



ASHEVILLE HOUSING AUTHORITY
165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

Executive Progress Report to the Board of Commissioners For Wednesday, July 24, 2024

Mission: The Mission of the Housing Authority of the City of Asheville 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.

Purpose of this Report: This report is designed to keep the Board of Commissioners, Residents and Staff informed about the business of the HACA. It includes the monthly report for the month of **June 2024** and is shared publicly to encourage transparency in the operations of the HACA. This document will be presented monthly to the Board of Commissioners, by the President and CEO.

Executive Summary

Status of Child Care RFP – Three responsive responsible bidders have advanced in the RFP process. Currently, the lease agreements for the respective buildings have been forwarded to our attorneys and are in process. The awardees and their respective locations are as follows:

Site	Successful Respondent
Burton Center	Christine Avery Academy
Edington Center	P.E.A.K. Academy
Hillcrest	Community Action Opportunities Head Start
Pisgahview	Community Action Opportunities Head Start

The HACA staff is taking several steps to prepare for the new tenants to occupy the Edington Center.

1. Preparing the new Southside Management office. Unit 230 is being taken off-line and updated including painting, carpentry, flooring, etc.
2. Updating the old Homeward Bound office for additional administrative space at Aston Towers
3. Relocate the Resident Services offices to the lower level of the Edington Center
4. Repairs and upgrades to the Edington Center

The timeline for access to the Edington Center for the P.E.A.K. will be in phases with administrative space accessible beginning July 22, 2024. The summer youth program ends August 16th, when we anticipate P.E.A.K. setting up their classrooms.

Internet Access for Residents

The previous government supported internet program has concluded and there is no replacement program or funding in place. Staff has been in touch with Land of Sky and they



ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

have recommended internet providers that offer affordable internet service for modest income households.

Community Partnerships

Over the past few months, the focus of our community partnerships has centered around areas of vulnerability in our housing continuum including supporting the development of more affordable housing County and City as well as community stakeholders. Likewise, building partnerships that support community initiatives upholds our pursuit of social, educational and economic equity in our communities has been critical. Key accomplishments include the following:

1. Joining the CoC Board. The Continuum of Care is comprised of community stakeholders, non-profit organizations and leaders in local municipal entities. Attending regular meetings allows me to interact with community partners and build relationships that will be key to growing the HACA's role in providing quality housing throughout Buncombe County.
2. Joining the Racial Equity Committee to lend a housing voice to the discussion regarding how we can establish racial equity in the justice system.

HCVP Waiting List Opening Update

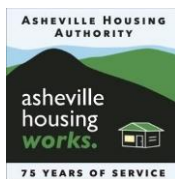
The Housing Choice Voucher waiting list remains closed. The staff have actively been pulling applicants from the waiting list and offering them the opportunity to obtain housing with the HACA. The HACA is moving to an electronic application process. When the e-applications are ready, the waiting list will be reopened. Yardi experienced difficulties with the programming of the RentCafe system due to the unexpected complexity of the HACA waiting lists. The system had duplicates on the waiting list. Once the anomalies were discovered, staff reviewed the list, identified the duplicates, and Yardi took the next steps to complete the application. Next steps are as follows:

1. Staff training – HCVP staff have been trained on the changes – This is an ongoing process for staff because it is a departure from current practices
2. Partner Training – External partners who work with special populations will be trained on the new application.
3. Public Notice – Notice of the new application process and the opening of the waitlist will be published.
4. The application link will be accessible from the HACA website.
5. The anticipated opening date is before the end of August.

Vacancy Rate

The vacancy rate of the HACA is higher than we would like to see. The HACA has never stopped processing applicants; sending out letters, meeting with applicants, processing background checks, offering units, etc. Since February 1, 2024, the HACA staff has sent out over 1,300 letters for applicants with an appointment to come in and turn in their paperwork. Staff have identified that our process can be improved. Our vacancy rate improvement plan is as follows:

1. Once applicants are selected, names and contact information will be sent to managers based on the bedroom needs identified at the time of application.
2. Management will reach out, let the applicant know what units they have available and if the



ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

- applicant is interested in that unit, they will collect the required documents on the checklist.
3. Once the applicant information is complete, the manager will send the packet to admissions to complete the background check and confirm the tenant rent amount.
 4. Managers will be allowed to stage a unit on their site, take pictures and market units online on rental websites.
 5. New applicants can select which site they would prefer to live in, up to 3 sites. This will mitigate the occurrence of applicants turning down units because it is not where they want to live.
 6. First ready, first served. Upon receipt of the letter that they have been pulled from the waiting list, and the applicant turns in all required documents, the staff will run their background check, calculate their rent, and process them for immediate occupancy.

Staffing

One of my objectives since becoming the CEO of the Housing Authority is to hire qualified staff, retain existing staff, prepare a new employee handbook, and create an administrative infrastructure that includes forms practices and procedures used to run the day-to-day operations of the organization. The hiring and retention of qualified staff is one of the biggest challenges I have faced. I immediately began hiring for critical positions including Human Resources Director, Procurement and Contracts Manager, Housing Specialists, Maintenance Mechanics, etc.

The following includes the new hires and terminations to date.

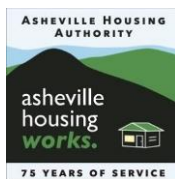
New Hires

- 3 – Accountants
- 1 – Accounting Assistant
- 2 – Administrative Assistants
- 2 – Assistant Site Managers
- 3 – Community Health Workers
- 3 – Custodians
- 1 – Director IT
- 1 – IT Specialist
- 1 – Director HR
- 3 – Executive Assistants
- 3 – FSS Coordinators
- 5 – Housing Support Specialists
- 7 – General Laborers
- 10 – Maintenance Mechanics
- 1 – Paralegal
- 1 – Procurement & Contracts Manager
- 4 – Protective Service Specialists
- 1 – Resident Trainee
- 4 – Site Managers
- 1 – Compliance & Audit Specialist
- 39 – Youth Program Assistants

96 - TOTAL

Terminations

- | | |
|---------------------------|--------------------------------------|
| 2 – Accountants | Voluntary – (1 Resigned & 1 Retired) |
| 1 – Accountant | Voluntary – Retired |
| 1 – Accounting Assistant | Voluntary – Health Reasons |
| 1 – Admissions Specialist | Voluntary – Other Employment |



ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

1 – Assistant Site Manager	Voluntary – Other Employment
1 – COO	Involuntary – Not a Fit
1 – Co-Director HCVP	Involuntary – Policy Violation
4 – Housing Support Specialist	Voluntary – Other Employment
1 – Housing Support Specialist	Voluntary – Moved
2 – General Laborer	Involuntary – (1 Policy Violation & 1 Deceased)
1 – General Laborer	Voluntary – Moved
1 – HR Manager	Voluntary – Returned to School
2 – Lead Maintenance Mechanic	Voluntary – (1 Moved & 1 Retired)
1 – Lead Maintenance Mechanic	Involuntary – Policy Violation
2 – Maintenance Mechanic	Voluntary – Other Employment
4 – Maintenance Mechanic	Involuntary – (3 Policy Violation & 1 Job Abandonment)
2 – Site Manager	Voluntary – (1 Other Employment – 1 Health)
1 – Move to Work Coordinator	Voluntary – Other Employment
3 – Protective Service Specialist	Voluntary – (1 Moved & 2 – Other Employment)
2 – Protective Service Specialist	Involuntary – (Failure to Perform Job Duties)
1 – Painter	Voluntary – Health Reasons
1 – Project Manager	Voluntary – Retired
2 – Executive Assistant	Involuntary – (1 Policy Violation & 1 Job Abandonment)
1 – Custodian	Involuntary – Policy Violation
2 – Custodian	Voluntary – (1 Health Reasons & 1 Moved)
1 – Community Health Worker	Involuntary – Policy Violation
1 – FSS Coordinator	Voluntary – Other Employment
6 – Youth Program Assistant	Voluntary – Other Employment
2 – Youth Program Assistant	Involuntary – Policy Violation
51 - TOTAL	
Summary: (34 – Voluntary	17 – Involuntary)

Employee Retention Efforts

The following have either been implemented or is in the process of being implemented to recruit and retain the staff at the Housing Authority of the City of Asheville:

- Improve Healthcare Benefits
- Hiring qualified and experienced staff with an increased focus on the hiring process
- Increased wages to keep up with the increasing cost of living in the Asheville area
- Supplemental payments to staff
- Investing in staff by offering job related training
- Encouraging departments to organize team building activities
- Additional paid Holidays and emphasizing the importance of work/life balance
- Employee referral program
- Encouraging a culture of open communication
- Implementing an annual employee performance review program with merit and COL increase

Our goal is to listen to the needs of our employees to make the Housing Authority of the City of Asheville a desired place to work!



ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

Internal Process Improvement

Objectives:

1. Recruit and Retain Quality Employees
2. Strengthen HACA's Financial Well-being
3. Develop Internal Control Protocols

Progress:

Information Technology – The IT department under the leadership of Adina Bianchi has completed the following tasks:

1. Lunch & Learn SharePoint training happened with staff, with more sessions to come
2. Deployment of security and remote assistance software on staff computers
3. Hired IT support specialist and implemented support request ticket system – Brad Henson
4. Updated and replaced many of the outdated office laptops and printers
5. Goals:
 - Have first draft of website redesign done by end of next quarter
 - Move to fully virtual cloud printer server system
 - Consolidate and improve Wifi coverage across site offices
 - Expedite rollout of the RentCafe along with Yardi support team

Compliance and Internal Audit –

Month:	June	To Date		
Number of Claims Filed	Number of Accidents	Type of Incident	Insurance Payout/ Total Amount of Loss	Description
2	1	1-GC Property/Wind; 1-VA	\$3601	No estimate has been made on property claim yet, so total loss has not been calculated. VA was an employee that ran into a fire hydrant. The property damage was due to fallen tree and power outage. Tenants were provided hotel.

Updated: 07/14/2024

WC – Worker's Compensation **VA** – Vehicle Accident Claim **GC** – General Claims (Fire, Property Damage, etc.) **PI** – Personal Injury (Tenant Claim)

The Compliance and Audit specialist is currently working on a policy reminder memorandum for staff who drive HACA vehicles or drive their personal vehicles for housing authority business. Additionally, Ms. Scott, the Compliance and Audit Specialist, is designated to lead our Safety Committee which will begin holding regular meetings soon.



ASHEVILLE HOUSING AUTHORITY
165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

Human Resources

Objectives:

1. Recruit and Retain Quality Employees

Progress (May/June 2024):

1. Hired new Accountant I – Matthew Horner
2. Administrative Assistant – Katelyn Satterfield
3. Assistant Site Manager (Deaverview) – Tia Fletcher
4. Site Manager (Altamont) – Yvette Jones
5. Housing Support Specialist (Eligibility) – Jeremy Powell
6. 2 Maintenance Mechanic (Livingston) Jason Inman; Robert Pearson
7. Information Technology Specialist – Brad Henson
8. Stipend Edington Center - Nathaniel Nance-Sneed
9. 9 Youth Program Assistants
10. Terminated (Involuntary) for Violation of Company Policy – 1 Maintenance Technician
11. Terminated (Voluntary) Relocation, Health, Other – 2 Stipend, 1 Resident Trainee, 1 Youth Program Assistant
12. Interviews Conducted – 30 (June - July)

The RFP for a new payroll process is complete. The contract was signed, and the staff will work with the new firm to plan for the transition and implementation.

Public Safety

Objectives:

1. Communicate more effectively and timely with City and County officials when criminal activities are taking place on the HACA communities
2. Preparing more formal memorandums to document incidents
3. Continue to pursue vehicle parking enforcement

Progress:

The Protective Services Manager has met with APD to determine the process to hire off-duty officers. The implementation target is the month of August. The HACA is proposing to discuss a partnership with Compass Point village and the new day treatment facility on Tunnel Road to take some shared responsibility for the increased crime in the vicinity. The Protective Services Manager has been tasked with those discussions. Lastly, it will be proposed to remove the bus stop enclosure located in front of Asheville Terrace and Pisgahview. This was a successful approach at Aston to alleviate a lot of unwanted activities and loitering in front of our properties.

The escalation in activity as it relates to public safety has continued to happen. Property Managers continue to document homeless encampments, garbage being dumped out of cans, graffiti, etc. There have been complaints regarding trespassing individuals coming on site.

It is the goal of the HACA to pursue eviction, banning individuals who are trespassing or involved in criminal activities, and communicate consistently with law enforcement to support safe communities. The new resident newsletter will also include information to



ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

residents about safety and numbers to call, methods for filing a police report, and how to alert the manager of suspicious activity.

Protective Services:

1. There were 4 people added to the HACA Banned list for various offences.

Community Relations

Objectives:

1. Strong Community Relations
2. Increase Community Awareness

Progress:

1. I attended the Asheville Buncombe Continuum of Care Board meeting and general membership meeting. (member) - A presentation was conducted regarding the Ramada Inn Project. A recommendation was not made to the City of Asheville at this time due to ongoing due diligence.
2. I met with the Assistant City Manager regarding corrections to their Environmental Review Record (ERR) required by HUD. The ERR public notice had to be redone to ensure it complied with the HUD requirements.
3. I informed the City Manager that the HACA had removed all vehicle storage from the lot behind the Central Maintenance building, and removed our fencing, lighting and diesel tank.
4. I spoke with a representative from Congressman Edward's office regarding a constituent who reached out for his assistance on her application process for public housing. Staff followed up with the applicant and I shared that information with the Congressman's office.
5. I attended the Buncombe County Racial Equity Committee Meeting (member)

Resident Participation Activities and Engagement

Objectives:

1. Expand available resources for resident wellbeing (youth and adult services)
2. Provide improved services that support resident self-reliance and economic independence
3. Build better tools for communications with residents

Progress:

1. Resident Councils are being organized at each HACA site. Initial meetings are being held and residents interested in serving in leadership roles are invited to sign up to run. Meetings will be ongoing. Once elections are held, the official Resident Advisory Board will begin regular meetings.
2. The Resident Initiatives Coordinator positions are still open, and if a suitable candidate is found the recruitment will be ongoing.
3. An authority wide newsletter is in development. Information is being gathered and once the template is complete, it will be sent out regularly (no less than quarterly).
4. Resident Services staff continue to assist the Resident Associations to identify eligible

uses and effectively deliver resources and services.

I attended a resident council meeting at the Klondike community. Residents voiced serious concerns about bears and other wild animals including snakes on site, safety, the lack of a sense of community, and the handling of garbage. They expressed that the bear cans work, but some residents don't take them to the curb regularly or leave them at the curbs too long. Lastly, the residents expressed that there are several dogs on site that exceed the weight limits and breed restrictions. Ms. Crane and her team are addressing the residents' concerns.

Resident activities are ongoing. Site clean-ups activities were conducted. New youth transportation vehicles were purchased and fun youth activities are ongoing at the Edington center.



We can't resist a bubble party!

3 New Youth Passenger Vans
are now in service

Klondike residents stop by to chat at Clean Sweep



Residents beautifying their entryways
during Clean Sweep at Livingston.



ASHEVILLE HOUSING AUTHORITY
165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

Vacancy Report – April 2024

• Evictions Totals – updated July 17, 2024	63
Evicted - Criminal Activity	12
Evicted - Lease Violation	0
Evicted - Non-Compliance	3
Evicted - Non-Payment	48
Evicted - Drug Activity	0

When a tenant is evicted, they are locked out usually with 7 days to arrange to retrieve their personal belongings.

• **Ready for Occupancy: 60**

When a unit is “ready for occupancy” that means it is cleaned and the site is waiting to receive the tenant file from admissions. Currently applicants are offered one unit. If they do not accept, they are moved to the end of the list. We are examining the effect of this policy.

• **Assigned File for Move-in: 2**

Assigned file for Move-in means that the site has received a file for a particular unit and they are arranging for the move-in date.

• **Maintenance Turn: 42**

The Maintenance team utilizes a punch list to indicate what needs to be done to prepare a unit for occupancy. Depending on the severity of the unit when it is turned back over to the site when the prior tenancy is terminated. Units in this condition usually need a number of services including painting, holes repaired, windows and general scrubbing.

Accounting Monthly Report – Tara Boestan-Smith, Controller

Objectives:

1. Improve the HACA's financial operations, structure and reporting capability
2. Diversify revenue sources to promote financial sustainability and stability
3. Upgrade HACA's use of technology and develop a strategy for moving toward a paperless environment
4. Ensure work processes and decision-making practices are aligned to support HACA's mission

Progress:

1. The 2023 Audit is underway for Asheville Housing Authority and the final submission of Audit Report to REAC - HUD (Real Estate Assessment Center) is on Monday, September 30, 2024.
 - Since this is our first year of audit using Novogradac, we must submit to the auditors many “base line” reports and processes. For example, we must submit our PHA Five Years and Annual Plan, our Policies and Procedures along with the regular reports such as our Trial Balance, Check register, Payroll reports, Approved Salaries, etc.
 - We have an internal audit team where the team will help the Accounting Department pull out several departmental reports and files, review it, find



ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

answers and make sure the audit process goes smoother.

- The plan is that our auditor, Novogradac, will attend the Board Meeting in September where they will present and answer questions.

2. Asheville Terrace Property – Impact on the budget

- Asheville Terrace is Asheville Housing Authority's subsidiary where many of Asheville HA staff manage Asheville Terrace – from our CEO, Accounting Department to HR department
- The agreement between HUD and Asheville Terrace was ended by 01/31/2024 and Asheville Terrace was already signed the new agreement on January 2024. The contract was delayed due to HUD system's failures. The issue was escalated, and manual entries were requested and completed by HUD. The new agreement was signed and approved by HUD on 04/26/2024.
- During the month of February through the end of May of 2024, Asheville Terrace was operated solely from rent payments and reserve fund since we couldn't make any form 50059 submissions.
- Form 50059 - The way we run Asheville Terrace's Tenant Eligibility and Rent Procedure are little bit different than Asheville HA. Each month Asheville Terrace must **submit form 50059 – Owner's Certification of Compliance with HUD's Tenant Eligibility and Rent Procedures**. Once the form is submitted and approved by HUD, Asheville Terrace receives the subsidies on the 1st working day of the following month.
- Asheville Terrace received February and March subsidies in June 2024 (February 2024 = \$185,885 and March 2024 = \$185,396). In July, Asheville Terrace received \$181,981 for the month of April.
- The Asheville Terrace team completed the reconciliation and then submitted the form 50059 to HUD for May, June and July. The final delayed draw is expected in August.

3. ACH Payments

- Currently we pay our vendors and landlords using either checks or ACH (direct deposit)
- To give a background: Operational side
 - We process approximately 400 invoices and receipts combined per week and cut about 100 checks to pay vendors or about 400 check per month
- Landlord Side
 - We cut approximately 356 checks per month and about 460 ACH per month to pay landlords
- Our plan is to convert the payment method to 95% will be using ACH since the methods will be more efficient and cost and time effective. We start to send forms to our vendors requesting their info so we can update it in our system.

4. Impact of the Vacancies on the Budget

- We currently have 13 vacancies on project-based voucher (pbv) program in June 2024
- Even though the units are vacant, we still must pay the properties for those vacant units until the properties manage to rent those units out.



ASHEVILLE HOUSING AUTHORITY
165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

-
- Our current process is that once Vacancy Loss Eligibility payments are approved, Accounting will make payments to the properties.
 - The vacancies payments would be in the Housing Choice Voucher budget in HAP payment section.

5. Staff Growth

- We hired 2 new staff accountants, Andrea Rearte and Matt Horner, who filled the positions of Accounts Payable and Accounts Receivable.
- The training for the new staff accountants went very well. Both of the new staff were very receptive to the responsibilities and new projects.

Resident Services Monthly Reporting - Shaunda Jackson, Director

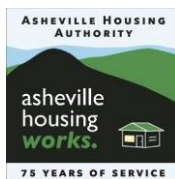
Objectives:

1. Increased resident engagement
2. Continued growth of staff

Progress:

1. We commend our Family Self-Sufficiency program for its outstanding achievements in June. Their dedication and commitment have resulted in the enrollment of seven new participants, providing crucial support and resources to individuals on their journey towards self-sufficiency. Additionally, the program's efforts have empowered three participants to begin escrowing, taking significant steps towards financial independence and stability. Furthermore, we celebrate the remarkable success of four FSS participants who have graduated from the program, demonstrating the transformative impact of their hard work and determination. These accomplishments exemplify the effectiveness and dedication of our Family Self-Sufficiency team in empowering individuals and families to achieve their goals and build a brighter future.
2. **Summer Camps:** The Edington Center, Hillcrest, Pisgahview, and Maplecrest all kick off their summer programs, serving almost 250 children.
3. We are continuing diaper distribution for Pisgah View and Deaverview residents for the month of June. We distributed diapers and wipes to 12 families combined from both sites as well as other HACA properties in partnership with Babies Need Bottoms. I would like to acknowledge employee and participant, Alvin Pickett, for his willingness to participate and engage with the community at any given time. His involvement played a large role in the success of our Summer Kickoff event in Hillcrest. Without question, he offered his assistance and support for anything needed.
4. We would like to acknowledge employee and participant Alvin Pickett for his willingness to participate and engage with the community at any given time. His involvement played a large role in the success of our summer kickoff event in Hillcrest. Without question, he offered his assistance and support for anything needed. Furthermore, we would like to recognize community member Kirk Solomon, who assisted in food preparation during our event. Their support helped carry out the event to the end.
5. We would also like to acknowledge Rhodney Norman for all the long overdue maintenance and repair work at the Edington Center.
6. We continue the engagement with the Asheville Buncombe Food Policy Council, with a focus on residents at Deaverview, and plan information sessions on food literacy, healthy eating, and food deserts. The Council meets bimonthly (virtually).
7. We would like to recognize Andy Boell, HACA Housing Support Specialist, who helps the FSS Team troubleshoot 'problem cases' in Yardi. Andy's expertise in the rent calculation and Yardi process helps us make sure the escrow calculations are corrected as needed. Thank you, Andy!
8. Our partnership with the Appalachian Mobile Health Unit assisted a small group of residents dropping in for a health and wellness check for the month of June. They





ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

served mainly our elderly residents. We continue to coordinate various services during the times of the mobile units being present to promote more health checks with our residents of Pisgah View every other Wednesday.

9. Utilizing and troubleshooting issues with software (e.g., SharePoint) creates some challenges for the staff.
10. Upcoming transition of spaces at the Edington Center to ensure minimal disruption to the children and staff.
11. Edington Center's roof and AC unit repairs are unexpected expenses in our budget.
12. Staff continue to experience difficulties with the Yardi software when attempting to process FSS cases. It generates additional work and exposes escrow calculations to the possibility of inaccuracies. Cases are being retrieved for evaluation, and corrections are being made immediately upon error detection. Yardi has been presented with numerous "technical assistance tickets."
13. Resident Input Sessions at Deaverview (7/17), Pisgahview (7/23) and Central (7/22).
14. Housing Mobility Workshops at Pisgahview (7/30) and Edington Center (8/20). These workshops will offer residents the opportunity to learn more about moving toward homeownership! Community partners will offer credit score checks, access to lenders, and a delicious dinner.

Family Self-Sufficiency Homeownership Report – June 2024

Family Self-Sufficiency/Homeownership Report - June 2024

Family Self-Sufficiency/Homeownership Report - June 2024							
Family Self-Sufficiency Program	Central AVL	Southside	West AVL	Maple Crest	North AVL	Tenant-Based	Total
Current FSS Participants	7	38	28	0	36	137	246
Established FSS Accounts	6	33	17	0	26	101	183
Traditional escrow FSS Account Balances	\$16,028	\$124,184	\$33,182	\$0	\$99,319	\$465,299	\$738,011
Award based escrow FSS Account Balances	\$1,500.00	\$7,564.00	\$1,825.00	\$0.00	\$6,000.00	\$30,405	\$47,294
Total Distributed since 01/2017							\$1,736,629
Graduates (Since 1/2017)							171
Results and Updates this Month:	We had seven new participants in June and three new escrow accounts. We had four graduations in June.						
Homeownership Program	Central AVL	Southside	West AVL	Maple Crest	North AVL	Tenant-Based	Total
Current Homeownership Applicants	4	2	5	0	1	12	24
Completed Homebuyer Education	1	1	1	0	1	25	69
Completed All Prerequisites	0	2	1	0	1	14	18
Under Contract	0	1	0	0	0	0	0
New Homeowners (this month)	0	0	0	0	0	1	1
Total Current Homeowners							78
Total Homeowners to date							88
Results and Updates this Month:	We had one new homeowner in June. We have 2 residents under contract.						



ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

Property Management Monthly Reporting

Evette Smith, Director of Asset Management

Objectives:

1. Maintain attractive, well-manicured properties/ building and quality fleet management
2. Continue to hire qualified staff to fill open positions

Progress:

1. Central Properties

- General operations at all North properties are going well while we continue working on decreasing vacancies turnaround time.
- Central properties are continuing with daily activities of addressing our resident's needs, unit turns, and HQS inspections.
- We had our annual Spring-Cleaning event at Altamont Apartments in June this event gave the residents an opportunity to meet one another and interact with staff, we all worked diligently cleaning and pressure washing the building, tending to the community garden, and planting flowers.
- I would like to welcome Yvette Jones to the HACA team. She will be the Site Manager of Altamont Apartments. Yvette has been in management for 30 years and we are overjoyed to have her.
- For our units that have passed inspection and ready rent, as soon as we receive a move in packet from the resident selection team, we are scheduling the move in immediately to increase our vacancy rate.
 - Maintenance is steadily working on unit turnarounds as we ended the month with twenty-seven vacancies with only five needing to be rent ready.
 - With the arduous work of office staff our delinquency rate is continuing to decrease significantly.
- We are hoping to receive more files for available units in hopes of increasing our vacancy rate.
 - We are dealing with an increase of loitering and criminal activity on the properties we will be adding signage and asking APD to provide more patrols.
- Woodfin Apartments renovation is still in progress.

2. North Properties – Reported by Rhodney Norman

- General operations at all North properties are going well while we continue working on decreasing vacancies turnaround time.
- I'd like to acknowledge the efforts of Management and Maintenance staff as they continue working with great customer service. Everyone from the North Properties assisted the other properties with their Spring Clean events.
- We are continuing to meet our HQS inspection goals along with meeting our unit turnarounds.
- The delay in receiving files for vacant ready units continues to be a concern as we ended the month with twenty-eight vacancies. The longer they stay vacant, we have a higher risk of break-ins creating more damage to the property. We have started requiring on-call maintenance staff to perform weekend checks on empty units to help mitigate.

3. West Properties – Reported by Rhodney Norman



ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

-
- Staff are working hard to be proactive in making sure that work is completed, and potential issues are addressed. Managers are completing housekeeping inspections and addressing and maintenance issues during this time.
 - I'd like to acknowledge Maintenance and grounds of Deaverview and PVA for their perseverance and dedication to the work of serving the residents and the organization every day.
 - West properties staff continue to meet the needs of residents, be fiscally responsible and maintain HACA assets to the best of their abilities.
 - We have seen a slight increase in delinquent rents due to residents failing to complete their annual recertifications. Managers have been busy knocking on doors to encourage residents to get them completed.
4. Southside Properties – Reported by Sheri Guyton
- General operations continue to move forward while taking care of property and resident needs.
 - We continue to concentrate on preparing apartments for move in and improving occupancy while focusing on curb appeal.
 - Southside has added signage to Livingston, Walton and Erskine with flowers and shrubs.
 - We welcomed 2 new team members to Southside.
 - Teresa Brendle is our new Site Manager. She brings a lot of knowledge, energy and wisdom to this position and we are thankful to have her on our team.
 - Robert Pearson brings a lot of maintenance knowledge to the team with his background in construction. We are thrilled to have him at Southside.
 - We welcomed 3 new residents this month.
 - We maintained occupancy while turning 9 vacant apartments to rent ready.
 - Once a move in file is received, we are immediately scheduling move in.
 - We had 9 HQS inspections and 6 re-inspections.
 - Our team worked steadily to complete the issues on deficiencies and met our deadline on receiving a favorable passing score for their efforts.
 - We continue to help residents secure pledges for rent in arrears, we are seeing a slight improvement in delinquent rent this month with less summary ejectments filed.
 - We encourage communication and continue to develop positive relationships with residents.
 - We held our Spring clean-up day for the property on May 18 from 9 am-4pm.
 - Our Southside residents were involved in the clean up to remove unwanted items from their apartments, patios and debris on the grounds.
 - We cleaned all common areas including mailbox clusters. We grilled hotdogs and served nachos and snow cones.
 - A huge shout out to Robert Butler for the design of the flyers and to all of HACA staff and residents that participated.
 - Southside has vacant positions open. We are currently searching for a Maintenance Lead/Technician and a Grounds staff for trash pickup.
 - Staff continue to have dual roles until suitable staff is hired.

Maintenance Monthly Reporting

Rhodney Norman, Director Maintenance

Objectives:

1. Establish centralized maintenance infrastructure
2. Improve work efficiencies and timely completion of work orders

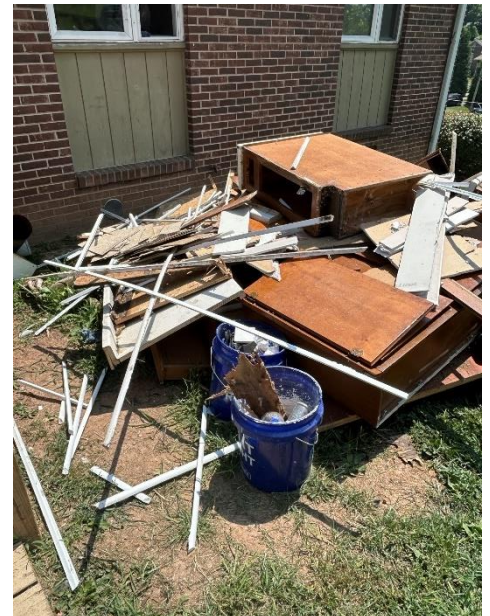
Progress:

1. HACA maintenance department has been moving along steady with daily activities serving our residents and staff.
 - Over the next few months, we will start assessing all properties completed work orders for quality assurance. This entails inspecting work quality and mitigate repeat visits. This is also to ensure that all repairs are done while in the unit, not just the scheduled repairs. We will also be working towards creating a maintenance staff reporting structure for all sites and assessing skill levels.
2. Recently, we had a downed tree hit powerlines in Deaverview causing a power outage. The outage was for 4 days. We were able to house residents affected in a hotel until power was restored.
3. We welcomed 2 new members to our HACA staff this month, Robert Pearson and Jason Inman. They come to us with great knowledge and a maintenance background. I have heard nothing but great reviews, our intentions are to continue adding qualified staff to handle most repairs in-house.



OJ took a second from painting to say hi!

4. Maintenance staff have been instrumental in arranging for the relocation of the Southside Management office and preparing the new offices for the Director of Administration and Aston Management office. The lobby and staff offices are being painted, old cabinets and trash were removed from the unit.



Demolition for the new office.

5. The Aston lobby flooring planning is underway due to the flooring deterioration and buckling



ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

6. Two fire and mold damaged buildings are approved for remediation and are underway.
7. The Edington Center building is being prepared for occupancy. Permits have been pulled to subdivide two of the classrooms. The Mr. Rhodney Norman and his team are hard at work to move the timeline along.
8. Several of the new fleet vehicles have been received, insurance put in place and they are already in use.

HUD Updates

Sheri Guyton, Director Administration

Objectives:

1. Document and Tack all HUD systems and recertification deadlines for users
2. Chart functionality, and identify which staff have access
3. Improve the submission timeline for all Plans and Reports

Progress:

1. The 5-Year Annual Plan application process has begun. Resident input sessions have been planned and are underway.
2. Sheri Guyton has been assigned to this role and has attended HUD training on the 5-Year application process along with the CEO.
3. Ms. Guyton is now included in End of Month HCVP closeout and Audit planning committee meetings
4. End of month tenant reconciliations were completed and approved.



ASHEVILLE HOUSING AUTHORITY
165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

Noele Tackett, Director Housing Choice Voucher Program

General Update – Since our last meeting, HCVP has hired a new Housing Support Specialist and training is underway. In the coming weeks we plan to hire more staff with the goal of providing a more balanced workload for all HCVP team members.

We have been holding weekly training sessions to learn how to complete recertifications, interims, processing of new applications, etc., in Rent Cafe; preparing to go-live with the Yardi portal that will help us in our goal of becoming a paperless agency.

We anticipate full implementation of the Rent Café portal in late August or early September at which time will reopening the project-based, tenant-based and tenant-mobility waiting lists. During the waitlist closure, Admissions has continued to process applications and assign project-based voucher units.

In June 2024, the Housing Choice Voucher Program had the following tenant-based vouchers leased:

- **285 VASH** (VA Supportive Housing) Vouchers - issued by referral only by the VA (+7 lease ups since March)
- **61 NED** (Non-Elderly Disabled) Vouchers - issued by referral only by community partners with MOAs in place with HACA (+1)
- **31 Mainstream Vouchers** - issued by referral only by community partners with MOAs in place with HACA (no change)
- **37 Emergency Housing Vouchers** - issued by referral from CoA CoC, ABCCM, Eliada Homes, Helpmate, and Homeward Bound (-1)
- **7 Foster Youth to Independence** (FYI) Vouchers (no change)
- **10 Enhanced Vouchers** (also known as Tenant Protection Vouchers) - issued at Spruce Hill Apartments (no change)
- **6 Portable Vouchers** - vouchers issued by other PHAs and approved to port (transfer) to HACA (no change)
- **78 Homeowner Vouchers** (no change)
- **4 Tenant Mobility Vouchers** (PBV residents who lived in PBV 1 year+ and moved into private rental market with their TBV)
- **18 Project-Based Vouchers** at LifeHouse

HCV Admissions: Asheville Housing and Related Properties had a combined total of 186 vacancies. Of those vacancies, 29 are in rehab/hold for various reasons, 157 repair makeready for maintenance.

We moved in 19 families between all properties and the average unit turn-around time averaged about 90 days per unit.

There are a total of 294 applicants on the PBV waitlist and 2578 on the TBV waitlist.



ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

Acknowledgements –

HCVP welcomed new Housing Support Specialist, Jeremy Powell to the team.

Ms. Noele Tackett has taken on the Directorship of the HCVP Department. She has supported her team during the transition and has participated in collaborative meetings to streamline the admissions process and secured a contract with a third-party firm to conduct inspections.

Key Indicators –

Meeting/Exceeding Expectations:

During the month of April, Housing Support Specialists completed 224 on-time annual recertifications, and 294 Housing Quality Standards inspections were completed.

Admissions continues to process applications and assign units for PBV lease-up.

Items of Moderate Concern:

HCVP's remaining staff vacancies include:

- one (1) Housing Support Specialist
- one (1) File Clerk
- two (2) Housing Quality Standards (HQS) Inspector
- one (1) Landlord Outreach Coordinator
- HCVP continues to interview new candidates in hopes of filling the remaining vacancies.

Unexpected Anomalies/Areas of Concern

Ensuring program integrity during staffing turnover is an area of concern. The small strategic teams approach has been used to plan for departmental functions and to ensure the Director of HCVP is supported through this transition.

Miscellaneous:

HCVP has continued its training on its Yardi Rent Café portal. All Housing Support Specialists have had weekly training. Current training is focused on recertifications and interim processing. The goal of expanding our Yardi use to include Rent Café' is to improve efficiency by going paperless. The conversion process is anticipated to wrap up in August. Once implemented, Rent Café will offer online applications (including application submission and ability to confirm wait list status), online recertifications, expanded landlord portal, and features such as online rent payments, online maintenance requests, etc., which will help other departments.

As of 07/19/2024 the following progress is reported regarding application files.

There are currently:

- 23 files out to our PBV developments waiting to be leased up,
- 15 of the 23 files have been worked up and sent,
- 18 units have been offered and should be ready for distribution within the week.

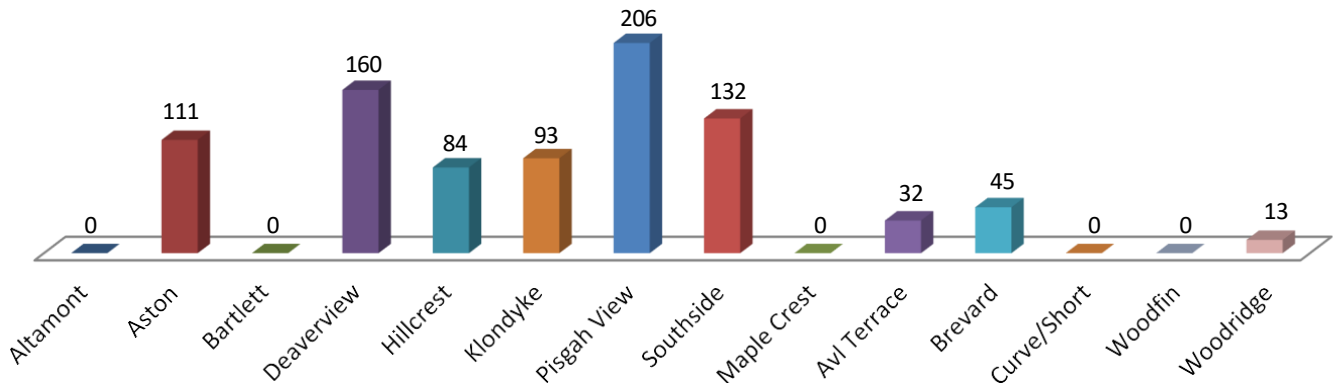


ASHEVILLE HOUSING AUTHORITY
165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

Asheville Housing & Related Properties - Occupancy June 2024

	Property	Units	Occupied	Occ Rate	Rehab/ Hold	Make Ready	Ready	Moved In	Vacant Days	Average
RAD PBV	Altamont	55	52	⚠️ 95%		3		0	0	✓ 0
	Aston	161	148	❌ 92%		13		3	334	❌ 111
	Bartlett	114	101	❌ 89%		13		0	0	✓ 0
	Deaverview	160	134	❌ 84%	7	19		2	320	❌ 160
	Hillcrest	227	205	❌ 90%		22		2	168	❌ 84
	Klondyke	182	175	⚠️ 96%	1	6		1	93	❌ 93
	Pisgah View	256	224	❌ 88%		32		1	206	❌ 206
	Southside	274	256	⚠️ 93%		18		3	396	❌ 132
	Maple Crest	96	85	❌ 89%		11		0	0	✓ 0
Other	Avl Terrace	248	232	⚠️ 94%	1	15		2	63	⚠️ 32
	Brevard	163	159	✓ 98%		4		2	90	⚠️ 45
	Curve/Short	2	1	❌ 50%	1			0	0	✓ 0
	Woodfin	19	0	❌ 0%	19			0	0	✓ 0
	Woodridge	160	159	✓ 99%		1		3	40	✓ 13
Total		2117	1931	❌ 91%	29	157	0	19	1710	❌ 90

Average Days to Lease Up





ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

Asheville Housing Vouchers - June 2024										
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 (HACA Owned & Managed Properties)	1525	1481	1380	93.2%	101	N/A	0	13	11	70 81
Project Based - LIFE House of Asheville (LH vouchers)	20	20	19	95.0%	1	0	0	0	0	3 0
Tenant Based - Regular HCVs	1368	1065	1102	103.5%	-37	74	6	17	1	81 64
Tenant Based - VA Supportive Housing (VASH) Vouchers	366	366	289	79.0%	81	21	0	6	0	21 21
Tenant Based - Non-Elderly Disabled (NED) Vouchers	75	75	58	77.3%	17	4	0	0	0	4 1
Tenant Based - Mainstream Vouchers	37	37	31	83.8%	6	5	0	0	0	0 0
Tenant Based - Emergency Housing Vouchers (EHV)	47	47	36	76.6%	6	0	0	0	0	3 1
Tenant Based - Foster Youth to Independence (FYI) Vouchers	8	8	7	87.5%	1	1	0	0	0	0 0
Tenant Based - Enhanced Vouchers (EVO) - Spruce Hill Apts	13	13	10	76.9%	3	0	0	0	0	1 0
Tenant Based - Portable (Vouchers Ported Out to Other PHAs)	N/A	N/A	6	N/A	0	0	0	0	0	0 0
Tenant Based - Homeownership	N/A	N/A	77	N/A	0	0	0	0	1	1 5
Total HCVP	3459	3112	3015	96.9%	179	105	4	19	13	184 173

Housing Choice Voucher - Annual Trends													
Program	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Average
2023 Available Funds	3112	3112	3112	3112	3112	3112							3112
Leased Units	3055	3015	3015	3015	3015	3015							3022
%	98.2%	96.9%	96.9%	96.9%	96.9%	101.7%							97.1%
Wait List	4025	3483	3487	3178	3178	2869							3370

