



# community TIMES

The Highlands Residential Services Newsletter

**HIGHLANDSRS.COM**

**NOVEMBER 2020**



TNT youth enjoyed the great outdoors during fall break.

## INSIDE THIS ISSUE



MAINTENANCE UPDATES – details page 2.

LOTS OF HAPPENINGS WITH OUR YOUTH – see the latest on page 3.

WHOO HOO!! ANOTHER COOL CONTEST – entry form on page 3.

## TOYS FOR TOTS

Any of our Putnam, Jackson or Clay county residents wishing to get Toys for Tots this year will need to go to Life



Church at 2223 N. Washington Ave., Cookeville, on Thursday, Dec. 10, anytime between 4-6:30 p.m. to get a ticket and get an appointment time to “shop” for toys. A limited number of tickets will be given out, so get there early. Then, you will need to return with your ticket at your “shopping” appointment time, which will be the following week. (Your ticket will have the day and time listed on it.) Only one parent/guardian can shop, and you must bring the following information:

- Legal guardian must be present (photo ID required)
- Proof of residence (utility bill, lease agreement, etc.)
- Proof of assistance – such as TennCare card, EBT/Food Stamp card, receipt for housing assistance, etc.
- Social Security card or birth certificate for each child
- For youth only ages 0-18

Once you have completed these steps, you will be able to “shop” at the appointment time for Christmas gifts for your child/children. Please do not miss getting the ticket and appointment time.

## QUAWANA'S COATS

Due to increasing numbers with the COVID virus, we decided not to have the coat distribution in person all on one day. BUT WE STILL HAVE COATS TO GIVE AWAY, and we want to serve you! Simply text Shaquawana at (931) 650-0115 or call (931) 526-9793, ext. 213, or Kathy at (931) 526-9793, ext. 212, or email Swester@highlandsrs.com so we can schedule a time to help you with coats.



## ATTENTION COMMUNITY SUPPORTERS

Toys for Tots collection boxes will be going up close to Thanksgiving until Dec. 14 at numerous Putnam County locations such as Walgreens, First National Bank, Wilson Bank & Trust, Dollar General Market, Cumberland Automotive, Ford of Cookeville, Five Below, Veterans Barber Shop, Maggart Tire, Life Church and many more. Donating a child’s toy or older youth gift is a great way to feel the meaning of Christmas.

Please note – any of our programs or community programs could change without notice due to COVID-19 restrictions.

# Melinda's MEMOS



Rent in a Pandemic. Please be advised that monthly rent continues to

be due and payable on the first day of each month, and late fees are assessed after the 10th of the month.

Recertifications for Baxter and Celina developments are currently in progress. Please provide me with documentation of any changes you may have as soon as possible. Documentation may be submitted by email to my attention at mayers@highlandsrs.com; faxed to (931) 526-5841; mailed to P.O. Box 400, Cookeville, TN 38503; or dropped off at the main office at 235 W. Jackson St., Cookeville, TN 38501.

# Kathy's CORNER



- Daylight Savings Time is Sunday, Nov. 1. Clocks "fall back" one hour.
- The main office will be closed Wednesday, Nov.11, for Veteran's Day.
- The main office will be closed Thursday, Nov. 25, for Thanksgiving Day.
- The main office is now closed at noon on the last business day of the month.
- We have free Panera Bread and Food Lion deli bread and produce in our main office lobby on Mondays and Wednesdays after 10 a.m., as available, first come, first served.

# Chelsea's CHAPTER



The Walnut Village emergency assistance pendant system is officially activated. If your contact information

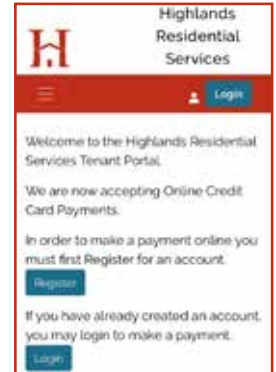
changes, you must notify me immediately at (931) 526-9793, ext. 221, or email me at cyork@highlandsrs.com. If you accidentally or intentionally push your emergency pendant and the response company does not have up-to-date contact information (phone numbers), they will not be able to call you or your contact person, and Emergency Medical Services (EMS) will automatically be dispatched to your apartment.

Reminders: Walnut Village rent is due on the 6th of the month, and late fees are posted on the 7th. Willow Heights rent is due on the 10th, and late fees are posted on the 11th. Residents are welcome to use the onsite drop boxes. However, if your rent is late, you will have to bring it to the main office to avoid any additional late fees.



## HRS REMINDERS

HRS now accepts credit/debit card payments for rent or other charges owed. You can use your card at the main office OR pay online through our new Tenant Portal. **There is a \$2 usage fee that will be added for all card transactions either at the office or online.** You can continue to pay with cash, check or money order.



## MAINTENANCE UPDATES

Air filters will be changed by maintenance the first week of November. Pest Control treatment will be on Nov. 9th and 10th this month.

Maintenance Tips: When the temperature drops below 32 degrees outside, please leave kitchen cabinet doors open to allow warm air to circulate around the pipes. Also, let faucets drip to help keep water moving and not freeze. Walnut Village, Willow Heights and Algood residents need to have outside water hoses disconnected and stored for the winter.

## NEED HELP APPLYING FOR LIHEAP?

We have LIHEAP (Low income home energy assistance program) applications available in our main office lobby or you can contact your local UCHRA office to apply. For residents who are homebound, I may be able to assist you in applying. Please call Kathy Garcia at (931) 526-9793, ext. 224.



# KATHY G'S NEWS & VIEWS

**\*\* FREE FOOD \*\* GOD'S GRACE FOOD PANTRY**, through Cookeville First United Methodist Church, 165 E. Broad St. (enter from the Spring Street side), is hosting a drive-thru food distribution Nov. 17 and Dec. 15 from 2-6 p.m. Please have your car trunk cleaned out and remain inside your vehicle. No animals allowed in the vehicle and no more than two households per vehicle.

**TRINITY ASSEMBLY CHURCH** would like to share Thanksgiving food boxes with our Algood residents only. If you would like to receive a Thanksgiving box this year, you must call Trinity's Outreach Center at (931) 537-9814 between 10 a.m. and 2 p.m. Monday through Thursday, and no later than Thursday, Nov. 5, to let them know you would like a box. Food boxes will be delivered to you at your scheduled delivery time on Sunday, Nov. 22.

## FREE WEATHER ALERT RADIOS

I am continuing to deliver the donated weather alert radios to our elderly HRS residents. These are free with no monthly usage fees. The radios are a way to allow you more time to get in safer location in the event of a weather emergency.

## GOODWILL CAREER SOLUTIONS

Are you looking for a job? Or perhaps a long-term career? If so, you really need to check out our friends at Goodwill Career Solutions. They host job fairs and hiring events and have lots of virtual training classes such as resume writing, looking for jobs online, computer basics and preparing for success at work. They provide application assistance, connection to employers and even some advanced training programs. For more information, call Kelly DeJesus at (931) 520-8789; email kelly.dejesus@givegw.org; or go by 565 S. Jefferson Ave., Cookeville.



# YOUTH NEWS WITH SHAQUAWANA

For more information about any of the following, please contact me at (931) 526-9793, ext. 213.



**TNT & KIDS Matter Fall Outing** What a beautiful day! This year, both our TNT and KIDS Matter groups were able to spend the day at Cedar Lake Camp in Livingston, where they experienced the zip line, had fun canoeing, hiked to the cave and explored inside and much more. Many thanks go out to our community supporters, who provided the funding for the day. Special thanks go to Sgt. Mike Herrick of the Cookeville Police Department for his help as chaperone and to Life Church and Mr. Jimmie Hodge, who provided transportation and was also a chaperone.



**Fall Funday** Our ninth annual Fall Funday was a big success! We visited six different locations, where kids could come to enjoy a day of arts, crafts, games, lunch and just have fun. Here's one of our favorite pictures from Baxter.

**TNT Community Volunteering** Our TNT kids volunteered after school for the second time this year to help Food to the Rescue prepare and pack food boxes that were delivered to Putnam County youth during fall break. The teens love doing this, and it's a great way for them to be part of our community by helping others.



**Quawana's Closet** WOW! The closet is stocked for winter and just waiting for you to check it out! We recently received a large donation of new women's sweaters and winter wear. All HRS residents are welcome to come by the closet every Tuesday in November (closed Tuesday, Nov. 3) from 1:30-3 p.m. at 706 Pine Ave., Cookeville. Can't make it to the closet? Just call me, and I will do my best to help you. We do ask visitors to wear a mask, wash your hands before you arrive, and maintain social distance. Hand sanitizer will be available. Visitors may be asked to wait outside until safe distances can be managed inside.

Would you like to get your kids involved in our after-school programs? For more information, call Shaquawana at (931) 526-9793, ext. 213. To see more great pictures of our TNT & KIDS Matter programs, like our Facebook page "Teens Need Training"

*Would you like to help kids with Christmas gifts? Here is our wish list.* To donate, call Shaquawana or drop off items at our main office, 235 W. Jackson St.

- Art/craft kits
- Science or activity kits or puzzles
- New books for youth or teens
- Teen to adult puzzle or coloring books
- Felt-tip markers or coloring pencils
- Nail or hair products for girls
- Teen hygiene products such as body spray or bath wash

## COOL CONTEST!!!

Enter now to win one of two whopping 2½-pound box of chocolates this month, just in time for the holidays! No questions this month, simply drop off this entry form at the HRS main office or mail to Kathy Smith, Highlands Residential Services, 235 W. Jackson St., Cookeville, TN 38501. Entries must be postmarked by Nov. 6 and received by Nov. 10. One winner will be drawn from correct, completed entries on Nov. 11. Only one entry per household and for HRS residents only.



Name \_\_\_\_\_

Phone \_\_\_\_\_

Address \_\_\_\_\_

 **NOVEMBER 2020**

S	M	T	W	T	F	S	
1 <b>DAYLIGHT SAVINGS "FALL BACK ONE HOUR"</b> AIR FILTERS CHANGED THIS WEEK	2 BOUNTIFUL BREAD  TNT: After-School Program RENT DUE!	3 ELECTION DAY: SCHOOLS CLOSED Closed: Quawana's Closet	4 BOUNTIFUL BREAD  TNT: After-School Program	5 KIDS matter After-School Program	6	7	
8	9 BOUNTIFUL BREAD  TNT: After-School Program PEST CONTROL TREATMENT DAY	10 PEST CONTROL TREATMENT DAY Quawana's Closet Open 1:30-3 p.m. KIDS matter After-School Program	11 VETERAN'S DAY: OFFICE CLOSED	12 KIDS matter After-School Program LATE FEES ADDED	13	14	
15	16 BOUNTIFUL BREAD  TNT: After-School Program EVICTION NOTICES FOR NON-PAY	17 Quawana's Closet Open 1:30-3 p.m. KIDS matter After-School Program	18 BOUNTIFUL BREAD  TNT: After-School Program	19 Board Meeting KIDS matter After-School Program	20	21	
22	23 BOUNTIFUL BREAD  TNT: After-School Program	24 Quawana's Closet Open 1:30-3 p.m. KIDS matter After-School Program	25 BOUNTIFUL BREAD	26  THANKSGIVING DAY OFFICE CLOSED	27	28	
29	30 MAIN OFFICE CLOSES AT NOON LAST DAY CALL IN FOR PEST CONTROL BOUNTIFUL BREAD TNT: After-School Program	<b>PLEASE NOTE:</b> ACTIVITIES OR EVENTS ARE SUBJECT TO CHANGE OR BE CANCELED DUE TO COVID-19/CORONAVIRUS SOCIAL DISTANCING RESTRICTIONS					



**MAIL**  
P.O. Box 400

**OFFICE**  
235 W. Jackson St.  
Cookeville, TN 38503

**PHONE**  
931.526.9793

**AFTER OFFICE HOURS PHONE**  
931.260.6080

**FAX**  
931.526.5841

»» The office is closed for lunch from 12-1 p.m.

All Resident Services activities operate under Highlands Residential Resources, which is a 501(c)(3) nonprofit.

It is the policy of HRS to ensure that no citizen shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

**POLICY REMINDERS**



The HRS Smoking Policy is now in effect for all HRS homes. A copy of the policy is available at the HRS main office.

**NO FIREWORKS AT ANY TIME ON ANY HRS PROPERTY BY ANYONE.** No fireworks (includes bottle rockets, firecrackers, sparkers, poppers, etc.) at any time on any HRS property by anyone.



**ADDRESSES:** ONLY residents listed on the current lease can receive mail at one of our addresses and no one else.