

# Monthly update

A service of the Cuyahoga  
Metropolitan Housing  
Authority for landlords  
and program participants  
in Cuyahoga County.  
May 2010

## Go Green with the HCVP!

It is difficult to go anywhere these days without hearing a message about going green. Whether it's about healthier eating through choosing organic foods, the type of cleaning supplies, or turning down the thermostat, green thinking and living is here to stay.

The Cuyahoga Metropolitan Housing Authority (CMHA) Housing Choice Voucher Program (HCVP) is doing its part to help both participants and landlords become a little friendlier to the environment by saving resources with its service offerings. Some exciting new initiatives have been launched over the past few months, with many more to come.

The **HCVP Landlord Portal** is one example of how CMHA plans to promote green living, while also offering added convenience to property owners and managers. This online tool offers a way for landlords to access information about their HCVP units, at their own convenience, 24-hours a day.

Once a landlord creates an account on the Landlord Portal, they are able to view payment confirmations, inspection dates and failed items, 1099s, and much more. The HCVP can also make announcements on the site so owners receive up-to-date information. Any question that cannot be answered directly from the site can be sent through the portal's e-mail system where an HCVP staff member will respond within 24 hours. Registration is fast and simple; just go to [www.cmha.net/llportal](http://www.cmha.net/llportal) to get started.

Another extremely popular convenience offered by the HCVP is the **Direct Deposit Program**. This program allows owners to receive their payments faster and easier by automatically depositing the money directly into their personal or business bank account. There is no need to wait for mail to be delivered, or for the bank to finish processing the check. Owners can then view their payment confirmations online through the Landlord Portal. To sign up for direct deposit, please contact the HCVP Finance Department by calling 216-431-1471.

## New Interactive Voice Response System Coming Soon!

Here at the HCVP, convenience is a top priority. With that in mind, a new computerized system will soon be launched that will further assist both participants and landlords.

Voucher holders will be able to:


- Check the status of their Utility Assistance Payments
- Find scheduled inspection dates
- Check re-certification information

In addition, new applicants can check their waiting list status.

Landlords will be able to:

- Check the status of their Housing Assistance Payments
- Find scheduled inspection dates

These are just some of the features that will be offered. Check upcoming Newsletters and Monthly Updates for more information as it becomes available.



The  
Housing  
Choice  
Voucher  
Program



**Board Of Commissioners:** Ronald V. Johnson Jr., Chairman;  
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**Chief Executive Officer:** George Phillips-Olivier; **HCVP Director:** Priscilla Pointer-Hicks  
**Housing Choice Voucher Program:** 3400 Hamilton Avenue, Cleveland, Ohio 44114,  
(216) 431-1471, TTY (216) 426-2903 or (216) 426-2904, [www.cmha.net](http://www.cmha.net)

CMHA's Housing Choice Voucher Program provides reasonable accommodations to persons with disabilities so they may participate in our programs, services and activities. If you need an accommodation, including auxiliary aids and/or services, please contact Customer Service at (216) 431-1471 (voice) or 1-800-750-0750 (Ohio Relay Service).