



REPORT TO THE COMMUNITY

2018 - 2019





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Dear Stakeholders:

I am happy to present the 2018 Cincinnati Metropolitan Housing Authority Report to the Community. Providing it shows how CMHA is progressing toward being a great community asset, while achieving our goals.

Of course, our work is not without hurdles and the need of our neighbors continues to grow. It is up to agencies like CMHA to create and leverage inventive solutions. By promoting self-sufficiency, fostering public/private partnerships and creating entrepreneurial opportunities for our residents, we believe we can help many families and individuals obtain their overall goals.

This is a pivotal time for CMHA. Our five-year strategic plan provided the initial framework and roadmap for our efforts. Since 2014, that map guided our work toward the implementation of change in operations and creating new affordable housing in Hamilton County. We have made great progress towards implementing changes that will make CMHA more sustainable in the future. However, we also realize we still have a lot of work to do.

Our work is challenging, but it is also rewarding. We believe that hard work yields worthwhile results.

Onward!

A handwritten signature in black ink, appearing to read "Gregory Johnson", with a long, sweeping horizontal line extending to the right.

Gregory D. Johnson, MS, PHM, EDEP
Chief Executive Officer



Friends:

As of December 2018, the Cincinnati Metropolitan Housing Authority (CMHA) will have been providing safe and affordable housing throughout Hamilton County for 85 years.

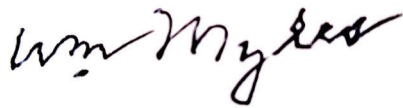
Whether by managing housing assets owned by CMHA or coordinating the Department of Housing and Urban Development's (HUD's) national Housing Choice Voucher (HCV) program — formerly called Section 8 — many of our neighbors have roofs over their heads because of CMHA's diligent work.

In addition to that history, more recently you may have heard about RAD—Rental Assistance Demonstration. That HUD tool helps housing authorities convert public housing assistance into project based rental assistance. Through RAD, CMHA can now further transform and preserve affordable housing for current and future CMHA residents. This report explains that further.

CMHA strives to be a leader in the housing industry by collaborating to provide exceptional housing opportunities while achieving high levels of customer satisfaction, promoting self-sufficiency and neighborhood stability and being a long-term asset to the community.

My fellow board members and I are dedicated to CMHA's meaningful work, now and in the future. Through committed planning and effort, we are ensuring CMHA will continue to be an important community asset.

Sincerely,



William Myles
Chairperson, CMHA Board of Commissioners

CMHA Board of Commissioners

Government entities appoint these commissioners to fill these unpaid seats on the board. One of the appointments must be a CMHA program participant.

- Mr. William Myles, Chairperson
- Mr. Edward R. O'Donnell, Vice Chairperson
- Ms. Marisa Spears
- Mr. Thomas J. Weidman
- Mrs. Mayme LaVerne Mitchell
- Mr. Kevin M. Moore
- Ms. Jill R. McGrail



AGENCY OVERVIEW

The Cincinnati Metropolitan Housing Authority (CMHA) is a political subdivision of the State of Ohio established in 1933. The U.S. Department of Housing and Urban Development (HUD) funded CMHA for the administration of quality, affordable housing for families in Hamilton County with low-to-moderate income.



What is CMHA's role in affordable housing?

Nationally, there are approximately 1.3 million households living in public housing units, managed by approximately 3,300 housing authorities. The average annual income of those households is about \$10,000. And thanks to HUD and the work of local housing authorities, their average monthly rent is approximately \$179/month.

To make that happen, CMHA pursues tax credits, public/private partnerships and other funding so it can develop affordable housing options for eligible applicants. CMHA operates or administers multiple affordable housing programs – Housing Choice Voucher Management (HCV or Section 8), Asset Management (Public Housing) and numerous services/programs to empower residents.

"I truly appreciate the work that CMHA is doing to engage the community."

— **Greg Landsman, Cincinnati City Council**

Asset Management (Public Housing)

CMHA owns and maintains properties, screens residents for eligibility and conducts lease enforcement for more than 5,300 families. CMHA operates twelve high-rise buildings, three large-family communities, numerous small-family communities and many single-family homes throughout Hamilton County. Anticipated gross annual income determines resident eligibility and rent.

Other highlights include:

- o During FY 2017 through May 2018, CMHA reduced its bad debt by more than 20%.
- o CMHA had a report rate of 99.74%, completing 6,959 recertifications interims.
- o Even with this volume of successful work, CMHA also significantly reduced its operational expenses.
- o Committed to what is best in our communities, CMHA maintenance staff completed 49,610 orders in this year that were requested by residents.
- o Consistently exceeded HUD mandates for construction contracts.

"The Cincinnati Metropolitan Housing Authority provides affordable housing solutions to our neighbors. This work is not easy, but it is necessary. And CMHA does it professionally and effectively."

**— Cincinnati Mayor
John Cranley**



"The CMHA Economic Inclusion team connects us to city and state job alerts. If we don't have that connection, then we miss out on bidding opportunities."

**— George Fountain,
Fountain Landscaping,
Section 3 Business Partner**

Section 3

Section 3 is a provision of the HUD Act of 1968 that helps foster local economic development, neighborhood economic improvement, and individual self-sufficiency. Section 3 requires that whenever feasible, local PHAs receiving HUD financial assistance provide job training, employment, and contracting opportunities for low- or very-low income residents in connection with projects and activities in their neighborhoods.

Section 3 residents are Asset Management residents or persons who live in the area where a HUD-assisted project is located and who have a household income that falls below HUD's income limits.

Section 3 businesses are 51 percent or more owned by Section 3 residents; employ Section 3 residents for at least 30 percent of their full-time, permanent staff; or provide evidence of a commitment to subcontract to Section 3 business concerns, 25 percent or more of the dollar amount of the awarded contract.

Housing Choice Voucher Management (HCV or Section 8)

The HCV program assists thousands of very low-income families and individuals by allowing them to choose and lease privately owned rental housing. The program covers the gap between what the individual/family can afford and what the private market commands for rent.

During 2017-18, CMHA processed approximately 11,600 recertifications and paid out more than \$70,976,200 in housing assistance to property owners, under the HCV program. In order for owners to participate in the HCV program, a Housing Assistance Payment (HAP) Contract is executed where owners agree to maintain the units in accordance with HUD's Housing Quality Standards and CMHA Unit Guidebook. The HCV Inspections department is charged with making sure that this occurs. During 2017-18, CMHA performed more than 22,000 inspections to ensure that units are being maintained according to these standards. Additionally, the inspections department processed more than 4,600 Requests for Tenancy Approval from owners with units available to join the program.



The HCV department also partners with owners to administer the Project-Based Vouchers (PBV) program. Unlike a tenant-based voucher, the assistance is tied to the unit and is not portable. The HCV department uses Project-Based Voucher Contracts as a method of expanding affordable housing assistance to special populations, some needing supportive services. CMHA currently has 383 units under a PBV contract with 284 additional units pending final contract approval. Some of the PBV contracts provide housing assistance to women working through recovery and youth aging out of foster care, just to name two.

During this fiscal year, the HCV program again earned a perfect score under HUD's Section Eight Management Assessment Program (SEMAP) which measures the performance of a PHA's HCV program operations. CMHA is a "high performer" based on its scores in fourteen key indicators.

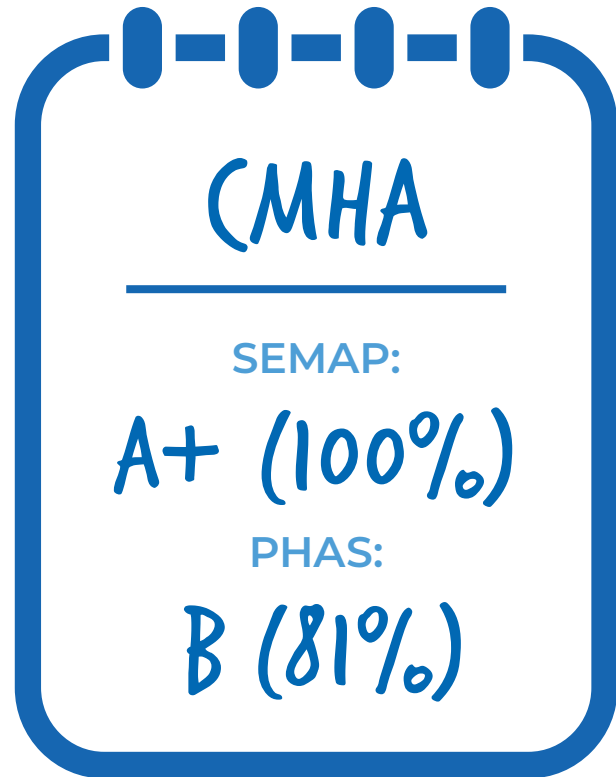
SEMAP Grading Scale:

- 90% – 100% = High performer
- 60% – 89% = Standard performer
- < 60% = Troubled performer

PHAS (Public Housing Assessment System) provides a composite score and communicates the results regarding how CMHA is performing.

PHAS Grading Scale:

- 90% – 100% = A
- 80% – 89% = B
- 70% – 79% = C
- 60% – 69% = D



"As CMHA landlords for decades, we believe strongly that the organization is a valuable asset to Hamilton County residents — including veterans and young people — who need this type of assistance. CMHA offers dedicated programs to move people toward self-sufficiency. That is important to a great future for all of us."

— Bill and Iva Richburg, CMHA Landlords



Empowering Resident Services

One important goal for CMHA is to help break the cycle of generational reliance on public housing. CMHA strives to teach its residents that self-sufficiency is possible. Helping them work toward that means doing more than simply providing housing. CMHA serves thousands of Hamilton County residents through offerings like:



Sherwin-Williams Painter Training is a weeklong training that includes classroom instruction and on-the-job experience. Upon completion of the class, all graduates receive EPA Lead-Safe Certification and Sherwin-Williams Painter Training Certification, as well as the tools and materials to get started in this new career.

This year's class had 38 graduates that included some Asset Management residents, HCV participants, and Section 3 individuals. According to Sherwin-Williams, CMHA's local offering is one of its strongest, nationwide.



M.O.V.E. (Motivate Opportunity Vision Empowerment) is a CMHA employment readiness and empowerment program. Once a week, CMHA's dedicated M.O.V.E. office is open to help individuals get jobs.

CMHA strives to connect individuals who are looking for work and companies that are hiring to fill vacant and future positions. In the M.O.V.E. office, candidates can talk with employers, fill out applications, and if required, take onsite drug screening. Jobs range from work in warehouses and food preparation to positions in manufacturing, rehabilitation care and janitorial. In 2017 alone, 408 individuals and 54 employers and service providers participated. As a result, 44 participants were successfully hired upon completion of the trainings and/or a job fair.



CMHA's First Learning Initiative encourages successful early childhood education for residents. CMHA offers this program to families with children between 18 months and five years of age. First Learning works in partnership with local daycare centers, pre-schools and Head Start programs to cultivate and promote the following core educational components:

- o Stages of a child's learning development;
- o Importance of intense parent engagement for successful child learning;
- o Utilization of early learning games and education tools for families;
- o Providing Alpha Phonics training for parents and children;
- o Providing family support services to help-ensure educational success for our children;
- o Commitment to frequently evaluate and assess our children; and
- o Commitment to establish common measures shared between all service providers.





Home Ownership Education — With the goal of moving our residents to self-sufficiency, CMHA has provided home ownership fairs for eight consecutive years. The goal (and so far, successful outcome) for these events is to teach attendees what it takes to be a homeowner. They provide information and important resources for residents to reach their home-ownership goal.



The Housing Choice Voucher Homeownership Program —

This HUD grant-supported offering allows families in good standing with a minimum annual income to apply their HCV subsidy toward monthly homeownership expenses. They must be compliant with their lease agreement and enrolled in — or be a graduate of — the Family Self-Sufficiency (FSS) program.

They must also successfully complete homeownership training through a HUD approved agency. HCVH allows families to apply their HCV subsidy toward monthly homeownership expenses. The term of assistance for the HCV Homeownership program depends on the length of the loan. There is no term limitation for disabled or elderly families.



Back-to-School Refresher kits — The public is very generous when gathering and providing items students need through efforts like “stuff the bus” campaigns in late summer and early fall. CMHA also leads a much-needed mid-year “refresher” drive for – and distribution of — needed school supplies and healthy afterschool snacks in January, replenishing 400 kids’ backpacks for the second semester at Ethel Taylor Elementary School.



“Sustainable affordable housing is critical to individual and community success. CMHA has been a great partner, helping our organization to educate and empower our neighbors to succeed as homeowners.”

— **Andrew Waters, The Home Ownership Center of Greater Cincinnati**

“CMHA has been an invaluable partner with their inventive outreach strategies that help connect their participants to community resources. We have collaborated to transition families from renting to home ownership, leaving a lasting impact on these individuals, their families and communities.”

— **Helen Spieler, Habitat for Humanity of Greater Cincinnati**

Empowering Resident Services (cont.)



Book-Rich Environments — Numerous studies have found that future academic and work success are directly linked to children's exposure to reading at a young age. Providing "book-rich" environments is one way to encourage that success for our young neighbors. Funded by a national grant through a private foundation and the public library, CMHA was selected as one of only 36 public housing authorities nationwide to create and deliver book-rich environments throughout greater Cincinnati.

CMHA's "Floating Libraries" have:

- o Given out **1,700** books to families at Millvale, Winton Terrace, Findlater and the Eligibility Department of the CMHA offices;
- o Allocated **23,000** books to distribute at various events throughout our community, including CMHA's Neighborhood BBQs over the summers.

"I appreciate all the work CHMA is doing to help people in our community."

— **Amy Murray,**
Cincinnati City Council



Resident Awareness BBQs — Over the last four years, CMHA has hosted barbeques in specific neighborhoods. The goal is to introduce our residents to CMHA's important community partners that support and engage citizens for a better life here in Hamilton County. These local businesses and agencies meet with residents during a fun day of food and family-friendly activities, created with an eye toward making needed connections to build successful relationships now and in the future.

During the summer of 2018 alone, CMHA hosted three Resident Awareness BBQs at Winton Terrace/Findlater, Millvale and Stanley Rowe.





Spotlight on the Family Self Sufficiency (FSS) Program

Family Self-Sufficiency Mission

To assist adult public housing residents to improve their economic and social well-being by providing guidance, support and service coordination.

"WIN works with CMHA to empower our neighbors to achieve stable housing and provides the tools necessary to obtain their homeownership goals."

— **S. Barbara Busch,**
Executive Director, Working
In Neighborhoods (WIN)

The Family Self-Sufficiency (FSS) program fosters and encourages self-sufficiency in various areas: education, financial, employment and homeownership, to name a few. The focus is on the individual and each participant is responsible for his/her own success.

CMHA receives a HUD grant to provide this five-year voluntary program. And it helps participating public housing residents to identify strengths, reduce barriers, create goals and make connections to progress toward economic security and self-sufficiency.



Five Year Strategic Plan Achievement Through June 30, 2018

2014 – 15 — FOUNDATION

- Saved **\$30,000** by establishing BAFO (best and final offer) approach on solicitations.
- Expanded housing opportunities with **32** units purchased and rehabbed in Green Township (volunteer compliance).
- Completed **129** Sight & Sound units, **exceeding HUD requirements.**
- Used Section 3 Dollars in the following successful ways: **\$1.59M** – new hires; **\$1.07 M** – construction; and **\$521K** – non-construction
- **364** Family Self-Sufficiency (FSS) program participants increased their income.
- Established more than **50** resident self sufficiency linkages to local agencies.
- Opened Housing Choice Voucher Call Center.



- Opened the Cincinnati Contemporary Learning Center for use by the community.
- Yielded approximately **24%** in bulk purchasing savings.
- Initiated Resident Assistance.
- Wex Card (gas card) surpassed **\$100K** in savings (expected: \$80K).
- Awarded tax credits for West Union Square development.
- Kiddy Kouture, Daddy's Daycare and QKDT Dance Studio opened at City West Retail.



2015 – 16 — PROGRESS

- CMHA earned the Economic Inclusion Advocate of the Year Award from the city of Cincinnati at the Midwest Regional Sustainability Summit.
- Minority Business Enterprise contracts awarded **\$3.37M** or **35%** of business.
- Women's Business Enterprise contracts awarded **\$316K** or **3%** of business.
- HCV FSS participants increased their income by **43%**.
- **79%** of CMHA residents who completed the Sherwin-Williams painting class were hired, surpassing the national average.



- Set Baldwin Grove as the non-smoking campus pilot.
- All new CMHA employees participated in a five-day onboarding.



- *What's Cooking?* CMHA leadership took part in a team-building chef competition.
- **66** (Asset Management) residents participated in the Family Self-Sufficiency (FSS) program, surpassing the goal of 25.

2016 – 17 — MOVEMENT

- Home ownership event attracted **30** vendors and **185** attendees.



- The HCV Program earned **a perfect SEMAP score.**
- Cary Crossing opened.
- **185** jobs were offered during hiring event that featured **46** employers and agencies.
- CMHA distributed **3,000** books to resident children through the *First Learning Initiative*.
- Broke ground at West Union Square (**70** units for people 55+)

- Centers for Active Spine Health and Urban Styles (barber) opened at City West Retail.



- CMHA's *Section 3* and *Building for the Future* initiatives designated: **National Best Practices by HUD.**
- *Building for the Future* and the *Pre-proposal Workshop* received Awards of Merit from the National Association of Housing and Redevelopment Officials and CMHA submitted both for the NAHRO Awards of Excellence.

2017 – 18 — TRANSFORMATION

- Over **6,000** books given to kids and adults through *First Learning initiative*.



- The M.O.V.E. program has employed more than **320** residents since its inception.
- Received two new Commitments for Housing Assistant Payment (CHAPs).

- West Union Square opened with **70** new affordable housing units.



- Won NAHRO National Award of Excellence for *Building for the Future* initiative.

Looking forward to 2018 – 19 — PLEDGE



CAPITAL REAL ESTATE
CONSTRUCTION AND
DEVELOPMENT





West Union Square

After breaking ground in May, West Union Square in Colerain Township officially opened September 7, 2018. The beautiful \$12.6 million senior facility offers 70 units for low- and very low-income households who are elderly.

98.7%

combined occupancy rate for
Reserve on South Martin,
Baldwin Grove, Cary Crossing &
Hamilton County Affordable
Housing portfolio

"CMHA continues to do more with less. You might have a preconceived notion about public housing, but rest assured, today's organization is not your grandparents' CMHA."

— **Todd Portune, Hamilton Co. Commissioner**



Cary Crossing

The need for safe, affordable housing for developmentally and intellectually challenged residents continues to grow. The first-of-its-kind property — Cary Crossing — boasts thirty-six fully functional and esthetically pleasing patio-style units specifically built to serve this important population. Beyond the fully accessible units, the property offers independent living with wraparound supportive services including both job training and job opportunities. This is the first 100%-accessible property in all of Hamilton County.



"Renting space for my business in the City West Retail District turned out to be a great decision. We are happy to serve people who did not previously have easy access to us."

— **Dr. Dan Buchanan, Centers for Active Spine Health**



CONVERSION THROUGH NEW HUD FUNDING TOOL

On January 2, 2018, the federal government's Department of Housing and Urban Development (HUD) gave approval for CMHA to use Rental Assistance Demonstration (RAD) as the most effective and efficient way to transform and preserve affordable housing for those who need it. After a rigorous application process, CMHA can now transition some of its Asset Management units to Project Based Rental Assistance (PBRAs) under the guidelines, rules and regulations set forth by HUD through this new tool.

Nationwide, properties owned and/or operated by local housing authorities continue to need costly repair and maintenance. HUD designed this funding instrument to assist those housing authorities as they address critical capital needs. By allowing them to access private sources of capital to repair and preserve their existing housing assets, HUD's new tool is a lifeline. Of course, there are governmental constraints to it, but CMHA is on its way to succeed within the provided framework. It is an exciting time.

CMHA hosted more than 75 meetings with residents, employees, community leaders and other stakeholders to discuss this. Attendees talked about the limitations of the Low Income Public Housing Program and the opportunities now available. The groups actively discussed how those limitations and opportunities might affect future affordable housing options.

In order to help achieve its goals, CMHA forged partnerships with conversion experts, developers and financial institutions. As of June 30, 2018, CMHA has completed a preliminary conversion assessment of more than 5,000 units, identifying areas of challenge and opportunity. CMHA has already completely converted one property (Baldwin Grove) through RAD. Nine more are currently active Commitments for Housing Assistance Payments (CHAPs). Three finance plans were submitted at the end of 2018 (Sutter View, Evanston and Park Eden). CMHA is making real progress in its efforts to restore and preserve affordable housing in Hamilton County.

CMHA is confident in the conversion tool and in our experienced and resourceful team to ensure our residents get the best in affordable housing. While CMHA is pleased with how Baldwin Grove turned out, the agency is most proud and enthusiastic about how we only minorly inconvenienced our residents. CMHA created specific web content that includes local resident questions and CMHA's answers, HUD-distributed information and an FAQ section. As the transition continues, we believe the entire community will be kept updated and will yield positive results.

Through the conversion, CMHA will further develop public and private partnerships, funding needed for ongoing repair and updating of CMHA's assets, making them better for residents and communities alike. CMHA has developed operating procedures for post-conversion, to successfully integrate these units into the management portfolio. The input from affected parties is critical to ongoing success. So CMHA will develop and offer periodic interactive meetings where residents and employees can indicate where, if it were their money, they would invest in their buildings. We hope this will garner meaningful feedback relating to issues within a building and influence an order of priority for those that participate.

All of this promotes self-sufficiency and neighborhood stability into the future. It is a new way to operate and will most certainly change how we use assets and manage programs. In addition, it should create opportunities for Minority-Owned Businesses, Women-Owned Businesses, low-income individuals and businesses that employ low-income individuals.

*According to the Council of Large Public Housing Authorities (CLPHA), "years of chronic underfunding has had a substantial negative impact on public housing stock. In recent years, Capital Fund appropriations have averaged less than **\$2B** annually, while annual capital accrual needs are estimated at **\$3.4B**. The capital needs backlog is currently estimated to be **\$5 billion** — and growing.*

Locally, CMHA is actively developing and implementing new and creative solutions — like conversion through RAD — to combat challenging nationwide financial situation.



Touchstone Properties

As a full-service property management company (and an instrumentality of CMHA), Touchstone delivers superior customer service. For the final two quarters of last year, Touchstone met or exceeded all of its goals for construction and non-construction contracts, as well as Section 3 new hires. In addition, its 4,243 contracts yielded more than \$7.1 million during the same six months. The following are properties under Touchstone management, a wholly-owned subsidiary of CMHA.



Baldwin Grove — Baldwin Grove is located in Springdale, about one mile from I-275. The property is surrounded by scenic landscaping and outdoor amenities such as communal gathering spaces and grills. Notably, the property is Energy Star Rated for its many energy-efficient installations and design features. It is CMHA's first independent LIHTC project and its first "portfolio conversion, using one of HUD's repositioning tools."



Cary Crossing — Cary Crossing is located in Mt. Healthy and offers one- and two-bedroom units that all meet the Uniform Federal Accessibility Standard for mobility, sight and sound accessibility. They feature private kitchens, bathrooms, bedrooms, storage, laundry hookups and patios. This development addresses a previously unmet need for accessible housing for those with disabilities. It provides easy access to medical institutions that provide low-cost medical and dental service to local residents. Future development will include a social enterprise to provide training and employment opportunities to Cary Crossing residents and their peers.



The Reserve on South Martin — The Reserve is located in Mt. Healthy and features one- and two-bedroom units. Residents enjoy the Reserve's gardening area, walking trails, fitness center, library, computer stations, picnic areas, day lounges and a community room with modern amenities. In addition, the building is certified LEED Platinum and was named "Cincinnati's Greenest Building" in 2014 by the Cincinnati Business Courier.



Hamilton County Affordable Housing — HCAH is comprised of 112 different housing units scattered throughout Hamilton County. Of those, 46 are single family homes, 24 duplexes, 32 flats, 10 townhomes/ row houses. Just over half are occupied by residents who use a Housing Choice Voucher to pay rent. The remaining properties are all affordable rents.



West Union Square — West Union Square, located in Colerain Township, provides amenity-rich housing for seniors. It replaced a series of blighted multi-family developments that for years were marked by high vacancy rates, substandard living conditions and rampant crime. One of West Union Square's revitalization effects is that plans to close a nearby school were cancelled. CMHA is proud to have worked with the local school and county officials to reroute traffic and cultivate a more people-centric neighborhood, thereby better meeting the neighborhood needs for all generations.



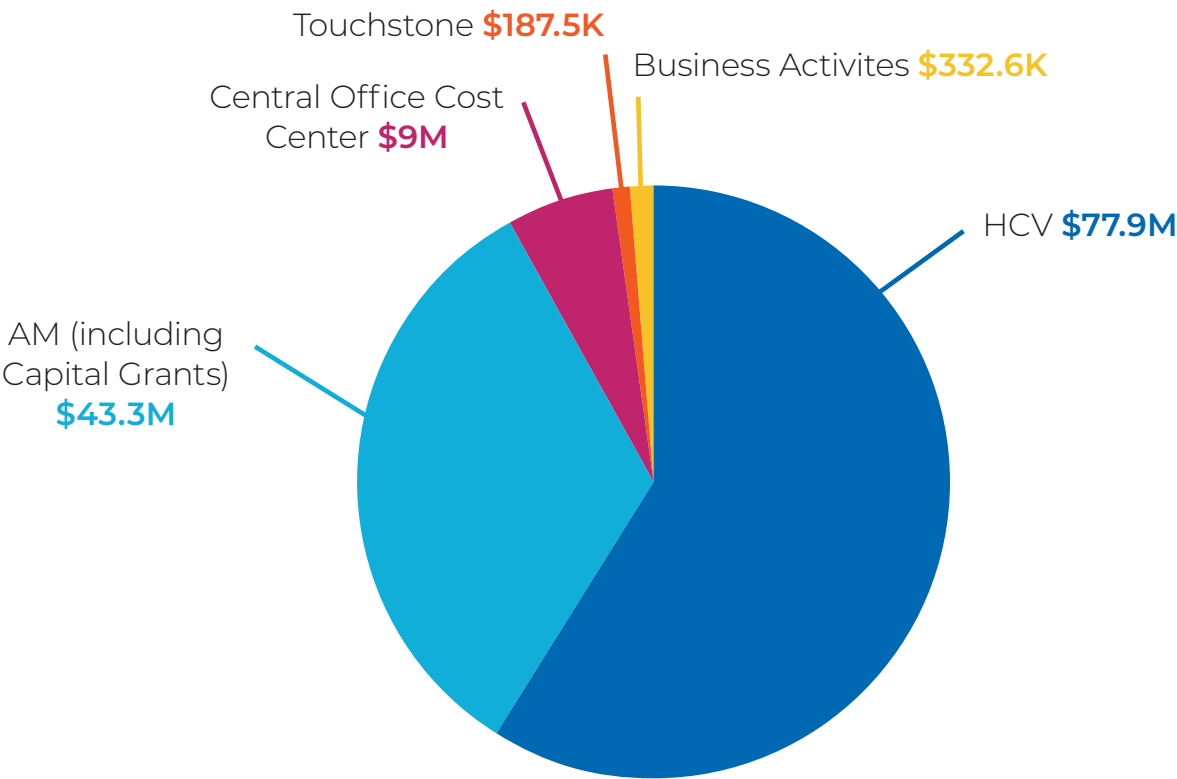
City West Retail — City West Retail is comprised of 30 retail storefronts along Linn Street in Cincinnati's historical West End. These businesses include: Daddy's Daycare, Kiddy Kouture, Metro PCS, QKidz Dance Studio, PNC (ATM branch), Centers for Active Spine Health, CCPA school offices and Urban Styles.

Outstanding
delinquency
reduced by

91.7%

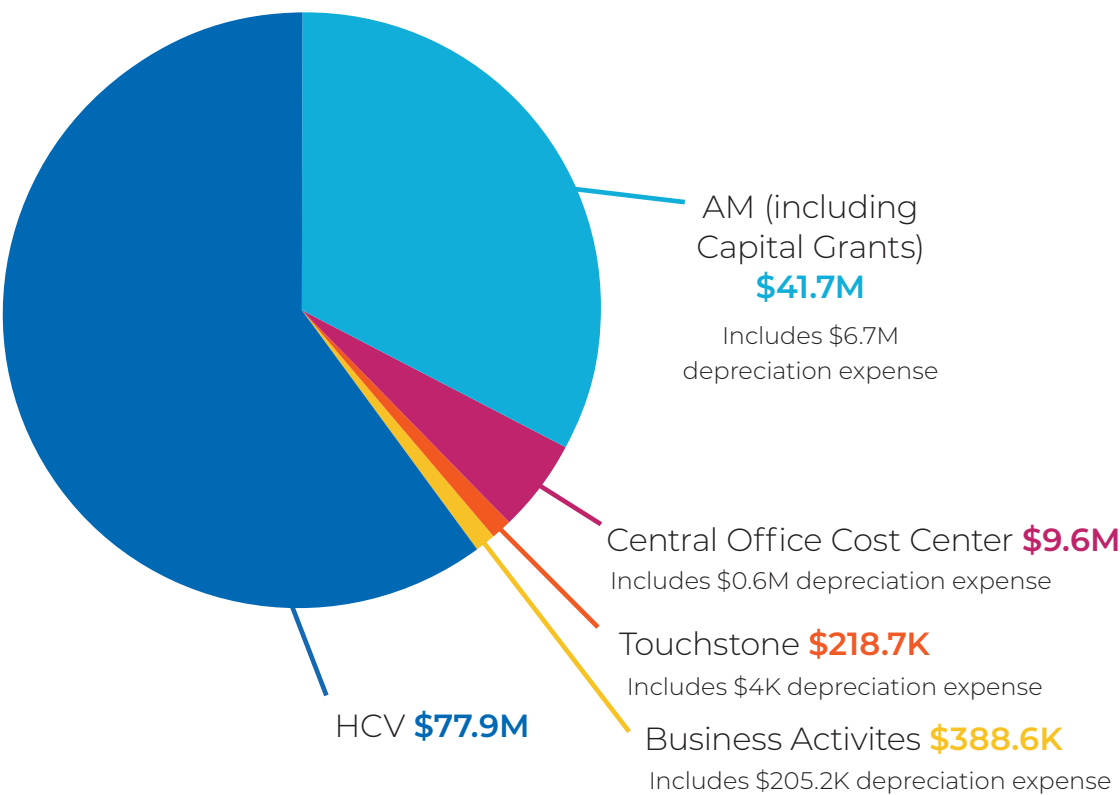
Revenue Report

Fiscal Year 2018



Expense Report

Fiscal Year 2018



Honors

- 2015** Sustainable Community Innovation Award from the City of Cincinnati
- 2015-16** Campaign for Grade-Level Reading (GLR) Award for "First Learning" Initiative
Housing and Urban Development (HUD) Honor Roll and Pacesetter*
- 2016** Economic Inclusion Advocate of the Year Award by the City of Cincinnati
- 2017** National Association of Housing and Redevelopment Officials (NAHRO)
National Award of Merit for Program Innovation: Resident and Client Services
(Procurement's Pre-Proposal/Solicitation Workshops)
- 2018** NAHRO National Award of Excellence for Program Innovation: Resident and
Client Services ("Building the Future" Initiative)
- 2018** U.S. Communities Government Purchasing Alliance Excellence in Cooperative
Purchasing: (Leadership and Dedication to Procurement Excellence)

CMHA Main Office

1627 Western Ave.
Cincinnati, OH 45214
(513) 721-4580
M – F, 8:00 a.m. – 4:30 p.m.

Housing Choice Voucher Program

1635 Western Ave.
Cincinnati, OH 45214
(513) 977-5800
M – F, 8:00 a.m. – 4:30 p.m.

Asset Management Eligibility Office

1088 W. Liberty St.
Cincinnati, OH 45214
(513) 421-CMHA (2642)
M – F, 8:00 a.m. – 4:30 p.m.

Talk2Us Hotline

(513) 721-CMHA (2642)

www.cintimha.com

GUIDING PRINCIPLES

We support our employees and their families so we can support the communities we serve.

We are committed to treating everyone with respect.

We will not compromise our shared ethical standards and dedication to quality.

MISSION STATEMENT

To be a leader in the housing industry by providing exceptional housing opportunities while achieving high levels of customer satisfaction, promoting self-sufficiency and neighborhood stability, and being a long-term asset to the community. We will achieve this by developing public/private partnerships, rating entrepreneurial opportunities and by employees and residents holding themselves to our Gold Standards of Excellence.

OUR VALUES

Integrity

Respect

Initiative

Accountability

Excellence



www.cintimha.com

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