



Neighbors



FROM THE DIRECTOR'S DESK

If you have a pet and one of our staff come out to complete a work order or inspection and your pet acts aggressive, we will not complete the task. If your pet attacks one of our staff you will be required to get rid of the pet. We ask that when you know we are coming that you kennel your pet for our staffs safety.

All overnight guest must be reported to the office! Any one who stays more than 6 hours in a day constitutes an overnight guest. One person cannot stay for more than 14-nights within a 12-month period.

Any damages to the unit must be reported to the office immediately! Any damages beyond wear and tear will be a charge to you. We will not know the charge until after the work is completed and the work order is returned to the office. Once the work order is complete we will send you a bill in the mail and then you will have 30 days to pay it. Make sure when you are closing your screen door that it is latching. If it is not latched and the wind catches it and it damages the screen door, you will be responsible for paying for the damages.

According to the new CDC Guidelines, if you are fully vaccinated you do not have to wear a mask. So you may see some of our staff not wearing a mask. If you would like them to wear a mask while in your unit, just kindly ask them to put one on.

We will be closed on Monday, July 5th in honor of July 4th.

Stay Safe and Stay Healthy!

Senior executive, 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.

Housing Quality Standard Inspections will be performed on Sunny 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

Beware of texts, emails requesting personal info

Fake IDOT messages part of ongoing phishing scam targeting public

SPRINGFIELD – The Illinois Department of Transportation is reminding the public to be on the alert for text and email scams asking for personal information. Over the last several weeks, IDOT has been made aware messages sent fraudulently on its behalf, attempting to defraud the public.

“If you receive a text or email that appears to be from IDOT asking for your personal information, you can be sure it's a scam,” said Illinois Transportation Secretary Omer Osman. “Please know that we are aware of this issue and are working with the Illinois Attorney General’s office to protect you from these fraudulent schemes.”

While the messages might look official, IDOT will never request personal information, such as Social Security numbers or banking information, via text or email. If you receive such a message, delete it. Do not provide any information or click any links. Doing so could install malware on your device or computer.

To protect your personal information, take the following precautions:

- **Delete unsolicited emails and texts** requesting personal information or promising state driver’s licenses or IDs. Do not click on any links contained in such emails or texts, as they may place malware on your computer or devices.
- **Hang up on any calls**, including robocalls, that ask you to take immediate action or provide personally identifiable information.
- **Ask to use other types of identifiers** besides your Social Security number.
- **Keep your software up to date**, including operating systems and antivirus protection programs on your computer, phone and other devices. Most can be set to update automatically.

If you have questions about phishing scams or identity theft, please call the Illinois Attorney General’s Consumer Fraud Hotline in Chicago at 800-386-5438 (TTY: 800-964-3013), Springfield at 800-243-0618 (TTY: 877-844-5461) or Carbondale at 800-243-0607 (TTY: 877-675-9339). Spanish speakers may call 866-310-8398.

POST YOUR PET’S ID

All Pet Identification cards must be posted in the front door window of apartments. This lets housing staff know that a pet has been approved and may be inside the unit. In this case staff will be careful to close the door so the pet doesn’t get outside. If there is no ID in the window, staff will assume the pet has not been approved and the resident could face reprimand from the office.

If a Pet ID has become faded or is lost, the resident should call the Housing Office so staff can take a new picture and issue a new card.

Only an approved cat or dog is allowed in Macoupin Homes.