



## Meet the NEW Spencer Towers Management & Maintenance Team



Doris Swift has been part of the RIHA team since 2003. She began her career in the administrative office as the Receptionist and Maintenance Coordinator. After the Agency moved to the Project-Based business model in 2007, she transferred to Manor Homes as the Assistant Manager. She held the same position at Spencer Towers, Cascade Garden and Sunset Heights moving back to Spencer Towers in April as the Property Manager. When asked what changes the new role presented, Doris took a deep breath, smiled, tipped her head and said, "Increased responsibility. Ensuring that the building and property are well maintained, and occupied is

very important to me. I want to be sure that the residents enjoy living here; that they feel welcomed, and feel that this is their home, and feel safe." Based on resident feedback, I'd say that Doris is up to the challenge and exceeding expectations.

Tony Lara joined the RIHA team in 2004 as a Custodian. From there, he worked his way up to Maintenance Mechanic and finally, Lead Maintenance. His position entails overseeing all the buildings primary systems from electrical and water to the plumbing and the boiler. He also oversees, manages and mentors the Maintenance and Custodial team. "I love this job because everybody works as a team," he smiles.



## Meet the NEW Spencer Towers Assistant Property Manager



Natasha Mangler is the newest member of the Spencer Tower team. She came onboard as a temporary Assistant Manager in April making the position permanent in October. Before joining the RIHA team, Natasha managed the family-owned auto repair shop, was a service department advisor for a local car dealer and a production coordinator for an agricultural manufacturing plant. "When I worked with the family business, I did everything from the accounting to managing the company website page," Natasha smiles. "I can't fix your car, but I can change the oil in my car." A typical RIHA workday for Natasha includes handling work orders, ordering supplies, reviewing housing applications, interviewing potential tenants, assisting with tenant recertifications and processing rent checks. "I love learning new things, and there's a lot to learn about managing housing," she said. "I really like the variety and getting to know all of the people living here - it's been a lot of fun - challenging some days - but always a lot of fun."

## Up Coming Events

### NOVEMBER

- **Martin Luther King Community Center Thanksgiving Dinner** November 19<sup>th</sup> from 11:00 to 3:30pm at MLKCC
- **Bob Vogelbaugh's Thanksgiving Dinner** November 23<sup>rd</sup> from 4:00 to 6:00pm at SouthPark Mall
- **Toys for Tots Sign Up** November 2<sup>nd</sup> to December 2<sup>nd</sup> on Thursdays, Fridays and Saturdays from 9:00am to 5:00pm at 7922 42nd street Rock Island

### DECEMBER

- **Last Day to sign up for Toys for Tots** December 2<sup>nd</sup> from 9:00am to 5:00pm at 7922 42nd street Rock Island
- **Personal Assistant Orientation** December 6<sup>th</sup> from 10:00am to 12:00pm and 5:00pm to 7:00pm RSVP 793-0090 IA/IL Center for Independent Living 501 11th street Rock Island
- **Annual Children's Christmas Party** at Martin Luther King Center December 13<sup>th</sup> from 5:00pm to 7:00pm at MLKCC

# Police/Community Crime Prevention Partnership

The Rock Island Police Department (RIPD) has been hosting monthly meetings for just over a year. The meetings include monthly crime data and information about police services that are available to the public. The educational meetings are intended to open two-way lines of communication, and look for ways to prevent crime. Attendees are encouraged to provide feedback on issues and concerns they may have and to offer input on policing strategies within the city. The goal of the meetings is to facilitate conversation between citizens and staff allowing the RIPD to continually improve services while also sharing important information that will benefit the community.

**Meetings are held in the Police Department Community Room on the 3<sup>rd</sup> Wednesday of each month at 6:00pm and last for approximately one hour.**

The November 15<sup>th</sup> meeting will cover the *Elderly Services Officer Program*. This will be the last 2017 meeting however, meetings will resume beginning Wednesday January 17, 2018.

For more information, check out the RIPD Facebook Page, or call the RIPD front desk at 309.732.2677 or ask Officer Wood the next time you see him.

## CONTACT INFORMATION

### RIHA Properties

Lincoln Homes: 309.788-0539

Maintenance: 309.788-3800

Sunset Heights: 309.788-3800

Maintenance: 309.788.3800

Spencer Towers: 309.788.1809

Maintenance: 309.788.1809

3rd & 11th Townhomes: 309.788.1809

Maintenance: 309.788.1809

Leasing Office:

227 - 21st Street, Rock Island, IL 61201

Phone: 309.788.0828 • Email: [Housing@RIHA4rent](mailto:Housing@RIHA4rent)

[www.RIHA4Rent.org](http://www.RIHA4Rent.org)

### CHS Properties

Cascade Garden: 309.283.2299

Maintenance: 309.283.2299

Douglas Park Place Maintenance: 309.283.2299

Lynden Lane: 309.283.2299

Maintenance: 309.283.2299

Leasing Office:

655 Cascade Garden Drive, Rock Island, IL 61201

Phone: 309.283.2299 • Email: [Housing@RIHA4rent](mailto:Housing@RIHA4rent)

[www.CHS4You.org](http://www.CHS4You.org)

TDD/TTY Use Only: 1.800.1833 ext 355

### For More Information Contact:

Newsletter Editor Gail A. Riggins

P: 309.269.1120 E: [GailARiggins@gmail.com](mailto:GailARiggins@gmail.com)

[www.RIHA4RENT.ORG](http://www.RIHA4RENT.ORG)

PRESORTED  
STANDARD  
U.S. POSTAGE PAID  
ROCK ISLAND, IL  
PERMIT NO. 299

**RIHA**  
Rock Island Housing Authority  
227 21st Street  
Rock Island, IL 61201