

For Property Owners and  
Managers participating  
in the Chicago Housing  
Authority's Housing Choice  
Voucher Program



## MEET OUR NEW BOARD MEMBERS

### Mark Cozzi

Commissioner Mark Cozzi is currently Senior Managing Director for The Electrum Group, the investment arm of the Kaplan Family.

He is involved in numerous civic and charitable activities including: treasurer of West Lakeview Neighbors; board member of Equality Illinois; Board of Regents member of the Point Foundation; and member of the Society for Contemporary Art (part of the Art Institute of Chicago).

Commissioner Cozzi received his MBA from the Kellogg Graduate School of Management at Northwestern University and his BBA in accounting and finance from the University of Wisconsin.

### Harriet Johnson

Commissioner Harriet Johnson is retired from the University of Illinois Hospital, where she worked in various administrative positions for 32 years. She has been a resident of the CHA's Zelda Ormes Senior Apartments since 2002, where she has served as the building president since 2005.

In her role as president, Commissioner Johnson has addressed issues such as building maintenance, community safety and the overall needs of seniors in her community. She has also been successful in planning and coordinating special events for residents in an effort to energize and keep the constituents healthy and active.

Commissioner Johnson has received several honors and awards, including a *Certificate of Excellence* from the West Pullman Park Senior Alive Club and a *Volunteer Certificate of Appreciation* from the Senior Housing Central Local Advisory Council. Commissioner Johnson is a mother of three, grandmother of 12 and great-grandmother of six.

## INSIDE: WHAT YOU NEED TO KNOW

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## NOW AVAILABLE: ANYTIME ACCESS TO YOUR ACCOUNT INFORMATION

Have you signed up for the new HCV Program Owner Portal yet? Launched on June 11, 2012, this interactive online communication tool allows you access to your account information, 24/7. As a registered user you can:

- Download up to 12 months of HAP statements
- View inspection results for all of your units and any scheduled appointment dates and times
- Get your latest 1099 form
- List your vacant units
- Review Program materials, including the latest edition of the Property Owner Reference Manual
- Keep up-to-date with "What's New" at CHA
- And much more

No more waiting for an e-mail to arrive in your inbox or a letter to arrive in the mail. You now have access to all of your pertinent information—anytime, day or night. So what are you waiting for? Sign up for this FREE service today. Visit [www.thecha.org/hcvportal](http://www.thecha.org/hcvportal).

# PREVIEW: CHA'S 5TH ANNUAL OWNER SYMPOSIUM

**Because an Educated Owner is an Empowered Owner!**  
That's the focus of this year's Owner Symposium. How will you be empowered, you ask?

As an attendee, not only will you experience the best in housing education from industry experts, you'll also have the chance to meet with representatives from dozens of local and national businesses who provide products and services to help you increase the value of your property and grow your business.

Here's a sneak peak at what's planned for Saturday, Sept. 29th at Navy Pier.

## Agenda\*

Registration Opens	7:30 a.m.
Exhibit Hall Open	8 a.m. – 2:30 p.m.
Continental Breakfast	8 – 9 a.m.
Breakout Sessions	9 – 10:15 a.m.
Break	10:30 – 11 a.m.
Breakout Sessions	11:15 a.m. – 12:30 p.m.
Networking Luncheon	12:45 p.m.
Exhibit Hall Open/Raffle	1:45 – 2:15 p.m.
Breakout Sessions	2:30 – 3:45 p.m.

## Breakout Session Topics\*

- How to Pass Your Inspection the First Time
- The Basics of Property Management
- Navigating the Eviction Process
- Property Taxes 101
- Bed Bugs and the Importance of Prevention and Treatment
- Remove the Mystery of Rent Determination and Rent Increase
- Property Renovations—How to Improve the Appeal of Your Property (inside and out)
- Understanding Chicago's Residential Landlord and Tenant Ordinance—How to "Read between the Lines"
- Save Money by Improving Your Property's Energy Efficiency
- City Crackdown on Drug and Gang Activities—Is Your Property a Targeted Building?
- The Nuts and Bolts of the HCV Program and the Owner Excellence Program
- Property Rental Assistance (PRA) Program: Long Term HAPs for Multi-Unit Property Owners

## Premier Supporters\*

- Allied Services
- Wintrust Financial Corporation

## Sponsors\*

- BMO Harris Bank N.A.
- Chicago Association of REALTORS® (CAR)
- CNT Energy
- Community Investment Corporation (CIC)
- Energy Alliances
- Lowe's Home Centers Inc.
- Securitas Security Services USA

## Exhibitors\*

- Access Living
- Andrea Raila & Associates, Inc.
- Catholic Charities Housing Development Corp.
- Chicago Rents Right
- Keyway Lock and Security Inc.
- Kovitz Shifrin Nesbit
- Manage Chicago, Inc.
- Marcus & Millichap Real Estate Investment Services
- Marvin Windows and Doors
- Record Information Services
- Safer Pest Control Project (SPCP)
- Secure Pay One
- The Dept. of Housing and Economic Development
- The Home Depot®
- The Peoples Gas and North Shore Gas Natural Gas Savings Program

**Over 1,200 Property Owners, Managers and Real Estate Investors have already registered** to attend this year's event and gain a clear understanding of property management from CHA and other distinguished guests.

CHA is committed to helping Property Owners and Managers throughout Chicago advance their property management skills and increase the value of their property. Any Property Owner or Manager involved or interested in the HCV Program should attend this event. We guarantee you'll leave Navy Pier with a whole new perspective on property management.

This much talked about and anxiously awaited event is sure to sell-out, so **reserve your spot today** if you haven't done so already. Visit [www.CHAOwnerSymposium.org](http://www.CHAOwnerSymposium.org). We look forward to seeing you on Sept. 29th.

*\*Confirmed at time of press, subject to change.*

## CHA PARTNERS WITH ERIE NEIGHBORHOOD HOUSE TO PROVIDE SERVICES TO THE LATINO COMMUNITY

We are pleased to announce an exciting new Latino outreach initiative, *Buen HOGAR*, a collaboration between CHA and Erie Neighborhood House.

Through this partnership, Erie Neighborhood House serves as a liaison to the Latino community as well as Spanish-speaking HCV Program Participants/Property Owners/Managers and CHA public housing residents to promote awareness of CHA programs and services in predominantly Latino neighborhoods throughout the city of Chicago.



*Buen HOGAR*, Erie Neighborhood House's newest service program, offers educational workshops and informational seminars to facilitate the distribution of CHA programs and services to the Latino community in Chicago. Recently, *Buen HOGAR* has focused its efforts on engaging the participation of Property Owners

in the HCV Program through informative meetings at the Erie Neighborhood House sites and helping facilitate the enrollment process for those interested in the Program who primarily speak Spanish. However, the *Buen HOGAR* team is also available to assist CHA tenants with questions related to completing and submitting documents requested by CHA and updating information such as family composition and changes in income as well as connecting them with pertinent CHA staff and departments.

This year, Erie Neighborhood House celebrates its 142nd anniversary of offering comprehensive social services and assistance to families. Since 1870, the organization has served many different groups in the West Town neighborhood, meeting the needs of its ever-changing demographic composition (Germans in the late 1800s and Latinos most recently). In 2004, Erie Neighborhood House expanded its outreach and services to families by opening an office in Little Village.

The mission of Erie Neighborhood House is to promote a just and inclusive society by strengthening low-income (primarily immigrant) families through access to critical resources, skill-building opportunities, advocacy around important policies that impact Erie Neighborhood House families and collaborative action. Erie Neighborhood House advances the mission of the organization by providing services such as child care, technology and computer literacy classes, youth programs, English classes, citizenship classes and adult literacy education.

Please contact one of the *Buen HOGAR* Outreach Coordinators with questions about any of the CHA services available through Erie Neighborhood House:

### West Town

Cristina De La Rosa  
1347 W. Erie Street  
Chicago, IL 60642  
312-666-3430, ext. 2130  
[cdelarosa@eriehouse.org](mailto:cdelarosa@eriehouse.org)

### Little Village

Evelyn Rodriguez  
4225 W. 25th Street  
Chicago, IL 60623  
773-277-0805  
[erodriguez@eriehouse.org](mailto:erodriguez@eriehouse.org)

## CHA'S HCV PROGRAM HOSTS MOVING 101 WORKSHOPS

CHA's HCV Program has developed a new initiative to help Participants (and Owners) understand the processes that go along with having a voucher. The first workshop topic of this new HCV Program Educational Series—**Moving 101**—provided an in-depth look at the ins and outs of moving. We are currently in the planning stage for several more topics, including a Moving 101 session tailored to Property Owners/Managers.

During each 2-hour workshop, held at locations around the city this summer, Participants learned about a number of useful issues, including:

- how to plan a move (what to do and when)
- how to make sure that a unit is move-in and/or move-out ready
- what scenarios may cause CHA to deny a request to move
- the rights and responsibilities of Participants and Owners (including Fair Housing laws)
- what resources are available to assist with the moving process
- how to be a positive part of the neighborhood

In addition, CHA staff and a representative from the Chicago Alternative Policing Strategy (CAPS) were on hand after each session to answer questions and address individual issues.

Thank you to all who were involved in helping to make these workshops such a success.

# #OWNERSYMPOSIUM

Start tweeting the news!



/TheCHATweets





## INSPECTIONS CORNER

Welcome to this new section of *Owner News* where, in each issue, you'll find tips designed to help you pass your annual inspection the first time.



### Smoke Detector Requirements

Smoke detectors are required on each level of your property (excluding crawl spaces and unfinished attics) and must be installed within 15 feet of each sleeping area. In addition, there are specific rules regarding ceiling installation that must meet the National Fire Protection Association standards. For sample illustrations, refer to page 11-7 in the HQS Inspection Guidebook (Jan. 2012 edition) which is available on the HCV Program Owner Portal at [www.thecha.org/hcvportal](http://www.thecha.org/hcvportal).

### Determining if a Room Qualifies as a Bedroom

A room used for sleeping must meet the following floor space requirements:

- If one person will occupy the room, 70 square feet of usable floor space is required
- If more than one person will occupy the room, a minimum of 50 square feet of floor space is required per person (i.e., a bedroom occupied by two people must have a minimum of 100 square feet of floor space)

### Lead-Based Paint Best Practices

Many common renovation activities create dust and paint chips which may contain lead and be hazardous to adults and children. In 2010, the Environmental Protection Agency (EPA) issued a directive that requires the use of lead-safe work practices during any renovation, repair and painting projects that disturb paint in homes, child care facilities and schools built before 1978. And, although this doesn't directly impact current HCV Program inspections requirements, it could impact how you perform certain repairs during the course of your normal property management activities.

As part of the directive, any person performing this type of work must be certified in lead-safe work practices and follow specific techniques to prevent contamination. In addition, before beginning any work that disturbs paint, you must provide your tenant with a copy of the EPA's

pamphlet "Renovate Right: Important Lead Hazard Information for Families, Child Care Providers and Schools" and your tenant must sign a "Pre-renovation Disclosure Form."

The EPA recommends that you keep records of all repairs to document that you and your workers follow lead-safe practices on the job and have received the proper certifications. This will help you prove that you are (and remain) in compliance.

For more information, copies of required forms and pamphlets and a sample record keeping checklist, visit the EPA's website at [www.epa.gov/lead](http://www.epa.gov/lead).

### Clearly Visible Address and Unit Numbers

Having visible and prominent address and unit numbers at your property is not only important for public safety, it is required in order to pass your annual HQS inspection (refer to page 2-16 in the Jan. 2012 edition of the HQS Inspection Guidebook—available on the HCV Program Owner Portal at [www.thecha.org/hcvportal](http://www.thecha.org/hcvportal)). Without this information, it is difficult for police officers, firefighters and medical personnel to locate the building/unit where their help is needed. As a result, valuable time is often wasted and, in some situations, minutes can mean the difference between life and death.

Please make a point to check the address and unit numbers at each of your properties and verify that they are displayed at either the front entrance or the entrance which is clearly visible from the street or driveway providing access to your property. In addition, the numbers should be no smaller than six inches high and one inch wide and they should be contrasting colors with the background on which they are posted so that they are clearly visible.

## DID YOU KNOW...

In addition to the HCV Program Owner Portal, you can now find out the date and timeframe of your next inspection through an automated call system or text message? All you need is your Event ID. To access the system, call or text a message to **312-544-0302**. If texting, please make sure to only include your 6-digit Event ID; anything more and you will receive an instruction message on how to use the system.

## OWNER NEWS

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