

Monthly update

A service of the Cuyahoga Metropolitan Housing Authority for landlords and program participants in Cuyahoga County.
March 2009

The
Housing
Choice
Voucher
Program

The Next Time There's a Question, Call HCVP Customer Service

The Housing Choice Voucher Program (HCVP) is a large operation. The best way to reach us with questions is to contact the **HCVP Customer Service Team at 216 431-1471**. This Team is trained to answer most of the questions they receive. If it is necessary to direct a caller to one of our specialized divisions, Customer Service will make the appropriate referral based on the following list of division responsibilities:

Applications:

- Manages the waiting list and all of the names on it
- Determines whether households on the waiting list are eligible for a voucher
- Verifies income and conducts criminal background checks for new applicants
- Conducts criminal background checks for current participants who want to move
- Issues vouchers and movers packets
- Process applicant requests for reasonable accommodation

Contracting:

- Accepts completed Request for Tenancy Approval
- Determines and makes preliminary rent offer
- Schedules initial inspection
- Makes final rent offer after unit passes inspection
- Prepares Housing Assistance Payment (HAP) contract between HCVP and the landlord
- Provides copies of executed contract and lease to landlord and participant

Inspections:

- Schedules all annual, special and emergency inspections
- Conducts all HCVP inspections according to HUD Housing Quality Standards (HQS)
- Notifies owners of any failed items from HQS inspections
- Schedules all re-inspections (for failed initial inspections and failed annual inspections)

Ombudsman:

- Conducts Program training for landlords; works with municipal and county officials, and operates Security Deposit Assistance Program

Client Services:

- Schedules annual and interim re-exams for all current HCVP participants
- Verifies continued eligibility based on updated income
- Verifies household composition
- Recalculates participant's portion of the contract rent
- Notifies participant and owner of any changes to the rent portions
- Recruits and works with families in the Family Self Sufficiency Program
- Manages the Moderate Rehabilitation Program
- Processes participant requests for reasonable accommodation

Finance:

- Maintains/updates owner contact information and bank direct deposit information
- Issues monthly HAP and annual 1099s
- Processes requests for rent adjustments
- Updates changes to property ownership for units currently under HAP contract
- Processes HAP holds/release for evictions and abatements for HQS failure
- Monitors property foreclosure status
- Issues contract cancellation notices

Compliance:

- Schedules and conducts hearings with participants proposed for termination

Homeownership:

- Qualifies and works with income-earning households to buy homes and use existing voucher toward mortgage payments

If a caller is responding to an HCVP notice or call, follow the specific directions provided in that communication. Otherwise, let Customer Service address your question in the most efficient way we can!