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**Subject:** FW: LL/Resident CVR feedback -  
**Attachments:** OS24 Flyer\_FINAL.pdf; OS24 Handout.pdf

**From:** Hunt, Dena <Dena.Hunt@hacm.org>

**Sent:** Monday, October 28, 2024 2:41 PM

**Subject:** RE: LL/Resident CVR feedback -

Info regarding the LL Symposium.

- 1) What steps does CVR take in response to negative survey responses. For example, Q5 If your question or issue could not be resolved, did CHA staff follow up within the stated time frame? 34% stated No. What measures does CVR take when this feedback is received.

*CVR follows-up on all survey responses when a less than favorable response is received. We reach out directly to the respondent, check the documentation, discuss with staff and provide a final resolution. If training required, staff is provided training as is disciplinary action if warranted. If the client needs more information about how the program works, that is provided also.*

- 2) Do you have any information on the Chicago Landlord Symposium mentioned during one of our recent calls? What was the recognized need? What was CVR's role? What were some outcomes of this event?

*The Chicago Housing Authority (CHA) Owner Symposium was first held in 2008 to educate property owners who already were participating in, or were interested in, the Housing Choice Voucher (HCV) Program. The intent? To help property owners succeed as partners in the HCV Program – through knowledge and networking. Since then, the Owner Symposium has steadily grown into the premier event for Chicago property owners, managers and real estate investors, regardless of their level of experience or affiliation with CHA.*

*In its first year, the event saw a roomful of interested property owners in attendance. This year, its 15<sup>th</sup>, CHA welcomed close to 1,000 property owners and industry professionals to the now hybrid event, representing close to 10,000 rental units throughout Chicago's 77 community areas.*

*The Owner Symposium was initially brought to CHA by CVR as an outreach initiative, to build relationships with local housing providers and ultimately increase the number of property owners providing rental property to HCV participant families. Ever since 2008 and in concert with CHA HCV leadership, the CVR Marketing team has been responsible for managing all aspects of the event (i.e., planning, agenda development, logistics, budgeting, sponsorship sales, speaker procurement).*

*For more information, visit [www.chaownersymposium.org](http://www.chaownersymposium.org).*



# Owner

# SYMPOSIUM

# 2024

## Monday, September 23 | In Person + Online

*With special thanks to our Platinum Sponsor Manage Chicago, Inc.*

The Owner Symposium, CHA's premier educational and networking event for Chicago property owners, managers, investors and real estate professionals, is returning to the **Hyatt Regency Chicago** (and online via Webex Events) on **Monday, September 23, 2024**.

Now in its 15th year, this day-long hybrid event will feature:

- Eight (8) “back to basics” educational sessions
- Numerous networking opportunities
- A dedicated exhibit area featuring products and services from dozens of housing industry vendors
- And more!

**Can't make it in person?** Watch sessions (live and on-demand), visit the virtual exhibit hall and connect with colleagues as well as other attendees online through Webex Events!

[chaownersymposium.org](https://chaownersymposium.org)





# Owner

# SYMPOSIUM

# 2024

## Monday, September 23 | In Person + Online

*With special thanks to our Platinum Sponsors: Manage Chicago, Inc. | Yardi*

### ENHANCE YOUR EXPERIENCE

If you haven't already, take a moment to download the OS24 Event App! Simply scan the QR Code for access to all of today's content and more!

- Play the in-app event game for a chance to win BIG prizes
- Make virtual connections with other attendees
- Visit the virtual exhibit hall and connect with sponsors online
- Watch any of the "back to basics" educational sessions via livestream (or on demand after the event)



Plus, access to all OS24 content will be available on the app until October 31, 2024.

### COMMENTS

Have a question about the HCV Program or a comment you'd like to share with CHA or the Symposium Planning team? Make sure to stop by the Hospitality Desk (*located just outside Regency Ballroom A*), connect with one of our Owner Outreach Coordinators in the event app or email [owneroutreach@thecha.org](mailto:owneroutreach@thecha.org). We're here to help!

# chaownersymposium.org



# SCHEDULE OF EVENTS

## Check In & Visit the Exhibit Area

8:00 AM - 3:00 PM | [Registration & Regency Ballroom B/C](#)

## Networking Breakfast

8:00 AM - 9:00 AM | [Regency Ballroom B/C](#)

## Educational Sessions

9:00 AM - 10:15 AM

Get Started with the HCV Program | [Regency Ballroom A](#)

Rehab and Restore — Proactive and Reactive Home Repairs | [Regency Ballroom D](#)

## Networking Break

10:15 AM - 10:45 AM | [Regency Ballroom B/C](#)

## Educational Sessions

10:45 AM - 12:00 PM

Health & Safety First: HQS Inspections | [Regency Ballroom A](#)

Tax Relief: Property Taxes and Appeals | [Regency Ballroom D](#)

## Networking Lunch

12:00 PM - 1:00 PM | [Regency Ballroom B/C](#)

## Educational Sessions

1:00 PM - 2:15 PM

Crunching the Numbers: How CHA Determines Rent & Processes Rent Increase Requests | [Regency Ballroom A](#)

Be in the Know of the Chicago RLTO | [Regency Ballroom D](#)

## Networking Snack Break

2:15 PM - 2:45 PM | [Regency Ballroom B/C](#)

## Educational Sessions

2:45 PM - 4:00 PM

A Guide to Evictions | [Regency Ballroom A](#)

Onward & Upward: Rental Property Investment Strategies & Marketing | [Regency Ballroom D](#)

[chaownersymposium.org](https://chaownersymposium.org)

# THANK YOU TO ALL OF OUR 2024 SPONSORS!

## PLATINUM

Manage Chicago, Inc. | 16

Yardi | 15

## GOLD

Community Investment Corporation (CIC) | 9

Lowe's Pro Services | 26

## BRONZE

AB Property Management | 31

AGORA Housing Services | 19

Amres Corporation | 30

CHA Property and Asset Management | 12

Chicago Department of Housing | 25

Chicago Style Management | 1

Community Economic Dev. Assoc (CEDA) | 20

Direct Cabinet Supply | 6

Housing Choice Partners | 11

Loncar Law, Ltd. | 21

Multi-Family Energy Savings | 2

SFA Saniflo Inc. | 27

TGH Capital LLC | 13

WPD Management | 22

AffordableHousing.com | 14

Allegion | 23

BMHS Property Management | 17

Chicago Comm. on Human Relations | 8

Chicago Dept. of Streets & Sanitation | 5

Chicago Window Guys | 18

DAWGS Vacant Property Security | 4

Green Building Partners | 10

Kettle & Oak Property Management | 7

Lowe's | 24

R.B. Pest Solutions | 3

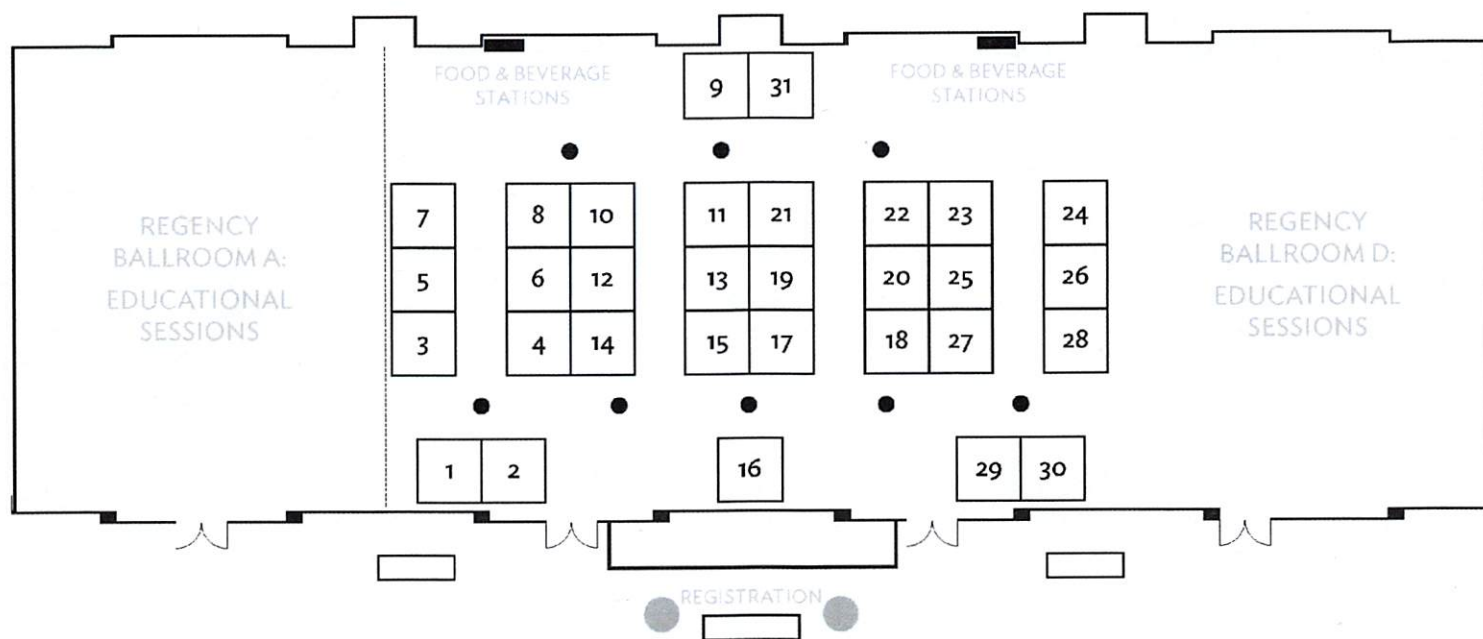
South Side Community FCU | 29

Valspar | 28

## COPPER/SUPPORTING PARTNER (no booth)

Bravura Facility Management, LLC  
Chicagoland Apartment Association

CHA Community Support Corporation  
Consortium for Housing and Asset Mgmt.



[chaownersymposium.org](http://chaownersymposium.org)





# Owner Symposium

# WEBINAR

## Series 2024

### OPPORTUNITIES FOR CONTINUED LEARNING

CHA has once again expanded the Owner Symposium to include monthly online education opportunities! From October to December 2024, the Symposium Webinar Series will cover three (3) timely and targeted topics you normally expect from the annual event. Register for any or all of these sessions at [chaownersymposium.org/webinars](https://chaownersymposium.org/webinars).

#### **Equitably & Suitability: Understanding the Tenant Screening Process** | October 10

Did you know there are many laws in place to promote equal access to rental housing? Join us to learn how to effectively and legally screen potential tenants. Our panel of experts will discuss how to find a tenant that's compatible for you and how to avoid discriminatory practices along the way.

#### **Lease Writing 101** | November 14

Your lease lays the groundwork for property management, so it's important to make sure all terms and conditions are clearly defined. A well-written lease will protect you as a housing provider and help build a strong relationship with your tenant. This session will cover an overview of the clauses and agreements to include in your lease agreement to ensure a smooth tenancy.

#### **Communication and Mediation:**

#### **The Key to Having a Healthy Relationship with Your Tenant** | December 12

Like any relationship, it takes work. Hear from a panel of experts as they discuss helpful ways to handle disputes and effectively communicate with your tenant and best practices for navigating the landlord-tenant relationship successfully.

[chaownersymposium.org](https://chaownersymposium.org)