

RESIDENT NEWSLETTER

Housing Authority of Murray

January 1, 2023



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 Friday, January 13th. 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 Monday, January 16th for Martin Luther King Jr. Day.**
- If you suspect any criminal activity on HAM property YOU MUST contact the Murray Police Department IMMEDIATELY at 270-753-1621.

Policy Reminders

Housekeeping Inspections this month: January 18th for Nash Dr., Broad St., S. 9th St., Lafollette Dr.

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

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

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.



Emergency Maintenance Information:

AFTER BUSINESS HOURS: 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)