



# NEIGHBORS



## FROM THE DIRECTOR'S DESK

Winter is here! Please dispose of all pumpkins properly and take down any fall decorations. Also, please take down all holiday decorations by January 10, 2020. Also, please make sure your hoses are unhooked. If we come out and they are still hooked up, we will remove them and you will be charged.

Please remember that there is no driving on the lawn of any kind. No motor vehicles (cars, trucks or 4-wheelers) - We seen some tracks in the lawn when it had snowed. You could be charged for damage to the lawn.

If you are struggling with rent, remember tax time is just around the corner and you can pay extra at anytime to build a credit on your account.

Please notice the special holiday hours and office closures.

**We at the Authority hope all our residents and their families will have a very Happy Holiday Season.**

*Peg, CEO*



**Wednesday, December 4th, 11th and 18th—OFFICE CLOSED**

**Tuesday, December 24th—OFFICE CLOSSES AT NOON**

**Wednesday and Thursday, December 25th and 26th—OFFICE CLOSED-  
Merry Christmas!**

When the office is closed, please call **EMERGENCY WORK ORDERS** into the emergency phone number. Please wait until the office opens to call in routine work orders. If you call the emergency line and do not have an emergency, you could be charged.

**Address:**

**P.O. Box 643**

**760 Anderson St.**

**Carlinville, IL 62626**

**(217) 854-8415**

**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**

**NUMBER:**

**(217) 827-2100**

**EMERGENCIES**

**INCLUDE:**

- ◆ Gas leaks
- ◆ Frozen or 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.

## IMPORTANT INFORMATION FROM THE HOUSE RULES!

- Tenants are to maintain the exterior and interior of their home in a safe and sanitary condition.
- Shelbyville Homes is SMOKE FREE. These homes are smoke free therefore smoking is not allowed inside the homes for any reason. If there are signs of smoke damage on the walls, carpet, blinds ect. Shelbyville Homes has the right to keep your Security Deposit to cover the expense of cleaning.
- Please make sure when you receive any correspondence from the office that you are responding immediately whether it be calling into the office or sending in the proper documentation the letter requests.
- If you are behind on your rent or have trouble catching up-keeping in mind that you can pay a little extra each month to build yourself a credit on your account. Tax time is coming and it is ideal for you to pay at least a month in advance so you don't fall behind.
- Tenants will be responsible for repair charges for intentional or negligent damage to the unit and surrounding areas beyond wear and tear caused by the tenant, household members, guests and for failure of tenant to report the need for repairs.
- The tenant should not make repairs or replacements yourself. The following are acceptable items that you may replace: light bulbs (unless on an outside light fixture), furnace filters (they do need to be changed monthly) and batteries for your CO/smoke detector.
- Pets are **NOT** allowed. You may have a fish provided the tank is larger than 20-gallons and it is not kept in a carpeted room. Tenants are not allowed to have pet visitors or "pet sit" at their homes even for a short period of time. Violations of this policy will lead to eviction.— Tenants are not allowed to harbor or feed stray animals.
- No vehicle is to ever be parked on the lawn. Any home found to have a vehicle parked on the lawn or ruts found in the yard from parking or driving a vehicle through the yard will be charged a fine for each offence.
- Holiday decorations must be put up with plastic hangers that attached to the gutter.

Please call the office if you ever have any questions or concerns!