

HAPPY HOLIDAYS

FROM THE DIRECTOR'S DESK...

Christmas is in the air with decorations, music, and, someday, weather. The Farmers' Almanac is predicting a noticeably colder winter with snow fall higher than last year. The first snowflakes were forecasted to be in November, which it was. The first inch is projected late December, maybe a white Christmas. Mid-January most of us are ready for Spring, but that seems to be when we get another wave of winter. Since predicting weather does not seem to be an exact science, we will get to see if the predictors were close this year. Enjoy the beauty of the season and stay warm!

In the new year HAO Properties is planning for new rehab and development projects. Now that work is concluding at Churchill Park, we are looking at the other complexes to replace and rehab interior and exterior. Due to cost and desire to fund internally, one project will be carried out annually as done under the old Capital Fund Program System when we were public housing. The master plan on these projects is being put together, details will be shared once information is received. Developing more housing is our long-range goal to help with the housing options. Wishing everyone a safe and enjoyable holiday season!

Shauna Boom

THINGS TO REMEMBER:

- Download the **YAPP APP** (enter code **HAOKY009**) to receive HAO Properties news straight to your smartphone.
- FREE** bus passes are available at the office for Tenants without transportation
- WORK ORDERS** will only be accepted by phone (Ext. 221) or email (workorders@owensborohousing.org).
- Large Item Removal - on Sunday night, place large items on the city curb (not 4th Street), and on the next business day the office is open, around 7AM, HAO will pick up and dispose of these items. Items left after pick-up will incur a \$50 charge per needed worker to remove these items.
 - Internet HOT SPOTS are **FREE** to check out for 30 days from the Public Library. Only a library card is needed, and they are **FREE**. The Library also forgives old library fees.
- Community buildings (at Locke Apts and Adams Village) are **FREE** for Tenants to rent w/ a \$50 refundable fee. Contact Jennifer (Ext. 211) for details.


HEADS UP...

- The office will be closed:
 - December 24th - January 5th for Christmas Break; Large Item Removal will resume on January 5th

EQUAL HOUSING OPPORTUNITY
2161 E. 19TH STREET
OWENSBORO, KY 42303
270-683-5365



DECEMBER 2025

Monday	Tuesday	Wednesday	Thursday
<p>1. </p> <p>Housekeeping Inspections: CHP Bldgs 50-58 and Baker Place</p>	<p>2. <u>Pest Control/Filter Change - Locke Apts</u></p> <p>Housekeeping Inspections: CHP Bldgs 50-58 and Baker Place</p>	<p>3.</p> <p>Housekeeping Inspections: CHP Bldgs 50-58 and Baker Place</p>	<p>4.</p> <p>Housekeeping Inspections: CHP Bldgs 50-58 and Baker Place</p>
<p>8.</p> <p>□ LAST DAY to pay DECEMBER rent without \$30 CHARGE!</p> <p>□ LAST DAY to REQUEST WAIVER for DECEMBER!</p> <p>□ LAST DAY to pay NOVEMBER rent!</p> <p>Housekeeping Inspections: Dieterle Dr. South</p>	<p>9. TERMINATION NOTICE mailed for DECEMBER NON-RENT PAYMENT (30 DAYS TO PAY without EVICTION)</p> <p><u>Pest Control/Filter Change - Baker Place</u></p> <p>Housekeeping Inspections: Dieterle Dr. South</p>	<p>10.</p> <p>Housekeeping Inspections: Dieterle Dr. South</p>	<p>11.</p> <p>Housekeeping Inspections: Dieterle Dr. South</p>
<p>15.</p>	<p>16. <u>Pest Control/Filter Change - Adams Village</u></p>	<p>17.</p>	<p>18.</p>
<p>22.</p>	<p>23.</p>	<p>24. OFFICE CLOSED CHRISTMAS BREAK!</p>	<p>25. OFFICE CLOSED CHRISTMAS BREAK!</p>
<p>26. OFFICE CLOSED CHRISTMAS BREAK!</p>	<p>27. OFFICE CLOSED CHRISTMAS BREAK!</p>	<p>28. OFFICE CLOSED CHRISTMAS BREAK!</p>	<p>29. OFFICE CLOSED CHRISTMAS BREAK!</p>



RENT IS DUE ON THE 1ST OF EVERY MONTH

Effective January 1, 2026, HAO Properties will implement a late strike and a \$30 late fee if rent is not received by the 5th of the month. If the office is closed on the 5th, rent must be paid either online, through the mail (postmarked before the 5th), or placed in the HAO office drop box before 6:45 AM before the next business day.

Tenants will no longer have the opportunity to pay rent on the next business day after the 5th.

Tenants can pay rent or other charges late three (3) times in a rolling 12 month period. The 4th time rent or other charge is late, the payment will not be accepted and the **EVICTION** process will begin.

COMMUNITY HAPPENINGS

RESIDENT COUNCIL

There will **not** be a Resident Council Meeting until January 2026. Hope everyone has a wonderful Holiday Season sharing joy and kindness with all those around!

ACTIVITIES at ADAMS VILLAGE

12/1: JR Sings (2:00 PM)
12/4: Yoga with Jennifer (10:30 AM)
12/11: Painting w/ Lisa (1:30 PM)
12/15: Bingo w/ Julie (1:00 PM)
12/23: Christmas Dinner w/ Bingo
Bring your favorite dish for
Potluck! (12:00 PM)

Congregate Meals for Seniors (60+) served every Monday, Wednesday, and Friday at 11:30 AM. Suggested donation of \$1.50 per meal is appreciated. ALL SENIORS ARE WELCOME TO ATTEND!

Congregate Meals will not be served on December 24th, 25th, and 31st.

Information regarding Senior activities and Congregate Meals, please contact Dianne at Adams Village (270-684-3492).

NEW and EXISTING TENANT PROGRAM

New tenants who moved in during September 2025, HAO Properties request those tenants to participate in the NEW TENANT PROGRAM. New tenants are identified as new to HAO Properties and does not refer to tenants who transfer.

12/18: New Tenant Program
10:30 AM and 5:30 PM

We also offer an EXISTING TENANT PROGRAM (not required) for all other tenants who rent from HAO Properties.

12/23: Existing Tenant Program
10:30 AM and 5:30 PM

Contact Tonette (270-683-5365 at Ext. 214) in Resident Services to sign up for the New and Existing Tenant Program.

CHRISTMAS PARADE

On Wednesday, December 17, HAO Properties is bringing joy and cheer for all to hear! Santa, Ms. Claus, and HAO Helpers will be sledding around to the below sites to spread sprinkles of joy to all girls and boys.

Be on the lookout for our arrival to your area! Times are a guesstimate and could be a little before or a little after :

- Locke Apartments (5:00 PM)
- Walker Place (5:30 PM)
- Smith Homes (6:00 PM)
- Churchill Park (6:45 PM)





HOUSEKEEPING INSPECTIONS

HAO Properties uses the below standards when inspecting Tenants' homes:

- No trash the size of 1 large bag in any room or outside the apartment (on stoop or on the deck)
- No diapers, feces, or urine in more than one place in the apartment
- No sticky floors that are due to spills
- No dirt, hair, body fluids, feces, hair dye, or nail polish on or inside the bathroom sink, on or inside the toilet, or on or inside the shower tub.
- No more than a day's worth of dishes in the kitchen sink
- Stove-top, inside the stove, and refrigerator must not be dirty, greasy, or show any type of spills
- No excess food in rooms other than the kitchen

Not following these standards is considered a concern.

0 concerns = GOOD

1 concern = FAIR

2 or more concerns = POOR FAILURE

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

Inspections are completed between 8:00 AM - 4 PM, on one of the specified days outlined in the newsletter.

All areas of the home are inspected including but not limited to decks, yards, and storage areas. Excess personal items will be noted and encouraged to store these items in covered totes.

Dry food should only be stored in covered containers in cabinets, pantry areas, or the refrigerator. Additionally, food items should be stored in the kitchen only.



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

- The thermostat reads 55° or below
- **AND** the outside temperature is predicted to be 40° or below for 4 hours or more
- **AND** the office will not be open for 2 or more hours.



Vehicles parked in HAO parking lots must have updated registration. Violators will be towed at the owner's expense.

- CHP lots O, Q, E, and B do not require a parking permit
- Motorized gas-powered scooters should be stored in areas with cars
- Drive slow through congested areas



During the winter months and the holidays, when we are gathering with our friends and family, we tend to use more electricity.

Keep in mind that plugging some appliances in the same circuit can cause your breaker to "trip" and automatically shut off. For example, using the air fryer and the microwave at the same time could "trip" the breaker. If this happens unplug one of the appliances in use and reset the breaker, go to your breaker box and find the tripped breaker, it will be in the middle or "off" position. Push this switch all the way to the "off" position, wait a second, and then flip it all the way to the "on" position.

Be mindful of extension cords and to not overload sockets. Never run a space heater on an extension cord. We hope everyone has a safe and Happy Holiday season!



CONNECTING PEOPLE

The Holidays can be tough for all reasons; increased stress from financial pressure, gift-giving, and family dynamics as well as emotion challenges due to grief, loneliness, depression, or anxiety. It's important to allow ourselves grace and to feel emotions when they come up, rather than forcing ourselves to be happy. Everyone carries their own burdens and have their own ways of handling things. Sometimes we just want to talk it out whether that be with a loved one or someone else. Holidays are a time to lean on family and friends, but it can be hard if you have few to none.

If you need or want someone to just listen with a compassionate ear or someone to provide guidance in the warmest possible way, call 988. This service is very confidential and real individuals on the other end are dedicated to providing a wellness-focused interaction. 988 has real people (not AI) who genuinely care and has your interest at heart and in mind!



STAFF SHOUT OUT

Laura Baker started her career with the HAO in 2008 in Resident Services and moved into the Inspector's position in 2016. Her knowledge and experience in Resident Services makes Laura an even better inspector. During her tenure as an inspector, Laura has mastered three different protocols (HQS, UPCS, and now NSPIRE). Laura is a wealth of information and performs her duties with the utmost professionalism. Everyone we serve has probably met Laura at your home for your annual and bi-annual inspection. Her dedication, kindness, and knowledge is such a blessing to the HAO community!

Donna McLevain joined the HAO team in 2015, ten years ago this month. As a Unit Specialist in the maintenance department, Donna prepares apartments for re-occupancy and is incredibly hardworking!! Donna cleans, repairs, distributes newsletters, and assists with other work as needed. She has repeatedly exceeded goals of unit turn overs and willing to step up her game when needed to meet the needs of higher demand periods. Since providing a home for families is our mission, Donna's contribution to that mission is invaluable.

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
Property Manager at Ext. 205
nikki@owensborohousing.org

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

Tonette Crite
Resident Service at Ext. 214
tonettec@owensborohousing.org

Wendy Jackson
Pets and Income/HH Changes at Ext. 203
wendy@owensborohousing.org

Shauna Boom
CEO/Director



WINDOW COVERINGS

Effective November 1, 2025, window coverings must have an overall nice, clean appearance. Window coverings must be **free of graphics, logos, or reflective materials**. Window coverings cannot be visibly damaged (3 or more broken, missing, or bent slats) or no longer working.

Tenants are prohibited from nailing or drilling into the window and door frames. Failure to comply may result in a written warning and potential Lease Termination. Unfortunately, maintenance cannot install window blinds.



PETS

Pet ownership is offered to all tenants, but written permission is needed prior. Tenants cannot allow any type of pet (regardless of breed) to enter their home without prior written approval which includes “watching” or “cat sitting.”

Pets cannot be outside without supervision and must be on a leash at all times. Pet must be kept off other tenants’ lawns and must wear collars with identification at all times. Pets without collars will be picked-up immediately and transported to the Animal Shelter.

Pets cannot be tied to a fixed object.



SMOKING

Smoking and vaping are not allowed inside any fixture on HAO Properties which includes apartment units, community centers, offices, etc. All smoking/vaping must be outdoors. Tenants are responsible for all guests/visitors to follow policy.

Visual observation of smoking or a combination of the presence of smoke, smoke odor, or smoke stains within an apartment with observation of butts, ashtrays, or other smoking paraphernalia will be considered significant evidence of a policy violation. HAO Properties is **DRUG FREE** against all substances. Recreational or medical use of marijuana is prohibited.



NATURAL GAS

Natural gas is a non-toxic, colorless fuel about $\frac{1}{3}$ lighter than air. Gas burns but only when mixed with air in the right proportion and ignited by a spark or flame. In its purified state, gas has no smell. For your protection, Atmos Energy adds a harmless, distinctive odor so you can detect and report the slightest leak.

Natural gas has an excellent safety record, but like other forms of energy, it requires a certain amount of caution. Gas emergencies are rare, but they can happen. Whenever gas leaks from a pipe or pipe fitting, there is a possibility of fire or explosion. If leaking gas accumulates in a confined space, it can displace air and cause suffocation. If a gas appliance is not working properly, incomplete combustion can produce carbon monoxide and other toxic gases. A pilot light or gas burner can ignite combustible materials and flammable vapors, such as gasoline, paint thinner, or aerosols.

Each of us can take certain steps to prevent gas emergencies. We need to follow these few steps to do this:

- Keep all appliances clean, properly vented and accessible at all times
- Make sure everyone in your family knows how to operate your gas appliances correctly, and knows the smell of natural gas
- Do not store flammable materials, such as boxes, newspapers or paper sacks near or on any gas appliances
- Do not use any gas lines as hangers for drying clothes
- Do not use an open gas oven for heating your home or for drying clothes
- Never cover fresh air vents that supply air to your gas appliance

- Have all gas line alterations and appliance repairs performed by Housing Authority
- Do not allow children to play with or on any gas appliances, meters or valves in the yard
- Do not dig or plant without first checking with the office, so we can mark buried lines

What to do if you smell gas:

- Do not turn on or off any lights
- Do not light matches
- Put out all cigarettes
- Open windows and doors
- Do not use the phone
- Leave the apartment
- Go to a neighbor and call us