



CREATIVE HOUSING CREATIVE RENOVATIONS



Happy 26th Birthday!

Earlier this week I came across a picture of my two children as toddlers standing in front of our office building which was under construction. It dawned on me that they are now in their 20's. I did the math and realized that our 25th year had passed by without us taking note.

Well, we have been a bit busy. Currently we have 189 Apartments, 104 duplex units, 250 single family homes and close to 600 people living in the rent subsidy program....and we are completing, through Creative Renovations, over 300 renovations to private properties on an annual basis.

The years ahead look exciting with planned expansions in all of our programs. For right now though it is overdue time to pause and say thank you to our tenants, their families, our partners at Franklin County Board of DD, our contractors, and support providers. It has been an incredible 26-year journey. I look forward to the positive impact we will have on our community in the years ahead.

Patrick Rafter
CEO

In this Issue

- Groundskeeping
- Primus Keys
- Newsletter participation
- Provider partnership
- Thermostat basics
- Rent Subsidy
- Maintenance
- Leasing News
- Renovations

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Patrick Rafter
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Creative Housing main office under construction 1999



CREATIVE HOUSING CREATIVE RENOVATIONS

We want to hear from YOU!

We would love to hear from you and share your news. Please submit any news you would like to share (a pet photo, new home décor, anniversary story, vacation photo, or even roommates just hanging out) to maintenance@creativehousing.org. We will consider including it in our next newsletter!



A Few Words from *Groundskeeping...*

You may notice new bushes being planted at your home. We are in the process of replacing older, overgrown bushes with ones that will stay green in the winter and stop growing beyond a certain size. The new bushes will give your home warm color during the cold months and the lack of need for trimming will help keep long-term costs low, ensuring affordable rents.



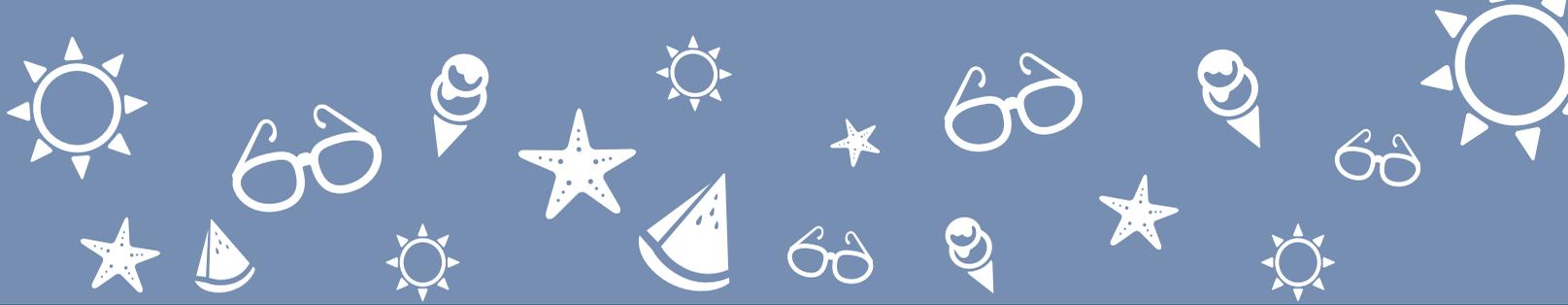
Globe arborvitae plantings at our Hopkins property

Keys, Keys, Keys!

By the end of July, all 546 Creative Housing homes will have the Primus locking system installed. It will have taken nine months to implement the Primus Initiative in the homes. This system eliminates unauthorized copies of keys, promotes safe and consistent delivery of support services and reduces lockout hardships. The investment will provide long-term benefit and savings, supporting low tenant rents.



Tonya Reeves (staff) brings Jeff Smitherman, Robert Hummel, Judith Gove, and Randy Smalley to our office to pick up their new Primus keys



Provider Partnership Appreciation

We had the pleasure of hosting a partnership seminar last month to share information about Creative Housing to provider organizations, guardians and the county board staff. The conversations both in the room and after the seminar are proof positive that by understanding each other's roles and working together, we can truly have a positive impact on the lives of those we jointly serve.

We would like to highlight examples of provider partnership excellence. These efforts help keep costs down and rents affordable and most importantly, result in our clients having the best community home setting possible.

Thank you, **CSS** staff who noticed the hose bib in the back of the home was leaking and a large puddle of water had accumulated in the back yard, then went to the basement and turned the supply valve to the hose bib off. Staff then checked the hose bib outside, noticed it was still dripping a little bit and called us with beneficial detail. There are some basic household "maintenance" tasks related to living in a home that should be commonly known. Taking steps to stop the leak then following up with us helped prevent a high water bill and helped us anticipate the most appropriate fix before getting to the home.

Thank you, **CORI Care** staff who called back to report their clogged toilet was taken care of by a supervisor. Each of our field technicians care for approximately 180 homes. The time spent responding to a service call that was already resolved could be time taking care of someone else's service needs. Callbacks to cancel a service request allows the field tech to focus efforts effectively and efficiently.



Thank you, **Goodwill** staff who was willing to check "the other" bathroom for a GFCI outlet and reset the outlet to resolve the power outage in the bathroom. She was able to remedy the routine household problem for the ladies in the home faster than waiting for a field technician to respond to a service request.

Thank you, **CLE** staff for emailing a noted photo to highlight specifics to the concern. By caring enough to provide clear explanations of a concern and/or helping us troubleshoot over the phone, we are able to address and resolve issues expeditiously...

sometimes immediately over the phone.

If you would like to recognize a provider excelling in support services as a spotlight feature in the next newsletter, please email us at maintenance@creativehousing.org or call us at 614.418.7725 x16.



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Meet the newest member of the CHI maintenance team!

Jerome Broady started with us in April.

Make sure to say hi if you see him out in the field!



Jerome Broady, Jr.

THERMOSTATS 101

Extreme temperatures can put excess strain on a home's HVAC system and create a need for emergency repairs. When we receive a call regarding a heating or cooling issue we request someone on location to walkthrough troubleshooting with us. Reporting information from the thermostat helps us help answer questions that can then expedite service.

Is your thermostat **SCREEN** blank? If yes, it needs a new battery.

What is the **INSIDE TEMPERATURE**? This is the number on the left under "Inside"

Is the **FAN SETTING** on "On" or "Auto"? CHI recommends the fan be kept in the "On" position in peak heating/cooling months. We will also ask if there is any air blowing out of the vents when the fan is set to "On". Setting can be changed by pressing the lower left button.

What is the **THERMOSTAT SET** to? This is the number on the right under "setting".

TEMPERATURE CONTROLS

Is your **SYSTEM SETTING** on "Heat", "Cool" or "Off"? Setting can be changed by pressing lower right button.

DISCLAIMER: Your thermostat may not look exactly like this. However, these are the basic controls on every thermostat.

From the Desks of our Rent Subsidy Dept...

A friendly reminder to report any 'bug' sightings (roaches, bed bugs, etc.) IMMEDIATELY to the Rent Subsidy department at Creative Housing. Please send to Traci (tfowler@creativehousing.org) or Katie (kwillis@creativehousing.org)

If you are moving, please remember to turn your keys into your landlord once you have removed your belongings. Have a Safe & Happy Summer!





Leasing News. . .

Did you know - Creative Housing continues to pay for high water overages. According to the lease, tenants can be charged the difference between normal usage and excessive water bills. Please help us control water usage so we will not have to pass the cost on to our tenants.

Here's what you and your staff can do to help:

- Report leaking/running toilets, faucets and outside hose bibs to our Maintenance Department as soon as possible.
- If you have new bushes planted and being watered, please let us know.

Do not wait until we reach out to you regarding a high water bill. Our goal is to keep costs down so we can continue to offer affordable housing.

TRASH REMINDERS: Except on collection day, no garbage can(s) or other receptacles can be visible from any place outside the house. This also goes for bulk trash pick-up.

If you are moving or have bulk trash, please call your city trash service provider to schedule a pick-up. If your property has a community dumpster, please call Jennifer at 614-418-7725 x10 to schedule a pick-up.

DO NOT take out your bulk trash before a pick-up has been scheduled.

What's Happening in Creative Renovations...

Our Creative Renovations team continues to serve individuals and families throughout Central Ohio, providing safe and affordable accessibility renovations which are customized for each client. Continuing to support everyone who wants to stay at home as long as possible, Creative Renovations completed our 4th year of sponsorship of community outreach through March Safety Month in This Week Community Newspapers.

Christie Stouffer also earned certification from the Living in Place Institute as a Certified Living in Place Professional. Combined with her Building Industry Association current status as a Certified Aging in Place Specialist, home mod waiver expertise and over 10 years specializing in accessibility renovation, she can provide the best individualized renovation solution possible to clients in Central Ohio.

We also sponsored the Little Hercules Foundation for the 3rd year at the Duchenne Dash 5/10k Dog friendly walk/run. As always, it was a fun event and we would love to see you there. If you have any interest in joining us next year, please let us know!





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No one likes being the last to know....

Check out our website www.creativehousing.org and subscribe to our newsletter or email your information to frontdesk@creativehousing.org and we will sign you up – be sure to include whether or not you are a tenant, family member, guardian, provider or county board staff.

If you want to be in-the-know of renovation happenings, visit our renovations website at www.accessibilityrenovations.org and subscribe to our newsletter or email your information to projects@creativehousing.org and we will sign you up – be sure to include whether or not you are an existing or potential client, tenant, family member, guardian, provider, or county board staff.



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If you would like to send us a message, email us!
frontdesk@creativehousing.org – for general or leasing inquiries
maintenance@creativehousing.org – for service requests or property maintenance inquiries for Creative Housing homes
projects@creativehousing.org – for renovation inquiries

Changing Housing-Building Hope

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