Dear Landlord,

The Cuyahoga Metropolitan Housing Authority (CMHA) prioritizes the health and safety of our communities and wants to ensure the well-being of all our landlords, partners and employees. As the outbreak of COVID-19, commonly known as the novel coronavirus, continues to impact the greater Cleveland area, CMHA is taking extra precautionary measures to limit in-person interactions as recommended by the Centers for Disease Control and Prevention.

CMHA will continue to assist its landlords and partners. CMHA will be adjusting the hours of operation at 8120 Kinsman, as follows:

- 8:00 a.m. to 12:00 p.m.
- 1:00 p.m. to 5:00 p.m.

During these hours, **CMHA WILL CONTINUE TO PROVIDE THE FOLLOWING SERVICES:**

- Update addresses/phone numbers
- HAP Payments will continue to be made to landlords
- Process new contracts

Effective immediately, public access to CMHA’s Main Campus (8120 Kinsman) will be closed. However, you may upload documents and submit them to CMHA via the Landlord Portal. In addition, CMHA installed a secure document drop box in the vestibule area inside the main entrance doorway. There is a sign on the wall that identifies the drop box. Click [here](#) for commonly used forms. The vestibule will be open during the hours of 9 a.m. to 6 p.m. weekdays. NOTE: Between 9 a.m. and 10 a.m. each day is for seniors or those who may be immunocompromised to drop off documents.

**Other changes you may experience:**

- Suspension of all inspections, except for inspections for emergencies and move-ins where the proposed unit is vacant
- Slower processing times for Request for Tenancy Approvals and Contracts

Participants and landlords are encouraged to call the Client Information Center at **216-431-1471, press 1**, for the latest information and to visit CMHA’s website at [www.cmha.net](http://www.cmha.net) or follow CMHA’s Facebook and Twitter accounts.

CMHA CARES about the health of our residents, our employees and the community. We are all dealing with this unique situation **together** and together we will get through this. We will continue to provide updates as information becomes available.

Sincerely,

Jeffery K. Patterson
Chief Executive Officer