

# RESIDENT NEWSLETTER

Housing Authority of Murray

May 1, 2021



**Maintenance will be performing air filter changes on May 18<sup>th</sup>. Housekeeping violations WILL be reported to the office. Please remember to leave your screen door unlocked to allow access.**

**The office will remain closed to the public until further notice.**

**No inspections until further notice. You are still required to keep your apartment clean and free of trash.**

## **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](http://www.phamurray.org)

**Community Service:** Requirements have been suspended until further notice.

## **Maintenance**

**The standard procedures for emergency maintenance have resumed. Please see reverse side of newsletter for details.**

**If you or anyone in your household are sick, or have been sick, please inform the operator when you call in a work order.**

*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.*

## **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 1<sup>st</sup>. No rent is processed after 3:30 p.m.
- **Late fees will be applied Friday, May the 14<sup>th</sup>. 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.
- If you suspect any criminal activity on HAM property YOU MUST contact the Murray Police Department IMMEDIATELY at 270-753-1621.



Effective April 1<sup>st</sup>, please resume calling the office to place standard work orders. Please call the emergency maintenance number **ONLY** for emergencies outside normal business hours.

### 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.

## Notes from Maintenance:

- \* Lawn care personnel are NOT employees of the HAM, and should NOT be approached by tenants for work orders, concerns, etc. Please call the office if you need assistance.
- \* Automobiles are prohibited on lawns and sidewalks; this includes while moving in or out.
- \* You are responsible for keeping your yard free and clear of all trash and debris AT ALL TIMES. A \$25.00 charge will be added to your account if Maintenance is required to clean your yard.
- \* Only potted plants and furniture designed for outdoor use are allowed on porches. Nothing is to be set on the lawns that will impede mowing. We are not responsible for any damage to items left on the lawns, this includes water hoses and toys. BBQ's should be kept on the back porch ONLY. They should never be stored on the front porch.
- \* Swimming pools are to be attended at all times while in use. If no adult is present, the pool will be removed by staff. When not in use, it is the tenant's responsibility to remove it from the lawn area.
- \* Trash cans must be moved to BACK of your unit within 24 hours of pick-up. They are never to be stored on the front porch. A \$10.00 charge will be added to your account if Maintenance is required to move your trash can. If you require walk-up trash removal, contact the office for a request form.

These requirements are stated in your signed lease addendum. Maintenance will be inspecting yards and reporting any and all violations found to the office. Should you have any questions, please call the office at 270-753-5000.