



HAO Properties Neighborhood News

APRIL 2023

Smith Homes
Walker Place
Churchill Park
Locke Apartments
Baker Place
Adams Village



Churchill Park Update: Construction is in full swing and kiddos will be out school, soon. We are asking parents to watch their kiddos and let them know to stay away from all construction zones. This is for everyone's safety.

Let Your Voice Be Heard Would you like to join the Residents' Council?

You can join if you are 18 years or older and by attending a meeting and asking that your name be added to a list of members. The Residents' Council is open to all adult residents of the Housing Authority of Owensboro.

Smith Homes, Walker Place, Locke Apts, Baker Place & Adams Village Resident Council meeting will be held Wednesday, April 26 at 3:30 pm at Adams Village Community Center

Churchill Park Resident Council

We are in need of residents to join the Churchill Park Resident Council. Tuesday, April 25 at 3:30 pm at the HAO office.

There will be a \$50 rent credit drawing for anyone present at the meeting.

For questions contact Amy 270-683-5365. ext 214

HAO WEBSITE

We are wanting to move toward a new delivery system in the near future regarding your rent statements and newsletter deliveries. We are asking residents to register their household on our secure website to access your account information. Please visit our website [owensborohousing.org](https://www.owensborohousing.org) to create a new account and/or log in to your account to find your rent statements. *Anyone 62+ or anyone with a disability will not have to register. You will continue to receive newsletter & rent statements in your mailbox-if you prefer.

Tenant Portal Login and Registration

Tenant Portal Login and Registration

<https://apps.owensborohousing.org/UserLogin.aspx?ReturnUrl=%2fUserLogin.aspx>

- Click on Tenant Portal Login/Registration
- Click on the highlighted drop down box

Log In

Username

Password

Remember me next time.

Log In

[Register for New Account](#)

[Forgot Password](#)

LOGIN or CREATE YOUR ACCOUNT

Here you log into your account to view your monthly rent statement and other charges you may have and your rental history.

If you do not have an account, you may create your new account here.

BEING A GOOD NEIGHBOR

What you do inside your apartment or yard and it does not violate your lease is your business as long as it is legal. However, if your conduct or actions causes problems for your neighbors, it becomes their business. When they complain to us, it becomes our business. Please consider your neighbor's right to privacy and peace.

You are to refrain from any illegal or other activity which impairs the physical or social environment of any housing complex. If any member of resident's household, whether a guest, visitor or other family member, while on housing property, and while you reside in housing, engages in any illegal drug activity, criminal activity, or alcohol use related behavior, you are jeopardizing your home.

YAPP APP

Residents now have a new way to check on all things happening at your home and view your monthly newsletter.

1. Residents will need to download the YAPP app on your phone. Scan QR code below to log on to the app.



OR

Enter this code on app <http://my.yapp.us/HAOKY009>



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

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

Lawn Care and Mowing Season

Spring is here and residents are reminded to keep the areas around their apartments neat and clean.

The lawn crews will begin working so all residents need to make sure 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 nor the contractor are 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. If you do not want any items damaged please remove items from the yard on mowing days.

Please remember that bicycles and other items are to be stored at the back of the apartment or on your deck, not at the front door.

**Mowing season is here!!
April 1, 2023**

Anyone with a Disability or with a Medical Reason Requiring Air Conditioning

If you or anyone in your home that has a disability and/or have a medical reason that requires air conditioning, You will need to furnish this office with a current doctor's statement that states that air conditioning is required because of a medical condition. After we accept your doctor's statement, you will be sent a letter informing you that you have been added to our after hour emergency list.

ANYONE 62 OR OLDER

Anyone whose head of household and/or spouse is 62 years of age or older are automatically added to the after hour emergency air conditioning list. 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 added to the after hour emergency list. **If you have any questions, please call 683-5365 for CRYSTAL ext 201**

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.

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—4 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.

Staying On Top Of Your Housekeeping

- 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.

Reminder: If you have large furniture items to be picked up, place them by the curb (not on 4th Street-for Harry Smith) on Sunday Afternoon/evening for JunkPro to pick up on Monday mornings.



April 2023

Rent, Housekeeping Inspections and Maintenance Service

| Mon | Tue | Wed | Thu |
|---|--|---|--|
| <p style="text-align: center; font-size: 24pt; font-weight: bold;">3</p> <p style="text-align: center;"><u>Housekeeping Inspections**</u> Rolling Heights 41-51 Harry Smith 24-41</p> | <p style="text-align: center; font-size: 24pt; font-weight: bold;">4</p> <p style="text-align: center;"><u>Housekeeping Inspections**</u> Rolling Heights 41-51 Harry Smith 24-41</p> <p style="text-align: center;">Filter Change & Pest Control Harry Smith</p> | <p style="text-align: center; font-size: 24pt; font-weight: bold;">5</p> <p style="text-align: center;">Last Day To Pay Without a Penalty—Last Day To Request A Waiver <u>Housekeeping Inspections**</u> Rolling Heights 41-51 Harry Smith 24-41</p> <p style="text-align: center;">Filter Change & Pest Control Harry Smith</p> | <p style="text-align: center; font-size: 24pt; font-weight: bold;">6</p> <p style="text-align: center;">\$30.00 Penalty</p> <p style="text-align: center;"><u>Housekeeping Inspections**</u> Rolling Heights 41-51 Harry Smith 24-41</p> |
| <p style="text-align: center; font-size: 24pt; font-weight: bold;">10</p> <p style="text-align: center;">If your March rent has not been paid maintenance will be entering your apartment TODAY to check the status of your unit.</p> | <p style="text-align: center; font-size: 24pt; font-weight: bold;">11</p> <p style="text-align: center;">Filter Change & Pest Control Walker Place</p> | <p style="text-align: center; font-size: 24pt; font-weight: bold;">12</p> | <p style="text-align: center; font-size: 24pt; font-weight: bold;">13</p> |
| <p style="text-align: center; font-size: 24pt; font-weight: bold;">17</p> | <p style="text-align: center; font-size: 24pt; font-weight: bold;">18</p> | <p style="text-align: center; font-size: 24pt; font-weight: bold;">19</p> | <p style="text-align: center; font-size: 24pt; font-weight: bold;">20</p> |
| <p style="text-align: center; font-size: 24pt; font-weight: bold;">24</p> | <p style="text-align: center; font-size: 24pt; font-weight: bold;">25</p> | <p style="text-align: center; font-size: 24pt; font-weight: bold;">26</p> | <p style="text-align: center; font-size: 24pt; font-weight: bold;">27</p> <p style="text-align: center;">Last Day To Pay April Rent <i>Rent Notices Delivered</i></p> |

****All inspections & Service** will be conducted between the hours of 9 am—3 pm. Please be sure we have easy access to breaker boxes, windows, closets, furnace room, air returns in living room and clear off top of refrigerator. If you have anything covering breaker box please take them off during inspections. Yard and deck areas will be inspected. Residents are to keep the lawn around his/her apartment clean & free of trash, debris, paper, cans, clothing, boxes, bags and cigarette butts. Residents are required to pick up items out in their yard.

MAKE SURE ALL TRASH IS TAKEN OUT

PEST CONTROL and HAO Please be sure that furnace room doors are not blocked, top of refrigerator is cleared off and stove has been cleared off. If you fail to remove items the HAO or pest control will not be responsible for any broken or damaged items in those areas

WORK ORDERS: If you are calling to place a work order dial #221 and leave a message with your name, address, phone number and the reason for the work order. Please be patient...Maintenance is experimenting a high volume of work orders at this time. If you left a message on Stephanie's voicemail, **please do not** continue to call. Calls will not be returned unless more information is needed. If you prefer you can submit work orders by emailing the information to workorders@owensborohousing.org

Maintenance Notice:

- As weather continues to improve, maintenance will continue servicing HVAC systems in all areas until complete. Tenant does not need to be home for this service.
- Maintenance will begin changing front and back door dead bolts at Adams Village in April. New keys will be given to the tenant at the time of change. If the tenant is not home, their unit will be skipped and they will be changed at a later time.
- Thank you for everyone's help in identifying the damage caused by the recent storms. Please be patient as we work through getting materials to complete all repair

WHAT IS NATURAL GAS?

Natural gas is a non-toxic, colorless fuel about one-third 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.

HOW SAFE IS NATURAL GAS?

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.

HOW CAN YOU PREVENT GAS EMERGENCIES?

Each of us can take certain steps to prevent gas emergencies. We need to follow these few steps to do this.

- 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.
- Do not use any 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 the 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 for buried lines.

WHAT TO DO IF YOU SMELL GAS

1. Do not turn on or off any lights
2. Do not light matches
3. Put out all cigarettes
4. Open windows and doors
5. Do not use the phone
6. Leave the apartment
7. Go to a neighbor and call us

RECERTIFICATIONS

All adult residents will be photographed at re-certifications and move-ins. The digital photos will be stored in our software system in order to better serve our residents and provide a higher level of security.

Residents are notified by hand-delivered notice concerning when to come to the office for annual re-exam of income, assets, and deductions. Make sure to check your HAO mailbox.

Please continue to bring all adults in the household to the appointment, if possible, along with verifications of income and expenses. Pet owners need to have updated medical records from their veterinarian. Remember to save a copy of your W-2's, 1099's, and the tax return that you file for 2021. You will need this when you meet with us for your annual re-certification.

Please contact Nikki at 683-5365 ext. 205 if you have any questions about your rent calculation or if you need to report a change in family composition or income.

REPORTING CHANGES IN INCOME AND FAMILY COMPOSITION

It is very important to report all changes in family composition and income, in writing, to the office as soon as the change occurs. For example, report a job as soon as you obtain it - do not wait until you receive your first check. Waiting will result in less than a 30-day notice of any increases and may result in owing back rent in addition to your regular rental payment.

BRING VERIFICATION OF CHANGES, IF POSSIBLE

If you receive an award letter or have other written verification of an increase or decrease in income, please bring this when you report your changes to the office.



BENEFITS TO PAYING YOUR RENT ON TIME

The rent you pay assures you of a place to live. You should make payment of your rent a priority item each month. It should come first, not last, in the list of bills you have to pay.

LATE RENT

Rent is due the first day of the month. On the sixth (6th) day of the month a late fee of \$30.00 is added to the rent and a 14-day Notice of Termination of Lease (eviction letter) is issued.

“WAIVER”

To avoid eviction being filed, a resident may request a “waiver” of the rule that rent be paid by the 14th day after the Notice of Termination For Nonpayment is issued. A waiver only means that you are allowed to pay your rent and/or all other charges no later than the last working day of the month. **You must ask for a waiver no later than the 5th day of the month.** You must come to the office in person to ask for a waiver and you must provide proof of need.

If the waiver is granted, but you do not pay, an eviction action will be filed.

DELINQUENT RENT

Delinquent rent is rent paid after the expiration of the 14-day notice of eviction for nonpayment of rent .

Delinquent rent will be accepted by the Housing Authority of Owensboro as outlined below:

- If you fail to pay your rent by the last day of the 14-day period described in the Termination of Lease Notice, and you request to pay your rent before an eviction action has been filed, we will accept that rent plus a \$15 administrative charge plus the \$30 late charge plus any other charges already due. All of these charges must be paid at this time.
- If you fail to pay rent by the last day of the 14-day period described in the Termination of Lease Notice and you request to pay your rent after eviction papers have been filed with the court but before the actual court date, the Housing Authority will accept rent under the following circumstances:
 - a) You must pay the rent, plus the \$30 late fee, plus the \$15 administrative fee, plus all other charges shown on your statement; and
 - b) You must also pay the eviction filing fee and service fees, which currently are \$85.50 and \$70.00 per adult member of the household.

You must pay the total of **a** and **b** above before the close of the business day prior to the court date. Payment will only be accepted by money order, cashier check, credit/debit card or agency voucher.

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.

HARDSHIP WAIVER

Residents paying minimum rent (\$50) who have a financial hardship may request a hardship waiver of the minimum rent. Hardships exist when you have lost or are waiting for eligibility for a federal, state or local assistance program; or when your income has changed because of changed circumstances, such as a death in the family, or other situations determined by the HAO or HUD. If you want this hardship, you must request it no later than the 5th day of the month. When you request it, you must provide proof that supports your request. If you do not have the proof, the hardship will not be approved. If a hardship exists, your rent will be re-calculated on the basis of your income. We will charge you the income based rent for three months, if the hardship is temporary. After three months, the minimum rent will be charged, unless you have income that would raise your rent above the minimum, or unless the hardship is long term. In that case, the income-based rent will be charged. It is your responsibility to report when the hardship ends, and if you do not, the HAO will charge you retroactive minimum rent.

YOU DECIDE TO MOVE OUT WHAT SHOULD YOU DO?

- ◇ Come to the office and give a written notice no less than 30-days prior of your intention to vacate your unit.
 - ◇ Your apartment should be left clean and ready to rent to help lower your move-out charges. You will have the opportunity for a move out walk through. Your apartment will be inspected and the utility meters will be read after you move and turn in your keys.
- If you owe a balance to the HAO, we will allow you to enter into a repayment agreement to pay it in monthly installments. Unpaid balances can make you ineligible for subsidized housing not only with the HAO but with other agencies as well. Maintaining a good rental history is important and can affect your ability to obtain housing in the future, so please take care of your obligations in a timely manner.

STAND

Against Child Abuse

April 14, 2023

4:30 - 7:30 p.m.

KWC Front Lawn

Planting Seeds for Prevention

Please join us at 4:45 for a tree planting ceremony in remembrance of children in Kentucky who died as a result of child abuse.



Free Event

Open to the public, adults & children. Free giveaways, food and educational materials.



GRADD
Green River Area Development District

Community Collaboration for Children reserves the right to photograph the Stand Against Child Abuse participants and other event participants without prior notice on social media, news feeds as well as in future publications.

Funding is in whole or in part from federal, CHFS, or other state funds

Living Hope

Gently used Clothes Give-A-Way

Saturday, April 8

11:00 am—1:00 pm

Men
Women
Youth
Infant

Living Hope Church
1709 Alexander Avenue



**Adams Village Community Center
FOOD PANTRY**

WEEKLY

THURSDAYS 1:00 PM—4:00 PM

512 Dieterle Drive

(Behind the Briarpatch off Veach Road)

Need emergency food
Call Diane 270-684-3492



**Easy Chair
Exercises for
Seniors**

Join Jennifer for her easy Chair Exercise Class
Thursdays at 10:30
Located at Adams Village Community Center

Thursday, April 13
10:30 am

We will have a special YOGA Instructor that will teach special breathing technique while exercising. You don't want to miss out.



Adams Village April Happenings

| | | |
|----------|-----------------------------|----------|
| April 4 | Cannelton Shopping Trip | 9:30 am |
| April 6 | Easter Potluck bring a dish | 11:30 am |
| April 11 | Sign Up for FREE phone | 11:00 am |
| April 12 | HomeInstead Special Speaker | 1 pm |
| April 17 | Bingo/ Intrepid | 1 pm |
| April 19 | Painting w/ Lisa | 1 pm |
| April 26 | Cooking w/ Catherine | 12:30 pm |
| April 27 | Breakfast | 9:30 am |

Congregate Meals

ADAMS VILLAGE CONGREGATE MEAL

Location:

519 DIETERLE DRIVE

Mondays—Wednesdays—Fridays

Meals are served at 11:30 am for seniors 60 and older
The suggested donation for a meal is \$1.50

