

HCV Headlines



JUNE 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

- June 14, 2016
- June 28, 2016
- July 12, 2016

A Cookie and A Chat

- June 22, 2016
- July 20, 2016
- August 17, 2016

Marketing Mondays

2:30—4:00 PM

- June 13, 2016
- June 20, 2016
- July 11, 2016

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

CMHA Offices Closed

July 4

The first Lunch and Learn in partnership with the Greater Cincinnati Northern Kentucky Apartment Association was a great success. More than 50 owners and managers took time out of their day to join us. Thank you to Danny Adams, CAMT of Heritage Hill Property Management for providing great information on best practices and money saving tips for property owners and managers.

As Cincinnati Metropolitan Housing Authority is committed to being an asset to Hamilton County, additional opportunities for you to obtain free training from our community partners are scheduled. The new session of **CMHA U** kicked off with Deb Jetter of Housing Opportunities Made Equal educating participants on the Fair Housing Rules. Cincinnati Police Specialist Kelly Raker will teach the next class on addressing criminal activity on your property. **CMHA U** classes will be held through September and you can register on the Events Page of our website.

Also, Marketing Mondays is a very useful tool for owners and managers looking to lease up. This free marketing program gives you direct access to new voucher recipients as well as voucher holders looking for new homes. Forty plus are anticipated to be at the next Marketing Mondays June 13th. Register now at www.cintimha.com on the Events page.

Have you heard about the **Choice Moves Program**? It is a new program offering a free service that assists voucher holders with locating housing in low poverty areas. The program assists owners with navigating through the paperwork for the HCV program and provides referrals to owners of good prospective tenants looking to make a life change in an area of opportunity.

Thanks,

Lisa Isham

Housing Choice Voucher Program Director



Answering the Call

We've heard you and we have changed. Biennial inspections, the RTA Portal and increased customer service are now in effect. Every property that passes the annual inspection during the first visit will not be inspected again for two years. The RTA Portal is up and running; you can visit it to track the status of RTAs that were submitted in the past 90 days. Have you registered? And you

asked for a shorter wait time on the phone and now there are more customer service reps answering the 425 daily calls that come in to the HCV Customer Service Line.

Beginning in July, RTAs that are hand delivered to the 1635 Western Avenue office for initial inspections will be turned around and scheduled in a 24 hour period.

CMHA is working diligently to streamline the process for everyone involved.



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What are the warning signs of drug activity on your property? What can you do to prevent crime? Learn how to address illegal activity with Cincinnati Police Specialist Kelly Raker, June 29th. Sign up for the FREE class. Registration is now open.



HCV Customer Service

Answering your questions
Monday through Friday

8:00 AM—4:30 PM

(513) 977.5800

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Cintimha

About Abatements

When a unit on the program fails to meet HQS and the owner is responsible for correcting the items, the assistance payment to the owner will be abated or stopped. A Notice of Abatement will be mailed and the abatement will be effective the first of the month following the due date for repairs. Once a unit is in abatement, the owner is not entitled to payments. Owners should however contact the Inspections department at 513.977.5800 after the repairs have been completed so a follow-up inspection can be conducted. Receipts are very important so keep them as verification of when the work was done. **Please note, abated payments will not be returned**

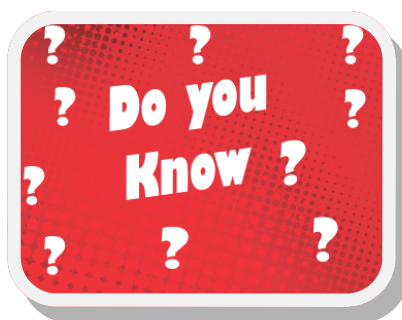
to the owner once the unit passes inspection.

And some key reminders... during the abatement period, the family has the option to move. The new time standards for repairs are 24 hours for emergency items and 30 days for non-emergency items. If a re-inspection results in another fail, you have one more opportunity to complete the repair. The third failed inspection is the **final fail** and a new RTA will have to be submitted.



Top 10 Inspection Fails

10. Defective and inoperable GFIs
9. Inoperable and improperly installed smoke & carbon monoxide detectors
8. Damaged/missing exterior door weather stripping
7. Unsecured/damaged faucets (kitchen & bathroom sinks)
6. Toilets not bolted to the floor
5. Driveway & sidewalk tripping hazards
4. Chipped, cracking & peeling paint surfaces
3. Damaged door hardware & locks (including unauthorized double keyed dead bolts)
2. Missing and damaged handrails (interior and exterior)
1. Inoperable windows (must open and stay up when raised)



The HCV Program has reached a historic high at the agency. Did you know there are more than 11,400 families receiving housing payment assistance from CMHA? That adds up to roughly \$5.5M paid to Hamilton County property owners, **monthly**. CMHA can administer 11,488 vouchers for families in need of affordable housing and 333 are for our heroes, Veterans.