



# Northeast Georgia Housing Authority

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



## Housing Happenings



There still HERE !

BED BUGS !!

Recently bed bugs infestations have become a serious problem in many housing authorities throughout the Nation. NEGA Housing Authority adopted a bed bug policy in July of 2017, this policy has a lot of helpful information and prevention tips.

Listed below is some general information about bed bugs.

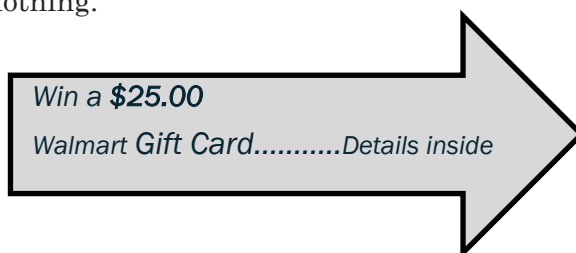
1. Bed bugs can live in any area of the home and can reside in tiny cracks in furniture. They tend to be most common in areas where people sleep and generally concentrate in beds, including mattresses, box springs and bed frames.
2. Bed bugs are most active at night and bite and suck blood on any exposed areas of skin while an individual is sleeping. The face, neck, hands and arms are common sites for bed bugs bites.
3. Fecal stains, egg cases blood spots, and exuviae (shed skin) of bed bugs in crevices and cracks on or near beds are suggestive that bed bugs may be present, but only observing the bugs can confirm an active infestation.
4. A professional pest-control company is required to help identify and remove bed bugs from the apartment.
5. Bed bugs live in any article of furniture, clothing, or bedding, so they or their eggs may be present in used furniture or clothing. It is very important that you be very careful about buying or picking up used furniture or clothing at thrift stores, at yard sales, or from your neighbors.
6. They spread by crawling and may contaminate multiple rooms in a home. They may also be present in boxes, suitcases, and other goods that are moved from residence to residence or from hotel to home. Bed bugs can live on clothing from infested homes and may be spread by a person unknowingly wearing infested clothing.

### Upcoming Holiday's and Office Closures

<b>October</b>	26--Office closes @12 for staff training
<b>November</b>	21--Office closes @3 22 & 23--Office Closed* Thanksgiving
<b>December</b>	21--Office Closes @12 for staff training 25 & 26--Office Closed *Christmas Day 28--Closed @ 3
<b>January</b>	1--New Years--Office Closed

Win a \$25.00

Walmart Gift Card.....Details inside





As you may have noticed your NEGA Housing Authority has been undergoing a flip- flop of positions and even adding some new employees over the past year. So we are here to give you the latest update on some of these amazing people.

Have you met **GRACE NICKERSON**? Maybe not, but if you have called maintenance lately then you have heard her voice. Everyone be sure to say HELLO to GRACE, she is your new Maintenance Administrative Assistant.



So I know now you are wondering. What happened to the old Maintenance Administrative Assistant, Becky Roach? She has gone back to her first true love, as your Toccoa /Homer Site Manager..... and yes Michael Jarrard is still the Site Manager for Clarkesville, Cornelia, Cleveland and Helen.

wait that brings up more questions. Where did Shenna Roebuck Toccoa/Homer Site Manager go? Say HELLO to your new Director of Housing Management.

But now you have another question, what happened to the former Director of Housing Management, Colleen Jarrett. Well we are sad, but glad to say she is retiring. We would like to express our thanks for your 9+ years of service to NEGAHA and we hope you have a wonderful and relaxing retirement. Enjoy!



Ok, I know you're asking yourself.. when is this going to end.. not yet!



We have one more member of our team leaving. We would like to say a Big Good Bye to our Maintenance Mechanic 2, Steve Stonecypher. We would like to thank him for his 19 + years of service. Enjoy your retirement!

Angie Cothran  
Executive Director



## *From the Housing Management Department*



As I begin to write what will be my final article for the Housing Authority newsletter, I am overwhelmed with thoughts of the past years. How is it possible that the time has gone by so quickly, yet has also felt like an eternity.

There is no doubt that my initial years' working as Resident Services Manager is where I met some of the greatest residents in Housing. Not only did I get to know them as residents, but so many of them also as friends. That is one part of the job I will miss, as I begin my retirement years. These are the ones that always went above and beyond what was asked to assist me in any way possible. For that I am grateful.

As Director of Housing Management I began to understand more of the complex issues that so many of our residents face on a daily basis.

We are responsible for providing housing while also insuring that all rules and policies are adhered to by our residents and guests.

Often times this has been a challenge that has required weeks or months of monitoring issues regarding housekeeping, harassment, payments,

etc., while processing applications, move ins, move outs, evictions, or just listening when someone needs to be heard.

All of you are very fortunate to have access to this Housing Authority staff. I am referring to all staff. Where else could you live and get the kind of quick response and attention you get from this Maintenance Department? When you call our offices you are always greeted professionally and treated with respect. Any time you are here for an appointment you get prompt service and our Resident Coordinator has begun many new and interesting programs that I sincerely hope you will take advantage of in the future. It is your loss if you do not.

The goal of the Housing Authority is to insure you have a safe, clean, and healthy environment in which to live and if possible to assist you in becoming more self-sufficient and move up in life.

I wish you all the best future possible and thank you for the wealth of knowledge I have gained during my tenure with the Housing Authority.

*Colleen Jarrett*

*Director of Housing Management*

Riddle: This ancient invention allows people to see through walls.

What is it ?



## 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**

*Give big Thanks to Ms. Evelyn Hastings of Clarkesville for sharing her recipes for:*

### Homemade Laundry Detergent:

- 2 Cups Borax
- 2 cups Arm & Hammer Washing Soda (Different from Baking Soda)
- 1 cup Arm & Hammer Baking Soda
- 1 Cup Oxi Clean
- 1 small or  $\frac{1}{2}$  large Bar of Zote (grated).....use the other half on the Dishwashing Liquid.

Mix all ingredients together and store in an airtight container. Like a large Tupperware Canister.

*Only take 1/3 cup per load.*

### Homemade Dishwashing Liquid:

- Water
- Bar of Zote
- Arm & Hammer Washing Soda

In a 2 quart sauce pan fill half full of water and heat. Add 1 cup of grated Zote in hot water and stir with a wooden spoon till fully dissolved. In another container add cold water and stir in 2 level spoons of Arm & Hammer Washing Soda. Add cold and hot mixture together. There will not be a lot of suds, but suds are not what cleans. This solution cuts grease better than anything I have ever used. Enjoy!

*Share your recipes.* Send to NCGAHH Resident Services @ 437 S. Pond St Toccoa, GA 30577

**Did you know that all AGE's are welcome to ATTEND Resident Association Meetings**

**Children under 13 must be accompanied by an adult.**

**The Holidays** are quickly approaching, for some people this brings up a lot of unwanted stress and emotion. Below are a few tips to keep your stress at bay:



5 ways to keep the holiday's Happy:

- 1) **Prioritize!** Decide which traditions are most important to you. *Focus on quality, not quantity.*
- 2) **Don't isolate yourselves.** Sometimes you just want to stay at home in your jammies. Make yourself go out anyway. Even if it is just to take a walk or to have coffee with a friend. If you feel isolated, it's important to remember you're still in charge of your life. The best way to break out of that mind set is to get involved and find somewhere to volunteer.



"Hibernation and isolation can feed a depressed mood. Surround yourself with friends, even if you don't feel like it. Not only are you distracting yourself from your possibly blue thoughts, but being out with others provides you with opportunities for pleasure and joy."

(Sarah Richards of CNN article)

- 3) **Don't compare yourself** to your Facebook friends. Most people post only their happiest moments, so beware of comparisons. It's easy to lose perspective and get a serious case of FOMO (fear of missing out). Reach out to your close friends via phone or text message when you feel like connecting with people. You'll get more satisfaction hearing updates from people you actually like, rather than tons of people you haven't seen in years.
- 4) **Volunteer.** Sure, you may feel stressed out and booked up already. But consider taking time to help people who have less than you. Try volunteering at a soup kitchen or working for a toy drive.
- 5) **Don't assume the worst.** Try not to go into the holidays with too high or too low of expectations that it makes you more depressed, so don't start the holiday season anticipating disaster. If you try to take the holidays as they come and limit your expectations -- both good and bad -- you may enjoy them more.

Have Fun !



Thanks to:

CNN article "Four simple steps to beating the holiday blues, by Sarah Elizabeth Richards, Life by Daily Burn"

5 ways to make the holidays happy when dealing with cancer by Cure OM Support Group/Christina Bach

25 Ways to Find Joy and Balance During the Holidays- Feeling down during the holidays can be tough, by R. Morgan Griffin



## A Word from your **Maintenance Team**



FROM THE DESK OF...

WILLIAM DUNSON, MAINTENANCE MANAGER

We have been getting a lot of calls concerning roaches in the apartments. Roaches may be a problem from time to time and we treat all units annually to prevent infestation. We also treat twice a month, upon requests, those units where a problem exist. However, cleanliness is the most effective deterrent to pest problems and you must do your part in assisting us by keeping your home clean at ALL times. Failure to do so not only creates a problem in your home, but your neighbor's home as well.

For occasional problems with ants, water bugs, wasps, etc., your local hardware store or grocery stores has products to assist you as needed. Remember, we can help you help yourself, but we cannot eliminate a problem you create by poor housekeeping.

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### FALL IS APPROACHING AND WITH THAT COMES THE LEAVES

**Listed below are the policies of each City concerning the collection of leaves:**

**Cornelia & Toccoa**– Rake leaves to the curb and the City will vacuum.

**Cleveland, Helen and Homer** – There are no leaf services for these Cities.

Bag leaves and place at curb for maintenance to pick up.

**Clarkesville and Demorest** – Bag leaves and place at the curb, then call

City Hall to have them picked up. Clarkesville residents call: (706) 754-4216. Demorest residents call: (706) 778-4202.



A tenant can only be late paying their rent 3 x 's in a 12 month period.





## Do you have Renter's Insurance?

During this time of year there seems to be more fires in homes due to trying to stay warm in the cold weather with space heaters. Fires are also caused when something is left on the stove and gets too hot or boils over. At times fires are a result of carelessness with smoking or open flames from candles.

We want you to be safe and be sure that you take every precaution to avoid any injury to yourself or loss of your belongings. It would be to your advantage to have renter's insurance in the event a fire or flood occurs. Please consider purchasing this kind of insurance.

**The housing authority recognizes** the need for many residents to use home oxygen due to health conditions. Home oxygen equipment is a lifesaver. It allows patients with breathing problems to stay in their homes and lead a normal life. But like many other medical devices, it can be deadly if used incorrectly.

About 45 people die each year in the United States, and more that 1,000 are burned from fires fueled by home oxygen equipment, mostly caused by smoking. These fires force whole families and other building tenants out of their homes, destroy a lifetime's possessions and cause hundreds of thousands of dollars in property damage.

The fires can be especially deadly for residents and extremely dangerous to firefighters because fire needs oxygen to burn.

The more oxygen there is in the air, the easier and more quickly everyday items-furniture, clothing, bedding-will burn. Normal air is about 21 % oxygen, while home medical oxygen is 100%.



**Residents, guests or visitors must not smoke inside an apartment where bottled oxygen or an oxygen concentrator is stored or in use.** This is a very serious safety and health hazard for residents, housing staff and those who reside in nearby apartments. It is also against your lease.

You can choose to either smoke or use oxygen-not both. You **WILL** be evicted if you are found to be smoking around oxygen in your home. It's that simple. Please don't do it!

*Our goal is to insure your safety at all times!*

If you suspect you have bed bugs, please call the maintenance department to schedule an inspection. There will be no charge for the initial treatments, but you **MUST** do your part as described in the bed bug policy under resident's roles and responsibilities. If you do not fulfill your responsibilities and you are not prepared for treatment on your scheduled day, your lease will be subject to termination.

# Emergency Kit

## Visual Checklist for Disaster Supplies



## Do you and your family have a plan in the event of an emergency?

An emergency may not necessarily be floods or tornados.

What about a circumstance where something interferes with your being at home to meet the

More Emergency Information can be found at [www.fema.gov](http://www.fema.gov) or [www.redcross.org](http://www.redcross.org)

*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 non-emergency work order requests.*

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

children to get them off the bus from school? Do they know where to go? Do you have a plan that they understand?

If you have a fire have you discussed with everyone in your residence how to get out of your home and set a specific location for everyone to meet? You don't want there to be any question about whether or not everyone is out of the house.

Does everyone in your household understand how to contact emergency personnel in the event of a sudden illness or accident? Does everyone understand what constitutes a real emergency?

In the event of ice, snow storms, or power outages, do you have sufficient amount of food, medicine, and warm clothing to get through several days?

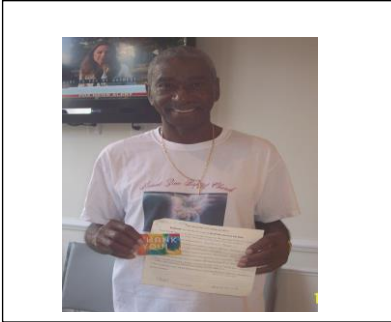
This is certainly a lot of questions but as a responsible individual these are situations that you need to address. You should always insure that you discuss these situations with everyone in your household and have a plan of action. You should also have supplies on hand to see you through several days or weeks in the event of any emergency situation.

**Our goal** is to keep you safe and to insure you have a plan of action. If you need assistance in making a plan please contact the Resident Services Department and we will work with you in any way that we can to help you create a safe environment in your home.





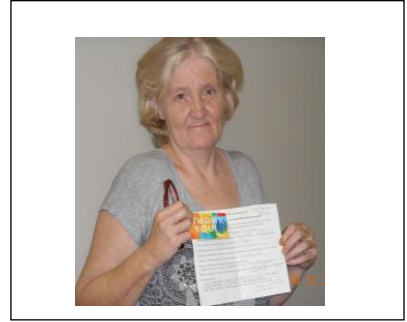
## November 2017 Newsletter Winners



*Mr. Norman Giles. of  
Toccoa Won!*

### Congratulations to our winners!

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



*Ms. Gail Burton of Clarkesville  
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 time of day are bed bugs most active? \_\_\_\_\_
2. Who is the new Toccoa/Homer Site Manager? \_\_\_\_\_
3. What is one precaution you can take to insure you and your belongings are safe? \_\_\_\_\_
4. What is the answer to the Riddle on page 2? \_\_\_\_\_
5. Is the Housing Authority responsible for picking up leaves? \_\_\_\_\_
6. What is one of the main goals of the Housing Authority? \_\_\_\_\_
7. How many times in a 12 month period can you be late on your rent? \_\_\_\_\_
8. What websites can you visit for additional information of Emergency Preparedness?  
\_\_\_\_\_
9. What must you do if you think you have bed bugs? \_\_\_\_\_

Resident Comments:

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Housing Authority**

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