



PROPERTY MANAGEMENT

SEPTEMBER 2020 NEWSLETTER

Apartment Inspections

HOW TO REACH US

Maintenance Work Order Requests:

(802) 477-1347 OR Toll free (877) 320-0663
You will be directed to an automated system (and not a live person); PRESS 1 for the work order line.

Maintenance Emergencies 24/7:

(802) 229-6563

Megan Lovely | *Montpelier Property Manager*

(802) 477-1420 or text (802) 275-5225 with your name & property, or email mlovely@downstreet.org

Louisa Olson | *Barre, Bradford, Williamstown Property Manager*

BEST CONTACT: lolson@downstreet.org
By phone: (802) 477-1346 (up to 48 hours before return call back)

Neil Smith | *Waterbury, Waitsfield, Warren, Cabot Property Manager*

(802) 477-1332 or nsmith@downstreet.org

Rachel Bryan Shatney | *Associate Director of Property Management*

(802) 477-1348 or rshatney@downstreet.org

You may have noticed your Property Managers out and about recently. As of September 1st, we are entering Phase IV of our Modified Operations. What does this mean for you? It means that in addition to an increased property presence, we will be resuming our Annual Inspections and Agency Regulated Inspections.

When your property is selected for an inspection, please note the following COVID-19 guidelines and requirements are in place to protect both residents and our staff:

- While we have missed you and are looking forward to a time to catch up, this visit is 'work only', and we are asking residents to please be respectful of our staff's limited time allowed in the field.
- During this visit we will be replacing smoke detector batteries and checking for health & safety issues in the units including maintenance items and lease compliance.
- Please have your work orders called in to your Property Manager prior to the inspection.
- Residents must wait outside or wear a mask. Non-household members will be required to leave the apartment prior to our staff entering units.

- Before our staff enters your unit, you will be asked the pre-screening questions.
- Our staff is pre-screened by their respective supervisors each day prior to site visits. Property Manager and Maintenance Technician will wear masks and sanitize before and after entering each unit.
- Property Managers will keep a log of all residents and guests they come into contact with at each visit.

By following these guidelines, you will help us to catch up on our important work in the field, which will ensure our properties continue to run smoothly and safely.

BEEN DREAMING OF OWNING YOUR OWN HOME?

Downstreet currently has lots available for rent at Whistlestop Mobile Home Park in Bradford and Vermont Mobile Home Park in Waitsfield. Talk to your Property Manager or our Homeownership team for their ideas and next steps to help this dream become a reality!

WHISTLESTOP MOBILE HOME PARK
Lots for rent: \$293 per month*

Affordable Mobile Home Living
in Convenient Bradford Location
(next to Farm Way)

VERDMONT MOBILE HOME PARK
Lots for rent: \$286 per month*

Affordable Mobile Home Living in the Valley

* Rent at our mobile home parks includes water, sewer, trash and 24 hour emergency maintenance. Maximum income limits apply.



There has been a change to our Maintenance Work Order Line!

From now on, when you call a Work Order into our Maintenance Line (802-477-1347), you will hear a new voice prompt. **To leave your Work Order, you will need to select the option for your Property Manager which will connect you to their direct line.** You are also welcome to call your Property Manager directly using the contact information on page 1 of this newsletter.

Please keep in mind that **Emergency Work Orders should still be called into the 24 Hour Emergency line at 802-229-6563.**

Behind in Rent?

Vermont State Housing Authority is now accepting applications for back rent grants through their

Rental Housing Stabilization Program to help those who are having trouble paying their rent.

Enclosed please find additional information on the program including an application for the grant money.

The grant is first-come first-served, so apply now! And remember, you can always call us if you need any help applying!

For more information please visit:

<https://www.vsha.org/rental-housing-stabilization-program/>

Worried about Eviction?

MAINTENANCE

We request that residents not be in the home when our maintenance team is working in your unit. Downstreet staff will not enter your apartment unless residents are properly wearing a mask over their nose and mouth. Thank you for your part in keeping all in our community safe.



Remember that, even though restrictions have lessened, the virus is still here - we advise all residents and guests to wear a mask while in any building common areas.

COVID Arrearage Assistance

Vermonters suffering economic hardship from COVID-19 can **get help now to pay their arrearages for residential and non-residential accounts**. The program provides financial support to customers of regulated utilities who may face disconnection of service because of past-due balances.

The program provides eligible Vermont households with a grant to assist with past-due balances for electricity, natural gas, regulated private water and wired/landline telephone bills. Residential households and non-residential account holders who have suffered an economic hardship due to COVID-19 may apply for assistance. **Residential applicants may only apply for a grant for their primary residence.**

Applicants must attest to economic hardship caused by the pandemic among other attestations that are designed to ensure the integrity of the application. For more information, check out:

<https://publicservice.vermont.gov/content/vermont-covid-19-arrearage-assistance-program-0>



No Fire Pits at Properties

With the short summers we see in Vermont, we know how important it is to spend time outdoors while the weather is nice. However, please remember that using a fire pit or having any fires at your property is not acceptable.

If you have a grill please look into your city or town ordinance. It is important that you follow the law for your municipality.

Beware of “Flushable” Wipes

Some wet wipes are marketed as “flushable” and “septic-safe,” so there should be no problem with flushing them down the toilet, right? **Wrong!** Even though these wipes do eventually break down, they take a longer amount of time to do so compared to toilet paper. Since the breakdown of wet wipes isn’t as rapid, clogged pipes and blockages occur more frequently.

WHICH “FLUSHABLE” PRODUCTS CAUSE BLOCKAGES?

Thick toilet paper, paper towels, cotton swabs, dental floss, sanitary pads, and toilet cleaning pads are all commonly flushed items that contribute to clogs and backups. The combination of these items with wet wipes will create a mess of a blockage known as “ragging.”

If there is known wipes use in your apartment, your property manager will send out a lease violation for your household. These wipes are causing plumbing problems at our properties and we need to look out for our plumbing. We appreciate your cooperation in making sure that any wipes your household uses are being disposed of in the proper way, by tossing them in the trash.



Contacting Your Property Manager

If you have a non-emergency tenant relations issues at your property at a time **outside of our business hours**, please send an email to your Property Manager or reach out on the next business day. Your Property Managers work hard during the week and need time off during their evenings and weekends so they can continue to provide you with the best service possible during their working hours.

If you have a neighbor conflict, please refrain from reaching out to your Property Manager via social media unless you are an individual with specific telecommunicating needs who has made a previous arrangement directly with your property manager; if this is the case, please only contact them through social media during our business hours.

An email or a phone call is the best way to reach your Property Managers for Downstreet-related business.

**Our office hours are Monday through Friday from 8am – 4pm.
If you have an emergency work order, please call
the 24-hour emergency service line
to reach the on-call maintenance technician.**

Allow Us to Introduce . . . The Downstreet Staff!

By now, you are probably pretty familiar with Megan, Louisa, Neil, Amy, Rachel, Jack, Nate, Ryan, Phil, Andy, and Tim. After all, we're your Property Managers and Maintenance Team. But there are lots of people at Downstreet that you've probably never met, so each month, we'd like to introduce them to you.

This month we're introducing Kira, our HomeOwnership Center's Education Coordinator. Kira is passionate about helping people take control of their finances and reach their personal goals. Here's a little bit more about Kira! →



Department: HomeOwnership Center

Favorite food: Just about everything and champagne (if that counts), because life is a celebration!

Astrological sign: Virgo

Interesting fact: Kira likes just about all kinds of food, but she's kind of a picky eater.

Why My Work Is Important:

Because *everyone* should have access to learning the process of home purchase and about building financial security.