

Fourteen Pines News and Views

April 2019

What's Inside?

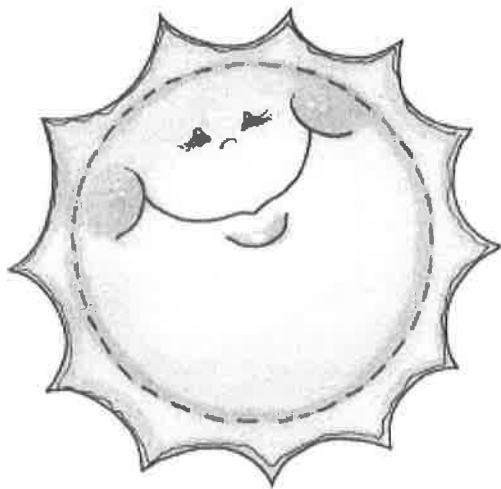
- Reading Program
- Word Find
- A note from Jacob
- And MUCH MORE!
- And MORE!



Spring is upon us!

As the weather changes and the flowers bloom, let us be reminded of the new beginnings spring brings. Let this new season be an opportunity to try something new! Go on more walks, volunteer your time, spend time with a neighbor, or play in your garden. I hope this spring brings you joy and hope!

-Katie



Grievance Policy Reminder

- **Grievance Definition**— any dispute which a tenant may have with respect to PHA action or failure to act in accordance with the individual tenant's lease or PHA regulations which adversely affect the individual tenant's rights, duties, welfare or status

HUD regulations state that any grievance must be personally presented, either orally or in writing, to the PHA office or to the office of the housing development in which the complainant resides so that the grievance may be discussed informally and settled without a hearing.

Homes for Good Policy

Homes for Good will accept requests for an informal settlement of a grievance either orally or in writing, to the Homes for Good's office within 5 working days of the Homes for Good nonpayment of rent notice, 5 working days for lease termination notice, and 14 calendar days for any other grievable event.

Within 14 calendar days of receipt of the request Homes for Good will arrange a meeting with the tenant at a mutually agreeable time and confirm such meeting in writing to the tenant.

If a tenant fails to attend the scheduled meeting without prior notice, Homes for Good will reschedule the appointment only if the tenant can show good cause for failing to appear, or if it is needed as a reasonable accommodation for a person with disabilities.

Good cause is defined as an unavoidable conflict which seriously affects the health, safety or welfare of the family.

Our full Grievance Policy & Procedure can be found in the Admissions and Continued Occupancy Plan (ACOP) available on our website or in our administrative offices.

“Positivity, confidence, and persistence are key in life, so never give up on yourself.” - Khalid

A note from our Executive Director at Homes for Good:

Jacob Fox

As you all know on February 25th and 26th Lane County was hit with the worst snow storm since 1969. I know that it impacted my family, my Homes for Good co-workers and it impacted all of the residents that are served by our programs. While we all faced challenges in terms of power outages, stuck cars, impassable streets and freezing temperatures our resilience as humans showed up in some amazing ways. I want to thank each of you for working with Homes for Good staff and for the care and support that you showed to your neighbors. People rolled up their sleeves and shoveled snow, brought supplies to each other and did welfare checks when needed. The Homes for Good team members, especially our maintenance staff members, rose to the occasion and spent countless hours shoveling snow, spreading deicer and picking up tree debris. For us this storm highlights the need for our organization to implement more robust disaster preparedness plans including better communication tools. We will be engaging with all of you as we work to develop better emergency plans. Thanks again for all that you did to help out during this challenging storm!



What do you think of the newsletter? Have an idea for the next issue? Let us know your thoughts! Contact Katie at 541-682-2564

Agency SPOTLIGHT



White Bird Clinic is a collective environment organized to enable people to gain control of their social, emotions, and physical well-being. They offer Mental Health Counseling, Accessible Health Care, Dental Services, and 24/7 Emergency Response amongst many other services!

For more information call: 541-342-8255

WORKSHOP ANNOUNCEMENT

Do you have a goal you want to achieve? A resolution you are trying to keep? A vision for your future?

Come check out the workshop at Homes for Good with the Resident Services Team for a chance to strategize together about ways to set yourself up for success!

Thursday, April 18th

5:45pm-7:00pm

Homes for Good Office

**177 Day Island Road Eugene
OR 97401**

Homes for Good Contact Information

Public Housing Front Desk 541-682-4090

Property Manager

Tia Politi 541-972-0853

ypoliti@homesforgood.org

Assistant Property Manager

Position Vacant. If you have any questions, please call: 541-357-5790

Property Management Division Director

Position Vacant. If you have any questions, please call: 541-357-5790

Work Order Line 541-682-4010

(Submit a work order online at www.homesforgood.org)

After Hours Emergency:

541-359-8874

Resident Services Manager

Wakan Alferes 541-682-2508

walferes@homesforgood.org

Resident Services Assistant

Katie Dockery 541-682-2564

kdockery@homesforgood.org

Being a Good Neighbor

Tips to build community and resolve conflict with neighbors:

- 1) **Meet Your Neighbors:** Don't wait until you have a problem to meet your neighbor. Introduce yourself, learn your neighbor's name, say hello in passing or a cordial "good morning". Don't worry about whether or not they reciprocate, the important thing is you are making an effort.
- 2) **Respect Differences:** Differences in age, ethnic background, years in the neighborhood, etc. can lead to conflicting expectations or misunderstandings unless we make an effort to communicate and understand each other.
- 3) **Understand and Follow Rules:** It is important to understand the expectations of your lease agreement; both for yourself and for your neighbors. This document clearly explains what is acceptable and unacceptable in your community.
- 4) **Handle Disputes Appropriately:** Don't react in the moment, **think the problem and solution through**. Leave them a polite note or **talk to them in person**. **Document the issue** if it continues. Write down dates, times and how you have attempted to resolve it. Give these to your property manager. **Bring in a mutually, non-biased third party if necessary**. Mediations can often help resolve difficult issues.
- 5) **Be Patient:** Homes for Good is in the business of housing people and we work very hard to help residents remedy lease violations and stay housed. Even in cases of serious violations of the lease, the eviction process can be long and requires extensive documentation to win a case, so patience and follow through on the part of residents is very important. Document document! If you have made a complaint, and it has not been resolved within 30 days, make another one. Keep the paper trail going. We place high importance on the confidentiality of our residents, and property managers cannot share information about one tenant with another, even in cases of lease violations. Just know that we take your complaints seriously and are always working to improve safety and livability in our communities.



A little note to say Thanks

A note from your property manager: Tia

Huge thanks to all residents who helped out their neighbors during Snowmageddon. Much of our staff was unable to get to work on the first day, and we so appreciated the care you took of each other. We really have some outstanding communities with a heart. There was a lot of stress and suffering from the extended power outages in some areas, and the agency is taking a hard look at what we can do to ease that suffering for events that may happen in the future. I know that residents were frustrated by our inability to help shovel out cars and clean up parking lots and sidewalks, but there's only so much we can do and are obligated to do. Thanks for understanding that. And this is a good reminder to please update your emergency contact information each year during your recertification. It is essential that staff knows who to call if you experience an emergency.

Please refrain from disturbing site maintenance personnel in their homes when they are off work. All work orders must be called in and not taken directly to a specific maintenance worker or the property manager. It's important to respect their time to rest and have a personal life.



Success Stories

A volunteer helped an 80-year-old Bill Pay consumer to pay off mounting debt and gain confidence in managing her own finances. The consumer learned budgeting, debt management, and saving skills. She was able to successfully end her Bill Pay service, save a rainy day fund, and handle her own finances again.

A Representative Payee consumer is once again managing her own federal funds, thanks to the help of her volunteer. The consumer and volunteer began working together in May 2016 and by April 2017 the consumer was approved by Social Security to be her own payee.

A volunteer was able to get a Bill Pay consumer out of a predatory loan. The amount of back-charged interest was over \$1,000 if the consumer did not make payments of \$400 each month, which was not in his budget. The volunteer helped the consumer refinance the loan at a credit union at 0% interest for one year.

If you know someone who needs help or would like to volunteer, please contact:

ADRRC

Aging and Disability
Resource Connection
of OREGON

541.682.3353

800.441.4038

ADRClane@lcog.org

www.adrcforegon.org

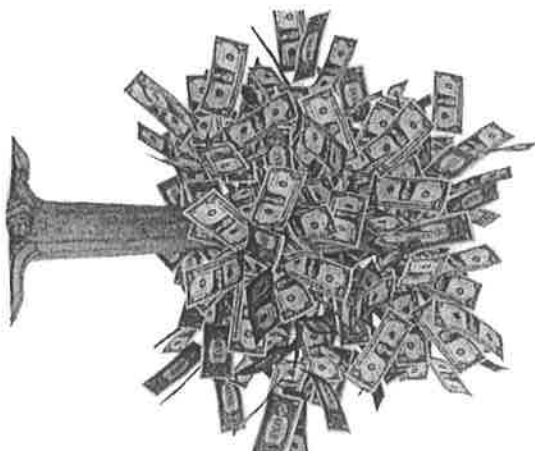
Serving Lane County:

SENIOR & DISABILITY SERVICES
A DIVISION OF LANE COUNCIL OF GOVERNMENTS



1015 Willamette Street
Eugene, Oregon 97401

Oregon Money Management Program



Our mission is to help consumers maintain **peace of mind, independence, and protection** against fraud and financial exploitation.



OREGON MONEY
MANAGEMENT PROGRAM

Free Dental Screenings

Get free dental care right here at the **Fourteen Pines!**

Capitol Dental's Mobile Dental Care will be on-site **April 29!**

To book an appointment, **connect with your services coordinator** or call **541-683-1751**. If dentists make you nervous, a staff person can attend the appointment with you.

WHEN:

MONDAY, April 29th, 2019
10:00 a.m. - 5:00 p.m.

WHERE:

Fourteen Pines
Community Room

Questions?

Contact Ariana at:

541-683-1751

info@cornerstonecommunityhousing.org



Fourteen Pines Reading Program Schedule

Kids of all ages are welcome to join volunteers to read and do crafts in the community room!
Snacks provided.

The following Spring schedule is listed below:



Spring 2019

*Tuesday, April 2nd

Tuesday, April 16th

Poster Contest Day!

*Tuesday, May 14

Tuesday, May 28

*Tuesday, Jun 11

* Craft Days



Please fill out the attached form if child does not regularly attend.

Children do not need parents to sign them in and out if they have this form.

Contact Katie for more information

541-682-2564



Apples

WORD SEARCH



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

APPLESAUCE
BASKET
BUY
FLOWER
GOLDEN

JUICY
LEAVES
PEELER
POUNDS

ROTTEN
SLICES
SMOOTH
SOUR

SPROUT
TART
VITAMIN
WEIGH



177 Day Island Rd., Eugene, OR 97401 • PH 541-682-3755 • FAX 541-682-3411
300 West Fairview Dr., Springfield, OR 97477 • PH 541-682-4090 • FAX 541-682-3875



Homes. People. Partnerships. Good. www.homesforgood.org

Homes for Good Reading Program Registration Form

Reading Program is a drop-in afterschool program for Homes for Good youth ages 5 and up. Staff and volunteers are on-site from 4:15-5:00pm twice a month to assist in reading and socializing. We offer healthy snacks and fun activities for your child in a safe and welcoming environment.

Program Registration:

Child's Name: _____

Birthdate: _____ Grade Level: _____ School: _____

Notes (Allergies etc.): _____

Parent/Guardian _____ Phone _____

Unit Address: _____ Property: _____

Emergency Contact: _____ Phone: _____

_____ I understand that the Reading Program is drop-in and that children are allowed to show up and leave without an adult present. I give my permission for my child to leave Reading Program and go home without a parent present.

_____ I would like to request that my child stay at Reading Program until a parent comes to sign them out. I understand that drop off is at 4:15pm and pick up is at 5:00pm.

Photo Release:

_____ I hereby authorize Homes for Good to publish photographs taken during the Reading Program activities of myself and/or the child listed above, for use in Homes for Good print, online and video-based marketing materials, as well as other agency publications.

_____ I attest that I am the parent or legal guardian of the child and that I have the full authority to consent and authorize Homes for Good to use their likeness and names. I hereby release and hold harmless Homes for Good from any reasonable expectation of privacy or confidentiality for myself and the minor child listed above.