

Monthly update

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

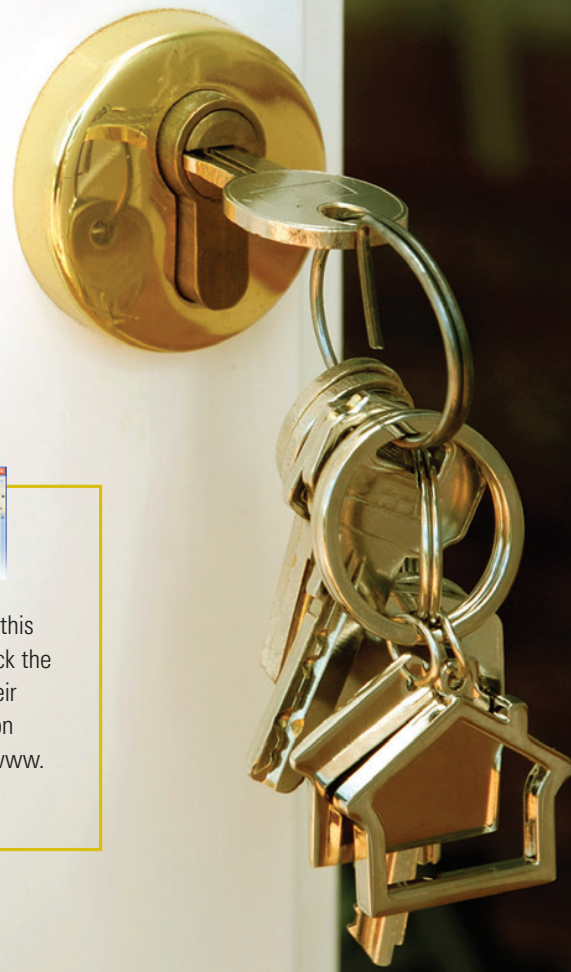


Coming Soon: Payments from HCVP will be Faster and Safer With Debit Cards or Direct Deposit

BEGINNING THIS FALL, ALL PAPER CHECKS FOR HOUSING ASSISTANCE PAYMENTS (HAP) TO LANDLORDS AND UTILITY ALLOWANCE PAYMENTS (UAP) TO PARTICIPANTS WILL BE DISCONTINUED. INSTEAD, ELIGIBLE LANDLORDS AND PARTICIPANTS WILL HAVE A CHOICE OF RECEIVING PAYMENTS THROUGH DEBIT CARDS OR DIRECT DEPOSIT.

Debit cards will be issued through JP Morgan Chase Bank. They will be mailed to participants and landlords that do not have direct deposit set up for payments. This is NOT a credit card; therefore, you can only spend the amount loaded on the card. JP Morgan Chase will mail the debit card, including information on how and where to use it. Be sure to follow the instructions regarding both the selection of a PIN and use of the card. The mailing will also include a toll-free number for guidance, as well as other details regarding benefits offered by the debit card.

Deposits on your debit card will occur on the same payment dates currently used by HCVP. If you prefer to receive your payment by direct deposit from the HCVP, please visit the CMHA website at www.cmha.net and click on Housing Choice Voucher Program or contact Customer Service at (216) 431-1471, to obtain an Automatic Deposit form and return it to HCVP Finance. Simply write VOID on one of your checks and return it with the signed form. Otherwise, all UAP and HAP payments will be loaded on a debit card.



New Landlord Portal Benefits



CMHA has upgraded the Landlord Portal with a new 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. Rather than send an email, landlords should submit any future inquiry by clicking on the link in the Landlord Portal or entering the following address in the web browser: <https://www.cmha.net/lportal/inquiry.aspx>.

Upcoming Training with the HCVP

THE FOLLOWING TRAININGS ARE OPEN TO ALL PARTICIPATING LANDLORDS.

September Landlord Refresher Course

It's that time again! This is the opportunity for all landlords to attend a session that will provide insight into how the Voucher Program works. Attendees will have a chance to obtain current program information while also addressing general questions and concerns.

The course will be held at 8120 Kinsman Rd, Cleveland, OH 44104 on Friday, September 16, 2011 from 3:00p.m-5:00p.m.

October Brown Bag Workshop

The last Brown Bag Lunch Workshop of the year is scheduled Friday, October 21, 2011 from Noon-to 2:00 P.M. at the Euclid Public Library, 631 E. 222nd St, Euclid OH, 44123.

This installment of the HCVP's training series will focus on Rent Determination. All property owners/managers are encouraged to attend. The HCVP staff will provide information about payment standards, utility allowances, rent reasonableness, affordability, and how they all factor into determining contract rents.

This workshop will also highlight the importance of the Rent Affordability Calculator. Available on the HCVP page of the CMHA website, owners should use this interactive tool during the screening process to determine if a potential renter from the HCVP can afford the unit. All general questions and concerns are welcome.

Landlords planning to attend this free event, should pre-register by contacting Samantha Stewart, Government Marketing Specialist, at 216-271-2442 or stewarts@cmha.net. Attendees should plan to bring their own lunch; however, light refreshments will be available.

Landlords can learn more about this and all of the training opportunities by going to www.cmha.net and clicking on Housing Choice Voucher Program.



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).