

**MINUTES OF THE REGULAR MEETING OF THE BOARD OF COMMISSIONERS OF THE
CHARLOTTESVILLE REDEVELOPMENT AND HOUSING AUTHORITY**

September 28, 2015

The Board of Commissioners of the Charlottesville Redevelopment and Housing Authority, (hereinafter “CRHA” or the “Housing Authority”) held the Regular Meeting at 6:00 p.m. on September 28, 2015, in City Council Chambers at City Hall.

I. CALL TO ORDER

Commissioner Jones called the meeting of the Board to order at approximately 6:02 p.m. on September 28, 2015.

II. ROLL CALL OF COMMISSIONERS

Present:

Ms. Julie Jones, Chair
Ms. Audrey Oliver, Treasurer
Mayor Satyendra Huja, Commissioner
Mr. Keith O. Woodard, Commissioner

Absent:

Ms. LaTita Talbert, Vice-Chair*

Staff Present:

Ms. Constance Dunn, Executive Director
Ms. Amy Nofziger, Executive Administrator
Ms. Heather Jeffries, Asset Manager
Mr. Andrew Gore, Deputy City Attorney

* Ms. Talbert arrived after roll call at approximately 6:10 p.m.

III. MOMENT OF SILENCE

Commissioner Jones called for a moment of silence.

IV. APPROVAL OF MINUTES OF THE REGULAR MEETING OF THE BOARD OF COMMISSIONERS HELD AUGUST 24, 2015

Commissioner Woodard moved to approve the Minutes. Commissioner Oliver seconded the motion. All voted in favor to approve the Minutes without abstention.

V. EXECUTIVE DIRECTOR’S RESPONSE TO QUESTIONS FROM PREVIOUS MEETING

Ms. Dunn said that at the last meeting there were many comments about cleaning of the dryer vents at Crescent Halls. After the meeting, CRHA determined that they had already been cleaned and there was no fire hazard. The second concern was that the dryers were frequently inoperable due to the fact that residents unplug them. Ms. Dunn explained that because the dryers are gas they have a safety sensor that prevents them from starting when they are plugged back in without a technician’s assistance. Since the last meeting, the Housing Authority has installed covers for the dryer plugs so that residents can no longer unplug the dryers. Ms. Dunn reported that the vendor, Coinmach, is installing all newly refurbished dryers throughout the building.

Ms. Dunn said that there were concerns expressed regarding the newly established PCC Panel for CRHA’s FSS program. CRHA would like to invite additional providers to participate and is working on expanding the panel.

Ms. Dunn reported that CRHA has now identified two sink holes at Westhaven and the City has confirmed that a major contributing factor is the runoff from parcels on West Main Street. The problem has materialized to include the large staircase leading up to the basketball court and a comprehensive correction is necessary. Recommendations from the City include a list of engineering firms that can provide expertise on the best way to fix the problem long term. Due to safety reasons, the area will be restricted until a comprehensive renovation is complete. CRHA is building a hardwood fence around this area to ensure that access to the area is totally restricted.

Ms. Dunn said that Mr. Gore has been asked to research on whether the neighboring properties have ever been put on notice about this problem in the past. Mr. Gore said he has not established any history that the other property owners have been put on notice.

As requested CRHA has included the Barment list in newsletter and the list is available at any time on CRHA's website. The list will also be posted on community boards.

In response to concerns about mold and allergens at Crescent Halls, CRHA will be considering installing tile in units going forward. Residents should find regular cleaning of tile flooring to be less work than cleaning carpet. An additional benefit is tile flooring is less likely to facilitate the spread of bedbugs and is easier to maneuver by those that are mobility impaired.

Commissioner Oliver said she would like the Board to direct the Housing Authority to do mold testing at the Westhaven sites that have the water rushing onsite.

VI. EXECUTIVE DIRECTOR'S REPORT

Ms. Dunn reported that CRHA has partnered with Abundant Life Miniseries to conduct budgeting sessions on Tuesdays from October 6th to November 17th from 11:30 a.m. to 1:30 p.m. at the Westhaven Community Center. Lunch is provided and there will be free gift cards to all that attend.

CRHA will be hosting a Fair Housing Training with guest speaker Mally Mason from the Virginia Department of Occupational Regulation on October 6, 2015, from 1 p.m. to 4 p.m. in City Council Chambers. PHAR, residents and members of the public are encouraged to attend.

In the package tonight is a PIH Notice regarding HUD Guidelines for Service Animals. CRHA has approved for a resident at Crescent Halls to have two service animals. Approval of service animals is a requirement under HUD guidelines, the Fair Housing Act, and Section 504. The definition of a service animal is "an animal that works, provides assistance, or performs tasks, for the benefit of a person with a disability, or provides emotional support that alleviates one or more identified symptoms or effects of a person's disability." Some Board members might recall that CRHA was placed under a Memorandum of Understanding in 2008 for failure to accommodate persons with disabilities but has since complied with the requirements of that MOU. Failure by a Housing Authority to accommodate persons with disabilities can have serious financial and administrative consequences so the Housing Authority is taking the necessary steps to make sure that this does not happen again. To further educate residents on why these animals are present, the Housing Authority will be assisting this resident to provide "Service Animal" vests for both of the animals.

CRHA continues to have higher than normal vacancy since the implementation of the homeless preference. Homeless applicants' verifications are extremely difficult to obtain and create unusual delays in processing. Often during the eligibility process the applicant's household composition changes and the applicant is then returned to the waitlist pool and another applicant must be selected for processing. CRHA will be proposing changes to Admissions and Continuing Occupancy Policy that will

help streamline the eligibility process. The proposed changes will be posted for public comment no later than October 9th. There will be the required opportunities for public comment prior to implementation of any changes.

The Housing Authority has been presented with some suggestions from PHAR regarding safety and although some of these recommendations are not financially feasible, CRHA will be setting up a formal system to have an Asset Manager on call to assist staff with unusual emergency situations. Residents will still be asked to contact the answering service as the first point of communication.

Another effort that is ongoing is that the Police began door knocking at Crescent Halls last week to engage resident's feedback about the community and safety issues. CRHA is in the process of establishing a schedule for the installation of additional cameras, entryway system and a new intercom system at Crescent Halls.

CRHA is referencing the City Curfew in all lease briefings.

Lighting checks are now conducted twice a month with a management staff member checking behind the technician. CRHA is pricing out the addition of lights at South First Street and later at the other communities.

CRHA is pleased to announce that a Modernization Coordinator/Maintenance Supervisor has been hired to begin work on October 5th. The addition of this staff person will bring much needed expertise to the agency and allow for better supervision and oversight of maintenance operations and capital spending.

The Housing Authority's assets were recently evaluated by two insurance companies, Virginia Municipal League and Nationwide Insurance. The total values of the portfolio came in between 41 and 44 million dollars. The values are divided out per building and per property and this should be useful information as the Housing Authority moves towards redevelopment.

It is once again time to begin the Annual plan process and CRHA will have a kickoff meeting after our October Regular Finance meeting on October 21st. As a starting point we will review the 27 initiative in the 2015-2016 Annual Plan which is under Tab 12 of the Commissioner's Binder. The final due date for the Annual plan is January 16, 2016. The Housing Authority will also include a review of Capital Spending and discussion of future projects as part of the Annual Planning process.

CRHA would also like to begin revision of the Housing Choice Voucher Administrative Plan and has been offered a template to use from another housing agency. Once the template arrives there will be a work session scheduled. It might make the process smoother to establish a panel to review the Admin Plan and make recommendations on those policies where the Housing Authority has discretion. As a suggestion the panel might consist of two staff members, a representative from PHAR, and one from Legal Aid and possibly a Board member.

Commissioner Talbert asked if all residents are aware about having Service Animals. Ms. Dunn replied that reasonable accommodations are available to all residents and is based on individual need. Commissioner Talbert said she would like there to be a list of ADA Service Animals so people will know. Mr. Gore said because of the medical need for the animals, there are confidentiality issues about providing a list. Commissioner Talbert said she would like a general notice stating there are Service Animals in the building along with a list provided to CRHA staff. Mr. Gore said that a general notice and for CRHA staff to have a list would be ok.

VII. PUBLIC COMMENTS FOLLOWED BY PHAR COMMENTS

Wilbur Crews, Jr., Crescent Halls, said he wanted to thank Ms. Dunn for her help with the air conditioner. He said he appreciated the fact that Ms. Dunn, herself, had called him personally several times. He said he thinks she is doing a good job. He said not everyone is going to get what they want. He said he would like to see PHAR and the Board reach agreements on some things. He said that the Asset Manager needs to be appreciated for the extra time she works and for the hard work that she does.

Annette Wilcox, 1400 Monticello Rd., said she and her neighbors are getting to know each other and she likes her new neighbors.

Deborah Booker, President and Secretary of the Crescent Halls Tenant Association and Crescent Halls resident, said the Asset Manager is overworked and wants the Asset Manager on-site in the building. She said she wants residents' safety to be considered when ADA Service Animals are allowed. She read a letter from the tenant association asking for the Board to hear their requests and demands for changes in the building. She said residents don't speak out in fear of eviction. Ms. Booker passed out pictures that were taken at Crescent Halls of bedbugs and rodents.

Joy Johnson, 802 Hardy Dr., said she is glad that work is finally being done on the sinkholes. She said she was appalled by what she saw in a blind residents' unit. She said she thinks the rugs need to be changed at Crescent Halls.

Sam Taylor, Crescent Halls, said he is concerned with the residents receiving refurbished dryers instead of new appliances. He said the same problems will arise. He said rent statements didn't go out but residents are being threatened with warrants. He said it's not their fault that they didn't get the statements and wants them to have more time to pay.

Peggy North, Crescent Halls, said the security guard is acting and speaking inappropriately to some residents and she doesn't think that's right.

Brandon Collins, PHAR, passed out the report. He said that Crescent Halls' residents are not relenting about their concerns. The Asset Manager is overworked by doing 2 major jobs that should have 2 people working them. He said he would like to know if the Asset Managing System is allocating fewer funds to the maintenance of Crescent Halls. He said residents need training on the new entry system. He said the dryer complaints are continuous and a vent cleaning procedure needs to be established. He said that ADA Service Animals cannot cause harm to other residents and residents are responsible for reporting any occurrences. He said he is unsure who the FSS Coordinator is and wants to be sure there is a PHAR representative on the committee. He asked if any participants who dropped from the program had a balance. He said he was glad to hear about the Modernization Coordinator being hired and that the sinkhole needs to be made a priority. He said the moisture from this could be affecting the air quality and causing health problems. He said PHAR being on the Admin Plan panel is a good idea. He had questions/comments regarding redevelopment: trip to ARHA, MOU for resident participation, schedule for moving forward, has consulting started, and wants PHAR to be part of consulting plan. He said there are rumors of secret meetings between the Board, Finance Committee, City Council and PHA. He said this is a major problem and wants a written response. Full Report that was passed out is attached.

Other Discussion: Commissioner Woodard said carpets at Crescent Halls need to be on the Capital Improvement Planning. There was additional discussion about the sinkholes and the fence is planned to be completed by the end of the week. Ms. Dunn said that rent statements went out over 10 days ago and residents were given extra time to pay. Commissioner Oliver asked why CRHA received refurbished dryers instead of new. Ms. Dunn said she will inquire. Commissioner Talbert said she wants a contract

negotiation to get new dryers. Commissioner Oliver said she wants the City curfew in the newsletter. There was additional discussion about the ADA Service Animals and they must be evaluated on an individual basis and not by the breed or its reputation. Ms. Dunn said the carpet for the resident mentioned earlier has already been replaced. Commissioner Oliver said she doesn't want CRHA to purchase the ADA Service Animal vests. Ms. Dunn said there will be no collection action for late fees and work orders until the December 1st due date. Commissioner Talbert said she doesn't want any warrants issued. Ms. Dunn said the ceilings at 6th St. are going to be assessed to determine the appropriate corrective action and the Modernization Coordinator duties will be determined by the Executive Director.

VIII. BOARD DISCUSSION REGARDING NEXT STEPS TO REDEVELOPMENT

Commissioner Jones said that there are 5 applicants for the Redevelopment Committee and anticipates many more to come in. Commissioner Jones explained that the Board approved the initiation for contract negotiations but the contract has not been executed. She said that part of the contract discussion was to ask the City for funding.

IX. COMMITTEE REPORTS

A. RESIDENT SERVICES REPORT

Ms. Johnson said she thought CRHA was paying for the consulting contract and doesn't understand why CRHA is asking the City for funding. Ms. Johnson gave the Resident Services Committee Meeting report. The full Minutes are included in the Board Meeting Packet.

X. RESOLUTION #1346 – UTILITY ALLOWANCE REVIEW

Ms. Munson explained that 24 CFR §965.507 requires that PHAs review their utility allowance (UAs) on an annual basis to ensure that their UAs and surcharges for excess usage are (1) reasonable and (2) in regulatory compliance.

Issues that should be taken into consideration during the review are:

- Significant change: Significant changes to buildings, equipment, or appliances that would affect the consumption requirements of the utility for which the allowance is provided since the time when the allowances were last calculated.
- Time Period: Best practice recommends a recalculation of consumption allowances no later than five years from the last calculation to take into account any changes over time that have affected the consumption usage of the dwelling units.
- Changes in Utility Rates and Charges: A comparison of the new/current utility rates and charges and charges used to calculate the current UAs should be performed. If the rates have changed by ten percent or more (increase or decrease) compared to the ones used when the current UAs were calculated, the regulations require the PHA to recalculate the UAs based on the New/current rates and charges.

The current utility allowances are based on the 2010 Uapro Study which follows the HUD Utility Schedule Model (aka HUD Model) calculation engine.

- Significant change since 2010:
 - Weatherstripping was done at all properties except Crescent Halls
 - Significant renovation was done on the single family houses including insulation, low flow toilets, and shower heads.

- Interior lighting replaced at South 1st Street and 6th Street
 - Energy Star hot water heaters, stoves, and refrigerators were replaced on an as needed basis.
 - Windows were replaced at Crescent Halls but they are exempt from excess utility charges.
- Time Period: The last study was done within the last five years.
- Changes in Utility Rates and Charges:
 - Average Electricity Rate paid by CRHA 2010: 8.31¢/kwh
 - Average Electricity Rate paid by CRHA 2014: 9.73¢/kwh
 - Average electricity Rate paid by CRHA 2015: 9.74¢/kwh
 - Electricity Rate increase since 2010: 17.21%
 - Electricity Rate increase since 2014: 0.1%
 - Average Water Rate paid by CRHA 2010: 4.34¢/ccf
 - Average Water Rate paid by CRHA 2014: 4.41¢/ccf
 - Average Water Rate paid by CRHA 2015: 4.87¢/ccf
 - Water Rate increase since 2010: 12.21%
 - Water Rate increase since 2014: 10.43%
- Current rates charged to residents for Excess Utility usage:
 - Electricity: 7.4¢/kwh
 - Water: 3.18¢/ccf

There were significant energy improvements to the properties that might call for another study. The electricity rates increased more than 10% since 2010 which triggers an automatic charge recalculation. However, no changes will be made as the lawsuit settlement locks in the allowances and rates through 2018, and this is for informational purposes.

Commissioner Woodard motioned to approve the application. Mayor Huja seconded. All voted in favor without abstention.

XI. OTHER BUSINESS

No other business.

XII. COMMITTEE MEETING DATE CHECK-IN

- Resident Services Advisory Committee Meeting will be held Thursday, October 8, 2015, at 1:00 p.m. at Crescent Halls Community Center.
- Finance Committee Meeting will be held Wednesday, October 21, 2015, at 5:00 p.m. in the Basement Conference Room followed by an Annual Plan and Capital Improvement Planning Session.
- Board of Commissioners Meeting will be held Monday, October 26, 2015, at 6:00 p.m. in City Council Chambers.

XIII. PUBLIC COMMENTS

Joy Johnson, 802 Hardy Dr., said she wants to know who the FSS Coordinator is. She said there are agencies and resources available outside of CRHA to assist with issues at Crescent Halls.

Brandon Collins, 418 Fairway Ave., PHAR, said he echoed Ms. Johnson in that changes need to be done at Crescent Halls. He said he would like there to be something done about splitting the jobs that the

Crescent Halls Asset Manager is doing. He said he thinks that it is a good thing that HUD is taking interest in the ARHA collaboration.

Ms. Dunn reported that Jewel Mason is the FSS Coordinator.

XIV. ADJOURNMENT

Commissioner Jones adjourned the meeting at approximately at 7:33 p.m. Commissioner Woodard motioned to go into Closed Session. Commissioner Talbert seconded. All voted in favor with no nays or abstentions.