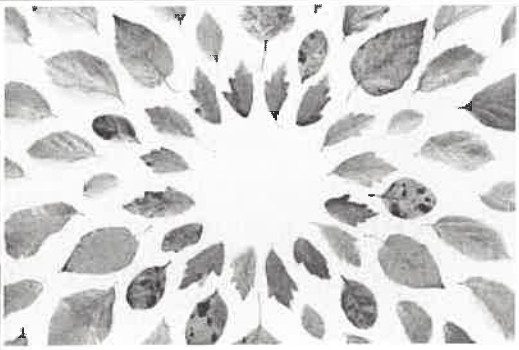
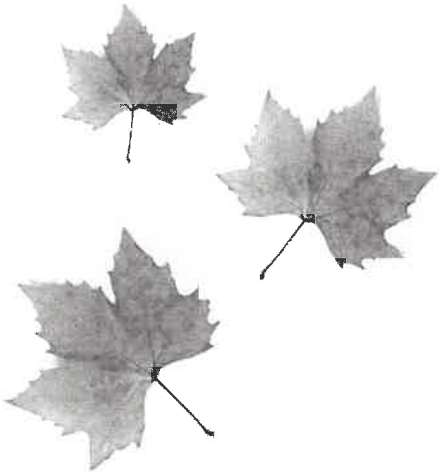
McKenzie Village Resident Newsletter

Fall 2019

What's Inside?
- Agency Update
- Resident Services Workshops
- Energy Assistance
- PM Hours
- And MORE!



HOMES FOR GOOD
HOUSING AGENCY



Inclement Weather Reminder:

It is never too early to prepare for winter weather! Start stocking up water, flashlights, batteries, blankets and kitty litter or sand for the walkways. If you have a vehicle, check the antifreeze and put a nice warm blanket or two in your car. Have extra prescriptions on hand and animal food too.

We wish you a safe and happy Holiday Season!

Ongoing Happenings at McKenzie Village!!

Extra Helpings– 2nd and 4th Tuesdays from 4-4:45pm in the Community Room at 300 W Fairview Dr. Please bring your own bags! *FOOD for Lane County is an equal opportunity provider.*

Reading Program– 1st and 3rd Mondays 4:15-5pm in the Community Room of the Fairview office. Snacks and books provided!

Resident Services Office Hours Mondays 2-4pm contact Frankie 541-682-2538 to make an appointment. Walk ins Welcome!

McKenzie Village News

Resident Advisory Board Update!

RAB – Resident Advisory Board

August 21. 2019

My name is Sara Mach and I'm a Resident Advisory Board (RAB) member representing McKenzie Village. Anyone who is a resident of McKenzie Village can become a RAB member. Please join us for our monthly meeting to consider this position. We also have Special Training meetings several times a year. Those meetings are only for RAB members. Each Homes for Good Public Housing apartment complex within Lane County should have a RAB representative. You will meet people from Florence, Cottage Grove, Junction City, plus all the complexes in the Eugene – Springfield area. At the meetings, RAB members learn the bigger picture of projects, budgets, annual planning and more, of Homes for Good. It is very interesting! Meeting dates are on the second Thursday of the month, from 9:30a to noon and snacks are provided. Please contact Emily Yates at 541-682-2541 if you are interested in attending or have questions about the Resident Advisory Board.

Recent discussions have included changes to the agency annual plan, updates to the Assistance Animal deductions, timeline for the installation of the wells and upcoming development projects including a Housing First project, The Commons on MLK and the two RAD replacement housing options, Hayden Bridge Meadows and Taney Place. To learn more about any of these, please contact your property manager.

WANTED: visually impaired person seeks electronics for something to do.

Do you have broken or unwanted electronics?

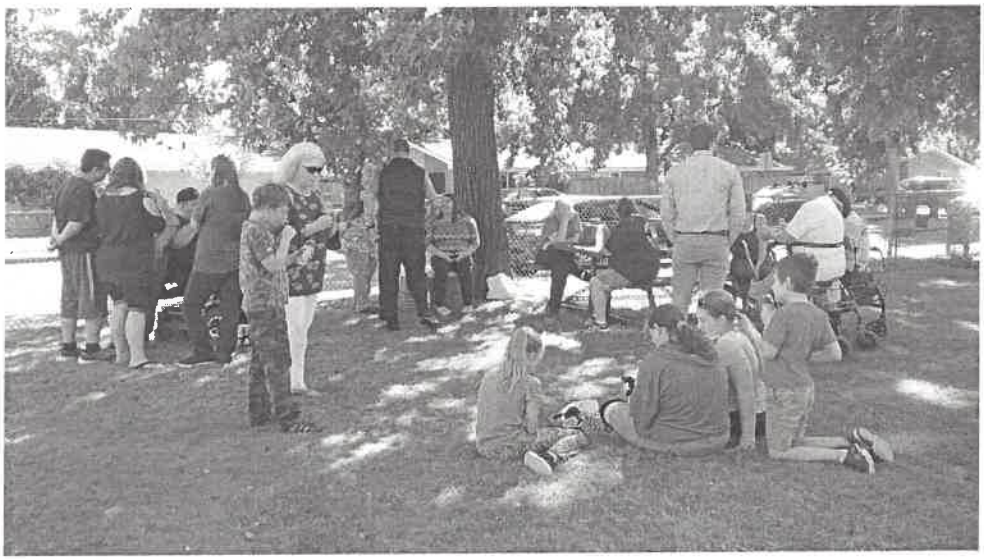
Call Heiko, a McKenzie Village resident at 541-337-0674 .

Your donations are greatly appreciated!

A friendly reminder to please keep ramp ways on the sidewalks clear on the corners of each street. Please do not block with cars, dumpsters etc. The areas are yellow and allow for strollers, bikes or wheel chairs to enter the road.

Thank you!

Fun at the Village!



On August 26th McKenzie Village had an ice cream social. Such a great turnout and a way for residents to meet each other. Thank you to all who attended!

Play is just as important as work.

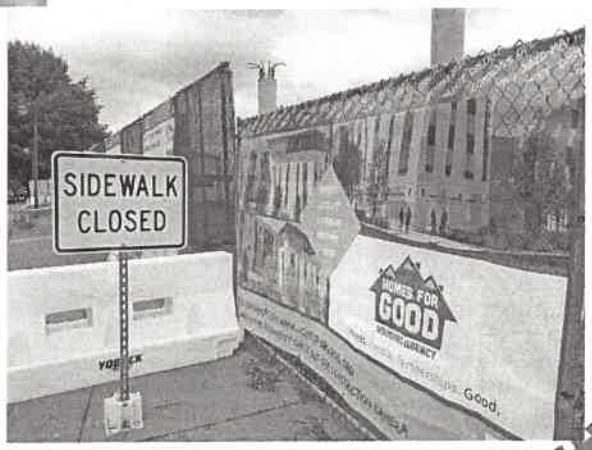
Property Management Drop In Office Hours @ McKenzie Village

- **Tuesday mornings from 9am – 12pm**
- **Wednesday afternoons from 2pm -4pm**

The community room door will be open and Maryanne's office is right next to the community room. See you soon!

An Update from Jacob Fox

Many of the readers of this newsletter live in buildings that were built decades ago and we are working hard to maintain these building and provide services to ensure that your apartment unit and your apartment community are great places to live. We are also committed to building new affordable housing and the State of Oregon and the local municipalities are dedicating more funding than ever before to address the housing crisis that people with low incomes are facing. The good news is that we are making greater progress than ever before in delivering new affordable housing units across Lane County. Between July of 2019 and December of 2019 Homes for Good has or will begin construction on 4 separate apartment communities that will deliver 218 units of affordable housing for Lane County. These apartment communities will have units dedicated to the chronically homeless and other special needs populations. We are in the pre-development planning phase for a second permanent supportive housing project in the metro area that will serve chronically homeless individuals and families and a housing project in Cottage Grove that will serve chronically homeless veterans. We are actively engaged with Lane County and the City of Eugene to support their goal of developing 350 units of permanent supportive housing, of which 51 units Homes for Good will deliver when we start construction on the MLK Commons in Eugene during October of 2019.



Best,
Jacob Fox
Executive Director of Homes for Good

Fall Season Resident Services Workshops

In October:

Legal Aid & Housing

Join Homes for Good Resident Services staff and Elliott Farren, a legal aid Attorney at the Oregon Law Center, to talk about tenant rights, ways to advocate for yourself in housing-related situations and what services are available at Oregon Law Center.

Thursday, October 24th

5:45-7pm located at 177 Day Island Rd. by Alton Baker Park.

Please RSVP to Emily Yates at 541-682-2541

eyates@homesforgood.org

Light refreshments will be provided

In November:

Cooking on a Budget, Meal Planning and more!

Dana Baxter from Food For Lane County will be introducing all kinds of tips and tricks for stretching your wallet, ideas to keep cooking simple and sweet, and a food sampling as well. Join us!

Thursday, November 21st

5:30-7pm located at 177 Day Island Rd. by Alton Baker Park.

Contact Emily Yates at 541-682-2541 or eyates@homesforgood.org

Please RSVP by Friday November 15th.

Energy Assistance Info

LIHEAP and EWEB Customer Care are two resources for Energy Assistance in Lane County.

EWEB Customer Care is a program funded by Eugene Water and Electric Board, EWEB customers and the City of Eugene. Qualified EWEB Customers may receive one standard ECC payment of $200 per customer household per program year.

The **Low Income Home Energy Assistance Program (LIHEAP)** is a federal program that provides financial assistance to low-income households for home heating and energy bills. The program is seasonal starting in November. LIHEAP payments can be applied to Electricity, Gas, Wood, Pellets and Propane.

You can get on the waiting lists for LIHEAP and EWEB Customer Care three different ways this year:

1. **Go Online:** When the waiting lists are open (see below for details), you can now submit your waiting list request online, using the following links:

- LIHEAP https://lanecounty.org/cms/One.aspx?portalId=3585881&pageId=9773412
- EWEB Customer Care https://lanecounty.org/cms/One.aspx?portalId=3585881&pageId=9807676

2. **Call by Phone:** when the waiting lists are open (see below for details)

- For Eugene, call 541-345-3642
- For Springfield, call 541-747-8349

Please DO NOT call and leave a waiting list message on any other extension. Messages left at any other extension will be deleted.

3. **Walk-In:** When the waiting lists are open, you can now walk in to either CCS location and ask to be added to the LIHEAP and the EWEB Customer Care waiting lists

- Eugene Community Service Center, 1464 W. 6th Avenue, Eugene
- Springfield Community Service Center, 1025 G Street, Springfield

When Are The Waiting Lists Open?

LIHEAP: The waiting list for the Low Income Home Energy Assistance Program (LIHEAP) will open on November 1, 2019, at 9:00 a.m. for all applicants.

EWEB Customer Care 2020: The waiting list for EWEB Customer Care will open on the first business day of each month, starting on January 2nd, at 9:00 a.m., and reopening at 9:00 a.m. on the first business day of each month January 2nd through December 31st.

All appointments are made on a first-come, first-served basis. Getting on a waiting list is not a guarantee of assistance. If either of the waiting lists closes before you are able to get on the list, you will have to wait and try again on the first business day of the next month. Keep trying!

Winter Weather Reminder!

Disconnect Your Hoses!

Colder weather is on the way so it's time to put a reminder on your calendar to remember **disconnect hoses and cover exterior hose bibs for winter**. Don't find yourself in a mess with the unfortunate experience of busted hose connectors, or worse yet, broken water faucets!

- Take a walk around your unit and locate all your hoses and hose bibs.
- Drain all the water from your hoses BEFORE you roll them up for the winter and cover the hose bibs.

Remember, you are responsible for disconnecting your hoses and covering your hose bibs! If hoses stay connected and hose bibs are not covered, they may freeze which will cause damage and you will be charged the cost of repair and materials!

Please make sure to move your furniture away from heaters/registers before turning your heater on. If you are going to be away for the holidays for a few days, make sure to leave your thermostat at 58 degrees and open the cabinets under your sinks to allow warmer air to circulate and keep your pipes from freezing.

And a reminder, if you will have any guests over for the holidays—You are allowed a total of 14 overnight guest visits in a 12-month period (a total of 14 nights in a twelve-month period, whether by one or different guests).

Anyone who stays in your unit overnight who is not listed on your lease is a "guest," *regardless of your relationship with that person*.

Thank you!

Manage Tough Conversations Well

We all have uncomfortable conversations that need to occur. All too often we begin them from a place of upset or anger, and then end up with more upset and/or arguments, not our intention at all. Here are a few reminders that will help you have these important conversations in a manner that will both build the relationship and address the issue:

Remember your intention: Know what you really want as a result of speaking with the person. Ask yourself if you want to heal or hurt the situation. Remember: no one cooperates with someone who seems to be against them.

Focus on agreement: Start from your shared values, positive intentions and/or common ground. Remember - be tough on the problem, easy on the person!

Listen really well: Especially when there is tension or stress, people can't hear until they've been heard. Listen to their point of view. Remember that everyone has their own valid agenda (though it might not seem valid to you).

- ***Manage your emotions:*** Relax your body, let your shoulders stay low and make your breathing long and slow. The other person can't not unconsciously perceive your body language and tension level. Stay as relaxed as you can.
- ***Resist arguing, becoming defensive or offering a rebuttal:*** Your brain can only focus on one direction at a time. If your focus is to argue or defend, the conversation now becomes an argument! Focus your attention on what the person is saying and your intention to hear them and work things out.

Validate their perspective, interest and needs: Let the person know that you hear them. Validate (this does not mean you necessarily agree with them).

Explain your side: Describe your thoughts, needs, interests, and feelings as well as related reasons. Manage your tone of voice: friendly, calm and relaxed.

Focus on finding a solution that you can both support: Seek common ground. Find an outcome that feels right and good to both of you.

Thank the person for having the conversation: Acknowledge yourself and the other person for hanging in there with tough content. Then, keep in touch and check on the person and the progress to show you care.

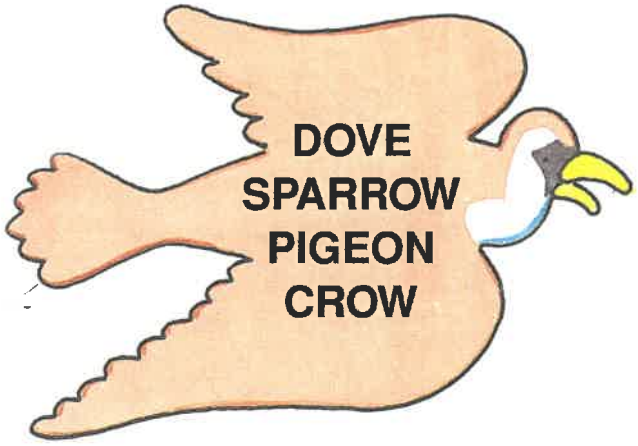
Afterwards: Take a mini-break if possible. Go for a walk. Release built up tension or emotional upset (anxiety). Reflect on what you did that you liked, and what you might do differently next time. Congratulate yourself. These are tough for all of us and take courage (and practice). Watch – with practice and reflection, you'll become a pro!

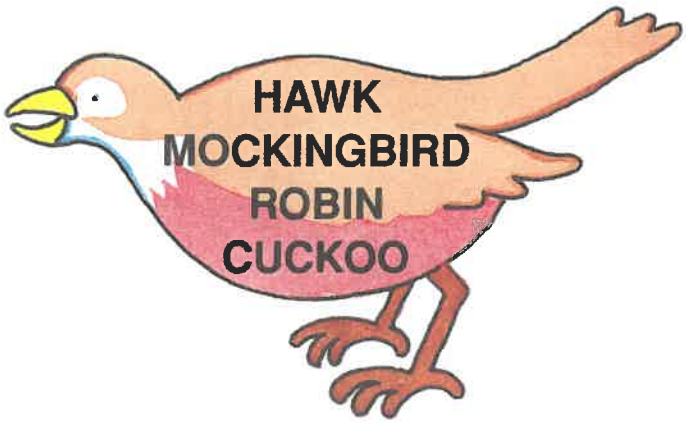
ROBIN ROSE
TRAINING & CONSULTING
www.robinrose.com

FINE FEATHERED FRIENDS

All of the birds listed below can be found in North America. Find and circle the birds in the puzzle. The words can be in any of these directions: cat → ← tac ↑ t a c ↓ c a t ↗ c a t ↘ c a t

A	D	R	E	P	W	O	R	R	A	P	S
E	W	V	N	R	Q	H	H	J	K	C	E
L	O	J	Y	A	O	W	N	A	C	U	A
D	G	T	O	N	G	B	I	D	R	C	G
H	R	O	N	O	E	G	I	P	O	K	L
S	O	H	A	W	K	A	T	N	W	O	E
C	A	R	D	I	N	A	L	N	A	O	A
P	M	O	C	K	I	N	G	B	I	R	D





Two more birds are in the puzzle. They are hidden in either of these directions: cat → c a t ↓. Can you find them?

Agency SPOTLIGHT

Community Veterinary Center

Not for Profit. For Love.

Low-Cost Veterinary Care

For low-income Lane county residents.

Call for information or appointment 541-636-3324

470 Highway 99N

Eugene, OR 97402

www.communityvet.org

Public Housing Front Desk
541-682-4090
Property Manager
Maryanne Bussey 541-682-2569
mbussey@homesforgood.org
Assistant Property Manager
Gloria Estrada 541-682-3834
gestrada@homesforgood.org
Portfolio Manager
Andrea Bishop 541-682-2596
abishop@homesforgood.org

Work Order Line 541-682-4010

After Hours and Emergency:
541-359-8874

Resident Services Director
Wakan Alferes 541-682-2508
walferes@homesforgood.org
Resident Services Specialist (Se habla Español)
Frankie LeeJohnson 541-682-2538
fleejohnson@homesforgood.org
FSS Information
Suzanne Gatch 541-682-2548
sgatch@homesforgood.org

RAB Representatives for McKenzie Village
Sarah Mach 541-744-5915