

OFFICE HOURS

120 Chestnut St, Lewistown

Jackie's Office:

Monday 9:00-3:00

Tuesday 9:00-12:00

Thursday 9:00-12:00

Additional times by appointment

Beth's Office:

Monday-Thursday 9:00-3:00

Friday's by appointment

**Please note: These offices will
be CLOSED 2/25 thru 2/28
for staff training**

*Office Phone Lines are
answered*

Monday-Friday 9:00-3:00

Housing Choice Voucher (Section 8) matters are handled through the Administrative Office at 141 S Pine Road, by appointment only. If you know of someone who needs assistance with this program, please encourage them to call.



*A birds eye view of Burgard Apartments
located at 120 Chestnut Street, Lewistown*

MIFFLIN COUNTY HOUSING AUTHORITY NEWSLETTER

WINTER 2025 NEWSLETTER

In an effort to keep tenants more informed, MCHA will issue newsletters periodically. This will include upcoming events and address any concerns that are being expressed to the office.

Q: When will rent rebates be ready?

A: Rent rebate forms are available for pick up at Beth's office Monday-Thursday 9:00am-3:00pm and Fridays by appointment. As done in previous years, any forms not picked up within a month will be delivered. Rent Rebate clinics to assist residents in completing the PA Rebate documents that coincide with the Landlord Rent Certificates as follows:

- Residents age 60 and over may call 717-248-2624 to sign up for an appointment with a representative from Area Agency on Aging on April 29, 2025, from 10 am- Noon in the Goss Terrace Community Room or May 7, 2025, from Noon to 4 pm in the Burgard Apartments Community Room.
- Stay tuned for more clinics for all residents to attend.

Q: Why did preventative pest control end? Will it begin again?

A: The previous pest control contract expired. The Authority must go out to bid for this service to begin again. Preventative pest control will resume once a new contract has been agreed upon. If you have any pest concerns in the meantime, please contact the office and we will schedule an inspection and treatment, if needed.

Q: When will my inspection be?

A: Maintenance staff and administrative staff will be scheduling preventative maintenance (PM) and housekeeping (HK) inspections for each site. These will begin in Lawler Place this month. Notices will be delivered when your unit is scheduled.

WEBSITE AND ONLINE TENANT PORTALS

We are pleased to announce the launch of a new MCHA website! You can visit it at www.mchousing.org. View the website for instructions to set up a tenant portal where important account information can be viewed and tenant concerns can also be submitted.

As a reminder, MCHA will be closed on Monday, February 17, 2025, in observance of President's Day.



Housing Question and Answer Meetings

for all residents:

**If you'd like to sign up to attend
you can do so in the following
locations, or by calling 717-248-2624**

**Burgard Community Room
Tuesday, 2/18/25 at 9:30 AM**

**Coleman House Community Room
Tuesday, 2/18/25 at 2:15 PM**

**Goss Terrace Community Room
Tuesday, 2/18/25 at 4:00 PM**

**Lawler Place Admin Building
Tuesday, 2/18/25 at 5:30 PM**

Contact us:

717-248-2624

www.mchousing.org

After hours emergency #

717-242-5546

SNOW REMOVAL

Please be advised that the MCHA standard operating procedure for snow removal is: maintenance staff will begin when accumulation reaches 2" or more. Ice and sleet will be addressed as conditions require; concerns can always be called into the emergency work order line 24/7.

If you are a McCoy Manor tenant, you **MUST** be parked in your assigned spot or Howard, Silversand or Union Avenues. The MCHA plow truck cannot fit through the McCoy Manor access road to plow adequately if cars are parked along it. In the future, if you do not obey this rule, your car will be tagged and could be towed at your expense.

THE PUBLIC HOUSING STAFF

Beth Hoar, Occupancy Specialist – Beth conducts annual recertification interviews and calculates rent. She can also assist with any income or household composition changes. This is called an interim reexamination. Examples: You start a new job or have a baby, you must report these types of changes to Beth within 10 days. Beth's office is located in Burgard Apartments. You can reach her at extension 10. Her email is beth.hoar@mchousing.org

Jackie Marshall, Property Manager – Jackie processes rent payments, assists with work orders, and processes applications, etc. When she does not have office hours, she is out onsite conducting housekeeping inspections, moving in new tenants and walking the sites while ensuring HUD standards are attained. Jackie's office is located in Burgard Apartments. Should you have a question or concern, you can reach her at extension 15. Her email is jacklyn.marshall@mchousing.org

Tiffany Walters, Director of Housing Management – Tiffany oversees both Public Housing and Housing Choice Voucher programs. If Beth or Jackie are unable to assist you, they will transfer you to Tiffany. Tiffany's office is located in the Administrative Building at 141 South Pine Road. You can reach her at extension 13. Her email is tiffany.walters@mchousing.org

Wendy Hinkson, Executive Director – Wendy oversees all Housing Authority operations. She supports staff and assists as needed. If Tiffany is unable to assist you, she will transfer you to Wendy. Wendy's office is located in the Administrative Building at 141 South Pine Road. You can reach her at extension 16. Her email is wendy.hinkson@mchousing.org

In addition to the administrative staff, you will see four maintenance staff onsite. There are two Maintenance Technicians, Doug Kenepf and David Spickler. Doug is transitioning into the role of Preventative Maintenance Specialist. There are two Laborers, Graham Rhoades and Rance Patton. These young men are enthusiastic and ready to assist with anything they are given.



ONLINE TENANT PORTAL INSTRUCTIONS

Dear Tenant,

The Housing Authority wanted to take this opportunity and announce our new Tenant Portal! The portal will offer many benefits now and in the future. Once the registration process is complete, you will be able to view your balance and make payments. As we move forward, the housing authority will continue to work with our software vendor to offer additional functionality such as:

- Current Statements
- Historical Transaction listing
- Rent Rebates for qualifying families
- Recertification process
- Work Order requests

To create and register your account today, please navigate to our website www.mchousing.org. Please click on **Residents** and select **Tenant Portal**.

1. Click the Blue **Register** button
2. **Head of Household Information**
 - a. Enter your **9 digit Social Security Number** – For Example, 123456789
 - b. Enter your **Month/Year of Birth (MM/YYYY)** – For Example 10/1980
3. Click **Next**
4. **Create User**
 - a. Create a User Name – For Example, Davidg1979
 - b. Create a Password – See Password Requirements
 - c. Reenter Password
 - d. Enter Email Address
 - e. Enter Cell Phone #
 - f. Select Carrier
 - g. Click **Create User**
5. If the account was successfully created, you will see a box appear that reads: **Create User** – A validation email has been sent to your address. Click **ok**
6. Open up your email messages and locate the email from **StratusCloud Business Solution - Account Validation**. In the email, you will click on the word [here](#) and then be taken to you web browser. A window will appear that reads: **New User Validation** – Account activated. Click **OK**
7. You may now enter your **Username** and **Password** and click **Login**
8. Click on **Account Details**
9. You will see your current charges, payments, and balance.
10. In the near future we will announce online payment ability and provide instructions to do so at that time.

*The Housing Authority's mission is to provide decent, safe,
sanitary and affordable housing, to promote self-
sufficiency, and to ensure equal opportunities in housing
for all.*

