



PCHA DECEMBER 2021 NEWSLETTER

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- Information for Low-Income families and utility programs
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If we receive an email from Ameren that your electric is going to be shut off due to non-payment, you will be receiving a 30 day eviction notice from PCHA. This is policy that we are required to send out this letter. If the Ameren bill is not paid, they will let us know that the electric has been shut off.

National Gambling Hotline

Call/Text

800-522-4700



1-866-QUIT-YES

1-866-784-8937



FIRE SAFETY IN THE HOME

CHILDREN PLAYING WITH MATCHES OR LIGHTERS:

CHILDREN USUALLY PLAY WITH FIRE IN THE BEDROOMS, IN CLOSETS AND UNDER BEDS. WHAT BEGINS AS A NATURAL EXPLORATION OF THE UNKNOWN CAN LEAD TO TRAGEDY.

- SUPERVISE YOUNG CHILDREN CLOSELY.
- KEEP MATCHES AND LIGHTER IN A SECURED DRAWER.
- CHECK UNDER BEDS AND IN CLOSETS FOR BURNED MATCHES.
- DEVELOP A HOME FIRE ESCAPE PLAN.
- TEACH CHILDREN TO *NOT HIDE FROM FIREFIGHTERS*.
- DEMONSTRATE HOW TO STOP, DROP AND ROLL IF THEIR CLOTHES CATCH ON FIRE.
- SHOW CHILDREN HOW TO CRAWL LOW ON THE FLOOR, BELOW THE SMOKE, TO GET OUT OF THE HOUSE AND STAY OUT IN THE CASE OF FIRE.

KITCHEN SAFETY:

COOKING FIRES ARE A LEADING CAUSE OF HOME FIRE. THE MAJORITY OF COOKING FIRES START WITH THE IGNITION OF COMMON HOUSEHOLD ITEMS (WALL COVERINGS, PAPER OR PLASTIC BAGS, CURTAINS, ETC.). UNATTENDED COOKING IS THE LEADING CAUSE OF HOME COOKING FIRES.

- NEVER LEAVE COOKING FOOD ON THE STOVETOP UNATTENDED, AND KEEP A CLOSE EYE ON FOOD COOKING INSIDE THE OVEN.
- CLEAN THE EXHAUST HOOD AND AREA AROUND THE STOVE REGULARLY AND WIPE UP SPILLED GREASE AS SOON AS THE SURFACE OF THE STOVE IS COOL.



Moratoriums

All rental moratoriums have been lifted.

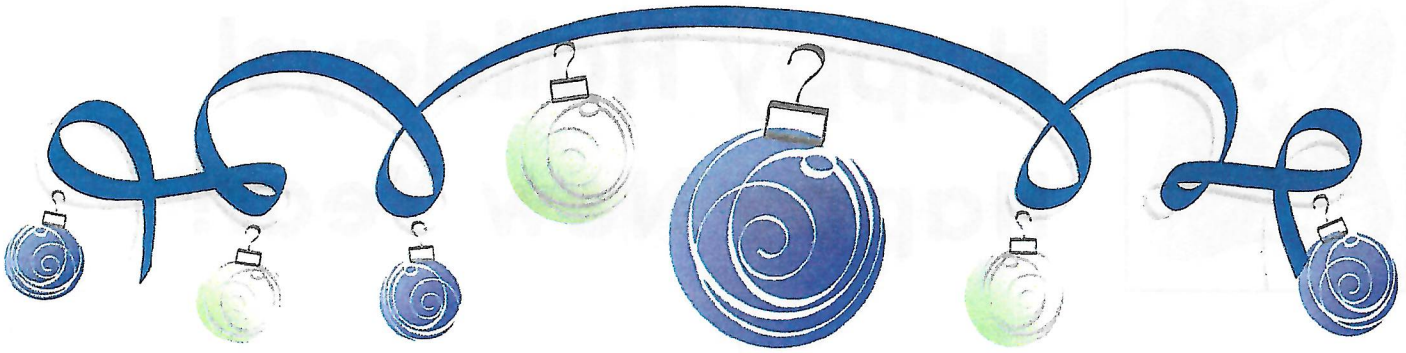
If you are behind on your rent, call our office, we do offer repayment agreements to those who qualify. This must be done **BEFORE** an eviction is sent.

If you are **60 days or more** behind on your rent, we can and will be sending eviction notices for non-payment.

DO NOT RISK EVICTION

If you receive an eviction you will have 30 days to pay the amount in full. If the past due amount is not paid in full by the end of the 30 days, you will be evicted.

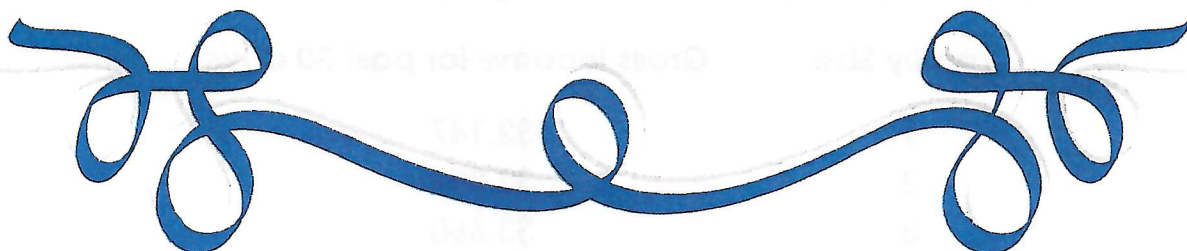
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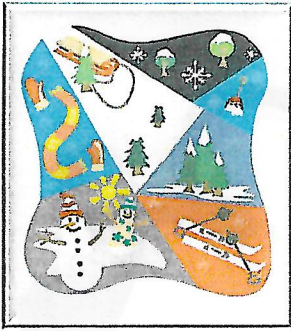


If you have an emergency, you **must call** 911 Emergency Services. As Landlords of the properties, all we can do is unlock a door for either EMS or Law Enforcement.

We will not unlock a door and enter an apartment on our own. If you need assistance while you are in the apartment, in the case of a fall or other medical emergency, we are not allowed to assist you.

The ACOP, tenant lease, and tenant charge list are in the process of being updated. Provisions that do not include tenant charges will be accepted immediately, due to waiver. Provisions that do include tenant charges will be accepted as drafts, and will be out for public comment in review for 30 days. After which a public hearing will be held and the charge provisions will be ratified as final.





Happy Holidays!

Happy New Year!

Weather and Adverse Conditions Responsibilities of PCHA and Resident

Resident agrees to take reasonable precautions and to exercise ordinary care to avoid injury to person and property, and to take extra precautions and exercise a high degree of care in the event of dangerous conditions on the premise, grounds and common areas of the PCHA premises caused by an accumulation of snow, ice or other hazardous conditions of which PCHA has no notice or opportunity to alleviate. PCHA agrees to use existing means available to it for removal or notice of such condition and a reasonable time to act; however, PCHA shall not be liable to Resident, or the guests or invites of Resident, for damages or loss from dangerous conditions resulting from snow, ice or other temporary or natural conditions on the premises, grounds, or common areas of public housing premises, unless the condition is affirmatively caused by the negligent act of the PCHA.

LIHEAP LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM

Two Rivers Regional Council of Public Officials has funds available through the Low-Income Home energy Assistance Program (LIHEAP) for the upcoming winter season. LIHEAP is designed to help eligible households with their winter heating bills.

The Winter 21 Program started September 1, 2021 and ends May 31, 2022

Contact: Two Rivers Regional Council Office 217-285-5424

Must fall at or below the following Income Guidelines:

Family Size	Gross Income for past 30 days
1	\$2,147
2	\$2,903
3	\$3,660
4	\$4,417

Big River Pest Control

How to prepare your home for treatment with Aprehend®

For best results, follow the preparation instructions below, more time spent on proper preparation will be rewarded with faster results.

- Pick up clothes on floors and hanging over chairs and wash in the hottest water possible and then run through a hot dryer cycle for a minimum of 40 minutes. Place these clean dry clothes in a large garbage bag sealed at the top until the treatment has been completed.
- Cabin beds/beds with built-in storage. Remove all clothing items from these storage areas and launder and dry at high heat. Place these clean dry clothes in a large garbage bag sealed at the top until the treatment has been completed.
- De-clutter, this will assist in removing potential bed bug harborages. Check items for signs of infestation.
- Move all furniture items away from the walls to allow access the base boards around the entire room.
- It is not necessary to remove clean clothing or other items from draws or cupboards unless these items are clearly heavily infested (visible bed bugs). Ornaments and other items can be left in place.
- Vacuum baseboards to remove dust build-up from these areas. Remove the vacuum cleaner bag or contents of the canister, place in a plastic bag, and dispose of in the trash can outside your apartment/home.
- Cover fish tanks, terrariums and small animal cages with a clean towel or sheet.
- Finally, remove all sheets, covers, dust ruffles, comforters, pillows, and any other bedding covers from your mattress and box spring in all bedrooms. Wash all bed linens in the hottest water possible and then run through a hot dryer cycle for a minimum of 40 minutes. Replacing the original bedding without treatment at high heat is likely to reintroduce bed bugs to the treated room which could result in control failure.

• **DO NOT RE-ENTER TREATED AREAS FOR 4 HOURS AFTER SERVICE.**

• **DO NOT SPRAY ANY PESTICIDES OR CLEANING PRODUCTS IN TREATED AREAS AFTER THE APREHEND® TREATMENT. THIS WILL KILL THE APREHEND® AND RESULT IN CONTROL FAILURE.**

• Allow the treatment time to work, do not clean or remove the spray barriers. In most cases barriers will have been applied in inconspicuous areas, but if infestation was suspected behind baseboards or electrical outlets, a 2" spray barrier may have been applied on the wall above or around these installations. Under certain lighting conditions, these barriers may be visible. Leave these in place until you are certain that the infestation has been eradicated. The barrier will remain active for up to 3 months if left undisturbed, but is easily removed with kitchen or bathroom cleaner when required.

• Live bed bugs may be visible for 2-3 weeks after the treatment. Affected bugs may be seen wandering in unusual places, this is a sign that the treatment is working. Remember that bed bugs may not leave their harborages for a number of days after treatment, and nymphs hatching from eggs will not be affected until they cross a spray barrier. However, all bed bugs will die within 3-7 days after coming into contact with Aprehend®. Contact our office if you still see live bed bugs 30 days after treatment.

Customer: _____ Date: _____

(tenant)

Big River Pest Control

1920 Orchard Avenue • Hannibal, MO 63401
Phone: 573-221-1400/800-533-0226 Fax: 573-248-1132

Big River Pest Control: Heat Treatment

Pre-treatment checklist (resident)

The pre-treatment checklist details the step of preparation that the occupants should take to insure a successful remediation. This checklist must be covered thoroughly with the occupants. Prior to the start of the treatment, all items must be reviewed by the technician to verify compliance. Corrective measures shall be taken if steps are not fully completed. The treatment may take a few hours, so be prepared for the day. **Occupant must be gone the entire time of treatment.**

- Clear out clutter in areas preceding treatment, including all closets.
- Have each person in the residence select one set of clothing to wear the day of the treatment. Place the clothing in the dryer one hour on high heat, then place in a sealed bag until treatment.
- Remove all pressurized cylinders, aerosol cans, paints, and flammable chemicals.
- Remove small items such as picture frames, paintings, or paperwork that may be blown away by air circulation from equipment during the remediation process. Place these items on the floor or table.
- Leave electronic equipment in the structure during remediation. Electronics have a high potential for infestation. The equipment is usually rated for temperatures between 130 degrees F to 150 degrees F.
- Remove plants, oil paintings, aquariums containing fish, and pets from the area to be treated. Customer initial _____
- Remove soap, wax, candles, chocolate, cosmetics, bottled alcohols, medications, cologne, perfume, fruits, vegetables, and store them in the refrigerator.
- All cushions, frames, mattresses, cabinets, and desks are to remain in the space to be treated. Remove all linens from the bed. Remove all clothing from drawers, run through dryer on high heat for a minimum of 1 hour, bag and remove. Silk clothing should be removed from premises. All stored items underneath beds need removed.
- One-of-a-kind items such as heirlooms and irreplaceable possessions should always be removed from the premises prior to treatment. All items must be inspected by Big River Pest Control prior to removal.
- **DO NOT STACK BLANKETS OR CLOTHING IN PILES.**
- Raise all blinds. Big River Pest Control is not responsible for any damage caused by heat.
- All firearms and live ammunition must be removed from treatment location.
- Make sure windows can be raised and that screens can be removed.
- Potential heat damage to certain materials, including the risk of activating automatic fire suppression systems (sprinklers), **Customers are responsible for disabling sprinkler system if applicable.** Customer initial _____

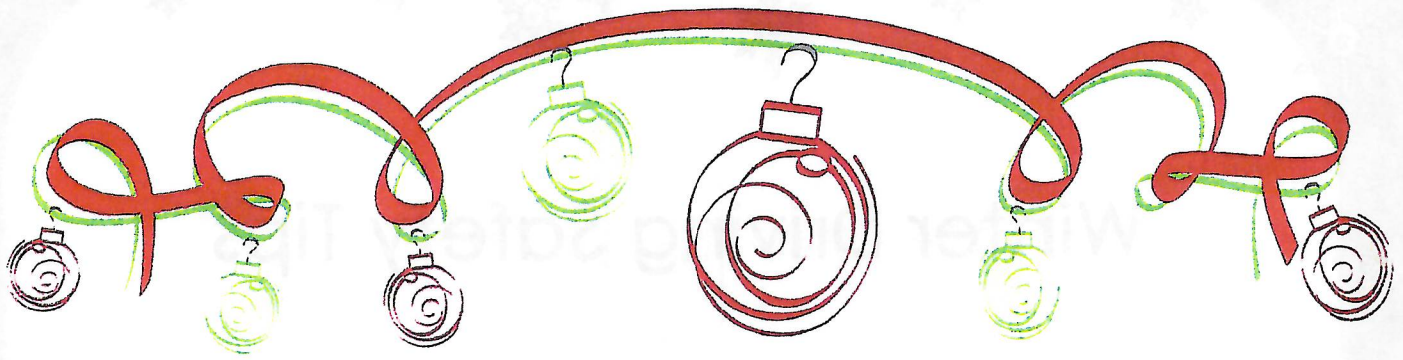
If the checklist is not completed by the customer at the time of treatment, the service will be rescheduled and There will be \$150 service charge that will be applied to the total cost of treatment.

Customer Signature (tenant)

Date _____

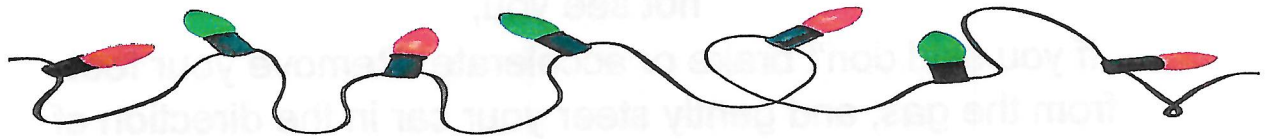
Big River Representative Signature _____

Date _____



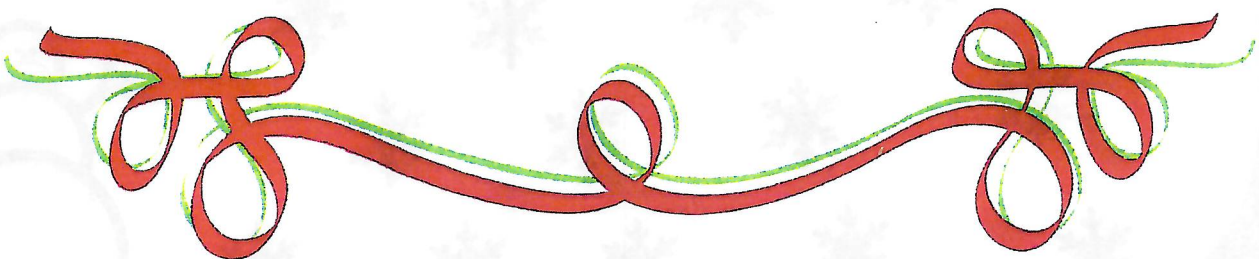
PET STICKERS

IF YOU NEED A PET STICKER FOR YOUR FRONT DOOR, PLEASE CALL THE OFFICE. THESE STICKERS ARE PUT ON THE FRONT DOOR IN CASE OF AN EMERGENCY, WE KNOW THERE ARE ANIMALS INSIDE THE UNIT. IF YOU HAVE ADDED A PET TO YOUR HOUSEHOLD, PLEASE CALL THE OFFICE TO GET A PET PERMIT SENT TO YOU.



PLEASE PICK UP AFTER YOUR PETS

THIS WAS AN ISSUE IN A LOT OF UNITS DURING INSPECTIONS. YOU MUST PICK UP AND CLEAN UP AFTER YOUR ANIMALS, INSIDE THE UNIT AND OUTSIDE. THIS IS A CONDITION OF THE PET POLICY ALLOWING YOU TO HAVE A PET. IF THIS IS NOT ENFORCED, YOU WILL BE ASKED TO REMOVE THE ANIMAL FROM THE HOME.



Winter Driving Safety Tips

Remove all snow and ice from your vehicle before driving, it's the law.

Turn on headlights, use low beams when traveling in snow.

Increase your following distance.

Don't tailgate and don't try to pass a snow plow. If you pass a snow plow use extreme caution, the driver may not see you,

If you skid don't brake or accelerate. Remove your foot from the gas, and gently steer your car in the direction of the skid.

Slow down before exiting the highway, ramps may have ice patches.

Have a safety kit easily accessible in your car.

If your car breaks down, pull off the road as far as possible and turn on your emergency flashes. Stay in your car until help arrives.



INSPECTION FINDINGS

As a whole the in home inspections went well. With the outbreak of COVID in the early months of 2020, this brought a stop to many things, including in home inspections. With this in mind, we are generally very pleased with the condition of most of the units.

We do, however, need to address the issue of smoking. Many residents, primarily at the Landess Terrace property, have been smoking around and inside the apartments. ***This is a lease violation, and we will be enforcing it.*** PCHA has been smoke free for several years.

YOU MUST SMOKE AT LEAST 25 FEET FROM ANY PCHA BUILDING

This does not mean that you can smoke on the porch or right next to the buildings.



PCHA will be releasing a new price list after the first of the year. A copy of the most common charges will be included in the January newsletter.

Have a question concerning your lease, or need a copy of your lease.

Please call the office at 217-407-0707

Call today to pay your rent over the phone with credit or debit card. A \$3.00 service fee will apply.

PCHA DOES NOT ACCEPT CASH PAYMENTS



CHANGES TO LAW OFFERS PROTECTIONS FOR LOW-INCOME UTILITY CUSTOMERS

A STATE AGENCY IS REMINDING ILLINOISANS OF CHANGES TO A STATE LAW THAT OFFERS RELIEF FROM DEPOSIT AND LATE PAYMENT FEES FOR MANY LOW-INCOME FAMILIES STRUGGLING TO PAY FOR THEIR ELECTRIC AND NATURAL GAS UTILITY BILLS. THE ILLINOIS GENERAL ASSEMBLY ADDED SECTIONS 8-201.7 AND 8-201.8 TO THE PUBLIC UTILITIES ACT AS PART OF THE RECENTLY ENACTED CLIMATE AND EQUITABLE JOBS ACT.

UNDER THE NEW LAW NOW IN EFFECT:

ELECTRIC UTILITIES ARE PROHIBITED FROM REQUIRING LOW-INCOME CUSTOMERS, TO PAY A DEPOSIT TO HAVE SERVICE CONNECTED, RECONNECTED OR TO CONTINUE TO RECEIVE SERVICE. GAS AND ELECTRIC UTILITIES MUST ALSO REFUND DEPOSITS TO LOW-INCOME CUSTOMERS WHO HAVE PAID THEM.

THE LAW DEFINES A LOW-INCOME CUSTOMERS AS 1) A MEMBER OF A HOUSEHOLD AT OR BELOW 80% OF THE COMMUNITY OR COUNTY MEDIAN HOUSEHOLD INCOME; 2) A MEMBER OF A HOUSEHOLD AT OR BELOW 150% OF THE FEDERAL POVERTY LEVEL; 3) A PERSON WHO IS ELIGIBLE TO PARTICIPATE IN THE PERCENTAGE OF INCOME PAYMENT PLAN (PIPP OR PIP PLAN) 4) A PERSON WHO IS ELIGIBLE FOR THE ILLINOIS LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP).

IF YOU QUALIFY AND HAVE BEEN CHARGED A LATE-PAYMENT FEE ON A RECENT ELECTRIC BILL, YOU SHOULD CONTACT YOUR ELECTRIC UTILITY FIRST TO FIND OUT WHETHER THE FEE CAN BE REMOVED OFF YOUR BILL. SIMILARLY, LOW-INCOME CUSTOMERS WHO HAVE BEEN CHARGED A DEPOSIT BY THE ELECTRIC OR NATURAL GAS UTILITY TO HAVE SERVICE CONNECTED, RECONNECTED OR TO CONTINUE TO RECEIVE SERVICE SHOULD CONTACT THE UTILITY FIRST TO FIND OUT WHETHER THE DEPOSIT CAN BE REFUNDED.