

HOUSING MATTERS

SPRING/SUMMER 2014



MESSAGE FROM THE PROGRAM DIRECTOR

CVR New York has hit the ground running in 2014 with many exciting new program features and initiatives. We hosted our second Property Owner meeting in January, and the owners who attended were able to register to become the first to use the new Property Owner Portal. Since then, we have continued to add features to the Portal to accommodate requests. Please keep the suggestions coming (if you have not yet registered, the following article will explain the registration process.)

Our next initiative is a Participant Portal so your tenants can view inspection results and rental share information online, and submit their documents online. We are not slowing down anytime soon. CVR New York is currently in the process of migrating the program to electronic filing. Our goal is continued innovation to streamline processes and make doing business more efficient.

The Patriot Housing partnership that CVR New York participated in has been an unbridled success in its goal of rapidly moving homeless veterans into permanent housing. This partnership has been extremely rewarding, and it could not have been successful without our Property Owner partners who offered homes for homeless veterans.

Kind regards,

Felicia Ramos
HCV Program Director

INTRODUCING...

Housing Choice Voucher Program

OwnerPortal

<https://nyowner.hcvportal.org/>

We are very happy to announce the launch of an exciting new resource for property owners with active Housing Choice Voucher participants: the CVR New York Property Owner Portal. This online service launched in January, and provides property owners with access to basic payment and tenant information through CVR New York's website.

HOW DO I SIGN UP?

Owners may enroll for the Owner Portal via an email request to info@cvrnewyork.com. Instructions will be e-mailed to you following your request. Please allow one business day for processing.

The system will require that you submit your landlord ID and e-mail address in order to register (if you do not know your landlord ID, we will provide it to you. If you do not have an e-mail address on file with us, we will have to enter one before you will be able to register.)

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TAKE A LOOK INSIDE



PROPERTY OWNER PORTAL



PATRIOT HOUSING UPDATE



CUSTOMER SERVICE SURVEY

INTRODUCING THE HCV OWNER PORTAL CONTINUED

WHAT CAN I VIEW ON THE PORTAL?

- Housing Assistance Payment (HAP) information
- Housing Quality Standards (HQS) inspections appointments
- HQS inspections results
- Online Rent Increase Request submission
- Rent Increase Request status tracker
- Online move document submission and move tracker (coming soon)

DO I NEED TO MAKE MULTIPLE ACCOUNTS?

If you have multiple entities that you own separately, you are aware that you receive a separate Housing Assistance Payment for each every month. However, the portal has been set up in a way that each of your entities can be linked to the same portal account, as long as each entity is on file with the same e-mail address. If you have multiple entities and not all of them are appearing under your Portal account, please let us know so that we can link all of your accounts.

IS THE PORTAL SECURE?

Please be advised that the Owner Portal is on a secure server, and no sensitive information such as Tax ID numbers, Social Security Numbers, or bank account information is stored on the portal.

CAN I UPDATE MY CONTACT INFORMATION ON THE PORTAL?

Currently the portal can also be used to update your phone number(s). The ability to update your mailing address, direct deposit information, management information, and changes of ownership will be included in future enhancements of the Portal.

We hope that this service will help you better track payments for your units and will help you better monitor the HQS status of those units. We value your feedback and look forward to hearing from you about your experience.

HOW OFTEN IS THE PORTAL UPDATED?

Information is transmitted from our inspections and payment software systems to the Owner Portal before the start of each business day. Therefore, the portal is updated every 24 hours with the most recent information as input in the system. If your tenant is disputing what their proper share is, for example, you can log into the portal to see the most current share as listed as in our system.

The screenshot displays the 'OwnerPortal' interface for the Housing Choice Voucher Program. At the top, there is a navigation bar with links for 'MY ACCOUNT', 'INSPECTIONS', 'FINANCE', 'MOVES', 'RESOURCES', and 'CONTACT US'. Below the navigation bar, the page is titled 'HOME > MY ACCOUNT'. The main content area is divided into several sections:

- QUICK LINKS:** A vertical list of four red buttons: 'VIEW MY INSPECTION APPOINTMENTS', 'TRACK MY MOVES', 'VIEW MY INSPECTION RESULTS', and 'VIEW MY PAYMENTS'.
- My Account:** A central section with three blue buttons: 'UPDATE MY CONTACT INFO' (with a phone and envelope icon), 'LIST MY VACANCY' (with a 'FOR RENT' sign icon), and 'VIEW MY PROPERTIES' (with a house icon).
- RESOURCES:** A box on the right containing a list: 'CHANGE OF OWNERSHIP' and 'MORE'.

At the bottom of the page, there is a footer with the CVR New York logo on the left, a copyright notice '© 2013 CVR Associates, Inc. Privacy Statement' in the center, and contact information 'Contact Us CVR New York HCV Program Telephone: (914) 996-2416 E-mail: info@cvrnyork.com' on the right.

PATRIOT HOUSING UPDATE

CVR New York has been a partner in the Patriot Housing Initiative to house homeless veterans in Westchester County. Karl Bertrand of Program Design and Development has provided us with the following data regarding the current status of Patriot Housing's goals:

- IDENTIFY ALL HOMELESS VETERANS IN WESTCHESTER COUNTY ✓GOAL MET
- HOUSE 75 ADDITIONAL VETS (FOLLOWING THE 75 ALREADY HOUSED) OR END VETERAN HOMELESSNESS +PENDING
- IDENTIFY 25 UNITS AFFORDABLE WITHOUT VOUCHERS ✓GOAL EXCEEDED
- FIND JOBS FOR 45 REHOUSED VETERANS ✓GOAL EXCEEDED
- PROVIDE SUPPORT SERVICES FOR 45 NEWLY HOUSED VETERANS ✓GOAL EXCEEDED

The next goals Patriot Housing is attempting to tackle are as follows:

- NO VETERANS LIVING ON THE STREETS
- NO VETERANS LIVING IN PLACES NOT INTENDED FOR HOUSING
- NO VETERANS LIVING IN GENERAL-POPULATION SHELTERS
- NO VETERANS LIVING IN CARS
- NO VETERANS LIVING IN OVERNIGHT-ONLY SHELTERS

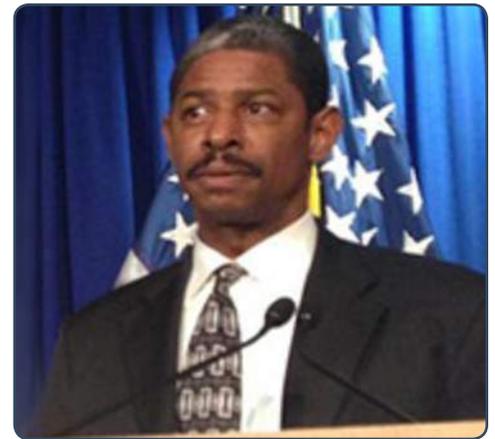
If you would like to assist in Patriot Housing by offering housing for rent, please contact info@cvrnewyork.com.

SUCCESS STORY: CURTIS R.

Curtis R. served in the Navy beginning in October 1977. During this service, he learned valuable vocational skills, and became an instructor for others. He went on to serve on an aircraft carrier, being stationed in Hawaii, The Phillipines, Hong Kong, Singapore, and Korea, before ultimately arriving in the Persian Gulf during the Iran Hostage Crisis. During Curtis R.'s service, he witnessed first hand the death of fellow troops. This event factored into Curtis R. developing Post-Traumatic Stress Disorder and Depression. He was in a homeless shelter in January 2011 when he was referred to the Montrose VA Hospital.

In May 2013, Curtis R. received a HUD-VASH voucher, and was able to use this voucher to find permanent housing with a private landlord. One year later, Curtis R. is still in the same apartment. Not only was he able to find housing, but he also obtained furniture donations, including a sofa, chair, dining room table, bed, and dresser.

CVR New York salutes Curtis R. for his service, and looks forward to the day when Westchester has eliminated veteran homelessness altogether.



In January, Curtis R. spoke at a press conference (pictured above) where he spoke of his one-bedroom apartment, stating, "It has helped bring me and my family together again. It makes me happy to be in the position to invite over friends, family and grandkids to a place of my own that I am proud of."

We are always looking for ways to improve our service and we value your opinion...Please complete our survey online:

<http://surveys.cvrnewyork.com>

Participants who complete the survey and supply a valid voucher number and email are automatically entered into a drawing to receive a \$50 gift card from Target!



Scan this QR code to be directed to the survey on your smart phone.

