

MONTHLY REPORT TO THE BOARD OF COMMISSIONERS

Housing Authority of the City of Milwaukee

Housing Choice Voucher Program

OVERVIEW:

This report details the activities currently under the direction of the Housing Choice Voucher Program.

SYNOPSIS:

CVR Associates, Inc. began its management of the Housing Authority of the City of Milwaukee's Housing Choice Voucher Program effective January 2, 2025. At project inception, the program has a SEMAP rating of Troubled and is in shortfall. CVR has taken immediate action to begin to address backlogs in every area of operations including but not limited to annual recertifications, interims, late HQS inspections, program enforcement, and leasing and move-ins. The information below highlights the current status of our efforts at increasing staffing, compliance, addressing inherited backlogs, and overall operations for the month of September 2025.

Below is a summary of current staffing progress:

Staffing Numbers for Monthly Board Meeting - HACM Engagement				
Current Positions (ALL)	Requisition Requirement	# of Active Employees	# of Openings	Hires for the month of: September 2025
Allocated FTE's				
Deputy Program Director	1	1	0	0
HCV Program Supervisor	1	1	0	1
HR Generalist	1	1	0	0
PBV/Customer Service Manager	1	1	0	0
Customer Service Representative (Bi-lingual)	2	2	0	1
Customer Service Representative (FTE)	4	3	1	0
Inspections/Owner Services Supervisor	2	1	0	0
Inspectors	2	2	0	0
Abatement Coordinator	1	1	0	0
Owner Services Coordinators	1	1	0	0
Admissions Supervisor	1	1	0	0
Admin Support (admissions)	1	1	0	0
Eligibility Specialist	2	2	0	0
Portability Specialist	1	0	1	0
Wait List Specialist	1	1	0	0
Team Lead (or Project Manager) Leasing	1	1	0	0

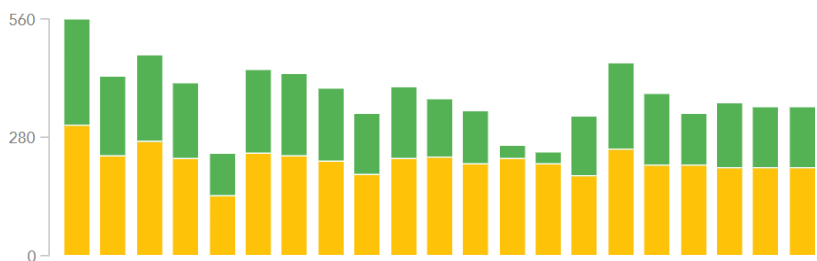
Team Lead (or Project Manager) PBV	1	1	0	0
Team Lead (or Project Manager) HCV	2	2	0	0
Housing Specialists (Leasing Contract)	1	1	0	0
Housing Specialists (Recert)	11	11	0	0
Housing Specialists (PBV)	3	2	1	0
Housing Specialists (Additional Support)	4	0	4	0
Performance Management Manager	1	1	0	0
Quality Control Specialist	1	1	0	0
Enforcement Specialist	1	1	0	1
PIC / Reporting Analyst	1	1	0	0
Total FTEs:	49	42	7	3
-Temporary Staff-				
Temp Scanning Clerk	2	2	0	0
Temp Customer Service Representative	3	2	1	0
Temp Housing Specialist - Remote (Additional Support)	5	5	0	0
Total Temps:	10	9	1	0
-Corporate Staff-				
Sr. Associates	-	4	-	-
Associates	-	1	-	-
Jr. Associates	-	1	-	-
QC/Scanning Manager	-	1	-	-
QC Specialist	-	3	-	-
Total Corporate Staff Assistance (Temporary):		10		
-Subcontractors-				
BDO Finance				
NKA Subcontractors Group				
Total Workforce Numbers				
Grand Total:	59	61	8	3

As year one is nearing completion, CVR is also exploring ways to maintain an MBE sub-contractor into year two. In addition, CVR will attend a Job Fair on October 1, 2025 to assist with recruiting potential candidates.

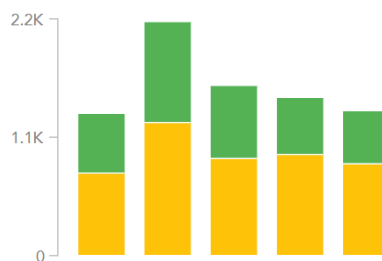
CALL CENTER AND CUSTOMER SERVICE

CVR began taking customer support calls on January 2, 2025 relative to the HCV and PBV programs. In the first quarter of 2025, CVR handled an average of 5,300 calls per month and the 2nd quarter averaged 4,200 calls per month. In September 2025, CVR handled approximately 4,900 calls, showing slight increase in the number of calls handled on average in comparison to average Q2 numbers.

Handled Conversations by Direction by Date

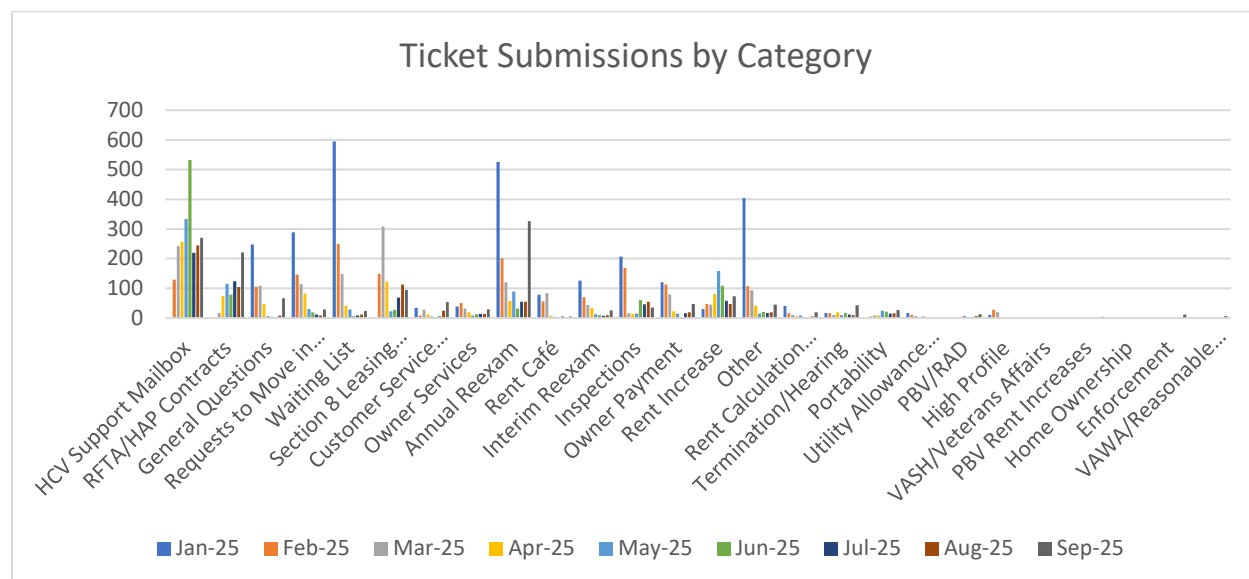


Handled Conversations by Direction by Weekday



While CVR created 6,042 tickets in CVR's Ticketing System during the first quarter of 2025, averaging 2,000 tickets per month and 2,852 tickets during the second quarter of 2025, averaging 951 tickets per month, which shows a drastic decrease in the number of inquiries submitted to the ticketing system for follow up. CVR received 1,481 tickets in the month of September 2025, which represented an increase in the number of tickets received in August. Annual recertifications, owner payments, and Requests for Tenancy Approval (RFTAs) and HAP Contracts represented the largest increases.

Ticket Submissions by Category



CVR is analyzing data relative to the late recertifications to determine if extending payments from a paying 50058 beyond 15 months is a viable option to minimize impact to landlords while CVR works through the recertification backlog.

LAB IN-PERSON ASSISTANCE

CVR's team continues to hold lab hours each Wednesday for applicants and participants to receive in-person assistance in morning and afternoon sessions. On average, 20-25 persons are assisted in each session. The main reasons for assistance include:

- Rent Café credential resets
- Assistance in completing the annual recertification process

CUSTOMER SERVICE LOBBY

CVR explored ways to further its operations and tracking of in-person assistance requests and developed custom lobby check-in webform that was loaded onto a kiosk in the main lobby, where visitors will check themselves into the lobby upon arrival, providing brief information about who they are and the reason for their visit. The system will track their time of check in, reason for visit, and will link to CVR's Reception Tool for the customer service representatives to use to receive a preview of the reason for the visit. The Tool will track wait times, assistance times, reasons for visits and provide valuable insight into data-driven needs. CVR began fully utilizing this kiosk on September 29th, 2025.



Housing Authority of the City of Milwaukee
Rent Assistance Department

Visitor First Name
Enter your first name

Visitor Last Name
Enter your last name

Visitor Email
Enter your email

by completing this form, you may receive a survey asking for feedback on your experience

Visitor Type
Select visitor type...

Visit Type
Select visit type...

Reason for Visit
Select reason for visit...

Check In

Reset Form

The chart below represents visitor information September 29-30, 2025. Out of 180 visitors, 72% of visitors reported they were participants, 29% were applicants, 3% were owners/property managers, and 5% were other visitors. With limited information from September due to its release date, CVR will be monitoring the data and statistics for October to get more of a complete picture and establish trends.

Visitor Type	Visit Type	Reason for Visit	#
Applicant	Walk-In	Annual Recertification	6
		Document Drop	10
		Document Pickup	3
		Interim Request	2
		Lab Assistance	1
		Landlord / Tenant Issues	1
		Move Request	2
		Other	8
		Rent Portion Review	1
		Termination	1
Other	Walk-In	Other	7
		Password Reset Assistance	2
Owner	Walk-In	Annual Recertification	2

Participant	Walk-In	Document Drop	3
		Other	1
		Annual Recertification	24
		Document Drop	39
		Document Pickup	13
		Interim Request	17
		Landlord / Tenant Issues	3
		Move Request	9
		Other	25

To ensure that there is proper security guard coverage in the main lobby, CVR coordinated with HACM, HACM's Public Safety Department and the third-party security guard company to amend the lobby hours at 5011 W. Lisbon effective October 1, 2025 to 9:00am – 4:30pm Monday through Friday. CVR also coordinated with HACM to update the website in advance of the lobby hour change, updated the call center IVR, and placed notices on the lobby doors to alert visitors of the upcoming change.

INTAKE AND LEASING

Due to HACM being in shortfall, only Project-Based Voucher (PBV) units, administered port-ins, and VASH referrals are actively being housed. CVR continues to work with HACM and HUD representatives on scheduled calls to coordinate next steps and planning.

HACM Partnership Properties

During September, the waitlist maintained its stability and welcomed back Maskani. Maskani has started the referral process. During the month, the waitlist received over 20 referrals for Maskani units, with 4 being approved so far. All units have been inspected, with only a few failing and needing reinspection, which are in the process of being rescheduled.

HACM Properties

Currently, Merrill Park, Holton Terrace, and Becher Terrance are the only properties accepting referrals. During September, Cherry Court was the only property that requested referrals of applicants who are in waitlist-selected status to be returned. These are referrals who were previously at the property, but Cherry Court reached 100% occupancy, resulting in the return of approved referrals. This is the expectation of what will proceed in the near future with Lapham Park and Westlawn as these properties have requested no more referrals. Current processing workflows for these properties will be updated with a letter notifying the applicant of a wait-list-selected status.

PBV Wait List Applicants – On the List

Property	1BR	2BR	3BR	4BR	5BR
Becher Court	3,713	1,556	N/A	N/A	N/A
Becher Terrace (Referrals)	N/A	N/A	N/A	N/A	N/A
Carver Park	N/A	N/A	11,292	1,523	780
Cherry Court	4,313	N/A	N/A	N/A	N/A
Convent Hill	5,749	N/A	N/A	N/A	N/A
Highland Gardens	9,443	2,621	N/A	N/A	N/A
Holton Terrace	4,092	N/A	N/A	N/A	N/A

Lapham Park	3,152	1,262	N/A	N/A	N/A
Maskani Place (Referrals)	N/A	N/A	N/A	N/A	N/A
McKinley School (Referrals)	N/A	N/A	N/A	N/A	N/A
McAuley Apartments (Referrals)	N/A	N/A	N/A	N/A	N/A
Merrill Park	3,973	N/A	N/A	N/A	N/A
Olga Village	4,050	1,310	N/A	N/A	N/A
Prairie Apartments (Referrals)	N/A	N/A	N/A	N/A	N/A
Scattered Sites	N/A	11,251	3,999	1,115	219
United House (Referrals)	N/A	N/A	N/A	N/A	N/A
Victory Manor	6,029	N/A	N/A	N/A	N/A
Water Tower View (Referrals)	N/A	N/A	N/A	N/A	N/A
West Lawn	8,031	5,420	3,374	1,022	198
Riverwest (Referrals) – <i>Pending WL set up</i>	N/A	N/A	N/A	N/A	N/A
MLK (Referrals) – <i>Pending WL set up</i>	N/A	N/A	N/A	N/A	N/A

Move Activities	Received
HCV RFTA	52
PBV RFTA	19

Portability

The search for a Portability Specialist continues. CVR Corporate is providing support in this role until the position is filled. 19 ports were absorbed by the Chicago Housing Authority during September.

Rent Increases

Rent Increases Pending Completion	
Month Effective Date	Pending
July 2025	1
August 2025	0
September 2025	11
October 2025	30
November 2025	26
December 2025	5
January 2026	2
February 2026	2

CONTINUED OCCUPANCY

CVR reviewed its strategy closely throughout July and August, and due to staffing challenges and sheer complexities of the recertifications due to historical errors, CVR/HACM has strategically revised its approach to managing late and current recertifications. To mitigate delays and ensure

continuity in Housing Assistance Payments (HAP), we have deployed corporate support to focus on resolving late recertifications, while simultaneously training new hires to handle current recertifications. This targeted strategy significantly reduces the risk of payment disruptions for property owners and reinforces our commitment to program integrity and service delivery.

As staff conduct the recertification process, significant volumes of the following issues have been uncovered:

- Prior year recertifications were often completed without updated household income and composition verification documentation
- Prior year recertifications were often completed without EIV/IVT report analyzing unreported income
- Unreported income cases were not followed up on and enforced
- Families with deceased head of households were not properly processed
- Families that were terminated or ported out were not properly processed, thus inflating late recertification reporting
- Families who received an increase in income were not properly given a 30-day notice of the increase in the tenant portion of the rent
- Unprocessed interim recertifications
- Families absent from units for over 12-18 months
- Failure to terminate families after not receiving HAP assistance for 180 days due to being over income for the program
- Unit discrepancies:
 - Families residing in units not reflected in YARDI
 - Mismatched addresses between YARDI and HAP contracts
- Missing or invalid documentation:
 - Unsigned HAP contracts (missing owner and HACM staff signatures)
 - Missing residential leases
 - Conflicting information between leases and HAP contracts
 - Missing other core documentation, such as birth certificates and other household documents

CVR understands the urgency of completing these files and share the commitment to resolving them as quickly as possible. However, it is critical to note the severe complexities involved are causing these cases to take longer than a standard recertification. Many of the issues stem from multi-year errors that require detailed review and correction. While our newer housing specialists bring strong transferable skills, they are still developing direct HCV expertise, so these cases often require case-by-case guidance from more experienced staff.

Our team is working diligently to resolve discrepancies, ensure compliance with program requirements, and, most importantly, to make families whole in situations where they were negatively impacted by prior errors.

Recertifications	25-Jan	25-Feb	25-Mar	25-Apr	25-May	Jun-25	Jul-25	Aug-25	Sep-25
Beginning Bal [Late]	616	1014	1254	1374	1459	1752	1925	2022	2275
Reexams Due*		529	579	595	703	568	522	644	531
Processed Current**	228	280	89	35	12	13	7	8	71
Processed Late			335	455	388	377	407	365	314

Processed Future			12	6	1	0	0	3	33
Processed as 9-Search	27	9	23	14	9	5	11	15	29
Processed EOP									116
Ending Bal	1014	1254	1374	1459	1752	1925	2022	2275	2243

Interims	25-Jan	25-Feb	25-Mar	25-Apr	25-May	Jun-25	Jul-25	Aug-25	Sep-25
Processed	47	155	362	364	302	351	270	289	53

Moves	25-Jan	25-Feb	25-Mar	25-Apr	25-May	Jun-25	Jul-25	Aug-25	Sep-25
Transfer Moves	53	56	33	50	34	54	51	22	40
New Admissions	32	15	40	20	15	10	33	43	25
Port Ins	4	3	7	6	0	7	7	1	3
Port Outs	2	3	4	19	8	10	6	14	21

Interims

Types	Requests	Declines
Income Increase	9	
Income Decrease	35	1
Family Composition	7	
Deduction Changes	0	

VETERANS AFFAIRS

Ongoing issues are being addressed weekly using joint spreadsheet from Veterans Affairs; updated and forwarded to lead VA Case Manager every Monday with updates. CVR participates in ongoing Bi-weekly Meetings on Wednesdays to discuss issues for resolution.

Program	Totals	Comments
- National Soldiers Homes	75	Late - 24
- Vets Manor (PBV)	18	Late - 6
- VASH	186	Late - 18
- Vets. Manor (PBV VASH)	13	Late - 3
- Searching	7	
- VO to be issued	5	

FAMILY SELF-SUFFICIENCY RECONCILIATION

Below is a summary of the FSS Reconstruction project, with 194 cases reported as enrolled at the inception

- 9 cases have been moved to PH.
- As of 9/30, 80 cases have been graduated or reconstructed in Yardi to reflect enrollment, current status, or exit as appropriate.
- 1 graduate was processed for escrow payout in September.

- 20 FSS files are still pending recreation, and HACM staff are actively working to complete them.
- 22 FSS inquiries from HACM staff have been resolved.
- We are currently working on 77 active cases, including 29 pre-Yardi conversion cases that cannot be recreated in the system.
- We have encountered some Yardi-related issues during reconstruction. Three cases have been escalated due to system errors, and the FSS ledgers are not reporting accumulated escrow correctly. We are coordinating with Yardi to resolve these issues.

ENFORCEMENT

In September, 11 vacate letters and 2 eviction letters were issued, with the eviction cases currently pending hearing responses. A total of 68 unreported income letters were mailed, and 75 hearing requests were entered into the Tracker, with an additional 35 pending entry. Additional hearings will be scheduled in October as we coordinate with the hearing officer.

Three participants expressed willingness to enter into repayment agreements without going through the hearing process, and we are awaiting final calculations to move forward.

There were 11 Reasonable Accommodation requests and 7 VAWA requests received, with most cases either approved, one is pending and one denied due to not being on the program.

The following letters were mailed out during the month of September relative to vacated units and evictions:

Letter Type	Total Completed
Vacate Letters	11
Eviction Letters	2
Inspection Non-Compliance	0
Terminations from Evictions/Vacates	0

There were 11 vacate letters sent this month and 2 letters for eviction. The two letters that were mailed due to an eviction are pending if they return the hearing letter.

Unreported Income/IVT

Tasks	Totals
Letters Mailed	68
Documentation Under Review	0

PIC Report Analysis

Report	Totals	Comments
Deceased Tenants	1	
Multiple Subsidy	2	

Unreported Income	1582	This is the total number of participants that owe money.
Fraud, Bribery, and Other Criminal Activity Case	3	

Hearing Activity

Tasks	Totals
Hearing Requests Received	75
ITT Rescinded (Request not warranted)	23
Hearings Scheduled	0
Terminations Overturned by Hearing	0
Final Terminations Processed	77

Summary:

Hearings will now be held over the course of the month due to the large number of Unreported Income letters that have been sent to participants, in addition to the normal ITT letters mailed for various reasons.

REASONABLE ACCOMMODATIONS AND VAWA

CVR continues to receive and review Reasonable Accommodation requests and Violence Against Women Act (VAWA) cases to review and process.

Reasonable Accommodations

Tasks	Totals
Received	11
Additional Documents Requested	2
Additional Documents Received	2
Pending Review	0
Approved	6
Denied	3

Summary:

There are a few participants where there is more information needed before making a decision and or the forms were completely not filled out.

VAWA

Tasks	Totals
Received	7
Tenant Move Request (Pending)	0
Rescind Letters	0
Request Approved	5
Cases Pending	1

Summary: All VAWA cases have been approved except the one where there was no VAWA form filed out and she stated she would be bringing in a Police Report and proof of living away from her current unit.

REPAYMENT AGREEMENTS

CVR's enforcement team noted the following updates relative to participant unreported income and repayment agreements for funds owed back to HACM:

Active Repayment Agreements: 13

There are 3 participants willing to sign payment agreements without going through the hearing process. Calculations are under way to determine the repayment agreement amount and schedule.

QUALITY CONTROL

A total of 516 quality control file reviews were completed in September for work conducted throughout 2025. Areas identified as deficient are being monitored to inform ongoing training efforts. Targeted support continues to be developed to address recurring issues, with the goal of enhancing overall compliance and performance. File review training sessions were conducted to enhance staff understanding of common errors, proper file correction procedures, and the overall review process.

File Scanning

The scan team continues to process remaining documents and is on track to complete the project as scheduled. A delay occurred due to limited access to the rotating file cabinet but scanning efforts will resume soon. The project remains underway with completion anticipated by November 2025 or earlier, as long as the team can gain access to the remaining files.

100% File Review: 2022 – 2023

During the 2022–2023 review period, NKA Contractors, LLC successfully completed 1,663 file reviews, exceeding their monthly target of 1,000. They remain on schedule to finalize the review of all outstanding files by the December 31, 2025 deadline.

SEMAP Scores – Quarter 3

Indicator 1: 100%

Indicator 2: 78%

Indicator 3: 67%

Indicator 4: CVR has requested the updated utility allowance study to be completed by Nelrod and is pending completion.

Indicator 5: QC Inspections properly conducted.

Indicator 6: 100%

Indicator 9: 16% reexams overdue

Indicator 10: 0% families with incorrect rent calculation

Indicator 11: 100% of HQS passed inspection prior to HAP Contract execution

Indicator 12: 2% biennial inspections overdue

Indicator 14: FSS Reconstruction underway

PROJECT-BASED VOUCHERS RECONCILIATION

CVR completed additional reconciliation analysis in May 2025 relative to reconciling the records for the Project-Based Voucher program. This analysis and reconciliation is ongoing. Per HACM instruction, CVR has begun to reconcile Westlawn Renaissance 5, 6, and 7 first then move to the greatest potential financial impacts after that. Late recertifications are being processed for all properties.

Property Name	Total Discrepancies Found	Total Discrepancies Resolved	Comments
Becher Court RAD PBV	25		Reconciliation Pending
Becher Terrace	26		Awaiting additional information from the property manager
Carver Park Town Homes RAD	4		Reconciliation Pending
Cherry Court PBV and RAD	10		Reconciliation Pending
Convent Hill RAD	7		Reconciliation Pending
Highland Gardens PBV and RAD	8		Reconciliation Pending
Holton Terrace RAD PBV	13		Reconciliation Pending
Lapham Park PBV and RAD	25		Reconciliation Pending
Maskani Place Project Based	0		Leasing to begin in September 2025
McAuley Project Based	3	3	Reconciliation Complete
McKinley School Apartments	0	0	Reconciliation Complete
Merrill Park RAD	18		Reconciliation Pending
MLK Library PBV	0		Pending HAP Execution
National Soldiers Home	18		Reconciliation Pending
Olga Village RAD	1		Reconciliation Pending
Prairie Apartments Project Based			Rent roll received. Review in progress. Follow up sent to PM to resolve discrepancies.
Riverwest PBV	0	0	Pending HAP Execution
Scattered Sites I RAD	3		Reconciliation Pending
Scattered Sites II RAD	4		Reconciliation Pending
Scattered Sites Project Based	1		Pending Reconciliation
Surgeons Quarters Project Based	1		Reconciliation Pending
United House Project Based	0	0	Reconciliation Complete
VASH Veterans Manor Project Based	7		Reconciliation Pending
Veterans Manor Project Based	4		Reconciliation Pending
Victory Manor RAD	18		Reconciliation Pending
Water Tower View Project Based	8	8	Reconciliation Complete
Westlawn Gardens PBV and RAD	31		Reconciliation Pending

Westlawn Gardens Scattered Sites RAD	8		Reconciliation Pending
Westlawn Renaissance III RAD PBV	26		Reconciliation Pending
Westlawn Renaissance IV PBV and RAD	25		Reconciliation Pending
Westlawn Renaissance V PBV and RAD	38	27	Reconciliation in Progress
Westlawn Renaissance VI RAD PBV	125		Reconciliation in Progress; Pending documentation from the property manager
Westlawn Renaissance VII PBV and RAD	88	62	Reconciliation in Progress
TOTAL	545		

The review of the non-HACM properties were placed on hold to prioritize Westlawn reconciliation, per HACM request. CVR has not been successful in receiving any response from Dave Steward with Prairie Apartments. Multiple email follow-ups were sent. The last response received was on 07/22/2025.

Weekly meetings are now scheduled with Westlawn to discuss any discrepancies. Westlawn has agreed to provide all document requests to HACM within 7 days of request. For any missing documents that Westlawn and Horizon are unable to locate, the documents will be requested from the families or re-created for compliance purposes.

As of 09/29/2025, the focus was shifted to focus only on cases for all properties that have not been processed for moved in. Reconciliation for cases that are already moved in that have discrepancies will resume once all other move in cases have been reviewed and processed.

FINANCE

WE Energies

All past WE Energies payments have been applied by WE Energies and new URP recipients are converted to WE Energies after the first check is processed. WE Energies provides account numbers for all newly tenants to their list and they are updated before the next check run. This process seems to be running very smoothly at this time.

OTHER SPECIAL PROJECTS

- Removed Date Lease Ends from 81 files to continue payments to landlords.
- EOP or Port Out on 84 files from Late Recerts List
- Referred 67 files for terminations to be completed from Late Recerts List
- Completed review of Late Recerts through April 2025
- Late Recerts List down from 2208 to 1770 (9/1/25)
- SEMAP Indicator 12 reduced from 234-158 July to August
- 56 additional units removed from the SEMAP Late Inspections Report from August with Action 13
- Completed two SOPs for review – Manual Payment Adjustments and Move Requests

FINANCE

BDO Monthly Activity Summary – August 2025

- Bank Reconciliations:
 - US Bank Account - *****3846 – Section 8 Vouch Program has been reconciled through August 2025. Please note - there are deposits in transit and outstanding checks on the reconciliation dating back to 2021 and we recommend that they get cleaned up before the 12/31/2025 year end.

VMS Reporting and RNP Calculation – HCV & EHV

- The August VMS was submitted on 9/19/2025. CVR provided us with the most up to date VMS reports out of Yardi for each month from January 2025 thru August 2025. PMCs were made in the VMS for each month to agree to those updated Yardi VMS reports.
- Per the Two-Year Tool, WI002 Housing Authority of the City of Milwaukee's RNP (Restricted Net Position) for the HCV and EHV programs agrees with HUD's calculated RNP amount through August 2025.
- HCV - RNP as of August 2025 was calculated to be a positive \$679,990 and is an increase from the \$102,035 calculated for July 2025.
- EHV – RNP as of August 2025 was calculated to be a positive \$21,710 and is an increase from the \$11,114 calculated for July 2025.

OWNER SERVICES

Approximately 50 checks are still being printed for landlords, mortgage companies and other housing authorities.

CVR continued to send out its HACM Monthly Newsletter and held its Monthly Virtual Owners meeting for all landlords on September 10, 2025, where 60 landlords attended. Topics such as the new inspection standard - NSPIRE, rent increases and late recertifications were discussed. 54.3% of 3,669 landlords opened the monthly newsletter sent.

20 prospective landlords contacted us regarding HCV program (by email, ticketing, phone call answered, lobby visit) how to sign up, and were emailed a landlord packet.

Daily average listings on Affordablehousing.com: 300-350 landlords looking for Section 8 tenants.

RENT CAFÉ/YARDI VOYAGER

CVR attends weekly meetings with Yardi representatives relative to Yardi and Rent Café configurations and troubleshooting. CVR worked with the Yardi and Rent Café representatives to:

- Troubleshoot letter generation issues in Rent Café for recertifications.
- LL rent increases are beginning to come in through the portal – 68 Pending/224 Incomplete (Landlord Responsibility)
- Landlords will need additional information on completing the rent increase process in Rent Café.

In addition, work continues with the Rent Café representative on preparing the following workflows in Rent Café.

- Online Tenant Briefing
 - CVR reviewed the current briefing presentation and CVR's video development team is developing a new HCV Tenant Briefing video that will be imbedded in this process
 - CVR is also developing a PBV Tenant Briefing video; however, it will not be housed in Rent Café as these participants do not receive vouchers so they are briefed separately
- RFTA Submission
- HAP Contract Execution

INSPECTIONS

The following tables reflect the various inspection statistics for the month of September 2025. For the period from September 1 to September 30, 2025, the inspection data will be presented in the summaries that follow. The report will compare current and previous quantities for each inspection result, offering insight into trends and performance changes over the specified timeframe.

Results	Current		Previous	
Result	Quantity	Percent	Quantity	Percent
Pass	330	49.48%	357	53.85%
Fail	273	40.93%	216	32.58%
No Show	62	9.30%	87	13.12%
Vacant	2	0.30%	3	0.45%
Uninhabitable	0	0%	0	0%

Series Types

Inspection Series Type	Quantity	Percent	Quantity	Percent
Annual	394	59.07%	390	58.82%
Initial	142	21.29%	168	25.34%
Quality Control	94	14.09%	6	0.90%
Complaint	33	4.95%	91	13.73%
Miscellaneous	4	0.60%	8	1.21%

Inspection Types

Inspection Type	Quantity	Percent	Quantity	Percent
Annual	156	23.39%	154	23.23%
Re-inspection	154	23.09%	196	29.56%
Initial	119	17.84%	137	20.66%
Complaint	38	5.70%	33	4.98%
Emergency Re-inspection	116	17.39%	90	13.57%

Emergency	67	10.04%	51	7.69%
QC	14	2.10%	0	0.00%
Additional Repairs	3	0.45%	2	0.30%

Inspectors

Inspector	Quantity	Percent	Quantity	Percent
Mellena Hoppe	21	3.15%	13	1.98%
Ryan Kinsella-Alba	312	46.78%	339	51.60%
Tony Smith	329	49.33%	305	46.42%
Stephen Fendt	5	0.75%		

Late Inspections

Late inspections are identified by comparing the scheduled due date—established as part of the biennial inspection cycle—with the actual date the inspection was completed. If an inspection occurs after its assigned window within the two-year period, it is considered late. Tracking these occurrences ensures that facilities adhere to regulatory timelines and helps quantify process gaps for improvement. Such determinations typically rely on a review of inspection logs, scheduling records, and compliance tracking systems to verify whether inspections align with their mandated schedule.

No inspections were late during this period.

Enforcement

The enforcement score provides a measure of timely follow-up on failed inspections. The average inspection enforcement rate for Q1 is 87.40% compared to the average of 99.75% for Q2. The figure indicates that follow-up actions were generally timely in Q1 but significantly improved in Q2.

The accompanying data table details inspection activity for August, outlining the total number of inspections and their status within that period. Between August 1 and August 31, 2025, there were 73 inspections conducted. Out of these, only three inspections were marked as closed. The overall improvement in enforcement scores from Q2 (99.75%) to the first two months in Q3 (99.41%), indicating a slight decrease in adherence to regulatory timelines and timelier follow-up on inspection failures.

	8/1/2025 8/31/2025	7/1/2025 7/31/2025	Q2 Total	Q1 Total
Total Inspections:	73	103	435	252
Closed:	3	1	35	10
	70	102	400	262
	Compliant	Compliant	Compliant	Compliant
Extension	0	0	0	6

Passed within 30 days	45	73	254	135
Re-inspected within 30 days	24	29	145	88
	69	102	399	229

	Not Compliant	Not Compliant	Not Compliant	Not Compliant
Emergency follow up not performed on time	1	0	0	5
Not re-inspected within 30 days	0	0	1	8
	1	0	1	13

Score: 98.57% 100.00% 99.75% 87.40%

Abatement Counts

CVR determined abatement of HAP in cases where the property owner or agent did not maintain Housing Quality Standard (HQS). This month, 34 abatements were approved with effective current date effective 10/1 and retroactive dated going back to 5/1/2025. This suggests that potential abatements for 9/1 and prior may not have been entered promptly, or results were not updated prior to the month-end cutoff. Additionally, five abatements were closed following successful inspection outcomes.


Customer Service Inspection

Looking at the conversations related to HACM Inspections (English), there were 1,123 conversations in total, of which 103 were abandoned. This translates to a relatively low abandonment rate, reinforcing the observation that service accessibility and responsiveness have improved. Collectively, these figures point to ongoing enhancements in operational performance and customer experience within the inspection services.

Queue	Conversations including Abandoned	Abandoned Conversations	Handled Conversations	Average Talk Time	Conversation Talk Time
HACM - Inspections (English)	1,067	94	927	04:29	3 days, 1h 43:18
HACM - Inspections (Spanish)	3	1	2	01:43	03:25

Queue	Abandoned Conversations	Abandoned under 15 Sec	Abandoned under 30 Sec	Abandoned under 45 Sec	Abandoned under 60 Sec	Avg Abandon Time
HACM - Inspections (English)	94	14	23	28	31	04m 13s
HACM - Inspections (Spanish)	1	0	0	1	1	044.0s

BARRIERS



CVR has requested PIC/EIV access for its users starting in December 2024. To date, there are still several staff members that do not have the appropriate access.

Respectfully submitted by: **Tracey Sheffield**
Project Director
tsheffield@cvrassociates.com