

RESIDENT NEWSLETTER

Housing Authority of Murray

April 1, 2020

Wash Your Hands



The office will remain closed until further notice.

No inspections until further notice. You are still required to keep your apartment clean and free of trash.

Policy Reminders

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

Recertification and rent changes will currently be completed by fax or mail. If you are due for a recertification you will receive a letter explaining the new process.

Forms are available on the website: www.phamurray.org

Rent amounts will not be given out over the phone. Please wait for your statement in the mail.

Community Service: Requirements have been suspended until further notice.

DO NOT feed stray animals.

Maintenance Requests

NO work orders other than emergencies will be responded to until further notice. Please refer to the reverse side of this newsletter.

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.

Activities

For the safety of the public and our staff and residents, the Ellis Center will not be available for events until further notice.

Limit visitors and unnecessary services (such as carpet cleaning, door to door services and sales, etc.)

Report to the office if you or any member of your household:

- Are under medically recommended self-isolation;
- Are under medically forced quarantine;
- Travelled outside Kentucky OR to a high risk area of Kentucky in the last two weeks

IMPORTANT REMINDERS

- Rent is due on the 1st. No rent is processed after 3:30 p.m.
- Late fees will be applied on Wednesday, April 15th at 3:30 p.m.
- Late fees are: \$30 for rent and \$20 for cable.
- No rent will be taken in office until further notice. Please mail your payments or use the after- hours drop off available through the drop slot on the front door.
- If you suspect any criminal activity on HAM property YOU MUST contact the Murray Police Department IMMEDIATELY at 270-753-1621.

Residents: Remember, if you experience a loss or reduction in income, call the office ASAP to have your rent adjusted. Any increase/decrease affects your rent and needs to be reported immediately.

Continue to pay your rent if possible. This will help to avoid large amounts due and to avoid eviction when this clears up. While evictions are suspended during this COVID-19 pandemic, all rent will be due when the suspension is lifted.

For questions or concerns:

Call us at 270-753-5000 or Fax 270-753-2073

Email any rent adjustment information to Vonda Murdock: vonda@phamurray.org

HOUSING AUTHORITY OF MURRAY

UPDATED INFORMATION FOR

Emergency Maintenance Calls

Due to the coronavirus outbreak nation-wide we are taking precautions to protect our staff and residents from in-person contact as much as possible. [Our maintenance department is only completing Emergency Work Orders at this time.](#) Our definition of what constitutes an emergency has also changed until further notice.

Call 270.293.3550 After Hours when:

- Your smoke detector is not working properly.
- You have no heat and the outdoor temperature is below 32 degrees.
- Your air conditioning is not working and the outdoor temperature is 90 degrees or above.
- 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.

Call 911 for:

- Fires
 - Gas leaks
 - Medical Emergencies
 - Electrical sparks or electrical smoke
 - Criminal Activity of any kind
- Please be patient with our staff at this time. We are working quickly to adjust to the situation. Work order requests will be evaluated on a case by case basis. Some requests will be deferred to prevent the spread of the virus, and the possibility of exposure to the virus. **This a national emergency and non-emergency work requests will wait.** We're all in this together, and by working together we will get through this.