

HOUSING HAPPENINGS

POCAHONTAS HOUSING AUTHORITY INC. • INCOME BASED HOUSING



A Message from the Executive Director

November 2026

Dear Residents,

As we welcome November, we are reminded that this time of year is about gratitude, kindness, and looking out for one another. With Thanksgiving approaching, I encourage everyone to take a moment to think about how a little kindness can make a big difference in our community.

We all come from different backgrounds and have different experiences, but we share something important: we are neighbors. A friendly smile, a kind word, a helping hand, or simply being patient and understanding can brighten someone's day more than we may realize.

I encourage each of you to be mindful of how your words and actions affect those around you. Please treat your neighbors with the same courtesy, respect, and consideration that you would like to receive. Be patient with one another, respect each other's space and privacy, keep noise at a considerate level, and try to resolve disagreements calmly and respectfully. We may not always agree with one another, but we can always choose to treat one another with dignity.

A strong community is not built by everyone being alike or always agreeing. It is built when people choose to show respect, practice kindness, and do their part to make their surroundings a pleasant place to live. You never know what someone else may be going through, and your kindness may be exactly what they need that day.

As we enter this season of thankfulness, let's remember to appreciate the people around us and do our part to make our community a place where everyone feels respected and welcome.

On behalf of our staff, I wish you and your loved ones a safe, happy, and blessed Thanksgiving. May November bring you peace, gratitude, and many opportunities to share kindness with others.

Warm regards,

Stephanie Thatch

Executive Director

Pocahontas Housing Authority

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NOVEMBER HIGHLIGHTS & TRIVIA

November Birthstones: Topaz & Citrine. Topaz comes in golden yellow, blue, pink, and orange. Citrine features sunny yellow and golden-orange shades.

Birth Flower: Chrysanthemum (Mum). Cheerful fall blooms in yellow, orange, red, purple, pink, and white.

Zodiac Signs: Scorpio (Oct 23 – Nov 21) & Sagittarius (Nov 22 – Dec 21).

Did You Know? Pumpkins are botanically fruits because they develop from flowers and contain seeds!

Name Origin: November comes from the Latin *novem* (meaning nine), as it was the 9th month in the early Roman calendar.



HOUSING MANAGER'S CORNER

Monthly Community Updates & Resident Reminders

By Aleena Bollinger, Housing Manager | Email: acbollingerpha@gmail.com | Phone: (870) 892-9278

1. KEEPING OUR COMMUNITY CLEAN

A clean community starts with each of us doing our part! Keeping our apartments, yards, sidewalks, and shared spaces clean helps make our properties a more pleasant place for everyone to live.

- **Proper Trash Disposal:** Dispose of cigarette butts, wrappers, and garbage properly. Cigarette butts should never be thrown into flower beds, yards, parking areas, or walkways.
- **Yard & Entrance Upkeep:** Keep your yard and area around your entrance free of litter. Do not leave trash or unwanted items on the ground.
- **Lease Rules & Responsibilities:** Residents are responsible for keeping areas clean. Additional cleanup charges or lease action may apply for non-compliance. Let's work together to keep our community clean, safe, and welcoming!

2. KEEPING SHARED AREAS SAFE & ACCESSIBLE

Shared areas are used daily by neighbors, visitors, and maintenance staff. Keeping these areas clear helps everyone move around safely, especially older adults and individuals with disabilities.

- **Clear Walkways & Entrances:** Do not leave personal belongings, boxes, or bicycles blocking sidewalks, hallways, or doorways.
- **Prevent Trip Hazards:** Store belongings properly in designated areas. Report damaged walkways or hazards promptly. Items left in restricted areas may be removed per property rules.

3. RESPECTFUL CONDUCT & PEACEFUL LIVING

Everyone deserves to feel comfortable and respected in their home. Maintaining a peaceful community requires consideration, patience, and civil communication.

- **Courteous Behavior:** Speak respectfully to neighbors and Housing Authority staff. Avoid threatening, harassing, or intimidating behavior.
- **Resolving Concerns:** Address concerns calmly through the Housing Office with specific dates, times, and observed details. For immediate safety threats, call 911.

4. GETTING READY FOR COLDER WEATHER

Cooler weather is approaching! Follow these essential reminders to stay warm and prevent winter hazards:

- **Heating Safety:** Keep windows/doors closed while heating and do not block heating vents with furniture. Never use ovens, stovetops, or outdoor grills to heat your apartment.
- **Prompt Reporting:** Contact the office immediately for heating concerns, plumbing leaks, or freezing pipe warnings. Never ignore a gas leak or carbon monoxide alarm.

MESSAGE FROM OFFICE

*Thank you for doing your part to care for
your home and our community. We
appreciate your cooperation and encourage
residents to contact the Housing Office
whenever you have questions!
— Pocahontas Housing Authority, Inc.*

NOVEMBER 2026 COMMUNITY CALENDAR

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5 Last Day to Pay Rent	6 TRASH DAY PATRICK MANOR Rent Late (\$5+\$1/day)	7
8	9	10	11 CLOSED Veterans Day	12 PEST CONTROL GROUP D	13 TRASH DAY PATRICK MANOR	14
15	16	17	18	19	20 TRASH DAY PATRICK MANOR	21
22	23	24	25	26 CLOSED Thanksgiving	27 CLOSED Thanksgiving Break	28
29	30					

Calendar Key & Service Reminders: Trash pickup occurs every Friday for Patrick Manor. Routine extermination for Group D takes place on Nov 12th. Emergency maintenance is available 24/7 during holiday office closures by calling (870) 892-9278.

OFFICE CONTACT INFO

Pocahontas Housing Authority
1320 Dalton Street, Pocahontas, AR 72455
Aleena Bollinger, *Housing Manager*
acbollingerpha@gmail.com
Stephanie Thatch, *Executive Director*
Phone: (870) 892-9278
Website: pha1320.com
Facebook: @pokeyhousingauthority & @Patrickmanor

NOVEMBER KEY DATES

- **Nov 1–5:** Monthly Rent Window
- **Nov 6:** Rent Late (\$5 + \$1/day)
- **Nov 11:** Office Closed (Veterans Day)
- **Nov 12:** Group D Pest Control
- **Nov 26–27:** Office Closed (Thanksgiving)

Seasonal Home & Heating Care

With cooler temperatures setting in, please verify that your unit heating system is operating properly. Keep heating vents completely clear of furniture, curtains, and boxes to ensure safe airflow. If you notice window condensation, drafts, or running toilets, please report them to maintenance right away so we can resolve them before winter weather arrives.

Rent Payment Policies & Online Access

A quick reminder regarding monthly rent payments: rent is due on the **1st** and strictly late after the **5th of every month**. If payment is received on or after the 6th, a **\$5.00 late fee** will be assessed, plus **\$1.00 for every additional day late**. Tenants are permitted a maximum of **3 rent extensions per calendar year**, and extensions must be requested and signed in the office prior to the 5th.

For your convenience, rent can be paid online anytime at **pha1320.com** or through automatic bank draft. Contact Stephanie or myself at the office to get set up!

Upcoming Holiday Hours & Community Courtesy

Please mark your calendars for upcoming office closures: we will be closed **Wednesday, November 11th** for Veterans Day, and **Thursday & Friday, November 26th–27th** for Thanksgiving. For emergency maintenance situations during office closures, call **870-892-9278** and follow the prompts.

As family and guests visit during the holiday season, please maintain respectful noise levels and remind visitors to park in designated tenant/guest areas. Thank you for helping us maintain a peaceful community!

PEST CONTROL SCHEDULE & NOTICES

- **Routine Services:** Routine pest control services take place during the **2nd and 4th weeks** of each month. We appreciate your cooperation as we maintain a healthy living environment.
- **Bed Bug Inspections:** Bed bug inspections will be conducted randomly and tenants notified accordingly.
- **Orkin & Staff Accompaniment:** During all pest control and bed bug inspections, a **Housing Authority employee will accompany the Orkin representative**, just as done in the past, and housekeeping inspections will occur at this time.

PLEASE REMEMBER!

Rent is due on the 1st and strictly late after the 5th. Payments on or after the 6th incur a \$5.00 late fee plus \$1.00/day.

*Max 3 rent extensions permitted per calendar year.
Request extensions at the office before the 5th.*

PAY RENT ONLINE

Visit pha1320.com to create your portal account, pay online, and receive text updates.

BANK DRAFT

Sign up at the office with Aleena or Stephanie to set up recurring automatic draft.

FACEBOOK

Follow us:

@pokeyhousingauthority
@Patrickmanor



FALL INTO GOOD HABITS!

A few small steps can keep your home safe, cozy & comfortable.

- **WINDOWS & VENTS:** Wipe away window condensation and report leaks. Keep heating vents clear of furniture, curtains, and boxes.
- **HEAT SAFELY:** Never use an oven, stovetop, or outdoor grill to heat your home. Keep items clear of space heaters and report heating issues promptly.
- **REPORT DRIPS EARLY:** Leaky faucets, running toilets, and damp spots become big problems. Tell maintenance as soon as you notice them.
- **KEEP WALKWAYS TIDY:** Keep porches, steps, sidewalks, and entryways clear of clutter and tripping hazards.
- **DON'T INVITE PESTS IN:** Seal food, clean crumbs, dispose of trash properly, and report pest concerns. Avoid unapproved chemicals.

AFTER-HOURS MAINTENANCE EMERGENCIES

Call **870-892-9278** and follow prompts. For fire, gas leak, or immediate danger, call 911 first.

DID YOU KNOW? A running toilet can waste over 200 gallons of water per day! Report it right away.

Thank you for helping keep our community safe, clean & comfortable! — Chad Koons, Maintenance Supervisor & Team

WORK ORDER TIP

Tell us **what** is happening, **where** it is happening, and **when** you first noticed it! Details help maintenance resolve issues faster.

Resident Guide: Pest Prevention & Treatment Responsibilities

Important information for a clean, healthy, and comfortable living community

1. Understanding Bed Bug Prevention

No Stigma (Myth vs. Fact): Bed bugs are small parasitic insects that feed on human blood. An infestation is NOT a result of poor housekeeping or cleanliness; pests can affect any household. However, excess clutter interferes with inspection, treatment, and effective eradication.

How They Travel: Pests are brought in from the outside via used or discarded furniture, clothing/luggage after travel, shared transportation, or visitors and personal care assistants.

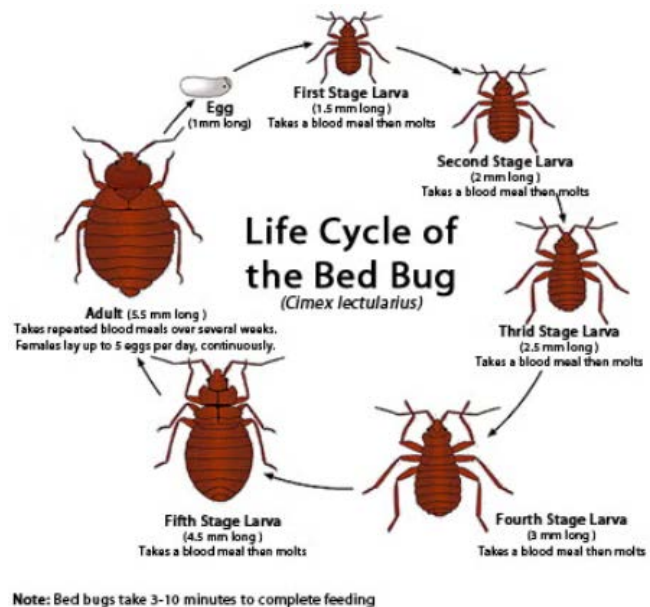
PROHIBITED ACTIONS (Lease Rules)

Do NOT Attempt Self-Treatment: Bug bombs, foggers, or over-the-counter spray chemicals are strictly prohibited. They cause pests to scatter into walls and neighboring units.

Do NOT Move Infested Items: Never move bedding or furniture to common areas or discard items without written management approval.

Daily Prevention & Caregiver Habits:

- **Inspect Used Items:** Never bring discarded furniture, mattresses, or pre-owned upholstered items into your unit.
- **Laundry Habits:** Wash and dry bedding, linens, and clothing regularly using high heat settings.
- **Visitors & Care Aides:** Encourage health aides, care providers, and visitors to inspect bags and outerwear.
- **Housekeeping:** Maintain your apartment in a clean, sanitary, and inspection-ready condition at all times.



TREATMENT PREPARATION & ELDERLY RESIDENT SUPPORT

- **100% Preparation Required:** Pest control technicians cannot treat a unit unless all preparation instructions are completed in a timely manner. Full resident cooperation is required under your Lease Agreement.
- **Need Help Preparing?** We recognize that completing preparation tasks (bagging linens, moving lightweight items) can be physically challenging, particularly for senior residents or those without family nearby. **If you receive a treatment notice and cannot complete preparation on your own, please contact the management office immediately!** We will work with you, your family, or your home health aide agency to help coordinate preparation assistance.

2. Mandatory Reporting & Cost Responsibilities

Immediate Reporting Required: Residents must notify management in writing immediately upon suspecting any pest activity. Early reporting significantly reduces treatment time and expense. Failure to report promptly constitutes a lease violation.

Treatment Expenses & Financial Liability: Management covers the cost of initial inspections and standard initial treatment as part of routine maintenance. However, if a secondary treatment or re-infestation occurs due to non-compliance, failure to perform required treatment preparation, or failure to report promptly, **the resident may be held financially responsible for the full cost of subsequent treatments** as permitted under the Lease Agreement and housing regulations.

Questions or Need Assistance? Contact Housing Management Office at (870) 892-9278 | 1320 Dalton Street, Pocahontas, AR

RESIDENT NEWS & REMINDERS

Understanding Resident Complaints

Facts • Fairness • Following the Process

A message from the Pocahontas Housing Authority

Our goal is to provide a safe, peaceful, and respectful living environment for all residents. We understand that disagreements happen and concerns can arise. We want residents to feel comfortable reporting legitimate concerns, but it is important to understand how complaints are handled, why documentation matters, and why action cannot happen immediately simply because a complaint has been made.

Speaking Up Is Important — Providing Details Is Equally Important

Management needs enough information to evaluate a concern and determine appropriate next steps. Saying that someone is causing problems, breaking rules, or harassing you does not automatically establish that a lease violation occurred.

A complaint is an allegation that must be evaluated, not an automatic finding that someone is guilty of wrongdoing.

To help management address your concern, provide as much specific information as possible:

Please Note: *If we do not have enough detail or supporting evidence, we will not be able to verify your claim.*

- **Date and time:** When did it happen?
- **Location:** Where did it happen?
- **Description:** What exactly happened? Include specific words or actions.
- **Witnesses:** Who else may have firsthand knowledge?
- **Supporting information:** Relevant photos, videos, recordings, messages, or other information.
- **Written complaint:** Complete the resident complaint form and provide the requested details.

You do not have to personally prove every allegation before reporting it. However, accurate details and available information help management determine what further investigation may be needed. If you have no video or other documentation, you can still report what you personally witnessed. Be clear about what you know firsthand versus what you heard from someone else.

Why Does One Complaint Result in Action While Another Does Not?

Every complaint is evaluated individually based on the information available, applicable lease provisions and policies, and the findings of the review. Similar-sounding complaints may involve different circumstances. One may include dates, firsthand witnesses, or verifiable information; another may contain general accusations without enough detail to establish what happened.

Management cannot make decisions based on rumors, assumptions, personal disagreements, or who speaks the loudest. Repeating an allegation does not automatically make it true. Fairness means applying the same standards to everyone—not automatically taking one resident's side over another's.



UNDERSTANDING THE PROCESS

Patience, Privacy & Respect

Why Can't Management Just Evict Someone or Move Them?

Eviction is a serious legal action, not a tool for settling neighborhood disputes. Management must determine whether there is a legitimate basis for enforcement and follow applicable lease terms, program requirements, notice requirements, and legal procedures. A resident cannot be evicted simply because neighbors do not get along or someone demands it.

A transfer is not an automatic solution to a disagreement. Transfers depend on applicable program requirements, policies, availability, and the circumstances of the request. Serious concerns—including threats, harassment, violence, or safety issues—will be evaluated according to their nature and the information available. Contact law enforcement or emergency services for an immediate threat or emergency.

Why Does an Investigation Take Time?

Management may need to review a written statement, speak with people involved, contact witnesses, examine documentation, review policies, and determine appropriate next steps. The person being accused may also need an opportunity to respond. Some concerns are addressed quickly; others require additional time or follow-up.

Please allow management reasonable time to review your concern. Repeated visits, calls, or demands for an immediate outcome do not eliminate the need for a proper review. Provide new information if it becomes available.

Why Can't I See Another Resident's Video or Complaint?

Submitting photos, videos, recordings, messages, or other information does not mean another resident is entitled to see all evidence or receive copies of another resident's complaint or management records. Materials may identify residents or witnesses, contain private information, or relate to an ongoing review. Management must consider applicable privacy requirements and legal obligations when deciding what may be shared.

Respectful Communication Is Expected — Yelling and Cursing Are Not Acceptable

Residents have the right to raise concerns, ask questions, and seek clarification. However, yelling, screaming, cursing at staff, making intimidating remarks, or engaging in abusive or threatening behavior is not acceptable and will not help resolve a complaint.

Staff are expected to treat residents professionally and respectfully, and residents are expected to extend the same courtesy to staff. Profanity, personal attacks, or demands for an immediate outcome do not change the facts, speed up an investigation, or guarantee a particular result.

You can be upset without being disrespectful. You can disagree without being abusive. You can advocate for yourself without mistreating staff.

Help Us Help You: Six Steps

- 1. Complete a written complaint form.** Include dates, times, locations, and details requested.
- 2. Stick to the facts.** Separate what you witnessed from what you heard.
- 3. Provide available information.** Use the office's established process.
- 4. Remain respectful.** Threats, insults, profanity, and confrontational behavior do not help.
- 5. Allow time for review.** Management will determine next steps under applicable policies.
- 6. Share new information.** Document additional incidents and provide the details.

Our Commitment to Every Resident

The Pocahontas Housing Authority is committed to treating residents fairly, taking legitimate concerns seriously, and addressing potential lease violations through the proper process. We cannot control every disagreement, but we can work to ensure concerns involving our properties and applicable rules are handled appropriately. Not being given confidential details does not mean a concern has been ignored.

A peaceful community requires cooperation from everyone. Thank you for helping us maintain a respectful, safe, and peaceful place to live.