

TRINITY PLAZA NEWSLETTER

Columbus Property Management, a Member of Mission First Housing Group • www.missionfirsthousing.org • twitter: @MissionFirstHG



MESSAGE FROM MANAGEMENT

Columbus Property Management will be closed in observance of Presidents Day on **Monday, February 15**. We will open 8:30 am on Tuesday, February 16.

Please note that vehicles not registered to park on the property will be ticketed and towed. Parking and towing fee are \$250.00. Enforcement of policy is in effect weekdays from 6 pm-6 am and weekends from 10 pm-6 am.

NEVER WRITE A RENT CHECK AGAIN!

It's the beginning of the month-you got things to do, places to be, and bills to pay. We understand how busy you are and how long that 'to-do' list can get. That's why we've made it as easy as possible to mark "pay rent" off the list every month with our convenient and secure, electronic payment and mobile app option! You can make a one-time rent payment online or with our app without purchasing a money order or standing in line. It's fast, easy and can be done when you want, from where you want. Plus it's FREE! That's right, FREE! Save time and money by paying your rent online or with our app!

If you would like assistance in setting up online registration, please call Anna at (202) 491-4463.



Management and Resident Services wish a "Happy Birthday" to all residents born in February!

RESIDENT SERVICES AT TRINITY PLAZA

The Resident Services Department for Columbus Property Management is excited to introduce its appointment only service to residents of Golden Rule Plaza. Resident Services is designed to assist residents in maintaining housing by addressing the needs of its residents through advocacy, accessing government entitlement programs and provide information on community based resources to assist you. For more information and/or to set up an appointment to address your needs, please contact Resident Services at 202-842-2027.

Resident Services Coordinator: Special Populations

Megan Smith is a Resident Service Coordinator for Columbus Property Management who is based out of our Philadelphia office. She has worked in case management and service coordination for over 7 years. She received her undergraduate degree in Social Work from Shippensburg University, with a minor in Gerontology, and her MSW from Wichita State University. Megan has experience working with many different populations and organizations. Along with providing general resident services, Megan will also be focusing on working with residents who are Veterans, victims of domestic violence, and those who present with hoarding behaviors.



RECIPE OF THE MONTH: MEDITERRANEAN POTATO SALAD

143 calories | 22 g carbs | 5g fat (1g sat fat) | 3g protein | 150 mg sodium | 2g fiber per serving

Ingredients

- 1 pound boiling potatoes, Yukon or Red
- ¼ cup fresh lemon juice (from 1 to 2 lemons)
- 3 Tbs. olive oil
- ½ tsp. salt
- ¼ tsp. ground pepper
- 4 scallions, thinly sliced
- ¼ cup chopped fresh parsley



Directions

Place potatoes in a medium pot and cover with cold water. Bring to a boil over high heat and cook until tender, 20 to 25 minutes. Drain and cover with cold water. Let cool for 10 minutes then drain. Cut the cooled potatoes into 1/2-inch pieces. Whisk lemon juice, oil, salt and pepper in a large bowl. Add the potatoes and toss to coat. Add scallions and parsley or mint to the salad and toss together.

Recipe Tips: Use the whole scallion, both the white and green parts. Substitute cilantro or parsley.

YOUR LIFESTYLE: TIPS & RESOURCES

Department of Energy and Environment's Energy Assistance Program

If you would like a credit towards your energy bill, please contact 311 to set up an appointment. Must meet income guidelines (See below)

Income Guidelines for FY 2016

Household Size	Maximum Annual Income
1	\$26,144
2	\$34,188
3	\$42,232

Lifeline Discount Program

Lifeline is a government assistance program that offers telephone discounts to qualified low-disadvantage customers. If you qualify for the Lifeline discount service, you are eligible to receive a reduced rate on your Verizon monthly bill. For more information and/or to sign up, please call 1 (800) 253-0846.

Electric & Water Conservation Tips

Columbus Property Management Cares about the environment as well as your utility costs. To help eliminate waste and keep electric and water bills to a minimum, please follow the following steps. And always report any problems with appliances and plumbing fixture to Management, as soon as possible.

Set your thermostat to 65-68 degrees at night during winter to keep your home comfortable and save on heating costs.

- Even when turned off many electronics can still use power. Computers, cell phone chargers, DVD players, printers and stereos are the most common electronics left plugged in that draw a large amount of currents.
- Shut off lights when you are not using them. No need to illuminate the whole house if you're in one room.
- Raise the temperature slowly to keep bill lower. Quickly raising your temperatures uses tons of energy.
- Heat your home with the sun's help, open the blinds and curtains to let in the sunlight.
- Don't block air vents with curtains or furniture.
- Is the toilet flush handle frequently sticking the flush position, letting in the water in the bowl run constantly, contact management immediately!
- Don't use the toilet as a trash can. Dispose of tissues, insect, extinguished cigarettes and other waste in trash rather than the toilet. You are wasting 5-7 gallons of water when you do this.
- Don't let water run while shaving, brushing teeth or washing your face.
- Operate dishwashers and washing machines only when they are fully loaded or properly set the water level for the size of a load you are using.

5 tips to protect against scam phone calls

Don't be fooled by criminals posing as IRS officials to con victims out of money or personal information. The IRS continues to warn consumers against scam phone calls that rip off people in every state. The scammers are targeting more than the elderly, immigrants and those who speak English as a second language, as was their original trick. Everyone is at risk at any time of the year.

Staying alert to scams can keep you from falling prey to criminals who use the IRS as a lure. The IRS has five tips:

- Beware of unsolicited calls. Scammers claiming to be IRS officials call taxpayers demanding the victim pay a bogus tax bill by sending cash through a prepaid debit card or wire transfer. "Urgent" callback requests through phone "robo-calls" should be treated as suspicious.
- Don't be bullied. Callers try to scare their victims with threats and intimidation, even going as far as to threaten to arrest, deport or revoke the license of the victim if they don't get money.
- Scams use caller ID spoofing. Caller ID can be altered to make it look like the IRS or another agency is calling. Callers use IRS titles and fake badge numbers and use the victim's name, address or other personal information to sound legitimate.
- Cons have new tricks up their sleeves. Some provide an actual IRS address where they tell the victim to mail a receipt for the payment they make. Others use emails with a fake IRS document. Official IRS letterhead is often used in emails or regular mail to victims.
- Protect your money. Scams have cost about 4,550 victims more than \$23 million. According to the Treasury Inspector General for Tax Administration, reports of 736,000 scam contacts have been received since October 2013.

Remember, the IRS will not call you demanding immediate payment, call without first sending a bill in the mail or demand you pay taxes and not allow you to question or appeal the amount you own. Additionally, the IRS will not require you pay taxes in a certain way or ask for a credit or debit card number over the phone. If you don't owe taxes or have no reason to think you do, hang up immediately without giving out any information. Report the call by calling (800) 366-4484.

Happy
Valentine's
Day

GRIEVANCE PROCEDURE FOR RESIDENTS

A resident may ask CPM to reconsider any adverse decision should a dispute not be resolved through normal procedures at the site level. Request for reconsideration must be in writing and must set forth the specific reasons why the resident or prospective resident believes the decision was in error. Any reconsideration request must be limited to the allegation and issues directly related to the alleged adverse action. The complainant must identify all relevant information that he or she believes is incorrect or that was omitted from previous consideration. The request must include all new and material information believed to support the reconsideration request. All grievances will be reviewed by a company officer and will be responded to within 10 business days of receipt. **Please direct all grievances to: Columbus Property Management, Attn: Grievance/Complaint, 2042-48 Arch Street, Philadelphia, PA 19103 or by email to: corporate@columbuspm.org**



Produced by: Patrick Williams, Resident Service Manager, Trinity Plaza and Becky Lang Staffieri, Communications Manager, Mission First Housing Group.

