



Neighbors



FROM THE DIRECTOR'S DESK

If you have an animal at your home, we ask that you kennel the animal if we come out to complete a work order or an inspection whether you are home or not. We ask this for the safety of our staff as well as the safety of your animal.

You are NOT allowed to feed stray animals. They may seem cute and friendly but they are wild and we have had attacks in developments in the past. They also carry diseases and are a nuisance to others.

Only the person(s) listed on the lease is/are allowed to live in the house. If a tenant allows someone to move in who is not listed on the lease, the tenant is breaking the terms of their lease.

The office will be closed on Monday, September 2nd, 2024, to observe Labor Day.

Stay Safe and Stay Healthy!

Dionne Wyatt, CEO



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.

HQS INSPECTIONS FOR SEPTEMBER

Wheatland Lane– ODDS

**INSPECTIONS MAY TAKE PLACE ON ANY DAY OF THE MONTH
BETWEEN THE HOURS OF**

8:00 A.M.- 4:30 P.M., MONDAY-FRIDAY

*Q&A (Quality Assurance) inspections may take place on work orders and inspections anywhere from 3-5 days after the inspection/work order happened.

If you are ever served a Notice to Terminate Tenancy or one is posted on your door, it is our policy that we mail a copy through the postal system also. If this does happen and you have already resolved your eviction, please make sure to be reading the date on the last page of the eviction. If these dates are the same and your eviction has been resolved please disregard the one you received in the mail.

If your neighbors are being too loud or disturbing you or you think they are doing something illegal, you will need to contact local police and then call the office to inform us that you have made a police report. If you are wanting to make a complaint to us it will need be put in writing and sent into the office signed by you. We do not take anonymous complaints and all complains must be put in writing! Once we receive the complaint in writing we will take the necessary steps to solve this issue. It will not happen overnight so please bare with us.



Abbie Stock | 4239687395



Macoupin County Public Transportation

**112 S. Macoupin St. Gillespie, IL 62033
Call 217-839-4132 to reserve your seat**