

From the desk of Jennifer Chappell
Resident Services Coordinator

"I shall not"

"I shall not be moved"

"Just like a tree that's planted by the water"

"I shall not be moved" - folk spiritual song

One thing life has taught me, it's unpredictable. You can lay out a beautiful pathway for a successful career, loving marriage, or your family's health, and something is sure to create a bump in the road. Those bumps can make or break you in those moments. When those moments arise, you must decide who you are. Will you be the branch that is easily broken, or the calm in the storm—the tree that shall not be moved?

Every day I wake up, I must decide to be that tree. Here's how I keep my mind at peace.

- **Isolate the issue:** Keep concerns in their own box. Panic happens when we group problems together and become overwhelmed. Remember, one step at a time.
- **What is in your control:** What can be done today to handle this event? What is required from me? What is my responsibility in this?
- **Be still:** Pause and take several deep breaths. Take a breath before you speak. Take a breath before you act. PAUSE - BREATHE!
- **Quiet the emotions:** Speak only facts and events. Leave out opinions and speculations. Stay steady like a tree, don't become the storm.
- **Stay planted:** Remember you have roots. You have survived pain that you thought would break you. This too shall pass.
- **Remember who you are:** When they go low, you stay high. Don't break form. Keep your standards. Show the storm who you are (calm, kind, in control, gracious, unyielding).

*Life will bring you storms. The winds will test you.
Stay unmoved. Stay planted by the water.
You are the Tree.*

Jennifer Chappell

HAO PROPERTIES

MONTHLY NEWSLETTER
SEPTEMBER 2026

Download the **YAPP APP** to receive HAO news straight to your smartphone. Click "add an existing app" using ID **HAOKY009**

At the Daviess County Public Library, internet HOT SPOTS are **FREE** to check out for 30 days w/ a **FREE** library card. DCPL forgives old library fees.

Community buildings are **FREE** for tenants to rent w/ a refundable \$50 deposit. Contact Jennifer (Ext. 213) for details.

Independence Bank will provide a **FREE** money order once every 30 days. They only accept cash and has to be made out to HAO.

Tenants can receive **FREE** paint for minor touch-ups. Bring an empty container with a lid to the office.

Place a work order by calling 270-683-5365 Ext. 221 or email workorders@owensborohousing.org

The office is closed Monday,
September 7th
for Labor Day!



HAO PROPERTIES
2161 E. 19TH STREET
270-683-5365

SEPTEMBER 2026

Monday	Tuesday	Wednesday	Thursday
	1. Pest Control and Filter Change - Locke Apartments Housekeeping Inspections Churchill Park Buildings 23-31	2. <u>SEPTEMBER RENT MUST BE PAID BY 4:00 PM WITHOUT RECEIVING LATE STRIKE and \$30 CHARGE</u> <u>LAST DAY to REQUEST WAIVER for SEPTEMBER RENT</u> Housekeeping Inspections Churchill Park Buildings 23-31	3. Housekeeping Inspections Churchill Park Buildings 23-31
7. 	8. <u>TERMINATION NOTICE MAILED FOR SEPT NON-PAYMENT (30 DAYS TO PAY WITHOUT EVICTION)</u> Pest Control and Filter Change - Baker Drive Housekeeping Inspections Smith Homes Buildings 1-23	9. Housekeeping Inspections Smith Homes Buildings 1-23	10. Housekeeping Inspections Smith Homes Buildings 1-23
14.	15. Pest Control and Filter Change - Adams Village	16.	17.
21.	22.	23.	24.
28.	29.	30.	



Tenants will receive 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 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.



Independence Bank will provide a FREE money order once every 30 days. They only accept cash and has to be made out to HAO.
 Tenants may set up auto ACH rent payments by filling out a form with the front desk at the office. Rent will come out of the account on the 5th (or last day to pay for that month).



HVAC Preventative Maintenance will continue until completion. Large item removal - on Sunday nights ONLY, place large items on the city curb (avoid 4th Street), and on the next business day that 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.

RESIDENT COUNCIL

Resident Council is a tenant-led meeting of tenants who join together to help make improvements here at the HAO. We discuss concerns, plan social events, and influence decisions. HAO staff are present to assist as needed.

Next meeting is scheduled for Wednesday, September 23rd.

Tenants who live at Churchill Park

Time: 11:00 AM

Place: New Heights Center

Tenants who live at other sites

NOT Churchill Park

Time: 3:00 PM

Place: Adams Village
Community Center

SENIOR ACTIVITIES

9/2: Singo Bingo (1pm)
9/3: Cookout w/ Bingo (11:30am)
9/8: Shopping (9am)
9/9: Painting with Lisa (2:30pm)
9/17: Game Day with Pizza (11:30am)
9/21: Bingo with Julie (1pm)
9/24: Breakfast (9:30am)
9/30: Bold Age Page Bingo (1pm)

Senior activities and meals take place at Adams Village Community Center. Senior Congregate Meals served at 11:30 AM every Monday, Wednesday, and Friday. Suggested donation of \$1.50 is appreciated but not required.

All seniors are welcome regardless of residency. For additional information regarding Senior activities, please contact Dianne (270-684-3492).

new tenant program

New Tenants moving in with the HAO are required to complete the New Tenant Program **within 90 days** of moving in. This one-time class takes place at the office specifically inside the New Heights Center.

The New Heights Center is off of the employee parking lot (inside Churchill Park) beside bldg #55 on E. 19th Street.

Registration is required. Register by contacting Tonette in Resident Services.

Upcoming sessions offered:

9/15: 10-11am and 5:30-6:30pm

10/20: 10-11am and 5:30-6:30pm

11/17: 10-11am and 5:30-6:30pm

12/15: 10-11am and 5:30-6:30pm



September 11 (Fri.) - 13 (Sun.), Owensboro Air Show featuring the USAF Thunderbirds and military demos over the Ohio River



September 19 (Sat.) - 20, Preservation Station Fall Market. Centered around fall decor. Shop while enjoying live music and restaurant buffet.



September 16 (Sun) at 10-1pm, 1101 E. Byers Ave., Health & Wellness Resource Fair for individuals living with disabilities and their family, FHPs, and friends



September 5 (Sat), Groovin' on the Green: **FREE** annual outdoor concert at Owensboro Convention Center with regional soul, R&B, jazz, and blues starting at 5:00 pm.



Saturdays in September, Live on the Banks Lineup
9/5: Sarah Beth Brewer
9/19: Josh Orion Band
9/26: Barrett



September 12 (Sat), Annual Bridge Walk: walk, run, or jog across the Blue Bridge from 7:30am to noon before it closes for the daytime air show.



9/22 (Tues), at 9am, Jennifer will instruct a session of peace & tranquility at Churchill Park, and at AV, on

9/3 (Thurs), 9/17 (Thurs), and 9/24 (Thurs) at 10:30am. Namastay!



9/22 (Tues), is National Ice Cream Cone Day. Churchill Park Resident Council are providing **FREE** ice cream cones for all Tenants (after school) at Churchill Park. Happiness in a cone!



FREE LUNCH on the 2nd Thursday of every month at HAO inside the New Heights Center 12-1pm!

September's topic is Financial Literacy Resources in our Community featuring Chip Pride w/ Independence Bank.



HOW TO PASS YOUR HOUSE - KEEPING INSPECTIONS

- No trash the size of 1 large bag in any room or outside the home (front stoop or on deck)
- No diapers, feces, or urine of any type on the floor in more than one place
- No excess food in rooms other than the kitchen (soda cans, plates of food and/or bags of food)
- Stove-top, inside the stove, and refrigerator must not be dirty, greasy, or show any type of spills that are not cleaned up
- 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 the kitchen sink
- No sticky floors that are due to spills

Dry food must be stored in covered containers in kitchen cabinets, pantry areas, or inside the refrigerator. All food must be kept in kitchen.

Each standard not followed is considered a concern which leads 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 tenants are encouraged to store these items in covered totes.

- Clean air vents throughout the home as they can become clogged with dust over time.

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

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

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

Jennifer Chappell
Resident Services 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
Section 8 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
Work orders at Ext. 221
steph@owensborohousing.org

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

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

Shauna Boom
CEO/Executive Director

Protect what matters: The Benefits of Renters Insurance

Your home is more than just a place to live. It is where you keep your personal belongings and create memories. While **renters insurance is not required** at our community, it can protect you from the unexpected.

Renters insurance can help replace belongings such as furniture, clothing, electronics, and other valuables if they are damaged or lost due to covered events like fire, theft, or certain types of water damage.

One of the best features of renters insurance is its affordability. Many policies cost less than a dollar a day, making it a small investment that can provide significant peace of mind.

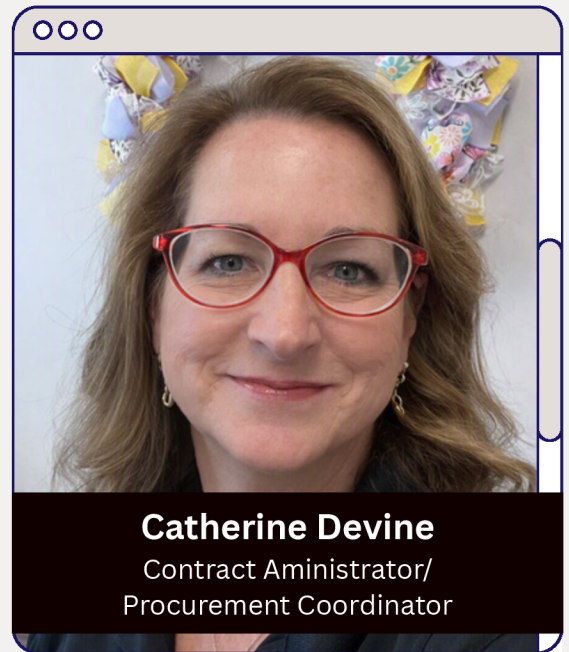
While renters insurance is **entirely optional**, we encourage all tenants to consider whether this added protection is right for them. Contact your preferred insurance provider to learn more about coverage options and find a policy that fits your needs and budget.

Protecting your belongings today can help you avoid unexpected financial stress tomorrow!

SHOUT OUT

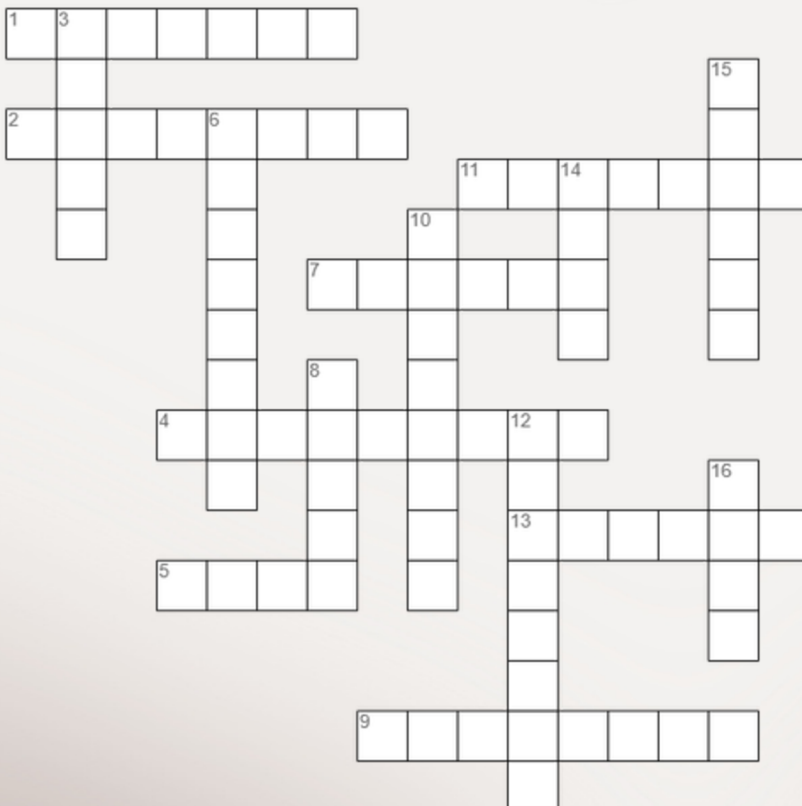
Catherine Devine joined the HAO in July 2012 as Contract Administrator, Procurement Director, and Administrative Assistant. Hired by former Executive Director David Condon, Catherine brought strong experience in construction projects and contract management, along with a level of potential that has continued to grow over time. As her role has evolved, she has become widely recognized as a procurement specialist in Kentucky, offering guidance and support to agencies across the state.

When the agency began exploring a new business model, Catherine was a critical part of the multi-year transition. She worked diligently to learn new processes, adapt when needed, and take on added responsibilities while continuing to support her existing work. Catherine consistently looks for better ways to serve staff and clients, seeking information, improving processes, and approaching every challenge with kindness. Since 2015, Catherine has been a steady and dependable presence through an incredible volume of challenges and growth at the HAO. Catherine continues to say yes to what is needed, support her co-workers, and help build a stronger team every step of the way.



Catherine's entire work family is grateful for her dedication, professionalism, and the positive impact she makes each day. We couldn't have done it without you!!

A new Shout Out is coming October 2026. It's been about 18 months, but you have now met all the staff of the HAO through the "Staff Shout Out." We will now put the spotlight on agencies in our community that provide beneficial services to our clients, so stay tuned.



ACROSS

1. Help someone in need
2. Quality of being nice
4. Group of people in an area
5. Friendly greeting from across the street
7. Ask to use something temporarily
9. Friendly hello to a neighbor
11. Community dinner where everyone brings food
13. Outdoor space shared by neighbors

DOWN

3. Coming together as one
6. Person living next door
8. Warm facial expression
10. Kind and welcoming
12. With others as a group
14. Small city with neighbors
15. Relating to community gatherings
16. Offer assistance to others



Tenants may display exterior holiday decorations beginning no more than 4-weeks prior to the associated holiday. All decor must be removed no later than 2-weeks following the holiday. For all exterior decorations:

- Yard areas, flower beds, and common landscaping must be free of signs, displays, and decor at all times.
- Decor, signs, and displays are allowed within the tenant's designated area only. All holiday decor must be appropriate for all ages, may not contain offensive, obscene, profane, discriminatory images, or language.
- Decor cannot impede or obstruct entry/exit.
- Tenants must not use nails, screws, tacks, duct tape, adhesive materials, or any fastener that may cause punctures, surface damage or residue to columns, structures, or any exterior surface.
- Tenants are prohibited from applying paint, spray, or any other substance to any exterior surface of the building or property.
- Management reserves the right to require removal of any decoration deemed inappropriate.



Carbon monoxide and natural gas are both gases but very different and pose different risks.

Natural gas is used for heating, cooking, and powering appliances. It is made of methane and naturally odorless. Gas companies add a sulfur-like smell compared to rotten eggs, so leaks can be detected easily.

Carbon monoxide (CO) is a deadly, poisonous gas produced when fuels such as natural gas, wood, gasoline, or propane do not burn completely. CO has no color, smell, or taste and completely undetectable by human senses and requires a CO detector.

CO detectors are in all apartment units except Churchill Park because CHP has all electric appliances.

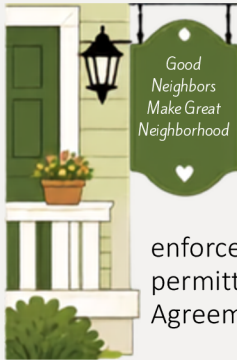
A natural gas leak can create a fire or explosion hazard, while carbon monoxide exposure can cause serious illness or death by preventing the body from getting enough oxygen. Symptoms of CO poisoning include headache, dizziness, nausea, weakness, and confusion. If you experience these symptoms, please notify the HAO and contact a medical professional.



We are reminding all residents not to leave trash bags, boxes, or other waste outside their apartment doors. While it may seem convenient, trash left outside can quickly attract unwanted pests such as roaches, ants, flies, and other insects which can spread to neighboring homes.

Leaving trash outside can cause unpleasant odors, especially during warm weather, and negatively affect the appearance of our property. Most importantly, it impacts the cleanliness, comfort, and enjoyment of the place you call home.

Take a few extra moments to dispose of all trash properly in the designated dumpsters or trash collection areas. Do not sit the trash beside the dumpsters.



Leaving trash outside your apartment is a Lease Violation and could lead to disposal fees, or other enforcement actions as permitted by the Lease Agreement.

DON'T LEAVE US GUESSING:

Update your contact information

When contact information is outdated, tenants may miss critical messages that affect their home and safety. In the event of an emergency, having the correct contact details allows management to reach tenants quickly and efficiently. Updated information also helps ensure that lease renewals, inspection notices, and other important communications are delivered without delay.

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