

# RESIDENT NEWSLETTER

Housing Authority of Murray

January 1, 2026



## Policies

### Housekeeping Inspections:

#### January 21<sup>st</sup>: Nash, 9<sup>th</sup>, Broad, and Lafollette

If HAM is unable to enter your unit to conduct Housekeeping Inspections, a \$25.00 will be added to your account.

**Billing statements for January were 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.

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

## 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 1<sup>st</sup>. No rent is processed after 3:30 p.m.**
- **Late fees will not be applied in January. Your full balance is due no later than 01/29/2026.**
- **The office will be closed Monday, January 19<sup>th</sup> for Martin Luther King 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)

**ATTENTION: ELDERLY / DISABLED FAMILIES**

Annual recertification packets were sent out to elderly/ disabled families Dec. 15<sup>th</sup>. If you have not received your packet, please call the office immediately. Packets must be returned no later than February 1<sup>st</sup>, 2026.

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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.

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