



Board of Commissioners Meeting

Executive Report

October 22, 2025



Executive Progress Report: October 2025

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 reporting for the months August & September 2025 and is shared publicly to encourage transparency in the operations of the HACA. This document will be presented to the Board of Commissioners at every Regular Board Meeting.

Executive Summary

Internal Process Improvement

Human Resources: Joyce Willoughby, Director / Hannah Suggs HR Business Partner

Objectives:

1. Recruit and Retain Quality Employees
2. Employee Engagement
3. Metrics & Data

For the Month of September 2025:

Hires:

- Intake Specialist – HCVP
- Custodian – Aston Park Towers
- IT Technician
- Housing Specialist – HCVP
- FSS Coordinator – Resident Services

Total: 3

Terms:

- Housing Specialist – HCVP
- Director of HCVP
- HCVP Manager
- Internal Audit & Compliance
- Receptionist

Total: 5
Voluntary: 2



Upcoming Events:

- Planning has begun for our end of the year banquet that will be held in December.
- Performance reviews are being developed to being in 2026.
- Additional handbook edits are being made before submission for approval.

Accounting Monthly Report – Ryan McClung, Interim CFO

September 2025 – [Click Here for Full Financial Reports](#)

OBJECTIVES	PROGRESS	IMPACT
Improve the HACA's financial operations, structure and reporting capability	• 2024 audit well underway with auditors Novogradac • SOP and training creation and for all HACA staff on Accounting procedures as applicable to their roles. • Engaged consultant to assist with 2026 budget creation.	• Meet HUD deadlines for annual audits moving forward • Enhance communication and understanding of department requirements for efficient workload. • Provide clear and accurate guidelines to the departments. Improve spending habits.
Diversify revenue sources to promote financial sustainability and stability	• Lack of diversification and additional funding in recent months. • Interconnected with HCV and property manager's work to fill vacancies.	• Negative income statement regularity. Internal planning for expense cutting and revenue growth required. • Filling vacancies post-Helene to improve HUD funding gap.
Upgrade HACA's use of technology and develop a strategy for moving toward a paperless environment	• Continued push to paperless invoice approval and processing • Revisiting RentCafe for current AMP tenant virtual payments.	• Refinements are required. • Integration of invoice and payable scanning to SharePoint allows digital researching. Push for E-signatures continuing to cut paper waste. • Allow updated methods of payment to our residents.
Ensure work processes and decision-making practices are aligned to support HACA's mission	• Developing Accounting • Procedures and Processes • Investigate trainings for newer staff, improved oversight of workloads.	• Streamlining department to better serve the organization with efficiencies • The addition of new staff and responsibilities allows refinement and higher specialization.



Public Safety: Jon Mobley, Protective Services Coordinator

Objectives:

1. Ensure security presence is maintained at all high-need properties.
2. Support East Security Company's transition to new contracting arrangements.
3. Continue to monitor and respond to safety concerns at all properties, especially those with higher incident rates.

Current Status

East Security has continued providing services and is now operating under **1099 contractual agreements with HACA**. There has been **no shutdown of security services**, and coverage has remained in place throughout the transition.

Housing is also discussing a **partnership with the Asheville Police Department (APD)** to provide overtime hours at problem sites. This collaboration would strengthen response capacity and enhance visibility at key properties.

Progress

- East Security transitioned to operating under **1099 contracts with HACA**, maintaining consistent service coverage.
- **Ban list policies have been updated**, and a **draft Standard Operating Procedure (SOP)** has been developed to formalize ban management practices.
- **Two Protective Service Specialists were promoted to Shift Lead**, improving oversight and leadership within the security team.
- **Thirteen (13) new bans** were added to the July Ban List as part of ongoing proactive safety efforts.
- Internal communication and coordination have remained strong, ensuring sustained monitoring and responsiveness across properties.

Impact

Residents, particularly those at **Aston** and **Asheville Terrace**, continue to express appreciation for the visible and consistent focus on safety. Confidence in property security remains steady, bolstered by the continued presence of East Security and proactive internal measures.

Overall, properties are seeing **continued improvement in safety and coordination**, supported by consistent vendor operations, policy updates, leadership promotions, and expanding collaboration with community partners.



Information Technology: Brad Henson, IT Manager

Objectives:

1. Optimize IT Infrastructure and health and safety of systems
2. Maximize efficiency of use of equipment and reduce expenditure
3. Provide timely and effective IT support
4. Leading with Innovation and Development of systems

Progress:

The IT Department is actively replacing outdated Windows 10 computers across the agency, as Microsoft support for that operating system ends this month.

ADNS is conducting a comprehensive review to identify the root cause of intermittent internet connectivity issues affecting our Central Office network. A week's worth of fiber-optic connectivity reports for all properties was obtained from ERC and reviewed; preliminary findings indicate the issue lies within our internal network infrastructure. A corrective plan is expected shortly.

Impact:

Upgraded fiber-optic speeds at Hillcrest and Pisgah View have significantly improved the reliability and performance of remote camera access by the Asheville Police Department.

The team continues to tag and document new hardware in the Asset Tiger inventory management system and address IT support requests through the ticketing platform.

Looking ahead, the department will implement Verizon's asset management software once the agency's computer upgrades and equipment tracking are complete.



Property Management

Evette Smith, Director of Asset Management

Objectives:

1. Maintain attractive, well-manicured properties/ building and quality fleet management
2. Continuing to hire qualified staff to fill open positions
3. Focus on maintenance work orders, HQS repairs and efficient unit turnaround across all properties

Progress:

Central Properties

We are currently prioritizing **unit turnarounds** and **HQS (Housing Quality Standards) repairs** across all developments to ensure high-quality living conditions for our residents.

Aston Tower

- **Lobby Renovation:**
 - The lobby renovation is now complete, offering a refreshed and welcoming environment for both residents and visitors.
- **Community Engagement:**
 - *Mudd Creek Missionary* visited Aston Tower and provided meals and writing journals to residents, fostering a sense of community and support.

Altamont

- **Resident Events & Education:**
 - *PACE Ice Cream & Bingo*: Residents participated in an ice cream social and bingo event, during which they were educated on the benefits of PACE/Care Partners.
 - *RAY Health and Life Advisors*: Hosted a well-attended event that included pizza, snacks, bingo, and prizes, helping to engage residents while providing valuable health and wellness information.

North Properties

The team remains focused on **unit turnarounds** and resolving **maintenance work orders** to ensure the continued delivery of safe, quality housing for all residents.



Hillcrest

- **Community Support:**

- The *Hillcrest Resident Association* and *G.O.D.* co-hosted a **Back-to-School community event**, where children received school supplies to help them prepare for the upcoming academic year.

The Dream Center

- **Ongoing Resident Support:**

- The Dream Center continues to distribute **bags of food** to residents on a regular basis, helping to meet essential household needs.
- Additionally, they provide **brand new beds** to families with children in need, promoting healthier and more stable home environments.

West Properties

Efforts remain concentrated on **unit turnarounds** and **addressing maintenance work orders**, with a continued focus on improving the quality of life for residents across all communities.

Deaverview

- **Youth Engagement & Academic Support:**

- *Creative Peacemaker* resumed programming on Tuesdays and Thursdays from 2:30 PM to 5:30 PM, providing students in grades K–4 with healthy snacks and homework assistance.
- Older students are also encouraged to participate through a **tutoring program** led by Noel Schwartz.

Pisgah View

- **Resident Support & Outreach:**

- *Team Block* hosted a **Back-to-School Outreach** event in August, supporting families as the new school year began.
- *Furnishings of Hope* provided **new, free furniture** to residents in need, helping to create more stable and comfortable living environments.

Southside Properties Update

The team remains focused on **unit turnarounds** and **resolving maintenance work orders** to maintain high-quality housing for all residents.



- **Resident Support:**

- Residents continue to benefit from **monthly fresh fruit and vegetable distributions**, provided by *Manna* every fourth week of the month.

- **Site Improvements:**

- The *HACA grounds crew* successfully completed **tree trimming** throughout the property, enhancing safety and curb appeal.
- **New security lighting** was installed at the corner of Erskine and Waters Street to improve visibility and resident safety.

Overall Organizational Update

- **Eviction Prevention & Resident Support:**

- *Site Managers and Assistants* continue to work closely with residents who are **delinquent in rent**, connecting them with local agencies and exploring available support programs.
- These efforts are part of our proactive approach to **minimize evictions** and maintain housing stability across all communities.

Woodfin

- The **renovation project** is currently ongoing and progressing steadily.

Vacancy Report – September 2025

Evictions Totals	
Updated: October 15, 2025	
Evicted - Criminal Activity	6
Evicted - Lease Violation	8
Evicted - Non-Compliance	0
Evicted - Non-Payment	21
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: 74**

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: 8**

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: 71**

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.

Resident Services

Shaunda Jackson, Director

[Click here to see Resident Services full report](#)

Summary

After a busy summer and numerous back-to-school events in August, September provided an opportunity to reconnect and catch up with Family Self-Sufficiency (FSS) participants. Much of the month was focused on conducting check-ins, addressing immediate needs, and offering hands-on support to help participants stay on track with their goals. From assisting with job searches and transportation solutions to helping navigate housing, education, and financial challenges, September was a month of meaningful, one-on-one engagement aimed at removing barriers and reinforcing progress.

We continue to receive strong support and collaboration from our full Resident Services team. We would like to give special thanks to our colleagues for stepping in to assist during heavier months-whether through walk-ins, phone coverage, or partner coordination, your efforts are deeply appreciated.



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

Family Self Sufficiency & Home Ownership Program

Family Self-Sufficiency/Homeownership Report - September 2025							
Family Self-Sufficiency Program	Central AVL	Southside	West AVL	Maple Crest	North AVL	Tenant-Based	Total
Current FSS Participants	4	31	40	3	40	112	230
Established FSS Accounts	4	26	29	1	32	90	182
Traditional escrow FSS Account Balances	\$22,762	\$52,251	\$47,344	\$630	\$79,842	\$226,080	\$428,909
Award based escrow FSS Account Balances	\$250.00	\$26,513.00	\$11,084.00	\$0.00	\$6,150.00	\$40,405	\$84,402
Total Distributed since 01/2017							\$2,255,207
Graduates (Since 1/2017)							213
Results and Updates this Month:	We had four new participants in September and two new escrow accounts. We had one graduation in September.						
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	0	0	0	0	2	2
New Homeowners (this month)	0	1	0	0	0	1	2
Total Current Homeowners							83
Total Homeowners to date							96
Results and Updates this Month:	We had one new homeowner in September. We have one resident under contract.						