



Welcome to a new year full of new possibilities!

The WHA Public Safety Department is thrilled to bring you the second quarterly edition of the newsletter! We received so many great recommendations and so much valuable feedback at our Community Meetings that we will be back for another round beginning in February 2022!



**Vice-President of Public Safety
Richard Menard III**

PROPERTY MANAGEMENT DEPARTMENT

IMPORTANT UPDATE Since August 2021, WHA staff has provided rental assistance to our residents through the Subsidized Housing Emergency Rental Assistance (SHERA) program. This notice is to inform you that SHERA is no longer available to WHA residents, effective immediately.

It is the responsibility of all residents to pay their rental balances in a timely manner. You may utilize other local outside agencies that offer rental assistance.

If you have any questions regarding this information, you may contact your property management office.

Lastly, if applicable, please visit your property management office to obtain a new 2022 parking sticker. It is extremely important that you review the new WHA parking policy to ensure your vehicle does not get towed. Please visit our website (worcesterha.org) or contact your property management office for more information.

PUBLIC SAFETY DEPARTMENT CORNER

What did we do with all of Community Meetings' great information?

- We increased parking enforcement to aid residents in not having to combat unauthorized people for parking spaces.
- We are currently working with the USPS and Amazon to research improvements that can be made for package deliveries.
- We created a whole new ticketing system to make certain that our residents know their concerns are being heard, and who specifically is working on them, within our department.
- We continue to meet with Worcester Police, Allied Universal, and our detail assignments to make certain that we are taking quick and appropriate actions to address everything from unwanted people getting in to properties, to suspected illegal activity, to proactive patrolling for safety.

Did you know that we have already been able to identify?

- Nearly 150 People Illegally dumping
- Over 50 Unauthorized Occupants living illegally at WHA properties
- Multiple people failing to report income
- Each of these takes away from YOU our residents, and the many people who are on waiting lists hoping for WHA's assistance!

As always, if you have a concern for safety, emergencies should be reported to Worcester Police at **9-1-1** or **508-799-8606**. Requests for investigations should be reported to Public Safety at **508-635-3208** or through our new system at publicsafetyrequest@worcesterha.org Worcester Housing Authority Public Safety Department-creating safer communities through collaboration!

MODERNIZATION DEPARTMENT

Here is some insight into Modernization's planning process and priorities used to derive the Capital Fund Five-Year Action Plan.

In keeping with the WHA's mission to provide decent, safe and affordable housing, the focus of the Capital Fund projects is to improve the following aspects of our housing portfolio:

- **Health and Safety:** this relates to improving the condition of our building systems, such sanitary drains, fire alarm systems, elevators and other systems that affect the quality of life of our residents.
- **Building and Site Improvements:** this relates to improving the way WHA properties look and feel to our tenants and the general public. Many outsiders visiting WHA properties often comment how the properties are not what they expected for public housing. Also, WHA is working toward improving accessibility to some of our properties.

Modernization staff also look to identify and leverage funding sources to continue to replace some of the systems listed above, with newer, more energy efficient components that provide lower cost of ownership and operation to the WHA.

MAINTENANCE DEPARTMENT

With the 2021-2022 snow season now upon us, we want to communicate some best practices in order to keep everyone safe and minimize and property damage.

Don't crowd the plows; or the sanders and other various equipment for that matter. Listen for back up beeping alarms or the sounds of an engine; watch for flashing yellow lights or reflective yellow vests. If you observe any of these warning signs please proceed with caution as you are within short distance of heavy equipment.

Keep your phone numbers updated to receive important robo-call updates. During inclement weather, WHA maintenance issues multiple robo-calls depending on the type and severity of the storm. Our frequent notifications include winter parking bans and parking lot plowing.

Inform maintenance of slippery areas that are present after storm clean-up is complete. A common issue is snow melting during the day and refreezing at night, typically after most staff head home. We have technicians on call who will come out and address these areas.

As always, please call **508-635-3200** to report all maintenance issues. Happy New Year!

INFORMATION TECHNOLOGY DEPARTMENT

Email is one of the most common and most successful attacks on the internet. Recent statistics cite up to 90% of successful attacks against consumers and businesses begin with a malicious email.

Emails can contain malicious files like virus and malware, link to malicious web sites, or try to coerce or convince you to give away personal information, like your username and password. Cybercriminals using email to attack consumers and businesses are becoming more and more effective at evading detection – technology alone is only marginally effective at blocking these new email threats.

EMAIL DO'S AND DON'TS

DO'S

- ✓ Always verify the sender of a message.
- ✓ Always hover over web page links (URLs) in email messages to see where they link to – beware URL shortening services (like bit.ly) that may obscure the final web site destination.
- ✓ Be skeptical of messages with odd spelling/grammar, improper logos or that ask you to upgrade or verify your account.
- ✓ Report suspicious emails to your email hosting service or internet provider.

DON'TS

- ✗ Open an attachment from an unknown sender. Consider the source and whether or not the file was expected.
- ✗ Click on a link from an unknown sender.
- ✗ Email someone your username or password. EVER.

STAY SAFE!





FAMILY AND RESIDENT SERVICES DEPARTMENT

Thank you for another successful Holiday Meal Program at WHA. We were elated to see all the residents come and enjoy the food, music and laughs shared by all. We are already looking into how we can make next year's event even more enjoyable! However, in the meantime we will be offering some spirited winter programming such as: various game days, health and wellness fairs, along with many other special events sprinkled in there. Be on the lookout for these events that will be posted in your monthly calendar which will showcase all the activities, dates and times.

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Worcester Housing Authority

As always, we respectfully ask you to please remember to wear your mask while participating in any activity that is held in your community room.

