

## Executive Progress Report to the Board of Commissioners For Wednesday, August 28, 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 **July 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

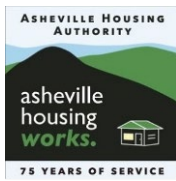
#### Status of Child Care RFP – HACA Working Hard for our Children

The leases for all three responsive and responsible entities have been forwarded to the respective providers. PEAK Academy and Christine Avery Academy responded with comments to the lease and a final version has been sent to both entities. Community Action Opportunities voiced concerns regarding their leases for Hillcrest and Pisgahview and that information has been shared with our attorneys. We have asked for any edits they want to see in the lease and they have not provided them at this time.

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

1. The Southside Management office has been relocated and is now open for business. Signage and exterior improvements are underway.
2. The HACA Resident Services offices have relocated their offices to the lower level of the Edington Center in the old management offices.
3. PEAK is on track for a successful school year which begins August 26<sup>th</sup>, 2024.





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## Internet Access for Residents

The previous government supported internet program has concluded and there is no current program that provides free internet for residents in public housing. Staff has been in touch with Land of Sky and they 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:

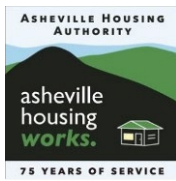
1. Staff training – HCVP staff have been trained on the changes – This is an ongoing process for staff because it is a departure from current practices
2. Partner Training – External partners who work with special populations have been trained on the new application.
3. Public Notice – Notice of the new application process and the opening of the waitlist has been 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

**\*\*\*UPDATE\*\*\***

The electronic application process is ready to go live on August 26<sup>th</sup>, 2024. Flyers are being circulated, and information added to the application page on the HACA website. Community partners will also receive the flyer.

The last applicants for the waitlist are being pulled. The majority of them require one-bedroom



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units. We will make pulls from the waitlist weekly on Monday mornings until we have our vacant units occupied.

**Assessment** – The reasons why our vacancies are so high is four-fold; 1) the conditions of our communities and individual units, 2) using preferences as a pipeline of residents giving the false appearance of stable occupancy, 3) the uniform enforcement of our lease; and 4) a bottleneck in the processing of applicants in the Admissions department. Over the past year the HACA has hired qualified maintenance technicians, ended the preference for households who may not be well housed in our communities, and evicted households who are in violation of our leases. Our next step in the community improvement initiative is to open our waitlist and rapidly process new lease-ups.

For context, 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 1,400 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. **Invert the Admissions Process** – Once applicants are selected, names and contact information will be sent to managers based on the bedroom needs identified at the time of application. This eliminates the bottleneck and gets more staff collecting documents and preparing files.
  - a. Management will reach out, let the applicant know what units they have available and if the applicant is interested in that unit, they will collect the required documents on the checklist.
  - b. 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.
2. **Staging and marketing units** – Managers will be allowed to stage a unit on their site, take pictures and market units online on rental websites. The HACA will put pictures of our units online to attract new applicants.
3. **Site-based waitlist** – New applicants may 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. The previous policy only allowed applicants to one unit offer and households, and if they turned down the unit for any reason, they were kicked out of the process.
4. **Rapid lease-up** – Once applicants are pulled from the waitlist, the 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. I immediately began hiring for critical positions including Human Resources Director, Procurement and Contracts Manager, Director of Information Technology, Housing Specialists, Maintenance Mechanics, etc.

The following includes the new hires and terminations to date.



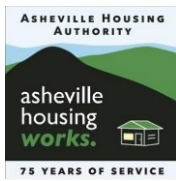
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**New Hires**

- 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** (this number has been updated since July, 2024)

**Terminations**

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



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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:

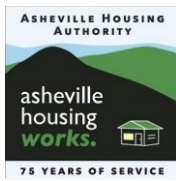
- Improve Healthcare Benefits – **Completed – Blue Cross Blue Shield is now in place.**
- Hiring qualified and experienced staff with an increased focus on the hiring process – **Completed – We are utilizing housing-oriented sites such as NAHRO and large job search engines including Indeed and NC Works to recruit qualified staff. We have been able to attract staff with experience at larger housing authorities who can bring a wealth of experience and expertise to the table. Our new Director of Housing Choice Vouchers and the Director of Finance will begin on September 23, 2024.**
- Increased wages to keep up with the increasing cost of living in the Asheville area – **Completed – This action was taken in 2023 for the current 2024 fiscal year.**
- Supplemental payments to staff – **Completed – in 2023 during a dire staffing shortage, staff in the HCVP department were granted a supplemental payment mid-year, as were staff authority wide at the end of the year.**
- Investing in staff by offering job related training – **Ongoing – staff have been offered and received additional training as part of their professional development. Most recently, ethics training was conducted for management staff. In 2023 the first two rounds of HAZMAT and**
- Encouraging departments to organize team building activities - **Ongoing**
- Additional paid Holidays and emphasizing the importance of work/life balance - **Completed**
- Employee referral program – **Ongoing – Employees are encouraged to refer people who are interested in working for the HACA team. We are still considering a small incentive payment if a referred applicant is hired and retained for six months.**
- Encouraging a culture of open communication – **Ongoing – employees are encouraged to work interdepartmentally to build skills, solve problems and share information.**
- Implementing an annual employee performance review program with merit and COL increase – **Completed – the employee performance receive program is in place for the first time in the HACA 80+ year history.**

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!

## Internal Process Improvement

**Objectives:**

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



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## Progress:

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

1. Website redesign – created staging environment and installed new template
2. Phone system upgrade – collected competitive quotes
3. Set up new office spaces with off-network Wi-Fi and devices as a pilot for decommissioning old network setup

## Impact:

1. Existing website has been updated with open application period information/links. The new design will be ready for testing next month.
2. Replacing the desk phones with Wi-Fi capable phones that we can configure will give us more flexibility and control (they are currently supported by ADNS).
3. Continuing to move new and existing office locations off the local network and onto cloud services will move us closer to decommissioning our on-premises servers by the end of the year.

## Compliance and Internal Audit –

Month:	July	To Date		
Number of Claims Filed	Number of Accidents	Type of Incident	Insurance Payout/ Total Amount of Loss	Description
4	2	<b>VA-2</b> (1-WC), <b>GC-2</b> Property Damage, <b>GC</b> -Theft of Tenant's Personal belongings	\$2662	<b>VA</b> – by HACA employees. 1-ran into fire hydrant while off duty, 1-Hit by high speed police chase. Employee of this accident filed <b>WC</b> . <b>GC-DOL</b> 6/29/24 tree fell reported by Scott Rice on 7/9/24, 7/6/24 water line broke. <b>GC</b> -Tenant alleged that her personal belongings were removed from home. Bids received for 36A damage and results of mold remediation in for 35A&B. \$2662 check received on claim #10410

Updated: Friday, August 23, 2024

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

## Progress:

1. Severely damaged property requiring an appraisal and testing for asbestos and mold

## Impact:

1. Received bids from three vendors to remediate mold from three units.

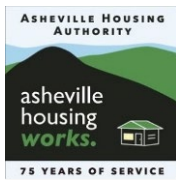
## Human Resources

### Objectives:

1. Recruit and Retain Quality Employees

### Progress (July/August 2024):

1. Administrative Assistant (Pisgahview) – Jasminu Moore
2. Assistant Site Manager (Deaverview) – Tia Fletcher



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3. 2 Cooks Site Manager (Edington Center) Ameran Lattimore, Clarence Robinson
4. 2 Housing Support Specialist – Jamie Choate, Bonnie Campbell
5. 1 Maintenance Mechanic – Kareem McDowell
6. 1 Maintenance Technician – Tyler Buckner
7. 2 Stipend – Jeffrey Poore, Troy Brown
8. 1 Youth Program Assistants
9. Terminated: **(Involuntary - Company Violation)** 1-Maintenance **(Voluntary)** 1-General Laborer (Deceased), 1-HQS Inspector (Moved), 1-Landlord Outreach (Other Employment), 2-Protective Service Specialist (1 Abandoned Job, 1 Other Employment), 1-Fleet/Vehicle Maintenance (Retired), 1-Your Program Assistant (Health Reasons), 1-Resident Trainee (Moved)
10. Interviews Conducted – 38 (July – August 2024)

The new Payroll and HR Company has started the project, and we are in the beginning stages of 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:

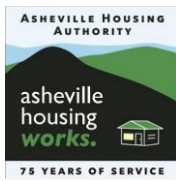
\*\*\*Updated\*\*\*

In a public meeting an APD officer announced, while responding to comments, that APD was in the process of renewing the Housing Unit. That was new and welcome information. I have reached out to APD and hope to sit down with the Chief within the next couple of weeks to discuss a path forward.

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 Sunrise, 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



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involved in criminal activities, and communicate consistently with law enforcement to support safe communities. The new resident newsletter will also include information to residents about safety and numbers to call, methods for filing a police report, and how to alert the manager of suspicious activity.

### Protective Services:

#### Progress:

1. One full Time PSS has been added to the team
2. Communication has opened with APD
3. A schedule has been developed for Off Duty Police Officers
4. There were 16 added to the banned list in the month of July, for various offences

#### Impact:

1. We now have daytime Protective Service coverage at Asheville Terrace
2. APD has agreed to pick up patrols on HACA Properties
3. The schedule developed has been sent over to the Sheriff's Department for bid on site.
4. Inquiries have been made to the ABTech Police Department and plans to reach out to the UNC-A Police Department are underway.

## Community Relations

#### Objectives:

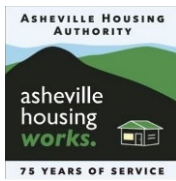
1. Strong Community Relations
2. Increase Community Awareness

#### Progress:

\*\*\*UPDATE\*\*\*

1. I attended the August CoC Board meeting and general membership meeting where there was a 6/7 vote split on whether to recommend that the City Council approve the new developer to move forward with the project. The decision was made to move forward with the recommendation. There were serious concerns regarding the viability of the proposal and the apparent lack of community outreach when the project came before the Board. Previously, a recommendation was not made to the City of Asheville due to ongoing due diligence.
2. I spoke at the Appalachian Leadership Institute to discuss housing and community development. It was a great opportunity to learn what is happening in other communities and share what the HACA is doing to further housing in Asheville.
3. I worked with the developers of Meribel, Laurel Woods and Lakeshore Villas to ensure all SLR documents can be uploaded to the shared HUD file folders. Laurel Woods is still working on their materials, but the other two are uploaded and with HUD to review.
4. 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.
5. I informed the City Manager that the HACA had removed all vehicle storage from the lot





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behind the Central Maintenance building, and removed our fencing, lighting and diesel tank.

6. 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.
7. I met with Congressman Edwards and expressed our continued work including our intentions to pursue a Choice Neighborhoods Planning Grant for the Deaverview Redevelopment in concert with the City of Asheville.
8. 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. 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).
3. The Resident Initiatives Coordinator positions are still open, and if a suitable candidate is found the recruitment will be ongoing.
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 Resident services has had a summer of fun youth activities at the Edington center.



3 New Youth Passenger Vans are now in service

We can't resist a bubble party!

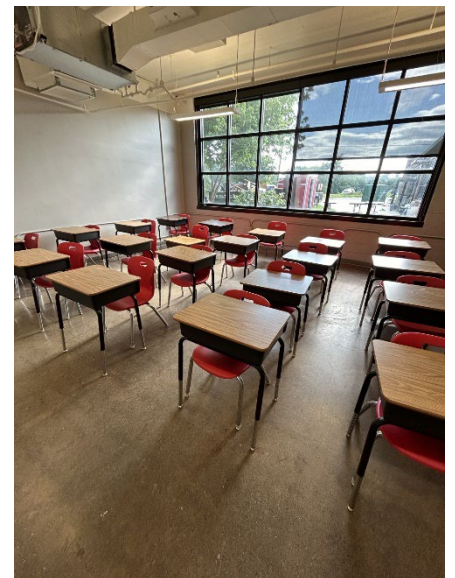
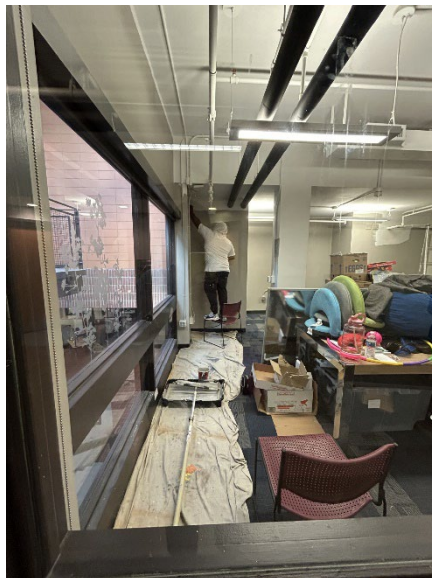


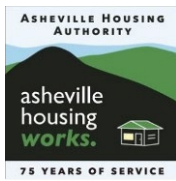
Klondike residents stop by to chat at Clean Sweep

Residents beautified their entryways during Clean Sweep at Livingston.



Getting Edington Center ready for school!





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## Vacancy Report – August 2024

• Evictions Totals – updated August 21, 2024	<b>39</b>
Evicted - Criminal Activity	<b>9</b>
Evicted - Lease Violation	<b>0</b>
Evicted - Non-Compliance	<b>0</b>
Evicted - Non-Payment	<b>30</b>
Evicted - Drug Activity	<b>0</b>

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

• Ready for Occupancy: 48

When a unit is “ready for occupancy” that means it is cleaned and the site is waiting to receive the tenant file from admissions. The site Managers and Maintenance staff have conducted re-inspections of all vacant units to assess readiness for move-in.

• Assigned File for Move-in: 13

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: 27

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 still underway for Asheville Housing Authority.
  - The auditor, Novogradac, conducted an on-site audit on August 13 and August 14.
  - The Housing Authority of the City of Asheville provided the auditors with the requested files for them to be audited.
  - The due date for Audit Report submission to REAC is September 30, 2024.
2. The escheatment process begins. Escheat process refers to the process that HACA takes to reconcile of all issued checks that have not been cashed out by the recipient's following a standard period of time.
  - We contacted every recipients of the uncashed checks via letters and phone calls



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- We will reissue the checks if the recipients respond to the letters and calls.
- The recipients needed to be able to prove that they were the owners of the checks by providing us their government ID
- If the recipients didn't respond by October 15, 2024, we would send the fund to the State of NC, and they needed to contact State of NC directly if they wanted to receive the fund after that due date.

**Impact:**

1. The Housing Authority of the City of Asheville uses the Accrual Accounting method. Accrual accounting is an accounting method in which all expenses are booked in the month incurred. Due to our accrual accounting method, we have three (3) payrolls in the month of July. Even though the 3rd payroll had a pay date of August 1, 2024, the work hours had occurred in July, 2024 and the payroll fund was pulled out in July, 2024. Our financial reports showed that we spent above average fund where the income was on the target. The result was we had a net loss in the month of July.

Our expectation we would be back to our normal transactions in the following month.

## Resident Services Monthly Reporting - Shaunda Jackson, Director

**Objectives:**

1. Increased resident engagement
2. Continued growth of staff
3. Grow program funding

**Progress:**

1. FSS staff have completed the update folders, continuing community engagement events,
2. CHW will begin using spreadsheets to track encounters and services.
3. Finalize afterschool grant contracts, City of Asheville, Buncombe County and Sisters of Mercy.
4. Community Betterment grant extension contract is under review by attorney.
5. Finalize contracts, building maintenance and moving schedules for PEAK Academy, Christine Avery and Community Action.
6. The last day for all summer camps was Friday, August 16, 2024.
7. Youthful Hand Afterschool Program transitioning back to Maplecrest.

**Impact:**

1. Files are 90% completed.
2. Grants will support children and families at all sites.
3. PEAK Academy started transition into Edington on Monday, August 19, 2024.
4. Christine Avery Learning Center is scheduled to move into Lonnie D. Burton on September 1st.
5. Community Action Opportunities move in date- TBD



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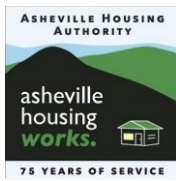
**Family Self-Sufficiency/Homeownership Report - July 2024**

Family Self-Sufficiency Program	Central AVL	Southside	West AVL	Maple Crest	North AVL	Tenant-Based	Total
Current FSS Participants	7	32	27	0	35	137	<b>238</b>
Established FSS Accounts	6	28	17	0	27	101	<b>179</b>
Traditional escrow FSS Account Balances	\$16,642	\$114,613	\$33,676	\$0	\$101,752	\$455,325	<b>\$722,007</b>
Award based escrow FSS Account Balances	\$2,250.00	\$7,564.00	\$1,825.00	\$0.00	\$10,800.00	\$31,155	<b>\$53,594</b>
Total Distributed since 01/2017							<b>\$1,757,937</b>
Graduates (Since 1/2017)							<b>173</b>

**Results and Updates this Month:** We had two new participants in July and two new escrow accounts. We had two graduations in July.

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	<b>0</b>
New Homeowners (this month)	0	0	0	0	0	1	1
Total Current Homeowners							<b>78</b>
Total Homeowners to date							<b>88</b>

**Results and Updates this Month:** We had no new homeowners in July. 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
  - Central Properties have devoted a lot of their time to completing HQS repairs and unit turnarounds for July 2024. The Homeward Bound case managers used unit 101 at Aston Tower to serve clients that they have living in the HACA (Housing Authority of the City of Asheville) properties they made the decision to move their offices to Compass Point Village on June 2024 the HACA took this opportunity to provide offices for HACA staff, this space will be utilized by Aston Tower manager Yvonne Rios and shared with the Director of Administration Sheri Guyton.
2. North Properties
  - North Properties have devoted most of their time to completing HQS repairs and unit turnarounds. On July 17th Parks and Rec gave the kids in Klondyke a foam party and the children and adults enjoyed themselves. I wanted to thank the Klondyke staff for volunteering their time for all the developments that took part in the Annual Clean up. On July 25th Parks and Rec brought in their mobile recreation unit for the kids in Hillcrest. The children enjoyed themselves extremely.
3. West Properties
  - West Properties have devoted most of their time to completing HQS and unit turnarounds. On June 29th, a tree fell on the power line to the 26 building in Deaverview residents have to be placed in a hotel for one week in order to repair the line and have it inspected by the City Inspector. Residents were very cooperative and understanding as we did everything, we could make their stay at the hotel manageable. There will be a team of maintenance technicians going to Pisgah View to aid with their HQS and vacancies.
4. Southside Properties
  - Southside Properties have devoted most of their time moving the leasing office from the Edington center to unit 230 Livingston this transition seemed to be a little challenging for the Southside staff in the beginning as their office spaces are a bit smaller than the offices at the Edington center they have adjusted and are loving their new space. Residents have been informed of the new office location. Maintenance staff will continue to work on HQS, and unit turnarounds.

#### Impact:

1. All properties have been impacted by the number of vacancies with PVA and Hillcrest staffing issues have caused them to struggle to keep up with HQS repairs and unit turnarounds. The course of action is to remediate the situation by sending teams to both properties to aid in catching up.
2. We are still renovating the Woodfin units; we hope to be done by October 2024.

## Property Management Showcase

Bartlett Arms – Gregory Prince, Manager

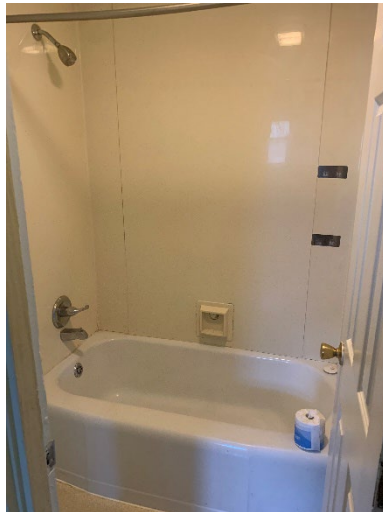




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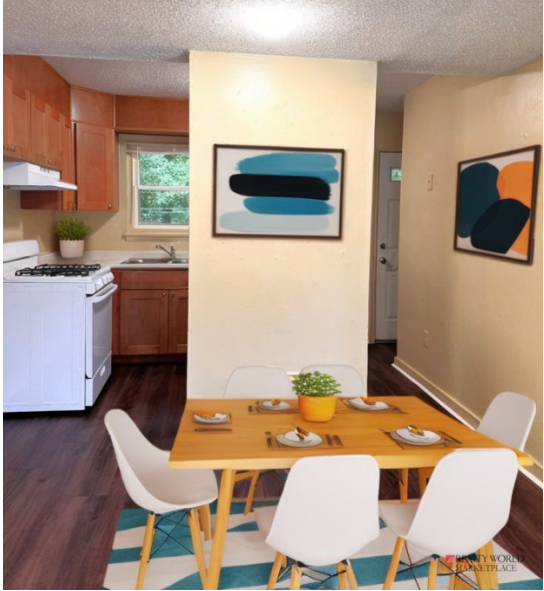
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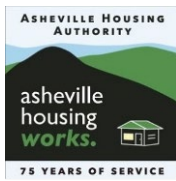
## Hillcrest – Tammy Mohammed, Manager





Deaverview – Angela James, Manager





## 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. Since the last report, Maintenance has hired 2 new maintenance mechanics and training is underway. In the coming weeks we plan to hire more to handle the large workload.
2. We have put in place a team of mechanics to hit troubled sites, helping with site improvements and outstanding work orders. We plan to start in Pisgah view as this site currently has the most needs.
3. With the help of the managers, staff have re-inspected all make ready vacancies for safety and quality control as we prepare for opening of our waiting list.
4. We have experienced 2 significant water leaks at Asheville Terrace and Pisgah view that we filed insurance claims.
5. The Southside management office interior is completed, and staff have relocated to the space. We hope to have the exterior completed by next month. The Aston office space is also completed.
6. Our 1<sup>st</sup> wave of fleet vehicles has been received and are in use. We are currently going through fleet inventory to keep some of the old vehicles and return the outdated.
7. The new garbage truck/compactor has been approved for purchase in accordance with our fleet agreement.

#### **Impact:**

1. Improve work efficiency, timely completion of work orders and improve the quality of craftsmanship at HACA.
2. Establish centralized maintenance infrastructure.

## HUD Updates

### Sheri Guyton, Director of Administration

#### Objectives:

1. Document and Task 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. Documentation of 75% of HUD systems has been completed. Understanding and familiarizing myself with each system, why we use them and how it affects productivity if not using the appropriate systems for staff.
2. Gathering information about what specific job functions they execute that requires access to and understand why they have access
3. Gathering timelines for submissions. Once completed I can identify areas for improvement.

#### Impact:

1. Easily identify who has access and know when recertifications are due. Understanding the process on how it affects productivity.
2. Ensure access is appropriate for each user and to give them the permissions they need for job functions
3. Ensure our reporting to HUD is timely and accurately submitted.

#### 5 Year Plan/MTW Status:

We held 2 Resident input session meetings on our 5 Year Plan and MTW (Moving to Work) Supplement. Deaverview was held on 7/17/2024 starting at 6pm and adjournment at 8:11pm. We had participation of 15 residents and 7 HACA staff. Pisgahview was held on 7/23/2024 starting at 6pm and adjournment at 8:03pm. We had participation of 16 residents and 8 HACA staff. We discussed the 2025 goals and received comments from them. Public comment opened on 8/5/2024 and will conclude on 9/12/2024. Both events were catered by Leopoleon Finley with his delicious spaghetti, salad, and bread.

The draft of the 2025 PHA 5-Year and Annual Plan is available on the HACA website. During the September BOC meeting the final draft will be submitted for the Board approval. The HUD submission deadline is October 17, 2024.

The Executive team worked together to get Resident notices mailed out.





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## HCVP Updates

### Noele Tackett, Director Housing Choice Voucher Program

#### General Update –

Since our last meeting, HCVP has hired 2 new Housing Support Specialists and training is underway. The overall goal is to be fully staffed and more evenly assigned caseloads 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.

We plan to open the PBV waiting list on August 26<sup>th</sup>. Applicants will be able to apply using an electronic application through Rent Café at that time.

Although the PBV waiting list has been closed to new applicants, we have continued to pull and process applications. Admissions staff assisted over 557 visitors to our office in July. Many additional attempts were made to reach applicants for processing and/or unit offers. In fact, in addition to the 211 applicant appointments, the phone calls and letters to 107 non-responsive applicants, admissions staff also compiled listings of 144 applicants to forward to Site Managers for their follow-up.

#### Acknowledgements –

I want to recognize all HCVP staff for their efforts behind our results. Especially, Andy Boell who stepped in last May to learn the Tenant-based Voucher process in addition to his own PBV caseload in Hillcrest and Klondyke. Andy has assisted with training new Housing Support Specialists since that time.

#### Key Indicators –

##### Meeting/Exceeding Expectations:

- HCVP staff completed 152 on-time recertifications
- 205 Housing Quality Standards inspections were completed
- Over 30 PBV files were sent to the developments in preparation for lease signing

##### Items of Moderate Concern:

- High turnover of HCVP staff

##### Unexpected Anomalies/Areas of Concern

- HCVP Housing Support Specialists with 480+ resident caseloads
- Newer HCVP Housing Support Specialists with limited training

Landlord Outreach Coordinator position vacancy

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

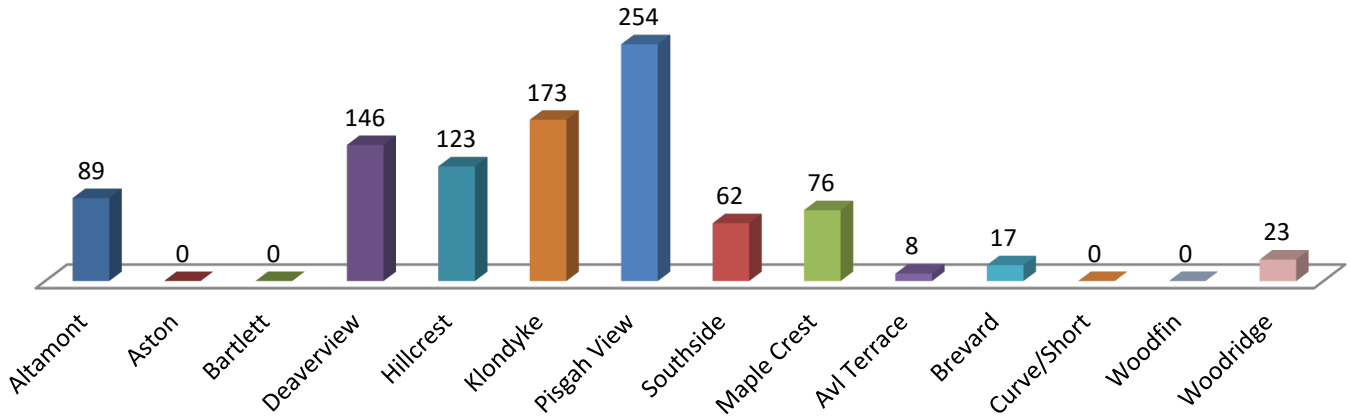
- Sent over 30 applicant files to property managers
- 95 applicants are currently under review to determine eligibility
- 50 unit offers were made



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Asheville Housing & Related Properties - Occupancy July 2024										
Property	Units	Occupied	Occ Rate	Rehab/ Hold	Make Ready	Ready	Moved In	Vacant Days	Average	
RAD PBV	Altamont	55	54	98%		1	2	178	89	
	Aston	161	146	91%		15	0	0	0	
	Bartlett	114	97	85%		17	0	0	0	
	Deaverview	160	131	82%	7	22	2	292	146	
	Hillcrest	227	205	90%		22	2	245	123	
	Klondyke	182	173	95%	1	8	1	173	173	
	Pisgah View	256	224	88%		32	2	507	254	
	Southside	274	256	93%		18	1	62	62	
	Maple Crest	96	86	90%		10	2	152	76	
Other	Avl Terrace	248	234	94%		10	4	9	69	8
	Brevard	163	162	99%		1	2	34	17	
	Curve/Short	2	1	50%	1		0	0	0	
	Woodfin	19	0	0%	19		0	0	0	
	Woodridge	160	157	98%		3	2	45	23	
<b>Total</b>	<b>2117</b>	<b>1926</b>	<b>91%</b>	<b>28</b>	<b>159</b>	<b>4</b>	<b>25</b>	<b>1757</b>	<b>70</b>	

**Average Days to Lease Up**





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Asheville Housing Vouchers - July 2024											
Voucher Program	Lease-Up						Monthly Processes				
	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	1372	92.6%	109	N/A	3	12	18	113	68
Project Based - LIFE House of Asheville (LH vouchers)	20	20	18	90.0%	2	0	0	0	0	0	3
Tenant Based - Regular HCVs	1368	1065	1092	102.6%	-27	55	3	3	0	61	47
Tenant Based - VA Supportive Housing (VASH) Vouchers	366	366	290	79.2%	81	18	0	5	1	19	15
Tenant Based - Non-Elderly Disabled (NED) Vouchers	75	75	60	80.0%	15	3	0	0	0	4	6
Tenant Based - Mainstream Vouchers	37	37	31	83.8%	6	3	0	0	0	0	1
Tenant Based - Emergency Housing Vouchers (EHV)	47	47	45	95.7%	6	0	0	0	0	0	1
Tenant Based - Foster Youth to Independence (FYI) Vouchers	8	8	7	87.5%	1	0	0	0	0	0	0
Tenant Based - Enhanced Vouchers (EVO) - Spruce Hill Apts	13	13	10	76.9%	3	0	0	0	0	0	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	0	8	11
<b>Total HCVP</b>	<b>3459</b>	<b>3112</b>	<b>3008</b>	<b>96.7%</b>	<b>196</b>	<b>76</b>	<b>6</b>	<b>20</b>	<b>19</b>	<b>205</b>	<b>152</b>

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	3112	3112	3112	3112	3112	3112
Leased Units	3055	3008	3008	3008	3015	3015	3008						3017
%	98.2%	96.7%	96.7%	96.7%	96.9%	96.9%	96.7%						96.9%
Wait List	4025	3483	3487	3178	3178	2869	2667						3270

