

RESIDENT NEWSLETTER

Housing Authority of Murray

September 1, 2026



Policies

Housekeeping Inspections:
September 22nd for Ellis Dr.

Filters will be changed September 15th and 16th between 7:30 A.M. and 4 P. M. No street schedule is available. If Maintenance is unable to get to your closet to change your filter, a \$25.00 charge will be added to your account. Pest Control will be announced at a later date.

US Inspection Group will be inspecting all HAM units September 30th through October 2nd. A separate notice will be sent later in September with preparation details.

Effective immediately: All third-party payments to a resident's account can only be made using a money order or cashier's check.

Household and/ or income changes must be reported to the office within five days.

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

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.**

Mowing season has begun.
Please see the last page of this newsletter for guidelines.

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 1st. No rent is processed after 3:30 p.m.
- **Late fees will be applied Tuesday, September 15th. Late fee is \$30.00 for rent.**
- The office will be closed September 4th and September 7th 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



Notice of Construction and Parking Lot Restriction

TO: All Residents

DATE: August 1, 2026

Beginning the last week of August, Woodall Companies Roofing and Exteriors will begin staging equipment in the parking lot at the corner of Ellis and Broad.

The parking lot will not be blocked off but please avoid blocking any equipment or trailers.

Working hours for Woodall are Monday-Saturday 8 a.m. until 6 p.m. Roofing will begin on September 1st and should be completed in 30 days, weather permitting.

- Roofs will be replaced on all buildings on Hurt and Fairlane Drive
- Roofs will be replaced on the 700-714 Building on Riley Court

Avoid going outside as much as possible while the roofers are working on your building. They will move quickly and anticipate completing one building per day. Do not approach their employees, please direct your concerns to the main office.

We appreciate your cooperation,

A handwritten signature in cursive script that reads "Faye Dodd".

Faye Dodd Executive Director

REMINDER: REPORT ALL INCOME CHANGE

Residents are reminded that ***any change in household income must be reported to the Housing Authority office within 5 days of the change.*** This includes:

Starting a new job, quitting or losing a job, changes in hours or pay and/or beginning to receive a new source of income.

Failure to report income changes timely may result in back rent being owed. If you have questions about whether a change needs to be reported, please contact the office.

Paying your rent online is now an 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.
- 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.