



New Tenant Orientation

The Housing Network of Hamilton County

3/20/2014

Attachment to Lease



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

Welcome to your new home. We hope you will be very happy living in a Housing Network of Hamilton County home.

This packet will introduce you to the rules for living in your new home, how to care for your home, and what to do if you have a maintenance problem. Please review the packet and return the signature page with your lease.



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

Move-In Procedures

Before you move in there are some documents we need from you. You should complete these before moving into your new home.

MOVE-IN CHECKLIST

If you are interested in living in a Housing Network of Hamilton County home, please contact Christina at (513) 619-2929 or czillich@envisionohio.org to obtain move-in documents and complete the following:

- **Application:** To be filled out and signed by the Tenant and/or Guardian and submitted to The Housing Network of Hamilton County along with Earned Income Verification (EIV) at the beginning of the 30 day trial. (If applicable)
- **Earned Income Verification (EIV):** This would include copies of all Benefit award letters that the tenant may receive as well as copies of 3-6 months worth of Paycheck stubs (If applicable). We use this information to determine your rent.
- **Security Deposit:** \$150.00 made payable to The Housing Network of Hamilton County
- **New Tenant Orientation:** This is the packet you are currently reading. Please continue reading. When you are done, sign the acknowledgement form attached to the lease and return to Partnerships.
- **Lead Addendum:** The *Protect Your Family from Lead* pamphlet is distributed for the tenant and/or Guardian to keep. The Lead Addendum will be attached to the Lease. Please sign and return it acknowledging that you received the Protect/Pamphlet from Partnerships.
- **Move-In Inspection:** Once you have selected your new home, an inspection will take place on the Unit by the maintenance technician for the home to determine what condition the room is in upon move in. A Move-out Inspection is done as well when the tenant moves out to ensure that the room is in the same condition upon move in.
- **Lease:** The lease is created once rent is determined. Rent is determined to be 30% of the tenant's income. The Lease needs to be signed by you or your guardian if you have one and returned to Partnerships.

Move-Out Procedures

We hope you enjoy living in a Housing Network of Hamilton County home and stay with us for a long time, but if you do decide to move, here is what we need from you.



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

MOVE-OUT CHECKLIST

- **30 Day Letter:** Notify The Housing Network of Hamilton County in writing 30 days prior to moving out. (Emails are accepted.) Please include a forwarding address to ensure that the security deposit is mailed to the correct address.
- **Move-Out Inspection:** A move-out inspection will be performed by the Maintenance Technician on the home after all of the belongings, furniture, etc. have been removed from the room. As long as the room is in the same condition it was upon move-in, a check will be generated to return the tenant's \$150.00 security deposit and pet deposit, if applicable. If the room is found to have damage (excluding normal wear & tear) then an assessment will be done to determine what portion of the security deposit is withheld for damage.

Caring for Your Home

We hope you will take pride in your new home by keeping it clean and caring for it so that it looks its best. Below are some things you should do to care for your home.

General Maintenance

Special Projects

Occasionally we may have to do extensive work to a particular property such as roof repairs, painting, and basement repairs. We will work with you and your provider to make you aware of our work schedule to ensure that the work is completed at a time convenient to you.

Inspections

Housing Resource Group/Partnerships' maintenance staff come to your home several times a year even if you don't call with a maintenance request. There are things that we have to check to make sure that your house is operating OK and to find any repair work that may not have been reported to us. Following is a list of our inspections.

- Furnace Inspection (yearly)
- Furnace Filter Changes (monthly)
- Smoke Detector/Safety Inspection (yearly)
- General Maintenance Inspection (monthly)

We appreciate your cooperation with our inspection program. It helps to make sure that your house stays in good repair and operates safely.



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

Household Tool Kit

We recommend that you have a simple tool kit in your home (hammer, screw driver, pliers, lubricant, toilet plunger, etc). Very often 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 or use a plunger to unclog a toilet. This will save a trip by Partnership's Maintenance worker and help keep our costs down.

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 the inside of your garbage cans to keep away bugs.

If you recycle cans, we recommend washing them out and storing them in plastic bags to keep ants and other insects away. Even after doing these things, you should take the cans to a recycling center regularly so they do not attract unwelcome visitors.

If you need to dispose of large items like a mattress, you will need to contact your garbage company and schedule a pickup for large items.

Light Bulbs

You should always have a supply of light bulbs on hand to use when bulbs burn out. When replacing light bulbs, always use a low wattage bulb (40 – 60 Watts). High wattage bulbs in enclosed spaces give off heat, can be unsafe, and will usually burn out quicker. Also it is a good idea to buy good quality bulbs. Inexpensive bulbs tend to burn out in a very short time. If you are unable to reach the light and change the bulb, contact us and we will send someone over to assist you.

Window Coverings

The Housing Network of Hamilton County provides window coverings (blinds or curtains) on each window when you move it. It is your responsibility to clean and maintain the window coverings. If you would like to replace your blinds/curtains with your own, you may purchase them and we will install it for you.

Bugs

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

- Vacuum your kitchen floor daily to remove all food crumbs. Wash the floor weekly. (See Floor Care Recommendations.)



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

- 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 garbage cans. Make sure your garbage is taken out regularly.
- If you collect aluminum cans for recycling, wash them out with water and store them in plastic garbage bags. Take the cans to your recycling location regularly.

If you do begin to see a few bugs, contact our office and we will send someone over to spray for them.

Indoor Maintenance

Floor Care Recommendations

Here are some tips for the care of your vinyl or ceramic floors in either your bathrooms or kitchens.

1. Sweep your kitchen floor each day to pick up any food crumbs, which may attract insects. Clean floors on a weekly basis using warm water and a cleaning product such as Mr. Clean, Spic 'n' Span, Lysol, etc.
2. DO NOT use products such as Mop 'n' Glo, shining products or wax of any kind. These products will seal in any dirt left on the floor. The only way this can be removed is by stripping the floors, which in turn could damage the vinyl.
3. Be sure to keep bathroom ceramic tile free from soap scum to avoid falls. If the floor becomes slippery, use a product such as Lysol Soap Scum Remover or X-14 Soap Scum Remover, which can be purchased at any grocery store, to wash the floor and then rinse thoroughly.
4. **Make sure your kitchen chairs and table have coasters on their legs. Unprotected chairs and tables will scratch or gouge kitchen floors.**
5. Do not allow water to accumulate on any floor surface.

Wall Maintenance

The walls of your home are painted with a washable paint. Regular cleaning with a sponge or cloth dipped in soap and warm water will remove any dirt or fingerprints that are on your walls. Do not install hooks, nails, or other hardware into the ceiling or doors, including installing ceiling fans, light fixtures or hanging plants. Do not paint, repair or make improvements to the ceiling, walls or doors. If a repair is needed, contact Housing Resource Group/Partnerships.

If you use a wheelchair and are regularly bumping part of a wall and gouging it, please contact us. We will put protective strips or corner molding on the wall as needed.

Sink and Drains

Items like hair, grease, large food items, personal hygiene items, etc... may clog drains in sinks and tubs. Do not try to flush these down the drain. If a drain is clogged or running slow you may



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

attempt to unclog it using a plunger. Do not use products like “Draino” as they may damage pipes. If the drain does not unclog with plunger, contact Housing Resource Group/Housing Network and we will send someone to unclog the drain. Tenants may be held responsible for repairs to clogged drains resulting from putting objects down the drain.

Care of Laminate Flooring

1. Vacuum or use a dust mop frequently. If necessary, wipe with a damp cloth using Armstrong Once ‘n Done No-Rinse Cleaner. Use the lowest dilution ratio and do not flood the floor. A light damp mop is all you need.
2. For spills, spray and wipe with Armstrong Once ‘n Done trigger spray.
3. Do not use soap-based detergents or “mop and shine products.” As these may leave a dull film on your floor.
4. Do not use abrasive cleaners, steel wool, or scouring powder. They can scratch your floor.
5. Do not wax or polish your floor.
6. **Use Floor Protectors or Felt Pads on furniture and chairs. Unprotected chairs and tables will gouge the floor.**
7. Use a natural or colorfast mat at outside entrances.

Bathroom Care

You should thoroughly clean your bathroom with a disinfectant cleaner once each week. If this is not done, soap scum will begin to build up in your tub and sink. Also be sure to clean your toilet with toilet bowl cleaner and a toilet brush. Lack of cleaning will cause fungus and mildew to grow in bathroom grout. You can find toilet bowl cleaner, tub and grout cleaner and floor cleaner at your local supermarket.

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 immediately to prevent the carpet from being stained. We recommend that you always keep some carpet stain remover in your home to use when spills occur. Carpet stain remover can be found at your grocery store.

If you use a wheelchair, work with your provider to wipe off your 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.

Typically, we will clean carpets 1x a year. You may have to do this more often if you have excessive staining. If your carpet needs additional shampooing, call us to schedule a cleaning. Tenants may be financially responsible for cleanings in excess of 1 per year.



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

Appliance Maintenance

You are responsible for keeping your appliances clean. Keeping your appliances clean will not only make your home look nicer, but will help the appliances last longer. Follow these steps to maintain your appliances.

Refrigerator

Your home comes equipped with a refrigerator. Keep it clean by wiping up any spills immediately. If needed, use a damp cloth and dishwashing soap to clean the inside.

Stove/Oven

Clean up any spills on the stove top or oven immediately after it has cooled to touch with sponge and soapy water. On the stove top, clean stuck on spills with a light degreaser and sponge. For non-self-cleaning ovens, purchase an oven cleaner from the grocery store and follow the directions.

Dishwasher

If you have a dishwasher, it is important to scrape food and rinse off dirty plates before putting them in the dishwasher. Make sure that you are stacking the dishes correctly and that none of the plates or utensils are blocking the spray arms. It is a good idea not to put plastic items in the dishwasher. Plastic items are too light to stay in the racks during washing and end up on the heating element where they melt. Often this causes damage and requires a service call from the appliance repair person.

Use only a dishwasher detergent in your dishwasher. We recommend that you use a premium product such as Cascade, Sun Light, or Electrosol. Some less expensive dishwasher detergents leave spots on dishes and glasses and are not always effective in cleaning properly.

Washer/Dryer

When using your washing machine. Be careful not to put too much clothing in the machine. Overloading will cause the machine to shake and sometimes to not operate. Be sure to clean the lint trap on your dryer after each use. Check the pockets on all your clothes and remove loose change or objects, which can damage your washer or dryer, or clothes. If you are washing nylon stockings, make sure they are in hosiery bags designed to hold nylons while they are being washed. Otherwise, your stockings can get tangled in the washing machine motor.

Toilets



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

Be careful not to flush any paper products down the toilet other than toilet paper. Items such as paper towels or sanitary napkins will often clog a toilet. If a toilet becomes clogged, you should use a toilet plunger and attempt to solve the problem before calling us.

If you have a toilet that continues to run after flushing, please contact our office immediately. A running toilet will result in very high water bills.

Heating/Air Conditioning Systems

Your home has both heating and air-conditioning systems. Make sure that when you want warm air, the thermostat is switched to HEAT. When you want air conditioning it should be switched to COOL. When the air conditioning is on, **NEVER set the thermostat below 70 degrees.** This is extremely important. If it is set lower than 70 degrees, the unit can freeze up which can result in serious damage to the unit. If you have problems with your furnace or air conditioner, please call the Housing Resource Group/Partnership's office.

Garbage Disposals

Always remember to run water when you are using your disposal and for at least two minutes after you finish. This prevents blockages.

Never pour cooking grease into your disposal or sink. This will clog the disposal and sink lines.

If you drop a solid object (such as a knife or fork) into your disposal, turn it off immediately and seek help from your support provider to get it out. Be careful to never reach into your garbage disposal while it is running or when someone else might turn it on.

Carbon Monoxide Detectors

All Housing Network of Hamilton County homes have had a carbon monoxide detector installed. The detector runs off house hold current. You do not have to change batteries. The detector samples the air for carbon monoxide every two and one half minutes. The blinking dot in the window indicates the carbon monoxide detector is working. The number in the window indicates the level of carbon monoxide in your home. Usually the number will be a "0".

If alarm sounds: Note the reading and press the reset button to silence the alarm. If alarm continues and reading is below 35, call The Housing Network of Hamilton County at 513-619-2929.

If the reading is 35 to 100: Open the doors and windows and call The Housing Network of Hamilton County. If anyone is experiencing symptoms, call 911 for medical assistance.

If the reading is 100 or above: Evacuate the house, call The Housing Network of Hamilton County and wait for assistance. If anyone is experiencing symptoms, call 911 for medical assistance.



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

DO NOT remove or unplug the carbon monoxide detector in your home. They are installed for your safety.

If you have a garage attached to the house, DO NOT warm up/run your car in the garage. This can allow Carbon Dioxide to enter the house.

Smoke Detector System

Each home is equipped with smoke detectors. **Do not remove or tamper with smoke detectors.** When the smoke detectors detect smoke, an alarm will sound. You should then follow your fire evacuation plan and when you are in a safe area call 911.

If you experience any problems with your smoke detectors call Housing Resource Group/Partnerships. We will ensure any necessary maintenance is completed.

Outdoor Maintenance

Lawn Care

Housing Resource Group/Housing Network will provide basic lawn care at your house. We will mow your yard (usually every week), and put mulch down around the house once a year. We will also have your lawn treated with weed and feed when necessary. A little flag marker will be put in your yard when this is done.

If you plant a vegetable garden or flower garden we suggest that you mark it with stakes or a little fence so our lawn crews don't accidentally mow over it.

We encourage you to plant flowers around your home and to take care of them and every now and then pulling out any weeds that are sticking up. It will help your house look better and gardening is a great way to meet your neighbors.

Snow Removal

Remember, according to your lease snow removal is your responsibility. We will try to assist with removing snow by plowing or shoveling driveways and sidewalks after a snowfall, but please keep in mind that our staff are responsible for over 100 homes and may not be able to get your driveway and/or sidewalk cleared off before you need it. If you need assistance with snow removal make sure you have made arrangements with your support provider to give you more timely help.

Vehicles/Parking



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

Tenants and their guests should only park in garages, driveways or on the street. Do not park on the grass or in the yard of the home. Performing maintenance on vehicles (i.e. changing oil) is prohibited on the driveway or in the garage.

Barbeque Grills

Barbeque grills are permitted; however, they must be located at least 10 feet from the home and only operated in well ventilated areas (never in the garage).

Maintenance Request Procedures

Performing the preventative maintenance outlined above will reduce the number of problems at your home. However, from time to time problems with the home will arise that you need our assistance with. It is your (the tenant's) responsibility to promptly report any maintenance problems. Charges for damages to the home resulting from unreported maintenance problems can be assessed to the tenant. To report a maintenance problem please follow these guidelines:

DURING NORMAL BUSINESS HOURS (Monday- Friday 8:30 a.m. – 4:30 p.m.):

Call Christina at (513) 619-2929 or email: czillich@envisionohio.org to report needed maintenance or repairs at the home. Any calls, messages or emails will be logged and assigned priority as follows:

- **Priority 1:** Emergencies- no heat, no water, gas leaks, complete sewage back-up, broken locks preventing access to the home.
 - **Response time is immediate.**
- **Priority 2:** Security problems including broken windows, completely clogged drains and fixtures, non-functioning appliances, serious roof leaks, and pest infestation.
 - **Response time within 24 hours.**
- **Priority 3:** Improperly functioning systems such as doors, windows, etc., slow draining fixtures and drains, improperly function heating, air conditioning equipment, and appliances, and pest problems.
 - **Response time is within 1 week.**
- **Priority 4:** Capital replacement items such as painting, floor finishes, driveways, walks, etc., personal requests of a tenant.
 - **Response time will be determined on a case-by-case basis.**

FOR EMERGENCIES AFTER NORMAL BUSINESS HOURS:



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

Emergencies are only those that involve:

- No Heat/No Air
- Complete Sewer Back-Up (no functioning toilet)
- Extensive Storm Damage
- Vandalism or Fire
- ANY Incident Requiring Help from: police, fire department or other municipal safety forces, gas leak, flooding in the home or loss of power in home.

Call (513) 435-3221 to access the emergency phone. The emergency phone will be manned at all times after normal working hours on weekends and holidays. If you have to leave a message, you will receive a call back within 30 minutes. If you have not heard from someone within 30 minutes, try the system once more. If you do not hear from someone within the additional 30 minutes, please call (513) 379-4358 and someone will return your call as soon as possible.

Excessive Damage

The Housing Network of Hamilton County wants to work with tenants, service providers and Service Coordinators in the ongoing care of all homes and asks for your cooperation in addressing issues and solving problems related to the home. Tenants are responsible for excessive damage to the home beyond normal wear and tear. ***The Housing Network of Hamilton County handles every instance of excessive damage on a case-by-case basis as a reflection of every individual's specialized circumstances and needs. For this reason, there is no universal definition for when typical wear and tear becomes excessive damage.***

In some instances where excessive damage has occurred, the home may require immediate attention to ensure the health and safety of everyone living in the home is maintained. Please report a situation or conditions where excessive damage has occurred IMMEDIATELY. To report such occurrences, please follow Maintenance Request Procedures:

- **DURING NORMAL BUSINESS HOURS (Monday- Friday 8:30 a.m. – 4:30 p.m.):**
Call Christina at (513) 619-2929
- **FOR EMERGENCIES AFTER NORMAL BUSINESS HOURS:**
Call Emergency Line at (513) 435-3221

The Housing Network of Hamilton County's Maintenance Technicians perform monthly maintenance and cleanliness inspections on the home to ensure that each home is properly cared for. During these inspections, Maintenance Technicians may observe or discover excess damage that has not been reported. At such times, The Housing Network will reach out to the tenant, their service provider and/or their Service Coordinator to determine what happened and assign responsibility.



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

The Housing Network of Hamilton County's can offer flexibility on a case-by-case basis in resolving situations with excessive damage in a home. Such as:

- Determination of Excessive Damage (i.e., number of occurrences over a period of time versus one-time events).
- Flexible Payment Plans for Tenants or Responsible Family Member

Bed Bugs Notification & Treatment Procedures

You must promptly notify Partnerships:

- Of any known or suspected bed bug infestation or presence in the dwelling, or in any clothing, furniture or personal property.
- If any condition or evidence exists that might indicate the presence or infestation of bedbugs, or of any confirmation of bed bug presence by a licensed pest control professional or other authoritative source.
- Of any recurring or unexplained bites, stings, irritations, or sores of the skin or body which may be caused by bed bugs, or by any condition or pest you believe is in the dwelling.

Upon notifying Partnerships, you must proceed with the following treatment procedure:

- Please contact The Housing Network of Hamilton County for information regarding preferred extermination contractor(s).
- Select extermination contractor, promptly contact and request service.
- Cooperate with and follow instructions of extermination contractor in the treatment of infestation. Cooperation is also required of support providers, your family members, all other occupants, and guests.
- Provide The Housing Network with copies of documentation proving: extermination services were provided at the property; payment was made in full; and, full cooperation and treatment of personal property, furniture, clothing and other possessions.
- Partnerships' policy for treatment of bed bugs requires a minimum of three (3) treatments.

The Housing Network will not approve – under any circumstances – treatment of bed bugs by a resident/tenant, family member, or provider on their own.

Tenants ARE RESPONSIBLE:

- To pay for all reasonable costs associated with treatments of the home and personal property, furniture, clothing and possessions.
- To cooperate with and follow instructions of extermination contractor in the treatment of infestation.



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

- To provide The Housing Network will copies of all documentation related to extermination of bed bug infestation.
- If The Housing Network confirms the presence or infestation of bed bugs upon termination of the lease (pursuant to terms of the Lease Agreement), you may be responsible for the cost of additional bed bug extermination treatments and cleaning.
- The Housing Network is not - under any circumstances - responsible for any costs related to bed bug infestation and extermination that you are liable for.



The Housing Network of Hamilton County

3030 West Fork Road, Cincinnati, OH 45211

Phone: 513-619-2929 Fax: 513-619-2982

I acknowledge that I have received a copy of Partnership's for Housing's New Tenant Orientation. I understand that these rules are an attachment to the lease and that any violation of these rules may be grounds for termination of the lease.

Tenant/Guardian Signature

Date

Management Signature

Date