



# HEIGHTS MANOR NEWSLETTER

325 North Shady Lane · East Liverpool, OH 43920

[www.heightsmanorapartments.com](http://www.heightsmanorapartments.com)

## Office Hours

8am-4pm

Closed Saturday & Sunday

Our office will be closed Friday, December 25th, & Friday, January 1, 2021 in observance of Christmas and New Year's. We will reopen at the normal time on Monday December 28, 2020 and Monday January 4<sup>th</sup>, 2021

## Telephone

330-385-4047

## Email

[heightsmanor@yahoo.com](mailto:heightsmanor@yahoo.com)

## Maintenance

**NON-EMERGENCY**  
330-385-4047

**EMERGENCY**  
330-853-8626

## Heights Manor Team

Resident Managers  
Kathy Buzzard

Paula Criss

Maintenance Manager  
Mark Stewart

Maintenance Team  
Randy Simmons

Tammie Hill

Charles Keyes

*Happy Holidays!*



In lieu of Holiday gifts this year and with warmest gratitude for your continued residency, Heights Manor Apartments is making a contribution in our residents' name to the Second Harvest Food Bank!

**Thank You**

## RESIDENTS RECEIVING UTILITY CHECKS



For any resident receiving a utility check from us, we ask that you cash the check within 30 days. If you do not receive your reimbursement check on any given month please call the office by the 20th of the month and let the office know.

## DUMPSTER RULES

**RESIDENTS ONLY** permitted to use dumpster. Violators will be prosecuted.  
**SECURELY BAG DIGGING OR SCAVENGING** your trash. prohibited.

**PROHIBITED ITEMS** include:  
Flammable or toxic materials  
Furniture and appliances  
Auto batteries

**EMPTY BOXES** must be broken down.

**NO PARKING**  
In Front Of Dumpster

There is a familiar face around Heights Manor. Join us in welcoming Paula Criss back to full time at Heights Manor on the Management Team!



Paula has been with Kaval-Levine Management for a little over 9 years. Paula started out as Heights Manor's office assistant and then moved on to become Manager of Lexington Country Homes. She will now rejoin the Heights Manor team as Resident Manager along side me. Paula brings a lot of experience to us and we all look forward to her rejoining our team and working with all of our residents.

Paula's job duties will include handling all residents written complaints, inspections, and receiving all work orders requests. I will still be the manager handling all HUD paperwork including all income changes, and collecting all rents. The phone number is still the same, Paula's ext is 2 and mine remains at 1.

Please join us in welcoming Paula back to the Heights Manor Team!

*Welcome To*  
**THE TEAM**



Now is the most critical time for our vigilance as residents and team members of the community to adhere to the mandates issued by the Governor of Ohio to help stop the spread of Covid-19. A new curfew mandate has been issued and is in effect as of November 19, 2020.

**\*All persons residing in Ohio must stay at a place of residence between 10:00pm and 5:00am.**

**\*This does not change the MANDATE of wearing masks outside of your home, which includes the building hallways, offices, or other areas where you may be in contact with persons outside of your residence.**

**\*Social distancing and frequent handwashing are still requirements we must continue to practice.**

## The Best Chocolate Chip Cookie Recipe Ever

### Ingredients

- 1 cup [salted butter\\*](#) softened
- 1 cup [white \(granulated\) sugar](#)
- 1 cup [light brown sugar](#) packed
- 2 tsp [pure vanilla extract](#)
- 2 large eggs
- 3 cups [all-purpose flour](#)
- 1 tsp [baking soda](#)
- ½ tsp [baking powder](#)
- 1 tsp [sea salt\\*\\*\\*](#)
- 2 cups [chocolate chips](#) (or chunks, or chopped chocolate)

### Instructions

1. Preheat oven to 375°F. Line a baking pan with parchment paper and set aside.
2. In a separate bowl mix flour, baking soda, salt, baking powder. Set aside.
3. Cream together butter and sugars until combined.
4. Beat in eggs and vanilla until fluffy.
5. Mix in the dry ingredients until combined.
6. Add 12 oz package of chocolate chips and mix well.
7. Roll 2-3 TBS (depending on how large you like your cookies) of dough at a time into balls and place them evenly spaced on your prepared cookie sheets. (alternately, use a small cookie scoop to make your cookies).
8. Bake in preheated oven for approximately 8-10 minutes. Take them out when they are just **BARELY** starting to turn brown.
9. Let them sit on the baking pan for 2 minutes before removing to cooling rack.



## COVID-19 POLICY UPDATE

1. If you have a change in the household income or size, please call the office and let us know what the changes will need to be made. You may also email the office of any changes at [heightsmanor@yahoo.com](mailto:heightsmanor@yahoo.com)

This is what we will be doing to facilitate that process:

- The proper paperwork will be delivered to your door
- You will need to complete the paperwork packet
- Return the completed packet and proof of layoff/termination of employment in the black box located on the outside of the office

If you need assistance in completing the packet you can call the office and we will talk you through it.

**Our team is limiting their exposure to residents for the safety and concern of all.**

2. We will continue to limit the number of work orders that will be completed in occupied apartments. The more routine repairs may have to wait until further notice.

- **If there is an emergency, we will be there!**
- We do ask that you notify us if any occupant of the unit is sick.
- If we are going to come into your apartment, we will ask that you vacate the apartment while our staff is there.

3. Residents and their guest are required to wear face masks in all common areas; these areas are the laundry room and all hallways.

We appreciate everyone's cooperation during this Pandemic and want to keep you and our staff safe. We will get thru this together!

