

Yellow Springs Home, Inc. Landlord/Tenant Communication Policy

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

- 1) **Maintenance requests, questions about the lease or rent, etc.**
 - a. Calling/voicemail to the Home, Inc. offices at **(937) 767-2790**. Office hours are M-F, 9AM-5PM.
 - b. Email your request to rentalmgr@yshome.org
 - c. In writing, via a maintenance request at our office at 305 N Walnut St, Suite A, Yellow Springs
 - d. Via the online communication tool at <https://www.yshome.org/rental-inquiry-forms.html>
 - e. All maintenance must should include the following information:
 - i. Name and Address of Resident
 - ii. Date
 - iii. Description of maintenance requested
 - iv. Contact phone and/or email to coordinate repairs
 - f. Maintenance requests submitted outside these official channels, such as personal cell phones or through social media, may not receive a response.

- 2) There are times **outside normal office hours** where you may require assistance. These situations are reserved for **time-sensitive issues that can cause serious damage to the property or impact health or safety of tenants if not dealt with immediately.**
 - a. A gas leak at the property: **call CenterPoint Energy at 1-800-227-1376**
 - b. Serious plumbing issues, such as sewage backup or loss of water: **AC Service at (937) 767-7406 and the Village of Yellow Springs at (937) 767-8649 (water/sewer provider)**
 - c. Serious electrical issues, such as a loss of power: **Village of Yellow Springs at (937) 767-8649**
 - d. A fire: **call 911**
 - e. Locked in or out of apartment after hours: **Gem City Locksmith (937) 595-0473**
 - f. Loss of heat between the months of October and April: **AC Service at (937) 767-7406**
 - g. For immediate health, access, and/or safety concerns: **call 911, Miami Township Fire Rescue at (937) 767-7842, or the Village of Yellow Springs Police Dept. at (937) 767-7206**

Please note: non-emergency service calls outside of normal business hours may result in costs billed to the tenant.

Any further required maintenance stemming from an emergency situation must be submitted through the proper channels once the emergency is resolved, and will be handled in accordance to our policy.

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

Thank you!

