

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 each 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!

PETS:

If you are wanting to get a pet, the pet must be approved by the office **BEFORE** bringing the pet into your unit. The Pet Policy must be completed. We require a \$100 pet deposit. The pet must be spayed/neutered and updated on shot and proof must be provided to the office. We will also need a photo of the pet. The pet cannot be more than 30lbs (Adult size) and proof must be provided to the office.

This all must be done before the pet is allowed in the unit. If we find a pet in your unit you could face eviction or you may not get approved for a pet when you apply for one.



With winter approaching, please keep in mind Macoupin County Housing is a **smoke free environment**. No smoking of any kind is allowed on PROPERTY! You must be on city property to smoke.

IMPORTANT PLEASE READ

Bedbugs are a BIG problem in the Housing units. The maintenance staff has been working hard to treat these pesky little insects and hope that you can help. Bedbugs are difficult to detect. If you suspect that you might have bedbugs, please call the office immediately. Our staff will come investigate the unit and put out traps if necessary. If bedbugs are detected, we treat to remove them with a combination of heat and chemicals. You will not be evicted or penalized for having bedbugs. However, if you do not report bedbugs or resist treatment for bedbugs, you may face eviction for creating a health and safety violation.



Neighbors



FROM THE DIRECTOR'S DESK



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 add you to our COVID-19 list. You will be put on the list for 2 weeks, after the 2 weeks are up, if you had a scheduled inspection or work order, we will be out to complete it. Even if you don't think the symptoms are COVID related, please still notify us.

We are working by appointment only inside the office and are still closed to the public! If you have an appointment, when you arrive at the office, we have a door bell that is located to the left side of the door. You will need to press the doorbell to notify us that you are here; please state your name and what you are here for. Masks are **REQUIRED** to come into the office.

There is a drop box outside the office for any documentation you are needing to turn in. NO RENT PAYMENTS! They are still to be paid at your designated banks.

A new Resident Handbook has been approved. 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 close at 12:00pm Thursday, December 24th for Christmas Eve & Thursday, December 31st for New Years' Eve and we be closed Friday, December 25th for Christmas!

Stay Safe and Stay Healthy and have a Merry Christmas!

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. **Please let us know as soon as possible if you are wanting the paperwork mailed 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.



Macoupin County Public Transportation

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

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 each time you call.



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.

UPCS FOR DECEMBER

Carlinville 47-9 - West Side of Anderson, West on Nicholas and all of Chiles St.

Mt. Olive 47-19 - All Mt. Olive Apartments

Be sure your apartment is clean and work orders have been called into the office.

Preventative Maintenance for DECEMBER

Benld 47-01- All of Benld

***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.

WINTER REMINDER!

Please unhook the hoses outside so the water does not freeze. If maintenance comes out and notices yours is not unhooked, we will unhook it and you will be charged. Also, please make sure all outside toys are picked up from the yard! All fall decorations need to be removed, including pumpkins.

