



# Owner News

A newsletter for property owners & managers participating in the Chicago Housing Authority's Housing Choice Voucher Program

Q1 2019

## Message from the CEO



2019 is already proving to be another year of opportunity and growth as we continue the momentum of the past year — driving forward with exciting initiatives and developments on the horizon. Partners like you are an important part of our journey and I want to make sure you have the tools and opportunities you need to succeed,

build healthy relationships with your tenants and continue our partnership for years to come.

CHA remains committed to the HCV Program as it is a vital part of Chicago's rental market. Along with the nearly \$500 million per year in Housing Assistance Payments that we send into the rental market, your role as a property owner is helping to keep properties and communities stable.

In this issue of *Owner News*, you will find information on several learning opportunities, including a big celebration we have planned for September, an article on Mayor Rahm Emanuel's new CHI 311 system, best practices for landlord-tenant conflict resolution and the importance of fraud prevention. CHA continues to promote and protect the integrity of the HCV Program by preventing fraud, and you play a vital role in that ongoing effort. Plus, make sure to check out the workshops for HCV property owners beginning in April.

As we look toward spring and a new season, I also look forward to another year of meaningful conversation and collaboration. With your support, CHA continues its mission to build strong, vibrant communities throughout the City of Chicago.

Sincerely,

Eugene E. Jones, Jr.  
Chief Executive Officer

## What's New

**2019 Owner Symposium** — Mark your calendars and clear your schedule for Saturday, September 28! Planning is currently underway to make this year the biggest and best of its history as we ring in the Big 1-0! Get ready to celebrate (and bring your friends) at our new location: Hyatt Regency McCormick Place. More details coming soon!

**Virtual Learning** — Soon you'll be able to enjoy HCV workshops and other online tutorials from the comfort of your own home. All you'll need is a computer, tablet or smartphone to log in and learn from CHA experts about topics relevant to the housing industry as well as HCV Program updates. Stay tuned!

**Spring Networking Event** — Expand your network and get to know other HCV property owners at CHA's upcoming spring networking event:

**May 28, 2019**

**6 p.m. to 8 p.m.**

**Charles A. Hayes**

**Family Investment Center (FIC)**

Join fellow property owners to share experiences, discuss best practices and learn from each other. CHA staff will be on hand to help facilitate the event but the evening is all yours. Light refreshments will be served.

Registration for the event is now open at [CHA-HCVevents.eventbrite.com](http://CHA-HCVevents.eventbrite.com).

## Modernized Chicago 311 System Now Available

At the end of 2018, Mayor Emanuel announced the launch of a new CHI 311 system that is more accessible, transparent and user-friendly, making it even easier for residents throughout Chicago to access City Services.

The new system was developed to:

- Improve the experience of Chicago residents by making it easier to find information, submit requests and track the status of requests.
- Make it easier for residents to identify opportunities for improvement with continuous monitoring and performance measurements.
- Give residents the ability to find information or submit requests through multiple media channels, including the city of Chicago's first-ever mobile app.



- Provide convenience options to callers who would rather have a 311 operator call them back vs. waiting on hold.

- Help residents stay up to date with requests as they move through the process.
- Better allow 311 operators to access the information needed to assist residents.

CHI 311 transforms the resident experience for City Services through enhanced transparency into City operations. Once a resident submits a request, they can see the estimated completion date and get automatic updates when work is completed.

The new system also improves City departments' efficiency and streamlines the service delivery processes — eliminating paper-based dispatch and scheduling, introducing the ability to close out requests in the field in real-time, and providing customized dashboards to measure performance. This means services will be delivered to residents in a more efficient manner.

Plus, with the new CHI 311 mobile app (available from the Apple Store or Google Play), residents are able to create service requests, check the status of existing requests and the time it will take to resolve, snap a photo and submit it with the request, provide feedback upon completion of the service request, view other service requests in their neighborhood and throughout the city, and much more.

To see how it works, get answers to frequently asked questions or submit a City Services request using this new channel, visit [311.Chicago.gov](http://311.Chicago.gov).

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## A Message from the Office of the Inspector General (OIG)

The Office of the Inspector General is an independent body within the Chicago Housing Authority whose purpose is to investigate and audit matters concerning fraud, theft, waste, abuse and misconduct within or affecting CHA.

The OIG ensures that violations, as they relate to CHA residents, employees, contractors, subcontractors or any entity receiving funds from CHA, are investigated and prosecuted. As a property owner, if you have any information regarding fraud in your dealings with tenants, CHA employees or CHA contractors, you are encouraged to report this information to the OIG. Immediate reporting, while facts are still fresh in your mind, is helpful. Complaints can be kept confidential.

If you have any information relating to fraud or unethical activity within or affecting the Chicago Housing Authority, contact the OIG by calling our Hotline at 800-544-7139 or send us an email at [fraud@thecha.org](mailto:fraud@thecha.org).

## Conflict Resolution

A positive landlord-tenant relationship is key for successful property management. When the two parties do not get along or there is conflict, the situation can be stressful for everyone involved. Even the simplest interactions can be difficult and unbearable.

CHA encourages property owners and HCV participants to resolve their issues whenever possible. Below are tips that property owners can use if they need to collect overdue or unpaid rent or are having trouble communicating with tenants:

- **Contact the tenant.** If the rent is past due or unpaid, serve proper notice to the tenant in writing. Explain what he or she owes and the last recorded payment received.
- **Enforce the lease.** Take a look at the lease agreement that was signed by the tenant. Are there policies or procedures outlined regarding late payment or unpaid rent? Property owners should be consistent with what is stated in the lease as this is a legally binding document.
- **Keep open lines of communication.** Does the tenant have the most updated contact information for the property owner? Does the property owner have the most updated contact information for the tenant? Property owners should make sure they have the correct phone number for the tenant or others living in the household, rather than assume he or she is deliberately ignoring them.
- **Keep calm.** Don't let emotions hinder positive interactions with the tenant. Becoming angry or upset will only obstruct both parties from accomplishing the goal and resolving the conflict.
- **Listen to the tenant's side of the situation.** There may be a good reason that the tenant hasn't paid the rent. He or she could have a lost a job, experienced a medical emergency, or recently dealt with an unforeseen expense. It's possible that the tenant is struggling to make ends meet.

## Get Ready to Celebrate Spring!

Embrace the end of winter and welcome spring by checking out some of the fun-filled events being held throughout Chicago.

### Spring Made in Chicago Market

Bridge 410

410 N. Paulina St., Chicago, IL 60622

Saturday, April 13, 11 a.m. – 5 p.m.

Enjoy food, drinks and art created by Chicago artists.

[www.eventbrite.com](http://www.eventbrite.com)

### One of a Kind Spring Show Chicago 2019

222 W. Merchandise Mart, Chicago, IL 60654

Friday, April 26, 11 a.m. – 8 p.m.

Saturday, April 27, 10 a.m. – 7 p.m.

Sunday, April 28, 10 a.m. – 5 p.m.

This weekend event will feature over 300 artists for a spread of fashion shows, live music, a gourmet market and more!

[www.oneofakindshowchicago.com](http://www.oneofakindshowchicago.com)

### 21st Chicago Kids and Kites Festival

Cricket Hill in Lincoln Park

Lakefront Trail, W. Montrose Dr., Chicago, IL 60640

Saturday, May 4, 10 a.m. – 4 p.m.

Demonstrate your kite flying skills at this family favorite event. There will be face painting, crafts and much more!

[www.chicago.gov](http://www.chicago.gov)



## Refer a Friend!

Come one, come all! CHA is working hard to expand housing choices for HCV participants. But, we need your help. If you know of any colleagues who own rental property in one of Chicago's 77 communities, especially in a Mobility Area, and would be interested in taking advantage of the many benefits offered to HCV property owners, send them our way. Owner briefings are held twice each month and are a great way to learn the basics of the Program. Information about what's covered as well as a link to register are available online at [www.thecha.org/hcvownerbriefing](http://www.thecha.org/hcvownerbriefing).



## Property Owner Briefings

New to the HCV Program? Want to hear the latest updates on the Program? Join us for a two-hour orientation and learn the ins and outs of how CHA partners with property owners and managers to provide safe, decent and affordable housing to Chicago's families.

Thursday, April 11 & June 27  
2 p.m. to 4 p.m.

Charles A. Hayes Family Investment Center  
4859 S. Wabash Avenue, Chicago, IL 60615

Thursday, May 30  
2 p.m. to 4 p.m.

Beverly Library  
1962 W. 95th Chicago, IL 60643

Thursday April 18, May 16 & June 6  
6 p.m. to 8 p.m.

CHA Central Office  
60 E. Van Buren Street, Chicago, IL 60605

## Housing Quality Standards (HQS) Inspections Workshop

How do the CHA inspectors review a unit for the HCV Program? They follow the HUD inspection form! Join the inspections team as they methodically walk through a typical HQS inspection, highlight common fail items, and discuss HUD policy updates.

*\*\*Suspended property owners are required to attend this workshop to regain good standing with the HCV Program.*

Thursday, April 4  
2 p.m. to 4 p.m.

McKinley Park Library  
1915 W. 35th Street, Chicago, IL 60609

Thursday, May 2  
5 p.m. to 7 p.m.

CHA Central Office  
60 E. Van Buren, Chicago, IL 60605

Thursday, June 11  
6 p.m. to 8 p.m.

Charles A. Hayes Family Investment Center  
4859 S. Wabash Avenue, Chicago, IL 60615

**Register to attend these events and see the full schedule at:**  
[CHA-HCVevents.eventbrite.com](http://CHA-HCVevents.eventbrite.com)