



Board of Commissioners Meeting
May 2025: Reports Only – Meeting Cancelled
Presented by: Rhodney Norman, Interim ED



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

Executive Progress Report: May 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 of April 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, by the Executive Director.

Executive Summary: Rhodney Norman, Interim Executive Director

Internal Process Improvement

Objectives:

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

Human Resources; Joyce Willoughby, Director / Hannah Suggs HR Generalist

Objectives:

1. Recruit and Retain Quality Employees

[Current Open Positions: 6](#) *(click to see Job Opening details)*

For the Month of: April 2025

Hires: No new hires in the month of April

Terms: 5

1. Maintenance for cause
2. FSS Resignation x2
3. HCVP Resignation
4. Assistant Site Manager Retirement

Total:

Voluntary: 4

Involuntary: 1



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HR Projects - Ongoing

- We have begun conducting formal monthly new hire orientations to include more comprehensive training and onboarding for new employees.
- We have started an employee engagement committee to foster a more collaborative work environment and to drive engagement between departments.

Accounting Monthly Report – Ryan McClung, Finance Manager

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

OBJECTIVES	PROGRESS	IMPACT
Improve the HACA's financial operations, structure and reporting capability	-Part Time AP clerk hired -Developing Accounting Procedures and Processes	-Meet HUD deadlines for annual audits moving forward -Ease workload on current staff to improve efficiency. -Streamlining department to better serve the organization with efficiencies
Diversify revenue sources to promote financial sustainability and stability		
Upgrade HACA's use of technology and develop a strategy for moving toward a paperless environment	-Amazon Business Account rollout across agency -Continued push to paperless invoice approval and processing -Revisiting RentCafe for current AMP tenant virtual payments.	-More centralized purchasing for cleaner records -Additional staff and time will be needed in the interim to scan all invoices and checks starting 1/1/2025 -Allow updated methods of payment to our residents.



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Public Safety: Jon Mobley, Protective Services Coordinator

Objectives:

1. Continue East Security Company at all problem sites
2. Continue to maintain Security on all shifts

Progress:

1. East Security has seen an increase in activity and Aston Towers
2. Plans to have "Security Drones" are being added. No extra cost to us.
3. Shifts have all continued to be covered by HACA staff and/or East Security

Impact:

1. APD and AFD have stated they are seeing positive changes at our sites even with activity starting to arise.
2. East Security continues to process reports that are being reviewed daily.

Information Technology: Brad Henson, IT Specialist

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:

1. Completed higher than normal volume of equipment ordering and tagging due to new hire and transition activity
2. Firewall issues were identified and rectified
3. Partnered with Edwards Equipment, Asheville Police Department and ADNS to grant APD more access to our camera systems for Crisis Negotiation Team.
4. Recycled a large amount of unused and obsolete hardware from Central Office
5. Working closely with Verizon to clean up database of current phones in use, deleting expired phones and accounts
6. Ongoing training of staff on IT ticketing system

Impact:

1. Increased communications with residents when not physically in the office
2. Expanding access capabilities
3. Internal systems are more compliant and safer
4. Asset tracking and reporting more accurate and reporting sustainable
5. Staff equipment growth and tracking increasing productivity



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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

Progress:

1. **Central Properties:** Focused on unit turnarounds and HQS repairs. Aston Tower is undergoing a lobby facelift, including deep cleaning, painting, and floor replacement. We are working on replacing the washers and dryers at each development by month end July 2025.
2. **North Properties:** Focused on unit turnarounds and HQS repairs. Monica Durham hosted an Easter event for the kids and families of Hillcrest
3. **West Properties:** The Community Based Public Health Response to Violence Multi-Sector Stakeholder Coalition presented a Community Build Day on April 26th provided food for those who assisted with the trash pickup at Pisgah View. A special thank you to Marcus Robinson the grounds person, for Deaverview for his continued efforts to keep the property clean.
4. **Southside Properties:** Focused on unit turnarounds and maintenance work orders. Southside team has partnered with Asheville Police Department for their upcoming annual Spring Fling happening on May 17th, 2025. Pictures will be in June's board report.

Overall:

Site Managers and Assistants are working to assist residents that are delinquent in rent by connecting them with agencies and exploring ways to avoid evictions.

Woodfin: The renovation project is ongoing.



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Vacancy Report – April 2025

Evictions Totals – April 2025

Updated: May 22, 2025

22

Evicted - Criminal Activity	5
Evicted - Lease Violation	5
Evicted - Non-Compliance	0
Evicted - Non-Payment	12
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: 32**

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: 19**

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: 51**

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 of Resident Services

Objectives:

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

General Update

Throughout April 2025, the Resident Services and Family Self-Sufficiency (FSS) teams remained highly engaged in direct service and community support activities across multiple sites. Staff participated in key local meetings, including the Claxton SJL Meeting and the Buncombe County Reentry Council, contributing to efforts during Second Chance Month. Monthly Manna Food Distribution continued as scheduled, providing much-



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needed groceries. Additional resources, including diapers, wipes, and baby formula, were delivered to families in both the Pisgah View and Deaverview communities. Through partnerships with Read2Succeed, tutoring was provided during after-school programs held at Pisgah View, Maple Creast and Edington Center, while wellness checks, food distribution, and other supportive services continued for residents in all sites.

FSS staff actively supported clients' goals, including aiding one recent graduate with completing a homeownership packet and arranging a meeting with Mr. Robinson. Two residents received FSS graduation checks and were also connected with homeownership support. The department also assisted residents with unique needs, including accessing Dogwood funds for car repairs and down payment assistance. One resident is in the process of obtaining a driver's license.

Staff attended the HACA All Staff Meeting. The department also celebrated community engagement through events like the R2S Volunteer Appreciation Luncheon and store fundraiser at Kendra Scott, with proceeds supporting youth literacy. Additional highlights included providing a school laptop to Klondyke resident and coordinating with stakeholders across departments to meet the evolving needs of residents.

Acknowledgements

At the Moving to Work (MTW) Conference in Washington, D.C., our Family Self-Sufficiency (FSS) team gained valuable insights and came away inspired by the work happening across the country. It was reaffirming to see that our program has already implemented several innovative strategies that are effectively supporting residents on their paths to self-sufficiency. The conference provided a fresh perspective on how we can continue to build on our success, and our team returned energized and full of new ideas. There is a renewed sense of excitement and commitment to further enhancing the FSS program and ensuring we continue to meet the evolving needs of the residents we serve.

Further acknowledgements go to the Housing Support Specialist for collaborating seamlessly with FSS staff, Monica Durham for organizing a successful Easter event at Hillcrest, and Angela Clemmons, the Just Economics and P.E.A.C.E. Teams for their continued leadership in establishing and supporting Residents Councils across properties.

Three homes were under contracts supported by Dogwood funding. One closed in April, and two more are expected to close in May. One of the April closings was a single mother of two who purchased her first home with \$7,500 in Dogwood assistance.

Lastly, we are proud to celebrate FSS Coordinator **Misty Beck**, who earned her Master of Social Work degree on May 9, 2025, a significant professional milestone that highlights her dedication to the field and our residents.

Key Indicators

During April, the Family Self-Sufficiency program enrolled seven new participants into FSS program. Staff reviewed and updated the files through regularly scheduled quarterly check-ins, and provided employment support by preparing four resident resumes and assisting one client with a job application at HACA.



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Wellness and FSS check-ins were conducted with 14 residents across Pisgah View and Deaverview, during which staff also delivered water, supplies, and distributed surplus food from the Community Markets. Diaper and baby formula support was provided to seven families in total. Staff also led and supported a community clean-up event at Pisgah View, further strengthening resident engagement and pride in their community.

Miscellaneous

- FSS residents displaced by a natural disaster have been successfully rehoused and are working toward graduation and homeownership.
- Mobile health services and community markets continue to operate in most of our sites.
- Bike Rodeo events planned for May in collaboration with youth programs and local organizations.

Dogwood Grant Spending – April 2025 Category

	Amount
FSS	\$0.00
HOP	\$1,110.06
Hurricane Relief	\$2,247.45
Total	\$3,357.51

Family Self-Sufficiency/Homeownership Reporting

April 2025

Family Self-Sufficiency/Homeownership Report - April 2025

Family Self-Sufficiency Program	Central AVL	Southside	West AVL	Maple Crest	North AVL	Tenant-Based	Total
Current FSS Participants	7	32	36	2	40	125	242
Established FSS Accounts	6	29	25	0	29	97	186
Traditional escrow FSS Account Balances	\$18,166	\$102,732	\$37,370	\$0	\$55,046	\$368,450	\$581,764
Award based escrow FSS Account Balances	\$2,250.00	\$22,263.00	\$4,075.00	\$0.00	\$4,750.00	\$31,555	\$64,893
Total Distributed since 01/2017							\$2,026,458
Graduates (Since 1/2017)							194
Results and Updates this Month:	We had seven new participants in April and five new escrow accounts. We had six graduations in April.						
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	0	0	0	0	1	1
Total Current Homeowners							79
Total Homeowners to date							92
Results and Updates this Month:	We had one new homeowner in April. We have 2 residents under contract.						



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HUD Administration

Sheri Guyton, Director of HUD 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. Progress has been made to allow my permissions to be restored to access HUD systems. Re-understanding and re-familiarizing myself with each system, why we use them and how it affects productivity if not using the appropriate systems for staff
2. Staff changes and having access denied to some systems has created a slower process. As I'm gaining access to systems, I will ensure staff is given the permissions they need for job functions
3. Gathering timelines for submissions as I'm beginning to gain access to systems

Impact:

1. 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 give permissions they need for job functions
3. Ensure our reporting to HUD is timely and accurately submitted.

Other:

1. PBV Vacancy Loss Eligibility Payment for April indicated we had 13 move-ins. Vacancy payment request was created by researching apartments that have been moved from vacant to occupied and request a 1 month to 2 months payment depending on length of vacancy. I certify that the apartment was vacant during the time that payment is requested.
2. Completed 987 hardship waivers to date and have been updating with corrections to resident's ledgers. Each ledger is time consuming as I must correct 7 months back to October 2024 with an average of 23 minutes to 107 minutes per ledger depending on hardship and severity of the ledger corrections.
3. Completed 8 hours of NC Real Estate Licensure update and continuing education. I chose Code of Ethics and BIC update for my training and completed the training on my personal time.
4. Completed annual Cyber Awareness for HUD and received a certificate upon completion.
5. Continue to work on the annual contract renewal of Asheville Assisted Housing dba Asheville Terrace Apartments and gathering of information to complete the process.



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Housing Choice Voucher Program

Dalerie Beard, Director of 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 gathering feedback from staff on workplace improvements and making necessary adjustments to maintain high morale.

Progress:

- There were no new hires in the month of April. However, offers have been extended to four positions, all are scheduled to begin in May.
 - 2 Senior Housing Specialists
 - 1 Housing Support Specialist
 - 1 Special Projects Coordinator
- A waiting list was created in Yardi for Compass Point Village, with 47 applicants added for transfer from the Tenant-Based Voucher (TBV) program to the Project-Based Voucher (PBV) program. An additional 20 applicants will be added once they are received from Compass Point Village.
- In April, the HCVP staff assisted more than 559 visitors at our office.

Staff Training

April was a month of achievement! Fair Housing Training. We are also thrilled to recognize Caroline Logan, Joshua Blade, and Angela Hannah for successfully completing the Fair Housing training and passing their exam!

Congratulations to Caroline, Joshua and Angela on their achievements!

Inspections

The month of April:

Total Inspections completed by Landmark – 165

Total Inspections completed by Up Close – 121



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Vacant Unit Leasing Initiative Update

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 April

Total Vacant Units – 102

Total Units assigned – 32

Total Files forwarded to Property Managers (PMs) – 12

Total Move-ins – 11

Total Transfers - 1

Total Unit offers rejected – 5

Total Units became vacant - 3

Impact:

Customer Service

In April, the HCVP department continued to receive positive feedback from walk-in clients via the department's comment box. Clients consistently expressed appreciation for the courtesy, professionalism, and helpfulness of staff. The recent implementation of RingFree, a desktop calling application, has contributed to improved communication by enabling staff to respond more efficiently to client inquiries. As a result, we are seeing enhanced responsiveness and continued client satisfaction. The department remains committed to maintaining high service standards while exploring further opportunities to streamline client engagement and support.

Other:

Waiting List Current Status

Tenant Based Voucher = 2,563

Altamont Apartments = 886

Aston Park Tower = 510

Bartlett Arms = 571

Deaverview Apartments = 1,579

Hillcrest = 1,510

Klondyke and Scattered Sites = 2,346

Maple Crest Apartments = 212

Pisgah View Apartments = 1,408

Southside Erskine/ Walton/Livingston = 1,907

Wait List Extension

We are pleased to announce that the Project-Based Voucher (PBV) waitlist has been extended to August 31, 2025. The waitlist may remain open for several months, including Maple Crest Apartments, as we continue to assess the needs of our community and ensure that as many families as possible are supported during this time.