

RESIDENT NEWSLETTER

Housing Authority of Murray

October 1, 2023



Maintenance

Maintenance does not take work order requests on site. All work orders must be called in or emailed to the office. Please call the main office to place work orders during business hours. If we do not answer, leave a detailed message and we will get the request processed. Do not text the emergency maintenance number. Call the emergency maintenance number ONLY for emergencies during non-business hours.

Alterations of your unit cannot be made without prior HAM approval. For more specific information, please refer to Section 10 of your lease, "Restrictions on Alterations".

Important Notice:
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.

Policies

**Housekeeping Inspections:
October 18th – Riley Court**

No partial payments will be accepted without a formal grievance approval.

Allowing a banned individual to visit your residence is cause for eviction.

All trash receptacles are to be moved to the back of your unit within 24 hours of pick-up. If Maintenance is required to move your trash can, a \$10.00 charge will be added to your account.

Please remember that tenants do not have assigned parking. Harassing other residents over parking is a lease violation.

Be sure the office has a working phone number or e-mail for you at all times.

IMPORTANT REMINDERS

- **Rent is due on the 1st. No rent is processed after 3:30 p.m.**
- **Late fees will be applied Friday, October 13th. Late fees are \$30 for rent and \$20 for cable.**
- **The office will be closed October 9th for Columbus Day.**
- **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



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 and your air conditioning is not working.
- 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)