Community Newsletter



www.tvhstn.org



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 pies freezing in your apartment. LIHEAP applications are now being accepted online.

residents of TVHS that need assistance with their application process can schedule an appointment.
Please have the following documentation:

- Photo ID
- Social Security card
- Proof of income
- Proof of disability (if applicable)
 Please call 423-587-0925
 to schedule an





Trespass List Updates

can be viewed online at TVHSTN.org or at the
Main Office - 600 Sulphur Springs Rd.
For community safety concerns, please contact: Officer Cobb
Liaison/Crime Prevention Officer Office Number:
423-586-5115 ext.8017





Tennessee Valley Housing Services (TVHS) is monitoring the federal government shutdown that began Wednesday, Oct. 1.

The U.S. Department of Housing and Urban Development (HUD) has shared its contingency plans. Based on information received from HUD, TVHS expects to receive the HUD funds due to the agency through the end of December, which will enable TVHS to continue funding landlords, services, payroll, and vendor payments during this time.

Most critically, TVHS remains committed to our mission to provide extremely low-through moderate-income households with access to quality affordable housing in the areas we operate.

This shutdown has also caused a delay in the RAD conversion and corresponding upgrades at our C. Frank Davis Homes and John R. Johnson Homes properties. We will update our communities once we know more. There will be no relocation activities until after January 1, 2026.

As TVHS continues to monitor the situation, we will share timely updates as we know more.





Please remember that <u>no wipes of any kind</u>—including baby wipes, disinfecting wipes, makeup wipes, and "flushable" wipes—should be flushed down the toilet. These products do not break down like toilet paper and can cause severe plumbing blockages, leading to costly repairs and potential damage to the building's plumbing system.

To help maintain a smooth and functioning sewer system, please <u>dispose of all</u> <u>wipes in the trash.</u> Your cooperation is greatly appreciated in keeping our community's plumbing in good condition.

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 Attracts Cockroaches in Your Home?

Ample of Moisture



The number one thing that attracts roaches to a home is an ample amount of moisture. It is one of the necessities for pests like cockroaches to thrive and survive.





The second thing and the most common factor that may make your house more vulnerable to cockroach infestation despite you keeping it clean is its location.

Another main thing that attracts cockroaches to

a home is food. When they find ample amounts

hiding and staying there for an extended period.

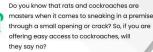
of food sources at a place, these pests prefer

Cockroach

Prone Location

Food Sources





Dense Landscaping



Do you think cockroaches will enter directly your home? No, many times, they make an entry first in your dense garden because they get all they want there like water, shelter, and food.





Last and the most neglected reason for which cockroaches often infest a house is a neglected area or area with some clutter.



What is considered an emergency work order?

<u>AFTER HOURS</u> 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

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.



Please remember all TVHS properties are smoke free!



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.



FROM THE DESK OF THE EXECUTIVE DIRECTOR

November

2025

Dear Friends,

As we step into November, the holiday season is right around the corner. It's a time that can feel both joyful and overwhelming, with busy schedules, family gatherings, and celebrations filling our calendars. Every year, it seems like everything moves just a little faster this time of year — but it's also the perfect opportunity to slow down, take a breath, and focus on what really matters: connection, gratitude, and community.

Thanksgiving gives us that gentle reminder to pause and reflect on the blessings in our lives, to spend time with loved ones, and to show appreciation for the people who make a difference every day. November also brings Veterans Day; a time to honor the brave individuals who have served in the U.S. Armed Forces. To our veterans at TVHS, I want to offer my heartfelt thanks. Your courage and service do not go unnoticed, and we're proud to support and celebrate you not just on this day, but all year long.

If you're a veteran and need help connecting to local resources or programs, please don't hesitate to reach out to our Community Resource Center. Our team is here for you.

I also want to take a moment to share a quick update about the federal government shutdown that began on October I. We know news like this can feel unsettling, but I want to reassure you that TVHS is in close contact with HUD and we expect to receive our funding through the end of December. That means everything, including payments to landlords, essential services, and payroll; will continue as usual during this time.

The only real impact right now is that the planned RAD conversion and upgrades at C. Frank Davis Homes and John R. Johnson Homes will be delayed. There will be no relocation activities until after January 1, 2026, and we'll keep you informed as soon as we learn more.

As we head into the holidays, I'm reminded how grateful I am for this community — for our residents, our partners, and the incredible TVHS team. Every single one of you plays a part in making our neighborhoods stronger. This season, I encourage you to take a moment to let someone know how much you appreciate them. A simple "thank you" can make a bigger difference than you might realize.

Wishing you and your loved ones a warm, peaceful, and meaningful November.

Sean Hilbert

Sean Gilbert