

# HCV Headlines

February 2018



## UPCOMING EVENTS

### Landlord Orientation:

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

1635 Western Ave

10:00 - 11:00 AM

- February 20, 2018
- March 6, 2018

### Marketing Mondays

2:30—4:00PM

- February 26, 2018
- March 12, 2018
- March 19, 2018

### Super Saturdays

9am—Noon

- April 14, 2018

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

## CMHA Offices Closed

February 19

The Housing Choice Voucher Mission states that we provide the highest level of customer service while promoting policies and procedures that benefit owners/landlords, participants and the community overall. With that being stated, I'd like to remind you of the management personnel who can answer questions or concerns you may have regarding the HCV Program. **Mr. Reynolds** is the HCV Manager and he is in charge of occupancy and housing specialists - (513) 977-5881 [Myron.Reynolds@cintimha.com](mailto:Myron.Reynolds@cintimha.com). **Ms. Morlatt** is the Senior Program Manager and she is in charge of new admissions, the wait list and special programs like VASH – (513) 977-5804 [Alicia.Morlatt@cintimha.com](mailto:Alicia.Morlatt@cintimha.com). **Mr. Payne** is the Inspections Manager and he is responsible for inspectors and compliance – (513) 977-5863 [Eric.Payne@cintimha.com](mailto:Eric.Payne@cintimha.com). **Ms. Taylor** is the Landlord Outreach Coordinator, she is the liaison between you and other managers and she trains property owners and managers on program rules – (513) 977-5861 [Miranda.Taylor@cintimha.com](mailto:Miranda.Taylor@cintimha.com).

Spring is around the corner and CMHA is planning new events to offer owners/property managers who participate with the program. Cookie and Chats will resume on March 21, 2018 5:00 – 6:30 p.m. The HCV management group invites you in to “chat” about general concerns you may have with the program and also share “best practices” with fellow property owners over cookies. The sessions are informal but very informational. Registration for the sessions is not required but appreciated for planning purposes. You may register at CMHA’s website at [www.cintimha.com](http://www.cintimha.com) on the events calendar.

Sincerely,

*Lisa Isham* - Housing Choice Voucher Program Director



### Inspector's Note on Complaint & Emergency Inspections



Do you know the difference between Emergency and Complaint Inspections?

**Emergency inspections** are life threatening events that **must be repaired in 24 hours**. Some examples include sewage backup, no water, no heat or electric, broken windows, broken exterior doors or locks, fires and missing smoke alarms.

**Complaint inspections** are typically initiated by residents or neighbors and repairs or corrections must be made in **30 days**. Mouse or rat infestations, water leaks, non-working appliances, unauthorized people in the unit, building code violations, broken interior doors/locks, interior or exterior deficiencies and chipping paint are examples of the complaints received by Inspections.

CMHA is required to complete an inspection for every complaint. Results are sent to both the voucher holder and owner with a due date for repairs. Repairs must be completed by the due date to avoid abatement of HAP or termination from the program.

## Are you looking for tenants?

**Super Saturdays** may be the answer. Showcase your available property to potential tenants, bring photos, and schedule viewings with voucher holders. Large complexes, houses and multifamily owners are welcome to attend. Super Saturdays will be held April 14th from 9am to Noon. Registration is requested, call (513) 977-5800 or visit [www.cintimha.com](http://www.cintimha.com).



HCV Customer Service

Answering your questions  
Monday through Friday

8:00 AM—4:30 PM

(513) 977.5800

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media.



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## Free Investment Seminar

Have you registered for the Investment Seminar presented by CMHA and REIA of Greater Cincinnati. The Real Estate Goddess Vena Jones-Cox will lead the February 24<sup>th</sup> session on **More Profit, Less Hassle: How to Be a Successful Landlord**. Join us and learn about the following:

- \*How to make sure rentals are money makers.
- \*Screening applicants for free.
- \*How to get the top rents.
- \*What to do if a tenancy goes wrong.

Participants will walk away with a detailed lease, the “only” application form to use and a tenant screening checklist. Getting equipped with great information is not the only benefit; you

will also have a chance to win door prizes from vendors. **More Profit, Less Hassle: How to be a Successful Landlord** is also a great opportunity to network with other real estate investors. Registration is required and limited to 200 people and can be completed at [www.Landlordsummit.com](http://www.Landlordsummit.com).

## Real Estate Investment Seminar February 24



## More Profit, Less Hassle: How to Be a Successful Landlord

## Do you know about the many benefits of the Partner Portal?

- Access data at your convenience, 24/7
- Make updates from anywhere
- Track payment detail history & rent changes
- Track inspection schedules and results
- Fewer calls and trips to CMHA for questions
- Convenient links to updates, forms and newsletters

