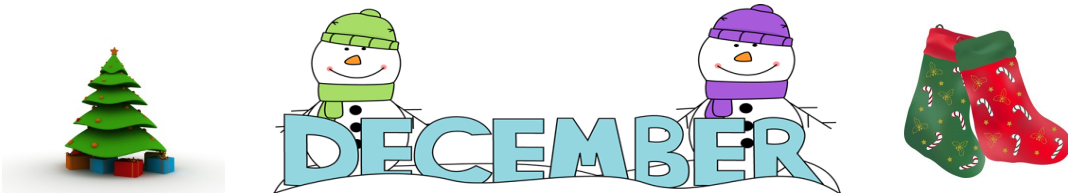




Neighbors



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 the United Community Bank in Gillespie or Bunker Hill.

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

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 303
 760 Anderson St.
 Carllinville, 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

Housekeeping inspections this month will take place in the homes on **Sunny Lane in Gillespie**. Please refer to the Macoupin Homes, LP Housekeeping Policy for any questions.

INSPECTIONS MAY TAKE PLACE ON ANY DAY OF THE MONTH

BETWEEN THE HOURS OF 8:00AM-4:30PM MONDAY-FRIDAY

SPECIFIC DAYS AND TIMES WILL NOT BE GIVEN.

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, one will be provided 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 do not come in for 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. 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.