

RESIDENT NEWSLETTER

Housing Authority of Murray

March 1, 2022



Policy Reminders

Checks or money orders for payments must be filled out completely and signed correctly BEFORE you drop off a payment at the HAM office. You will be charged a fee if a check is returned by the bank for being improperly endorsed or completed.

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. Please notify the office if you have any changes in income or child care expenses.

Forms are available on the website: www.phamurray.org

Animals are not permitted on HAM property without prior office approval. This includes Emotional Support Animals and Service Animals. If you wish to obtain an animal, you must first contact the office for advisement and instructions.

Maintenance

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

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.

As colder temperatures are upon us, remember you must leave your heat on at all times to prevent pipes from freezing. Outside water hoses should be disconnected and stored.

For the safety of all:

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 1st. No rent is processed after 3:30 p.m.
- Late fees will be applied Tuesday, March 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.
- If you suspect any criminal activity on HAM property YOU MUST contact the Murray Police Department IMMEDIATELY at 270-753-1621.



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.
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- 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)
 - Please be patient with our staff at this time. We are working quickly to adjust to the situation. Work order requests will be evaluated on a case by case basis. Some requests will be deferred to prevent the spread of the virus, and the possibility of exposure to the virus. We're all in this together, and by working together we will get through this.