

RESIDENT NEWSLETTER

Housing Authority of Murray

February 1, 2023



Policy Reminders

Housekeeping Inspections for February:

February 15th for Ash St., N Cherry St., Pine St., Spruce St., L.P. Miller St., N. 1st, and Chestnut St.

Quarterly Pest Control:

February 21st, 22nd, 23rd

Removing or tampering with your smoke detector in any way will result in a three day eviction notice.

Please wait for your statement in the mail for your total bill balance. HAM employees are not permitted to give this information over the phone.

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.

Maintenance

Call the office to place work orders during business hours. 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.

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.

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 Wednesday, February 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.
- **The office will be closed February 20th for President's Day.**
- If you suspect any criminal activity on HAM property YOU MUST contact the Murray Police Department IMMEDIATELY at 270-753-1621.



February 1, 2023

TO ALL RESIDENTS FROM: Faye Dodd, Executive Director

SUBJECT: PEST CONTROL SCHEDULE FOR FEBRUARY 2023

PEST CONTROL: The maintenance crew will be performing our quarterly pest control during the month of February 2023. Every resident must remove items from under the kitchen sink on the day that you are scheduled for spraying. Food is to be covered and all your pets are to be contained during the spraying. We will also be changing the air filters. In addition, if we come to your home and are not able to gain entry, or you have not removed everything from under your kitchen sink and cleared the baseboards, we will reschedule and you will be charged a \$25.00 fee. If a housekeeping issue is reported to the office during this pest control visit, a representative from the office will inspect your unit that day. This is your only notice of our intent to enter.

The following is the pest control schedule for February 2023:

February 21st: Nash, 9th, Broad, and Lafollette **February 22nd:** Cherry St., Ash St., Spruce St., Pine St., L.P. Miller St., N. 1st St., Chestnut St. and Ellis Dr. **February 23rd:** Riley Court, Hurt Dr. and Fairlane Dr.

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 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)