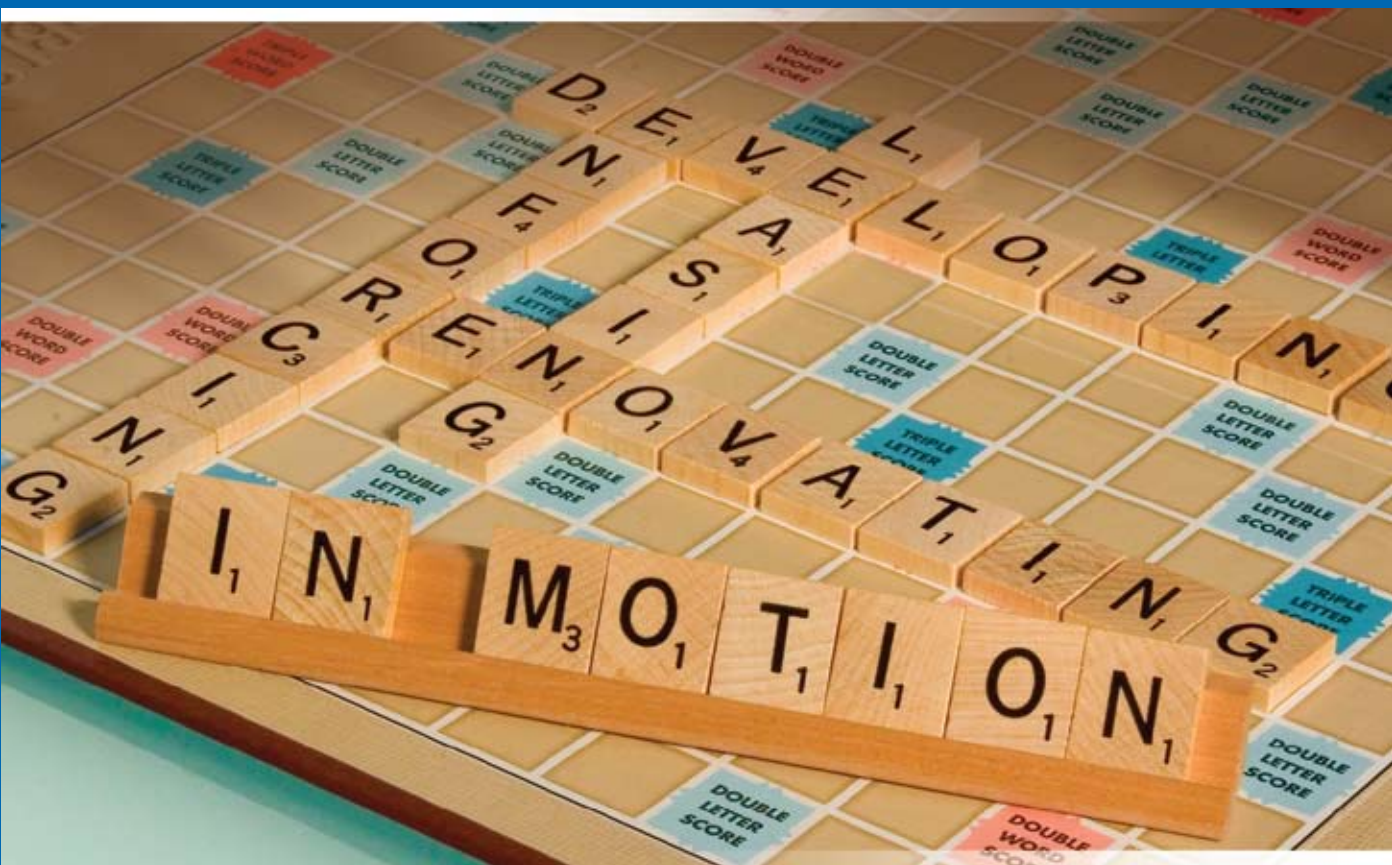


CMHA is...



2007 Report to the Community

# Tables of contents

- 1** Letter from Board Chairman and Executive Director
- 2** Housing Choice Voucher Program
- 3** Site Basing of Vouchers
- 4** Low Income Public Housing
- 5** Community Outreach
- 6** HOPE VI
- 7** Looking Ahead
- 8** FY 2007 Financials

## **Board of Commissioners**

William D. Bell Sr., Chairperson  
Donald G. Driehaus, Vice-Chairperson  
Arnold R. Barnett  
Terry M. Curry  
Peter G. Witte

## **Executive Director**

Donald J. Troendle



## Message from the Board Chairman and Executive Director

Welcome to CMHA's 2007 Report to the Community. This year's theme of "in motion" sums up the past year at CMHA as various departments continue on the path of improving the agency and moving CMHA forward. The agency has been progressive and innovative in its thinking in order to provide the highest quality service to our clients and business partners. This innovating thinking has helped in CMHA's biggest focus of 2007, which was enforcement. Steps have been put into place throughout 2007 that have enhanced both the Housing Choice Voucher and Public Housing programs. These new ideas and accomplishments are highlighted by program in the pages to follow.

CMHA's staff continues to develop new ideas and programs that have led to greater accountability, a feat recognized by the U.S. Department of Housing and Urban Development (HUD). For nine out of the past ten years CMHA's Public Housing program has been rated a high performer through HUD's Public Housing Assessment Program (PHAS), and the Housing Choice Voucher Program received a score of 86 for HUD's 2007 Section Eight Management Assessment Program (SEMAP), just four points shy of high performer status. CMHA expects to become a high performer in both categories for 2008 as a result of all the enhancements that have been put in place during this past year.

In reading this report we hope you learn something about CMHA that is new and refreshing. Much of an agency's success lies within the perception of its programs. By educating the citizens of Hamilton County about the programs provided by CMHA and the people who benefit from them, perceptions of affordable housing begin to change. The demand for affordable rental housing is great and the families and individuals that benefit from CMHA's services will tell you how important the service is to the community. CMHA not only represents homes, but also job opportunities and an economic boost to the area. This agency spent approximately \$60 million last year alone through the HCV program and has invested another \$42 million for the construction and renovation of its public housing portfolio.

Please enjoy your experience with CMHA's 2007 Report to the Community.

A handwritten signature in black ink, appearing to read "William D. Bell, Sr." with a stylized flourish at the end.

William D. Bell, Sr.  
Board Chairman

A handwritten signature in black ink, appearing to read "Donald J. Troendle" with a stylized flourish at the end.

Donald J. Troendle  
Executive Director

# 2

# Housing Choice Voucher Program

## E nforcing

CMHA serves as the enforcement agency for the Housing Choice Voucher program. It is the responsibility of CMHA to hold landlords and voucher holders accountable for following program rules. CMHA has taken great steps to enhance its enforcement actions over the past year, including transforming its Security department to the Housing Investigations & Enforcement department with a renewed focus on accountability. Since CMHA does not own the properties that are a part of this program, and the lease is an agreement between the individual tenant and landlord, CMHA's primary function is to oversee the program and hold all parties accountable for being good neighbors.

As an additional source of program enforcement CMHA has developed an officer liaison program with various police departments throughout Hamilton County to promote safer communities. CMHA believes these partnerships will prove beneficial to residents of CMHA and the local communities who are involved. Our agency is also committed to expanding the program to all police departments throughout the county. Please contact CMHA's Housing Investigations & Enforcement department at 977-5040 for more information.





## Educating

CMHA has developed a free training series intended to educate program participants about their responsibilities and increase compliance to its program rules. Every six months CMHA hosts a two-day Proactive Property Management Training class for all property owners, not only those participating in the HCV program. Topics covered during this training include the following:

- Know your market
- Establish rental unit value
- Basic Fair Housing Laws
- Lease enforcement
- Proper eviction procedures
- CMHA's HQS compliance
- How the HCV program works
- HCV tenant rent calculations
- Crime prevention and detection for the Property Manager
- Cincinnati building code requirements

...and much more

Coming up in 2008 the HCV program will begin hosting monthly training classes as part of its CMHA University program. CMHA U. will offer participants training in Property Management, Ohio Tenant and Landlord laws, fair housing rules and specific CMHA programs.



### What is the Housing Choice Voucher Program?

- The HCV program is a national program funded by the U.S. Department of Housing and Urban Development.
- CMHA is the sole agency responsible for Housing Choice Vouchers in Hamilton County.
- A Housing Choice Voucher covers the gap between what a low-income family can afford and what the private market demands for rental housing.
- Tenants with vouchers are free to choose a home in the private rental market that suits the family's needs and desires.

# 2

# Housing Choice Voucher Program

## Interacting

CMHA went live with its Partner Portal in May 2007, giving landlords 24-hour access to CMHA. The program is the first of its kind in the country and allows landlords to view information about their program units via a secure Internet interface. CMHA, in partnership with its software provider Emphasys, has developed this portal which may eventually benefit a quarter of the vouchers throughout the country that have Emphasys as a software provider. The Partner Portal helps landlords do business with CMHA faster and more efficiently. Landlords can check on who is authorized to be in the household, the status of housing assistance payments (HAP) and inspection results. Putting this information at the fingertips of our landlords promotes proactive property management and aids in the enforcement of program rules.



CMHA has also upgraded the Housing Choice Voucher pages on its website. In addition to providing more information organized by audience, new features include:

- On-line access to information and forms such as the voucher payment standard, utility allowance schedule, mutual termination form, direct deposit requests and others.
- On-line registration for CMHA property owner events.
- Current, up-to-date listings of HCV personnel contact information, with corresponding caseload assignments.

[www.cintimha.com](http://www.cintimha.com)

CMHA



# 3 Site Basing of Vouchers

## Shifting Focus

The site basing of vouchers program is intended to shift conventional tenant based vouchers into hard units that serve various special needs populations. CMHA already has contracts with the Veteran's Administration, the Resident Home Corporation, Hamilton County's Board of Mental Retardation and Developmental Disabilities (MRDD), Living Arrangements for the Developmentally Disabled (LADD) and Mercy Housing. Site basing vouchers allows these special needs populations to receive a housing subsidy where they already live, making their living expenses more affordable.

Baldwin Grove, CMHA's newly built senior building, also includes site based vouchers to serve the elderly population in the northern part of Hamilton County. Just over half of the 100 apartments at this community are part of the site based voucher program.

While similar in name, this program is completely separate from the Project Based Section 8 program that is run by HUD.

### What are Site Based Vouchers?

- The voucher or subsidy is attached to one specific unit.
- All units in a building can be part of the program or only select units.



# 4 Low Income Public Housing

CMHA has expended or obligated a record amount of funds during the past year and a half for modernization and development efforts within the public housing portfolio. More than \$42 million has either been spent or obligated since August of 2006 keeping CMHA staff in constant motion. Some highlights include:

## Renovating



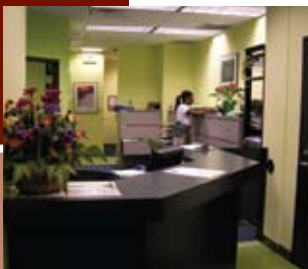
**Millvale** – After a short hiatus due to funding restrictions, renovations are back on track at Millvale using Capital Fund Financing Program (CFFP) funds. Complete interior and exterior renovations took place on four buildings for a total of 22 apartments. An additional 72 buildings are slated for renovation in 2008.



**Findlater Gardens** – CMHA completed extensive interior and exterior renovations on 157 apartments. This included: washer/dryer hook ups, new bathrooms and the installation of bay windows in most apartments. The remaining renovations will be finished in 2008.



**San Marco** – The historic San Marco located in East Walnut Hills, as well as its adjoining park, have received make-overs to return each to its historic glory while ensuring the long term preservation of the area. Renovations to the building have included: exterior masonry and brickwork, roof repair, a renovated community room and extensive improvements to community space.



**Beechwood** – This building received new exterior paint, including the tuckpointing and caulking of all windows, and a new main entrance. Inside the Beechwood: all apartment kitchens are being remodeled with new cabinets, sinks and appliances, the hallways and individual apartment doors are being painted, the main lobby has been updated and staff is now located in a newly built management office.





## **D**eveloping

After finalizing the acquisition of 117 units throughout the county in December of 2006, CMHA began additional development in the summer of 2007. CMHA's Board of Commissioners approved the purchase of 50 units inside the city of Cincinnati in low-poverty neighborhoods. An acquisition plan was submitted to the U.S. Department of Housing and Urban Development and approval was received in November. CMHA has spent several months in 2007 planning for these new acquisitions.

## **B**uilding

CMHA opened its newest senior community in 2007. Residents began moving into the 100-unit, two-story building in November. The goal of new affordable apartments to serve elderly residents in the northern part of Hamilton County has been realized after years of planning and building. Nearly half of the apartments are categorized as public housing. The remaining apartments are either subsidized through site-based vouchers and low-income tax credits. Baldwin Grove came to fruition as a result of mixed financing resulting in different types of subsidies offered within the community. However, residents still only pay 30 percent of their adjusted gross monthly income in rent, making the brand new community very affordable for seniors living on a fixed income.

### **Amenities available at Baldwin Grove:**

- Handicapped-accessible apartments
- Private balconies or patios
- Individually controlled heat and air-conditioning
- Abundant parking

***Baldwin Grove opened to residents on November 5th. Jacqueline Pennington, Norna Melvin, Precillia Young and Loretta Edwards were the first to move in and call Baldwin Grove home. All four are first time residents with CMHA.***

*from left to right:  
Jacqueline Pennington,  
Norna Melvin,  
Precillia Young and  
Loretta Edwards*



### **What is public housing?**

- Properties that are owned and managed by CMHA.
- The maintenance and upkeep are CMHA's responsibility.
- CMHA enforces the lease and screens residents for eligibility.

***"I was just happy to be able to stay in Springdale, where I had owned my home."***

Loretta Edwards

***"I lived to be a senior and now I can get some of the benefits of being a senior."***

Jacqueline Pennington

# 5 Community Outreach

## Getting Results

CMHA serves as an enforcement agency in addition to providing affordable housing opportunities throughout Hamilton County. In order to sufficiently enforce program rules, CMHA relies in part on information provided by citizens regarding issues in their neighborhoods as they arise. It is important to CMHA that participants in our housing programs follow the program rules set by CMHA and the Federal Government.

**TALK TO US**  
**513-721-4580 (CMHA)**  
**[www.cintimha.com/talk2us](http://www.cintimha.com/talk2us)**

If there is an issue with a residence in your neighborhood, contact CMHA's Talk To Us hotline and let us investigate it. If it is an issue regarding a property associated with one of CMHA's programs, staff will work diligently to investigate and work toward a resolution. All other issues are distributed to the proper governmental authority for follow-up.





## **I**mproving Customer Service

CMHA's Housing Choice Voucher program has experienced much change since absorbing the Hamilton County Vouchers into our program in 2006. This has necessitated the implementation of a customer service hotline to better serve our HCV clients. Staff is available during regular business hours to answer questions specifically related to the HCV program. This customer service hotline is especially beneficial for landlords and tenants already a part of or interested in joining the program.

Reach the HCV Customer Service hotline by phone at 977-5800 or email at [hcvhelp@cintimha.com](mailto:hcvhelp@cintimha.com)

## **A**dditional Contact information for CMHA:

### **Public Housing Leasing Office**

1635 Western Ave.  
Cincinnati, Ohio 45214  
513-421-CMHA (2642)  
Applications accepted Monday – Friday, 8:00 am – 3:30 pm.

### **Housing Choice Voucher Program**

1635 Western Ave.  
Cincinnati, Ohio 45214  
513-421-8190

### **Main Administrative Office**

16 West Central Parkway  
Cincinnati, Ohio 45202  
513-721-4580

More contact information can be found on CMHA's website at [www.cintimha.com](http://www.cintimha.com)



# 6 HOPE VI

## T ransforming

CMHA has reached the end of an era, with the completion of HOPE VI. After nearly ten years of planning and construction, the final phase of development at City West is reaching completion. The transformed community in the West End offers 686 rental apartments and 211 owner occupied homes.

### Retail opportunities

- City West offers nearly 20,000 square feet of retail space in a vibrant, mixed-income neighborhood setting.
- The retail space is unfinished making it the perfect opportunity for any business to customize the space.
- Anyone interested in leasing retail space should call Capital Real Estate Partners at 513-762-7622.





# 7

## Looking Ahead

There is always something new and exciting going on at CMHA. Here is a peek at some initiatives underway for 2008.

- Program enforcement has been a main focus of the agency and will continue to be so into the future.
- Fully transition the CMHA Security department into the Housing Investigations & Enforcement department, in order to supplement the enforcement actions that take place throughout the agency, especially within the Housing Choice Voucher Program.
- CMHA will begin the process of acquiring 50 units in low-poverty areas within the city of Cincinnati as approved by the board. The acquisition program provides affordable housing in most Hamilton County neighborhoods, fulfilling CMHA's mission.
- Complete the renovations that have been in process at Millvale and Findlater Gardens.
- Build the waiting lists for Public Housing to keep CMHA's occupancy levels above the average rental market.
- Strive to reach high performer status as rated by the U.S. Department of Housing and Urban Development (HUD) for both the Public Housing and HCV programs.
  - CMHA's Public Housing Program has been rated a high performer nine of the past 10 years.

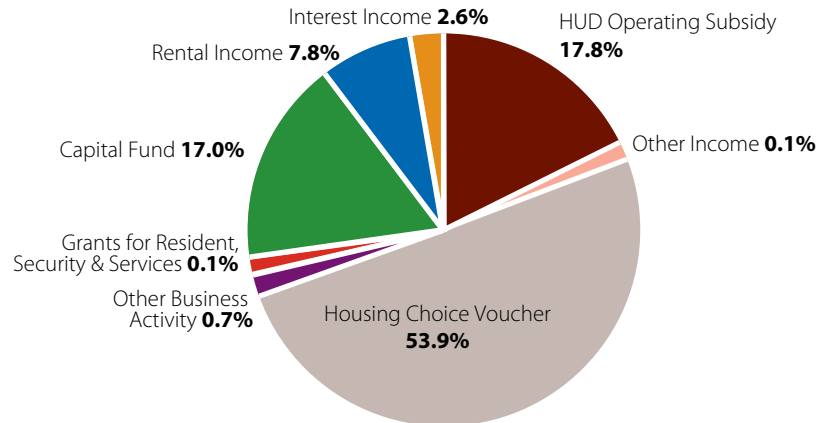
### Mission of *CMHA*

CMHA will provide a quality, affordable living environment that recognizes our diverse socioeconomic population through responsible collaboration with the greater Hamilton County community.

# 8

# FY 2007 Financials

## Fiscal Year 2007 Revenues

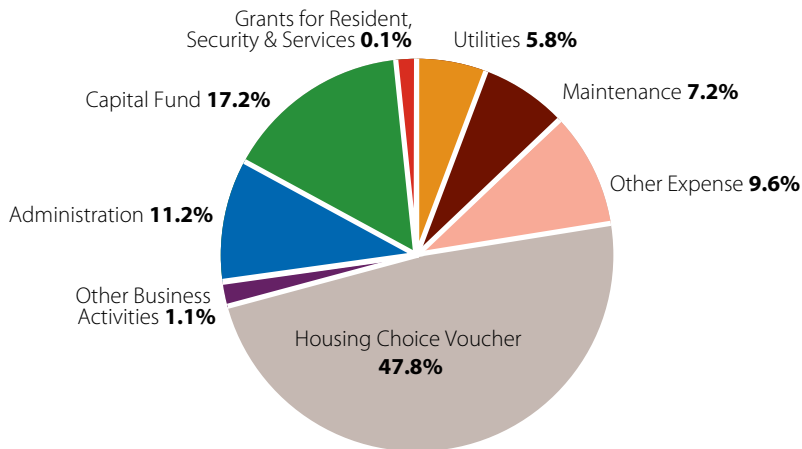


**Total Income for 2007      \$131,768,364**

HUD Operating Subsidy	23,478,605
Other Income	115,961
Housing Choice Voucher	70,985,110
Other Business Activity	959,447
Grants for Resident, Security & Services	134,754
Capital Fund	22,396,752
Rental Income	10,272,662
Interest Income	3,425,073



# Fiscal Year 2007 Expenses



## **Total Expenses for 2007      \$129,849,711**

Utilities	7,475,379
Maintenance	9,356,371
Other Expenses	12,454,481
Housing Choice Voucher	62,122,855
Other Business Activities	1,396,709
Administration	14,512,409
Capital Fund	22,396,752
Grants for Resident, Security & Services	134,754

*CMHA*

16 West Central Parkway  
Cincinnati, OH 45202  
513-721-4580

[www.cintimha.com](http://www.cintimha.com)