILLIAM DUNSON, MAINTENANCE MANAGER

Your maintenance team is scheduled to start preventative maintenance duties in your areas during the months below:

<i>ST ADDRESS</i>	<i>PROJECT START /COMPLETION MONTH</i>
Davis Ave & Mill St/Ramey Terr	January
Argo Place	March
Audubon & Oriole St	April
Robin	July
Argo, Sautee, Diagonal, Tallulah, S. Oak & Whitman	January
Wood & Grove St	March
Skyview, Ruby, Morgan Pl	May
Kyte, Camden & Morgan St	August
Circleview, Braswell & Green St	January
Ridgecrest, W. Doyle Left side of Green St	April
Queen St	July
Unicoi & Pete's Park	January
Bryant St	March

<i>ST ADDRESS</i>	<i>PROJECT START/COMPLETION MONTH</i>
Pinecrest Dr	May
Cloverdale St	May
Holcomb St	March
Hazel Ave	April
Railroad , Railroad St.	May
Clearview Circle	June
Lockwood (old brick)	July
Davis Place	July
Cliff Kimsey Cir	January
Sunshine Circle	March
Galloway, Faye & Straight St	May
Dover	August
Lee St	September



Maintenance Department Reminder: Office hours are 7:30 am to 6:00 pm, Monday thru Thursday. We have someone on call after hours and on Friday-Sunday for EMERGENCIES only. A maintenance emergency is an issue that affects the health, safety, or is life threatening or physically damaging to you or your home. An example would be a nonworking smoke alarm. Nonemergency service requests are handled like normal so you will need to call the request in during normal office hours. If we respond to a call and it is not an emergency, you will be billed.

Please make sure you check your yard for trash and debris regularly. The maintenance department will charge you if they have to pick up trash in your yard—even if it's from an animal that tore into trash or from children who play in your yard. It is still YOUR responsibility to make sure it is picked up. Also, be sure to put away all toys. Do not leave them in the yard, on the sidewalks or driveway areas.

Each resident needs to take an active role in helping create a safe environment:

- ◇ keep cash or other valuables out of view
- ◇ keep your doors locked even when you are home
- ◇ if someone knocks on your door, look through your peephole before opening your door
- ◇ don't give your keys to anyone
- ◇ don't leave loose items on your porch that can blow away.



Thank you for your cooperation, and if you have any questions or concerns about the maintenance of your apartment, please feel free to call @ 706-886-7326 or 1-800-752-8546.

The office is open 7:30 am to 6:00 pm, Monday thru Thursday for your questions or to request a work order.

*Please DO NOT call after hours unless you have a **TRUE EMERGENCY** that endangers life, health, safety, or damages to the property.*



February 2018 Newsletter Winners



*Ms. Beverley Stargel of
Toccoa Won!*

Congratulations to our winners!

For your chance to win a
\$25.00
Wal-Mart Gift Card
Entries must be received
by
March 2, 2018



*Ms. Barbara Black of
Cornelia Won!*

This could be **YOU!** Enter to **WIN !**

Residents: Two winners will receive a **\$25.00 Gift Card From Wal-Mart !**

Answer the following questions, clip out and mail or bring to the Housing Authority office. Two winners will be drawn. The winners will be contacted and announced in the next newsletter!

1. What is one way to help keep children safe? _____
2. What should you not use your stove for? _____
3. How many people work in the Housing Department? _____
4. What should you do when filing a complaint? _____
5. YOU ARE _____ TO US !
6. What one thing is the HA reminding you of in Section 20 (b)? _____
7. What is the answer to the Riddle? _____
8. What should you check for and pick up in your yard regularly? _____
9. Are you able to give feedback (comments) about your housing experience? Yes No

Another way to stay connected and share your input is to join your areas' Resident Association.

Resident Comments:

**Northeast Georgia
Housing Authority**

**437 South Pond Street
P O Drawer J
Toccoa, GA 30577**

**706-886-9455
1-800-596-1380
Fax : 706-886-0268
TDD : 706-886-0318**

