

Home Guide for Tenants *and* Providers



**INCLUSIVE
NEIGHBORHOODS
HOUSING
CORPORATION**

www.INHCMC.org

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Welcome To Your Home!

We would like to welcome you to your new home. Renting a home has many joys, but it also means responsibility and hard work. It is our goal at Inclusive Neighborhoods Housing Corporation to provide the best value for your rental dollar. We need your help in order to keep our rents at low rates.

In this booklet, you will find instructions on how to take care of your home and answers to questions that are most often asked by our tenants and their support providers. Some of these things you can do for yourself; your support provider will assist you with others.

By working together to take care of your home, we can keep your house in good repair and continue to provide the lowest rent with all of the services to which you have become accustomed.

If you have any questions about your home or lease, call us. We will be happy to assist you.

***** It is highly recommended that you (the tenant) purchase renter's insurance. INHC property insurance does not cover tenants' personal contents.**

Provider Responsibilities

1. Abide by the necessary and reasonable regulations established by INHC, Inc., for the benefit and well-being of the community and the renters.
2. Keep the house and grounds in a clean and safe condition, including proper disposal of all garbage and rubbish, proper storage of flammable liquids and proper use of electrical outlets, electrical extension cords, plumbing, heating, ventilating and other facilities.
3. Store garbage and cans inside the garage/shed, and promptly return to that location after your garbage is picked up.
4. Refrain from throwing sweepings, rubbish, wipes, paper towels, sanitary items or other foreign items into the toilet bowl.
5. Refrain from smoking in the house or garage, and dispose of all smoking-related debris safely and properly, neither on the grounds nor on any neighbor's property.
6. Use utilities in a reasonable manner. **Reporting water leaks immediately.**
7. Staff will assure that property and contents are well cared for.
8. Pay for any repairs, including material and labor, in the case of willful or negligent damage by provider staff to the property or grounds.
9. In keeping with services described in renters' Individual Service Plans (ISP), prevent to the extent possible, the damage, destruction or removal of any part of the dwelling unit property by renters or guests, and illegal conduct or actions detrimental to the community by staff, renters, or guests.
10. Prevent anyone other than renter from living in the house.
11. Take prudent action to maintain good relationships with neighbors.
12. Park only in designated parking spaces and only drive on driveways. Avoid causing ruts alongside of the driveway.
13. Allow INHC and its contractors to enter the house for inspections and to make repairs.
14. Notify INHC, in accordance with maintenance procedures 937.457.2892 of the need for repairs to the house and of unsafe conditions in the house or the grounds which may lead to damage or cause injury.
15. Surrender all keys to the house on the last date of providing service to any individual living in the house. **Pay for lost keys issued to provider or master lock cylinder changes related to provider staff turnover.**
16. Train home staff on the location and use of electrical panel boxes and water shut off valves.
17. Provider is responsible for cost of contractor services when work is not initiated and approved by INHC General Manager.

18.. Provider is responsible for assisting tenants in meeting terms of lease agreement and abiding by INHC policy and procedures as outlined in Home

19. Report Tenant Move in and Move Outs within 24 hours.

- ◆ Change light bulbs
 - ◆ Housekeeping
 - ◆ Pick up yard debris
 - ◆ Carpet cleaning
- ◆ Troubleshoot routine maintenance
- ◆ Train staff on location of water shut off valves and electrical panel
- ◆ Train staff on how and when use water shut off valves and electrical panel
 - ◆ Salt and shovel sidewalks/entryways
 - ◆ Keep water softener supplied with salt
 - ◆ Keep water filters clean/replaced
- ◆ Report bedbugs to INHC Maintenance for extermination
- ◆ Notify INHC Maintenance, in accordance with maintenance procedures (937-457-2892), of any routine/emergency maintenance concerns
 - ◆ Test smoke detectors and replace batteries at least twice a year
 - ◆ Use Emergency After Hour Maintenance Services Responsibly



Inclusive Neighborhoods Housing Corporation does **NOT** permit smoking in your home or garage. If you or your provider chooses to smoke, you must smoke outside and you must dispose of your cigarette butts in an appropriate container. These containers must be emptied or disposed of properly at the end of the day/shift. Cigarette butts are not to be disposed of in bushes, on the ground or in the yard, or by throwing them in the neighbor's lawn. Please dispose in a safe manner to avoid a fire hazard.

Lease Summary

- ◆ Your rent is due the 1st day of every month. Rent is payable by check or money order. Cash is not accepted. Please send all payments to: INHC
PO Box 115
Englewood, Ohio 45322
- ◆ All leases are on a month-to-month basis and automatically renew until either the tenant or INHC gives a 30 day notice.
- ◆ Tenant/Provider must notify INHC of necessary repairs in accordance with maintenance procedures (937-457-2892).
- ◆ You are responsible for putting the utilities in your name and paying your utility bills on time.
- ◆ You are expected to maintain the house in the same condition in which it was received, except for normal wear and tear. If you fail to keep the house in good condition, your lease can be cancelled and/or you can be billed for damages.
- ◆ No one else can live in the house except for the people who have signed a lease.
- ◆ You may not paint or change the house unless you have permission from INHC.
- ◆ Pets are forbidden unless it's a "service or companion animal 'covered under the Americans with Disabilities Amendments Act of 2008 (ADAAA), Section 504 of the Rehabilitation Act of 1973 ("Section 504'), the Fair Housing Act, the Individuals with Disabilities Education Improvement Act (IDEA), the Air Carrier Access Act of 1986, the Ohio Revised Code, and the Ohio Administrative Code" and/or a licensed professional.
- ◆ When you call for maintenance, we consider your request as permission to enter your house.
- ◆ You are expected to respect the neighborhood and do nothing to disturb the peace of the neighborhood.
- ◆ You are responsible to make sure that neither you nor any of your house guests do anything to break the law while in your house.
- ◆ Quiet hours are 11 p.m.—7 a.m.

Lawn Care

INHC will provide basic lawn care at your home. We will mow your yard. Mulch/rock will be put around the house every other year. If you plant a vegetable garden or a flower garden, we suggest you mark it with stakes or a little fence so our lawn crews don't accidentally mow over it. **If you plant vegetable gardens or make significant alterations to the landscaping, you must have prior authorization from INHC.** You are responsible for taking care of the vegetable garden, which includes pulling weeds.

We appreciate any assistance providers and tenants can provide to ensure INHC properties are well kept.

Snow Removal

INHC and its contractor will provide snow removal services to your home once the **snow has accumulated two or more inches.** We remove snow from the driveway **ONLY.** It is important that you put all vehicles in the garage or on the street to allow the crews to remove the snow properly. Snow will only be removed from areas the crews can access. We highly recommend that you keep a snow shovel and salt/calcium (for concrete areas). A broom will aid you in removing ice/snow when the accumulation is less than two inches. We also recommend that you salt/calcium the steps and walkways prior to predicted precipitation. INHC does not provide salt/calcium. Please be patient and give contractors time to respond.

Garbage

Please keep your garbage in garbage cans with lids on them. This will keep bugs and animals away from your garbage. Remember to regularly clean out the inside of your cans to keep them free of bugs and odors. If you have a shed or garage, please store your garbage cans inside the garage/shed and promptly return them to that location after your garbage is picked up.

Tenants are responsible for scheduling and paying for bulk trash pickups and compliance with local code enforcement.

Please put your garbage out weekly.

Maintenance Requests

Routine Repairs

All routine repair requests must be reported to INHC by contacting INHC Maintenance at 937-457-2892 or nfrazier@mcbdds.org. If you have any questions regarding the status of the maintenance request, please contact our office at 937-457-2892.

Emergency Repairs

All emergencies must be reported by calling our office. Do **NOT** e-mail emergency requests. **Emergency Hours begin 4:00pm – 7:00am Monday – Friday, Saturday, Sundays and Holidays**

For emergencies during regular business hours, please call INHC Maintenance at 937-457-2892. If INHC maintenance is unavailable, call 937-657-9201. **Please do Not call the after hours emergency numbers for routine maintenance repairs or during regular business hours.**

For emergencies only during non-business hours, please call Dave Birch at (937) 657 -9201

Please do not call after hours with issues that are NOT emergencies. Only emergency calls will receive services after regular business hours or on weekends/holidays.

Special Projects

We may occasionally need to do extensive work to a property. We will work with you and your provider to inform you of the work schedule and ensure that the work is completed at a time convenient to you. Special projects might include new flooring, painting interior of home, or major kitchen or bathroom renovations.

Providers are responsible for the cost of contractor services that are not authorized and/or approved by INHC, but initiated by provider.

Provider Supported Emergency Assistance

Provider staff should be trained on the location of the electric panel box and water shut off lines.

Emergency Safety Planning

Tenants are encouraged to develop an emergency safety plan that includes alternative housing due to unplanned housing displacement.

Classification of Maintenance Requests

Routine

- ◆ Leaky Faucet
- ◆ Clogged toilets – if there is more than one toilet in the house
- ◆ Appliance Repair (refrigerator – provider needs to see that food is removed or iced down in cooler – INHC is not responsible for spoiled food)
- ◆ Furnace Filter Replacement
- ◆ Bed Bug Treatment
- ◆ Lawn Maintenance & Snow Removal
- ◆ Window Screen Repair
- ◆ Garbage Disposal
- ◆ Various other minor repairs
- ◆ Garage Door
- ◆ Drywall wall patch and repair
- ◆ Broken Bathroom Fans
- ◆ Bedroom lock outs

Emergency

- ◆ Gas line – broken or leaking
- ◆ Fire
- ◆ Loss of power - if tenants need power for medical equipment
- ◆ Broken water lines * Exposed electrical lines
- ◆ No heat or air conditioning
- ◆ Broken exterior door locks
- ◆ Any other condition that might cause harm to the tenant or others or cause damage to the property

INHC recommends you obtain renter's insurance to cover your personal property.

After Hours Emergency Maintenance Requests

Call the Board of DDS emergency number at (937) 657-9201.

Leave a message with

- 1.) Contact name
- 2.) Call back number
- 3.) Property address
- 4.) Nature of the emergency

Your call will be returned within 20 minutes.

Appliances

INHC provides all major appliances in each home. This includes the range, dishwasher, refrigerator, washer, and dryer. Some homes might also be equipped with a garbage disposer. INHC will only pay for repairs or replacement of the major appliances. You must contact INHC Maintenance to schedule repairs/replacement. All other appliances (microwaves, etc.) are the responsibility of the tenant/provider. INHC does not repair or supply secondary refrigerators/freezers

Dishwasher

Always rinse dirty dishes before putting them into the dishwasher. Make sure you do not block the spray arms when loading. Do not put plastic items in the dishwasher. Use only dishwasher detergent in your dishwasher. Never use regular dishwashing soap in your dishwasher. Please do not sit on the dishwasher door, or lay heavy objects on the door when it is open as this will break the hinges. Report leaking dishwashers to INHC Maintenance immediately and turn off water source. If appliance is leaking, do not use until INHC Maintenance tells you otherwise.

Washer/Dryer

When loading the washing machine, do not put too much clothing into it. Overloading will cause the machine to shake and sometimes not operate. Do not use more detergent than necessary, and always keep your washer/dryer level. Be sure to clean the lint trap on your dryer after each load. It is your responsibility to reattach a dryer hose that becomes disconnected. Report leaking washing machines to INHC Maintenance immediately and turn off water source. If appliance is leaking, do not use until INHC Maintenance tells you otherwise.

You are responsible for alternative laundry service during appliance repair.

Garbage Disposals

Always remember to run cold water when you are using your disposal and for at least a minute after you finish. This helps prevent blockages. Never pour cooking grease into your disposal or sink. This will block the disposal and sink lines. Other items you should never put down the disposal are bones, onion skins, egg shells, rice, celery or spaghetti. If you drop a solid object such as a knife or fork into your disposal, turn it off immediately. Be sure the garbage disposal is not running when reaching into the disposal to remove the item. **Misuse of garbage disposal may result in its removal.**

Smoke/Carbon Monoxide Detectors

Each INHC home has a smoke/carbon monoxide detector system. When the system detects smoke, carbon monoxide or excessive heat, an alarm will sound. You should then follow your fire evacuation plan. After you call 911, please contact INHC and inform us of the fire or carbon monoxide detection. Test the smoke detector and change the batteries at least twice a year. Daylight Savings time change is a good time to check the batteries.

Light Bulbs

You should always have a supply of light bulbs on hand to use when bulbs burn out. Always use a low wattage bulb (40-60 watt). We also recommend that you use LED or CFF fluorescent bulbs. They last longer and use less energy.

Wall Maintenance

The walls in your home should be cleaned with a sponge or cloth dipped in a mild soap and warm water to remove dirt and fingerprints on your walls. “Magic Erasers” are also available at your local store to remove smudges and marks. Do not use scotch tape on walls; instead, use masking tape or framed posters/pictures. Small holes for nails are acceptable.

INHC will provide repainting services as needed. Report holes in walls to INHC Maintenance.

**** PAINTING **** Painting is not allowed without express written permission from INHC. There are 5 standard colors that INHC allows for each property. Please contract Carri Paschal, for permission to paint.

Door Locks

INHC will manage all door locks (exterior and interior). Do not change the locks for any reason. Contact INHC Maintenance if you feel there is a reason to change the locks. Providers are responsible for getting the house keys back from staff that will no longer be providing services at the home. Failure to collect the keys at the end of employment may result in the provider being charged for the replacement of the locks and keys.

Window Treatments

INHC does not provide window treatments. This includes the replacement cost of window blinds damaged during the course of your lease. INHC will install tenant/provider-purchased blinds via work order request. The installation is considered low priority and will be completed accordingly.

Vinyl /Tile Floor Care Recommendations

Clean floors at least once a week using warm water and a damp mop. Do not use a shining or wax product as these will seal in the dirt. Do not use bleach directly on the floor. Make sure your kitchen table and chairs have floor protectors under the legs to prevent scratching or damaging the floor.

Carpet Care

It is your responsibility to keep the carpet clean in your house. You should vacuum your carpet at least once a week to keep dirt from being ground into the carpet. If you see dirt on the carpet, you may have to vacuum more often. Anytime you spill something on your carpet, you should clean it up immediately. We recommend that you always keep carpet stain remover in your home. Test the stain remover in a small area first. We recommend that you have the carpets cleaned twice a year. You may have to do this more often if you have excessive staining. If you use a wheelchair, work with your provider to wipe off the wheels when you enter the house in bad weather. This will prevent mud from being tracked into the house in warm weather, and ice and road salt in the winter.

Bathroom Care

You should thoroughly clean your bathroom with a disinfectant cleaner at least once a week. Do not use bleach on the floors. If this is not done, soap scum will begin to build up on your tub/shower and sink. Also be sure to clean your toilet with a toilet bowl cleaner and a toilet brush. Lack of cleaning will also cause your bathroom to smell and will cause a fungus and mildew to grow in the bathroom grout/caulking. Be sure to use your ventilation fan/window during and after showers/baths to avoid moisture build-up and to ventilate odors. Hang wet towels to dry. Report any ventilation fans not working to INHC Maintenance.

Please DO NOT allow water to stand after showering. Dry floor immediately after showering to prevent slip hazards and damage to floors.

Toilets

Be careful not to flush any paper products down a toilet other than toilet paper. Items such as paper towels, personal wipes, rubber gloves or feminine hygiene products will clog your toilet and should not be disposed of in this manner. If your toilet becomes clogged, you should use a toilet plunger and attempt to solve the problem before calling INHC Maintenance.

Plumbing repair cost related to flushing paper products down the toilet other than toilet paper may be billed to the tenants.

Toilets (continued)

If the toilet begins to overflow, turn off the water valve at the back of the toilet, and clean the floor. If you have a toilet that continues to run after flushing, please contact INHC Maintenance immediately. A running toilet will result in very high water bills. **Tenants are responsible for water bill, when INHC is not notified of running toilets.** * Note: A clogged toilet is NOT an emergency that should be reported after hours, unless all toilets in the house are clogged.

Household Tool Kit

We recommend that you have a simple tool kit in your home (hammer, screwdriver, pliers, lubricant, toilet plunger, etc.). There will be simple repairs to your house that you or your provider can complete. For instance, you may be able to tighten a loose screw on a kitchen cabinet, **unclog a drain**, or oil a squeaky hinge. This will save a trip by INHC maintenance and help keep our costs down and your rent affordable.

Pest Extermination

When warm weather arrives, so do some other unwelcome visitors such as ants, mice, roaches, or other creepy crawlers. We recommend the following:

- ◆ Vacuum your kitchen floor daily to remove all food crumbs. Wash the floor at least once a week. Immediately clean up food or beverage spills.
- ◆ Do not leave unwashed dishes in your sink for any length of time.
- ◆ Keep lids on all your trash cans.
- ◆ Make sure your garbage is taken out regularly.
- ◆ If you collect pop cans for recycling, wash them out with water and store them in plastic garbage bags.
- ◆ Take the cans to your recycling location often, or put in a recycling bin for pick up.

If you begin to see a few bugs/mice, purchase and use over-the-counter sprays and traps. Be sure to follow the directions on the label. If the problem persists, contact INHC Maintenance to request an exterminator inspection of the home. You may be asked to pay for the cost of extermination depending on the situation. Do not call a pest-control company directly, as you will be responsible for the cost.

Providers must be present for pest treatment.

Bed Bug Protocol

When tenants return home from work, day programs, and other locations (ex: parents' and friends' homes), they should enter the house through the garage or where there is hard flooring,

if possible. They should also be checked for evidence of bed bugs. Pay attention to inside and outside of shoes, lace holes, socks, pant legs, leg areas, and around hands and arms. If evidence is found, items should be bagged and taken to the washer immediately. They should be washed in hot, soapy water, and dried on the hottest setting for at least 20 minutes. If the items cannot be washed immediately, they need to at least be placed in the dryer on the highest setting for 20 minutes. The individual should then take a shower or bath if deemed necessary. Call INHC Maintenance on the next business day to report bed bugs (dead or alive).

Surfaces with live bed bugs should be sprayed with Steri-Fab/90% isopropyl alcohol solution. Do not spray these solutions on individuals or his/her clothing, or on any electrical equipment.

If you live in an apartment or multi-family home, we discourage sharing of vacuum cleaners, as this can transport bed bugs from one location to another. If using a vacuum or vacuum attachment in an infested residence, it is a good idea to finish up by vacuuming up a small amount (1/4 cup) of cornstarch, talcum powder, or diatomaceous earth. The vacuum action will cause the powder to be aerosolized and drawn into the bed bugs' breathing holes, which will suffocate them. Then immediately place the vacuum cleaner bag in a plastic bag, seal tightly, and discard it in a container outdoors to prevent captured bed bugs from escaping into the home.

Do not redistribute items (furniture, etc.) from one individual served in a suspected infested dwelling to another as this may be a means of contamination. Bed bugs are excellent hitchhikers that can hide in furniture, clothing, or other items brought from infested areas.

**DO NOT CONTACT OR CONTRACT FOR PEST CONTROL DIRECTLY. PLEASE
CALL INHC TO REQUEST BED BUG
INSPECTION. 937-457-2892.**

Tenants may choose to select a contractor to provide bed bug treatment independent of INHC at their own expense. Please notify INHC prior to scheduling service.

Bed Bug Infestation Treatment / Client Preparation

When there is a bed bug infestation in a home, contact INHC Maintenance as soon as you notice the infestation to have an exterminator come out to treat. Prior to the exterminator's arrival at the

house, there is a list of steps that need to be taken to ensure effective treatment. The most common reason for extended infestations is not having the treatment area properly prepared.

Please follow these preparation steps:

- ◆ Clear the floor of clutter in ALL rooms and closets.
- ◆ Strip beds, including any hideaways, and any sleeping bags used as bedding. Lean box springs and mattress against the wall. Ticking may be removed from off the back of the box springs during treatment.
- ◆ Discard old, infested mattresses and box springs outside by the dumpster and away from any structure. Be sure to cut or slash all discards so nobody else would want to pick them up and use them.
- ◆ Wash bedding after treatment and before replacing on beds. NOTE: This is best done while treatment is performed.
- ◆ Empty dresser drawers, night stands, suitcases, desks and other storage units so they can be inspected and/or treated. Inspect the household goods being removed for the presence of bed bugs. Place items in plastic bags/containers that can be sealed. Household goods which are infested and cannot be treated must be discarded or de-infested in some other way. Alternative methods for de-infesting household goods can be discussed with the exterminator. If discarding items, do so in sealed bags and placed in outside dumpster(s). Do not move infested items to other areas of the building without having them inspected and/or treated.
- ◆ Wash infested clothing in water as hot as practical, and place back after the treatment.
- ◆ Move furniture away from walls.
- ◆ All wall-mounted items should be removed so they can be inspected and/or treated.
- ◆ Window treatments (curtains, drapes, etc.) that are infested should be removed and steam cleaned.
- ◆ Suitcases/luggage from travel/guests should be carefully examined, as this is a common route of entry for bed bugs.
- ◆ Put away “personal items” that you don’t want anyone to see, as the exterminators will do a thorough inspection.

Note: INHC does not supply mattress encasements.

Emergency Generator Protocol

When power is lost to a home with an emergency generator outlet equipped property, the following protocol listed below needs to be followed by not only the Board of DDS maintenance staff, but the provider for the home.

1. PROVIDER

A. Step One (1) Look outside and try to determine

- i. If your neighbor's homes are powered,
 - 1. Check the homes electrical panel to see if circuits are tripped to the off position

B. Step Two (2) Provider staff should call DP&L when power is lost to the home at (937)331-3900.

- i. Follow prompts to report and get information on local power outage
- ii. If AES OHIO projects the outage to last 6 or more hours, DDS will bring emergency generator to home
- iii. Be prepared and give information to MCBDDS emergency staff

C. Step Three (3) call the Board of DDS emergency number at (937)657-9201.

Leave a message with contact name, call back number, property address, and nature of the emergency. Your call will be returned within 20 minutes.

See INHC Home Guide for Emergency Response Protocol

D. Step Four (4) Provider staff should notify program director/ manager of outage

For medical exception to the long term outage policy, please

Contact Carri carri@inhcmc.org

2. MCBDDS - Upon Notification via the Emergency number

A. Step One (1): The Board of DDS maintenance will call AES OHIO and confirm that the property is out of power and determine the length of time the home will be out of power. If AES OHIO has determined the outage is widespread and has no timeframe for power to return, or if we have no DP&L response within two (2) hours, proceed to step 2.

i. MCBDDS will communicate response plan and time line with provider staff.

B. Step Two (2): The Board of DDS maintenance staff will deliver and install the fully gassed generator at the location. The trained DDS maintenance staff will place the generator at a safe location on the property in proximity of the generator outlet.

i. IMPORTANT- the generator should NEVER be moved from this location. Moving the generator to an unsafe location could cause serious illness or even death from carbon monoxide fumes.

C. Step Three (3): The maintenance technician will prepare to energize the newly created subpanel by manually flipping over the transfer switch. The selected circuits (AC/ Furnace, refrigerator, bedroom lights, etc....) will be energized once the generator is started. The provider staff must not alternate any circuits WITHOUT supervision or guidance from a Board of DDS maintenance technician.

i. Please note: during the onset of the outages, please make sure refrigerator/freezer doors remain shut (food will last longer) and that you do your best to maintain your environment (heat/cooling) by keeping doors closed.

D. Step Four (4): The Board of DDS Maintenance technician will start the generator and determine which rooms/ appliances the generator can support for the property.

PLEASE NOTE:

Generators are not capable of restoring service to the entire property but to power essential systems to allow tenants to remain in the property until the power is restored.

PLEASE SHARE INFORMATION REGARDING GENERATOR OPERATION DURING STAFF/ SHIFT CHANGES

E. Step Five (5): The Board of DDS maintenance staff will determine a schedule to return to the property to fuel the generators intermittently.

F. Step Six (6): The Board of DDS staff will leave a flyer with the provider with emergency phone numbers to contact if there are any issues.

G. Step Seven (7): Once AES OHIO power is restored to the area, the Board of DDS maintenance staff will either return to the home, or instruct a provider, on how to turn off the generator, and flip the transfer switch back to public utilities. The maintenance staff will then take the generator back to the board owned facility.

IMPORTANT: Public utilities cannot be switched back on until Maintenance staff has transferred the generator power switch to off- failure to do this properly could cause back feeding in the power lines.

INHC recommends that Providers and Tenants have an emergency response plan that includes relocation if required due to long term housing displacement regardless of cause.

IMPORTANT

- Staff and tenants should refrain from interfering with generators unless directed by MCBDDS maintenance staff
- It is essential to keep flashlights available and in a known designated area for power failures.

Please test the batteries in your flashlights when you test your smoke detectors (or change in seasonal times).

- **AES OHIO emergency power restoration efforts** supersede INHC policy and procedures. Non DP&L technicians and/ or contractors are prohibited from servicing, gassing, and/ or interfering with DP&L installed emergency equipment.
- Providers are encouraged to develop an emergency backup plan if relocation is necessary for tenants during an emergency situation. INHC bears no financial responsibility for the relocation of tenants due to weather related or power grid related power outages.
- Generators are not able to run furnaces that are powered by a heat pump. Maintenance will notify staff when this is the case.



PROVIDER STAFF SHOULD BE EDUCATED ON THE LOCATION OF THE PROPERTY'S ELECTRICAL PANEL, FLASH LIGHTS, AND EMERGENCY KITS.



INHC
Inclusive Neighborhoods
Housing Corporation

PO Box 115, Englewood, Ohio 45322

CONTACT US:

CEO: Carri Paschal

Phone: 937.457.2860 / Fax: 937.854.0492

Email: carri@inhcmc.org

INHC Office Manager: Kathleen Ditmer

Rent / Billing/ Utilities

Phone: 937-457.2852 / Fax: 937-854-0492

Email: kathleen@inhcmc.org

Routine Maintenance / Emergencies: Nikki Frazier

Phone: 937.457.2892 / Fax: 937.854.0492

Email: nfrazier@mcbbds.org

Emergency – Non-business Hours: Dave Birch

Phone: 937.657.9201

Email: dbirch@mcbbds.org

Emergency Hours

**Between 4:00pm -7:00am Monday– Friday, Saturday, Sunday
and Holidays**