



## One complimentary ride per month!

As a resident of Hidden Brook Townhomes you can request the following **complimentary transportation service**:

**One (1) ride per household, per month within the city limits to any location.** Examples - doctor, dentist, grocery, restaurant; etc. **Wheelchair accessible vehicle available only on Tuesdays & Thursdays.**

You **must schedule a ride** and need to **call at least 2 days ahead of your appointment.**

Call Becky at Gifford Tower 402-727-4848, **once you have booked your ride with ENOA 1-888-210-1093 to update her.**

## ◀ WORK ORDERS ▶

Our maintenance staff is happy to perform any repairs that are deemed necessary to items the management company provides in your unit. It is your responsibility to call the office at 402-727-4848 to report when service is required. The office staff will complete a Work Order for the maintenance staff. Once you have notified us of your **routine maintenance**, the work order will be completed **within \*14 days.** *This is the industry standard.*

If it is an **emergency, it will be abated within \*24 hours.** (\*If parts need to be ordered, completion times will be affected). If you are not home at the time, maintenance staff will let themselves into the unit in order to correct the reported problem and leave a notice that they have been in the unit.

\*\*\*\***Water softener salt** will be added the **first Tuesday** of the month, **every quarter.**\*\*\*\*

### Scheduled dates:

January 4th ~ **April 5th** ~ July 5th ~ October 4th  
\*\*\*\***Furnace filters** will be replaced on the **same schedule.**\*\*\*\*

## FOOD PROGRAM

The Fremont Housing Agency is among a small minority of housing authorities that offers a meal program to its residents.

Homemade noon meals are served Monday through Friday in the Stanton Tower Dining Room or delivered to both Stanton & Gifford Tower participating tenants. *For non-Gifford or Stanton residents there is the option of "drive-thru meal pick-up" at the Stanton Tower Apartment Building.*

Meal tickets are currently (\$6.13 each) \$61.30 for 10 meals. You are provided menus to choose the days you want to eat.

If interested in signing up, Darci, the Resident Support Services Coordinator, can help. *To sign up, make changes, or cancel - must be made with her.*

Contact the Department of Health and Human Services to see if you qualify for reduced price or free meals through the State of Nebraska's SSAD program.

The Kitchen is closed on some Holidays as posted or, on the calendar & menu.

Darci - (402-727-4848 ext. 109)

## RENT REMINDERS \$\$\$

- ♦ The rent is **due on the 1<sup>st</sup>** and **late after the close of business the 5th day of each month.**
- ♦ If the *5th falls on Saturday, rent is due* in the office by close of business *on Friday.*
- ♦ If the *5<sup>th</sup> falls on Sunday*, the rent must be in the drop box before 8:00 a.m. of the 6<sup>th</sup>.
- ♦ If the rent is *not paid on or before the 5th* day of the month, a *late payment charge* will be applied as follows: \$30.00 will be assessed for *payments made on the 6th through the 20th* day of the month.
- ♦ Payments made *on the 21st day and after* will be assessed at the rate of *an additional \$20.00 charge.*
- ♦ This *late charge is immediately due* as an addition to that month's rent and *must be paid before that month's rent will be considered to be paid in full.*

## Emergencies

Maintenance Emergencies ***During Business Hours: 402-727-4848***

**Business Hours - 8:00 a.m. - 4:30 p.m. ~ Monday - Friday**

Maintenance EMERGENCIES ***After Business Hours or on Weekends:***

**\*\*Call Ed (Maintenance Supervisor) at 402-720-1264.**

*If you have not heard back from Ed within 15 minutes, call Rita (Executive Director) at 402-720-9643.*

### EMERGENCIES:

Calls **MUST** be for (valid) **emergencies only.** Tenants will be charged for the call if the problem is **other than one of the following:**

- Loss of electric power (other than shut-off due to non-payment).
- Sewer problems.
- Broken water pipes (supply line) - **Major leak call Immediately.**
- If water drip is slow, place pan underneath to collect water and call office next business day. *Slow drips are not emergencies.*
- Furnace failure is an emergency during a severe cold spell.
- Air conditioner failure is an emergency during a severe extended hot spell.
- Refrigerator/freezer failure (do not overload refrigerator/freezer with food that will prohibit air flow which is needed for normal operation). *Management will not replace food lost from refrigerator/freezer failure or power outage.*

**\*\* Remain by the phone in the event maintenance needs to contact you! \*\***

When a call is made after hours, be sure to leave your **full name, address, phone number and nature of your problem.** Without this important information, we cannot react to your maintenance problems efficiently. You must also be present when maintenance arrives to answer any questions regarding the "emergency".

## WHAT TO FLUSH, OR NOT TO FLUSH? THAT IS THE QUESTION?

**NO!!! NEVER!!!**



**NO!!! NEVER!!!**



**YES!!! THIS ONLY!!**



**NEVER flush anything but toilet paper down the toilet, EVER!**

**Plumbing issues are inconvenient and costly! If you ignore this advice and cause major problems you WILL be charged for repairs!!**

### Fremont Housing Agency's Mission Statement

"The mission of the Fremont Housing Agency is to be a leading, innovative, and affordable housing agency dedicated to assisting low to moderate income families, elderly, and disabled residents who are striving to improve the quality of their lives through independent living or self-sufficiency."

### Fremont Housing Agency CONTACT INFORMATION:

**Business Hours:** M - F 8:00 am - 4:30 pm      **Phone:** 402-727-4848  
**Office Window Hours:** M - F 9:00 am - 3:00 pm      **Your Tax Credit Specialist:** Amanda - extension 4

\*\*\*\*\*

### After-hours & EMERGENCIES ONLY

**Call: Maintenance Supervisor:** Ed Phone: 402-720-1264,  
**If no response from Ed within 15 min. call:** Executive Director: Rita 402-720-9643



# THE *Hidden Brook* Herald

## Quarterly NEWSLETTER

### April - June 2022

### Memorial Day in the United States

Memorial Day is observed on the last Monday of May. It was formerly known as Decoration Day and commemorates all men and women who have died in military service for the United States.

### What Do People Do?

It is traditional to fly the flag of the United States at half staff from dawn until noon. Many people visit cemeteries and memorials, particularly to honor those who have died in military service. Many volunteers place an American flag on each grave in national cemeteries. Memorial Day is combined with Jefferson Davis' Birthday in Mississippi.

### Public Life

Memorial Day is a federal holiday. All non-essential Government offices are closed, as are schools, businesses and other organizations. Most public transit systems do not run on their regular schedule. Many people see Memorial Day weekend as an opportunity to go on a short vacation or visit family or friends. This can cause some congestion on highways and at airports.

### Background

Memorial Day started as an event to honor Union soldiers who had died during the American Civil War. It was inspired by the way people in the Southern states honored their dead. After World War I, it was extended to include all men and women who died in any war or military action.

Memorial Day was originally known as Decoration Day. The current name for this day did not come into use until after World War II. Decoration Day and then Memorial Day used to be held on May 30, regardless of the day of the week, on which it fell. In 1968, the Uniform Holidays Bill was passed as part of a move to use federal holidays to create three-day weekends. This meant that, from 1971, Memorial Day holiday has been officially observed on the last Monday in May. However, it took a longer period for all American states to recognize the new date.

### FHA Offices Will Be Closed:

*Monday, May 30th - Memorial Day & Monday, June 20th - Juneteenth*

**CLOSED**

### \*\*\*IMPORTANT NOTICE\*\*\*

When you get your SSI or Social Security award letter, take it to Stanton Tower to Amanda, the FHA Tax Credit Specialist, as soon as possible, so that she can make copies for your file.

2600 N Clarkson St., Fremont, NE 68025

You may also mail Amanda a copy.

*Thank you.*

## Rentwise Class

**RentWise is a program to help renters obtain and keep rental housing and be successful renters through education.**

The class is *free to residents of low income housing, and open to the public for the cost of \$5.*

A certificate will be awarded upon completion of all the classes.

The RentWise class is on **April 19 & 20, 2022 beginning at 8:30 a.m.** in the Gifford Tower Community Room.  
**Deadline to register is April 4th.**

Be sure to take part in this free and informative opportunity. **If you are interested in attending call: Tina @ 402-727-4848 ext. 3**



### EMERGENCY Numbers & Instructions

#### FIRE

Call Fire Department 911  
Exit the building and alert your neighbors

#### ASSAULT, BURGLARY, PEACE DISTURBANCE, & VANDALISM

#### Call 911

Fremont Police                      **402-727-2677**  
Dodge County Sheriff            **402-727-2700**

#### ELECTRIC POWER OUTAGE

Fremont Department of Utilities **402-727-2600 or 402-727-2613**  
Housing Agency Maintenance **402-720-1264 or 402-727-4848**

#### SEWER PROBLEMS, BROKEN WATER PIPES

#### Call: Maintenance Supervisor:

during office hours (8:00 a.m. to 4:30 p.m.) - **402-727-4848**

\*\*after office hours - **Maintenance Supervisor 402-720-1264.**  
**Executive Director 402-720-9643.**

#### LOCKOUTS

Call a locksmith.

#### Local Numbers:

A-I Lock Shop Key & Locksmith **402-720-2284** - Open 24 hours  
S and S Locksmith **402-941-1212**