



MEDIA RELEASE

FOR IMMEDIATE RELEASE

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LMHA is responding to the complaint about no hot water at Vistula Manor for several days in the entire building.

Note: The outage has been restored and below is the action that was taken.

The Hot water system was reported as failed on December 26, 2019 Below is a partial list of actions taken by LMHA to inform Vistula Manor residents and to fix the problem:

Regarding residents, LMHA did the following:

The residents were also informed through Notices Posted on the resident doors and inside the building.

Regarding fixing the problem, LMHA did the following:

- LMHA's HVAC and Maintenance Supervisors were contacted on Thursday morning 12-26-19 after reports of no hot water in Vistula Manor. Water tests were done, and the water was running and available but not hot water.
- A specialized contractor was contacted for further investigation and it was determined a hole was inside the heat exchanger which could not be repaired at that time.
- Approximately 10:20am it was determined that there were several components that would be necessary for the hot water to run properly and efficiently. There were 3 holding tanks that needs repair and are damaged that needed replaced and the new boiler which supports the build would have to also be replaced.

- Approximately 10:37am VP of Asset Management received the call that hot water would be out for approximately 24 hours but could be up running sooner. For LMHA to meet the 24 hours we had to move forward to order the parts.
- The new parts arrived Friday Morning 12-27-19 and were installed and tested for service and efficiency. Maintenance has verified that the hot water is up and running.
- The hot water has since been restored at Vistula Manor as of 12-27-19 and residents have hot water.

Hopefully, the above shows that LMHA acted quickly to address the problem caused by the inoperable Hot Water system. It notified residents of the problem and took steps to fix the problem long term.

About Lucas Metropolitan Housing Authority

Established in 1933, Lucas Metropolitan Housing Authority (LMHA) continues to provide affordable housing to adults, seniors and children in its Public Housing, Housing Choice Voucher, Mixed-Income and market rate housing units. LMHA also provides a myriad of programs and opportunities designed to improve the total quality of life for our residents, with the ultimate goal of achieving self-sufficiency. The programs and services are the result of successful collaborations with numerous community partners. Our current housing portfolio consists of 2,633 Public Housing units; 4,616 Housing Choice Vouchers; 267 Low-Income Housing Tax Credit units; 190 Market Rate units; and, 53 Rent-to-Own properties. There are approximately 17,500 people who reside in LMHA properties.

Lucas Metropolitan Housing Authority partners with ALL people and organizations willing to exchange ideas and efforts to enhance Toledo, Lucas County, and the world.

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