



# HIGHLANDS

RESIDENTIAL SERVICES



## FOODSTAMP HELP

Please join in the community room at Oak Tree Towers, located at 300 Acorn Drive Cookeville TN 38501, on Dec 8th @ 10 am if you need help applying for food stamps! Please bring: Social Security card, ID, current residence, shelter cost, utility cost, medical expenses, etc.



## Inside This Issue

2023 was a year with several changes with our personnel and programs. In this issue we will be introducing you to our Housing Managers and Specialists. We are very excited to be bringing back our monthly Newsletter to help our tenants keep up with our current and future events.

## RESOURCES

We are going to start a resources tab on our main page at [highlandsrs.com](http://highlandsrs.com) that will have an updated list of community resources.





# OCCUPANCY

H o u s i n g   S p e c i a l i s t s



## Melinda – Hickory Valley

Hello all... I am very excited that we are again able to provide a newsletter to you. Most of you know me and some may not, My name is Melinda and I am now the HRS Occupancy Manager.

We have a lot of new faces and new housing options to come here at HRS. Thank You for your patience with us as we are all learning new things.

Feel free to contact your Housing Manager with any questions or concerns that you may have.



## Kathy – Algood, Baxter, Monterey, Celina, Gainesboro

Hello, my name is Kathy Garcia, and I am the Occupancy Specialist for Baxter, Algood, Monterey, Gainesboro, and Celina. Please feel free to contact me with any questions you may have. Just a reminder, if you have a pet or a reasonable accommodation animal, it is your responsibility to clean up their body waste after them, both inside and outside of your home. Also, be sure to submit proof of annual rabies vaccines to our main office if you have not already done so. I hope everyone has a Happy Thanksgiving!



## Anita – Walnut Village, Willow Heights

Hi, my name is Anita Ledbetter. I am the housing manager for Walnut Village and Willow Heights. You can reach me during regular business hours at 931-528-7605. Just a reminder, you can go to our website and set up an account to pay your rent online. We also have drop boxes that you can drop your payments in at the Walnut Village and Willow Heights offices.





# OCCUPANCY

H o u s i n g   S p e c i a l i s t s



## Brandi – Cookeville

Hi! My name is Brandi Harris. I'm the Housing Manager for the Cookeville properties.

Just a reminder, now that you are considered Section 8 PBRA, your rent is due by the 5th of each month. Starting on the 6th, late fees begin and lease terminations go out.

I hope everyone has a great Thanksgiving!



## Sheri – Oak Tree Towers

I'm Sheri Duncan the Housing Manager for Oak Tree Towers Apartments. Before coming to Highlands Residential Services almost 2 years ago, I covered 18 counties to house homeless families and individuals for 8 years.

I am a wife, mother of 6, and "Mahee" to the two most precious little souls ever created! I love the Lord, my job & work family, all my residents at OTT, refurbishing furniture, and hiking.



## Misty – Applications

My name is Misty Parker and I am the applications manager! Whenever we are taking applications it will be posted on our website [highlandrsr.com](http://highlandrsr.com) and our Facebook page. If you do get an application appointment scheduled be sure to bring Social Security cards, birth certificates, income, and bank statements for everyone in the household. Please call the main office if you need to update any changes in phone numbers, addresses, etc. Happy Thanksgiving to everyone!





OCT 2023

www.highlandsrs.com

# OAK TREE TOWERS

## HALLOWEEN FUN

OAK TREE TOWERS decided to get in the Halloween spirit by having residents decorate the outside of their doors! Pictured below is this year's winner, Betty. Congratulations, Betty!



## WINNING DOOR- BETTY



## HALLOWEEN DECORATING CONTEST

Pictured above are the doors that were entered into the decorating contest for this year's Halloween door contest. Thank you to all who participated. We had a scary good time!



# GOOD TO KNOW

## NOVEMBER

### LIHEAP

2023/2024 LIHEAP- LOW INCOME ENERGY ASSISTANCE PROGRAM 931-528-1129

- Current Driver's License
- SS card for everyone in the house
- Everyone in the house's PAY STUBS and/or SOCIAL SECURITY AWARDS LETTER
- most current electric bill and 12 month print out from your electric office

### COMMODITIES

If you are a tenant and would like to sign up to be on the commodities list, please call Tanayha Meeks at (931)261-8708.

There is food almost everyday in the lobby for tenants and the community to have. Please call (931)526-9793 to see if there is any available.

### TOYS FOR TOTS

A limited number of free tickets will be given out to families on a first come, first serve basis at Life Church CKVL Campus at 2223 North Washington Avenue on **Thursday, December 7th beginning at 4:00pm until tickets are gone.**

Documentation is NOT needed when coming to pick up a ticket.

<https://www.livelifechurch/toysfortots>

### REMINDERS

**Here are some reminders for the upcoming colder weather months.**

- **drip faucets**
- **leave cabinets under sink open**
- **remove all outside hoses from spigots**

### REMINDERS

Our office closes from noon to 1 pm every day. On Fridays we close at 3pm. The last business day of every month, we will close the office at noon and reopen the next business day for normal hours. We have a dropbox for documents and payments beside the door. We also have a tenant payment portal online for tenants to pay online with a card.





MONTH

YEAR

# NOVEMBER

# 2023

SUNDAY

MONDAY



















TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

			1 	2 	3	4
5	6 	7 	8 	9 	10 OFFICE CLOSED	11 <b>VETERANS DAY</b> 
12	13 10am OTT recipe swap 	14 	15 	16  2pm OTT bingocising	17	18
19	20  movies and popcorn at OTT	21 	22 	23 THANKSGIVING OFFICE CLOSED	24	25
26	27 	28 	29 	30 		



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