



**CUMBERLAND HOUSING  
GROUP**

# Tower Gazette

Monthly Newsletter for September 2020



## Exterminator Schedule

September 3<sup>rd</sup> Queen City Towers – Morning  
John F. Kennedy – Afternoon  
September 16<sup>th</sup> Grande View – Apts. 218 - 335

## Preventive Maintenance Inspections

Tenants **must wear a mask** when a housing staff member is in your unit, or you may choose to step outside.

September 1<sup>st</sup> John F. Kennedy – 7<sup>th</sup> floor  
September 2<sup>nd</sup> Queen City Tower – 6<sup>th</sup> floor

*As a reminder, a copy of the Inspection will be left in your unit for your information. If any repairs need to be done, maintenance will be returning within 20 days to complete the repairs.*

## COVID 19 Testing in Maryland

There is now a website that you can go to, to find the closest testing site to Cumberland.

<https://coronavirus.maryland.gov/pages/symptoms-testing>

This site will tell you if you need an appointment, hours of operation and what insurances are accepted, etc.



*The Cumberland Housing Group Offices  
Will be closed on Monday, September 7, 2020  
to celebrate Labor Day!*

## Parking @ JFK and Queen City Tower

Parking at JFK is designated. If you have a vehicle please see Lorri to get an assigned parking space, and numbered tag. Please make sure that your family members, visitors, and guests do not park in any numbered spaces. They will risk being towed. There are 4 spaces marked for guest parking on the lot, as well as short term parking in the front of JFK.

Parking at QCT is not designated, and is on a first come first available basis.

**Due to the Holiday, ACH payments will not come out of our account on the 5<sup>th</sup>.  
The money will come out of your account on the 8<sup>th</sup>.**

## New Staff Members

You may have seen some new faces walking around the Developments. Krystyna Avers has been hired as the Property Manager for River Bend Court. Krysa has a Bachelor's Degree in Social Work and she worked previously for Archway.



Mark Penner has been hired as a Maintenance Assistance and will be working at all developments while he gets familiar with them. Mark comes with previous experience working at another local Housing Authority and a Section 8 housing provider.

Welcome to the TEAM Krysa and Mark!



## You Can Now Pay Your RENT with a Credit Card/Debit Card Online

Tenants, you now have the flexibility to pay rent online with a Credit Card/Debit Card from the comfort of your home. Go to our website: [www.cumberlandhousing.org](http://www.cumberlandhousing.org) and simply click on the "PAY HERE" button. You must have your account number which is found on your rent statement. (**See samples below**)

\*\*Please note: For this online service your card will be charged a 3% fee\*\*

**This is a sample of what the Screen looks like when Paying online.**

**Sample Statement Here**

Site: CUMBERLAND HOUSING AUTH

\*First Name:

\*Last Name:

\*Address:

\*City:

\*State: MARYLAND ▼

\*Zip Code:

\*Phone Number:

Email Address (Receipt):

**Payment Information**

\*Card Number:


\*Expiration Date:  (MMYY format)

\* CVV2:  [What is this?](#)

**Billing Information**

\*Amount: \$

\*Account #:

I'm not a robot 

reCAPTCHA  
Privacy - Terms

**Housing Authority of the City of Cumberland**  
**635 East First Street**  
**Cumberland MD 21502**

635 East First Street  
 Cumberland, MD 21502  
 301-724-6606

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Customer ID: 3619  
 Unit Number: 003-0601  
 Payment Due Date: 08/01/2020  
 Statement Date: 07/31/2020  
 Closing Date: 08/31/2020

003-0601 - Tenants Accounts Receivable      Account Number **A000004860**

Date	Description	Amount
	Previous Balance	\$155.00
08/01/2020	Transfer from Security Deposit, Acct #A000004042	-155.27
08/01/2020	Rent	119.00
<b>Total Amount Due:</b>		<b>\$119.00</b>

Comments

Detach here



**CUMBERLAND HOUSING**  
Unlocking the Doors for Your Future

Please Return This Portion  
With Your Payment

**Rental Statement - Payment Copy**  
DO NOT MAIL CASH

DATE DUE	TOTAL AMOUNT DUE
08/01/2020	\$119.00

*Thank You!*

**Account Number** →

**Account Number 0001270**

*\*\*You may schedule an appointment at the main office to pay with a credit/debit card. We do not surcharge Visa Debit Card payments if payment is made in the office, when you use a PIN Number. We impose a surcharge of 3% on the transaction amount on Visa Credit Card products, which is not greater than our cost of acceptance. \*\**



Request to join our **Facebook** group  
**'Cumberland Housing Activities and Events'**

This page will share local events, activities, resources, jobs and more. Tenants may also share to the page about other important information affecting our developments and our community.

You can also request to join **Cumberland Housings Facebook page** for updated information about the developments.

**Attention JFK & QCT Residents**  
**Free Fruit & Veggie Box**

**From the Western Maryland Food Bank**

The Ministry of Encouragement of Maryland Church is willing to drop off **five** food boxes at John F. Kennedy and Queen City Tower each week on Thursdays between 10:30 AM and 11:30 AM. This will take place each week as long as they receive the boxes from the food bank. This food is supplied by the farmers, so when their food stops the boxes will stop. There will be a limit of one food box per household. JFK's will be on the first-floor lobby. Queen City Tower's will be on the table in the community room. You will be responsible to pick up your food box on Thursdays on a first come, first take basis. (Note: if you still have fresh produce, please let someone else take the food box. We do not want the same person taking it each week. Thanks in advance for your cooperation.)

**Queen City Tower and John F. Kennedy's**  
**Resident Service Coordinator**

Pama Wilson, Resident Service Coordinator, is stationed back at the hi-rise buildings. She can be reached on Tuesdays and Thursdays at QCT by calling 301-722-7977. Pama can be reached on Wednesdays and Fridays at JFK by calling 301-724-1544. On Mondays - please try each building as schedules fluctuate on Mondays. All possible resident service business will continue to be conducted over the telephone, by email, fax, drop box, etc.

**Email: [pama.wilson@cumberlandhousing.org](mailto:pama.wilson@cumberlandhousing.org).**  
**Community rooms** and activities will remain **closed** until all restrictions on gatherings are lifted.

**Face Masks**

Face Masks still **need to be worn** (over your mouth and nose) in all common areas by everyone.

**Housing Applications**

If you are aware of anyone wishing to apply for housing, they are encouraged to apply online @ <https://www.cumberlandhousing.org/how-to-apply-for-housing/>

**Outstanding Rents**

Please note all rents are due on the 1<sup>st</sup> of each month. After the 7<sup>th</sup>, late fees will be added. All outstanding rents will be filed in court for non-payment of rent for **the total amount you owe.**

**Paying Your Rent**

Rent payments will no longer be accepted within the offices. They must be mailed in, placed in the development drop boxes, paid at the local First United Banks or you can use the ACH function. When mailing in your payment, please make sure you mail the payment in plenty of time to reach the office by the 7<sup>th</sup> of the month. Make all checks or money orders payable to **HACC**. Make sure your name is **legible** so we can apply it to the right account. Make sure you **sign** your check or money order. Please include the pay now portion of your bill with the payment. Queen City Tower and John F. Kennedy residents who are paying by check or money order are encouraged to put your payment in the door slot at the main office in your building. We do not accept cash payments. Rent receipts will no longer be issued as the invoice and payment method will be the receipt.

**No Smoking on HACC Property**

Remember smoking of any kind is strictly prohibited on our property!

**Work Orders**

All work orders are to be called into Maintenance at 301-724-2055. Maintenance will be wearing a face mask and gloves when completing a work order. Every occupant must also wear a face mask while Maintenance (or any housing staff) is inside your apartment. The occupants can also wait outside the unit until work orders are completed. If you have any questions, please contact the maintenance department at 301-724-2055.

**Complaints**

All complaints must be put in writing, signed, and dropped in the door slot at the Main Office at your apartment building in order for your complaint to be addressed by management.

**My Groceries to Go**

Those who participate in the "**My Groceries to Go**" program need to be home on Thursday, September 3, 2020. John F. Kennedy's food box will arrive to your door around 9 AM and Queen City Tower's food box will arrive to your door around 2 PM. You must sign for your food box. If you have any questions call 301-783-1752.



## September Is:

**National Recovery Month:** While substance abuse and mental health services are nothing new, the stigma attached to them remains. September provides not only an opportunity to help eliminate the stigma but to demonstrate the human face behind the disease. The month serves as a celebration of the steps taking to improve access, information, and treatment. If you or a loved one is struggling with addiction, please dial 211 to access resources for help.

**National Suicide Prevention Month:** September is National Suicide Awareness Month. Also known as Suicide Prevention Month, the month brings awareness to a topic not often talked about. Everyone is affected by suicide, not just the victim. Suicide impacts family and friends long after the loss of a loved one. On average, one person commits suicide every 16.2 minutes. Two-thirds of the people who commit suicide suffer from depression. If you or a loved one is struggling and need help, please call 211 to access resources for help.

### **From the Manager at QCT and JFK**

All tenants need to remember that it is YOUR RESPONSIBILITY to turn in your income changes, especially for your annual re-certs. If your income is not turned in, we cannot renew your lease and you will be evicted.

Furthermore, all income changes need to be submitted to your property manager within ten (10) days of the change.

### **Need Help to Quit Smoking?**

Are you or someone you know trying to quit smoking? Did you know there are 2 FREE ways to quit? Just call the Allegany County Health Department at 301-759-5050 or Maryland's Quit line at 1-800-784-8669.

### **River Bend Court**

Curious to what improvements are being made to River Bend Court (formerly Fort Cumberland Homes)?

Join our Facebook page at "Cumberland Housing". Then you can scroll through to read a list of the planned upgrades!

You can report **suspected drug activity** by leaving an anonymous tip at 301-759-4660, or by visiting the Crime Solvers website, [www.allegany-mineralcrimesolvers.com](http://www.allegany-mineralcrimesolvers.com)

### **Farmer's Market Open – Downtown Mall**

The farmers market is now open on Thursdays, from 9:30 am to 1 pm on the Downtown Cumberland Mall. There are certain guidelines set into place that patrons must follow. They are as follows:

- Patrons must wear a face covering.
- All people are to stay at least 6 feet apart. If selecting food and paying requires people to be closer, face coverings will help provide protection.
- No booth is to have more than 10 people present, including staff and patrons.
- No one is to touch food that they are not purchasing.
- Shoppers should not attend if they are sick.

Please support your local farmers and enjoy some fresh healthy produce.

Allegany County HRDC has a limited number of  
**Farmers Market Coupons**  
for qualifying individuals.  
Coupons must be picked up on an appointment-only basis.  
Please call 301-783-1710 to schedule an appointment.  
Thank you.

