Message from the Chief Officer

2019 has been a year of progress, innovation and growth for CHA, and I'd like to take this opportunity to thank you for the support you have shown this agency. We are looking forward to continuing our momentum as we work collaboratively toward a stronger and more equitable city.

I also want to thank all of you who joined us for our 10th annual Owner Symposium on September 28 at the Hyatt Regency McCormick Place. The event was a big success, bringing together close to 1,000 real estate professionals to spend the day learning, networking and sharing best practices. It was great to see so many of you there and truly demonstrated your commitment to improving affordable housing across the city and fostering success throughout Chicago's 77 communities.

We hope you enjoy this issue of Owners News. In it, you'll find HCV Program updates, information on the Cook County Just Housing Ordinance, tips on how to make sure your units are prepared for winter, guidance on passing inspections, a message from the Office of the Inspector General, and a few highlights from this year's Owner Symposium. Plus, make sure to check out the upcoming events available for HCV property owners beginning in January.

I'd like to extend my best wishes for a joyful holiday season and a happy, healthy and productive New Year.

Sincerely,

Cheryl L. Burns
Chief Housing Choice Voucher Officer
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.
Winter Preparation Tips

Proper preventative maintenance ensures that your tenants are safe and comfortable, as well as protects you from costly utility bills or emergency repairs. Here are some tips to help you stay stress free this winter.

1. Check weather stripping around doors and windows and replace worn out material. Weather stripping plays a very important role in reducing the amount of cold air that enters your home, especially during the winter months.

2. Check interior walls for gaps and drafts, and seal air leaks with caulk or insulation. Air leaks can happen in unexpected places such as recessed lighting, electrical outlets and pipe-wall junctions.

3. Protect the water heater and exposed pipes with a weather resistant, insulated material to prevent frozen pipes and improve energy efficiency.

4. Check the building exterior for any cracks in the masonry, roof leaks, broken joint seals and blistering paint. Timely repairs can prevent structural damage from ice, snow and nesting pests.

5. Clean your roof, gutters, downspouts and drains to ensure rain and melting snow drains away from the building.

6. Stock up on ice melt and other snow removal tools, and store them in a secure, but easily accessible location.

7. Check for overhanging trees and branches as they have potential to fall with high winds or heavy snowfall. This can help prevent damage to the roof.

Tips for Passing Inspections the First Time

1. Look over the latest HQS Inspection Guidebook, available online at www.thecha.org/forms

2. Make sure your unit doesn’t have any of the following top HQS inspection fail items:
   • Inoperable light fixtures and electrical outlets
   • Missing or inoperable smoke and/or carbon monoxide detectors

3. Walk through and evaluate the unit (both inside and out) before the inspection. Don’t forget the common areas as they must also meet HQS.

   • Inoperable windows and broken or missing window locks
   • Damaged, loose or missing handrails
   • Utilities (gas, electric or water) not turned on
   • Exposed wiring
   • Evidence of infestation
   • Cracked or missing electrical cover plates
   • Peeling or chipping paint in a unit with a child under six years old
   • Missing discharge pipe from hot water heater
   • Expired elevator certification (required every three (3) years for multi-unit buildings)
   • Improperly mounted water heaters
2019 Owner Symposium

Thank you to everyone who attended and made CHA’s 2019 Owner Symposium a great success! This year’s event featured many new session topics, including lead-based paint, pest control, building a property portfolio and utility management. To view event highlights, visit [www.chaownerssymposium.org/2019-highlights](http://www.chaownerssymposium.org/2019-highlights) and stay tuned for details about #OwnerSymposium20!

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.

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

Thursday, January 16 & March 12
6 p.m. to 8 p.m.
CHA Central Office
60 E. Van Buren Street, Chicago, IL 60605

Thursday, February 20
2 p.m. to 4 p.m.
Charles A. Hayes Family Investment Center
4859 S. Wabash Avenue, IL 60615

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.

Tuesday, January 14
6 p.m. to 8 p.m.
Charles A. Hayes Family Investment Center
4859 S. Wabash Avenue, Chicago, IL 60615

Thursday, February 27
2 p.m. to 4 p.m.
Charles A. Hayes Family Investment Center
4859 S. Wabash Avenue, Chicago, IL 60615

Thursday, March 26
5 p.m. to 7 p.m.
CHA Central Office
60 E. Van Buren Street, Chicago, IL 60605

Register to attend these events and see the full schedule at:
CHA-HCVevents.eventbrite.com