



March 2, 2026

Dear Residents of Shoreline Villas,

We appreciate your ongoing patience during the changeover in property management. Please keep this updated informational sheet handy for future reference.

Office Hours & Contact Information

Property Manager: Karen Kaiser

Office Hours: 8:30 AM – 4:00 PM Monday – Thursday (closed noon – 1:00 PM for lunch)

Leasing Office: 55 Riverside Drive, New Albany, IN 47150

Phone: (812) 206-2075 main number, (812) 206-2012 direct number

Email: kkaiser@nahain.com

Rent Payment Information

Rent is due by the 5th of each month. A \$25 late fee will be incurred for rent received after the 5th. Rent can be paid by check or money order. Checks should be made out to Shoreline Villas. Please bring payments directly to the Shoreline Villas leasing office or mail to: or PO Box 11, New Albany, IN 47151. Residents previously making online payments must pay by check or money order until further notice. We will inform you when an online payment system is available again.

Property Information

- ✓ *Trash* – Trash pickup is Friday. Please place all trash **inside** of your trash toter – do not leave trash on top of or beside the cans. If you need to use one of the dumpsters on property, please make sure to put trash **inside** of the dumpster - do not put trash on top of or around the dumpsters.
- ✓ *Maintenance* – call #812-945-2795 to request a work order both during and after hours
- ✓ *Pest Control* – there will be monthly mandatory service by an outside pest control company
- ✓ *Housekeeping Inspections* – will be conducted as needed at management's discretion
- ✓ *Pet Policy* – all pets and emotional support animals need to be approved prior to coming to the property. There will be a \$100 fine for any unauthorized pets. If you need a copy of the pet policy, please contact the office.
- ✓ *Smoke Detector Policy* - It is illegal to remove any fire/smoke detection device from any dwelling unit. If any such device is found to be removed or damaged, residents may face the below charges and/or penalties.
 - A \$100.00 charge for removing the device for any reason.
 - A \$50.00 charge to reinstall.
 - The cost for replacement of alarm if broken/damaged or missing.
- ✓ *Prohibited Items:* the premises **must** be kept free from prohibited items, including but not limited to tires, recreational equipment such as trampolines, swimming / wading pools, swing sets, jungle gyms, fire pits (including lawn furniture with fire pits), tiki torches, candles and incense, outdoor grills of any type, including but not limited to propane grills, charcoal grills, pellet grills, smokers or any other items determined by management to be hazardous and

unsightly. Failure to comply with any of these conditions may result in the termination of the Lease.

You can find valuable updates and information on our website at www.newalbanyhousingauthority.org and on Facebook and Instagram.

Feel free to reach out with any needs or concerns.

I look forward to working with you.

Sincerely,

Karen Kaiser
Property Manager, Shoreline Villas