

# RESIDENT NEWSLETTER

Housing Authority of Murray

September 1, 2025



## Policies

### Housekeeping Inspections:

September 15<sup>th</sup>: Ellis Dr.

**A letter was sent to all residents on 08/25/2025 regarding upcoming USIG inspections. If you have not received this letter, please call the office immediately.**

Removing or tampering with your smoke detector for any reason will result in a 3-day eviction notice.

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

Late fees are part of your balance due. If your payment is made after late fees are applied, the 30.00 late fee must be included in your payment. Partial payments are not accepted.

**Please make sure all checks and money orders are properly filled out and signed in blue or black ink. You may be risking a late fee if your check cannot be processed.**

## Maintenance

Call the emergency maintenance number **ONLY** for emergencies listed on the back of this page. The emergency phone is not active during business hours and you will not receive a response.

Maintenance does not take work order requests on site. You must call or email 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.

We're finding apartments with the windows and doors open and the air conditioning running as well. **DO NOT DO THIS.** This is causing condensation in the units, which can cause damage. The lease agreement states that utilities will be used reasonably. Leaving windows and doors open while also running your A/C is not reasonable. If damages occur due to condensation, you will be responsible for the cost of repairing the apartment.

## *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 Monday, September 15<sup>th</sup>. Late fee is \$30.00 for rent.**
- **The office will be closed September 1<sup>st</sup> for Labor 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](http://www.phamurray.org)



## 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

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### **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)

## 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. If you are using a recycling receptacle, know your pick-up schedule so that your container is retrieved and placed behind your unit within 24 hours of pick-up. For this information, you may call the City of Murray Sanitation Department at 270-762-0380. A \$10.00 charge will be added to your account if Maintenance has to move your receptacle.

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.