

RENTAL ASSISTANCE PROGRAM STATISTICS

ACTIVITY	2/2009	3/2009	4/2009	5/2009
Applications	71	63	56	72
Walk-in/Appointments	201	233	247	261

WAIT LIST	1/2009	2/2009	3/2009	4/2009	5/2009
Section 8 Vouchers *	595/552	638/587	700/639	731/668	761/698
Parkview Knoll	54	53	52	56	52
Blue Mountain Estates	39	40	40	42	42
Scattered Sites	45	49	59	67	55
Schoolhouse Manor	31	30	30	33	35
Monterey House	9	9	5	6	5
Francis Murphy Apartments	53	64	65	63	64
Springfield Manor	51	51	49	52	48

* Where two numbers are shown, the first is total applications and the second is persons free of debts or criminal records that would bar them from participation.

Vouchers	1/2009	2/2009	3/2009	4/2009	5/2009	YTD Proj
Available	498	498	498	498	498	2,490
Utilized	497	497	498	495	494	2,481
Occupancy	99.80%	99.80%	100.00%	99.40%	99.20%	99.64%

PUBLIC HOUSING	3/2009	4/2009	5/2009	Vacancy	Occupancy	Move in	Move Out
PVK	28	28	28	0	100%	0	0
BME	28	28	28	0	100%	0	0
Scattered	24	24	22	2	92%	0	2

RENTAL PARTNERSHIP	3/2009	4/2009	5/2009	Vacancy	Occupancy	Move In	Move Out
SHM	32	32	32	0	100%	0	0
Monterey	24	23	24	0	100%	1	0
Francis Murphy	119	118	119	1	99%	1	0
Springfield Manor	36	36	36	0	100%	0	0

I. Reports

- A. Housing Subcommittee - Committee members have made several contacts with local lenders and formation of a lending pool seems to have promise. The next Housing Subcommittee meeting is being held prior to the June Board meeting.
- B. Blue Mountain Expansion - Building and site design work is proceeding in preparation for the more formal zoning appeals process.
- C. Tenant Handbook and Maintenance notifications - Our current Tenant Handbook provides the following explanation of what a tenant should expect when they report a needed repair: "Maintenance staff will endeavor to notify tenants in advance when work orders are to be performed. If it becomes necessary to reschedule work requested due to changes in the work load, we will call as far ahead of time as possible." In our efforts to provide superior customer service, our staff call ahead on all work orders. In order to gain better control over our average response time it seems prudent to further refine our calling practices to add, "Phone calls will be made to schedule a maintenance visit the two business days following your initial request. If we do not get an answer by phone on the second day we will leave a note on your door the third day. If we have not heard from you by the fourth day we will close out the work request and re-issue it when you become available. If the repair request is of an emergency nature, we will enter your apartment in your absence to abate the emergency."

Does this sound like an appropriate policy direction?

II. Action items

- A. FY2010 Budget - The enclosed HAWC Budget for FY2010 printed on 6/2/2009 at 1:27 p.m. is ready for final approval. The following adjustments were made to the draft reviewed at the May meeting:
 - 1. The Dental insurance premium increased 35% rather than the 40% we had projected, resulting in a slight decrease on the Salary & Benefits line;
 - 2. Based on current year actual numbers, a 1% vacancy loss was included for each of our elderly rental communities and a 3% vacancy factor was included for our family rentals resulting in a slight decrease in projected rental income in the affected programs;
 - 3. As noted in a prior meeting, HUD did not fund our FSS grant application for that activity in the family scattered site program this year. The services we purchase from Community Action Council for our scattered families will cost \$9,735 in FY2010. We will offset this expense with a \$10,000 HUD-allowed transfer from our Capital Fund that was already in our 5-Year Plan budget.
 - 4. In this final budget we have adjusted rent at Schoolhouse Manor and Springfield Manor to bring our ceiling rent amounts that are paid by tenants that do not receive any form of rental assistance in line with the contract rents being charged tenants that DO receive Section 8 rental assistance. At Schoolhouse Manor rents are being

set at \$400 decreasing overall rental receipts projected by \$2,656 and at Springfield Manor the ceiling rent is being increased to \$470 adding \$3,159 to the annual cash flow. It is our practice to set rents in increments of \$5.00. The Springfield increase averts unfavorable overall cash flow.

5. The management fees paid by each program to the central office account reflect the cost of office rent, office equipment and utilities and administrative support. The Section 8 program does not generate enough fee income to pay its "fair" share of the central office costs, but the budget document reflects the decision of the Board that rental assistance is one of our essential core services. Having made all of the correcting entries to the coming year's budget, the final step was to adjust the Section 8 management fee. Mr. Willson and Mr. O'Brien did a quick calculation of the "right" or appropriate Section 8 share of the central office costs and came up with \$40, so we are doing well this year in being able to increase the Section 8 fee by \$2 from \$7 to \$9 per unit per month! The net result of this final adjustment adds \$11,952 to central office income, softening the projected deficit in that sector.

- B. Commissioner terms - According to the records of Joni Bittner, the terms of Margaret Fahrney, Patricia Reynolds and Judith Ferro will expire on 8/31/2009. Richard Keesecker and Tracy Salvagno have met with prospective Board candidate Tim O'Rourke and Dr. Joel Schoenig has been working with the Education Subcommittee of the Board, so it would appear appropriate to make the following recommendations:

1. Judith Ferro should be appointed to serve a five-year term filling the role of Commissioner from the Town of Smithsburg (I believe Judith was going to contact Smithsburg Town officials to gain their consent to this move);
2. And subject to the findings of the nominations committee, two names should now be advanced to the Board of County Commissioners so that these vacancies can be filled effective September 1.

- C. Executive Director Evaluation - Enclosed materials to facilitate this discussion topic include minutes of the special May 19, 2009, called meeting, a revised performance evaluation draft developed at the May 19th meeting and a set of 2009 goals based on recent projects to start the discussion of how 2009 performance can be measured. An additional handout is the April 2009 edition of "The Buzz," a publication of the PHA Technical Resource Center provided at the recent MAHRA conference. The article highlights three steps HAWC has taken to become a better agency: Renewing the agency mission; working to develop strategic local partnerships and making sure staff are on board with the agency direction. Two of their recommended five steps have been discussed but not fully developed: Conducting a needs analysis and learning all of the sources of funding for the identified needs. On the subject of a needs analysis the article states: "Housing agencies should include an examination of all of the following factors:

- Population and demographic trends
- Rental housing market and trends
- Home ownership market and trends
- Municipal short and long range plan
- Agency turnover, wait lists and resident profiles

Most agencies haven't had the time, staff resources or inclination to examine in depth the changing housing needs of their community. Their own wait list and the municipal long-range plan along with whatever may have been in the newspapers have been sufficient in most cases. But as times have changed no doubt the needs for housing in your community have changed as well. Gathering "hard" data to fully understand the shelter needs of your community is a critical first step." Is this good advice? If so it bears on the goals we will be setting.

III. Upcoming events

- A. The list of "Next Meetings" is on the Agenda.
- B. The July agenda will include
 1. Review of the financials for fiscal year 2009
 2. Recommendations from the Housing Subcommittee