Attention All Residents Friendly Reminders

Swimming Pools
The only allowable swimming pool at your unit are the small plastic "Kiddie" size pools. It is your responsibility to ensure the pool is drained every day and stored on your back patio or inside your unit when not in active use. When your family is actively using the pool please make sure an adult is outside supervising swimming. A child can drown in seconds, therefore, do not leave pools unattended.

Outside Items
Please keep the lawn around your apartment clean and free of trash, debris, paper, can, clothing, boxes, bags, cigarette butts, tires. Tenants are restricted to the storing of two lawn chairs and potted plants on their front porches. Furniture intended for use as interior furniture, such as upholstered chairs and couches are not allowed on the outside premises. One grill, bicycles (not to exceed the number of household members), and children's riding toys must be stored in the rear of the unit. Tenants are required to pick up items out of their yard. Trampolines and basketball goals are not allowed on property.

PET POLICY:
If you own a dog: it is required that "YOU' clean up the "POOP" or find him/her a new home.

ALL animals must be approved by the Housing Authority before they can be at your apartment. Visiting pets are NOT allowed on property.

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 then 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 $25.

Please make sure you are following through on these lease requirements so your assistance is not put in jeopardy.

POOL PASSES
A limited number of free pool passes are available for HAO residents up to 17 years of age. (Limit of one pass per child per week while supplies last.)

Parents must pick up, or call ahead (270-683-5365), to allow their child to pick up the passes.

Passes are available at the Rolling Heights office. Beginning Tuesday, June 1.

RE-OPENING
Adams Village Community Center re-opening day is Thursday, June 17th

We're Having a COOKOUT! & BINGO
Thursday, June 17
12:30 pm
Adams Village Community Center
Please call Carla at 270-684-3492 to sign up

Resident Council-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. Resident Council will be held on Wednesday, June 23rd at 3:30 pm at Adams Village Community Center, 512 Dieterle Drive off Veach Road.

Window Air Conditioner Units and/or Fire Pits are not allowed.
**Office Is Now Open**

The HAO office is now open to the public but with some adjustments. Although, the front door will be unlocked from 8:00 am – 4:30 pm Monday – Thursday, the following will be our new model.

<table>
<thead>
<tr>
<th>Pay Rent</th>
<th>Household/Income Change</th>
<th>Complaint</th>
<th>Annual/Interim Exams</th>
<th>All other issues</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Online Tenant Portal (Check Balance owed; confirm payment credit)</strong></td>
<td>Through Tenant Portal with credit or debit card.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td><a href="mailto:hao@owensborohousing.org">hao@owensborohousing.org</a></td>
<td>Receipt can be emailed if you paid by money order/check in the drop box – upon request only.</td>
<td>BEST OPTION – By sending an email you have a record of the submission and staff will respond via email as well. <a href="mailto:hao@owensborohousing.org">hao@owensborohousing.org</a></td>
<td>BEST OPTION – Submit change requests by Email and staff will respond with instructions</td>
</tr>
<tr>
<td><strong>Phone Call</strong></td>
<td>Call to set-up Auto draft from checking acct or debit card</td>
<td>Call 270-683-5365 ext. 203; and report the change. You will be given instructions as to what to provide the office.</td>
<td>Complaints must be in writing so they cannot be taken over the phone.</td>
<td>Call 270-683-5365 ext. 203; and report the change. You will be given instructions as to what to provide the office.</td>
</tr>
<tr>
<td><strong>Drop Box</strong></td>
<td>Place checks or Money Orders in Box. Online portal will confirm process or write on envelop and we will email your receipt.</td>
<td>The items requested can be placed in the drop box. Staff will not be able to answer any questions until they have completed processing the change.</td>
<td>Complaints can be placed in the drop box.</td>
<td>Place requested information in the drop box and staff will get back to you regarding signatures when needed.</td>
</tr>
<tr>
<td><strong>Visit Office</strong></td>
<td>Not until you are instructed to come into the office to sign.</td>
<td>Do not visit the office. Call or email first.</td>
<td>Not until you are instructed to come into the office to sign.</td>
<td>Do not visit the office. Call or email first.</td>
</tr>
<tr>
<td><strong>Web Page</strong></td>
<td>Link to Tenant Portal</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Housing Authority Staff Extension #'s and Email**

<table>
<thead>
<tr>
<th>270-683-5365</th>
<th>Staff</th>
<th>Ext</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recertification</td>
<td>205</td>
<td><a href="mailto:wendy@owensborohousing.org">wendy@owensborohousing.org</a></td>
<td></td>
</tr>
<tr>
<td>Changes in Income/Family Composition</td>
<td>Wendy</td>
<td>203</td>
<td><a href="mailto:wendy@owensborohousing.org">wendy@owensborohousing.org</a></td>
</tr>
<tr>
<td>Housing Inspector</td>
<td>Laura</td>
<td>207</td>
<td><a href="mailto:laura@owensborohousing.org">laura@owensborohousing.org</a></td>
</tr>
<tr>
<td>Accommodations/Evictions/Hearings</td>
<td>Barbara</td>
<td>209</td>
<td><a href="mailto:barbara@owensborohousing.org">barbara@owensborohousing.org</a></td>
</tr>
<tr>
<td>Resident Services/Referrals/Complaints</td>
<td>Amy</td>
<td>214</td>
<td><a href="mailto:amy@owensborohousing.org">amy@owensborohousing.org</a></td>
</tr>
<tr>
<td>Applications/Parking Permits</td>
<td>Jennifer</td>
<td>211</td>
<td><a href="mailto:jennifer@owensborohousing.org">jennifer@owensborohousing.org</a></td>
</tr>
<tr>
<td>Rent/Utilities/Waivers</td>
<td>Crystal</td>
<td>201</td>
<td><a href="mailto:crystal@owensborohousing.org">crystal@owensborohousing.org</a></td>
</tr>
</tbody>
</table>
100 fun ideas...

Summer Bucket List

- Build a fort
- Ice cream party
- Read 5 books
- Go for a swim
- See a movie
- Play board games
- Paint a picture
- Make water gun art
- Have a picnic
- Go for a walk
- Blow bubbles
- Jump rope
- Fly a kite
- Have a pillow fight
- Seaside hunt
- Start a journal
- Treasure hunt
- Play basketball
- Hula hoop
- Go on a bike ride
- Dance in the rain
- Make popsicles
- Family movie night
- Camp indoors
- Stay up all night
- Play dress up
- Water balloon fight
- S'mores
- Take fashion pictures
- Play frisbee
- Make a mud pie
- Ride the swings
- Have a pajama day
- Play hide and seek
- Make a pizza
- Play Twister
- Play hopscotch
- Have a luau
- Make bracelets
- Eat whipped cream
- Have a relay race
- Make a music video
- Play laser tag
- Race RC cars
- Play volleyball
- Indoor marathon
- Have a bubble bath
- Obstacle course
- Catch fireflies
- Have a dance party
- Play baseball
- Tell scary stories
- Paint rocks
- Make a craft
- Color pages
- Play cards
- Go on a nature hunt
- Make bath bombs
- Talent competition
- Make a campfire
- Play flash light tag
- Have a sack race
- Watch fireworks
- Sleep in a tent
- Make slime
- Do a good deed
- Make play dough
- Eat a snow cone
- Make tie dye shirt
- Science experiment
- Draw on sidewalk
- Run thru sprinklers
- Make brownie dough
- Watch the sunrise
- Send a postcard
- Build a bird feeder
- Play i-spy
- Family sleepover
- Water balloon baseball
- Go roller skating
- Wash a car
- Play dodgeball
- Bury a time capsule
- Help cook dinner
- Finger paint
- Make paper airplanes
- Plant seeds
- Have a puppet show
- Build a sand castle
- Help make dinner
- Go to the library
- Shaving cream fight
- Ride a scooter
- Build a puzzle
- Have a DIY spa day
- Pool noodle fight
- Make a memory jar
- Watch a movie outside
Lawn Care and Mowing Season

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 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 and/or contractor are 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.

NOW HIRING
The HAO will be accepting lawn workers applications for our lawn contractors. Please pick up application at the HAO office.

The Housing Authority of Owensboro 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 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.

$25 REWARD if you produce a photo of person & vehicle license plate number, for illegal dumping at any of our housing dumpsters.

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)

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 inspection will be conducted between the hours of 9 am—3 pm. Inspector will be checking all windows; they must open, close and lock. Will be monitoring any roach or pest activity. If your apartment has roaches, 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.

Failed Inspections:
If your apartment fails an inspection you will automatically be placed on a follow up inspection schedule and/or to participate in our housekeeping program. These follow-up inspections 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.

- 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.
**June 2021**

*Rent. Housekeeping Inspections, Pest Control and Maintenance Schedule*

<table>
<thead>
<tr>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Quarterly Maintenance</strong>&lt;br&gt;Service Filter Change&lt;br&gt;Nannie Locke, Baker &amp; Adams Village&lt;br&gt;<em>June 1—17</em></td>
<td><strong>1</strong>&lt;br&gt;Rent Due&lt;br&gt;Pest Control - Nannie Locke&lt;br&gt;<em>Housekeeping Inspections</em>**&lt;br&gt;Rolling Heights 63-65&lt;br&gt;Dieterle Drive South</td>
<td><strong>2</strong>&lt;br&gt;Housekeeping Inspections***&lt;br&gt;Rolling Heights 63-65&lt;br&gt;Dieterle Drive South</td>
<td><strong>3</strong>&lt;br&gt;Housekeeping Inspections***&lt;br&gt;Rolling Heights 63-65&lt;br&gt;Dieterle Drive South</td>
</tr>
<tr>
<td><strong>7</strong>&lt;br&gt;Last Day To Pay Without a Penalty— Last Day To Request A Waiver</td>
<td><strong>8</strong>&lt;br&gt;$30.00 Penalty&lt;br&gt;Pest Control - Baker Drive</td>
<td><strong>9</strong>&lt;br&gt;</td>
<td><strong>10</strong>&lt;br&gt;</td>
</tr>
<tr>
<td><strong>14</strong>&lt;br&gt;</td>
<td><strong>15</strong>&lt;br&gt;Pest Control - Adams Village</td>
<td><strong>16</strong>&lt;br&gt;</td>
<td><strong>17</strong>&lt;br&gt;</td>
</tr>
<tr>
<td><strong>21</strong>&lt;br&gt;</td>
<td><strong>22</strong>&lt;br&gt;Last Day To Pay Rent This Month</td>
<td><strong>23</strong>&lt;br&gt;$15.00 Admin. Fee&lt;br&gt;Eviction Process Started&lt;br&gt;$85.50 Filing Fee &amp;&lt;br&gt;$50.00 Sheriff Fee Per Adult Once filed&lt;br&gt;If you did not pay rent, Maintenance will entered to check the status of unit</td>
<td><strong>24</strong>&lt;br&gt;</td>
</tr>
<tr>
<td><strong>28</strong>&lt;br&gt;</td>
<td><strong>29</strong>&lt;br&gt;</td>
<td><strong>30</strong>&lt;br&gt;RENT NOTICES DELIVERED</td>
<td><strong>RENT NOTICES</strong>&lt;br&gt;DELIVERED</td>
</tr>
</tbody>
</table>

**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. MAKE SURE ALL TRASH IS TAKEN OUT**

---

**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.

---

**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. 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.
Residents can now view their balance, make online payments and submit work orders online through the Resident Portal (https://apps.owensborohousing.org) Please call the office with Emergency work orders, Do Not enter online.

**Payment Options**

As a reminder, below are the ways we accept payments:

- Personal Check-Cashier’s Check-Money Order & Debit Card
- Visa, MasterCard, American Express, or Discover Credit Card

**Methods we accept payments:**

- Automatic Payment from Bank Accounts, Debit Cards, or Credit Cards (contact the office to sign up)
- Online credit card payments please go to https://apps.owensborohousing.org
- By Mail or Drop box at HAO office or In Person

---

**Mobile Sites**

**Meals available Mon-Fri**

Starting May 24th - Red and Blue
Starting June 1st - Gray and Green

- 7th & J.R. 10:45 11:00
- 6th & Center 11:10 11:25
- Alexander & 20th 11:35 11:50
- Colonel House 12:00 12:15
- Dixiana Court 12:20 12:40
- Kendall Perkins 10:45 11:00
- Green tree Apts 11:10 11:25
- Carter/Apollo Ct 11:35 11:50
- Cravens Pool 12:00 12:20
- Lincolnshire Apts 12:25 12:45

Anyone age **18 and under** eats for **FREE!**

---

**Free Summer Meals Program**

Kids 18 & Under Eat Free Breakfast & Lunch!

**NO REGISTRATION IS REQUIRED!**

Owensboro Public Schools will be offering **Free Summer Meals** to all HAO children (18 years of age and under) starting Monday, May 31. They will be serving meals at the following locations:

- **Girls, Inc.** (Rolling Heights)
- **Estes Elementary School**
- **Harry Smith Homes** (old daycare bldg.)

**Meal Serving Times**

Lunch Noon - 12:45 PM

---

**Mobile donation**

Call Amy 270.683.5365 ext 214 to sign up

---

**Owensboro Public Schools**

**Free Summer Meals**

**Starting Monday, May 31**

- Girls, Inc. (Rolling Heights)
- Estes Elementary School
- Harry Smith Homes (old daycare bldg.)

**Meal Serving Times**

Lunch Noon - 12:45 PM

---

**Housing Authority’s Office Parking Lot**

2161 East 19th

**10:30 am—3:00 pm**

**Resident Portal & Online Payments**

Residents can now view their balance, make online payments and submit work orders online through the Resident Portal (https://apps.owensborohousing.org) Please call the office with Emergency work orders, Do Not enter online.

**Payment Options**

As a reminder, below are the ways we accept payments:

- Personal Check-Cashier’s Check-Money Order & Debit Card
- Visa, MasterCard, American Express, or Discover Credit Card

**Methods we accept payments:**

- Automatic Payment from Bank Accounts, Debit Cards, or Credit Cards (contact the office to sign up)
- Online credit card payments please go to https://apps.owensborohousing.org
- By Mail or Drop box at HAO office or In Person