



The Housing Management Update

August 23, 2011

Tlingit-Haida Regional Housing Authority rolls out the new tenant Service Center effective August 11, 2011.

Tlingit-Haida Regional Housing Authority (THRHA) has implemented a new system to handle all maintenance calls and service requests. Effective August 11, 2011 all tenants and tenant-homebuyers can now call **888-241-6868** when home and apartment maintenance is needed.

By implementing the new tenant Service Center, THRHA has stream-lined how maintenance issues are handled. With the new Service Center, tenants now have one convenient number to call and one specific person to speak to when maintenance issues arise. Tenants will now be able to talk to their rental or occupancy specialist for all issues that pertain to their rental unit. Your rental or occupancy specialist now handles all annual income certifications, maintenance issues, and everything in between.

Enclosed with the August Housing Management Update and billing statement you will find a magnet with the Service Center phone number on it. The number is toll-free which means that you do not have to pay for the call. The call is on our dime! On the back of the magnet you will find the name of your housing program and the extension of the person that you will need to speak to in order to file a maintenance request.

If you have any questions, concerns, or comments please do not hesitate to contact the Housing Programs Manager, Norton Gregory, at 780-3125 or by email at ngregory@thrha.org.

Service Center Highlights

- No long distance? No problem! You now have one toll-free number to call for all maintenance needs
- Your maintenance request will be handled by your rental specialist who is familiar with you, your unit and all aspects of your account
- 24 hour service in the event of a maintenance emergency. This applies to all units in Southeast—not just Juneau!
- THRHA will follow up with you to ensure that all work was completed as requested and that the quality of work was up to your standards!

Deadline to Assign 2011 Alaska Permanent Fund Dividends is August 31

Tlingit-Haida Regional Housing Authority would like to remind all tenants that we will be accepting 2011 Alaska Permanent Fund Dividend assignments until 1:00PM on Wednesday August 31, 2011.

2011 PFD recipients that would like to pay ahead on a rental account or pay a past due balance can fill out a PFD assignment of rights form and can assign up to \$800 of their 2011 PFD which will be applied to the account the day we receive the form. For more information please contact your rental specialist, or download a form from our website at thrha.org. The application can be found under the applications tab, and is listed as "Download 2011 Dividend Assignment of Rights".

Become A Youth Ambassador

SEARHC is now offering a new program known as the Youth Ambassador Program to Native and non-native youth in Southeast. One high school junior or senior from each community residing in Southeast Alaska will have the opportunity to become a leader for the entire school year.

For further information Contact:

Megan Gregory

Youth Ambassador Program Director

Email: mgregory@searhc.org

Phone: 907-463-6645

Or Visit:

http://www.searhc.org/programs/behavioral_health.php

Application Deadline: SEPTEMBER 22, 2011

Kari Metz is the Rental Program Supervisor who handles the Elderly rental apartments throughout Southeast Alaska. Kari also oversees all of the Juneau rentals except Juneau transitional housing. Kari can be reached by:

Telephone: (907) 780-3114

Fax: (866) 902-3286

Email: kmetz@thrha.org

Jerry Bennett, Sr. is the Occupancy Specialist who handles the New Mutual Help program throughout Southeast Alaska. Jerry also oversees the Angoon rentals. Jerry can be reached by:

Telephone: (907) 780-3108

Fax: (866) 493-5841

Email: jbennett@thrha.org

Bert Bennett, Jr. is the Rental Specialist who handles the HOAP program in Juneau, Petersburg, and Wrangell, as well as the rentals in Craig, Hoonah, Klukwan, and Wrangell. Bert also oversees the Transitional Housing Program In Juneau. Bert can be reached by:

Telephone: (907) 780-3124

Fax: (866) 898-5418

Email: bbennett@thrha.org

Tlingit-Haida Regional Housing Authority

Telephone: (907) 780-6868

Fax: (907) 780-6895

Web: www.thrha.org

Maintenance (888) 241-6868

Norton Gregory is the Housing Programs Manager who oversees the various programs and housing program staff which include the rental staff and occupancy specialists. Norton can be reached by:

Telephone: (907) 780-3125 Fax: (866) 291-9019

Email: ngregory@thrha.org

Please remember that all changes must be submitted to the Housing Management department in writing. This includes changes in jobs, income, adding or removing a family member from your lease, or changes to your automatic monthly bank deduction.

Effective September 6, 2011 our business hours are as follows:

Monday through Friday from 8:00AM to 4:30PM

THRHA will be closed on September 5, 2011 in observance of Labor Day

