

September, 2024

# The CLIHTF Notes

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Please don't forget to take our satisfaction survey and follow us on Social Media! You can also view CLIHTF's Quarterly Reports using the link below.

CLIHTF's Quarterly  
Reports

Take our  
Survey!



## Hours of Operation

### Office Hours:

Monday  
8:30 AM - 4:30 PM

Tuesday  
8:30 AM - 4:30 PM

Wednesday  
Closed



Thursday  
8:30 AM - 4:30 PM

Friday  
8:30 AM - 4:30 PM

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## 2025 Budget Revision Request Guidelines and Resources

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# Important Update!

Those who have submitted 2025 Annual Budget Revision Requests for Rent Increase will be notified of the CLIHTF Board of Directors' decisions regarding approval or denial by December 2024. Please contact your Program Specialist with any questions or concerns.



The Chicago Low-Income Housing Trust Fund



@CLIHTF

## Upcoming Training Webinars

Join us for Upcoming Training Webinars!

**FOR ALL PROPERTY OWNERS:** All landlords are required to attend one Trust Fund Central training session and one Rental Subsidy Agreement training session annually. The due date for completion of these training modules is September 30th, 2024. Please reach out to [tfc@clihtf.org](mailto:tfc@clihtf.org) with any questions on scheduling or attending training sessions.

### 1. TRUST FUND CENTRAL INTRODUCTORY

Please click on any of the links below to register for one of the upcoming webinars or to schedule a one-on-one virtual training session!

1. Register for a TFC Introductory Training Session on Tuesdays at 12:30 PM

2. Register for a TFC Introductory

**TRAINING SESSIONS, TUESDAYS AT 12:30 PM.**

**2. TRUST FUND CENTRAL INTRODUCTORY TRAINING SESSIONS, THURSDAYS AT 5:30 PM.**

Property owners must become familiar with navigating Trust Fund Central so that they can utilize this new system to ensure that their properties follow CLIHTF's Rental Subsidy Program guidelines. This session will focus on showing select property owners (from the test group) how to use Trust Fund Central effectively and provide property owners with the opportunity to ask questions about the new system.

3. **FOR NEW PROPERTY OWNERS:** Join us for an upcoming interactive informational session on our Rental Subsidy Program Annual Agreement. This session will teach new participants how to accurately complete CLIHTF's Rental Subsidy Program Annual Agreement, and will focus on the process of correctly submitting payment request forms. This session will also explain our inspection policy.

4. **FOR SERVICE PROVIDER PARTNERS:** This interactive webinar for CLIHTF's Service Provider Partners will cover the Roles and Responsibilities for service providers. This session will also explain CLIHTF's New Unit inspection policy in depth, as well as the tenant relocation process and Zero Income Waiver eligibility.

**Please click on the drop-down menu to select a training date.**

Training Session on Thursdays at 5:30 PM

3. Register for a Subsidy Program Annual Agreement Training Session on Tuesdays at 12:30 PM

4. Register for a Service Provider Partnership Training Session on Wednesdays at 12:30 PM



**Important Memos, Please Read!**

## 1.) Trust Fund Central Messages Tab Memo

As part of our continuous efforts to improve our communication and streamline processes, we are implementing a new protocol for all communications with your program specialist.

**Effective as of May 24, 2024, all landlords are required to use the "Messages" tab within the Trust Fund Central Owner's Portal for any communication with your program specialist. Please refrain from emailing your program specialist directly.**

### Why the Change?

1. **Efficiency:** Centralizing communications within the portal ensures that all messages and documents are easily accessible and organized in one place.
2. **Security:** The portal offers a secure environment for exchanging sensitive information (like property address), reducing the risk of data breaches compared to traditional email.
3. **Tracking:** Using the portal allows us to better track and manage communication, ensuring timely responses and more efficient case management.

### How to Use the "Messages" Tab:

1. **Log In:** Access the [Trust Fund Central Owner's Portal](#) using your credentials.

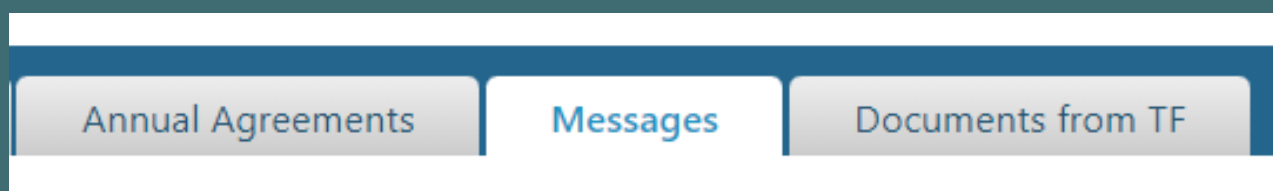


2. **Navigate:** From the Dashboard page, click on the "[View Property Details](#)" link.

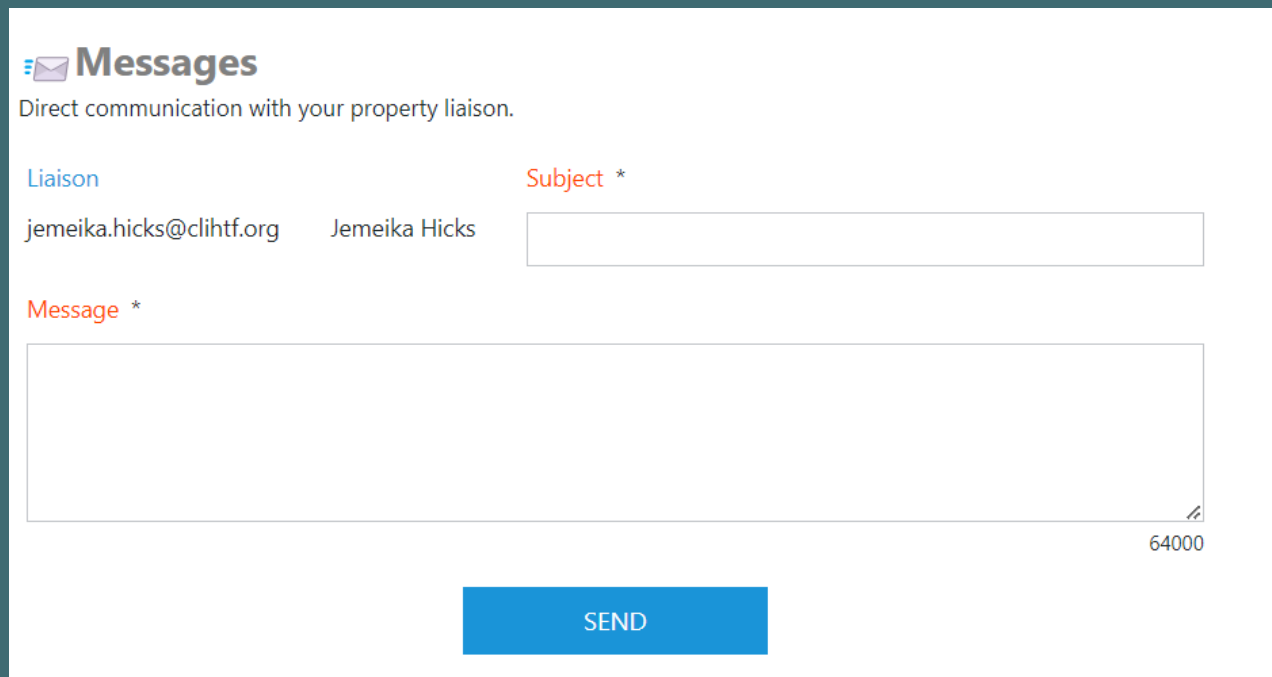
Property ID	Property Name	Property Address	
3559	TFC Test Holdings	77 W Washington Test Suit	<a href="#">View Property Details</a>

Records 1-1 of 1

3. **Select:** Once you are inside of your property portfolio, select the "**Messages**" tab (between the "Annual Agreements" tab and "Documents from TF" tab) to start a new communication.



4. Compose: Type a "Subject" and a "Message", then press "SEND" to send the communication to your designated program specialist. You can expect a response within 48 business hours.



The screenshot shows a web interface for sending messages. At the top left is an envelope icon followed by the heading 'Messages'. Below this is the text 'Direct communication with your property liaison.' The form includes a 'Liaison' field with the email 'jemeika.hicks@clihtf.org' and the name 'Jemeika Hicks'. To the right is a 'Subject \*' field with an empty text box. Below these is a 'Message \*' field with a large empty text area and a small icon in the bottom right corner. At the bottom center is a blue button labeled 'SEND'. The number '64000' is visible in the bottom right corner of the form area.

We understand that this change might require an adjustment period, and we are willing to assist in any way that we can. Additionally, our support team is available to help you with any questions or issues you may encounter.

If you have any immediate concerns or need assistance with accessing the portal, please do not hesitate to contact our technical assistance team at [tfc@CLIHTF.org](mailto:tfc@CLIHTF.org).

Thank you for your cooperation and understanding as we make this transition. We are confident that this change will lead to better service and communication for all parties involved.

**Note:** This memo is to be considered effective immediately. Please ensure that you adhere to this new communication protocol to avoid any delays or issues in your program participation.

## 2.) Annual Tenant Income Recertification and Compliance Requirements

### Annual Tenant Income Recertification

- Requirement: Landlords must submit tenant income recertification documents annually, 45-60 days prior to the end of the lease term. Documents must be dated within 90 days of lease renewal.
- Consequence of Late Submission: Late recertifications may be subject to a subsidy adjustment.
- Multi-Year Leases: Landlords with multi-year leases are still required to submit tenant income verification annually, 45-60 days prior to the date the lease was executed.

### Document Submission Process

- Rental Subsidy Program Units: Upload proof of income documents to the "Tenants" tab in Trust Fund Central. Upload Exhibit I-1, I-2, lease rider, and signed lease to the "Leases" tab.

- **Special Initiative Units: Upload proof of income documents, Exhibit I-1, I-2, lease, and lease rider to the “Upload Interim Submissions” tab in Trust Fund Central.**

You will find a list of acceptable forms of tenant income verification below.

#### Quarterly Payment Request Compliance

When submitting the Quarterly Payment Request, please be aware that payments will only be processed if you are in compliance with all program guidelines, which include but are not limited to:

- Passed Annual inspection
- Leases
- Tenant income recertification documents
- Proof of property Insurance
- Property taxes

#### Payment Processing Time Frame

After submitting the Quarterly Payment Request, please allow up to 30 days for payment processing. If you are not in compliance at the time of submission, the payment processing time frame will restart upon submission of all required documents. Therefore, the 30-day time frame for processing will restart at the point when all required documents are submitted.

#### Contact Information

If you have any questions or need further assistance, please do not hesitate to contact CLIHTF’s Director of Program Development and Training at [Marlana.Edwards@CLIHTF.org](mailto:Marlana.Edwards@CLIHTF.org).

Acceptable forms of Tenant Income Verification

Download Memo

### 3.) 2024 Inspection Policy Update

Effective March 1, 2024, any CLIHTF scheduled Housing Quality Inspection dates are final and cannot be changed, with failure to grant entry resulting in a fee of \$35.00 per unit. Attached, please find a “Tenant Notice of Chicago Low-Income Housing Trust Fund 2024 Inspection” form for each tenant in your building, notifying them (at least 14 days in advance) of the CLIHTF inspection date.

For further information or questions regarding the scheduled inspection dates, please contact our office at 312-741-1912 or email Melvin Harris, Rental Housing Support Program Manager, Inspections Division, at [Melvin.harris@clihtf.org](mailto:Melvin.harris@clihtf.org). Thank you for your cooperation in ensuring the smooth and efficient execution of the program and for your continued partnership in providing safe, decent, and sanitary housing to the CLIHTF RSP program.

Notice of Updated Inspection Process for Landlords

#### 4.) Important Update Regarding Tenant Portion of Rent

Commencing with the 2024 lease renewals, The Chicago Low-Income Housing Trust Fund will initiate the updating of tenant portions for RSP units. We kindly request you to check the 'Units' tab in the Trust Fund Central Portal for any modifications to your approved CLIHTF subsidy, starting December 20th. It is crucial that you promptly inform your tenants about these changes.

Please note that Special Initiative Units will remain unaffected by this adjustment. Should you have any questions or concerns, we encourage you to reach out to your designated program specialist. They will be happy to assist you and provide any necessary clarification. We appreciate your cooperation and understanding as we work to ensure continued compliance and the effective delivery of our housing assistance programs.

[Download the Memo Regarding Update in Tenant Portion of Rent](#)

[View IDHA Memo with Updated Tenant Portions of Rent](#)

#### 5.) Service Provider Resources

CLIHTF strongly encourages service provider partners to review the resources below on a regular basis, and to attend at least one Service Provider Partnership training session per year.

[Register for an Upcoming Service Provider Partnership Training Session](#)

[View our Service Provider Partner Package](#)

[View CLIHTF's Housing Quality Standards](#)

[View CLIHTF's Service Provider Memos the website](#)

[View CLIHTF's Service Provider Roles and Responsibilities](#)

[View a Sample Tenant Relocation Letter for Tenants](#)

## CLIHTF In Action

### CLIHTF Attends the Kelvyn Park Back to School Event

This past month, CLIHTF was honored to attend the Kelvyn Park Back to School event, hosted by Representative Will Guzzardi of the 39th District. We had a wonderful time connecting with the community and sharing resources to help support local families as they prepare for the new school year.

We would like to extend our heartfelt thanks to Representative Guzzardi, his team, and the Kelvyn Park community for welcoming us. We look forward to continuing our partnership and supporting this vibrant community.





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Please visit [www.CLIHTE.org](http://www.CLIHTE.org) for Open Enrollment Updates

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# CLIHTF'S OPEN ENROLLMENT IS CURRENTLY CLOSED



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## We Would Love to Hear from You!

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Click the link below to leave a CLIHTF testimonial. We would love to know how CLIHTF has impacted you!

Leave us a  
Testimonial!

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## Follow CLIHTF on Social Media

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In an effort to make CLIHTF more accessible for all, we are broadening our social media

presence. Click the links below to like and follow CLIHTF on social media!



**The Chicago-Low Income Housing Trust Fund | [Website](#)**

Chicago Low-Income Housing Trust Fund | 77 W. Washington | Chicago, IL 60602 US

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