

ACCOMACK-NORTHAMPTON REGIONAL HOUSING AUTHORITY  
MINUTES OF THE  
May 28, 2014  
4:00 p.m.  
A-NPDC Conference Room  
Accomac, Virginia

DIRECTORS PRESENT:

Richard Jenkins  
William Hughes  
Vincent Holt

Accomack County  
Northampton County  
Section 8 Representative

DIRECTORS ABSENT:

Steven B. Miner  
Katherine H. Nunez

Accomack County  
Northampton County

OTHERS PRESENT:

Elaine Meil  
Susan Haycox  
Colin Kean  
Sherri Windsor

David Annis  
Melissa Matthews  
Kat Edwards

1. Call to Order

Chairman Jenkins called the meeting to order at 4:00 p.m.

2. Minutes of the March 26, 2014 Meeting

Presented were the minutes of the March 26, 2014 meeting.

Adoption of the presented minutes was requested.

Director Hughes moved to approve the minutes of the March 26, 2014 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 (Mar/Apr)	\$ 1,958.88
A-NPDC	William Hughes Tax Credit Project (Mar/Apr)	<u>11,117.42</u>
	Total Due	\$13,076.30 *

Section 8 Checking Account		
A-NPDC	Administration, (Mar/Apr)	\$29,072.21 *

Homeless Intervention Program Account  
HIP Monthly Billing for Program Activities is included with the HIP agenda item.

Homeless Prevention Program Account  
HPP Monthly Billing for Program Activities is included with the HPP agenda item.

Mill Run Apartments, LLC  
No bills are payable at this time.

William Hughes Apartments, LLC  
No bills are 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 Huges, the motion carried by unanimous vote.

4. Current A-NPDC Projects Financial Report

The presented report indicated that 87.45 percent of the administrative budget and 85.06 percent of the client services budget has been expended while 83.33 percent of the fiscal year has passed.

Board acceptance of the attached report was requested.

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

5. FY 2014 Budget Amendments

Adoption of the following budget amendments was requested:

1.	3157	Section 8 (Housing Choice Voucher) Management Services	\$195,600.00 <u>+ 35,000.00</u> \$230,600.00
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ITEM 1 represents the amendment to include additional HUD and Administrative Fee Reserve funds to complete Section 8/HCV management activities for the current fiscal year. Of the \$35,000 required to complete FY 2014 activities, an additional \$18,000 has been allocated from HUD, and the balance of \$17,000 will need to be allocated from the Section 8 Administrative Fee Reserves. Over the years, A-NRHA has accumulated \$84,463 in Section 8 Administrative Fee Reserves.

2.	31571	Section 8 (Housing Choice Voucher) HAP Client Services Payments	\$2,520,000.00 <u>+ 60,000.00</u> \$2,580,000.00
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ITEM 1 represents the amendment to include additional HUD allocated funds to complete Section 8/HCV client services activities for the current fiscal year.

The requested amendments will be reflected on the next A-NPDC financial report.

Director Hughes moved to adopt the budget amendment as presented. Seconded by Director Holt, the motion carried by unanimous vote.

6. FY 2015 Budget

Deferral of adoption of the FY 2015 A-NRHA Budget and authority to expend funds at FY 2014 Budget levels until the next regular meeting was requested for the following reason:

Since the A-NPDC has not adopted its budget, benefit and indirect rates for FY 2015 have not yet been established.

Director Hughes moved to defer adoption of the FY 2015 A-NRHA Budget and to grant authority to expend funds at FY 2014 Budget levels until the next regular meeting. Seconded by Director Holt, the motion carried by unanimous vote.

7. Property Management

Mill Run Apartments – 26 Duplex Apartments

- Vacancies: Mill Run has one vacancy.
- Rent: All rents are up to date.
- Maintenance Issues: One unit was turned the first week in May. Management is working on items found during the May 7<sup>th</sup> inspections. A sewage pump has been replaced. So far, management is pleased with the new grounds maintenance contractor. Staff is working with the property manager to determine the cause of the slow draining ditches in front of the rental office.
- Other: No other issues to report.

Sunnyside Village – 23 Single Family Houses

- Vacancies: No vacancies.
- Rent: One tenant is behind, but we expect payment soon.
- Maintenance Issues: Management continues to monitor the septic drainfields at two houses and has solicited prices from contractors to make repairs. Both seem to be working now. Recent inspections found two units that will require the replacement of the original VCT tiles. Management is getting bids for this work and will access the VHDA held replacement reserve account to pay for the work.
- Other: VHDA completed a physical inspection of the property in April followed-up with an email stating that “everything appears to be in order”. We are hoping to receive a more formal written report from VHDA soon.

Virginia Street – 10 Single Family Houses

- Vacancies: Virginia Street is fully occupied.
- Rent: Two families are behind with their rent, but management is expecting full payment before it becomes an issue.
- Maintenance issues: Unit inspections are scheduled for the end of the month. Many of the units will soon require work on the exterior steps.
- Other: Nothing else to report.

Onancock Square – 40 Apartments in 4 Buildings

- Vacancies: There are 4 vacant units. Management is processing families to fill the units.
- Rent: Only one family is behind with rent payments.
- Maintenance: One recent move-out will require more than the usual amount of work to turn the unit for a new tenant.
- Other: Portions of the May newsletter and property activity calendar is attached.

Ms. Sherri Windsor has been hired by TM Associates Management, Inc. to replace Ada Linton. We’d like to welcome Sherri, and look forward to working with her.

### Crispus Attucks Apartments – 22 Duplex Apartments

- Vacancies: Three 3-bedroom units are currently vacant. Our property manager is working with our Section 8 managers to identify families from the waiting list being maintained by the Section 8 program as part of the effort to convert units to project-based vouchers. We expect that 2 of the 3 units will be rented by June 1<sup>st</sup>, and the third by July.
- Rent: Two tenants are behind. One has been taken to court and a judgment/possession order has been obtained. We expect the other tenant to become current soon.
- Maintenance: Management and staff are investigating a problem with a roll-in shower in a downstairs handicap unit. Water from the shower appears not to be draining properly.
- Other: DHCD has agreed to convert all of the units with HOME rent and income restrictions to Low-HOME rents. This conversion will make more units available to lower-income families by allowing for deeper subsidies to the property.

### William Hughes Apartments – 34 Apartments in 6 Buildings

- Vacancies: There are 19 vacant units at William Hughes Apartments including 8 units in two buildings that are shut-down for rehabilitation. USDA has taken two buildings off-line until the rehabilitation is completed and the units are reoccupied.
- Rent: Two families are behind with rent payments.
- Maintenance issues: Management continues to provide a minimum level of maintenance in preparation for the rehabilitation work. Several units are being repaired to be used for temporary relocation so that entire buildings can be emptied for construction.
- Other issues: The rental office has been temporarily moved to a vacant unit while the community room/rental office is being rehabbed. Also, RD has apparently converted the facility from a 514/516 to a 515 rental. Staff is trying to get clarification from RD as to what exactly this conversion means.

Current financial reports for each property were attached for review.

## 8. Housing Development Projects

### William Hughes Apartments

Work is progressing at William Hughes Apartments. The work was delayed for a couple of weeks at our request while the floor plans were revised to eliminate a closet that was being placed in the living room to accommodate the air handlers. The redesign includes a newer type of heat pump that uses a air handler that is installed in a drop-down soffit so as not to impact the available floor space.

The project is experiencing cash flow problems mainly due to the high number of vacancies. This was anticipated and funds were included in the development budget to reimburse the property from a lease-up reserve. Also, the property is experiencing the same costs increases with insurance premiums that most properties have realized since hurricane Sandy. Staff will be working with the property manager over the next few weeks to help stabilize the operating budget.

The work at the #300 and #400 buildings is about 85% complete. We're currently on schedule to reoccupy the 8 units in the #300 and #400 building by July 1<sup>st</sup>. The rental office/community room is also about 90% complete, and will be completed by the first week in June.

9. Housing Choice Voucher Section 8 Program

Staff has been pulling names from the waiting list in order to reach the balancing point that optimizes the use of HAP funds and provides adequate administrative funds. We have developed a tracking system to give us better information on when we need to pull and how many. Because of the number of families that have been pulled, staff anticipates opening the waiting list in June. The opening will be advertised 10 days and will remain open for a week.

The A-NPDC has begun advertising for a Community Development Coordinator who will have duties including the administration of Section 8. Jennifer Giddens has resigned to return to Colorado. We hope to have a new staff person in place sometime in July.

10. Homeless Intervention Program (HIP)/Homeless Prevention Program (HPP)

The current HPP program will end on June 30<sup>th</sup> and the Department of Housing and Community Development has changed the way prevention funding will be administered. New funding will be available through the Homeless Solutions Program and is awarded through a community-based application process. The A-NPDC submitted an application on behalf of the Eastern Shore Community Partners (CoC). The application requested funding for shelter operations (ESCDAV), homeless prevention and rapid rehousing. With the restructuring of the program and funding sources, the RHA is not an eligible grantee for prevention funding. The ESVHA will administer those funds and the prevention funds as well. The RHA will not be involved in the homeless solutions programs at this time.

11. Housing Counseling

New foreclosure appointments and calls have remained slow, however some of the more challenging cases are still in the process of obtaining a workout. Many of these cases have had multiple issues attributing to their default and in some cases a new crisis has caused them to fall behind a second time. More clients than in the past are facing the fact that selling the property may be the best solution. One client who recently went through this was able to find subsidized housing after a pre foreclosure sale and is doing much better financially.

Some of the challenges that continue to occur with the pre purchase clients I am currently working with is that once they have all of their derogatory credit cleared, they must show at least a one year history on three or more active accounts. In addition, the lenders want to see this credit on the credit report, not just by statements, cancelled checks, etc. This can be very challenging because many of the banks who provide secured credit cards do not report to the bureaus and some of the smaller car dealerships and other businesses on the Shore do not report to the bureaus. In addition, many of the landlords in this area only accept cash for rent, which makes it impossible to provide a rental history. I have been stressing in the GYM and the Homeownership Orientation classes that it is imperative to start creating this history.

Growing Your Money and an all-day Pre Purchase workshop is scheduled for the month of May. A Homeowner financial and Home Maintenance Workshop is scheduled for early June.

<b>Pre-Purchase Counseling</b>	<b>Current Month: April</b>	<b>Cumulative FY 2014</b>	<b>Total RIF Cumulative</b>
# of orientations held	1	4	11
Orientation attendees	4	11	39
Client Intakes	5	29	103
Additional Counseling Sessions Held	4	25	87
# of final workshops held	0	1	4
Mortgage submissions	0	6	15
Mortgage closings	1	3	10
Financing leveraged	\$28,000	\$ 219,738	\$ 812,438

<b>Growing Your Money Financial Literacy</b>	<b>Current Month: April</b>	<b>Cumulative FY 2014</b>	<b>Total Cumulative</b>
New GYM participants	0	3	27
GYM graduates	0	0	17

<b>Default and Foreclosure Counseling</b>	<b>Current Month: April</b>	<b>Cumulative FY 2014</b>	<b>Total Cumulative</b>
Intake sessions	1	15	60
Additional Foreclosure Sessions	6	52	164
Positive Foreclosure Prevention Outcomes	0	7	26
Homeowner Budget/Predatory lending Counseling	0	0	8

12. Executive Director's Report

Asset Management Activities

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

Strategic Plan Report

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

**AN-RHA 2012-15 Goals and Objectives**

<p><b>Goal #1: To operate in a responsible and accountable manner which implements the RHA's clearly defined mission.</b></p>
<p><b>Objectives</b></p> <ol style="list-style-type: none"> <li>1. Develop an internal management structure which provides a clear linkage between responsibility and accountability</li> <li>2. Develop a clear board structure with optimized size and composition capable of advocacy for carrying out the RHA mission</li> <li>3. Develop the partnerships people and resources to ensure success – target per program</li> </ol>
<p><u>Measures</u></p> <p>1.1a The Director of Housing Services will conduct quarterly meetings with staff to assess process toward RHA program goals.</p> <p><i>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.</i></p> <p><i>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.</i></p>



*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.*

1.1b 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 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.*

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.*

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.*

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.*

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.*

13. Other Matters

No other matters were discussed at this time.

14. Public Participation

No Public Participation took place at this time.

15. Adjournment

There being no further business, the meeting was adjourned.

Copy teste:

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Richard Jenkins, Chairman

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Elaine K. N. Meil, Secretary/Treasurer