



REVISED JUNE 15, 2020

Cincinnati Metropolitan Housing Authority has made some changes to its business processes in response to the COVID-19 Virus. Our first priority is the safety and health of everyone. We will update our customers and business partners as additional information becomes available and changes are made to our business processes.

We are seeing an increase in the number of documents received electronically in turn creating a delay in processing. Your patience is appreciated while we process the documents.

Overall Agency:

- Meetings are being held by conference calls.
- Staff is continuously disinfecting counter tops, doors and equipment in common areas.
- CMHA has limited access to its lobby areas for document drop-off to comply with social distancing.
- CMHA provides hand sanitizer stands in the common areas of all buildings.
- CMHA will utilize WebEx and/or Skype for meetings/interviews to reduce in-person contact.
- CMHA is continually looking at ways to reduce risks to our clients, business partners and our staff by following best practices for our industry in accordance with CDC recommendations. If you suspect a client is ill, inform them that CMHA can process their needed paperwork remotely.
- If you are ill or have been in contact with someone that may be ill, please stay home and contact us via telephone or email. Our contact information is available on our website. www.cintimha.com

The Housing Choice Voucher Program:

- The Housing Choice Voucher Program Front Desk is open with a limit of 2 persons at a time. **Masks are required to enter area.**
- Landlords can fax and email RTAs to CMHA via email rtaexpress@cintimha.com or 513-665-2961. Please make sure that you are completing the RTA fully and sending all pages of the packet to CMHA. (front and back). **Please do not use any other fax or phone number to submit the RTA. Remember,** RTAs where the family is responsible for water/sewage in their current unit will require a water bill showing the bill is current submitted with the RTA.
 - RTAs are being processed in the order received and will respond accordingly as quick as possible
- The **Landlord Orientation** PowerPoint is available online for new owners interested in participating with the HCV program.
- CMHA cancelled in-person sessions like **Marketing Mondays** until further notice. Property owners are encouraged to list available units on GoSection8.com.
- Employees handling paper are being encouraged to use gloves.
- In an effort to protect our employees, Inspectors will call families ahead of scheduled inspections to verify that no one is ill in the household before entering a unit. Voucher holders can submit pictures of deficiencies in units to hcvhelp@cintimha.com. CMHA will then open a complaint inspection if necessary.
 - CMHA is limiting inspections to initials (includes transfers), complaints and emergencies during this time. **Units undergoing initial inspections must be empty during the inspection.** Please stay 6 feet apart for social distancing precautions.
- **Property Owners can submit pictures of unit repairs by email: HCVhelp@cintimha.com.**
- CMHA will use online and mail in services for some activities such as, briefing and recertification appointments. Packets will be mailed to families with return envelopes for verifications and needed paperwork. Once eligibility is determined, the briefing will be made available and a voucher issued. If you are scheduled for an upcoming briefing or have a client that is scheduled, please do not come to our offices. This will now be handled via mail.

The Asset Management Program:

- CMHA Property Management Offices are closed. Call or email your property manager.
- CMHA on-site laundry facilities are open but limited to one person at a time.
- Maintenance staff will **only complete emergency work orders** until further notice.
- Asset Management residents with income and family composition changes can call the **Household Reporting line** at:
 - **(513) 977-5642**