

Yellow Springs Home, Inc. Landlord/Tenant Communication Policy

It is the goal of Yellow Springs Home, Inc. to maintain effective communication with tenants.

- 1) Maintenance requests, questions about the lease or rent, etc.
 - a. Calling Frank, our maintenance person, at 937-477-2001.
 - b. Calling/voicemail to the Home, Inc. offices at (937)767-2790. Office hours are M-F, 9AM-5PM.
 - c. Emailing info@yshome.org
 - d. In writing, addressed to Yellow Springs Home, Inc. PO Box 503, Yellow Springs, OH 45387
 - e. Via the online communication tool at yshome.org/rentals

- 2) There are times outside normal office hours that may require contact with the landlord or maintenance. These situations are reserved for time-sensitive issues that can cause serious damage to the property or impact health or safety of tenants within a short amount of time.
 - a. A gas leak at the property (*also call Centre Point at 1-800-227-1376*)
 - b. Flooding at the property, such as burst pipe or serious roof damage
 - c. A fire (*also call 911*)
 - d. Loss of heat/furnace outage between the months of October and April
 - e. A natural disaster that could pose immediate danger to the tenant

For loss of heat/water after hours you can call AC Service at (937)767-7406.

Thank you! We appreciate our tenants and our goal is to keep our units in great shape for years to come.

A) Emergency Services Contact Information

Miami Township Fire-Rescue: (937-767-7842)
Village of Yellow Springs Police Department: (937-767-7206)

B) Utility Company Emergency Contacts

ELECTRIC: Village of Yellow Springs: (937-767-8649)
WATER: Village of Yellow Springs: (937-767-8649)
SEWER: Village of Yellow Springs: (937-767-8649)
GAS: Centre Point Energy Delivery (1-800-227-1376)

