



Neighbors



FROM THE DIRECTOR'S DESK

- If you have tested positive for COVID-19 and received a letter from the Health Department stating that you are on quarantine, please notify the office and send in a copy of that letter. If you do not have a letter from the Health Department, we will still come do our scheduled inspections or any work orders you have.
- In the event that you decide to move, you are required to give a 30-day notice.
- On the back of this newsletter is a copy of the Houskeeping Policy. Please review and make sure your home meets the Policy standards.
- If your neighbors are being too loud or disturbing you or you think they are doing something illegal, you will need to contact local police and then call the office to inform us that you have made a police report. If you are wanting to make a complaint to us it will need be put in writing and sent into the office signed by you. We do not take anonymous complaints and all complains must be put in writing! Once we receive the complaint in writing we will take the necessary steps to solve this issue. It will not happen overnight so please bare with us.
- If you send an email to any of the staff here at the office, we will always respond with "thanks", "got it" or something letting you know that we have received your email. If you do no receive a response, please assume we did not get the email and call the office with your question or concern. If it's an emergency it's always a good idea to call the office first rather than sending an email. If it's the weekend or after hours we may not respond until the next business day.

We will be closed Monday, September 6, 2021 for Labor Day!

Safe and Stay Healthy!
Dionne, 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.

Big changes have been happening here at the office! Peg Barkley has officially retired and Dionne Wyatt has been named our new Chief Executive Officer. Dionne has been with the Housing Authority for 15 years and is looking forward to her new role and serving the residents of MCHA. Congratulations Dionne!



Housing Quality Standard Inspection Policy

Requirement: Residents are required to keep their dwelling units and assigned grounds clean, free of trash and debris and in a safe condition.

Failure to Comply: Repeated failure by residents to comply with this policy will constitute good cause for the Authority to terminate their lease.

Housekeeping Inspection: Authority employees will inspect for proper housekeeping each time they enter a unit for such reasons as resident requested maintenance, scheduled PM, emergencies, and any scheduled inspections (housekeeping, UPCS, pest control, etc.)

Notice to Correct: When the Authority discovers poor housekeeping during any inspection it will document its findings in writing to the resident and give the resident time to correct (not to exceed 30 days). At the end of the time period the Authority will reinspect the unit to determine compliance. Should the resident not be in compliance, the Authority will issue the resident a 30 day notice to comply or vacate the unit. At the end of the 30 days, the Authority will inspect the unit to determine compliance with the 30 day notice. Should the resident not be in compliance at this time the Authority will initiate lease termination proceedings.

Repeated Non-Compliance: If during a twelve month time period residents are found to not be in compliance with this housekeeping policy the Authority may initiate lease termination proceedings.

Housekeeping Standards:

General

Walls should be clean and free of dirt, grease, holes, cobwebs and fingerprints.

Floors should be clean, dry and free of hazards.

Windows should be clean and not nailed shut.

Doors should have doorstops with working locks and clean of grease and fingerprints.

Trash shall be disposed of properly and not left in the unit.

The **entire unit** should be rodent and insect free

Bathrooms

Toilet and tank should be clean and odor free.

Tub and shower (with proper curtains) should be clean with no mold and mildew.

Lavatory should be clean.

Exhaust fan should be free of dust.

Floors should be clean and dry.

Kitchen

Stoves should be free of food and grease.

Refrigerator should be clean inside and out.

Cabinets should be clean and free of grease and spilled food.

Sinks should be clean and limited to lightweight items underneath.

Oven hood should be free of grease.

Storage areas for food should be neat and clean without any spilled food.

Trash and garbage should be stored in a covered container until removed.

Storage Areas

Closets should be neat and clean and contain no flammable materials

Exterior storage areas should be clean and neat

Garages should be neat and clean and contain no flammable materials

Outside Area

Yards should be free of debris, trash and abandoned cars.

Toys should be kept out of the yard and stored on the rear porch.

Water hoses should be rolled up next to the apartment.

Steps and sidewalks should be kept clean and free of hazards.

Drive-Ways should be free of abandoned cars. No repairs in lot.

Trash container should be placed inside the garage by evening after trash pickup.