



A nonprofit retirement community

**Maple Lawn Homes**

[www.MapleLawnHomes.com](http://www.MapleLawnHomes.com)

**309-232-8822**

**Resident Handbook**

# **Phone Numbers**

**General Maintenance Requests:**  
**309-232-8822 (Call or Text)**  
**Contact@mlhomes.org (Email)**

**Emergency Maintenance Requests:**  
**309-431-2140 (Call Only)**

**For police or medical emergencies, dial 9-1-1.**

(You do not need to notify us when 911 is called)

We use work management software tied into our phone system to handle all maintenance requests. Therefore, we ask that you **do not stop employees** while they are working to make a maintenance request.

# **Do I Have a Maintenance Emergency?**

<b>Regular (309-232-8822)</b>	<b>Emergency (309-431-2140)</b>
Television Not Working	Furnace/AC Not Working
Light bulbs/fixture not working	Active Water Leak
Garage Door Not Working	Refrigerator/Freezer Not Working
	No functioning bathroom

For power outages, please do not call either maintenance line. Ameren offers alerts that can be set up by our residents. Residents who use TV regularly are encouraged to get an antenna for local channels in the event of a prolonged outage.

## **What We Do and Do Not Cover**

Maple Lawn Homes maintenance staff are directed to repair any property belonging to Maple Lawn Homes. Due to insurance concerns, we cannot support maintenance of personal property. This includes, but is not limited to vehicles, tools, furniture (assembly and repair), hoses, and non-standard appliances.

Maple Lawn Homes does reserve the right to reject maintenance requests if they are cosmetic in nature versus a repair need.

# **Expected Response Time**

While we would like to have an exact time and date scheduled for our maintenance requests, several unknown variables occur on a day-to-day basis that make pinning down exact times difficult.

For emergencies, our response time is as soon as possible. Emergency maintenance requests take priority over all others.

For maintenance requests involving non-emergency appliances, television outages, and potential safety concerns, we try to address these in one to two business days.

For all other requests, we strive to respond within five business days unless noted by management.

Response times are greatly dependent upon call frequency. The average resident creates a maintenance request once every four to six weeks. To help meet expectations, we are asking residents to abide by this standard as best as possible.

In an effort to maintain 103 units to the best of our ability, some maintenance requests are completed in batches. These include, but are not limited to pressure washing requests, furnace filter changes, landscaping requests, and anything else mentioned in the monthly newsletters.

To help us strive towards prioritizing all outstanding maintenance requests, please do not stop staff while they are working and ask them to complete a task.

# Grounds and Landscaping

## **Mowing/Trimming**

Under ideal weather conditions, we strive to mow the campus once per week. Changes are made based on wet or hot/dry weather. In the fall, a bagging extension is added to pick up the leaves. Trimming is done every two weeks.

## **Snow Removal**

Our grounds team is responsible for clearing the campus of snow and salting the roadways and sidewalks to keep us safe. We will plow and salt if we receive a snowfall of 2 inches or more. Our snow removal crews will start with the goal of clearing the campus by 9AM. In the event of a snowfall greater than 6 inches, residents are advised not to travel unless absolutely necessary.

## **Landscaping**

Our grounds team also maintains the landscaping beds, including weed control and bush trimming. Weeds may sprout from the landscaping, but we use a weed prevention product that stops them from growing or maturing. If you see weeds flowering or above 3" tall, please call the maintenance line and we will re-apply weed prevention.

# Grounds and Landscaping

## Landscaping (continued)

Dead landscaping bushes will be removed and replaced in the spring and fall. If a resident requests a living landscaping plant removed and replaced, they will need to cover the cost of the plant. As of 2022, bush trimming will be done automatically by grounds unless the resident(s) request a consult prior to work. Residents who request a consult will be notified after the automatic trimming is completed.

## Garbage Removal

Our grounds staff picks up garbage each Monday starting at 6am (Tuesdays when a federal holiday is involved). Maple Lawn provides the garbage bags to prevent tearing. Please tie all bags and place them in trash cans for pickup.

To help us strive towards prioritizing all outstanding maintenance requests, please do not stop staff while they are working and ask them to complete a task.

# Community Rules

If a resident is breaking a rule, they will be notified with a written warning. Please see your lease for consequences associated with continued violations.

**1. Residents are responsible for their pets.**

Including any damage or harm that is caused by their pets. Pets must be leashed when outdoors and waste in yards must be picked up.

**2. Residents are responsible for their guests.**

Residents are responsible for any damage or harm that is caused by guests they invite onto the property.

**3. Smoking is not allowed in cottages.**

**4. The area around a cottage must be kept free of debris.**

No furniture or items may be left in yards as it poses a threat to our equipment.

**5. Gas & grills must be used with safety.**

Grills must be monitored when in use and must be more than 5 feet away from any structure. The storage of gasoline is limited to 5 gallons and propane to 20 lb canisters.

**6. Campus road signs must be followed.**

Includes following the one way signs in the Evergreen & Prairie neighborhoods.

**7. Only residents can permanently reside in a cottage.**

You are more than welcome to have guests stay for extended amounts of time, but only the residents on the lease can be permanently residing in a cottage.

If you have any questions regarding the rules, please contact the office at 309-232-8822.

# **Social Center Reservations**

## **Unlocking/Locking the Building**

Each unit is given a key to use the Social Center outside of business hours. When finished reserving the space, please remember to lock the doors using the same key.

## **Making a Reservation**

Residents can check with the office to see if the desired date and time are available. It is recommended that you visit the space and get familiar with where everything is prior to your event.

## **Silverware**

Residents are welcome to use the silverware stored in the shelves or from the dishwasher (when the white light is on). If you choose to use silverware, we ask that you empty the clean silverware from the dishwasher and load/start the dishwasher prior to leaving. Dishwasher soap is located in the drawer under the sink.

## **Trash**

Please empty the trash in the kitchen after the use of the space. There are additional trash bags inside of the trash can. Please place trash in the dumpster in the Social Center parking lot.

There is no garbage disposal in the sink, so everyone is asked to scrape their plates off into the trash.



# **Social Center Reservations**

## **Stove and Oven**

Due to the sensitivity of the fire alarms, please turn the overhead vent on when using the stove or oven. Please double check the stove before turning off the vent as the knobs are prone to turn on the burners with the lightest touch.

## **Furniture**

You are welcome to move the furniture around any way you wish, but please return it to the original setup prior to leaving.

## **Sink**

There is no garbage disposal in our building, so please place any food waste in the garbage.

## **Extra Supplies**

Extra supplies for the restrooms are located in the closet next to the office. Extra supplies for the kitchen are located in the supply closet in the kitchen. During extended office closures, some supplies may be stockpiled in the restrooms.

## **Fire Alarm**

The fire alarm box is located in the supply closet next to the office. Should a false alarm occur, make sure the problem is resolved, then open the fire alarm box, press the red button followed by the green button. In the event of an actual emergency, please evacuate the building. The alarm will automatically alert the Eureka Fire Department.

# Moving Out

Should you be moving out, please provide a thirty day notice, preferably in writing. Additionally, we ask that you follow these guidelines:

- If you have a Maple Lawn TV box, please leave it plugged in. Unplugging some boxes can knock out television to your neighbor's unit.
- We will handle the change in Ameren and water accounts. Please do not call either provider. We will also handle the disconnection of Heartland Fiber.
- You will be responsible for disconnecting any landline phone or Frontier/Mediacom Internet service.
- Please leave the modem and router for Heartland Fiber in the unit. If you need assistance identifying these items, please call Heartland Fiber at 309-467-9373.
- Please place all keys and garage door openers in an envelope and label it with your unit number. You can drop this envelope in the black mailbox in front of the office.
- If you have a life lease, please schedule a meeting with Jeremy so he can go over the refund process with you and your family.
- Please leave a forwarding address.
- Once the keys have been received, Maple Lawn Homes will handle the switching of Ameren, water, and Heartland Fiber accounts. Also, the monthly billing from Maple Lawn Homes will stop.



A Nonprofit Retirement Community

**Maple Lawn Homes**.com

309-232-8822 | 116 S Clinton, Eureka, IL



Main Street / Route 117

# Community Map

**Zion**

**Timber**

**Prairie**

**Evergreen**

**Clinton**

**Social Center**

**Gathering Place**

**JPC Apartments**  
Income Based 1 Bedroom  
(Separate Business)  
467-9071

**The Loft**  
Medical Center  
Nursing Home  
(Separate Business)  
467-2337

**Flower Garden**

**Vegetable Gardens**



For more map info: <https://www.centralilmaps.com/woodfordgisWAB/>