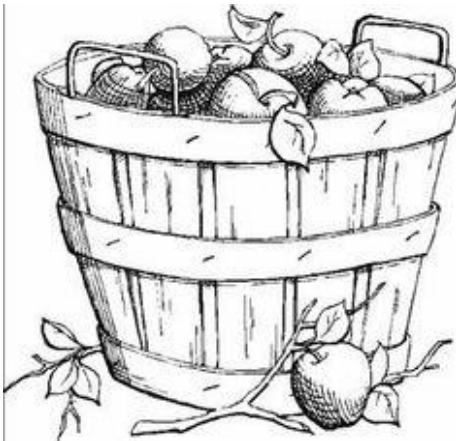


# RESIDENT NEWSLETTER

Housing Authority of Murray

September 1, 2019



emergency as defined on reverse side of newsletter.

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.

Allowing a **banned individual** to visit your residence is grounds for eviction.

## Housekeeping Inspections

September 24<sup>th</sup> –Ellis Dr.

## Policy Reminders

Be sure the office has a **working phone number** for you at all times.

Rent amounts will not 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.

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.

**DO NOT** feed stray animals.

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

**PLEASE** do not call the emergency maintenance number during business hours. **ONLY** call this number after hours if it is an

## Maintenance Requests

**During the week of September 16<sup>th</sup> through the 20<sup>th</sup> all work orders must be placed by calling the main office number (270-753-5000) and following the prompts.**

Always bag your garbage before putting it in the garbage can. Also, if your garbage can is full and the lid is **open** the garbage truck **will not stop** and pick it up.

## Office Closing

**All messages left for the week of September 16<sup>th</sup> through the 20<sup>th</sup> will be addressed when we re-open on September 23<sup>rd</sup>.**

## ***IMPORTANT REMINDERS***

- **Rent is due on the 1<sup>st</sup>. No rent is taken after 3:30 p.m.**
- **Late fees will be applied on Friday, September 13<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 be closed Sept. 2<sup>nd</sup> for Labor Day, Sept. 16<sup>th</sup> -20<sup>th</sup> for training, and Sept. 30<sup>th</sup> for statements.**
- **If you suspect any criminal activity on HAM property contact the Murray Police Department at 270-753-1621.**

## 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.