



Asheville Housing Authority
Regular Meeting of the Board of Commissioners
September 23, 2020, 6:00 p.m.
Central Office, 165 S. French Broad Ave., Asheville, NC 28801

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**

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

▪ **Approval of the August 26, 2020 Meeting Minutes**

▪ **Bills and Communications**

- HUD Moving to Work Expansion
- Woodfin Apartments Parapet Report

▪ **Report of the Secretary**

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

- **New Business**
- **Unfinished Business**
- **Public Comment**
- **Adjournment**

No Work Session

Because there are no action items this month, there will be no Work Session. The regular meeting will start at 6:00 pm.



Asheville Housing Authority Commission Meeting Minutes August 26, 2020

I. Work Session

The work session was held in the Board Room, facilitated by a Zoom meeting to stay within state occupancy limits, starting at 5:07 pm. The following Commissioners were present: Chair Cassandra Wells, Tilman Jackson, Gene Bell, Amy Kemp, and Jennifer Pickering. Chair Cassandra Wells called the work session to order.

David Nash discussed agenda item #1: Process for Reviewing Board of Commissioners Applications for the Mayor. The Commissioners reviewed a copy of the drafted policy included with the board packet. It was agreed that the policy was clear and concise; and would be voted upon during the regular meeting.

David Nash discussed agenda item #2: RAD Contract Rent Inflation Adjustment for 2020. David explained that this started when we shifted to RAD, which allows us to get a steady amount from HUD with an inflation adjustment of the federal subsidy every year. For 95% of the tenants this will only affect their Housing Assistance Payment. That is the part increasing, not the tenant portion calculated from their income. This is the same time of adjustment that we did for Lee Walker Heights in the spring, covering the other RAD properties at their contract renewal date on December 1.

Djuana Swann discussed agenda item #3: Potential Exercise of Right of First Refusal to Purchase 98 Eastview Avenue. The owner of this unit had a contract to sell in the spring, which did not go through, but has found another buyer. The unit will be occupied by a disabled individual who meets the income qualifications. It will be purchased by the individual's mother, who also meets the income qualifications, as a home for her disabled daughter. In this case there is no Right of First Refusal since the owner is low income. She can purchase it but has to lease it to a low-income individual, which in this situation would be her daughter. Djuana also provided an overview regarding Eastview properties and their ownership opportunities.

David Nash discussed a new agenda item #4: Amending the Housing Choice Voucher Program Landlord Incentives. Staff find that it would be helpful to use COVID funds to pay application fees for HCV participants moving from PBV units to tenant-based homes. The application fees are usually \$25 - \$50 dollars per property. This is an incentive for landlords to consider more of our applicants. The Board has already approved other landlord incentives and if approved, this will be added to the list.

David Nash discussed the unfinished business; Gene Bell provided a brief update on the PEAK Academy's progress. Representatives from the PEAK Academy presented to the board at the July meeting. PEAK Academy is interested in space in the Edington Center because of the location to community and the demographics of the area. The Lonnie Burton Center or Pisgah View Head Start center might also be a location that could work for the academy as a common space. David reminded the commissioners that the academy is only requesting approval for staff to assist with finding possible space for the academy, not a final decision to lease them space.

Work Session ended at: 6:03 pm.

II. Regular Meeting - Call to order

Chair Cassandra Wells called the regular meeting of the Board of Commissioners to order at **6:03 pm on Wednesday, August 26, 2020** at the Central Office Board Room, 165 S. French Broad Ave., Asheville, NC 28801. The meeting was facilitated via a Zoom Meeting due to COVID-19. Board members and some staff were present in the Board Room, while others participated by Zoom. Teresa Jenkins conducted the roll call. The following Commissioners were present: Chair Cassandra Wells, Vice Chair Jennifer Pickering, Member Tilman Jackson, Member Amy Kemp, and Member Gene Bell.

III. Approval of minutes from last meeting

Amy Kemp made a motion, seconded by **Gene Bell**, 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

Shaunda Sandford introduced Dr. Gene Freeman, Superintendent of the Asheville City Schools as well as Kidada Wynn, ACS Student Services Coordinator. They provided a presentation on the school district's commitment to providing safe education to the children within the school district, especially children in low-income areas. Shaunda Sandford presented on the education P.O.D.S (Positive Opportunities to Develop Success) in the community and development centers around the city. There are about 22 sites to house the P.O.D.S for small groups of kids with residents, volunteers and ACS staff to provide enrichment in their community. The City of Asheville Parks & Recreation will provide free afterschool programming until around 6 pm. There will be free meals, snacks and transportation for the kids. The first P.O.D is opening on Monday with 2-3 being rolled out next week. They will shadow one another so that the transition will be smooth.

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 22 units that were in rehab/hold status, 32 units being prepared for leasing, 6 ready for leasing, and 19 move-ins. The total vacancy days were 605 with an average turn around per unit of 32 days. Bartlett Arms and Altamont apartments had higher average vacancy days due to heavier maintenance and repairs. Hillcrest has 5 units that are almost complete and will be leased soon.

b) Asheville Housing Vouchers

Brandy Woodard provided a brief overview of the voucher program. She reported the monthly Asheville Housing Vouchers report as submitted with the board packet. There are a total of 3262 vouchers, 3221 available to lease, 2814 leased, 440 available, and 99 assigned/looking. There were 5 mobility moves, 20 move-ins, 10 move-outs, 200 inspections, and 193 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 269 participants in the program and 170 escrow accounts. There were 2 new FSS participant enrolled in the month of July, but no new escrow accounts. There has been an increase in participants going back to work. There are 63 homeowners, with 3 participants under contract; 1 is planning to close on a home in October with Habitat for Humanity. There have been delays in the homeownership closing process due to COVID-19.

Additionally, there was no iStart Fresh event for Back to School this year. However, 200 backpacks were delivered to Housing communities and P.O.D.S for students going back to school this year. Finally, a third car has been donated by Working Wheels to a resident in need of reliable transportation.

d) Financial Report

Tom Good reported the financial report as submitted with the board report. He reported that like last month, our efforts to stay on track with budget look good. Overall expenses are in line with the budget. The HCV program is showing a loss for month and year, which will likely change in August due too new guidance from HUD as to how we can use CARES Act funds. Amy Kemp questioned about the shortfalls in HCVP budget. Tom explained the HUD standard distribution of Housing Assistance Payment tend to lag behind increasing needs during an economic crisis such as COVID. We do have funds being held in reserve by HUD, so this, along with the slight short fall in Administrative Fee funds, will likely correct itself by the end of the year.

e) **Coronavirus Update**

Tara Irby reported on the coronavirus response updates presented with the board packet. She reported that HACA continues meeting weekly with management and senior management to address COVID-related concerns. Many staff are still working remotely on an alternating schedule, and we continue to plan for reopening when the Governor allows that. Wellness checks and testing continue. Elderly, disabled, and quarantined residents continue to receive meals. We had another round of testing for approximately 60 employees and all tested negative. As described by Shaunda, we are collaborating with the Asheville City School to provide space for facilitated remote learning through the P.O.D.S.

f) **Residents Council Report**

Shuvonda Harper reported that the Residents Council has also been partnering with the ACS to get the P.O.D.S implemented. My Community Matters students will be a part of the learning P.O.D.S. The curbside and vacancy clean-out crew is working very hard. They are in the process of finding a new truck. Cassandra asked about the truck, and if HACA could assist. David has an idea that he will review regarding aiding the Residents Council.

g) **Edington Center Report**

Shuvonda Harper reported that the hand sanitizing machines are together and PPE is in place for individuals to access when they enter the Edington Center. The kitchen has served approximately 30,000 meals since opening. Last Sunday, a brunch was held in the garden at 2:30 pm. They are planning to have brunch on the 4th Sunday of each month. Mr. Harris had the idea to bring folks into the space. The garden looks great and was recently featured in the paper in a wonderful article.

h) **Property Management Report**

Robert Hooper presented on Safety, Community Policing & Engagement as presented with the packet. He also presented on the 2020 Census. The Housing Authority is assisting with getting individuals in our communities to complete the census. We have hired residents to assist with Census completion. Buncombe County is loaning us laptops to help with the process. Residents that participate are eligible to enter a raffle drawing.

Sheri Guyton reported that on community engagement and capital improvements as reported with the board packet. She reported that wellness checks and food deliveries continue. They continue to conduct site visits and walk the properties to ensure proper maintenance is being completed. She shared that the Housing Authority received a letter from a concerned mother regarding the traffic on Hibernia Street in Southside. The Asheville Police Department conducts patrols of the areas, as well as Housing Authority maintenance staff. Finally, we continue to monitor the grounds and landscaping contracts as they get caught up on the landscaping needs.

Tilman Jackson shared his concerns with the conditions of the stairwells at Bartlett Arms. Staff acknowledged that ongoing concern and agreed to redouble our efforts to ensure the property grounds are clean and safe for residents.

VI. New Business

1) Process for Reviewing Board of Commissioners Applications for to the Mayor.

David Nash explained that this is the procedure which was discussed by the Commissioners last month. David drafted a policy for the process of reviewing candidates and making recommendations to the Mayor for positions on the board.

Amy Kemp made a motion, seconded by **Tilman Jackson** to implement the process for reviewing Board of Commissioners Applications.

The Board voted as follows:

<u>BOARD MEMBERS</u>	<u>VOTE</u>
Ms. Cassandra Wells	Aye
Ms. Amy Kemp	Aye
Ms. Jennifer Pickering	Aye
Mr. Tilman Jackson	Aye
Mr. Gene Bell	Aye

2) RAD Contract Rent Inflation Adjustment 2020.

David Nash explained this is annual inflation adjustment that allows to increase federal subsidy. The tenants rent will continue to be calculated based upon adjusted income. This increase primarily affects the subsidy, and not the tenant share of the rent for the vast majority of tenants who pay rent based on their income. This adjustment will be effective December 1 for all HACA RAD properties except Lee Walker. This year HUD allows a 2.4% increase. At the Board's request, staff agreed to also include a 2.4% increase in the minimum rent, rounded to the nearest dollar.

Jennifer Pickering made a motion, seconded by **Gene Bell** to implement the RAD Contract Rent Inflation Adjustments for 2020, and a proportional increase to the minimum rent rounded to the nearest dollar.

The Board voted as follows:

<u>BOARD MEMBERS</u>	<u>VOTE</u>
Ms. Cassandra Wells	Aye
Ms. Amy Kemp	Aye
Ms. Jennifer Pickering	Aye
Mr. Tilman Jackson	Aye
Mr. Gene Bell	Aye

3) Potential Exercise of Right of First Refusal to Purchase 98 Eastview Avenue.

Djuana Swann shared that the owner of 98 Eastview Avenue received a second offer on this unit. Djuana reviewed the tax returns of the individual for the second offer, and the Right of First Refusal was not triggered, so no action is required by the board. This is just for information no vote required.

4) Approval to Add Payment of Reasonable Application Fees to the CARES Act Landlord Incentives Policy.

David Nash distributed and discussed the CARES Act Landlord Incentives Policy approved by the Board in June. The Housing Authority would like to draft something similar to add to the previous policy which would allow the use of CARES Act funds to assist voucher holders with finding housing by paying the fees associated with the rental application process. With Board approval, we would add this clause to the incentive policy going forward.

Cassandra Wells made a motion, seconded by **Tilman Jackson** to update the Landlord Incentive Policy to include application fee assistance.

The Board voted as follows:

<u>BOARD MEMBERS</u>	<u>VOTE</u>
Ms. Cassandra Wells	Aye
Ms. Amy Kemp	Aye
Ms. Jennifer Pickering	Aye
Mr. Tilman Jackson	Aye
Mr. Gene Bell	Aye

VII. Unfinished Business

1) Consideration of Authorization to Collaborate with the PEAK Academy to Identify a Charter School location on or near HACA Property.

David Nash shared that this was previously discussed in other meetings. There are 3 options in the letter from PEAK Academy for consideration on how best to assist the Academy.

Amy Kemp made a motion, seconded by **Tilman Jackson** to authorize staff to work with the PEAK Academy to identify potential school locations on or near HACA property.

The Board voted as follows:

BOARD MEMBERS

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

VOTE

Nay
Aye
Aye
Aye
Abstain

VIII. Public Comment

None.

IX. Adjournment

There being no further business to come before the Board, the meeting adjourned at 7:48pm. The next meeting will be held at 6:00 pm on September 23, 2020 at Asheville Housing Authority Central Office, 165 S. French Broad Avenue, Asheville, NC 28801.

Cassandra Wells, Chair

ATTEST:

David Nash, Secretary

Stepped Rent Model

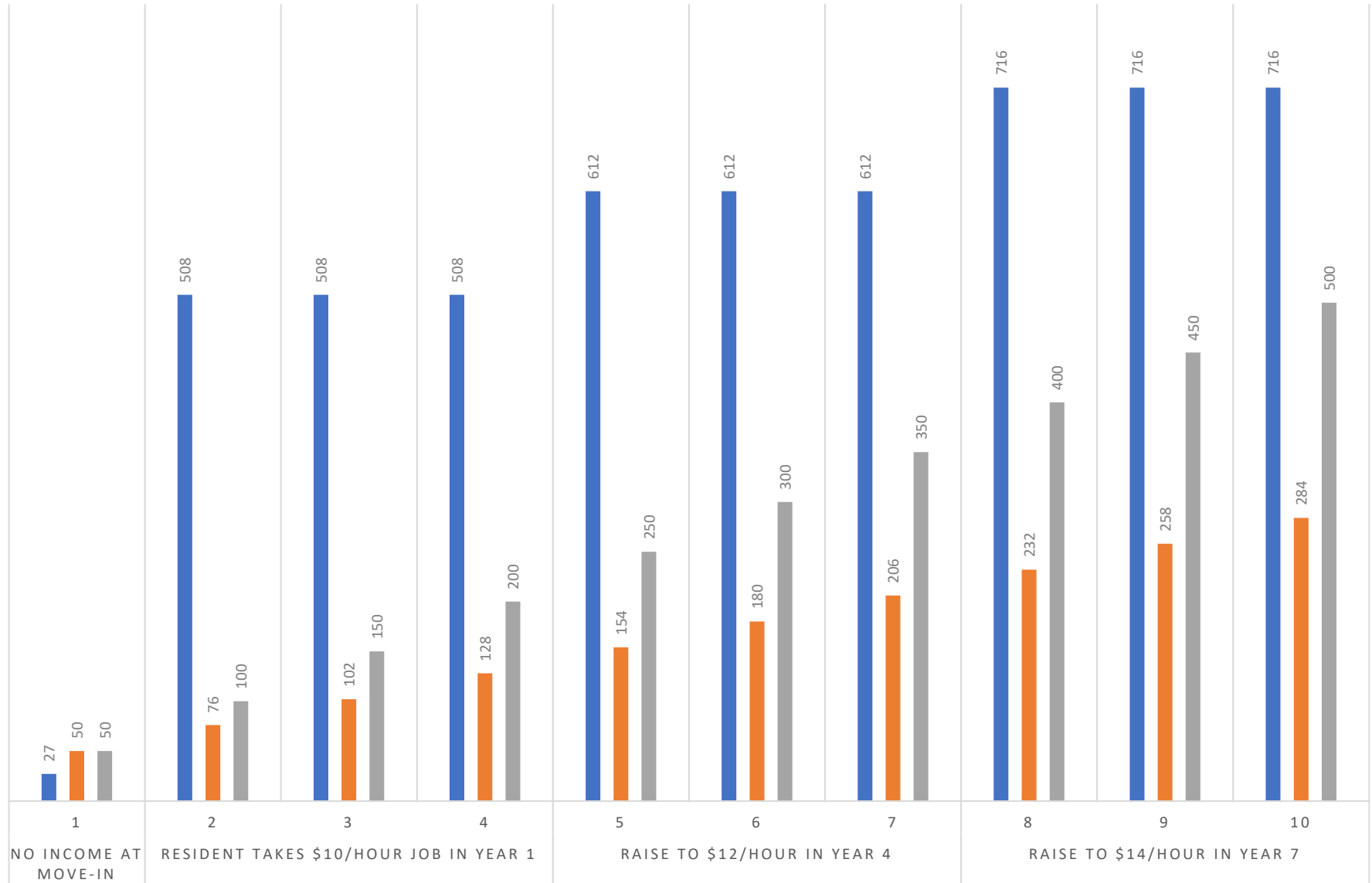
	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
2020 Fair Market Rent	\$ 1,039	\$ 1,045	\$ 1,255	\$ 1,717	\$ 2,203
Minimum Rent Increase (2%)	\$ 21	\$ 21	\$ 26	\$ 35	\$ 45
Maximum Rent Increase (4%)	\$ 41	\$ 41	\$ 50	\$ 68	\$ 88

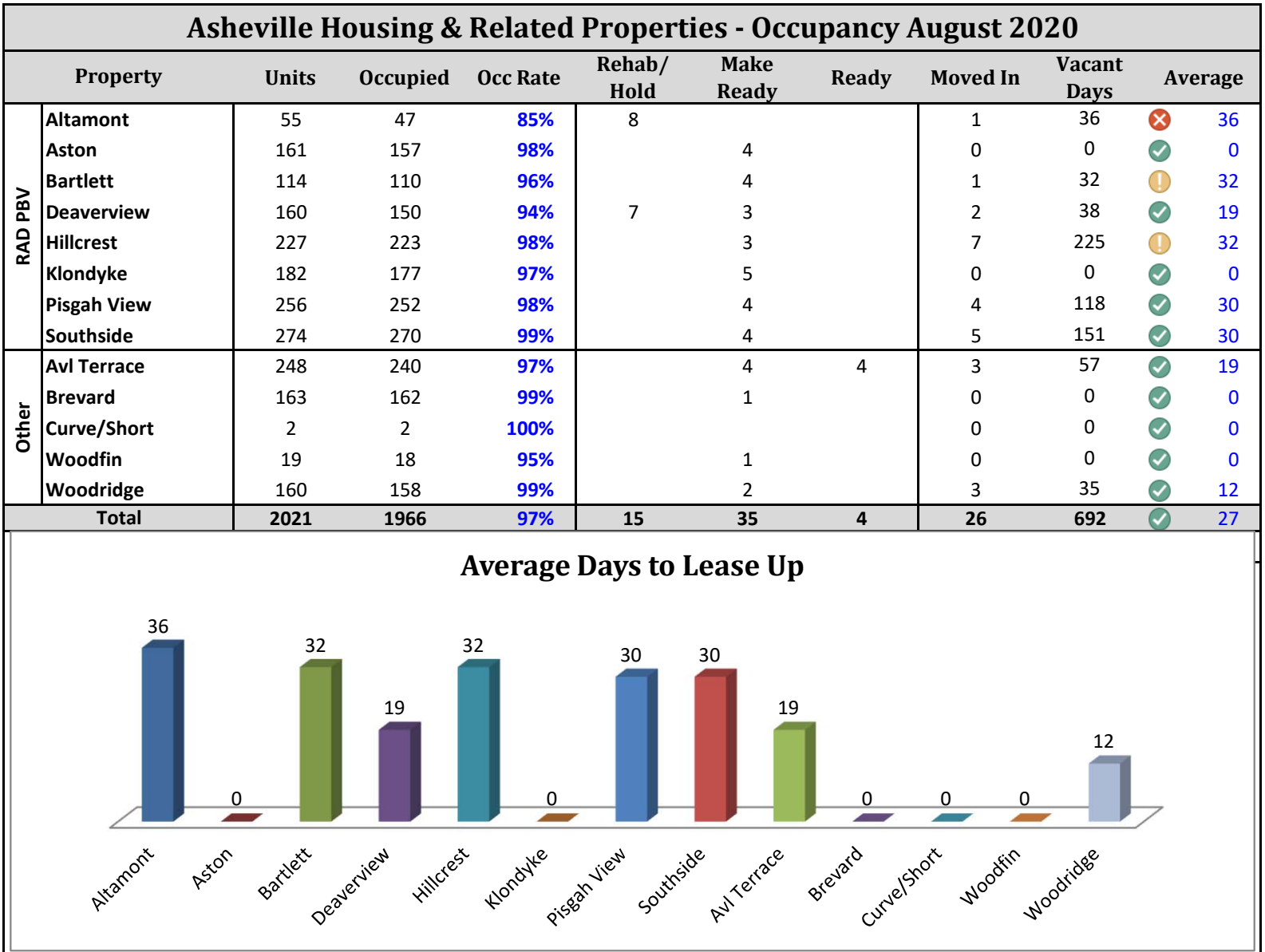
Comparison - Income vs. Stepped Rent

		Year	Income-Based	Stepped Rent-	
				Minimum	Maximum
No Income at Move-In		1	27	50	50
Resident Takes \$10/Hour Job in Year 1		2	508	76	100
		3	508	102	150
		4	508	128	200
Raise to \$12/Hour in Year 4		5	612	154	250
		6	612	180	300
		7	612	206	350
Raise to \$14/Hour in Year 7		8	716	232	400
		9	716	258	450
		10	716	284	500

COMPARISON - INCOME VS. STEPPED RENT

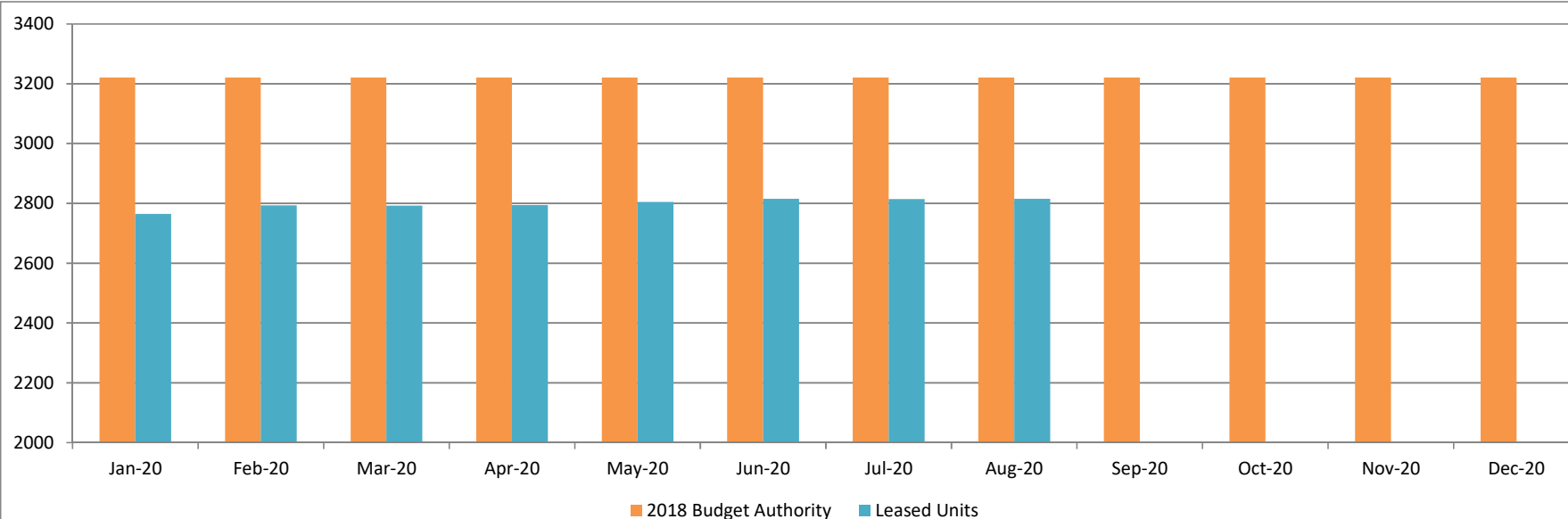
■ Income-Based Rent ■ Stepped Rent- Minimum ■ Stepped Rent- Maximum





Asheville Housing Vouchers - August 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	15	8	22	84
Project Based - LH	20	20	19	🟡 95.0%	1			0	1	0	0	1
Tenant Based - VASH	341	337	307	🔴 91.2%	30	25		0	6	1	28	17
Tenant Based - NED	75	74	67	🔴 90.5%	7	4		0	0	0	10	2
Tenant Based - Mainstream	28	28	19	🔴 67.9%	14	4		0	1	0	1	0
Tenant Based - Other	1369	1399	1048	🔴 74.9%	351	100		6	0	2	96	92
Total HCVP	3262	3221	2815	🔴 87.4%	439	133		6	23	11	157	196

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					2799
%	86%	87%	87%	87%	87%	87%	87%	87%					86.9%
Wait List	1461	1763	1842	1548	894	1007	1239	1340					1387
HAP Reserve	92,085	16,694	-13,210	176,191	103,134	36,634	(28,912)						54,659



Family Self-Sufficiency/Homeownership Report - August 2020

Family Self-Sufficiency Program	Central AVL	Southside	West AVL	North AVL	Tenant-Based	Total
Current FSS Participants	18	57	30	51	108	264
Established FSS Accounts	12	37	16	34	72	171
FSS Account Balances	\$32,858	\$166,421	\$49,735	\$143,668	\$431,615	\$824,297
Total Distributed since 01/2017						\$335,514
Graduates (Since 1/2017)						41
Results and Updates this Month:	We have 1 new participant for the month of August, and 7 new escrow accounts.					
Homeownership Program	Central AVL	Southside	West AVL	North AVL	Tenant-Based	Total
Current Homeownership Applicants	4	7	5	1	9	26
Completed Homebuyer Education	1	0	1	1	23	62
Completed All Prerequisites	0	1	1	1	14	17
Under Contract	0	0	1	1	4	5
New Homeowners (this month)	0	0	0	0	0	0
Total Current Homeowners						63
Results and Updates this Month:	Awaiting closing dates from USDA on 3 participants under contract. 1 participant will be closing on a home through Habitat in October.					

HACA Revenue/Expense Summary August 2020

Property/Program	Current Month			Calendar Year to Date		
	Actual	Budget	Fav/(Unfav)	Actual	Budget	Fav/(Unfav)

Central Asheville Properties

Operating Revenue

Tenant Rent	63,661	62,744	917	498,550	501,953	(3,403)
RAD HAP Subsidy	136,735	140,724	(3,989)	1,083,972	1,125,793	(41,821)
Vacancy Allowance	0	(6,104)	6,104	0	(48,833)	48,833
Other Revenue	3,143	7,623	(4,480)	42,518	60,980	(18,462)
Total Operating Revenue	203,539	204,987	(1,448)	1,625,040	1,639,893	(14,853)

Operating Expenses

Administrative	28,571	34,127	5,556	252,007	273,013	21,007
Tenant Services	1,722	3,858	2,136	19,808	30,867	11,059
Utilities	13,975	30,245	16,270	236,677	241,960	5,283
Maintenance	76,244	80,573	4,329	577,184	644,580	67,396
Protective Services	5,836	8,000	2,164	57,328	64,000	6,672
COVID Related	7,243	0	(7,243)	26,196	0	(26,196)
Other Expenses	10,926	18,018	7,092	138,267	144,147	5,880
Subtotal Operating Expenses	144,518	174,821	30,303	1,307,465	1,398,567	91,102
Capital Outlays	0	0	0	425	0	425
Replacement Reserve Deposit	32,750	32,750	0	262,000	262,000	0
Net Revenue	26,271	(2,584)	28,855	55,150	(20,673)	75,823
Strategic Reserve	0	3,250	(3,250)	0	26,000	(26,000)
Net Revenue After Set Aside	26,271	666	25,605	55,150	5,327	49,823

Southside Properties

Operating Revenue

Tenant Rent	58,167	63,624	(5,457)	500,975	508,993	(8,018)
RAD HAP Subsidy	166,979	162,782	4,197	1,309,600	1,302,253	7,347
Vacancy Allowance	0	(6,793)	6,793	0	(54,340)	54,340
Other Revenue	4,541	4,148	394	12,687	33,180	(20,493)
Total Revenue	229,687	223,761	5,927	1,823,262	1,790,087	33,175

Operating Expenses

Administrative	42,475	45,558	3,083	349,924	364,467	14,543
Tenant Services	9,392	2,977	(6,415)	53,463	23,813	(29,650)
Utilities	76,198	47,575	(28,623)	433,750	380,600	(53,150)
Maintenance	61,097	75,561	14,464	509,766	604,487	94,721
Protective Services	5,936	6,418	482	47,488	51,340	3,852
COVID Related	4,543	0	(4,543)	23,779	0	(23,779)
Other Expenses	9,148	14,996	5,848	90,185	119,967	29,781
Subtotal Operating Expenses	208,789	193,084	(15,705)	1,508,355	1,544,673	36,318
Capital Outlay	0	0	0	0	0	0
Replacement Reserve Deposit	29,002	29,002	0	232,013	232,013	0
Net Revenue	(8,103)	1,675	(9,778)	82,893	27,290	55,604
Strategic Reserve	0	(1,083)	1,083	0	(8,667)	8,667
Net Revenue After Set Aside	(8,103)	592	(8,695)	82,893	18,623	64,270

HACA Revenue/Expense Summary August 2020

Property/Program	Current Month			Calendar Year to Date		
	Actual	Budget	Fav/(Unfav)	Actual	Budget	Fav/(Unfav)
West Asheville Properties						
Operating Revenue						
Tenant Rent	57,687	65,445	(7,758)	493,411	523,560	(30,149)
RAD HAP Subsidy	265,422	262,305	3,117	2,085,031	2,098,440	(13,409)
Vacancy Allowance	0	(9,833)	9,833	0	(78,660)	78,660
Other Revenue	5,858	8,916	(3,058)	56,534	71,327	(14,792)
Total Revenue	328,967	326,833	2,133	2,634,976	2,614,667	20,310
Operating Expenses						
Administrative	52,738	61,589	8,851	447,396	492,713	45,317
Tenant Services	1,749	4,433	2,684	9,894	35,467	25,573
Utilities	71,484	68,158	(3,325)	575,761	545,267	(30,494)
Maintenance	83,914	112,085	28,171	721,484	896,680	175,196
Protective Services	8,795	9,754	959	70,360	78,033	7,673
COVID Related	1,207	0	(1,207)	13,660	0	(13,660)
Other Expenses	12,979	20,846	7,867	144,548	166,767	22,219
Subtotal Operating Expenses	232,865	276,866	44,000	1,983,102	2,214,927	231,824
Capital Outlay	0	0	0	0	0	0
Replacement Reserve Deposit	28,066	28,066	(0)	224,527	224,527	(0)
Net Revenue	68,035	21,902	46,134	427,347	175,213	252,134
Strategic Reserve	0	(21,250)	21,250	0	(170,000)	170,000
Net Revenue After Set Aside	68,035	652	67,384	427,347	5,213	422,134
North Asheville Properties						
Operating Revenue						
Tenant Rent	87,786	96,122	(8,336)	731,964	768,973	(37,010)
RAD HAP Subsidy	251,683	248,117	3,566	1,977,660	1,984,933	(7,273)
Vacancy Allowance	0	(10,328)	10,328	0	(82,620)	82,620
Other Revenue	4,586	8,418	(3,832)	33,376	67,340	(33,964)
Total Revenue	344,055	342,328	1,726	2,743,000	2,738,627	4,373
Operating Expenses						
Administrative	55,046	64,373	9,327	479,602	514,987	35,384
Tenant Services-incl HCEP	1,870	10,256	8,386	8,525	82,047	73,522
Utilities	57,983	64,673	6,691	628,218	517,387	(110,831)
Maintenance	84,722	99,921	15,199	694,599	799,367	104,767
Protective Services	9,013	9,498	485	72,104	75,987	3,883
COVID Related	1,714	0	(1,714)	10,912	0	(10,912)
Other Expenses	16,362	21,361	4,999	141,749	170,887	29,138
Subtotal Operating Expenses	226,710	270,083	43,373	2,035,709	2,160,660	124,951
Capital Outlay	0	0	0	0	0	0
Replacement Reserve Deposit	46,783	46,783	0	374,260	374,260	0
Net Revenue	70,562	25,463	45,099	333,031	203,707	129,324
Strategic Reserve	0	(24,833)	24,833	0	(198,667)	198,667
Net Revenue After Set Aside	70,562	630	69,932	333,031	5,040	327,991
RAD Properties Net Revenue	156,765	46,456	110,310	898,422	385,536	512,885
Net Revenue After Set Aside	156,765	2,539	154,226	898,422	34,203	864,219

HACA Revenue/Expense Summary August 2020

Property/Program	Current Month			Calendar Year to Date		
	Actual	Budget	Fav/(Unfav)	Actual	Budget	Fav/(Unfav)

Housing Choice Voucher Program

Operating Revenues						
Section 8 Admin. Fee Income	143,625	145,857	(2,232)	1,156,398	1,166,853	(10,455)
FSS Grant	11,599	10,699	900	99,625	85,593	14,032
Other Revenue	108,356	1,724	106,632	374,829	13,793	361,036
Total Revenue	263,581	158,280	105,301	1,630,852	1,266,240	364,612
Operating Expenses						
Administrative	110,572	119,955	9,383	917,890	959,640	41,750
Tenant Services - FSS	19,781	30,460	10,679	217,395	243,680	26,285
Maintenance	282	225	(57)	1,952	1,800	(152)
COVID Related	40,858	0	(40,858)	89,787	0	(89,787)
Other Expenses	2,687	9,657	6,969	48,234	77,253	29,019
Subtotal Operating Expenses	174,179	160,297	(13,882)	1,275,259	1,282,373	7,114
Fund Balance	0	2,667	(2,667)	0	21,333	(21,333)
Net Operating Revenue	89,401	650	88,751	355,593	5,200	350,393

Housing Assistance Payment Funds

Revenue	1,762,643	1,769,083	(6,440)	14,025,347	14,152,667	(127,320)
Expense	1,848,789	1,769,083	79,706	14,378,051	14,152,667	225,384
Net HAP	(86,146)	0	(86,146)	(352,704)	0	(352,704)

HACA Central Management

Operating Revenue						
RAD Property Management Fee:	96,251	97,013	(761)	770,979	776,100	(5,121)
PH/HCVF/Other Mgmt/Bkkp Fee	85,613	54,893	30,720	606,241	439,140	167,101
Other Revenue	31,074	20,113	10,960	880,942	160,907	720,036
Total Revenue	212,938	172,018	40,919	2,258,162	1,376,147	882,015
Operating Expenses						
Administrative	115,503	108,233	(7,269)	929,337	865,867	(63,470)
Tenant Services	0	7,383	7,383	1,915	59,067	57,152
Utilities	6,441	6,808	366	78,405	54,460	(23,945)
Maintenance	23,785	12,081	(11,704)	160,261	96,647	(63,614)
COVID Related	3,979	0	(3,979)	30,419	0	(30,419)
Other Expenses	4,410	11,919	7,509	56,056	95,353	39,297
Subtotal Operating Expenses	154,118	146,424	(7,694)	1,256,394	1,171,393	(85,000)
Capital Outlay - Edington	19,436	25,000	5,564	556,162	200,000	356,162
Fund Balance	0	(12,500)	(12,500)	0	(100,000)	100,000
Loan to MCAH	0	12,500	12,500	0	100,000	(100,000)
HACA Central Management-Net Rev	39,384	594	38,789	445,606	4,753	440,853

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

GETTING BACK TO THE BASICS

Conduct business by our commitment to our core values:

- Compassion
- Equity
- Openness
- Fairness
- Respect
- Patience
- Integrity

Focus on Tenant Relations

- Our intention is not to have any evictions when the ban is lifted.
- Work with tenants and outside agencies to establish resources for delinquent rent and bring their rent current.
- Work the tenants with TPA's (Tenant Payment Agreements)
- Be firm-but fair and consistent

Focus on Staff

- Accountability
- Training and Professional Development
- Reward Staff with Incentives for Performance
- Goal Setting
- Performance Measures
- Communication

SAFETY, COMMUNITY POLICING & ENGAGEMENT

- Hillcrest Camera Replacement
- Klondyke Traffic-Engineering Review
- Pisgah View – Complaints at PVA Community Center
- Community Engagement – APD distributes recently donated Kick Balls and Soccer Balls

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 30th 2020.

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

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

HACA/BUNCOMBE/DHT CENSUS PARTNERSHIP

- Residents paid to do Census Work
- Technology provided by Buncombe County
- Residents will receive a raffle ticket for completing Census
- Census count extended to September 30th, 2020