

Haltom City Housing Authority Newsletter

November 2021

PLEASE READ NEWSLETTER



Our Office hours are 8:30 AM until 4:00 PM. Monday thru Friday. Please do not come into our office if you are sick. We are requesting that you wear a mask and maintain a six- foot distance from others while in our office. We are also requesting that only two people are in the office at the same time.

IMPORTANT NEWS

All of us employees of Haltom City Housing Authority want to wish all of our residence a Happy Holiday. We have a new website. www.haltomcityhousing.com please check it out. We also have a new phone system. Please listen to all the prompts. It answers the telephone for us so you will have to pick an extension in order to speak directly with us. Housing Tech is Myrna, Office Manager – front desk, and Executive Director is Melisa. You can either choose one of us to speak with or you may leave a message on the work order extension. We check it several times a day.

ATTENTION

ALL TENANTS

We are having a big issue with some of our tenants having items that do not belong outside on their back porches. This is not allowed. Only outside furniture, trash cans, recycle bins, and items such as bicycles are allowed on your back porch. Also, if your trash is torn up and blown all over your yard pick it up. You will be charged if we have to pick up your trash or recycling.



WORK

ORDERS

We hope that all our residents are being safe and taking good care of themselves. Please let us know when calling a work order in if you are not feeling well, running fever, or have a positive COVID-19 test so that we can protect our staff. Please make sure to call all work orders in first thing in the morning so that we can make sure to do them the same day. If you call at closing time, then the work orders will be done the next business day unless it is an emergency. The emergency work number is for emergency work orders only. EMERGENCY WORK CELL 817-988-2007

IT IS VERY IMPORTANT TO REPORT ALL ITEMS BROKEN OR DAMAGED IN YOUR UNIT AS SOON AS IT HAPPENS. BY IGNORING THE ISSUE SUCH AS ANY PART OF YOUR UNIT LEAKING WATER FOR EXAMPLE A SINK OR WATER HEATER. THIS SMALL LEAK CAN CAUSE REPAIRS TO BECOME VERY EXPENSIVE. IT STATES IN EVERYONE'S LEASE THAT IF YOU ARE NEGLIGANT IN REPORTING THESE DAMAGES IN A TIMELY MANNER YOU COULD BE RESPONSIBLE FOR THE COST. PLEASE REPORT THESE ISSUES IMMEDIATELY.

IMPORTANT

ALL ANNUAL REVIEWS WILL BE DONE IN PERSON. PLEASE WATCH YOUR MAIL FOR YOUR APPOINTMENT DATES AND TIMES. PLEASE LET US KNOW IF YOU NEED TO RE-SCHEDULE IF THAT DATE AND TIME DOES NOT WORK WITH YOU SCHEDULE. THIS IS A HUD REQUIREMENT.

DUMPSTER

Our dumpster is not for property use, it is for maintenance use only. We know several of you all have been throwing your trash away in our dumpster despite being told not to. We have cameras and know who you are. This is not allowed. You need to have a trashcan with a lid in order to store your trash before trash days.

LAWNMOWERS

Now that the weather is cooling off if you do not see the lawnmowers out please call our office and request a mower. Only Residents 18 years and older may come up to our office to check out a mower and weed eater. Only residents 18 years and older may use the lawn equipment. You are not allowed to send family members or friends whom are not residents to pick up lawn equipment.



Things to remember:

- ✓ Rent is due on the first and late after the fifth**
- ✓ You will be charged for any abuse to the property.**
- ✓ You will be charged if you flush wipes down the toilet and if you pour grease down the sink. Do not put food down the sink also.**
- ✓ Report all income changes within 10 days in writing.**
- ✓ Report any income changes before the last working day of the month so that your rent can be changed for the next month. If we do not have time to verify the change it will not be in effect until the month after verification.**
- ✓ If you need documents from us there will be 24 hour turn around. NO MORE LAST-MINUTE REQUEST WILL BE GRANTED.**
- ✓ Do not try to talk to the maintenance crew when they are on property.**
- ✓ You are only allowed to have guest for 15 days per year per your lease. Do not allow anyone to live with you.**

