



**Asheville Housing Authority**  
**Regular Meeting of the Board of Commissioners**  
**October 28, 2020, 6:00 p.m.**  
**Central Office, 165 S. French Broad Ave., Asheville, NC 28801**

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*The mission of the Asheville Housing Authority is to provide safe, quality, and affordable housing, to expand available resources, and to collaborate with the community to create opportunities for resident self-reliance and economic independence.*

*Our core values are Compassion, Equity, Fairness, Integrity, Openness, Patience and Respect.*

**Commissioners:** Cassandra Wells, Chair  
Jennifer Pickering, Vice Chair  
Tilman Jackson, Member  
Gene Bell, Member  
Amy Kemp, Member

**Agenda Topics**

▪ **Call to Order**

<b>Roll Call</b>	<b><u>Present</u></b>	<b><u>Absent</u></b>
Cassandra Wells, Chair	_____	_____
Jennifer Pickering, Member	_____	_____
Tilman Jackson, Member	_____	_____
Gene Bell, Member	_____	_____
Amy Kemp, Member	_____	_____

▪ **Approval of the September 23, 2020 Meeting Minutes**

▪ **Bills and Communications**

▪ **Report of the Secretary**

- Asheville Housing Properties
- Asheville Housing Vouchers
- Family Self Sufficiency/Homeownership
- Financial Report
- Property Management Report
- Coronavirus Response & Update on PODS
- Edington Center
- Residents Council

- **New Business**

1. Scheduling a Special Meeting of the Board of Commissioners on Monday, November 30, 2020 from 4:00 to 7:00 PM to conduct a public hearing on Asheville Housing Authority's Moving to Work Plan.

Motion \_\_\_\_\_ Second \_\_\_\_\_

2. Authorization to utilize \$225,000 from unrestricted strategic investment funds to support the deployment of wireless access points for HACA residents in their units.

Motion \_\_\_\_\_ Second \_\_\_\_\_

- **Unfinished Business**

- **Public Comment**

- **Adjournment**

**Work Session**

The Commissioners will hold a work session at **5:00 PM** in the Board Room at 165 S. French Broad Ave, Asheville, NC 28801. The work session is open to the public.

Topics:   New APD Housing Team Leader  
              Review of Agenda Items  
              Edington Center Partners



## Asheville Housing Authority Commission Meeting Minutes September 23, 2020

### **I. Work Session**

There was no work session this month.

### **II. Regular Meeting - Call to order**

Chair Cassandra Wells called the regular meeting of the Board of Commissioners to order at **6:04 pm on Wednesday, September 23, 2020** at the Central Office, 165 S. French Broad Ave., Asheville, NC 28801. The meeting was facilitated via Zoom to keep numbers in the room limited in compliance with COVID-19 restrictions. Board Members and Housing Authority staff were on-site to ensure participation by interested members of the public. Teresa Jenkins conducted the roll call. The following Commissioners were present: Chair Cassandra Wells, Vice Chair Raynetta Waters, Member Tilman Jackson, Member Amy Kemp, Member Gene Bell and Member Jennifer Pickering.

### **III. Approval of minutes from last meeting**

**Gene Bell** made a motion, seconded by **Amy Kemp**, to approve the minutes. The Commissioners unanimously approved the minutes of **August 26, 2020**.

#### **BOARD MEMBERS**

Ms. Cassandra Wells  
Ms. Amy Kemp  
Ms. Jennifer Pickering  
Mr. Tilman Jackson  
Mr. Gene Bell

#### **VOTE**

Aye  
Aye  
Aye  
Aye  
Aye

### **IV. Bills and Communications**

David Nash reported that the Moving to Work Expansion – Rent Reform Cohort is presently open again for applications. The Housing Authority submitted letter of intent in June 2019 to be considered for participation in HUD’s Moving to Work (MTW) Program and we were accepted into the initial round. Over the next weeks and months we will be assembling an application, meeting with residents for input, and conducting a public hearing on the proposal. The HUD Notice outlining the application process was included with the Board Packets. We will be talking with residents about which rent reform model would work best for them to be able to go back to work and afford the rent at the same time. He shared an example of the difference that a stepped rent model might make for residents.

Chair Cassandra Wells requested that board members needed to read the guidelines to understand the exclusions and other elements to gain a better understanding and be ready to discuss it. She asked what would happen if no one shows up to public forums. David explained that the Housing Authority has met with the Resident Council and will work with them to reach the tenants. David also explained that if we are accepted in the program, it will take approximately one year to communicate with residents, make the necessary policy changes, update the computer system and otherwise get ready to implement.

David Nash reported on the structural damage to Woodfin Apartments. He shared that we recently installed scaffolding at Woodfin because a piece of an exterior wall fell off creating a safety hazard. He explained that repairing the damage to the building is going to be an expensive project but that we will be able to access strategic reserve funds to accomplish it.

## **V. Report of the Secretary**

### **a) Asheville Housing Properties**

Noele Tackett reported the monthly Asheville Housing Properties occupancy report submitted with the board packet. She reported that we ended the month 97% occupied. There were 15 units that were on rehab/hold status, 35 units being prepared for leasing, 4 ready for leasing, and 26 move-ins. The total vacancy days were 692 with an average turn around per unit of 27 days.

### **b) Asheville Housing Vouchers**

Brandy Woodard reported the monthly Asheville Housing Vouchers report as submitted with the board packet. We have a total of 3262 vouchers, 3221 available to lease, 2815 leased, 439 available, and 133 assigned/looking. In August there were 6 mobility move, 23 move-ins, 11 move-outs, 157 inspections, and 196 re-exams.

### **c) Family Self-Sufficiency**

Shaunda Sandford reported the monthly Family Self-Sufficiency report as submitted with the board packet. She reported that we have 264 participants in the program and 171 escrow accounts. There was 1 new FSS participant enrolled in the month of August and 7 new escrow accounts established for participants who started working. There has been an increase in participants going back to work. There are a total of 63 homeowners; 3 participants under contract; and 1 planning to close on a home in October with Habitat for Humanity. There have been delays in the closing process due to COVID-19.

### **d) Financial Report**

Tom Good reported the financial report as submitted with the board report. He reported that Housing Assistance Payment funding is starting getting back on track. We have ample funds for HAP being held for us by HUD and we can draw those funds whenever our monthly disbursements are insufficient. We are doing well financially and there are no significant bottom line variances from the budget.

e) **Coronavirus Update**

Tara Irby reported on the Coronavirus response updates presented with the board packet. She reported that HACA continues to coordinate the County and encourage the three W's by all staff and residents. When the CARES Act moratorium on evictions expired at the end of July, Asheville Housing distributed 30-day notices to residents with delinquent accounts. A new CDC eviction moratorium was instituted in August, so we are presently filing no evictions for non-payment but working with residents and encouraging them to bring their accounts current. We continue to do wellness checks inquiring about needs of residents. We are working with residents on access to resources. We are planning to resume HQS and maintenance inspections. We have supplies to be prepared for possible reopening of our offices to the public in October. We remain open for business and have drop boxes and notices posted with phone numbers so our residents and participants can communicate with us.

f) **Residents Council Report**

Crystal reported that the Residents Council was able to support Bartlett Arms with their Labor Day clean-up event, which focused on cleaning up the property and grounds. They were also able to help residents with real estate. The Residents Council work crew has been working on addressing areas of concern for residents regarding trash disposal; because trash is being placed in areas where children play. So, they have increased pick up and clean out efforts, particularly at Hillcrest. She expressed interest in conducting training and outreach to residents about proper use of the blue recycling cans provided by the City.

g) **Edington Center Report**

Shuvonda Harper reported that the P.O.D.S we are establishing in partnership with Asheville City Schools and City Parks and Recreation are rocking and rolling. There are 3 P.O.D.S. operating in different rooms at the Edington Center. In the last month, the Southside Kitchen and Asheville Housing staff prepared and distributed approximately 7500 meals. Shuvonda announced that Sunday, September 27, the Southside Community Garden is hosting brunch at 2:30 pm.

h) **Property Management Report**

Sheri Guyton provided an update on Property Management. She shared that the focus going forward is going to be on getting back to the basics. This includes a renewed commitment to core values. She provided a brief update on Bartlett Arms. We are making progress on improving the conditions of the property, and additional work is in process. We continue to get the stairwells steam cleaned and use sealant and paint so it seals everything in and eliminate odors. We placed new gravel in the courtyard. Benches have been refinished, and the fountain has been repaired. We hosted a resident clean-up day to assist residents in getting rid of unwanted furniture. We hired additional stipend workers to assist with property cleaning. Water sources have been installed on all sides of the building. The electrician replaced lights with LEDS to light up the stairwells. Member Tilman Jackson thanked the staff and shared that he can see a real difference in the condition of the property.

Tilman expressed concern about trash outside a dumpster at Hillcrest and graffiti on the buildings. Robert said that we have something in the development with the Residents Council to help take care of the trash on the weekend. We will also address the graffiti. David reported that we are working with residents who are interested in presenting a design for murals to improve community pride and participation

Robert Hooper reported on Safety, Community Policing and Engagement (as reported with packet). He shared that the Hillcrest camera vandal was apprehended. At the Board's request, APD taking care of double-parking concerns in Hillcrest to improve traffic flow. Klondyke speed limits will be posted at 20 miles per hour, and until speed humps can be implemented by the City, they will install speed limit signs. In Pisgah View, we have requested that APD to get out and inspect the property prior to the learning P.O.D.S opening; we have seen some progress at this property and less complaints regarding fireworks.

He also reported that on the 30<sup>th</sup> of September, the census work will be complete; we will hold raffles for people who have responded to the Census; to date we have 78 people that we have counted Aston Park and Hillcrest, not including people counted by Census Bureau employees.

#### **VI. New Business**

There was no new business for action by the Board.

#### **VII. Unfinished Business**

David Nash announced that he spoke with the City Manager about funding in the amount of \$50,000 for a WiFi project we are working on with Asheville City Schools and other partners. The City wants to expand the dialogue with residents particularly around policing in Asheville Housing communities. David requested that the efforts include outreach to residents, which should be coming over the next 3 months. Member Amy Kemp inquired about how the Housing Authority's relationship with APD had been impacted by the efforts to defund the police department. David explained that we are still paying the City for 4 APD officers out of 9 on the Housing Team and the City pays for the others. These are supplemental officers focused on community policing and trying to build relationships with residents; address parking issues, and improving relations, in addition to law enforcement activities when warranted.

#### **VIII. Public Comment**

Matthew Coleman, Director of the Asheville Dream Center announced that he has been working in Hillcrest two Saturdays each month organizing volunteers to help develop programs to assist with issues in our communities. He and his wife attended to the meeting to begin conversations on how they can collaborate with the Housing Authority.

**IX. Adjournment**

There being no further business to come before the Board, the meeting adjourned at 7:53pm. The next meeting will be held at 6:00 pm on October 28, 2020 at Asheville Housing Authority Central Office, 165 S. French Broad Avenue, Asheville, NC 28801.

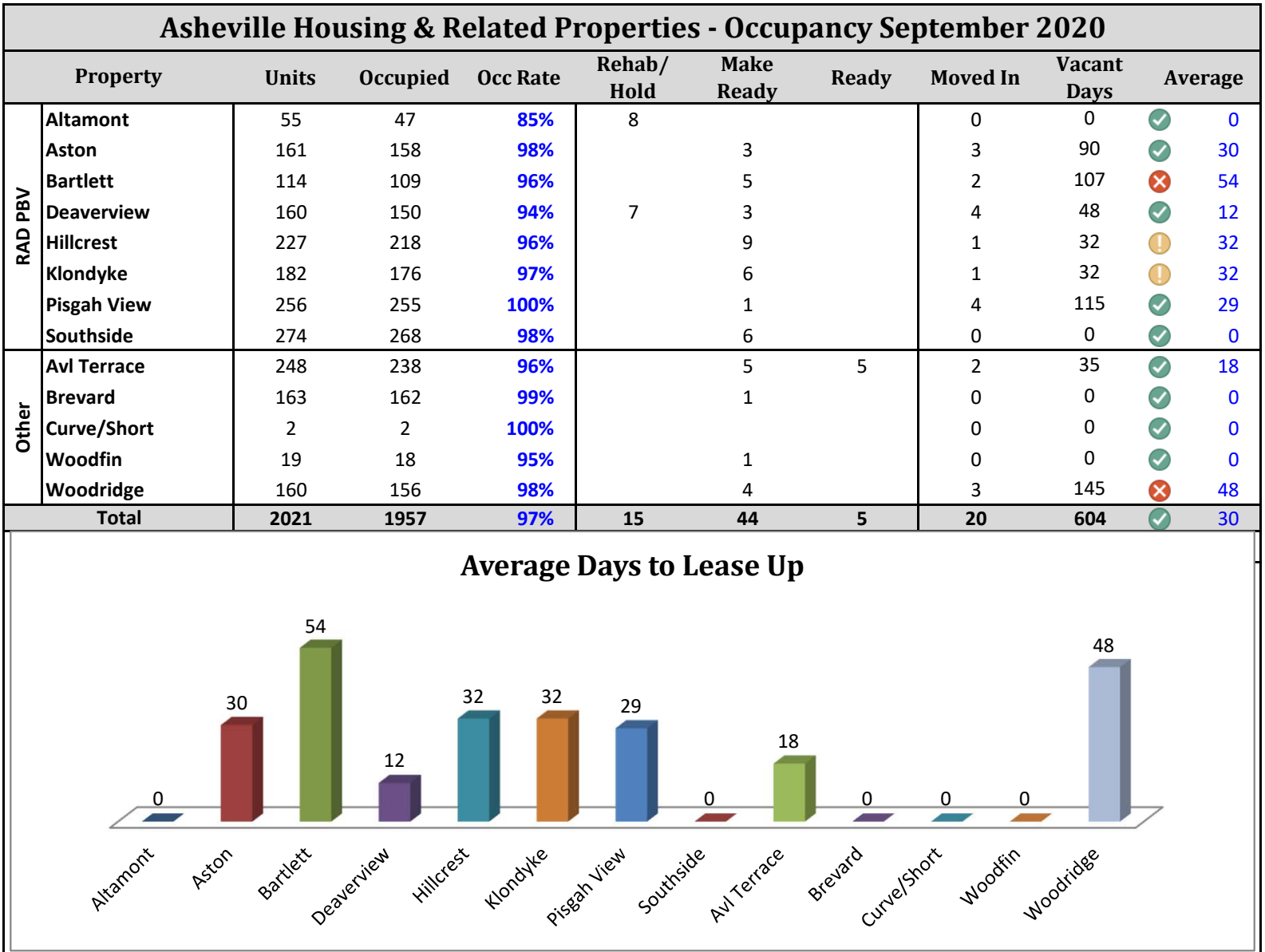
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Cassandra Wells, Chair

ATTEST:

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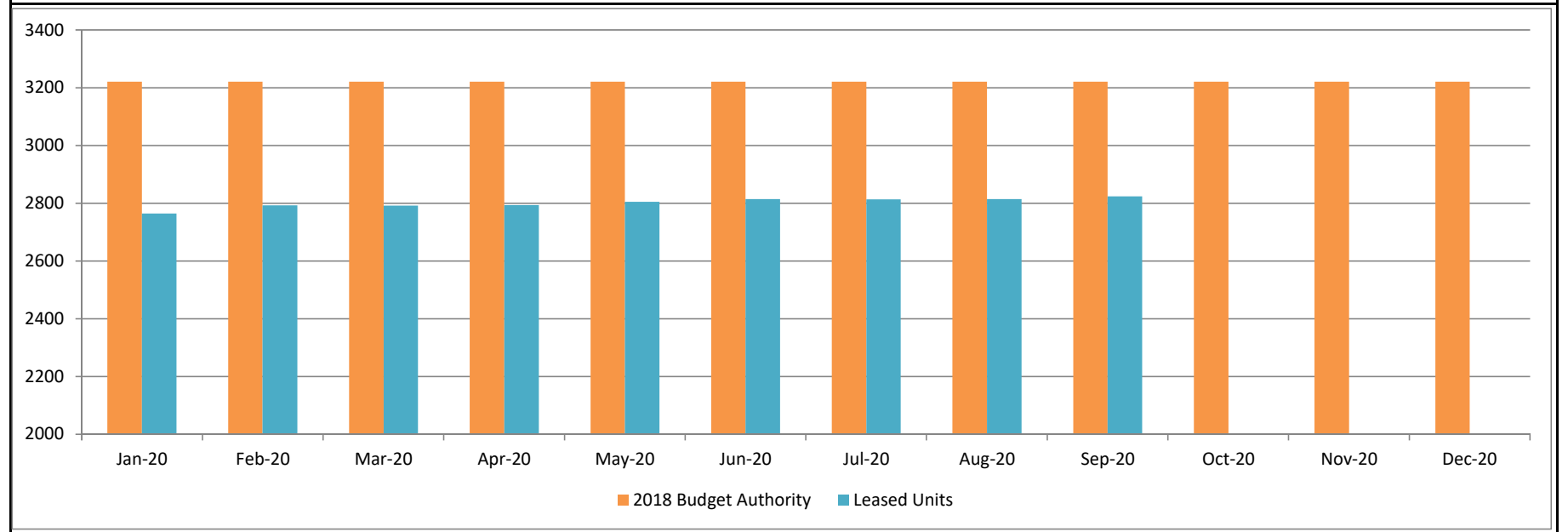
David Nash, Secretary





Asheville Housing Vouchers - September 2020												
Lease-Up								Monthly Processes				
Voucher Program	Total Vouchers	Available to Lease	Leased	Occupancy Rate	Available	Assigned/ Looking		Mobility Moves	Moved In	Moved Out	Inspect	Re-Exam
Project Based - RAD	1429	1391	1355	✓ 97.4%	36			0	13	7	21	117
Project Based - LH	20	20	18	⚠ 90.0%	2			0	0	0	0	1
Tenant Based - VASH	341	337	306	⚠ 90.9%	31	23		0	2	3	16	20
Tenant Based - NED	75	74	71	⚠ 95.9%	3	4		0	5	0	13	9
Tenant Based - Mainstream	28	28	22	✗ 78.6%	6	2		0	2	0	2	1
Tenant Based - Other	1369	1399	1052	✗ 75.2%	347	124		8	0	1	83	79
<b>Total HCVP</b>	<b>3262</b>	<b>3221</b>	<b>2824</b>	✗ <b>87.7%</b>	<b>425</b>	<b>153</b>		<b>8</b>	<b>22</b>	<b>11</b>	<b>135</b>	<b>227</b>

Housing Choice Voucher - Annual Trends													
Program	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Average
2018 Budget Authority	3221	3221	3221	3221	3221	3221	3221	3221	3221	3221	3221	3221	3221
Leased Units	2765	2793	2792	2794	2805	2815	2814	2815	2824				2802
%	86%	87%	87%	87%	87%	87%	87%	87%	88%				87.0%
Wait List	1461	1763	1842	1548	894	1007	1239	1340	1237				1370
HAP Reserve	92,085	16,694	-13,210	176,191	103,134	36,634	(28,912)	(111,306)	423,636				77,216



## Family Self-Sufficiency/Homeownership Report - September 2020

Family Self-Sufficiency Program	Central AVL	Southside	West AVL	North AVL	Tenant-Based	Total
Current FSS Participants	18	57	29	51	108	263
Established FSS Accounts	13	37	16	34	73	173
FSS Account Balances	\$34,241	\$171,589	\$51,446	\$149,383	\$421,082	\$827,741
Total Distributed since 01/2017						\$389,144
Graduates (Since 1/2017)						45
<b>Results and Updates this Month:</b>	We have 1 new participant for the month of September, and 3 new escrow accounts. We had 2 FSS participants graduate! Combined they received over \$29,000!					
Homeownership Program	Central AVL	Southside	West AVL	North AVL	Tenant-Based	Total
Current Homeownership Applicants	4	2	5	1	12	24
Completed Homebuyer Education	1	1	1	1	23	62
Completed All Prerequisites	0	2	1	1	14	18
Under Contract	0	0	1	1	4	6
New Homeowners (this month)	0	0	0	0	0	0
Total Current Homeowners						64
<b>Results and Updates this Month:</b>	5 families on hold with USDA as they await funding, and 1 family scheduled to close with Habitat in October.					

## HACA Revenue/Expense Summary September 2020

Property/Program	Current Month			Calendar Year to Date		
	Actual	Budget	Fav/(Unfav)	Actual	Budget	Fav/(Unfav)
<b>Central Asheville Properties</b>						
<b>Operating Revenue</b>						
Tenant Rent	63,338	62,744	594	561,888	564,698	(2,810)
RAD HAP Subsidy	131,848	140,724	(8,876)	1,215,820	1,266,518	(50,698)
Vacancy Allowance	0	(6,104)	6,104	0	(54,938)	54,938
Other Revenue	7,505	7,623	(117)	50,023	68,603	(18,579)
<b>Total Operating Revenue</b>	<b>202,691</b>	<b>204,987</b>	<b>(2,295)</b>	<b>1,827,731</b>	<b>1,844,880</b>	<b>(17,149)</b>
<b>Operating Expenses</b>						
Administrative	36,883	34,127	(2,756)	288,890	307,140	18,250
Tenant Services	4,553	3,858	(694)	24,360	34,725	10,365
Utilities	34,947	30,245	(4,702)	271,624	272,205	581
Maintenance	94,329	80,573	(13,756)	671,792	725,153	53,361
Protective Services	4,218	8,000	3,782	61,545	72,000	10,455
COVID Related	5,311	0	(5,311)	31,507	0	(31,507)
Other Expenses	9,844	18,018	8,174	148,111	162,165	14,054
<b>Subtotal Operating Expenses</b>	<b>190,085</b>	<b>174,821</b>	<b>(15,264)</b>	<b>1,497,829</b>	<b>1,573,388</b>	<b>75,558</b>
Capital Outlays	0	0	0	425	0	425
Replacement Reserve Deposit	32,750	32,750	0	294,750	294,750	0
<b>Net Revenue</b>	<b>(20,144)</b>	<b>(2,584)</b>	<b>(17,560)</b>	<b>34,727</b>	<b>(23,258)</b>	<b>57,985</b>
Strategic Reserve	0	3,250	(3,250)	0	29,250	(29,250)
<b>Net Revenue After Set Aside</b>	<b>(20,144)</b>	<b>666</b>	<b>(20,810)</b>	<b>34,727</b>	<b>5,993</b>	<b>28,735</b>

<b>Southside Properties</b>						
<b>Operating Revenue</b>						
Tenant Rent	58,077	63,624	(5,547)	559,052	572,618	(13,566)
RAD HAP Subsidy	167,604	162,782	4,822	1,475,636	1,465,035	10,601
Vacancy Allowance	0	(6,793)	6,793	0	(61,133)	61,133
Other Revenue	3,895	4,148	(253)	14,589	37,328	(22,738)
<b>Total Revenue</b>	<b>229,576</b>	<b>223,761</b>	<b>5,815</b>	<b>2,049,277</b>	<b>2,013,848</b>	<b>35,430</b>
<b>Operating Expenses</b>						
Administrative	47,524	45,558	(1,965)	397,913	410,025	12,112
Tenant Services	8,254	2,977	(5,277)	61,717	26,790	(34,927)
Utilities	64,196	47,575	(16,621)	497,946	428,175	(69,771)
Maintenance	66,743	75,561	8,818	576,537	680,048	103,510
Protective Services	1,912	6,418	4,505	49,400	57,758	8,357
COVID Related	5,437	0	(5,437)	29,356	0	(29,356)
Other Expenses	8,123	14,996	6,873	98,308	134,963	36,655
<b>Subtotal Operating Expenses</b>	<b>202,188</b>	<b>193,084</b>	<b>(9,104)</b>	<b>1,711,178</b>	<b>1,737,758</b>	<b>26,579</b>
Capital Outlay	0	0	0	0	0	0
Replacement Reserve Deposit	29,002	29,002	0	261,015	261,015	0
<b>Net Revenue</b>	<b>(1,614)</b>	<b>1,675</b>	<b>(3,289)</b>	<b>77,084</b>	<b>27,290</b>	<b>49,794</b>
Strategic Reserve	0	(1,083)	1,083	0	(9,750)	9,750
<b>Net Revenue After Set Aside</b>	<b>(1,614)</b>	<b>592</b>	<b>(2,206)</b>	<b>77,084</b>	<b>17,540</b>	<b>59,544</b>

HACA Revenue/Expense Summary September 2020						
Property/Program	Current Month			Calendar Year to Date		
	Actual	Budget	Fav/(Unfav)	Actual	Budget	Fav/(Unfav)
<b>West Asheville Properties</b>						
<b>Operating Revenue</b>						
Tenant Rent	58,221	65,445	(7,224)	551,647	589,005	(37,358)
RAD HAP Subsidy	264,737	262,305	2,432	2,349,780	2,360,745	(10,965)
Vacancy Allowance	0	(9,833)	9,833	0	(88,493)	88,493
Other Revenue	3,187	8,916	(5,729)	59,722	80,243	(20,521)
<b>Total Revenue</b>	<b>326,145</b>	<b>326,833</b>	<b>(688)</b>	<b>2,961,149</b>	<b>2,941,500</b>	<b>19,649</b>
<b>Operating Expenses</b>						
Administrative	65,401	61,589	(3,812)	512,798	554,303	41,504
Tenant Services	861	4,433	3,572	10,755	39,900	29,145
Utilities	61,094	68,158	7,064	636,855	613,425	(23,430)
Maintenance	99,254	112,085	12,831	823,290	1,008,765	185,475
Protective Services	6,163	9,754	3,591	76,523	87,788	11,264
COVID Related	1,596	0	(1,596)	15,256	0	(15,256)
Other Expenses	10,064	20,846	10,782	154,612	187,613	33,001
<b>Subtotal Operating Expenses</b>	<b>244,434</b>	<b>276,866</b>	<b>32,432</b>	<b>2,230,089</b>	<b>2,491,793</b>	<b>261,703</b>
Capital Outlay	0	0	0	0	0	0
Replacement Reserve Deposit	28,066	28,066	(0)	252,592	252,593	(0)
<b>Net Revenue</b>	<b>53,645</b>	<b>21,902</b>	<b>31,744</b>	<b>478,467</b>	<b>197,115</b>	<b>281,352</b>
Strategic Reserve	0	(21,250)	21,250	0	(191,250)	191,250
<b>Net Revenue After Set Aside</b>	<b>53,645</b>	<b>652</b>	<b>52,994</b>	<b>478,467</b>	<b>5,865</b>	<b>472,602</b>
<b>North Asheville Properties</b>						
<b>Operating Revenue</b>						
Tenant Rent	87,978	96,122	(8,144)	819,942	865,095	(45,153)
RAD HAP Subsidy	254,547	248,117	6,430	2,232,207	2,233,050	(843)
Vacancy Allowance	0	(10,328)	10,328	0	(92,948)	92,948
Other Revenue	(645)	8,418	(9,063)	32,731	75,758	(43,027)
<b>Total Revenue</b>	<b>341,880</b>	<b>342,328</b>	<b>(449)</b>	<b>3,084,879</b>	<b>3,080,955</b>	<b>3,924</b>
<b>Operating Expenses</b>						
Administrative	69,637	64,373	(5,263)	549,239	579,360	30,121
Tenant Services-incl HCEP	1,081	10,256	9,175	9,606	92,303	82,697
Utilities	120,142	64,673	(55,468)	748,359	582,060	(166,299)
Maintenance	108,025	99,921	(8,104)	802,624	899,288	96,663
Protective Services	570	9,498	8,929	72,674	85,485	12,811
COVID Related	1,401	0	(1,401)	12,313	0	(12,313)
Other Expenses	14,676	21,361	6,684	156,426	192,248	35,822
<b>Subtotal Operating Expenses</b>	<b>315,532</b>	<b>270,083</b>	<b>(45,450)</b>	<b>2,351,241</b>	<b>2,430,743</b>	<b>79,501</b>
Capital Outlay	0	0	0	0	0	0
Replacement Reserve Deposit	46,783	46,783	0	421,043	421,043	0
<b>Net Revenue</b>	<b>(20,435)</b>	<b>25,463</b>	<b>(45,898)</b>	<b>312,596</b>	<b>229,170</b>	<b>83,426</b>
Strategic Reserve	0	(24,833)	24,833	0	(223,500)	223,500
<b>Net Revenue After Set Aside</b>	<b>(20,435)</b>	<b>630</b>	<b>(21,065)</b>	<b>312,596</b>	<b>5,670</b>	<b>306,926</b>
<b>RAD Properties Net Revenue</b>	<b>11,452</b>	<b>46,456</b>	<b>(35,004)</b>	<b>902,873</b>	<b>430,317</b>	<b>472,556</b>
<b>Net Revenue After Set Aside</b>	<b>11,452</b>	<b>2,539</b>	<b>8,913</b>	<b>902,873</b>	<b>35,067</b>	<b>867,806</b>

HACA Revenue/Expense Summary September 2020						
Property/Program	Current Month			Calendar Year to Date		
	Actual	Budget	Fav/(Unfav)	Actual	Budget	Fav/(Unfav)
<b>Housing Choice Voucher Program</b>						
<b>Operating Revenues</b>						
Section 8 Admin. Fee Income	144,077	145,857	(1,780)	1,294,520	1,312,710	(18,190)
FSS Grant	11,599	10,699	900	111,225	96,293	14,932
Other Revenue	92,281	1,724	90,557	473,361	15,518	457,844
Total Revenue	247,957	158,280	89,677	1,879,106	1,424,520	454,586
<b>Operating Expenses</b>						
Administrative	136,349	119,955	(16,394)	1,055,029	1,079,595	24,566
Tenant Services - FSS	35,193	30,460	(4,733)	247,788	274,140	26,352
Maintenance	152	225	73	2,103	2,025	(78)
COVID Related	34,997	0	(34,997)	124,784	0	(124,784)
Other Expenses	2,687	9,657	6,969	50,922	86,910	35,988
Subtotal Operating Expenses	209,378	160,297	(49,081)	1,480,625	1,442,670	(37,955)
Fund Balance	0	2,667	(2,667)	0	24,000	(24,000)
<b>Net Operating Revenue</b>	<b>38,580</b>	<b>650</b>	<b>37,930</b>	<b>398,480</b>	<b>5,850</b>	<b>392,630</b>
<b>Housing Assistance Payment Funds</b>						
Revenue	2,087,711	1,769,083	318,628	16,434,158	15,921,750	512,408
Expense	1,889,405	1,769,083	120,322	16,267,456	15,921,750	345,706
Net HAP	198,306	0	198,306	166,702	0	166,702
<b>HACA Central Management</b>						
<b>Operating Revenue</b>						
RAD Property Management Fees	96,310	97,013	(703)	867,288	873,113	(5,824)
PH/HCVF/Other Mgmt/Bkcp Fees	75,597	54,893	20,704	681,838	494,033	187,805
Other Revenue	34,618	20,113	14,505	915,560	181,020	734,540
Total Revenue	206,524	172,018	34,506	2,464,686	1,548,165	916,521
<b>Operating Expenses</b>						
Administrative	167,153	108,233	(58,920)	1,078,648	974,100	(104,548)
Tenant Services	0	7,383	7,383	1,915	66,450	64,535
Utilities	11,291	6,808	(4,484)	89,697	61,268	(28,429)
Maintenance	31,514	12,081	(19,433)	191,780	108,728	(83,052)
COVID Related	3,730	0	(3,730)	34,220	0	(34,220)
Other Expenses	4,813	11,919	7,106	61,033	107,273	46,240
Subtotal Operating Expenses	218,502	146,424	(72,078)	1,457,291	1,317,818	(139,474)
Capital Outlay - Edington	19,436	25,000	5,564	577,145	225,000	352,145
Fund Balance	0	(12,500)	(12,500)	0	(112,500)	112,500
Loan to MCAH	0	12,500	12,500	0	112,500	(112,500)
<b>HACA Central Management-Net Rev</b>	<b>(31,414)</b>	<b>594</b>	<b>(32,008)</b>	<b>430,250</b>	<b>5,348</b>	<b>424,903</b>

We continue to focus on Staff and Tenant Relations.

- Senior Staff attended a Customer Service Seminar with Mark Dickerson from ACS
- Managers and their Teams will also be attending this seminar

### Bartlett/Aston/Altamont

- We have painted all stairwell walls, ceiling and handrails
- We have put out 12 yds. of white gravel around the perimeter of building
- We have painted all gates and trim inside and out
- We have painted all handrail on front of building
- We have trimmed all of the large trees in the courtyard
- Assistant manager is out on leave. Evette and Yvonne is covering the office on all 2 sites.

### Southside

- Continuing to partner with City on Paving and sidewalk replacement/repairs. We have started concrete repair and paving in Livingston
- We have partnered with Asheville Greenworks. We have 35 trees, with a mix of Large and Small maturing varieties.

#### Large (green stars)

White Oak  
Red Oak  
Sugar Maple  
River Birch  
Sycamore

#### Small (blue stars)

Flowering Dogwood  
Serviceberry  
Redbud

Planting date Saturday Nov 7<sup>th</sup>

### Woodfin

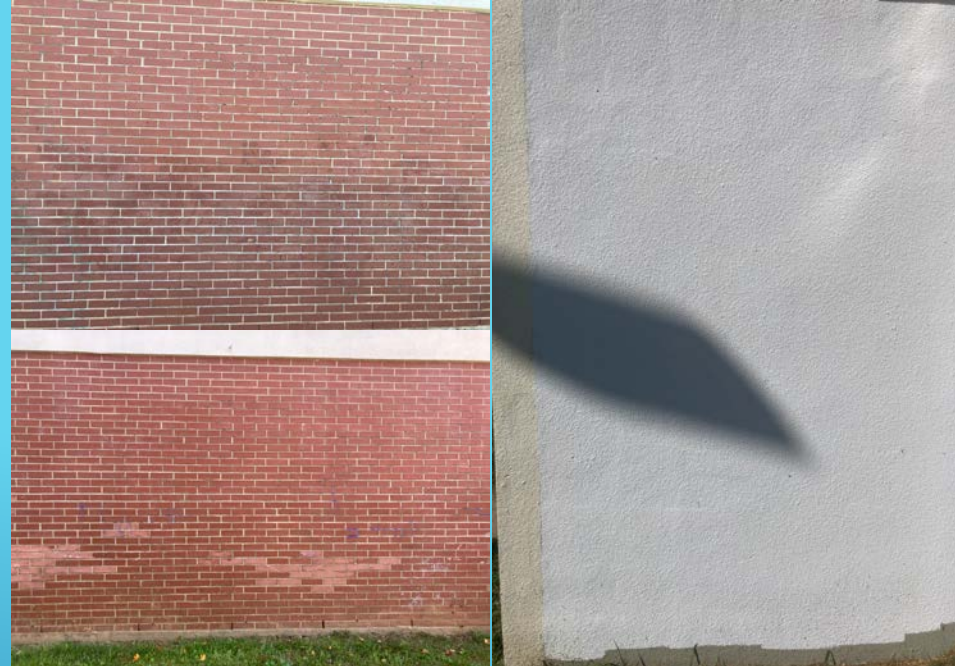
- We have stabilized the fascia. Architects/Engineers are currently working on a plan for repair.



➤ Before



After



# GRAFFITI REMOVAL AND OTHER PROJECTS

HILLCREST (PLAYGROUND/ORCHARD FENCE TREE TRIM, RES. COUNCIL  
WEEKEND TRASH PICK UP/WOOD RESTORATION )

# ATTENTION RESIDENT

WANT A CHANCE TO WIN A

**\$500 VISA GIFT CARD???**

Work with your *Community Census Assistant* to complete

the **2020 CENSUS!!!!**

\*To Protect your **PRIVACY**, NO Household Details will be provided to DEVELOPMENT OFFICES. Managers WILL ONLY make contact with the Household to confirm that the Census was **COMPLETED\***

✓ Receive a **Raffle Ticket** once the Census has been  
**COMPLETED AND SUBMITTED!!!**

Already completed the Census and still want a Raffle Ticket??? No problem...Inform your *Community Census Assistant*

**For a Chance to WIN!!!**

NOTE: Your Community Census Assistant will be going door to door. There may also be other Census Workers surveying our properties who are not affiliated with the Housing Authority or this \$500 Gift Card Incentive. If you decline to complete the survey, please be courteous in doing so. Remember, you are still eligible for a Raffle Ticket if you've already completed the survey. Raffle contest will last through September 30<sup>th</sup> 2020.

**MAKE YOUR COUNT, COUNT!!!!!! COMPLETE THE 2020 CENSUS**

**MAKE YOUR COUNT, COUNT!!!!!! COMPLETE THE 2020 CENSUS**

## HACA/BUNCOMBE/DHT CENSUS PARTNERSHIP

- \*2020 CENSUS HAS CONCLUDED\*
- Final Census Date: October 15, 2020
- People Counted: 224 Total (153 Units surveyed)
  - August 2020: 41 counted
  - September 2020: 37 counted
  - October 2020: 68 and 78 counted
  - Raffle to take place in November 2020



## HACA CORONAVIRUS RESPONSE

Managing a Public Housing Authority in ordinary times presents certain challenges. But when the Coronavirus Pandemic took hold of the country at the beginning of the year, a swift and strategic response to a new set of challenges was required by the Leadership at AHA. We have taken the following actions to date:

- 03/16/2020 Mobilized the COVID-19 Action Team made up of HACA Leadership
- 03/16/2020 Volunteers and staff made and provided reusable (cloth) mask for HACA staff
- 03/16/2020 HACA partnered with area agencies in order to provide PPE for not only staff but for residents
- 03/18/2020 HACA enacted a Well-check protocol in which staff called residents to check on their wellbeing and their need for resources
- 03/23/2020 Leadership made the decision to close all HACA offices to the general public; closed to the public but open for business
- 03/23/2020 Leadership made the decision and preparations to have non-essential staff work remotely
- 03/25/2020 HACA Board of Directors passed motions that enabled HACA to transfer non-federal funds to acquire equipment and transition operations of the Southside Kitchen to establish a crisis kitchen as a response to the Coronavirus crisis.
- 03/30/2020 Developments continued Manna Bank food distribution with safety protocols and social distancing in mind in order to continue to provide this needed food resource to residents
- 03/31/2020 Partnered with the City to curtail unlawful gatherings within the developments; an educational flyer was distributed by a team of HACA staff and APD.
- 04/01/2020 Distributed HACA Newsletter with ED address to residents concerning the pandemic
- 04/06/2020 Assisted in marketing WRES efforts to speak to the community through a leader's panel around the importance of social distancing
- 04/08/2020 Partnered with COA task force in implementing a reporting protocol of residents that have COVID-19 symptoms in an effort to mitigate spread with early detection
- 04/09/2020 HACA in partnership with Buncombe County's Safety and Justice Initiative executed Operation Easter Egg. Pre-packaged Easter Eggs were delivered to the developments for families with children in an effort to encourage families to Easter Egg Hunt at home as opposed to unlawful social gathering for these activities
- 04/15/2020 Began considering offsite quarantine options should the need present itself
- 04/20/2020 Partnered with local farmers and chefs in the We Give A Share program to provide fresh vegetables to the Southside Kitchen's efforts to provide meals to AHA residents; Over \$100,000 has been raised through generous donors
- 04/22/2020 HACA Board of Directors passed motions that enabled HACA to enact supplemental benefits for employees, self-certification of wages for residents, postponement of biennial inspections, and authorized the ED to implement additional policy waivers
- 04/27/2020 Partnered with ABIPA to provide mask and cleaning supplies to our residents
- 04/27/2020 HACA's work through Southside Kitchen's was profiled in Scene magazine from the AC-T. Cedric, a maintenance employee was shown representing the maintenance/delivery staff on the cover

- 04/27/2020 HACA continued to provide resources to staff by way of additional hand sanitizer/booties; made available for frontline staff (maintenance) that have to go into units
- 04/27/2020 HACA enacted a work hour reduction protocol, having no effect on the earned wages of the employees, in an effort to continue to support staff
- 05/01/2020 Friendly reminder to residents regarding Rent policy and their responsibility toward
- 05/01/2020 Continued coordination with Buncombe County Health Department, COA, Dogwood Health, and Pisgah Legal to get information, data, best practices, and resources to the residents and employees of AHA
- 05/11/2020 Partnered with Buncombe County Government and Western North Carolina Community Health Services to offer community-based COVID-19 testing for residents in HACA developments
- 05/18/2020 Partnered with Mt. Zion Development Corporation to get Mental Health information and resources to residents
- 5/26/2020 Discussions/planning has begun as to how we begin the process of re-opening offices for business. We start the consideration now in preparation for the Phase 3 reopening at the end of June.
- 5/26/2020 COVID-19 Testing Site held at Deaverview Apartments
- 6/02/2020 COVID-19 Testing Site held at Klondyke Apartments
- 6/03/2020 COVID-19 Testing Site held at Pisgah View Apartments
- 6/08/2020 COVID-19 Testing Site held at the Central Office for HACA staff and related staff
- 6/15/2020 COVID-19 Testing Site held at the Central Office for Aston Park Tower residents and HACA staff that were unable to be tested on 6/08/2020
- 6/23/2020 COVID-19 Testing Site held at Altamont Apartments for Altamont, Woodfin and Homeward Bound staff
- 6/24/2020 COVID-19 Testing Site held at Asheville Terrace Apartments; additional testing scheduled for 6/25/2020
- 6/24/2020 Received social distancing, and COVID building protocol signage for Re-Opening preparations
- 6/29/2020 Provided/completed COVID-19 testing at all of HACA developments. Provided managers with Buncombe County's permanent testing sites for resident and employee information.
- 6/29/2020 Continued efforts around resident Well-checks; large family developments on a once per week call schedule; multi-unit buildings with large concentrations of residents, particularly Elderly and Disabled will continue on the twice per week schedule. Staff is asked to report any illness; COVID-related or otherwise immediately. Ill residents were offered meals through Southside Kitchen
- 6/29/2020 HACA leadership began discussions around HQS inspections, if and how that roll-out happens pending HUD's decision regarding waivers
- 7/01/2020 After discussions with staff about their feedback from residents, it was decided that all developments would go to a once per week call schedule for resident Well-checks.
- 7/02/2020 Meeting with leadership and managers around HQS and if/ how that roll-out happens after receiving guidance from HUD regarding waivers
- 7/08/2020 A weekly meeting has been set for managers for COVID and re-opening updates; scheduled to begin 7/15/2020
- 8/2020 Continued to meet weekly with Senior Leadership and site managers to consider our work in light of Covid-19

- 8/2020 Staff continues to work remotely; CARES Act funds were utilized to purchase new devices (laptops) to aid in connectivity and work efficiency
- 8/2020 Continued to prepare for re-opening by securing PPE and COVID protocol signage to equip management offices
- 8/2020 Continued to provide meals for residents through Southside Kitchen
- 8/2020 Partnering with ACS to provide space in our community centers for remote learning hubs for HACA residents/students
- 9/2020 Staff prepared and distributed 30-day notices for non-payment after the lifting of the CARES Act eviction moratorium through HUD; there has not been any eviction filings for non-payment
- 9/2020 Staff continues to work with residents, providing information and finding resources to address unpaid rent. A resource list was made available to residents to access assistance
- 9/2020 Staff continued resident well-checks specifically inquiring about the desire/need for additional testing, connectivity for residents/students, and any food shortages
- 9/2020 Staff was made aware of a newly issued eviction moratorium by the CDC; evictions for non-payment are once again on hold
- 9/2020 Began discussion and made a plan to resume HQS/preventative maintenance inspections in an effort to address backlog since COVID and coming current within on year of the coronavirus economic shutdown
- 9/2020 Re-opening supplies were made available for staff in preparation for possible re-opening if allowed by the Governor in October
- 9/2020 Coordination with ACS staff to prepare community centers/volunteers for remote learning PODS
- 10/2020 HQS inspections have resumed; maintenance staff are using COVID-19 protocol and practices when entering residents' homes
- 10/2020 Though we have not reopened to the public, site managers have received and installed signage specific to COVID-19 social distancing protocol in preparation for re-opening
- 10/2020 Continued efforts with restocking and stocking up on PPE supplies
- 10/2020 Continued partnership with ACS to facilitate remote learning PODS in our community centers at the Edington Center and Hillcrest; children's mask inventory has been made available to those sites
- 10/2020 Staff has researched and will purchase a back-pack disinfectant in order to more effectively sanitize/disinfect highly populated spaces such as PODS
- 10/2020 Continued efforts to check on the wellbeing of residents through Well-checks
- 10/2020 Continued to offer meals to residents through the Southside Kitchen affected by COVID-19
- 10/2020 Currently collaborating with WNCCHS to provide further testing for residents and staff; looking at the second week in November for site-wide testing