



Neighbors



FROM THE DIRECTOR'S DESK

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

August

- ⇒ We ask that when our maintenance staff comes out to complete any inspections or work orders you abide by the social distancing rules. We ask that you please stay at least a room away from them while they are working, if possible. If you cannot stay a room away, then stay at least 6-feet from them per social distancing recommendations. This is for your protection and as well as the protection of our staff.
- ⇒ We are still working on the past inspections and work orders that we missed in the last couple months due to the COVID-19. We will notify you once we decide on a date to come back out.
- ⇒ 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.
- ⇒ ON NOTICE: Pools are not allowed in the development. Going forward, any pools found while our staff is out in the development; will be picked up and removed and you will be charged for our time. We will bring the pool back to the office and store it for 30-days; if you have not made arrangements to pick up the pool before 30-days is up; it will be disposed of, and you will be charged.
- ⇒ All work order must be called into the office in a timely fashion. This includes any type of damage done to the unit, miniblinds, screens damaged or missing, outlets not working etc. If we come out and we find the damage has not been called in, it could be grounds for eviction.

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 303

760 Anderson St.

Carlinsville, 62626

(217) 854-5393

Fax: (217) 854-8749

Office Hours:

Monday & Tuesday

8 a.m.-4:30 p.m.

CLOSED WEDNESDAY

Thursday & Friday

8 a.m.-4:30 p.m.

EMERGENCY

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.

HOUSEKEEPING INSPECTIONS

This month will take place in the homes on the east side of **Wheatland Lane (940 through 1180)**. Please refer to the Macoupin Homes LP Housekeeping Policy for any questions. (Please see below regarding the COVID-19)

Please let the office or our maintenance staff know if you have any of the following symptoms:

⇒ 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.

The office will still be CLOSED to the public. We will not open the doors for anyone. **NO EXCEPTIONS!** We will still be doing all Recertifications through the mail. We do have a drop box right outside the office that you can drop off mail at anytime. If you need copies made you can drop it off in the drop box, we will pick it up and make copies and mail the originals back to you. Libraries are now starting to open back up so you can go there as well to make copies. Please do not put any cash or rent payments in the drop box. Your rent still needs to be paid at your designated bank. You can still reach us by email or by phone during normal business hours.

PET POLICY:

If you are enquiring about a pet; you must call the office first. Prior to housing any pet on the premises, the tenant shall apply to Macoupin Homes, LP, for a pet permit which shall be accompanied by the following:

- Evidence that the pet has been spayed or neutered, as applicable; and
- Evidence that the pet has received current rabies and distemper inoculations or boosters, as applicable; and
- Evidence of payment of a \$100 pet fee. Pet fees are not requested for birds, fish aquariums, hamsters, guinea pigs and gerbils. This pet fee must be paid in addition to the required security deposit.

Permitted pets are domesticated dogs, cats, birds and fish aquariums, Hamsters, guinea pigs and gerbils. All other animals are specifically excluded. You are allowed a maximum of one dog OR cat.