

RESIDENT NEWSLETTER

Housing Authority of Murray

December 1, 2025



Policies

Housekeeping Inspections:

No Inspections This Month

Late fees for December will be applied December 15th. You are expected to pay your full balance no later than 12/29/2025. Billing statements for January will not be processed until 01/05/2026. Please allow 7-10 days for delivery.

For everyone's comfort and safety, we ask that residents be fully dressed and prepared before opening the door for Housing Authority staff. If a resident is not appropriately dressed or ready for the visit, our staff will not enter the unit. If Maintenance enters and a resident is not fully clothed, they will leave and reschedule.

ANY changes to your household, such as changes in income or household composition, must be reported to the HAM **within 5 days**.

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.

Important Notice: Dryer Vent Safety Update:

The new **NSPIRE standards** require that all **dryer exhaust ventilation hoses** be made of **metal** — not foil or plastic. If your dryer currently has a **foil or plastic exhaust hose**, please replace it with a **metal vent hose** as soon as possible.

If you flush any wipes down the toilet, or drop items in the drains, you will be responsible for the cost of clearing the drain.

As colder temperatures approach, 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

REMINDERS

- **Rent is due on the 1st. No rent is processed after 3:30 p.m.**
- **Late fees will be applied Monday, December 15th. Late fee is \$30.00 for rent.**
- **The office will be closed December 22nd - January 4th for the holidays.**
- **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



Information regarding any item with a lithium-ion battery, such as e-bikes, mobility scooters, cellphones, portable charging devices, and cordless tools:

- *Use only manufacturer-approved batteries and chargers that are UL listed.
- *Replace any battery that is not performing well, smells, swells, or heats up.
- *Never leave any battery on a charger longer than recommended.
- *Avoid using the device while charging.
- *Do not charge while unattended.
- *Never modify or use aftermarket, unapproved parts or batteries.

These recommendations will limit your exposure to a fire hazard. Aftermarket items often found on Amazon can be cheaply made and have been known to explode, causing fires in homes, etc. If you own any of these items, we will begin requiring a certification statement that all batteries are manufacturer-approved and UL-listed for safety purposes.

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.

*Criminal Activity that has been reported to the police should also be reported directly to our office