

RENTAL ASSISTANCE PROGRAM STATISTICS

ACTIVITY	7/2011	8/2011	9/2011	10/2011
Applications	67	56	49	30
Walk-in/Appointments	349	312	287	292

WAIT LIST	6/2011	7/2011	8/2011	9/2011	10/2011
Section 8 Vouchers (498)*	1,173/1,065	1,180/1,072	1,203/1,093	1,244/1,130	1,223/1,115
Parkview Knoll (28)	96	98	101	98	99
Blue Mountain Estates (28)	59	58	60	62	62
Scattered Sites (24)	77	64	69	74	75
Schoolhouse Manor (32)	52	49	48	46	46
Monterey House (24)	13	14	17	17	17
Francis Murphy Apartments (120)	73	78	79	81	83
Springfield Manor (36)	89	92	93	89	88

* 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	7/2011	8/2011	9/2011	10/2011	11/2011	YTD Proj
Target	482	482	482	482	482	5,302
Utilized	471	467	465	459	458	5,229
Occupancy	97.72%	96.89%	96.47%	95.23%	95.02%	98.62%

PUBLIC HOUSING	8/2011	9/2011	10/2011	Vacancy	Occupancy	Move in	Move Out
PVK	28	28	28	0	100%	0	0
BME	28	28	27	1	96%	0	1
Scattered	20	20	21	3	88%	1	0

OTHER	8/2011	9/2011	10/2011	Vacancy	Occupancy	Move In	Move Out
SHM	31	31	31	1	97%	0	0
Monterey	24	24	24	0	100%	0	0
Francis Murphy	120	120	120	0	100%	0	0
Springfield Manor	35	35	35	1	98%	0	0
NCI	3	3	3	1	75%	0	0
RTO	5	5	5	1	83%	0	0

I. Reports

- A. Conversion - If we do not hear from HUD this week, we have informed them that we will be seeking the help of our Congressional offices.
- B. SEMAP - HAWC has scored another perfect score on HUD's Section Eight Management Assessment Program (SEMAP)! Mrs. Tina Scheib, the Section 8 Coordinator, gathers backup documentation for the annual scoring throughout the year. Our assessment file contains all of the documentation to back up the scores we claim and this file then becomes part of our annual audit.
- C. Monterey Refrigerators - Before deciding on a final course of action, we will do an inventory of the refrigerators placed at Blue Mountain Estates, the other site where PE chose Sears as their vendor.
- D. Snow removal - Snow removal plans were a "hot" topic of conversation when Mrs. Pam Schnebly and Mr. Bill Rogers met with Francis Murphy tenants on October 25th. Prior to that meeting the Resident Association had conducted a resident poll in which 49% of the 121 respondents (the votes of couples were recorded separately) favored a plan where residents would not be asked to move their cars to facilitate snow removal (this was dubbed the "let cars set" option). During that meeting Mr. Rogers explained the safety concerns and past experience with freezing conditions that had lead to the current policy.
1. In all of our senior communities when winter approaches we create "snow parking areas" marked with blue stakes. When snow is in the immediate forecast, residents are expected to move their cars to the blue-stake areas. When snow is being removed this allows complete cleanup of half of the paved parking areas. Residents are expected to move their cars to the clean areas when the crews complete phase I, so that the remaining blue-stake areas can also be cleaned. Residents who do not move their cars are given notice that the next time this happens, we reserve the right to tow their cars.
 2. Over the years we have found that complete snow removal is the best way to eliminate the hazards created by melting and re-freezing of snow. A car that has not been moved becomes a hazard to residents that park in adjacent spaces, putting others at risk of slipping and falling.
 3. To better communicate these concerns, a discussion of the safety angles has been incorporated into the snow policy (see attached).
 4. Mr. Rogers is examining each community to see if there are any areas where it would be safe to create no-plow-zones where seniors who do not plan to do any winter driving could park their cars "for the season." These areas would have to be sloped away from other parking spots so that any snow-melt would not flow back into roadways, sidewalks or cleared parking spaces.

- E. Maintenance Customer Service - Beginning with work orders issued this month, the Maintenance staff will provide residents with the opportunity to turn in a hand-written list of work order requests when they are in a unit completing work. Previously we insisted that all work requests be made by phone to our reception staff. We hope that giving residents a form to list their requests, having our staff there in person to see what is requested and being able to do a few of the quick jobs if time permits to be able to provide better customer service. A copy of the new form will be handed out to all present at Thursday's Board meeting.
- F. Positive Communication - Please add your own suggestions for positive words so we can continue to update our table at the meeting.

PC (POSITIVE COMMUNICATION)	LANGUAGE TO AVOID (FORMERLY THE NO-NO WORDS AND PHRASES)
Community	Development
Community	Project
Homes	Houses
Homes	Housing
Seniors	Elderly
Families	Households
Homes within reach of working families	Affordable housing
? Opportunity target ?	Income limits/guidelines
Persons with disabilities	Disabled persons
Mr./Mrs./Ms. Last name or Mam/Sir	"Hon" or "Honey" or "Dear"
(when someone is reporting that something needs to be repaired..) Did you call Mrs. Shipley?	Did you call Maintenance?
Fully Accessible	Handicap

II. Action items

- A. Discuss and adopt Board goals - Following the discussion at the October Board meeting, staff organized the statements of Board goals into the following format for final adoption:
1. HAWC Commissioners will use personal contacts in the community to recruit potential Board volunteers so that by 6/30/2012 we have at least four (4) Washington County residents who have registered

as volunteers for HAWC on the County Commissioners' web site, who have completed the HAWC Board questionnaire and who have been approved by the Personnel Subcommittee for recommendation to the County Commissioners should a vacancy arise.

2. HAWC Commissioners will make 1-2 personal contacts each month to influence our community's acceptance of HAWC programs and our mission, reporting on their contacts at each Board meeting beginning in January, 2012.
 3. The HAWC Board will take the following positive steps to evaluate the performance of the Executive Director:
 - a. The Personnel Subcommittee will work with the Executive Director to develop an annual work plan beginning in July each year;
 - b. The Board will adopt ED goals at the September meeting;
 - c. The Personnel Committee or their designee will meet with the ED in January each year to provide an interim evaluation, and will report the results of that evaluation to the full Board at their February meeting;
 - d. The Chair will circulate ED evaluation materials to Board members in May;
 - e. The Board will meet in executive session with the ED at their June meeting to complete the final evaluation; and
 - f. The Chair will convey the numeric results of this meeting in writing to the Finance Officer.
 4. The Board will hold a fun, morale boosting annual event that ends the work-day with staff for learning, social contact between Board members and staff and staff recognition that is planned with staff input by June 2012.
 5. Evaluate the Board meeting time called for in the Bylaws in light of current practices and the schedules of current and potential board members and amend the Bylaws by 6/30/2012 if a change needs to be made.
- B. Utility Allowances - Staff recommend adoption of resolution 2011-37 as follows:

WHEREAS, *the Housing Authority is required to annually revise the Section 8 Utility Allowances and the Public Housing Utility Allowances when there is a change of over 10%; and*

WHEREAS *staff have obtained updated utility rate information for all utility categories in October, 2011;*

WHEREAS *the cost of liquified petroleum and oil have gone up 23% in the past year, while the rates for other fuels have changed in the 0-6% range;*

NOW THEREFORE BE IT RESOLVED *that a new schedule be adopted for use in the rental assistance and the Public Housing programs for all*

re-certifications and new admissions on or after January 1, 2012, based on actual current utility rate information.

If none of the allowances had changed by more than 10%, a new allowance would not be required. However since we have to collect data on all of the rates, it has been our practice to bring them all current at this time of the year. This year electric rates increased a modest 6% while oil and LP gas both jumped 23% (28% last year). The cost of wood went up 48%. Most jurisdictions did not change their water and sewer rates.

As we observed last year, increases in the allowances also result in the expenditure of additional subsidy dollars. The assistance formula is shown in the box below.

$\text{Payment to landlord} = \text{Contract Rent} - (\text{Tenant payment} - \text{utility allowance})$
--

If tenant income and landlord rents (Contract Rent) remain unchanged, when utility allowances go up, our portion of the rent goes up. While by regulation we only need to adjust utility allowances if they represent more than a 10% change, we find that keeping them all current annually helps to reduce fluxuations in program costs. The federal rules for all of these things must have been created in an era where utility costs were not the leading cost of living indicator that they have now become!

Snow and Parking Lot Policy

Snow is hard on all of us. In order for the Housing Authority to keep sidewalks adjacent to parking areas and our streets and parking areas ice free, we ask for your cooperation. The following policy statements are based on what we have learned about resident safety and ice over the past years. (A) Snow that is left on paved surfaces will often melt and re-freeze the next night leaving dangerous “black ice” conditions. (B) Removing snow from the full width of a sidewalk helps minimize pooling of melted snow on the sidewalks, so we aim to clear sidewalks to their full width. (C) Ice melting salts can help reduce the risk of ice, but proper steps to remove all of the snow are usually less expensive and more effective in the long run. With this in mind:

1. At the beginning of the winter season Maintenance Staff will mark half of the parking spaces with blue tipped stakes. In general we will try to mark spaces that are not next to sidewalks, but in some cases we will have to pick between spaces on one side of the street or the other.
2. When snow is predicted, please move all vehicles to parking spaces where the blue tipped stakes have been placed. If you are unable to move your vehicle, please ask a neighbor to do it for you before the snow begins to fall, or contact us to explain your predicament.
3. This will allow us to have snow removed from walks and adjacent parking spaces on the first pass. AFTER the walks and vacated spaces have been cleared, clean the snow off your car and move it to the cleaned area. We will then plow the snow from the areas marked by the blue tipped stakes.
4. If your health has been poor and you have not been driving your vehicle, please consider parking it by a blue tipped stake during the winter months.
5. After a snow that brings us 3 or more inches of snowfall, if your vehicle has not been moved, we will contact you to discuss this policy in person. The second time a vehicle is not moved in accordance with this policy a private towing service will be called, and the vehicle will be moved to the area designated by the blue tipped stakes at the owner’s expense. In March 2007, the Authority received quotes for this towing service ranging from \$135 to \$150.
6. If it has snowed, and you have to get to an appointment, call our office and let us know. If the office is closed, please leave a message on extension 300. Where feasible we will try to prioritize our work so we can get you out as soon as possible. (Generally we hope most tenants will be able to stay safe by staying home.)