



LEMOYNE GARDENS
DEMBY TERRACES
TWIN TOWERS
CANTERBURY WEST
PARKSIDE ESTATES

4500 INKSTER ROAD INKSTER, MICHIGAN 48141

PHONE: (313) 561-2600 FAX: (313) 561-2893

April 17, 2023

Re: IHC's HCV Department Updates

Dear Valued Participants Landlord/Property Owners,

This communication is to provide recent updates within IHC's HCV department. Inkster Housing Commission has welcomed Gladys Neal as Sr. Director of Housing Operations and Management Improvements. Ms. Neal will also serve as lead contact for IHC's HCV Department.

Your cooperation is appreciated as the HCV Department continues to improve the quality of customer service to our participants. To reach our team for any reason, email is the most efficient method to communicate with the HCV team. By emailing your detailed information/concerns, it allows our team to research and provide an informative response to you. You are also encouraged to call our main office at **313-561-2600** to be routed to your assigned case worker. Efforts to improve our response time include updates being made to our hours of operations. **Currently we are only accepting appointments from 8:30am to 5:00pm on Monday, Tuesday, Thursday, and Friday (except for holidays). There will not be any appointments scheduled for Wednesdays, nor are we able to provide service to any walk-ins at this time.** Additionally, we kindly request that you allow 24 business hours for your email/call to be responded to.

HCV case workers are assigned participants as follows:

Participant's Last name: **A-J** is
assigned to:

westbrookd@inksterhousing.org
313-561-2600

Participant's Last name **K-Z** is
assigned to:

robinsonr@inksterhousing.org
313-561-2600

Gentle reminder, Robert Howard and Makita Woods are no longer employees with Inkster Housing Commission. Please update your records to remove them from your contact list.



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Important Reminders:

HCV PARTICIPANTS:

When reporting a change of income, you **MUST** submit your supporting documentation by the **20th** of the month for the adjustment to take effect for the following month. Any paperwork submitted after the 20th will **NOT** be processed until 30 days after. Please keep in mind that you must make an appointment with your HCV case worker.

LANDLORD/PROPERTY OWNERS:

Inkster Housing Commission is striving to provide the best possible services to all our property owners and those we serve. Any request for rent increase/change of ownership must be submitted **60 -days prior** to your tenant/tenant's annual recertification date. Inkster Housing Commission must process a comparable rent study **before** a rent increase can be approved. **Please note: Inkster Housing Commission can only honor rent increases up to \$100 at this time.**

***Changes in Owner/Property Management**

It is the landlord/property owner's responsibility **NOT** the tenant to notify Inkster Housing Commission of any changes in ownership/property management. Failure to notify Inkster Housing Commission of the change results in your payment continually being issued to the previous owner/property management. **Inkster Housing Commission will not reimburse the payment to you.** You are responsible for recouping the payment from the previous owner/property management.

The packet for "Change of ownership/Property management" is available at your request and can be picked up at our office during the noted business operations days/by appointment or emailed directly to you.

LATE OR MISSING HAP RENT PAYMENTS TO THE LANDLORD:

The participant is **NOT** responsible for HCV's portion of rent to the landlord. Landlords/Property Management **MUST** contact the HCV department not the participant.

Direct Deposit

To Expedite Your HAP/UAP Payment: To provide a better value and payment experience for all, Inkster Housing Commission is migrating from issuance of checks to ACH payments. This type of electronic payment provides you with quicker availability of the funds in your account versus waiting for the check to clear and will help eliminate lost checks that need to be stopped and then re-issued.



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Lastly, our office located at 29150 Carlyle in Inkster, Michigan is closed temporarily until further notice. IHC's HCV team will schedule appointments to service participants and landlords at 29999 Pine Street in Inkster Michigan 48141.

For up-to-date information for our HCV program and frequently asked questions, please visit us online at www.inksterhousing.org

Inkster Housing Commission will continue to evolve our program and service outreach. We value your participation in our HCV program and appreciate your cooperation.

Sincerely,

Gladys Neal

Sr. Director of Housing Operations and Management Improvement
nealg@inksterhousing.com | 313-561-2467

CC; Nancy Sanford HCV Program Manager
sanfordn@inksterhousing.org

HCV team: HCVinfo@inksterhousing.org | 313-561-2600