



## ANNUAL PLAN COMMENTS FROM RESIDENT COUNCILS SUMMARY OF COMMENTS TO PLAN AND CMHA RESPONSE

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CMHA provides the following written comments regarding the Annual Plan, the proposed changes to the Plan and the related documents. The following is a summary of the comments and CMHA's responses to the comment(s). Similar comments have been paraphrased and grouped together with CMHA's response. The text of all comments is included as an attachment to this summary.

### ACOP – LEASE AGREEMENT

#### ENTRY TO PREMISES – SECTION VIII

**Policy Referenced:** CMHA received four comments related to its policy concerning entry to the resident's unit. This comment concerns the proposed change to the Lease Agreement and provides the following:

**Section VIII. Entry to Premises During Tenancy:** CMHA clarified the right of entry into the residential unit for purposes of repairs.

2. CMHA may enter Tenant's dwelling unit at any time without advance notification when there is reasonable cause to believe that an emergency exists, such as a defective or disconnected smoke detector; orders from a government agency (e.g. City or County Health/Building Department); exigent health and safety orders issued as part of an inspection.

- **Resident Comments:**

**Comment No. 1:** If CMHA goes into a unit, I feel that some type of door hanger and paperwork should be left by whomever goes into the unit. There have been some instances when the workers removed the resident's personal items. The door hanger/notice will be a way of identifying the person who entered the unit.

**Comment No. 2.** I disagree when it comes to your entering my home without advanced warning. I've lived here for fifteen years approximately. Except or the fire beneath me in the apartment, I have never had an emergency that called for CMHA to enter my home without

advance warning or notification (even though you have.) You've asked for my opinion, but I feel you are going to take away my right to privacy anyway. This is simply a formality.

**Comment No. 3:** We as residents need all work orders to be done within 24 hours after the work orders are called into the Work Order center.

**Comment No. 4:** We need to know when CMHA will come to our apartment within 24 hours and they need to leave something to let us know that they have been to our apartment. Lately they have not left the note or door hanger.

### Response

CMHA strives to balance the need to provide an immediate response to emergency work items with the resident's privacy concerns and statutory obligation of the landlord to provide notice of entry. Ohio Rev. Code 5321.04 provides that a landlord must:

Except in the case of an emergency or if it is impracticable to do so, give the tenant reasonable notice of the landlord's intent to enter and enter only at reasonable times. Twenty-four hours is presumed to be a reasonable notice in the absence of evidence to the contrary.

The proposed change alerts the tenant that the landlord will enter the unit if there is reasonable cause to believe an emergency exists on the premises. The lease provision further defines instances of a defective or disconnected smoke detector as an emergency. If CMHA receives orders or violations from a governmental agency (e.g. the City, Health Department, or another governmental agency) those are deemed to be an emergency requiring immediate response.

The final two comments in this Section seem to stem from the CMHA Residential Lease Agreement, which provides, "A work order request constitutes permission for CMHA to enter the unit, when the Tenant is absent." This lease provision is CMHA's effort to respond quickly to the tenant's request for work items. The tenant placing the work order creates an implied permission granted to CMHA to do the requested work. CMHA will continue to review this lease provision and consider your comments.

### OTHER COMMENTS

**Utilities:** We have asked about utilities and if we would have to pay them. We were told "no" in meetings (that means "yes.") My opinion doesn't matter. There is no empathy whatsoever. Seniors are not recognized only ostracized. We just do not matter. We were comfortable at the Evanston, but all that changed.

### Response

CMHA has transitioned several of its buildings to tenant-paid utilities. Tenants are advised of any changes well in advance of the transition. At this juncture, there are no changes for the Evanston's utility structure.

## OTHER COMMENTS

**Senior Designation:** On another note, CMHA is seeking senior designation for several of its high-rise communities, which include the Redding, the President, and the Riverview.

**Pets:** Also, there are no new policies for pets. I feel that issue should be addressed.

### Response

CMHA has no plans to revise its current pet policy.

**Security:** We need 24 hours security or a building monitor.

### Response

CMHA has implemented several security measures for its properties. Such measures included contracting with the Hamilton County Sheriff Department for onsite security in some of the high-rise communities. CMHA welcomes resident council's input and the work these organizations have done to develop a safety plan for their respective developments.

<b>SUMMARY</b>
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Thank you for your response and review of the Annual Plan and interest in CMHA. CMHA considers that we have a shared vision for expanding the affordable housing footprint in Hamilton County through our voucher and asset management programs.