



# Neighbors



## FROM THE DIRECTOR'S DESK



Hello November! Please read this newsletter for important information for this month!

Effective October 1st, we opened the office back up. We are working by appointment **ONLY!** If you have any questions you can call the office for more information.

⇒ 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 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.** 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 be closed November 3rd for Election Day, November 11th for Veterans Day, November 26th & 27th for Thanksgiving!

Stay Safe and Stay Healthy and have a Happy Thanksgiving!

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.

## Preventative Maintenance for NOVEMBER

The Preventative Maintenance will be done on the **EVEN Numbers** of Hickory Park Dr.

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**

Respect for your neighbors will create a community to enjoy. All residents are responsible for their actions and the actions of their guests. Be respectful of neighbors, don't block driveways or mailboxes, be sure to park as close to the curb as possible to allow enough room for vehicles to be able to drive down the street.



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.

### RENT PAYMENTS

Rents are still due during this time! They are still due on the 1st of every month. All payments must be post marked by the 5th, otherwise there is a late fee! Postmarked meaning when the post office date stamps it the day you put it in the mail, not the date of the check. All payment received after the 5th of the month will require a \$50 late fee.

