

HOUSING MATTERS

SUMMER 2018

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The CVR Owner Portal and CVR Inspections Portal are available 24 hours a day, 7 days a week. Access them today!

Housing Choice Voucher Program

OwnerPortal

nyowner.hcvportal.org

Housing Choice Voucher Program

Inspections Portal

newyork.cvrinspections.com

Abatements

In accordance with recent revisions made to our Administrative Plan, CVR has updated its procedures for processing abatements of Housing Assistance Payments.

For non-emergency failure items, abatement occurs on the first of the month following the deadline to complete the needed repairs. This deadline is 30 days, unless the owner requests an extension, in writing, and one is granted. Previously, abatement would begin on the day following the deadline to complete the repairs.

For emergency failure items, abatement occurs 24 hours after the initial fail (no change to previous policy).

The Housing Assistance Payment (HAP) will be withheld beginning two (2) months after the abatement effective date. For example, if repairs due on May 15th are not completed by that date, the abatement effective date will be June 1st and HAP will be recouped beginning August 1st. However, it is important to note that, at this point, if the repairs have still not been completed and verified, the July payment will

also be deemed as overpaid due to the abatement, and will be recouped from future payments as well. Any days in August during which the abatement continues will also be proportioned and recouped.

Note: Money recouped due to abatement cannot be refunded once the unit passes inspection.

It is important to review all correspondences regarding Housing Quality Standards (HQS) Inspections in a timely manner. Just because payment continues does not mean that the unit has not entered abatement or that HAP will not be recouped from future payments. When you receive letters outlining failure items, make sure you fully understand what needs to be done to bring the unit into a passed status. You may contact our Inspections Help Line at (914) 294-2353 if you have any uncertainties, or to schedule a re-inspection after repairs are completed. If the failed items can be passed with a Verification of Repairs, make sure to send the signed form via email to newyork@cvrinspections.com or fax to (914) 930-5441.

Updates to HQS Guidelines

Recent changes have been made to the carbon monoxide and smoke detector requirements enforced by our Inspections Department. Failure to comply with the new guidelines will be considered an emergency failure and, if not rectified within 24 hours will result in an abatement.

Pursuant to New York State's Uniform Fire Prevention Building Code, carbon monoxide detectors must be installed in all new and existing one- and two-family dwellings, multifamily dwellings, and rentals with a fuel-burning appliance system or attached garage. Carbon monoxide detectors are required to be located within 15 feet of all sleeping rooms and within 15 feet of a fuel-burning source.

Under HUD's HQS guidelines, smoke detectors must be installed in accordance with and meet the requirements of the National Fire Protection Association Standards (NFPA) 74 or its successor standards. NFPA 72, the successor standards to NFPA 74, requires smoke detectors in every sleeping room, within 21 feet of sleeping rooms and on every level of the dwelling unit, including the basement.

HAP Overpayments

Housing Assistance Payment (HAP) overpayments are payments that were made in excess of the amount owed to the landlord or those that were paid to the landlord in error. HAP overpayments can occur for a variety of reasons. When an overpayment occurs, CVR sends a letter to inform the landlord of the overpayment. If possible, CVR will recoup the monies owed from future payments. If the landlord does not have tenants on the HCV Program, CVR will send instructions for how the landlord may refund the monies. A landlord who has received an overpayment has 30 days to return the monies owed. CVR may pursue other modes of collection for the full amount owed if the monies are not refunded within 30 days.

Overpayments most commonly occur when a tenant moves into a new unit with a different owner and payments are sent to the owner of the previous unit in error. To prevent these overpayments, when a participant has a scheduled move-out date, CVR, by default, will withhold payment from that date forward. If the participant still resides in the unit after the scheduled move-out date, CVR will continue to issue payment. The participant must provide us with a written statement that they are still living in your unit, and all payments will be issued with a month delay until the tenant moves.

A Quick Tip...

Some of the most common HQS failure items are:

- Deteriorating paint
- Insufficient smoke/carbon monoxide detectors
- Lack of windows guards when applicable
- GFCI outlets not operating as designed
- Excessive mold and mildew-like substances

The most common failure item is the inability for our Inspector to access the building's mechanical areas. If you are unable to arrange for access to these portions of the building on the scheduled inspection date, please call the Inspections Help Line at (914) 294-2353 to reschedule the appointment.



List Your Apartments for Free

Between HCV participants receiving vouchers for the first time, voucher holders porting to Westchester from Housing Authorities in other counties and states, and current CVR tenants looking to move, there are always plenty of voucher holders looking for new units.

If you are interested in renting your property to a CVR voucher holder, we encourage you to create a free online listing at NYHousingSearch.gov and email us at info@cvrnewyork.com.

Terminations

Before receiving a voucher, each participant must attend a briefing that covers information about their obligations while participating in the HCV Program. These obligations are then reaffirmed annually during the recertification process. When a participant fails to maintain compliance with Program guidelines, it may lead to the termination of their assistance.

Should any of your CVR tenants violate their obligations to the extent that their assistance is in jeopardy, we will send you a letter indicating the possibility of their termination with as much notice as possible. Your tenant will also receive a letter explaining, in detail, why their subsidy is potentially being terminated and advising them to contact our office within 10 business days to request an Informal Hearing. Both letters will include the effective date of termination should the participant be unable to resolve the issue.

The most common issues that result in these letters are participants not providing needed documents or not attending mandatory appointments. In these cases, providing the documents or attending an appointment before the 10 business day deadline for requesting a hearing has passed will fulfill their obligations and we will rescind the termination.

Should the tenant fail to resolve the issue and maintain compliance, we will send both you and your tenant a HAP Contract Final Termination Notice. This letter will indicate that per the HAP Contract, if the HAP Contract is terminated for any reason, your lease with the tenant will also terminate. If the tenant remains in your unit after the termination date, they will be responsible for the full rent amount.

We understand that this scenario may be burdensome and can assure you that our participants are provided plenty of time and notice to resolve any compliance issues before termination. Therefore, should you receive a Possible Termination Notice or HAP Contract Termination Notice, we encourage you to talk to your tenant and advise them to contact our office immediately to resolve the situation.

A note on deceased tenants...

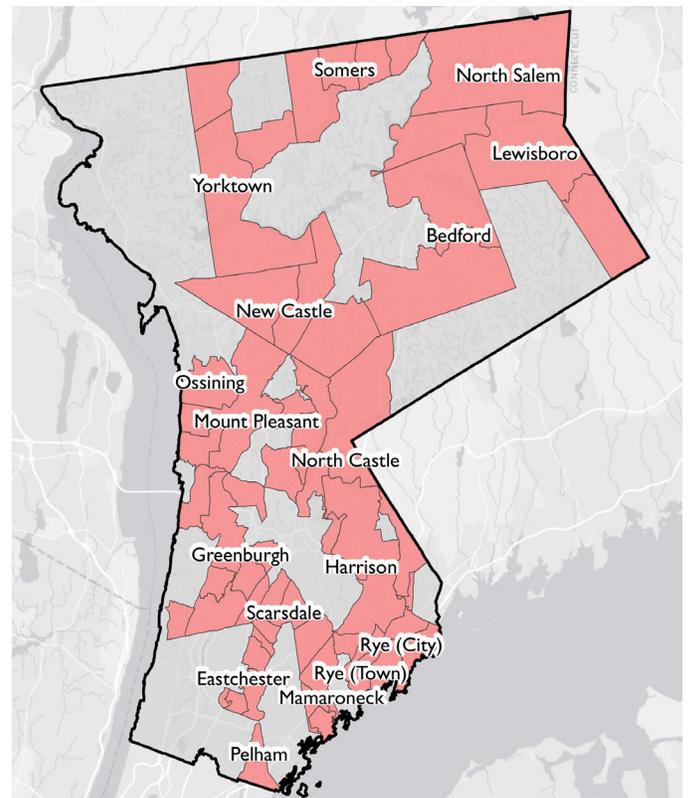
Efforts are being made at the federal level to ensure that HCV Programs are made aware of deceased participants in a timely manner to prevent HAP Overpayments. If the deceased participant is the sole household member, the HAP Contract is terminated effective the last day of the month of the participant's death. Any payment sent thereafter will be considered an overpayment. To reduce these overpayments, we ask that you alert our office immediately upon learning that one of our subsidy recipients has passed away.

Payment Standards and the Westchester Neighborhood Choice Program

It is not uncommon for landlords to contact our office, interested in renting to HCV participants but concerned that we will not approve high enough rents. The amount of rent we can approve is largely dependent on the applicable Payment Standard, which is set by HUD.

To assist our participants in moving to Westchester County's high opportunity areas, CVR provides "Exception" Payment Standards. The applicability of these higher Payment Standards is determined by a unit's census tract. Whether or not a unit qualifies for the Exception Payment Standard will be determined by the participant's Housing Specialist upon the receipt of a Request for Tenancy Approval. The colored portions of the map below indicate which portions of the county qualify for the higher Payment Standards.

CVR also operates the Westchester Neighborhood Choice Program (WNCP) to help families with school age children move into high performing school districts across the county. Participating families in this program may have different Payment Standards than those listed above as the WNCP has been granted permission to use Payment Standards determined by ZIP code. For more information on this program, including a map of qualifying areas, visit wncp.cvrnewyork.com or contact the Mobility Counseling Program Director at westchestermobility@cvrnewyork.com or (914) 995-6590.





112 E. Post Rd. Ste. 102
White Plains, NY 10601

Housing Choice Voucher Program

OwnerPortal

Sign up for our Owner Portal and get anytime, anywhere access to inspections, rent share and other important information about your Housing Choice Voucher Program tenants — 24 hours a day, 7 days a week. It's as easy as...

- 1** *Send an email to info@cvrnewyork.com. Include the property address, landlord/company name and the email address you would like to associate with the account. To protect your privacy, we will verify this information.*
- 2** *Within 48 hours, a CVR representative will contact you with instructions on how you can set up your Owner Portal account. They will provide you with the landlord ID you need in order to register.*
- 3** *Go to nyowner.hcvportal.org and register. Once registered, you will receive a confirmation email that will allow you to log in to your account.*



Housing Matters is a semi-annual publication for CVR New York's participating landlords. Help us **Go Green** by requesting future issues electronically at info@cvrnewyork.com.

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