

# MAY



From the desk of Crystal Clark  
Accounting Specialist with  
HAO Properties

May is recognized as Mental Health Awareness Month. Mental health affects how you think, feel, handle stress, relate to others, and make choices. Being able to recognize changes such as sadness, irritability, trouble sleeping, or feeling overwhelmed, is the first step toward getting support.

During this month, take a moment to check in with yourself and others. Simple steps such as: staying connected, going outside for a walk, aiming for quality sleep each night, stepping away from stressful situations, staying hydrated, eating healthy balanced meals, and most importantly, reaching out for support when needed all contribute to building a healthier, happier life.

Caring for mental health is just as important as caring for physical health. I'd like to encourage you to have open conversations with someone you trust and to remind you that seeking help is a sign of strength, not weakness. You do not have to face your struggles alone.

*Crystal Clark*

## THINGS TO REMEMBER:

- To receive HAO updates and news, download the **YAPP APP** from your smartphone's app store. Once downloaded click "existing app" → click "+" → enter ID# HAOKY009
- WORK ORDERS will only be received by phone (Ext. 221) or by email (workorders@owensborohousing.org)
- Saturday, May 23<sup>rd</sup>, Cravens and Combest pools open - **FREE** pool passes available at the HAO office
- **FREE** bus passes available at office
- LARGE ITEM REMOVAL - Sunday nights ONLY, place LARGE items on the city curb (not 4<sup>th</sup> 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
- The Daviess County Public Library has **FREE** internet hot spots to rent for thirty (30) days at a time.


## OFFICE CLOSED:

- Thursday, May 14<sup>th</sup>
- Monday, May 25<sup>th</sup>, in observance of Memorial Day



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

# MAY 2026

Monday	Tuesday	Wednesday	Thursday
<p>4..</p> <p><b><u>Housekeeping Inspection CHP Buildings 41-49</u></b></p>	<p>5. <b>LAST DAY TO PAY MAY RENT w/o LATE STRIKE and \$30 CHARGE <u>must be received by 4PM</u></b></p> <p><b>LAST DAY TO REQUEST WAIVER for MAY RENT</b></p> <p>Pest Control and Filter Change - Churchill Park</p> <p><b><u>Housekeeping Inspection DDN AND CHP Buildings 41-49</u></b></p>	<p>6. <b>TERMINATION NOTICE MAILED FOR MAY NON-PAYMENT (14 DAYS TO PAY w/o EVICTION)</b></p> <p><b><u>Housekeeping Inspection DDN AND CHP Bldgs 41-49</u></b></p>	<p>7.</p> <p>Pest Control and Filter Change - Churchill Park</p> <p><b><u>Housekeeping Inspection DDN AND CHP Bldgs 41-49</u></b></p>
<p>11.</p>	<p>12. Pest Control and Filter Change - Churchill Park</p>	<p>13.</p>	<p>14. OFFICE CLOSED <i>Professional Day!</i></p>
<p>18.</p>	<p>19. Make-up Day: Pest Control and Filter Change - Churchill Park</p>	<p>20. <b>MAY RENT MUST BE RECEIVED BY 4PM TO AVOID COURT EVICTION</b></p>	<p>21.</p>
<p>25. OFFICE CLOSED</p> 	<p>26.</p>	<p>27.</p>	<p>28.</p>



Effective January 1, 2026, HAO Properties implemented a late strike and a \$30 late fee if rent and charges due are not received by 4:00 PM local standard time on or before the 5<sup>th</sup> calendar day of the month.

If the office is closed on the 5<sup>th</sup> calendar day, rent must be paid online, through the mail (with a postmark on or before the 5<sup>th</sup> calendar day of the month), or placed in the HAO office drop box before 6:45 AM on the next business day.



Effective April 1, 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.



May will start Summer preventative maintenance at all HAO properties. HAO Techs will be servicing HVAC units, cleaning dryer vents, and servicing water heaters if they were not done in 2025. No need to be home as your unit will be secured afterward.

# COMMUNITY



**RESIDENT COUNCIL**

Wednesday, May 27<sup>th</sup>, come discuss concerns, help influence policies, and assist planning activities. Serve as a collective voice to improve our community.

Tenants who reside at Churchill Park (CHP) -

**Time:** 11:00 AM

**Place:** New Heights Center

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

**Time:** 3:00 PM

**Place:** Adams Village Community Center

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



**SENIOR ACTIVITIES**

5/4: JR Sings and Ice-cream Social (2pm)  
 5/13: Paint w/ Lisa (2:30pm)  
 5/14: Game Day (11 am)  
 5/18: Bingo w/ Julie (1 pm)  
 5/28: Breakfast (9:30 am)

Senior Congregate Meals served every Monday, Wednesday, and Friday at Adams Village Community Center at 11:30 AM.

Suggested donation of \$1.50 is appreciated but not required! **ALL SENIORS WELCOME REGARDLESS OF RESIDENCY.**

Additional information about Senior activities, please contact Dianne (270-684-3492)



**NEW TENANT PROGRAM**

Those who move in with HAO Properties are required to complete the New Tenant Program within 90 (ninety) days of moving in. Attendance is at the HAO office specifically at the New Heights Center!

Registration is a must, do so by contacting Tonette by phone (Ext. 214) or email. This program is offered on the 3<sup>rd</sup> Tuesday of every month. Tenants only have to attend once.

5/19: 10:00 - 11:00 AM **or** 5:30 - 6:30 PM



Friday, May 8<sup>th</sup> (12-10pm) and Saturday May 9<sup>th</sup> (10am - 10pm), BBQ and Barrels will be downtown Owensboro, KY with good Bar-B-Q, music, and activities.



Saturday May 23<sup>rd</sup>, Combest and Cravens Pool will open for the summer with standard pool hours Mon - Sat (12 pm - 4:30 pm) and Sunday (1 - 5 pm).



Saturday, May 2<sup>nd</sup>, will commemorate the 152<sup>nd</sup> Kentucky Derby taking place in Louisville. Post time for the main event is scheduled for 6:57 pm. Watch on NBC or Peacock.



Jennifer hosts chair yoga on May 7<sup>th</sup> and May 21<sup>st</sup>, at 10:30 am, at Adams Village Community Center **AND** on May 18<sup>th</sup>, at 10am, at Churchill Park! Come out and na-ma-stay awhile!



To help create a more cohesive and welcoming environment, we are reminding everyone of the guidelines around the use of outdoor spaces. A more uniform approach will ensure expectations are clear and eliminate confusion for everyone. These updates are intended to support fairness and provide a consistent appearance across shared areas.

- Tenants are permitted a maximum of two (2) outdoor chairs and potted plants on their designated **front stoop** area. All items must remain within Tenant's designated space and must not obstruct access to entryways or invade adjacent stoop areas.
- These Items must be stored at the rear (back stoops/decks) of the unit: bicycles, grills, and children's ride-on toys. No items may block walkways, pathways, building entryways, or impede mowing/landscaping crews.
- The following items are strictly prohibited on the premises regardless of size or intended use: fire pits, portable or window-mounted air conditioning units, water slides, sprinklers, and swimming or wading pools.

- Items stored may not obstruct, cover, or otherwise impede access to the HVAC or air conditioning equipment.
  - Tenants are prohibited from digging, planting, or making any modifications to landscaping, yard areas, or grounds. All landscaping and exterior grounds are maintained exclusively by property management.
- Please note that these requirements are outlined in your signed Lease Agreement. All tenants are required to be in compliance by **May 7, 2026**. We appreciate your prompt attention and understanding to this matter.



Maintaining your apartment in a clean manner helps ensure a safe home that remains in compliance with your Lease's housekeeping requirements. HAO utilizes the below standards when inspecting Tenant's units.

Tenants should clean/dust their ceiling fans (if applicable) and use a broom to clean the outside door frame leading into their apartment unit.

Identified measurable housekeeping concerns:

- Trash the size of one (1) bag in any room or outside area (stoop/deck)
- Diapers, feces, or urine of any type on the floor in more than one place
- Sticky floors because of uncleaned spills
- Bathroom sink, toilet, and/or shower tub showing dirt, hair, body fluids, hair dye, or nail polish in excess
- Kitchen showing more than a day's worth of dishes in the kitchen sink
- Stove top and/or stove is dirty and/or greasy
- Countertops showing dirt and/or spills with or without stickiness or color

- Refrigerator showing dirt and uncleaned spills.
- Excess food in rooms other than in the kitchen (including but not limited to soda cans, plates of food, bags of food, trash, etc.).

**GOOD = zero concerns**  
**FAIR = one (1) concern**  
**POOR/FAIL = 2+ concerns**

Tenant's unit receive an automatic POOR/FAIL if windows or doors are blocked OR roach presence is associated with the unit's cleanliness.

Food should only be kept in the kitchen. Tenants must rid decks and yards of trash and scattered cigarette butts.



To ensure outdoor spaces remain enjoyable and consistent for everyone, we are reminding Tenants of the guidelines which establish a uniform standard for outdoor decorations and use. We hope this creates clear boundaries while still allowing tenants to enjoy and personalize their outdoor areas in an appropriate way.

Tenants may display exterior holiday decorations beginning no more than four (4) weeks prior to the associated holiday. All exterior decorations must be removed no later than two (2) weeks following the holiday. The following guidelines apply to all exterior decorations:

- Yard areas, flower beds, and common landscaping shall remain free of signs, displays, and decorations at all times. Decorations, signs, and displays are permitted within the interior of windows or within the tenant's designated porch area only. All decorations must be holiday-themed, appropriate for all ages, and may not contain offensive, obscene, profane, or discriminatory images or language. Management reserves the right to require removal of any decoration deemed inappropriate.
- Decorations must remain within the tenant's designated portion of the porch and shall not encroach upon adjacent units or shared spaces.
- Tenants are permitted to decorate around their window frame and/or door frame, but are prohibited

from running the decorations across the openings of windows and/or doors. Decor around the windows and doorways cannot impede or obstruct any portion of the openings.

- Tenants may decorate other areas of their designated porch space provided no electrical connection is required. Solar-powered or battery-operated decorations are permitted, provided they are rated for outdoor use.

- Tenants may not use nails, screws, tacks, duct tape, adhesive materials, or any fastener that may cause punctures, surface damage, or residue to columns, porch structures, or any exterior surface.

- Tenants are strictly prohibited from applying paint, spray, or any other substance to any exterior surface of the building or property.



**Rose Rorer  
Unit Specialist**

Rose began her career with HAO in October 2022.

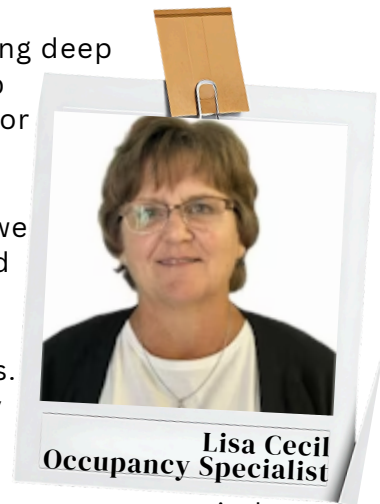
She works hard as a part of our Unit Specialist crew to prepare units for rent. HAO Properties turns a unit for rent 30% quicker than the industry average which is a result of

the hard work and professionalism she and her co-workers demonstrate. Rose has a great giving heart and has taken on new tasks when needed. Rose is petite in stature, but it takes strength to perform the type and level of work she carries out daily. We are so grateful to have Rose as a part of our team.

## STAFF SHOUT OUTS

Shortly after getting deep into the leasing up process for Churchill Park, we realized we

were going to need another quality staff member to cover all the bases. Lisa is that quality staff person that agreed to join our team after a short temporary period in late 2024. She started out working in a space that was an old kitchen area. Eventually we moved back into our real offices in which she got the door and walls we promised. Lisa learned and completed the appropriate certifications needed. Lisa is wonderful to work with and very essential. Lisa, thanks for saying yes to this little PT gig.



**Lisa Cecil  
Occupancy Specialist**

# HAPPY MOTHER'S DAY



Motherhood holds a unique and meaningful place in our lives. Mothers often represent love, sacrifice, guidance, and a steady presence shaping families and communities in lasting ways. Whether navigating sleepless nights as a new mother or carrying the quiet strength earned through years of experience, every stage of motherhood brings its own challenges and grace.

Mother's Day can be tender for many. Some grieve mothers who have passed and others navigate complex relationships, or those raised without a maternal figure. Others carry the pain of infertility, pregnancy loss, or circumstances that made motherhood unattainable. These all deserve empathy and respect.

Motherhood exists in many forms (biological, adoptive, foster, step, etc.), each reflects the heart of motherhood, selfless love. This Mother's Day, on May 10<sup>th</sup>, may we honor all mothers, young and old, at every season with compassion and kindness for every journey.

Amber Turner, Leasing Specialist  
Move-in appts at Ext. 204  
amber@owensborohousing.org

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

Jamie Ward 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 at Ext. 218  
mindy@owensborohousing.org

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

Nikki Ringham at Ext. 205  
nikki@owensborohousing.org

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

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

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

Shauna Boom  
CEO/Director

**Title:** Groundskeeper  
**Location:** Churchill Park  
**Hours:** 2 - 4.5 hours per week  
**Age:** 16 years or older to apply  
**Rate:** \$12.00 per hour  
**Apply:** Download application at  
owensborohousing.org or pick one up  
from the front office.

We are seeking a reliable and hard-working groundskeeper to help maintain the cleanliness, safety, and overall appearance of our outdoor grounds and facilities. The ideal candidate takes pride in their work and enjoys being outdoors year-round. Candidate must reside in Churchill Park. Contact Tonette in Resident Services with questions!



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