



Neighbors



FROM THE DIRECTOR'S DESK

Join the Census Team! March 12-20 The Census will be sending you an invitation to respond online to the 2020 Census. Some households will also receive paper questionnaires. On March 16-24 a reminder Letter will be sent. If you haven't responded yet then on March 26-April 3 a reminder postcard will be sent. On April 8-16 a reminder letter and paper questionnaire will be sent. On April 20-27 a final reminder postcard will be sent before they follow up in person. It is very important to be counted! Please sign up!

Smoke Detectors! All smoke detectors need to be up and in working conditions at all times. If your smoke alarm is chirping or going off you need to call the emergency work order number immediately. If it is during working hours-please call the office. If we come out and your smoke alarm is disabled, you could face eviction. This is a fire and safety hazard.

~CEO, Peg



**Wednesdays—February 5th, 12th, 19th and 26th—
OFFICE CLOSED**

**Monday, February 17th—OFFICE CLOSED in honor of
President's Day!**

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 303
760 Anderson St.
Carlinville, 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

PREVENTATIVE MAINTENANCE INSPECTIONS**WILL BE PERFORMED ON****WHEATLAND LANE IN STAUNTON (EVEN-NUMBERED HOUSES)****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 WILL NOT BE GIVEN**

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 a complaint of any kind it needs to be submitted in writing to the office with your signature and a date on it for us to respond. If you are not willing to put something in writing or tell us who you are then don't bother calling. We do not accept anonymous complaints.

Rent payments: if you pay after the 5th of the month, your rent payment is late. You will be charged a late fee of \$50.00 after the 5th. Our termination notices generally go out between the 8th-12th of the month. If you have called to let the office know that your rent will be late, it is appreciated. However, this does not mean you will not receive a termination notice or do not have to pay late fees.

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