



# **Board of Commissioners Meeting**

**June 25, 2025**

**Presented by: Rhodney Norman, Interim ED**



**ASHEVILLE HOUSING AUTHORITY**  
**165 SOUTH FRENCH BROAD AVE.**  
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## Executive Progress Report: June 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 month of May 2025 and is shared publicly to encourage transparency in the operations of 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: May 2025**

**Hires:**

1. Kitchen Manager – Edington Center
2. Kitchen Assistant – Edington Center
3. Accounts Payable Accountant – Finance/Accounting
4. Maintenance – Hillcrest
5. Housing Support Specialist – HCVP
6. Senior Housing Specialist – HCVP
7. Senior Housing Specialist – HCVP
8. Maintenance – Southside
9. Eligibility Specialist – HCVP

**Total: 9**



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### Terms:

1. Grounds – Deaverview (Retirement)
2. Assistant Site Manager – Asset Management (Health)
3. Paralegal – Central Admin – (Relocation)
4. Housing Specialist – HCVP (Retirement)

### Total:

Voluntary: 4

Involuntary:

### HR Projects

- The Employee Engagement Committee held an Employee Appreciation Day on June 12<sup>th</sup>.
- The Communications Committee is launching the HACA Newsletter in early July!

### Upcoming Events

- Benefits Open Enrollment – June 23rd – June 27th

## Accounting Monthly Report – Ryan McClung, Finance Manager

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

| OBJECTIVES  | PROGRESS   | IMPACT   |
|---|--|--|
| Improve the HACA's financial operations, structure and reporting capability                       | --Begin planning for 2024 Audit<br>-Additional AP accountant hired   | -Meet HUD deadlines for annual audits moving forward<br>-Ease workload on current staff to improve efficiency and vendor relations.  |
| Diversify revenue sources to promote financial sustainability and stability                       | -Dogwood Grant (RSS) increased for 2025 to \$200,000   | -Increase funds for residents and resident support services  |
| Upgrade HACA's use of technology and develop a strategy for moving toward a paperless environment | -Streamline purchasing through Amazon Business account.<br>-Continued push to paperless invoice approval and processing<br>-Revisiting RentCafe for current AMP tenant virtual payments. | -More centralized purchasing for cleaner records. Refinements are required.<br>-Successful integration of invoice and payable scanning to SharePoint allows digital researching. Push for E-signatures continuing to cut paper waste.<br>-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<br>-Communicate department SOPs to all staff to ensure uniform communication with external organizations.                                | -Streamlining department to better serve the organization with efficiencies<br>-The addition of new staff and responsibilities allows refinement and higher specialization.<br>-Inter-departmental communication requires improvement.   |



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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 continued patrol at Aston and Barlett and Asheville Terrace.
2. Communication has continued after every shift from East Security
3. 14 Bans have been added to the June Ban List

### **Impact:**

1. Residents continue to praise HACA for Security particularly at Aston and Asheville Terrace
2. Properties are continuing to see progress in safety and security!

## **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. Continued clean-up of back end MS365 Engine
2. Firewall issues were identified and rectified
3. Continued work 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. Additional clean up of tracking equipment with Verizon, Ring Free and cleaning up billing issues
6. Ongoing training of staff on IT ticketing system and Asset Tracking

### **Impact:**

1. Increased communications with residents when not physically in the office
2. Expanding access capabilities
3. Internal systems are more efficient, 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
3. Focus on maintenance work orders, HQS repairs and efficient unit turnaround across all properties

#### Progress

##### • Central Properties:

- **Aston Tower:** The lobby renovation is in its final stages and nearing completion.
- **Laundry Facilities:** We are in the process of replacing washers and dryers at all developments. The revised completion date for this project is now at the Mid-August 2025
- **Community Engagement: Hopscotch Primary Care** will be hosting **Bingo with Pizza** this summer at **Bartlett Arms**—a fun event to bring residents together and support wellness initiatives.

##### • North Properties:

- **Resident Initiative:** A special thank you to residents **Angela Young, Rochelle Clemet, and Reginald Robinson** for cooking and serving breakfast to school-age children during testing weeks. Their thoughtful efforts helped ensure students started each day well-fed and ready to succeed.
- **Community Support:** The **Dream Center** will be distributing **food and supplies weekly** at **Klondyke** throughout the summer to support families in need.

##### • West Properties:

- **Deaverview:** Site managers successfully completed **housekeeping inspections** for the month of **May**.
- **Community Support: Team Block** will be distributing **food and supplies every Tuesday** at **Pisgah view** throughout the **summer months**, continuing their commitment to supporting residents and families.

##### • Southside Properties:

- **Community Engagement:** On **May 17th**, Southside partnered with the **Asheville Police Department** to host a **Spring Fling Cookout** for residents. The event was a great success, bringing the community together for food, fun, and connections—**everyone had a blast!**





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### 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.

## Vacancy Report – May 2025

### Evictions Totals – May 2025

Updated: June 19, 2025

19

|                             |    |
|-----------------------------|----|
| Evicted - Criminal Activity | 4  |
| Evicted - Lease Violation   | 3  |
| 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: 43**

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: 16**

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: 44**

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.

## Maintenance

### Rhodney Norman, Director of Maintenance

#### Objectives:

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

#### General Update

- **NSPIRE**
  - All maintenance crews are preparing for the new inspire inspection rollout. We are actively looking into training opportunities to get staff and myself certified to better know the regulations.
- **Vacant Inspections & Cleanouts**





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- The crew conducted 14 vacant inspections.
  - Completed 16-unit cleanouts.
- **Work Orders Processed**
  - A total of 96 work orders were completed during the month.
- **Replacement reserve Initiatives**
  - Deaverview Community: We began gathering quotes for some roof and gutter work on multiple buildings
  - Pisgahview Community: Initiated similar clearing efforts, with plans to extend to Southside and Hillcrest communities.
- **Bartlett Arms Solar panels**
  - Quotes are being gathered to replace the outdated solar system at Bartlett Arms. The current system has been off and on for some months with constant repairs. The estimated cost for replacement is \$15,000.
- **Keyless Entry System – Asheville Terrace**
  - Installation is 70% complete with the Lower level finalized. Still, some light conduit installation on the upper level and completion of a new interior door for the upper level.
- **Staff Updates**
  - Klondyke/Scattered sites: Still working on brush removal throughout the wooded areas and throughout the communities.

## Resident Services

### Shaunda Jackson, Director of Resident Services

#### Objectives:

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

#### Services Highlights

- **Team Member Update:** We are pleased to welcome **Morgan Miller** to the Resident Services team.
- **Wellness Checks and FSS Check-Ins:**
  - 13 residents from Pisgah View and 4 from Deaverview were checked in, including deliveries of water, supplies, and addressing any questions or concerns.
  - A total of 14 food boxes from Community Markets were distributed during off- weeks to those in need.
- **Diaper and Baby Formula Distribution:** Diapers, wipes, and baby formula were delivered to 9 families at Pisgah View and 4 at Deaverview.
- **Habitat for Humanity:** Three residents attended a Homeownership Session on May 14th hosted by Habitat for Humanity.

#### Homeownership Updates

- **New Home Purchase:** In May, Kenneth Jones, a veteran, successfully purchased his new home at **205 Westwood Ave, Swannanoa, NC 28778**. Mr. Jones has faced significant obstacles over the past two years in his pursuit of homeownership but, through perseverance, has now achieved his goal. We are also excited to report that another home is currently under contract, with a



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closing expected in June.

### Family Self-Sufficiency Program (FSS)

- **New Enrollment:** One new enrollment in the FSS **Alternative Based** program.
- **Support and Assistance:**
  - Two residents received assistance with car repairs.
  - Two residents completed applications for employment at HACA.
  - Three resumes were prepared to assist residents with employment search.
  - Two residents graduated from the FSS Traditional Program.
  - One resident received tuition assistance for studies at AB Tech Community College.
- **File Review and Caseload Management: Reviewed and updated files for 45** residents, with 10 scheduled for Quarterly Check-Ins.
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### Acknowledgments

- **Monica Durham** for her efforts in planning and executing a successful Easter event at Hillcrest.
- **Angela Clemmons** and the Peace team for their dedication to implementing Resident Councils across housing developments.
- **Housing Support Specialists** for their continued support in meeting resident needs alongside FSS coordinators.

### Meetings and Collaborations

- **Collaborative Community Events:**
  - **Deaverview Resident and Employee Advocacy Group:** Planning info sessions to support residents with disabilities.

### Other News

- **MANNA Community Markets:**
  - Deaverview: First and third Mondays of the month.
  - Pisgah View: Second and fourth Wednesdays of the month.
- **Health and Wellness:**
  - The **Appalachian Mountain Community Health Center Mobile Unit** provided services outside Pisgah View on the second and fourth Thursdays of the month.
- **Community Cleanup & Bike Rodeo:** A successful Bike Rodeo and Community Cleanup event was held at Pisgah View on May 17th, with strong community participation.

### HACA Staff/Family News

- **Fire Incident at Pisgah View:** On May 3rd, a fire at one of our buildings displaced 6 families. Immediate action was taken by **Allison Smith**, **Jasminu Moore**, and our Grounds/Maintenance Crew, providing housing vouchers and preparing available units for permanent housing. **Allana Wagner** from Asheville City Schools assisted in connecting families with necessary resources, including furniture and bedding. **Crossroads Church** and **Asheville Dream Center** continue to support these families.

### Klondyke - General Update

- **Re-entry Support:** The Buncombe County Re-entry Council Meeting took place, offering resources for re-entry clients.
- **Resident Support:** Several residents were assisted with resources for community involvement,





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including a voucher for **Sun Soo Martial Arts** and support for vehicle registration renewals.

- **FSS Interest Meetings:** Held multiple meetings to engage residents in the FSS program and provide support with resources.
- **Event Planning:**
  - A **Family Bingo Night** held on May 8th in collaboration with **Self-Help Credit Union** and **12 Bones Brewing** raised funds for **Read2Succeed** literacy programs.

### Acknowledgments

- **Wayne Thomas** for moving into a new home through **Habitat for Humanity** on June 6th.

### Key Concerns

- **Lease Termination Confusion:** A number of residents received incorrect lease termination letters, even those who have no balance or who have credits on their accounts. This has caused confusion and numerous complaints.
- **Be Well Water Tank Pickup:** Ongoing issue regarding water tanks in Klondyke. Further action is required to resolve the issue as they remain in the area, and children are playing on them.

### Youth Services

- **Youth Services:** The summer camp at **Edington**, **Pisgah View**, and **Maple Crest** will begin on June 16th, with a variety of enriching activities planned for all grade levels.
- **Summer Camp Preparation:**

Planning is underway for summer camps at **Deaverview**, **Pisgah View**, and the **Edington Center**. The following partners are providing support for the summer camp programs:

  - **Read2Succeed:** Academic support, including literacy tutoring and enrichment to help students improve their reading and academic skills.
  - **Slay the Mic:** Enrichment activities for teens, including lessons on podcasting, radio production, and videography. They will also provide a photography class for younger children.
  - **My Daddy Taught Me That:** Youth Leadership Program for middle and high school students, focusing on community projects, workshops, and mentorship opportunities.
  - **Jewish Community Center (JCC):** Swim lessons for kindergarten and first- grade children, helping them develop water safety skills and learn basic swimming techniques.
  - **Youth Leadership Program:** Middle and high school students will participate in community projects, workshops, and mentorship through **My Daddy Taught Me That** in which they will earn \$20/ hour for 4 hours a week.
- **Summer Camp Activities:**

The summer camps will feature a wide range of activities, such as fun field trips (e.g., swimming, skating, pottery), academic support through Read2Succeed, and enrichment activities provided by the community partners mentioned above. Teens will also engage in leadership development activities through the Youth Leadership Program, which will include exposure to career fields such as media production and community service.
- **Upcoming Events:**
  - **Klondyke Rec N Rolls:** Upcoming youth events will take place on 6/11 and 6/25 from 3:00 PM to 5:00 PM.
- **After-School Program:** The **Positive Vision for Academics** after-school program continued at Pisgah View Community Center, running from Tuesdays to Fridays from 2:30 to 5:30 PM. The program concluded on May 30th, with two tutors provided by our partnership with **Read2Succeed**.
- **Summer Camp Planning:** Meetings with **Children First/CIS** for both Pisgah View and Deaverview, and **Read2Succeed** for academic planning.



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- **Bike Rodeo for Youth** at Pisgah View and Deaverview, in partnership with **Read2Succeed**, **Marvelous Math Club**, **City of Asheville Community Equity and Inclusion Department**, and **Buncombe County Parks and Recreation**.

### Upcoming Community Events for Youth

- **Rec N Rolls in Klondyke:**
  - **June 11, 2025** 3:00 PM – 5:00 PM
  - **June 25, 2025** - Foam Party – 3:00 PM – 5:00 PM
  - Additional events are scheduled for July and August.

### Conclusion

May has been a productive month with significant progress in homeownership, FSS enrollments, and community engagement efforts. We continue to face challenges related to resident communication and property management processes, but we are committed to addressing these issues and providing support to those in need.

Thank you for your continued support and partnership in serving our residents.

## Family Self-Sufficiency/Homeownership Reporting

### May 2025

| Family Self-Sufficiency Program         | Central AVL  | Southside   | West AVL   | Maple Crest | North AVL  | Tenant-Based | Total       |
|---|--|-------------|------------|-------------|------------|--------------|-------------|
| Current FSS Participants                | 6  | 34          | 37         | 2           | 40         | 123          | 242         |
| Established FSS Accounts                | 5  | 29          | 26         | 0           | 30         | 96           | 186         |
| Traditional escrow FSS Account Balances | \$19,090   | \$104,824   | \$38,831   | \$0         | \$56,721   | \$346,589    | \$566,055   |
| Award based escrow FSS Account Balances | \$500.00   | \$24,013.00 | \$4,075.00 | \$0.00      | \$4,750.00 | \$31,805     | \$65,143    |
| Total Distributed since 01/2017         |  |             |            |             |            |              | \$2,054,866 |
| Graduates (Since 1/2017)                |  |             |            |             |            |              | 196         |
| <b>Results and Updates this Month:</b>  | We had one new participant in May and one new escrow account. We had two graduations in May. |             |            |             |            |              |             |
| 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          |
| <b>Results and Updates this Month:</b>  | We had one new homeowner in May. We have one resident under contract.                        |             |            |             |            |              |             |

## Housing Choice Voucher Program



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## **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:**

- **Staffing Update**

All four new hires began their roles as scheduled. However, two resigned in June. Recruitment is already underway, and interviews have been scheduled to fill the vacancies.

There have been some concerns regarding internal staff sharing negative feedback about both clients and management. This behavior is being monitored to ensure it does not disrupt the hiring process or overall team morale.

The two remaining new team members have quickly become valuable assets. From day one, they reviewed our administrative plan, organized their workspaces, reviewed their caseloads (250+) to identify any missing files, and engaged directly with walk-in participants. They also stepped up to support management on special projects, demonstrating initiative and a collaborative spirit.

Most importantly, they've expressed genuine enthusiasm for their roles and are eager to make a meaningful difference in the Asheville communities we serve. Their energy, professionalism, and dedication are already making a positive impact, and we look forward to their continued contributions.

In May, the HCVP staff assisted more than 486 visitors at our office.

- **May Staff Training & Development Update**

We are pleased to share continued progress in staff development and training this month. Building on last month's success, our team continues to demonstrate dedication to growth and excellence.

A special congratulation goes out to Khiry Brown and Joshua Blade, who both received their Housing Specialist certification, passing with high scores. This accomplishment reflects their commitment to mastering their roles and advancing their expertise in HUD's regulations and HACA's Admin Plan.

In addition, we are proud to announce the promotion of Joshua Blade from Admissions Housing Specialist to PBV Housing Specialist. In his new role, Joshua will oversee the caseloads for two HACA-owned PBV properties: Klondyke and Hillcrest Apartments.

Congratulations again to Khiry and Joshua. Your achievements are a true testament to how hard work and dedication lead to meaningful success.

- **Follow-Up Process with Homeward Bond/Compass Point Village**

Building on the momentum from last month, the collaboration between Homeward Bond/Compass Point Village (CPV) and HACA continues to be strong and productive. During this month's meeting attended by



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Jenny Moffatt and Simon Dwight from Homeward Bond, along with HACA's HCV Program staff Kahelia McDuffie, Marie Sullivan, Caroline Logan, and me. A clear action plan was developed to accelerate the transfer and lease-up process for the 67 Tenant-Based Vouchers (TBVs) transferring to Project Based Vouchers (PBVs).

Since that meeting, HCVP staff has completed the initial review of the first eleven TBV files submitted by CPV. These files are now awaiting 1 background check and the other 10 are pending leases from CPV. Once received along with the RFTA, unit inspections will be scheduled immediately. Once a unit passes inspection, the lease-up process will begin without delay.

HACA remains committed to completing the lease-up process within 5 to 10 business days from the date of a completed packet received from CPV.

This ongoing collaboration highlights the benefits of open communication and shared goals. Both CPV and HACA are dedicated to ensuring an efficient and timely process.

- **Maple Crest Apartment Collaboration Update**

For over six months, we have maintained consistent communication and collaboration with Maple Crest Apartments, and we are proud to say that this ongoing partnership is yielding positive results. The journey has not been without its challenges, but through persistence, teamwork, and shared commitment, we've seen meaningful progress and growth.

Yes, obstacles arose—but we did not give up. Instead, we leaned into our mission and worked together to find solutions. This spirit of determination continues to guide us as we move forward, knowing that more challenges may come. We remain confident that by staying united, communicating openly, and supporting one another, we will continue to overcome any barriers we face.

At this month's meeting, HACA is pleased to report that there are currently three vacant units at Maple Crest, all of which have been assigned and are on track to be leased up by or before July 1, 2025. This marks a significant step forward in our efforts to provide stable housing.

We share one mission—to serve as many people in Asheville as we can. And through strong partnerships like this one, we grow stronger in our ability to fulfill that mission together.

- **Inspections in the month of May**

Total Inspections completed by Landmark – 160

Total Inspections completed by Up Close – 150

- **Vacant Unit Leasing Initiative Update**

The team has been actively working on leasing HACA's owned RAD-PBV 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.

Total Vacant Units – 121

Total Units assigned – 28

Total Files forwarded to Property Managers (PMs) – 11

Total Move-ins – 12

Total Transfers - 7

Total Unit offers rejected – 6

Total Units became vacant - 15



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### Impact:

- **Customer Service**

In May, 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 = 2,562**

**Altamont Apartments = 932**

15 – Efficiency

917 – 1 Bedroom

**Aston Park Tower = 550**

12 – Efficiency

538 – 1 Bedroom

**Bartlett Arms = 613**

11- Efficiency

602- 1 Bedroom

**Deaverview Apartments = 2,241**

1,019- 1 Bedroom

778- 2 Bedroom

444- 3 Bedroom

**Hillcrest = 2,301**

978- 1 Bedroom

686- 2 Bedroom

329- 3 Bedroom

201- 4 Bedroom

107- 5 Bedroom

**Klondyke and Scattered Sites = 3,111**

1,448- 1 Bedroom

1,097- 2 Bedroom

556- 3 Bedroom

310- 4 Bedroom

**Maple Crest Apartments = 554**

255- 1 Bedroom

200- 2 Bedroom

99- 3 Bedroom



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### **Pisgah View Apartments = 2,000**

900- 1 Bedroom

680- 2 Bedroom

420- 3 Bedroom

### **Southside Erskine/ Walton/Livingston = 2,885**

1,188- 1 Bedroom

872- 2 Bedroom

438- 3 Bedroom

257- 4 Bedroom

130- 5 Bedroom

- **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.