



# Neighbors



## FROM THE DIRECTOR'S DESK



When maintenance is at your unit completing a work order or inspection; PLEASE stay out of their way and at least 6 feet or more away from them. This is for the safety of you and our staff.

While we have waived late fees for the past several months due to COVID-19 pandemic, we began charging late fees effective March 1, 2021. If rent is not paid by the 5th of the month, you will be charged a \$50 late fee. No exceptions! The date the bank receives it, is the day we go by. Keep that in mind when you are dropping your payment off at the bank in the drop box.

If you receive any kind of mail from our office, Macoupin Homes or Macoupin Housing Services, please make sure you are responding immediately. Whether it's a phone call or you are signing the paperwork and sending it back as soon as possible.

Mowing has begun this month. If you have a complaint, please contact the office as soon as the incident happens. Take pictures if needed and send them into the office. If you have flowers/plants planted, they must be against the home with some kind of fencing around them so the mowers don't destroy them. All flower beds must be kept maintained.

If you don't already, it may be a good idea to set up your voicemail on your phone. When we call and you don't answer, we will always leave a voicemail if we have the option. We will leave our names and a general message on what we are calling about. So if you have a missed call from the office, please listen to the voicemail first before calling us back so you know who to ask for.

We will be closed **Monday, May 31, 2021** for Memorial Day!

Stay Safe and Stay Healthy and have a Happy Memorial Day!



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.

**Preventive Maintenance Inspections will be performed on  
CLOUD LANE IN GILLESPIE THIS MONTH.**

**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**

If you have any symptoms regarding COVID-19, have tested positive for COVID-19, or 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 remain on the list for 2 weeks unless stated otherwise. After the 2 weeks are up, if you had a scheduled inspection or a work order, we will be out to complete it. Even if you don't think the symptoms are COVID related, please still call the office.

**FIRE SAFETY TIPS**

- Never leave cooking food on the stovetop unattended, and keep a close eye on food cooking inside the oven. Use a cooking timer!
- Keep cooking areas clean and clear of combustibles. (i.e., potholders, towels, rags, plastic, drapes and food packaging).
- Test your smoke alarms frequently to make sure they are operating properly. Having a working smoke alarm dramatically increases your chances of surviving a fire.
- Keep matches and lighters away from children.
- Supervise your children closely. Do not leave them alone even for short periods of time.
- Extinguish all candles when leaving the room or going to sleep.
- Keep candles away from items that can catch fire. (e.g. clothing, books, paper, curtains, Christmas trees, flammable decorations).
- Do not use portable space heaters.
- Do not overload outlets and turn off TVs, fans and other devices when not in use. This will keep these devices from over heating.