

# February

From the desk of Nikki Ringham,  
Property Manager with  
HAO Properties

It's almost Valentines Day and I can feel the neighborly love in the air. As the Property Manager, I am continuously inspired by the strength, resilience, and compassion I see within the communities we serve.

HAO Properties has had the privilege since 1949 to serve communities, not neighborhoods. Though most people use those two words interchangeably, there is a significant difference in the meaning of those words. A neighborhood is defined by the shared geographic location of an area, whereas a community, is defined by the bond and connection people share.

A community is a network of families who support one another, share responsibilities, and work together to create an environment that makes you feel safe and provides you with a sense of belonging.

Empowering your neighbor starts with simple, everyday actions, such as smiling, waving hello, or offering a kind word. Resilience grows when neighbors work together during challenging times, by sharing information, supporting community events or initiatives, and treats one another with respect.

Thank you for being a part of our community. Your actions, big or small, make a difference. Together, we can continue to empower one another and maintain a community deeply rooted in respect, connection, and hope for the future.

*Nikki Ringham*

## THINGS TO REMEMBER:

- Download the **YAPP** app. Find download existing app. Tap the green "+" button. Enter ID **HAOKY009** for the Housing Authority of Owensboro. Sit back and enjoy.
- **WORK ORDERS** will only be received by phone (Ext. 221) or by email ([workorders@owensborohousing.org](mailto:workorders@owensborohousing.org)).
- Effective January 1, 2026, HAO Properties will implement a late strike and a \$30 late fee if rent is not received by 4 PM local standard time on the 5<sup>th</sup> of every month. If the office is closed on the 5<sup>th</sup>, rent must be paid 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.
- Join Resident Council for empowerment and to have a collective voice in decisions affecting your community. Join to help improve quality of life by solving shared problems. Join Resident Council to foster community and social engagement that turns tenants from passive recipients to active co-creators. Join to get a formal channel to discuss activities and policies with staff while promoting a stronger sense of belonging.



# FEBRUARY 2026

Monday	Tuesday	Wednesday	Thursday
<p>2.</p> <p><b><u>Housekeeping Insps. CHP Bldgs 14-22</u></b></p>	<p>3.</p> <p>Pest Control and Filter Change - Churchill Park</p> <p><b><u>Housekeeping Insps. CHP Bldgs 14-22</u></b></p>	<p>4.</p> <p><b>LAST DAY TO PAY JANUARY RENT w/o EVICTION</b></p> <p><b><u>Housekeeping Insps. CHP Bldgs 14-22</u></b></p>	<p>5.</p> <p><b>LAST DAY TO PAY FEBRUARY RENT w/o \$30 CHARGE <u>must be received by 4:00 PM</u></b></p> <p><b>LAST DAY TO REQUEST WAIVER FOR FEBRUARY RENT</b></p> <p>Pest Control and Filter Change - Churchill Park</p> <p><b><u>Housekeeping Insps. CHP Bldgs 14-22</u></b></p>
<p>9.</p> <p><b>TERMINATION NOTICE MAILED FOR JANUARY NON-PAYMENT (30 DAYS TO PAY WITHOUT EVICTION)</b></p> <p><b><u>Housekeeping Insps. Locke Apartments</u></b></p>	<p>10.</p> <p>Pest Control and Filter Change - Churchill Park</p> <p><b><u>Housekeeping Insps. Locke Apartments</u></b></p>	<p>11.</p> <p><b><u>Housekeeping Insps. Locke Apartments</u></b></p>	<p>12.</p> <p>Pest Control and Filter Change - Churchill Park</p> <p><b><u>Housekeeping Insps. Locke Apartments</u></b></p>
<p>16.</p>	<p>17.</p> <p>Pest Control and Filter Change - Churchill Park Makeup Day</p>	<p>18.</p>	<p>19.</p>
<p>23.</p>	<p>24.</p>	<p>25.</p>	<p>26.</p>



## WINDOW COVERINGS

All tenants are required to ensure window coverings (window blinds, curtains, shades, drapes, etc.) are kept in good repair/shape.

Tenants must remove damaged coverings described as:

- Torn, frayed, or stained fabric
- Broken or missing slats
- Malfunctioning mechanisms

Visibly damaged window coverings must be removed/replaced. Window coverings should be free of graphics, logos, or reflective materials.

Sunday night, place large items on the city curb (not 4<sup>th</sup> Street). The next business day that the office is open, HAO will pick-up and dispose of these items. Items left any other time will incur a \$50 charge per needed worker to remove items.

Community Buildings (located at Locke Apts and Adams Village) are **FREE** for tenants to rent with a \$50 refundable fee. Contact Jennifer in Resident Services by email to reserve.



## LARGE ITEM REMOVAL



## COMMUNITY ROOMS

# COMMUNITY HAPPENINGS

## RESIDENT COUNCIL

Please join us to be a part of your community and hear about all the new and exciting things happening in 2026 around HAO Properties.

### CHURCHILL PARK

Time: 11:00 AM

When: Wedn., February 18th

Location: New Heights Center

**Must be a tenant at CHP**

### ADAMS VILLAGE

Time: 3:00 PM

When: Wedn., February 18th

Location: AV Comm. Center

**Tenants who reside at Smith Homes, Walker Place, Locke Apts., Baker Drive, and Adams Village attend Resident Council at Adams Village Community Center.**

All who attend must be at least 18 years of age or older!

## ACTIVITIES at ADAMS VILLAGE

2/02: JR Sings (2:00 PM)

2/09: Bingo (1:00 PM)

2/11: Valentine's Party w/ Gypsy Wind (1:00 PM)

2/11: Painting (2:30 PM)

2/20: Game Day (11:00 AM)

2/26: Breakfast (9:30 AM)

Congregate Meals for Seniors (60 years +) served every Mon, Wed, and Fri at 11:30 AM. Suggested donation of \$1.50 per meal is appreciated.

### **ALL SENIORS WELCOME TO ATTEND REGARDLESS OF LOCATION!**

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

## NEW and EXISTING TENANT PROGRAM

HAO Properties requires new tenants (who moved into their new apartment beginning in September 2025 to current) participate in the New Tenant Program. This is offered at the New Heights Center at CHP.

2/17: New Tenant Program  
10 AM and 5:30 PM

We also offer an EXISTING TENANT PROGRAM (not required) for tenants who want a refresher!

**New Tenants are required to enroll in the New Tenant Program within ninety (90) days of moving in!**



**MANIFEST IT**

February 18, at 10:00 AM, at the New Heights Center located at Churchill Park, Jennifer in Resident Services will be hosting a Vision Board class. All supplies will be provided. Sign up by February 16 with max of 20 people.



**YOGA IT**

Every Thursday at 10:30 AM, at the Adams Village Community Center, Jennifer hosts Chair Yoga.  
On February 12, at 9:00 AM, at the New Heights Center, Jennifer will host Chair Yoga. It's going to be a real stretch!



**SAVE IT**

February 23, at 10:00 AM, at the New Heights Center, Jennifer will host an art class creating a piggy bank for money saving options. Sign up by February 18. Saving cents builds a habit and teaches mindful spending.



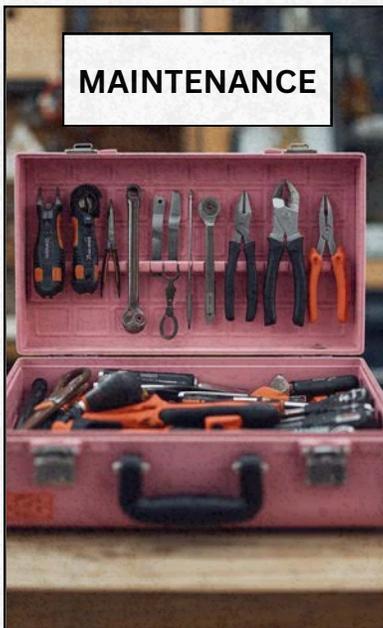
Effective December 24, 2025, the United States Postal Services (USPS) has adopted a new rule. The rule clarifies that the date marked on the mailpiece is the date the mailpiece was first processed, and not the date the mail was dropped off. Mail is not sorted at regional hubs, so the date on the postmark might be later than when you put it in the mailbox, especially with weekend delays.

Dropping mail on a deadline day (like Tax Day) could result in a later postmark, making your submission

technically late for agencies that rely on the postmark date.

Customers may present a mailpiece at a retail counter and request a “manual (local) postmark.” This is applied at the time of acceptance, so the date aligns with the date the USPS took possession.

Customers may also get a certificate of mailing. This works like a receipt, providing official proof of when an item was sent. Keep your copy; the USPS does not retain one.



If your home has **NO HEAT**, **AND**

- 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 (two) or more hours, call 270-683-5365, option 1, for the after hours emergency line to speak w/ the answering service.

During these upcoming colder days/nights, in the event that HAO anticipates freezing weather, we will place yard signs in each community advising you to drip faucets.

Extension cord safety means using the right cord and keeping it visible and away from water and rugs:

- Do not plug heaters or fans into extension cords
- Check for frayed wires, cracks, or damaged plugs before use
- Insert the plug completely and do not leave it hanging
- Unplug by pulling the plug
- Do not cover cords with rugs or with furniture
- Do not plug one extension cord into another extension cord

Be safe and stay warm out there!



## NEW YEAR NEW PHONE SYSTEM



Due to the age and unsupported older phone system, we have implemented a new phone system that will help improve communication and service. As with any upgrade, there may be a short adjustment period while we fine-tune everything.

We have moved to an automated system, and we kindly ask everyone to please be patient and listen to the options given. For example: to request a work order (option 1) is an emergency and (option 2) is a regular work order.

Additionally, we kindly ask that you make sure you know the name **OR** extension number of the person you're trying to reach. This will help direct your call quickly and accurately.

Our team is working diligently to make this process smooth, and we appreciate your understanding. We sincerely appreciate your cooperation during this change.

Please stay updated with the **YAPP APP** for all updates regarding this process.



Employee Shout Out will return next month, but we're taking this opportunity to make sure:

- HAO has your updated contact (phone, email, emergency contact, etc.) information
- Caregivers are supervising all aged children playing in the community around the neighborhood
- THC is NOT allowed on all HAO Properties regardless if it's for medical or recreational reasons

Lastly, start the year by taking pride in your community. It fosters a strong sense of belonging and community value by creating a more pleasant, supportive, and vibrant place for everyone to live.

- Join Resident Council
- Pick up that can instead of kicking it down the road
- Work with your neighbors instead of against them
- Create a positive cycle

Amber Turner, Leasing Specialist  
Move-in and Project Based Vouchers  
at Ext. 204  
amber@owensborohousing.org

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

Jamie Ward, Receptionist  
Rent/Payments at Ext. 200  
jamie@owensborohousing.org

Jennifer Chappell, Resident Services  
Parking and Referrals at Ext. 213  
jennifer@owensborohousing.org

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

Lisa Cecil, Leasing Specialist  
LIHTC Appointments at Ext. 206  
lisa@owensborohousing.org

Mindy Cecil, Occupancy Clerk  
House Choice Vouchers at Ext. 218  
mindy@owensborohousing.org

Morgan Cart, Occupancy Clerk  
Recertifications at Ext. 202  
morgan@owensborohousing.org

Nikki Ringham, Property Manager  
Informal Hearings at Ext. 205  
nikki@owensborohousing.org

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

Tonette Crite, Resident Services  
Accommodations and Complaints  
at Ext. 214  
tonettec@owensborohousing.org

Wendy Jackson  
Pets & Income Changes at Ext. 203  
wendy@owensborohousing.org

Shauna Boom  
CEO/Director



Founded by Carter G. Woodson, he wanted to honor Black Americans' contributions throughout history. February was chosen to honor the birthdays of influential figures like Frederick Douglass (Feb. 12).

Mr. Douglass escaped from slavery (forced labor) in Maryland and led the movement to end slavery. He was an example that enslaved people had intellectual capacity to function as independent Americans.

Mr. Douglass later went on to start the first anti-slavery Black newspaper titled The North Star.



During the COVID-19 pandemic, Owensboro native, Travis Owsley, inspired by his mother's legacy, created Beverly's Hearty Slice (BHS). Travis' mother, Beverly Owsley, was a focal point in the community for encouraging, motivating, and guiding youth and adults. Travis set out to bring our community together through food and collaboration. Travis and his team have done that and more.

Feb. 6<sup>th</sup> (CHP at 4:30pm) and Feb. 20<sup>th</sup> (Smith Homes at 4:30pm) are pizza serving days!



In 2007, two men got together and decided to volunteer their time to non-profits. This has since spread into more.

These men connect great people of our community to great non-profits that serve it. VolunteerOwensboro.com strives to inspire volunteerism by promoting visibility and creating awareness of non-profits.

Volunteer today in the Owensboro Daviess County KY area by browsing through VolunteerOwensboro.com to find a non-profit of interest!



HAO Properties uses these standards when completing housekeeping inspections at Tenant's homes:

- No trash the size of one large bag in any room or outside the home (front stoop or on deck)
- No diapers, feces, or urine in more than one place inside the home
- No excess food other than the kitchen
- Stove-top, inside the stove, and refrigerator must not be dirty, greasy, or show any type of spills
- No dirt, hair, body fluids, feces, hair dye, or nail polish on or inside the bathroom sink, toilet, or inside the shower tub

- No more than a day's worth of dishes in kitchen sink
- No sticky floors that are due to spills

Not following the above standards is considered a concern which could lead to a failed housekeeping inspection:

- Zero (0) concerns = GOOD
- One (1) concern = FAIR
- Two (2) or more concerns = POOR/FAILURE

If windows or doors are 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 8am - 4pm on one of the specified days outlined in the newsletter. All areas of the home are inspected including, but not limited to, decks, yards, stoops, 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 the kitchen in covered containers in cabinets, pantry areas, or the refrigerator. All food should be kept in the kitchen.

Please clean around your front stoop, landscaping, back decks, and yard areas.