To Apply...

All of our applications are taken by telephone. When you call, one of our customer service specialists will ask you a few questions about your house and your income. PWC will ask for documentation of income and proof that you own your home. Once the application process is complete and you are “certified” as a client, we will make an appointment to come to your home and assess your repair needs. Please note that availability of all PWC programs are based on income qualifications and other qualifying criteria.

Due to overwhelming demand and funding limitations, there is often a waiting list for home modifications and critical repair services.

Income Guidelines
Below are basic income guidelines for qualification, but guidelines vary by location and situation. Your situation may be different! Please call PWC’s customer service specialists at 513-351-7921 for detailed qualification guidelines.

<table>
<thead>
<tr>
<th>Household</th>
<th>Energy gas/electric</th>
<th>Home Repairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/ Person</td>
<td>$16,245/21,600</td>
<td>$24,200</td>
</tr>
<tr>
<td>2/ People</td>
<td>$21,855/29,140</td>
<td>$27,700</td>
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<tr>
<td>3/ People</td>
<td>$25,465/36,620</td>
<td>$31,150</td>
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<tr>
<td>4/ People</td>
<td>$33,075/44,100</td>
<td>$34,600</td>
</tr>
<tr>
<td>5/ People</td>
<td>$38,685/51,580</td>
<td>$37,350</td>
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<tr>
<td>6/ People</td>
<td>$44,295/59,060</td>
<td>$40,150</td>
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<tr>
<td>7/ People</td>
<td>$49,900/66,540</td>
<td>$42,900</td>
</tr>
<tr>
<td>8/ People</td>
<td>$55,515/74,020</td>
<td>$45,650</td>
</tr>
</tbody>
</table>

Clients
Our service is trustworthy

“Your workers did a beautiful job in my kitchen. I love it. I am so proud of it. I thank God for PWC everyday. I don’t know how in the world I would have gotten it all fixed. It’s so nice to have running water and plumbing that doesn’t leak!” - Gladys, age 72

“I’m on my own and still help care for my mother who is 96. So it was a real blessing when you replaced my toilet and fixed the ceiling... your work is excellent. Thank God for PWC!” - Helena, age 81

Who are PWC’s clients?
Our clients come from all walks of life. Young families, single parents, people who are disabled or elderly, grandparents raising their grandchildren - all are some of the people we help.

Home Repairs & Services

4612 Paddock Road
Cincinnati, OH 45229
www.pwchomerepairs.org
(513) 351-7921 OH

Updated 6/12/09
About PWC

Who is PWC? People Working Cooperatively (PWC) is a truly unique non-profit agency that began in 1975 as a way to help very low-income elderly, disabled, and other residents of Greater Cincinnati and Northern Kentucky maintain their homes with critical home repairs and energy conservation services. PWC is a member of the Greater Cincinnati Better Business Bureau and has the authorization to display the BBB’s Wise Giving Seal of Approval for charitable accountability.

What does PWC do? We provide critical home repairs, energy conservation and maintenance services for low-income homeowners, (and weatherization for renters). PWC does not perform cosmetic repairs like paint and wallpaper but instead focuses on very basic living essentials – heat, running water, working toilets, solid roofing and other repairs that keep a home safe and habitable.

Who performs the repairs? PWC has a professionally trained staff of 95 paid trades people and administrative personnel. PWC staff members are trained, licensed, and bonded. Simple home maintenance services such as gutter cleaning and other small repairs are performed by our dedicated volunteer corps of caring people in your community. Volunteers can directly serve clients throughout the year, or at one of our volunteer events.

SERVICES AVAILABLE

Home Repairs...

- EMERGENCY HOME REPAIRS
  Emergency home repairs are PWC’s most crucial service. They keep our clients safe and secure in their homes. Services are limited to two emergencies per year. “Emergencies” are defined as situations that threaten a client’s well-being, including, but not limited to:
  - broken water lines or lack of heat
  - safety problems, such as electrical hazards
  - situations that could cause further damage to the home, such as a roof leak

CRITICAL HOME REPAIRS
Critical repairs are designed to correct defects threatening the safety of the occupants, integrity of the structure, functioning of the house, and/or the mobility of its occupants. Examples of critical repairs are:
- roof replacements
- plumbing system repairs
- electrical service repairs
- furnace replacements
- accessibility modifications

- HOME MODIFICATIONS
  An important part of PWC’s mission. Modifications help some of our most vulnerable clients live safely in their homes and assist with their mobility and independence. Some of the modifications we can provide include:
  - handicapped-accessible ramps
  - grab bars
  - bathroom modifications
  - kitchen modifications & more!

Conservation Services...

- WEATHERIZATION
  Qualified Duke Energy clients receive a professional clean and tune of their furnace as well as a carbon monoxide check of all natural gas appliances! You will also receive tips on how to keep your home more energy efficient, and energy efficient light bulbs. If needed, customers can receive a hot water heater tank wrap, pipe wrap, weather-stripping, low flow shower heads and faucet aerators.
  Depending on your income and energy usage, may also qualify for additional services including duct sealing and insulation.

- ELECTRIC PARTNERSHIP PROGRAM (EPP)
  Designed for customers currently on the PIPP program. You will develop an action plan with the help of our staff auditor.
  - Reduce your need for electricity
  - Make your money count
  - Help you reduce growth of PIPP arrearage

PWC’s energy staff are experts in their fields with years of experience in keeping homes like yours more energy efficient!

For more information, please visit www.pwchomerepairs.org.