

HCV Headlines

May 2019



UPCOMING EVENTS

Marketing Mondays

Showcase your available units to voucher holders looking to move.

2:30—4:00pm

- May 20, 2019
- June 3, 2019
- June 10, 2019



A Cookie & A Chat

Casual conversation with HCV Management.

5pm to 6:30pm

- June 19, 2019
- July 17, 2019
- August 21, 2019

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

CMHA offices will be closed

May 27, 2019

Customer Service is defined as the assistance and advice provided by a company to the people who buy or use its products or services. It is provided internally and externally. We at CMHA, are constantly working to improve customer service by changing and updating policies or streamlining processes. Accordingly, we are interested in receiving your feedback on customer service. We have created a survey focused on customer service that takes just a few minutes to complete. Please visit the following link to take the brief survey - <https://www.surveymonkey.com/r/2019AprilSurvey>.

Also, I'd like to extend a thank you to the property owners and property managers who take time out of their day to attend the various events held at our Administrative office. The number of property owners and voucher holders is steadily increasing at these events. Owners who register to attend "Marketing Mondays" set-up between 2 and 2:30pm on those designated days and showcase their property to families looking for a new home. A Cookie & A Chat events are held monthly and we receive great feedback from owners. Information on upcoming CMHA U classes is on the next page. The full schedule of HCV events can be found on the CMHA website at www.cintimha.com/calendar.

Sincerely,

Lisa Isham—Housing Choice Voucher Program Director



Inspector's Note:

Quality Control Inspections



These inspections are randomly selected and conducted by the Landlord Compliance Manager. They are conducted to ensure the HCV Inspectors are providing accurate and complete inspections and to confirm consistency among inspectors in application of the Housing Quality Standards (HQS). Notification of the quality control inspections are sent by mail to the owner and the family. Attendance is required for the inspections, if neither tenant nor owner can attend, the tenant is responsible for re-scheduling the appointment at least 48 hours prior to the scheduled quality control inspection time.



Hours of Operation

8:30am to 3:30pm

Monday—Thursday

HCV Customer Service

Answering your questions
Monday through Friday

8:00 AM—4:30 PM

(513) 977.5800

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Cintimha

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Property Owner Training Opportunities

Every year we search for subject matter experts to address some of the comments we receive from property owners and managers. The CMHA U 2019 courses have begun and the lineup of classes is very interesting. One of our most popular classes will be held May 29th with the Cincinnati Police Department. This class offer crime prevention tips, steps to take if you suspect illegal activity on your property and more. June 12th we secured the Ohio Attorney General's Office to come in and provide the most recent Fair Housing Rules & Regula-

tions during a Lunch and Learn. The new Landlord Compliance Manager Tim Salvador will lead a class focused on inspections July 31st. During the month of August, a National Apartment Association trainer will provide the latest tools for property management and how to become more successful in property management. If you have questions about rent reasonableness and other program processes, HCV Program Director Lisa Isham will help you Navigate HCV in September. Do you know your legal responsibilities as a

property owner? Attorney Willis returns September 12th for a Lunch & Learn. If you have topics you'd like him to cover please email them or questions to Landlordoutreach@cintimha.com and we will make sure he gets them. We look forward to seeing you at one or all of these free events. Registration can be completed at www.cintimha.com/calendar.



Did you know, establishing a list of maintenance charges is good business? The Charge List should be provided to all renters and incorporated into your lease agreement at the time of move-in. It helps avoid disputes about the cost of repair work that is above normal wear and tear. The same charge list can be used for voucher holders. It's great to document: take pictures of the damage and include in the tenant's file.