

RESIDENT NEWSLETTER

Housing Authority of Murray

November 1, 2022



Policy Reminders

Housekeeping Inspections:
November 15th –Hurt Dr. and
Fairlane Dr.

Pest Control for All Properties:
Nov. 8th, 9th, 10th.

Please check the updated banned
list at www.phamurray.org

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

Please wait for your statement in
the mail for your total bill balance.
HAM employees are not permitted
to give this information over the
phone.

Animals are not permitted on the
property without prior approval
from HAM. If you are interested in
obtaining an animal, please call
the office.

Maintenance

Call the office to place work
orders during business hours. If
we do not answer, leave a
detailed message and we will get
the request processed. If you
have called the emergency
number PRIOR to calling the
office to place a work order for
the same issue, please call the
office back to cancel your work
order. Do not text the emergency
maintenance number. Call ONLY
for emergencies during non-
business hours.

As colder temperatures approach,
you should have **all your water
hoses disconnected** and the
spigots turned completely off. If
you have failed to do this, and the
pipes burst, you will be responsible
for damages.

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 1st.
No rent is processed
after 3:30 p.m.
- **Late fees will be
applied Tuesday,
November 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.
- **The office will be closed
Friday, November 11th
for Veteran's Day.**
- If you suspect any
criminal activity on
HAM property YOU
MUST contact the
Murray Police
Department
IMMEDIATELY at
270-753-1621.



Emergency Maintenance Information:

AFTER BUSINESS HOURS: 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)

Notice to All Tenants

The HAM will begin construction soon for a new office. The parking lot at the corner of Broad Street and Ellis Drive will be unavailable during construction. Any residents currently using this parking lot must find another place to park during construction. Street parking is available on Ellis Drive and Riley Court as well as the additional parking lot across from the Ellis Community Center. A start date has not been set yet but we will notify all residents once this date is confirmed. Construction is expected to last approximately 7 months.