

MONTHLY NEWSLETTER

SEPTEMBER 2025

HAO
PROPERTIES



CEO/EXECUTIVE DIRECTOR -
SHAUNA BOOM

ANYONE ELSE READY FOR FALL WEATHER?

The beautiful colors and lower temperatures....bring it on!! Too bad it seems to be too short.

FULL MOON OR SOMETHING ELSE?

Over the past couple of months, a much higher than normal number of files have been turned over for lease violations which include drug activity either by the household member or their guests, repeated smoking/vaping in the apartment, housekeeping, and activity which interferes with their neighbors' peaceful enjoyment. Some violations require we pursue termination of lease, such as illegal drug activity by household members or their guests, but if possible, early intervention may allow for avoiding termination in the case of housekeeping.

The majority of HAO households abide by the terms of their lease, which are in place to keep their homes safe and ensure everyone's peaceful enjoyment. Our families include children, elderly individuals and individuals with disabilities. These families all deserve a safe environment, and no household has the right to interfere with another's peaceful enjoyment of their home.

I would also add that the hard-working staff of the HAO deserve to work in a safe environment as well, so threats upon the HAO staff will result in termination of lease.


Thank you to the many, many households that work to follow the terms of their lease while keeping their homes and neighborhoods safe. You are greatly appreciated!!

Shauna Boom

THINGS TO REMEMBER:

- Make sure to report your COLLEGE STATUS to Wendy (Ext. 203) to ensure proper paperwork is completed.
- Download the **YAPP APP** to receive HAO Properties updates and news to your smartphone! Enter code **HAOKY009**, and sit back and enjoy!
- We have FREE bus passes at the front office for Tenants!
- Large Item Removal - on Sunday nights, place items on the city curb (please do not use 4th Street). No work order needed. Every Monday the office is open, HAO Properties will pick up and dispose of items placed. Items left after pick up will incur a \$50 charge per worker needed to remove the items.
- Internet hot spots are free to check-out for thirty (30) days at the Daviess County Public Library
- Churchill Park Food Pantry
open every Monday
1:00 PM - 4:00 PM
- Adams Village Food Pantry
open every Thursday
1:00 PM - 4:00 PM
- Community buildings (located at Locke Apartments and Adams Village) are free to Tenants to rent with a \$50 refundable fee. Contact Jennifer (Ext 211) in Resident Services for details.
- For Maintenance work orders phone 270-683-5365 ext. 221 or send email to: workorders@owensborohousing.org
- Monday, September 1ST, the office will be closed in observance of Labor Day!

SEPTEMBER 2025

Monday	Tuesday	Wednesday	Thursday
<p>1. RENT IS DUE!!!</p>  <p>OFFICE CLOSED!</p>	<p>2.</p> <p>Housekeeping Inspections CHP Bldgs 23 – 31</p> <p><u>Pest Control and HVAC Filter Change</u> Locke Apartments</p>	<p>3.</p> <p>Housekeeping Inspections CHP Bldgs 23 – 31</p>	<p>4. LAST DAY TO PAY AUGUST RENT</p> <p>Housekeeping Inspections CHP Bldgs 23 – 31</p>
<p>8. LAST DAY TO PAY SEPTEMBER RENT W/O \$30 CHARGE</p> <p>LAST DAY TO REQUEST WAIVER!</p> <p>Housekeeping Inspections Smith Homes Bldgs 1-23</p>	<p>9. TERMINATION NOTICE MAILED FOR SEPTEMBER NON RENT PAYMENT (30 DAYS TO PAY W/O EVICTION)</p> <p>Housekeeping Inspections Smith Homes Bldgs 1-23</p> <p><u>Pest Control and HVAC Filter Change</u> Baker Avenue</p>	<p>10.</p> <p>Housekeeping Inspections Smith Homes Bldgs 1-23</p>	<p>11.</p> <p>Housekeeping Inspections Smith Homes Bldgs 1-23</p>
<p>15.</p>	<p>16. <u>Pest Control and HVAC Filter Change</u> Adams Village</p>	<p>17.</p>	<p>18.</p>
<p>22.</p>	<p>23.</p>	<p>24.</p>	<p>25.</p>
<p>29.</p>	<p>30.</p>		

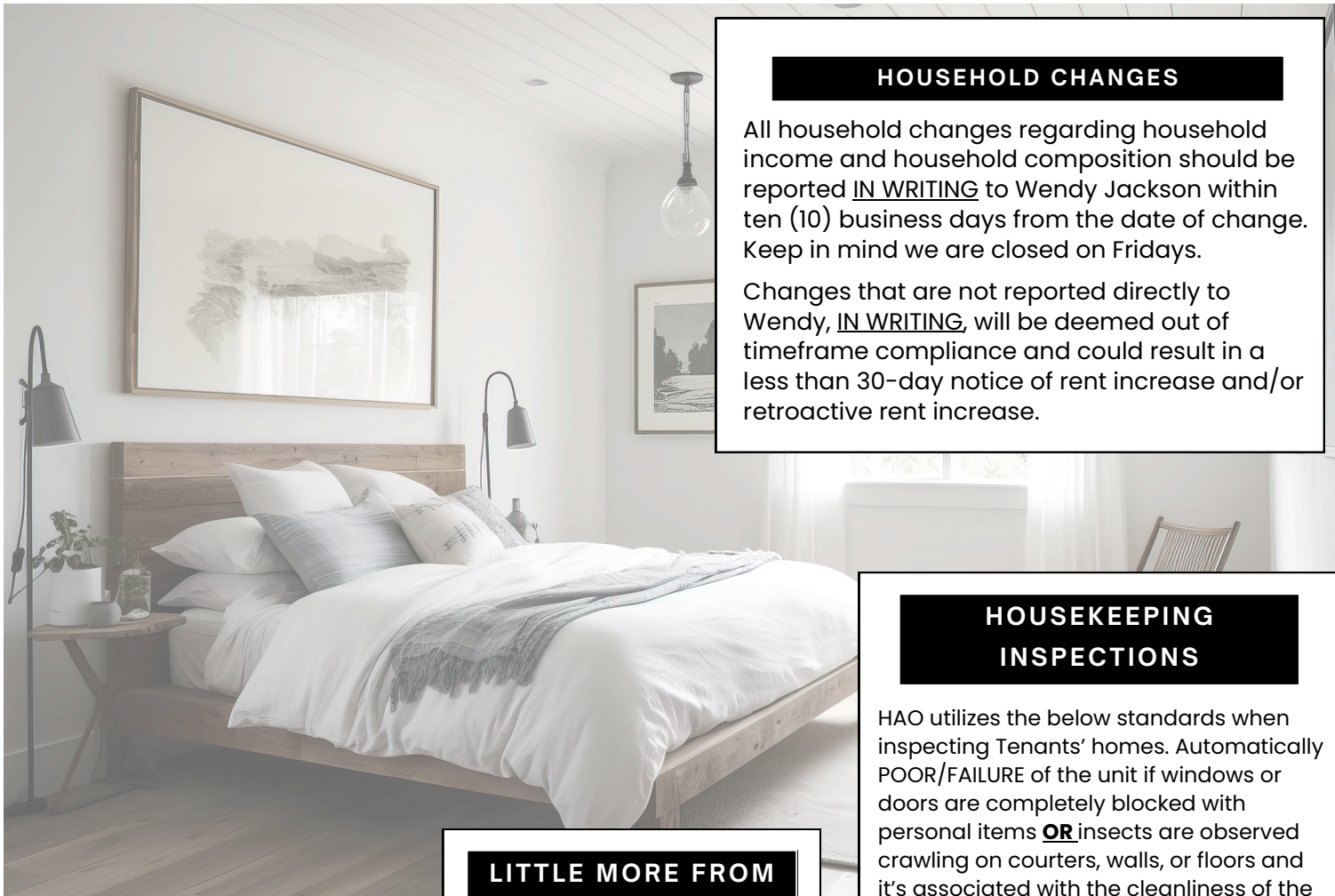
**RENT IS DUE ON THE
1ST OF EVERY MONTH**



If the 1st falls on a weekend or the office is closed on the 1st, the Tenant can ensure their rent is paid by making the payment online. HAO provides a grace period to the fifth (5th) day of the month before Tenant receives a late strike and a \$30.00 late fee.

If the 5th calendar day falls on a weekend or a day the office is closed, HAO allows Tenants to pay rent the following day that the office is open without obtaining a late fee/late strike.

Tenants can mail their rent payment, however, the date on the money order and the postmark date on the envelope must be dated before or on the due date. If the money order is dated before, but the postmark date on the envelope is after the due date, the payment will be marked late and a late strike is added.



HOUSEHOLD CHANGES

All household changes regarding household income and household composition should be reported IN WRITING to Wendy Jackson within ten (10) business days from the date of change. Keep in mind we are closed on Fridays.

Changes that are not reported directly to Wendy, IN WRITING, will be deemed out of timeframe compliance and could result in a less than 30-day notice of rent increase and/or retroactive rent increase.

HOUSEKEEPING INSPECTIONS

HAO utilizes the below standards when inspecting Tenants' homes. Automatically **POOR/FAILURE** of the unit if windows or doors are completely blocked with personal items **OR** insects are observed crawling on counters, walls, or floors and it's associated with the cleanliness of the apartment. Inspections are done from 8AM - 4PM.

- Trash the size of 1 large bag is in any room or outside the unit (porches or decks)
- Diapers, feces, or urine in more than one place
- Sticky floor due to spills
- Bathroom sink, toilet, and/or shower/tub with dirt, hair, body fluids, feces, hair dye, or nail polish
- Kitchen with more than a day's worth of dishes in sink **OR** stoves top/inside, countertops, or refrigerator dirty, greasy, or spills
- Excess food in rooms other than kitchen

Good = Zero concerns

Fair = One concern

Poor/Failure = Two or more concerns

All areas will be inspected including decks, yards, and storage areas. Excess personal items will be noted, and we encourage storing excess items in covered totes. Dry food should be stored in containers and put in cupboards or refrigerators. Food items should be stored in kitchen only.

MAINTENANCE REMINDERS

Please make sure furnace room doors are not blocked. Keep all windows and doors closed during the Summer time while you have the A/C on.

For those apartments that had the shower surround and vent fan installed, please keep bath vent fans on after showering long enough to remove the steam from the bathroom. This makes your bathroom easier to clean.

Storm damage repairs are underway, so please be mindful of the contractors as they work on site for efficiency and safety.

Summer preventative maintenance work by HAO employees is being done at Walker Place and will then move to Smith Homes.

LITTLE MORE FROM MAINTENANCE

Diagnosis and repair of HVAC issues at Churchill Park will be ongoing. At this time, we will be using contractors to address the issues and make necessary repairs and equipment replacements. This work will continue until completion. We unfortunately do not have a timeline. You do not have to be home for any of this. An HAO employee will be with contractors who need to enter your apartment.

Maintenance has been experiencing an unusually high volume of work orders in the last few weeks. We are working as fast as possible to address all issues in the appropriate priority. Please be patient!

COMMUNITY HAPPENINGS

RESIDENT COUNCIL

Please join us at one of the two sites to have your voice heard. Try it out and see what it's about. We want to hear POSITIVE ways to improve our community from our residents, yep, that's you!

Churchill Park

Time: 1:00 PM

When: Wednesday, September 25th

Location: New Heights Center

Smith Homes, Locke Apartments,
Walker Apartments, Baker Place,
and Adams Village

Time: 3:00 PM

When: Wednesday, September 25th

Location: Adams Village

All tenants (18 years and older) who reside with HAO Properties are **requested** and **encouraged** to attend!

ADAMS VILLAGE HAPPENINGS

All tenants who reside with HAO Properties may attend all Senior events at Adams Village. The office has free bus passes if transportation is an issue.

Sept 09: Shopping in Community (9 AM)

Sept 10: Blue Bridge Pirate Giveaway (12:30 PM)

Sept 15: Bingo w/ Julie (1 PM)

Sept 15: Painting w/ Lisa (1:30 PM)

Sept 17: JR Sings (2 PM)

Sept 18: Board Game Day (11 AM)

Sept 22: 50's Party (1 PM)

Sept 25: Breakfast (9:30 AM)

Every Monday, Wednesday, and Friday at 11:30 AM, Congregate Meals are served at Adams Village. The meals are provided by 5-Star for Seniors (60+ years). Suggested donation of \$1.50 per meal is appreciated.

For additional information regarding Senior events, please contact Dianne Morris at (270) 684-3492.

CHURCHILL PARK HAPPENINGS

Sept 23: (10 AM) Chair Yoga with Jennifer at the New Heights Center

Chair yoga is a modified form of yoga where traditional yoga poses are adapted to perform while sitting in a chair to provide support.

Chair yoga is a gentle and accessible practice that is beneficial for individuals with mobility limitations, balance issues, or those who prefer a less strenuous yoga experience.

Come out and Na-ma-stay awhile with Jennifer!



Kynect is a one-stop shop for programs and assistance needed no matter the situation or where one is in life.

- Health Coverage - Programs covering Health Plans to help your family get health coverage
- Benefits - Programs covering food assistance, Medicaid, financial aid, and many more
- Resources - Find local help with food, employment, transportation, mental health and addiction, legal issues, finances, and more

CHILD CARE ASSISTANCE

The Child Care Assistance Program (CCAP) provides support to help families pay for Child Care. Eligibility determined by:

- Single parent household must work a minimum of 20 hrs/week
- Two parent household must work a minimum of 40 hrs/week
- Unemployed, but participating in job search
- Teen parent attending school or pursuing GED
- Attending a certified trade school or accredited college at least part-time
- Participating in SNAP Employment and Training

To qualify for CCAP families must have a gross countable income less than or equal to 85% of the State Median Income (SMI).

- Family size of 2 - \$4,639
- Family size of 3 - \$5,731
- Family size of 4 - \$6,822
- Family size of 5 - \$7,914
- Family size of 6 - \$9,005
- Family size of 7 - \$9,210
- Family size of 8 - \$9,414

HEALTH CARE COVERAGE

Our local agent for the area is Christie Thrasher and can be contacted by phone (502) 352-8934 or email CTHRASHER@KYPCA.NET. Christie can help with applying and enrolling in health coverage. Christie can also assist with changes and questions throughout the plan year and offer phone or in-person assistance.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

SNAP helps people w/ little to no money buy enough food for healthy meals. Adult children age 22 or older, living w/ their parents can have their own case if they purchase food separately.

To apply, one must be interviewed by a caseworker in person at the DCBS office or by phone.

DCBS Office
3649 Wathen's Crossing
Owensboro, KY 42301
(270) 687-7491

BATHROOM AIR VENTS

With Smith Homes receiving wrap-around showers and removing bathroom windows in the process, condensation in the bathrooms can become a bit of a headache.

To effectively ventilate a bathroom without windows:

- Run the exhaust fan during showers **AND** 20-30 minutes after the shower; if taking a long, hot shower, allow the exhaust fan to run 30-60 minutes or longer after the shower
- Using a dehumidifier will help to remove excess moisture from the air, reducing humidity levels while preventing condensation
- Opening the bathroom door, even slightly, during and after showers can improve air circulation and help
- All else, use a dry towel to wipe condensation off walls following showering.

CLEANING AIR VENTS

Air vents can become dusty which can slow down the production of the vent. Dust and hair can accumulate on the fan blades and inside the vents. Especially vent fans in the bathroom.

- Give yours a good cleaning using a microfiber retractable duster - scan the below QR code for assistance
- Get all up in there and around the edges to ensure it's clear of dust, hair, and debris
- Clean regularly, ideally every six months is recommended



Amber Turner
Move-in Appointments at Ext. 204
amber@owensborohousing.org

Crystal Clark
Rent/Waivers at Ext. 201
crystal@owensborohousing.org

Jamie Ward
Applications/Payments at Ext. 200
jamie@owensborohousing.org

Jennifer Chappell
Resident Services at Ext. 211
jennifer@owensborohousing.org

Laura Baker
Housing Inspector at Ext. 207
laura@owensborohousing.org

Lisa Cecil
Apps/Move-In Appts at Ext. 206
lisa@owensborohousing.org

Mindy Cecil
HCV changes/questions at Ext. 218
mindy@owensborohousing.org

STAFF SHOUT OUT



Wendy Jackson
Occupancy Clerk
Changes in income
or household

Wendy was hired in the summer of 1992. In the thirty-three years she has been with our agency, she has filled a lot of roles and can do a little of everything. If we need the history of something or we can't find something, she is the go-to. She is very organized and is magical at cleaning out old files!! In our industry, that is no small feat. Wendy's assistance and communication with our current and future tenants in regard to paperwork and meeting obligations is an essential tool to many of our families.



Stephen Hamilton
Maintenance
Technician
Diagnosing and fixing
mechanical and
electrical problems

Stephen was hired into the HAO Maintenance Department in the summer of 2022. He always greets you with a smile and a willingness to tackle his next challenge. Stephen has continued to step up whenever asked and lets the difficult moments roll off. His skills as a maintenance professional are invaluable to our agency. Although he has only been with the HAO for three years, he has helped us to adapt and grow with the needs of our industry. We are very thankful he chose to come and work with this great team.

Morgan Cart
Recertifications at Ext. 202
morgan@owensborohousing.org

Nikki Ringham
Accommodations at Ext. 205
nikki@owensborohousing.org

Stephanie Richards
Work orders at Ext. 221
stephanie@owensborohousing.org

Tonette Crite
Referrals/Complaints at Ext. 214
tonettec@owensborohousing.org

Wendy Jackson
Changes in income/HH at Ext. 203
wendy@owensborohousing.org

Shauna Boom
CEO/Director

PARKING



HAO wants to ensure our tenants have a place to park their vehicle preferably close to their residence. That being said, there are no reserved parking spots.

- Guests should park on the street or outside permit only parking lots
- All vehicles in HAO parking lots must have updated registration
- Vehicles in HAO parking lots cannot receive repairs outside of tire change or tire air ups

Churchill Park parking lots A, K, and I (as in indigo) require a parking permit and will be enforced moving forward. Contact Jennifer (Ext. 211) in Resident Services for a permit.

GAS POWERED SCOOTERS



Storing a gas-powered scooter inside a residential home or near the home presents a significant fire and safety hazard due to the presence of flammable liquids and chemicals and its vapors. Storing a scooter near a door which could be an escape route, increases the risk of fire or explosion. Leaks or spills can easily ignite from various sources.

- Store motor scooters on the streets or in designated parking lots
- If motor scooter stored in HAO parking lot, a parking permit is needed in designated areas

In Kentucky, motor scooters require registration as they are considered motor vehicles.

NO SMOKING INSIDE



Do not smoke and/or vape inside your apartment. This has bad health effects, makes ones apartment not smell good, and causes yellow nicotine stains on the walls. Above all, this is a lease violation and will cause eviction. It's not worth losing your unit.

- Vaping is not allowed in apartment units or buildings on HAO Properties
- Smoke outside always
- Use common courtesy when smoking outside around open door and windows
- If one needs help to quit smoking please reach out to Resident Services for assistance

Our smoking policy applies to all!



NEW TENANT PROGRAM

HAO Properties has restarted a program which will be mandatory for all new tenants. Pre-existing tenants are welcome to attend in case they would like a refresher course regarding being a tenant with HAO Properties.

New tenants will be given ninety (90) days to complete this New Tenant Program. This program will be required for all new tenants. This program will be offered during the day as well as evening hours to accommodate all schedules.

We understand new tenants are given a lot of information and paperwork to go through in a short period of time. We are hoping to lessen some of the bumps and bruises that come from being a new tenant with HAO Properties.

The New Tenant Program will discuss items related to your signed lease including:

- Rent policy and other charges, ways to pay rent, and grace periods
- Pet policy
- Tenant responsibilities including when to report household changes and who to report household changes to
- Housekeeping inspections
- How and when to put in a work order and service charges related to some repairs and work orders
- Explain departments and who to call depending on your need including referrals and resources
- ...and so much more

For questions, concerns, and/or enrollment please contact Resident Services and speak with Jennifer or Tonette. They love to help in any way possible!