

# RESIDENT NEWSLETTER

Housing Authority of Murray

July 1, 2020

## Wash Your Hands



**The office will remain closed until further notice.**

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

### **Policy Reminders**

**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. If you are due for a recertification you will receive a letter explaining the new process.

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

Rent amounts will not be given out over the phone. Please wait for your statement in the mail.

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

**DO NOT** feed stray animals.

## **Maintenance**

**Work orders may now be called in to the office as normal. Please call 270-753-5000 to place work orders during normal hours, or call 270-293-3550 for emergencies only.**

Please keep yards free and clear of debris to allow mowers access to all areas. If you store things in back please move it so they can weed-eat.

### **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.**

## **Activities**

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

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 will not be applied until further notice**
- **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.**

## **RENT REQUIREMENTS**

While evictions have been suspended during this COVID-19 pandemic, they will be allowed to RESUME on July 24, 2020. Your **total bill** will be due July 29, 2020. If you need to work out a repayment agreement contact the office **BEFORE** July 30, 2020. If no agreement has been made and your rent is not paid in full, on July 30, 2020, you will be issued a 30 day notice of lease termination.

For questions or concerns: Call us at 270-753-5000 or Fax 270-753-2073

Residents: Remember, If you return to work or receive unemployment, this has to be reported to the office. Anytime you experience a loss or reduction in income, call the office ASAP to have your rent adjusted. Any increase/decrease affects your rent and needs to be reported immediately. This will keep you from having to pay any back rent when the income is reported through EIV. Email rent adjustment information to Vonda Murdock: [vonda@phamurray.org](mailto:vonda@phamurray.org)

## **ANNUAL RECERTIFICATIONS**

The AR documents that were mailed to you MUST be completed, signed and returned to the office ***by July 15th, 2020***. Annual Reexaminations are federally mandated.

Failure to return them and comply with AR regulations will result in termination of your lease.

## **FORMS**

The AR forms and rent adjustment forms can be mailed to the office, dropped off in the drop slot on the office door, emailed to [vonda@phamurray.org](mailto:vonda@phamurray.org) or faxed to us at 270.753.2073.

\*Please be sure that all documents are marked Attn: Vonda Murdock.

Any questions or concerns regarding AR certifications and rent adjustments, contact Vonda at 270-515-3066 or 270-753-5000 ext. 302.