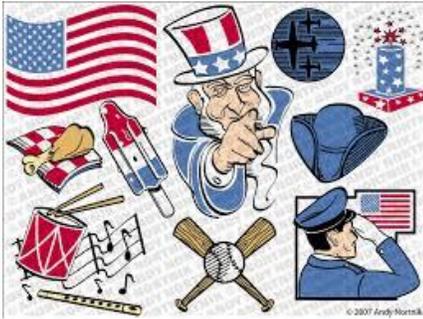


RESIDENT NEWSLETTER

Housing Authority of Murray

July 1, 2023



Policies

The updated Schedule of Resident Charges will go into effect on August 1st, 2023. The schedule has been posted to our website at www.phamurray.org. If you are unable to access the website, please contact the office at ext. 315 for assistance.

Removing or tampering with your smoke detector for any reason will result in a 3 day eviction notice.

Maintenance has reported several instances recently of animal waste on the property. All animal owners are responsible for removal of their animal's waste on HAM grounds. Failure to do so is a violation of your signed Animal Policy.

Allowing a banned individual to visit your unit is a violation of your lease and may result in eviction.

Be sure the office has a working phone number for each household at all times.

We're currently under renovation inside the main office. We may experience some downtime in the next few weeks during an internal move to other parts of the building. Please be patient during this process. Also, please do not ask the construction crew to move their vehicles. They are there with equipment for a reason. This is a temporary situation and you will have your usual parking spot back as soon as possible.

Maintenance

Please call the main office to place work orders during business hours. If we do not answer, leave a detailed message and we will get the request processed. Do not text the emergency maintenance number. Call ONLY for emergencies during non-business hours.

Mowing season has begun. Please see last page of newsletter for guidelines.

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.

IMPORTANT REMINDERS

- Rent is due on the 1st. No rent is processed after 3:30 p.m.
- **Inspections July 5th through 7th. See attached flyer for info.**
- **Late fees will be applied Thursday, July 14th. Late fees are \$30 for rent and \$20 for cable.**
- **The office will be closed July 3rd and 4th for Independence 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 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.**
- Please check the updated banned list at www.phamurray.org

ATTENTION: ANNUAL RECERTIFICATIONS

Several annual renewal packets still have not been turned in to the office. **Your packet must be returned no later than July 1st.** Failure to meet the deadline will result in non-renewal of your current lease.

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)