

RESIDENT NEWSLETTER

Housing Authority of Murray

December 1, 2023



Policies

Housekeeping Inspections: No inspections in December

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

Please wait for your statement in the mail for your total bill balance. HAM employees are not permitted to give this information over the phone.

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

Income changes must be reported to the HAM within five (5) days. Call the office to receive an employment verification form. They may also be found on our website.

Should Sanitation fail to pick up your trash, you will need to call the Sanitation Department of Murray Municipal at 270-762-0380.

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.

As colder temperatures approach, 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.

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.

IMPORTANT

REMINDERS

- **Rent is due on the 1st. No rent is processed after 3:30 p.m.**
- **Late fees will be applied Friday, December 15th. Late fees are \$30 for rent and \$20 for cable.**
- **We will be closed December 18th – January 1st for the holidays.**
- **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



ATTENTION: ELDERLY / DISABLED FAMILIES

Annual recertification packets will be sent out to elderly/ disabled families Dec. 15th. If you don't receive your packet by Jan 1st, please call the office immediately. Packets must be returned no later than February 1st, 2024.

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)