



Gillespie Senior Residences, L.P

# Neighbors



## FROM THE DIRECTOR'S DESK



When you pay your rent or charges at the United Community Bank in Gillespie, you will need to tell them your payment is for Gillespie Senior Residences so they are crediting the correct account. You will need to give them your name and address as well so you are getting credit for your payment. Rent and all charges are due on the 1st of each month. If the charges are not paid by the 5th, you will be charged a \$50 late fee. If you are mailing your payment to the bank, it must be post-marked by the 5th. Meaning, the date the post office stamps it (the day it goes in the mail) is the day it must be dated, not the date of the check.

If your relative, friend, or caregiver calls on your behalf, without a release signed by you, we are unable to speak to anyone regarding your tenancy with us for any reason. You can call and request a Release of Information form to be sent to you to add someone that we can speak to on your behalf. This is for the safety of your privacy.

If your phone number changes, please notify the office as soon as possible so we can update our records.

If you have any questions about the rules and policies please refer back to your Resident Handbook, lease, or feel free to call the office. Any one of us would be happy to assist you.

**\*\*We will be closed Friday, April 2, 2021 for Good Friday and on Thursday, April 15, 2021 for training.\*\***

Stay Safe and Stay Healthy and have a Happy Easter!

Senior Executive, Peg

**Address:**

P.O. Box 303  
 760 Anderson St.  
 Carlinville, 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.

## **PREVENTATIVE MAINTENANCE & HOUSING QUALITY STANDARD INSPECTIONS**

**During the year to help maintain the home, these 2 inspections will be preformed once a year. You will be notified in writing prior to the inspection via newsletter. Please be sure to check each month to see if your unit is going to be inspected.**

**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**



COVID-19 vaccines are effective at protecting you from getting sick. Based on what we know about COVID-19 vaccines, **people who have been fully vaccinated can start to do some things that they had stopped doing because of the pandemic.** Just a reminder - Michelle's is now offering curb-side Covid-19 testing at all 3 of our locations Monday through Friday. This is the Rapid Diagnostic Test with results in about 15 minutes. **An appointment is required - call us in Gillespie at 217.839.9901, Bunker Hill at 618.585.1293, Carlinville at 217.854.4022. Payment is required at the time of the test.** The Covid-19 vaccine will be available shortly, although we do not have a definite time-line yet. When it's ready, we will notify you here and on our other five web portals, including our web site and on our app.

**WORK ORDERS:** Once you notify the office of a repair or replacement, a work order will be made. Maintenance will be out as soon as possible, within a reasonable amount of time, to take care of the problem. No specific day or time will be given. Reporting a work order is giving maintenance personnel permission to enter your premises and make the repair. We will leave a note in the event that you are not home, so you are aware that the problem has been solved. (Maintenance Staff will always knock/ring doorbell before entering any unit. If no answer, Maintenance will open door and state who they are before entering. If home is locked when Maintenance enters, they will lock the door before leaving. If home is unlocked, they will leave door unlocked).

**GARBAGE:** Garbage removal is provided by MHS. Trash should be placed in plastic bags and then placed inside the trash receptacles with the lids securely fastened. Do not leave bags on top of cans. Each home is provided with a garbage receptacle. It is up to the resident to use them and care for them. The resident is responsible for cleaning them regularly. Trash receptacles are to be stored **INSIDE** the garage at all times except on trash day. On collection days, trash receptacles need to be placed near the street for collection. After trash pick-up, trash receptacles need to be immediately removed from the street and placed inside the garage.