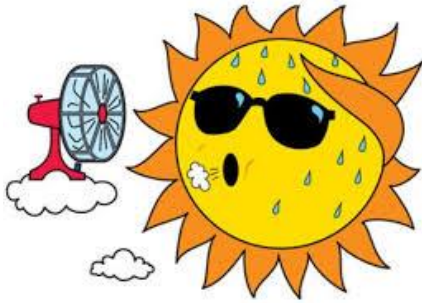


RESIDENT NEWSLETTER

Housing Authority of Murray

August 1, 2022



Policy Reminders

Housekeeping Inspections:

August 11th - Ash, N. Cherry St.,
Pine, Spruce, L.P. Miller, N. 1st St.,
and Chestnut St.

Pest Control will resume August
16th, 17th, and 18th for all areas.

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

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

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

Animals are not permitted on the
property without prior approval
from HAM. If you are interested in
obtaining an animal, please call
the office to learn more about the
HAM pet policy.

Maintenance

Call the office to place work
orders. If we do not answer,
leave a detailed message and we
will get the request processed. If
you have called the emergency
number PRIOR to calling the
office to place a work order for
the same issue, please call the
office back to cancel your work
order. Do not text the emergency
maintenance number. Call ONLY
for emergencies during non-
business hours.

Mowing season is in process.
Please see the 3rd page of this
newsletter for guidelines.

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.

For the safety of all:

Report to the office if you or any
member of your household:
-Are under medically
recommended self-isolation; or
-Are under medically forced
quarantine.

IMPORTANT REMINDERS

- Rent is due on the 1st.
No rent is processed
after 3:30 p.m.
- **Late fees will be
applied Monday,
August 15th. Late fees
are \$30 for rent and
\$20 for cable.**
- 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 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.

*Enclosed with your newsletter is a signature form that needs to be returned to the office by August 15th. If you have an email address please print it on the bottom of the form. If there is an email address on the bottom of your form, check to make sure it is correct. We will have an electronic signature option soon.

Emergency Maintenance Information:

Call 270.293.3550 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)

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. Grills should be stored in the back of the unit when not in use. They should NEVER be stored on the front porch or inside your unit.

* 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. Pools must be drained when not in use.

* 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.