



Whoever is doing this please STOP!!!

Dumpsters and trash continue to be an ongoing issue. HAO Properties has contracted with Junk Pro to pick up large items. Large items (couch, chair, tv, etc.) will ONLY BE PICKED UP ON MONDAYS. **Residents are to put items out for pick-up on Sunday evenings ONLY for Monday morning pick-up.** You DO NOT need to call in a work order for these items anymore. **All items need to be on a city street curb (DO NOT USE 4TH**

STREET CURB) before 7:00 am on Monday morning. Items cannot just be put out front of your apartment or set out by the dumpsters; it must be a CITY STREET CURB. Large items cannot be put outside before Sunday. If you put large items out too late and miss the pick-up on Monday, you will be required to put items back in your apartment or haul it off yourself. Any items left outside after Monday pick-up there will be a charge of \$50.00 for the removal of the items.

SMOKING INSIDE OF YOUR APARTMENT!!

If it is found that you are smoking in your apartment you will be charge a clean up fee of \$250 plus any additional costs for smoke damage. (Resident fact sheet #3 & lease see Section 7 (4). Or an eviction notice will be issued.

HAO Properties is in the process of implementing an automatic calling/texting/email system to share time sensitive information to the households we serve. This form of communication along with the YAPP App, will improve our effectiveness in communicating with families.

More information will be provided soon but in preparation please make sure the HAO has your current phone & email.

Is It Worth Losing Your Apartment

PEOPLE, PEOPLE READ YOUR LEASE!!! We have evicted several residents not wanting to follow the rules. The 3 major complaints at this time are

- 1. Unauthorized Guest and Pets;
- 2. Threats of Violence; and
- 3. Marijuana & Smoking in apartments

If you want someone or an animal to live with you **ADD THEM TO YOUR LEASE FIRST!**

Marijuana is still illegal

- 1. What you do inside your apartment or yard is your business as long as it is legal.
- 2. However, if your conduct or actions cause problems for your neighbors, it becomes their business.
- 3. When they complain to us, it becomes our business.

Please consider your neighbor's rights to peace and privacy.

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 24 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 23 at 3:30 pm at the HAO office.
For questions contact Amy 270-683-5365. ext 214



Welcome Matt Thompson to our Maintenance team!!

April 2024

Rent, Housekeeping Inspections and Maintenance Service

Mon	Tue	Wed	Thu
1 RENT DUE <u>Housekeeping Inspections**</u> Churchill Park bldgs. 38-47 Smith Homes bldgs. 24-41	2 <u>Housekeeping Inspections**</u> Churchill Park bldgs. 38-47 Smith Homes bldgs. 24-41 Filter Change & Pest Control Smith Homes	3 <u>Housekeeping Inspections**</u> Churchill Park bldgs. 38-47 Smith Homes bldgs. 24-41 Filter Change & Pest Control Smith Homes	4 <u>Housekeeping Inspections**</u> Churchill Park bldgs. 38-47 Smith Homes bldgs. 24-41
8 Last Day To Pay Without a Penalty—Last Day To Request A Waiver	9 \$30.00 Penalty Filter Change & Pest Control Walker Place	10 If your March rent has not been paid maintenance will be entering your apartment TODAY to check the status of your unit. Filter Change & Pest Control HAO Houses	11
15	16	17	18
22	23	24	25
29	30 Last Day To Pay April Rent Rent Notices Delivered		

****All inspections & Service** will be conducted between the hours of 8 am—4 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. Make sure all pets are caged/crated or removed from the home while maintenance is in the home.

WORK ORDERS: If you are calling to place a work order dial ext. 221 and leave a message with your name, address, phone number and the reason for the work order. Please be patient...Maintenance is experiencing 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 UPDATES

- HVAC preventive maintenance work will begin as soon as weather permits. Tenants do not have to be home for service.
- HAO will continue installing smoke alarms in bedrooms that do not have them until complete. Tenants do not have to be home for service.

Housekeeping Inspections

Your lease with the HAO properties 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 8 am—4pm. 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.

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. **If housekeeping in your apartment is contributing to a roach problem in your building, your unit will fail inspection.

Maintenance News

Bags of trash & Charges

Please take all trash and place into the dumpsters. Trash being left on porches will be charged \$50 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

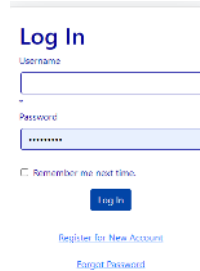
Please allow a reasonable time for maintenance to complete work order calls. All Work orders are entered the day and time you call in, there is no need to continue to call to check on work orders.

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.

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.



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.

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

Tenant Portal Login and Registration

<https://apps.owensborohousing.org/UserLogin.aspx?ReturnUri=%2FUserLogin.aspx>

YAPP APP

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

I. 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>

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, signs 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, 2024**

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 hand-delivered a re-exam packet with instructions to complete and return by deadline. 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 contact Morgan at 683-5365 ext. 202 or by email at morgan@owensborohousing.org if you have any questions about your rent calculation. If you need to report a change in family composition or income contact Wendy at 270-683-6365 ext 203 or by email at wendy@owensborohousing.org.

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

You must have 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 30 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 30th 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 30 day notice of eviction for nonpayment of rent .

Delinquent rent will be accepted by HAO Properties 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 HAO Properties 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 \$88.03 and \$60.00 per adult member of the household. You must pay the total **(a) & (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.

You will be charged an additional \$60.00 if you do not vacate per court order and the HAO must seek a warrant of restitution from the court.

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 HAO Properties 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 HAO Properties. 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 without damage beyond normal wear & tear to help lower your move-out charges. You will have the opportunity for a move out walk through. Your apartment will be inspected after you turn in your keys.
- If you owe a balance to the HAO, repayment agreement can be established after you move to pay it in monthly installments. Unpaid balances will make you ineligible for subsidized housing only with HAO Properties but with other agencies as well. Maintaining a good rental history is important and can affect your ability to obtain housing in the future.

HOLLY'S VERY FAVORITE PARENTING TIPS:

#1 **Pause**

TAKE A DEEP BREATH, TAKE CARE OF YOUR OWN EMOTIONS FIRST!

deep breaths

2 Listen to Understand... **NOT** to Respond.

BEHAVIOR ICEBERG:

ALL BEHAVIOR IS MEANINGFUL.

3 Cooperation follows Connection.

4 Quit Taking It Personally

Your kid is not GIVING you a hard time... they are HAVING a hard time.

DON'T GET CAUGHT IN THEIR STORM

HOLLY DAVIS COACHING

270-993-5965
HOLLYDAVIS912@GMAIL.COM

Adams Village April Happenings

April 9	Shopping Trip	9:30 am
April 10	Painting w/ Lisa	1 pm
April 11	Game Day	11 am
April 15	Bingo/ Intrepid	1 pm
April 17	JR Music	1 pm
April 25	Breakfast	9:30 am
Every Thursday	Yoga with Jennifer	10:30 am
Every Thursday	Food Pantry	1—4 pm

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

512 Dieterle Drive

Call Dianne for questions 270-684-3492

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. **If you have any questions, please call 683-5365 for CRYSTAL ext 201**

30 Day declutter challenge

Purge/Clean Out Bathroom Cabinets ¹	Purge/Organize Toys ²	Purge/Clean Out Makeup & Toiletries ³	PURGE/CLEAN OUT BEDROOM CLOSETS ⁴	Clean Out Refrigerator & Freezer ⁵	Donate or Sell Unwanted Items From This Week ⁶
CLEAN & ORGANIZE DRESSERS ⁷	CLEAN OUT YOUR CAR ⁸	CLEAN & ORGANIZE OFFICE ⁹	Purge & Organize Electronics ¹⁰	Sort Through/Organize Mail & Paperwork ¹¹	Donate or Sell Unwanted Items From This Week ¹²
ORGANIZE BATHROOM CABINETS ¹³	Clean & Organize Garage Pt 1 ¹⁴	Clean & Organize Garage Pt 2 ¹⁵	Purge/Clean Out Laundry Room ¹⁶	Purge/Clean Out Night Stands ¹⁷	Donate or Sell Unwanted Items From This Week ¹⁸
Clean/Organize Junk Drawer ¹⁹	Clean/Organize Medicine Cabinet ²⁰	Clean & Organize Outdoor Storage/Shed ²¹	Purge & Organize Craft Supplies ²²	Organize Jewelry & Accessories ²³	Donate or Sell Unwanted Items From This Week ²⁴
Purge/Clean Out Kids Closets ²⁵	Purge/Clean Out Attic ²⁶	Clean & Organize Dining Room ²⁷	Purge/Clean Out Kitchen Cabinets ²⁸	Clean & Organize Basement ²⁹	Donate or Sell Unwanted Items From This Week ³⁰