



Neighbors



FROM THE DIRECTOR'S DESK



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

Effective October 1st, we will begin to open the office back up. We will be working by appointment ONLY! We will still be closed to the public. If you have an upcoming recertification, we will send out an appointment letter like we did before asking you to come into the office. You will not be able to show up at the office without an appointment to talk to someone. You MUST make an appointment first or you can always reach us by phone or email. If you do not feel comfortable coming into the office or if you are sick, we can still mail out your recertification packet. Please read inside the newsletter to see what we will require.

The drop box will still be available to drop off any other documentation. NO RENT PAYMENTS! They are still to be paid at your designated banks.

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.

If you have Direct TV/Dish/Internet companies come out to install anything new, they have to bury the cable wires within 24 hours. If not, we will come out and bury the wires for you and you will be charged a fee. This is a tripping hazard and cannot be there for more than 24-hours unburied.

We will be closed Monday, October 12, 2020 for Columbus Day.

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

Housekeeping inspections this month will take place in the homes on **Horizon Lane**.

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.
- 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. Other 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.