

Inspections: Uniform Physical Condition Standards (UPCS) Inspection will be preformed yearly. Preventative Maintenance (PM) inspections will be preformed on a yearly basis. Residents will be notified in writing (such as the newsletters). Residents should still report work orders as they occur. If a resident has poor housekeeping or a safety issue, the apartment will be re-inspected. Residents will be notified of inspection date. HUD REAC Inspection will be preformed annually. Residents shall maintain the unit according to Housekeeping Standards set forth in the Housekeeping Policy. If you need a copy of this, please contact the office and we will mail you one.

Emergencies are life safety or property damage: gas leaks, broken water pipes, exposed electric wires, no heat (with outside temperature 45 degrees or lower), sewer line stoppage (not drain line) includes stopped up toilet. If you have an emergency and the office is closed, please call the emergency phone number (217-827-2100) to speak directly to a person from the Maintenance Department. Our hours are Monday, Tuesday, Thursday and Friday 8am-4:30pm. During this time, you need to call the office phone number (217-854-8606).

Pets: Residents may be allowed to keep pets as outlined in the Pet Policy. Fish, birds, gerbils, hamsters, and guinea pigs are the only pets permitted without signing the Pet Policy. These are considered caged animals and must be kept in a cage at all times. All other animals are specifically excluded. A maximum of one caged animal (or aquarium) plus one other pet will be permitted not to exceed a total of two pets. Note this specifically excludes owning tow dogs, two cats, or combination of a dog and cat. A copy of the current Pet Policy can be requested from the Housing office. Residents cannot "animal sit" or have animals "visit" even for a short period of time. Pee pads are not allowed inside the units at all for any reason.

To maintain a pleasant appearance the following are also not allowed:

- ⇒ No storage shed or other buildings.
- ⇒ No signs—advertising or political.
- ⇒ No stenciling or contact paper.
- ⇒ No decal or transfer pictures are permitted on the wall, woodwork, etc. Removing them requires repainting the entire wall or surface.
- ⇒ Carpet or other coverings are not to be glued to the floor.
- ⇒ Leaf burning in the development is not allowed.
- ⇒ Our insurance will not allow any swimming or wading pools.
- ⇒ No pole type antennas.
- ⇒ No Yard Sales.
- ⇒ No personal Children's Swing Sets or fire pits of any kind are allowed.
- ⇒ No lawn mowers or gas cans of any kind are allowed in the development.
- ⇒ No solar lights along the sidewalk area, this is considered a trip hazard.
- ⇒ In accordance with state law, you may own a firearm if you have a valid VOID card and store the gun properly. Firearms are not allowed to be used in the development or be in the common areas, this includes airsoft, pellet, and BB guns.
- ⇒ Any area that you have planted must be maintained at all times and upon vacating your unit, this area must be cleared and reseeded back to its original state.



Neighbors



FROM THE DIRECTOR'S DESK



⇒ When maintenance is at your unit completing a work order or inspection; PLEASE stay out of their way and at least 6 feet or more away from them. This is for the safety of you and our staff.

⇒ Mowing has begun this month. We have had several complains already regarding the new mowers. If you have a complaint, please contact the office as soon as the incident happens, so we can talk with the mowers. If they damage any property such as the satellite dish, please take a photo and send it to the office or call the office so we can come take a picture of the damage. Please make sure you are keeping all your items out of the mowers way. If you have flowers or anything planted, they must be against the building with some kind of fencing around them so the mowers do not destroy them.

⇒ While we have waived late fees for the past several months due to the COVID-19 pandemic, we began charging late fees effective March 1, 2021. If rent is not paid by the 5th or if rent is not paid in full you will be charged \$1 per day in late fees, beginning from the 1st if not paid by the 5th. This includes maintenance charges as well. If you are mailing your payment to the bank or if you live in Palmyra (mailing it to the office), it must be postmarked by the 5th. Meaning, the date the post office stamps it (the day it goes in the mail) is the day it must be dated, not the date of the check.

⇒ We are working by appointment only inside the office and we are still closed to the public! There is a drop box located outside the office if you are needing to drop off any documentation. You can drop it off any time of the day/night. Masks are **REQUIRED** to come into the office and only the adults on the lease (18 years of age and older) are allowed to come into the office. You must make special arrangements for your children.

⇒ We will be closed **Monday, May 31, 2021** for Memorial Day!

Stay Safe and Stay Healthy and have a Happy Memorial Day!



Senior Executive, 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.

UPCS FOR MAY

- 4 7-16 Staunton—Water Tow er Court

Preventive Maintenance for May

- 4 7-15 Carlinvil le 1-15 Harding Ct.
- 4 7-15 Carlinvil le 16-20 Olroyd Ct.
- 4 7-13 Bunker Hil l 413-419 Union St.
- 4 7-13 Bunker Hil l 602-618B Seminary St.
- 4 7-17 Gil lespie Madison St.



IMPORTANT

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 a 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.

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. If you are unable to come to Carlinville, please make sure you are completing the request as soon as you receive it and get it back in the mail asap. It's also a good idea to let the office know once you have mailed the correspondence.

School is almost out for SUMMER! Be a good neighbor—keep children away from apartments where elderly residents live. Don't let them ride bikes up and down handicapped ramps or on sidewalks in front or behind elderly units. This can be dangerous.

Guests: The resident has the right to entertain. However, the resident is held responsible for their guests' actions. All residents signed the "One Strike & You're Out" Policy and must abide by it. The resident shall not house overnight guests without notifying management. Any guest staying in the unit for longer than six-hour periods per day constitutes a rebuttable presumption that the guest is permanent and will be considered an unapproved guest. The resident will be subjected to possible eviction. All overnight guests must be reported. Visitors may not occupy the premises for more than 14 days within a 12-month period.



Just a reminder - Michelle's is now offering curbside Covid-19 testing at all 3 of our locations Monday through Friday. This is the Rapid Diagnostic Test with results in about 15 minutes. **An appointment is required - call us in Gillespie at 217.839.9901, Bunker Hill at 618.585.1293, Carlinville at 217.854.4022. Payment is required at the time of the test.** The Covid-19 vaccine will be available shortly, although we do not have a definite time-line yet. When it's ready, we will notify you here and on our other five web portals, including our web site and on our app.

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 must 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 20-30 minutes. You will need to arrive on time. If you are late, you will need to reschedule for a different day and time or if you come too early you may be forced to wait outside in your vehicle.
- 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.

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