



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!** If you have any questions you can call the office.

- ⇒ 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)
- ⇒ 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.
- ⇒ Work Orders are to be called in as they happen. Failure to report damage can be grounds for eviction. Once you call in a work order, we will be out there as soon as we can to repair it. If it's an emergency (which are listed on the side of this newsletter) we have 24-hours to come out to complete and emergency work order.
- ⇒ 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 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 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 OCTOBER

The Preventative Maintenance will be done on the Odd 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

When you receive a letter from the office, it is very important that you respond to us either by mail, phone or email. Failure to respond to letters from the office can be grounds for eviction.

Fall is officially here! You are welcome to decorate for the holidays, just be sure to take decorations back down a few days after the holiday. Keep in mind that decorations for any occasion must be safe (not a trip hazard, no electric cords running along the ground, in good condition). Please be safe when trick-or-treating in the developments. Only visit residences with the porch light on, children should stay with an adult and obey trick-or-treat days and times for each town.



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.

**WE ARE A
COMMUNITY**