

December 2023

Community Newsletter



Remember this season....

Christmas lights, drop cords, etc. are not permitted on the outside of any TVHS building. Residents may decorate windows on the inside. No power cords or lights of any type may be run through any doorways, windows or from any outside outlet.

Also, if you have a water hose, please make sure it is disconnected during the winter months to prevent freezing. If an outside faucet does freeze because a water hose has been left connected, you could be charged for repairs.



Here are a couple of things you can do to help prevent water pipes from freezing in your apartment during extended periods of below freezing temperatures;

- Open your kitchen faucet enough to allow a small trickle of water to run. Moving water will help prevent pipes from freezing.
- Open the cabinet doors under your kitchen sink to allow warmer air in. This helps keep pipes warm. If you have a vanity in your bathroom, open those doors as well.

Doing these simple things, especially at night time, can help reduce the chances of water pipes freezing in your apartment.



Hopeful Holiday Giveaway

This year, TVHS has received a delightful donation to bring gifts to all our residents. We invite you to visit our Community Resource Center at 1149 Kennedy Circle in Morristown on December 19th or 20th, between 10 AM and 6 PM. Wishing you all a joyful and wonderful holiday season!



TRESPASS LIST UPDATES

can be viewed online at TVHSTN.org or at the
Main Office – 600 Sulphur Springs Rd.



This holiday season,
just whistle & we'll come running!

As the weather continues to cool down, we're here for you. Whatever the problem, our skilled and friendly staff are here to help.

Not Feeling the Heat? Check These Before Calling:

- Make sure your thermostat is set to HEAT position.
- Make sure that there's power to the furnace.
- Make sure that the air vents and registers aren't blocked.
- Make sure your filter isn't dirty.
- Make sure your thermostat batteries aren't dead.

Still not working? Give us a call!

[CONTACT US](#)
[423-273-2489](tel:423-273-2489)

[Changes to Tennessee Valley Housing Services
Utility Allowances and Flat rents](#)
EFFECTIVE JANUARY 1, 2024

In accordance to the 2023 Appropriations Bill, Tennessee Valley Housing Services will adjust flat rents as established by the Department of Housing and Urban Development (HUD) for Hamblen and Jefferson Counties.

Federal Regulation requires housing authorities to conduct an annual review of utility allowances to ensure they reflect current utility consumption and rate changes. The Tennessee Valley Housing Services implements utility allowances used by the Tennessee Housing Development Agency (THDA) for Hamblen and Jefferson.

The proposed flat rent changes will not affect residents currently paying a flat rent until their annual recertification. Utility allowance changes will affect new admissions and current residents at annual recertification, unless an interim occurs prior to recertification.

If you wish to review the changes, please come to the office on or after October 31, 2023, ask the Receptionist to review the changes.



Resident Service Coordinator

Meet Constance Hansen, our newest team member at TVHS! She's stepping into the role of Resident Service Coordinator at the Community Resource Center.

Constance Hansen
Resident Service Coordinator
Office Number: 423-586-5115 Ext. 8026

Come and say hello between:
11Am and 4PM Mon. - Thurs.

Convos with Cobb

Each month we chat with Officer Cobb and share his thoughts with you!

Officer Cobb
Liaison / Crime Prevention Officer
Office Number: 423-587-0376



Q. What is your favorite Holiday food?

A. All of it! Thanksgiving and Christmas are my favorite holidays due to the food! Combine that with the fact that I like to eat, that makes it the Most Wonderful Time of The Year!!!!

Q. What are some General Holiday Safety and Crime Prevention Tips At Home:

A: If you're traveling for the Holidays to visit family:

- Don't post your travel plans or photos on social media, letting people know you're away.
- Have all mail and deliveries stopped or picked up by a neighbor, friend or relative.
- Never leave a key hidden outside. Burglars know all the best hiding places.
- Secure all windows to and reduce the chance of easy entry.
- Have a friend move your car occasionally if it's parked in the driveway.

And if you're cooking at home:

- Never leave the kitchen while cooking on the stovetop and avoid wearing loose-fitting clothing or long open sleeves, which can catch fire from a hot burner.
- Set a timer to keep track of your food in the oven and check on it often. Always stay in your home when cooking.
- Keep things that can catch fire like oven mitts, wooden utensils, kitchen towels and food wrappers away from the stovetop and cooking area.



WHAT IS CONSIDERED AN EMERGENCY WORK ORDER

- Refrigerator not working
- Outside door lock torn up
- Broken water lines on TVHS property.
- Gas leak at any appliance or meter.
- Fire in any building in the TVHS
- Range (only if entire range doesn't work)
- Commode stopped up and overflowing.
- Smoke alarm (going off, needs repair, loose or hanging)
- An elderly tenant is thought to be hurt or in difficulty.
- Heating system off (only if outside temperature is below 55 degrees F.)
- Give assistance to the Police Department in case of break in or emergency.
- Any electrical problem which causes a power failure or poses a threat to persons or property.
- Any water heater where the relief valve pops off or develops a hole in the tank where water runs constantly

AFTER HOURS EMERGENCY

NUMBER 423-273-2489

Hearing impaired residents should call TN Relay Center at 711

PEST CONTROL

All TVHS units will receive Pest Control treatments in the months of March & September. These semi - annual treatments will begin on the second Monday of the month and be completed by Friday of the same week. No units will be excluded from the March & September treatment schedule.

Additional Pest Control Services will be on a call-in basis.

Call-In treatments will begin on the second Monday of each month and completed by Friday of the same week. Call the office by 12:00 p.m. on Thursday to have your unit scheduled for the following week.

To schedule additional Pest Control at your unit, contact 423-586-5115 X 8010.



Please remember all TVHS properties are smoke free!

FILTER CHANGES & SMOKE ALARMS

TVHS staff will change filters each month. Filter changing will begin on the second Monday of each month and be completed by Friday of the same week. No personal items may be stored in the mechanical closets. During filter change, smoke alarms will be checked as well as the overall condition of units. Housekeeping and any lease violations will be noted.



TVHS TRASH TRUCK RUNS EVERY MONDAY

This is a service provided by TVHS to help residents dispose of large items such as televisions, couches, washers & dryers, etc. **Lately, small items such as pizza boxes, bags of trash, etc. have been placed at the street. Please be aware that smaller items must be disposed of in the household trash can furnished by the City of Morristown. TVHS will no longer pick-up small items. If small items are placed at the street, you may receive a maintenance charge for pick-up.** After the City empties your trash can, please return the trash can to your unit. Do not leave trash cans at the street from week to week.

Large items for TVHS pick-up should be placed at the curb from Sunday afternoon to **no later than 7 a.m. on Monday morning.** Do not place the large items at the street after 7 a.m. on Mondays. The trash truck will make one pass through each neighborhood and anything placed at the street after this time **will result in a maintenance charge to your household.**

IF LARGE ITEMS ARE PLACED AT OR NEAR YOUR UNIT AFTER THE DESIGNATED TIMES, YOU WILL BE CHARGED. IF A NEIGHBOR IS PLACING THINGS IN FRONT OF YOUR UNIT, CALL THE OFFICE AND FILL OUT A COMPLAINT FORM TO PREVENT BEING CHARGED.

If a holiday falls on a Monday, the TVHS trash truck will run on Tuesday.

Tennessee Valley Housing Services does not furnish or repair the City provided trash cans. If you need a trash can, recycle bin or have one that is in need of repair, please contact: The City of Morristown Public Works Department at 423-585-4658.



— *Insights, Updates & News* —

FROM THE DESK OF THE
EXECUTIVE DIRECTOR

— *December* — *2023* —



Dear Friends,

Although we are all busy looking ahead to the holidays and the coming year, I want to take a moment to reflect on 2023 and give thanks for all that we have been provided. I am thankful for many things this past year. I am thankful for you, our residents, and the hard work that many of you display in an effort to provide a better life for your families. I am thankful for my staff. Each and every day they come to the office prepared to help and make a difference in our community. And finally, I am thankful for my family, friends and ability to serve the community and the residents of TVHS.

*We hope your
holidays are
filled with
laughter & love.*

As we close out 2023, I hope you enjoy the holidays, spend some time with family and friends and take time to reflect on the year and make plans for a successful 2024. If we can help you with those plans, please let us know.

Merry Christmas,

Sean Gilbert