



The COMMUNITY PULSE

A WORCESTER HOUSING AUTHORITY RESIDENT NEWSLETTER

Great Brook Valley: Building A Safer, Stronger Community

Great Brook Valley is home to hundreds of families and children. Keeping the community safe, clean and welcoming requires everyone to do their part.

This issue of Community Pulse high-

lights areas where resident cooperation is especially important.

Working together, we can ensure a safe, respectful, and welcoming Great Brook Valley. It takes all of us, and that includes you! Know the rules. Look out

for your neighbors. Report concerns. Take pride in your community.

For questions or assistance, contact your Property Management Office or WHA Public Safety.

PARENTS, HOUSEHOLDS & GUESTS

Know who is in your home.

Know who is responsible.

Heads of household are responsible for the conduct of household members and guests. That means knowing who is visiting, making sure children are supervised and ensuring that everyone follows WHA rules.

This responsibility includes situations where a guest or household member causes property damage, starts a fight or engages in behavior that threatens the safety of others.

A REAL-LIFE REMINDER



Public Safety recently investigated a situation in which a household member encouraged guests to come to the property for a confrontation. A physical altercation followed, and a window was damaged.

The Head of Household was held responsible for the damage because the household member's

actions directly contributed to the dangerous situation.

MOVING SOMEONE IN?

New household members must be approved in writing before moving in.

Contact your Property Management Office before making any changes to your household.

Know your responsibilities. Choose your guests carefully. Help keep your community safe.

PLAY IT HONEST: REPORT ALL INCOME

Honesty helps protect housing opportunities and ensures that WHA resources are used fairly.



Residents are required to report changes in household income, employment and household circumstances as required by their lease and housing program. This includes income from jobs, businesses, sales or other sources.



Failing to report income or providing false information can result in repayment obligations, lease enforcement, court action and **possible loss of housing.**



WHA investigates potential fraud concerns and works with residents to resolve confirmed cases. Residents with repayment agreements are expected to follow the terms of those agreements.

WHAT QUALIFIES AS INCOME?



Gifts



Other sources



Funds through Cash App, Venmo, etc.



If your income or household circumstances change, contact your Property Management Office promptly. If you have questions about what must be reported, **ask before making assumptions.**



IF YOU SUSPECT FRAUDULENT ACTIVITY,

REPORT IT.

Remember:

If you see something, say something!



PARTIES & CELEBRATIONS

Be a good neighbor, day and night.

Everyone deserves to feel comfortable in their home.



REMEMBER:



Late-night parties, large gatherings and disruptive activity can **disturb families, children and residents** who work early or need to rest.



Music, televisions, shouting, vehicles and gatherings can create **excessive noise**, especially during evening and overnight hours.



Persistent yelling, shouting, loud music, parties, fights and other disruptive behavior can **negatively affect your entire community**.

WHY IT MATTERS:

So far this year, WHA Public Safety has investigated **36 reports** of disturbances and disorderly conduct at Great Brook Valley, including parties, fights, arguments and other disruptive behavior.



STAY IN COMPLIANCE:

Late-night parties, large gatherings and loud music are not permitted per WHA lease.



SEE SOMETHING? SAY SOMETHING!

If a disturbance is affecting your household or community, contact your Property Management Office to report it. If possible, include the **date and time** of the incident to help Public Safety and Management investigate.



Property Cleanliness & Appearance

PRIDE IN OUR HOMES MAKES A DIFFERENCE

A clean, well-maintained community benefits everyone. Every resident plays a part in keeping our properties safe, clean and welcoming.

USE DUMPSTERS PROPERLY

All items being disposed of in a dumpster should be placed inside the dumpster. Please do not leave trash, furniture or other items piled around the outside.

MATTRESSES DO NOT BELONG IN DUMPSTERS

Massachusetts law prohibits mattresses from being disposed of in dumpsters. Improper disposal may result in fines. Please use WHA's furniture disposal program for large items.

PROTECT YOUR PLUMBING

Help prevent costly backups and flooding by keeping drains clear.

- Never put cooking grease, sanitary wipes or feminine hygiene products down your drains.

These items can cause serious blockages that may result in flooding and affect multiple apartments.

DO YOUR PART

- Pick up after yourself
- Keep personal items organized
- Dispose of trash properly
- Keep shared spaces clean
- Report maintenance or sanitation concerns promptly

When everyone does their part, everyone benefits. Let's take pride in our homes and our community!

RIDE RESPONSIBLY: KEEP WHA PROPERTY SAFE

Dirt bikes, motorbikes, mopeds, scooters and e-bikes must be stored and operated responsibly on WHA property.

These vehicles may NOT be:

- Stored inside apartments, hallways, stairwells or common areas
- Parked or stored on WHA property without authorization
- Operated on lawns, sidewalks, landscaped areas or other areas not designated for vehicle use

RIDE SMART. RIDE SAFELY.

Reckless driving, excessive speeds, excessive noise and behavior that disrupts the peaceful enjoyment of the community are strictly prohibited.

- Household responsibility matters. The Head of Household is responsible for the actions of household members, guests and visitors. Violations **WILL** result in lease enforcement, up to and including lease termination.

- WHA Public Safety may issue No Trespass Notices when individuals engage in criminal behavior or disturbances. Violators may also face criminal charges, including trespassing.

SLOW DOWN. FOLLOW THE RULES.

RESPECT YOUR NEIGHBORS.

Together, we can help keep WHA communities safe, peaceful and welcoming for everyone.