



**CREATIVE
HOUSING**
**CREATIVE
RENOVATIONS**



Since 1992

Big Things Coming in 2017!

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A Few Words from the CEO-

Key Security: One of the issues that has bothered us over the last few years is the number of duplicate keys being made for our properties, which have the potential to pose real problems to our tenants's security. Beginning in January, over the next year and a half we will be installing a new key security system in all of our properties. This will be a major undertaking. You can find more information on the coming system in this newsletter. We will also communicate directly with each home's (or apartment) tenants and their guardian/families as we install the system. We ask for your patience and cooperation during the change over which will make for a definite improvement in the security of our properties.

Evaluation Forms: Also included in this newsletter is our semi-annual evaluation form. Please take time to fill it out and return it to us. It is important information as we continue to evaluate and improve our services. We share and go over every returned survey. Your suggestions are always appreciated as are your positive comments which I always pass on to our staff.

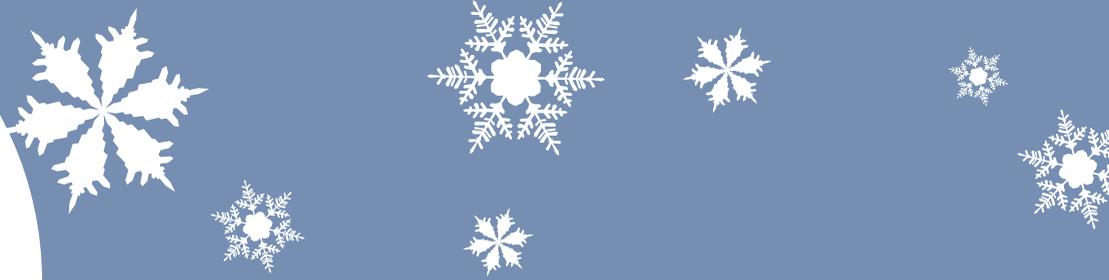
Thank you and you have our best wishes for a happy holiday season!

Patrick Rafter/CEO



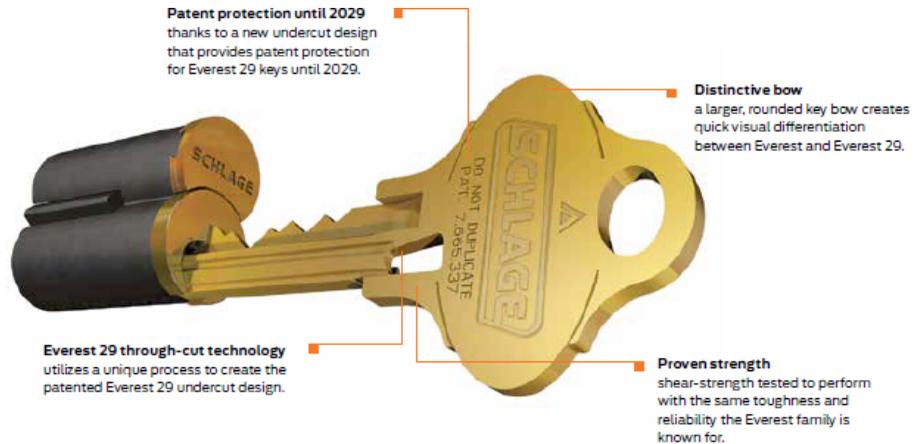
CREATIVE HOUSING

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SAFETY & SECURITY

CHANGES COMING FOR YOUR LOCKS AND KEYS



We have exciting news!

Creative Housing|Creative Renovations will be implementing new measures to increase home safety & security for each of our tenants. We refer to this system as our Primus Initiative.

Throughout 2017 and 2018, CHI will be changing every exterior lock cylinder in your home, including the locks on your house door to an attached garage and the lock on the door of a detached garage, if you have one.

These cylinders are special because they can only be unlocked with a special key unique to Creative Housing. This will prevent unauthorized copies of keys being made, reducing the number of keys that may be obtained by persons with bad intentions.

The cylinders and keys are manufactured by Schlage, who maintains control of the distribution of these items. Schlage bases their reputation on the security provided by this cylinder/key system.

Our security measures will also address provider use of keys. With tenant/guardian authorization, a provider can have one key on a tether mounted in a lockbox by the main entrance. This will assist providers in servicing their clients while maintaining control of whom has access to the home. If a resident happens to lock themselves out of the home, the provider can easily and quickly help him/her get inside.

CHI will be working with service coordination, guardians, tenants and providers to set up the change at each and every home.



Since 1992



**CHI COMPLETED A FIELD TEST OF THE PRIMUS INITIATIVE.
BELOW ARE QUESTIONS THAT WERE ASKED FOR YOUR BENEFIT.**

Q: Will I get be given a key to my house?

A: Guardians and Service Coordination will verify appropriate distribution of keys to tenants. If you currently have a CHI key, you may expect that you will be receiving a new one.

Q: Will my provider have a copy of my key?

A: If you or your guardian give CHI permission, your guardian will have access to a key. A lock box with the key tethered inside will be installed.

Q: Who is allowed to use the key in the lock box you install for the provider?

A: Only the provider can use the key in the lockbox. They will sign a user agreement for the key/lockbox and control the code to the lock box. The key in this lock box will always be there through the retractable tether.

Q: What door are you going to install the provider key lock box at?

A: We will install the provider's key lock box at the door used as the main entry to your home.

Q: Will I receive a different key for every lock in my home?

A: If you live in a home that shares a common front door with other units, you will receive two keys. One key will open the front door of your building and one key will open your unit doors.

If you do not have a common front door shared with your neighbors, you will have one key that fits all of your exterior/garage locks. You will have a separate key for any locks inside your home.

Q: When will my locks be changed?

A: This is a long-term project. CHI will start changing locks in 2017. We anticipate the last home will have their locks changed sometime in the year 2018.

Q: I live in CHI rent Subsidy housing. Will my locks be changed?

A: No they will not. We are only changing the locks in CHI owned properties.

Q: Should I call CHI to find out when my locks will be changed?

A: No, as the schedule will be fluid. CHI will communicate the schedule with you/your guardian and service coordinator.

Q: When will you tell me the date my locks will be changed?

A: We will notify you at least a week ahead of when we anticipate the changes at your home.

Q: Why does CHI think the Primus Initiative will be beneficial?

A: CHI had several homes testing the Primus Initiative system since Spring 2016.

Q: What challenges has CHI encountered during the testing period?

A: We did not remove the providers old lock box. So staff wasn't sure what lock box to use. CHI will remove existing lock boxes so that this is the only one they will have to choose from.

Q: I have a Knox box on my home for the fire department to access in case of an emergency. How will the fire department know I have a new key?

A: CHI will work with your local fire department to put a new key inside of their box. Very few CHI homes have a fire department Knox box on them.

Q: Will this really make my home safer?

A: Yes - By limiting the number of keys able to access your home, we are reducing the opportunities of unauthorized access to your home.



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Snow Removal

Creative Housing removes snow/ice only at apartment sites with 3 or more units when there is an accumulation of 2" or more. If you live in a single family home or duplex, please remember to shovel walks and drives at your home.



Cookie Delivery

Your holiday cookie treats are being delivered to you by players and their families from Barcelona United Soccer Club and Pataskala Futbol Club.

www.creativehousing.org

From the Desks of our Rent Subsidy Department...

The rent subsidy department is proud to announce that during 2016 we reached over 500 consumers! We look forward to the new year as we continue to grow bringing on more consumers and landlords. We wish you all a happy and healthy holiday season.

What's Happening in Creative Renovations – 2016

Our Creative Renovation elves have been working harder than ever this year to provide safe, accessibility renovations for many clients throughout central Ohio. We are committed to continuing to educate the community on how either you or a loved one can remain in their home by making simple accessibility modifications that will assist in keeping them safe in the home they love. We've begun using new technology for "creative" accessibility projects in addition to many ramps, bathroom modification, safety modifications, alarm systems, adaptive medical equipment, and automatic door openers.

Holiday safety Tips

Decorations: Choose those made with flame-resistant, flame retardant, and non-combustible materials.

Holiday Lighting: Inspect new and used lighting. Replaced damaged bulbs before using them. Do not use frayed or damaged wiring.

Trees: Use artificial trees to avoid live tree hazards. Please remember we do not allow extension cords.

Traveling Away from Home? Ask a neighbor to keep an eye on your house. Put timers on different lights throughout the interior and exterior of the house. Have newspapers, mail and deliveries held or picked up by someone you trust.

Keep the cold air out!

The cooler temperatures outside can bring a chill inside. Here are a couple helpful tips to help keep your home warm and cozy, while keeping utility bills down.

- Choose a temperature that is agreeable to all tenants.
- If you leave for the day, reduce the temperature by 1 to 3 degrees.
- Ensure all vents are open and not covered by furniture for maximum air flow.
- Turn the fan to the ON position and open bedroom and bathroom doors. This will help circulate the air, helping maintain a consistent temperature throughout the home.

We often find improperly closed windows when responding to "cold room" maintenance requests. Below are a few pictures to help illustrate how to ensure the window locks are properly engaged.

Example of improperly engaged lock: Locking mechanism is in the fully locked position but not engaged. It is closed over top of the outer window lock receiver.

Example of improperly engaged lock: Locking mechanism is half-turned in the locking position, but not engaged with the other half of the window.

Example of properly engaged lock: Locking mechanism is fully engaged in the lock and there is a visible tight fit at the lock.



Tips To Lower Your Utility Bills

WASHER/DRYER:

- Full loads only
- Don't use hot water unless really needed
- Liquid detergent works best with cold water
- Clean the lint trap after every load

DISHWASHER:

- Always fill it completely
- If you only have a few dirty dishes, hand wash them as dishwashers use a lot of hot water and electricity

HEATING:

- Wear warmer clothes
- Set thermostat to lowest possible comfortable temp.
- Never set over 75°

LIGHTS:

- Invest in compact fluorescent light bulbs
- Doing so will save 75% of energy that a standard bulb would use



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Creative Housing, Inc.
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If you know someone who would like to receive this newsletter or be added to our electronic mailing list, please let us know. Also, we welcome articles, advertisements and opinions by Creative Housing tenants. Send items for consideration to:

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2233 Citygate Dr., Columbus, Ohio 43219



Tenant Dan Mitchell in his Gahanna Apartment



Tenant and buckeye fan Dana Nicely