

ACCOMACK-NORTHAMPTON REGIONAL HOUSING AUTHORITY
MINUTES OF THE
March 25, 2015
4:00 p.m.
A-NPDC Conference Room
Accomac, Virginia

DIRECTORS PRESENT:

Richard Jenkins	Accomack County
Steven B. Miner	Accomack County
William Hughes	Northampton County
Vincent Holt	Section 8 Representative

DIRECTORS ABSENT:

Katherine H. Nunez	Northampton County
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OTHERS PRESENT:

Elaine Meil	David Annis
Susan Haycox	Kat Edwards
Melissa Matthews	Colin Kean
Christine Ross	Niketa Myrick

1. Call to Order

Chairman Jenkins called the meeting to order at 4:01 p.m.

2. Minutes of the January 28, 2015 Meeting

Presented were the minutes of the January 28, 2015 meeting.

Adoption of the presented minutes was requested.

Director Miner moved to approve the minutes of the January 28, 2015 meeting as presented. Seconded by Director Holt, the motion carried by unanimous vote.

3. Bills Payable and Financial Statement

Commission approval was requested for the following Bills Payable and attached Financial Statements:

General Operating Account		
A-NPDC	Mill Run Tax Credit Project (Jan/Feb)	\$ 3,599.79
A-NPDC	William Hughes Tax Credit Project (Jan/Feb)	<u>11,685.50</u>
	Total Due A-NPDC	\$15,285.29*
Section 8 Checking Account		
A-NPDC	Administration, (Jan/Feb)	\$56,949.75*

Mill Run Apartments, LLC

No bills were payable at this time.

William Hughes Apartments, LLC

No bills were payable at this time.

* Detail was included with agenda item "Current A-NPDC Financial Report"

Director Holt moved to approve the Bills Payable as presented. Seconded by Director Hughes, the motion carried by unanimous vote.

4. Current A-NPDC Projects Financial Report

The presented report indicated that 65.54 percent of the FY 2015 budget had been expended while 66.67 percent of the fiscal year has passed.

Board acceptance of the attached report was requested.

Director Holt moved to accept the Current A-NPDC Financial Report as presented. Seconded by Director Miner, the motion carried by unanimous vote.

5. FY 2015 Budget Amendment

Adoption of the following budget amendment was requested:

1.	3157	Section 8 (Housing Choice Voucher)	\$216,000.00
		Management Services	<u>+ 26,000.00</u>
			\$242,000.00

ITEM 1 represents the amendment to include additional HUD revenues to complete Section 8/HCV management activities for the current fiscal year. The increased projection is based on average monthly revenues received through March (\$20,581).

The requested amendment was reflected on the current A-NPDC financial report.

Director Miner moved to accept the FY 2015 Budget Amendment as presented. Seconded by Director Hughes, the motion carried by unanimous vote.

6. Election of FY 2016 Officers

The Authority By-Laws state that officers of Chairman and Vice Chairman should be elected at least two months in advance of the end of the fiscal year, normally our March meeting.

The Authority By-Laws state that the Chair and Vice Chair serve for one-year terms and may serve up to three consecutive terms. Having served three terms, Chairman Jenkins and Vice Chairman Miner were not eligible for re-election.

For your information, the Executive Director serves as Secretary-Treasurer and serves at the pleasure of the Board.

Board election of FY 2016 Chairman and Vice Chairman was requested.

Director Miner moved to postpone this election until the next Board Meeting. Seconded by Director Holt, the motion carried by unanimous vote.

7. Property Management

Mill Run Apartments – 26 Duplex Apartments

- Vacancies: Currently two, with one move-in scheduled.
- Rent: All rents are up to date.
- Maintenance Issues: Only a few minor freeze-ups during the extremely cold weather.
- Other: No other issues to report.

Sunnyside Village – 23 Single Family Houses

- Vacancies: None.
- Rent: All rents are up to date.
- Maintenance Issues: Only routine maintenance mostly related to snow and extreme cold weather.
- Other: No other issues at this time.

Virginia Street – 10 Single Family Houses

- Vacancies: None.
- Rent: One hospitalized tenant is behind with rent payments.
- Maintenance issues: Two houses experienced frozen pipes during the hard freezes. One of the houses had the heat set on low due to the tenant being hospitalized. The maintenance crew was able to replace the pipes, saving the cost of contracting the work to a plumber.

- Other: A tenant who had occupied a unit over five years ago and left owning the property over \$2,000 returned and paid the full amount owed.

Onancock Square – 40 Apartments in 4 Buildings

- Vacancies: At our last meeting we reported 5 vacant units. Since then we have had two new families move-in, and applicants are being processed for the remaining 3 units. As a result of the recent outreach, we now have 8, 2-bedroom families on the waiting list.
- Rent: One family is behind with rent payments, but it is a small amount.
- Maintenance: We lost some shingles during the extreme wind event. The roof and all of the resulting damage has been repaired.
- Other: No other issues to report at this time.

Crispus Attucks Apartments – 22 Duplex Apartments

- Vacancies: Two vacancies. Management is working with the housing voucher folks trying to identify right-sized families who are eligible for the 3-bedroom units.
- Rent: One family is behind with rent payments.
- Maintenance: There was an apartment fire in February in an upstairs unit. Apparently, food that was being cooked on the stove top was left unattended, resulting in a fire. There were two Range Queens (fire suppression devices) installed in the range hood, and both of them deployed. We suspect that the Range Queens doused the fire, but because the source of the fire was not removed, in time, it reignited. There was also a fire extinguisher mounded on the wall opposite the stove that was never removed from its hanger. As of the time of this report, the tenant apparently abandoned the unit and has not been located, and the Exmore Fire Department has not issued its findings. The property insurance will cover the damages, including the loss of rent, minus the \$2,500 deductible.
- Other: No other issues at this time.

William Hughes Apartments – 34 Apartments in 6 Buildings

- Vacancies: None.
- Rent: One tenant is behind with rent payments, and court proceedings are pending.
- Maintenance issues: Mostly snow removal. One unit had a problem with their heat pump that was covered by warranty.
- Other issues: No other issues to report.

Current financial reports for each property were attached for review.

8. Housing Development Projects

The construction at William Hughes is substantially complete and all units have been reoccupied. We have authorized a change order to install new light fixtures on all of the site poles. A couple of punch-list items have been on hold waiting for warmer weather, including bringing in some top soil and seeding some common areas, and reworking some areas of asphalt. The new property sign has been installed.

Our attorney has again requested closing instructions from VHDA for the HOME Loan. The next capital contribution from our equity partner will coincide with the closing of the HOME funds.

The rehabilitation of William Hughes Apartments was featured in NCALL's 2014 annual report.

Director Miner commended Director of Housing Development Annis and all involved on for their excellent work on the William Hughes Project.

9. Housing Choice Voucher Section 8 Program

We currently have 490 families under lease in Accomack and Northampton Counties as of February 28th with additional families with a voucher searching for housing.

Staff has begun the process of transitioning to the biennial inspection process for units that receive inspections from their funding agencies. Staff has sent a letter to each property affected explaining the new procedure. This letter will be followed up by a phone conversation with the inspector to determine when the last inspection of the property was conducted by the outside agency. Staff will collect the results of the inspections and determine the appropriate course of action.

The A-NRHA is being asked to consider adoption of another priority or set aside for special purpose vouchers to help Virginia achieve the goals set as part of a settlement agreement with the Department of Justice which found that Virginia had violated the Americans with Disabilities Act by failing to serve individuals with intellectual and developmental disabilities in integrated settings appropriate to their needs. (See attached information.)

Staff hopes to have additional information from HUD by the meeting date for discussion.

Nan McKay has provided another update to our Administrative Plan. Many of the changes are wording, formatting and pagination. The most significant change is regarding the process of conducting biennial inspections. Additional changes include a policy for asking about registered sex offenders at annual reexaminations. A summary of the changes is included.

Staff recommended adoption of all of the proposed changes to the Administrative Plan.

Director Holt moved to adopt the proposed changes to the Administrative Plan as presented. Seconded by Director Hughes, the motion carried by unanimous vote.

10. Housing Counseling

Pre-Purchase Counseling	Current Month: February	Cumulative FY 2015	Total RIF Cumulative
# of orientations held	0	0	11
Orientation attendees	0	0	39
Client Intakes	1	16	146
Additional Counseling Sessions Held	3	12	119
# of final workshops held	1	2	8
Mortgage submissions	1	3	23
Mortgage closings	0	0	15
Financing leveraged	0	\$ 0	\$ 1,472,257

Growing Your Money Financial Literacy	Current Month: February	Cumulative FY 2015	Total Cumulative
New GYM participants	0	0	31
GYM graduates	0	0	20

Default and Foreclosure Counseling	Current Month: February	Cumulative FY 2015	Total Cumulative
Intake sessions	3	6	77
Additional Foreclosure Sessions	5	15	204
Positive Foreclosure Prevention Outcomes	0	1	29
Homeowner Budget/Predatory lending Counseling	0	1	11

11. Executive Director's Report

Asset Management Activities

Ten individuals are also being managed for debt owed to the Housing Choice Voucher Program. Currently two clients are paying on their collections.

Eastern Shore IPR Survey

Skeo Solutions is planning to hold a workshop in May and present their findings. Invitations will be extended to the Board.

Strategic Plan Report

Staff continues to work toward the RHA Goals and Objectives the report is below.

AN-RHA 2012-15 Goals and Objectives

Goal #1: To operate in a responsible and accountable manner which implements the RHA’s clearly defined mission.

Objectives

1. Develop an internal management structure which provides a clear linkage between responsibility and accountability
2. Develop a clear board structure with optimized size and composition capable of advocacy for carrying out the RHA mission
3. Develop the partnerships people and resources to ensure success – target per program

Measures

1.1a The Director of Housing Services will conduct quarterly meetings with staff to assess process toward RHA program goals.
5/13 Executive Director Meil and Director of Housing Services Edwards met with the entire staff to discuss how the Sequester will impact Section 8.
7/13 Staff has been trained in a new system to manage phone calls and changes have been made to the split workloads more evenly.
9/13 As follow-up, staff is scheduled for a question and answer session since all staff are now implementing the new system. A-NRHA clients are being given clear direction to only bring complete documents and staff is developing ways to streamline certain tasks to reduce administrative time spent on the program. The administrative assistants are being trained in aspects of the program so they can assist clients with obtaining their documentation and providing client services such as obtaining SNAP information, and child support information.
1/14 Staff have met twice to reinforce the new system and answer questions. Already phone calls are being answered more quickly and notification times of rental changes in family portion are increasing. Staff will work to quantify progress so it can be tracked.
3/14 A new tracking tool has been developed to show progress against program goals.
5/14 Staff continues to review the tracking tool weekly.
1/15 Staff visited the City of Virginia Beach’s Housing and Community Preservation Office and brought back significant information regarding the manner used to manage the lobby and organizational habits used by the organization. Staff is conducting a poll regarding other authorities and whether they have a walk in policy, as we do, or an appointment based system.
3/15 Staff worked out a plan for the lobby that will meet the needs of the A-NRHA, ESVHA and A-NPDC. It includes a counter that can accommodate two clients as well as desk with more privacy for the receptionist. Staff will be seeking approval for the plan and a budget in April

from the A-NPDC. Staff examined 8 public offices of Accomack County and found in each instance a counter and desk was used.

1.1b The Director of Housing Services will conduct quarterly file review for RHA program compliance.

3/13 Director of Housing Services Edwards is conducting the review and working on potential family fraud cases.

7/13 Director of Housing Services Edwards has started the comprehensive SEMAP review of the Section 8 Housing Choice Voucher Program.

9/13 Director of Housing Services Edwards has completed the SEMAP review.

9/14 Director of Housing Services Edwards has completed the SEMAP review.

1.1c Director level staff will monitor monthly lease rate, and housing assistance payments.

The bi-annual update of the list is complete. Staff opened the Waiting List and over 300 families applied.

3/14 Staff have begun planning to reopen the Waiting List. Staff intends to have a one day opening with a housing fair to educate the public about fair housing issues including how to avoid scams.

5/14 Staff have determined that the housing fair will take place before September in partnership with the Continuum of Care Committee. Since the waiting list numbers have dropped, the Waiting List will be opening in June for a week. Staff will also review whether it will also be opened at the housing fair after the results of the June opening.

7/14 236 Applications were made for the Waiting List.

1/15 Staff has increased the lease rate and additional administrative fees are now being received from HUD. Briefings are underway for a pull of individuals from the Waiting List.

1.1d Director of Housing Services will report progress at Board meeting after each quarter. Described in the Housing Choice Voucher Memorandum.

1.1e Staff will develop a tracking tool to report on progress on the strategic plan.

11/12 The Goals and Objectives and status report has been added.

1.2a Educate the Board regarding Board structure requirements from the Commonwealth of Virginia as well as RHA programs in September 2013. Request guidance from Board. *A copy of the Code of Virginia was presented.*

1.2b Implement any changes requested by the Board in FY2014.

1.3 See 3.6a and 3.6b.

Goal #2: To deliver quality programs that can be politically and financially supported.

Objectives

1. Professional development program with dedicated resources. For training and recruitment.
2. Holistic approach to client services, administered directly and through partners
3. Project, development reserve fund with annual set-asides for real estate and services opportunities.

Measures

- 2.1a Director level staff member will attend Governor's Housing Conference annually.
- 2.1b Section 8 Housing Choice Voucher Program staff member will attend a conference or class on Section 8 annually.

5/13 Director of Administration Haycox has attended the VAHCDO annual conference with special sessions regarding Sequestration.

- 2.1c Budget for the attendance of one staff member to the Governor's Housing Conference and the cost of one Section 8 class annually.

11/12 Community Development Coordinator Wert attended the Governor's Housing Conference November 14-16, 2012.

- 2.1d Staff members will update housing counseling certification biennially (May 2013, May 2015).

5/13 Andrea Bailey has completed her certification. Both Bobbie Jo Wert and Patricia Connolly Grove still have theirs in effect. Ms. Grove is also maintaining her pre-purchase homeownership education, foreclosure basics, foreclosure intervention, and advanced foreclosure certifications. She has applied for a scholarship for the last course of the homeownership counseling (available in August) and once she completes this she will have complete NeighborWorks Center for Homeownership Education and Counseling (NCHEC) certification.

- 2.1e When recruiting for positions, review the skills needed and test skills as part of hiring process.

7/13 Staff has developed an appropriate skills test that includes basic math, simple word problems similar to daily work and accuracy tests. Interviews are scheduled to begin July 22.

9/13 Staff conducted several interviews and the position was filled by Jennifer Giddens, who has returned to the Eastern Shore.

5/14 Jennifer Giddens is leaving the Eastern Shore for family reasons. Staff will be recruiting a staff person for the program using the skills test that has been developed. Additionally, staff is prioritizing stability in previous work experience.

7/14 A basic skills interview has been scheduled for several candidates.

9/14 Staff conducted several interviews and selected Jen Hope, previously of Accomack County Social Services.

2.2a See 3.6a and 3.6b

2.2b Maintain active membership in Continuum of Care partnership with other service providers.

11/12 Staff attended the statewide CoC meeting at the Governor's Conference in November 2012.

Community Development Coordinator Wert has assisted the CoC with writing an application for Permanent Supportive Housing. Staff is also assisting the CoC with the Emergency Solutions Grant. Initial discussions are targeting the funds for the Domestic Violence Shelter. Staff also attends monthly meetings.

1/15 Several staff are participating in the Point-in-Time Count of the Homeless on January 28.

2.3 The Director of Administration will research reserve fund standards and develop a recommendation for the Board that will be presented in May 2013.

5/13 Director of Administration Haycox has contacted the auditor to determine levels adopted by other PHAs and will ask in the VAHCDO sessions the same question to administrative professionals attending the financial sessions.

Goal #3 : To communicate effectively to gain public support and obtain new partnerships

Objectives

1. Create Guiding Principles that board and localities create/buy-in , creating more fundable projects
2. Use client information to provide a more positive picture and message of working families on the Eastern Shore
3. Provide article to new papers on regular basis every other month showcasing a program or project.
4. Appear before Board of Supervisors of both counties one time a year with over view of projects and programs
5. Annually report
6. Develop partners to address issues

Measures

3.1a Educate Board on planning principles (Crime Prevention Through Environmental Design, Design Characteristics of Traditional Neighborhoods) related to multifamily development at the September 2012, November 2012 and January 2013 Board meetings.

9/12 Crime Prevention Through Environmental Design principles education was presented at the September 2012 Board meeting.

1/13 Design Characteristics of Traditional Neighborhoods was presented at the January 2013 Board meeting.

3.1b Create a Guiding Principles document at the March 2013 meeting.

Staff will use the Counties' Comprehensive Planning to begin this effort. Since updates are underway, staff intends to monitor the efforts and will bring this back to the Board when the timing is appropriate.

3.1c Present the Guiding Principles document to Accomack County and Northampton County Board of Supervisors by August 2013.

3.2a Create an in-depth article, using HAPPY software data, showing how working families use the Section 8 Housing Choice Voucher Program. Provide the article to the local news outlets by February 2013.

Director of Housing Services Edwards has prepared the information.

3.3a The Director of Housing Services will provide the Board an article in January, May and September.

An article on efforts to help families with damaged homes from Hurricane Sandy was featured in the newspaper.

3.3b The Director of Housing Development will provide the Board an article in March, July and November.

Director of Housing Development Annis contacted the Eastern Shore News with an article idea about Mill Run Apartments. It was featured on the first page below the fold on March 13, 2013.

Director of Housing Development Annis presentation on affordable housing issues to the Northampton and Accomack County Board was highlighted in an article in the newspaper.

Director of Housing Development Annis arranged for the William Hughes Apartment renovation to be featured on the Virginia Community Capital website on May 8, 2014.

3.4 The Executive Director will arrange for an annual report to Accomack County and Northampton Boards of Supervisors in July.

2013 Director of Community Development Annis has appeared before the county boards to present the annual report.

2014 Executive Director Meil and Director of Community Development Annis appeared before the Northampton County Planning Commission to provide information regarding the affordable housing.

3.5 The Executive Director will produce an annual report consisting of the articles and highlights of the Board packets by July.

The annual report was presented at the July meeting.

3.6a Change Board packet to include within the Executive Director's memorandum all existing partnerships with a brief description of the partnership and date of last contact. Request guidance at each meeting providing the Board with an opportunity to develop partners, as needed.

Existing Contacts

Continuum of Care Committee, October 2012, regular monthly meeting
Center for Independent Living, October 2012, Section 8 Administration Plan Comments
Community Service Board, November 2012, RHA staff provided assistance regarding a client
Northampton Social Services, November 2012, RHA staff provided assistance regarding a client
DHCD Training Event at the ESCC, October 2012, Staff attended training on the Enterprise Initiative and the Virginia Individual Development Account program
DHCD HPP Staff, October 2012, Staff attended the HPP Interchange Session
Virginia Department of Emergency Management, July 2013

3.6b As new potential partners become known, discuss adding the partner to the list.

3/14 Director of Housing Services Kat Edwards attended a statewide emergency management conference to discuss the Disaster Restoration committee work after Hurricane Sandy. Virginia Department of Emergency Management has requested Accomack County form a Disaster Restoration committee and as part of that committee is asking for a member from the RHA. A staff member has been assigned.

12. Other Matters

No other matters were discussed at this time.

13. Public Participation

No public participation took place at this time.

14. Adjournment

There being no further business, the meeting was adjourned.

Copy teste:

Richard Jenkins, Chairman

Elaine K. N. Meil, Secretary/Treasurer