

Wednesday, January 1
Monday, January 20

If you have a maintenance emergency during this time please call
270- 683-5365

Neighborhood News

JANUARY 2025

*May the New Year bring Peace, Joy
and Happiness to you and
your Family*

Winter and Holiday Information

- The red light on the thermostat indicates gas heat is being used. This is normal operation and there is no need to call in. The thermostat will switch between the heat pump and gas automatically as outside temperatures change.
- When gas heat is used for the first time, you may notice an unusual odor coming from your vents. Please wait a little bit for enough time for the odor to go away before calling in.
- Water hoses have been unhooked from the outdoor water spigots if your community has one. If you hook a hose back up, please be sure to turn the water off and remove it.
- Keep in mind when buying frozen foods for holiday meals and filling the freezer, to make sure to leave room for the air to move throughout the freezer compartment to avoid refrigerator freeze ups.

As a reminder, please do not flush rags, baby wipes or any paper products other than toilet tissue down the toilet.

NO HEAT EMERGENCY...AFTER-HOURS CALLS

An Emergency exists if:

- The thermostat in your apartment reads 55 degrees or below; AND
- The outside temperature is predicted to be 40 degrees or below for 4 or more hours; AND
- The office will not be open for 2 or more hours

EMPLOYEE ONLY PARKING

Beginning January 1, 2025, the side parking lot next to the office and building 54 will be EMPLOYEE ONLY PARKING from Monday through Thursday 6:30 am—5:00 pm.

Time to Take Down the Holiday Decorations

Please remember that all holiday decorations need to be

removed no later than Sunday, January 12

Financial Accountability Classes

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 rent payment after the 5th calendar 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.

HAO Properties is now offering residents an opportunity to have one strike removed from their record by attending a free budgeting class.

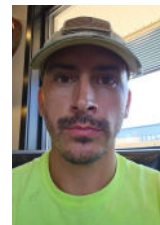
HAO Properties residents are eligible to participate if you have 2 or 3 late payments on your record. If you would like to have one removed, please request in writing or by email at: Jennifer@owensborohousing.org
Questions? Call Jennifer Chappell at 270-683-5365 ext. 211

NEW EMPLOYEES

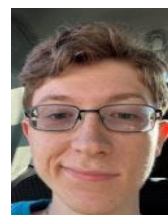
HAO Properties would like to introduce and welcome our new employees. If you see them out and about, introduce yourselves, let's make them feel welcome



LISA CECIL
*Leasing/Occupancy
Specialist*



MATT CURTIS
MAINTENANCE



CHARLIE ROBERTS
MAINTENANCE



January 2025

Rent, Maintenance Service and Housekeeping Inspections

Mon	Tue	Wed	Thu
		1 Office Closed	2
6 Housekeeping Inspections ** Churchill Park buildings 1-13,56, 57, 58 and Baker Drive Last Day To Pay Without a Penalty—Last Day To Request A Waiver If your December rent has not been paid maintenance will be entering your apart- ment TODAY to check the status of your unit.	7 Housekeeping Inspections ** Churchill Park buildings 1-13,56, 57, 58 and Baker Drive Filter Change & Pest Control Smith Homes \$30.00 late fee	8 Housekeeping Inspections ** Churchill Park buildings 1-13,56, 57, 58 and Baker Drive Filter Change & Pest Control Smith Homes	9 Housekeeping Inspections ** Churchill Park buildings 1-13,56, 57, 58 and Baker Drive Filter Change & Pest Control Smith Homes 
13 Housekeeping Inspections ** Walker Place Units that were not inspected in December	14 Housekeeping Inspections ** Walker Place Units that were not inspected in December Filter Change & Pest Control Walker Place	15 Housekeeping Inspections ** Walker Place Units that were not inspected in December Filter Change & Pest Control Walker Place	16 Housekeeping Inspections ** Walker Place Units that were not inspected in December
20 Office Closed	21	22	23
27	28	29	30 Last Day To Pay January 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 and air returns in living room and clear off the top of your refrigerator. If you have anything covering breaker box please take it off before inspections. Yard and deck areas will be inspected; please 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 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 ext. 221 and leave a message with your name, address, phone number and the reason for the work order. Please be patient!! 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

- TUB SURROUNDS - We will be replacing the bathtub wall tile with solid surrounds in the townhouse apartments. We are currently at Walker Place and will move to Smith Homes next.
- Anytime an HAO Properties employee enters a home, it is their obligation to secure the unit before they leave if a tenant is not home.

Housekeeping Inspections

Your lease with 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 9 am—3 pm. The inspector will be checking all windows. They must open, close and lock. They will also be monitoring for 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.

Failed Inspections:

If your apartment fails an inspection, you will automatically be placed on a follow up inspection schedule and/or be required to participate in our housekeeping program. The follow-up inspection are conducted without notice and will take place anytime within the next 30 days. You must pass 2 consecutive follow-up inspections in order to avoid possible eviction.

If You Have a Disability

HAO Properties offers reasonable accommodations to residents with disabilities who might need a modification that would enable them to fully enjoy their apartment. An example of a modification would be grab bars at the bathtub or toilet. Other types of accommodations may include: an emergency alarm that you can see, lever type doorknobs, peep holes, etc.

In addition, we have apartments that are fully wheelchair accessible, including lower cabinets, showers, etc. We also have several apartments that are one floor for people who, because of a disability, cannot climb stairs but do not need a full wheelchair accessible apartment.

Please call Nikki Ringham at 683-5365 ext 205.

FRIENDLY REMINDER PEST CONTROL, FILTER CHANGES and INSPECTIONS

Please be sure that furnace room doors are not blocked, top of refrigerator is cleared off and stove has been cleared off when they are scheduled to be at your apartment. We ask that anytime a worker enters your home to please have all pets placed in crates or removed from the home until the job is complete.

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

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

Smith Homes, Walker Place, Locke Apts., Baker Place & Adams Village Resident Council meeting will be held Wednesday, January 22 at 3:30pm at Adams Village Community Center. Election will be held for new officers.

Churchill Park Resident Council meeting will be held Tuesday, January 21 at 3:30pm at HAO Properties office.

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 the unit if it has bed bugs. Leave it in the 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 orders. All work orders are entered the day and time you call or email; there is no need to continue to call to check on the 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 at anytime.

Anytime an HAO Properties employee enters a home, it is their obligation to secure the unit before they leave if a tenant is not home

Smoke Alarm Emergencies: Due to the large number of smoke alarms installed in units, a "beeping" smoke alarm will no longer be considered an emergency and maintenance personnel will not be dispatched after hours for this purpose. Beeping is when the alarm beeps once every so often but **not continuously**. This indicates the battery needs changing but does not mean the alarm is not functioning. Maintenance personnel will handle this as an urgent work order instead of an emergency and get the battery changed on the next business day. A smoke alarm that is "alarming" or **beeping continuously**, is still considered an emergency and personnel will be dispatched in a timely manner to resolve the issue. If your apartment was missed and has **NOT** had the additional smoke alarms installed in the bedrooms, please call the office and a work order will be put in to have them installed.

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



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.

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.

Please contact Morgan at Ext: 202 if you have any questions about your rent calculation.

Please contact Wendy at Ext: 203 if you need to report a change in family composition or income.

Mildew grows on damp surfaces. Keep in mind the following:

- Wipe down all shower walls after bathing and open door/window for ventilation
- Do not overcrowd closets
- When cooking wipe down immediately any excessive moisture (special care to wipe the bottom of cabinets located above small appliances)
- Make sure all dishware, pots and pans are completely dry before putting into cabinets
- If you do see mildew or black spots on surfaces, spray with bleach let sit, then wipe down. Or purchase a mildew/mold cleaner.



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 5th day of the month. 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, in writing. 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 30-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 30-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 \$88.07 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 \$75.00 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.
- ◇ Your apartment will be inspected after you turn in your keys.

If you owe a balance to the HAO, a repayment agreement can be established after you move, if you leave a forwarding address. Unpaid balances will make you ineligible for subsidized housing, not 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.

ADAMS VILLAGE JANUARY 2025 EVENTS

To sign up or have any questions please contact Dianne Morris at 270-684-3492

Open Monday—Thursday: 9 am—4:30 pm and Fridays: 9 am—Noon

Adams Village Community Center FOOD PANTRY

WEEKLY

THURSDAYS 1:00 PM—4:00 PM

512 Dieterle Drive

(Behind the Briarpatch off Veach Road)

Questions Call Dianne 270-684-3492

Adams Village January Happenings

January 6	JR Country Music	1 pm
January 7	Shopping Trip	9 am
January 15	JR Country Music	1 pm
January 16	Game Day	11 am
January 20	Bingo w/Intrepid	1 pm
January 22	Painting w/Lisa	1 pm
January 30	Breakfast	9:30 am
Thursdays	Chair Yoga	10:30 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

If Daviess County Schools are closed due to bad weather,
Adams Village will be closed

Email Addresses and Phone Numbers

Please provide HAO Properties 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 it is to have your updated email address and phone number.

REMINDER LEASE VIOLATIONS

PET POLICY:

Residents are reminded that there are pet policies and procedures that must be completed **before** you can have an animal at your apartment – whether they are a pet or you are requesting a support animal. ALL animals must be approved by the HAO Properties before they can be at your apartment. Visiting pets are NOT allowed on property.

PARKING:

We continue to have residents being ticketed for NO parking passes. All guest MUST park on the city streets when visiting your unit. All parking decals need to be placed on a clear windshield so it can be identify easily. **Any decals placed on tinted windows are subject to a parking violation regardless if you have your vehicle registered.**

UNAUTHORIZED GUEST:

We continue to find some residents allowing unauthorized guests to live with them. Residents are allowed guests 3 nights per year and upon approval, you may request up to a maximum of 14 days per year. If they are not on your lease, they are unauthorized to live here. If you want someone to live with you, you must add them to your lease.

TRASH:

Take your trash immediately to the dumpster and place trash inside the dumpster or be charged \$50. Please make sure you are following through on these lease requirements so your assistance is not put in jeopardy.

SMOKING INSIDE APARTMENT:

If it is found that you are smoking inside your apartment, you will be charged a clean up fee of \$250 plus additional costs for smoke damage and an Eviction Notice may be issued. (Resident fact sheet #3 & lease Section 7(4)).

