



CREATIVE HOUSING CREATIVE RENOVATIONS

CONTACT



614-418-7725



info@creativehousing.org



creativehousing.org



2233 CityGate Drive
Columbus, OH 43219

BOARD OF DIRECTORS

- Jerry Saunders - Chairperson
- Dan Overmyer - Vice Chairperson
- Rylie McHam - Secretary
- Ashley Cook - Director
- Kevin Aldridge - Director
- Jaime Bystrek - Director
- Logan Philipps - Director
- ***
- Crittly Buenconsejo - CEO

MISSION STATEMENT

Providing safe, accessible and affordable housing to persons with disabilities.

WINTER NEWSLETTER

2023



Changing Housing. Building Hope.

CORE VALUES



At CH|CR we're always focused on all the ways we can add value. From the variety of services we provide to our ever evolving staff members. At the core of it all is our commitment to ensuring each aspect of the services we provide enriches and upholds our core values.

Live in one of our homes? We always welcome feedback and would love to hear from you! Please scan the **QR code** or [click here](#) to complete an online survey.



- 01 Front Cover - Contact Information, Board of Directors, Mission Statement, and Core Values
- 02 Pictures from Rosharon & Leonard's Retirement Celebration, HUD & Leasing, Welcome New Staff
- 03 Breezy Windows, Value Your Home, Online Access, Maintenance, Afterhours, Fire Safety, Fridge & Freezer
- 04 Virtual Footage, Kroger Rewards, Assistive Tech & Adaptive Equipment, Walmart Funds, Holiday Cookies
- 05 Costume Contest, PMRS & Plants, Critty's Corner
- 06 Back Cover - Interested in a Newsletter Feature, Stay Connected, and Contact Us Email Addresses

IN THIS ISSUE

ROSHARON & LEONARD'S RETIREMENT CELEBRATION SHENANIGANS



HUD PROPERTIES & LEASING

After Rosharon retired earlier this year, Jennifer Sisouphanh transitioned into our HUD representative. Should you have any questions relating to any of our HUD properties please contact her at 614-418-7725 x32. Nikki Sanders is handling all matters related to leasing a Creative Housing home. Should you have any questions please email: leasing@creativehousing.org.



Meet the newest members of the CH|CR team! They are all excited to positively impact the valuable service we aspire to achieve daily. Be sure to say hi when you see one of our field techs around town!



Field Tech
Nebiyou Tessema

Field Tech
DeOnca Davis

Field Tech
Adam Twyman



Leasing Associate
Nikki Sanders



Controller
John Spiropoulos

BREEZY WINDOWS? CHECK THE LOCKS

Winter is the time of year we notice our windows letting in the chilly air. Most of the time it's due to them being improperly shut/locked. Be sure to check your windows, it could add valuable savings on heating bills and help keep you warm and cozy. Contact us with any questions at maintenance@creativehousing.org.



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



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

ONLINE ACCESS-YARDI RENTCAFE

Hoping to provide an improved customer experience, Yardi RentCafé provides tenants and their supports, including guardians and payees online access to pay rent and review ledgers. In 2024, the portal will provide another way to submit service requests directly to our maintenance team. Let us help you set up an account by emailing leasing@creativehousing.org.

MAINTENANCE REQUESTS

Did something break? If cabinet doors, drawers, handrails, screen frames, etc. need to be repaired PLEASE do not throw away any parts or pieces. Our maintenance team needs those to make best repairs. If you have any questions or to submit a request call 614-418-7725 x16 or email: maintenance@creativehousing.org.

AFTER - HOURS MAINTENANCE

When reporting an emergency with our afterhours answering service, please provide a contact number where you can be reached for additional questions prior to the tech being dispatched. Be aware of locations for fire panels, hot water tanks, and electrical fuse boxes. The best way to a possible quick fix is to call while at the home so we can go through basic troubleshooting over the phone. The answering service can be reached at 614-418-7725 afterhours.

Emergency Requests (repairs completed within 24 hours)

- Furnace not working and home temp is below 65 degrees.
- Air conditioner not working and the home temp is above 80 degrees.
- No hot water.
- Water or sewage back-up.
- Refrigerator is not working.
- Clogged toilet (if there's only one toilet in the home)



VALUE YOUR HOME KEEP IT FRESH & CLEAN

Now is a good time to clean the vents throughout the home. Dust and other matter that prevent proper air flow can cause the home to feel cold or make it smell when the furnace kicks on throughout the winter season. Also, dirty bath exhaust fans create a fire hazard.



FIRE SAFETY



Beware of fire hazards. Pay attention when cooking and know where your fire extinguisher is located in case of an emergency.

Be prepared and stay safe. Test smoke alarms monthly, replace the batteries annually. Create an escape plan and practice fire drills.

FRIDGE & FREEZER

If you want to keep your fridge and freezer running efficiently, be careful not to overfill it. Overfilling the freezer can block air vents, restrict the flow of cold air, and overtax your refrigerator's condenser, which could lead to a burn out. Reach out to our maintenance team if you have any questions. 614-418-7725 x16 or email: maintenance@creativehousing.org.

Overfilling the freezer can cause ice to build up & your food could develop freezer burn. What a waste!



VIRTUAL FOOTAGE UPDATE

CH|CR partnered with New Horizon Media Group to take on a monumental project. We are ecstatic to report that exterior footage of exteriors at all our homes is complete. Capturing interior footage is underway and we hope to complete virtual documentation of all our homes by the end of first quarter 2024. We understand this project may cause some inconveniences and appreciate everyone's cooperation. Unlike large apartment communities where layouts are "cookie cutter," our homes are all unique and this footage will help us better serve our residents. If you would like to view an example of the footage being obtained, please go to: <https://tour.giraffe360.com/4623b9ada621472582ecbbed380a38e4/>.



Please contact us if you have any questions 614-418-7725 x10 or email info@creativehousing.org.

KROGER COMMUNITY REWARDS

CH|CR is enrolled in a community rewards program with Kroger. We are asking for your support by simply linking your Kroger savings card. Once your card is enrolled, you'll be supporting CH|CR while you grocery shop!

Please visit <http://www.kroger.com> then log into your Kroger account and search for Creative Housing Inc or SH364 then click enroll. By doing this, a percentage of what you spend at Kroger will be donated to Creative Housing! We appreciate your support while you're Krogering!

WALMART COMMUNITY FUNDS



We'd like to express our gratitude to Walmart, who chose CH|CR as a recipient for their community funding program. Sebina, a tenant with Creative Housing, gave a heartwarming speech to the crowd at the acceptance event.

ASSISTIVE TECHNOLOGY & ADAPTIVE EQUIPMENT

Interested in assistive technology such as a Ring Doorbell or iPad application to increase your independence? Interested in a bubble tube or weighted blanket for sensory needs? We can offer supportive guidance navigating the available options. Contact projects@creativehousing.org. Your DODD waiver may help pay for these items.



HOLIDAY COOKIES

Due to reports of porch-pirates taking household goodies and logistical complications, we mailed holiday treats instead of delivering the traditional holiday tins of butter cookies to our residents. We heard from many residents who missed their cookies and with the help of a volunteer crew, deliveries resumed for one more year. In 2024, holiday goodies will be available for pick up at our office.

CH|CR HALLOWEEN COSTUME CONTEST

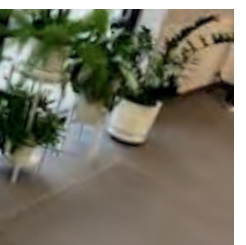
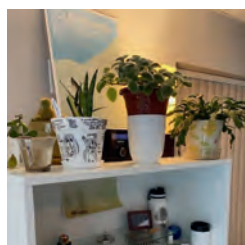
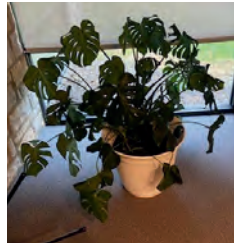
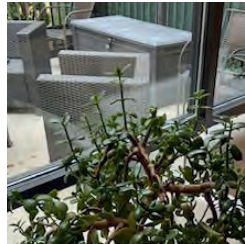


The staff got creative for Halloween and dressed up to compete in a friendly costume contest. Sonny & Cher won best costume. Which one was your favorite? If you'd like to share a photo of you or someone you know with us email: info@creativehousing.org.

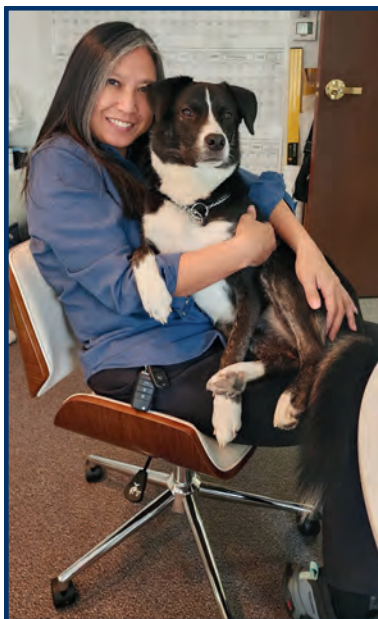
Left to Right: Christie (Sonny), Shannon (Cher), Amanda (Dwight Shrute), Debi (Chic-Fil-A Cow), Madison (Velma), Nikki (Daphne), Liz (Mona Lisa), and Stephanie (Aldi Rep).

PMRS & PLANTS

Debi and Madison take great care of the clients they serve with the PMRS department, but they also help the plants around the office flourish. Madison's green thumb is undeniable and Debi helps out whenever one of the plants need to be repotted. If you'd like to reach out to our PMRS department email: privatemarketrent@creativehousing.org. They would be happy to share affordable rent resources or tips for taking care of your plants at home.



CRITTY'S CORNER



At times it feels like the stress of the pandemic transitioned to different stress rather than disappearing in the post-pandemic era. The pandemic marked a point in time where uncertainty and an underlying sense of anxiousness engrained itself into our DNA. I hope this holiday season gives you a sense of calm and assuredness that all is and will be OK. There are so many things that if we let them, gives us pause to stop and appreciate all that adds value to our lives. For me, one of those things is our office puppy who is no longer the little pup she was in February! Another thing is the sudden outbursts of laughter within the office which make me smile by reflex. And a most favorite thing is a surprise pop in by one of our residents on any given day. Life can tend to highlight intentional acts, but the serendipitous moments are the ones that add value to our lives and I hope the holiday gifts you with many of those. If you would like to chat about anything, please feel free to call me at 614.418.7725 x 26 or email me at ceo@creativehousing.org.



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HAPPY
HOLIDAYS

Would you like to be featured in a future Newsletter?

We are always looking for opportunities to include our tenants! Email your photos and stories to info@creativehousing.org for a chance to be featured in one of our upcoming Newsletters!

Stay Connected!

No one likes being the last to know.... Check out our website www.creativehousing.org and subscribe to our newsletter or email info@creativehousing.org and we will sign you up – be sure to include if you are a tenant, family member, guardian, provider or county board staff.

If you want to be in-the-know of renovation, equipment and assistive technology 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.

Contact Us

Phone: 614.418.7725

Email:

General Inquiries - info@creativehousing.org

Creative Housing Rental Inquiries - leasing@creativehousing.org

Creative Housing Maintenance - maintenance@creativehousing.org

Rent and Payables - payables@creativehousing.org

Waiver and Private Pay Services - projects@creativehousing.org

Private Market Rent Subsidy Program - privatemarketrent@creativehousing.org



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HOUSING**
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