



**Q&A!**

## **The Answers**



### **ASK THE EXPERT**

### **On-line RTA Submissions**



Answers to questions submitted by landlords in attendance April 24, 2025.

- 1. How long will it take to get RTA approved by CMHA when submitted online?** That depends on several factors. Number one being the RTA is complete and the family has signed it. CMHA will not know the RTA is finalized until it is signed by the family.
- 2. When will it start online?** Projected start is June 16, 2025.
- 3. Can you send files through the portal? Rent adjustment requests, water bill, 30 day notice?** Those documents should be emailed. Rent adjustments go to [HCVhelp@cintimha.com](mailto:HCVhelp@cintimha.com) and Notices go to [Moves@cintimha.com](mailto:Moves@cintimha.com). Water bills will be submitted with the RTAs, if there is an outstanding bill you can send that to [RTA@cintimha.com](mailto:RTA@cintimha.com).
- 4. Do we have the ability to enter comps into the third party's database?** We used to have a website where we could enter comps that would help the 3rd party and rent reasonableness stay current. Nelrod is the third party used, go to the website ([www.ezrrd.com](http://www.ezrrd.com)), enter the username: **user** and the password: **user** , then complete the form. All comps are verified by the vendor, CMHA does not review or approve comps submitted by owners.
- 5. How do we submit an RTA online if a new owner partners with the program?** They have to register at <https://myinfo.cintimha.com/>
- 6. Great Presentation... Thank You!**