

# RESIDENT NEWSLETTER

Housing Authority of Murray

June 1, 2022



## Policy Reminders

Housekeeping Inspections and quarterly pest control will resume in July. Please remember to check your July newsletter for schedules.

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](http://www.phamurray.org)

All animals should be constantly supervised while outside, and any waste from your animal should be immediately removed from the grounds and disposed of properly. Animals cannot be tied to the porch posts – this will cause damage and you will be charged for repairs.

## Maintenance

Call the office to place work orders. 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 the 3<sup>rd</sup> page of this 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.

## 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 1<sup>st</sup>. No rent is processed after 3:30 p.m.
- The office will be closed on Monday, June 20<sup>th</sup> in observance of Juneteenth.
- **Late fees will be applied Wednesday, June 15<sup>th</sup>. 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.
- If you suspect any criminal activity on HAM property **YOU MUST** contact the Murray Police Department **IMMEDIATELY** at 270-753-1621.

We are excited to share the news that there is a new federal subsidy program that can help residents pay for internet service.

Once you have submitted your application on the ACP website (<https://www.affordableconnectivity.gov/>) and receive the approval, you will need to present Murray Electric with a copy of that approval, along with a completed MES application (see attachment). The ACP approval will include your Application ID. Once Murray Electric has both documents then you can enroll in the internet program.

Please keep in mind that if you already have a government discounted cellphone then you cannot have this credit as well. You can only have one provider at a time.

\*If you currently have another internet provider, you will need to contact them directly.

#### ATTENTION: ANNUAL RECERTIFICATIONS

Annual recertification packets were sent the week of May 2nd. If you didn't receive your packet by May 15th, please call the office immediately. All packets are due back to Vickie no later than July 1st. This recertification is not for elderly or disabled families.

## Emergency Maintenance Information:

### **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)

## Notes from Maintenance:

\* Lawn care personnel are NOT employees of the HAM, and should NOT be approached by tenants for work orders, concerns, etc. Please call the office if you need assistance.

\* Automobiles are prohibited on lawns and sidewalks; this includes while moving in or out.

\* You are responsible for keeping your yard free and clear of all trash and debris AT ALL TIMES. A \$25.00 charge will be added to your account if Maintenance is required to clean your yard.

\* Only potted plants and furniture designed for outdoor use are allowed on porches. Nothing is to be set on the lawns that will impede mowing. We are not responsible for any damage to items left on the lawns, this includes water hoses and toys. Grills should be stored in the back of the unit when not in use. They should NEVER be stored on the front porch or inside your unit.

\* Swimming pools are to be attended at all times while in use. If no adult is present, the pool will be removed by staff. When not in use, it is the tenant's responsibility to remove it from the lawn area. Pools must be drained when not in use.

\* Trash cans must be moved to BACK of your unit within 24 hours of pick-up. They are NEVER to be stored on the front porch. A \$10.00 charge will be added to your account if Maintenance is required to move your trash can. If you require walk-up trash removal, contact the office for a request form. If you are using a recycling receptacle, know your pick-up schedule so that your container is retrieved and placed behind your unit within 24 hours of pick-up. For this information, you may call the City of Murray Sanitation Department at 270-762-0380. A \$10.00 charge will be added to your account if Maintenance has to move your receptacle.

These requirements are stated in your signed lease addendum. Maintenance will be inspecting yards and reporting any and all violations found to the office. Should you have any questions, please call the office at 270-753-5000.