

RESIDENT NEWSLETTER

Housing Authority of Murray

November 1, 2018



Inspections

November 9th – Hurt, Fairlane & re-inspections.

Reminders:

● Set your clocks **back** an hour on Sunday, November 4th.

✓ Remember to go **vote** on Tuesday, November 6th.

Ellis Center

An AT&T representative will be at the Ellis Center on **Nov. 7th**, from 9 am to 3:30 pm. She will have information about an **upcoming internet** option for HAM residents. For questions call: Shanna Norsworthy Hodges at 270-226-5794.

Policy Reminders

Community Service: Be sure that the office has a copy of **each new SNAP benefit letter** to maintain your exemption status.

Any overnight guest who plans to visit for longer than 3 days is to have **written permission** from the office.

No animal shall be permitted to be loose. All pets are to be taken outside on a leash and kept off other resident's lawns. You are required to clean up animal waste immediately.

Do not feed stray animals.

If you suspect **any** illegal activity in your neighborhood call Murray Police Dept. **immediately** and report it. Do not wait until the office opens to call us.

Do not park in front of trash cans. It blocks the trash can from the sanitation trucks.

Any tenant who is **evicted** through the court system resulting in a Forcible Detainer and/or Writ of Possession **will be banned** from all HAM properties for one year.

Maintenance Notes

Effective December 1, 2018 there will be a few maintenance fee increases. You can find these listed on the back of this newsletter and they can also be found in the Schedule of Maintenance Fees on our website.

Work orders can be submitted on our website at: www.phamurray.org

If a call is made to the After Hours **EMERGENCY** number and it is not an emergency there will be a \$25 fee charged to your account. Call the office phone and leave a message. A work order will be placed the following business day.

IMPORTANT REMINDERS

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- **Rent is due on the 1st.** No rent is taken after 3:30 p.m. daily.
- No rent amount will be given out over the phone. Come to the office if you need to get the amount or wait for your statement in the mail.
- **Late fees will be applied on Thursday November 15th at 3:30 p.m.**
- **Late fees are: \$30 for rent and \$20 for cable.**
- **After hours drop off is available through the slot on the front door.**
- **The office will be closed Monday, November 12th, for Veterans Day.**
- **The office will be closed November 19th-23rd for Thanksgiving. We will reopen November 26th.**
- **The office closes from 12-1 p.m. daily for lunch.**

The following Maintenance Fees have been presented to and approved by the HAM Board. The new pricing will go in effect **December 1st, 2018**.

Description	Current Flat Rate	New Flat Rate
Refrigerator	\$365.00	\$389.00
18" Interior Door w/labor	41.00	51.00
24" Interior Door w/labor	47.00	59.00
28" Interior Door w/labor	50.00	61.00
30" Interior Door w/labor	53.00	64.00
32" Interior Door w/labor	56.00	67.00
36" Interior Door w/labor	61.00	71.00
Screen Door Closer	11.00	13.00

BED BUG INFORMATION

Because infestations of bed bugs are on the rise we feel the need to inform residents on the action that needs to be taken to help get the problem under control. It is very important that you contact the HAM office **immediately** if you suspect you have them.

Please be assured that management will make every effort to eliminate this situation and prevent it from spreading.

Anyone can get bed bugs. It is not linked to unclean conditions. However excessive clutter may contribute to the situation.

Please do not take furniture from other residents as this can transport them from one unit to another unit. If you have been told that you have bed bugs **DO NOT** be visiting other residents. Wait until you have been cleared by the pest control company. The pest control company recommends that if you do not have bed bugs **DO NOT** let other residents in your unit until all units are cleared. This includes residents from other areas within the Housing Authority of Murray. Management will be the one to let you know when **ALL** units are cleared.

Also, be cautious when purchasing used furniture from individuals and area thrift and/or consignment stores.

Thank you for your cooperation in this matter. If you have any questions or complaints please call the office.