

Monthly update

A service of the Cuyahoga
Metropolitan Housing
Authority for landlords
and program participants
in Cuyahoga County.
November 2011

Landlord Portal

REGISTER FOR THE LANDLORD PORTAL TODAY AND OBTAIN INSPECTION RESULTS AND RESPONSES TO QUESTIONS ABOUT SPECIFIC CONTRACTS OR PROPERTIES WITHIN 48 HOURS.

As a registered user of the Landlord Portal, all payment dates and amounts are accessible, view and print 1099 tax documents, as well as print current HAP (Housing Assistance Payments) contracts. All inspection dates are available as well as a list of failed items. If an extension request is desired, the request can be made through the Landlord Portal. Any changes made to the tenant's rent obligations can be emailed or a notification sent via text message.

The newest feature of the Landlord Portal is the Inquiry System. Unlike traditional email, this system provides landlords with a unique ticket number for each inquiry. It allows them to track the progress of their inquiry, and they can even create a file and add attachments to illustrate their questions. Just go to www.cmha.net/llportal and follow the prompts to easily manage your account with CMHA and begin using the portal features immediately.

Applicant/Participant Portal

All current participants and applicants that are currently on the waiting list should register for the Applicant/Participant Portal (AP). The AP Portal is an online service that allows participants/applicants to manage their voucher account.

The features for current voucher holders are: view recertification appointment dates, submit forms and paperwork online, view a copy of their current voucher and HAP (Housing Assistance Payment) contract, receive email and text message reminders of appointment dates and annual inspections, and submit inquiries.

Any applicant that is currently holding a spot on the HCVP waiting list can update contact information online, submit forms and paperwork, view their wait list position, receive email and text message reminders of appointment dates and wait list position changes. Visit www.cmha.net/apportal and follow the prompts for registration to allow immediate access to the AP Portal.

November Landlord Refresher Course

The last Landlord Refresher Course of 2011 will take place on Friday, November 18th from 3 – 5 p.m. at the CMHA Administrative Building, 8120 Kinsman Road, Cleveland, OH 44104.

All landlords with rental units currently under contract with the HCVP are welcome to attend and receive the most current information regarding Program operations and requirements, as well as updates on changes to the CMHA HCVP Administrative Plan for 2012. Staff from each of the HCVP divisions will be in attendance to address general questions.

The
Housing
Choice
Voucher
Program

Register for the Landlord Portal today and obtain inspection results and responses to questions about specific contracts or properties within 48 hours.

Just go to www.cmha.net/llportal and follow the prompts to more easily manage your account with CMHA.



Board of Commissioners: Ronald V. Johnson Jr., Chairman; Doris V. Jones, Vice-Chairperson; Robert E. Davis, Ronnie A. Dunn, Ph.D., Natoya Walker Minor
Acting Chief Executive Officer: Jeffery K. Patterson, **HCVP Director:** Priscilla Pointer-Hicks
Housing Choice Voucher Program: (216) 431-1471, 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).