

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



## MEET OUR NEW CEO



On Sept. 22, 2011, Charles Woodyard was appointed CEO of the Chicago Housing Authority (CHA), effective Oct. 24, 2011.

Before being confirmed by the CHA Board of Commissioners on Oct. 18, 2011, Mr. Woodyard was president and CEO of the Charlotte Housing Authority since 2002, where he led a change process in both the

business and administration of the agency. In Charlotte, Mr. Woodyard proved particularly effective in his ability to integrate public housing into the fabric of the overall community, through mixed-income housing development.

Having spent 30 years in the public sector with a focus on housing, Mr. Woodyard has a wealth of experience in municipal government and the unique challenges facing public housing. In Chicago, he will utilize his experience of engaging the private sector in the real estate components of public housing, as well as integration through mixed-income development, to further the progress of CHA's Plan for Transformation, which is now in its twelfth year.

Mr. Woodyard has held board positions on numerous local, regional and national boards, including Leadership Charlotte, Public Housing Authorities Directors Association (PHADA), National Association of Housing & Redevelopment Officials (NAHRO) and Partners in Out of School Time (POST).

Mr. Woodyard is a graduate of the University of North Carolina-Chapel Hill, with a master's degree in public administration.

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## REMINDER: CHA NOW CONDUCTS OWNER ELIGIBILITY SCREENINGS

In late 2011, CHA initiated a policy that requires Owner Services to conduct eligibility screenings for all new and current Property Owners (if not screened within the last 90 days) who submit a Request for Tenancy Approval (RTA). Therefore, CHA staff are examining multiple criteria, including:

- Property Taxes
- Foreclosures
- Proof of Ownership (Warranty Deed, Property Title, Deed of Trust, Settlement Statement or Quit Claim Deed)
- Criminal Activity
- Credit History

To expedite this process, a copy of the most current mortgage statement for the property listed on the RTA and, for properties held by an LLC, a Certificate of Good Standing from the State of Illinois are required.

## CHA'S 4TH ANNUAL OWNER SYMPOSIUM CONTINUES RECORD OF SUCCESS

With its 4th Annual Owner Symposium, the CHA Housing Choice Voucher (HCV) Program promised to give attendees a new perspective on property management. Judging by attendees' comments during and after the event held on Saturday, Oct. 1, 2011 at Navy Pier, it appears that the Symposium delivered on that promise.

**Almost 900 Property Owners, Managers, Real Estate Investors, local and national exhibitors and sponsors and CHA staff attended the event.**



The morning started at 8 a.m. with a continental breakfast in the exhibit area. More than 30 organizations promoted their solutions for the property management industry from their booths on the vendor floor. From there, attendees were invited to the Grand Ballroom for the general session which included remarks from CHA Interim CEO Carlos Ponce, HCV Program Senior Vice President Jessica Porter, HCV Program Deputy Director Janice Stewart and other leaders. The session ended with a Real Estate Market Forecast for 2012 presented by a representative from Marcus & Millichap, a real estate investment services provider.

To close out the morning, Property Investors, Owners, Managers and their staff attended one of ten break-out educational sessions. Session topics included property taxes, basics of the HCV Program, fair housing laws, rent determination and rent increases in the HCV Program, lead-based paint, mold prevention, being a great property manager, evictions, inspections and property renovations. The session rooms filled up quickly, and some people were turned away at the more popular sessions. Numerous Property Owners and Managers mentioned that they found the sessions insightful and appreciated the opportunity to ask questions of a number of subject-matter experts.

After the educational sessions, attendees again made their way to the Grand Ballroom for a sit-down

networking luncheon during which 3rd Dimension Performance Group entertained the audience with skits showing the comedic side of landlord and tenant relations. Measured by the laughter and applause the group received, the audience found the performance both amusing and informative.

Event-goers then gathered again in the vendor exhibition area for a raffle wherein vendors gave away HD televisions and gift cards, among other prizes before heading back to the educational session rooms for yet more property management education. A number of attendees remarked that with the number of useful educational sessions, they found it challenging to choose just one session each for the morning and afternoon sessions. The event ended at 3:30 p.m. with many attendees staying later to ask additional questions of the educational session presenters.

**Last year, the Symposium sold out in record time. Be sure to visit [www.CHAOwnerSymposium.org](http://www.CHAOwnerSymposium.org) to find out more about this year's event and register early.**

To our Sponsors, Exhibitors,  
Speakers and Attendees...

Your participation  
helped make the  
**4th annual**  
**owner symposium**  
a huge success.



### *Owner Symposium Only One Example of CHA's Educational Initiatives*

The Annual Owner Symposium is just one example of CHA's efforts to serve as an education resource and trusted partner to Chicago-area Property Investors, Owners and Managers. Throughout the year, the HCV Program hosts a number of events to both educate Property Owners/Managers about the HCV Program and its benefits, as well as, discuss how the Program can be improved.

### *Owner Briefings*

Every Thursday of each month (with some exceptions), CHA hosts an Owner Information Briefing for new Property Owners/Managers or individuals looking to refresh their knowledge of or learn something new about the HCV Program. To pre-register and guarantee your seat at the next session, visit [www.chaownerbriefings.eventbrite.com](http://www.chaownerbriefings.eventbrite.com).

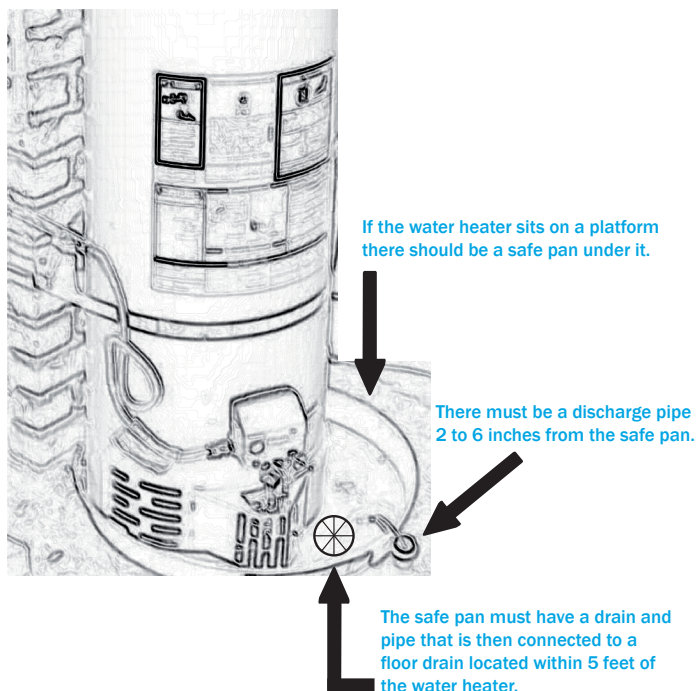
For a calendar of upcoming HCV Program educational events, visit [www.thecha.org/events](http://www.thecha.org/events).

## PASS YOUR ANNUAL HQS INSPECTION THE FIRST TIME

Avoid the hassle of re-scheduling your Housing Quality Standards (HQS) inspection and paying a \$75 fee for a third inspection. Follow the key tips listed below to prepare for your next appointment:

1. Look over the latest HQS Inspections Guidebook, available online at [www.thecha.org/forms](http://www.thecha.org/forms)
2. Review the following list of **top** reasons a unit might fail an HQS inspection:
  - Inoperable light fixtures and electrical outlets
  - Missing or inoperable smoke/carbon monoxide detectors
  - Inoperable windows and broken or missing window locks
  - Damaged, loose or missing handrails
  - Utilities (gas, electric or water) not in service
  - 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 heaters
  - Expired elevator certification (required every three years for multi-unit buildings)
  - Improperly mounted water heaters (see below)

### Mounting a Water Heater To a Platform



3. Finally, walk through and evaluate the unit (both inside and out) before the inspection. Don't forget the common areas...they also must meet HQS.

## PRA PROGRAM OFFERS 5-30 YEAR HAP CONTRACTS

CHA is looking for **Excellent Owners** with **Great Property** in **Stable Neighborhoods**. Are you one of them? Do you own multiple properties or a multi-unit building? If so, you could be eligible for a long-term HAP Contract with CHA's Property Rental Assistance (PRA) Program. New construction, substantial rehabilitation and existing multi-unit buildings and portfolios with vacancies qualify for this program.

**Want to hear more?** Then join us at one of our upcoming **FREE** quarterly information sessions, held from 11 a.m. to 1 p.m. at CHA's Central Office, 60 E. Van Buren.

- March 30
- June 29

To register for one of the dates above, simply e-mail [PRA@thecha.org](mailto:PRA@thecha.org) and include "Info Session" in the subject line along with your preferred date. Or, to apply today, visit [www.thecha.org/pr](http://www.thecha.org/pr) to download the application.

## Owners: The Time is Now!



CHA will be communicating with you more through e-mail messages and telephone reminders. If you don't have a valid e-mail address or telephone number on file, you may not receive important information, including your monthly HAP check remittances.

**Don't miss any HCV Program updates!**

Contact the CHA Customer Call Center at 312-935-2600 or [hcv@thecha.org](mailto:hcv@thecha.org) to ensure your information is correct.

## DON'T HAVE AN E-MAIL ADDRESS?

A number of companies offer free e-mail addresses. Visit [mail.google.com](http://mail.google.com) (Google), [login.live.com](http://login.live.com) (MSN Hotmail) or [mail.yahoo.com](http://mail.yahoo.com) (Yahoo) to set up an e-mail account today. Once completed, simply contact the CHA Customer Call Center at 312-935-2600 or [hcv@thecha.org](mailto:hcv@thecha.org) to update your account.

Then, watch your e-mail for important CHA updates.

## THE CHA CUSTOMER CALL CENTER... AT YOUR SERVICE

When you have a question or concern about your HAP Contract, direct deposit or anything else related to the HCV Program, you should contact the CHA Customer Call Center at 312-935-2600 or [hcv@thecha.org](mailto:hcv@thecha.org). Call Center Specialists are available Monday through Friday from 8:30 a.m. to 5:00 p.m.

Taking care of you is our Call Center Specialists' top priority, and now we are more responsive than ever. We've added several knowledgeable, dedicated and friendly CHA Customer Call Center representatives to the team and increased training for all staff. We're ready and trained to serve you!

We ask that when you have a question or concern, you contact the CHA Customer Call Center. We regularly receive compliments about our helpful CHA Customer Call Center staff from Property Owners and Managers just like you. Our knowledgeable specialists can usually answer your questions or address your concerns with just one call or e-mail. In the rare case that they can't, the representative will send your question or concern to a staff member that will respond to you within 24-48 hours. When you call the CHA Customer Call Center, remember to always ask for your case number and write it down in case you need to call back.

### The CHA Customer Call Center can give you information about the following topics:

- A general overview of the HCV Program
- HAP deposits and mailing information
- Contract status
- Any CHA communication you may have received
- Inspections
- Rent increase requests
- Participant re-examination status
- Much more

Whenever you have a question about anything related to the HCV Program, save yourself a trip to the Owner Services Department or one of the Regional Offices and contact the CHA Customer Call Center first at 312-935-2600 or by e-mail at [hcv@thecha.org](mailto:hcv@thecha.org).

### Did You Know...

You can now find out the date and timeframe of your next inspection on our website or through an automated call system or text message? All you need is your Event ID. Simply go online to [www.chainspections.org](http://www.chainspections.org) or call or send a text 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. In addition, you can now contact the Inspections Department directly via e-mail at [hcvinspections@thecha.org](mailto:hcvinspections@thecha.org).

## PROTECT YOURSELF AGAINST BED BUGS: PRECAUTIONS TO TAKE WHEN ENTERING OTHER PEOPLE'S HOMES

Property Owners, Managers and maintenance staff have the potential to spread bed bugs around a building or bring bed bugs home to their own homes. Why? Because they may be entering known and unknown bed bug infested units to do their jobs. Taking a few precautions can help protect you and your staff from picking up an unwanted hitchhiker and spreading the problem. Remember, unless an infestation is extreme, bed bugs will be mostly hidden. It may not be obvious that there is a problem. Take the following precautions every time you enter a unit.

1. Bring in as few items as possible.
2. Store necessary items (files, tools, etc.) in a hard covered container like a plastic or metal box or carrying case. Bed bugs can't climb or hold on well to slippery surfaces.
3. Set tools and other items down away from the walls and upholstered furniture where bed bugs are likely to hide.
4. Do not sit on the bed or upholstered furniture. Choose a metal or wooden chair and conduct any business with your tenant in the kitchen, if possible. Kitchens and bathrooms are the least likely areas to have bed bugs.
5. Commit clothing to the job.
  - Use a coverall for work that gets left or laundered at work. Or, dry work clothes (and shoes) in a hot dryer for 20 minutes as soon as you return home. This will kill bed bugs in all stages of development.
  - Check and clean shoes often and store them in a sealed plastic bag until the next use.
6. Keep your eyes open. Look around for signs of bed bugs in your work space as well as at home.

**Reminder:** It is your responsibility (not the Participant's) to take action if there is evidence of a bed bug infestation.

For more information (and resources) on how you can protect yourself against bed bugs, visit the Safer Pest Control Project's website at [www.spcpweb.org](http://www.spcpweb.org).

## OWNER NEWS

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