



HOUSING AUTHORITY of Owensboro

Neighborhood News

AUGUST 2020

The Housing Authority offices are open to the public

The Housing Authority Offices are open to the public but we strongly encourage you call the office first.

- Individuals will not be visiting staff offices.
- If you have matters you need to discuss with a staff member you should call them.
- All business will be completed in the lobby or outside.
- The Lobby is restricted to so many individuals. If the door is lock it means we are at capacity. Please remain outside until you are allowed to enter.
- Many transaction can be handled over the phone or by email.
- By calling ahead of visiting the office, we can prepare the paper work for your signature so that when you arrive you will not have to wait.
- We will continue to send out packets of paperwork for you to complete ahead of time.
- We also strongly encourage that rent be paid by means not requiring a visit to the office.

Before entering the building the following is required:

- **Nose and mouth covering required for all individuals that enter the building**
- **No children and only one member from a household (unless specified differently by staff needing signatures) in the building**

Reporting household changes (Income, household members, etc.) –

To report changes please call or email the information to
Wendy at 270-683-5365 x 203 wendy@owensborohousing.org
Dawn at 270-683-5365 x 205 dawn@owensborohousing.org

They will provide instructions on any additional information required. If you need to sign or complete a document, an appointment will be made to come to the building to sign.

Email Addresses and Phone Numbers

Please provide the HAO with a good email address if you have one and make sure your phone number is correct. Again you can provide this information by emailing us at hao@owensborohousing.org

In these new times we are finding how extremely valuable this information is in sharing information in a timely manner.

Beginning in August, we will return to pre-COVID rent payments, which include reinstating fees for late rent payment.

Residents only have three opportunities to pay their rent late (and be charged the \$30.00 Late Fee) in a twelve-month period. This is a twelve-month period, not a calendar year. The fourth time a resident attempts to make a rental payment after the 5th working day and a \$30.00 Late Fee has been charged the Housing Authority will not be able to accept their payment and we will continue with eviction proceedings against the resident.

Also, keep in mind that although late payments in April, May, June, and July will not count against the 3-time late in 12 months rule. You may want to know how many times late you have been in the past 12 months, please call the office.

Paying Rent



Methods of paying rent – Will continue to be...

- Check or Money Order either mailed or placed in drop box;
- Pay online with credit card through apps.owensborohousing.org; or
- Call the office and we will take credit card payments over the phone.

Register at apps.owensborohousing.org in order to check your current balance.

If you wish to receive a receipt, put a note with your drop box or mailed payment or tell us on the phone. We will hand deliver or email it to you.



PASSES

A limited number of free pool passes are available for HAO residents: ages 3 to 17 years old.

(Limit of one pass per child per week while supplies last.)

Parents call ahead (270-683-5365), to let the office know how many children in household and you may pick up at front desk.

Passes are available at the Rolling Heights office.

Monday – Thursday (8:00 -4:30)



~Housing Authority of Owensboro ~ 2161 East 19th Street ~ Owensboro, KY 42303 ~

270-683-5365 ~ Fax 270-685-3170 ~ www.owensborohousing.org

Housekeeping Inspections


Your lease with the Housing Authority of Owensboro requires that you maintain your apartment in a clean and safe condition, and to not damage the property or allow others to damage the property.

****Semi Annual Housekeeping Inspections**

Housekeeping inspections will be conducted from 9 am—3 pm. The inspector will be checking all windows; they must open, close and lock; and will be monitoring any roach or pest activity. If your apartment has roaches, the inspector will be checking to be sure you are doing your part to deter any further infestation. Please do not cover your breaker box with pictures or any other items. Breaker boxes are checked during inspections.

Guidelines for upcoming inspections:

We will be following specific guidelines to keep everyone safe. Inspection staff will be wearing masks, gloves and practicing social distancing. Please help us by either stepping out of your apartment during inspection or moving to another room as we make our way through your apartment. Please help your children to social distance, as well.

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- Take trash out daily
 - Clean kitchen daily
 - Store excess food items in plastic containers
 - Clean up spills on stove, in refrigerator, on floors and on countertops as they occur
 - Sweep frequently
 - Mop weekly and be sure to rinse the floors with warm water, wash the mop head after each use
 - Wipe down tiles after showering
 - Clean toilet with toilet cleaner weekly
 - Clean walls in the bathroom with warm soapy water to prevent mildew
 - Open the bathroom window when weather permits to allow air to circulate to prevent the start of mildew
 - Store extra personal items in plastic totes
 - Pull out Refrigerator and Stove to sweep and mop behind it on a regular basis, at least monthly.

Remember you are responsible for keeping your apartment clean. If you fail an inspection your lease may be terminated

Do You have Roaches?

We are currently tracking all units with roaches. Please do your part to help with any roach issues by taking trash out, taking care of dirty dishes, doing laundry, wiping up spills and messes as they occur. Please call in work order if you are seeing roaches.

Maintenance News

Bags of trash & Charges

Please take all trash and place into the dumpsters. Trash being left on porches will be charged \$25 if maintenance removes trash.

Infested Bed Bug Furniture

Please do not set any furniture out of unit if it has bed bugs, leave in unit and call in a work order. If you set out infested bed bug furniture you will be charged.

Don't block utility meters

Please do not store any items around the utility meters.

Work Orders

Please allow a reasonable time for maintenance to complete work order calls. All Work orders are entered the day and time you call in, there is no need to continue to call to check on work orders.

Air Return Vents

Please do not block or place items in front of the air return vents in your unit. Maintenance must be able to access the vents.

Adams Village

Contractor will be trimming and removing trees in order for the new electrical lines to be installed. This is required for the upgraded from the 110 amp to a 220 amp for dryer service.

Lawn Care and Mowing Season

All residents need to make sure that all toys, chairs, etc. are not left in the yards. Items in the yard can hinder the work of the lawn crew and may possibly be cut or trimmed by the crew. The Housing Authority is not responsible for damage to any items left in the yards and items left in the yard may be removed by Housing Authority staff to allow the lawn crew to complete work.

Please remember that bicycles and other items are to be stored at the back of the apartment or on your deck and not at the front door. Yard areas need to be kept neat and clean.

NOTICE

If lawn crew is in your area please move away from the lawn crew, accidents may happen. So keep yourself and children away from the area they are mowing to keep safe from flying debris.

Quarterly Maintenance Service

Maintenance will be entering apartments at the following sites **Rolling Heights August 3—20**

Maintenance will enter your apartment and if you are not home they will lock the door upon leaving.

If your rent has not been paid by August 26 maintenance will be entering your apartment on August 27 to check the status of your unit.

Pest Control Quarterly Inspections

Your home will be inspected for general pest control between the hours of 8am – 4pm.

Pest Inspections will be conducted at the following sites & dates

Harry Smith Tuesday & Wednesday, August 4 & 5 PG Walker Tuesday, August 11

The Pest Control Company will be checking behind all refrigerators. Please make sure you cleaned off the top of your refrigerators. The HAO or Pest Control Company will not be responsible for items that may be damaged.

Bed Bugs

Due to the rise of Bed Bug infestations, Maintenance will be checking all sleeping areas during routine inspections and housekeeping inspections. If you think you might have bed bugs **PLEASE** call the HAO office 270-683-5365. **We will inspect and treat at no cost to the resident.** If you **knowingly** have bedbugs and **do not report** to the office you are in violation of your lease and could be subject to eviction.

Effective August 1, 2019—updated maintenance charges for Bed Bug Mattress covers:

Twin	\$19.90	Full	\$25.06
Queen	\$27.46	King	\$32.25

August 2020 Rent and Housekeeping



Mon	Tue	Wed	Thu	Fri
3 Housekeeping Inspections** Rolling Heights 14-27	4 Housekeeping Inspections** Rolling Heights 14-27	5 Last Day To Pay Without a Penalty—Last Day To Request A Waiver Housekeeping Inspections** Rolling Heights 14-27	6 \$30.00 Penalty Housekeeping Inspections** Rolling Heights 14-27 Nannie Locke	7 Office is Closed
10 Housekeeping Inspections** Nannie Locke	11 Housekeeping Inspections** Nannie Locke	12 Housekeeping Inspections** Nannie Locke	13	14 Office is Closed
17	18	19	20 Last Day To Pay Rent This Month	21 Office is Closed
24 \$15.00 Admin. Fee Eviction Process Started \$85.50 Filing Fee & \$70.00 Sheriff Fee Per Adult Once filed	25	26	27	28 Office is Closed
31 RENT NOTICES DELIVERED				

**Housekeeping inspections will be conducted between the hours of 9 am—3 pm. Please be sure we have easy access to breaker boxes, windows, closets and furnace room. If you have anything covering breaker box please take them off during inspections. Inspections include your outside area (porches & decks).

Neighborhood News

Anyone Disabled or With a Medical Reason Requiring Air Conditioning

If you or anyone in your home are disabled and/or has a medical need that requires air conditioning, you may qualify for the extra utility allowance. To receive this extra utility allowance you will need to furnish this office with a current doctor's statement that states that air conditioning is required because of this medical condition. After we accept your doctor's statement, you will be sent a letter informing you that you have been given the extra utility allowance.

ANYONE 62 OR OLDER

Anyone whose head of household and/or spouse is 62 years of age or older will receive an extra utility allowance for air conditioning. There is no need for these people to call in or bring in a doctor's statement. It is automatically taken care of for you. Everyone whose head of household and/or spouse is 62 years of age or older will receive a letter informing you that you have automatically been given this extra utility allowance. If you have any questions, please call 683-5365 for Crystal (ext 201)

COVID-19 UPDATE

- **All Community Centers, Activities and Rentals will remain closed for August 2020**
- **Parking Permits**
Provide a copy of your registration and insurance for the vehicle. These can be submitted by placing in drop box with your name and address or emailing a picture or pdf file of them to jennifer@owensborohousing.org or amy@owensborohousing.org
- **Congregate Meals**
We will be handing out sack lunches at Adams Village Community Center (512 Dieterle Drive) starting at 11:30 am, Monday, Wednesday and Friday. Contrary to our Senior Congregate Meal, meals are not to be consumed on site.
- **Questions?** email hao@owensborohousing.org or call 270-683-5365

Thank you for your patience and understanding

PLAYGROUND AREAS:

All Playground Areas are for your children's enjoyment and safety. The HAO would like to remind parents' of the following guidelines:

- ◆ Due to COVID concerns we are encouraging social distancing on playgrounds;
- ◆ **Playground closes at dark.** This is a courtesy for residents living next to the playground area.
- ◆ Inappropriate language (cussing) is being used by some of the children and parents on and off the playground area. Adults we need to be positive role models to our children;
- ◆ Please do not allow your children to play on residents' porches around the playground area;
- ◆ Our pet policy states all dogs need to be on a leash and not allowed on any playground areas; and

We need to request that you speak with your children and guests that may be using the playground so they understand the rules of Housing Authority's property.



Free Household & Hygiene Items

Christian Outreach Center located at 1112 Werner Ave will be distributing household supplies and personal hygiene items the 3rd Friday of each month from 5-6:30pm
FRIDAY, AUGUST 21

They do operate a 3 day emergency pantry.

Apply For Cooling Assistance

LIHEAP is continuing to offer utility assistance through October 31 for their summer cooling program. Past participation in the LIHEAP program will not affect this application. To apply you need to call Audubon Area Monday – Friday 8:00 a.m. – Noon at (270) 686-1662.

Family of 1 can't earn more than \$24,242 with a family of 4 with income not to exceed \$46,620.