



Clermont Metropolitan Housing Authority

65 South Market Street | Batavia, Ohio 45103

513.732.6010 | Fax 513.732.6520

www.clermontmha.org

Clermont Metropolitan Housing Authority Public Housing Handbook





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<u>Table of Contents</u>	<u>Page</u>
Mission Statement, Fair Housing Policy, Reasonable Accommodation & Privacy Rights	3
Improving the Quality of Life In our Communities	4
Unit Locations	5
Office Locations, Office Hours, Holiday Schedule, Important Phone Numbers & Calling for Routine or Emergency Work Order Requests	6
What is Considered a Maintenance Emergency, Cost of Repairs, Use of Community Building, Installing Fixture, Paint & Wallpaper	7
Renter's Insurance, Smoke Alarms, Fire Safety Concerns, Extermination, Employment Opportunities, Complaints	8
Regarding Rent, Guests, Housekeeping Responsibilities, Pets, Parking	9
Speed Limit, Curfew, Neighbors, Child Safety Concerns, Outside Faucets, Cold Weather Precautions, Trash Pick-Up, Signs at PH Owned Property	10
Housekeeping Standards Inside & Outside Unit	11
Utilities and Utility Company Contact Information	13
What Procedures to Follow When I Plan to Move, Move Out Inspection	14
Community Service Requirement	15
Definition of Work Activities & Community Service Activities	16
Economic Self-Sufficiency Program	17
Section 3, Minority's Business Entity (MBE) Women's Business Entity (WBE)	18



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Clermont Metropolitan Housing Authority (CMHA)

Mission Statement

The mission of the Clermont Metropolitan Housing Authority (CMHA) is to assist low-income families, including those who are elderly or disabled, with safe, decent, and affordable housing opportunities as they strive to achieve self-sufficiency and improve the quality of their lives. CMHA is committed to operating CMHA in a caring, efficient, ethical, and professional manner. The PHA will create and maintain partnerships with its clients and appropriate community agencies in order to accomplish their mission.

Fair Housing Policy

It is the policy of the PHA to comply fully with all federal, state, and local nondiscrimination laws and with rules and regulations governing fair housing and equal opportunity and housing and employment.

The PHA shall not discriminate because of race, color, sex, religion, familial status, age, disability, national origin, marital status, gender identity, or sexual orientation in the leasing, rental, or other disposition of housing or related facilities.

The PHA's central office is accessible to persons with disabilities. Access ability for the hearing impaired is provided by the Ohio Relay Service. You can reach their services by dialing 711 or 1-800-750-0750 for English or 1-888-269-0678 for Spanish.

Notice of Right to Request Reasonable Accommodation

CMHA will make reasonable accommodations in lease and other policy requirements when requested by a qualified resident with disabilities. A person with a disability shall be provided reasonable accommodation to the extent necessary to provide such person with an opportunity to use and occupy the dwelling unit equal to a non-disabled person. At any time, resident may request reasonable accommodation of a disabled household member, including reasonable accommodation so that resident can meet lease requirements or other requirements of tenancy.

Privacy Rights

All adult members in the household are required to sign the form HUD-9886, "Authorization for Release of Information and Privacy Act Notice." In signing this consent form, you are authorizing HUD and the PHA to request income information. HUD and the PHA need this information to verify your household's income to determine that you are eligible for assisted housing benefits and to ensure that benefits are set at the correct level.

The PHA's practices and procedures are designed to safeguard the privacy of applicants and residents. CMHA staff will not discuss or access your family's information contained unless there is a business reason to do so.

All resident files will be stored in a secure location and are only accessible to authorized staff. Files will never be left unattended or placed in common areas.



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Improving the Quality of Life in Our Communities

Elderly Designated

CMHA currently has 81 units designated for the elderly/disabled in the Bethel Woods complex. This property is in a quiet residential area near a park and a local school adjoining the rear of the property is a lightly wooded, walking, and biking trail that residents may use to get daily exercise. There are places to shop, grocery store, pharmacy, and restaurants located nearby.

The on-site community building serves as a multi-purpose facility for staff and residents. The staff offers, community room, kitchen, and laundry facilities are located inside the community building. Residents may rent the community center free of charge for special occasions.

Earned Income Disallowance

The earned income exclusion is designed to help residents achieve greater self-sufficiency. This program allows for up to 100% of earned wages to be excluded from the rent calculation for a specified period to qualifying residents. During this exclusion, the amount of money saved on rent can be used to help residents get on their feet financially and become more independent. For example, the money saved could be used to repair or purchase a more dependable car, to pay off outstanding bills, or start a savings account for that rainy day. There is a maximum 2-year (24 month) disallowance.

Capital Fund Program

Each year CMHA applies for grant monies from HUD through the Capital Fund Program. These grants are used to improve the quality and appearance of Housing Authority properties. Capital Fund Program grant monies allow for improvements to unit interiors and exteriors. Some interior improvements include but are not limited to the replacement of such items as refrigerators, stoves, furnaces, and flooring. Enhancements made to improve unit exteriors include the replacement of outside sheds, exterior doors, window glass and repairing sidewalks, driveways, and siding.



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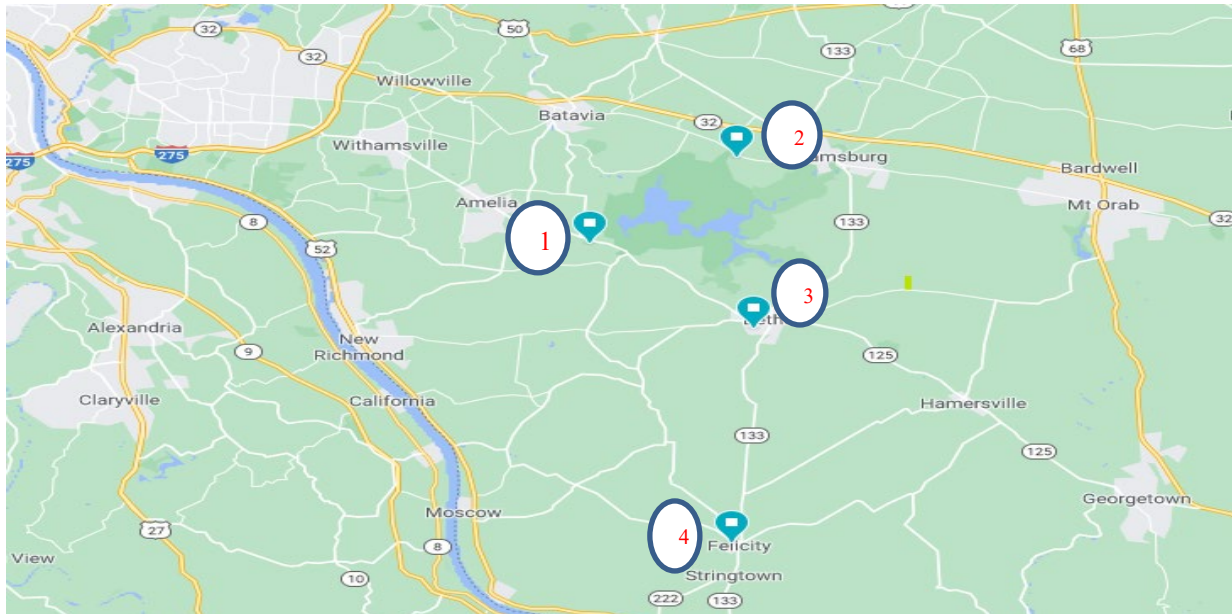
General Information & Frequently Asked Questions

This Handbook is designed to provide general day-to-day information on policies and services available to all residents. Please be sure to review the complete policies as contained within our Dwelling Lease and Authority's Admissions and Continued Occupancy Policy (ACOP).

Where are the Public Housing units currently located within Clermont County?

Community	# on Map	Address	City	Units	Housing Stock
Monroe Woods	1	2173 E Ohio Pike	Amelia	25	Family & Disabled Units
Williamsburg Woods	2	2911 Batavia Williamsburg Pike	Batavia	27	Family & Disabled Units
Bethel Woods	3	610 Easter Rd	Bethel	81	Senior & Disabled Units
Llewellyn Court	4	519 Coffee St	Felicity	8	Family Units
Scattered Sites*	NA	Various	Various	54	Single Family Units

*Location information is available at CMHA's main office (the number and location of the single-family units are subject to change.)





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Where are CMHA's offices located?

Main Office is located at 65 S Market Street, Batavia, Ohio 45103.

Community Center office is located at 610 Easter Road, Bethel, OH 45106.

What are the normal working hours?

Monday through Friday (8:00 to 4:30)

CMHA is closed during the following holidays:

1. New Year's Day (January 1)
2. Martin Luther King Day (3rd Monday in January)
3. President's Day (3rd Monday in February)
4. Memorial Day (4th Monday in May)
5. Independence Day (July 4)
6. Labor Day (1st Monday in September)
7. Columbus Day (2nd Monday in October)
8. Veteran's Day (November 11)
9. Thanksgiving Day (4th Thursday in November)
10. Friday following Thanksgiving Day
11. Christmas Day (December 25)

If a holiday falls on a Sunday, it will be observed on the following Monday; if the holiday falls on Saturday, it will be observed on the preceding Friday.

Important Telephone Numbers

Main Office 513- 732-6010

Main Office Fax Numbers 513-732-6520 or 513-732-0851

Routine Maintenance 513-734-7094

Emergency Maintenance (during regular business hours) 513-734-7094

Emergency Maintenance (after hours, weekends or holidays) 513-515-6666

Maintenance Office Fax 513-734-3393

Calling for Routine or Emergency Work Order Requests

Your work order request gives CMHA permission to enter the dwelling unit during normal working hours to perform the necessary repairs. CMHA will not make appointments to perform required maintenance. Not permitting entry is a violation of the lease. Maintenance can enter the unit if no one is present, but they **will not** enter if only a minor child is home.

Should the resident have a pet, an adult **must be** present for the scheduled inspection or the resident **must have** the pet secured in an area away from the place(s) of the scheduled repairs. If PHA staff enter the unit for a scheduled inspection and find the pet not secured, the scheduled inspection **will not** be completed at that time and the resident will be charged a service call for a return visit to complete the repair.



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What is considered a maintenance emergency?

The following items are to be considered emergency in nature and require correction within 24 hours by either CMHA or the Resident :

1. Broken lock on entry door.
2. Broken window with shattered glass.
3. Plumbing leaks which have the capacity to create flooring or cause damage to the ceiling.
4. Natural gas leaks or smell of fumes.
5. No electric or situations which could result in shock or fire.
6. Refrigerator inoperative.
7. Toilet, if only one, is inoperative.
8. Smoke alarm inoperative or malfunctioning.
9. No heat.
10. Lockout
11. No hot water for 24 hours. (If on a weekend or holiday).
12. No refrigerator for 12 hours. (if on a weekend or holiday).
13. Vandalism
14. Storm or fire damage.
15. No air conditioning free resident with the medical emergency.

What is the residence cost for maintenance repairs?

There is no charge for routine maintenance service unless the resident or guest causes damage that requires repair work. The resident agrees to pay reasonable charges for repairs or damage to the interior and exterior of the dwelling unit. The approved Materials and Labor Rate Schedule is posted on bulletin boards at the CMHA's main office and at the Bethel Woods Community Center and Maintenance Shop.

Am I permitted to use the community building located within my housing development?

Bethel Woods residents may use the Bethel Woods community facilities, in accordance with the Community Room Agreement.

Am I permitted to install any fixture in my dwelling unit?

Any fixtures must be approved in advance in writing by CMHA. The Authority will only grant approval as a Reasonable Accommodation request for a disabled family. The fixture must be professionally installed and will not cause any damage to the building structure. The fixture will stay in the dwelling unit should you vacate. The PHA will not perform repairs on any fixture you install while you are a resident.

Am I permitted to paint or wallpaper any room within my dwelling unit?

Residents are not permitted to paint, put up borders, stencils, or wallpaper in any room. Walls and ceilings must remain the original color that they were on move-in. Should CMHA have to remove borders or wallpaper or use extra paint to cover "unapproved" painting of walls or ceilings, the resident will be charged in accordance with the Labor and Materials rates.



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Who is responsible for Renter's insurance?

CMHA has no liability for a resident's personal belongings. It is the resident's responsibility to obtain renter's insurance if they wish to cover their personal belongings against property loss. Additionally, the resident agrees not to use the dwelling unit or premises for any purpose deemed hazardous by CMHA's insurance company.

Do I have a smoke alarm in my dwelling unit?

All dwelling units have at least (1) electric (battery back-up) smoke detector on each level. There is also a smoke detector in each bedroom as required by HUD regulation. If there is a malfunction with any smoke detector, notify CMHA for immediate repairs. Do not disconnect the smoke detector(s)! This is a fire hazard and a violation of the dwelling lease.

What other fire safety concerns should I have?

No combustible materials are to be placed or stored in areas where the furnace, cooking stove or hot water heater are located. Doors and windows must not be blocked. The shed, garage, basement, or carport is not to be used for the storage of vehicle parts (engine, transmissions, etc.) that can damage flooring or walls. Flammable products cannot be stored in unapproved containers. For single dwelling units, gas can be stored for lawn purposes if it is stored in an approved container. The only purpose for the shed, garage or basement is to store outside furniture and lawn equipment.

Does CMHA provide extermination service?

Extermination service shall be provided for all dwelling units located in multi-family buildings as conditions may require. Single family residents are responsible to provide their own extermination services. Residents are required to report problems such as rat or insect infestation and to permit extermination unless they can prove such services are hazardous to their health as evidenced by a Doctor's statement provided to CMHA. Resident's refusal, at any time after due notice to allow Authority or its authorized agent or contractor access to the dwelling unit for the purpose of extermination, shall constitute separate and independent grounds for termination of the Dwelling Lease and for eviction. Resident shall be required to pay for rescheduled extermination service because of resident refusing to permit extermination service as scheduled.

Are employment opportunities with CMHA available?

To the greatest extent feasible, opportunities for employment will be given to residents of housing communities. Residents are asked to complete a "skills survey" to provide CMHA with a database of job skills and experience for possible future employment with either the PHA or with outside contractors performing work at CMHA locations. The Skills Survey form will be updated annually during the scheduled annual re-certification.

What is CMHA's method of handling complaints?

All complaints need to be in writing. A resident can e-mail the staff at CMHA, drop off the complaint to either the main office in Batavia or the Community Center office in Bethel, or the resident can use the contact us information on our website at www.clermontmha.org. A copy of the complaint form is included in the Handbook.



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Information Regarding Rent

All rent payments must be paid directly to the CMHA's main office, either in person or by mail. There is a drop box located at the main office for rent to be dropped off after hours. For residents who live at the Bethel Woods complex, there is a drop box located at the Community Center building for you to drop off your rent payments. Rent must be paid by check or money order. CMHA **does not** accept cash nor will CMHA accept partial payments. The rent is due on the **first day** of each month but no later than the **fifth day** of each month to avoid a late fee. Failure to pay full rent by the due date constitutes default of the payment and termination of the lease. A check returned for insufficient funds will be considered nonpayment of rent. Any payment made after the 5th of the month shall include a late fee of \$25.00.

Are residents permitted to have guests?

Residents are permitted to have guests, however permitting anyone other than those listed on the lease to reside in the dwelling unit is grounds for eviction. This provision does not exclude reasonable accommodation of guests and/or visitors of a period not to exceed two weeks. If a guest(s) will be staying more than three nights, the PHA should be notified in writing and approval must be obtained from the PHA. Residents are responsible for their guests while they are visiting the dwelling unit.

What are my housekeeping responsibilities?

Residents are responsible for keeping their dwelling unit, basement, yard, storage shed, porches, patios, and garage areas clean and free of debris.

Are residents permitted to have pets?

Residents residing in Public Housing unit can keep common domesticated household pets in the dwelling unit as stated in their lease agreement and in accordance with the Code of Federal Regulations. All pets must be approved in advance by CMHA. Common household pets include one fur-bearing domesticated pet, cat, dog, bird, or fish which may be kept within the dwelling unit. No snakes, lizards, reptiles, insects, wild or feral animals, pot-bellied pigs, animals for commercial breeding, or birds of prey will be permitted. The resident must submit and enter into a Pet Agreement with CMHA, which will state the resident acknowledges complete and total responsibility for the care and maintenance of the pets and pay the pet deposit of \$250.00.

Is there designated parking?

There is no assigned parking at any community owned by CMHA. Parking is on a "first come, first serve" basis; however, CMHA requests all visitors to allow residents the spaces in front of their dwelling. All vehicles on Authority property must be currently licensed and in operating condition. If not, the vehicle will be towed from the property at the owner's expense. Washing vehicles (other than scattered sites where the residents pay the water/sewer charges), changing oil or performing other repair work on Authority property is not permitted. Trailers, campers, and boats are not permitted on Authority property. Motorcycles must park in the regular parking spaces, not within any dwelling unit or on the patio area. No more than two vehicles per dwelling unit. If your household requires more than two vehicles, please contact your Housing Manager to discuss. Only properly licensed vehicles may park in designated "handicap parking spaces."



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Is there a speed limit on the driveways and parking areas?

The speed limit is 10 mph.

Is there a curfew?

A curfew has been established for Monroe Woods and Williamsburg Woods apartment complexes. All children ***under 18*** should not be outside without parental supervision between the hours of 11:00 PM and 7:00 AM unless they are returning from a school function or employment. All other residents must abide by curfews in their communities.

What is my responsibility to my neighbors?

When having guests or if playing electronic equipment, residents should be considerate of neighbors and refrain from making loud noises that will disturb other neighbors. Making loud noises could be in violation of local ordinances and the dwelling lease.

What children safety concerns should I have?

Children should be always supervised. Children are not permitted to play in parking lots or roadways where vehicles are in use. All residents, including children, must be careful not to cause any injury to another residence property or person.

Am I permitted to use the outside faucets?

Residents who rent single family locations are permitted to use the outside faucets. All other outside faucets, located within each housing development, are for CMHA use only. Residents are not permitted to use these faucets.

What cold weather precautions should I take?

To prevent freezing pipes, allow the water faucets in your dwelling unit to drip (a slow trickle), be sure the heat vents are open in the bathroom and utility room. Keep the vanity cabinet doors open. For a better comfort level, open curtains, and draperies in sunny windows and close them in shaded areas. Close curtains and draperies at night. Keep heating registers clean and open and do not allow furniture to block the airflow. Outside vents should be closed. Outside water hoses should be disconnected and stored inside.

How is my trash picked up?

CMHA arranges for trash/rubbish pickup at multi-family developments. Certain scattered site dwelling units are required to have their own trash can receptacles and dispose of all trash/rubbish in a clean, safe, and sanitary manner. Residents must arrange for trash/rubbish pickup with the local waste removal company upon moving into the dwelling unit.

Because children cannot always reach the top of the dumpsters to deposit trash properly, children should not be allowed to deposit trash into the dumpsters. Trash should never be left outside of the dumpsters.

What are the sign regulations?

Signs are not to be placed on exterior doors or windows of the dwelling unit without the prior written consent of CMHA. An exception would be "oxygen in use" for health purposes.



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What are the "Housekeeping Standards" inside your dwelling unit?

General Housekeeping Items:

1. Walls should be clean, free of dirt, grease, holes, cobwebs, and fingerprints.
2. Floor should be clean, clear, dry, and free of hazards.
3. Ceiling should be clean and free of cobwebs.
4. Windows should be clean and not nailed shut. Shades or blinds should be intact. You can also have curtains with white backing.
5. Window covering should be at all windows, non-torn or of poor appearance.
6. Woodworkers should be clean, free of dust, gouges, or scratches.
7. Doors should be clean, free of grease and fingerprints. Doorstops should be present period locks should work.
8. Heating units should be dusted and access uncluttered.
9. Trash should be disposed of properly and not left in dwelling unit.
10. Entire dwelling unit should be free of rodent or insect infestation.

Kitchen

1. Stove & drip pans should be clean and free of food and grease.
2. Refrigerator should be clean. Freezer door should close properly.
3. Cabinets should be clean and neat. Cabinet surface is and countertop should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs. Heavy pots and pans should not be stored under the sink.
4. Exhaust fan should be free of grease and dust.
5. Sink should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
6. Food storage areas should be neat and clean and without spilled food.
7. Trash/garbage should be stored in a covered container until removed to disposal area.

Bathroom

1. Toilet and tank should be clean and odor free.
2. Tub, shower, countertops, and shower should be clean and free of excess mildew and mold. Shower curtain should be in place and of adequate length.
3. Lavatory should be clean.
4. Exhaust fans should be clean and free of dust.
5. Floors should be clean and dry.

Storage areas

1. Linen closet should be neat and clean.
2. Other closets should be neat and clean. No highly flammable materials should be stored in the dwelling unit.
3. Other storage areas should be clean, neat, and free of hazards.
4. There should not be anything stored in the attic (if dwelling unit is equipped).



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What are the "Housekeeping Standards" outside your dwelling unit?

The following standards apply to family and scattered site developments only: some standards apply only when the area noted is for the exclusive use of resident:

1. Yards, storage sheds and garages should be free of debris, trash, abandoned cars, and tires. Exterior walls should be free of graffiti.
2. Maintain and protect lawn areas, trees, shrubs etc. from damage. Grass should be maintained at a height of no greater than 5 inches. Failure of the resident to perform these activities will cause CMHA to complete the work and bill the resident in accordance with the Material and Labor Rates Schedule.
3. Planting of flowers in shrub beds will be permitted; however, CMHA assumes no liability or responsibility for their damage or loss. Flowers may be kept in moveable pots and kept on the patio area.
4. Permit only lawn type furniture on patios and yard areas.
5. Porches/patios (front and rear) should be kept clean and free of hazards. Any items stored on the porch shall not impede access to the dwelling unit.
6. Sidewalks, stoops, steps (front and rear) and driveways should be clean and free of dirt, ice, snow, and debris.
7. Regularly remove all garbage and trash from the dwelling unit, shed, garages, carports, and yard areas.
8. Garbage containers should be securely always lidded.
9. Storm doors should be clean, with glass or screens intact.
10. Parking lot should be free of abandoned vehicles. There should be no vehicle repairs in the lots.
11. Hallways should be clean and free of hazards.
12. Stairwells should be clean and uncluttered.
13. Laundry areas should be clean and neat. Remove lint from dryers after use.
14. Utility room should be free of debris, motor vehicle parts, and flammable materials.



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Utilities

Residents responsible for direct payment of utilities must abide by all regulations of the specific utility company, including regulations pertaining to advance payments of deposits. Failure to maintain utility services and keeping payments current during residency and is a lease violation and grounds for eviction. The utility service must be in the name of an approved adult member of the household or is considered a lease violation and grounds for eviction.

What are the current utility company phone numbers for services at my dwelling unit?

CMHA staff will assist you in determining which utility companies should be contacted for your specific dwelling unit.

Utility	Utility Type	Phone number
Bethel Board of Public Affairs	Water, electric, trash	513-734-2243
Duke Energy	Gas, electric	800-544-6900
Village of Milford	Water, sewer, trash	513-248-5081
Clermont Water Resources	Water, sewer	513-753-3830
CSI /Republic	Trash	513-771-4200
Rumpke Residential services	Trash	513-742-2900
New Richmond utilities	Water, sewer, trash	513-553-2001
Tate-Monroe Water	Water	513-734-2236
Western Water	Water	513-722-1682
Village of Batavia	Water, sewer, trash	513-732-2020
Village of Williamsburg	Water, sewer, trash	513-724 6107



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How Do I Properly Move Out of My CMHA Owned Unit?

1. Submit a "Written Notice of Intent" to move at least 30 days prior to the date you plan to move. A copy of this notice is listed on our website at www.clermontmha.org. You may deliver, mail or fax this notice to the CMHA's Main office at 65 S Market Street, Batavia, Ohio 45103.
2. In accordance with Ohio State Law, CMHA has 30 days from the later of either the actual date of your move out or your notice date to provide you an itemized accounting of your deposit (less any fees, damages, or outstanding rent). For this reason, it is important that you provide CMHA your forwarding address prior to moving out of the unit.
3. Pay all rent and other charges due before moving so that your account is current.
4. Clean the inside and outside of your dwelling unit thoroughly, including all appliances.
5. Remove all trash and debris from the property, both inside and outside the dwelling unit.
6. The rent is due on the (1st) day of the month. Should you stay a few extra days, you will be responsible to pay rent for those days until the keys are turned in to CMHA.
7. Contact the utility companies to have the utilities transferred out of your name and back into CMHA's name.
8. Prior to moving you may request an inspection of your dwelling unit. By attending the move out inspection, you will be made aware of any cleaning requirements or repairs needed before you move.
9. You may notify the Authority that you have moved out by returning the keys to CMHA's main office. **Telling** CMHA you are going to vacate **does not** fulfill your obligation of notification. The date you return your keys to CMHA will be the actual MOVE OUT DATE of record.
10. If you do not request a move out inspection before you move, CMHA will perform this move out inspection after you move. Any repairs or cleaning will be performed by CMHA and charges, if applicable, will be assessed in accordance with the Maintenance and Labor Rate Schedule.
11. If there are charges due after your move out and you have not entered into a repayment agreement with CMHA, in accordance with Authority policy, the total balance due will be forwarded to the Enterprise Income Verification System. This system is accessed by all PHA's throughout the United States to assess eligibility for their programs.

Am I permitted to attend the move out inspection?

Yes. By attending the move out inspection, you will be made aware of any required cleaning or repairs. Charges for any repairs or cleaning performed by CMHA will be assessed in accordance with the Maintenance and Labor Rate Schedule.



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Community Service Requirement

Community service is the performance of voluntary work or duties that are a public benefit, and that serve to improve the quality of life, enhance resident self-sufficiency, or increase resident self-responsibility in the community. Community service is not employment and may not include political activities.

Each adult resident of the PHA, who is not exempt, must:

Contribute 8 hours per month of community service; or Participate in an economic self-sufficiency program (as defined by regulations) for 8 hours per month; or Perform 8 hours per month of combined activities (community service and economic self-sufficiency programs). The required community service or self-sufficiency activity may be completed 8 hours each month or be aggregated across a year. Any blocking of hours is acceptable as long as 96 hours are completed by each annual certification of compliance. The PHA may not renew or extend any lease, or provide for any new lease, for a dwelling unit for any household that includes an adult member who was subject to the community service requirement and failed to comply with the requirement.

Exempt Individuals:

1. Is age 62 years or older.
2. Is blind or disabled (as defined under section 216[i][1] or 1614 of the Social Security Act) and who certifies that because of this disability he or she is unable to comply with the service provisions.
3. Is a primary caretaker of such an individual.
4. Is engaged in work activities (the PHA will consider 30 hours per week as the minimum number of hours needed to qualify for a work activity exemption).
5. Is able to meet requirements of being exempted under a state funded part A of title IV of the Social Security Act, or under any other welfare program of the state in which the PHA is located, including state-administered welfare-to-work program.
6. Is a member of a family receiving assistance, benefits, or services under a state funded part A of title IV of the Social Security Act, or under any other welfare program of the state in which the PHA is located, including state-administered welfare-to-work program and the supplemental nutrition assistance program (SNAP), and has not been found by the state or other administering entity to be in noncompliance with such program.



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Work Activities (under exemption)

- Unsubsidized employment.
- Subsidized private sector employment.
- Subsidized public sector employment.
- Work experience (including refurbishing of publicly assisted housing) if sufficient private sector employment is not available.
- On-the-job training.
- Job search and job readiness assistance (proof will be requested).
- Community service programs.
- Vocational educational training (not to exceed 12 months).
- Job skills training directly related to employment.
- In the case of a family member who has not received a diploma or a certificate of high school equivalency: Education directly related to employment, satisfactory attendance at secondary school, or attending a course of study leading to a certificate of general equivalence.
- Provision of childcare services to an individual who is participating in a community service program.

Community Service Activities

Community service is the performance of voluntary work or duties that are a public benefit, and that serve to improve the quality of life, enhance resident self-sufficiency, or increase resident self-responsibility in the community. Community service is not employment and may not include political activities.

Eligible community service activities include, but are not limited to, work at:

- Local public or nonprofit institutions such as schools, head start programs, before or after school programs, childcare centers, hospitals, clinics, hospices, nursing homes, recreation centers, senior centers, adult day care programs, homeless shelters, feeding programs, food banks (distributing either donated or commodity foods), or clothes closets (distributing donated clothing).
- Nonprofit organizations serving PHA residents or their children such as: Boy or Girl Scouts, Boys or Girls Club, 4-H clubs, Police Assistance League (PAL), organized children's recreation, mentoring or education programs, Big Brothers or Big Sisters, garden centers, community clean-up programs, beautification programs.
- Programs funded under the Older Americans Act, such as Green Thumb, Service Corps of Retired Executives, senior meals programs, senior centers, Meals on Wheels.
- Public or nonprofit organizations dedicated to seniors, youth, children, residents, citizens, special-needs populations or with missions to enhance the environment, historic resources, cultural identities, neighborhoods, or performing arts.
 - PHA housing to improve grounds or provide gardens (so long as such work does not alter the PHA's insurance coverage); or work through resident organizations to help other residents with problems, including serving on the Resident Advisory Board.
 - Care for the children of other residents so parent may volunteer.



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Economic Self-Sufficiency Program

For purposes of satisfying the community service requirement, an economic self-sufficiency is defined by HUD as any program designed to encourage, assist, train, or facilitate economic independence of assisted families or to provide work for such families. Eligible self-sufficiency activities include, but are not limited to:

- Job readiness or job training
- Training programs through local one-stop career centers, workforce investments boards (local entities administered through the US Department of Labor) or other training providers.
- Employment counseling, work placement, or basic skills training.
- Education, including higher education (junior college or college), GED classes, or reading, financial, or computer literacy classes.
- Apprenticeships (formal or informal).
- English proficiency or English as a second language classes.
- Budgeting and credit counseling.
- Any other program necessary to ready a participant to work (such as substance abuse or mental health counseling).



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Section 3

- 1. What is Section 3?** Section 3 is a provision of the Housing and Urban Development Act of 1968. The purpose of Section 3 is to ensure that preference for employment, training and contracting opportunities generated from the expenditure of certain HUD funds is directed to local low- and very low-income persons, particularly those who receive federal housing assistance, and businesses that are owned by or substantially employ such persons.
- 2. What does the term “Section 3 resident” mean?** A “section 3 resident” is: 1) a public housing resident; or 2) a low- or very low-income person residing in the metropolitan area or Non-Metropolitan County where the Section 3 covered assistance is expended.
- 3. What does the term “Section 3 Business” mean?** Section 3 businesses are those that can provide evidence of **meeting one** of the following three criteria: a) 51% or more owned by Section 3 residents; or b) At least 30% of its full time employees include persons that are currently Section 3 residents, or were Section 3 residents within *three years of the date of first hire**; or c) Provides evidence, as required, of a commitment to subcontract in excess of 25% of the dollar award of all subcontracts to businesses that meet the qualifications of a) or b) above.
- 4. How are the terms “low-income” and very low-income determined?** These limits are typically established at 80 percent and 50 percent of the median income for each locality by household size or the number of people residing in one house. For 2020, the Income Limit <https://www.huduser.gov/portal/datasets/il/il2020/2020summary.odn>
- 5. Does being a Section 3 Business mean that a firm is automatically entitled to HUD-funded contracts?** No. Section 3 businesses may need to demonstrate to the satisfaction of the recipient agency they are a responsible Contractor with the ability to perform successfully under the terms and conditions of prospective contracts. The Section 3 regulation at 24 CFR Part 135.36 provides preference to Section 3 businesses but does not guarantee the award of contracts.

For more information on the requirements of Section 3, please visit www.hud.gov/Section3

Minority/Women’s Business Enterprise (MBE/WBE)

- 1. What is a Minority Business Enterprise (MBE)?** Minority business enterprise (MBE) is an American designation for businesses which are at least 51% owned, operated, and controlled on a daily basis by one or more (in combination) American citizens of an ethnic minority.
- 2. What is a Women’s Business Enterprise (WBE)?** A woman owned business (WBE) company must be 51% owned, operated, and controlled on a daily basis by women who are U.S. citizens.
- 3. Does being a MBE or WBE Business mean that a firm is automatically entitled to HUD-funded contracts?** No. These businesses will need to demonstrate to the satisfaction of the recipient agency they are a responsible Contractor with the ability to perform successfully under the terms and conditions of prospective contracts. The MBE/WBE at 24 CFR Part 85.36 *Contracting with Minority and Women’s Business Enterprises* states that: The grantee and sub-grantee will take all necessary affirmative steps to assure that minority firms or women business enterprises are used whenever possible.

For more information on the requirements of MBE/WBE, visit www.hud.gov/program_offices/sdb



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Additional Information Included in the Handbook

1. Grievance & Appeals Policy
2. Smoke Free Policy
3. Material and Labor Rates Schedule
4. Complaint Form
5. It's a Toilet, not a trash can!
6. Applying for HUD Housing Assistance? Think about this... Is fraud worth it?
7. What you should know about EIV
8. Preventing and Getting Rid of Bed Bugs Safely
9. Ohio Tenant-Landlord Law-General Guidelines
10. Notice of Occupancy Rights under the Violence Against Women Act and form HUD 5382
11. Clermont Metropolitan Housing Authority Lease Terminations
12. The Meter's Running-Resident Energy Conservation Guide
13. Protect Your Family From Lead in Your Home
14. Are you a Victim of Housing Discrimination? Fair Housing is your Right.