



# Mainstream Housing Choice BULLETIN



New Avenues to Independence, Inc.



## MAINTENANCE RESPONSIBILITIES

It is the responsibility of the landlord to maintain the dwelling unit in accordance with Housing Quality Standards (HQS), including performance of maintenance. Whenever a problem arises with your unit, it is the responsibility of the tenant to report the problem to the landlord or building manager. If you feel that the landlord or building manager is not being responsive to your request, please contact Rick Edwards, Mainstream Housing Coordinator, at (216) 481-1909 x331. All safety issues, for example, no heat or no water, should be brought to the Mainstream Housing Coordinator's attention immediately.

## RENT INCREASES

Landlords must request a rent increase at least 60 days before the increase is to take effect. The request must be in writing and must be submitted to, and approved by, New Avenues' Mainstream Office.

Landlords **MAY NOT** increase a tenant's rent without the approval of New Avenues. All rent increases will be reviewed and approved based on the requested increase and budget availability. If the rent increase is not determined "reasonable," New Avenues may deny the request.

New Avenues will notify the landlord and tenant of all approved increases in rent. If the tenant does not receive notification from New Avenues, no additional rent should be given to the landlord.

Participants and applicants should not pay landlords any rent payments above the amount authorized by the New Avenues Mainstream Housing Program. Please contact Rick Edwards, Mainstream Housing Coordinator, anytime a landlord requests an increase in rental payments.



## NOTICE TO LANDLORDS

Winter is here! When was the last time that the furnace was inspected in your units?



Preventative maintenance can eliminate emergency repairs to the heating system.

Change the filters. Check the flue pipes for leaks. Make sure your tenant knows how to operate the thermostat. No one should have to worry about heat in the winter!

## IF YOU WANT TO MOVE...

If you think you may want to move, **BEFORE** you begin looking, you must have approval from New Avenues. Call Rick Edwards at (216) 481-1909 x331 and let him know you want to move. If you have lived at your current residence for at least 12 months, he will schedule an interim re-examination appointment to determine your eligibility to move. Once eligibility is determined, you will be

scheduled for a voucher briefing at which time you will be issued a new Housing Choice Voucher and a Request for Tenancy Approval (RTA) packet.



## OWNERS: GOT VACANCIES?

If you have a vacancy, we can help you fill it. Please contact us with the information, and we will pass it on to our tenants and applicants. To report your vacancy, contact our office by phone at (216) 481-1909 x331 or by fax at (216) 481-2050.

Visit our website @ [www.newavenues.net](http://www.newavenues.net)



To have the Mainstream Housing Choice Bulletin sent electronically to you, please forward your email address to [kknavel@newavenues.net](mailto:kknavel@newavenues.net). The subject line should read: MHC Bulletin Email List.

## COMMIT TO CONSERVE AND SAVE MONEY!

Conservation efforts start with the individual. The following is a partial list of simple, everyday conservation measures we can all easily commit to:

- 1) Turn off the lights when leaving the room
- 2) Use microwave ovens to cook small meals
- 3) Take shorter showers
- 4) Maintain & repair leaking air conditioning & refrigeration systems
- 5) Change the furnace filter every 30 days
- 6) Use the short wash cycle on dishwashers and clothes washers
- 7) Use cold water when washing clothes.



More conservation tips can be found at <http://www.energy.gov/energysavingtips.htm>.

## REMINDER for TENANTS

You are required to report **changes in your income** (e.g. *new job*) and **household composition** (e.g. *birth of a child*) to our Mainstream Housing Choice Office at (216) 481-1909 x331.



## Mainstream Housing Choice BULLETIN

is a publication of New Avenues to Independence, Inc., a nonprofit organization headquartered in Cleveland, Ohio. The mission of New Avenues is to provide opportunities for people with disabilities and special needs to become more independent and productive members of society by offering the highest quality support services and developing innovative and inclusive programs.

For more information, contact:

### Mainstream Housing Choice Program

17608 Euclid Avenue  
Cleveland, Ohio 44112-1216  
Phone: (216) 481-1907  
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# FYI

The Ohio Bureau of Motor Vehicles now offers you the opportunity to voluntarily provide emergency contact information. All you need is your Ohio Drivers License or State ID. Then click on this link [www.ohiobmv.com](http://www.ohiobmv.com) to enter the two people you would like to be notified if you are injured and unable to speak. Your emergency contact information is very secure and can only be accessed by authorized law enforcement personnel. This means that your loved ones can be found within minutes... not hours after you have been involved in any kind of accident!

US Department of Housing and  
Urban Development (HUD)

## Customer Service Center



HUD offers a Customer Service Center to the general public, and public housing and Section 8 residents and housing agency staff. The Customer Service Center offers information about:

- Local Agency Contact Information
- Guidebooks and Notices
- Public Housing, Section 8, Homeownership fact sheets and more
- Applicable References
- HUD Webcasts on DVD
- Rent Calculation questions
- Assistance in resolving complaints

The Customer Service Center can be contacted at (800) 955-2232, Monday through Friday, 9am to 5pm, or by email [PIHIRC@nelrod.com](mailto:PIHIRC@nelrod.com).