

## CMHA – HOUSING CHOICE VOUCHER PROGRAM – TEAMS

As CMHA moves toward the future and improving our Customer Service, we are implementing the TEAM concept which means that participants will no longer have a Housing Specialist assigned to them. Each TEAM has someone assigned who will be addressing emails from the below email boxes and responding timely. The TEAM will process the information and send out timely to Landlords, Participants and Applicants. Thank you for your continued Support of CMHA.

<b>HCV New Admissions</b> newadmissions@cintimha.com	<ul style="list-style-type: none"><li>• <b>Submit</b> - Applicants screening packets and verifications</li></ul>
<b>HCV Moves</b> moves@cintimha.com	<ul style="list-style-type: none"><li>• <b>Submit</b> - Notice to Vacate</li><li>• <b>Submit</b> - Lease Start Dates</li><li>• <b>Submit</b> - Voucher Extension Requests</li><li>• <b>Submit</b> - Port-out Requests</li></ul>
<b>HCV Contracts</b> contracts@cintimha.com	<ul style="list-style-type: none"><li>• <b>Submit</b> - Leases/HAP Contracts</li><li>• <b>Submit</b> - Tenancy Addendums</li></ul>
<b>HCV Recerts</b> hcvrecerts@cintimha.com	<ul style="list-style-type: none"><li>• <b>Submit</b> - Annual Recertification Packets</li><li>• <b>Submit</b> - Verifications</li></ul>
<b>HCV Hearing Request</b> hearingrequest@cintimha.com	<ul style="list-style-type: none"><li>• <b>Submit</b> - Hearing Request</li></ul>
<b>HCV Porting</b> ports@cintimha.com	<ul style="list-style-type: none"><li>• <b>Submit</b> - Port-in Packets</li><li>• <b>Submit</b> - Port Billing</li></ul>
<b>Landlord Support</b> landlordsupport@cintimha.com	<ul style="list-style-type: none"><li>• <b>Submit</b> - Owner Portal Questions</li><li>• <b>Submit</b> - EHV Damage Claim Requests</li></ul>
<b>RTA Scans</b> rta@cintimha.com	<ul style="list-style-type: none"><li>• <b>Submit</b> - RTAs</li><li>• <b>Submit</b> - RTA Corrections</li><li>• <b>Submit</b> - RTA Acceptance (Rent)</li></ul>
<b>hcvhelp</b> hcvhelp@cintimha.com	<ul style="list-style-type: none"><li>• <b>Submit</b> - Rent Adjustments</li><li>• <b>Submit</b> - Change of Ownership</li><li>• <b>Submit</b> - HQS Payments, Holds and Abatements</li></ul>
<b>HCV Inspection Request</b> hcvinspectionrequest@cintimha.com	<ul style="list-style-type: none"><li>• <b>Submit</b> - Inspection Request</li><li>• <b>Submit</b> - Inspection Extension Request</li></ul>
<b>HCV Special Programs</b> hcvspecialprograms@cintimha.com	<ul style="list-style-type: none"><li>• <b>Submit</b> - PBV/VASH/NED2/Mainstream/EHV/MOD - <b>Recertification</b></li><li>• <b>Submit</b> - Questions regarding VASH/NED2/Mainstream/EHV/MOD</li><li>• <b>Submit</b> - PBV to Voucher Request</li></ul>