

Monthly Newsletter



FALL - GIVING THANKS FOR FAMILY AND FRIENDS AND ESPECIALLY FOR OUR VETERANS!

Fall is my favorite time of year with cooler temperatures and beautiful colors, but seems to only last a week.

November is the start of the "holiday season" for most. Although this is time to join with family/friends to share traditional comfort food and reconnect, it is also a difficult season for several individuals. The loss of a loved one or depression can make the next few months a dreaded time. If you or someone you know needs assistance, please contact Tonette or Jennifer in Resident Services.

With stressors coming at us from the millions of media sources we view, I have been taking inventory of what I am thankful for and what I can control. There will always be something to cause anxiety or stress but in some cases, we get to choose how much power or control we will give over. Please take care of yourselves!

Another holiday being celebrated this month is Veterans Day which is on the anniversary of the WWI ending of hostilities

(armistice agreement) on November 11, 1918. This day was known as Armistice Day to honor WWII veterans until 1954 when it was changed to Veterans Day to encompass all veterans. This day is to honor all individuals who have served in the U.S. military and recognize their patriotism, courage, sacrifice, and dedication.

Happy Thanksgiving and "Thank You" to all those that served our country!!

Shauna Boom

THINGS TO REMEMBER:

- Download the **YAPP APP** (enter code **HAOKY009**) to receive HAO Properties updates and news straight to your smartphone!
- We have **FREE** bus passes at the office for Tenants without transportation!
- Report your COLLEGE STATUS to Wendy Jackson (Ext. 203) to ensure proper paperwork is completed.
- Large Item Removal - on Sunday night, place items on the city curb (please do not use 4th Street). No work order needed. Every Monday or the first day of the week the office is open, HAO Properties will pick up and dispose of all 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 30 days at the Daviess County Public Library. Only a library card is needed, and they are **FREE**. DCPL also forgives previous library fees.
- Churchill Park Food Pantry open every Monday (1-4 PM)
- Adams Village Food Pantry open every Thursday (1-4 PM)
- Community buildings (located at Locke Apts. and Adams Village) are **FREE** for Tenants to rent w/ a \$50 refundable fee. Contact Jennifer (Ext. 211) for details.
- For maintenance work orders call 270-683-5365 Ext. 221 or email workorders@owensborohousing.org

HEADS UP...

- The office will be closed on:
 - November 11th for Veteran's Day
 - November 27th for Thanksgiving
 - December 24th - January 5th

NOVEMBER 2025

Monday	Tuesday	Wednesday	Thursday
			
3. Housekeeping Inspections CHP Buildings 41-49 and Dieterle Dr. North	4. Housekeeping Inspections CHP Buildings 41-49 and Dieterle Dr. North <u>Pest Control/Filter Change - Churchill Park</u>	5. ☐ LAST DAY to pay NOVEMBER rent without \$30 CHARGE! ☐ LAST DAY to REQUEST WAIVER for NOVEMBER! ☐ LAST DAY to pay OCTOBER RENT! Housekeeping Inspections CHP Buildings 41-49 and Dieterle Dr. North	6. TERMINATION NOTICE mailed for NOVEMBER NON-RENT PAYMENT (30 DAYS TO PAY without EVICTION) Housekeeping Inspections CHP Buildings 41-49 and Dieterle Dr. North <u>Pest Control/Filter Change - Churchill Park</u>
10. 	11. OFFICE CLOSED	12. 	13. <u>Pest Control/Filter Change - Churchill Park</u>
17. 	18. <u>Pest Control/Filter Change - Churchill Park</u>	19. 	20. <u>Pest Control/Filter Change - Churchill Park</u>
25. 		26. OFFICE CLOSED	27.

EFFECTIVE JANUARY 1, 2026

Effective January 1, 2026, HAO Properties will implement a late strike and a \$30.00 late fee if your rent is not paid **by the 5th of the month**. If the office is closed on the 5th, rent will need to be paid online, through mail with envelope postmarked by the 5th, or placed in the HAO drop box before 6:45 AM on the next business day's opening.

Tenants are allowed to pay rent or other charges three (3) times after the 5th calendar day of the month in a rolling 12-month period. The 4th time rent or other charges are late, the payment will not be accepted and the **EVICTIION** process will begin.



Currently, HAO Properties provides a grace period if the office is closed on the 5th day of the calendar month without being charged \$30.00 or receiving a late rent strike.



WATER HOSES

Maintenance will begin checking outside water spigots as colder temperatures approach.

Please unhook all garden hoses to assist Maintenance will unhook all hoses that are found still hooked up. Please do not reattach them until Spring when there is no threat of frost or freezing.



HEATING HOMES

Our weather has been changing, and in the event of extreme cold weather, HAO will put out signs to keep faucets dripping and heat on.

HAO maintenance staff appreciates the help from our tenants that help us keep our emergency call to a minimum.



COLD WEATHER IS COMING

It's normal for heat to have an unusual smell when it is turned on. Allow 1 hour to past before calling maintenance.

GAS HEAT: Thermostat can switch between gas and heat pump, and systems can switch to gas heat by the mode button and changing "aux heat" or "EM heat." This turns on your gas heat. It is recommended you use this if temperatures are going to be below 32 degrees.

A RED light on your thermostat when heat is running means the furnace is using auxiliary heat. This is not a need to contact maintenance.



NEW TENANT AND EXISTING TENANT PROGRAM

HAO wants all NEW tenants to complete this program, and tenants who are currently with HAO are welcome to complete this program as an EXISTING tenant refresher. Contact Tonette for details.



HOUSEKEEPING INSPECTIONS

HAO Properties uses the below standards when inspecting Tenant's homes:

- Trash the size of 1 large bag is in any room or outside the unit (on stoops or deck)
- Diapers, feces, or urine in more than one place

- Sticky floors due to spills
- Bathroom sink, toilet, 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
- Stove top, inside stove, or refrigerator dirty, greasy, or show spills
- Excess food in rooms other than the kitchen

Not following a standard is considered a concern that is noted during all housekeeping inspections.

0 concerns = Good

1 concern = Fair

2 or more concerns = Failure

If windows or doors are completely blocked with personal items OR insects are observed crawling on counters, walls, or floors which are associated with cleanliness, the unit will automatically receive a POOR/FAILURE. OR insects are observed crawling on counters, walls, or floors which are associated with cleanliness, the unit will automatically receive a POOR/FAILURE.

Inspections are completed between 8 AM - 4 PM. All areas are inspected including decks, yards, and storage areas. Excess personal items will be noted and encouraged to store items in covered totes. Dry food should be stored in containers in cupboards or refrigerator. Food items should be stored in the kitchen only.

HAO HAPPENINGS

RESIDENT COUNCIL

Due to the holiday season coming up, Resident Council will not return until January 2026.

CHURCHILL PARK

11/06: Yoga w/ Jennifer (9 AM)
11/12: Bingo & Pizza (11:30 AM)
11/18: New Tenant Program
for new tenants to HAO
Properties not transfer
10:00 AM and 5:30 PM
11/25: Existing Tenant
Program for current
tenants who want a
refresher!!

Contact Resident Services to
schedule. New tenants are
required to attend the New
Tenant Program within 90 days
of moving in their home with
HAO Properties. The Existing
Tenant program is optional to
current tenants.

ADAMS VILLAGE

11/03: JR Sings (2:00 PM)
11/04: Shopping (9:00 AM)
11/10: Bold Age Bingo (1:00 PM)
11/13: Boardgame Day (11:00 AM)
11/17: Bingo w/ Julie (1:00 PM)
Painting w/ Lisa (1:30)
11/18: Thanksgiving Dinner
w/ Bingo (12:00 PM)
**Contact Dianne to
sign-up for Potluck**
11/24: Pirate Bingo (1:00 PM)

Every Thursday: Yoga with Jennifer (10:30 AM)

Every Monday, Wednesday, and
Friday at 11:30 AM, Congregate
Meals are served. Meals are
prepared by 5-Star for Seniors
(60+ years) with suggested
donation of \$1.50/meal is
appreciated.

**All Tenants are welcome to attend all
events at Adams Village. The office has
free bus passes if transportation is an
issue. Information regarding Senior
events, please contact Dianne
(270-684-3492).**

WINDOW COVERING POLICY

To maintain standards, safety, and overall condition of the apartment complex, all tenants are required to ensure window coverings (including blinds, curtains, shades, and drapes) are kept in good shape.

- Tenants must regularly inspect window coverings in their unit for signs of damage including but not limited to:
 - Torn, frayed, or stained fabric
 - Broken or missing slats
 - Faulty parts (cords, pulleys, or rods)
- Window coverings must be free of graphics, logos, or reflective materials.
- Management reserves the right to request removal or replacement of coverings that do not meet with this policy or are offensive.
- Window coverings that are visibly damaged (blinds with 3 or more broken, missing, or bent slats) or no longer working must be removed by the tenant within **5 business days** of notice from HAO Properties.
- Tenants must use existing holes, pressure rods or other systems that do not require nailing or drilling into the window or door frames.
- Failure to comply with this policy may result in written warnings and potential Termination of Lease.
- This policy is effective on November 1, 2025, and applies to all current and future tenants.

FOOD PANTRIES

If anyone needs help with food insecurity please reach out to Jennifer or Tonette in Resident Services. List of local Food Pantries to further assist:

- Bellevue Baptist Church 4950 HWY 56;
270-685-5103
- Buena Vista Church
119 W. 24th St.;
270-683-6234
- Crossroads Shelter
1631 Breckenridge,
270-240-2773
- Daniel Pitino Shelter
501 Walnut; 270-689-
9000
- McLean Baptist
2526 Lancaster,
270-685-1225
- Eaton Memorial
700 JR Miller
270-684-5239
- First Christian
1225 W. 3rd Street
270-684-8879
- Gospel Community
1205 W. 9th Street
270-231-5513
- The Help Office
1316 4th Street
270-685-4971
- New Life Church
400 Crabtree Ave.
270-683-5626
- Salvation Army
235 S. Ewing Rd
270-685-5576
- Shepherd's Hand
3031 Bittel Rd
270-316-7920
- Walnut Memorial
519 Byers Ave.
270-684-7234
- Woodlawn UMC
1120 Woodlawn Ave
270-683-9868

Please call for days and times each one is open!

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
LIHTC Appts at Ext. 206
lisa@owensborohousing.org

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

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
Resources, Referrals and
Complaints x 214
tonettec@owensborohousing.org

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

Shauna Boom
CEO/Director



Morgan Cart
Occupancy
Specialist

Morgan has been with HAO Properties since August 2023 as an Occupancy Specialist.

Morgan is an excellent fit for the important task of determining a family's rent and income. She is a quiet individual, but she shouldn't be underestimated. Morgan is very knowledgeable of the requirements to calculate rent, and she is very capable in explaining the information to families. Like Anna, Morgan's work and compassion are essential tools in HAO Properties' ability to operate and serve our customers.



Anna Lopez
Unit Specialist

Anna started her career with the Housing Authority of Owensboro in September 2003. Twenty-two years later she is a Unit Specialist with the HAO Properties Maintenance Department.

Over her career she has prepared thousands upon thousands of units for renting. This is in addition to her distributing newsletters, assisting with inspection preparation, and countless other duties she has performed to support the HAO team in reaching our goals. Anna has brought concerns and needs of the families we serve to the attention of the HAO staff always with a smile on her face. of the HAO. This care and dedication is why she is such a valuable member of the HAO team.

COOLER WEATHER IS AROUND THE CORNER

In the event your apartment has **NO HEAT**, please call the after-hours emergency number (270-683-5365) to speak with the answering service if:

- The thermostat in your apartment unit reads 55 degrees or below; **AND**
- the outside temperature is predicted to be 40 degrees or below for four (4) or more hours; **AND**
- the office will not be open for two (2) or more hours

WORK ORDERS...

If anything in your apartment breaks or needs attention from maintenance, please put in a work order **IMMEDIATELY**. Please do not wait until you see maintenance out and about around the complex or during housekeeping inspections.

To ensure proper communication, please call work orders to Ext. 221 or email: workorders@owensborohousing.org.

DECORATIONS

As a reminder...please be safe when decorating. Do not overload outlets, and please keep walkways clear of clutter.

- Use removable adhesive hooks, command strips, or other non-permanent solutions to hang.
- Secure and neatly arrange all cords, and keep walkways and doorways clear to prevent tripping
- Holiday greetings should not deface property.

Halloween decor should be taken down by November 7th, and Christmas decor should be taken down by January 8th.

HAPPY
Thanksgiving

On November 27, Christ Community Church will provide and deliver **FREE** pre-cooked, individual meals (ham, turkey, dressing, mashed potatoes, green beans, rolls, and dessert).

Call 270-686-6327 to reserve meals for your family. November 3rd is the deadline to register. Food will be delivered on Thanksgiving Day 11:00 AM-1:00 PM.

CHILI
Cook Off



Julius Maddox and his team are coming back to Churchill Park, and this time he's bringing chili and all the fixins!

Look for day and time in the **YAPP APP!**