



CEO/EXECUTIVE DIRECTOR -  
SHAUNA BOOM

## Summer is in full swing and the HAO is celebrating with lots of roof repairs!!

Time seems to be flying by with July marking the beginning of the second half of 2025. This year does seem to be a dramatic one from a number of different sources. The weather being one of them.

### HAO Properties – We’ve Got This

The Housing Authority of Owensboro began providing subsidized housing in October 1950. Throughout the past 75 years there have been a lot of changes, challenges, and advancements. Although our name has changed to HAO Properties, to encompass all our services, we are still that stable strong agency. With all the uncertainty around the upcoming federal budget and funding for subsidized housing, we are confident that HAO Properties will continue to provide good quality subsidized housing for our customers. I encourage everyone to share information with your elected representatives both locally, as well as at the state and federal levels, on the need for subsidized affordable housing for various households to include elderly individuals, individuals with disabilities, and working families. We need to provide accurate firsthand information so they can make the best decisions for those they serve.

### Exterior Weather Damage Repairs

With over 158 structures being repaired, the work will continue through the majority of 2025. There will be multiple professional contractors performing the work. We ask for your patience in this process and if there are concerns or questions do not address them with the contractor but contact the HAO office. The contractors are instructed to only address issues through the HAO point of contact.

### Staff Shout Out....Jamie & Crystal

Every single person on the HAO team is TOTALLY essential, but I am going to start highlighting a few each month. This month is Jamie & Crystal. These two ladies have always been greatly appreciated but in the month of June they each took vacation time. You don't truly understand what someone does until you are tasked with filling in for them!! They are always prepared for anything. They address critical items with kindness and efficiency, and above all come back the next day with a smile.

A number of our customers have commented on Jamie's great customer service, but those of us on staff know what a great first impression she makes and how she can diffuse an adverse situation with grace. She is always ready with a "sure" when asked to help.


Crystal's job duties have doubled or tripled since she started here, and she is awesome at all of them. Crystal makes sure our bills are paid, families get moved, charges are accurate and payments complete the various processing requirements. She can answer an amazing number of questions off the top of her head and so very much more. Crystal is critical the day-to-day frontline financials.

Thank you both!!

Have a Safe and Happy 4<sup>th</sup> of July, everyone!!

## A FEW NOTES TO REMEMBER:

- We have **FREE** bus passes in the front office for Tenants!
- Churchill Park Food Pantry open every Monday 1:00 PM - 4:00pm
- Adams Village Food Pantry open every Thursday 1:00pm - 4:00pm
- Large Item Removal - on Sunday nights, place items on the city curb (please do not use 4<sup>th</sup> Street). No work order needed. On Mondays that the office is open, HAO Properties will pick up and dispose of items placed. Items left after pick up will incur a \$50 charge per worker needed to remove the items.
- Download the **YAPP APP** to receive HAO Property updates and news to your smartphone! Enter code HAOKY009 and sit back and enjoy!
- Report **SCHOOL STATUS** to Wendy to ensure proper paperwork is completed.
- **FREE** pool passes in the front office for Tenants!
- Vehicles (cars, motorbikes, and mopeds) parked in "permit only" areas without a parking permit will be tagged. Failure to comply, will result in towing at owner's expense.
- The HAO Property office will be **CLOSED** on Thursday, July 3rd, in observance of Independence Day!

JULY 2025			
Monday	Tuesday	Wednesday	Thursday
	<b>1</b> <b>RENT DUE!</b>  Housekeeping Inspections Churchill Pk Bldgs 1-13	<b>2</b>  Housekeeping Inspections Churchill Pk Bldgs 1-13	<b>3</b> <b>OFFICE CLOSED</b>  
<b>7</b> <b>LAST DAY TO PAY JULY RENT W/O \$30 CHARGE</b>  <b>LAST DAY TO REQUEST WAIVER!</b>  <u>Pest Control and Filter Change</u> Smith Homes Make-up day	<b>8</b> <b>TERMINATION NOTICE MAILED FOR JULY NON RENT PAYMENT (30 DAYS TO PAY W/O EVICTION)</b>  <u>Pest Control and Filter Change</u> Walker Place	<b>9</b> <b>LAST DAY TO PAY JUNE RENT</b>  Housekeeping Inspections Walker Place  <u>Pest Control and Filter Change</u> HAO Houses	<b>10</b>  Housekeeping Inspections Walker Place
14	15	16	17
21	22	23	24
28	29	30	31

### Rent is due on the 1st of every month



If the 1st falls on a weekend and the office is closed on the 1st, the Tenant can ensure their rent is paid by making the payment online.

HAO provides a grace period of five (5) calendar days before Tenant receives a late strike and a \$30.00 late fee.

If the 5th calendar day falls on a weekend or a day the office is closed, HAO allows Tenants to pay rent the following day that the office is open without obtaining a late fee/late strike.

Tenants can mail their rent payment, however, the date on the money order and the postmark date on the envelope must be dated before or on the due date. If the money order is dated before, but the postmark date on the envelope is after the due date, the payment will be marked late and a late strike is added.

# COMMUNITY NEWS AND HAPPENINGS



RESIDENT ADVISORY  
COUNCIL

## Adams Village

Join us for our monthly meeting and help make a difference in our community by working together to provide support to all!

- Time: 3:00pm
- When: Wednesday
- Location: 519 Dieterle Drive
- All Tenants (18 years and older) who reside at Smith Homes, Locke Apartments, Walker Apartments, Baker Place, and Adams Village are welcome to attend
- Come have a voice!
- Let's make a positive impact in our community!
- Attend to enter a \$10 cash drawing



### Adams Village Happenings

July 02 - Bingo w/ Bold Age (1PM)  
 July 07 - JR sings/Ice Cream Social (2PM)  
 July 08 - Shopping in Community (9AM)  
 July 14 - Bingo (1PM)  
 July 17 - Game Day (11AM)  
 July 21 - Bingo w/ Julie (1PM)  
 July 24 - Painting w/ Lisa (1:30 PM)  
 July 30 - Birthday Bash (2PM)  
 July 31 - Breakfast (9AM)  
 Every Thursday - Chair Yoga (10:30 AM)

Every Monday, Wednesday, and Friday  
 Congregate Meal provided by 5-Star  
 at 11:30 AM (for seniors 60yo +)  
 w/ suggested donation of \$1.50

**All Tenants (regardless of location) welcome to all events!**

**For additional information, please contact 270-684-3492 to speak with Dianne at Adams Village**



RESIDENT ADVISORY  
COUNCIL

## Churchill Park

Join us for our monthly meeting and help make a difference in our community by working together to provide support to all!

- Time: 1:00 PM
- When: Wednesday
- Location: New Heights Center
- All Tenants (18 years and older) who reside at Churchill Park are welcome to attend
- Attend to enter a \$10 cash drawing

### Churchill Park Happenings

July 7: (Mon) 1:00 PM - Bingo  
 July 22: (Tues) 10:00 AM - Yoga w/ Jennifer

# RESOURCE FAIR

Meet with organizations and companies face-to-face and learn about resources in our community!



WED, JULY 9, 2025  
 1:00 PM - 3:00 PM



Location  
**CHURCHILL PARK  
 NEW HEIGHTS CENTER  
 2161 E. 19<sup>TH</sup> STREET  
 OWENSBORO, KY 42303**



Phone number  
**270-683-5365 EXT 214**

# SUMMER FUN FOR CHILDREN AND ALL



## The Center

The Center helps connect community members in need with appropriate local resources to help break cycles and allow opportunities to thrive!

- Free Parenting Classes - 10wk course for 1-hour, day or evening times, virtual and group
- Free Anger Management Classes 8wk course for adults and adolescents, virtual in evening
- Community Resource Directory



## Y.M.C.A.

Regardless of race, religion, age, income, or social status, the Y welcomes all!

### Things you may not know about the Y:

- Free Tutoring come Fall 2025
- Free Senior Luncheons
- Free Bible Study every Mon. at 6PM
- Free childcare to members while utilizing the Y
- Financial assistance available and you'll never know if you'll qualify until you try!



## KIDS BOWL FREE

Two (2) Free Games per day per person

Going on **NOW** through August 1st

Wednesday 3PM - 5PM

Friday 4PM - 6PM

## Diamond Lanes South

Standard shoe rental rates apply



## FREE SUMMER MEALS



Now through Thursday, July 31<sup>st</sup>. Sites include Churchill Park (New Heights Center) and Smith Homes (where old daycare used to be).

Breakfast: 8:30am - 9:30am  
Lunch: 11:30am - 12:30pm

**No meal service on June 19<sup>th</sup> or July 4<sup>th</sup> for onsite and mobile meals.**

Children must be present AND remain on site during meal service.

## SUMMER MOBILE MEALS

Now through Friday, July 31<sup>st</sup> for lunch meals **ONLY** Monday - Friday.

Locke Apts: 10:45am - 11:05am  
Chautauqua Park: 11:10am - 11:30am  
Legion Park: 11:30am - 11:50am  
Dixiana Court: 11:55am - 12:15pm  
Kendall-Perkins: 10:30am - 10:50am  
Greentree Apts: 10:55am - 11:20am  
Lincolnshire Apts: 11:55am - 12:20pm  
Cravens Elem: 11:25am - 11:50am  
Goose Egg Park: 11:30am - 11:50am  
Moreland Park: 11:55am - 12:20pm



## A/C EMERGENCY

- Air conditioning is out **AND**
- 85° or hotter outside **OR** HAO Property has documentation from a medical practitioner stating A/C is required due to a medical condition **OR** HoH or HoH's spouse is 62 years or older

## A/C NON-EMERGENCY

- Place work order
- Please be patient as work orders will be addressed in a timely manner!



## FROM THE DESK OF THE MAINTENANCE SUPERVISOR

Friends,

As we move into the summer months, rising temperatures often lead to higher frustrations. I wanted to take a moment to share some information. I've recently been asked by multiple tenants, "How long does it take to get a work order done when I call it in?" This is a difficult question to answer with many variables, hopefully I can shed some light on it for you.

We track each and every work order that is called in or emailed in many ways. One being the "age" of the work order. To summarize this, every month, the Maintenance Department puts together a report for the Executive Director.

In May, the average age of a work order for all of our apartments was 2.7 days. That means, if you call in a work order on Monday, generally it was repaired by the end of the day on Wednesday.

Of course there are always exceptions or emergency work orders that must be addressed immediately as you are all aware. There are also times when our inspector checks apartments in an entire neighborhood that it may take longer to get to your specific repair. We are always looking at the work orders as a whole to try to keep the length of time waiting to get something fixed as low as possible.

In recent months, with the storm damage, we've had some exterior items that have not been getting repaired which many of you are asking about. I assure you, we have made note of it and are working with contractors, insurance companies and adjusters as quickly as possible to begin repairs.

One reason items are left "broken," is so all the contractors, who bid on the work and check sites, will all see the same thing so the bids will be accurate. We hope to begin repairs on these items in the coming weeks as the bidding process is nearly complete. Thank you all for your patience with this. I assure you, like you, we do not like seeing our property in disrepair.

I will close by asking for your continued understanding and patience. The HAO maintenance staff serves nearly 600 homes. Our maintenance technicians complete over 3,000 work orders a year, hundreds of pest control treatments and cleaning units when folks move out with a group of 11 individuals. Sometimes we make mistakes, which we own, and we are always learning and trying to do better. I am very proud of our staff and the work they put into our communities.

Thank you, and I hope you all have a great summer!



**CHILDREN PLAYING**

Contractors will be replacing ALL units' roofs beginning July and continuing through the end of 2025. We apologize in advance for any inconvenience this construction may cause. We are asking parents to **PLEASE BE MINDFUL** and keep children away from these areas. We thank you greatly!

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Amber Turner  
Move-in Appointments at Ext. 204  
[amber@owensborohousing.org](mailto:amber@owensborohousing.org)

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Crystal Clark  
Rent/Waivers at Ext. 201  
[crystal@owensborohousing.org](mailto:crystal@owensborohousing.org)

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Jamie Ward  
Applications/Payments at Ext. 200  
[jamie@owensborohousing.org](mailto:jamie@owensborohousing.org)

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Jennifer Chappell  
Resident Services at Ext. 211  
[jennifer@owensborohousing.org](mailto:jennifer@owensborohousing.org)

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Laura Baker  
Housing Inspector at Ext. 207  
[laura@owensborohousing.org](mailto:laura@owensborohousing.org)

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Lisa Cecil  
Apps/Move-In Appts at Ext. 206  
[lisa@owensborohousing.org](mailto:lisa@owensborohousing.org)

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Mindy Cecil  
HCV changes/questions at Ext. 218  
[mindy@owensborohousing.org](mailto:mindy@owensborohousing.org)

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Morgan Cart  
Recertifications at Ext. 202  
[morgan@owensborohousing.org](mailto:morgan@owensborohousing.org)

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Nikki Ringham  
Accommodations at Ext. 205  
[nikki@owensborohousing.org](mailto:nikki@owensborohousing.org)

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Stephanie Richards  
Work orders at Ext. 221  
[stephanie@owensborohousing.org](mailto:stephanie@owensborohousing.org)

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Tonette Crite  
Referrals/Complaints at Ext. 214  
[tonette@owensborohousing.org](mailto:tonette@owensborohousing.org)

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Wendy Jackson  
Changes in income/HH at Ext. 203  
[wendy@owensborohousing.org](mailto:wendy@owensborohousing.org)

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Shauna Boom  
CEO/Director

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### **FRONT STOOP**

Tenants are restricted to the storing of two (2) lawn chairs on their front stoop. Furniture intended for use as interior furniture (upholstered chairs and couches) are not allowed on outside premises. For additional items, seek approval from management.

Tenants should keep their yards free of cigarette butts, trash, etc.



### **STORING ITEMS OUTSIDE**

Children's riding toys and bicycles, when not in use, should be stored in the rear of the apartment units.

Tenants are allowed one (1) grill per household which should be stored in the rear of the apartment unit.

Please make sure front and back doors are unobstructed for exit and entry.



### **PET CARE AND MINDFULNES**

Housekeeping inspectors will document when pets are observed inside the apartment. Please ensure your pet is included on your Lease to avoid disappointments. Visitors with pets should not enter your apartment unit. Be

Be kind and ensure your pets' "droppings" are cleaned up immediately!!

## **HOUSEKEEPING INSPECTIONS**

Maintaining your home in a clean manner ensures a safe environment and allows your home to stay in compliance with your Lease Agreement.

HAO utilizes the below standards when inspecting Tenants' homes. Automatically **POOR (FAILURE)** of the unit if windows or doors are completely blocked with personal items **OR** insects crawling on courters, walls, or floors and it's associated with the cleanliness of the apartment.

- Trash the size of 1 large bag is in any room or outside the unit (porches or decks)
- Diapers, feces, or urine in more than one place
- Sticky floor due to spills
- Bathroom sink, toilet, and/or shower/tub with dirt, hair, body fluids, feces, hair dye, or nail polish
- Kitchen with more than a day's worth of dishes in sink **OR** stoves top/inside, countertops, or refrigerator dirty, greasy, or spills
- Excess food in rooms other than kitchen

**Good** = Zero concerns

**Fair** = One concern

**Poor/Failure** = Two or more concerns

## **Part-time Job Opportunity**

**Title:** Groundskeeper

**Location:** Churchill Park (2 positions), Locke Apartment (1), and Smith Homes (1)

**Hours:** 2 hours per week

**Age:** 16 years or older to apply

**Rate:** \$12.00 per hour

**Apply:** Download application at [owensborohousing.org](http://owensborohousing.org) or pick-up one from the HAO office

We are seeking reliable and hard-working Groundskeepers to maintain the cleanliness, appearance, and safety of our outdoor grounds and facilities. The ideal candidate takes pride in their work and enjoys being outdoors year-round. Candidate must reside in the unit they will Groundskeep.

