



DOWNSTREET

Housing & Community Development

PROPERTY MANAGEMENT

OCTOBER 2020 NEWSLETTER

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

Autumn Cleanup

Our landscapers are busy cleaning up the grounds at your apartment building. To make the cleanup possible, we're asking that all bikes, outdoor furniture, and toys be brought inside and stored for the season. If you have a porch, these outdoor items can be stored neatly on your porch.

Please keep in mind that any items that appear to be discarded or are interfering with the cleanup may be subject to disposal at our discretion, so please take care of your things! Please also make sure that dog waste, cigarette butts, and trash are cleaned up around your area. All of this helps us to keep your rents low!

As the cool weather moves in, we need to remove all air conditioners from windows, so we will be removing these as we conduct our annual inspections. If yours was missed, don't worry! We will get to it as soon as we can!

Conflicts with Neighbors

Relationships are complicated. We get it! And relationships with neighbors can be especially tricky to navigate when you have to share common space with folks you may not have anything in common with.

Please keep us in the loop with any issues that may come up, and remember to reach out to the local police regarding any dangerous or illegal activities. If you need to involve your Property Manager to help resolve a conflict, remember that we always do our best to help, but we are landlords and not mediators. If we are not able to help you resolve a conflict, we may refer both parties for mediation.

With the winter quickly approaching and folks spending more time indoors, it is especially important to practice patience. **Thank you for helping us keep our communities peaceful for all!**

Late Rent?

Late rent notices will be mailed by the 10th of each month. **If you know your rent will be late, please let your Property Manager know so they can arrange a payment schedule with you.** If you are having difficulty paying your rent as a direct result of COVID-19, rent is still being charged and due as usual, but **there are many programs being offered that can help alleviate the financial burden.** Please review the information on the next page, and contact your Property Manager if you intend to apply for these grant funds. **Remember, the Rental Housing Stabilization Program funds are for ALL residents who are behind in rent, not just those with a subsidy.**

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/>

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.



Changes to Our 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.

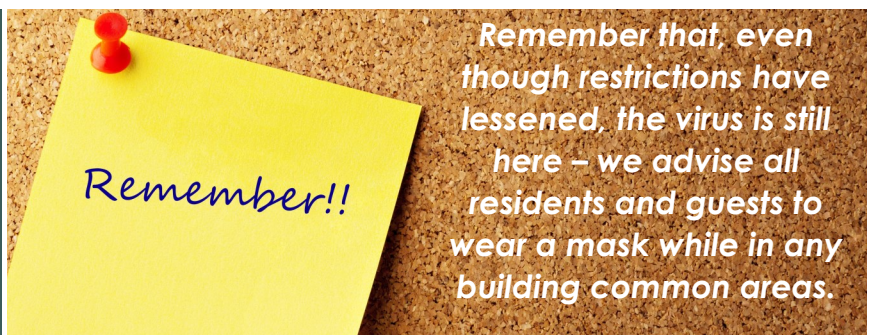
Please keep in mind that **Emergency Work Orders should still be called**

RECERTIFICATIONS

Please make sure that any and all paperwork, including recertification's, are returned back to Downstreet Housing in a timely manner. Each year, tenants must complete either a self-certification or recertification of income. Per the lease agreements, tenant agree to complete the necessary certification process with us each year. If you have any questions, please reach out to your Property Manager.

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.

mileagesmart ●●●●

Making high mileage vehicles accessible and affordable

Capstone's MileageSmart program helps you pay for your next car, which means you'll cut your transportation costs and stretch your monthly budget. Not only can you get up to \$5,000 towards the purchase of a used green car or 25% off any vehicle that gets 40 MPG or more..

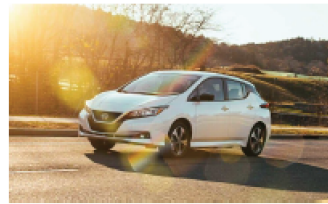
**There are currently 37 eligible models eligible for the incentive.
Here are a few examples:**



Gas-Electric Hybrids
like the Toyota Prius



Electric with Gas Backups
like the Chevy Volt



All Electric
like the Nissan Leaf

To find out if you qualify for this program and for more information, please visit mileagesmartvt.org or call 1-800-639-1053

Vermont Food Programs

Stretch your budget with Vermont food programs! These programs not only help you and your family, they are some of our most effective tools in bringing federal dollars into our Vermont economy and keeping our communities healthy! Visit hungerfreevt.org/ for information on all of the programs available.



You can register to pick up your very own Farmers to Families food box on October 27th in Barre. Each reservation will receive 1 box with about 30 lbs of food, including fresh produce, dairy products, and meat. Food boxes are limited, so please be sure to sign up as soon as you can.

Online registration: humanresources.vermont.gov/food-help or call (802) 476-0316

Chicken Pie Supper 10/17/2020 at The Trinity United Methodist Church 137 Main Street Montpelier

Reservation number is 802-613-3073 or email TUMCreservation@gmail.com

Food Panty Hours: Tues, Thurs and Sat 10am-12pm (802) 229-9158

All About 2-1-1

2-1-1 is a number to call for accurate, up to the minute information about community resources in VT & in your neighborhood from friendly Vermonters over the phone. Specialists problem solve and refer callers to government programs, community-based organizations, support groups and other local resources.

Plus, all calls are confidential!

- 2-1-1 is a free local call from anywhere in Vermont
- 2-1-1 is available 24 hours a day, 7 days a week.
- Translation services for 170 different languages available
- Access for persons who have special needs
- 2-1-1 has the ability to transfer calls to 911 if needed



OCTOBER IS DOMESTIC VIOLENCE AWARENESS MONTH

Since the COVID pandemic began, domestic abuse has been dramatically rising nationwide? Isolation, lockdowns, loss of income and loss of meaningful social activities have all contributed to the spike in reports of these issues.

If you notice behavioral or emotional changes among your family, friends, or neighbors, they may need help! We want you to know that **it is always okay to ask if someone needs help**; you can also confidentially contact your property manager to report domestic violence concerns. **The national domestic violence hotline is 1 (800) 799-7233, or in Vermont you can call Circles at (877) 543-9498.** You never know who may be silently suffering, so if you have any concerns at all please report them to local authorities, Downstreet, or by calling a hotline. **We wish everyone safety and health during these trying**

We Need Your Help!

Downstreet continues to respond to emergency calls relating to clogged pipes and sewer back up. Every time this happens, “wipes” are the cause of the problem. **PLEASE do not ever flush anything in the toilet other than the three Ps: Pee, poop and paper only!**

Also, if you borrow shopping carts to bring your groceries home, please make sure to return them to the store when you are done.

Renttrack is now Zego!

Online payments for Downstreet Housing and Community Development may look a little different, as we have moved to a new payment provider and now accept online payments through Zego!

Please follow these steps to access our payment portal:

1. Visit payments.gozego.com/login/resident
2. Log in using your existing credentials (whatever you have previously used to sign in and pay rent before)
3. Make a Payment using ZegoPay (Powered by PayLease).

If you have questions please call the Renttrack help number at 866-841-9090

{ Wellness Corner }

Meditation, “mindfulness” activities, and breathing exercises can help to slow your heart rate and clear your mind. When practiced regularly, it can buffer the effects of stress, which helps support your immune system. But you don’t have to be “meditative” in the traditional way if it doesn’t work for you. Here are some ideas to help clear your mind and relax.

WAYS TO BE MINDFUL: (*do these for 5-10 minutes*)

QUIET: Turn off the TV, radio and let it be quiet for a while. Listen to the peepers or the wind chimes, or the dripping faucet.

SHOWER: Take a warm shower or bath, noticing the warm, the wet, the smells of soap, the sound of the falling water and how good it all feels.

READ: Read an uplifting article or book that is positive and inspiring.

BREATHE: Do some breathing exercises, focusing on each inhale and exhale.

SAVOR: Eat a healthy food you like, slowly... savoring each bite, feeling the texture of it in your mouth. Take time to pay attention before you swallow.

SIT: Take 10 minutes to sit and meditate on a positive word, image or feeling (ex. “love”, “peace”, “relax”, “smile”, “family”, “happy”).

IMAGINE: Close your eyes and image all the little details of a scene that makes you happy (ex. Strolling along a beach, skiing down a mountain, laughing with your family).

LOVE: Connect to an old friend or family member by phone and ask them to tell you a story. Then listen to their voice and to their story and feel how grateful you are to have this moment with them.

STRETCH: Like chair yoga—try this one to loosen and stretch sore muscles, reduce stress, and improve circulation.