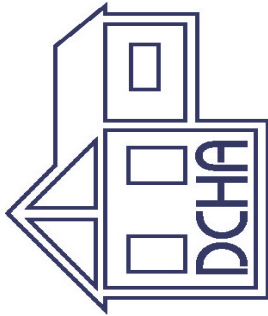


Summer



SERVING THE HOUSING NEEDS OF DOUGLAS COUNTY SINCE 1976

DCHA COMMUNITIES

'What Home Means to Me'

As part of the 2010 Housing America campaign, the National Association of Housing and Redevelopment Officials (NAHRO) is sponsoring a poster contest for children associated with affordable housing and community development programs. The "What Home Means to Me" poster contest was open to all children residing in a DCHA housing property or participating in the Section 8 program. There were three age categories and DCHA gave a \$25 cash prize to the 1st place winner in each category. The pictures you see below represent the DCHA winners.

The DCHA winning posters will be sent to Nebraska NAHRO for a state contest, and the 3 winning state posters will then be sent on to National NAHRO. The National NAHRO Jury will select four honorees in each of the three categories, plus an overall Grand Prize honoree. The 12 national honorees will receive a \$100 savings bond and the Grand Prize honoree will receive a \$500 savings bond. The Grand Prize honoree and his/her family will be provided with transportation to and lodging at NAHRO's March 2011 National Legislative Conference in Washington, DC.

We certainly think that the DCHA winners are worthy of being selected as a National NAHRO honoree.

DCHA Winners



Alycia R.

Joshua C.



A Message from the Executive Director



Joan Bertolini

WE NEED RESIDENT ADVISORY COMMIT- TEE MEMBERS

Every year the housing authority is required to develop an Agency Annual Plan. This plan addresses several aspects of the services and programs provided by the Douglas County Housing Authority (DCHA). If there have been any major changes to program policies or procedures they are addressed in this plan. Also, the Douglas County Housing Authority is required to report on the progress of its capital improvement plans and to complete the *Capital Fund Program Five-Year Action Plan*. Finally, the DCHA provides a progress report on its mission and goals, identifying what has been done during the past year to meet the goals established for the organization. .

I am looking for volunteers from our clients/residents to join me by attending a Resident Advisory Committee meeting on October 8, 2010 at 11:30 AM at our main office. This is an opportunity for our clients/residents to provide input for the Agency Annual Plan development and to learn more about the Strategic Plan progress. A box lunch will be provided for those participating in this meeting.

If you are interested in serving in this capacity please call Joan Bertolini, CEO at 444-6227 by August 31, 2010.

PLATTE VALLEY APARTMENTS

The DCHA recently took over the management of the Platte Valley Apartments in Valley, NE. This property is owned by the Community Housing and Service Corporation, an affiliate of the DCHA. The Seldin Company has managed the property since 2001. This project offers one, two and three bedroom / two bath spacious apartment units. There is a playground for the children and a lot of green space for social gatherings. If you know of anyone looking for affordable housing, please have them call Bev Valasek at 444-6203, ext. 15 for more information.

One Bedroom Rent is \$540

Two Bedroom Rent is \$665

Three Bedroom / 2 Bathrooms Rent is \$890



Office Holiday Closings...



DCHA will be closed

Labor Day: Monday September 6

and

Columbus Day: Monday October 11

Customer Satisfaction Survey Results

In our last newsletter, DCHA distributed our annual customer satisfaction survey. We received 25 responses from our rental housing tenants and 20 from our Section 8 voucher clients. While this is a fairly low return rate, the information is helpful, and we encourage all of you to complete the survey next year. This is another way for you to communicate to us how we are doing in serving you.

The survey provided five rating levels from 5 (superior) to 1 (not satisfactory). The overall score from rental housing tenants rated Douglas county Housing authority at 4.32, which means that the clients feel the service they received exceeds standards. The overall score from the Section 8 clients rated Douglas County Housing Authority at 4.21, which also means DCHA is exceeding standards in serving Section 8 clients.

Thank you to all of you who completed the survey. We hope to hear from more of you next year when the survey is distributed in April. DCHA is glad that customers feel this level of satisfaction with our services. Our goal is to provide quality service at every level of our operation.

GED Classes

Douglas County Housing Authority coordinated a free GED class this summer. The first set of classes are nearly finished.

If you missed the first round, you can sign up for the next classes. Our next set of GED classes are starting in September in Valley, Nebraska. For more information contact Katie at 444-6203 ext. 20.

Resident Services

The new Service Coordinator program is up and operating at our elderly/disabled complexes. Introductory meetings were held and the Service Coordinator is starting to meet individually with many of you.

This program is here to further enhance your independence and aid in finding information that you need. The Service Coordinator is your advocate. Please find time in your schedule to meet with the Service Coordinator either at your home or at the North Acres office.

Call Rita to set up appointment at 444-2603 ext. 26. There may be benefits and in-home services that you could qualify for now or in the future.

Welcome New Employees!

Rita Landmark joined DCHA July 1 as the new Resident Services Coordinator. Rita is here to help elderly and disabled residents obtain supportive services needed to continue living independently in their homes. Contact Rita at extension 26.



Ashley Sellin joined DCHA July 20. She is the new Rental Housing Manager. Ashley will manage the following programs: Valley View, Valley Heights, North Acres, Bennington, and Scattered Site Houses. Ashley is at extension 25.



Annual Inspection Tips



At their yearly recertification, Section 8 clients are subject to an annual housing quality standards (HQS) inspection conducted by Lori Larsen, the DCHA housing inspector. Lori offers the following tips for passing the annual inspection:

- Make certain that batteries in smoke alarms are working.
- Report broken electrical plates to the landlord.
- Make certain all light bulbs are working.
- Notify landlord if window screens are torn.
- Make certain there are no holes in doors or walls.
- Clean oven and refrigerator.
- Make certain no cable or electrical cords are running across the floors.
- Keeping carpets clean is the tenant's responsibility. Shampooing is recommended at least once a year.
- Clean walls are a must!

Lori also suggests that residents be prepared for the inspection by having rooms organized and free of clutter. She encourages clients to keep shared living spaces such as hallways and parking lots free of litter.

When your inspection is scheduled, it is not necessary for you to take time off of work or school. You do not need to be present if the owner, management company or a representative of yours, such as a family member, is there to allow the inspector to gain entry into your unit. Please arrange to have someone there at the time of your inspection and notify the inspector.