

RENTAL ASSISTANCE PROGRAM STATISTICS

ACTIVITY	5/2011	6/2011	7/2011	8/2011
Applications	47	58	67	56
Walk-in/Appointments	196	211	349	312

WAIT LIST	4/2011	5/2011	6/2011	7/2011	8/2011
Section 8 Vouchers (498)*	1,135/1,024	1,131/1,030	1,173/1,065	1,180/1,072	1,203/1,093
Parkview Knoll (28)	89	91	96	98	101
Blue Mountain Estates (28)	51	53	59	58	60
Scattered Sites (24)	74	66	77	64	69
Schoolhouse Manor (32)	45	47	52	49	48
Monterey House (24)	15	15	13	14	17
Francis Murphy Apartments (120)	67	71	73	78	79
Springfield Manor (36)	83	85	89	92	93

* 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	5/2011	6/2011	7/2011	8/2011	9/2011	YTD Proj
Target	482	482	482	482	482	4,338
Utilized	481	475	471	467	467	4,314
Occupancy	99.79%	98.55%	97.72%	96.89%	96.89%	99.45%

PUBLIC HOUSING	6/2011	7/2011	8/2011	Vacancy	Occupancy	Move in	Move Out
PVK	28	28	28	0	100%	0	0
BME	28	28	28	0	100%	0	0
Scattered	22	22	20	4	83%	0	2

OTHER	6/2011	7/2011	8/2011	Vacancy	Occupancy	Move In	Move Out
SHM	31	31	31	1	97%	1	1
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	4	4	3	1	75%	0	1
RTO	5	5	5	1	83%	0	0

I. Reports

- A. Conversion - Our last communication with the HUD SAC staff was on August 5th in which we were lead to believe that approval would come in the following week. We are now in the following **month**, and the expression, “no news is good news,” no longer seems very apt!
- B. Rent-to-Own - We are showing one vacancy in our NCI program this month because we elected to enforce our lease with a family which was less than respectful of their neighbors. In the RTO program we had one family break their lease and withdraw because the burden of rent and utilities was more than they were prepared for, but on the positive side, Mrs. Schnebly has a family lined up for that house already and a prospect for the 6th RTO home in our inventory. We have six additional families being invited to an RTO informational meeting coming up on September 22nd.
- C. Section 8 Leasing - Last month we reported that Congress has not provided sufficient funding to allow us to lease all 498 vouchers we have in our Annual Contributions Contract. In addition to the fact that we are thus unable to serve 30 or so families each month, by the end of this calendar year we will have lost the opportunity to earn \$16, 513 in administrative fees.
- D. Agency Audit - The firm of Malcolm Johnson and Associates will be in HAWC offices the week of September 6-9. Mr. O'Brien will thus not be able to attend the September Board meeting.
- E. 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

PC (POSITIVE COMMUNICATION)	LANGUAGE TO AVOID (FORMERLY THE NO-NO WORDS AND PHRASES)
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

F. Planning Retreat follow-up

1. Housekeeping Inspection Form - The housekeeping form we use in the units we own or manage is attached as the last page of this report. The Board has suggested that this form be provided to all Section 8 participants at their annual inspection over the next twelve months. It would be accompanied by a memo indicating that because HAWC wants to encourage good housekeeping, the attached form is being provided to all of our Section 8 participants. It is our hope that providing definitions of good housekeeping may serve as a reminder and encouragement. Beginning next year our inspectors will mark severe housekeeping problems on our inspections as “pass-with-comment” items. Poor housekeeping puts more wear and tear on your rental unit. Landlords will be more willing to accept Section 8 tenants if their overall experience with the program has been positive. As a Section 8 participating family we hope that you will do all you can to make your landlord’s experience with the program positive by keeping your housekeeping “IQ” in category one!

2. Veterans - On 8/19, forty-six of the 1,075 applicants on our waiting list (4.3%) had claimed the 10 point Veteran bonus points. At that time, the highest ranking Veteran was 57th on our waiting list. Given that the lack of federal funding has brought the waiting list to a standstill, that is still an accurate picture.

3. Bucket truck use - Several years ago HAWC bought a taller step ladder, eliminating the need to hire bucket trucks to change lights at Schoolhouse Manor.

4. Electronic entry of work orders - Our software vendor provides an option that would allow electronic entry of work orders in the field, but it is salty. The individual hand-held units cost close to \$1,000 each, raising the first year cost to just over \$5,000. There would also be an annual support charge in the out years. The units also can do inspections (with an operator!), track meter readings (for

agencies which sub-meter utilities) and track inventory, but we do not need any of these additional functions. Tenmast is exploring the possibility of writing the supporting software for Android devices, but we do not currently issue smart phones to our technicians. While this may be the wave of the future, it does not seem to be a feasible fit for our present operation.

5. Board goals and Review of Strategic Plan - Please bring your copy of the Strategic Plan and the notes from the August 18th planning session to the Board meeting.

II. Action items

- A. Wage and Classification Program - HUD, in their wisdom, has decided that every housing agency that administers low-rent public housing and/or Section 8 assistance should be required to divulge the compensation of their five highest paid employees. In concert with this new requirement, HUD Notice PIH-2011-48 (HA) states that housing authority boards will be certifying, "that they have considered comparability in setting or making significant changes to the compensation of PHA executive directors or other chief executive officers" with each subsequent annual plan submission. In placing the HAWC executive director's salary in grade 17 this board looked at the responsibilities of a number of division directors within Washington County government. In order to make the steps HAWC takes to maintain wage comparability across the workforce and to more fully describe the process, staff are recommending adoption of resolution 2011-32 as follows:

WHEREAS HUD Notice 2011-48 will require the Commissioners of the Housing Authority of Washington County to annually certify that explicit steps have been taken to insure the comparability of executive staff salaries; and

WHEREAS HAWC has previously established its wage and classification practices in policy number HAWC-13;

NOW THEREFORE BE IT RESOLVED that the following language be added to HAWC-13:

- a. *Grading to a new position or re-grading an existing position where the duties have changed is accomplished in three steps:*
 - i. *Comparable jobs are identified in the federal General Services Administration system;*
 - ii. *A job score is developed using the seven evaluation factors; and*
 - iii. *The job score is then used to calculate an annual salary in the federal system so the job grade can be determined by finding the closest match to the graded salary within the then current HAWC range of midpoint salaries.*
- b. *Annually the Board of Commissioners will adopt and apply a wage factor that is based on salary comparability factors in the local and regional job market, thereby insuring continued comparability of wages across all positions.*

- B. Required Postings - As recommended by the Schiff Group, staff recommend adoption of resolution 2011-33 as follows:
- WHEREAS** the Housing Authority presently uses an update service for its Public Housing Admissions and Occupancy Policy and its Section 8 Administrative Plan that is produced by the Schiff Group, formerly a subcontractor of the National Association of Housing and Redevelopment Organizations (NAHRO); and*
- WHEREAS** the HAWC public housing program Admissions and Occupancy Policy requires the PHAS score and designation to be posted on office bulletin boards;*
- NOW THEREFORE BE IT RESOLVED** that in order to be consistent, the Section 8 Administrative Plan is hereby amended to add an item H, "The Agency's SEMAP score and designation" to the Administrative Plan, Section 1.8, entitled "Required Postings".*
- C. Mission - During the August 18th Planning Retreat, it was the consensus of those in attendance that two changes should be made to the agency mission statement. Given that the mission statement was originally adopted by motion at a regular board meeting, these changes were to be brought forward in the form of a motion at the September 8th meeting. The revised mission statement would read, "Provide decent, safe and affordable housing solutions that strengthen our community by focusing on local needs."

How does your housekeeping rate?

Kitchen

	Non-Lease Compliant (POOR)	3	Lease Compliant but needs attention (AVERAGE)	2	Lease Compliant (GOOD)	1
Sink	Dishes, cookware in sink for more than 24 hours, mold or high levels of sink scum present		Dishes in sink less than 24 hours		Sink clean	
Range	Heavy Grease, Burnt components, burners may not function properly, Oven very dirty		Some burnt components		Clean and operable	
Refrigerator	Mold, excessive food spillage, rancid odor, roaches		Dirty gasket, some food spillage, odor		Clean	
Counter	Clutter, evidence of mold, roaches, rodents		cluttered		Organized	
Floors	Food on floor, Very Dirty Floor, evidence of roach/rodents		Dirty floor		Clean	
Refuse	Excessive amount of trash, very dirty trash area/can foul odors		Trash not timely removed from unit		None Visible	

BATHROOM

	Non-Lease Compliant (POOR)	3	Lease Compliant but needs attention (AVERAGE)	2	Lease Compliant (GOOD)	1
Walls	Heavy Mold, excessive soap, greasy, dirty walls, evidence that ventilation is not used		Small amount of mold, some dirt		Clean	
Floor	Very Dirty, large amount of clothes, mold, black stains		In need of routine cleaning		Clean	
Tub/Shower	Heavy Mold, excessive soap/scum, dirty/stained surfaces (more than 50%)		In need of routine cleaning		Clean	
Toilet	Heavy grime buildup, excessive stains, human waste on outside, dirty seat		In need of routine cleaning		Clean	
Sink	Dirty/Stained surfaces (more than 50%)		In need of routine cleaning		Clean	

BEDROOMS

	Non-Lease Compliant (POOR)	3	Lease Compliant but needs attention (AVERAGE)	2	Lease Compliant (GOOD)	1
Walls	Very Dirty		In need of routine cleaning		Clean	
Floor	Very Dirty, more than 2 normal baskets of clothes on floor, mold		In need of routine cleaning		Clean	
Closets	Severly unorganized, unable to close doors		In need of routine cleaning		Clean	
Bed	No Bedclothes, sleeping on bare mattress, old/spoiled food present in room		In need of routine cleaning		Clean	

LIVING/OTHER ROOMS

	Non-Lease Compliant (POOR)	3	Lease Compliant but needs attention (AVERAGE)	2	Lease Compliant (GOOD)	1
Floors	Very dirty, more than 2 normal baskets of clothes on floor, mold, old/spoiled food present		In need of routine cleaning		Clean	
Furniture	Covered with debris, old/spoiled food present		In need of routine cleaning		Clean	
Walls	Very dirty		In need of routine cleaning		Clean	

GENERAL

	Non-Lease Compliant (POOR)	3	Lease Compliant but needs attention (AVERAGE)	2	Lease Compliant (GOOD)	1
Odors	Heavy foul odors, urine, pet odors		Excessive smokers		Clean	
Exterior	Items not put up, trash, excessive debris, toys, tires, etc.		In need of organizing/cleaning		Clean	

Scoring: 1-2 checks in the "3" column and/or 1-6 checks in the "2" column = Compliance Discussion and possible re-visit
 3 or more in the "3" column and/or 7 or more in the "2" column = Failure