



March 2, 2026

Dear Residents of Whispering Creek,

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

Office Hours & Contact Information

Property Manager: Janet Smith

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

Leasing Office: 2606 Green Valley Road, New Albany, IN 47150

Phone: (812) 206-2032

Email: jsmith@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 Whispering Creek. Please bring payments directly to the Whispering Creek leasing office or mail to: 2606 Green Valley Road, New Albany, IN 47150. 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* - Dumpsters are emptied Monday, Wednesday & Friday. Please place all trash **inside** the dumpsters – do not put trash on top of or around the dumpsters, outside your door or in the hallway.
- ✓ *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,

Janet R. Smith
Property Manager, Whispering Creek