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FROM THE DIRECTOR'S DESK



ATTENTION: When you are paying at the bank for rent or any charges for MCHA, please make sure you are giving them your name (the person on the lease), your address and that you live in Public Housing so they are crediting the correct account.

Since the mail system is running behind due to COVID, we are asking that if you are needing to turn something in to the office, if possible, please make a trip to Carlinville to drop it off in the drop box located right outside the office. You can drop it off at anytime, day or night. It does not have to be during business hours. This way, you are not getting penalized for the mail system being behind. For example: recertification is time sensitive. They must be all completed by the recertification date. If your recertification is not complete, we cannot renew your lease.

As a reminder, as the cold weather is here, please keep your windows and doors closed as much as possible. This will cause the furnace to run twice as hard causing wear and tear. If it were to break because of this reason, you could be responsible for the cost.

If you have any symptoms regarding COVID-19, have tested positive for COVID-19, or 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 is still closed to the public! Masks are **<u>REQUIRED</u>** to come into the office.

We will be closed Friday, February 12, 2021 for Lincoln's Birthday & Monday, February 15, 2021 for Presidents Day!

Stay Safe and Stay Healthy! Happy Valentines Day!

Neighbors





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.

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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.

REMINDER: Per the Resident Handbook: Do not flush "flushable" wipes down the toilet. Even though they state they are "flushable" they are NOT! They cause blockages and serious damage which you will be charged for if found.

REPORTING CHANGE IN HOUSEHOLD INCOME AND COMPOSITION: In order to make proper rent adjustments, it is necessary that Management be notified immediately of any changes in your household income or composition. Marriages, divorces, births, deaths, or other happenings should be reported at once; within 10 days of the change. This information is vital to Management so they can adjust rent in a manner fair to all concerned.

RENT: Rents are payable one month in advance and are due on the first day of each month. If rent is not paid, we are required to file suit for it and possession of the property. The resident must pay the court costs and any other expense involved in collecting rent.

UPCS FOR FEBRUARY

Carlinville 47-02 - All of Buchanan St. and the outside circle of DeArbee Drive - odd numbered units

Preventative Maintenance for FEBRUARY

Girard 47-08 - All units **Staunton 47-03** - on Deneen St. and Kay Lane - not the S-building

*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

<u>WILL NOT BE GIVEN</u>.

Residents who have trouble keeping up with rent payments have an opportunity to get ahead with their income tax refunds. If you struggle with paying rent, use the money you get back to pay one or two months of rent. If you continue to pay your rent monthly, you can let that extra money remain on your account as a cushion. Remember, paying late three times in a 12-month period may result in eviction. If you're having trouble getting caught up or setting up a budget, you can contact the office for help. Also, please report changes in income promptly.

If you have received a new Social Security benefits letter, please be sure to send it into the office so we may make a copy. If you are unable to come to the office, you can mail it to us, we will make a copy and send back the original.



The photo to the left is not allowed. If you have broken mini blinds, be sure to call a work order into the office immediately. Any damages beyond normal wear and tear will be a charge to the tenant. Failure to report damages to the unit is a lease violation in which you could be evicted.

Per the Resident Handbook: WORK ORDERS: Your full cooperation is required to keep the dwellings in a decent, safe and sanitary condition. Reports and replacements beyond ordinary wear and tear are not provided for in the budget. The resident will be charged for repairs due to neglect, carelessness or abuse. You should not make repairs or replacements yourself. The following are acceptable items that you may replace: light bulbs (unless on a fluorescent light fixture), furnace filters (they need to be changed monthly), and batteries for your Co/Smoke Detectors.

You are responsible for keeping the inside and outside of your unit clean. The inside you must have all your clothes picked up and put away. All the trash must be thrown away in the trash can. All the dishes must be kept clean and put away. Kids toys must be put away when not in use. The outside you must make sure all trash is kept out of your yard. Regardless if it's your trash or not, you are responsible for your own yard. The exterior of your doors should be cleaned. Toys are to be picked up outside. The bigger items for outside are to be stored next to the unit. If you have any questions about the Housekeeping Policy, or the Resident Handbook feel free to call the office or you can request one to be sent to you.



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