

RESIDENT NEWSLETTER

Housing Authority of Murray

March 1, 2024



Policies

Housekeeping Inspections:

March 13th - Ellis Dr.

Please keep children off the rock area around the office. Do not allow any rocks to be taken from the office landscape and be put in the residents' yards. Our private contractor is responsible for mowing your lawn. However, you are responsible for removing personal items off the lawn areas for ease of mowing. Any damage to mowers or HAM property due to personal items or rocks that have been placed in your yard, will be charged to your account. Office personnel have picked up several large rocks from yards close to the office. This creates a safety hazard for not only the mowers but anyone in the area of flying debris.

Checks or money orders must be signed and filled out legibly BEFORE you drop off a payment at the HAM office. The bank's check scanner must be able to read your check or money order. You may be risking a late fee if the bank cannot accept your check.

Maintenance

If you place a work order, you must leave your screen door unlocked for Maintenance to enter. Maintenance will visit your unit twice in the same day to try to perform repairs. If Maintenance is unable to enter your unit to complete your work order, you will be expected to place it again.

If you leave your unit for ANY amount of time, doors and windows must be locked in your absence. If you have lost your keys, you must contact the office immediately to have them replaced.

As temperatures continue to be low, you should have **all your water hoses disconnected** and the spigots turned completely off. If you have failed to do this, and the pipes burst, you will be responsible for damages.

Under no circumstances is a resident of HAM, nor any of their family or guests, to approach a HAM employee at the employee's residence for any reason. If you have a medical emergency call 911. If you have an emergency maintenance request, please follow the process outlined on the reverse side of this newsletter.

IMPORTANT REMINDERS

- Rent is due on the 1st. No rent is processed after 3:30 p.m.
- **Late fees will be applied Friday, March 15th. Late fees are \$30 for rent.**
- **The office will be closed March 29th for Good Friday and April 1st in observance of Easter.**
- No rent will be taken in person until further notice. Please mail your payments or use the after-hours drop off available through the drop box on the front of the building.
- If you suspect any criminal activity on HAM property YOU MUST contact the Murray Police Department IMMEDIATELY at 270-753-1621.

Please check the updated banned list at www.phamurray.org



Important Notices:

- Annual recertification packets were due back to the office on February 1, 2024.

Failure to complete recertification is a serious lease violation that will result in termination of tenancy.

Annual recertifications are necessary to comply with the federal requirement. Failure to complete recertification includes; failure to supply or cooperate in the verification process pertaining to income, family composition and eligibility, and refusal to properly execute required documents.

- No partial payments will be accepted without a formal grievance being filed with the office.

AFTER BUSINESS HOURS: Call 270.293.3550 ONLY when:

- Your smoke detector is not working properly.
- You have no heat and the outdoor temperature is below 45 degrees.
- You are elderly, your air conditioning is not working and the temperature outside is above 80 degrees.
- You see sparks or smell electrical smoke.
- You do not have power in your unit (if you have partial power, check the breaker panel).
- You have a water leak that cannot be shut off at the valve or allowed to drip into a container or bucket until the next business day.
- Your refrigerator is not working properly and food may potentially spoil.
- If you are locked out, there is a \$50 charge for maintenance to unlock your apartment (if you leave after calling, you will still be charged for the visit). You will need proof that you live in the apartment.

ALWAYS Call 911 for:

- Fires.
- Gas leaks.
- Medical Emergencies.
- Criminal Activity of any kind.
- Murray Emergency services will relay certain calls to HAM personnel immediately. Criminal Activity that has been reported to the police should also be reported directly to our office (270.753.5000 ext. 315)