



Neighbors



FROM THE DIRECTOR'S DESK

Effective June 1st, our maintenance staff will be back working full-time. What this means is we will be begin completing routine work orders and inspections again. Preventative Maintenance Inspections and HQS Inspections for the month of June are listed inside this newsletter. If your development is scheduled to have an inspection this month, we will complete all routine work orders you had previously called in during that inspection. If you had called in a routine work order and do not have an inspection scheduled; we will still get to you as soon as possible. If your development was missed in the months of March, April and May for inspections, we will be doing those gradually within the next few months. We will notify you ahead of time when we plan to be out to complete those. If you have any work orders you have not called in, **please do so now!**

We ask that when our maintenance staff comes out to complete any inspections or work orders you abide by the social distancing rules. We ask that you please stay at least a room away from them while they are working if possible. If you cannot stay a room away, then stay at least 6-feet from them per social distancing recommendations. This is for your protection and as well as the protection of our staff.

If you have any symptoms regarding the COVID-19, been tested positive for COVID-19, have been in contact with anyone who has been tested positive for COVID-19, please let us know immediately so we can complete the inspection/work order at a later date. Please see the symptoms and the questions our staff may ask you when we come out or when you call in, within the newsletter.

The office will still be CLOSED to the public. We will still be doing all Recertifications and Final Interviews through the mail. We do have a drop box right outside the office that you can drop off mail at anytime. Please do not put any cash or your rent payments in the drop box. Your rent still needs to be paid at your designated bank. You can still reach us by email or by phone during normal business hours.

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 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.

Please let the office or our maintenance staff know if you have any of the following symptoms:
 ⇒ Cough, Shortness of breath or difficulty breathing, Fever, Chills, Muscle Pain, Headache,
 Sore Throat or Loss of taste or Smell

Also, 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.

A frequently asked question has been:
Do I still have to pay my rent during this time?

The answer is **YES!**

Rent is still due on the 1st of the month. You can still pay at the bank. While most lobbies are closed to the public, drive-thru service is still open. Please do not mail any cash to the office! If you have your rent automatically withdrawn from your account please make sure they have your name and the correct amount set up. We have been having some issues where there is no name attached to the deposit and it gets missed. It may also be helpful to call and inform the office that you have an auto-pay and the amount that you have withdrawn so we can make sure yours does not get missed! If you have a checking account at the same bank that you pay rent you may set up to have your rent automatically withdrawn from your account. This may make it easier for you. If your rent amount changes you will have to contact the bank and have that amount changed. If you decide to do this, please notify the office so we can make sure we receive your payment. Also, please make sure to have them put your name on with the auto-pay.

When paying at the bank, please make sure you are giving them your name and address. This is how we know the money is from you for your rent. If someone else is paying your rent for you, please have that person give them YOUR name and address, not theirs. We only have record of who is on the lease; therefore making it difficult to match the receipt if a person we do not know is listed. It is also a good idea to always get a receipt! This way you have proof of your payment in case the bank has put the money in the wrong account or if we happen to miss it.



**FARMERS TO FAMILIES
FOOD BOX PROGRAM**

**FREE MILK DISTRIBUTED
 AT LAKE WILLIAMSON
 (ROUTE 4, CARLINVILLE)
 MONDAY, WEDNESDAY, FRIDAY
 9:00AM - 1:00PM
 AT THE DINING ROOM DOCK
 - FOLLOW SIGNS AT OFFICE ENTRANCE -**