

HOUSING CHOICE VOUCHER (HCV) PROGRAM NEWSLETTER



Volume 1, Issue 1
January 31, 2008

From the Executive Director

The Indianapolis Housing Agency welcomes our new Section 8 Director, Valarie Calhoun. In the short few months that Valarie has been with us, she has diligently spent much of her time examining and accessing our HUD reporting systems and analyzing our processes for improvement potentials.

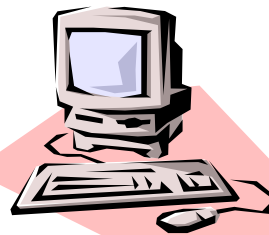
IHA is committed to bringing the highest level of quality services in our industry. With Valarie now on board, IHA assures itself of continued success. This year IHA will pay particular attention to program improvements that assist our participants in successfully navigating through the Section 8 program. We hope that this newsletter and future issues serve to help answer common questions and address certain issues that are typical to our Section 8 program. To this end, please feel free to let us know whether the newsletter has helped you, or feel free to offer suggestions on information or content that you would find helpful.

Sincerely,

Rufus "Bud" Myers

From the Desk of the HCV Director

Welcome as we move into 2008, I am committed to providing you with the most up to date information concerning the Housing Choice Voucher Programs' direction and progress. With this newsletter, I earnestly hope to do just that. In this first edition, you will notice not only a great format, but content that will increase your knowledge of our operations and helpful tidbits that will be a resource you can turn to in your day-to-day job. On behalf of the Executive Director, Rufus "Bud" Myers, Indianapolis Housing Agency Board of Commissioners, Management, and Staff, we sincerely wish you a Happy and Prosperous New Year.



REMEMBER TO KEEP AN EYE OUT:

- Are the utilities still on? It's winter, don't let the pipes freeze.
- Do all smoke detectors still function properly? They can't work if the battery is dead or missing.
- Who is living in the rental? Have any unauthorized people moved in with the tenant? Is the family doing anything unlawful on your property?

Winter has arrived and you can't be everywhere at once. Hopefully all of your renters are doing their part to maintain your properties. Just remember, if one good pipe freezes, busts and creates a major leak, the restoration can be costly. Don't let it happen to you. Take the initiative. Your property is your money, right?



On the reverse side:

**Change of Procedures
FAQ
Letter from the Editor**

CHANGE OF PROCEDURES

1. Contract Signing Sessions

With the impact of adding to our clientele, we are preparing to add some events to our calendar:

All Contract Signing Sessions for Property Owners and Agents will take place every **Wednesday from 1:00 p.m. – 3:00 p.m.** starting Wednesday February 6, 2008.

Please make sure that you bring a completely executed lease.

PLEASE NOTE: You will **NOT** be able to sign **ANY** contracts without proper documentation.

This will save valuable time and speed your first rental payment.

- Wednesday February 6, 2008
- Wednesday February 13, 2008
- Wednesday February 20, 2008
- Wednesday February 27, 2008
- Wednesday March 5, 2008

2. Rent Increase requests

Effective February 1, 2008 we now have an official IHA Rent Increase Request Form. It can be obtained at the front desk. Now and for the future, in order to request the increase it must be made using this document. As always, the request must be made 60 to 90 days prior to the end of the lease and contract date.

SOON TO BE AVAILABLE ON-LINE



FREQUENTLY ASKED QUESTIONS

DO I NEED TO REPORT WHEN I MOVE?

Yes. In order to receive timely future payments, we need this important information updated. So, please pick up a Section 8 Landlord—Change of Address Form.

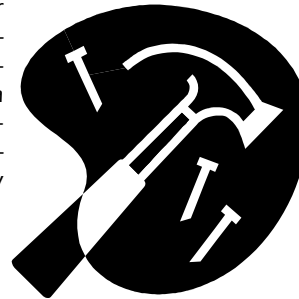
SOON TO BE AVAILABLE ON-LINE

WHO REGULATES THE HOUSING CHOICE VOUCHER PROGRAM?

IHA serves the largest number of Housing Choice Voucher program participants in the Greater Indianapolis area. However, IHA is regulated by the Department of Housing and Urban Development (“HUD”). If you are interested in reading the policies and regulations, you can visit www.hud.gov or our website www.indyhousing.org.

WHY AM I BEING CITED FOR TENANT DAMAGES TO MY PROPERTY?

HUD’s Housing Assistance Payments contract (“HAP”) requires that a property owner on the program adequately maintain its unit. That is to say that HUD has put the responsibility of compliance with Housing Quality Standards on the individual or entity that has ownership of the given property. Of course, if a tenant damages property the owner is entitled to avail itself of any legal remedies.



FOR YOUR INFORMATION

We are working down our waiting list. You can expect to see a continued emphasis on expanding our clientele. Therefore, look forward to more positive changes and developments in accommodation of these new program participants.

FINAL NOTE

We thank you for your support and continued patronage. We make an impact on many lives daily. Some we are aware of and many more that are unnoticed. For all of our sakes, please stay safe, live well and remember to keep an eye out.

LETTER FROM THE EDITOR

Hello everyone. This first edition of our newsletter is going out to all of the property owners, for whom our program could not exist without. So, welcome all. The Indianapolis Housing Agency is on the move. We are looking for more ways to provide better and faster service through our department. In this, the first of many newsletters designed to open the communication lines, we extend a friendly face and a friendly hand.

Jon Ratzman

INSIDE STORY HEADLINEing

This story can fit 150-200 words.

One benefit of using your newsletter as a promotional tool is that you can reuse content from other marketing materials, such as press releases, market studies, and reports.

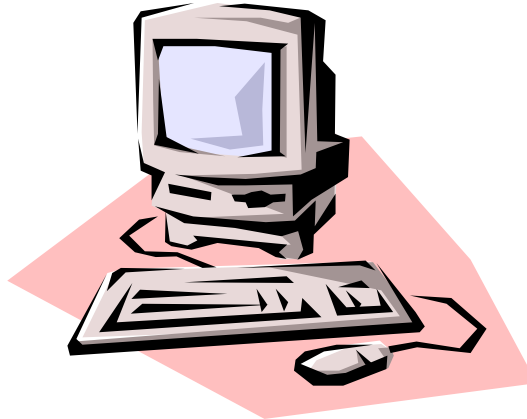
While your main goal of distributing a newsletter might be to sell your product or service, the key to a successful newsletter is making it useful to your readers.

A great way to add useful content to your newsletter is to develop and write your own articles, or include a calendar of upcoming events or a special offer that promotes a new product.

You can also research articles or find "filler" articles by accessing the World Wide Web. You can write about a variety

of topics but try to keep your articles short.

Much of the content you put in your



Caption describing picture or graphic.

newsletter can also be used for your Web site. Microsoft Publisher offers a simple way to convert your newsletter to a Web publication. So, when you're finished writing your newsletter, convert it to a Web site and post it.

INSIDE STORY HEADLINE

This story can fit 100-150 words.

The subject matter that appears in newsletters is virtually endless. You can include stories that focus on current technologies or innovations in your field.

You may also want to note business or economic trends, or make predictions for your customers or clients.

"To catch the reader's attention, place an interesting sentence or quote from the story here."

If the newsletter is distributed internally, you might comment upon new procedures or improvements to the business. Sales figures or earnings will show how your business is growing.

Some newsletters include a column that is updated every issue, for instance, an advice column, a book review, a letter from the president, or an editorial. You can also profile new

employees or top customers or vendors.

INSIDE STORY HEADLINE

This story can fit 75-125 words.

Selecting pictures or graphics is an important part of adding content to your newsletter.

Think about your article and ask yourself if the picture supports or enhances the message you're trying to convey. Avoid selecting images that appear to be out of context.

Microsoft Publisher includes thousands of clip art images from which you can choose and import into your newsletter. There are also several tools you can use to draw shapes and symbols.

Once you have chosen an image, place it close to the article. Be sure to place the caption of the image near the image.

IHA

Primary Business Address
Your Address Line 2
Your Address Line 3
Your Address Line 4

Phone: 555-555-5555
Fax: 555-555-5555
E-mail: someone@example.com

Your business tag line here.

We're on the Web!
example.microsoft.co
m



BACK PAGE STORY HEADLINE

This story can fit 175-225 words.

If your newsletter is folded and mailed, this story will appear on the back. So, it's a good idea to make it easy to read at a glance.

A question and answer session is a good way to quickly capture the attention of readers. You can either compile questions that you've received since the last edition or you can summarize some generic questions that are frequently asked about your organization.

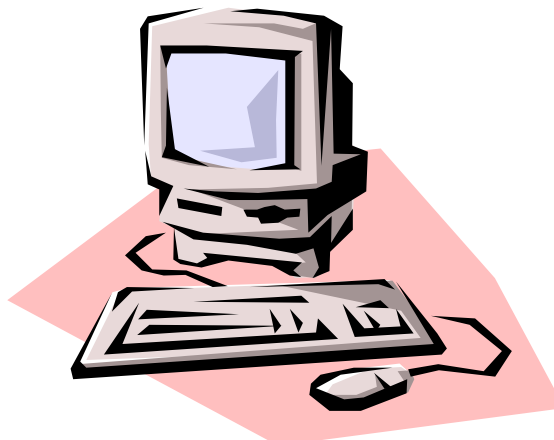
A listing of names and titles of managers in your organization is a good way to give your newsletter a personal touch. If your organization is small, you may want to list the names of all employees.

If you have any prices of standard products or services, you can include a listing

of those here. You may want to refer your readers to any other forms of communication that you've created for your organization.

You can also use this space to remind readers to mark their calendars for a regular event, such as a breakfast meeting for vendors every third Tuesday of the month, or a biannual charity auction.

If space is available, this is a good place to insert a clip art image or some other graphic.



Caption describing picture or graphic.

This would be a good place to insert a short paragraph about your organization. It might include the purpose of the organization, its mission, founding date, and a brief history. You could also include a brief list of the types of products, services, or programs your organization offers, the geographic area covered (for example, western U.S. or European markets), and a profile of the types of customers or members served.

It would also be useful to include a contact name for readers who want more information about the organization.