



# Home Guide for Tenants *and* Providers

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# Welcome To Your Home!

We would like to welcome you to your new home. Renting a home has many joys, but it also means responsibility and hard work. It is our goal at Miami Valley In-Ovations, Inc. to provide the best value for your rental dollar. We need your help in order to keep our rents at low rates.

In this booklet, you will find instructions on how to take care of your home and answers to questions that are most often asked by our tenants and their support providers. Some of these things you can do for yourself; your support provider will assist you with others.

By working together to take care of your home, we can keep your house in good repair and continue to provide the lowest rent with all of the services to which you have become accustomed.

If you have any questions about your home or lease, call us. We will be happy to assist you.

**\*\*\* It is highly recommended that you (the tenant) purchase renter's insurance. MVIO property insurance does not cover tenants' personal contents.**

## Bed Bug Infestation Treatment / Client Preparation

When there is a bed bug infestation in a home, contact MVIO Maintenance as soon as you notice the infestation to have an exterminator come out to treat. Prior to the exterminator's arrival at the house, there is a list of steps that need to be taken to ensure effective treatment. The most common reason for extended infestations is not having the treatment area properly prepared.

Please follow these preparation steps:

- ◆ Clear the floor of clutter in ALL rooms and closets.
- ◆ Strip beds, including any hideaways, and any sleeping bags used as bedding. Lean box springs and mattress against the wall. Ticking may be removed from off the back of the box springs during treatment.
- ◆ Discard old, infested mattresses and box springs outside by the dumpster and away from any structure. Be sure to cut or slash all discards so nobody else would want to pick them up and use them.
- ◆ Wash bedding after treatment and before replacing on beds. NOTE: This is best done while treatment is performed.
- ◆ Empty dresser drawers, night stands, suitcases, desks and other storage units so they can be inspected and/or treated. Inspect the household goods being removed for the presence of bed bugs. Place items in plastic bags/containers that can be sealed. Household goods which are infested and cannot be treated must be discarded or de-infested in some other way. Alternative methods for de-infesting household goods can be discussed with the exterminator. If discarding items, do so in sealed bags and placed in outside dumpster(s). Do not move infested items to other areas of the building without having them inspected and/or treated.
- ◆ Wash infested clothing in water as hot as practical, and place back after the treatment.
- ◆ Move furniture away from walls.
- ◆ All wall-mounted items should be removed so they can be inspected and/or treated.
- ◆ Window treatments (curtains, drapes, etc.) that are infested should be removed and steam cleaned.
- ◆ Suitcases/luggage from travel/guests should be carefully examined, as this is a common route of entry for bed bugs.
- ◆ Check pet areas, and wash all pet bedding. Have pets removed prior to treatment. Cover and turn off fish tanks.
- ◆ Put away "personal items" that you don't want anyone to see, as the exterminators will do a thorough inspection.

**Note: MVIO does not supply mattress encasements.**

## Bed Bug Protocol

When tenants return home from work, day programs, and other locations (ex: parents' and friends' homes), they should enter the house through the garage or where there is hard flooring, if possible. They should also be checked for evidence of bed bugs. Pay attention to inside and outside of shoes, lace holes, socks, pant legs, leg areas, and around hands and arms. If evidence is found, items should be bagged and taken to the washer immediately. They should be washed in hot, soapy water, and dried on the hottest setting for at least 20 minutes. If the items cannot be washed immediately, they need to at least be placed in the dryer on the highest setting for 20 minutes. The individual should then take a shower or bath if deemed necessary. Call MVIO Maintenance on the next business day to report bed bugs (dead or alive).

Surfaces with live bed bugs should be sprayed with Steri-Fab/90% isopropyl alcohol solution. Do not spray these solutions on individuals or his/her clothing, or on any electrical equipment.

If you live in an apartment or multi-family home, we discourage sharing of vacuum cleaners, as this can transport bed bugs from one location to another. If using a vacuum or vacuum attachment in an infested residence, it is a good idea to finish up by vacuuming up a small amount (1/4 cup) of cornstarch, talcum powder, or diatomaceous earth. The vacuum action will cause the powder to be aerosolized and drawn into the bed bugs' breathing holes, which will suffocate them. Then immediately place the vacuum cleaner bag in a plastic bag, seal tightly, and discard it in a container outdoors to prevent captured bed bugs from escaping into the home.

Do not redistribute items (furniture, etc.) from one individual served in a suspected infested dwelling to another as this may be a means of contamination. Bed bugs are excellent hitchhikers that can hide in furniture, clothing, or other items brought from infested areas.

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## Provider Expectations

1. Abide by the necessary and reasonable regulations established by MVIO, Inc., for the benefit and well-being of the community and the renters.
2. Keep the house and grounds in a clean and safe condition, including proper disposal of all garbage and rubbish, proper storage of flammable liquids and proper use of electrical outlets, electrical extension cords, plumbing, heating, ventilating and other facilities.
3. Store garbage and cans inside the garage/shed, and promptly return to that location after your garbage is picked up.
4. Refrain from throwing sweepings, rubbish, sanitary items or other foreign items into the toilet bowl.
5. Refrain from smoking in the house or garage, and dispose of all smoking-related debris safely and properly, neither on the grounds nor on any neighbor's property.
6. Use utilities in a reasonable manner.
7. Staff will assure that property and contents are well cared for.
8. Pay for any repairs, including material and labor, in the case of willful or negligent damage by provider staff to the property or grounds.
9. In keeping with services described in renters' Individual Service Plans (ISP), prevent to the extent possible, the damage, destruction or removal of any part of the dwelling unit property by renters or guests, and illegal conduct or actions detrimental to the community by staff, renters, or guests.
10. Prevent anyone other than renter from living in the house.
11. Take prudent action to maintain good relationships with neighbors.
12. Park only in designated parking spaces and only drive on driveways. Avoid causing ruts alongside of the driveway.
13. Allow MVIO and its contractors to enter the house for inspections and to make repairs.
14. Notify MVIO, in accordance with maintenance procedures (937-837-9207), of the need for repairs to the house and of unsafe conditions in the house or the grounds which may lead to damage or cause injury.
15. Surrender all keys to the house on the last date of providing service to any individual living in the house.
16. Provider is responsible for cost of contractor services when work is not initiated and approved by MVIO General Manager.

## Toilets (continued )

If the toilet begins to overflow, turn off the water valve at the back of the toilet, and clean the floor. If you have a toilet that continues to run after flushing, please contact MVIO Maintenance immediately. A running toilet will result in very high water bills. \* Note: A clogged toilet is NOT an emergency that should be reported after hours, unless all toilets in the house are clogged.



## Household Tool Kit

We recommend that you have a simple tool kit in your home (hammer, screwdriver, pliers, lubricant, toilet plunger, etc.). There will be simple repairs to your house that you or your provider can complete. For instance, you may be able to tighten a loose screw on a kitchen cabinet or oil a squeaky hinge. This will save a trip by MVIO maintenance and help keep our costs down.

## Pest Extermination

When warm weather arrives, so do some other unwelcome visitors such as ants, mice, roaches, or other creepy crawlers. We recommend the following:

- ◆ Vacuum your kitchen floor daily to remove all food crumbs. Wash the floor at least once a week. Immediately clean up food or beverage spills.
- ◆ Do not leave unwashed dishes in your sink for any length of time.
- ◆ Keep lids on all your trash cans.
- ◆ Make sure your garbage is taken out regularly.
- ◆ If you collect pop cans for recycling, wash them out with water and store them in plastic garbage bags.
- ◆ Take the cans to your recycling location often, or put in a recycling bin for pick up.



If you begin to see a few bugs/mice, purchase and use over-the-counter sprays and traps. Be sure to follow the directions on the label. If the problem persists, contact MVIO Maintenance to request an exterminator inspection of the home. You may be asked to pay for the cost of extermination depending on the situation. Do not call a pest-control company directly, as you will be responsible for the cost.

Providers must be present for pest treatment.



## Vinyl /Tile Floor Care Recommendations

Clean floors at least once a week using warm water and a damp mop. Do not use a shining or wax product as these will seal in the dirt. Do not use bleach directly on the floor. Make sure your kitchen table and chairs have floor protectors under the legs to prevent scratching or damaging the floor.

## Carpet Care

It is your responsibility to keep the carpet clean in your house. You should vacuum your carpet at least once a week to keep dirt from being ground into the carpet. If you see dirt on the carpet, you may have to vacuum more often. Anytime you spill something on your carpet, you should clean it up immediately.

We recommend that you always keep carpet stain remover in your home. Test the stain remover in a small area first. We recommend that you have the carpets cleaned twice a year. You may have to do this more often if you have excessive staining.



If you use a wheelchair, work with your provider to wipe off the wheels when you enter the house in bad weather. This will prevent mud from being tracked into the house in warm weather, and ice and road salt in the winter.

## Bathroom Care

You should thoroughly clean your bathroom with a disinfectant cleaner at least once a week. Do not use bleach on the floors. If this is not done, soap scum will begin to build up on your tub/shower and sink. Also be sure to clean your toilet with a toilet bowl cleaner and a toilet brush. Lack of cleaning will also cause your bathroom to smell and will cause a fungus and mildew to grow in the bathroom grout/caulking. Be sure to use your ventilation fan/window during and after showers/baths to avoid moisture build-up and to ventilate odors. Hang wet towels to dry. Report any ventilation fans not working to MVIO Maintenance.

## Toilets

Be careful not to flush any paper products down a toilet other than toilet paper. Items such as paper towels, personal wipes, rubber gloves or feminine hygiene products will clog your toilet and should not be disposed of in this manner. If your toilet becomes clogged, you should use a toilet plunger and attempt to solve the problem before calling MVIO Maintenance.

## Provider Responsibilities

- ◆ Change light bulbs
- ◆ Housekeeping
- ◆ Pick up yard debris
- ◆ Carpet cleaning
- ◆ Troubleshoot routine maintenance
- ◆ Train staff on location of water shut off valves and electrical panel
- ◆ Train staff on how and when use water shut off valves and electrical panel
- ◆ Salt and shovel sidewalks/entryways prior to contractor arrival
- ◆ Keep water softener supplied with salt
- ◆ Keep water filters clean/replaced
- ◆ Report bedbugs to MVIO Maintenance for extermination
- ◆ Notify MVIO Maintenance, in accordance with maintenance procedures (937-837-9207), of any routine/emergency maintenance concerns
- ◆ Test smoke detectors and replace batteries at least twice a year

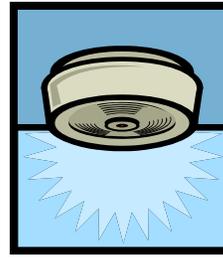


Miami Valley In-Ovations, Inc., does **NOT** permit smoking in your home or garage. If you or your provider chooses to smoke, you

must smoke outside and you must dispose of your cigarette butts in an appropriate container. These containers must be emptied or disposed of properly at the end of the day/shift. Cigarette butts are not to be disposed of in bushes, on the ground or in the yard, or by throwing them in the neighbor's lawn. Please dispose in a safe manner to avoid a fire hazard.

## Lease Summary

- ◆ Your rent is due the 1st day of every month. Rent is payable by check or money order. Cash is not accepted. Please send all payments to:  
MVIO  
5450 Salem Ave  
Dayton, OH 45426
- ◆ All leases are on a month-to-month basis and automatically renew until either the tenant or MVIO gives a 30 day notice.
- ◆ Tenant/Provider must notify MVIO of necessary repairs in accordance with maintenance procedures (937-837-9207).
- ◆ You are expected to maintain the house in the same condition in which it was received, except for normal wear and tear. If you fail to keep the house in good condition, your lease can be cancelled and/or you can be billed for damages.
- ◆ No one else can live in the house except for the people who have signed a lease.
- ◆ You may not paint or change the house unless you have permission from MVIO.
- ◆ Pets are forbidden unless it's a "service or companion animal 'covered under the Americans with Disabilities Amendments Act of 2008 (ADAAA), Section 504 of the Rehabilitation Act of 1973 ("Section 504'), the Fair Housing Act, the Individuals with Disabilities Education Improvement Act (IDEA), the Air Carrier Access Act of 1986, the Ohio Revised Code, and the Ohio Administrative Code" and/or a licensed professional.
- ◆ When you call for maintenance, we consider your request as permission to enter your house.
- ◆ You are expected to respect the neighborhood and do nothing to disturb the peace of the neighborhood.
- ◆ You are responsible to make sure that neither you nor any of your house guests do anything to break the law while in your house.
- ◆ Quiet hours are 11 p.m.—7 a.m.



## Smoke/Carbon Monoxide Detectors

Each MVIO home has a smoke/carbon monoxide detector system. When the system detects smoke, carbon monoxide or excessive heat, an alarm will sound. You should then follow your fire evacuation plan. After you call 911, please contact MVIO and inform us of the fire or carbon monoxide detection. Test the smoke detector and change the batteries at least twice a year. Daylight Savings time change is a

good time to check the batteries.

## Light Bulbs

You should always have a supply of light bulbs on hand to use when bulbs burn out. Always use a low wattage bulb (40-60 watt). We also recommend that you use the new CFF fluorescent bulbs. They last longer and use less energy.

## Wall Maintenance

The walls in your home should be cleaned with a sponge or cloth dipped in a mild soap and warm water to remove dirt and fingerprints on your walls. "Magic Erasers" are also available at your local store to remove smudges and marks. Do not use scotch tape on walls; instead, use masking tape or framed posters/pictures. Small holes for nails are acceptable.

MVIO will provide repainting services as needed and between tenants. Report holes in walls to MVIO Maintenance.

## Door Locks

MVIO will manage all door locks (exterior and interior). Do not change the locks for any reason. Contact MVIO Maintenance if you feel there is a reason to change the locks. Providers are responsible for getting the house keys back from staff that will no longer be providing services at the home. Failure to collect the keys at the end of employment may result in the provider being charged for the replacement of the locks and keys.

## Window Treatments

MVIO does not provide window treatments. This includes the replacement cost of window blinds damaged during the course of your lease. MVIO will install tenant/provider-purchased blinds via work order request. The installation is considered low priority and will be completed accordingly.

## Appliances

MVIO provides all major appliances in each home. This includes the range, dishwasher, refrigerator, washer, and dryer. Some homes might also be equipped with a garbage disposer. MVIO will only pay for repairs or replacement of the major appliances. You must contact MVIO Maintenance to schedule repairs/replacement. All other appliances (microwaves, etc.) are the responsibility of the tenant/provider.



### Dishwasher

Always rinse dirty dishes before putting them into the dishwasher. Make sure you do not block the spray arms when loading. Do not put plastic items in the dishwasher. Use only dishwasher detergent in your dishwasher. Never use regular dishwashing soap in your dishwasher. Please do not sit on the dishwasher door, or lay heavy objects on the door when it is open as this will break the hinges. Report leaking dishwashers to MVIO Maintenance immediately and turn off water source. If appliance is leaking, do not use until MVIO Maintenance tells you otherwise.

## Washer/Dryer

When loading the washing machine, do not put too much clothing into it. Overloading will cause the machine to shake and sometimes not operate. Do not use more detergent than necessary, and always keep your washer/dryer level. Be sure to clean the lint trap on your dryer after each load. It is your responsibility to reattach a dryer hose that becomes disconnected. Report leaking washing machines to MVIO Maintenance immediately and turn off water source. If appliance is leaking, do not use until MVIO Maintenance tells you otherwise.



## Garbage Disposals

Always remember to run cold water when you are using your disposal and for at least a minute after you finish. This helps prevent blockages. Never pour cooking grease into your disposal or sink. This will block the disposal and sink lines. Other items you should never put down the disposal are bones, onion skins, egg shells, rice, celery or spaghetti. If you drop a solid object such as a knife or fork into your disposal, turn it off immediately. Be sure the garbage disposal is not running when reaching into the disposal to remove the item.



## Lawn Care

MVIO will provide basic lawn care at your home. We will mow your yard. Mulch/rock will be put around the house every other year. If you plant a vegetable garden or a flower garden, we suggest you mark it with stakes or a little fence so our lawn crews don't accidentally mow over it. **If you plant vegetable gardens or make significant alterations to the landscaping, you must have prior authorization from MVIO.** You are responsible for taking care of the vegetable garden, which includes pulling weeds.

## Snow Removal

MVIO and its contractor will provide snow removal services to your home once the snow has accumulated two or more inches. We remove snow from the driveway ONLY. It is important that you put all vehicles in the garage or on the street to allow the crews to remove the snow properly. Snow will only be removed from areas the crews can access. We highly recommend that you keep a snow shovel and salt/calcium (for concrete areas). A broom will aid you in removing ice/snow when the accumulation is less than two inches. We also recommend that you salt/calcium the steps and walkways prior to predicted precipitation. MVIO does not provide salt/calcium. Please be patient and give contractors time to respond.



## Garbage

Please keep your garbage in garbage cans with lids on them. This will keep bugs and animals away from your garbage. Remember to regularly clean out the inside of your cans to keep them free of bugs and odors. If you have a shed or garage, please store your garbage cans inside the garage/shed and promptly return them to that location after your garbage is picked up. Please put your garbage out weekly.



# Maintenance Requests

## Routine Repairs

All routine repair requests must be reported to MVIO by contacting MVIO Maintenance at 937-837-9207 or [jwiley@mcbdds.org](mailto:jwiley@mcbdds.org). If you have any questions regarding the status of the maintenance request, please contact our office at 937-837-9207.

## Emergency Repairs

All emergencies must be reported by calling our office. Do **NOT** e-mail emergency requests.

For emergencies during regular business hours, please call MVIO Maintenance at 937-837-9207. If MVIO maintenance is unavailable, call 937-657-9201.

For emergencies only during non-business hours, please call Justin Smith at 937-657-9201.

Please do not call Justin during regular business hours (7:30 a.m. - 4:30 p.m.) for regular routine repairs.

Please do not call after hours with issues that are NOT emergencies. Only emergency calls will receive services after regular business hours or on weekends/holidays.

## Special Projects

We may occasionally need to do extensive work to a property. We will work with you and your provider to inform you of the work schedule and ensure that the work is completed at a time convenient to you. Special projects might include new flooring, painting interior of home, or major kitchen or bathroom renovations.

Note: Any special project requested will be evaluated by MVIO.

Providers are responsible for the cost of contractor services that are not authorized and/or approved by MVIO, but initiated by provider.

# Classification of Maintenance Requests

## Routine

- ◆ Leaky Faucet
- ◆ Clogged toilets – if there is more than one toilet in the house
- ◆ Appliance Repair (refrigerator – provider needs to see that food is removed or iced down in cooler – MVIO is not responsible for spoiled food)
- ◆ Furnace Filter Replacement
- ◆ Bed Bug Treatment
- ◆ Lawn Maintenance
- ◆ Garage Door
- ◆ Window Screen Repair
- ◆ Snow Removal
- ◆ Garbage Disposal
- ◆ Broken Bathroom Fans
- ◆ Various other minor repairs

## Emergency

- ◆ Gas line – broken or leaking
- ◆ Fire
- ◆ Loss of power - if tenants need power for medical equipment
- ◆ Broken water lines
- ◆ Exposed electrical lines
- ◆ No heat or air conditioning
- ◆ Broken exterior door locks
- ◆ Clogged toilets – if there is only one toilet in the house
- ◆ Any other condition that might cause harm to the tenant or others or cause damage to the property

MVIO recommends you obtain renter's insurance to cover your personal property.