

STATE OF THE AGENCY HIGHLIGHTS

Each year, Mr. Johnson provides the staff at CMHA an update on the agency, which includes departmental updates and some of the positive accomplishments in the agency. He shares the positive impacts employees are making in their community with residents and participants. Below are some of the highlights.

- CMHA celebrated one Grand Opening (Logan Commons) of a building for seniors and two Grand Re-Openings (The Riverview House and San Marco) for residents. We also held three Re-Imagining Affordable Housing Renovation Kick-off Celebrations to prepare for the rehabilitation of Marquette Manor, The Beechwood, and homes on the East Side of Hamilton County
- Asset Management increased occupancy to reach 99% by the end of the Fiscal Year
- The Eligibility Department identified 470 families eligible for housing in 2025
- The EnVision Center, in partnership with Sherwin-Williams, graduated 22 students with the Painting Classes in February and October



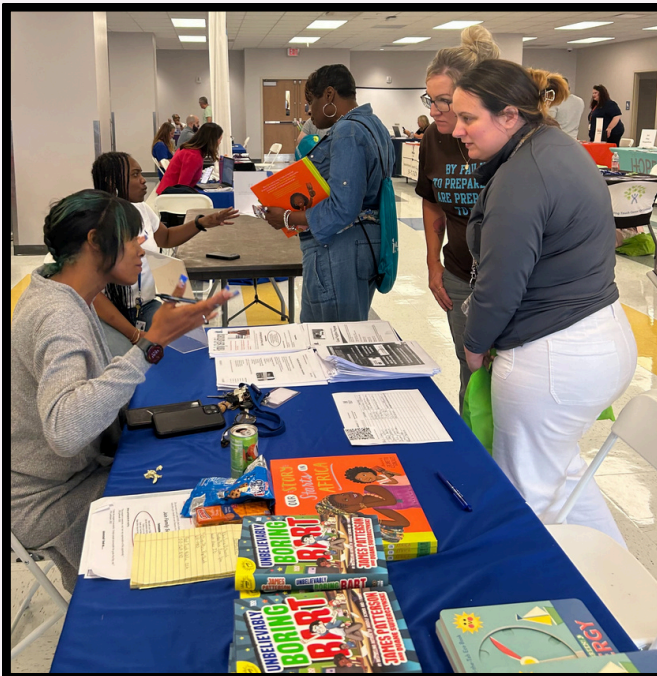
- The EnVision Centers assisted more than 17,000 residents with resources through the center
- Asset Management increased the NSPIRE inspection scores by 16% over last year - this is due to partnerships with property management, residents, and community partners
- The Housing Choice Voucher Program was removed from shortfall status in April
- HCV assisted 9,877 participants in utilizing vouchers
- 343 veterans were assisted with housing using vouchers
- 485 individuals attended the Partner Appreciation Banquet with eight partners being recognized for their work with CMHA and families
- Family Self-Sufficiency Program has a total of 515 participants with 81 new enrollees
 - Participants received more than \$300,000 in escrow in 2025
- CMHA spent more than \$7 million in Capital Improvement repairs for properties
- The roofs of 23 properties throughout CMHA sites were replaced for nearly \$500,000
- An audit was conducted with CMHA Finance Department with no findings in 2024
- CMHA staff received training on 14 areas this year



CMHA SHARES RESOURCES AT RECENT EVENTS



CMHA attended several neighborhood Back-to-School events offering resources and books to parents and families.



EnVision Center staff attended and provided resources at the One Stop Shop event. These events are an important opportunity to share information about our programs and offer resources to families. We hand out books for families with children to foster literacy.



We share directions on how to apply online for families in need of housing. The Family Self-Sufficiency newsletter provides accessible information for families looking to become self-sufficient. We provide teaching on how to register on Rent Cafe for individuals who have difficulty with it.

FSS FAMILIES GRADUATE AND PURCHASE HOMES



The Family Self-Sufficiency program recently graduated 38 participants from the program. Zealously, seven of the graduates went further and purchased homes through the Homeownership Program. The program allows participants to use their voucher subsidy toward a monthly mortgage payment.

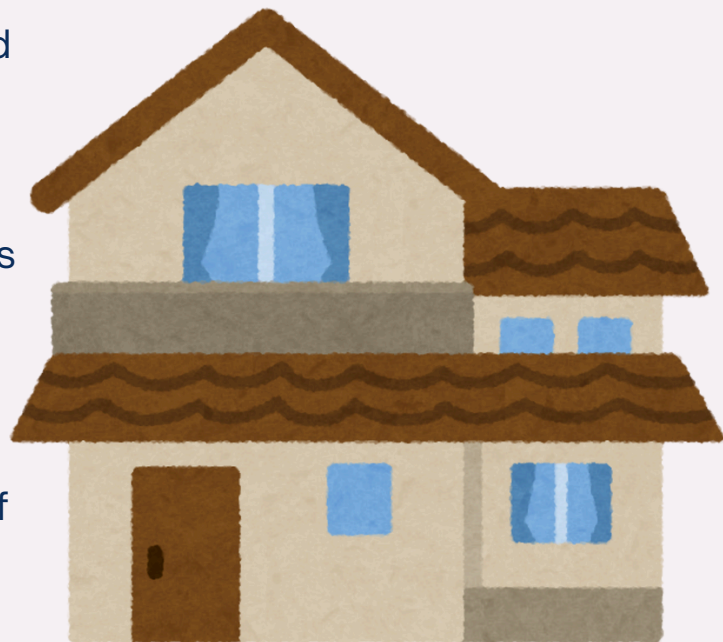
Shay Adams (right) was one of the new homeowners honored at August's CMHA Board of Commissioners' meeting. She received a proclamation and a gift card in recognition.

We commend her for her tremendous accomplishment.

For more information about the FSS program, contact hcvfss@cintimha.com to inquire.

Individuals interested in participating in the Family Self-Sufficiency Program and the Homeownership Program must follow the requirements below:

- Be an HCV participant in good standing
- Be in compliance with the Landlord's lease
- Be a first-time home buyer
- Be enrolled in or a graduate of the FSS program
- Meet the Minimum Annual Income
- Have a minimum personal savings of \$500 in a savings account
- Successfully complete Homeownership Training through a HUD-approved agency



RESIDENTS RECEIVE VISITS FROM COMMUNITY PARTNERS

Mt. Healthy Police and Fire Departments visited Cary Crossing and Reserve on South Martin this month to provide the community with some updates about policing, helpful tips, and useful information about their respective departments.

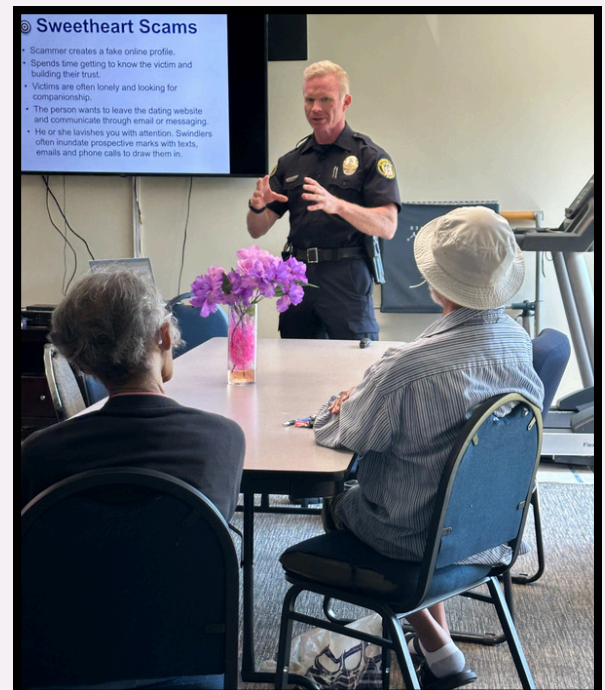


Above: Cary Crossing residents pose in front of the fire truck with Chief Lawson. Above: Two young ladies pose with Chief Deidesheimer.

Below: Reserve on South Martin residents pose with the chiefs and the Detective.



Springdale's Officer Riordan visited Baldwin Grove to discuss common scams and how to avoid becoming a victim to them with residents.



HOW TO DO BUSINESS WITH CMHA OPENS DOORS FOR VENDORS

CMHA held two How to Do Business with CMHA events this month offering opportunities for vendors and contractors to provide services for the agency. It also opens the door for these small businesses to work with other organizations to build their business and expand throughout Hamilton County and Southwest Ohio.



Participants have the opportunity to meet with organizations like ECDI, Ohio Small Business Association, African American Chamber of Commerce, and more that attend to offer resources and services.

During this month's HTDB event, the Ohio Department of Transportation presented ways in which vendors could apply and work with them for future projects.



Ashley Clericus, CMHA Assistant Director of Procurement, walks participants through the ways to register, complete solicitation documents, and submitting proposals.

WAYS TO PAY RENT TO CMHA



How Do I Pay My Rent to CMHA?

CMHA can no longer process mailed payments (checks or money orders) to the PO Box. See other options below.

- 1 ACH** **FREE**
A checking or savings account is required! The payment is automatically deducted from a checking or savings account. Enrollment can be set up in Rent Café or a form from CMHA Finance or Property Managers. You **MUST** take the form to your bank for the account information.
 - 2 CMHA website with US Bank** **FREE**
Go to CMHA's website: clintmha.com and click on the **Pay Rent** button. Click on **Make Online Payment**. This will take you to CMHA online payment with US Bank. Enter account number, removing the letter (b,t,d,f) and adding two zeros in front - example t0151308 to 00051308. Enter the last 4 digits of your social security number and click log-in.
 - 3 Rent Café Payments - YOU MUST REGISTER**
Once you register for Rent Café, you will be able to click on the Pay My Rent tab to enter your credit or debit card number to quickly and easily pay your rent. There is a **2.95% convenience fee on each payment**. You will receive a confirmation number, and it will show in your RC account.
 - 4 Pay Near Me - Kroger, Walmart, etc**
You may pay your rent at a designated location near you. Walmart, CVS, 7 Eleven, and Kroger locations offer the ability to make a payment with cash. **You must log into Rent Café and get a mobile barcode, which will be the same one you will use every time you pay this way.** Show the barcode to the cashier. **A \$4.99 convenience fee will be added to your payment.**
- clintmha.com 513-977-5947

CMHA transitioned to **Rent Café** several months ago to accept rent payments, process documents, and create work orders. All residents should be setting up accounts or working with property management to assist in this process. The deadline for creating your account is **December 31, 2025**.

There are several ways that residents can pay rent through the Rent Café platform, including ACH payments, where residents can provide their bank account information (checking) to have automatic payments deducted every month. Debit and Credit Card payments are also available through Rent Café.

The last available payment option is a "WIP" or walk-in payment for those looking to submit a physical check or money order to local locations (Kroger, Walgreens, Walmart, etc.). The process includes the resident using their assigned barcode, available on their Rent Café account, to scan and process their rent payment.

ASSET MANAGEMENT ENCOURAGES RESIDENTS TO PARTICIPATE IN RENT CREDIT PROGRAM!

Asset Management began a Rent Credit Program to assist residents who want to do work around their properties to assist in their rental obligations.

The residents will apply for the program with their property managers and agree on a wage. The income is then credited to the resident's account monthly. Residents cannot earn more than the monthly rent they owe.

Some jobs that residents can choose are:

Grounds clean-up
Beautification and Landscaping
Janitorial

Rent Credit for Work

CMHA is offering opportunities to CMHA residents to work for rental credits.

How it works: The resident works so many hours based on an agreed wage, and the income is credited to the resident's account monthly. The maximum amount earned can not be greater than the amount of rent paid per month.

Available positions now:
Grounds pick up
Beautification/Landscaping
Janitorial

Responsibilities will vary by site. For any questions, reach out to your Property Manager

MUST be in good standing

Scan the QR Code if interested!



HCV UPDATES INFORMATION REGARDING WAITLIST

Last year, the Housing Choice Voucher program paused pulling prospective participants from the waitlist to be active in the program. This was due to a HUD notification to CMHA of a potential financial shortfall.

HUD recently notified CMHA and HCV that it was no longer projecting a shortfall status. This means the HCV may resume assisting more families with affordable housing. As families are notified, they will be looking for affordable housing throughout Hamilton County.

Your Rental Connection offers voucher holders an opportunity to meet with potential property owners/managers with vacant units.

Your Rental Connection occurs every Tuesday from 1 p.m. to 3 p.m. at 1635 Western Avenue.

ASK THE EXPERT HAS UPDATED INFORMATION



ASK THE EXPERT

Cincinnati Metropolitan Housing Authority will implement the new Inspections procedure known as NSPIRE-V **October 1, 2025**. The new protocol is designed to focus on resident safety in subsidized housing units and the pass/fail protocol codified in the Federal Registrar will still apply to HCV unit inspections. This month's Ask the Expert will look at some of the Inspection changes you can expect.

RFTA UPDATES FROM HCV

The online submission of RFTA has been in process for nearly two months and it is going pretty well. There are a few changes and common errors to avoid that we'd like to point out that will help prevent delays with the submission.

The changes are 1) tenants should submit their water bills to the RTA email (rta@cintimha.com) and 2) the Request for Tenancy Approval button has been renamed Submit Unit Details.

The common errors to avoid include:

- RTAs are being submitted with the old forms (please delete the form if you have saved it), the updated/correct forms are on the [Documents page](#) of the CMHA website under the RFTA section. Two forms are marked required and must be submitted with every RTA.
- Expired W-9s are being submitted. While landlords are submitting W-9s dated this calendar year, the form itself is expired. The most current version is 2024.
- The Rent Reasonable sheet is incomplete or missing. This form is part of the “RFTA required forms” packet.
- Failing to select options on the entire utility section. You must choose one option and mark N/A for the others that do not apply.

HEATING - Choose 1 and mark N/A for the others

Natural Gas Heating N/A or Owner or Tenant

Bottled Gas Heating N/A or Owner or Tenant

Oil Heating N/A or Owner or Tenant

Electric Heating N/A or Owner or Tenant

Electric heat pump N/A or Owner or Tenant

COOKING - Choose 1 and mark N/A for the others

Natural Gas Cooking N/A or Owner or Tenant

Bottled Gas Cooking N/A or Owner or Tenant

Electric Cooking N/A or Owner or Tenant

WATER HEATING - Choose 1 and mark N/A for the others

Natural Gas Water Heating N/A or Owner or Tenant

Bottled Gas Water Heating N/A or Owner or Tenant

Oil Water Heating N/A or Owner or Tenant

Electric Water Heating N/A or Owner or Tenant

***Who pays for the lights/plug electric in the unit?

Electric Other Appliances Owner or Tenant

***Who is providing the below appliance for the unit (owner or tenant)?

Tenant Range Owner or Tenant

Tenant Refrigerator Owner or Tenant

***Who is providing the utilities below?

Water Owner or Tenant

Sewer Owner or Tenant

Trash Owner or Tenant

HOMEOWNERSHIP SESSIONS ARE UNDERWAY

CMHA, in partnership with Republic Bank, is offering a three-part series about financial empowerment and literacy, as well as best practices for budgeting.

When:

Thursday, September 11, 2025- Basics in Budgeting

Thursday, September 25, 2025- Understanding Credit

Tuesday, September 30, 2025 -Mortgages and Loans

Time:

2:00 pm–3:30 pm

Where:

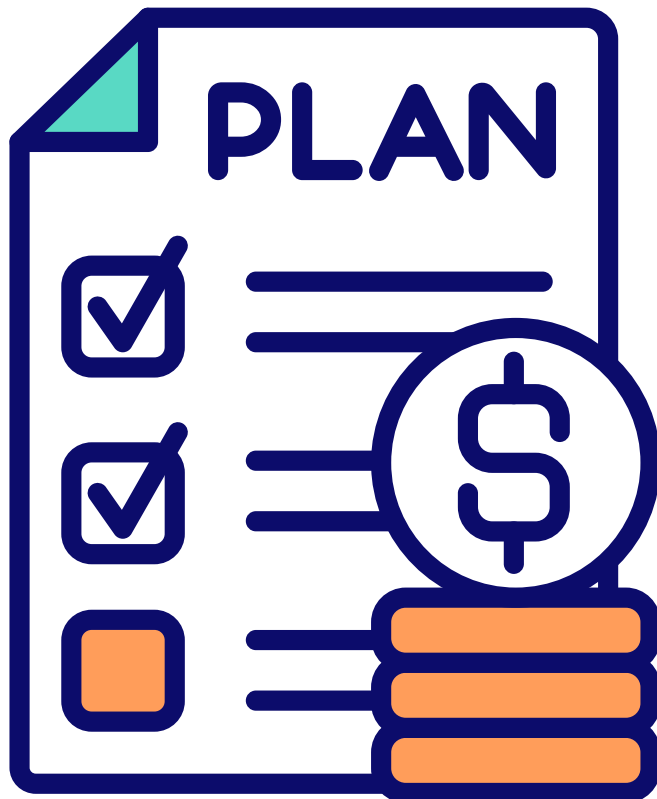
CMHA

1635 Western Avenue

Cincinnati, OH 45214

To register, please email:

HCVFSS@cintimha.com



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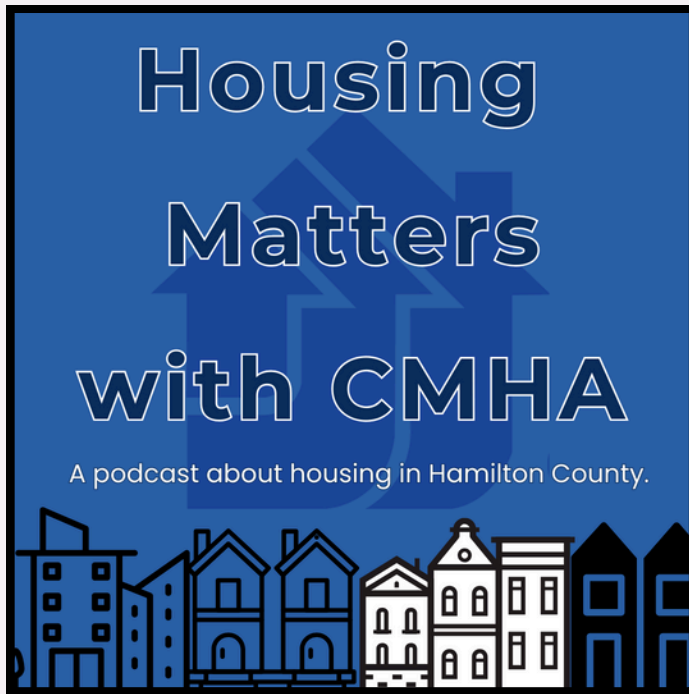
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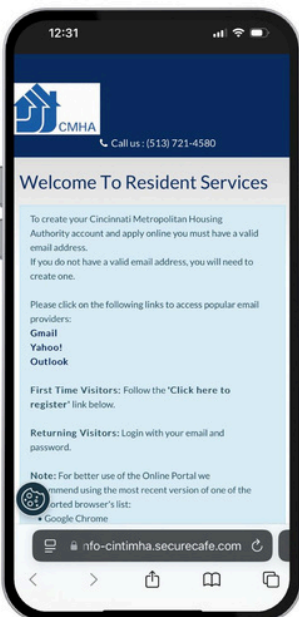


Take a listen to our episodes on our podcast, *Housing Matters with CMHA*:



Cincinnati Metropolitan Housing Authority **Rent Café is Here!**

You can get your personal Tenant Code from your Property Manager, if you are not signed up already!



What does this mean for you?

- A simpler way to pay your rent
- Faster ways in uploading documents for recertification
- An all-in-one system that allows you to see work orders placed, documentation required, and rent statements with CMHA

All Residents Required to Sign Up for Rent Cafe

CMHA Asset Management/Public Housing is moving to Rent Cafe to better assist residents in paying rent, uploading documents for recertification, placing work orders, and much more.



**SCAN HERE TO
VISIT THE CMHA
RENT CAFE
WEBSITE**

CMHA IS ENFORCING THE NO SMOKING POLICY



Cincinnati Metropolitan
Housing Authority

Cincinnati Metropolitan Housing Authority Smoking Policy



- CMHA's policy on smoking states that residents must smoke outdoors in designated areas **ONLY**.
- Per your lease agreement and HUD's rule all public housing buildings are smoke-free.
- Violating this rule could result in eviction.

CMHA and Touchstone Management Services Property Management is heavily enforcing the 'No Smoking Policy' instituted by HUD.

Due to Federal Regulations, there is a zero tolerance policy for smoking in the unit or away from the designated smoking areas in our communities. Please advise all residents that the 'No Smoking Policy' is a condition of their lease agreement and will result in a lease violation and potentially eviction.



IMPORTANT NOTICE: NON-PAYMENT OF RENT MAY CAUSE EVICTION

CMHA strongly encourages residents who are behind on their rent to contact their property managers. Residents are being notified with 30-day notices and 3-day notices of eviction for non-payment of rent. CMHA is willing to work with you to agree on terms for a repayment agreement. There are ways that residents can avoid eviction.

1. Residents: if you lose your job or source of income, your rent can be decreased. You **MUST** see your Property Manager.
2. Residents: CMHA is willing to work with you on repayment agreements, but you **MUST** meet with your Property Manager.
3. Residents may voluntarily move out of the unit to avoid eviction on their records.
4. Other assistance resources are available and can be found directly on our website at <https://cintimha.com/resources-for-resident-services/>

FOLLOW US ON SOCIAL MEDIA

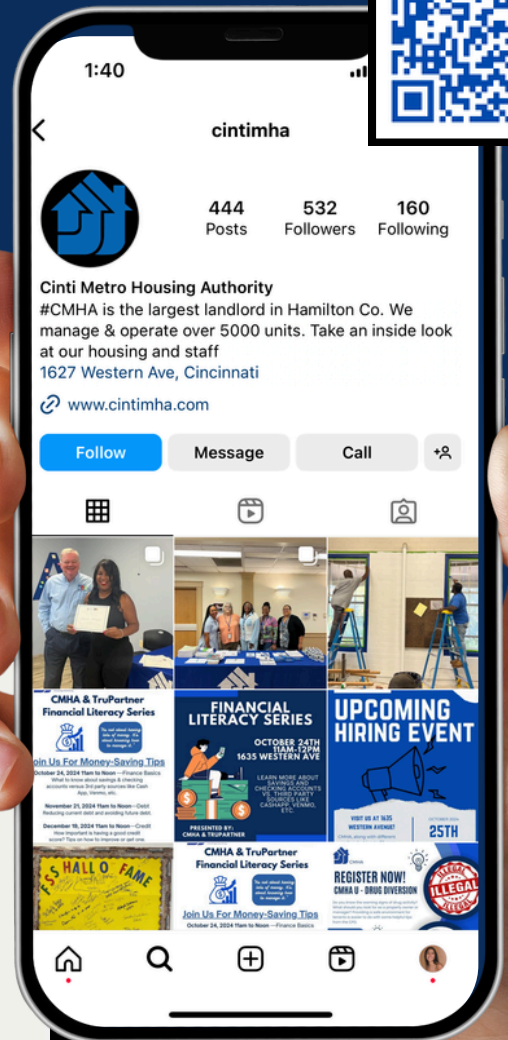
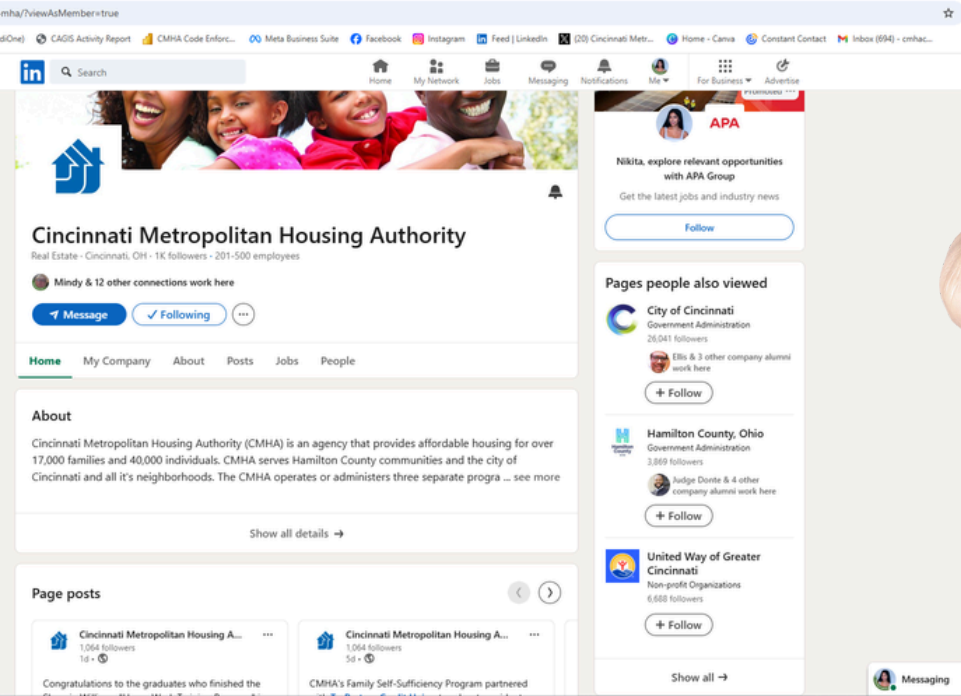


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