



A WORCESTER HOUSING AUTHORITY RESIDENT NEWSLETTER

RESIDENT SPOTLIGHT

Frank Torti making a difference for residents

A self-described family man, Frank Torti enjoys doing for others. That makes him a perfect fit for the Resident Council he has served on for about eight years as a resident of Addison Apartments.

A US Army veteran, Frank also serves as chair of the Jurisdiction Wide Resident Council (JWRC), which meets regularly with WHA leadership on behalf of residents.

You won't hear him bragging about the difference

Frank Torti At A Glance

- 5 ½ years in US Army
- Awarded Vietnam Service Medal in 1971
- Father of 3 (2 daughters, 1 son)
- Proud grandfather of a granddaughter graduating from the University of Oregon

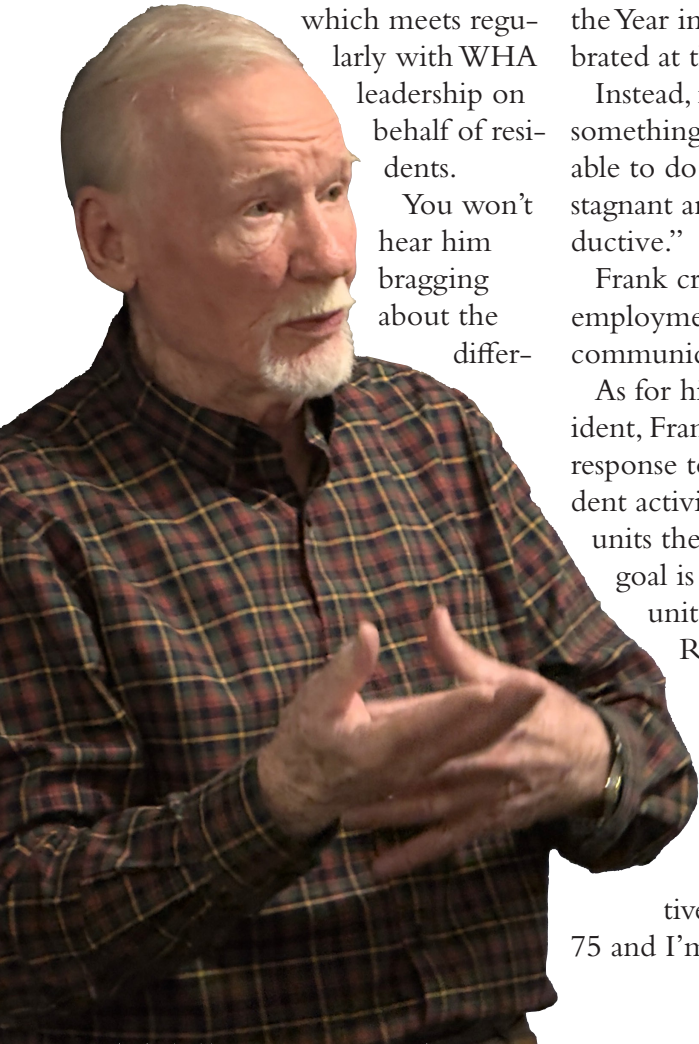
ence he makes in the lives of others, or about being named WHA's Resident of the Year in 2025, which saw him celebrated at the agency's annual meeting.

Instead, in a southern drawl, he'll say something like, "I'm just pleased I'm able to do something instead of being stagnant and not doing anything productive."

Frank credits his previous work at an employment service in helping him communicate well with people.

As for his main objective as RC president, Frank wants to keep growing the response to and participation in resident activities at Addison. There are 50 units there, he said, and his ultimate goal is to have residents of every unit take part in the activities the RC presents.

As for his time living at WHA (Frank moved to Worcester years ago from Nevada), he said: "It has helped me be more active and become more productive. That's important to me. I'm 75 and I'm still getting along fine."



WHA Resident Councils: Fact vs. Myth

Resident Councils play an important role in the WHA community, connecting residents to lively activities and events. Council leaders serve on the Jurisdiction Wide Resident Council (JWRC), meeting directly with WHA leadership to share resident feedback, ideas, and community needs.

In this issue, we dispel some of the myths surrounding the role of Resident Councils.

MYTH: They enforce WHA rules.

FACT: RCs do not enforce rules. They represent the residents of a particular property.

MYTH: They fix problems, such as maintenance and safety issues.

FACT: RCs are not responsible for fixing or resolving issues. They DO help raise concerns and bring attention to matters that impact residents.

MYTH: Resident Councils make decisions about leases or evictions

FACT: Resident Councils do not enforce leases. They represent resident voices, share concerns, and work with WHA to improve the community.

MYTH: They are just for meetings

FACT: RCs also plan activities such as potluck dinners, cookouts, and holiday gatherings. They build connections, plan events, and give residents a voice.

If you're interested in getting involved or have questions, connect with your Resident Council leaders, or reach out to Resident Services at 508-635-3306 to learn how you can make a difference in your community!

by the numbers

12,138 That's how many maintenance work orders have been closed from January through May this year. That's slightly ahead of the same timeframe last year, when 11,614 orders were closed.

124 The number of pets served over five months this year through our Pet Clinic, which is run in partnership with Tufts University.

300 The approximate number of students from Sain John's High School and Middle School who joined forces with our maintenance staff as part of the school's annual Volunteer Day. Give them a round of applause!

COMMUNITY HIGHLIGHTS



Lovin' Spoonfuls!

WHA is committed to helping residents overcome food insecurity, which makes our partnership with Newton-based Spoonfuls a perfect fit!

Spoonfuls is a nonprofit food recovery organization that gathers fresh, healthy food and distributes it to people and places that need it most.

We're talking fresh veggies like peppers, onions, squash, and mushrooms! Fruit such as apples and lemons! Meat like ground beef, steak, and lamb!

Thanks to Spoonfuls, we are able to support residents at 1060 Main Street with food bags. We can also stock the Free Fridge at Murray-Wellington Apartments, where the Resident Council can distribute food to needy residents. At Great Brook Valley Gardens, food is distributed through Valley Residents for Improvement.

Through this partnership, WHA expects to serve 200-250 households a month!

"It's just an incredible program and I'm really excited about it," Resident Services Vice President Erin Wilson said. "They're rock stars!"

MADE FOR CONVENIENCE!

Paying your rent at WHA is easier than ever. No stamps, no rushing, no last-minute stress. You can pay right from the comfort of your home using your computer or mobile device. Even better? You can set it up once and enjoy peace of mind every month.

PAYMENT OPTIONS

Demand Debit

Set up automatic rent payments directly from your bank account. No more worrying about late payments or Notices to Quit.

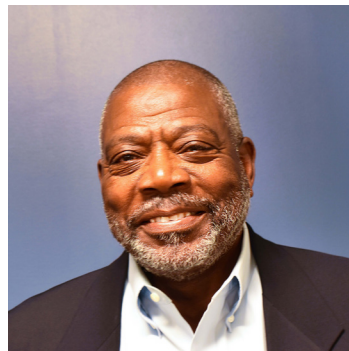
UNIPAY

Pay online anytime using your computer or smartphone:
unipaygold.unibank.com/default.aspx

No computer or mobile device? No problem. WHA has payment kiosks available for resident use.

For more information about payment options and kiosk locations, contact your management office today!

#WHA #RentPayment #ResidentResources #Convenience #StayConnected



The WHA has a new Commissioner!

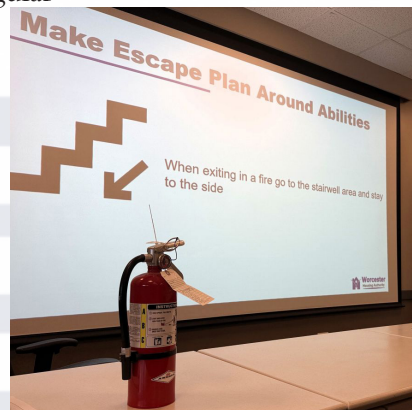
Join us in welcoming **Lowell F. Alexander**, a longtime community advocate who has served on the Worcester Ballpark Commission, United Way, MLK Center, and in other capacities.

SAFETY CORNER

The safety of our residents is a top priority for WHA. We provide trainings and regular updates through resident meetings and the Jurisdiction Wide Resident Council (JWRC), among other efforts.

Fire Safety Trainings
Public Safety

personnel come to residents where they live with a program aimed at educating and arming them with practical tips on what to do in an emergency.



Here are some quick fire safety tips:

Prevention First

- Never leave cooking unattended
- Keep flammable items away from

stoves and heaters

- Do not overload outlets or extension cords

- Never disable smoke detectors. Report issues right away

In the Case of a Fire

- Get out immediately and call 911

- Use stairs, not elevators

- Stay low if there is smoke

- If you have to use a

Fire Extinguisher, always PASS

P – Pull the pin

A – Aim for the base of the fire

S – Squeeze the handle

S – Sweep side to side