

September 2024

# Community Newsletter



www.tvhstn.org



## Dear TVHS community,

I am excited to let you know that I have shifted positions here at Tennessee Valley Housing Services as the new Housing Director. While I can't wait for us to get to know one another better, I would be remiss if I did not compliment Mrs. Sherrie Samples and her exemplary leadership at TVHS over the past 31 years. She has been an integral part of this community and her contributions will always be respected and remembered. Her personality, dedication, drive and friendship are worthy of admiration and set an example for everyone.

I know that she will continue to make a positive impact in this community and accomplish many more goals, but bidding goodbye to an astounding Housing Director, loyal friend & colleague is not easy, and filling her shoes will be an impossible task.

I'd like to take this opportunity now, to introduce myself a little more. While not new to TVHS, I have dedicated a majority of my career to the affordable housing industry. I truly believe in TVHS's mission and the programs we administer are a tremendous public asset and provide housing to hundreds of families. Likewise, the individuals and families served by our programs form the bedrock of our community. In my role as your housing director, and alongside staff, it will be my purpose to help offer quality housing to all, give families a safe place to call home and help others reach their potential.

While I was not raised here, Morristown is now an extension of my home and I am passionate about making a difference in this community. I am confident that there is no better way to achieve this than through my time here with Tennessee Valley Housing Services!

I appreciate your support and look forward to sharing more getting to know each and every one of you!

Gratefully,

*Betty Hickman*  
Housing Director

## Public Notice

Tennessee Valley Housing Services is making changes to the Section 8 Administrative Plan. Changes will be effective October 1, 2024. All residents will be required to accept and sign the terms at their annual recertification.

Pending changes to the Administrative Plan are available for review at the front desk at the Tennessee Valley Housing Services main office and website at [www.tvhstn.org](http://www.tvhstn.org).

The office is located at 600 Sulphur Springs Road, Morristown, TN.





# TRESPASS LIST UPDATES

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

## Strong Families

STRONG Families NETN offers a comprehensive range of services aimed at empowering families within the community. These services include access to community resources, financial assistance programs, mentoring opportunities, training sessions, and much more. Enrollment in the program is straightforward, and the organization is committed to helping families strengthen their bonds and overcome challenges.

For more information about the program, contact Constance Hansen at 423-586-5115 ext.8026 or visit the Community Resource Center located at 1149 Kennedy Cr.



## Using the One DHS Customer Portal

The One DHS Customer Portal is a self-service website that helps Tennessee Department of Human Services (TDHS) customers to connect to the following services from one convenient online location:

- Child Care Payment Assistance
- Child Support
- Families First (TANF)
- Supplemental Nutrition Assistance Program (SNAP)
- Disaster/Relief Assistance (D-SNAP, Emergency Cash Assistance, Pandemic-EBT, etc.)

### The One DHS Customer Portal makes it easy to:

- Apply for benefits
- Upload, submit, and view documents related to services
- Update household and contact information
- Check your case status
- Review notifications about your case
- File Appeals
- Find answers to Frequently Asked Questions



Scan the QR Code above or access the portal when you visit:

<https://OneDHS.Tn.Gov>

If you previously created a username and password for the TDHS Relief Portals (Emergency Cash Assistance, D-SNAP, Pandemic Child Care Assistance and/or P-EBT Parent Portal), you may use your existing log in information to access services through the new Customer Portal. If you do not have an account, select "Create New Account" on the portal log in page. **You must use the portal for account management online for listed TDHS Services .**



For community safety concerns, please contact:

**Officer Cobb**

**Liaison/Crime Prevention**

**Officer Office Number:**

**423-587-0376**







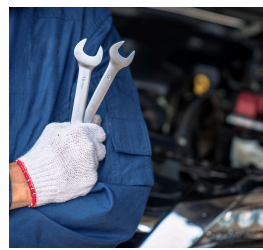
## TVHS TRASH TRUCK RUNS every MONDAY

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.



## What is considered an emergency work order?

AFTER HOURS emergency number  
423-273-2489

Hearing impaired residents should call  
TN Relay Center at 711

- 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

## 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.



*Insights, Updates & News*

FROM THE DESK OF THE  
EXECUTIVE DIRECTOR

*September*

*2024*



**“All will  
concede that  
in order to  
have good  
neighbors, we  
must also be  
good  
neighbors.”**

**–Harry S.  
Truman**

**Dear Friends,**

Now that the kids are back in school, families are saying goodbye to summer and hello to the school year routines! I understand each academic year can come with new challenges, and added stress. I encourage each of you to remain diligent in being involved in your children’s education. A child’s education is extremely important, so if you feel your child needs additional help with their homework, tutoring or extra reading practice, staff would like to extend the offer to you for our afterschool program. Bring them by after school to our Resource Center on Kennedy Circle, for some extra help, and connection to resources just for your child.

Some associate the Labor Day Holiday with the end of summer and as the weather begins to cool down, it becomes more enjoyable to spend time outside. I’d like to remind everyone that our crews work diligently to keep our neighborhoods clean and safe. While our staff picks up large items around the property every week, each resident is responsible for trash and clutter around their home, both in the front and back. I’ve noticed some porches have become a drop zone for many extra boxes, excess toys and clutter. Let’s all be inspired to clean up these areas and create a tidy and pleasant outdoor space. Also, be reminded that grills are to be used away from your home and stored on the porch, out of the way. I know the paving of some roads in our areas have proven challenging for some, but I want to commend you all for ensuring contractors have a clear path to complete their job. I’d also like to extend a sincere, “Thank You!”, to the City of Morristown for making sure our roads are safe & smooth for our community. It’s already a HUGE improvement and looks great! In an effort to encourage and recognize those that take extra pride in their homes, I’d like to re-introduce a new program called the Good Neighbor Award. During the month of September, myself and staff will take note of those that make conscious efforts to make their outdoor areas tidy, safe and inviting. At the end of the month, we will recognize and reward that household with a gift card and a gift basket, so be sure to give your best effort!

Stay safe and have great Labor Day Holiday!

**All my best,**

*Sean Gilbert*

**Sean Gilbert**