

CMHA



2005 Report to the Community

CHMA will provide a quality, affordable living environment that recognizes our diverse socioeconomic population through responsible collaboration with the greater Hamilton County community.

A close-up portrait of an elderly man with a slight smile, wearing a grey suit jacket over a light blue button-down shirt. He is holding a pair of glasses in his right hand. The background is a plain, light-colored wall. The text 'snapshots of community' is overlaid in white, bold, sans-serif font in the lower right quadrant of the image.

**snapshots
of community**

CMHA is... **community.**

This one word can symbolize a myriad of images. At CMHA, our residents, employees and even buildings all demonstrate a sense of community.

The 2005 CMHA Report to the Community highlights the people, programs, properties and partnerships that make this a U.S. Department of Housing and Urban Development (HUD) recognized "high performing" agency. The Cincinnati Metropolitan Housing Authority is pleased to report that through continued collaboration with outside service agencies, we are achieving our core mission of providing quality, affordable housing for low-income citizens throughout Hamilton County everyday.

2005 was a financially tight year for many housing authorities throughout the country and CMHA was no exception. However, CMHA has been able to offset funding losses at the Federal level through cost saving measures. During the past year CMHA has improved each department to ensure greater efficiency throughout the organization, leading to a reduction in spending. As you will read in this report, CMHA is nearing the completion of a few long-term endeavors, such as City West and Findlater Gardens. Those are being replaced with new ventures such as the building of Baldwin Grove, the first senior community to be built outside of the City of Cincinnati limits. CMHA is constantly building on our mission and striving to improve the entire Greater Cincinnati community, which is discussed in greater detail as part of this report.

It is our hope that this report will give you a glimpse of the strong dedication and commitment CMHA has for helping the low-to moderate-income families and individuals throughout Hamilton County. CMHA will continue to improve based on lessons learned throughout 2005. The demand for affordable housing in this area continues to increase and CMHA is ready for the challenge. We hope that you enjoy your experience with CMHA's 2005 Report to the Community.

Charles H. Gerhardt, III
Board Chairperson

Donald J. Troendle
Executive Director



Back row left to right: Donald G. Driehaus; Donald J. Troendle, Executive Director; Charles H. Gerhardt, III, Chairperson. Front Row: Anthony E. Schwier; Terry M. Curry; William D. Bell, Sr., Vice-Chairperson



CMHA is... experiencing high demand.

Occupancy levels at CMHA have ranged consistently in the 98 to 99 percent range since the beginning of 2005, including both elderly and families. These are the highest occupancy rate percentages ever experienced at CMHA. While the waiting list for three-, four- and five-bedroom apartments is shorter, the Public Housing site-based waiting list currently stands at a total of more than 1,300 applicants. The Housing Choice Voucher (HCV) program waiting list is closed due to an overwhelming demand for this popular program, which allows residents to choose the neighborhood where they wish to live from private, market-rate housing just like any other renter.

Increased demand has also led CMHA to turnover vacant units faster than ever to families in need. Under the Public Housing Assessment System (PHAS) conducted by HUD, CMHA even anticipates a significantly increased grade of "A" for vacant unit turnaround in 2005 as compared to the previous year. CMHA has consistently been ranked as a "High Performer" by the U.S. Department of Housing and Urban Development.

Data results for HUD's 2005 Public Housing Assessment System (PHAS) have not yet been released, however CMHA anticipates a similar score to the 91 received in 2004, which would maintain a "High Performer" status.

upgrading technologies

Members of CMHA staff have spent a great amount of time throughout the past year researching, choosing and testing a new computer software system that will improve communication within the organization.

The Housing Choice Voucher (HCV) program was CMHA's first department to fully benefit from the new software system. The new system was implemented in the HCV program at the end of October after staff spent months training and converting data to prepare for this change. The Elite Software will bring CMHA's voucher processing into a new and greatly improved era, while also streamlining the paper process throughout the department. This new system will allow CMHA to accommodate landlords and tenants of the program with greater ease.

CMHA moved on to training and converting data for the next phase in November. Included in the second phase of the software conversion are the Housing Management Department and the Work Order Center. This will increase CMHA's effectiveness in regards to serving our Public Housing residents; with an expected implementation date for the second phase of April 2006.

- Elite is a Windows-based accounting and management software suite designed specifically for Public Housing Authorities and is run on a Sequel Server.
- Manual tasks such as issuing vouchers, scheduling interviews, producing correspondence and submitting 50058s are automated with Elite for the HCV program.
- Housing Management will receive handheld computers in order to complete UPCS and Housekeeping inspections, which have previously been conducted on paper.
- Once a work order is created, the assigned employees are automatically notified.
- Elite Low Income Public Housing (LIPH) will automate manual tasks such as housing offers, unit matching, rent runs, correspondence tracking, validating certifications and submitting 50058s.

Visit www.cintimha.com

to interact with CMHA through its user-friendly website. Whether you are looking to live with CMHA or looking for a new job, the website offers visitors the opportunity to submit information on-line. There is also a page devoted to the Talk-To-Us hotline, a forum developed to receive and investigate housing complaints throughout Hamilton County.

CMHA's website gives audiences an in-depth look into the organization, and serves as a central place for providing information on the programs offered by CMHA.



- More than 5 percent of the 6,400 leasing applications have been submitted on-line since January 2005.
- The Talk-To-Us function averages one submission a day.
- CMHA continues to receive numerous resumes through on-line submission.



Baldwin Grove Senior Community

During 2005 ground was broken for the highly anticipated Baldwin Grove Senior Community. This is CMHA's first senior community outside the City of Cincinnati, located in the heart of Springdale.

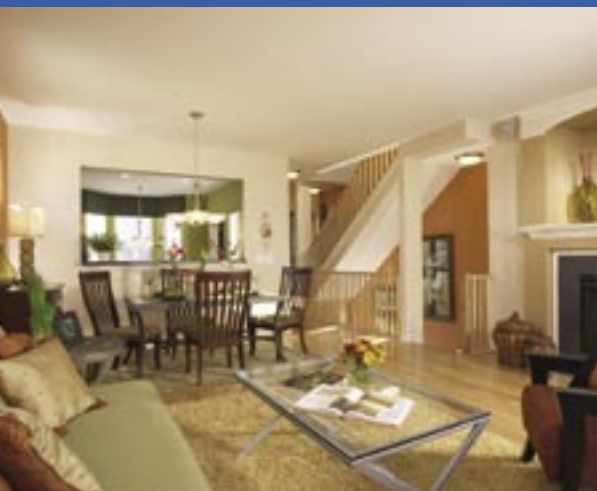
CMHA received tax credits from the Ohio Housing Finance Agency (OHFA) with the highest application score in its category this year in the State of Ohio.

This two-story building will have 100 apartments, common areas and meeting rooms throughout. It will also have easily accessible elevators, private balconies or patios and laundry appliances located in every apartment. It should take just a little more than a year for the building to be completed.

- To date CMHA has invested more than \$1.9 million at Baldwin Grove for acquisition of the site, site work and foundation work for the building.
- CMHA is coordinating construction with three major contractors for site work/foundations, building construction and landscaping; thereby saving the agency money and allowing high-quality homes for seniors with modern amenities.

City West is thriving.

- Occupancy levels for the city's newest community continue to rise, while the construction of new Drees homes grows at a steady pace. Of the completed phases, City West boasts a 96 percent occupancy level and is home to thousands of Cincinnatians. Owner-occupied homes built by the Drees Company are beginning to take shape throughout the City West community. There are more than 15 homes currently under contract or sold, with two model homes open in the community.
- Retail space is available at City West where interested businesses can choose from one of three buildings and more than 20 available unfinished spaces. This is a great opportunity to join the renaissance of the West End, one of Cincinnati's oldest neighborhoods. CMHA is currently looking for businesses interested in locating to the West End. For additional information, or to schedule a tour, please call 977-5729.
- A historic landmark has made its way back to the West End. The bust of Abraham Lincoln and a plaque honoring neighborhood war veterans now stands tall at the corner of Ezzard Charles Drive and Cutter Street. The monument serves as a gateway into the Cutter Street corridor of City West, which is lined with owner-occupied homes on one side and the future site of a newly constructed Cincinnati Public School on the other side. This monument was originally erected in 1946 to honor 268 African-American World War II veterans who lived in Lincoln Court and Laurel Homes, the communities replaced by City West.





CMHA is... proud of our employees.

Cecil McNeary, an Area Manager in the Housing Management Department, has worked his way through CMHA for the past 14 years. McNeary began his career at CMHA as a Janitor/Laborer temporary employee. He quickly advanced to full time, and then became a Vacancy Preparation Supervisor overseeing CMHA's Downtown Properties and Scattered Sites East portfolio. McNeary went on to become the Maintenance Superintendent, then Area Manager and Maintenance Supervisor for two of CMHA's family communities. He currently serves CMHA as an Area Manager overseeing Winton Terrace, Findlater Gardens, Millvale, Sutter View, Scattered Sites West and Downtown Properties. This accounts for nearly 2,900 apartments within CMHA's portfolio.

During his employment with CMHA, Mr. McNeary has also served in the Navy Reserves as a Senior Chief, and has been recalled to active duty twice. McNeary took part in Operation Desert Storm and Iraqi Freedom II. He was also the first in the Navy to be awarded the Army Commendation Medal for his overseas service during 2004.

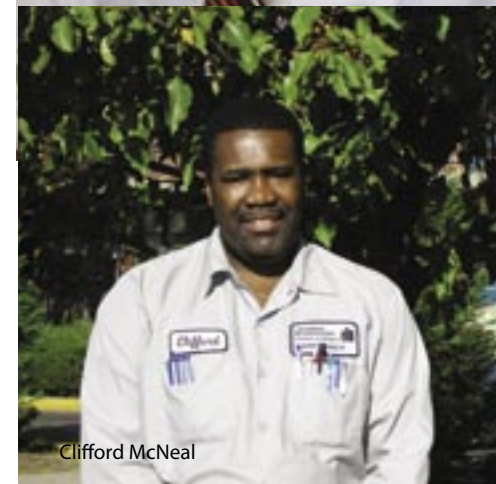
Clifford McNeal has been a Maintenance Aide with CMHA for 18 years—completing thousands of work orders and diligently solving other maintenance issues.

Mr. McNeal was a member of the Army Reserves when he joined CMHA and has been in the Ohio National Guard for the past three years. While at CMHA, McNeal has been called into active service three times. He was activated for Desert Storm and was awarded two bronze stars for his service. McNeal was then activated again twice for the Iraq War. McNeal serves as a combat engineer clearing mine fields and obstacles for heavy machinery and building bridges for military use.

CMHA is extremely proud of these two men and their service to our country.



Cecil McNeary



Clifford McNeal

CMHA is... family communities.

CMHA continues to improve the quality of its family communities. The Modernization and Maintenance staff has focused on upgrading CMHA properties to modern day standards, making them a place growing families choose to live. CMHA is nearing the completion of the multi-year extensive renovations at Findlater Gardens that have resulted in increased handicapped accessible apartments and modernized living options for residents. The bathroom upgrades throughout Sutter View and Winton Terrace have also modernized an essential room in a family's home. New signage at Sutter View and additional landscaping throughout has also been included in the upgrades, welcoming CMHA's families and their guests.

- CMHA has invested approximately \$19 million in comprehensive renovations at Findlater Gardens.
- 604 bathroom upgrades are taking place at Winton Terrace, while 115 bathrooms will be upgraded at Sutter View.
- More than \$3.1 million has been spent to modernize and increase the appeal of CMHA's family communities in 2005.



Orientation

CMHA staff spent several months during 2005 developing an orientation video specifically for CMHA Housing. CMHA's orientation program explains to new residents the rights and responsibilities they have when leasing with CMHA. The goal of the video is to enhance that information by promoting accountability and lease compliance. Topics covered in the video include the lease agreement, rent payment, personal upkeep of the home, an explanation of the work order process and how to be a good neighbor.

All new Head of Household residents are required to attend orientation; making it the first time CMHA has implemented the required orientation in this fashion. The purpose of the Public Housing Orientation Video is to guarantee that a consistent message is presented and that residents fully understand what is expected of them while living with CMHA. Handouts accompany the video highlighting the main points with follow-up by CMHA staff in order to answer questions.

- Accepted applicants must have chosen an apartment in order to attend orientation.
- CMHA averages 10 to 15 people per week for orientation.

Lease Enforcement

During 2005, CMHA strengthened the Admissions and Continued Occupancy Plan and continued to improve on its property management skills for the nearly 5,000 public housing apartments owned by CMHA. In the wake of increasing budget cuts, CMHA changed the minimum rent charge to \$50, in addition to increasing the ceiling and flat rent charges. Maintenance charges have also increased slightly requiring more accountability from our residents.

The enhancements made to lease enforcement efforts have improved the overall quality and safety of CMHA's communities, and have resulted in the highest occupancy levels ever seen at CMHA.



Upgrades to Senior Communities

CMHA has placed a focus on upgrading the senior communities throughout its portfolio. New security camera systems have been installed in several senior communities since the beginning of the year. These systems give residents the opportunity to view various areas throughout the building from the comfort of their own apartment. The cameras can be viewed through a resident's television, ensuring a sense of security among CMHA's senior residents.

CMHA has also made advancements to mechanical and structural systems within the senior buildings, such as upgrading some electrical and HVAC systems. Upgrades have also been made to the common areas and lobbies in many of the senior communities. The Riverview, in particular, has received a new and much larger Management Office, allowing staff to better accommodate the residents of that community. And, of course, as with all CMHA properties, funds have been invested to ensure the senior communities have a curb appeal worthy of the neighborhood where they reside. With the ever-decreasing capital funds received from HUD, CMHA is stretching our funds to ensure the continued availability of quality, affordable housing for seniors throughout Hamilton County.

- Nearly \$724,000 has been spent on exterior restorations at the Pinecrest and the Beechwood, which has brightened the appearance of these two communities.
- All of CMHA's high-rise communities have security cameras that allow residents to view different areas of the building from their own televisions.
- Forty apartments at the Riverview have received bathroom upgrades.

Family Ties

Thelma McCray is 94-years-old, and only moved into the Redding four years ago after living in her Avondale home for 42 years. Her sister, Odie Morrison, 78-years-old, has lived at the Redding for five years, and organizes the weekly Bingo sessions at that community.

Ms. McCray was recently recognized as the oldest living World War I widow in the State of Ohio. She is a very active lady, who goes to the Eden View Senior Center twice a week, where she participates in the needlework and exercise activities.

Both sisters enjoy the convenient location and the community atmosphere offered at the Redding.



Housing Choice Voucher Program

The past year has brought many changes and updates to CMHA's Housing Choice Voucher program. From providing increased training to program landlords to working within budget constraints, the HCV staff have been creative and focused on program enforcement activities.

Strong Program Enforcement

It is a part of CMHA's mission to ensure landlords and tenants are abiding by their lease agreements as part of the HCV program. CMHA believes strongly in lease enforcement, which is at the basic core of our day-to-day operations. CMHA is continually improving our enforcement processes to demand increased accountability by HCV landlords and tenants. With more than 2,600 landlords in the program and approximately 7,200 vouchers throughout Hamilton County, it is important to participants that the program assures high quality housing opportunities. It is CMHA's and the property owners' obligation to ensure HCV properties blend seamlessly in the neighborhood, both in appearance and actions of the tenants.

- During FY 2005, CMHA's inspectors completed more than 13,000 inspections of HCV properties.
- The inspections are categorized by type such as annual recertification, complaint and curb appeal. This requires landlords to continuously keep their properties up to neighborhood standards.

Landlord Training Sessions

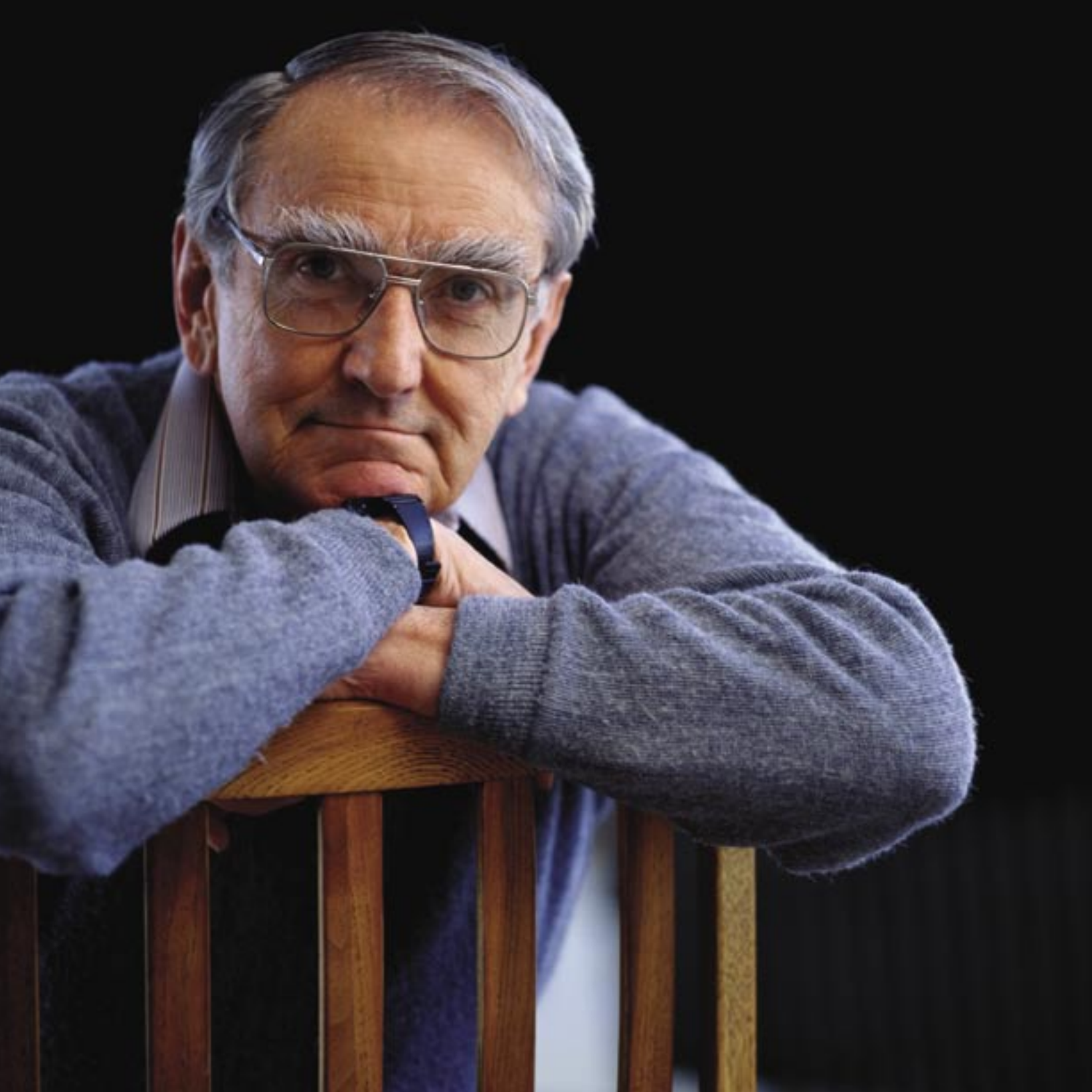
Training for the landlords participating in the HCV program took on a new life during the past year. The first Proactive Property Management session was offered as a two-part class. Session one was provided by CMHA employees, those in the HCV department, as well as the Housing Management and Maintenance departments; since CMHA is the largest property management owner within Hamilton County it made sense to share that expertise with HCV landlords. For the second session, CMHA utilized contacts with outside agencies that also had helpful information to provide the landlords. While the training sessions are voluntary for most, some owners with a history of weak property management were required to attend. CMHA will continue to offer training opportunities to all who strive to maintain the highest property management standards. These opportunities will aid CMHA and its property owners in their enforcement actions, as well as empower landlords to require accountability of their tenants.

Changes to the HAP Payments

Last year CMHA paid out \$41 million in Housing Assistance Payments to participating HCV landlords throughout Hamilton County. This was after reducing the amount of monthly payments made to HCV landlords to 90 percent of Fair Market Rent (FMR) as a result of federal budget cuts to CMHA. 100 percent of FMR is paid in exception areas, which are higher cost rental areas. While HCV participants are required to pay 30 percent of monthly income toward rent, they may choose to pay up to 40 percent in order to live where they choose.

Video Orientation

CMHA's HCV program has developed two separate training videos with the specific purpose of educating both landlords and tenants within the program, just as with the Public Housing video. Each video gives an overview of the program with personal accounts from CMHA staff, successful landlords and model tenants. They also reiterate the importance of enforcement actions within the program. CMHA has even received interest from outside agencies such as Hamilton County and the City of Cincinnati in utilizing these videos for future landlord training.





CMHA Listens

CMHA has operated a neighborhood feedback system since March 2003, which allows citizens to report concerns relating to properties in their neighborhoods. CMHA took this proactive step to ensure properties owned by private landlords throughout Hamilton County blend seamlessly into the landscape of their neighborhoods.

If the property in question belongs to a private landlord who participates in CMHA's Housing Choice Voucher program, or is part of CMHA's real estate portfolio the problem is quickly corrected by CMHA. If the property is not affiliated with CMHA, the complaint is passed on to the proper authority. An on-line form is also available on CMHA's website at www.cintimha.com/Talktous.

Talk-To-Us Hotline: 721-2642

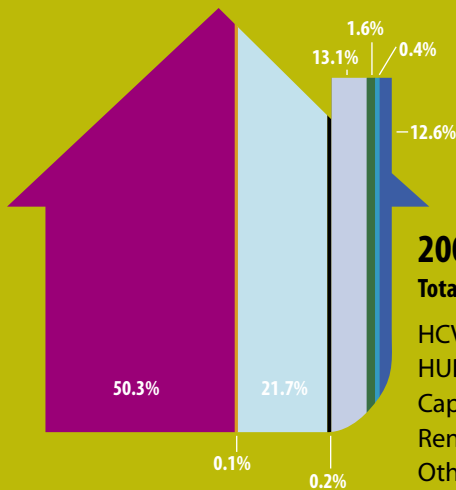
During FY 2005 Talk-To-Us received:
177 phone calls • 391 emails

98 percent of the complaints to CMHA's
Talk-To-Us hotline have been resolved

Family Self-Sufficiency Program

As part of the Housing Choice Voucher program, CMHA offers voucher holders the opportunity to participate in the Family Self Sufficiency (FSS) Program. Those tenants in the FSS program receive personal counseling and immediate access to community and social services agencies. FSS offers a way for families to make the solid changes necessary to attain economic self-sufficiency. This year CMHA received the largest Ohio FSS Grant distributed by the U.S. Department of Housing and Urban Development. Of the 34 grants awarded throughout the State of Ohio, CMHA received more than \$200,000 to keep the FSS program going at CMHA.

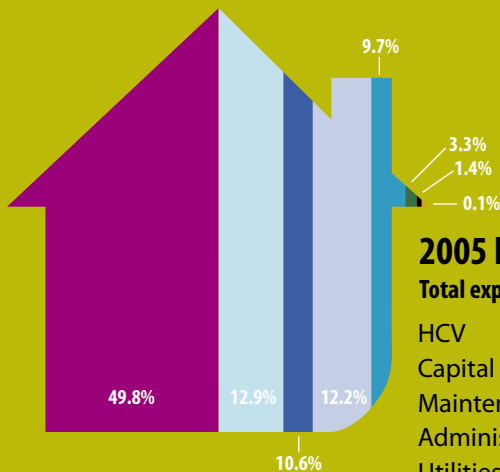
2005 Financials



2005 Revenues

Total income for FY 2005 \$94,895,513

HCV	50.3%
HUD Operating Subsidy	21.7%
Capital Fund	13.1%
Rental Income	12.6%
Other Business Activity	1.6%
Other Income	0.4%
Interest Income	0.2%
Grants for Resident, Security & Services	0.1%



2005 Expenditures

Total expenses for FY 2005 \$96,354,483

HCV	49.8%
Capital Funds	12.9%
Maintenance	12.2%
Administration	10.6%
Utilities	9.7%
Other Expenses	3.3%
Other Business Activities	1.4%
ROSS Grants	0.1%

- The average resident at CMHA pays \$195 in monthly rent, which added up to more than \$11.6 million in Public Housing rental income for FY 2005.
- CMHA employees contributed more than \$315,000 in income taxes to the City of Cincinnati in FY 2005.
- CMHA spent 28.2 percent of our FY 2005 expenditures with Minority Owned Businesses (MBE's).
- CMHA's HCV Program spent \$44.3 million in HAP and UAP payments during FY 2005.
- Families residing in CMHA-owned properties and those with a Housing Choice Voucher have earned income from employment of approximately \$58.5 million for 2005.



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