



Board of Commissioners Meeting
Wednesday, December 18, 2024
Presented by: Rhodney Norman, Interim ED



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

Executive Progress Report to the Board of Commissioners For December 18, 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 **November 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: Rhodney Norman, Interim Executive Director

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: Adina Bianchi, Director of Information Technology

1. Preparing to switch to RingFree as our desk phone service provider and upgrade all desk phones starting December 9, 2024.
2. Exploring options with Edwards Equipment Company, Inc. for upgrading keycard system
3. Finalizing website redesign

Compliance and Internal Audit: Elaine Scott, Compliance and Audit Coordinator

Insurance Claims – The objective is to have a single point of contact for all insurance claims and to ensure proper documentation and follow-through on claims activities.

Month: November 2024				
# of Claims Filed	# of Accidents	Type of Incident	Insurance Payout/ Total Amount of Loss	Description
2		Property		Water damage, Drains ruptured

Updated: Tuesday, December 10, 2024

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



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

1. Safety Committee Activities

- a. Officer Senyak reaffirmed his interest in providing Active Shooter Drill training. The initial session was postponed due to the hurricane.
- b. Expanding the Active Shooter Drills to all staff will require discussion and approval from the Interim CEO.

Impact:

- Reinforces the Housing Authority's commitment to staff safety and emergency preparedness.
- Expanding the training across all staff fosters a safer work environment and ensures consistency in emergency response.

2. Compliance Auditor Officer Training Course

- a. Completed the training from 12/2/2024 through 12/5/2024, with a certificate to be received next week.
- b. Policies, procedures, and forms presented in the training may not be fully utilized within the Asheville Housing Authority.
- c. Plan to discuss with Leadership opportunities for training updates with the Director of HCV to ensure alignment.

Impact:

- Identified gaps in policies and forms currently in use, highlighting opportunities for organizational improvement.
- Potential to enhance operational efficiency and compliance by updating and standardizing forms and procedures across properties in accordance with HUD regulations.

3. Insurance Renewal and Inventory Updates

- a. Extension approved by NCHARRP for the 2025 Renewal Update, ensuring vehicle and housing inventories are accurate and up to date.
- b. Identified and applied to include the Director of Finance on the Public Official Bond.
- c. Will discuss increasing bond, depending on financial budget update.
- d. Discovered and corrected the omission of five vehicles from the Enterprise inventory list.

Impact:

- Improved accountability and accuracy in inventory and insurance records.
- Enhanced financial protection and transparency by including the Director of Finance on the bond.
- Strengthened operational oversight through corrected vehicle inventory documentation.

4. Termination of Verizon Contract

- a. Officially terminated the Verizon contract, resulting in a credit owed to the Asheville Housing Authority.

Impact:



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

- Realized cost savings and financial efficiency through successful contract closure.
- Reduced unnecessary expenses, contributing to budgetary optimization.
 - Finalizing the termination of the Verizon contract, addressing all remaining billing issues to ensure a clean closure.

Human Resources

Objectives:

1. Recruit and Retain Quality Employees

Progress (November 2024):

Hires:	3
New Hires:	2
Rehires:	1

Terminations:	3
Voluntary:	2
Involuntary:	1

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
4. Banned List Reporting

Protective Services: Jon Mobley, Protective Services Coordinator

Progress

1. Protective Service Specialist applications are needed to fill open positions.
2. Working closely with Detective Beddow specifically on the Banned List. Waiting to reschedule meetings with Sheriff Miller and Chief Lamb
3. Trespassing still increasing due to cold weather

Impact:

1. We currently have 5 open positions
2. Hoping to talk in this meeting to find out how we can get more assistance on property while taking their suggestions on what we can do to positively impact the trespassing problem on our properties.
3. More PSS are needed.



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

Vacancy Report – November 2024

Table with 2 columns: Category and Count. Row 1: Evictions Totals - Updated: December 10, 2024 (41). Subsequent rows: Evicted - Criminal Activity (7), Evicted - Lease Violation (3), Evicted - Non-Compliance (0), Evicted - Non-Payment (31), 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: 64

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: 15

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: 58

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 – Janie Holland, Director of Finance

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. Finalizing the HACA audit with Novogradac
2. 2025 Budget
3. Developing policies and procedures for 2025 that adhere to Governmental Accounting Standards Board (GASB) and HUD requirements



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

Resident Services Monthly Reporting - Shaunda Jackson, Director

Objectives:

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

[Click Here to view](#)

General Update:

In November, the Family Self-Sufficiency (FSS) program enrolled two new participants, and six individuals began escrowing. We are excited to share that one participant graduated from the program last month, and another successfully closed on their home. Additionally, we have two residents currently under contract and preparing to close on their homes in the near future.

Resident Services successfully submitted a grant application to Dogwood Health Trust for \$100,000 to support residents in overcoming barriers to employment, education, homeownership, and achieving self-sufficiency. Not only were we awarded the original grant, but we are also thrilled to have received an additional \$100,000, which will further enhance our ability to support these important initiatives.

Acknowledgements:

Congratulations to Duke for successfully completing his CDL training and earning his Professional Truck Driver Program Certification. This is a significant achievement, and we are proud of his dedication and hard work in reaching this milestone!

Thanksgiving lunch was provided to residents at Altamont, Bartlett Arms, and Aston Towers for a total of 300 meals. Thank you to the PEACE team for helping deliver and a big shoutout to our chef Clarence Robinson for a delicious holiday meal!

We are deeply grateful to the Dream Center for providing over 500 Thanksgiving dinners and turkeys to residents and families in Hillcrest. Your generosity made a significant impact, helping to bring joy and nourishment to the community during the holiday season.

We extend our heartfelt thanks to Rhonda Mapp and Leonard Little for their generous contribution of 800 meals and 250 turkeys to families in need. Their support brought comfort to many during this time. We were also honored to welcome renowned actress Vivica A. Fox, who graciously signed autographs, took photos, and shared uplifting words with our community, inspiring all who were present.

We sincerely thank the PEACE Team for their unwavering support during Hurricane Helene. Your efforts in conducting wellness checks, delivering meals, and providing essential resources made a tremendous difference in the lives of our residents during this challenging time. Thank you to Dogwood Health Trust for providing an additional \$100,000k to support residents with removing barriers to employment and self-sufficiency.



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

We extend our sincere thanks to Dogwood Health Trust for their generous contribution of an additional \$100,000 to support our residents in overcoming barriers to employment and achieving self-sufficiency. This funding will make a meaningful impact on the lives of many within our community.

Key Indicators:

Meeting/Exceeding Expectations

We would like to acknowledge the hard work and dedication of our Family Self-Sufficiency (FSS) staff in the aftermath of Hurricane Helene. In addition to their regular responsibilities, they have gone above and beyond by meeting and collaborating with community partners, supporting community events and ensuring that essential resources reached our residents, particularly our elderly and disabled populations. Their tireless efforts have been instrumental in helping our community recover and thrive during this challenging time.

A special shout-out to Angela for her outstanding dedication and flexibility. In addition to her work supporting residents in Altamont and coordinating events at the Edington Center, she has also stepped up to oversee the afterschool program at Edington. Her commitment and leadership have made a significant impact on our team and the residents.

Items of Moderate Concern:

- We are seeing an increase in residents requesting assistance with cleaning their apartments.
- Some residents are facing challenges when applying for hardship assistance and are experiencing delays in receiving responses.
- Response times from the eligibility department continue to be a significant concern for both residents and our team, as it impacts our ability to complete our work effectively. Andy has been stepping in to assist, but it has been difficult to reach anyone from that department by phone or in person. While we understand the workload and pressures this group faces, the delays are starting to affect our ability to meet residents' needs efficiently. This issue has been ongoing and seems to have worsened in some cases.

Unexpected Anomalies/High-Risk Concerns:

- There is a lack of consistent information to share with residents regarding housing. It is challenging to provide the necessary support when the housing team is not aligned or fully informed on the current situation.

Miscellaneous:

Christmas events are currently being planned for the children in our family sites. We will share specific locations and times as soon as they are confirmed.



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

Family Self-Sufficiency/Homeownership Report - October 2024

Family Self-Sufficiency/Homeownership Report - November 2024							
Family Self-Sufficiency Program	Central AVL	Southside	West AVL	Maple Crest	North AVL	Tenant-Based	Total
Current FSS Participants	8	34	30	1	39	135	247
Established FSS Accounts	7	31	18	0	30	103	189
Traditional escrow FSS Account Balances	\$18,369	\$144,774	\$36,867	\$0	\$63,960	\$425,023	\$688,992
Award based escrow FSS Account Balances	\$2,500.00	\$5,561.00	\$2,325.00	\$0.00	\$12,300.00	\$35,230	\$57,916
Total Distributed since 01/2017							\$1,833,048
Graduates (Since 1/2017)							178
Results and Updates this Month:	We had two new participants in November and six new escrow accounts. We had one graduation in November.						
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							80
Total Homeowners to date							90
Results and Updates this Month:	We had one new homeowner in November. We have 2 residents under contract.						



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 are working on move ins to ensure that we reach the goal by year end.
2. North Properties
 - North Properties are working on move ins to ensure that we reach the vacancy goal by year end.
3. West Properties
 - West properties are working on move ins to ensure that we reach the vacancy goal by year end.
4. Southside Properties
 - Southside Properties are working on move ins to ensure that we reach the vacancy goal by year end.

Maintenance Monthly Reporting

Rhodney Norman, Director Maintenance

Objectives:

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

Since the last report, The Maintenance crews have been working on unit turnarounds and abatements. We have also seen an increase in work order calls over the past months. I will start performing quality control on completed work orders to insure we complete work in a timely manner, and to reduce repeat calls. We have recently hired a full-time grounds tech for PVA to help with crash collection and we're starting to see a difference in property.

I plan to get with managers to update the replacement reserves budget for FY2025. We didn't get as much completed this year so we should have a larger budget to work with next year.

We have experienced 2 significant water leaks at Southside/ Livingston. This has been an ongoing issue with water leaks due to water pressure and deteriorating water lines.

We have replaced 2 furnaces in Klondyke since the cold season and replaced a high rate of water heaters in Hillcrest.



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

Our 1st 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.

HUD Updates

Sheri Guyton, Director 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 85% 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. Staff changes is presenting issues with access.
2. Gathering information still 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.

Other:

Continue to learn processes by attending meetings and webinars to further my knowledge of HUD systems and gain specific knowledge as needed for the job at hand. Currently we are experiencing issues with permissions to access the system.

Corrected and completed 308 Hardship Waivers and recertifications to date. I will continue to complete recertifications for HACA wide. What this entails is correcting ledgers back to October 1, 2024, and updating the current charges.



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

Housing Choice Voucher Reports

Dalerie Beard, Director Housing Choice Voucher Program

Objectives:

1. Hire experienced and knowledgeable candidates for key roles in the HCV program.
2. Foster an inclusive and supportive workplace culture to increase employee retention and morale.
3. Enhance staff knowledge of HUD regulations by conducting regular webinars led by HUD experts to build staff expertise in compliance, program administration, and best practices.
4. Ensure consistent internal monitoring of HCV program operations to meet HUD compliance standards.
5. Focus on employee well-being and work-life balance by regularly gather feedback from staff on workplace improvements and make necessary adjustments to maintain high morale.

Progress:

1. Vacant Unit Leasing Initiative

The team has been actively working on leasing vacant units as quickly and efficiently as possible. This ongoing effort remains a top priority to ensure we meet our goals and serve our community effectively.

The month of November we had a total of 20 PBV move-ins.

2. Paperless System Transition Update

The team continues to meet weekly with Yardi representative for training as we work toward transitioning the department to a paperless system. This initiative aligns with HUD's recommendation for agencies to adopt paperless operations, offering several key benefits, including:

- Increased Efficiency: Streamlining workflows and reducing manual paperwork.
- Enhanced Accuracy: Minimizing errors by automating data entry and management.
- Improved Accessibility: Providing staff with instant access to records and documents.
- Environmental Impact: Supporting sustainability by reducing paper usage.

This transition represents an important step forward for our agency, ensuring we remain aligned with best practices and are well-positioned to meet future operational needs.

3. Audit Preparation

We have collaborated with other departments to compile the necessary documents for the auditor ahead of the deadline. Our efforts are ongoing as we continue working with them to ensure all required information is finalized and submitted.



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

4. Departmental Assessment and Restructuring

Our goals for departmental assessment and restructuring include:

1. Filling key roles with staff who bring program experience and knowledge to strengthen the team's overall expertise and effectiveness.
2. Introducing monthly team-building activities to foster a positive and collaborative work environment.
3. Implementing telework days to address the lack of office space while supporting flexibility and employee well-being.

These initiatives aim to create a more efficient, motivated, and cohesive team as we continue to deliver excellent service.

5. Waitlist Extension

We are pleased to announce that the Project-Based Voucher (PBV) waitlist has been extended for an additional 30 days. This extension aims to provide families affected by the recent hurricane with the opportunity to apply for housing assistance.

Please note that the waitlist may remain open for several months as we continue to assess the needs of our community and ensure that as many families as possible are supported during this time