

RESIDENT NEWSLETTER

Housing Authority of Murray

November 1, 2020



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.

Remember: Daylight Savings Time Ends on November 1st at 2 A.M.

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

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

Maintenance

Please observe social distancing when maintenance is in your residence. It is preferred that all members of the household stay in a separate room while maintenance is performing the repair.

If you have a maintenance emergency after hours, call the emergency number immediately. Other residents should not call the emergency number or the office to report a neighbor's emergency. To determine when to call the emergency number, see the reverse side of this newsletter.

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

Activities

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

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 are suspended through the end of the year.**
- **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.**



HOUSING AUTHORITY OF MURRAY

Emergency and After Hours Maintenance Calls

Call 270.293.3550 After Hours 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.

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) on the next business day.