

THE HACA VOICE

From the Housing Authority of the City of Asheville

| Feature Story

From Voucher Holder to Homeowner: How HACA Helped One Asheville Mother Build a Future

When Jasminu Moore was pregnant with her second daughter in her mid-20s, she worried constantly about where her family would live. As a single mother working as a server, finding stable housing often felt out of reach.

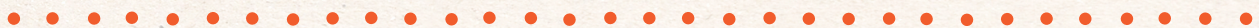
Then came a life-changing call from the Housing Authority of the City of Asheville (HACA): she had been approved for an apartment at Livingston Apartments. The same day she signed her lease, she went into labor with her daughter.

Over the years, Moore transitioned into HACA's Housing Choice Voucher Program, where she says she learned the budgeting and financial skills that helped her build long-term stability. Eventually, she enrolled in HACA's Homeownership and Family Self-Sufficiency Program and, despite credit challenges and lender setbacks, purchased her own home in Candler in 2022.

Today, Moore works for HACA as site manager at Pisgah View Apartments — helping residents navigate many of the same challenges she once faced herself.



Jasminu Moore stands outside the home she purchased through HACA's Homeownership and Family Self-Sufficiency Program — a milestone she once thought was out of reach as a single mother searching for stable housing.



Partnership Update

HACA and Asheville Police Partner to Support Safer Communities

HACA and the Asheville Police Department have launched a partnership focused on helping residents feel safer in their communities. The initiative will increase officer presence in HACA properties while emphasizing relationship-building, regular communication, and community connection. The partnership is structured as a one-year pilot program.



Senior Support at HACA

HACA staff regularly help connect seniors with a wide range of services, including:

- Transportation coordination for appointments, errands, and outings
- Weekly grocery trips and food access support
- Cultural outings, social activities, and special events
- Accessibility accommodations and mobility support
- Coordination with mobile medical and wellness services

Need help? Contact Lisa Berry at lberry@haca.org.

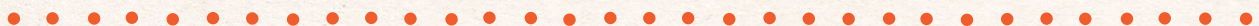
Resident News

Asheville Terrace Seniors Enjoy the Asheville Symphony

Recently, seniors from Asheville Terrace enjoyed a special outing to an Asheville Symphony Masterworks performance. Coordinated by HACA staff, including CEO Ella Santos, the evening was part of the organization's ongoing efforts to help residents stay connected to the broader Asheville community.



At HACA, we believe seniors deserve more than housing — they deserve connection, support, and dignity.





Resident News

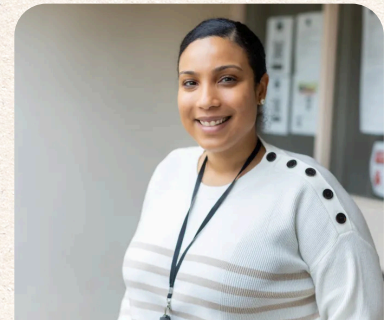
Stronger Together: Community Partnerships Keep Youth Programming Growing

Free after-school and summer programming is now fully in place across HACA communities thanks to a growing network of community partners. Programs include Bridge to Brilliance at Edington Center; Marvelous Math, Read to Succeed, Children’s First, and the Baliles Initiative at Pisgah View Apartments; and Youthful HAND at Maple Crest.

Building Pathways to Opportunity Through the Work & Dignity Coalition

HACA is proud to join the U.S. Department of Housing and Urban Development’s national Work & Dignity Coalition, an initiative focused on helping public housing residents build pathways toward long-term stability, economic mobility, and self-sufficiency. The coalition connects housing authorities and community partners working to expand access to workforce training, financial education, employment support, and other resources that help families move forward.

Staff Spotlight



Ella Santos, CEO

Ella Santos joined HACA in 2025 and now serves as the organization’s CEO. Originally from the Bronx, Santos previously worked with the New York City Housing Authority. In her free time, she likes to feed birds, listen to classical music, and volunteer with children.



Policy Update

Community Safety Hours: Keeping HACA Communities Peaceful

HACA community safety hours are in effect daily from 10pm to 7am to help ensure residents can enjoy a peaceful living environment. During quiet hours, noise should remain at normal conversational levels, and residents must ensure that music, televisions, and guests do not disturb neighboring units. Outdoor gatherings and parties are prohibited. Serious or repeated violations may result in eviction.



Employment Resources

Residents looking for employment, job training, career support, or educational opportunities may be interested in the following community resources and hiring partners:

- Asheville Independent Restaurants
- Biltmore
- Express Employment Professionals
- Goodwill Career Connections Center
- Labor Finders
- More Than a Job
- Mountain Area Careers
- NCWorks Career Center
- Work First Employment Services

Policy Update

New Work Requirement Policy Focuses on Long-Term Stability and Self-Sufficiency

As part of HACA's ongoing efforts to support long-term stability and self-sufficiency, eligible residents age 18 and older will soon be required to complete at least 15 hours per week of approved activities, such as employment, job training, education programs, or approved volunteer work.

The policy includes exemptions for elderly residents, residents with disabilities, and primary caretakers of children under age 6. The requirement will begin for new admissions in June 2026 and expand to current eligible residents in January 2027.

Whether you need help finding job opportunities or navigating your unique situation, we're here to support you. Email questions to Info@HACA.org.

