



“Feeding Our Neighbors”

A Free Community Dinner

Curbside Pickup Only!

November 19, 2020

4:30p until we run out of food

Turkey, Dressing, Mashed Potatoes & Gravy,
Green Beans, Dinner Roll & Apple Dessert

The Federated Church
122 East 2nd South St
Carlinville



Neighbors



FROM THE DIRECTOR'S DESK



Hello November! Please read the enclosed important information for this month.

If you have any symptoms regarding the COVID-19, have tested positive for COVID-19, have been in contact with anyone who has tested positive for COVID-19, please let us know immediately so we can complete the inspection/work order at a later date. **Even if you do not have a work order called in or an upcoming inspection, it is very important that you still call to notify us.** Please see the symptoms and the questions our staff may ask you when we come out or when you call in, within the newsletter.

* Please be mindful of others and try to stay on your side by your unit when you or your children are outside. If someone is not bothering you, please do not bother them.

* For the residents that have a clothes line outside in between your units - this clothes line is not just for you – it is for anyone in the development to use.

Effective October 1st, we began to open the office back up by appointment ONLY! We will still be closed to the public. If you have an upcoming recertification, we will send out an appointment letter like we did before asking you to come into the office. If you do not feel comfortable coming into the office or if you are sick, we can still mail out your recertification packet. Please read inside the newsletter to see what we will require.

The drop box will still be available to drop off any other documentation. NO RENT PAYMENTS! They are still to be paid at your designated banks.

A new Resident Handbook has been approved. One of the new is are that there are NO pee pads to be used for your pets. If you would like a copy of the new resident handbook, you can call and request one to be sent to you, otherwise they will be passed out at recertification.

We will be closed Tuesday, November 3rd for Election day, November 11th for Veteran’s Day, November 26th and 27th for Thanksgiving!
Stay Safe and Stay Healthy and have a Happy Thanksgiving!

CEO, Peg

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.

REQUIREMENTS FOR APPOINTMENTS IN THE OFFICE

- 1) You **MUST** wear a mask before entering the building. It must cover your nose and mouth and you have to keep it on the entire time you are in the building. If you do not have one, we will provide one for you.
- 2) You **MUST** get your temperature taken once you enter the building.
- 3) You **MUST** use hand sanitizer before entering the interview room.
- 4) Only the adult household members that are on the lease are allowed to enter the building. **NO EXCEPTIONS!** Others must stay out in the car. You will need to make arrangements for your children. This appointment should only take about 30-45 minutes. You will need to arrive on time. If you are late, you will need to reschedule for a different day and time.
- 5) You will need to stay out in your car until it is time for your appointment. Once you get to the door you will ring the door bell that is located next to the door on the building. We will then ask what we can assist you with, you will need to announce yourself and let us know that you are here for a scheduled appointment and we will come get you.

If you have any of the following symptoms, notify the office and you will be asked to reschedule your appointment:

- Cough
- Shortness of Breath or difficulty breathing
- Fever
- Chills
- Muscle Pain
- Headache
- Sore Throat
- Loss of Taste or Smell

If you have been tested, tested positive, or have been in contact with someone who has tested positive for COVID-19, notify the office and do not come in for your appointment.

We will also be wearing a mask to protect ourselves and our residents. We will be sanitizing everything that anyone comes in contact with before and after each appointment.

If you cannot abide by these rules you will be asked to leave.

If you do not feel comfortable coming into the office due to getting exposed, we will still mail out the recertification packet to you. If you fail to provide the proper documentation or fail to complete the recertification by mail, you will be asked to come into the office.

Failure to complete your annual recertification is grounds for eviction and we will not renew your lease.

ATTENTION: When you call the office, the first thing you need to address is your name and address. There are several women who work in the office and who answer the phone so if you call twice in the same day, it may not be the same person you talked to the first time. So please address what you are calling about.

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***

SPECIFIC DAYS AND TIMES WILL NOT BE GIVEN



Please let the office or our maintenance staff know if you have any of the following symptoms BEFORE we enter your unit so we can reschedule your inspection/Work Order:

Cough, Shortness of breath or difficulty breathing, Fever, Chills, Muscle Pain, Headache, Sore Throat or Loss of taste or smell

Also, our staff may be wearing extra Personal Protection Equipment (PPE) when they come out such as gloves, masks and/or Tyvek suits. Please don't let this alarm you. This is for the protection of both the staff and our tenants.

RECERTIFICATIONS:

When mailing in or when you come into the office for your recertification, PLEASE make sure you are bringing/ mailing in all the documentation that is requested and that you are signing in every place that is highlighted. With our time being limited and the mail being slow, it is very time consuming to have to send back forms to you and then wait for them to get back to us. Each form that is in the packet is required to be signed, front and back of each page. Each place that you need to sign will be highlighted. It is important that you read over everything carefully. The 3 main documents we require is proof of any income, a copy of your most recent bank statement (or proof of any assets) and a copy of your most recent Ameren bill, which can be emailed to amandak@teamhousingcenter.com. As always, if you have any questions, call the office!