



March 17, 2020

Dear CMHA Landlords/Owners:

In an effort to help mitigate the spread of the COVID-19 (Coronavirus), CMHA's doors are closed temporarily, but we are still available to serve you. Our goal as an agency is to keep everyone in the communities we serve housed during this unprecedented time. During this period, please be assured that **all active HAP payments to be paid on CMHA's behalf will continue to be made.** We realize that there are questions/concerns that may need to be addressed during this period. We would like to answer some of these questions/concerns that you may have upfront.

Below you will find some of our current process changes for social distancing:

Applications

- New applicants normally received from specialized sponsors are not being scheduled at this time. Appointments will resume normal business practices when offices reopen to the public.

Intake

- CMHA is not currently accepting documents dropped off at the main or east campus offices.
- All clients with vouchers in their possession and actively looking for housing will be extended. If they can remain in their current home, we encourage them to do so to prevent processing delays or homelessness.
- If clients move while CMHA is closed, please ensure the RTA packet is completed with the lease as well as the inspection certification form that can be found on our website. Tenants and owners will need to review the rent burden calculation sheet provided with the voucher to estimate if the tenant qualifies for the unit. Rent in addition to the estimated utilities on the utility allowance sheet should not exceed the maximum gross rent on the rent burden calculation sheet. Utility allowance sheets are in the tenant's RTA packet and on our website www.cmhanet.com. RTA packets need to be submitted to intake@cmhanet.com and must contain all required documents and the self-certification inspection form.
- When our offices reopen, the intake process will return to normal procedures and guidelines.

Inspections

- Initial inspections will be completed with the self-certification form and must be signed and dated on the certification date by owner and tenant. Payment will be processed and backdated to the day following the self-certified initial inspection. CMHA will perform an inspection on all self-certified units once the agency returns to normal business.
- Complaint or emergency inspections may be self-certified and will be rescheduled upon reopening.
- All first-time annual inspections have been postponed until a later date to be determined. Any scheduled annual reinspection's may be self-certified by the owner and tenant and will be rescheduled upon reopening. If for any reason, an owner or tenant chooses not to conduct an inspection at this time, please document this decision and an inspection will be scheduled upon reopening.



Contracts

- If you have already received a contract ready letter, please follow the instructions on how to e-sign, submit the signed lease agreement to contracts@cmhanet.com, and we will address in the order received. Please be advised that contract signing may experience delays due to the volume of requests, but we will do everything we can to ensure these contracts are processed in a timely manner.

Client Recertifications

- If leases end, we will automatically extend them on a month-to-month basis for the foreseeable future.
- If a tenant does vacate a unit, please notify hcvlandlord@cmhanet.com with specific date that the tenant vacated the unit.
- Annual recertification and interim appointments that are already scheduled will be rescheduled upon the reopening of CMHA to the public.
- There will be no moving appointments scheduled at this time. If a client already received their voucher to move and now wishes to stay, the owner is to contact hcvlandlord@cmhanet.com for review to ensure the HAP payment continues to be processed.

HAP Payments

- HAP Payments will continue to be processed on the 1st and 15th of each month or the first business day after each respective date.
- **All payments to landlords will continue.**

General Information

- Owners in need of additional assistance, or if emergencies arise may contact hcvlandlord@cmhanet.com; please make sure to include in the subject line the purpose of your inquiry along with a detailed description in the body of the email.
- Ownership or property management change requests can be submitted to: hcvlandlord@cmhanet.com
- There will be a delay in processing rent increases. Please be assured that the rent increases will be backdated and processed according to either the project-based contract anniversary date or the date of the rent increase request.
- Landlords requesting utility/damages inquiries will experience delays; documents may still be submitted to hcvlandlord@cmhanet.com but will not be addressed until CMHA has reopened.
- New owner registrations can be submitted along with a copy of an IRS Form W-9, and proof of ownership if not currently registered on the Franklin County Auditor's website. Please submit these registrations to hcvlandlord@cmhanet.com.
- Franklin County Municipal Court eviction hearings will not take place for at least the next eight weeks. Please see the link for more information. <http://www.fcmmcclerk.com/?announcement#franklin-county-municipal-court-operations-during-covid19-pandemic>
- The HQS Self-Certification inspection form is located on our website at www.cmhanet.com. The inspection checklist, as well HQS Inspection Tips can also be located on our website.

For further details or questions please contact the CMHA Call Center at 614-421-6000 between 8:00 AM and 4:30PM. We are sorry that we cannot assist you in person, and we appreciate your patience and understanding during this unprecedented time.