



# NEIGHBORS



## FROM THE DIRECTOR'S DESK

Join the Census Team! March 12-20 The Census will be sending you an invitation to respond online to the 2020 Census. Some households will also receive paper questionnaires. On March 16-24 a Reminder Letter will be sent. If you haven't responded yet then on March 26-April 3 a Reminder postcard will be sent. On April 8-16 a reminder letter and paper questionnaire will be sent. On April 20-27 a final reminder postcard will be sent before they follow up in person. It is very important to be counted! Please sign up!

Smoke Detectors! All smoke detectors need to be up and in working conditions at all times. If your smoke alarm is chirping or going off you need to call the emergency work order number immediately. This is considered an emergency. If it is during working hours-please call the office. If we come out and your smoke alarm is disabled, you could face eviction. This is a fire and safety hazard.

CEO, Peg



# February



Wednesdays—February 5th, 12th, 19th and 26th—  
**OFFICE CLOSED**

Monday, February 17th—**OFFICE CLOSED** in honor  
of President's Day!

When the office is closed, please call **EMERGENCY WORK ORDERS** into the emergency phone number. Please wait until the office opens to call in routine work orders. If you call the emergency line and do not have an emergency, you could be charged.

**Address:**

P.O. Box 643  
760 Anderson St.  
Carlinville, IL 62626  
(217) 854-8415  
Fax: (217) 854-8749  
Toll Free:  
1-866-363-5142  
Office Hours:  
Monday & Tuesday  
8am—4:30pm  
**CLOSED WEDNESDAY**  
Thursday & Friday  
8am—4:30pm  
**EMERGENCY NUMBER:**  
(217) 827-2100

**EMERGENCIES INCLUDE:**

- ◆ Gas leaks
- ◆ Frozen or 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.



Residents who have trouble keeping up with rent payments have an opportunity to get ahead with their income tax refunds. If you struggle with paying rent, use the money you get back to pay one or two months of rent. If you continue to pay your rent monthly, you can let that extra money remain on your account as a cushion. Remember, paying late three times in a 12-month period may result in eviction. If you're having trouble getting caught up or setting up a budget, you can contact the office for help.

**Friendly Reminder**  
**RENT IS DUE**  
**ON THE 1<sup>st</sup>** 😊

Rent is due on the 1st of every month. You will not get a notice reminding you to pay rent. If you are unsure on what amount you need to pay, please call the office. You have until the 5th to pay your rent without any penalties. After the 5th, your rent is considered late and you will have a late fee of **\$50.00**. If you do not pay your rent you will receive a termination notice. Once you receive the notice you will have 14 days from the date of the termination notice to pay your rent in full plus any late fees. If you do not pay your rent by the date in the notice, you then will be turned over to the attorney and you will have attorney fees and court cost to pay at your expense. Rent and any other charges are made payable to Shelbyville Homes LP and mailed to Shelbyville Homes PO Box 643 Carlinville, IL 62626.

- ◆ Do not make any repairs or replacements yourself, other than replacing light bulbs furnace filters and batteries for your CO/Smoke Detectors.
- ◆ Please call all work orders into the office immediately at 217-854-8415. You can also email work orders into the office if you wish. We will be out 1-2 days per week to complete work orders.
- ◆ Basketball Hoops will be allowed as long as they are free standing of the residential structure. This means they cannot be attached to the house or garage and the basketball pole cannot be mounted in the ground. It must be on a stand that is able to be moved. Anyone wanting a basketball hoop must show proof of Renter's Liability Insurance coverage.
- ◆ Swing sets and Trampolines, in good condition, are allowed. You must provide proof of liability insurance of \$100,000 minimum.
- ◆ SMOKE FREE—these homes are smoke free and smoking is not allowed inside the homes for any reason.