

LHA Resident Connect



Important Dates to Remember

MAY 1ST – RENT DUE
MAY 13TH – RENT LATE
MAY 26TH - OFFICE CLOSED FOR
MEMORIAL DAY

IMPORTANT ANNOUNCEMENT

NEW LEASE SIGNING

We need **ALL ADULT HOUSEHOLD MEMBERS** to sign the new lease before **May 31, 2025.**

NOTICE: POLICY CHANGES

- Updates to our Schedule of Charges including increase in debit/credit card service fee
 - Updates to our ACOP for new HUD guidelines
- MORE INFORMATION IN THIS NEWSLETTER!**

!!!!!!REMEMINDER!!!!

PLEASE MAKE SURE YOU KEEP YOUR YARDS PICKED UP FOR OUR MOWERS. YOU WILL BE CHARGED A YARD PICK-UP FEE IF YOUR YARD IS FOUND WITH TOYS, TRASH, OR ANY OTHER ITEMS.

Tentative May mowing schedule:
 May 9th, May 18th, May 27th

Office Staff

Vicki Engelhardt – Executive Director
Scott Durham – Operations Manager
Alex Brewer – Business/HR Manager
Melissa Saxon – Property Manager
Jerri Anne Daniels – Occupancy Specialist
Darla Harlan – Occupancy Specialist

Maintenance Staff

Matt Olive – Maintenance Supervisor
George Bentley – Maintenance Mechanic
Jimmy Stephens – Maintenance Mechanic
Josh Hill – Maint. Mechanic/Clerk of Works
Kelly Massa – Maintenance Mechanic
Dylan Lemay – Maintenance Mechanic

Phone Directory

Main Office (931) 762-7532

Emergency Work Orders (931) 762-9436

Reasonable Accommodations Are Available Upon Request



MAINTENANCE ANNOUNCEMENTS

****48-HOUR NOTICE****

Work Orders - We will continue scheduling work orders this month to repair issues found from the annual inspections. Please be prepared.

RENT PAYMENTS

1. Rent is due on the 1st of the month.
2. You have through the thirteenth (13th) of the month to pay your rent without a late fee.
3. On the 13th day of the month, a late charge of \$25.00 will be added to the account as part of the current bill. (Reference Item 2.C. of your lease)
4. A late letter will be sent on the 13th that gives you 30 days to either pay the current charges or vacate the unit.
5. After the 30-day period, a detainer warrant for non-payment of rent will be issued and a court date set to seek judgement on the matter. Court costs will be added to your account. (Minimum of an additional \$216.50). You may contact our office with any questions. 762-7532

We do not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, our federally assisted programs and activities. If you are disabled and would like to request an accommodation or if you have difficulty understanding English, please request our assistance and we will ensure that you are provided with meaningful access based on your individual needs. Federal civil rights laws addressing fair housing prohibit discrimination against applicants or tenants based on one or more of the following classifications: race, color, national origin, sexual orientation, gender identification, disability, religion, and familial status.

BIG ANNOUNCEMENT

New playground equipment will be coming soon to Roberts Avenue!

Be aware the playground areas will not be open during installation.



Pest Control

THIS IS YOUR 48-HOUR NOTICE

- May 6 - Maple + Hoover
- May 13 - Smith, Clayton
(excluding 224), Torges
- May 20 - Ernest, Mildred,
Belmont, 224 Clayton
- May 27 - Buffalo, Deller, Fisher
Alley, Berger

****LHA STAFF WILL BE LOOKING IN CLOSETS DURING PEST CONTROL DUE TO ISSUES FOUND AT ANNUAL INSPECTIONS.**

A housekeeping inspection will be conducted on your unit as well during pest control treatment.

Please make sure:

- Screen doors are unlocked
- Windows and doors aren't blocked
- Your unit is clean and free of clutter
- Your pets are contained



RECERTIFICATION INSPECTION

REMINDERS

If you have an appointment this month for recertification, this is a reminder, as stated in your recertification appointment letter, that we will be conducting a housekeeping inspection on your unit per the lease requirements.

The inspection dates are two weeks before your appointment date and will be performed May 6th, May 7th, and May 8th.

- As always, please make sure:
- Screen doors are unlocked
 - Windows and doors aren't blocked
 - Your unit is clean and free of clutter
 - Your pets are contained

MOWING



Mowing season has begun again! Please be sure that your yard is free of debris and children's toys, garden hoses, and any other hazards, at all times or you may be charged a yard pick up fee.

LHA Maintenance will be handling the mowing at the following locations:

Crowson, Clearview, Crescent
Factory, and Roberts

A contracted company will be handling the mowing at all other locations.

If you have any questions, please contact the office.

**Thank you,
LHA**



NOTICE: LHA POLICY CHANGES

New Policy effective June 1, 2025

Schedule of Charges

Changes include: increase in "Mow Lawn" Fee and Credit Card Fees.

- If your lawn is not picked up for our contractors or maintenance employees in charge of mowing your area, we will charge a \$50.00 fee to mow your lawn for the inconvenience.
- A service fee of 2% will now be added to any debit/credit card transaction due to the continued rise in credit card fees. To avoid paying a 2% service fee, you can set up our preferred payment method, automatic draft (ACH), to draft your rent from your bank account each month.

New Policy effective July 1, 2025

Admissions and Continued

Occupancy Policy (ACOP)

Changes include: PER NEW HUD GUIDELINES- Revisions as required by HOTMA Sections 102/104 to be effective July 1, 2025 unless otherwise notified By HUD – Income Exclusions And Other Definition Requirements, Signing Consent Form Updates, Rent Calculation Errors
More information can be found in the policy located in the office.

Residents may obtain a copy of the policies above at the office and will have thirty (30) days to make comments in writing in regards to these policy changes.