

# RESIDENT NEWSLETTER

Housing Authority of Murray

November 1, 2023



## Policies

**Housekeeping Inspections:  
November 9<sup>th</sup> – Hurt and Fairlane**

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

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

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

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

If you wish to disconnect your cable  
service, the request must be made  
before the 25<sup>th</sup> of the current month.

All dog owners should be carrying  
waste bags when walking their  
dogs. Waste must be removed from  
grounds and disposed of properly.

## 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 1<sup>st</sup>.  
No rent is processed  
after 3:30 p.m.**
- **Late fees will be  
applied Monday,  
November 15<sup>th</sup>. Late  
fees are \$30 for rent  
and \$20 for cable.**
- **We will be closed  
November 10<sup>th</sup> for  
Veteran's Day and  
20<sup>th</sup> -November 24<sup>th</sup>  
for Thanksgiving.**
- **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](http://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, 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)

## Notes from Maintenance:

\* Lawn care personnel are NOT employees of the HAM, and should NOT be approached by tenants for work orders, concerns, etc. Please call the office if you need assistance.

\* Automobiles are prohibited on lawns and sidewalks; this includes while moving in or out.

\* You are responsible for keeping your yard free and clear of all trash and debris AT ALL TIMES. A \$25.00 charge will be added to your account if Maintenance is required to clean your yard.

\* Only potted plants and furniture designed for outdoor use are allowed on porches. Nothing is to be set on the lawns that will impede mowing. We are not responsible for any damage to items left on the lawns, this includes water hoses and toys. BBQ's should be kept ONLY in back of the unit. They should never be stored on the front porch.

\* Swimming pools are to be attended at all times while in use. If no adult is present, the pool will be removed by staff. When not in use, it is the tenant's responsibility to remove it from the lawn area.

\* Trash cans must be moved to BACK of your unit within 24 hours of pick-up. They are never to be stored on the front porch. A \$10.00 charge will be added to your account if Maintenance is required to move your trash can. If you require walk-up trash removal, contact the office for a request form. If you are using a recycling receptacle, know your pick-up schedule so that your container is retrieved and placed behind your unit within 24 hours of pick-up. For this information, you may call the City of Murray Sanitation Department at 270-762-0380. A \$10.00 charge will be added to your account if Maintenance has to move your receptacle.

These requirements are stated in your signed lease addendum. Maintenance will be inspecting yards and reporting any and all violations found to the office. Should you have any questions, please call the office at 270-753-5000.