HOUSING HAPPENINGS



Pocahontas Housing Authority Office & Community in Winter • 1320 Dalton Street, Pocahontas, AR • Phone: (870) 892-9278

A Message from the Executive Director

Warm Holiday Greetings to Our Residents • December 2026

Dear Residents,

As we welcome December and the holiday season, we are warmly reminded that this special time of year is all about community, gratitude, and looking out for one another. The holidays offer a wonderful opportunity to reflect on our many blessings, celebrate cherished traditions with loved ones, and appreciate the people who make up our neighborhood.

While winter brings cooler temperatures and frosty mornings, it also gives us a special chance to draw closer together as a community. A friendly wave across the yard, a warm smile, taking a moment to check in on an elderly neighbor, or lending a helping hand with groceries can brighten someone's day more than we may ever realize. Small acts of kindness truly make a big difference in our lives.

We all come from different walks of life, but we share a common home here at Manor Place and Patrick Manor. A peaceful, harmonious community is built when we treat each other with dignity, respect each other's space and privacy, and handle any neighborhood disagreements with patience. As family, friends, and holiday visitors join us throughout December, please remember to keep noise levels considerate, drive slowly through parking areas, and observe our property safety guidelines.

On behalf of our Board of Commissioners, Housing Manager Aleena Bollinger, and our entire maintenance and administrative staff, I want to wish every resident and family a joyful, safe, and blessed holiday season. May December bring you peace, comfort, good health, and abundant hope for the coming New Year!

Warmest regards,
Stephanie Thatch, *Executive Director*
Pocahontas Housing Authority, Inc.

SEASON'S BLESSINGS: *"Kindness is like snow—it beautifies everything it covers." Thank you for helping keep our community welcoming, safe, and full of holiday cheer!*

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DECEMBER FUN FACTS & LORE

Birthstones: Turquoise, Zircon & Tanzanite. Turquoise represents tranquility, protection, and good fortune.

Birth Flowers: Narcissus (Paperwhite) & Holly, symbolizing holiday cheer, renewal, and hope.

Zodiac Signs: Sagittarius (Nov 22 – Dec 21) & Capricorn (Dec 22 – Jan 19).

Winter Solstice: Dec 21st marks the shortest day and longest night of the year—each day after brings more daylight!

Name Origin: December comes from Latin *decem* (meaning ten), as it was the tenth month in the ancient Roman calendar.

Holiday Trivia: Evergreen boughs and holly have been used in winter decor for centuries to celebrate resilience through the frost.

OFFICE CONTACT & HOURS

Office: (870) 892-9278
Emergency Maintenance: 24/7
Website: pha1320.com
Hours: Mon–Fri 8:00 AM – 4:30 PM
Closed: Dec 24 & 25 (Holidays)

HOUSING MANAGER'S CORNER

OFFICIAL NOTICE: Management & Occupancy Review (MOR)

Annual Property & Physical Unit Inspections • Manor Place Apartments

DATE OF NOTICE: November 17, 2026 | **INSPECTION DATE:** Tuesday, December 15, 2026

TO: All Residents of Manor Place | **FROM:** Housing Management Office

Please be advised that on **Tuesday, December 15, 2026**, representatives from Southwest Housing Compliance Corporation (SHCC), HUD's Performance-Based Contract Administrator, will be on-site conducting our annual Management and Occupancy Review (MOR) alongside property management staff.

As part of this comprehensive review, the inspector will physically examine property grounds, building exteriors, common areas, and vacant apartments, and will conduct physical inspections of a randomly selected sample of occupied units. **Your apartment may be selected for inspection.**

KEY INSPECTION INFORMATION & INSTRUCTIONS

- **Date & Schedule:** Tuesday, Dec 15, 2026, starting at ~8:30 AM and continuing throughout the day.
- **Unit Selection:** The sample of occupied units will be chosen by the SHCC inspector on the morning of the visit.
- **Inspection Purpose:** To verify that all homes meet HUD's Decent, Safe, and Sanitary standards (smoke detectors, plumbing fixtures, appliances, windows, electrical breaker panels, and heating/air systems).
- **Resident Presence:** You are welcome to be home, but your presence is not required. A Housing Authority employee will accompany the inspector at all times during unit entry.
- **Pets & Assistance Animals:** Please ensure approved animals are safely secured, crated, or supervised during inspection hours.
- **Accessibility:** Ensure sidewalks, front entrances, breaker panels, and water heaters are completely unobstructed.

WHAT INSPECTORS EVALUATE: RESIDENT PREPARATION GUIDE

- **Smoke & CO Detectors:** Must sound clearly when tested. Never disconnect or remove batteries.
- **Kitchen & Appliances:** Stoves, burners, ovens, and vent hoods must be clean and fully operational.
- **Plumbing Fixtures:** Check sinks, tubs, and toilets. Report any running water or drips prior to Dec 15th.
- **Windows & Doors:** Ensure latches lock properly, glass is intact, and emergency exits are clear.
- **Electrical Breaker Panels:** Keep a minimum of 3 feet of clear space in front of breaker panels.

Please report any needed repairs to the office right away so maintenance can resolve them before inspection day!

MOR INSPECTION FREQUENTLY ASKED QUESTIONS

- **How long will the inspector be in my home?** Unit inspections typically take 5 to 10 minutes.
- **Do I have to take off work?** No. PHA management accompanies the inspector during all entries.
- **What if an item fails?** Maintenance immediately generates a work order to repair the item at no cost to you.
- **Who conducts the review?** SHCC evaluators working on behalf of HUD to ensure federal standards.

Questions or reasonable accommodations? Contact Management at (870) 892-9278 | Hearing Impaired TTY: 711.



Aleena Bollinger, *Housing Manager*
Email: aleenab@pha1320.com

DECEMBER IMPORTANT DATES

- **Dec 1–5:** Monthly Rent Window
- **Dec 6:** Rent Late ($5 + $1/day fee)
- **Dec 10:** Group F Pest Control Visit
- **Dec 15:** Manor Place SHCC MOR Review
- **Dec 22:** Group A Pest Control Visit
- **Dec 24–25:** CLOSED Christmas Holidays
- **Fridays:** Patrick Manor Trash Days

RENT PAYMENT POLICIES

Rent is strictly due on the 1st and late after the 5th. On the 6th, a $5.00 late fee applies plus $1.00 for each additional day late.

Rent Extensions: Maximum 3 extensions allowed per calendar year. Must be requested and signed at the office prior to the 5th.

Pay Online: pha1320.com
Automatic Bank Draft: Contact office to set up effortless recurring bank draft.

MANAGER'S WINTER NOTE

"Thank you all for your wonderful cooperation as we prepare for our annual inspection! Let's continue working together to keep our community safe, clean, and welcoming!"
— Aleena Bollinger, Housing Manager

DECEMBER 2026 CALENDAR



SUN	MON	TUE	WED	THU	FRI	SAT
29	30	**1** Rent Due Window Opens	**2**	**3**	**4** **TRASH DAY** Patrick Manor	**5** **Last Day to Pay Rent**
6 **Rent Late $5+$1/day**	**7**	**8**	**9**	**10** **PEST CONTROL GROUP F**	**11** **TRASH DAY** Patrick Manor	**12**
13	**14**	**15** **SHCC MOR Unit Inspections** (Manor Place)	**16**	**17**	**18** **TRASH DAY** Patrick Manor	**19**
20	**21** Winter Solstice Shortest Day	**22** **PEST CONTROL GROUP A**	**23**	**24** **OFFICE CLOSED** **Christmas Eve**	**25** **OFFICE CLOSED** **Christmas Day** **(NO TRASH)**	**26**
27	**28**	**29**	**30**	**31** New Year's Eve	Jan 1 **New Year**	Jan 2

SERVICE NOTES & HOLIDAY INFORMATION:

24/7 EMERGENCY CONTACT: (870) 892-9278

- **Rent Window:** Rent is due Dec 1st–5th. Late fees ($5.00 + $1.00/day) begin on Sunday, Dec 6th.
- **Patrick Manor Trash:** Collected every Friday (Dec 4, 11, 18). **NO TRASH PICKUP ON CHRISTMAS DAY (DEC 25).** Please hold containers until next pickup.
- **Pest Control:** Group F on Dec 10th; Group A on Dec 22nd. Staff accompanies Orkin for all visits.
- **Manor Place MOR Inspections:** Tuesday, Dec 15th starting at 8:30 AM. Please ensure pets are secured and pathways clear.
- **Holiday Closures:** Office closed Dec 24th & 25th for Christmas. For heating or pipe emergencies, call maintenance 24/7 at (870) 892-9278.

MAINTENANCE & WINTER SAFETY

WINTER SAFETY & MAINTENANCE HABITS

Keeping Your Home Safe, Warm & Cozy • Chad Koons, Maintenance Supervisor

WINTER HABITS: A FEW SMALL STEPS MAKE A BIG DIFFERENCE

• Windows & Vents:	Wipe away window condensation promptly to prevent mildew. Keep heating vents completely clear of furniture, rugs, curtains, and boxes to ensure safe, even airflow.
• Heat Safely:	Never use an oven, stovetop burners, or outdoor fuel-burning grills to heat your apartment. Keep furniture and blankets at least 3 feet away from heating units.
• Drips & Leaks:	Leaky faucets and running toilets waste hundreds of gallons and risk frozen lines. During freezing nights, open cabinet doors below sinks so warm air can circulate.
• Clear Walkways:	Keep porches, steps, sidewalks, and entryways clean and free of clutter, boxes, and tripping hazards so neighbors and emergency personnel can navigate safely.

HOLIDAY DECORATION SAFETY GUIDELINES

• **Inspect Lighting:** Ensure lights are in proper working order with no frayed wires, cracked insulation, or loose sockets.
• **STRICT PROHIBITION: NO CORDS THROUGH WINDOWS OR DOORS!** Running extension cords through door frames or window sills is strictly prohibited. Door and window movement pinches, strips, and shears the protective wire insulation, creating an extreme electrical fire hazard. Furthermore, cracked windows and doors break the thermal seal, letting freezing drafts in and overburdening heating systems.
• **Turn Off Unattended Displays:** Unplug all decorative lighting whenever leaving your apartment or before going to sleep.
• **Exterior Displays:** All outdoor decorations must be securely anchored and rated for outdoor winter use.

WINTER WEATHER: SNOW & ICE REMOVAL PROTOCOL

• **Please Be Patient With Us:** When winter snow or freezing rain hits, our maintenance crew works tirelessly to clear primary sidewalks and ramps. However, we have a small, limited maintenance staff responsible for multiple community properties and can only do so much at once. We ask for your patience!
• **Use Extreme Caution & Good Sense:** Wear proper winter boots with slip-resistant soles, take small steps, and use handrails. Avoid walking on ice or snow unless necessary.
• **NO PERSONAL ICE MELT ALLOWED:** Residents are **strictly prohibited** from spreading their own store-bought rock salt or chemical ice melt! Commercial rock salts chemically eat away, pit, and permanently destroy concrete sidewalks and porches. The Housing Authority provides specialized, concrete-safe ice melt upon request. Contact our office if your porch or entrance needs treatment.

ENERGY & HEATING EFFICIENCY TIPS

• **Keep Blinds Open on Sunny Days:** Natural sunlight helps warm rooms. Close blinds at dusk to block evening chill.
• **Keep Interior Doors Ajar:** Open doors allow warm air from heating vents to circulate evenly to all rooms.
• **Check Air Filters:** If you notice weak airflow, contact maintenance and we will gladly replace your furnace filter.

WORK ORDER TIP: Tell us *What* is happening, *Where* it is located, and *When* it started! **24/7 After-Hours Emergencies:** Call (870) 892-9278 and follow prompts. *(Chad Koons, Supervisor & Team)*



Chad Koons, *Maintenance Supervisor*
PHA Maintenance Department

PEST CONTROL SCHEDULE

• **Dec 10:** Group F Pest Control Visit
• **Dec 22:** Group A Pest Control Visit

Staff accompanies Orkin on all visits. Routine housekeeping inspections occur at this time.

PAY RENT ONLINE & DRAFT

Resident Portal: pha1320.com
Pay rent securely online, review account ledgers, and sign up for text and email notifications.

Automatic Bank Draft:
Stop by the office to set up automatic monthly bank draft—never worry about late fees again!

Facebook Community Updates:
@pokeyhousingauthority
@Patrickmanor

FREEZING PIPE PREVENTION

• Set heat to at least 68°F day & night.
• Open vanity/sink cabinet doors during freezing weather.
• Never turn off heat if leaving home for the holidays—notify office!

PEST OF THE MONTH: MICE GUIDE



Winter Rodent Prevention • Keep Food Stored Safely, Maintain Clean Kitchens & Report Evidence Early to Management

1. UNDERSTANDING WINTER RODENT BEHAVIOR

• **Seeking Warmth & Food:** When outdoor temperatures plunge in December, field mice actively seek shelter indoors near heat sources, wall voids, and pantries.
• **Tiny Entry Points:** Mice have flexible skeletons and can squeeze through holes the size of a dime (1/4 inch). They enter through gaps around exterior plumbing lines, under doors lacking sweeps, through dryer vents, and foundation seams.
• **Prolific Breeding:** A single female can produce up to 10 litters per year. Addressing even one mouse immediately prevents a major infestation from spreading through common walls.

2. DAILY HOUSEKEEPING & FOOD HABITS

• **Airtight Food Containers:** Transfer opened boxes of cereal, rice, flour, oats, chips, and snacks into rigid plastic, glass, or metal containers with tight lids. Mice easily chew through cardboard boxes and thin plastic bags.
• **NEVER LEAVE PET FOOD OUT OVERNIGHT:** Bowls of pet food and water left on the floor overnight are the #1 attractant for mice! Feed pets during the day and pick up all bowls before going to bed.
• **Counter & Floor Sanitation:** Sweep crumbs from under stoves, refrigerators, and toasters daily. Wipe grease spills and avoid leaving unwashed dishes in the sink.
• **Trash Management:** Tie trash bags tightly and take them to property dumpsters promptly. Never leave trash bags sitting on kitchen floors, porches, or walkways.

3. PROHIBITED ACTIONS (LEASE RULES)

• **NO STORE-BOUGHT POISONS:** Residents are **strictly prohibited** from using over-the-counter chemical baits, pellets, or poison blocks. Poisoned mice crawl into wall cavities, subfloors, and air ducts to die, creating severe decomposition odors, fly infestations, and biohazards. Loose poison pellets also pose a life-threatening accidental ingestion risk to small children and pets.
• **NO DIY BUG BOMBS:** Foggers and chemical sprays do not eradicate rodents and violate property safety policies.

4. PROFESSIONAL EXCLUSION & SUPPORT

• **Structural Sealing:** When you notify us, maintenance and Orkin inspect and seal exterior pipe gaps and holes using copper mesh and commercial sealant.
• **Tamper-Resistant Traps:** Technicians deploy safe, locked commercial bait stations and mechanical traps.
• **Senior & Disabled Assistance:** If you need help clearing under kitchen sinks or moving items for inspection, contact our office! We are glad to help.

EARLY DETECTION CHECKLIST: WHAT TO LOOK & LISTEN FOR

• **Droppings:** Small, smooth, dark pellets (1/8 to 1/4 inch) with pointed ends, commonly found in pantry corners, along baseboards, or under sinks.
• **Gnaw Marks:** Chewed corners on food boxes, shredded paper towels, or gnawed edges on plastic storage containers.
• **Nighttime Sounds:** Faint scratching, squeaking, or scampering inside wall cavities or ceilings after dark.
• **Nesting Materials:** Piles of shredded paper, insulation, or fabric gathered in quiet, hidden corners or beneath appliances.

5. MANDATORY REPORTING & RESIDENT RESPONSIBILITIES

Immediate Written Notification: Report any sign of rodent activity to the office immediately. Early reporting stops problems before they multiply and protects your neighbors. Routine pest control and initial treatments are provided at no charge to residents. However, failure to report, failure to maintain sanitary conditions, or refusal to cooperate with pest control may result in lease enforcement and financial liability for specialized treatments.

INCOME REPORTING & HUD EIV



HUD Enterprise Income Verification (EIV) Compliance • Report Increases & Loss of Income Promptly in Writing

1. THE 10-DAY WRITTEN REPORTING RULE

• **Mandatory Written Notice:** Federal HUD regulations and your Lease Agreement require that all changes in household income and family composition be reported in writing within **10 calendar days** of the occurrence.
• **Reporting Increases:** You must report starting a new job, wage raises, promotions, overtime, bonuses, second jobs, side gigs, self-employment, child support, new Social Security/SSI benefits, or new adult household members.
• **Reporting Loss of Income:** If you lose a job, have work hours reduced, experience a layoff, or lose child support/benefits, **report it immediately!** Management will process an interim recertification to **lower your monthly rent** so you don't fall behind.

2. WHAT IS THE HUD EIV SYSTEM?

• **Electronic Computer Matching:** Enterprise Income Verification (EIV) is HUD's automated nationwide system that cross-references tenant Social Security numbers with quarterly state wage reports, the National Directory of New Hires (NDNH), and Social Security databases.
• **Automated Monthly Audits:** Every month, management generates EIV discrepancy reports comparing wages reported on your paperwork against federal records. Unreported income cannot remain hidden.

3. CONSEQUENCES OF UNREPORTED INCOME

• **Retroactive Rent Repayment:** When EIV reveals unreported income, the tenant is required by federal law to pay back all underpaid rent retroactive to the exact month the income began.
• **Binding Repayment Agreements:** The resident must sign a formal repayment agreement requiring monthly payments in addition to their regular rent.
• **Lease Termination & Legal Action:** Failing to report income or defaulting on repayment agreements constitutes a material lease violation and fraud, which may result in eviction and debarment from federal housing assistance.

4. SIMPLE STEPS TO REPORT INCOME

1. **Contact the Office:** Pick up an Interim Recertification packet from Aleena Bollinger or Stephanie Thatch.
2. **Provide Documentation:** Bring 4–6 consecutive paystubs, employer hire letters, termination notices, or benefit award letters.
3. **Review & Sign:** Staff recalculates your rent under HUD rules and provides an updated HUD-50059 lease adjustment for your signature.

INCOME REPORTING: FREQUENTLY ASKED QUESTIONS

• **Can I wait until my annual recertification?** No! Waiting to report an income change until your annual review is a lease violation that results in retroactive rent charges going all the way back to the month the income changed.
• **What if my job is temporary or seasonal?** All employment income—even seasonal holiday retail, delivery driving, or temporary gigs—must be reported within 10 days.
• **What if I lost my job or had hours cut?** Contact the office immediately. We will process an interim recertification to **reduce your monthly rent payment** so you can afford to stay current.
• **What about annual Social Security COLA increases?** Management automatically receives SSA verification files, but reporting updates ensures your file stays 100% compliant.

OUR COMMITMENT TO TRANSPARENCY: *Management is here to assist you through any household changes. Reporting changes promptly protects your housing and guarantees you pay only what you legally owe under HUD rules. Questions? Contact Stephanie Thatch or Aleena Bollinger at (870) 892-9278.*

COMMUNITY SAFETY & RECIPE



Holiday Baking & Harmonious Community Living at Manor Place & Patrick Manor • Wishing You Peace & Goodwill

PET RESPONSIBILITIES & LEASE RULES

• **Approved Registration:** Pets must have signed lease agreements, current vaccination records, photo, and deposits on file.
• **Mandatory Handheld Leashes:** Pets must be on a secure leash held by an adult whenever outside. Tying pets to trees, posts, or porches is strictly prohibited.
• **Immediate Waste Cleanup:** Pick up and bag pet waste immediately. Uncollected pet waste is a serious health hazard and a lease violation.
• **No Visiting Pets:** Pets belonging to visitors or family members are strictly forbidden from staying or visiting without advance management approval.

YOUTH SAFETY & WINTER SUPERVISION

• **Winter Dress:** Ensure children wear warm coats, hats, and gloves during chilly outdoor play to prevent hypothermia.
• **Driveways & Parking Lots:** Drivers must observe 5–10 mph speed limits. Children must never play in driveways or between parked cars.
• **Indoor Consideration:** During the holiday school break, please keep indoor noise and electronics at considerate levels so neighbors can relax and enjoy peaceful holidays.
• **Emergency Preparedness:** Teach children emergency phone numbers and how to reach the management office.

WINTER VEHICLE SAFETY & PARKING REGULATIONS

• **Park Strictly Within Marked Lines:** Do not straddle parking lines. Proper alignment ensures snow clearing equipment, mail carriers, and emergency vehicles have full clearance.
• **Speed Limit 5–10 MPH:** Drive slowly and watch for pedestrians, especially around curves, ice patches, and near mailboxes.
• **No Unattended Warming:** Never leave idling vehicles unattended with keys in the ignition—this violates property safety rules and invites theft.
• **Visitor Parking:** Direct holiday guests to park in designated visitor spaces so assigned resident areas remain accessible.

DECEMBER HOLIDAY RECIPE: WARM CINNAMON-APPLE HOLIDAY BAKE

INGREDIENTS:
• 4 large apples (peeled, cored & sliced)
• 1 tbsp lemon juice
• 1/4 cup granulated white sugar
• 1 tsp ground cinnamon (divided)
• 1/2 cup rolled oats
• 1/3 cup all-purpose flour
• 1/4 cup packed brown sugar
• 4 tbsp melted butter & pinch of salt
Prep: 10 mins | Bake: 30 mins | Serves: 6–8

EASY STEP-BY-STEP DIRECTIONS:
1. Preheat oven to 350°F (175°C). Lightly grease an 8x8-inch baking dish.
2. Toss sliced apples with lemon juice, granulated sugar, and 1/2 tsp cinnamon. Spread evenly into prepared baking dish.
3. In a bowl, mix oats, flour, brown sugar, salt, and remaining 1/2 tsp cinnamon. Pour melted butter over mixture and stir until crumbly.
4. Scatter the oat crumble evenly over the apples.
5. Bake for 30–35 minutes until apples are tender and topping is golden-brown. Serve warm!
Baker's Tip: *Tart apples like Granny Smith or Honeycrisp hold their shape best! Enjoy warm topped with vanilla ice cream.*

HOLIDAY COURTESY & NEIGHBORLY REMINDERS

• **Flatten Cardboard Boxes:** Flatten all holiday gift and delivery boxes completely before placing them inside property dumpsters.
• **Quiet Hours (10:00 PM – 7:00 AM):** Please be courteous with music and TV volumes as neighbors rest during the holidays.
• **Safe Cooking:** Never leave cooking oil or stoves unattended while preparing family holiday meals.

HAPPY HOLIDAYS FROM THE POCAHONTAS HOUSING AUTHORITY!
We wish every resident and family a joyful, peaceful holiday season and a healthy, prosperous New Year 2027! Office: (870) 892-9278.