



# Hillcrest Apartments

*a multi-family community of HOPE, Inc.*

HOPE, Inc.  
PO Box 743  
680 W Main St  
HOPE Ministry Center  
Wytheville, VA 24382  
Toll free: (877) 818-8680  
Phone: (276) 228-6280  
Fax: (276) 228-0508  
Email: [hope@wythehope.org](mailto:hope@wythehope.org)  
Web: [www.wythehope.org](http://www.wythehope.org)

**Onsite Property Manager**  
Melanie Davis  
Apartment M  
(276) 266-3007

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## Mission

HOPE is a human services organization facilitating initiatives and coordinating services aimed at improving the overall well-being of individuals and families by providing the tools necessary to increase self-sufficiency, promote healthy lifestyles, and enhance quality of life.

HOPE serves the counties of Bland, Carroll, Grayson, Smyth and Wythe and the city of Galax.



## WELCOME

**H** OPE extends a sincere welcome to our new tenants. This newsletter is to keep everyone informed and up-to-date of news or information concerning our community. This is your newsletter as well. If you have any comments or suggestions, please feel free to contact the onsite property manager, Melanie Davis, in Apartment M or call (276) 266-3007.

## PARKING

Management wants to remind tenants to drive safely in the parking lot and to ask your visitors to do likewise. Visitors are asked to park to the side of the laundry room/manager's building as well.

## LOGO CONTEST

We are launching a logo design contest for new signage around Hillcrest. Any reasonable design will be appreciated. Winner will get a \$50 savings bond. Submit your entries to the onsite property manager by August 31, 2010.

## LAUNDRY ROOM

Do not use too much detergent with the front loading machine—it does not need much and excessive detergent damages the gaskets as well as clothes. Use ¼ cup or less will get the job done just fine.

*In May 2009, HOPE acquired Hillcrest Apartments from the bank that had foreclosed on the previous owner. Since that time, HOPE has invested substantial labor and materials to update units and purchased new appliances and equipment as needed. HOPE has recently been approved for a refinance loan/grant from the Virginia Department of Housing and Community Development and the Virginia Housing Development Authority to make landscaping and storm water improvements. In addition, Rooftop of Virginia is working with federal stimulus funds to weatherize the property with energy-efficient heating/cooling systems and storm doors and windows. We appreciate your patience as we work to provide you with an enjoyable, affordable multi-family living community.*

## WEATHERIZATION

For the upcoming weatherization work and remodeling of the buildings and grounds, **we need all tenants to contact Rooftop in Galax as soon as possible** to make an appointment to certify your household income. The number there is 276-236-7131, ext. 221. It is important to verify your income for this work, and it is key to our new financing that we collect this information. Please contact the onsite property manager with any questions.

## WATER ISSUES

Report all water issues, especially toilets, to the onsite property manager immediately. Faulty toilets can use a tremendous amount of water and need to be repaired as soon as possible.

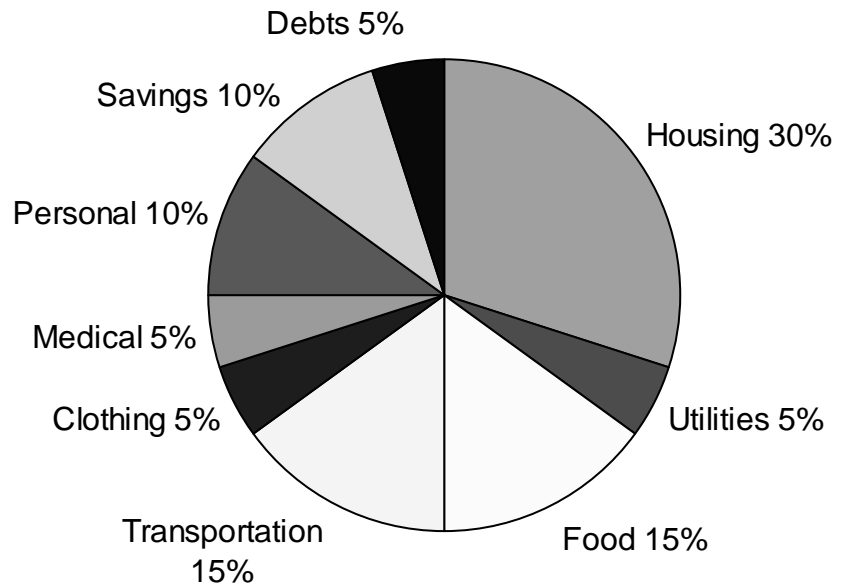
## HOUSING SOLUTIONS START WITH HOPE

If you dream about eventually owning your own home, give the staff of HOPE a call about starting down that path. HOPE's staff of housing counselors are prepared to offer help on a wide-range of housing and budgeting issues such as:

- ♦ Budget counseling
- ♦ Debt/credit repair counseling
- ♦ Fair housing assistance
- ♦ Homeless assistance
- ♦ Asset/financial security (VIDA Program)
- ♦ Mortgage delinquency
- ♦ Foreclosure prevention
- ♦ Loss mitigation
- ♦ Pre-purchase counseling
- ♦ Pre-purchase homebuyer education
- ♦ Post-purchase counseling

Give us a call!

### HOPE's Recommended Household Monthly Budget Plan



## HOPE STAFF

HOPE staff is here to help you in any way we can. Feel free to contact us at (877) 818-8680 (toll free) or 276-228-6280 with any questions or concerns.

### **Andy Kegley**

Executive Director  
Ext. 211  
akegley@wythehope.org

### **Michelle Eller**

Housing Counselor  
Ext. 212  
meller@wythehope.org

### **Jodie Altice**

Deputy Director  
Ext. 214  
jaltice@wythehope.org

### **Jane Richardson**

Housing Counselor  
Ext. 256  
jrichardson@wythehope.org

### **Russell Catron**

Homeownership Coordinator  
Ext. 213  
rcatron@wythehope.org

### **Amanda Romans**

Lead Housing Counselor  
Ext. 216  
aromans@wythehope.org

Check out the HOPE website at [www.wythehope.org](http://www.wythehope.org).

