

RESIDENT NEWSLETTER

Housing Authority of Murray

January 1, 2025



Policies

Housekeeping Inspections:

January 22th : Nash, 9th Broad, and Lafollette

Partial payments will not be processed; you are expected to pay your full balance when your payment is made. If you cannot make your payment in full, call the office to file a grievance.

Checks or money orders must be signed and filled out correctly BEFORE you drop off a payment at the HAM office. The bank's check scanner must be able to read your check or money order. You may be risking a late fee if the bank cannot not accept your check.

Your doors and windows are to be locked when you are not at home. If your locks do not work, or you need new keys, you must call the office immediately.

Maintenance

Maintenance does not take work order requests on site. All work orders must be called in or emailed to the office in a timely fashion. Please call the main office to place work orders during business hours. If we do not answer, leave a detailed message and we will get the request processed. Do not text the emergency maintenance number. **Call the emergency maintenance number ONLY for emergencies during non-business hours.**

With colder temperatures upon us, 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.

IMPORTANT

REMINDERS

- **Rent is due on the 1st. No rent is processed after 3:30 p.m.**
- **Late fees for January will be waived, however, your full balance is due no later than January 29th, 2025.**
- **We will be closed Monday, January 20th for Martin Luther King, Jr. Day.**
- **No rent will be taken in person until further notice. Please mail your payments, use the after- hours drop off available through the drop box on the front of the building or pay online.**
- **If you suspect any criminal activity on HAM property YOU MUST contact the Murray Police Department IMMEDIATELY at 270-753-1621.**

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



ATTENTION: ELDERLY / DISABLED FAMILIES

Annual recertification packets were sent out to elderly/ disabled families Dec. 17th. If you have not received your packet, please call the office immediately. Packets must be returned no later than February 1st, 2025. DO NOT enclose your rent payment with your AR packet when you return it.

Paying your rent online is now an option.

Housing Authority of Murray has teamed up with RentPayment to offer you an additional way to pay your rent. This is just an added option. You can still pay using a check or money order by mail or drop box.

Follow these instructions to setup your account:



1. Go to <https://portal.rentpayment.com/pay>
2. Click 'Setup Account'
3. Search property: Property name is: Housing Authority of Murray
4. Select your street or enter your 5 digit Account Number (this can be found on your statement)
5. Click 'Continue'
6. Create a secure login and password (write this down so you will have it in case you need it)

Have a question? Contact RentPayment at (866)-289-5977

AFTER BUSINESS HOURS: Call 270.293.3550 ONLY when:

- Your smoke detector is not working properly.
- You have no heat and the outdoor temperature is below 45 degrees.
- You are elderly, your air conditioning is not working and the temperature outside is above 80 degrees.
- 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)