



Owner News

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

Q3 2021

Message from the Chief Officer



I hope you have had a safe and fun-filled summer.

We are excited to announce that registration is open for this year's Owner Symposium, which is being presented virtually September 20-24. CHA is using a new platform for Symposium Week '21, one that offers an expanded virtual experience, including livestreamed sessions with interactive chat, access to the event via a mobile friendly app or desktop web app, and text and video networking among attendees, speakers and sponsors. We hope you'll join us for this full week of education, games and new connections.

With cool weather ahead and COVID-19 cases on the rise, please make sure to take safety precautions as directed by the City of Chicago. If you haven't received your COVID-19 vaccine yet, appointments can be scheduled in a variety of ways, including [vaccines.gov](https://www.vaccines.gov), [Zocdoc.com](https://www.zocdoc.com) and even your local pharmacy. For more information, visit [chicago.gov/COVIDvax](https://www.chicago.gov/COVIDvax).

In this issue of *Owner News*, you will find tips to avoid processing delays when submitting an RTA packet, HCV Program operational updates, best practices for smart energy use and information about conflict of interest violations at CHA. Plus, make sure to check out the webinars we have planned for HCV property owners starting in October.

I extend my most sincere gratitude to you for your continued patience and support. Please stay healthy and safe.

Regards,

Cheryl L. Burns
Chief Housing Choice Voucher Officer

What's New

2021 MTW Annual Plan

CHA received approval from HUD to implement the following policy changes for 2021:

1. CHA will now provide a flat medical deduction of \$400 for all households where the Head of Household, Co-Head, Spouse is disabled, or 62 years of age. This will be automatic and requires no documentation. Eligible households with more than \$400 in annual medical expenses will still be able to receive the full amount as long as they submit the necessary documentation.
2. For HCV participant families who reside in or are moving to a unit that is smaller than their voucher size (i.e., 1BR unit but they were approved for a 2BR voucher), CHA will use the voucher size to determine the payment standard.

HCV Administrative Plan (July 2021)

CHA received over 1,100 special Emergency Housing Vouchers through the American Rescue Plan Act of 2021. As such, minor changes were made to the HCV Administrative Plan, effective July 20, 2021.

To read either of the above plans in full, visit www.thecha.org/about and click on the Plans, Reports and Policies link in the menu.

Work Smarter, Not Harder: Avoid Processing Delays When Submitting an RTA Packet

Successfully submitting a Request for Tenancy Approval (RTA) packet is an essential step for leasing up with the HCV Program. Incomplete information or missing documents can cause delays in processing and, in turn, hold up payments from CHA. Once you have a prospective HCV participant who is interested in your unit and meets your eligibility criteria, the next step is to complete the packet in its entirety. Listed below are the required forms to be submitted:

- Page 2 of the Instructions
- HUD Request for Tenancy Approval
- Authorization for the Release of Information
- Lead-Based Paint Disclosure
- Direct Deposit Authorization and IRS Form W-9 (*new HCV property owners only*)
- Affidavit of Ownership
- Property Owner Certification
- Management Authorization (*if applicable*)

When going through the packet, make sure to read through everything carefully and populate all necessary fields on the RTA with accurate information (especially the property address, unit # and tax ID). In addition, it's important to make sure you include any supporting documentation with your completed RTA packet, such as a voided check or letter from your financial institution.

Once the RTA packet is complete, it must be submitted to CHA for processing. Here's how:

1. **Owner Portal** — Under the MOVES menu on chahcvportal.org, select "Upload my RTA."
Note: This option is currently only available for existing HCV property owners with an active Portal account.
2. **Email** — Send the complete RTA packet and any supporting documentation to ownerinfo@thecha.org.
3. **Drop Box** — All CHA Regional Offices have "no contact" drop boxes:

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

HCV South Office
3617 S. State Street
Chicago, IL 60609

HCV West Office
1852 S. Albany Avenue
Chicago, IL 60623

After the RTA packet is submitted and logged, you'll be able to track its progress through the "Moves Tracker" feature on the Owner Portal. You can also contact Owner Services at ownerinfo@thecha.org for a status update, or if you have any questions or need assistance with your account.

Operational Updates

HCV Program offices are now open by appointment-only. Masks are required and visitors must undergo temperature and symptom screening before being admitted to their appointment. If you need to schedule an appointment, please contact the CHA Customer Call Center at **312-935-2600**.

Please continue to utilize all of the online resources available to you as well as the "no contact" drop boxes located at each of the HCV Regional Offices. For the most up-to-date information regarding HCV Program operations, including any updates as to when the offices will reopen to the public, visit the CHA's website at www.thecha.org or the Owner Portal at chahcvportal.org.



**OS
21**

**SYMPOSIUM
WEEK**

Your Expanded Virtual Experience Awaits

September 20 - 24, 2021

Daily Workshops & Sponsor Demos | Daily Raffles
All New Interactive Exhibit Hall & Virtual Networking

www.chaownersymposium.org

Money Talks: Energy Efficiency

There are many benefits to using less energy to do the same function. Not only is it good for the environment, but smart energy use can also save you money in the long run. Here are some ways you can improve the energy efficiency of your property:

Seal Air Leaks — Door frames, mail slots and spaces around pipes and wires are some of the most frequent places that air leaks occur. Sealing these spaces can prevent drafts and can even improve the air quality in your home by reducing the amount of humidity, dust and pollen.

Purchase Green Appliances — Appliances such as washers, dryers, dishwashers and refrigerators use a substantial amount of energy. The U.S. Department of Energy certifies ENERGY STAR appliances that can help reduce your energy use by 10-50 percent.

Schedule an Energy Audit — During an energy audit, an expert will analyze the exterior and interior of your property and identify ways to reduce energy consumption. The average time for an energy audit is 2-3 hours.

Check Wall and Attic Insulation — Insulation is another great way to reduce drafts and lower utility bills. Types of insulation materials include spray foam, blankets and loose fill.

To learn more, visit www.energy.gov/energysaver.

PRA to PBV Change

The Property Rental Assistance (PRA) Program is now the Project-Based-Voucher (PBV) Program. As a result, a new email address was created for PBV communications. Please contact pbv@thecha.org if you need assistance with any PBV-related issue.

Conflict of Interest Violations

The Office of the Inspector General (OIG) investigates any unethical activity within or affecting the Chicago Housing Authority, including cases relating to conflict of interest. Anyone who is an employee of CHA, its contractors or sub-contractors, or is the spouse, domestic partner or immediate family member of an employee, is not allowed to own rental property and receive Housing Assistance Payments from CHA. Doing so is considered a conflict of interest violation and will result in disciplinary action.



HCV Webinars can be viewed from the comfort of your own home or even on-the-go using a computer, tablet or smartphone. Join us to stay up to date on important HCV topics and learn about best practices for being a property owner in the City of Chicago.

For the full schedule or to register for any upcoming HCV sessions, visit [CHA-HCvent](https://www.thecha.org/hcvent).

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 the HUD regulations that dictate inspection criteria.

Tuesday, December 14

1 p.m. to 2:30 p.m.

Your Phone, Tablet or Computer

Property Owner Briefing: Get Started with the HCV Program

New to the HCV Program? Want to hear the latest updates? Have colleagues who own rental property in Chicago and would be interested in taking advantage of the many benefits offered to HCV property owners? Make the most of your partnership with the Chicago Housing Authority and learn how CHA can work with you to provide safe, decent and affordable housing to Chicago's families.

To find out more about what's covered or to register, visit www.thecha.org/hcvownerbriefing.

Thursday, October 14

4:30 p.m. to 6 p.m.

Your Phone, Tablet or Computer

Thursday, November 18

1 p.m. to 2:30 p.m.

Your Phone, Tablet or Computer

Thursday, December 16

4:30 p.m. to 6 p.m.

Your Phone, Tablet or Computer