

# RESIDENT NEWSLETTER

Housing Authority of Murray

December 1, 2020



**The office will be closed Dec. 21<sup>st</sup> to Jan. 4<sup>th</sup> for the holidays. Staff will return on Jan. 5<sup>th</sup>, 2021.**

**The office will remain closed to the public until further notice.**

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

## **Policy Reminders**

**If you need to arrange a payment plan to pay accumulated charges, the payment plan must be in place BEFORE December 18<sup>th</sup>, 2020. Contact the office as soon as possible.**

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. Please notify the office if you have any changes in income or child care expenses.

Forms are available on the website: [www.phamurray.org](http://www.phamurray.org)

**Community Service:** Requirements have been suspended until further notice.

## **Maintenance**

*Please observe social distancing when maintenance is in your residence. It is preferred that all members of the household stay in a separate room while maintenance is performing the repair.*

If you have a maintenance emergency, call the emergency number immediately. Other residents should not call the emergency number or the office to report a neighbor's emergency. To determine when to call the emergency number, see the reverse side of this newsletter.

As colder temperatures are approaching, remember you must leave your heat on at all times to prevent pipes from freezing. Outside water hoses should be disconnected and stored.

## **Activities**

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

## **For the safety of all:**

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 1<sup>st</sup>. No rent is processed after 3:30 p.m.**
- **Late fees are suspended through the end of the year.**
- **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.**



# 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 AT ALL** and the outdoor temperature is below 32 degrees.
- DO NOT CALL AT ALL if the temperature inside your unit is above 55 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.