



Veteran's Care Day

Thursday, November 14, 2019—Veterans are invited to the SIU School of Dental Medicine to receive FREE exams, X-rays, cleanings, fillings and extractions. Please call 618-474-7200 to schedule your appointment. (limited appointments available) Appointment registration begins on October 21, 2019.

Dessert Time!

Banana Chocolate-Chip Muffins!

- 1/2 cup Prairie Farms salted butter, room temperature
- 1 cup sugar
- 2 eggs
- 1/4 cup sour cream
- 3 large bananas, ripened
- 1 tsp vanilla
- 1 tsp baking soda
- 1/2 tsp salt
- 2 cups all-purpose flour
- 3/4 cups chocolate chips



Preheat oven to 350 degrees.

In a large bowl, beat together butter and sugar until smooth. Beat in eggs, sour cream, mashed bananas and vanilla until incorporated

Stir in baking soda, salt and flour and chocolate chips until just combined. (Don't over mix). Line muffin pan with paper liners and fill each with batter about 2/3 full.

Bake for 20-25 minutes, until tops are slightly browned. Cool in pan for a few minutes, then transfer muffins to a wire rack to cook completely. Makes 12 muffins.

Enjoy!!



Neighbors



FROM THE DIRECTOR'S DESK

- ◆ On November 6th REAC is coming out to our developments to inspect selected units. It will not be decided until the day of which units will be inspected. Make sure you are calling in any and all work orders that need to be done. If we come out and you have not called in a work order you will be charged for any maintenance that is done. No exceptions! Make sure all of your smoke detectors are up and in working condition.
- ◆ Our Eckert's Orchard Trip that was planned for October was cancelled due to lack of participation. Hopefully next year we have a better turn out!
- ◆ If you have a pet and you call in a work order, the pet needs to be caged, gone or you will need to be there at the time the maintenance guys come out to your unit. From the day you call we will be out within the next 3 business days. If we come out and we can't get in because of the pet, we will charge you for our staff's time.
- ◆ Fall is officially here and Daylight Saving Time ends this month. On Sunday, November 3rd don't forget to turn your clocks back 1 hour! You are welcome to decorate for the holidays, just be sure to take decorations back down a few days after the holiday. Keep in mind that decorations for any occasion must be safe (not a trip hazard, no electric cords running along the ground, in good condition). Please be safe when trick-or-treating in the developments. Only visit residences with the porch light on, children should stay with an adult and obey trick-or-treat days and times for each town.
- ◆ As the weather gets colder, please unhook your garden hoses from the outside spigots so they don't freeze. Please store your hose in the utility room for the winter. If you do not unhook your hose, maintenance will unhook it for you and there will be a charge.

~CEO, Peg



Wednesday, November 6th, 13th, 20th and 27th—OFFICE CLOSED

Monday, November 11, 2019—Office CLOSED for Veteran's Day!

Thursday and Friday, November 28th and 29th, 2019—Office CLOSED for Thanksgiving!

When the office is closed, please call **EMERGENCY WORK ORDERS** into the emergency phone number. Please wait until the office opens to call in routine work orders. If you call the emergency line and do not have an emergency, you could be charged.

Address:

P.O. Box 226

760 Anderson St.

Carlinville, IL 62626

(217) 854-8606

Fax: (217) 854-8749

Toll Free:

1-866-363-5142

Office Hours:

Monday & Tuesday

8am—4:30pm

CLOSED WEDNESDAY

Thursday & Friday

8am—4:30pm

Emergency Work

Order Number:

(217) 827-2100

EMERGENCIES INCLUDE:

- ◆ Gas leaks
 - ◆ Broken water pipes
 - ◆ Exposed electrical wires
 - ◆ No heat (if the outside temperature is 45-degrees or lower)
 - ◆ Sewer line stoppage (not drain line)- this includes a clogged toilet
 - ◆ CO/Smoke detector beeping or chirping
- Also fire, flood, or anything that threatens life, safety or property damage.

IMPORTANT INFORMATION

- When you are calling into the office, its generally difficult to get ahold of certain staff members due to meetings or trainings. If you need to make a work order, anyone that answers the phone can take a work order. If you are calling about your recertification, income or job changes you can generally speak with anyone or Amanda Bracher (ext. 204) handles all of the recertifications. You can leave a voicemail if we are not available and we will get back with you as soon as we can. The Section 8 Programs is handled by Stephanie Sloan (ext. 207). Again, you can leave a message with the person you talk to and they will help you out the best they can. If you are calling to make a complaint about your neighbor, **it needs to be put in writing and submitted to the office!! We do not accept anonymous complaints.** We cannot act on words. We need the documentation for us to take action. If you are not willing to put the complaint in writing, then we are unable to help you.
- Any income changes need to be reported **immediately**. Failure to report income is considered fraud you will be required to pay back rent. You could be evicted from your apartment, be required to repay all overpaid rental assistance you received, be fined up to \$10,000, be imprisoned for up to 5 years and/or be prohibited from receiving future assistance.
- When it's your time for recertification, please read the information we send you. This information will tell you what all you need to bring in with you to your appointment. We only have a certain amount of time to collect all your information and get your recertification submitted for HUD. Failure to provide us with the documentation we need can be grounds for eviction. If you cannot make your appointment date and time, please call the office ahead of time and re-schedule. We will do our best to work around your schedule.
- Just a reminder that we are now closed on Wednesdays. There will be no appointments, no walk-ins and no calls! Our maintenance staff will still be out in the developments completing work orders. If you have an emergency you need to call the emergency work order number. 217-827-2100. This number is for emergencies only! The emergencies are listed on the bottom right hand side of the front page. If you have a regular work order DO NOT stop the guys in the developments. You need to wait until the next business day to call or you can call in and leave one of us a voicemail. You can also email us at staff@teamhousingcenter.com.
- If you have overnight guests, please be sure to call the office so we may add those individuals to our log. One person can only stay 14 nights within a 12-month period. If you can call before the individual spends the night, that would be preferred. If it is a weekend, you may also call the Housing Authority's office and leave a message. When leaving a message, please specify how many individuals are staying, how many nights they are staying as well as their full name(s).

KNOW THE RULES !



Macoupin County Public Transportation

**112 S. Macoupin St. Gillespie, IL 62033
Call 217-839-4132 to reserve your seat**

UPCS FOR NOVEMBER



This month, UPCS inspections will be conducted in **Bunker Hill 47-13** (Union and Seminary Streets) and **Gillespie 47-17, Madison St. only**. Be sure your apartment is clean and work orders have been called into the office.

Preventative Maintenance for NOVEMBER

is scheduled in November for all apartments on **Water Tower Court in Staunton 47-16**.

***INSPECTIONS MAY TAKE PLACE ON ANY DAY OF THE MONTH BETWEEN THE HOURS OF 8:00 A.M.-4:30 P.M., MONDAY-FRIDAY**

DID YOU KNOW?

**MCHA POSTS
JOB ADS FROM
LOCAL PAPERS
EACH MONTH IN
THE LOBBY.**

**STOP BY THE
JOB BOARD AND
SEE IF THERE'S A
JOB FOR YOU!**

RECERTIFICATION INFORMATION

If you have a recertification, please read your recertification letter carefully to verify the date and time of your appointment and any documentation you need to bring to the appointment. While each recertification may require specific documents from the individual, these are always required:

- ◆ **Most recent utility bills (Ameren, Liberty and water)**
- ◆ **Most recent bank statement**
- ◆ **Proof of income**

PET POLICY

If you wish to have a dog or cat in your unit, You must fill out a pet application, pay \$100 deposit, and schedule a pet appointment to have your pet approved. You may not walk in with a pet expecting to be seen when you come in. It must be scheduled ahead of time. Please call the office if you wish to schedule a pet appointment and don't forget that a pet **cannot** be in the unit until it is approved. It is best to look over the pet policy first to make sure the pet you are looking at meets the requirements of the pet policy.