

housing matters

Winter 2013



Message from the Program Director

Greetings to all of our participating property owners and managers. As we enter the new year, I reflect on the progress we have made in 2012 and look forward to continued operational improvements in 2013.

I am extremely excited about our upcoming **Owners Meeting** which is right around the corner — **Wednesday, January 16th**. I am certain that you will value the information presented as well as the first edition of our **Owner Reference Guidebook** that will be distributed to all attendees. I encourage you to read the adjacent article for all of the details and make your reservation today as space is limited and sure to fill up quickly.

We have several new initiatives slated for 2013 as discussed in this issue, including:

- an **online portal** featuring access to a wealth of information designed exclusively for you
- an **Owner Reference Guide** full of valuable information that will assist you throughout all phases of tenancy
- the establishment of an **Owner's Council** that will help to ensure your continued satisfaction.

As always, we appreciate your feedback and invite you to share your ideas for improvement with us. I look forward to personally meeting many of you at the upcoming Owner Meeting and wish each of you a successful new year.

Kind regards,
Felicia Ramos
 HCV Program Director
 CVR New York

Property Owners Meeting

**Wednesday
 January 16, 2013
 6p.m. to 8p.m.**

AGENDA

- Fair Housing
- Lease Enforcement
- Notice to Vacate Requirements
- Rent Determination
- Inspections
- Q&A Session

RSVP (914) 995-6227

Don't Miss the First Ever Property Owners Meeting

We are pleased to announce our first event of 2013 — CVR New York's inaugural Property Owners Meeting. Join us at the **Renaissance Westchester Hotel** where CVR's Senior Management Team will discuss timely and important topics. The meeting will conclude with a Q&A session.

This much talked about "can't miss" event will be here before you know it so be sure to **RSVP today**. The event is free, however space is limited. Event details are featured to the left.

take a look INSIDE



Inspections Enhancements

- Same Day Results with New Web Portal
- Now Equipped with GPS



On the Horizon for 2013

- Exciting Initiatives Planned for the New Year



Count Your Money Sooner

- Direct Deposit Provides Faster Access to HAP



Enhanced INSPECTIONS Operations Provide Improved Service

Feedback from our recent and ongoing **Property Owner Surveys** provide us with valuable insight that in turn drives operational improvements. These articles feature some of our latest enhancements to the Inspections Program designed to serve you better. 📍

Inspectors Now Equipped with GPS



Recent hardware upgrades equip all inspectors with GPS tracking capabilities on their cell phone. This technology helps us provide you better service by enabling us to

verify and track various aspects of the inspections process, such as:

- Confirmation of Inspector's phone calls to owner prior to arrival, while en route and upon arrival to appointment.
- On-site arrival time as compared to scheduled appointment.
- Approximate length of time spent on-site at appointment. 📍

Mechanical Area Inspections Now More Efficient



We are pleased to announce that mechanical areas in multi-family buildings now only require a single annual inspection (unless condition warrants otherwise).

After successfully passing the next inspection, the Inspector will place a decal on the outside of the mechanical area indicating that the area does not need to be inspected again for another year. Eliminating multiple inspections of the same mechanical area will shorten the appointment and save everyone time.

It is important to note the following:

- The Inspector will still need to confirm the due date of the next inspection on the decal.
- Make sure that the decal regarding the mechanical area is not obscured or removed. 📍

inspections eFax (914) 930-5441



Our new eFax system provides

several advantages, including:

- **Peace of mind.** Because faxes are delivered to a dedicated email account rather than a fax machine, a confirmation on your end means successful receipt on our end.
- **Search capabilities.** We can search for and find your fax quickly based upon your transmittal date/time.
- **Faster transmission.** Faxes are delivered *immediately* to our inbox so there is no delay in our receipt.
- **Enhanced record keeping.** Electronic access and storage of your fax means more efficient operations.

Please note, this new eFax is designated exclusively for the purposes outlined below.

- All inspection-related faxes
- Verification of Repair (VOR) forms
- Requests for Extension to Make Repairs forms
- Proof of Extermination (if required) specifying the unit's address and the service(s) provided at that address
- Rent Increase Request forms and any related supporting documents (ETPA, MCI, etc.) 📍

Same Day Inspection Results with Inspection Portal



Obtain inspection results within hours rather than waiting days for results to arrive in the mail. Most results are now available online by 4 p.m. the day of

the inspection at <http://westchester.cvrinspections.com>. Simply enter the "series ID" identified in your inspections appointment letter. For online results of an initial inspection just ask the Inspector for the series ID or call our office. 📍



How Can We Help You?

Call us at (914) 995-6227 or visit us online at cvrnewyork.com

Exciting Initiatives Planned for 2013

The entire CVR New York Team is committed to developing new and innovative ways to serve you better. Here's a look at what's ahead in 2013.



- **Property Owner's Council:** Periodic meetings with your peers will provide us valuable insight into how to serve you better.
- **Property Owner Meetings / Briefings:** Educational forums for both new and existing property owners looking to expand their knowledge about the Program. Sessions will feature discussion of Lease enforcement, HAP contract, participant and owner responsibilities, HQS inspections process and other relevant topics.
- **Owner Reference Guide:** Pick up the first edition of this must-have guidebook at the January 16th Owner Meeting and make the most out of your experience as a participating owner. It is full of valuable information that will assist you throughout all phases of tenancy.
- **Exclusive Owner Web Portal:** This one-stop shop will contain virtually everything you need and desire as a CVR New York participating owner. It will be your single source for general information, owner/unit specific information and will feature the ability to view upcoming inspection(s), electronically sign the HAP contract, fill out and submit forms electronically. 🏠

Rent Your Unit Faster with NYHousingSearch.gov

The Westchester Housing Choice Voucher Program (HCVP) is pleased to offer you an innovative way to list your rental unit. Improve your unit's marketability and decrease the number of "days on market" with NYHousingSearch.gov. Benefits include:

- greater exposure to prospective tenants
- your listing goes 'live' immediately when created online
- search engine matches tenant to unit with their desired features
- service is FREE to all users (both owners and prospective tenants)

Questions? Contact Customer Support Call Center at 1-877-428-8844. Hours are Monday through Friday 9 a.m. to 8 p.m.

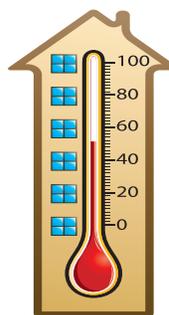
Register Today — It's Easy, Fast and Free

🏠 Online: NYHousingSearch.gov 📞 Call toll-free: 1-877-428-8844

📠 Fax toll-free: 1-866-265-7811



Next time you stop by or call the office, remember to provide us your email address so that we may communicate valuable information to you as soon as possible. 🏠



The HEAT Is On

"Weather" or not you remember the hit song "The Heat is On" by Glen Frey from the 1980s, please do remember to make sure that "the heat is on" in your units and functioning properly in accordance with the New York State Multiple Dwelling Law.

The law stipulates that during the period October 1 through May 31, tenants who reside in a unit that is part of a multiple dwelling must be able to maintain specific minimum temperatures in all portions of the dwelling used or occupied for living purposes as follows:

- *When outdoor temperatures fall below 55°F*, the tenant must be able to maintain a minimum temperature of 68°F in the unit during the hours between six o'clock in the morning and ten o'clock in the evening.
- *When outdoor temperatures fall below 40°F*, the tenant must be able to maintain a temperature of 55°F in the unit during the hours between ten o'clock in the evening and six o'clock in the morning.

Keep your tenants comfortable this winter by abiding by this law, not doing so constitutes a 24-hour emergency fail item. 🏠



self-certifying repairs?

AVOID ABATEMENT

submit Verification of Repairs (VOR)
by due date



Housing Matters is a semi-annual publication for CVR New York's participating owners. Help us **Go Green** and request future issues electronically at addmyemail@cvrnewyork.com



GET YOUR MONEY FASTER with HAP Direct Deposit



Resolve to be more efficient in 2013 and join the more than 2,100 other property owners who have already signed up for direct deposit.

Nearly 90% of our participating owners enjoy the benefits associated with direct deposit, including:

- **Faster Access to Funds:** Payments are *credited* to your account on the first of the month as opposed to being *mailed* that day.
- **Convenience:** Eliminates monthly trip to the bank.
- **Security:** No potential for mail fraud.
- **Online Access to Your "Share Letter":** View payment details through our secure payment web portal. Web address and login information needed is outlined below.

🔗 <https://www1.dhcr.state.ny.us/Section8Payments/default.aspx>

📄 county ID for Westchester: 60

📄 county ID for Nursing Home Transition & Diversion (NHTD) program: 67

📄 last 4 digits of your Tax ID

📄 your Landlord ID 

HAP Recently Adjusted?

When a HAP amount requires an adjustment — for example, if there is a change of ownership /management, or if the voucher holder's portion of the rent changes — the timing of when the adjustment is approved and entered into the system determines when the revised amount will be processed and paid.



As a result, your next payment may not reflect the revised amount. Not to worry though, it most likely just missed the cut off date for transmitting the payment information and you will see it reflected next month. If however, you receive two payments that do not reflect the adjustment, please contact us so that we may resolve the matter promptly. 