

# RESIDENT NEWSLETTER

Housing Authority of Murray

September 1, 2018



## Inspections

**September 18<sup>th</sup>** – Ellis Drive & re-inspections.

## Policy Reminders

The Housing Authority of Murray is a **smoke free facility**. Smoking in your residence is a direct violation of your lease. Three (3) smoking violations will result in eviction.

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

**Be courteous** of your neighbors. If you have guests over please have them park in a nearby parking area instead of the space in front of your neighbors unit.

**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.

**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

Quarterly Pest Control is scheduled for this month.

Work orders can be submitted on our website at [www.phamurray.org](http://www.phamurray.org)

It's mowing season again! Keep your yard free of all items and debris. If Maintenance has to move something, you will be charged a \$25 fee. If your items damage the mowing equipment you will be charged for the repairs.

If you suspect you have **bed bugs** you must notify the office immediately.

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. See the back of this newsletter for a list of reasons to call the EMERGENCY number.

## *IMPORTANT REMINDERS*

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- **Rent is due on the 1<sup>st</sup>.** 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 Friday September 14<sup>th</sup> 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 close at 2 pm on September 19<sup>th</sup> for a staff meeting.**
- **The office will be closed August 31<sup>st</sup>-September 3rd for Labor Day.**
- **The office closes from 12-1 p.m. daily for lunch.**

## **AFTER HOURS/EMERGENCY RESPONSE**

The maintenance staff is receiving too many non-emergency phone calls. They have been instructed to refrain from answering any calls that are not included in the list below. Only the situations below are considered emergencies. There will be a \$25 fee charged to your account if you call and it is not an emergency.

### **Gas Smell:**

Tenant should be advised to open a window or door until maintenance arrives, if this smell is inside the home. This is a smell that has a cooked cabbage smell. (Life Threatening)

### **Smoke Detector:**

Alert emergency staff if unit is not working or creating a false alarm. (Life Threatening)

### **No Heat:**

If the heater is not working or blowing cold air with the outdoor temperature **below 45 degrees**, alert emergency staff. In some situations it may wait until the next business day. (Life Threatening)

### **No AC:**

Staff will not respond unless it is an elderly resident or for health reasons until next business day. (Life Threatening)

### **Electrical problem:**

If the resident sees sparks, smells electrical smoke or doesn't have power in the unit, emergency staff will respond. If an extreme amount of smoke or fire is reported, alert them to call 911. If the residence has partial power, instruct the resident to check the breaker panel for a tripped breaker before alerting emergency staff. (Life Threatening)

### **Water leak that is flooding inside the home:**

This is a leak that cannot be valved off or a container can't be used to catch the drip. (Property Damage)

### **Refrigerator:**

If food is spoiling, alert the emergency staff (Property Damage)

### **After Hours Lockout:**

There is a \$50.00 charge if maintenance is called to open your apartment.