

RESIDENT NEWSLETTER

Housing Authority of Murray

December 1, 2024



No Housekeeping Inspections this month

Billing statements for January will not be processed until 01/06/2024. Please allow 7-10 days for delivery. As you will be receiving your bill later than normal, late fees will not be applied in January. You are expected to pay your full balance no later than 01/29/ 2024.

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

ANY changes to your household, such as changes in income or household composition, must be reported to the HAM **within 5 days**.

If HAM is unable to enter your unit to conduct Pest Control or Housekeeping Inspections, a \$25.00 will be added to your account.

Maintenance

Call the emergency maintenance number ONLY for emergencies during non- business hours. Please see approved emergencies on the reverse side of this newsletter.

Please call the main office to place work orders during business hours. If we do not answer, leave a detailed message and we will process the request.

If you experience ANY issues with your smoke detector, such as beeping, light flashing, or displacement from the ceiling, you must report it to the HAM office immediately. Failure to report issues may result in lease violation.

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.

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 13th. Late fees are \$30 for rent.**
- **The office will be closed Dec. 23rd – Jan. 3rd for Christmas and New Year's Day.**
- **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



Paying your rent online is now an option.

Housing Authority of Murray has teamed up with RentPayment to offer you an additional way to pay your rent. You can skip the paper checks and pay your way — no mailing or dropping off your rent at the office. Pay securely from anywhere. Paying your rent will just take moments; it is quick, easy and secure.

This is just an added option. You can still pay using a check or money order by mail or drop box.

Follow these instructions to setup your account:

1. Go to <https://portal.rentpayment.com/pay>
2. Click 'Setup Account'
3. Search property: Property name is: Housing Authority of Murray
4. Select your street or enter your 5 digit Account Number (this can be found on your statement)
5. Click 'Continue'
6. Create a secure login and password (write this down so you will have it in case you need it)

Have a question?

Contact RentPayment at (866)-289-5977



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)