



Neighbors



FROM THE DIRECTOR'S DESK



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

- ⇒ 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.
- ⇒ Please see back page for important reminders!

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 643

760 Anderson St.

Carlinsville, 62626

(217) 854-8415

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.

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
- 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.

PLEASE READ THESE REMINDERS:

- All complaints must be put in writing and signed by the person making the complaint. We must know what the other tenant's name/address and what the problem is. Once you have submitted the letter, we will address the situation. We are not allowed to notify you how this was handled. Please just know we are taking the proper action to resolve the issue the best that we can.
- No automobile, vehicle, motorcycle repairs of vehicles is permitted in the driveway. All repairs must be done in the garage. This means no vehicles are to be out on a jack, no tire changes, oil changes etc.
- Please keep in mind this is a neighborhood where children play. Please drive slower in the developments and watch for children.
- Keep in mind that you are not allowed to park in front of mailboxes; otherwise, the mail won't be delivered.
- Only the person(s) listed on the lease is/are allowed to live in the house. If a tenant allows someone to move in who is not on the lease, the tenant is breaking the terms of their lease. The tenant shall not house recurring overnight guest(s) for a period longer than 14 days per year. Any guests staying longer than this period can be considered permanent and will be considered an unapproved resident. The tenant will be subjected to possible eviction.
- Parents are responsible for the actions of their children. Training them to observe the rules of safety with due regard for the welfare of other residents and to avoid damage to property and equipment is the parents' job. Respect all residents. Continued harassment of other residents by children is a lease violation and grounds for eviction.
- Rent is to be paid at the 1st of each month. You have until the 5th to pay it with no penalties. Since you are mailing your payment in to the office the envelope that we receive your rent check in must be post marked with a date no later than the 5th. After the 5th there will be a \$50 late fee. This is not the date of the check—this is the date that the post office stamps the envelope when it goes into the mail.
- No signs or notices of any type are to be posted anywhere inside or outside of; or on the home.