

SEPTEMBER 2026

THE HACA VOICE

From the Housing Authority of the City of Asheville

Feature Story

For Tia Fletcher, Southside Has Always Been Home

Tia Fletcher's connection to the Southside neighborhood runs deep. She grew up there, spending much of her childhood with her sisters at their grandmother's home on Erskine Street. Their grandmother later moved to Livingston Street, into the building that now houses Southside's leasing office.

Today, as HACA's Assistant Site Manager at Southside, Fletcher has a chance to give back to the neighborhood that helped raise her. "Coming back to serve the same community that helped shape me is incredibly meaningful," she says.

During her two years with HACA, Fletcher has helped residents understand lease requirements, complete recertifications, and connect with resources. No two days look quite the same, but her goal remains constant: making sure residents feel supported, respected, and heard.

The moments that stay with her often begin with someone needing a little extra patience. She recalls one resident who felt overwhelmed by their circumstances. Taking time to listen and identify available resources helped that person move forward with greater confidence.

"I've learned that even the smallest acts of kindness and patience can have a lasting impact," she says.



Tia Fletcher
Assistant Site Manager, Southside

Outside of work, Fletcher enjoys church, time with family and friends, and cheering on her daughter's lemonade business. At Southside, she brings that same investment in people to her daily work.

"I want our residents and the community to know that we all came from somewhere," she says. "Every person's story is different, and everyone deserves to be treated with dignity, compassion, and respect."





At Erskine Apartments, rain gardens and wetlands manage stormwater while creating a greener, more inviting space for residents.

Partner Spotlight

Building a Greener, More Resilient Erskine

For years, heavy rain at Erskine Apartments carried pollutants into nearby Nasty Branch. In 2020, HACA partnered with RiverLink, an Asheville-based nonprofit focused on protecting the French Broad River and its watershed, to better manage stormwater while improving the surrounding space for residents.

RiverLink went door to door and held outreach events to ask residents what they wanted to see. Their ideas helped shape improvements that included better walking paths, gathering spaces, fruit trees, and a memorial garden.

Completed in 2023, the work also replaced a 600-foot concrete drainage ditch with a more natural system of rain gardens and wetlands designed to slow and absorb stormwater.

“Our residents deserve communities that feel cared for,” says HACA President and CEO Ella Santos. “That means listening to what matters and finding partners who can help us turn those needs into meaningful improvements.”

Save the Date



Volunteer at Southside
Sept. 19, 10am-noon

Join RiverLink for a volunteer workday at Herb Watts Park on Saturday, Sept. 19, from 10 a.m. to noon. Volunteers will help care for the green stormwater features at Erskine Apartments that help capture and filter runoff. Tools and gloves are provided. Sign up at riverlink.org/volunteer.



Staff Spotlight

Nikita Lindsey's Path to Homeownership

Growing up in HACA housing, Nikita Lindsey dreamed of becoming a homeowner. As she raised her daughter, that dream grew into something bigger: a chance to give the next generation a stronger start.

Through HACA's Family Self-Sufficiency (FSS) Program, Lindsey improved her credit, completed homebuyer education classes, and built savings. In 2022, she purchased a home through the Asheville-Buncombe Community Land Trust.

Today, Lindsey serves as Assistant Site Manager at Hillcrest Apartments, encouraging residents to explore opportunities like FSS. By sharing her journey, she hopes to show that where they are today doesn't have to determine where they will be tomorrow. "Anything is possible if you believe in yourself," she says.



Nikita Lindsey
Assistant Site Manager, Hillcrest Apartments

Pass to Earn Helps Expand Computer Access

Land of Sky Regional Council supports HACA residents through its Pass to Earn program, which provides free refurbished laptops to people who do not have reliable access to a computer at home and cannot afford one.

Participants complete digital literacy assessments covering basic skills such as internet and email use before receiving a laptop. The program also offers classes and other support to help participants strengthen their computer skills.

See more at landofsky.org.

Resident Support

Helping Students Start the School Year Strong

HACA kicked off its Back 2 School events at Klondyke Homes last month, bringing families together to celebrate the start of a new school year. Students received supplies donated by Baby2Baby and United Way of Asheville and Buncombe County to help them feel prepared for the year ahead. Additional events were held at HACA communities throughout August



"Supporting families means making sure they have the resources they need to thrive."

— Ella Santos, HACA
CEO & President





Hillcrest residents and staff connect with members of APD's Housing Authority Unit during a recent community safety meeting.

Police Update

Hillcrest Residents Connect With APD Officers

Hillcrest residents recently joined members of the Asheville Police Department's Housing Authority Unit for a community meeting focused on neighborhood safety. The conversation covered crime prevention and neighborhood safety, resources available through APD, Hillcrest community expectations, and ways residents and management can work together. Residents were encouraged to ask questions and share their own ideas for making Hillcrest an even better place to call home.

Meet Sgt. Brad Beddow

Sgt. Brad Beddow has been with APD since 2014, serving in roles ranging from patrol to criminal investigations. Now a sergeant, he is focused on building relationships with HACA residents, addressing concerns proactively, and helping create safer communities. Beddow says he wants residents to know that he is approachable and available when they have concerns. Outside of work, Beddow enjoys spending time with family and his dogs, working out, running, and exploring Asheville's restaurant scene.

Officer Spotlight



Sgt. Brad Beddow

"We want to build trust, address problems before they get worse, and make public housing communities safer places for everyone who lives there. If you have concerns, I want you to feel comfortable talking to me."

