

From the desk of Wendy Jackson
Occupancy Clerk with
HAO Properties

“I can still picture my first apartment in Government Housing. The place was more than just a roof over my head; it was safety for my children. Government Housing and assistance programs were not just a safety net for us; they were a lifeline!”

That chapter of my life wasn't easy. There were moments of deep frustration, times when I felt invisible, and days where I wondered if things would ever change. I knew that I had to work to change things for my children. I kept moving forward, continuing my education, volunteered, made contacts, and slowly built a life that no longer depended on assistance.

Today, I am on the other side - working with people who are living through the same challenges I once faced. I have sat across from so many wonderful people who felt stuck, but I can say, “I've been there!” and I know if I can get to the other side, they can too. I understand the frustration of endless paperwork and fear of eviction. I also know the quiet victories of making it through another day.

Over the years several of my fellow employees grew up in government housing or have relied on other assistance programs. We do understand the feeling of hopelessness and have asked ourselves, “Is this all there is?”

I have seen the change the Housing Authority has made over the years. We are continuously in contact with other agencies in the Owensboro area gathering resources for our tenants. We are not just offering resources, we are offering proof that change is possible, and we are willing to help our tenants to reach the other side!

THINGS TO REMEMBER:

- Download the YAPP APP - go to existing app - click “+” - enter ID HAOKY009 - stay in the know!
- WORK ORDERS will only be received by phone (Ext. 221) or by email workorders@owensborohousing.org
- Effective January 1, 2026, HAO Properties will implement a late strike and a \$30 late fee if rent and charges due are not received by 4 PM local standard time on the 5th calendar day of the month. If the office is closed on the 5th calendar day, rent must be paid online, through the mail (with a postmark on or before the 5th calendar day of the month), or placed in the HAO office drop box before 6:45 AM on the next business day.
- Office has FREE bus passes for Tenants with transportation needs
- Large Item Removal - Sunday night ONLY, place LARGE items on the city curb (not 4th St.), and on the next business day the office is open, HAO will pick up and dispose of these items. Items placed/left outside of these times will incur a \$50 charge per worker needed to remove items.
- Tenants can come to the office with an empty container to receive FREE paint for small touchups

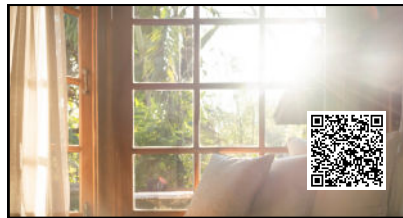


APRIL 2026

Monday	Tuesday	Wednesday	Thursday
		1.	2. LAST DAY TO REQUEST WAIVER for APRIL RENT
<p>6. TERMINATION NOTICE MAILED FOR APRIL NON- PAYMENT (14 DAYS TO PAY w/o EVICTION)</p> <p>\$30 LATE FEE CHARGED FOR APRIL RENT</p> <p><u>Housekeeping Inspection Churchill Park bldgs 32-40</u></p>	<p style="text-align: center;">7.</p> <p style="text-align: center;">Pest Control and Filter Change - Smith Homes</p> <p><u>Housekeeping Inspection Churchill Park bldgs 32-40</u></p>	<p style="text-align: center;">8.</p> <p style="text-align: center;">Pest Control and Filter Change - Smith Homes</p> <p><u>Housekeeping Inspection Churchill Park bldgs 32-40</u></p>	<p style="text-align: center;">9.</p> <p style="text-align: center;">Pest Control and Filter Change - Smith Homes</p>
<p style="text-align: center;">13.</p> <p><u>Housekeeping Inspection Smith Homes 24-41</u></p>	<p style="text-align: center;">14.</p> <p style="text-align: center;">Pest Control and Filter Change - Walker Place</p> <p><u>Housekeeping Inspection Smith Homes 24-41</u></p>	<p style="text-align: center;">15.</p> <p style="text-align: center;">Pest Control and Filter Change - HAO Houses</p> <p><u>Housekeeping Inspection Smith Homes 24-41</u></p>	<p style="text-align: center;">16.</p> <p><u>Housekeeping Inspection Smith Homes 24-41</u></p>
<p>20. APRIL RENT MUST BE RECEIVED BY 4:00 PM TO AVOID COURT EVICTION</p>	<p style="text-align: center;">21.</p>	<p style="text-align: center;">22.</p>	<p style="text-align: center;">23.</p>
<p style="text-align: center;">27.</p>	<p style="text-align: center;">28.</p>	<p style="text-align: center;">29.</p>	<p style="text-align: center;">30.</p>



Effective April 2026, rent and charges that are paid late will result in a 14-day Notice of Termination. To avoid a court eviction, all amounts/charges due must be paid by the date on the Notice of Termination.



Tenants must regularly inspect their unit's window coverings for damage:

- Torn, frayed, or stained
- 3 or more missing, broken or bent slats

Window coverings must be free of graphics, logos, or reflective materials.



Community Rooms at Locke Apts (seats 25) and Adams Village (seats 80) are **FREE** for Tenants to rent w/ a \$50 refundable deposit. Contact Jennifer (Ext. 213) for details and to reserve the room.



KHA (KY Housing Assoc. Inc.) is offering 4 scholarships to those residing in a KHA member agency (incl HAO Properties). Deadline is Thursday, April 30, 2026. Applications at the office.

COMMUNITY HAPPENINGS



RESIDENT COUNCIL

Join us on Wednesday, April 22nd, to be part of your community Resident Council. Be in the know about upcoming happenings at HAO Properties. Help plan activities and events for community engagement.

Tenants who live at Churchill Park (CHP):

Time: 11:00 AM

Place: New Heights Center - at the office

Tenants who live at all other sites (not CHP):

Time: 3:00 PM

Place: Adams Village Community Center

All who attend must be a Tenant at one of the sites **AND** at least 18 years or older!



ACTIVITIES at ADAMS VILLAGE

- 4/1: Easter Party (1:00 PM)
- 4/2: Chair Yoga (10:30 AM)
- 4/6: JR Sings (2:00 PM)
- 4/8: Painting with Lisa (2:30 PM)
- 4/9: Chair Yoga (10:30 AM)
- 4/15: Bingo (1:00 PM)
- 4/16: Game Day (11:00 AM)
- 4/20: Bingo w/ Julie (1:00 PM)
- 4/30: Breakfast (9:30 AM)

Senior Congregate Meals served every Mon, Wed, and Fri at 11:00 AM. Suggested donation (\$1.50/meal) is appreciated. **ALL SENIORS WELCOME TO ATTEND REGARDLESS OF LOCATION OF RESIDENCY.**

Information about Senior Activities and Congregate meals contact Dianne (270-684-3492)



TENANT PROGRAM

Effective September 2025, those who move in with HAO Properties are required to complete the New Tenant Program within 90 days of moving in. This program takes place at the HAO office.

Registration required by contacting Tonette by phone or email.

4/21: New Tenant Program
10AM - 11AM **or**
5:30PM - 6:30PM

We offer an Existing Tenant Program (not required).

4/21: Existing Tenant Program
10AM - 11AM **or**
5:30PM - 6:30PM



EASTER EGG HUNT

Saturday, April 4th, HAO Properties with H.O.P.E. Ministries will host an Easter Egg Hunt at Churchill Park for all sites. Surprise appearance by the Hoppity Easter Bunny to take pictures with.

Hotdogs, chips, and dessert served around 12:00 PM, and the Egg Hunt will begin sharply at 1:00 PM.



EXPUNGEMENT CLINIC

Thursday, April 16th, from 9AM - 12PM, at the New Heights Center, HAO Properties will host an Expungement Clinic with the Department of Corrections (DOC).

Resourceful vendors will be on site including the Center, Passport Healthcare, LEAP Services, and more

OPEN TO ALL - do not have to be a tenant to attend. Register with DOC by calling 270-231-5462.

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 by following these few steps:

- 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
- Don't use 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 (270-683-5365)!



STAND UP 4 CHILDREN

April 24, from 3:30 PM - 6:30 PM, at Smothers Park, **FREE** celebration while STANDING Against Child Abuse. **FREE** food, **FREE** petting zoo, and **FREE** snow cones from Kona Ice. Every vendor will have a **FREE** activity and giveaway for kiddos.



CHAIR YOGA

April 20 at 10:30 AM, at Churchill Park at the New Heights Center, Jennifer will host **FREE** chair yoga session for wanting a balance of holding on while letting go.



VISION BOARD

April 27 at 10:30 AM, at Churchill Park at the New Heights Center, Jennifer will host **FREE** vision board session for those board to be wild. Come manifest it into existence!



WALKER PLACE RENOVATIONS

Interior apartment renovations are scheduled to begin April 7. All notices will be delivered via email and ONE CALL. Walker Place tenants who did not receive a "test" email will need to update their contact/email information with Tonette.



- No more than a day's worth of dishes in kitchen sink
- No sticky floors due to spills
 - Zero concerns = GOOD
 - 1 concern = FAIR
 - 2+ concerns = POOR/FAILURE

HAO Properties uses the below standards when completing house-keeping inspections at Tenant's homes:

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

Dry food should only be stored in covered containers in the kitchen. If windows/doors are blocked with personal items **OR** observed insects associated to cleanliness, the unit will automatically receive a FAILURE.

All food kept in kitchen. Rid decks and yards of trash, untamed cigarette butts, and trash in/outside of bushes. Clean cobwebs/dirt off stoops.

Clean air vents throughout the home. Food should be kept in the kitchen. Inspections completed 8am - 4pm.

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
steph@owensborohousing.org

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

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

Shauna Boom
CEO/Director

STAFF SHOUT OUT



Brandon Blair
Maintenance Technician

Brandon started working at the HAO just before Christmas in 2022 as a maintenance technician. Shortly after starting, he enrolled in course-work in the heating, ventilation, and a/c field. Two years and one day later, he obtained certification as a Journeyman HVAC Technician. Brandon continues to be a great team member and is a gentle giant. The skills he has acquired while working at the HAO along, with the skills he has willingly shared with the other staff, has enabled the Maintenance Department to continue to reach closer to our goals. Brandon also volunteers to help with special projects such as the Christmas parade and staff functions.



Nikki Ringham
Property Manager

In July 2021, Nikki joined the HAO as a Occupancy Coordinator. The HAO was just starting to kick off a Low-Income Housing Tax Credit construction project which greatly complicated her duties. She learned the new regulations and tackled the work. Within two years she was promoted to fill the position of Property Manager. She has continued to help the agency meet our goals to include becoming a paperless operation and supporting the Occupancy Department in the goal of housing families. Nikki is also an example of someone that is more than willing to lend a hand or assist in any way needed.

Thank you both for making a difference for your team members and our customers!



Spring means mowing season is here! Residents are reminded to keep the areas around their apartments tidy/neat and clean. The lawn crews will begin working so all toys, chairs, signs, etc. need not be left in yards. Items left will hinder the lawn crew, and items may be damaged by the crew. HAO Properties and contractors are not responsible for damaged, negligent items left in yards. Items left in lawn crews' way are subject to removal by HAO Staff for work completion. To prevent damaged items, remove items from yard during mowing days. Additionally, bicycles and other items are **ONLY** stored at the back of the apartment (on deck if applicable), not at the the front.



Watching your child play outdoors is a gift, for them and for you. Care-giver presence during children's outdoor play helps create an environment where children can explore safely.

- Before the child runs off to play, scan the area for broken equipment/objects
- Set simple, clear boundaries to identify expectations for safety with freedom
- Teach safe habits through conversation by asking the child questions around safety
- Be mindful of cars and gear children towards sidewalks oppose the streets when riding bikes, skateboards, etc.



A clean and well-maintained property benefits everyone. To help keep our community welcoming, safe, and enjoyable, we request tenants keep their stoops/decks clean, minimal, and free of unnecessary items.

- Tidied stoops/decks help keep pathways clear, reduces pests, and supports a positive living
- Keep minimal items (2 chairs, welcome mat, and maybe a small plant) on stoops/decks
- Sweep stoops/decks to rid them of debris and cobwebs
- Seasonal items should be removed promptly when the season ends



HAO Properties will be conducting a Public Hearing for the purpose of receiving comments from the public regarding the Annual Plan for HAO Properties.

The Public Hearing will be held **Tuesday, April 7, 2026, at 10:00 am at the New Heights Center** located at the Churchill Park Administration Office, 2161 E. 19th Street, Owensboro, KY.

Residents, government officials, and other interested parties are urged to attend. Copies of the Plans and relevant information may be inspected on normal business days from 7:30 am - 3:30 pm at the Housing Authority of Owensboro's principal office located at 2161 E. 19th Street, Owensboro, KY, or on the agency website at owensborohousing.org beginning Thursday, February 19, 2026.

Questions may be directed to Shauna Boom, Executive Director, (270) 683-5365.



HAO PROPERTIES
2161 E. 19TH STREET, OWENSBORO, KY 42303
270-683-5365