

THE HOUSING *spotlight*

DuPage & Kendall Housing Authorities

January 20, 2017 | Volume 1 - Issue 1

Message from the Executive Director

Kenneth Coles



DHA is ending another successful year! I want to give a personal thank you to all of our staff members, who have each contributed to our mission and purpose of providing affordable housing options to more than 3,500 families in the county. In addition to our clients being served, we are also fueling economic development by pumping millions of federal dollars into the DuPage County community...and those efforts have not gone unnoticed. In a letter dated October 13, 2016 from Dana Kitchen, Acting Director of the Illinois State Office of Public Housing for Region V, she congratulated DHA for attaining SEMAP High Performer status for the fiscal year ended June 30, 2016. DHA scored 97% out of the maximum 100%. Also, in a letter dated October 14, 2016 from Dana, she stated that HUD, “appreciates all of your hard work and efforts into bringing the DuPage HA’s program operations into compliance with HUD regulatory requirements”. She continued by stating, “We also commend the approach to helping families by using single-family homes to provide independent living in a neighborhood setting”. This letter was in conjunction with the several Trinity Project Based Vouchers being subsidized.

2017 and beyond will bring new challenges, but I have an optimistic outlook on our agency’s ability to handle them effectively and efficiently. We are determined to continue to grow our expertise in the critical daily tasks of interpreting and applying program requirements, then processing them through our system accurately and almost in real-time. With decreasing federal funding trends, we must do our best to fight fraud and cut waste. We will each take personal responsibility to assure that these goals are reached and that our clients receive services with dignity and respect.

TENANT TIP – We would like to remind our clients about one of the most important rules of the Family Obligations, as defined in our Administrative Plan: Reporting changes of income or household composition within 10 business days. All changes must be reported in writing and it is your responsibility to confirm that your caseworker has received your report.



Program Benefits to Landlords



Convenient, direct-deposited, monthly subsidy payments

Decreased vacancy rates and delinquencies

Reduced turnovers and related expenses

No-Cost property inspections

Low-Cost marketing through a ready pool of motivated applicants

The wonderful feeling of giving back to the community by helping others

Possible tax abatement and other federal, state, and local incentives (when available)

Did you know... The DuPage/Kendall Housing Authorities pay out a full month of HAP when tenants move out in the middle of the month!?

Join the Housing Rent Café

Information at Your Fingertips

– By Jim Stafford

The DuPage Housing Authority offers participating landlords convenient access to information and important documents via our online Housing Rent Café.

Creating an account is a quick and easy process, requiring only a unique registration code, which must be obtained from DHA. Once an account is created, landlords have access to various pertinent information such as: records of HAP, contracts, forms, and documents. This access allows for quicker updating of your relationship with tenants and the Housing Authority.

The Housing Rent Café can be accessed from the DHA's primary website, www.dupagehousing.org. From the site's home page, select 'Landlords' from the top menu bar, followed by 'Landlord Housing Rent Café', which will open the Login page. First-time users will need to register, selecting the 'Click here to register' option, then entering their unique registration code and completing the registration form. During the registration process, first-time users will be asked to provide an email address and password which will become their future login credentials. Registered users can simply log in using their previously established credentials.

For additional information about the Housing Rent Café, registration assistance, website technical assistance and/or to obtain your unique registration code, contact Jim Stafford at (630) 593-8209.



Frequently Asked Questions

Q: What is the process after a move-in packet is submitted to the Housing Authority?

Answer: After a move-in packet is submitted to our office, it will be reviewed for accuracy, tenant affordability and rent reasonableness. After the packet is reviewed and processed it will then be passed to the Inspection Department to set up a time and date for inspection of your unit. The process from submission to Inspection can take up to 10 business days.

Once a unit passes inspection and you exchange keys with the tenant, the information will be submitted to our Contracts and Leasing Department who would then draw up your Housing Assistance Payment (HAP) Contract.

Q: How do I become a participating landlord on the voucher program?

Answer: The best way to answer this is for you to please visit our website at www.dupagehousing.org for details.

© www.dupagehousing.org/landlords/how-to-become-a-participating-landlord/

The screenshot shows the DuPage Housing Authority website. The header includes the DHA logo, the text 'DUPAGE HOUSING AUTHORITY', and contact information: '711 E. Roosevelt Road, Wheaton, IL (Map)', 'Phone: (630) 690-3555 / Fax: (630) 690-0702', and 'Email: info@dupagehousing.org'. A navigation bar contains links for HOME, PROGRAMS, TENANTS, LANDLORDS (highlighted), 2016 WAIT LIST APPLICANTS, and ABOUT US. The main content area is titled 'How to Become a Participating Landlord' and features a section '1. Find a Tenant' with a sub-header 'A tenant may approach you with a Voucher or you can list your available unit/s for our tenants to view'. To the right, there is an 'ANNOUNCEMENTS' section with a link to 'Request For Proposals- PBV's'. Below the screenshot, there is a call to action: 'Find even more FAQ'S on our website!' with the link www.dupagehousing.org. At the bottom, there is another screenshot of the website's 'ABOUT US' page, which includes a 'Public Notices' section with links for 'Request for Proposals (RFP's)', 'Job Openings', 'Board of Commissioners', 'FAQ's', and 'Contact Us'. The 'Welcome...' section on the 'ABOUT US' page mentions 'Safe, decent and affordable housing are key elements of the mission of the DuPage Housing Authority...' and 'The Housing Choice Voucher Program allows...'.

Inspectors Corner

Winterize to Save \$\$\$ and Improve Efficiency

1. Replace furnace filters regularly
2. Insulate windows - save up to 20% on monthly heating costs
3. Install draft guards for doors- drafts can waste 5 to 30% per year
4. Install a programmable thermostat- turning down thermostat 10 to 15 degrees for 8 hours can save 10% on energy bill
5. Adjust ceiling fans to rotate clockwise during winter months- heat will be evenly distributed and can cut heating costs by up to 10%

Top 5 Reasons Units Fail Inspection

1. Non-operational or missing smoke detectors
2. Stove burners not functioning as designed
3. Patio doors not locking as designed
4. Infestation
5. Plumbing leaks

For additional inspection resources go to:

<http://www.dupagehousing.org/landlords/helpful-documents>



Helping the Community

DuPage Housing Authority shines light on the Downers Grove Area FISH food pantry. FISH is the name of an all-volunteer group of Christian people and friends who are ministering to the material needs of the community. FISH offers local transportation services to doctor, dental, and therapy appointments. FISH can provide limited financial assistance for utility bills (except phone), housing and car repair. In addition to transportation and limited financial assistance, FISH offers a free food pantry. Normal business hours are Monday and Friday from 9am to 11:15am. FISH is in the Downers Grove Township Building at 4340 Prince Street in Downers Grove.

Contact Info: **630-964-7776** Website: **www.DGFISH.org**

We would like to thank FISH for their dedication to the community!

For additional resources in DuPage County visit:
www.dupagecris.org

EMPLOYEE SPOTLIGHT

DHA welcomes the addition of 3 new specialists!

Jennifer Lesh, who joined our team back in February 2016, was promoted to Certification Specialist in September. Jen is a dedicated specialist impacting her work with talent and energy.

Program Specialist, Marilyn Jenkins, began in October 2016, having worked in the Houston Housing Authority assisting veterans and disabled persons. She enjoys her work and has a heart for helping those less fortunate.

Our newest Certification Specialist, is Abby Pe, a bright, enthusiastic, recent social work graduate. She is out to help change the world, one person at a time.

A Story of Success:

Jennifer Craig

A former Housing Choice Voucher Participant, successful Family Self Sufficiency graduate, and a new homeowner

Ms. Craig joined the HCV program and the FSS program in November 2012. By joining these programs, Ms. Craig gained employment, purchased a reliable vehicle, and provided a safe environment for her and her children to live. Ms. Craig continued to increase her rent portion and consistently meet her goals with the FSS program. She eventually graduated, accepted her growing FSS escrow, and purchased a new house, allowing her to exit the HCV program as well. Ms. Craig effectively used the services available to her to become an FSS success story.

Congratulations, Jennifer! We hope that many more HCV participants can have a similar story to yours!

DHA Employee Directory

Name	Title	Direct Dial	Email Address
Abigail Pe	Certification Specialist	(630) 593-8223	abbype@dupagehousing.org
April Wisch	Portability Coordinator	(630) 593-8210	awisch@dupagehousing.org
Ashley Short	Housing Specialist	(630) 593-8219	ashort@dupagehousing.org
Barbara Chen	Finance Director	(630) 593-8217	bchen@dupagehousing.org
Christine Celeste-Wade	Sr. Accountant	(630) 593-8231	cwade@dupagehousing.org
Cristine Diaz	Program Specialist	(630) 593-8226	cdiaz@dupagehousing.org
Dan Moore	Inspector	(630) 593-8222	dmoore@dupagehousing.org
Dominique Edmond-Jordan	Lead Contract Specialist	(630) 593-8228	djordan@dupagehousing.org
Gail Winfield	Program Coordinator	(630) 593-8211	gwinfield@dupagehousing.org
Isabel Diaz-Gallegos	Contract Specialist	(630) 593-8204	idiaz@dupagehousing.org
James Stafford	Compliance Specialist	(630) 593-8209	jstafford@dupagehousing.org
Jennifer Lesh	Certification Specialist	(630) 593-8220	jlesh@dupagehousing.org
Jerry Lowman	Inspector	(630) 593-8221	jlowman@dupagehousing.org
JoAn Silva	Accountant	(630) 593-8215	jsilva@dupagehousing.org
Kenneth Coles	Executive Director	(630) 593-8207	smartin@dupagehousing.org
Kristin Sartore	Program Manager	(630) 593-8208	ksartore@dupagehousing.org
Lisa Howe	Compliance Manager	(630) 593-8225	lhowe@dupagehousing.org
Malinda Smith	Program Manager	(630) 593-8202	msmith@dupagehousing.org
Marilyn Jenkins	Program Specialist	(630) 593-8224	mjenkins@dupagehousing.org
Mario Carrasco	Program Manager	(630) 593-8206	mcarrasco@dupagehousing.org
Michelle Ross	Program Coordinator	(630) 593-8218	mross@dupagehousing.org
Nicole Glynn	Human Resource Manager	(630) 593-8216	nglynn@dupagehousing.org
Randy Ridgeway	Lead Inspector	(630) 593-8205	rridgeway@dupagehousing.org
Rosa Avila	Program Specialist	(630) 593-8203	ravila@dupagehousing.org
Sandra Rosario	Certification Specialist	(630) 593-8227	srosario@dupagehousing.org
Scott Lamantia	Program Specialist	(630) 593-8229	slamantia@dupagehousing.org
Shaquille Artis	Inspector	(630) 593-8214	sartis@dupagehousing.org
Susan Martin	Sr. Administrative Assistant	(630) 593-8207	smartin@dupagehousing.org
Vicki Grygo	AP/AR Accountant	(630) 593-8212	vgrygo@dupagehousing.org

To know which Specialist is assigned to your tenant, or which inspector is assigned to your town/city, log into the Landlord Housing Rent Café through our website, www.dupagehousing.org



DuPage Housing Authority
 711 E. Roosevelt Road, Wheaton, IL 60187
 P: (630) 690- 3555 | F: (630) 690-0702
 Hours: M, T, TH, F 8:30AM – 4:30 PM



Kendall Housing Authority
 811 W John, Yorkville, IL 60560
 P: (630) 593-8218 | F: (331) 207-8923
 Hours: T, TH, 9:00AM – 3:30 PM