

# HCV Headlines



November 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

- November 15, 2016

### Marketing Mondays

2:30—4:00PM

- November 14, 2016
- November 21, 2016
- December 5, 2016

Register for CMHA Events at [www.Cintimha.com/calendar](http://www.Cintimha.com/calendar)

## CMHA Offices Closed

November 11

November 24 & 25

Super Cool! A Great Banquet! Wonderful! That's just a glance at the comments received from some of the nearly 600 people who were in attendance for the second Landlords Appreciation Banquet. The CMHA team worked hard to make the affair bigger and better than last year's event. It is our way to thank you for partnering with the HCV program to provide quality affordable housing opportunities for low and moderate income families. There are more details about the night in the story below.

Also, we have made updates to the Housing Quality Standards Inspection checklist and Guidebook. Changes are being made to bring about more consistency and focus more on health and safety deficiencies. The revised documents will be made available on line at [www.cintimha.com](http://www.cintimha.com) and also on the Partner Portal by November 18, 2016.

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 it. We at CMHA value your participation in the Housing Choice Voucher Program and our goal is to deliver Gold Standard Customer Service. We are constantly looking for ways to streamline processes and to improve the quality of service provided by the agency.

Thanks,

*Lisa Isham* - Housing Choice Voucher Program Director



## Winter Weather Extensions



Heavy rain, snow and extreme cold can cause renovation delays and we get it. Weather extensions for exterior work like concrete, painting and

roofing repairs will begin November 8th. Weather extensions are automatically provided. All other requests for extensions should be made in writing to HCV Inspections Manager Eric Payne prior to the due date for repairs. Please use the Request for Extension form found on the

HCV documents page of the website and return it by mail, fax or email. All extensions will be reviewed before being approved or denied. Weather extensions need to be repaired by May 15, 2017. If repairs are not completed by the deadline, the unit will be abated.

## Have You Moved?

Several invitations to various HCV Program events have been mailed out and many come back undeliverable. If you or your business have moved please make sure you complete an Owner Change of Address form. It's easy to do, go to the new CMHA website, [www.cintimha.com](http://www.cintimha.com), and click on the Landlords page. Once there scroll to documents and click the blue box. Directions on how to return the completed form back to HCV are also on the page.



HCV Customer Service

Answering your questions  
Monday through Friday

8:00 AM—4:30 PM

(513) 977.5800

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media.



Cintimha

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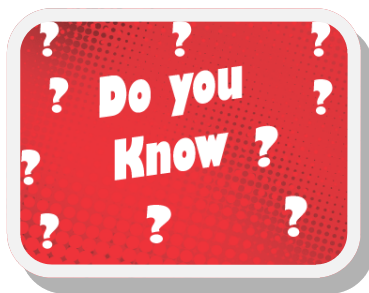
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## Celebrating Excellence

The second appreciation banquet achieved Gold Standard success. There were 13 property owners, property managers and partners who received the beautiful blue CMHA Celebrates Excellence award. Honorees were recognized for helping CMHA achieve Gold Standards in the day to day operations of the HCV Program. Ms. Emily VanBuren from the Ohio Department of Medicaid

provided information about the Non Elderly Disabled Person program known as NED2. Mrs. Sally Hammitt of the Cincinnati VA was also present to inform attendees about how to help house our heroes. Check out preliminary photos from our 2016 banquet. Photos by Cliff Fennell.



Housing our Heroes is an honor for employees at CMHA and the VA as well as property owners. Those who attended the appreciation banquet saw the public debut of the HUD-VASH video. Veteran Christopher Casey shares his story and experience with the HUD-VASH program and we also hear from a property manager who's very passionate about the program. You can view the video by going to [www.cintimha.com](http://www.cintimha.com) and then selecting the link on the Landlords page.