

2026 Annual Plan and MTW Plan Resident Input Sessions

Resident Meetings held September 15, 17, and 22, 2025 — Hillcrest Apartments, Pisgah View Apartments, and Edington Center

HUD Format Version

Summary Overview

The Housing Authority of the City of Asheville (HACA) conducted three resident input sessions to gather feedback for the 2026 Annual Plan and Moving to Work (MTW) Plan. Discussions centered on work requirements, stepped rent adjustments, family self-sufficiency incentives, safety and security, and overall communication improvements. Residents raised both program-specific and daily living concerns, particularly about safety and cleanliness. HACA committed to actionable resolutions, focusing on transparency, self-sufficiency, and community wellbeing.

Resident Comment / Concern	HACA Response / Resolution
Clarification requested on Work Requirement implementation, exemptions, and support.	Effective January 1, 2026 for new admissions only; exemptions for elderly, disabled, and caregivers of children under six. Six-month grace period before enforcement. HACA to include orientation materials and employment readiness resources.
Questions about Stepped Rent increases and duration of study.	Study runs through 2030–2031; annual flat-rate increases prevent large rent jumps. Charts will be distributed to offices for resident access.
Requests for detailed FSS information and employment help.	Program redesigned to reward accomplishments (e.g., \$250 enrollment, \$500 employment, \$2,000 degree). HACA to host quarterly FSS enrollment and job fairs.
Safety and security concerns about loitering, drugs, and violence.	Additional cameras being installed; coordination with APD; anonymous reporting drop boxes; monthly safety bulletins and APD updates planned.
Complaints about litter, trash, and discarded needles.	Safe disposal protocols using detergent bottles; monthly cleanup events planned with maintenance and resident volunteers.
Feedback on communication and missed meeting information.	Flyers, emails, and short videos to improve outreach. Creation of standardized Resident Input Form and dedicated email inbox.

Questions about vouchers and homeownership options.

Mobility voucher list opens Oct. 1, 2025.
MTW flexibility allows 30-year mortgage assistance and 140% FMR payments.
Workshops to be hosted.

Request for increased employment and training opportunities.

Resident Services to expand quarterly job readiness events and workforce partnerships.

Concern about impact on residents with disabilities.

SSI/SSD recipients are exempt from work and stepped rent requirements; rents remain income-based.

Suggestion for ongoing resident education.

Launching Resident Learning Series in 2026 covering rent, lease compliance, and financial literacy.

Minutes Format Version

Summary Overview

The Housing Authority of the City of Asheville (HACA) held three public resident input sessions on September 15, 17, and 22, 2025 to collect feedback for the 2026 Annual and MTW Plans. These meetings created open dialogue between HACA leadership and residents on upcoming policy changes, safety improvements, and community priorities. Key discussion topics included the new Work Requirement Policy, Stepped Rent program, Family Self-Sufficiency incentives, housing choice opportunities, and community safety.

Overall, residents expressed appreciation for the opportunity to speak directly with leadership and voiced clear interest in employment assistance, safety measures, and clearer communication. HACA staff emphasized transparency, fairness, and practical support as guiding principles for 2026 initiatives.

Work Requirement Implementation

Residents requested clarification on the new Work Requirement policy, including how it will be enforced and who will be exempt. Some voiced concern about readiness and the need for job support resources.

- HACA Response:

Ms. Santos and Mr. Nash clarified that the policy will take effect January 1, 2026 for new admissions only, with exemptions for elderly, disabled, and primary caregivers of young children. Residents will have six months to secure employment after move-in. Participants recommended adding employment information to new resident orientations. HACA agreed and will include FSS sign-up materials and job-readiness resources.

Stepped Rent Program

Residents asked how Stepped Rent differs from income-based rent and when the study will end. Some wanted to see the rent increase schedule.

- HACA Response:

Mr. Nash explained the HUD study on Stepped Rent will continue through 2030–2031, providing gradual rent increases rather than income-based spikes. Residents asked for a clear chart of the increases; HACA will distribute this at each property office.

Family Self-Sufficiency (FSS) Incentives

Residents showed interest in learning how to participate and what rewards are available. Several requested resume and job-search support.

- HACA Response:

FSS Coordinator Mr. Priest described how residents can earn escrow funds for milestones such as education, promotions, and employment. Residents suggested additional workshops

for resume writing and interview practice. HACA will hold quarterly FSS enrollment events and workforce development fairs.

Safety and Security

Residents expressed concern about loitering, drug activity, vandalism, and safety near bus stops and playgrounds.

- HACA Response:

Ms. Santos noted that new surveillance cameras are being installed and coordination with APD is ongoing. Anonymous reporting boxes and the City's complaint app were encouraged. HACA will issue monthly safety bulletins and maintain logs of recurring issues.

Cleanliness and Grounds

Residents raised concerns about trash buildup and discarded needles posing risks to children.

- HACA Response:

Staff reminded residents about safe disposal using detergent bottles and announced upcoming community cleanup events. Public health partnerships for waste collection are in progress.

Resident Engagement

Residents asked for better notice of meetings and more convenient ways to share feedback.

- HACA Response:

HACA will expand outreach using flyers, emails, video briefings, and a new Resident Input Form available online and at offices.

Voucher and Homeownership Options

Residents asked how to apply for mobility vouchers and if homeownership options will expand.

- HACA Response:

Staff announced that the mobility voucher list opens October 1, 2025. Workshops will be scheduled to explain tenant-based voucher and homeownership programs.

Employment Support

Residents requested more job fairs and training opportunities.

- HACA Response:

HACA confirmed Resident Services will host quarterly career events and strengthen partnerships with local employers.

Accessibility and Fair Housing

Residents receiving disability benefits asked how the new policies apply to them.

- HACA Response:

Staff confirmed that SSI/SSD households are fully exempt from the work requirement and Stepped Rent policies.

Resident Education

Residents suggested ongoing education sessions to help tenants understand rent rules and program benefits.

- HACA Response:

HACA will launch a Resident Learning Series in 2026 covering rent policy, lease compliance, and financial literacy.

Closing

Ms. Santos thanked residents for their participation and encouraged continued engagement through FSS, resident councils, and future listening sessions. Feedback collected from these meetings will directly inform the 2026 Annual and MTW Plan submissions to HUD.