

While we were out in the developments we noticed some of you have started decorating for fall. We just want to point out how good your units look!



Please remember that all decorations need to be removed once the holidays are over and all pumpkins need to be disposed of before winter and before they start to rot.



Neighbors



FROM THE DIRECTOR'S DESK

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



Effective October 1st, we will begin to open the office back up. We will be working 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. You will not be able to show up at the office without an appointment to talk to someone. You **MUST** make an appointment first or you can always reach us by phone or email. 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.

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.

If you have Direct TV/Dish/Internet companies come out to install anything new, they have to bury the cable wires within 24 hours. If not, we will come out and bury the wires for you and you will be charged a fee. This is a tripping hazard and cannot be there for more than 24-hours unburied.

We will be closed Monday, October 12, 2020 for Columbus Day.

Please bear with us as we try to get everyone caught up and all work orders and inspections complete and Stay Safe and Stay Healthy!

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.
- 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. Other 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 do not come in for 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.

WORK ORDERS: All work orders must be called into the office in a timely fashion. This includes your address light being out and broken miniblinds. If your mini blinds are broke you will be charged. Anything beyond normal wear and tear there will be a charge. Failure to call in work orders as they happen can be grounds for eviction.

UPCS FOR OCTOBER

This month, UPCS Inspections will be done at **CARLINVILLE 47-15**, the apartments at Olroyd and Harding Ct. and **GILLESPIE 47-17**, Lynn Streets

Preventative Maintenance for OCTOBER

The Preventative Maintenance will be done at

GILLESPIE 47-10, the apartments on Gillespie Street, High Street, 504-510 South Street, and the East side of Fillmore. Night lights will be checked in all developments in the evenings.

***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, 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. 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. As always, if you have any questions, call the office!