



HOUSING HAPPENINGS



Executive Director's Message – February 2026

Message from the Executive Director

As we move into February, I would like to share several important updates regarding pest control services, staffing changes, and cold weather maintenance reminders—along with a little seasonal cheer.

We have now fully transitioned to our new pest control provider, **Orkin**, and there have been updates to how services are scheduled. **General pest control will take place every two weeks on Thursdays.** On the alternating Thursdays, Orkin will conduct **random bed bug inspections**. This means that an **Orkin representative will be on-site every Thursday**. Residents who are affected by pest control or inspections will continue to be notified in advance according to their preferred notification method on file.

We have also had a staffing change in the office. We are pleased to announce that **Aleena Bollinger**, who many of you know as our former receptionist, has stepped into the role of **Housing Manager**. Aleena is currently learning the responsibilities of this position, and we kindly ask residents to **please be patient and understanding** as she gains experience in her new role. We appreciate your cooperation during this transition and are confident she will continue to serve our residents well.

With **cold weather still upon us**, we want to remind everyone that any maintenance issues involving **no heat, heating concerns, frozen pipes, or lack of water** are considered urgent. These issues should be **called in immediately** so they can be addressed promptly and to help prevent further damage.

Finally, with **Valentine's Day approaching**, we want to take a moment to thank our residents for helping make this community a great place to live. A little kindness, patience, and consideration for one another goes a long way, and we appreciate everyone doing their part.

Thank you for your continued cooperation and understanding. We wish everyone a warm, safe, and happy February.

Sincerely,
Stephanie Thatch
Executive Director



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Did you know???

February is the shortest month of the year with 28 days (29 in leap year).

February is American Heart Month.

An estimated 145 million Valentines's cards are exchanged annually, making it one of the most popular card-sending holidays.

Chocolate became associated with Valentine's Day in the 1800s.

The phrase "wear your heart on your sleeve" comes from an old Valentine's Day tradition.

February Zodiac signs are Aquarius (Jan 20-Feb 18) and Pisces (Feb 19-March 20).

Birth flowers for the month of love are Violet (symbolizes loyalty, faithfulness, and modesty) and Primrose (represents young love and new beginnings).

February birthstone is the Amethyst, which is a beautiful purple gem that symbolizes peace, clarity, and protection.

Valentine's Day is about



HOUSING MANAGER'S CORNER

Hello Everyone,

My name is **Aleena Bollinger**, and I'm excited to introduce myself as your **new Housing Manager** here at **Pocahontas Housing Authority**. I'm looking forward to getting to know each of you and working together to make our community a safe, comfortable, and welcoming place to call home.

As I settle into this new role, I kindly ask for your **patience and understanding**. I am learning the ins and outs of everything and want to make sure I can help each of you as best as I can.

I'm here for you, and I encourage you to reach out with any questions or concerns. You can stop by the office, call, or email me! Thank you for welcoming me into the community, I'm excited to be a part of it and to serve you!

Here are some ways to help you be a good neighbor!

Living in our community works best when we all do our part. Please help keep Pocahontas Housing safe, clean, and comfortable by:

- Trash: Bag all trash and use the dumpsters closest to your home. Keep your area tidy and free of litter.
- Yard & Grounds: Keep your space clear of debris and hazards. Don't leave personal items where maintenance needs access.
- Parking: Use your assigned space and have a current parking tag. Visitors should park in designated areas only.
- Noise: Be considerate of neighbors, especially after 10:00 p.m. You're responsible for your household and guests.
- Safety: Stay aware of your surroundings, get to know your neighbors, and report suspicious activity to local law enforcement and the Housing Authority.
- Assist Neighbors: Offering help to someone moving heavy items or checking in on elderly neighbors builds trust and connection.
- Stay Informed: Watch for notices, newsletters, or updates from management so you know about events, maintenance, or safety alerts.
- Be Patient and Kind: Everyone has busy days—small acts of kindness and understanding go a long way in creating a positive community.

By following these simple guidelines, we can all enjoy a peaceful and welcoming community we're proud to call home.

You can reach me at my direct line: (870)-202-5220

Or by Email: acbollingerpha@gmail.com

MANAGERS
CORNER



February 2026

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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Pest Control Update

As most of you know, we have recently signed a contract with a new pest control company, **Orkin**. We are currently in the transition phase, and service schedules are still being finalized.

Once schedules are completed, **residents who are scheduled for pest control services in February will be notified**. Please note that **regular housekeeping inspections and air filter changes will continue as usual** and will be completed during the same visits as scheduled pest control when applicable.

There will be an important change in how **bed bug inspections** are handled moving forward. An **Orkin representative will be on-site bi-weekly** to conduct **thorough bed bug inspections in approximately 16 apartments per month**. These inspections will most likely occur during the **1st and 3rd weeks of each month**.

Routine pest control services are expected to take place during the **2nd and 4th weeks of the month**, meaning there will be an **Orkin representative on-site once each week**.

During all pest control and bed bug inspections, a **Housing Authority employee will accompany the Orkin representative**, just as we have done in the past.

We appreciate your patience and cooperation during this transition and ask that everyone remain optimistic as we work to improve services for the property. We believe this change will be beneficial for our community.

Thank you for your understanding.

Maintenance Memos

- **MAINTENANCE SUPERVISOR**—For any questions regarding maintenance, mowing, repairs (other than routine work orders), etc. the direct line for our Maintenance Supervisor, Chad Koons is 870-202-5223, please feel free to call him during normal working hours, after hours calls will not be answered.
- **FREEZING PIPES** - If you know that temps are going to be below freezing, we recommend that you leave your faucets dripping (not running) to prevent freezing pipes. In extreme temps, you may also leave your cabinet doors open so that the heat from the apartment can reach the pipes. It is recommended to not turn your heat below 65 degrees during freezing temps (especially if you are not going to be home). If it is found out that you turned your heat off or down too low and your pipes froze because of this, you could be charged for the repairs.
- **HEATING** - If your heat is not working properly or you even think it is not working properly, please call the office the minute you realize this (preferably during working hours). Do not wait until it is too late or the middle of the night to do this so that maintenance can get it fixed before it does further damage. If it does start acting up after hours or weekends, you are required to call it in immediately!
- **SIDEWALKS**—We told you last winter that we started using a new product to prevent slippery sidewalks and steps. If you are having problem spots when the freezing hits, **DO NOT TREAT THIS YOURSELF!!!** Call the office and let us do it. Some products damage the concrete and you could be held liable for this and concrete is not cheap, so it is best to just let us take care of it.

Sincerely,
Maintenance



Please remember!!!

Don't forget!!! Rent is due by the 5th of the month, every month. If it is not paid by the 6th, you will receive a \$5.00 late fee, then it will be an additional \$1.00 for every day late after that. If you see that you are going to be late and there is NO WAY around it, please come in and sign a rent extension so that we know what is going on. This is very important!!!

****You are only allowed 3 rent extensions each year****

WANT TO PAY YOUR RENT ONLINE?

Go to :

pha1320.com

Set up your account here and you can also receive text updates and emails about important dates and events.

RATHER BE SET UP ON BANK DRAFT?

We can do that too, Just contact Kelly or Stephanie at the office, 870-892-9278.

HAVE A FACEBOOK ACCOUNT?

*Look us up
[@pokeyhousingauthority](https://www.facebook.com/pokeyhousingauthority)
[@Patrickmanor](https://www.facebook.com/Patrickmanor)*

After-Hours & Emergency Work Orders: What You Need to Know

We want to remind residents about the correct way to report maintenance issues **after office hours**, including **evenings, weekends, and holidays**.

While we appreciate residents using our **website and email** to submit work orders, it is important to understand that **online submissions and emails do not notify staff when the office is closed**. Emails and website requests are **not monitored after hours** and will be reviewed **on the next business day**.

Non-Emergency Work Orders

Non-emergency issues (such as minor repairs or routine maintenance concerns) may be submitted:

- Through the website
- By email
- By calling the office during business hours

These requests will be processed **on the next business day**.

Emergency Work Orders — CALL IMMEDIATELY

Maintenance emergencies **must be called in**, even after hours.

Examples of emergencies include:

- No heat
- Frozen or burst pipes
- No water
- Sewer backups
- Electrical hazards
- Gas smells (Contact Summit 1st 800-992-7552, they will contact us)
For emergencies that occur when the office is closed, **call the office number 870-892-9278**.

You will hear a prompt that will allow you to **contact maintenance on call**. This number is the **same as the office number**, and following the prompts is the only way to ensure emergency maintenance is notified right away.

Submitting emergency work orders through the website or by email will delay response time, as these are not checked after hours.

Important Reminder

If you are unsure whether an issue is an emergency, **please call the number above**. It is always better to call than to risk damage to your unit or the property.

Thank you for your cooperation and for helping us respond quickly and effectively when urgent issues arise.

You may also contact the maintenance supervisor during normal working hours for any questions regarding work orders, his direct line is 870-202-5223. Please limit your calls to maintenance only questions. Thanks for your cooperation.

*Maintenance Fun Fact—A small leak can waste **hundreds of gallons of water** over time—and during cold weather, even a slow drip can turn into a **burst pipe** if not reported quickly. Calling in maintenance early helps prevent major repairs!*

Easy Strawberry Chocolate Chip Muffins

Ingredients

- 2 cups all-purpose flour
- $\frac{3}{4}$ cup sugar
- 2 tsp baking powder
- $\frac{1}{2}$ tsp salt
- 1 cup milk
- $\frac{1}{3}$ cup vegetable oil
- 1 egg
- 1 tsp vanilla extract
- 1 cup chopped fresh or frozen strawberries
- $\frac{1}{2}$ cup chocolate chips

Instructions

1. Preheat oven to **375°F** and grease or line a muffin pan.
2. In a large bowl, mix flour, sugar, baking powder, and salt.
3. In another bowl, whisk milk, oil, egg, and vanilla.
4. Add wet ingredients to dry ingredients and stir until just combined.
5. Fold in strawberries and chocolate chips.
6. Fill muffin cups about $\frac{3}{4}$ full.
7. Bake for **18–22 minutes**, or until a toothpick comes out clean.
8. Cool slightly and enjoy!

Tip

Frozen strawberries work just as well—no need to thaw.

Perfect for Valentine's Day or a cozy winter treat !



Annual & Interim Recertifications: Why They Matter

Recertifications are an important part of living in assisted housing and help ensure that rent amounts are calculated correctly and in compliance with program requirements. We want to take a moment to explain the difference between **Annual Recertifications** and **Interim Recertifications**, why they are required, and who to contact with changes.

What Is an Annual Recertification?

An **Annual Recertification** is completed **once every year** for every household. During this process, we review:

- Household composition
- Income from all sources
- Assets
- Deductions and allowances

This information is used to determine your **rent amount for the upcoming year**. Completing your annual recertification on time is required by program regulations and helps prevent delays, rent errors, or possible lease violations.

Residents will be notified in advance when their annual recertification is due and what documentation is required.

What Is an Interim Recertification?

An **Interim Recertification** is completed **when there is a change during the year**, such as:

- A change in income (starting or stopping a job)
- A change in household members
- Changes to benefits

These changes must be **reported promptly** so rent can be adjusted correctly. Waiting to report changes can result in **incorrect rent charges** and may require repayment later.

Why Recertifications Are Important

Recertifications help ensure:

- Rent is calculated fairly and accurately
- Program rules are followed
- Residents avoid overpayments or underpayments
- Continued eligibility for housing assistance

Keeping your information up to date protects both you and the Housing Authority.

Important Contact Information During Training Period

As many residents know, **Aleena Bollinger** has recently stepped into the **Housing Manager** role and is currently in training. During this training period, **I, Stephanie Thatch, Executive Director, will be completing all Annual and Interim Recertifications.**

All correspondence related to income changes, household changes, or recertification documentation should be directed to me at:

870-892-9278

sthatch@pha1320.com

Please do not delay reporting changes, as timely communication helps us process updates efficiently and accurately.

Final Reminder

If you are unsure whether a change needs to be reported, **please contact the office**. It is always better to ask than to risk issues later. We run required reports monthly and if you are not reporting, it will flag you and we are required to investigate.

Thank you for your cooperation and patience as we work through this transition and continue serving our residents.

Valentine's Day Word Search

c	g	f	l	o	w	e	r	s	i	p
j	s	w	e	e	t	h	e	a	r	t
e	f	p	a	c	u	p	i	d	a	e
v	h	o	l	k	a	c	p	s	r	t
a	o	g	u	y	h	e	a	r	t	s
l	o	v	e	r	r	d	e	g	o	f
e	k	r	a	p	t	r	r	o	w	r
n	r	i	r	o	s	e	s	p	x	i
t	o	h	s	d	r	d	e	i	r	e
i	s	u	h	s	p	i	n	n	h	n
n	r	g	a	r	e	l	l	k	t	d
e	o	s	c	h	o	s	r	o	s	h
s	w	e	e	r	t	s	f	r	i	e
v	c	h	o	c	o	l	a	t	e	k

valentine
arrow
cupid
hearts
love

red
fourteenth
hugs
chocolate
pink

roses
friend
flowers
sweetheart
kisses