



# Anawim Housing Tenant Newsletter

Home is everything.

JANUARY 2014

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## STAY UP TO DATE ON THE "HAPPENINGS" OF ANAWIM HOUSING

- Anawim Housing Web Page
- FACEBOOK Fan Page
- TWITTER
- YouTube
- Linked In

## Family Services

Dear Anawim Housing Tenant:

I want to take this opportunity to inform you about some of the exciting things going on with Anawim in 2014! Please take a moment to look at the newsletter to learn about some of the services provided at Anawim Housing. We will continue to send these newsletters quarterly to keep you up to date on the latest *happenings* at Anawim.

**The Family Wellness Program** is one of the unique things about living with Anawim Housing. Households that do not carry a balance can apply for this program which allows you and/or your family to participate in an educational, cultural or social activity. *Interested in getting a membership to the zoo? Joining the gym? Going to a Civic Center production? Need assistance paying for your GED test? Want to take a class?* This is a great opportunity for you! Applications are available at the front desk.

**Educational Workshops** are also available to you at our office. A variety of speakers from community organizations are lined up for 2014. If you have any questions about these workshops, please call our office. Have any input on classes you would like to have at Anawim? Let us know!

**\$25 rent credits will be provided to tenants who attend each class this year\*.**

*\*This incentive is not available for tenants of units of which Anawim is a third party management company or for tenants who are part of a subsidized rental program.*

**Community Events** will be hosted throughout the year for each Anawim Housing property. These events will be opportunities to attend a variety of activities in the Des Moines area. You will receive notification when this is available for your property. This is our way to show you how we appreciate you choosing to live with Anawim Housing. Thank you again for being a part of Anawim Housing. We look forward to seeing you in 2014. If you have any questions, please do not hesitate to contact me: 244.8308 x119 or [tking@anawimhousing.org](mailto:tking@anawimhousing.org).

Sincerely,

*Tiffany King, Supportive Services Manager*

## Anawim Classes

## Earn \$



We will host 6 educational programs this year at our office (2024 Forest Ave).

The first two include:

**Tuesday, February 11th:** Learn your rights as a renter with Home Inc.

5:30p.m. - 6:30p.m.

**Tuesday, March 25th :** Food and Nutrition with ISU Extension— You are what you eat & How to stretch your grocery dollars. 5:30p.m. - 6:30p.m.

**Tenants will earn \$25 rent credit per each class they attend in 2014.**

*\*See above letter for details.*

## WINTER- PROOFING Your Car

• from Woman's  
World 11/30/09

### Ice-proof your windows with vinegar!



Frost on its way? Just fill a spray bottle with three parts vinegar to one part water and spritz it on all your car windows

at night. In the morning, they'll be clear of icy mess! How does it work? Vinegar contains acetic acid, which raises the melting point of water—preventing water from freezing! Wake up to an already frozen car? Just spray the mixture on your windows and watch it melt.

### Prevent car doors from freezing shut with cooking spray!

Spritz cooking spray on the rubber seals around car doors and rub it in with a paper towel. "Doors freeze when snow melts into the seals during the day, and then freezes at night," says Robert Sinclair Jr. of AAA. But the oils in cooking spray prevent water from melting into the rubber in the first place!

## Anawim Holiday Party

The Anawim Housing Annual Holiday Party took place on Saturday, December 7th at the Polk County Senior Center.

Approximately 200 Anawim tenants came and took part in this special holiday event.

The youth were able to participate in a variety of

children's activities and every household that attended the party received a prize.

Thanks to the generosity of Anawim Housing supporters, Jethros BBQ, Polk County Senior Center, Anawim staff, and the volunteers who helped with this fun party—the event was a success!

## DART

DART staff provides small group trainings to help individuals learn to ride the bus in Des Moines. These are **free** and open to the public.

Sessions are at DART Central Station on: Wed., Feb. 13 at 9a.m.-12p.m. and Tues., March 18 from 2-4:30p.m. Questions? Call 515.283.8100.

## SCHOOL CHALLENGE

### Anawim students:



Don't forget to bring your report card to Anawim for a prize.

For students in 6 - 12th grades: if you receive at least 3 letter grades of a B or better, you will receive a prize.

⇒ **Only 1 prize will be given out per student per school year.**

*\*Incentive is not available to tenants of units in which Anawim Housing is a third party management company.*

## VITA

**Volunteer Income Tax Assistance:** A Convenient, Accurate, no-stress and FREE way to get your taxes done. If you earned \$57k or less in 2013 you may be eligible to receive FREE tax preparation. Call 2-1-1 for information on times/locations.

## RENT REBATES

Rent Rebate Program provides a partial rent reimbursement credit for low income individuals, who are 65 (and older) or disabled.

Applications can be obtained online at [www.iowa.gov/tax](http://www.iowa.gov/tax) begin-

ning in mid-January or by calling (800)-367-3388.

Need assistance, just call the Des Moines Community Action Agency at 515.248.6216.

Seniors can get assistance at Aging Resources. Call

for an appointment at 515-255-6142.

Seniors can also find assistance through the Peer Advocate Program, Senior Services of Polk County. Contact your local senior center to learn more.

# Maintenance Memo

## THIS IS YOUR HOME

Please help the *Property Services Staff* by filling out a **written request for work** you would like addressed. We will do our best to get to your request in a timely manner. A maintenance request may be filled out online at: [http://anawimhousing.org/tenants/maintenance\\_form](http://anawimhousing.org/tenants/maintenance_form)

## SNOW REMOVAL

1. The contractor will begin removal once the snow has stopped and we have received 2 inches or more
2. Snow events of 6 inches or more will be addressed on a situational basis
3. **Tenants are responsible for removal of snow from their own sidewalks/steps**
4. Tenants have **24 hours** from the time it stops snowing to have it removed.

## When Should You call the Emergency Maintenance Number?

- Broken Water Pipes (Water Flowing)
- Break-In (Kicked in Exterior Door or First Floor Window). Police must be called before calling Anawim Housing
- No Heat Call as soon as heat loss is noticed. Be sure to check *furnace switch, thermostat batteries* and *filter before* calling.
- Clogged Toilet - (you must be home to let them in)
- Lock outs (charges will apply)

## Anything else is NOT an Emergency.

Every tenant's residence is their home. We will help you in maintaining your home by fixing items that aren't working correctly, but we need your help with some basic items:

- Change your air filter every month. The air filter helps clean the air in the Furnace/Air Conditioner, which is the same

air you breathe.

- Replace smoke detector batteries every 6 months (9volt). The life you save may be your own.
- Always clean the lint trap in dryers between loads. The number two cause of fires in homes. (#1 is smoking in bed). Cleaning the lint trap keeps the dryer running efficiently. Not cleaning it causes the dryer to stop drying clothes.

In order to keep track of tenant repair requests, Property Services needs all tenants to fill out a *written* repair list and/or go online to [www.anawimhousing.org](http://www.anawimhousing.org) and fill out a request under the section for our Tenants. Property Services will no longer accept phone repair requests.

Remember our job is to help you ensure that **"Home is everything."**

# Referrals

Refer a family member or friend to move into our new Baker Creek Senior Living Apartments and receive a **\$250 gift card!** Baker Creek Senior Living apartments are newly constructed 2-bedroom apartments for adults 55+.

Refer a family member or friend to move in to an Anawim Housing unit and receive a **\$50 gift card!**

Your referrals must sign their lease and move in before you can receive your gift card.

Call Monica, Director of Property Management at 515.564.6560 if you have any questions regarding a referral.

## Apply for LIHEAP until April 2014

The City of Des Moines provides the Low Income Home Energy Assistance Program (LIHEAP) for those that qualify from November—April.

(LIHEAP) Households may receive assistance in payment of their fuel bills to ensure continuation of service or restore utility services that have been shut off. Assistance is based on household income, household size, type of fuel, type of housing, and several other factors.

To schedule an appointment or see if you qualify, please contact the Des Moines Community Action Agency located on 1618 6th Avenue. A staff

person can be reached at 515.248.6216 Monday through Friday from 8a.m.—5p.m. They have extended their hours until 7p.m. on Tuesday and Thursday.

You can only get assistance if you pay for your heat yourself. If your heat is included in your rent, you are not eligible.

\*All forms are available at Des Moines Community Action Agency or online at [www.dmgov.org/hs/dmcaa](http://www.dmgov.org/hs/dmcaa) under Forms and Documents.

Applications can be accepted through April 30th, 2014.



2024 Forest Avenue  
Suite 101  
Des Moines, IA 50311-3230

NON PROFIT ORG.  
U.S. POSTAGE  
**PAID**  
DES MOINES, IA  
PERMIT NO. 4073

## Property Management Reminders

- Rent is due in full on the 1st of the month. Payment arrangements should not be used every month.
- If you currently carry a balance with Anawim Housing due to a late payment or a maintenance charge, please take care of it by calling your property manager.
- Anawim Housing has survey cards at the front desk. We encourage you to fill out these cards. We want to know how we are doing and how your housing experience is.
- When paying rent by check or money order, make sure to include your property name, your address and your signature.
- Late fee of \$25 will be applied to any rent payment after the 3rd of the month.
- You can now pay rent online at [www.anawimhousing.org](http://www.anawimhousing.org)! It is fast, easy, safe and convenient. You can also get a printable receipt in seconds!
- Please note that if you chose to pay with a credit card over the phone it may take a while. If you need to learn how to work our website and want to see how to pay online—let your property manager know and we can help!
- Be sure all trash is getting in the dumpsters. Together we can keep our homes and neighborhoods looking their best.
- Houses, townhomes and duplexes – must clear snow from sidewalks within 24 hrs. of snow fall.

Home is everything.