



**Board of Commissioners Meeting**  
**July 23, 2025**  
**Presented by: Rhodney Norman, Interim ED**



## ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.  
ASHEVILLE, NORTH CAROLINA 28801

### Executive Progress Report: July 23, 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 June 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

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

##### Objectives:

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

##### Current Open Positions: 4

##### For June 2025

##### Hires:

1. Chief Operating Officer – Executive Administration
2. Assistant Site Manager – Asset Management
3. Housing Specialist – HCVP

**Total: 3**

##### Terms:

1. Eligibility Specialist – HCVP
2. Special Projects Housing Specialist – HCVP
3. Housing Specialist – HCVP (Transfer)

##### Total:

Voluntary: 3



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### Upcoming Events:

Our first edition of the monthly Internal Company Newsletter & the monthly Resident Pamphlet will be published in early July 2025.

### Updates:

- We had a successful HACA Summer Cookout with a large attendance from staff!
- 2025/2026 Benefit Open Enrollment has been completed

## Accounting Monthly Report – Ryan McClung, Finance Manager

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

OBJECTIVES	PROGRESS	IMPACT
Improve the HACA's financial operations, structure and reporting capability	--2024 audit yet to begin planning phases. -Planning stages in SOP creation and trainings for all HACA staff of Accounting procedures as applicable to their roles.	-Meet HUD deadlines for annual audits moving forward -Enhance communication and understanding of department requirements for efficient workload.
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.	-Month over month liquidity exsanguination.  -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	-Streamline purchasing through Amazon Business account. -Continued push to paperless invoice approval and processing -Revisiting RentCafe for current AMP tenant virtual payments.	-More centralized purchasing for cleaner records. Refinements are required. -Successful 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 -Communicate department SOPs to all staff to ensure uniform communication with external organizations.	-Streamlining department to better serve the organization with efficiencies -The addition of new staff and responsibilities allows refinement and higher specialization. -Inter-departmental communication requires improvement.



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## **Public Safety: Jon Mobley, Protective Services Coordinator**

### **Objectives:**

1. Ensure security presence is maintained at all high-need properties.
2. Prepare for the return of East Security Company once certification issues are resolved.
3. Continue to monitor and respond to safety concerns at all properties, especially those previously covered by East Security

### **Current Status**

1. East Security temporarily ceased services last week due to issues with their certifications. They anticipate resolving the matter within the week and resuming operations as soon as possible.
2. Gaps in security shifts have happened due to East Security having to halt services.
3. Despite the temporary gap in vendor coverage, staff and internal resources have continued efforts to ensure properties remain monitored and supported.

### **Progress**

1. Communication from East Security has remained consistent as they work toward reinstating services.
2. 9 new bans have been added to the July Ban List, continuing proactive efforts to address safety issues.
3. Internal coordination has increased at affected sites to maintain visibility and response.

### **Impact**

1. Residents, particularly at Aston and Asheville Terrace, continue to express appreciation for the improved focus on safety but are concerned with lapse in coverage.
2. Overall, properties are seeing ongoing progress in safety and security efforts despite temporary vendor service interruption.

## **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. Met equipment demands for new hire including computers, phones and other productivity equipment
2. On-going work with Edwards Equipment, ADNS, and APD to get access to our security cameras; and assessing bandwidth issues we're having at Hillcrest due to APD accessing our camera system remotely.
3. Introduction of Ella Santos to ADNS; discussed quotes for expanding their support services and replacement network equipment.
4. Ongoing system and help desk tasks to support all staff and properties



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## Impact:

1. Strengthening system capabilities across all properties
2. Internal systems are more efficient, compliant and safer
3. Asset tracking and reporting more accurate and reporting sustainable

## 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 our developments to ensure high-quality living conditions for our residents.

- **Aston Tower**

The **lobby renovation** is in its final stages and nearing completion, offering a refreshed and welcoming space for residents and visitors.

- **Laundry Facilities**

Upgrades to the laundry rooms are progressing well:

- **Completed:** Altamont and Bartlett now feature brand-new washers and dryers.
- **Upcoming:** Aston and Asheville Terrace are scheduled for completion by the **end of July**.



- Residents of **Altamont** enjoyed a recent outing to the movies to see *Ballerina*, accompanied by Site Manager and FSS James Howard. These activities continue to strengthen our sense of community and resident engagement.



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### North Properties

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

- **Asheville Parks and Recreation**  
Hosted a fun and energetic **Foam Party** for the children, bringing joy and summer excitement to the community.
- **The Dream Center**  
Continues to support residents by providing **bags of food** on a regular basis, helping to meet essential household needs.

### West Properties

Efforts remain concentrated on **unit turnarounds** and addressing **maintenance work orders**.

- **Deaverview:** *The Refuge* hosts a **summer camp** Monday through Thursday, providing engaging activities for school-age children. The **Dental Van** recently visited the property, offering **free dental services** for residents and their children.
- **Pisgah View:** **Team Block** is distributing **food and essential supplies every Tuesday** throughout the summer, supporting residents' ongoing needs. **Children First** has launched their **on-site Summer Camp program**, bringing structured fun and learning to local youth. **Asheville Parks and Recreation** hosted a **Foam Party** for the children, adding excitement and joy to summer programming.

### Southside Properties

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

Residents continue to benefit from monthly **fresh fruit and vegetable distributions**, provided by Manna every **fourth week of the month**. **Housekeeping inspections** were successfully conducted across the properties, beginning in **May** and concluding in **June**.

**Woodfin:** The renovation project is ongoing.



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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.

## Vacancy Report – June 2025

<b>Evictions Totals – June</b>	<b>18</b>
<b>Updated: July 17, 2025</b>	
Evicted - Criminal Activity	3
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: 45**

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: 9**

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: 57**

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.





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## HUD Updates

### Sheri Guyton, Director Administration

#### Objectives:

1. Document and track 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. 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 have created a slower process. 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 June indicated we had 12 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 and reason.
2. Continuing to update Gross Rent with corrections to 12/1/2024 to resident ledgers. Each ledger requires accuracy as corrections are needed 8 months prior with an average of 22 minutes for each ledger. Over 1200 updates have been made to date.
3. Continue to process move ins while paying close attention to rent and subsidy charges to ensure accuracy with resident ledgers.
4. Continue to process deposit accounting for all move-outs for prior month and stay current Work closely with accounting to ensure accuracy for a seamless process.
5. Continue to work on Asheville Assisted Housing monthly voucher submission. Working on gathering information for 2026 contract renewal which has a deadline of September 23, 2025, to submit to HUD.





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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:**

#### **Staffing Update – June Interview Progress**

Interviews have been conducted throughout June to fill key vacancies, including two Housing Specialist positions and the Special Programs Coordinator role. Several qualified candidates have already been interviewed, and additional interviews are scheduled for the remainder of the month. The recruitment process remains on track, and we anticipate moving forward with hiring decisions shortly after the final interviews are completed.

In June, the HCVP staff assisted more than 618 visitors at our office.

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

Building on the momentum from last month. Since that meeting, HCVP staff has completed the initial review of the first eleven TBV files submitted by CPV. Of those, nine move-ins have been completed. Two were initially pending background checks; one of those resulted in informal hearing and was later approved. Per CPV, one applicant is now pending removal.

Additionally, HACA received 29 new applications from CPV on 6/24/2025 and 6 more on 6/25/2025, totaling 35. All these applications are currently pending eligibility review.

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

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

#### **Maple Crest Apartment Collaboration Update**

At this month's meeting, HACA is pleased to report that there are currently five vacant units at Maple Crest. Of these, four are pre-leased and awaiting move-in, and one is pending approval. This marks a significant step forward in our collective effort to provide stable housing.

HACA continues to meet monthly with Maple Crest, and we're working together to reach 100% lease-up. We share one mission: to serve as many people in Asheville as we can. There are currently five vacant units at Maple Crest. Of these, four are awaiting move-in, and one is pending approval.



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### Staff Training:

#### Staff Training & Development Update

Please note that no training sessions were held during the month of June. Yardi training has been scheduled for the month of July and will take place every Thursday for the next six weeks (July 10 – August 14). The training will cover the following topics:

- Intake Workflow Review
- Recertification Workflow Review
- Interim Workflow Review

All sessions will be conducted via Microsoft Teams and facilitated by Yardi.

### Inspections:

The month of June:

Total Inspections completed by Landmark – 168

Total Inspections completed by Up Close – 48

### 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.

The month of June:

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

### Impact:

#### Customer Service

In June, the HCVP department continued to receive positive feedback from walk-in clients through the department's comment box. Clients regularly commended the staff for their courtesy, professionalism, and willingness to assist. All complaints were escalated to management and resolved immediately.



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### Other:

#### Waiting List Current Status

Tenant Based Voucher = 2,562

Altamont Apartments = 1053

60 – Efficiency

993 – 1 Bedroom

Aston Park Tower = 669

54 – Efficiency

615 – 1 Bedroom

Bartlett Arms = 730

55- Efficiency

675- 1 Bedroom

Deaverview Apartments = 2,457

1,112- 1 Bedroom

854- 2 Bedroom

491- 3 Bedroom

Hillcrest = 2, 542

1,066- 1 Bedroom

759- 2 Bedroom

372- 3 Bedroom

229- 4 Bedroom

116- 5 Bedroom

Klondyke and Scattered Sites = 3,669

1,546- 1 Bedroom

1,180- 2 Bedroom

604- 3 Bedroom

339- 4 Bedroom

Maple Crest Apartments = 821

377- 1 Bedroom

291- 2 Bedroom

153- 3 Bedroom

Pisgah View Apartments = 2,204

982- 1 Bedroom

754- 2 Bedroom

468- 3 Bedroom

Southside Erskine/ Walton/Livingston = 3,162

1,292- 1 Bedroom

955- 2 Bedroom

488- 3 Bedroom

288- 4 Bedroom

139- 5 Bedroom



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### 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.

### Stars@HACA



HCVP “Top Star” of the Month for June  
Sandy Kuykendall, Housing Specialist



HCVP “Rising Star” of the Month  
Khiry Brown, Housing Specialist