

HCV Headlines



September 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

- September 20, 2016
- October 4, 2016

A Cookie and A Chat

5:00—6:00 PM

- September 21, 2016
- October 19, 2016

Marketing Mondays

2:30—4:00PM

- September 12, 2016
- September 26, 2016
- October 17, 2016

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

CMHA Offices Closed

October 10, 2016

You have expressed concerns with customer service and our need to improve in this area through various methods. We have heard your concerns and have taken many steps to surpass Gold Performance Standards in this matter. I am excited to inform you about some of the customer service enhancements that were made. New customer service reps were hired to answer your calls and additional training was provided for all representatives. The training better prepared the staff to answer questions you and the tenants may have about the HCV Program. Wait times are reduced as well because staff can quickly answer questions. If you need to communicate with the housing specialists or landlord outreach coordinator the best way to do that is by email. The complete contact list can be found at www.cintimha.com on the Landlords and Housing Choice Voucher pages.

Also, the RTA Express has been up and running for several weeks now and we've received lots of feedback about the process. Several landlords have submitted RTAs through the new process and many have stated how much they love RTA Express. We at CMHA value your participation in the Housing Choice Voucher Program and our goal is to deliver Gold Standard Customer Service.

Thanks,

Lisa Isham

Housing Choice Voucher Program Director



Abatements & ABCs of HCV



Register now on the CMHA website calendar at www.cintimha.com

What happens when a unit is abated? How do you request adjustments to your contract rent? What deficiencies can cause your property to fail an inspection? The CMHA U: ABCs of HCV class provides an overview of HUD's Housing Choice Voucher Program and will include information about how the program works, the

inspection process, RTAs, abatements and more.

ABCs of HCV is presented by Lisa Isham and Eric Payne. Join us September 14th-5:30 p.m. at the 1635 Western Avenue location.

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September page 2

Register now for a Free class : *Understanding Fair Housing* presented by the Ohio Attorney General's Office is September 28 at 5:30pm.



HCV Customer Service

Answering your questions Monday through Friday

8:00 AM—4:30 PM

(513) 977.5800

Like and follow us on social media.

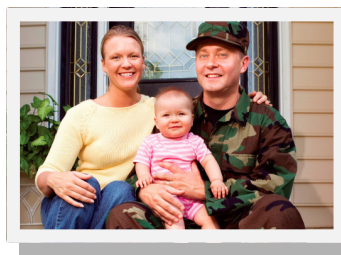


Cintimha

Super Leasing Event

Don't miss out on an opportunity to honor local Veterans. The Housing Our Heroes Super Leasing Event happens September 13th from 11am-1pm in our Administrative Offices. Veterans who are looking for homes will be there to meet with you. This free marketing event is a good time to schedule viewings, share your property photos and

brochures and give rental applications to potential tenants.



RTA Express

Have you tried the RTA Express? The accelerated Request for Tenancy Approval process is in operation from 8:30am to 4:00pm. Approved RTAs, submitted between 8:30am and 1pm will be scheduled for inspection, whenever possible, within one business day of submission. And submissions made between 1 & 4pm will be scheduled for inspections within 48 hours, whenever possible. RTAs must be delivered to 1635 Western Avenue and the units must be ready for inspection.



The CMHA website has a new look and so does the page just for you. Click the Landlords link when you visit www.cintimha.com. There you can find inspection information, commonly requested documents, program announcements and much more. Links to the Landlord Partner Portal and RTA Portal are also located there.

Please note: signing up for the website is not required however you will still need to log-in to the Landlord and RTA Portals. Stop by and check it out soon!

