

Owner Quarterly Newsletter

Winter, 2022

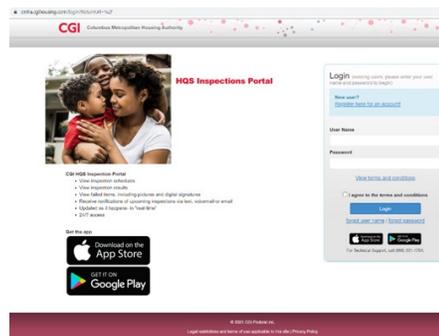
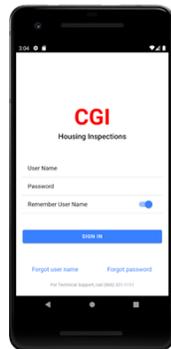
We are excited to welcome you to the first CMHA/CGI quarterly newsletter! The main purpose of these newsletters is to provide policy/procedure updates and other HCV program information. We appreciate your participation to the HCV program!

CGI Inspection Portal

Sign-up for the inspection portal! The inspection portal provides real time inspection results, inspection schedules, fail item comments with pictures, self-certification accessibility and more. You can also customize how to receive inspection notifications (i.e. email, text, voice).

You can access the inspection portal at cmha.cgihousing.com. You can register with your Owner id and billing zip code.

There is also a downloadable mobile app for Android and Apple. This app provides the same data as the web portal. Use the same login information for the browser view for the app.



Most Common HQS Fail Items

Avoid abatement or new contract processing delays. Below is a listing of the most common HQS fail items:

1. Missing, inoperable or incorrectly mounted smoke detectors
2. Improperly wired electrical outlets and inoperable light fixtures
3. Deteriorated or unstable paint on exterior and/or interior paint surfaces
4. Broken or inoperable windows
5. Exposed electrical wires and connections
6. Damaged and missing weather stripping around exterior doors
7. Missing and/or broken handrails
8. Cutting hazards such as protruding nails, pipe/metal objects with jagged edges and cracked glass on windows
9. Gaps and/or holes around heating system flue pipes
10. Inoperable stove burners or oven
11. Evidence of rodent and/or bug infestation
12. Holes and large gaps on walls/ceilings/floors
13. Toilets not secured to the floor

HQS (HOUSING QUALITY STANDARDS) INSPECTION UPDATE

CARBON MONOXIDE DETECTOR REQUIREMENT

Beginning **December 27, 2022**, Carbon Monoxide Detectors will be required in units that are at risk for carbon monoxide gas poisoning. Carbon monoxide (CO) is a colorless and odorless gas produced by burning fuel.

Fuel types but are not limited to natural gas would include:

- Fuel oil
- Kerosene,
- Diesel, Gasoline
- Wood, Wood pellets
- Charcoal

Any substance that is combustible (*able to catch fire and burn easily*).

CO detectors will be required in any unit that has fuel burning appliances such as: a **furnace, water heater, oven, range, cook top, fireplace and wood stove**. Any unit with an attached garage will also require a CO detector.

CGI Inspectors will be providing CO detectors .during inspections starting in December and while supplies last.

UPCOMING EVENTS

NEW Landlord Briefing

December 21 at 3:00 pm.

To attend the event [**CLICK HERE**](#)

New Landlords only.

Event will be active about 10 minutes prior to start.

HQS (HOUSING QUALITY STANDARDS) INSPECTION UPDATE

WEATHER DEFERMENT

Weather deferment on some exterior repair items began on **November 15, 2022**.

Due to cold and damp weather, it is not practical to require exterior painting to be completed the colder months. The inspectors will grant the deferment for painting and some other weather prohibited exterior repairs such as pouring concrete. Deferments will be granted **from November 15, 2022 until March 30, 2023**.

All deferred repairs will need to be completed by **May 1, 2023**. Inspections for weather deferments will begin on **May 1, 2023**.

- To Avoid Abatement: all non-weather related fail items will need to be completed by the **2nd inspection**.

If you have any inspection questions or need additional guidance, please reach out to the inspections department at 833-378-2220 or via Email : cmha.inspections@housing.systems.

HOUSING CASE MANAGEMENT UPDATE

DECEASED TENANTS

CMHA/CGI are required to terminate program assistance for deceased **single member** households. HAP payments Can not be made for any period following the month in which the death occurred. There are no exceptions to this policy and procedure. Report deceased tenants to cmha.landlord@housing.systems