



# Neighbors



## FROM THE DIRECTOR'S DESK

During the Coronavirus (COVID-19) Pandemic our office will be closed until further notice.

### Can I get help in Person During the Coronavirus (COVID-19) Pandemic?

**No.** We cannot accept walk-in visitors at this time; we've suspended face-to-face service to the public until further notice. This decision protects you and our employees during the COVID-19 pandemic.

**How can I get help during this time?** We will provide service via phone and email while we focus our efforts on serving people most in need.

- ⇒ **By Phone:** Call 217-854-8606 and leave a message. We will be checking our messages every couple of days.
- ⇒ **Email:** This is the **BEST** way to reach us with the quickest response.
- ⇒ Margaret (Peg) Barkley, CEO: peg1@teamhousingcenter.com
- ⇒ Dionne Wyatt, Deputy Director: dionne@teamhousingcenter.com
- ⇒ Jennifer Smith, Housing Programs Manager: Jennifer@teamhousingcenter.com
- ⇒ Stephanie Sloan, Asst. Housing Programs Mgr: stephanie@teamhousingcenter.com
- ⇒ Amanda Bracher, Asst. Housing Programs Mgr: amandak@teamhousingcenter.com
- ⇒ Dan Sanson, Director of Technical Services: dan@teamhousingcenter.com
- ⇒ Jess McKee, Maintenance Supervisor: jess@teamhousingcenter.com

We will be completing all re-certifications through the mail until further notice. If you have a recertification that is coming due, we will mail you out the paperwork and ask that you fill it out and send it back with all necessary required documentation. We now have a drop box located outside the office right by the entrance door.

We have suspended all Preventative Maintenance (PM) and Housing Quality Standard (HQS) Inspections until further notice. We will notify you through a letter or the newsletter when these will resume. In the meantime, we do ask that you continue to keep your home according to standards and call us with any work order needs.

Our maintenance department will only be completing Emergency Work Orders. Please continue to call **ALL** work orders into the office immediately. We will document your work order and for now, all routine work orders will be completed at a later date, emergency work orders will be completed immediately. Please let staff know when they show up to do a work order if you are sick or have been exposed to the

### RENT PAYMENTS

Rents are still due during this time! They are still due on the 1st of the month. The banks are still open. While most lobbies are closed to the public, drive-thru service is still open. They accept cash, check or money order for rent payments. Make sure you get a receipt for proof of payment. If you drop it off in the overnight drop box; they must receive it by the end of their business day on the 5th, otherwise there is a late fee! Please do not mail in cash to the office or put cash in the drop box!



**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.**

Mowing season is here. Please be sure to pick up your yards. Also, be sure your children are picking up all toys when leaving the playground. If our maintenance staff sees any toys or bikes of any kind we will pick it up and hold it at the office for 30 days. Once you call to request to pick it up you will be charged.



State of Illinois  
Illinois Department of Public Health

## COVID-19 Testing Guidance

**Anyone with COVID-19-like illness or symptoms can get a test, even without a doctor's order.**

**As testing capacity expands, testing is now available for people who:**

- Have COVID-19 symptoms (cough, shortness of breath and fever) **AND**
- Have a risk factor, such as
  - Contact with someone confirmed to have COVID-19
  - A compromised immune system or a serious chronic medical condition

**Testing is also available for those with or without symptoms who:**

- Work in a health care facility
- Work in correctional facilities, such as jails or prisons
- Serve as first responders, such as paramedics, emergency medical technicians, law enforcement officers or firefighters
- Support critical infrastructure, such as workers in grocery stores, pharmacies, restaurants, gas stations, public utilities, factories, childcare and sanitation

A list of testing sites can be found online at [coronavirus.illinois.gov/s/testing-sites](https://coronavirus.illinois.gov/s/testing-sites) or [dph.illinois.gov/covid19/covid-19-testing-sites](https://dph.illinois.gov/covid19/covid-19-testing-sites).



*Questions about COVID-19?*  
Call 1-800-889-3931 or email [dph.sick@illinois.gov](mailto:dph.sick@illinois.gov)  
Illinois Department of Public Health - [www.dph.illinois.gov](http://www.dph.illinois.gov)

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