

# RESIDENT NEWSLETTER

Housing Authority of Murray

March 1, 2026



## Policies

### Housekeeping Inspections:

March 10<sup>th</sup>: Ellis Dr.

**A 25.00 charge will be added to your account if we are unable to inspect your unit.**

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.

Allowing guests who are not on your lease to reside in your unit is a lease violation and may be grounds for eviction.

**Be sure the office has a working phone number and email for you at all times. If your information has changed, you must call the office to update it.**

## 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 1<sup>st</sup>. No rent is processed after 3:30 p.m.**
- **Late fees will be applied Friday, March 13<sup>th</sup>. Late fee is \$30.00 for rent.**

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)



Reminder: Annual Recertification Packets for elderly and disabled families were due Feb. 1<sup>st</sup>, 2026. Annual re-certifications are necessary to comply with the federal requirement that each family have its eligibility re-examined. Failure to complete recertification is a serious lease violation that will result in termination of tenancy.

### 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.