



Clermont Metropolitan Housing Authority

65 South Market Street | Batavia, Ohio 45103

513.732.6010 | Fax 513.732.6520

www.clermontmha.org

Question and Answers from RAB and Annual Plan Meetings **Meetings were held 5/7/2024 & 5/16/2024.**

Q: Why can't items be placed on the walkways.

A: This is a safety hazard and EMS cannot get their gurneys onto the walkways if there are items blocking it. One resident continued to voice their disapproval and she was provided with the Director's business card.

Q: Patios are not useable/Feels like they can't enjoy the place due to restrictions.

A: It was explained that the walkway restriction was based on safety concerns. Other items may cause damage to the property.

Q: Why can't residents allow people to visit with their pets?

A: If the person visiting has an emotional support animal or service animal, we cannot ban them from the property. If it is their pet, no, you cannot have other pets come to your home. They can cause damage to the property. Resident asked if pet could be left in the car? We said we would not recommend that pets die from being left in hot cars.

Q: Resident asked if fire drills will be conducted at Bethel Woods?

A: The Housing Manager explained this is being worked on and provided the main point of contact. They are working on getting this set up, but the Housing Manager will not be a part of it. It will be worked out with the point of contact and the fire department.

Q: Lights at Bethel Woods?

A: Maintenance and Modernization Supervisor said the contractor has been picked so they are working on this.

Q: Resident said bench outside was moving.

A: Maintenance and Modernization Supervisor said the bolts may have come loose and will look at it.

Q: Resident said gutters need cleaned as they are clogged.

A: The Maintenance and Modernization Supervisor asked them to call in a work order on the building that need cleaned.

Q: Tornados, where do they go? Can information be provided in the monthly newsletter?

A: In the handbook there is a link to the disaster plan for Clermont County. For tornados, go to the center of an interior room on the lowest level (closet, interior hallway). The Housing Manager recently did but will put it in a future newsletter.



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Q: Resident stated his car was broken into.

A: The Housing Manager mentioned she has talked to the police department, and they are providing additional patrols to the property.

Q: Resident asked why they aren't notified if someone has an infestation at their property as they could bring that to the community room or laundry room.

A: We cannot single out any resident who may have an infestation nor can we tell them they can't go to other areas of the property. It was suggested that they live as though anyone could have an infestation at any time and take their own necessary precautions.

Q: Resident asked about cleaning up around the dumpster area.

A: The Housing Manager and Maintenance and Modernization Supervisor explained if area needs cleaned up to put in work order.

Q: Resident asked about light bulbs being changed. Some are physically unable.

A: If you need a light bulb changed and you are unable to do so safely yourself, notify whoever you are putting in the work order with and maintenance will do it as a reasonable accommodation.

Q: Resident asked about locks to laundry room?

A: Maintenance and Modernization Supervisor explained that they have a new lock, and new keys are being cut. Once completed it will be changed and new keys given to residents.

Q: Elongated toilets can residents get if they need.

A: Maintenance and Modernization Supervisor answered if they obtain reasonable accommodation, they could be installed. There are some units where this won't work due to the door won't open.

Q: Assets, what are not included?

A: Operations Director will provide a list to Housing Manager or pass out fact sheet once available on the HUD website.

Update: the fact sheets are now available and were included in the 5/16/2024 meeting and made available to the Residents who attended the RAB meeting on 5/7/2024.

Q: I only receive a small amount in food stamps, are there other resources?

A: The Housing Manager asked if the tenant receives the food boxes each month and they do. We also went over some resources from IPM. The Housing Manager will make sure the dates are in the newsletter if we have them ahead of time and post them in the community room.



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Q: When can I be charged for blinds?

A: It depends on how they are damaged. If it is normal wear and tear, then they will be replaced no charge, but if they are damaged for example by a pet, then you may be charged.