



# HOUSING HAPPENINGS



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## Did you know???

The birth flower for March is the daffodil, which symbolizes new beginnings.

March comes “in like a lion and out like a lamb,” referring to the unpredictable weather that often starts stormy and ends mild. Lets just hope that the tornadoes stay away!

St. Patrick wasn’t actually Irish—he was born in Britain!

Legend says St. Patrick drove the snakes out of Ireland—although historians say there likely were no snakes there to begin with.

The original color associated with St. Patrick was blue, not green.

The shamrock was used by St. Patrick to explain the concept of the Holy Trinity.

Zodiac signs for March are Pisces (Feb. 19-March 20), known for being compassionate, intuitive, artistic, and empathetic and Aries (March 21-April 19), known for being confident, energetic, determined, and natural leaders.

Birthstones for March are Aquamarine (a light blue) and Blood-



## Executive Director’s Message – March 2026

### Message from the Executive Director

Happy March! As we welcome the beginning of spring, we also look forward to a busy and productive month here at Pocahontas Housing Authority and Patrick Manor Inc.

Before anything else, I would like to sincerely thank all of you who were patient and understanding during the recent snow and ice storm. With limited staff and challenging weather conditions, snow and ice removal took longer than any of us would have liked. Those of you who remained patient and extended grace to our team truly made a difference, and we are very grateful for your understanding and cooperation.

I want to remind everyone that **NSPIRE inspections will begin March 2nd for Patrick Manor Only**. These inspections are an important part of maintaining the quality, safety, and compliance of our community. We appreciate your cooperation in preparing your units and ensuring that housekeeping items, smoke detectors, and general safety standards are maintained. Notices will be provided in accordance with our policy prior to entry. If you have questions about inspection expectations, please contact the office. Note: We do not know which apartments will be selected for inspection until the morning that the inspector arrives, so you may or may not receive this inspection.

We are also excited to formally introduce **Aleena Bollinger**, our new Housing Manager. Aleena has been working diligently in her new role and has already begun implementing beneficial improvements in several areas, including updated pest control scheduling, improved communication procedures, and operational organization. Her commitment to strengthening our processes will help us better serve you, and we appreciate the positive feedback many of you have already shared.

In addition, we have welcomed a new member to our maintenance team — **Tyler Maloney**. Please join us in making him feel welcome! Our maintenance staff plays a critical role in keeping our property safe and running smoothly, and we are glad to have him as part of our team.

With **St. Patrick’s Day** coming up on March 17th, we wish everyone a safe and cheerful holiday. As always, we ask that decorations remain in compliance with fire safety guidelines and do not block doorways or egress areas. Let’s celebrate responsibly while continuing to keep our community clean and safe.

As we move into spring, this is a great time for a little seasonal refresh — clearing clutter, disposing of unwanted items properly, and ensuring walkways remain clear. These small efforts help us all maintain a comfortable and welcoming environment.

Thank you for being a valued part of the Pocahontas Housing Authority & Patrick Manor communities. We appreciate your cooperation, your patience during inspection season, and your continued partnership in making our property a place we are proud to call home.

Sincerely,  
*Stephanie Thatch*  
Executive Director



# **HOUSING MANAGER'S CORNER**

## **Let's Work Together to Keep Our Community Running Smoothly**

This page is a friendly reminder of some important lease responsibilities that help keep our community safe, clean, and stress-free for everyone.

Following these guidelines helps avoid notices, fees, and misunderstandings.

### **Rent & Payments**

Lease Reminder: Rent is due on the 1st of each month. Late fees apply after the 5th day.

Helpful Tip:

- Set a monthly reminder on your phone or calendar.
- If something unexpected happens, contact the office before rent is late so we can guide you on next steps.

### **Housekeeping & Unit Care**

Lease Reminder: Residents are responsible for keeping their unit clean, using appliances properly, and reporting maintenance issues right away.

Helpful Tips:

- Report leaks, broken outlets, or appliance issues early to prevent bigger problems.
- Regular cleaning helps prevent pests and housekeeping notices. (We also have a form with Helpful Cleaning & Tips here in the office,. Please feel free to contact the office, if you would like to have one.)

### **Parking & Vehicles**

Lease Reminder: Vehicles must be registered and parked properly. Inoperable vehicles are not allowed.

Helpful Tip:

- Make sure your parking tag is current and visible. (Contact the office, if you need a parking tag for your vehicle.)
- Let the office know if you change vehicles or update your registration so records stay updated.

### **Avoiding Lease Violations**

Lease Reminder: Repeated lease violations, nonpayment of rent, damage, criminal activity, violence, or failure to comply with rules can lead to termination of tenancy.

Helpful Tip:

- If you're confused about a rule or notice, ask the office. It's always better to ask first than fix something later.
- If you receive a notice or warning, take care of it right away and contact the office if you need help or extra time. Ignoring notices can turn small issues into bigger problems.

Email: [acbollingerpha@gmail.com](mailto:acbollingerpha@gmail.com)



# March 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 being finalized.

To make this transition easier, **Aleena Bollinger** has compiled a schedule. Along with this newsletter, you should have received a pest control schedule showing your unique **Group #** based on where you live. Group numbers will look something like **Group A, Group B, etc.** (**These group #s are taking the place of Upper Terrace, Lower Terrace, etc. due to the schedule being different.** In the future, you will see on the calendar in the newsletter something like (Pest control—Group A), if this is your group then you will have pest control on that day.

Here's what to expect:

- **Routine pest control services** will take place during the **2nd and 4th weeks** of each month.
- **Bed bug inspections** will occur during the **1st and 3rd weeks** of each month. You will be notified in advance if your apartment is selected. Typically, each unit will only receive a bed bug inspection **once or twice per year**. There is no set schedule for inspections, but an **Orkin representative will be 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. We believe this change will improve services and be **beneficial for our community**.

Thank you for your understanding and support!

## 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.
- **ITEMS ON GROUNDS** - Please remember that toys, bikes, scooters, and other personal items should not be left unattended on common grounds, sidewalks, or in hallways. Items left out may create safety hazards or block walkways. If personal items are left unattended, maintenance will pick them up, and tenants may be charged \$30.00 to retrieve them. We appreciate your help in keeping our community safe and accessible for everyone.
- **SHOP DRIVE** - We want to remind all residents that the **shop drive is off-limits to tenants and their children**. Lately, children have been seen playing with bikes, scooters, basketballs, and other toys in this area. The drive must remain clear because **maintenance and staff need safe access to the shop** to perform their work not to mention this is very dangerous for the children. Any tenant or child found using the shop drive may result in a **lease violation**. Please help us keep everyone safe by keeping this area clear at all times.
- **PORCHES & STAIRWELLS**—Please remember to **keep porches, stairwells, and entryways free of clutter**. This helps **prevent accidents, ensures safe egress in case of emergencies, and keeps our community looking clean and welcoming**. Items left in these areas can create hazards for neighbors and maintenance staff, so we appreciate your cooperation in keeping these spaces clear. **STAIRWELLS ARE NOT FOR STORAGE**, there should never be anything stored in or under the stairs.

### **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](http://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

@Patrickmanor



## Policies, Procedures, & Lease Compliance

At **Pocahontas Housing Authority Inc. & Patrick Manor, Inc.**, we strive to provide a safe, comfortable, and well-maintained community for all residents. A key part of achieving this goal is ensuring that everyone understands and follows **policies, procedures, and the lease agreement**.

Your **lease agreement** is not just a document — it is a partnership between you, the resident, and the housing management team. It outlines important responsibilities for both parties, including the proper use of units, common areas, and community spaces, as well as safety and maintenance requirements. Adhering to the lease ensures fairness, safety, and harmony within the community.

### Why Compliance Matters

- **Safety:** Rules regarding smoke detectors, hallways, stairwells, housekeeping and playgrounds exist to protect you and your neighbors. Following these rules helps prevent accidents, injuries, and emergency situations.
- **Community Harmony:** Policies about noise, pets, and personal items in common areas keep the property pleasant and accessible for everyone. When residents comply, it strengthens the sense of community.
- **Property Preservation:** Maintenance and repairs are easier and more effective when residents follow guidelines regarding trash disposal, pest control, and proper care of their units. This helps keep costs down and the property in good condition.
- **Legal & Financial Responsibility:** Noncompliance can result in **lease violations**, which may include warnings, fines, or in some cases, termination of the lease. Following policies protects you from these consequences and helps maintain your good standing in the community.

### Lease Violations

A **lease violation** occurs when a resident does not comply with the terms of the lease. Common examples include:

- Unauthorized occupants or pets
- Leaving personal items in hallways, stairwells, or common areas
- Blocking fire exits or creating safety hazards
- Failing to follow pest control or maintenance access procedures
- Poor Housekeeping

When a lease violation is documented, management will follow established procedures to notify the resident and provide an opportunity to correct the issue. **Prompt attention to violations** helps prevent escalation and keeps the community safe and enjoyable for everyone.

## Carrot Cake with Cream Cheese Frosting

### Ingredients

For the carrot cake:

- 2 cups all-purpose flour spooned & leveled (250 grams)
- 2 teaspoons baking powder
- 1 teaspoon baking soda
- 1 ½ teaspoons ground cinnamon
- ½ teaspoon ground ginger
- ¼ teaspoon ground nutmeg
- ½ teaspoon salt
- ¾ cup canola or vegetable oil (180ml)
- 4 large eggs at room temperature
- 1 ½ cups packed light brown sugar (300 grams)
- ½ cup granulated sugar (100 grams)
- ½ cup unsweetened applesauce (125 grams)
- 1 teaspoon pure vanilla extract
- 3 cups lightly packed grated carrots (300 grams)

For the cream cheese frosting:

- 1 (8-ounce) package brick style cream cheese (226 grams) softened
- ½ cup unsalted butter (115 grams) softened
- 2 cups powdered sugar (240 grams)
- 1 teaspoon pure vanilla extract

### Instructions

To make the carrot cake: Preheat the oven to 350°F (180°C). Spray two 9-inch round cake pans well with non stick cooking spray and line the bottom of each pan with a parchment paper circle. Set aside.

In a large mixing bowl, whisk together the flour, baking powder, baking soda, cinnamon, ginger, nutmeg, and salt until well combined. Set aside.

In a separate large mixing bowl, whisk together the oil, eggs, brown sugar, granulated sugar, applesauce, and vanilla extract until fully combined. Add the grated carrots to the wet ingredients and mix until well combined.

Pour the wet ingredients into the dry ingredients and mix with a whisk or rubber spatula until just combined, making sure not to over mix the batter.

Pour the cake batter evenly between both prepared cake pans. Bake for 30 to 35 minutes or until the tops of the cakes are set and a toothpick inserted into the center of each one comes out clean.

Remove from the oven, transfer to a wire rack, and allow to cool in the pans for 20 to 25 minutes. Once the cakes have cooled, remove from the pans and return the cakes to the wire rack to finish cooling.

To make the cream cheese frosting: In the bowl of a stand mixer fitted with the paddle attachment, or in a large mixing bowl using a hand-held mixer, beat the cream cheese until smooth. Add the butter and mix for about 30 seconds to 1 minute until well combined and smooth.

Add in the powdered sugar and vanilla extract and continue mixing until fully combined, stopping to scrape down the sides of the bowl as needed.

To assemble the cake: Level the tops of each cake with a knife or cake leveler. Place one of the cake layers on a cake stand, top with a little over ½ cup of the frosting, and smooth it out into one even layer. Place the other cake layer on top and use the remaining frosting to frost the top and sides of the cake. Top with pecans or other toppings of choice, if desired.

## Respectful Communication & Professional Conduct

At Pocahontas Housing Authority & Patrick Manor, we are committed to serving our residents with professionalism, fairness, and consistency. Our staff works daily to ensure compliance with program regulations, enforce policies fairly, and maintain a safe and well-managed community.

Recently, we have experienced situations where staff members have been spoken to in a disrespectful manner, including yelling, cursing, or being blamed for decisions that are governed by policy or federal program requirements. We want to take a moment to address this respectfully and clearly.

Our employees are here to do their jobs in accordance with established policies, lease agreements, and program regulations. Many decisions — including rent calculations, lease enforcement, inspections, and compliance requirements — are not personal decisions. They are guided by written procedures and federal guidelines that we are required to follow.

Yelling, using profanity, or becoming irate does not resolve concerns and does not change policy. In fact, it often prevents productive communication. The staff member you are speaking with may not be the person who created the rule or regulation — they are simply responsible for applying it consistently and fairly.

We ask that all residents treat staff with the same courtesy and respect they expect in return. Open communication, calm discussion, and a willingness to understand the process will always lead to better outcomes. If you disagree with a decision, we are happy to explain it and walk through the reasoning behind it.

Please remember:

- Staff members are people, too.
- They are professionals doing their assigned duties.
- They deserve to work in a safe and respectful environment.

We are committed to providing respectful service to every resident, and we ask that residents extend that same respect to our team. Together, we can maintain a positive and cooperative community environment.

Thank you for your understanding and cooperation.

## PET WASTE REMINDER

All pet owners are required to **immediately pick up and properly dispose of dog waste** on the property. This rule applies to **all animals**, including service animals and Emotional Support Animals (ESAs). Pet waste creates health hazards, attracts pests, damages the grounds, and negatively affects the appearance of our community.

Moving forward, this policy will be strictly enforced. If a tenant is observed failing to pick up after their animal, a **\$30.00 charge per occurrence** will be assessed. We appreciate everyone doing their part to keep our property clean, sanitary, and enjoyable for all residents.

# St. Patrick's Day Word Search

J S Q W J H G L W I I N X H W V F  
L L T E G O T T R R E U X Z T A I  
E I V K V L R J P E T W V V I D N  
P J G I B I A L R O P A D Z L X H  
R P X L T D I G M A R C H O Z N P  
E A A T F A N K Q D T X G T G C C  
C R B O G Y B V J K Q F E N D M R  
H A F E I B O W C L O V E R A L H  
A D A J Y D W O H T V E C P B I J  
U E M O X S R N O H R M K Z T H K  
N G G P C M S P C G Z Z M C S P G  
B L U T A R I N L H K W N C S F Q  
A M J H Q N I G V J R G O Q E P H  
J V S P J P R U V Y U L K F J S A  
T I O T A F I R I S H N P T N Z J  
B S R R P R K K S G X L U C K I T  
I Y E G Q S A N D K Q D U G O M N



- Pot Of Gold
- Leprechaun
- Shamrock
- Holiday
- Rainbow
- Clover
- Parade
- Green
- Green
- Irish
- March
- Pinch
- Kilt
- Luck

