

HCV Headlines



APRIL 2016

UPCOMING EVENTS

Landlord Orientation:

Learn how to participate in the HCV Program or get participation reminders

1635 Western Ave

10:00 - 11:00 AM

- April 19, 2016
- May 3, 2016
- May 17, 2016

A Cookie and A Chat

- April 20, 2016
- May 18, 2016
- June 22, 2016
- July 20, 2016

Marketing Mondays

2:30—4:00 PM

- May 2, 2016
- May 16, 2016

Register for CMHA Events at www.Cintimha.com/events

We are pleased to announce CMHA, in partnership with Quadel Consulting, will be rolling out a new initiative under the Housing Choice Voucher Program (HCV Program) called “Choice Moves” Mobility Counseling Program. Through this program, participating households will work with a mobility counselor who will provide additional tools and resources as well as help them locate housing in Areas of Opportunity, defined as areas where the poverty rate is below 17.1%.

“Choice Moves” Mobility Counseling Program offers voucher holders a chance to change their address and their quality of life. The program is voluntary and does not eliminate “choice” by the family to select housing that meets the needs of the family. The program will assist voucher holders with eliminating barriers while educating them on “Choice Mobility” benefits .

What's in it for you? Steady cash flow. Free marketing and advertising. Qualified tenant referrals and a program liaison to assist you with concerns. “Choice Moves” is a wonderful business opportunity, helping to mitigate the biggest challenge in managing residential property today: *finding and retaining tenants with a stable source of income who can afford and make rent.*

You can contact the Choice Moves staff at ChoiceMoves@cintimha.com or by phone at (513) 977-5889.

Thanks,

Lisa Isham

Housing Choice Voucher Program Director



Take Charge

Establishing a list of maintenance charges is good business for property owners and managers in the rental market. The Charge List should be provided to all renters and incorporated into your lease agreement at the time of move-in. It helps avoid disputes about the cost of repair work that is above normal wear and tear

caused by tenants. You should note any items not listed will be charged at cost for parts and labor. Also, identify when the charges are due to paid and the consequences for failing to do so. A charge list can also be used for voucher holders as long as the it's the same list for non subsidized tenants.

And finally, document, document, document: take pictures of the damage and include notes and receipts in the tenant's file.



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We had a great turnout at the Resident Symposium: What Happens When Public Housing Changes. Property Owners participated as panelists and in the audience.



HCV Customer Service

Answering your questions
Monday through Friday

8:00 AM—4:30 PM

(513) 977.5800

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media.



Cintimha

Trash Talking

Having a well-maintained lawn is probably important to you. Does your tenant know his or her responsibilities when it comes to keeping up the yard? Now is a good time to remind residents on how often the grass should be cut, when trash cans should be put curbside and when they should be returned to the proper place. Also, warmer weather means more toys, bikes and cooking grills on the front porch?

Tenants should be told to not have interior furniture outside and to limit the amount of clutter on porches and in yards. Prepare for the warmer weather now by letting tenants know neighborhood standards and the importance of being a “good neighbor” and an asset to the community.



Weather Extensions

Exterior painting... handrail installation... sidewalk and stair repairs... Time is running out for the approved weather extensions. Now is the time to correct the problems, the extensions will end May 15th. HCV Inspectors will begin checking properties the week of May 16th. Since the extensions were granted for exterior items, access to the unit will not be required, appointments are not needed and no letters will be sent. If you have questions call 513.977.5800.



The **HCV Call Center** receives calls from owners and voucher holders. There were **114,079 calls** received from June 2015 through February 2016.

- 12,675 calls per month
- 3169 calls per week
- 10 minutes average wait time
- 10 minutes average speed of answer

Answering questions in less than 5 minutes is the goal of the four staff members manning the phones.