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RAC MEETING SCHEDULE

WED **Jan. 19, 2010** @ 6 p.m.

CHN CLOSINGS

November 25, 2010	CLOSED
November 26, 2010	CLOSED
*December 23, 2010	½ DAY
December 24, 2010	CLOSED
December 31, 2010	CLOSED

*½ DAY - Facility closes at 1 p.m.



Resident Reminders

CHN Rent Collection Policy

ALL rent payments being made after the 15th of each month MUST be paid at the main CHN offices. Your Property Manager can no longer accept your rent after this date at the neighborhood group's office.

CHN Accepts Section 8 Vouchers!

Congratulations to new Section 8 voucher holders! Did you know that you may use your voucher on your current home? Having a voucher may help you and your family to reach your home ownership goals. Call Cassandra Bonner, CHN's Section 8 Coordinator, at 216-774-2416 with any questions.



CHN Online Rent Payment

Now CHN residents can pay rent online. A brief consultation is needed to get the process started. It's fast and easy. Please contact Dejuan Perrymond to schedule an appointment at 216-774-2389.

2 Years of Free DHL!

Contact Dejuan Perrymond for more information about this offer.

ATTENTION CHN RESIDENTS!!!

Mark Your
Calendar



April 23, 2011

Cleveland Housing Network presents:

*Spring Into Action
2011*

Ward Council Members

#	COUNCIL MEMBER	PHONE
1	Terrell H. Pruitt	216-664-4944
2	Zachary Reed	216-664-4945
3	Joe Cimperman	216-664-2691
4	Kenneth L. Johnson	216-664-4941
5	Phyllis Cleveland	216-664-2309
6	Mamie J. Mitchell	216-664-4234
7	TJ Dow	216-664-2908
8	Jeffrey Johnson	216-664-4231
9	Kevin Conwell	216-664-4252
10	Eugene R. Miller	216-664-4743
11	Michael D. Polensek	216-664-4236
12	Anthony Brancatelli	216-664-4233
13	Kevin J. Kelley	216-664-2943
14	Brian J. Cummins	216-664-4238
15	Matt Zone	216-664-4235
16	Jay Westbrook	216-664-4230
17	Dona Brady	216-664-3708
18	Martin J. Sweeney	216-664-2942
19	Martin J. Keane	216-664-4239

www.clevelandcitycouncil.org

RENT COLLECTION POLICY REMINDER

- Rent payments are DUE on the 1st of each month
- A late fee of \$25 is charged if payment is made after the 10th of each month
- If a 3-day notice is posted you should contact your Property Manager immediately. To avoid the additional court cost (at minimum) of \$140.00 from being applied to your balance, you must make payment in full within 3 days from the date that your 3-day notice was posted.
- If you have a hardship that prevents payment of your rent, you should contact the following agencies; they may be able to provide financial assistance to you based on availability of funds:

CEOGC – Call for an appointment (216) 518-4013 or (216) 263-6266 and take your 3-day notice with you.

Cuyahoga County Dept. of Employment and Family Services – (216) 987-7000, or call your case worker if you have one.

Cleveland Mediation Center – (216) 621-1919

City of Cleveland Department of Aging – (216) 664-2833. This program is for adult seniors facing eviction.

Journey of Hope– (216) 262-0612. This program is for adult cancer patients 18 years or older diagnosed within the past twelve months.

Cuyahoga County Veterans Service Commission – (216) 698-2000, 1849 Prospect, Room 150. They help honorably discharged veterans, and spouse of veterans. You must apply in person.

Cleveland Tenant’s Organization - (216) 432-0617

Catholic Charities - (216) 781-8262, they will ask for your zip code to help determine if assistance is available to you.

Please remember, CHN wants to provide you with an affordable, quality home for many years to come but we can only be successful in our efforts if rental payments are paid in full and on time.

It is never CHN's goal to evict anyone, however, non-payment of rent is a slippery slope that can lead to eviction. Please make your payments either at CHN's main office or with your Property Manager by the 1st of each month, and not later than the 10th to stay in good standing.

CHN’s “NO CASH POLICY”: Help Stop Fraud!

CHN has a strict policy that NO employee, Property Manager, or CHN representative shall request or receive cash or personal favors from CHN residents or applicants for CHN housing or services. If you know of any violation of this policy, please immediately write to:

Rob Curry
CHN Executive Director
P.O. Box 201399
Cleveland, OH 44120

**All sensitive information will be held in confidence. Only employees, property managers, and CHN representatives will be held accountable for any violation of this policy.*

Waste Collection Reminder

Residents are subject to receiving a chargeback on any fines levied by the City of Cleveland as a result of a citation(s)

Health Code citations

- Failure to provide and/or use proper containers for garbage, rubbish refuse or other waste
- Failure to discontinue permitting any premise to be littered with garbage, rubbish, refuse or other waste
- Harboring an animal(s) in the city so as to create noxious or offensive odors or unsanitary conditions
- Failure to abate the nuisance of grass in excess of 8" in height and/or failure to abate the nuisance of noxious weeds
- Failure to abate the nuisance of refuse and/or junk, garbage and food waste, offal, animal waste, tires or other waste
- Failure to abate nuisance of stagnant water
- Failure to eradicate an infestation of insects or rodents in any area, building, lot or premises
- Placement of solid waste out for collection prior to 12 noon of the day preceding regular waste collection



Waste collection citations

- Failure to provide approved waste containers
- Placement of waste out for collection
- Failure to provide sufficient residential waste containers
- Failure to properly wrap and/or store garbage
- Failure to prevent and/or discontinue the scattering of solid waste
- Failure to remove waste container(s) from tree lawn

EMERGENCY HEAP APPLICATIONS NOW BEING ACCEPTED

Winter Crisis Program (WCP)
November 1, 2010 - March 31, 2011

The WCP provides assistance once per heating season to eligible households that are disconnected, threatened with disconnection, or have less than a ten day supply of bulk fuel.

If your gross household income is at or below the 200 percent federal poverty guidelines below, you are eligible for WCP.

200% of Poverty EHEAP		
Size of House-hold	Per Month	Per Year
1 person	\$1,805	\$21,660
2 persons	\$2,428	\$29,140
3 persons	\$3,052	\$36,620
4 persons	\$3,675	\$44,100
5 persons	\$4,298	\$51,580

Emergency HEAP will forward scheduled appointments to each utility company to assist the customer with avoiding disconnection of service.

Each of the HEAP Locations Listed below will accept the **FIRST** 10 Walk-ins **starting at 8:30AM**, Monday - Friday

Cleveland Housing Network HEAP Locations

Slavic Village Development	5620 Broadway Avenue
Fairfax Renaissance	8111 Quincy Avenue
Merrick House	3167 Fulton Avenue
Bellaire Puritas Development	14703 Puritas Avenue
Famicos Foundation**	1325 Ansel Road

**HEAP
APPOINTMENT
LINE
216-518-4014**

** SENIORS and Clients with Disconnected Service Only

Community Training Center

Take advantage of our free classes available at the CTC. Classes fill up quickly. Call Diane Wright to register at 216-881-8443

HomeSmart (Homeownership Class)

Teaches what people should know once they are a homeowner. This is a great class for our LP residents.

* 6 week class on Mondays 6-8pm offered 5x per year or on Tuesdays 10am - 12pm 3x per year

Financial Literacy

Teaches the basics of credit, budgeting, goal planning and banking.

* 4 week class on Tuesdays 6-8pm offered each month or on Thursdays 10am - 12pm 4x per year

Computer Training

Basic and Microsoft Office (Basic - teaches typing, email, internet usage) (Microsoft Office - teaches Word, Excel and Powerpoint)

* 4 week course ongoing throughout the year

Life As A Lease Purchaser

Teaches the new residents about the application process and how to be a successful LP resident.

*1 day class on Wednesdays offered 2x per month. 10am - 12pm or 6 - 8pm

We offer FREE computer classes through Connect Your Community

Basic Skills and Internet Usage

Microsoft Office Track - MS Word, Excel, and Powerpoint

*Employment Track - Online Job Search Techniques, Resume Building

*Finances Track - Online Banking/Bill Pay, Budgeting, Online

Shopping/Coupon Searching, Prescriptions

*Social Networking Track - Online Blogging, Facebook, Online Video/TV

**Being scheduled in the future*

CYC Program

Orientations for Connect Your Community Training classes are held every 2nd and 4th Wednesday at 9:30AM & 5:30 PM at our Training Center.

Call 216-881-8443 for more information.



ARE YOU READY FOR TAX SEASON?!?

The CTC offers FREE Tax Preparation services. We will start taking appointments for the week of January 31st.

Why pay to have your taxes prepared when you can have them done for FREE!?!?

Average tax preparation time is 15 minutes.

Get your FULL refund within 7-10 days!!!

FAST! FREE! CONFIDENTIAL!

Free Tax Prep Available by Appointment

Tuesday - Thursday 9 a.m. - 8 p.m.

Fridays 9 a.m. - 5 p.m.

Saturdays 9 a.m. - 1 p.m.

Call 216-881-8443 to make an appointment

FREE PARKING. APPOINTMENTS REQUIRED

SAVE THE DATE

Super Refund Saturday 2011

February 5, 2010

St. Ignatius High School

If you benefit from the Earned Income Tax Credit, have your taxes done on KeyBank--FREE. Your tax return will be prepared and filed on the spot, and with direct deposit, you could have your refund within eight days.

Call 216-881-8443 to learn more or make an appointment. Free parking. Appointments recommended.

Please Bring Along Your

- W-2 Forms
- 1099 forms
(interest, earnings as an independent contractor)
- Unemployment form
(if you've received unemployment compensation)
- Proof of childcare payments
- Social Security card for each dependent
- Other IRS forms as appropriate
- Last year's tax return (if available)
- Bank account and routing number for direct deposit
(if applicable)

GET READY FOR WINTER FREE Furnace Check & Cleaning



As a Cleveland Housing Network resident, you may be eligible for a free furnace check and cleaning. Other free services available include a safety check of your home, a furnace clean and check or replacement (as needed for homeowners), attic and sidewall insulation, and a carbon monoxide alarm for qualifying applicants. CHN homes have already received these services, however if you know someone who would benefit from these services and meets the income qualifications below, call the Weatherization Help Line for more information.

200% Income Guidelines

Size of Family

1.....	\$21,660
2.....	\$29,140
3.....	\$36,620
4.....	\$44,100
5.....	\$51,580
Additional.....	add \$ 7,480

**For An Application Contact:
Weatherization Help Line**

1-888-377-3774

or visit

www.chnnet.com/Housewarming



FALL Maintenance Tips

As Fall approaches and the weather changes you may feel the need to turn your furnace on. Please make sure to check your furnace filter and clear all the debris away from the furnace and water tank to prevent fires. Also replace your furnace filter at least once a month during the heating season. This will help your furnace to work more efficiently, stay cleaner and last longer.

It is also a good time to take out your seasonal maintenance list and get ready for the winter. In case your list isn't handy, here are some items that will need your attention:

- Call Maintenance if your gutters need to be cleaned out
- Change furnace filters
- Shut off the outdoor water supply after the first freeze
- Prepare your yard: rake leaves, prune trees and shrubs
- Mow and fertilize the lawn
- Store patio furniture, summer sports equipment and garden tools
- Plant spring bulbs and divide and plant perennials
- Change the batteries in your smoke detectors when the time falls back 1 hr.
- Tidy the garage

Things You Need to Know

City of Cleveland Passes Waste Collection Fee – How will it affect you?

On December 7, 2009, the City of Cleveland passed legislation to charge a new \$8.00 per unit, per month waste collection fee for trash pick-up at all single family residences (structures of one to four units). Because the fee is mandated by the city, it will impact every Cleveland resident including CHN's residents. In order for CHN to maintain outstanding maintenance service and affordable rents, it is necessary for this fee to be directly passed on to CHN residents.

The decision to pass this waste collection fee on to you did not come lightly. We understand that every dollar counts – for you and for us. That is why we are so concerned about the increasing cost of utilities, specifically water and sewer. Approximately two-thirds of CHN's annual rent increase is spent on these utilities alone. This is why it is so important to report water leaks as soon as possible; reducing water consumption will ultimately reduce utility costs. Please see and carefully read the Water Leak article in this issue!

Since March 1, 2010, the \$8.00 Waste Collection Fee has been automatically charged to each CHN resident's account every month. In an effort to partially compensate residents in an already economically stressed environment, CHN reduced the rent increases for 2010 to help offset additional costs to you.

It is always our goal to maintain a good relationship with our residents, and provide outstanding service in every area.

3rd Party & Annual Inspections: We need your cooperation

On occasion there may be a need to enter your home to complete an inspection with third-party inspectors, as well as the required annual inspection on every home owned by CHN. CHN conducts annual inspections. Your inspection will be scheduled 60 days prior to your move-in anniversary date. We will inspect for decent, safe and sanitary conditions. You will be notified at least 24 hours in advance or sooner if possible.

If you or an adult household member are unable to be at home at the time of your inspection, please notify your Property Manager to make arrangements. Please note: Locks will be changed at the resident's expense if your Property Manager does not have a current set of keys and is unable to gain access to your home.

AFFORDABLE “As Is” HOMES FOR SALE

CHN currently holds a group of discounted homes that it intends to sell to families or individuals who desire to invest in the City of Cleveland. The properties range from \$10,500 for a single-family home to \$29,00 for a 4-unit home.



Featured Home of the Quarter 10406 Sophia

- 2-Family
- 1 Bathroom
- 2 Bedrooms
- 1,557 Sq. Ft.

To see more homes visit www.homewardhomes.com or for more information contact our Call Center at 216-774-2424

Water Conservation Corner

CHN is focusing on controlling costs. This effort to control water and sewer costs will help us keep our rents affordable. It is important that CHN and all residents work in partnership to save water and save money.

We need your cooperation!

The reason for most high water bills is that there is a leak somewhere, or perhaps a running toilet. Running faucets, leaky pipes, toilets running will all contribute to a high water bill.

CHN needs all residents to call maintenance as soon as they notice a leak or a running toilet.

***Please call 574-7110
to report the problem.***

Reporting Water Leaks

If leaks go unreported, or they are not repaired, the water for your household will very likely be over the expected use for your household. We want to prevent any possibility of a chargeback for overages in water. PLEASE, call us so that the repair can be made as quickly as possible. Maintenance will not charge a resident back for repairs made to correct a leaky or running toilet!

Also, please remind family members that water is a precious resource, and using it wisely is good for the environment, as well as the budget.



Water Bill Mailings

If you live in a single home, you will receive a copy of your water/sewer bill for your information. You may have already received a 2009 summary of usage for your household, comparing it to what is expected use for your household size in 2010. CHN will start sending out the quarterly bill that is received for your home with an explanation of the usage. You may be wondering why we are sending out this information? CHN is paying the water and sewer bills on all its properties.

The reason is that we want you to be aware of your usage and it will allow you to learn about the true cost of water and sewer. Some day, as a home owner, you will be responsible for the payment of the water and sewer bill, along with other utility costs and costs related to the home. It is good to know what to expect.

The other reason is that CHN has put into place a policy which will allow overages of water usage to be charged back if your household is over the expected use for a family. We do not want anyone to have to pay an overage! CHN wants to help you stay within the expected consumption allowance for your household.

By monitoring the bills more closely, we will be able to determine where there are problems. You will also know exactly where you stand in comparison to what the expectation of usage is for your home. Please call us if you have any questions.

“We came from Ecuador with hopes to prosper. Thanks to CHN we have a home of our own and our children are in college. This is the American dream.”

-Luis & Gloria Ruiz



We came from Ecuador to the United States with hopes to prosper. Like any other immigrant coming from their country, we wanted to live the American dream. A roof over our head, a good education for our children and good jobs we could hold for years to come. That's what it's all about.

At first we lived in New York. It was beautiful, but the cost of rent forced us to live in a small apartment that didn't work for our growing family so we moved to Cleveland. Shortly after moving here we heard about the Cleveland Housing Network. Not only were we happy to find a housing program for low-income families, but our property manager Anna spoke Spanish and helped us to understand the process.

It felt great to move into our own home. Our kids had their own room and we had space to continue growing as a family. Almost 11 years later we are preparing to purchase our house and we can't wait to become homeowners.

Having a home has given us the opportunity to focus on other aspects in life, especially our children's education. They are among the first in their generation to complete high school and move on to college. We couldn't be more proud of our children. They really have become an example for their younger cousins.

We came here to prosper and we did! This home means so much to us. Happiness, Triumph, Successes. We are living the American dream.

DO YOU WANT TO BE THE CHN SUCCESS STORY IN OUR NEXT NEWSLETTER?
Tell us your story! Contact Tania Santos at (216) 774-2363 or tsantos@chnnet.com

ATTENTION OHIO PIPP CUSTOMERS...



**BEGINNING NOVEMBER 1, 2010
PIPP WILL CHANGE TO "PIPP PLUS"**

WHAT THIS MEANS TO YOU...

You are currently paying...

- 10% OF INCOME FOR NATURAL GAS
- 5% OF YOUR INCOME FOR ELECTRICITY
- 5% OR MORE OF INCOME FOR ALL ELECTRIC HOMES

On PIPP PLUS you will be paying...

- 6% OF INCOME FOR NATURAL GAS
- 6% OF INCOME FOR ELECTRICITY
(FIRST ENERGY ONLY)
- 10% OF INCOME FOR ALL ELECTRIC HOMES

One-Time Payment Incentive

Each time you make the required PIPP PLUS monthly installment on time and in full:

- You will get credit on your billing difference
- A credit toward your previous arrearages

Keep paying on time and in full every month and you will earn credits that will eliminate all of your old debt from your accounts.

REMOVAL FROM PIPP PLUS

- If you miss a **PIPP PLUS** installment, you can be **removed** from the program, your utilities shut off, and your entire account balance may become due.
- If you are a gas **PIPP PLUS** customer, you will have **30 days from your PIPP PLUS** anniversary date to make up any missed payments, or you will be **removed** from **PIPP PLUS**.
- If you do not **re-verify** your gross monthly household income at least once **every 12 months**, you will be removed from **PIPP PLUS**.

For More Information Call

1-800-282-0880

or visit

www.energyhelp.ohio.gov



2999 Payne Avenue, Suite #306
Cleveland, OH 44114

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