



Neighbors



FROM THE DIRECTOR'S DESK



We ask that when our maintenance staff comes out to complete any inspections or work orders you abide by the social distancing rules. (Stay at least 6-foot away)

ANY and ALL damages to the home MUST be reported to the office immediately. Anything damaged that is beyond wear and tear will be a charge to the tenant. If you have an emergency AFTER working hours or on the weekend, you must call the emergency number at 217-827-2100. This number is for **emergencies only**. (listed on the right side of this page of the newsletter) If your emergency occurs during business hours any where between 8:00AM—4:30PM Monday, Tuesday, Thursday or Friday, you must call the office at 217-854-8415. It is important that your emergency is handled within 24-hours.

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.

- If you have any of the following symptoms, please notify the office immediately: Cough, Shortness of breath or difficulty breathing, Fever, Chills, Muscle Pain, Headache, Sore Throat, Loss of Taste or Smell. 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.

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 643
 760 Anderson St.
 Carlinville, 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 make sure that your home is always up to code with the housekeeping policy. If you need a copy of the housekeeping policy, please call the office.



As the weather begins to get colder, please unhook your garden hoses from the outside spigots so they don't freeze. Please store your hose in the garage for the winter. If you do not unhook your hose, maintenance will unhook it for you and there will be a charge.

- Pets are **NOT** allowed. You may have a fish provided the tank is larger than 20-gallons and it is not kept in a carpeted room. Tenants are **not** allowed to have pet visitors or "pet sit" at their homes even for a short period of time. Violations of this policy will lead to eviction.—Tenants are not allowed to harbor or feed stray animals.
- Please make sure when you receive any correspondence from the office that you are responding immediately whether it be calling into the office or sending in the proper documentation the letter requests.
- Shelbyville Homes is SMOKE FREE. These homes are smoke free therefore smoking is not allowed inside the homes for any reason. If there are signs of smoke damage on the walls, carpet, blinds ect. Shelbyville Homes has the right to keep your Security Deposit to cover the expense of cleaning.

Merry
Christmas