



# Neighbors



## FROM THE DIRECTOR'S DESK

Just a few things to be mindful of... Overnight guests need to be reported to our office. One guest can only stay 14 nights within a 12-month period. Whether it be a family member or a friend. If they are not on the lease they are considered an overnight guest and need to be reported. If you are unsure how many days a certain person has stayed already, call the office and we can tell you. If a person is not on your lease they cannot use your address for anything.

When mowing your lawn you need to be careful and pay close attention when mowing/weed eating along the house. You are responsible for mowing your lawn. Whether you choose to do it yourself or if you want to hire someone to do it, it just needs to be cut. If not, it is a lease violation and we will come cut it and you will be charged.

When you receive your recertification paperwork please make sure that you are getting it completed and sent back into the office immediately.

**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 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.

**THERE ARE NO SCHEDULED INSPECTIONS THIS MONTH**

***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.***

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

**Please make sure that your home is always up to code with the housekeeping policy. If you need a copy of the housekeeping policy, please call the office.**

When maintenance is there to do their job, make repairs, and fix things—they are not there to register complaints. If you have a complaint put it in writing and mail it to the office or send it to any of the emails listed below:

dionne@teamhousingcenter.com

amandab@teamhousingcenter.com

natasha@teamhousingcenter.com

jackie@teamhousingcenter.com

holly@teamhousingcenter.com

megan@teamhousingcenter.com

