



# NEWSLETTER

Housing Commission of Anne Arundel County

“HOUSING CHOICES AND AFFORDABLE COMMUNITIES” [www.hcaac.org](http://www.hcaac.org)

## What is REASONABLE?

A brief overview of timelines for residents

### Rent Reviews

Federal Regulations require that our staff start your annual rent review about 90 days prior to your lease renewal anniversary. This is needed because we must collect a significant amount of data regarding your family, income and assets. Once this data is collected and verified, a formula is applied to the data to determine rent for your home. Regulations also require that we give you 30 days written notice of your new rent, unless your rent is decreasing.

### Maintenance Repairs

There are no regulations that govern how fast repairs should be made within your home, but agencies are rated on how quickly they resolve repair and replacement requests. When you place a call to our Maintenance Department, a staff per-

son immediately inputs the data into a computer database for technicians to access. Unfortunately, some days we get a large number of requests and it is impossible to schedule all of the repairs as quickly as each client would like. Repairs are evaluated as they are brought to our attention, and emergency and urgent situations get priority. If your request is delayed more than 5 days, it is important that you talk to your property manager. They may be able to assist you with a determination as to when you may expect your repair to be completed. Often times, parts may be needed and ordered, or a contractor may be necessary to complete the work.

### Complaints

Housing Commission staff members always try to resolve problems, complaints, issues

and incidents within the on-site management office. Sometimes, other staff persons may need to be involved, including supervisors and directors. While it is always our mission to get your issues resolved quickly, there is the chance that more information and documentation is required. Please remember that all complaints should be made to your management office. If you register a complaint at the Main Administrative Office, it will likely be forwarded back to your site manager for resolution. The next step after lodging a complaint with your manager is to put your complaint in writing and mail it to:

**HCAAC**  
**Property Management Director**  
**P.O. Box 817**  
**Glen Burnie, MD 21060-2817**

Our goal is always to help you immediately, if possible.

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## Community Safety Spotlight



### Toni Jordon,

#### Community Safety Assistant

Freetown Village, Pinewood Village,  
Pinewood East & Glen Square

#### REALITY CHECK

As I turned into the community I immediately noticed the grounds were spotlessly clean! I continued my drive-thru and saw that each and every car was in good repair and properly registered! As I double-checked to make sure I'd pulled into the right place, I thought, "Humm, this is strange." I strolled into the office, sat down at my desk and started to pour over the police calls for service reports (CCI's). I was amazed to find the police hadn't been called to any of our communities...not even once! I went in to the Property Manager's office to share the good

news and she told me she had some good news of her own. During her inspections she didn't find a single sign of an unauthorized guest! What? I went back to my desk to ponder this windfall of exemplary behavior. Then the telephone rang. You could have knocked me over with a feather when the woman told me she was calling to ask about organizing mothers to monitor the bus stops before and after school! I'm serious!

And the rest of the morning was just as remarkable. I didn't receive a single call complaining about a scuffle between kids. Evidently, parents were talking to each other and working things out on their own! Imagine that! And that's not all. Not one resident called to complain about the other resident

who'd "said something about them" they didn't like. And wonder of wonders, I didn't receive a single complaint about loud music, or rowdy guests. Apparently, residents were talking with their neighbors and handling things like adults! Wow, what a concept!

And it just kept getting stranger and stranger. Later that evening, when I arrived at the resident council meeting, I couldn't believe my eyes. There was standing room only! And nobody was giving away anything! Were these my residents? Was I losing my grip on reality? Well, just when I was starting to think I'd fallen down the "rabbit hole" and landed in the "Twilight Zone," I heard music. And then I heard the DJ shout, "Happy April Fool's day!" Oh, well...

### Maurice Price

#### Community Safety Assistant

Meade Village, Stoney Hill, and  
Burwood Gardens

#### COLORS!

Having grown up in "Cabrini Greens", often known as the "Nations most infamous public housing project", located at the time in downtown Chicago, I've seen my share of what the "public housing mentality" produces; misery, drugs, murder and "GANGS". In returning to the Housing Commission last month (by the way I really did miss you all), the thing that stood out the most was the prevalence of **COLORS**, particularly **RED**. It was not the color that caught my attention but the way it was displayed, "Flying Colors" or "Flagging" to indicate an affiliation with a gang, specifically the

#### "BLOODS".

I could go into an entire dialogue about the detriments of gang presence and activities in a community but I would be belaboring that point for pages and pages. While in the midst of being "prospected" and lured into the gang I watched bangers sexually molest a very young girl on an elevator; at that time I decided I wanted nothing to do with this magnitude of **coward-ice**.

I hear stories of children as young as 8yrs. being "jumped in" (initiated) into gang life, neutrals being harassed and assaulted; my communities are being vandalized (tagged) with gang graffiti and other problems symptomatic of gang occupation. **If you don't mind I'm going to cut to the chase.** There are a number of legislations in, or approaching our

legislators in dealing with this issue, there are already laws on the books in respect to gang affiliations. Working closely with the Anne Arundel County Police Department, States Attorneys office we plan to attack this issue head on. The Housing Commission can constitute gang affiliation alone as a crime and the proper response will follow. Any confirmed affiliation by residents or guests may lead to civil actions up to and including **Banning** and **Lease Termination**. I can assure you this is not something you want to get a foothold in your community.

Feel free to contact the office of Community Safety for tips and information on actions you can take to fight this problem, i.e. identifying and reporting in a confidential manner.

**IT'S GREAT TO BE BACK!!!**

**PINEWOOD  
VILLAGE &  
PINEWOOD EAST**

**Jaycie Bramlett,  
Property Manager**

**SPRING HAS ARRIVED!**

That means it's time for Spring Cleaning! Take this time to clean out old drawers and closets. Give away or donate those things that just take up space in your apartment that haven't been used since the day you purchased it. Do a real thorough cleaning of your apartment, even in the kitchen and bathroom cabinets. You'll be surprised how good and refreshing this will make you feel. Just keep it up all throughout the Spring and into Summer.

**LOOKING FORWARD TO  
SPRING FLINGS?**

Wouldn't you like to be a part of the action and excitement in your community? Come hear all about it in our Resident council meetings, which are held every second Thursday of each month. The meetings for the month of April are on Thursday, April 12, 2007 at 2:30 PM for Pinewood Village and 2:00 PM for Pinewood East.

**LOVE THY NEIGHBOR**

Did you know the most frequently violated sections of you Lease are Section VIII, Part K & Part O. "To not disturb other resident's peaceful enjoyment of their accommodations" and "To act in a cooperative manner with your neighbors; and refrain from acting or speaking in an abusive

or threatening manner towards you neighbors"? All too often you are in violation of these sections and aren't even aware of it.

Misunderstandings and arguments often stem from miscommunication: the attribution of certain meanings and intent based on one's own stereotypes and perceptions.

Regardless of one's age, color, sex, background, or religion, your fellow neighbors have come to reside in your surroundings. So, before you pass judgment on your neighbor, try walking a mile in their shoes.

All offices will be closed on Friday, April 6 for Good Friday.



**On behalf of the Pinewood Office staff, we hope you have a wonderful Easter holiday!**

**BURWOOD  
GARDENS**

**Lanita Hopkins  
Property Manager**

**COME SHARE YOUR IDEAS**

with your neighbors on Thursday, April 12<sup>th</sup> at 3:00 p.m. at the Resident Council Meeting in community room.

**DON'T MISS OUT!**

The Resident Council is planning a trip to The Air and Space Museum in Washington, D.C. on June 12<sup>th</sup>. If you are interested in going, contact Angela Weddle, President of the Resi-

dent Council, as seating is limited.

**NO BUTTS ABOUT IT**

Please remember that there is absolutely **NO SMOKING** allowed in the common hallways of the apartment buildings (that includes lighting cigarettes before you walk out the door). Do not discard your cigarette butts on the ground once you have finished smoking because not only is that considered littering, but it makes the property look unpresentable, and it is also a fire hazard. If you come outside to smoke please do not block the entry doors and be sure to dispose of your cigarettes properly.

**NEEDS VS. WANTS**

Every month residents call the Management office regarding needing assistance with getting food. After reviewing different sources of income and preparing budgets to cover household expenses and necessities (rent, medicine, doctor's visits, and insurance premiums) and it seems that there is always money left over; money that is used for everything except for food, which is a necessity. Although everyone likes to get the things that they **WANT**; you always need to remember to save money and budget for the things you **NEED**, including food.

## MEADE VILLAGE

**Valerie Robinette,  
Property Manager**

Welcome to all new residents of Meade Village, please join us at the Resident Council Meeting on Wednesday, April 18, 2006 at 7:00 p.m. in the Community Center.

Important dates to remember:

\*April 6<sup>th</sup> – Good Friday – Office Closed

\*April 8<sup>th</sup> – Easter

\*April 18<sup>th</sup> – Resident Council Meeting – 7:00 p.m.

\*April 22<sup>nd</sup> – Earth Day

### SPRING IS HERE!

that means many of you are looking forward to cooking outside on grills again. As a re-

minder, here is the Housing Commission's policy regarding the use of grills in Meade Village:

- Grills CAN be stored and used on the back patios of the townhouses.
- Only one grill per unit.
- When in use, the grill must be at least 10 feet from the house.
- When the grills are being stored outside, they must be covered with a grill cover. The grill must be covered at all times when not in use, no exceptions.
- Grills must be covered once the grill has cooled down from use, do not allow the grill to remain uncovered over night.
- Grills must be in good working condition, must be free of rust and deterioration.
- **UNDER NO CIRCUMSTANCES ARE GAS GRILLS ALLOWED.**

- Grill use at the apartment buildings is strictly prohibited; this includes stairwells and the exterior of the building.

*Please plan on attending the Resident Council Meeting on the 18<sup>th</sup>. I hear so many concerns from residents about different things going on in the community and yet not many residents show up for the meetings. At the meeting in March there were only 5 residents in attendance that were not on the Resident Council. The Resident Council Meetings are for the residents, please show your concern, show you care and join us at the April Meeting. We have some very serious issues that need to be addressed and can be taken care of if you can all pull together as a community.*

## FREETOWN VILLAGE

**Stacie Ringgold,  
Property Manager**

### CHILD SAFETY

As the hotter months approach, more children will be outside riding their bikes, playing ball, and roller skating. Parents please advise your children of the following tips.

1. Smaller kids should ride their bikes or roller skate along the sidewalk instead of in the street.
2. Smaller kids should not be allowed to walk to the playground without the supervi-

3. Smaller kids should not be left unattended at the playground

Also drivers need to beware that the speed limit within Freetown Village is 15mph. Drivers please watch out for children in the village.

### NEED HELP...

Please feel free to contact Ms. Toni Jordan with any of the following concerns: 410/222-6252

- Conflict Resolution
- Neighbor Disputes
- Vehicle Registration
- Criminal Activity
- Counseling
- Residential Identification

Our Human Service Case Worker, Mrs. LaShonda Godwin is also here to assist you. Ms. Godwin's Freetown Village hours are Tuesday and Thursday 8:00 a.m.–5:00 p.m.

**ATTENTION ALL RESIDENTS WE NEED MORE, MORE, & MORE RESIDENT PARTICIPATION. COME ONE, COME ALL TO THE FREETOWN VILLAGE RESIDENT COUNCIL MEETINGS 2<sup>ND</sup> MONDAY OF EVERY MONTH. THIS MONTH'S RESIDENT COUNCIL MEETING WILL BE MONDAY, APRIL 9, 2007 AT 6 PM IN THE BOYS & GIRLS CLUB. COME WITH ANY QUESTIONS AND/OR CONCERNS.**

**GLEN SQUARE**

**Lisa Hahn,**  
Property Manager

**RESIDENT COUNCIL MEETING:** Glen Square Resident Council Meeting Thursday, April 5, 2007 at 7:00 p.m. All residents are invited and encouraged to attend the meeting.

**TRASH REMINDER**

Please remember to ALWAYS place your trash into trash bags, which are securely tied before placing them into the trash chutes. In the trash room, please put trash bags in the trash containers available. If the containers are full, please place closed bags on the floor. Please don't throw your trash in the trash room on the floor. We ask you be mindful of this at all times of the year, in effort to avoid potential infestations.

**SPRING CLEANING**

Spring is a wonderful time to clean house and get off to a

fresh start! We are reminding our "collectors" to go through your boxes, drawers, ect, and get rid of that clutter! Also, look around your floors, walls, sinks, toilet, shower, ect. and ask yourself if these things are really clean. If your answer is "No", then it's time to take care of them. We will periodically be completing follow up house-cleaning "checks" to ensure that everyone is in compliance with your lease; so don't find yourself on this list! If you are overwhelmed with "cleaning issues" and do not know where or how to begin perhaps we can help locate someone to assist your or at least get you moving in the right direction to keep your cleaning manageable.

**RAFFLE WINNERS**

Congratulations to the raffle winners held at March's Council meeting. The 1<sup>st</sup> place winner is James Neff, winning \$50.00 off his April rent. The 2<sup>nd</sup> place winner is Martha Barr, winning \$40.00 off her April rent and the 3<sup>rd</sup> place winner is Larry Johnson, winning \$25.00

off his April rent. Thank you for supporting the Council and your Community.

**HAPPY BIRTHDAY!**

Remember the birthday celebration will be the 1<sup>st</sup> Sunday of every month. Everyone is invited to attend the party and celebrate with the Resident's who have a Birthday in March.

**DR. ANITA KHANDELWAL,** board certified in Internal Medicine and affiliated with Harbor Hospital, is seeing patients in the Doctor's Suite located off the dining room, one Thursday per month. Call (410) 355-2244 for an appointment. Also, Dr. Bober, DPM for Podiatrist Treatment is available by calling (410) 761-9606 to schedule an appointment.

**SALON SERVICES:** Tange Bowie will be available at Salon Services right in your building on Tuesdays & Wednesdays. Walk ins are welcome or call (410) 768-7891 to make your appointment.



**Bonnie Woodall,**  
CHSP Manager

**CLUB MEMBERS NEEDED**

Several Clubs are now forming at Glen Square and all residents are encouraged to sign up for any one of interest. A Movie Night has been sug-

gested with a good response from many residents but decisions about when, how, what, and where still need to be worked out. Please join others in making this event a successful one. Your input is needed! For more information or suggestions contact Bonnie Woodall at 410-222-6217 Ext. 230



Clubs Now Forming Are:

- Movie Night
- Current Events
- Shopping Together
- Scrabble
- Tea Time
- Book Reading Club
- Trip Planning
- Walking Together
- Puzzle Working
- Coupon Cutting
- Dominos
- Chess



# CASEWORKERS CORNER



**Tina Sellman**  
**Human Services Caseworker**  
**Burwood Gardens, Stoney Hill,**  
**Meade Village**

I would like to take the opportunity to introduce myself to all of the residents at Burwood Gardens, Stoney Hill, and Meade Village that I have not had a chance to meet. I am at Meade Village on Mondays and Fridays from 8:00 am to 5:00 pm, and Wednesdays from 1:00 pm

to 5:00 pm; Stoney Hill on Wednesdays from 8:00 am to 12:00 pm and Burwood Gardens on Tuesdays and Thursdays from 8:00 am to 5:00 pm. If you need assistance with filling out forms, referrals for assistance, getting transportation, help understanding forms or letters that you may have received, questions answered about Medicaid or Medicare, help with pharmacy assistance, assistance with budgeting, job referrals or training, getting

caught up on your community service or just want to introduce yourself, please feel free to stop by to see me or make an appointment to come in. If you need to reach me on any days that I am not scheduled at your property, please leave me a voice message at (410) 222-6200 extension 215, and will return your call as soon as possible. I look forward to meeting all of you and assisting those whom need help.

**HCAAC TIPS: HELPING US HELPS YOU!**



When writing a check or money order for rent or other charges. **PLEASE PRINT YOUR NAME CLEARLY AND ALWAYS INCLUDE YOUR UNIT NUMBER.**

## STONEY HILL

**Valerie Robinette,**  
**Property Manager**

*We would like to welcome all new residents to Stoney Hill.*

**IMPORTANT DATES TO REMEMBER:**

- \*April 4<sup>th</sup> – Resident Council Meeting 4:00 p.m.
- \*April 6<sup>th</sup> – Good Friday ... Office Closed
- \*April 8<sup>th</sup> — Easter
- \*April 18<sup>th</sup> – Pest control

**FRIENDLY REMINDERS:**

- Don't forget to contact Management if you will be gone from your home for more than one week. It is important that we know how to

reach you.

- Keep your Emergency Contact Information up to date with the Management Office.
- Rent is due on the 1<sup>st</sup> of each month.
- The Laundry Room is for the use of RESIDENTS ONLY!
- Limited parking, please ask your guests not to park in front of other resident's homes.
- Anytime you have ANY change in your income, it MUST be reported to Management within 10 days. You must report all increases (and decreases), do not wait until your annual recertification.
- Do not store items around your hot water heaters, we must have full access at all times.

**PLAN FUN ACTIVITIES**

The Resident Council is always looking for new ideas and volunteers to plan fun activities for the community.

**NEW PEST CONTROL**

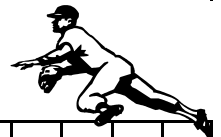
You may not be aware that we have a new pest control company. Home Paramount will now we addressing any pest issues you may have. They will be conducting pest control on Wednesday, April 18<sup>th</sup> between 8:00 a.m. – 5:00 p.m. A reminder will come around to each of you to let you know what you need to do to prepare.

The entire staff at Stoney Hill would like to wish you and your family a Healthy and Happy Easter!!





# BASEBALL



**APRIL KIDZ BIZ**



h	d	g	l	d	f	g	b	a	s	e	b	a	l	l	y	d	r	e	r	r	o	r	s	j
o	v	b	l	n	m	p	o	i	u	y	t	r	e	w	l	u	k	j	h	g	f	f	d	h
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e	a	z	b	x	c	v	b	n	m	h	e	l	m	e	t	o	x	c	l	s	k	j	h	t
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ANTHEM  
 ASTROS  
 AUTOGRAPH  
 AVERAGE  
 BALLS  
 BASEBALL  
 BASES  
 BAT

BATBOY  
 BLEACHERS  
 BOTTOM  
 BOX  
 BUNT  
 CAGE  
 CATCHER  
 CENTER FIELD

CHEER  
 CLEATS  
 COACH  
 COUNT  
 COVERED  
 CURVEBALL  
 DIAMOND  
 DUGOUT

ERRORS  
 FACE  
 MASK  
 FAIR  
 FANS  
 FAST BALL  
 FIRST BASE  
 FLAG

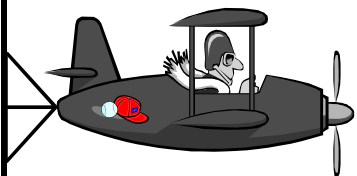
FOUL  
 GLOVE  
 HELMET  
 HITS  
 HOME PLATE  
 HOME RUN  
 HOTDOGS  
 ORIOLES

Turn in your completed KIDZ BIZ PUZZLE within the week and if you find all of the words, your name will be entered in a drawing to **WIN \$10!** Three winners will be selected from each family community.

**CONGRATULATIONS!**

**March Winners**

<p><b>Meade Village</b></p> <p>ALYESHA MUNDELL, NICHOLAS &amp; MYRANDA DUNTON, DEIRDRE MCGOWAN</p>	<p><b>Freetown Village</b></p> <p>BRYONNA HOWARD, MIA CARR, VERONICA HOWARD</p>
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# IMPORTANT NUMBERS

www.hcaac.org

**Family Self-Sufficiency, Section 8,  
Mainstream Housing, H.O.P.W.A.  
& Caseworkers.  
410-222-6205**

**Facilities Management Office  
Work Orders  
(Maintenance Request)  
410-553-9675**

**Burwood Gardens**

Property Manager 410-222-6226x234  
Fax 410-761-7944  
Human Services Caseworker 410-760-6303x215

**Freetown Village**

Property Manager 410-222-6237x213  
Fax 410-360-3225  
Community Safety Office 410-222-6252x223  
Human Services Caseworker 410-222-6253x217

**Meade Village**

Property Manager 410-222-6241x231  
Fax 410-551-0430  
Community Safety Office 410-222-6644x214  
Human Services Caseworker 410-222-6645x215

**Glen Square**

Property Manager 410-222-6220x211  
Fax 410-768-3889  
Human Services Caseworker 410-222-6217x230

**Pinewood Village/Pinewood East**

Property Manager 410-222-6210x201  
Fax 410-590-6723  
Human Services Caseworker  
(Pinewood East) 410-222-6304x204  
(Pinewood Village) 410-222-6347x217

**Stoney Hill**

Property Manager 410-222 6232x231  
Human Services Caseworker 410-222-6645x215

**DEAR RESIDENTS:** Please remember to call and schedule an appointment. Your time is valuable as is ours. It is our sincere desire to serve you well. Our daily schedule includes meetings with residents, completing inspections, re-certifications and general problems within units. Your understanding is greatly appreciated.

**Workforce Development Center-Meade Village**

1710 Circle Road, Severn, MD 21144  
410-519-7575  
9 am – 3 pm Monday to Friday  
Located in the Meade Village Boys & Girls Club

**Workforce Development Center-Freetown Village**

7831 Huff Ct., Pasadena, MD 21122  
410-360-9353/9354  
9 am – 5 pm Monday to Friday

**IMPORTANT COUNTY TELEPHONE  
NUMBERS FOR SENIORS**

County Information 410-222-7000  
Department of Aging 410-222-4464  
Weekday Nutrition 410-222-6240  
Pascal Senior Center 410-222-6680  
Taxi Program 410-222-4222  
Transportation 410-222-4826  
Trip Desk 410-222-6682  
Meals on Wheels 410-431-5257



## CONSTRUCTION ACTIVITIES



The following table is used as a guideline. Items and dates listed are subject to change by the Director of Modernization.

<b>BURWOOD GARDENS</b>				<b>PINEWOOD VILLAGE</b>			
<i>WORK ITEMS</i>	<i>PLAN</i>	<i>BID</i>	<i>START</i>	<i>WORK ITEMS</i>	<i>PLAN</i>	<i>BID</i>	<i>START</i>
Refurbish Hallways	2005	2007	2007	Renovate Elevators 1& 2	2005	Aug 2006	Feb 2007
Renovate Entrances	2005	2007	2007	<b>PINEWOOD EAST</b>			
<i>WORK ITEMS</i>	<i>PLAN</i>	<i>BID</i>	<i>START</i>	<i>WORK ITEMS</i>	<i>PLAN</i>	<i>BID</i>	<i>START</i>
Renovate Kitchens	2006	July 2007	Dec 2007	Renovate Elevators 1& 2	2005	Aug 2006	under construction
<b>MEADE VILLAGE</b>				<b>STONEY HILL</b>			
<i>WORK ITEMS</i>	<i>PLAN</i>	<i>BID</i>	<i>START</i>	<i>WORK ITEMS</i>	<i>PLAN</i>	<i>BID</i>	<i>START</i>
TBA				TBA			
<b>GLEN SQUARE</b>				<b>FREETOWN VILLAGE</b>			
<i>WORK ITEMS</i>	<i>PLAN</i>	<i>BID</i>	<i>START</i>	<i>WORK ITEMS</i>	<i>PLAN</i>	<i>BID</i>	<i>START</i>
TBA				TBA			