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MEMPHIS HOUSING AUTHORITY  
2019 ANNUAL AND 5-YEAR PLAN

Benjamin L. Hooks Central Library  
Memphis Public Libraries  
February 20, 2019

CARY E. MILLER  
Certified Shorthand Reporter  
127 S. Humes Street  
Memphis, Tn. 38111

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A P P E A R A N C E S

Marcia E. Lewis, CEO

Announcements, Missions and Goals:

Vernua Hanrahan,  
Special Projects Coordinator  
Executive Department

PHA Policies Governing Eligibility,  
Selection & Admissions Policies:

Barbara Deans, General Counsel  
Legal Department

Capital Improvement Project Updates:

Michael Swindle, Director  
Housing Operations

Grants, Development, Homeownership Updates:

Luretha Phillips, Director  
Development Department

## P R O C E E D I N G S

2:00 p.m.

MS. VERNUA HANRAHAN: We are going to go ahead and get started. This is Marcia Lewis and our COO, Ms. Dexter. Okay. Dexter Washington.

MS. MARCIA LEWIS: Thank you. Thank you, everybody, and thank you for being patient with us.

Thank you for taking the time out of your schedule to come and share with us and hear what we have to say about what the plans are coming up to this next year for the -- generally, for the next five years.

What we are required to do by HUD is to hold an agency plan meeting. And it is a meeting where we share with you anything that we are planning to do that may be different or in some way a change from what is being done now, or any major projects or things we are thinking about or envisioning in the future.

And it's also a time where you can give us feedback that we can then take back. We may not be able to respond to everything you say or

1 bring up during this meeting, but we will  
2 provide a response back to you. That will  
3 come back to you through your resident  
4 councils.

5 So, I know it's a little different this  
6 year. We are trying to look at how we can  
7 better manage the time of the staff and the  
8 time of doing all of the meetings at every  
9 development.

10 So, we did something different. We will  
11 probably change again next year. It will  
12 probably not be all of the senior staff coming  
13 to each development, but -- Vernua doesn't know  
14 this yet -- it will probably be her.

15 And -- but she will bring to you what we as  
16 a senior team have developed as our Annual  
17 Plan, and then, bring back the information in  
18 the same way that we will respond to.

19 So, I know that it's, you know, not easy  
20 for everybody to get to places and to do things  
21 and to be a part of the discussion. So, I  
22 really appreciate you all for being here and  
23 sharing.

24 It's a conversation. There is no bad

1 ideas. There is no right or wrong. There is  
2 no Big Me, Little You. It's a discussion.

3 So, these are things like, you know, "Well,  
4 they tried that ten years ago. You all have  
5 got to be crazy, you think we are going down  
6 that road again."

7 I mean, that is -- that is what we need to  
8 share, because some things we are required to  
9 do. You know, like last year we had to  
10 implement No Smoking. That wasn't -- that  
11 wasn't something we thought up. That was a  
12 requirement by the Federal government for all  
13 public housing in the whole United States.

14 So, these are things that, as we look at  
15 the direction we are going in, we feel work  
16 best for our community or we may need -- know  
17 that we are going to have to do this because of  
18 the rules that are going to be changing for  
19 something that may be coming up.

20 Now, there may be things that happen during  
21 the year that they drop on us and say, "You  
22 know what? Now, guys, you have got to  
23 implement a different pet policy." Well, we  
24 may have to come back into a meeting, because

1 it's -- or they may say, "You have got to  
2 charge a different kind of rent."

3 And some things will require us to come  
4 back together in a perfect setting and -- and  
5 have that discussion or share that with you  
6 again.

7 But again, we will -- we will work to bring  
8 it to you. And then, what we will do -- and  
9 we still may do it for this time as well, is we  
10 may work on getting one last meeting at the  
11 Central Office where we work to get some  
12 transportation to the meeting.

13 So, thank you and, you know, I am going to  
14 turn this back over to the boss.

15 MS. VERNUA HANRAHAN: Dexter, do  
16 you have anything?

17 MR. DEXTER WASHINGTON: No.

18 MS. VERNUA HANRAHAN: Okay.

19 MR. DEXTER WASHINGTON: Just I am  
20 glad to see everybody and glad you are coming  
21 out, and we are, you know, happy to hear your  
22 comments and suggestions to the plan. Thank  
23 you.

24 MS. VERNUA HANRAHAN: Okay.

1 MS. MARCIA LEWIS: I am sorry.  
2 One last thing. We are not going to be here a  
3 long time because we have a meeting in the  
4 Mayor's office. So, I don't want you to  
5 think that we are just, you know, in and out.  
6 But we tried to get here sooner and we were in  
7 another meeting. And so, it's just we have no  
8 control over our lives. That is all.

9 MS. VERNUA HANRAHAN: Okay. I  
10 just want to let you know each of your offices  
11 made sure that we have a copy of the entire  
12 plan, which is what are the proposed things,  
13 the progress we have made on the goals that we  
14 say that we have. And they are in your  
15 office so that you have access to each of  
16 those.

17 We also have it up on the Memphis Housing  
18 Authority web site. It wasn't on the front  
19 page. I had to navigate myself and try to  
20 find it, but it's under Legal Notices. And  
21 they have put up the plan, plus all of the  
22 attachments on there.

23 But I just want to kind of back up for just  
24 a moment, because we need to let you know what

1 are the goals that we have for each year.

2 Number one, we have development to expand  
3 the supply of assisted housing.

4 Our second goal is improve the quality of  
5 assisted housing.

6 The third is to increase assisted housing  
7 choices.

8 Four, provide an improved living  
9 environment.

10 And then, five, promote self-sufficiency  
11 and asset development for individuals and  
12 families.

13 Number six is to ensure equal opportunity  
14 and affirmative action for fair housing.

15 And the seventh one is one that you guys  
16 have really kept our feet to the fire, which is  
17 to increase the availability of affordable  
18 housing by awarding project-based vouchers.

19 All of this has also been in our Vision as  
20 an agency. The whole agency is to strive to  
21 become a national model in community  
22 revitalization.

23 And then, the Mission, which defines our  
24 purpose, is to drive community revitalization



1 through a seamless system of supportive  
2 services, affordable housing, and new business  
3 development. Okay?

4 And the timeline that we are working on is  
5 basically the comment period opened on January  
6 22 and it concludes March 9. All through  
7 time, we have -- any time you want it, you can  
8 send a letter addressed to the COO, Memphis  
9 Housing Authority, 700 Adams, Memphis,  
10 Tennessee, 38105.

11 That is also out there on a sheet of paper.  
12 And we have the comment cards. If you don't  
13 do it today, you just drop it in, and like she  
14 said, we will incorporate these answers into  
15 the plan. That is why the court reporter is  
16 here.

17 The meetings that we had this year were  
18 February 4 and today's meeting. Okay?

19 The public hearing, which is at 700 Adams,  
20 will be at ten o'clock, March 15, and it's  
21 going to be in the boardroom. It will say  
22 Room 216, when you see the advertisement, which  
23 is the MHA boardroom, the second floor. Okay?

24 So, the other thing I just wanted to let

1 you know is we want to really, really, really  
2 listen to you guys, get your input. We have  
3 some members of the Resident Advisory Board  
4 that are here. They also give us comments,  
5 tell us, you know, "Guys, you need to tweak  
6 this a little bit", because this is a living  
7 document that we are working with. Okay?  
8 That is why it's called the Annual and 5 Year  
9 Plan.

10 The next person that is supposed to be up  
11 is in court right now. So, Mike, want to come  
12 up? We will let the -- Mr. Mike Swindle, who  
13 is the Director of Housing Operations, be our  
14 next speaker.

15 MS. MARCIA LEWIS: While Michael  
16 is walking up, also if everything that we  
17 talked about doing in a previous year that you  
18 feel like we did not do, we did not address,  
19 please feel free to bring those things to our  
20 attention because, you know, not -- not making  
21 any excuses, but you know, sometimes some  
22 things may change, and we can have all of the  
23 best intent in the world and end up not doing  
24 something which you really thought you would be

1 able to.

2 Maybe what we need to be doing is where  
3 those things don't happen that we know about,  
4 we need to communicate to you why it's not  
5 happening so, at least, you know that it wasn't  
6 just something we just threw out there, and  
7 then, blew it off.

8 But if there are things that you are like  
9 -- you know, you all have been saying you were  
10 going to get carpet in the, you know, community  
11 room or whatever, just keep us -- you know,  
12 keep us honest.

13 MR. MIKE SWINDLE: Yes, ma'am?  
14 State your name.

15 MS. VERNUA HANRAHAN: And where  
16 do you live?

17 MS. ARTIS WALKER: Good evening.  
18 My name is Artis Walker, and I am a resident of  
19 Legends Park. And I know that you all came  
20 over and had a meeting with us, and speaking  
21 about the store that you all said that it was  
22 going to -- you were going to build. I think  
23 that is over on Danny Thomas and Mill Parkway.

24 So, I was wondering what happened to

1 that?

2 MS. MARCIA LEWIS: A store?

3 MS. LURETHA PHILLIPS: It's the  
4 -- excuse me -- the grocery store --

5 MS. ARTIS WALKER: The grocery  
6 store.

7 MS. LURETHA PHILLIPS: -- is  
8 still planned.

9 MS. ARTIS WALKER: Yes.

10 MS. LURETHA PHILLIPS: Well, it  
11 is still planned, but the Housing Authority and  
12 in partnership with the Community Redevelopment  
13 Agency and the City. And they have moved  
14 forward to still re-develop in the Uptown area.

15 MS. ARTIS WALKER: Okay.

16 MS. LURETHA PHILLIPS: And so,  
17 the building, of course, the old Chism Trail is  
18 still there, and they are looking at ways that  
19 they can re-use that building.

20 MS. ARTIS WALKER: All right.

21 MS. LURETHA PHILLIPS: But as far  
22 as we know, that is still part of the Uptown  
23 redevelopment area and the plan.

24 MS. ARTIS WALKER: Okay. I was

1 just wondering what had happened. Thank you.

2 MS. LURETHA PHILLIPS: Thank you.

3 MS. VERNUA HANRAHAN:

4 Mr. Swindle.

5 MR. MIKE SWINDLE: As Vernua  
6 mentioned, my name is Mike Swindle. I am the  
7 Director of Housing Operations, and that  
8 combines Asset Management and Capital  
9 Improvements.

10 And what we do, we manage the sites. We  
11 have property managers that manage the sites.  
12 Also, that we have maintenance crews that do  
13 the maintenance. We also have staff that do  
14 renovations. We have larger projects, more  
15 than the routine maintenance.

16 So, that -- that kind of tells you what we  
17 do as far as when we say "Housing Operations."  
18 Okay? And obviously, what we have going on  
19 now and what we have planned for the future or  
20 near future.

21 Currently, last year we talked about, and  
22 probably the year before, we talked about  
23 elevators. We have two elevator projects --  
24 well, two sites we are working on now, and that

1 is Venson and Barry. These projects take  
2 roughly two years to start -- from start to  
3 finish.

4 So, at times, it may look like, you know,  
5 we are not actually moving on it. It just  
6 takes about a year actually to design the  
7 project, in the process, the process of  
8 designing the new after getting the  
9 construction crew. And so, we are going into  
10 the second year. And the guys at the site  
11 actually are doing the overhauling of those  
12 elevators at the sites.

13 And we have got bids in yesterday for  
14 Jefferson and Borda. And we will take those  
15 to the Board this coming -- the 20th of this  
16 month, next Thursday. We will take those to  
17 the Board and we will have those approved and  
18 start those -- renovating those elevators at  
19 those two sites.

20 And as I said, it will take about two  
21 years. The design phase lasts about a year,  
22 and then, the construction phase another one.

23 Another project that we are currently  
24 working on we talked about in the past, the

1 renovation of the units and that kind of stuff.

2 And we are doing that as they come available.

3 We had a long conversation, mostly due to  
4 issues we face with water leaks or we have  
5 issues with hazardous materials that we are  
6 trying to address. We are doing that at all  
7 the highrises and also Montgomery Plaza.

8 Those locations were built back in the 1970's.

9 And when the City built it back in the  
10 1970's, we had a lot of issues; mostly, it has  
11 to do with asbestos. I am not saying that  
12 it's a risk to you, but, you know, sometimes it  
13 can be when it becomes friable.

14 So, what is still happening is we are  
15 trying to address those issues, and we are  
16 doing a lot of them these days. And it will  
17 become an issue, how do we get those renovated?

18 So, that is an ongoing project, those, and  
19 that is probably going to be going on for the  
20 next five years as the units become available.  
21 We try to do it in phases, and we will address  
22 it when it becomes an issue.

23 All right. Other projects ongoing now,  
24 replacing those generators at Jefferson Square

1 and Venson Center, those emergency power back-  
2 up generators. Those were installed back in  
3 -- well, the one at Venson was installed back  
4 in 1970 originally when it was built. So,  
5 that one, it's just been, you know, its  
6 expected life -- lifetime.

7 And also, when it was installed, it wasn't  
8 installed in the proper location. So, we are  
9 doing something different and trying to get the  
10 generators and back-up systems outside. Now  
11 they are using natural gas, so we want to get  
12 it outside.

13 And at Jefferson Square, that one is not as  
14 old. But when we went in, we put in -- we  
15 updated the domestic hot water system. New  
16 codes, we are required to provide more space  
17 than those at Borda. So, we did that, and  
18 that pushed that generator outside.

19 Now we are using a temporary system, but we  
20 are going to make that permanent. And that is  
21 something we are working on now.

22 Also, with Venson Center, we are looking at  
23 the roof. I know we have got a lot of issues  
24 with water coming in from the roof. I



1 think -- I think it originated when we did the  
2 whole fascia renovation of Venson, those pitch  
3 pockets and that stuff.

4 So, we will go in and look at the roof.  
5 Now, whether we are going to replace it or try  
6 to patch it, we are going to take a look and  
7 see what the issues are.

8 Right now, we are looking at seeing if we  
9 can go in and do some patch work, and then,  
10 come back later. That may need replacing, but  
11 right now, we are just patching.

12 I am going to back up for a few minutes.  
13 I kind of overlooked -- I didn't talk much  
14 about the Operations side of it. But  
15 Operations, when we talked about some things  
16 last year or some changes we are going to make  
17 -- and we are still making them. It seems  
18 like we are constantly making changes, and it  
19 has a lot to do with, you know, funding. We  
20 are trying to do the best we can with the  
21 funding we get in. So, we do the best we can.

22 But we talked about, you know, increasing  
23 the number of property management, project  
24 managers at each site. We have done that.

1           And we also talked about a foreman at each  
2 site. We modified that. You know, we  
3 decided to have a foreman float from -- go  
4 between two sites instead of having it at one  
5 site. But we still maintain the actual  
6 workers at the site.

7           And what we are -- what we are shooting for  
8 staying with right now is having at least two  
9 maintenance guys at a site. And we talked  
10 about that at the last meeting, a foreman over  
11 each site, and we are doing that now. That is  
12 part-time.

13           I mentioned funding. And funding, there  
14 is a couple of changes.

15           But we are also looking at providing some  
16 training to more guys so they will be more  
17 cross trained to do more orders than they do  
18 now. And they are welcoming making these  
19 changes. So, we are looking at some guys who  
20 are just normally just HVAC guys, or maybe  
21 plumbing, all of those guys also functioning on  
22 two sites, Venson and Borda, and some other  
23 stuff they are not used to doing.

24           Pest control, we used to outsource that.

1 You know, we brought that back in-house. But  
2 we also -- you know, we have just got one  
3 person on pest control. He needs some -- he  
4 needs some -- he needs some help. So, we are  
5 trying to cross train some other guys that have  
6 an interest in doing pest control to do pest  
7 control.

8 And that may take -- may take a little  
9 while to get that done. There are some State  
10 requirements, but we are working on it.

11 The landscaping. I think we did well last  
12 year outsourcing the landscaping. And I think  
13 they are coming around. The sites are looking  
14 a lot better. With a team, we are outsourcing  
15 the landscaping, plus that frees up our guys.  
16 We have had the guys doing the outsourcing and  
17 doing the landscaping and also doing some  
18 trash-out. So, now they will be able to do  
19 more trashing out and moving bulk trash from  
20 the developments and also trashing out that  
21 unit.

22 One thing we definitely have to work on,  
23 and we have a trust fund, but they have to do a  
24 maintenance plan. I think that is critical,

1 but so much is going on, we just haven't really  
2 redeveloped that plan where it's really  
3 effective. But that is something we are going  
4 to work on this year coming up.

5 We also talked about having a waste  
6 reduction plan and trying to improve  
7 efficiency. And we are looking at an area --  
8 we have done some of this as far as the  
9 buildings. We are putting in -- trying to put  
10 in LED light bulbs and some things along that  
11 line. And we are going to do some more of  
12 those types of things in the future.

13 One thing we did do, we had talked about  
14 last year, we hired a maintenance manager. I  
15 think that helps out a whole lot, frees up  
16 time. Also, helps out as far as having that  
17 back-up we need with the site to make sure we  
18 get the job done.

19 He manages the specialty crew as well.  
20 So, we do need -- the specialty crew are the  
21 guys who do the HVAC and plumbing and the  
22 electrical, that kind of stuff. And we are  
23 getting those guys more involved with helping  
24 out within the units themselves.

1           Yes, ma'am?   Give your name.

2                   MS. ADRIANE TABRON:    Yes, Adrian  
3   Tabron.    I used to stay in something like a  
4   highrise apartment.   Are you just talking  
5   about the highrise apartments?

6                   MR. MIKE SWINDLE:    No, I am  
7   talking about all the housing, not just  
8   highrises.

9                   MS. ADRIANE TABRON:    Okay.

10                   MR. MIKE SWINDLE:    Most of the  
11   highrises now, but I am talking about all of  
12   them.

13                   MS. ADRIANE TABRON:    Okay.    So  
14   -- and I am from the Metropolitan Apartments  
15   over on Jackson.

16                   MR. MIKE SWINDLE:    Metropolitan?

17                   MS. LURETHA PHILLIPS:

18   Metropolitan in Uptown.

19                   MR. MIKE SWINDLE:    Uptown?

20                   MS. ADRIANE TABRON:    Right.   Now,  
21   last year, we have an incident where -- well,  
22   there has been a very bad plumbing issue where  
23   we have all of us get our water cut off without  
24   notice.   We are in the midst of doing --

1 letting people inside our apartments.

2 And then, last year it was a year-breaker.  
3 Our manager over there -- there was a short  
4 notice about, "The water will be off a certain  
5 amount, a certain time", and the water was off  
6 even more than that. We was without water for  
7 two -- was that two and a half days?

8 And then, she brought a potty from over --  
9 the portable thing over there so our -- for  
10 everybody to use.

11 And we had one apartment down to Greenlaw  
12 where everybody was to go to take a bath.  
13 That was very excruciating. It was hot. It  
14 was -- it was terrible. Who wants to take a  
15 bath now from people that we don't even live  
16 with? And we had a problem.

17 Now they have -- the plumbing issue, they  
18 had went in and filed because it was a bad  
19 pipe. So, now they went and filed up at the  
20 front, and I stayed five months over in the  
21 back.

22 Okay. They cut it off when they came out  
23 to my unit. And I have been complaining to  
24 them -- it was about four years after I lived

1       there -- that I had dripping in the walls, in  
2       my bedroom walls where the hot water heater is  
3       at.       And I can hear it also in my kitchen,  
4       and I have been -- "They are not going to do  
5       your unit."       They did everybody else's unit.

6               I am talking about something is happening  
7       in that utility room that it's dripping and  
8       dripping.

9               This is my neighbor.       He lives above me.  
10       Any time he uses the restroom, it drips.       When  
11       he runs the water in the kitchen, it drips,  
12       drips, drips, drips, drips, drips, drips.

13               And I don't want to be the type of person  
14       that when something happens, I am flooded out,  
15       because I had complained about this years ago.  
16       Nothing has been done, and they say they are  
17       not going to do our units and we are going  
18       somewhere else.

19               And I said I had to go and put more  
20       requests in for maintenance repair, so I could  
21       have this on my record, because dealing with  
22       Metropolitan and our management, it's tough.  
23       You have got to have all the documentation,  
24       documentation, documentation.

1           And I have had problems there.    And since  
2 you are in the maintenance, I mean, there is  
3 nothing I can do when they say they are not  
4 going to do our units.    But the dripping noise  
5 is still -- still there.    Early morning, late  
6 at night, I don't care, it's just a -- it's a  
7 constant dripping.    When something gets on  
8 your nerves, you get tired of it.

9                           MR. MIKE SWINDLE:    Well, thanks  
10 for commenting on that.

11           Now, we have talked about that with -- with  
12 that group as far as issues, as you stated.  
13 There is an -- there is an -- there is an issue  
14 that has been there for a while.    And I don't  
15 know what the status and where they are with  
16 it, but we have got your information and we  
17 can, you know, have a discussion with them and  
18 see if they can move ahead with it.

19           But that particular site, like most of  
20 these privately-managed sites, most of them  
21 that is owned -- owned by that particular  
22 entity, we just -- if they request assistance,  
23 we try to provide some assistance.    We try to  
24 -- try to provide some funding to do the work.



1           But we can have a conversation with them  
2           and see what we can do or what they can do and  
3           how we can work it out and stuff and process  
4           it.

5                       MS. ADRIANE TABRON:     So, you are  
6           saying, they are a private?

7                       MR. MIKE SWINDLE:     Right.

8                       MS. ADRIANE TABRON:     And we are  
9           not included with the rest of the Housing  
10          Authority?

11                      MR. MIKE SWINDLE:     Right.     Well,  
12          the way it works, we have -- we have public  
13          housing units in a private development.

14                      MS. ADRIANE TABRON:     Some, some.  
15          Not all of them.

16                      MR. MIKE SWINDLE:     Not all of them.

17                      MS. ADRIANE TABRON:     So, my  
18          apartment is private?

19                      MR. MIKE SWINDLE:     Privately  
20          owned.

21                      MS. ADRIANE TABRON:     Well, who  
22          do we go -- because we can't go to anybody  
23          here.     The Alco Management seems not to want  
24          to work with us.     I mean, even when I call,

1 don't want to work with us. The management  
2 team always does not want to work with me.

3 Who can I go to over their heads, because I  
4 am thinking that Memphis Housing Authority  
5 hired Alco Management to hire the people that  
6 works there to do whatever. So, that is not  
7 correct?

8 MR. MIKE SWINDLE: No, no.

9 MS. ADRIANE TABRON: Who can I go  
10 -- somebody direct me, because I have a lot of  
11 issues with Metropolitan and Alco Management  
12 not doing things in my unit.

13 MR. MIKE SWINDLE: Well, we are  
14 going to take what you are telling us and we  
15 are going to take it to them and tell them  
16 about the issues that -- you know, how the  
17 residents living in the developments. And so,  
18 that is all we can address the best that we  
19 can.

20 What I am saying, the way it's set up, they  
21 actually own -- own the property. The only  
22 thing we own is the land. They have built  
23 their property on our land. So, that is how  
24 it works, and then, it's on the management and

1 the maintenance and all these issues.

2 Now, since you are a public housing  
3 resident living there, and we are funding them  
4 to take care of the issues, so, we take it to  
5 them.

6 Go ahead.

7 MS. DEBRA CARTER: Yes, my name  
8 is Debra Carter. I live at Metropolitan as  
9 well. They started with my apartment,  
10 tearing up my kitchen floor to start the  
11 plumbing work. It stayed that way for about a  
12 week. They worked in my apartment for about  
13 a week. They tore up my kitchen floor, had  
14 concrete everywhere, plastic everywhere.

15 I had asked them about, you know -- because  
16 I have breathing and respiratory issues -- if  
17 they could put me somewhere until they  
18 completed the work. They said, no, it was up  
19 to me to find my own place to go.

20 So, I had to live in those conditions for a  
21 whole week, with the water off and everything  
22 for a whole day, dust and dirt everywhere,  
23 plastic everywhere.

24 I was confined to one room for that week,

1 nowhere to go. They said they could not do  
2 anything for me; it was up to me to find  
3 somewhere to go.

4 I constantly put in work request orders for  
5 the same work over and over to be done, like my  
6 ceiling fan in the living room that rocks and  
7 shakes every time I turn it on. My  
8 grandchildren are there. I cannot turn it  
9 off because it shakes and rocks.

10 So, I put in a work request order. It  
11 will show up as "work completed." It's not  
12 completed. You turn it off and it shakes and  
13 rocks where the wiring is loose. It's never,  
14 ever completed.

15 The water stripping around the door, never  
16 ever completed.

17 UNIDENTIFIED SPEAKER: That is  
18 right.

19 MS. DEBRA CARTER: As soon as the  
20 landscapers come and start blowing the leaves  
21 and dirt, it comes under my door.

22 UNIDENTIFIED SPEAKER: Yes.

23 MS. DEBRA CARTER: So, I have to  
24 constantly clean the dirt to mop my floor where

1 all that shows up "work completed."

2 UNIDENTIFIED SPEAKER: Yes, it  
3 does.

4 MS. DEBRA CARTER: I asked them  
5 why there wasn't a fire extinguisher in my  
6 apartment. They said they are not  
7 responsible for that; I have to get my own fire  
8 extinguisher. Did not put it on the system.  
9 You just call them. Why not put it on the  
10 system?

11 They say, "Well, you have smoke detectors."  
12 I need a fire extinguisher. By the time they  
13 get there, "Well, it's a fire call. We are  
14 going to handle it." My stove would have  
15 burned up by that time.

16 MS. MARCIA LEWIS: What we can  
17 do, we can set up a meeting with the ownership,  
18 and we are taking some of these -- this  
19 information back, because I actually -- and  
20 Mike doesn't even know this.

21 Yesterday we had a compliance officer that  
22 works for the Housing Authority, and I asked  
23 her yesterday to reinstate quarterly meetings  
24 with the sites that were privately managed and

1 to do briefings for them on a monthly basis on  
2 just, "Did you know you need to enter people  
3 into PIC when you move them from one unit to  
4 another? You can't just move them and not  
5 update them in the HUD system."

6 And so, I just had a discussion yesterday.  
7 I hadn't -- hadn't seen Mike to even share  
8 this.

9 But we -- we will take this information  
10 back. We met with the ownership just last  
11 week on some other issues.

12 So, we appreciate the feedback, and then,  
13 we will follow up and you will understand what  
14 the response is once we -- once we talk to  
15 them.

16 MR. MIKE SWINDLE: Anybody have  
17 any other questions, any concerns?

18 MS. ETHEL SMITH: I have a  
19 question. It's not quite as serious.

20 MR. MIKE SWINDLE: Give us your  
21 name.

22 MS. ETHEL SMITH: My name is  
23 Ethel Smith. I am at University Place  
24 Apartments.

1           It's quite serious to us because of  
2 security reasons. We have a security problem.

3           When we moved in, we had Security where we  
4 could see who was coming and going at the door.  
5 They could ring us up and we would know whether  
6 to let anybody in or not.

7           It's not working, hasn't worked in two  
8 years, over two years. They have worked --  
9 they say they have been working on it. No one  
10 is working on it.

11          So, if anybody comes to see you, they have  
12 to call you. And I don't care if you are on  
13 the third or second floor, well, you have to  
14 come down and let them in, because you can't --  
15 you can't see who is at the door, and you  
16 can't -- you have to go down to see who you are  
17 letting in and out.

18          And peoples are letting people in that  
19 don't even live there, you know. And they say  
20 they are going to fix it. Two years, it  
21 hasn't been fixed.

22          Another problem is a generator. You  
23 mentioned a generator.

24                   MR. MIKE SWINDLE: Yes, ma'am.

1 MS. ETHEL SMITH: We don't have a  
2 generator. We have people in wheelchairs that  
3 are on the third -- live on the third floor and  
4 the second floor. Most of the people on the  
5 first floor can get around, can get out, but  
6 the people on the second and third floors don't  
7 have any way of getting out.

8 When the elevator is cut off, they don't  
9 have any way of getting out of there, because  
10 we don't have a back-up generator.

11 And they keep saying they are going to get  
12 one. They haven't gotten one yet. Our  
13 power goes out, it's just out. We are just  
14 in the dark, you know. It went out last night  
15 during the storm. It kicked back in, but it  
16 just went out.

17 We don't have -- we don't have anything.  
18 You know, we just -- we don't have any heat in  
19 the wintertime. We don't have any air in the  
20 summertime.

21 You know, it's never been a generator.  
22 Not since I have been there, it hasn't been a  
23 generator.

24 MR. MIKE SWINDLE: Right.



1 MS. ETHEL SMITH: And -- but like  
2 I say, everything is getting so bad. The  
3 security thing is so bad. People are coming  
4 in and out. We don't know who is coming; we  
5 don't know who is going. People are letting  
6 people in; we don't know who they are.

7 People are walking around in there, and we  
8 know they don't live there, but we are scared  
9 -- we are scared to approach them because we  
10 don't know. They come in, "Do you know such  
11 and such a person?" I don't -- I don't know  
12 anybody. I tell them, "I don't know anybody.  
13 Go to the office and ask them."

14 But people are walking around up in there  
15 and we don't know who they are. We have  
16 got up -- some people have gotten up and come  
17 downstairs and people are sleeping on the  
18 stairwell.

19 People have been found sleeping on the  
20 little couch where -- in the hallways and  
21 things, and they don't live there, and we are  
22 wondering how they get in. We don't know how  
23 they are getting in, you know.

24 Yes, someone is letting them in. Someone

1 is pushing -- and they push a button and  
2 someone was letting them in, but, you know,  
3 they don't live there.

4 They are sleeping in the washroom. You  
5 get up, you find they are washing in the  
6 washroom. They don't live there. We are  
7 wondering how did they get in here, you know,  
8 and no one seems to know.

9 MR. MIKE SWINDLE: Right. Yes,  
10 that is a --

11 MS. ETHEL SMITH: That is a  
12 security problem.

13 MR. MIKE SWINDLE: I will -- we  
14 will talk to the staff. They do have -- most  
15 of these, our private sites have what you call  
16 replacement reserves to address issues like  
17 that where you have a system or something that  
18 fails and needs repair. And I will bring it  
19 up to them and see if they can replace it.

20 A generator is a different issue. A  
21 generator, it depends on the height of the  
22 building, if it's required by code to put one  
23 in. And when you live in a lowrise building,  
24 there may not be -- they apparently weren't

1 going to put one in, from what you say.

2 So, that would be kind of a decision -- so,  
3 we are going to bring these issues up to them,  
4 and you know, it will be up to them if they  
5 want to, you know, go forward to put a  
6 generator in, replace it or not. We can't  
7 force them to do it, but I know we do have some  
8 replacement reserves on the security system.

9 MS. ETHEL SMITH: What about  
10 security?

11 MR. MIKE SWINDLE: Yes, ma'am.

12 MS. ETHEL SMITH: I mean, we  
13 don't have anybody, Security in the area. We  
14 don't have a security officer or no one to  
15 check in to see if, you know, if what we have  
16 seen, if anybody else has seen. We don't have  
17 Security at all.

18 MR. MIKE SWINDLE: You used to  
19 have Security and you don't have it now?

20 MS. ETHEL SMITH: Yes, we did  
21 have a Security, but they -- we don't have it  
22 at all. The security system is not working,  
23 plus we don't have Security.

24 MR. MIKE SWINDLE: Security.

1           Okay. Well, we have got your information  
2 and we will discuss it with them and to see  
3 what they can do.

4           All right?

5                   MR. GREGORY MCNEAL: Greg McNeal,  
6 presently at Venson Center. I don't know if  
7 you were addressing security in this 5 Year  
8 Plan or if you were addressing the generator  
9 itself. We have a generator.

10           So, I mean, my question is not about  
11 security. I mean, about generators. Ours  
12 is working very well.

13           Mine is security, if we are discussing  
14 security.

15                   MS. MARCIA LEWIS: We are.

16                   MR. GREGORY MCNEAL: We are?

17                   MS. MARCIA LEWIS: Uh huh.

18                   MR. GREGORY MCNEAL: Okay.

19 Now, we have Security, but it's just like we  
20 have no Security.

21           We still have people roaming the building.  
22 They sign in, but that does not mean -- the  
23 occupant can come to the door, show i.d., I can  
24 sign in for somebody's unit. I just pick a

1 unit. I don't have to know that person, just  
2 pick a unit and sign it. And then, there I  
3 am in the community room playing cards, but I  
4 signed in to this unit. Where is the person  
5 that I signed in to? We have a lot of that at  
6 the Venson Center.

7 We have people that sleep in the stairwell.

8 Our laundry room, you know, they are all  
9 broke down. They are not repaired yet. So,  
10 my question is now concerning the laundry  
11 rooms. How long before we do see (inaudible)  
12 in those laundry rooms?

13 MR. MIKE SWINDLE: What is your  
14 -- what is your question?

15 MR. GREGORY MCNEAL: I am at  
16 Venson.

17 MS. MARCIA LEWIS: Venson.

18 MR. MIKE SWINDLE: What is your  
19 question?

20 MR. GREGORY MCNEAL: I am  
21 addressing the laundry rooms. I am through  
22 with security. I can answer that question  
23 myself on security. People sign other people  
24 in. That is not a major thing at Venson now.

1           The major thing now is, now that the  
2 weather is cold, we are vulnerable. We have  
3 broken doors that have been broken for two  
4 years. I know you were saying about getting  
5 grants and this for the doors. We do have  
6 security.

7           We have to show i.d. to get in, but the  
8 thing is, people come in, kind of like you are  
9 doing right here. They sign in, but it does  
10 not mean they go to that unit. They roam the  
11 building. As long as they sign in, they can  
12 get in the building, but that does not mean I  
13 went to where I signed in to. I roam the  
14 building. I go from this floor to this floor  
15 to this floor.

16           And when I go to Security and tell them,  
17 they say, "No one has ever told us that. As  
18 long as they sign in, they can go. We don't  
19 have any control of where they go." True,  
20 once they are on the site.

21           But if I sign in and I head to the  
22 community room, I didn't sign in to the unit.  
23 I sign in and come in to the community room to  
24 play cards.

1           We have people that do -- that do come in  
2 the mornings before Security, and they are  
3 already in the building when Security comes on.  
4 So, they are there.

5                   MR. MIKE SWINDLE:    Let me address  
6 -- I think you may have mentioned about three  
7 or four items.

8                   MR. GREGORY MCNEAL:    I did.    I  
9 did.

10                  MR. MIKE SWINDLE:    We will talk  
11 about one at a time.

12                  MR. GREGORY MCNEAL:    Okay.    I am  
13 sorry.    I didn't mean to throw it all on you.

14                  MR. MIKE SWINDLE:    But the -- you  
15 mentioned the laundry rooms?

16                  MR. GREGORY MCNEAL:    Right.

17                  MR. MIKE SWINDLE:    Okay.    Now,  
18 what we are doing now, the laundry rooms were  
19 updated, you know, awhile back.    What we are  
20 doing now, we are in the designing phase to go  
21 and put back the laundry rooms and also some  
22 other units, so we have a design put in place.

23                  We have the funds to come back and -- like  
24 I say, as we go through and we renovate some of

1 these buildings, you are going back and update.  
2 That is what is wrong with the laundry room.  
3 We still have that design back -- we are  
4 designing, I think, the beginning of next  
5 month.

6 From that point, we will go ahead with a  
7 construction contract. We will go ahead and  
8 put those laundry rooms back.

9 MR. GREGORY MCNEAL: Got you.  
10 Because those rooms make it available for  
11 people to sleep in them. There is no  
12 lighting. You can't wash at night.

13 You know, the little lamp they put in there  
14 for the time being, but you can't wash at  
15 night. You can't go in -- there is no need  
16 to go in that laundry room. Women are very  
17 vulnerable people that attracts you.

18 So, my suggestion until those rooms are  
19 repaired, can they be locked at a certain hour  
20 through the night? Can we get locks on them  
21 to where people cannot go in the laundry room  
22 --

23 MR. MIKE SWINDLE: We can lock  
24 them down at night. I will get with the



1 maintenance staff or Security staff now  
2 involving -- Ms. Deans, she can address that as  
3 far as getting Security.

4 MR. GREGORY MCNEAL: Okay.

5 MR. MIKE SWINDLE: That shouldn't  
6 be an issue, locking those down.

7 You also addressed the doors, the front  
8 doors, and we met with the other doors today,  
9 and we are looking at all of the doors. You  
10 know, we currently have issues with those  
11 doors.

12 So, we are looking to see what we can do to  
13 secure those doors and get new doors in there  
14 at Venson. We are looking at new doors and  
15 getting those doors totally redone.

16 And other sites, the guys are going to come  
17 out and some other folks and assess the system  
18 itself with the telephone entry and all that,  
19 and then, get us a quote. And then, we will  
20 move from there and try to do the issues on the  
21 doors.

22 And you mentioned something else, talking  
23 about what else? Oh, security.

24 MR. GREGORY MCNEAL: Security.

1                   MR. MIKE SWINDLE:    Like I said,  
2   Ms. Deans, she will talk more about security,  
3   but one of the big issues we have with security  
4   is the homeless.    We know that.    We can't --  
5   we can't -- we can't guard everybody, folks  
6   coming in the side doors and everywhere.    We  
7   do the best we can do.

8                   And as I mentioned, you know, we have  
9   always got issues with funding.    So, we do the  
10  best we can do with funding.    And that is how  
11  we are going to address security.    We will get  
12  the doors.    We will talk about cameras,  
13  because we are also going to do something with  
14  the camera system, and we will look at that  
15  this year, just like we will keep trying to --  
16  trying to see how the best way to get it done  
17  and the quickest way to get it done.    Seems  
18  like there is always a road block.    So, we are  
19  going to try something else, and then, we are  
20  going to move on the cameras.

21                   MR. GREGORY MCNEAL:    This year?  
22  This year?

23                   MR. MIKE SWINDLE:    Getting the  
24  cameras, the -- getting the doors secured, and

1 having a person just roaming or something,  
2 having a person there where we need it to  
3 address security issues.

4 And also, we have got to do something about  
5 -- you know, we talked about -- we didn't talk  
6 about it, but we mentioned finance and fees and  
7 all that. We have got to take a look and see  
8 what the residents are doing, how we address  
9 this.

10 And I hate to say finance and fees, but it  
11 may come to that, because we keep having the  
12 same issues over and over that we want to  
13 address, and also the fire alarm system and all  
14 of that stuff. And it's always -- most of the  
15 time, human error. You know, somebody is  
16 cooking and they pass out.

17 And you know, it -- it causes a big problem  
18 for the Housing Authority and the Fire  
19 Department. They are coming out and they are  
20 upset when they come on all these nuisance  
21 calls and all that kind of stuff.

22 So, we have got to do something and start  
23 looking at plans in that area, and also, when  
24 it comes to damages, because, you know, we

1 talked about funding issues and that kind of  
2 stuff, and we go back and we look at a lot of  
3 things.

4 I am not saying every site, but a lot of  
5 sites, you know, a lot of people for some  
6 reason like to damage doors and put holes in  
7 the walls. So, we have got to do something to  
8 address that.

9 MS. VERNUA HANRAHAN: This lady.

10 MS. ADRIANE TABRON: Adriane  
11 Tabron. Okay. Since you are talking about  
12 generators, okay, since I just now found out  
13 through you, this is a private company, okay,  
14 we are gated in. And when I say we are gated  
15 in, we are gated in, again, like we have always  
16 been. We are gated in.

17 Most of -- most of the things that people  
18 mentioned is black. We don't have one white  
19 person. When you are talking about  
20 generators, since we are gated in, the only way  
21 we can enter into our apartment is through a  
22 gate, an electronic gate.

23 And when the power goes off, they have  
24 warned us not to touch the gates, not to --

1 well, how are we supposed to get in and how are  
2 these folks supposed to get out of our unit?

3 We can't.

4 And they have got cameras they have  
5 installed as of last year, but it doesn't do  
6 anything to help unlock the gate. So, we  
7 have to get out of our vehicles, rain, sleet,  
8 or snow, whatever the case, and push. And  
9 then, they want to put it back on us. But  
10 they are at home, comfortable while we are in  
11 our supposed-to-be-comfortable environment, we  
12 can't get in the gate.

13 They don't even have a generator to even  
14 back up that electronic gate, you know. And  
15 they don't have keys so we can get in, because  
16 I have a car. I am not going to leave -- if  
17 it's gated, I am not going to leave my car on  
18 the outside of the gate. I want to bring it  
19 inside of the gate.

20 That is an issue, and they want to say that  
21 we are causing problems of the gates. If we  
22 had a generator to back up the gate when it was  
23 broken, we wouldn't have no problems.

24 My neighbor just got robbed because the

1 gate was broken so long. Someone on the  
2 outside of the community, which is North  
3 Memphis, came in. And he stays a couple rows  
4 down from me. He had a gun pointed at him to  
5 make him give them all the keys. Okay?

6 I have been -- since I have been at --  
7 Maintenance has come in on me while I was in my  
8 bed asleep. And then, I take medication to  
9 help me sleep.

10 Okay. Came on on the tenth floor. They  
11 came -- on the 29th, they came in and stayed in  
12 my bedroom to where I was asleep. I thought  
13 about they would turn around and go back out  
14 the door. No, they stood there. They stood  
15 there. When I finally woke up, they smiled  
16 at me. It took me into trauma mode.

17 I had to go down to Memphis Fair Housing,  
18 because my manager said she would go down and  
19 talk with him. No, he has made me be insecure  
20 where I live at. I don't trust any male  
21 maintenance come in my unit without a female  
22 come in with them. They tried to stop me  
23 going over to Memphis Fair Housing in August.  
24 So, now they don't want to even come with me.

1           I suffer a disability.    I suffer  
2 depression and anxiety.    And the idea that  
3 this done happened to me again and Maintenance  
4 wants to lie and say he did not.    "Yes, you  
5 did.    I don't have no reason to lie on you."

6           But yes, I barricade my front door.    They  
7 say, "No, you can't do that."    I am sorry, I  
8 am going to continue on until I feel safe.

9           In order for me to get any type of response  
10 from the office about something that  
11 Maintenance has done, I said, "I am legal to  
12 bear arms.    So, I am not going to go through  
13 this again by Maintenance."

14           Now, Memphis Housing Authority -- no,  
15 excuse me, Memphis Fair Housing is not billing  
16 me anymore, they are not billing me.    And the  
17 letter I wrote to them, both female managers  
18 was that they are not going to accommodate me  
19 anymore.    I have got to let a male manager --  
20 and I have no problem with that -- but they are  
21 going to give me forty-eight hours to get  
22 myself prepared for when they come to get the  
23 disturbance out of my system.

24           And then, I am always on guard, not because

1 of them being there, people, no, no, no, no.  
2 People have done -- it's chock up to here.  
3 It's not going nowhere as long as I am over  
4 there in those apartments.

5 And I feel like there was two things:  
6 Maintenance, and by the managers, the two  
7 female managers not wanting to do me an  
8 accommodation, by them supposed to be there  
9 with them, because Memphis Fair Housing has cut  
10 it off.

11 And then, the gate. You cannot get in.  
12 Feels like we are shut -- we are in or we are  
13 shut out until somebody comes and pushes the  
14 gate open.

15 MR. MIKE SWINDLE: Well, do you  
16 all have meetings with the management staff?

17 MS. ADRIANE TABRON: No, we  
18 don't. Keisha Brown is one of the managers  
19 over there. They do not want to communicate  
20 with us.

21 UNIDENTIFIED SPEAKER: Cindy  
22 Taylor.

23 MS. ADRIAN TABRON: And down  
24 there, if you complain, they do not want to --



1 and she has a real terrible -- looks like she  
2 has a real terrible attitude.

3 So, for me, I have never said anything to  
4 her. I don't want assistance because she  
5 comes with an ugly face and I don't appreciate  
6 that. I am a tenant. I want to get along  
7 with you.

8 But when you sit there and say, "No, we are  
9 not going to send nobody down there. You are  
10 going to have to get some maintenance by  
11 yourself", whoa, now you have got me on the  
12 attention side. And I don't want to be on  
13 the attention side. I am a very humble  
14 person. I help all my neighbors. When I  
15 find anything, I do.

16 But Keisha and Tamika, they want to take me  
17 to court about me getting a letter from Memphis  
18 Fair Housing to accommodate. It's no reason.  
19 It's no reason.

20 They don't even want me there when it's  
21 time for us to pay our rent. They all go to  
22 lunch at the same time when it's a busy day  
23 when everybody gets their check and pays their  
24 rent. Everybody goes to lunch, everybody.

1       Everybody goes to lunch.       So, they are going  
2       to shut the whole time for their business.

3                 No, I cannot talk to her.    No, I  
4       cannot talk to her and I will not, because I  
5       don't want -- it's an aggravation because of  
6       her attitude.

7                         MR. MIKE SWINDLE:    Okay.  
8       Hopefully, we can, like I said, meet with them.  
9       I don't know if we can meet with our public  
10      housing residents at different sites and, you  
11      know, have a meeting all at the same meeting  
12      and try to address some of the same issues.

13                        MS. MARCIA LEWIS:    That is  
14      probably not a bad idea, because I think that  
15      that is something -- a lot of the -- the sites  
16      that are privately managed are sites that used  
17      to be different developments that were  
18      developed, you know, the Hope VI grants.

19                 And each of them has a number of public  
20      housing units in them that covers throughout  
21      the site.    And by that, I mean just because  
22      it's Unit 1 today, if that person moves out, it  
23      may not be Unit 1 the next day.       It might be  
24      Unit 6.

1           But there will be a certain number of  
2 public housing units, whatever was agreed upon  
3 when they -- when they brought it back and  
4 rebuilt it.     Those units will always be  
5 there.

6           But there is no Resident Council in place  
7 for those public housing residents that live in  
8 the privately-managed units.     And so, it's  
9 probably not a bad idea that we put together  
10 some type of meeting for the residents who live  
11 in those developments.

12           Some of the residents -- I mean, the hope  
13 is that, you know, you will be treated no  
14 differently, as good, as better, just like  
15 everybody else.     But unfortunately, we hear  
16 things sometimes that it doesn't always seem  
17 like it's happening.

18           So, it may be time for us to have a  
19 conversation just to check on the status of  
20 those, see what is happening in each community,  
21 see if there are things that we can address.

22           And, you know, when we then have our  
23 discussion with the ownership, we can have an  
24 informed discussion based on having heard from

1 the residents that we are responsible for.

2 So, we will -- we will get that done.

3 MS. VERNUA HANRAHAN: Yes, ma'am?

4 MS. JOHNSON-TYLER: Good

5 afternoon, everyone. My name is Johnson-  
6 Tyler. I am a former resident of Legends  
7 Park Assisted Living. I was so excited when I  
8 got a letter in the mail to live at one of the  
9 independent living because I was born in Dixie  
10 Homes, and I was so glad to go back to Dixie  
11 Homes.

12 And when I went back to Legends Park, let  
13 me in -- I am a caregiver. I take care of  
14 anybody that needs help that is less fortunate  
15 than I am, but I was unfortunately evicted from  
16 Legends Park because I sprayed pest control at  
17 a woman's unit who had over millions of  
18 roaches.

19 Now, they were spraying the apartments  
20 every morning. They go from the -- they come  
21 to the first floor, to the second floor, then  
22 the third floor, which I thought they should go  
23 to the third, second, and first and run them  
24 out. But they was doing it backwards.

1           But nevertheless, this lady come to my unit  
2 and asked me to come help her get ready to  
3 move. I seen all this furniture in the  
4 bedroom.

5           So, I went down there, and this lady had so  
6 much roaches. She had that powder milk in  
7 boxes in the closet. When I took the boxes  
8 out, roaches ran in and out throughout the  
9 development. She had a (inaudible) in her  
10 bedroom. I couldn't lift the bottom. I put  
11 it out by the dumpster and I threw all of that  
12 in the dumpster.

13           Not only that, she had a microwave wasn't  
14 working. Her tv wasn't working, full of  
15 roaches. I took them out and threwed them in  
16 the dumpster.

17           In the next week or so, I was evicted for  
18 spraying pest control.

19           But there has been a lot going on since  
20 then. Mr. Wiggins, ninety-two years old, I  
21 went to Mr. Wiggins' unit. It looked like the  
22 Mississippi River, and his bathtub and his  
23 toilet. I got on my knees and scrubbed the  
24 bathtub. He refused to let me do the toilet.

1 He said, "Let me clean it." Then he checked  
2 behind me, and then, I would do it again. But  
3 we got that place in shape. Ninety-two years  
4 old.

5 It was another lady. She, Ms. -- what is  
6 her name? She was in a wheelchair and she  
7 kept peeing all the day long. And when she  
8 rolled, there goes a trail of urine. They  
9 just wanted to get it up with a paper towel.  
10 I would go get Pine-Sol, bleach, a mop. I got  
11 wrote up for being in the unit. I even got  
12 wrote up for getting rid of blood and urine,  
13 too.

14 Another woman called me at eleven o'clock  
15 at night, said, "Ms. Johnson, will you come  
16 help me?" I went up there and there her leg  
17 was swollen so big, it was fixing to bust wide  
18 open. I said, "I am not going to doctor it.  
19 I am not going to treat it."

20 I went down to my home and said, "I will be  
21 back." I said, "Look, if you want me to  
22 continue helping you, you are going to have to  
23 go to the Emergency Room."

24 I took her to the Emergency Room and called

1 these folks to come there and see about her.  
2 The next day I went, they were laughing and  
3 said, "I am not going to keep coming in this  
4 apartment."

5 So, I was helping her have an alarm system  
6 put in. The resident manager of that unit  
7 called his daughter, and his daughter came over  
8 to attack me. And I am not coming back. I  
9 mean, I was very humiliated, physically and  
10 mentally, and then evicted to where I can't do  
11 nothing else.

12 And I just want someone to tell me what  
13 direction to go, because I gave up the house  
14 that I was living in to go to Assisted Living.  
15 I was staying in my baby sister's home, which  
16 they renovated it and sold it. And now, right  
17 now, I am homeless. I have got nowhere to go.

18 And then, they pulled my voucher saying  
19 that I failed to report it. But I did report  
20 it to Housing Authority. I reported  
21 everything to Housing Authority.

22 And drugs is up in that place. Not only  
23 drugs, weapons. The man next door to me, his  
24 name is James -- what is it? James Wesley

1 Brown. He has got two or three weapons. I  
2 reported it. There is nothing being done  
3 about it. But I understood that we would get  
4 wrote up, and that we couldn't have drugs or we  
5 couldn't have weapons. And if you were  
6 violating the property, you will be evicted.  
7 I did none of that, and was absolutely evicted  
8 unfairly.

9 MS. MARCIA LEWIS: Well, what we  
10 will do, our General Counsel is here. Perhaps  
11 we could get your information and just look  
12 into the situation and see. So, Attorney  
13 Barbara Deans, she is going to talk a little  
14 bit, anyway, about safety and security.

15 But if you will give her your information  
16 of what you have as part of the transcript, we  
17 will follow up and see.

18 You know, I am not going to guarantee you  
19 anything because I don't know all the facts.  
20 So, we will look at it and see what we can do.

21 UNIDENTIFIED SPEAKER: They are  
22 afraid to speak. They are afraid they will be  
23 evicted. Thank you.

24 MR. MIKE SWINDLE: Yes, ma'am.



1 You are welcome.

2 MS. MARCIA LEWIS: I think,  
3 again, you know, perhaps if we have the ability  
4 to do that, that meeting with the residents who  
5 are public housing residents and live in each  
6 community, that we might be able to try to kind  
7 of head some of this off, or at least, not --  
8 you know, be in on the things that are  
9 happening that you should probably know about.

10 MS. JOHNSON-TYLER: I even have  
11 pictures of the bugs and roaches and stuff.

12 I even took pictures. And I even -- because  
13 the roaches left so much residue, like black.

14 I mopped up under the cabinets, closets,  
15 walls. Everything had to be -- I had to  
16 throw her headboard away and buy her a new  
17 headboard later. And I -- I mopped and  
18 cleaned so, and got her place together. She  
19 is still there.

20 And she enclosed some information to me  
21 that broke my heart. She has got -- I think  
22 she has like some form of like some type of  
23 brain cancer. But she enclosed to me that her  
24 and the maintenance guy was sleeping around for

1 three years. And it hurt my heart. I cried.

2 And she is supposed to be a minister, and I  
3 cried. I said, "No, Ms. Judy. No, Ms. Judy,  
4 no." So, I told Ms. Judy to come and stay at  
5 my house with me to stay away from him.

6 And I guess I am getting -- I found out  
7 that they were charging this nigger a day  
8 charge, but they were taking out the rent out  
9 of her checking account every month, but they  
10 are still charging a day charge. And it's a  
11 whole lot going on that -- I am very observant,  
12 and I hate to see a senior citizen be  
13 mistreated.

14 MS. MARCIA LEWIS: We will follow  
15 up with you, so we can have a little bit more  
16 discussion about it, you know.

17 Let me apologize before you -- I  
18 don't want to get somebody to get started  
19 talking, but we are going to have to leave.  
20 And again, thank you so much for taking the  
21 time out of your busy schedule to come and talk  
22 with us.

23 And you know, we -- again, it's important  
24 to me that if we don't do what we are supposed

1 to do as the people desired a place for you to  
2 call home, we need to know about it. So, you  
3 know, your -- your feedback is very important  
4 to us.

5 If you feel like, you know, "Look, you say  
6 this and here we are. We are talking about  
7 stuff we talked about", don't be afraid. I am  
8 not going to put you out.

9 If anybody on my staff says that they will  
10 come after you for saying -- telling us about a  
11 problem you have with the place you live in,  
12 you know, then they are going to have a problem  
13 with me, because this is -- we work for you.

14 So, we want you to know that it is what you  
15 bring to us. We are not there every day.  
16 You know, we can't be in your unit. We drive  
17 by. We see. It looks pretty good from the  
18 outside. But you know, then we go home.

19 UNIDENTIFIED SPEAKER: Yes.

20 MS. MARCIA LEWIS: So, I want you  
21 to know that it's important to us what you --  
22 what you share.

23 UNIDENTIFIED SPEAKER: When you  
24 have a -- since you are a very good go-to

1 person, do you have a business card that --

2 MS. VERNUA HANRAHAN: The sheets  
3 outside don't say her name, but it says "CEO."  
4 And you can actually write her and that is what  
5 is there. Okay?

6 MS. JOHNSON-TYLER: You know, I  
7 would like to say this. The first year I was  
8 there, I was evicted on my birthday and I went  
9 to court. And I dropped the lawsuit because  
10 Jackie needed her job and -- she needed her  
11 job. She has got to work and make a living  
12 for herself. So, I dropped the lawsuit.

13 The next year, she came back and evicted me  
14 again on my birthday.

15 MS. MARCIA LEWIS: Well, I don't  
16 know what to say to that, but all I can tell  
17 you is that the things that I can control and  
18 be responsible for to help make better, I will  
19 do my best. And when I say "I", I am talking  
20 about us.

21 But you know, if I can't do it -- there is  
22 some stuff that I can't do, and you know, as  
23 much as I would -- as much as I would like --  
24 but that is why it's important that we have the

1 chance to talk to you today, because everybody  
2 -- like you said, everybody is not going to  
3 talk.

4 UNIDENTIFIED SPEAKER: No, they  
5 are afraid.

6 MS. MARCIA LEWIS: So -- and I  
7 understand that. But you will hear back from  
8 the things, the issues you have brought. You  
9 will receive a response back to those issues.

10 UNIDENTIFIED SPEAKER: Thank you  
11 very much.

12 MS. VERNUA HANRAHAN: Mike is  
13 going to wrap up his part. And then, we are  
14 going to get into the next --

15 UNIDENTIFIED SPEAKER: How would  
16 we get a response? How would we know?

17 MS. VERNUA HANRAHAN: Actually,  
18 there will be a written response. We try to  
19 do that. If you write to us, we write it  
20 back.

21 We also put it into the documents itself,  
22 because we have to answer questions that are  
23 actually asked in this particular setting, so  
24 that if we don't get your question answered, we

1 have to do it, and then, put it part of the  
2 transcript.

3 MS. MARCIA LEWIS: You have --  
4 you have other people here now, because you  
5 don't have a resident council in your -- your  
6 community. There are resident councils, and  
7 we have the President of the Council and we  
8 have other resident council presidents who are  
9 here today.

10 (Whereupon, Mr. Michael Boyd stood up.)

11 MS. MARCIA LEWIS: But this  
12 gentleman that I made stand up just now just  
13 got selected to serve on the Board of Directors  
14 for the Memphis Housing Authority. He is  
15 getting sworn in next --

16 MR. MICHAEL BOYD: Tuesday.

17 MS. MARCIA LEWIS: -- Tuesday --

18 MR. MICHAEL BOYD: Yes.

19 MS. MARCIA LEWIS: -- and will be  
20 one of my bosses.

21 So, you have got a voice, again, the  
22 Resident Council President and the resident  
23 councils that are represented in the other  
24 communities. If you can't reach somebody

1 through your own community, or you don't have a  
2 contact, you know, we can make sure that we get  
3 the list of the councils, and you can reach out  
4 to them.

5 You would be willing to hear from people  
6 who live in other communities, right?

7 MR. MICHAEL BOYD: Yes, we would.

8 MS. MARCIA LEWIS: So, you know,  
9 because they know -- they are able to come and  
10 meet monthly and speak to us directly about the  
11 stuff that is going on in their locations.

12 But this way, you know, you have somebody  
13 you know is communicating regularly that is in  
14 housing.

15 UNIDENTIFIED SPEAKER: Are you  
16 with the Memphis Fair Housing?

17 MS. MARCIA LEWIS: No, we are,  
18 actually -- Fair Housing, we -- we work in  
19 concert with them, helping us stay -- do the  
20 right thing as well, but we are not connected  
21 to Fair Housing.

22 No, we are -- we are just the Housing  
23 Authority. We provide the actual housing  
24 itself, the bricks and mortar. We are

1 responsible for the place. All right?

2 (Whereupon, Ms. Marcia Lewis left the  
3 room.)

4 MS. VERNUA HANRAHAN: Okay. I  
5 just need to let you guys know something real  
6 quick. There is another meeting in back of  
7 us. So, we are going to try to make sure that  
8 we stick to our agenda and that we are out of  
9 here at four o'clock.

10 Michael just needs to say a couple of  
11 words. Attorney Deans was not here, but  
12 Ms. Deans is going to come up after Mike wraps  
13 up.

14 MR. MIKE SWINDLE: Just to wrap  
15 up, like you heard the CEO mention, if you have  
16 any concerns or something that is concerning,  
17 send it in writing and we will do our best to  
18 address it. I think we have a pretty good  
19 staff of folks and we will try to do the best  
20 we can.

21 So, there is always work to do, and the  
22 only thing holding us back is resources,  
23 getting the money and trying to get folks lined  
24 up to do it. So, if we can do that, I think



1 we can handle it.

2 I am going to move out of the way. I am  
3 going to pass it on to this young lady right  
4 here by Ms. Gatewood to talk about Legal and  
5 about Security. Thank you.

6 MS. BARBARA DEANS: Good  
7 afternoon, everyone.

8 UNIDENTIFIED SPEAKERS: Good  
9 afternoon.

10 MS. BARBARA DEANS: I apologize  
11 for being late. I was in court, so I had to  
12 work around it.

13 My name is Barbara Deans. I am the  
14 attorney for Memphis Housing Authority.

15 I do want -- before I go into the  
16 presentation that I am tasked with sharing with  
17 you guys, I do want to respond to a couple of  
18 things this young lady mentioned.

19 I don't know who you spoke to or who you  
20 contacted at MHA. As our CEO said, and as  
21 our Mr. Swindle said, we are very committed to  
22 being responsive.

23 So, if you send it to us, we have to  
24 respond. And frankly, we all get in trouble

1 when we don't.

2 I don't know who you sent that to, but I  
3 would suspect it maybe didn't make it to the  
4 right person.

5 Part of our challenge, too, as Ms. Lewis  
6 said, we don't own those properties. And so,  
7 you know, it's just like if you own your house,  
8 you control your house. If you don't own  
9 your house, you don't control your house.

10 So, our ability to impact what they do has  
11 some limitations. Now, that doesn't mean that  
12 we don't have options. And when we know  
13 things like this, it's very helpful for us to  
14 know so that we can communicate with their  
15 management staff and their ownership and say,  
16 "Hey, listen, we have got residents who have  
17 some issues."

18 So, to that extent, I will pass out my  
19 card. I don't know if I have enough for  
20 everyone. But feel free to -- I think my  
21 e-mail address is on there and my phone number  
22 is on there.

23 I am one of those individuals -- I am a  
24 customer service fanatic. When I call as a

1 person personally, I want that -- that business  
2 or that organization to respond to me. So,  
3 that is how I treat other people. If you call  
4 -- now, I may not do it that same day, but I am  
5 going to commit to making sure I contact you or  
6 someone in my office contacts you, and we  
7 follow up to the extent we can.

8 The other thing, I wanted to point out that  
9 Legends Park is not an assisted living  
10 facility. And one of the challenges that  
11 especially our facilities, you know, we are  
12 smart enough to know that individuals who  
13 either have physical limitations or mental  
14 limitations, or just more senior in age,  
15 oftentimes need assistance.

16 And we have a social services agency or  
17 social service providers that are there to  
18 provide some assistance to those individuals.  
19 But even with that, it's not assisted living.

20 By definition, assisted living means just  
21 that: I help you with everything related to  
22 living. Like in your example with someone  
23 having an infestation, someone, a nursing or  
24 assisted living individual or a nurse's

1 assistant, they come in and they are going to  
2 see the condition of that property on a regular  
3 basis. But they are coming in to assist with  
4 medication or bathing or food or those things.

5 They see what is happening every single day  
6 that they come to that property, and it's their  
7 responsibility, because they are being paid, to  
8 provide that support and assistance.

9 Legends is not that.

10 UNIDENTIFIED SPEAKER: It's  
11 independent living, right?

12 MS. BARBARA DEANS: Well, it is  
13 independent living in the sense that it is --  
14 the difference is, is you are an individual who  
15 is renting there. So, their obligation is  
16 limited to providing safe housing to you.

17 So, to the extent that you have got  
18 problems with your maintenance, problems with  
19 anything to do with the bricks and mortar, that  
20 is their responsibility.

21 And certainly, pest control is one of  
22 those, and that is a challenge -- we are facing  
23 that challenge in our developments. But it is  
24 not, by definition, assisted living in the

1 sense that they will assist you with the  
2 day-to-day things that you need to do to  
3 survive.

4 So, I want to make sure that that  
5 distinction is made to you. I am not  
6 defending them or speaking to what they do,  
7 because I don't know all of the details. But  
8 I do want to make sure that that is the  
9 clarification that you give to that.

10 UNIDENTIFIED SPEAKER: Okay.

11 MS. BARBARA DEANS: Yes, ma'am?

12 MS. ARTIS WALKER: Yes. My name  
13 is Artis Walker, and I am a resident of Legends  
14 Park, too. Now, we were told that -- we have  
15 three apartments in the building that is  
16 two-bedroom on each floor, and we were told  
17 that they were for people that needed care,  
18 assisted living.

19 MS. BARBARA DEANS: So? Now,  
20 well --

21 MS. ARTIS WALKER: Is there a  
22 difference?

23 MS. BARBARA DEANS: Yes, ma'am,  
24 there is a difference.

1 MS. ARTIS WALKER: Yes.

2 MS. BARBARA DEANS: So, in that  
3 situation, if you have applied, you are  
4 provided information that shows, like a  
5 reasonable accommodation --

6 MS. ARTIS WALKER: Yes.

7 MS. BARBARA DEANS: -- that you  
8 need additional care and the complex has  
9 approved that you have a live-in aide --

10 MS. ARTIS WALKER: Yes.

11 MS. BARBARA DEANS: -- then that  
12 person is there. You -- you are granted that  
13 -- that unit. Then the individual is there  
14 for you.

15 But that would be something -- again, the  
16 apartment complex would not provide that  
17 assistance to you. That would be something  
18 through your insuring provider, Medicaid,  
19 Medicare, or whatever that service might be.

20 MS. ARTIS WALKER: Okay.

21 MS. BARBARA DEANS: And what they  
22 are providing, again, is the housing to  
23 accommodate that service that you need.

24 MS. ARTIS WALKER: Yes, ma'am.

1 MS. BARBARA DEANS: That is  
2 different than, say, Legends Park management  
3 providing that assistance to you.

4 MS. ARTIS WALKER: I just wanted  
5 to clear that up.

6 MS. BARBARA DEANS: Yes, ma'am.  
7 Okay. Did you have a question? Oh, okay.  
8 You had your hand up.

9 Okay. I will go back to --

10 MS. ARTIS WALKER: I wanted to  
11 ask you this, too. I have a CPAP machine, and  
12 we don't have a generator. So, when I first  
13 moved over to Legends Park, all the lights used  
14 to go out. We were in the dark. So, I  
15 couldn't use my CPAP machine at all.

16 And I was wondering, do you -- do you think  
17 we could get a generator over there?

18 MS. BARBARA DEANS: Well, again,  
19 that is a question that the ownership and the  
20 management would have to investigate.

21 So, they would have to have something --  
22 and again, I can't speak for, you know, how  
23 they make that determination. But that would  
24 be based on how they manage their funds and how

1 they determine the need.

2 If there is an outage problem that is  
3 happening frequently enough, then that is  
4 something that they might look at. I don't  
5 know what the -- if there is a comment card or  
6 something that you could communicate to  
7 Management about the frequency of the outages.

8 I did hear the young lady speaking about  
9 the gate being locked and not operational. If  
10 that is happening frequently enough, that is  
11 something that they need to look at in terms of  
12 an alternative.

13 Now, that is an instance. I don't know if  
14 it's the power in terms of the utility or the  
15 power in terms of the functionality of the  
16 gate, if the gate actually is broken.  
17 So, there could be a difference.

18 But that is something that the Management  
19 would have to look at.

20 MS. ARTIS WALKER: Well, do you  
21 think it will do any good if I write McCormack  
22 Baron about it?

23 MS. BARBARA DEANS: Sure,  
24 absolutely.



1 MS. ARTIS WALKER: Okay.

2 MS. BARBARA DEANS: Always --  
3 always communicate anything of that nature that  
4 you would like them to look into and  
5 investigate. Absolutely.

6 MS. ARTIS WALKER: Thank you.

7 MS. BARBARA DEANS: So, my job is  
8 to share with the individuals who are here some  
9 of the changes that Memphis Housing Authority  
10 is making to our ACOP and our lease.

11 And the ACOP is our Admission and Continued  
12 Occupancy Policy. And it's a -- it's a very  
13 large book that basically lists all of the  
14 rules and regulations that the Housing  
15 Authority is required to adhere to, based on  
16 HUD, based on the Urban Development -- Housing  
17 and Urban Development -- Urban Development.

18 So, the lease is the -- is the individual  
19 document that each person has. I think you  
20 guys get that when you renew your lease to live  
21 there.

22 And the ACOP is the bigger document that  
23 lists all of the rules and regulations that we  
24 are required to have in place.

1           And each year and every five years, HUD  
2 requires that we look back at our documents and  
3 update it, based on new regulations or new  
4 rules or new laws, with things that are  
5 happening at our developments, that we want to  
6 make sure we capture that new rule and new  
7 regulation in our lease.

8           And so, some of the things that we are  
9 looking at or the items that we want to make  
10 sure we communicate to the public, the  
11 privately-managed properties maintain a wait  
12 list that is separate from MHA. And I think  
13 that question has come up a lot when people are  
14 looking for housing; you know that you have a  
15 wait list. If it's a privately-managed site,  
16 they maintain a list separate from us.

17           We have at MHA for our property that we own  
18 wait lists. And each of the sites has a list  
19 that they keep at the site. And obviously,  
20 the rationale is they know much quicker and  
21 much sooner who moves in, who moves out, what  
22 availability they have in terms of their  
23 individual sites. So, that is why they  
24 maintain that wait list.

1           There are some changes to some of the  
2 provisions on the public housing side as it  
3 relates to responding to an opening on a wait  
4 list. If a family responds to a housing offer  
5 or rejects it, they are removed from the wait  
6 list.

7           And there is an opportunity to -- for some  
8 reason, if you don't get your mail or, you  
9 know, maybe you didn't respond timely enough,  
10 there is an opportunity to appeal it.

11           You will get a letter. That individual  
12 will get a letter, and you have an opportunity  
13 to say, "Hey, wait a minute. I want to be  
14 considered for housing. I want to appeal  
15 this." But you have to do so within five days  
16 from the date you received that letter.

17           So, make that phone call, put that in  
18 writing and say, "I want to be re-considered."  
19 As soon as you get that letter, or as soon as  
20 that individual receives a letter saying that,  
21 "You didn't respond to the opportunity to take  
22 advantage of this housing. We are going to  
23 take you off the wait list."

24           And that is a change, because it was a

1 longer period of time. So, it was ten days.

2 MR. MICHAEL BOYD: It was ten  
3 days.

4 MS. MARCIA LEWIS: It was ten  
5 days. And now it's being shortened to -- with  
6 the proposed change, it's shortened to five  
7 days.

8 MR. GREGORY MCNEAL: Is it five  
9 business days?

10 UNIDENTIFIED SPEAKER: Five  
11 business days?

12 MS. BARBARA DEANS: It is five  
13 business days, yes.

14 MR. GREGORY MCNEAL: So, what --  
15 now, that is -- Greg McNeal, Venson Center.  
16 What brought about the change to five days from  
17 ten days?

18 MS. BARBARA DEANS: I am glad you  
19 asked that question because I asked the  
20 question myself.

21 MR. GREGORY MCNEAL: For  
22 example, what if I am hospitalized and I don't  
23 receive that letter? And you are talking  
24 about for five days; is it from the date of the

1 postmark on the letter, or is it from the date  
2 -- five days from the date that the letter was  
3 written?

4 MS. BARBARA DEANS: It will be  
5 five days from the date of the postmark.

6 MR. GREGORY MCNEAL: Postmark  
7 date.

8 MS. BARBARA DEANS: Now -- and I  
9 will be very candid with you. I did not send  
10 in all of these reviews, and I am not sure that  
11 I am necessarily a fan of this. I understand  
12 the rationale behind it.

13 And to answer your question, the reason it  
14 was shortened was because -- and this is kind  
15 of big picture. Our wait list has a lot of  
16 people on it, and it is always full and people  
17 are always trying to move in. And we want to  
18 do the best we can to provide a housing  
19 opportunity for as many people as we can.

20 And with the extended wait period, it just  
21 caused a backlog in us waiting the ten days  
22 until that person didn't respond or until that  
23 person did respond before we can make that  
24 house available to the next person. So, that,

1 to answer your question, is why it was  
2 shortened.

3 MR. GREGORY MCNEAL: But you did  
4 say that you could appeal it?

5 MS. BARBARA DEANS: You can  
6 appeal, but you just have to do so within that  
7 period.

8 Now, that may -- you know, obviously, that  
9 will extend the period, because once you file  
10 the appeal, we have to respond and set a  
11 hearing and hear your rationale for why you  
12 want to do it. But you have to do it in that  
13 window.

14 MR. GREGORY MCNEAL: So, you  
15 have a time period from the time -- from the  
16 five days, you have how many days do you have?  
17 What length of time do you have for an appeal?

18 MS. BARBARA DEANS: You have five  
19 days to file your appeal.

20 MR. GREGORY MCNEAL: Appeal.  
21 Okay.

22 MS. BARBARA DEANS: Now, after  
23 that, it may be more time. It just depends on  
24 when we get your letter and when we set the

1 hearing. So, that time, you know, we don't  
2 say, "We have five days to respond to you, or  
3 you have to give a decision within ten days."

4 We just say, "Within five days, you need to  
5 say, "Hey, wait a minute. I want to be back  
6 on the list. I want to be reconsidered."

7 MR. MICHAEL BOYD: Michael Boyd.

8 MS. BARBARA DEANS: I am sorry?

9 MR. MICHAEL BOYD: It's Michael  
10 Boyd, Barry Towers.

11 So, what you are saying is, if I  
12 miss -- if I miss the letter within those five  
13 days, right?

14 MS. BARBARA DEANS: Uh huh.

15 MR. MICHAEL BOYD: Then I have  
16 five extra days to appeal?

17 MS. BARBARA DEANS: Uh uh.

18 MR. MICHAEL BOYD: So, what you  
19 are saying is, I have to appeal within the five  
20 days?

21 MS. BARBARA DEANS: Yes.

22 MR. MICHAEL BOYD: How is that  
23 possible if I missed the letter?

24 MS. BARBARA DEANS: Postmarked --

1 so, you get the -- well, I am not saying it's a  
2 letter. You received the letter.

3 MR. MICHAEL BOYD: Yes.

4 MS. BARBARA DEANS: You have from  
5 five days from the date that letter was  
6 postmarked to file your appeal saying you  
7 don't want to -- we send you a letter saying,  
8 "You are being removed off the list." When  
9 you get that letter, if you don't want --

10 MR. MICHAEL BOYD: I have got  
11 you. Got you.

12 MS. BARBARA DEANS: -- to be  
13 removed off the list --

14 MR. MICHAEL BOYD: The removal  
15 letter.

16 MS. BARBARA DEANS: Exactly.

17 MR. MICHAEL: I have got you now.  
18 Not the approval letter.

19 MS. BARBARA DEANS: Exactly.

20 MR. MICHAEL BOYD: The removal  
21 letter.

22 MS. BARBARA DEANS: Exactly.

23 MR. MICHAEL BOYD: I have got you  
24 now.



1 MS. BARBARA DEANS: That is  
2 correct. Yes, ma'am?

3 MS. ARTIS WALKER: I was saying  
4 that then you send that letter to the Memphis  
5 Housing Authority or --

6 MS. BARBARA DEANS: No. Memphis  
7 Housing Authority -- Memphis Housing Authority  
8 sends that letter to the applicant.

9 MS. ARTIS WALKER: Yes, but I am  
10 talking about --

11 MS. BARBARA DEANS: Oh, you are  
12 saying your letter? Yes.

13 MS. ARTIS WALKER: Yes.

14 MS. BARBARA DEANS: Yes, you  
15 would send it to Memphis Housing Authority.

16 MS. ARTIS WALKER: Okay.

17 MS. VERNUA HANRAHAN: And the  
18 letter should have the contact person.

19 MS. BARBARA DEANS: Yes, it  
20 should have someone to whom you address your  
21 letter to.

22 MS. ARTIS WALKER: We are private?

23 MS. BARBARA DEANS: Right.

24 MS. ARTIS WALKER: How do we do on

1 that? But now I feel like we are not a part  
2 of --

3 MS. BARBARA DEANS: To the  
4 maintenance -- you --

5 MS. ARTIS WALKER: We are not a  
6 part of the --

7 MS. BARBARA DEANS:  
8 Privately-managed sites have privately-managed  
9 wait lists. So, you would have to go through  
10 the privately-managed site to determine, and  
11 they would send their communications to you.

12 If they have an opening on their wait list,  
13 they would send it to the people who apply.

14 You would apply to Legends to live in  
15 Legends at Legends.

16 MS. ARTIS WALKER: I am at  
17 Metropolitan.

18 MS. BARBARA DEANS: Or  
19 Metropolitan. You would apply at Metropolitan  
20 to live at Metropolitan. So, you would send  
21 that letter to them, and then they would send a  
22 letter to you and you would return it.

23 MS. ARTIS WALKER: They are not  
24 the same property managers.

1 MS. BARBARA DEANS: It is a  
2 different property.

3 MS. ARTIS WALKER: Thank you.

4 MS. BARBARA DEANS: The other  
5 item that I wanted to cover is what conditions  
6 keep you from being an applicant for Memphis  
7 Housing Authority being a site. And it could  
8 be true at the privately-managed sites as well,  
9 but they manage it. And that is the AOA, the  
10 Authorization of Agency.

11 What that means basically is no  
12 trespassing. The simplest way to explain it  
13 is if you have done something or something has  
14 happened -- you know, it could have been two  
15 years, five years. It might even be ten years  
16 prior -- and you are placed on AOA, that  
17 precludes you from applying for housing because  
18 you are on that list, because you are on a  
19 no-trespassing list.

20 So, that says to us you did something that  
21 violated a rule. We cannot accept an  
22 application.

23 The next item is MHA uses a current balance  
24 for a savings account and at least one current

1 bank statement indicating the current balance  
2 or two consecutive bank statements to calculate  
3 average balance for checking accounts.

4 MHA will accept unaltered documents to  
5 verify assets from checking and savings  
6 accounts and will entertain written or oral  
7 third-party verification if the balance is less  
8 than five thousand dollars.

9 And that just means that when you are  
10 applying, because this is affordable housing  
11 and subsidized housing, you have to provide  
12 documentation that shows what your -- I don't  
13 want to say net worth, but what your -- what  
14 assets you own, because you have to be at a  
15 certain threshold at a certain time, and that  
16 determines whether or not you are in housing,  
17 and then, what your rent amount will be.

18 And I don't know that there has been a  
19 significant change. I think the change in  
20 that -- with that one was there was a time when  
21 you could give us -- someone could call us and  
22 tell us that, you know, "Ms. Jones has two  
23 thousand dollars in the bank."

24 Now what we are saying is you need a letter

1 from the bank versus Ms. Jones that you have  
2 known a long time telling us that you have that  
3 money.

4 The other items in the change in the lease  
5 agreement relates to -- and this actually is  
6 not a change. It's just -- this is an update  
7 so that people know. And I said I just came  
8 from court, and this is one of the issues.

9 MHA will accept rent payment -- a lot of  
10 people don't understand the process. If you  
11 have got to the point where you are at eviction  
12 and you still owe rent, MHA under the law can  
13 still accept your rent, but still evict you.  
14 Okay?

15 The fact is, at whatever point you were at  
16 the point when you were being evicted, if you  
17 owe rent, that rent is still owed. And  
18 oftentimes, people think, "If I pay my rent,  
19 then that means that you are not going to evict  
20 me", and that is not the case.

21 And so, it's called "acceptance with  
22 reservations." It just means that if -- we  
23 are still accepting the money that you owe, you  
24 owe the money, but if we are at a point, at the

1 junction where it has been determined that you  
2 violated the lease agreement or something has  
3 occurred that warrants eviction, you are still  
4 subject to eviction.

5 It might change up to the day we are in  
6 court, but we want everybody to understand  
7 paying our rent does not remove you from the  
8 eviction process, necessarily.

9 Mr. Swindle talked briefly about fees and  
10 fines. And one of the things we want to  
11 remind tenants is that you are responsible for  
12 damages caused by you or caused by your  
13 negligence.

14 We just had a pretty substantial fire at  
15 Venson Center a couple weeks ago, and it was  
16 determined that the tenant left an oven on.  
17 He was drying clothes and apparently left the  
18 oven on, and one of the articles of clothing  
19 fell off a hanger or whatever, you know, on his  
20 stove and started a fire.

21 And the damage may be somewhere around a  
22 million dollars, up to a million dollars.  
23 That is incredible. And you know, very  
24 candidly, I can assure you he is not paying

1 anywhere close to that in rent. So, there is  
2 no way we can recoup that money.

3 So, when these things happen and it doesn't  
4 necessarily result in a fire, but there is some  
5 damage, you are responsible for that. Your  
6 lease points out that you are responsible for  
7 that.

8 And the truth of the matter is, we are all  
9 adults and we know that when we do things that  
10 cause damage, especially when it's something  
11 that was avoidable or could have been --

12 UNIDENTIFIED SPEAKER: Avoidable.

13 MS. BARBARA DEANS: -- avoided,  
14 there have to be some consequences. And so,  
15 we want to make sure that people understand  
16 that.

17 And honestly, it is more about a deterrent  
18 than it is "You caused a hundred and fifty  
19 dollars in damage", and we are taking about a  
20 hundred and fifty dollars, because it is almost  
21 always more costly than what that fee may be.  
22 The fee or fine may be twenty-five, thirty,  
23 forty dollars. The damages could be  
24 thousands.

1           But again, the point is that there has to  
2 be some accountability and responsibility for  
3 an action.

4           One of the new things that we are putting  
5 in place is collection, or a collection agency  
6 to try and recover some of the moneys that  
7 individuals don't pay when they move out.

8           Again, when I mentioned you owe rent and  
9 you have been evicted, we are sending those  
10 moneys -- or sending those accounts to a  
11 collection agency.

12           And that collection agency, because they  
13 are independent and their goal is to make money  
14 in the collection of fees, they charge a fee.  
15 We are passing that fee on to individuals who  
16 don't pay.

17           So, one of the things I used to always tell  
18 my clients in private practice is it ends up  
19 costing you more if it gets to court, because  
20 the Court is going to charge, you know, their  
21 fee; the Clerk is going to charge their fee.  
22 And in this instance, that collection agency is  
23 charging a fee, and it's 33.3 percent.

24           So, whatever you owe, you are going to get



1 an additional hit with that collection agency  
2 to try to -- for their efforts in collecting  
3 the money.

4 And I know people ask that question, "Well,  
5 you know, I left at two hundred dollars. Now  
6 it's three hundred dollars." That is because  
7 those additional fees are already built in.

8 Yes, ma'am?

9 MS. ADRIANE TABRON: This meeting  
10 is -- I think I am really left out right now.  
11 And I am not really -- because like what you  
12 are saying is not related to where I live at.

13 I am trying to figure out this Memphis  
14 Housing Authority Annual Plan meeting is really  
15 not for us, by me living -- talking about me,  
16 by me living on a private property and pay a  
17 company. It's more related to Memphis Housing  
18 Authority residents instead of us.

19 So, the people where I live at, the office  
20 send us letters when it doesn't even pertain to  
21 us or we can't even get no resolution to the  
22 issues --

23 MS. BARBARA DEANS: Well, okay.

24 MS. ADRIANE TABRON: -- because

1 what we are talking about -- I am listening to  
2 you.

3 MS. BARBARA DEANS: Two reasons.  
4 I am going to answer your question.

5 MS. ADRIANE TABRON: Okay.

6 MS. BARBARA DEANS: Two reasons.  
7 The law requires any property that MHA has  
8 ownership interest in or has properties -- so,  
9 when we say we have agency units, so Legends  
10 has some public housing units -- the law  
11 requires that we communicate everything that we  
12 are doing to anybody that lives in property  
13 that we own. So, we are required by the  
14 Federal government to tell you what we are  
15 doing.

16 Now, we don't manage that property. So,  
17 our ability to -- I can go to a property that  
18 we manage and talk to Mr. Swindle and say,  
19 "Mr. Swindle, I need this to be done today."  
20 We own that property. I am talking to the  
21 manager of the property.

22 Here, I don't own it. What I can do is go  
23 to the manager and say, "Listen, I had" -- "We  
24 had a meeting and we have four tenants or ten

1 tenants who came to that meeting and they  
2 expressed these problems, these concerns. I  
3 would like for you to follow up on it." They  
4 will address that.

5 Now, whether they resolve it the way you  
6 want it resolved, I can't speak to that because  
7 I don't know what the individual problems are.

8 But that is why I said at the beginning of  
9 this, let us know what is going on. We can at  
10 least be that voice to reach out to the  
11 individuals who manage and own that property to  
12 say, "This is a problem."

13 We do it all the time. When people call  
14 us and say something is happening, we follow up  
15 with that management company and say, "Hey,  
16 listen. We have got tenants who are  
17 complaining that this is happening."

18 As Ms. Lewis said, at the end of the day,  
19 whatever our control is, we want to use that  
20 ability to try to correct some of those issues,  
21 or at least, bring them to the attention of the  
22 people who are in a position to change it.

23 MS. ADRIANE TABRON: Yes, ma'am.  
24 It's best to contact you than come to meetings

1 like this -- when you talk about Metropolitan  
2 and Greenlaw and the Uptown, it's best to  
3 contact you instead of coming to a meeting like  
4 this, because, you know, like this is a  
5 struggle for me? Even though I am talking,  
6 it's a struggle for me to come here, because I  
7 cope with deep depression, you know.

8 And -- and when I feel like I can't get  
9 nothing out of it, it's like, Lord, I could  
10 have stayed at home. I wouldn't even have  
11 came if it wasn't where I can be able to --

12 MS. BARBARA DEANS: I understand.  
13 It's better to contact the management company.  
14 That is your first line of --

15 MS. ADRIANE TABRON: I have been  
16 there.

17 MS. BARBARA DEANS: And I  
18 understand that. We are -- we are here to try  
19 to offer what we can.

20 MS. ADRIANE TABRON: Yes.

21 MS. BARBARA DEANS: I can't tell  
22 you how you made the decision to come. I can  
23 only tell you that the law requires us to give  
24 notice.

1 MS. ADRIANE TABRON: Okay.

2 MS. BARBARA DEANS: And so, once  
3 we give notice, that is an open invitation.

4 We have to make this available to everyone  
5 who lives in property that we own. Whether  
6 they decide to come or not, we can't control  
7 that.

8 So, we have -- that is why we have someone  
9 recording everything that is being said,  
10 because it then has to go to HUD and they have  
11 to see that we put this information out here,  
12 we have communicated to everyone who is  
13 present, and what that response was.

14 MS. VERNUA HANRAHAN: This  
15 gentleman first, and then you.

16 MR. WILLIS MCCORKLE: Well,  
17 ma'am, what you just were talking to me about  
18 talking to the manager, usually the problem --  
19 I am at University Place, Senior Building.  
20 Usually, the problems start with the manager,  
21 and you cannot talk to the manager. You go  
22 and they --

23 MS. VERNUA HANRAHAN: Give us  
24 your name, sir.

1                   MR. WILLIS MCCORKLE:   Willis  
2   McCorkle from University Place.

3                   MS. BARBARA DEANS:   And I don't  
4   -- I do not disagree with the truth of what you  
5   are saying.   I can certainly understand that.

6                   We have in our properties, you know, I  
7   would probably say if this room filled up with  
8   residents who lived at MHA-owned property, they  
9   would say the exact same thing.   They would  
10   say we are not doing it, we are not doing it  
11   quickly enough, we are not doing enough.

12                  And they -- they would not necessarily be  
13   wrong.   As Mr. Swindle said, if we had the  
14   financial resources, ninety-five percent of our  
15   problems would be resolved because we could do  
16   them quicker.   We could -- we could address  
17   this problem.

18                  Most of the time, it for us is about  
19   finding the resources to do what we need to do  
20   and in keeping it in that status, because,  
21   again, understand that everybody in this room  
22   is probably doing everything they are supposed  
23   to do because you took the time to come out.

24                  It's the folk who are not in this room who

1 are vandalizing property, who are damaging  
2 property, who are causing fires, who are  
3 causing the problems that we have to address.

4 So, if we had that perfect world, we  
5 probably wouldn't be in this room. But as I  
6 said to you before and to the young lady over  
7 here, Memphis Housing Authority will do  
8 everything in our power to try to address those  
9 issues that you have to the extent that we have  
10 control over it.

11 I don't control University or Legends, but  
12 I can certainly, and I am more than happy to  
13 call the ownership entity and say, "Listen, we  
14 had a meeting and these were the five concerns  
15 that were raised", or "these were the  
16 complaints that were raised."

17 It is problematic in my mind that the gate  
18 is routinely broken. And so, that is a very  
19 easy call for me to say, "Hey, look, what are  
20 you doing about the gate?", and then we are  
21 communicating.

22 Now, are they going to fix it the way you  
23 want it to be fixed in the time you want it to  
24 be fixed?

1 MR. WILLIS MCCORKLE: No.

2 MS. BARBARA DEANS: I don't know.  
3 But I certainly have no problem calling them,  
4 getting a response, and then communicating to  
5 you what they say.

6 It sounds like a lot of your frustration is  
7 you are not getting the response --

8 MR. WILLIS MCCORKLE: That is  
9 right.

10 MS. BARBARA DEANS: -- whether  
11 it's what you want or not. I tell my clients  
12 all the time, "I may not be able to fix it the  
13 way you want it, but I will at least tell you  
14 how it can be fixed and when it can be fixed  
15 and if it can be fixed." I owe that to my  
16 clients.

17 It may not be the answer you want, but it  
18 will be an answer. And I think that, out of  
19 respect, is what people are entitled to.

20 Yes, ma'am?

21 MS. YOLANDA BUCHANAN: Yolanda  
22 Buchanan, Lyons Ridge, Property Management. I  
23 just want to mention or speak to the young  
24 lady, as a privately-owned property ownership,



1 I am just the Property Manager, but I don't  
2 want you to feel like there is nothing being  
3 done by you coming here, because  
4 privately-owned, we still are in contact with  
5 Memphis Housing Authority.

6 And if -- every place is different. I  
7 can't speak for your management, but if you  
8 come and speak here, and Memphis Housing  
9 Authority reaches out to them, it may be a  
10 little bit stronger voice than you coming  
11 directly to management.

12 So, I just wanted to speak where you say,  
13 "What is the use in me coming?" It's good for  
14 you to come and express it, because if you have  
15 someone else on your team or in your corner,  
16 her coming to the management and saying, "Hey,  
17 I had ten people come to me and say, "This is  
18 going on. This needs to be addressed", they  
19 light a fire under your management that you  
20 couldn't do.

21 So, I just wanted to reach out and let you  
22 know don't be distraught. Be encouraged that  
23 you are doing the right thing by coming here.

24 MS. BARBARA DEANS: I couldn't

1 agree more with what she just said. I just  
2 didn't want to be mean, because I can be mean.  
3 But I wanted to say, I have no problem saying  
4 things to people in a way that is aggressive.  
5 That is my job. And as a lawyer, people  
6 expect me to do it. I don't have a problem  
7 doing it, but I have to know. So, if I don't  
8 know, there is nothing that I can say.

9 This young lady is right. You know, if  
10 they -- if they are going to be responsive,  
11 sometimes they may be more responsive to my  
12 office than they would be to you, because  
13 they may see it as you have been in here five  
14 times complaining about the same thing and you  
15 are one person.

16 So, please share. We do not oppose and  
17 we don't have any problem with you giving us  
18 that information.

19 Now, I will say this. The timing is also  
20 important. If you call me on Monday, there  
21 may not be a resolution on Friday.

22 UNIDENTIFIED SPEAKER: I  
23 understand.

24 MS. BARBARA DEANS: But at least,

1 if we know, we can press it. And I always  
2 follow up, because I want an answer. I think  
3 people are entitled to that.

4 That is all I have. Does anybody else  
5 have any other questions?

6 I think Ms. Phillips is up next. And so,  
7 I will turn it over to Ms. Luretha Phillips.  
8 Thank you so much for your time.

9 UNIDENTIFIED SPEAKER: Thank you.

10 UNIDENTIFIED SPEAKER: Thank you.

11 MS. LURETHA PHILLIPS: Thank you.

12 I will be brief. Good afternoon.

13 UNIDENTIFIED SPEAKERS: Good  
14 afternoon.

15 MS. LURETHA PHILLIPS: I am  
16 Luretha Phillips, again, and I work in -- as  
17 part of the development team in the Development  
18 Department with other teammates that help  
19 support the agency's mission.

20 Vernua went through our overall goals and  
21 activities that we will be working on. And I  
22 am just going to talk briefly as I can about  
23 some of the development strategies and goals  
24 that we will be working on for the next five

1 years.

2 Just to give you some of the little bullet  
3 points of what our activities will be, our  
4 intent is to increase the availability of  
5 affordable housing through revitalization of  
6 existing public housing. And we do that  
7 through the development -- or the  
8 redevelopment, the revitalization of our  
9 existing communities into viable and  
10 sustainable mixed-income housing.

11 Over the next few years, five years, we  
12 will be going through a determination -- I say  
13 "we", being the executive team, will be going  
14 through evaluating our properties, determining  
15 whether or not they are still viable and  
16 sustainable properties for us to keep  
17 operating.

18 That could mean further property  
19 acquisition. That could mean some  
20 disposition of the properties that we currently  
21 have.

22 None have been identified, of course. So,  
23 I am just saying that these are some  
24 possibilities or some opportunities that the

1 Housing Authority will be looking at in the  
2 next few years.

3 We work through Urban Strategies, Inc.  
4 Urban Strategies is at some of the sites, some  
5 of the existing public housing sites, as well  
6 as supporting some of the private developments  
7 in providing job training, job development and  
8 support programs.

9 We have a Jobs Plus training grant. The  
10 Jobs Plus grant is only for services  
11 coordinated for the families -- former families  
12 of Foote Homes. It was a grant that was  
13 applied for for Foote Homes' residents. Those  
14 residents have relocated and live all over the  
15 city.

16 But the grant is supporting their job  
17 searches, job support, job coaching, and even  
18 job training, educational supports that are  
19 available only to the families that lived at  
20 Foote Homes.

21 We are -- I mentioned earlier that we are  
22 going to be wrapping up our partnership with  
23 the Uptown Redevelopment Agency. This is a  
24 community redevelopment agency. I mentioned

1 a grocery store.

2 One of the participants here asked about,  
3 you know, whether or not we are still building  
4 a grocery store in Uptown. Usually,  
5 developing a grocery store or those other  
6 central services for a community, of course, it  
7 takes the longest to develop.

8 You can do studies that have -- all of the  
9 studies that the market teams look at in the  
10 industry, but they have to have communities.  
11 They have to have housing. They have to have  
12 income before they will even be attracted to  
13 the area.

14 So, this is one of the -- was one of the  
15 items, the last items that we said we would  
16 work on in the Uptown area.

17 We started in Uptown in 1999. And the  
18 Community Redevelopment Agency is still  
19 pursuing those opportunities. They are doing  
20 it through other partnerships. But the  
21 Housing Authority is only working with them at  
22 this time on acquisition and land acquisition  
23 to enable them to continue to do affordable  
24 housing, so -- and some of the other support

1 services, promoting commercial opportunities  
2 with them.

3 But we are only working with them -- we  
4 anticipate ending that partnership sometime  
5 this year, but we are only working at this time  
6 through the acquisition support.

7 We also are working to form new -- intend  
8 to form new partnerships to fund our programs  
9 and services. And these are the programs that  
10 promote resident self-sufficiency.

11 We also have our youth programs, sponsor  
12 our youth programs, and any services that  
13 promote quality-of-life outcomes for our  
14 seniors.

15 And of course, another major goal is to  
16 create home ownership opportunities where we  
17 can. And we do that to support -- if it's a  
18 public housing resident or other eligible  
19 resident's goal of home ownership, then we  
20 provide those services and coordinate with  
21 other agencies to provide those services for  
22 families whose goal it is to purchase a home.

23 We have two home ownership programs that  
24 are still in existence: McKinley Park, which

1 we talked about a little bit before the -- the  
2 public -- when the meeting started today. And  
3 we are still building homes in the McKinley  
4 Park area. We have seven left to build. We  
5 built twenty-three. And that is across the  
6 street from Askew Place and down the street  
7 from Booker T. Washington High School.

8 Also, we have the SHAPE program, and that  
9 is the Section 8 Housing Assistance Program,  
10 where if you have been a Section 8 voucher  
11 holder for a year, you can take that Rental  
12 Assistance Voucher, convert it to a Mortgage  
13 Assistance Voucher for fifteen years. So, it's  
14 a pretty good deal if you are a current Section  
15 8 voucher holder.

16 But those are the only two housing programs  
17 that we -- are still in existence.

18 Again, we mentioned -- more specific  
19 special projects that we are working is  
20 targeted acquisition in the Uptown area. They  
21 are continuing to build for-sale housing or  
22 market housing, as well as other affordable  
23 housing.

24 There are some infrastructure improvements



1 going on in the -- continuing in the Uptown  
2 area. There is street, alleys, sidewalks,  
3 installation of trees and other public  
4 improvements that you see going on in the area.

5 There is some other housing that is opening  
6 up in the area, and some of that is a result of  
7 the partnerships through the Community  
8 Redevelopment Agency.

9 The Jobs Plus program, that is job training  
10 and support services for our families at Foote;  
11 also, education, training, and support, child  
12 care, coaching, skill-building type activities  
13 that help the families with -- or communities  
14 develop a culture of work.

15 The -- one of the major pieces of that is  
16 forty-eight-month Earned Income Disregard. As  
17 the family earns more -- and we have the Earned  
18 Income Disregard with any public housing  
19 family; mainly, Family Self-Sufficiency  
20 program.

21 Ma'am, do you want to give your name and  
22 ask your question?

23 MS. ADRIANE TABRON: Thank you.  
24 Adriane Tabron. I don't have any children.

1 I am a single person. So, how would this  
2 apply to me, by me being single?

3 So, every time -- by me being single, I get  
4 kicked out of everything because I don't,  
5 quote, have children --

6 MS. LURETHA PHILLIPS: Okay.

7 MS. ADRIANE TABRON: -- to be  
8 able to be a home owner.

9 MS. LURETHA PHILLIPS: Okay.

10 MS. ADRIANE TABRON: It's just  
11 like it's not fair, because, you know, you have  
12 got to have children to be able to get into  
13 these type of programs. It's like ---

14 MS. LURETHA PHILLIPS: Many of  
15 our programs, you do not have to have children.

16 MS. ADRIANE TABRON: Okay.

17 MS. LURETHA PHILLIPS: And you  
18 have to be in the home ownership program.

19 Now, the Section 8 home ownership program  
20 is just if you are a current Section 8 voucher  
21 holder.

22 But McKinley Park is a -- in a Section 8,  
23 you can live anywhere, you know, throughout the  
24 city. But McKinley Park is in the McKinley

1 Park area near Booker T. Washington High School  
2 and across the street from Askew Place.

3 We have built these houses -- you may have  
4 seen them. Polk is one of the major streets,  
5 Crump, Georgia. So, you may have seen the  
6 development.

7 We have stopped the construction but -- and  
8 we have submitted a request to HUD to allow us  
9 to change the income guidelines. It doesn't  
10 mean that the lower-income families still  
11 cannot qualify for it, but it also means that  
12 we are opening up to families of higher income,  
13 above the eighty percent area median income,  
14 and they could also qualify.

15 And they wouldn't qualify for the  
16 downpayment assistance, but they would qualify  
17 to purchase the home and live there.

18 So, if that is an opportunity, you have to  
19 be employed, and there are some other  
20 categories or some other requirements that the  
21 home buyer interested -- well, the applicant  
22 must meet.

23 There is a Family Self Sufficiency. And I  
24 am not the Social Service Director. That is

1 through Urban Strategies, our partnership at  
2 this point.

3 And just yesterday, our Director of  
4 Community Engagement, she can be available, but  
5 if you are interested, you should write down  
6 your question. And if you have a specific,  
7 you know, "This applies only to me" or how --  
8 you know, "What services are available because  
9 I am a public housing family?", then you should  
10 ask and you should call and find out, you know,  
11 about your particular situation and what you  
12 can apply for.

13 The management at the site won't know that  
14 Memphis Housing Authority program, but you can  
15 call and ask us about the programs that may  
16 support your needs.

17 Okay. We have that Jobs Plus grant until  
18 September of 2019, but we asked for -- thank  
19 you for coming. We asked them for a -- HUD,  
20 excuse me, for an extension to March 31, 2021.

21 So, to just highlight some of the  
22 activities that we are doing in the South City  
23 area, we received a grant in 2015, September of  
24 2015.

1           And this grant was designated -- awarded by  
2 HUD and designated for redevelopment in the --  
3 what we call the South City area. It's the  
4 redevelopment of Foote Homes and the area  
5 surrounding -- two-square-mile area surrounding  
6 Foote, Clayborn Pointe, Askew Place, and some  
7 of the other developments that are -- Venson  
8 Center, within that whole two-square-mile area.

9           It proposes to redevelop up to seven  
10 hundred affordable housing units, as well as  
11 market rate, which are all rental units,  
12 placing some project-based vouchers through  
13 other partnerships, housing partnerships in the  
14 two-square-mile area.

15           Completion of some of the -- Phase -- well,  
16 Phase One is well underway. It's over fifty  
17 percent complete. And this is on site at the  
18 old Foote Homes site.

19           Phase Two is less than ten percent. They  
20 just started there.

21           And we hope to close on Phase Three, have  
22 our HUD closing and get approval to start  
23 construction by December of this year.

24           So, you will see a lot of activity -- you

1 should see activity now, but you will see a lot  
2 more in the coming year because we have to  
3 close out with HUD for this project by  
4 September of 2022. So, we are about almost  
5 halfway there, and we have a lot more work that  
6 we have to do.

7 The grant is focused on three areas. One  
8 is people transformation. Of course, the  
9 major component is the physical or housing  
10 transformation. And the third component is  
11 the neighborhood transformation.

12 So, you are looking at the whole area in  
13 that two-square-mile area south of the FedEx  
14 Forum and, I guess, north of Crump. You are  
15 looking at redevelopment in that whole area,  
16 that will -- you will see some physical  
17 transformation going on.

18 You should see the physical now, but given  
19 that there is the people side of it, with  
20 comprehensive case management and support  
21 services that help the families that live  
22 within that area, as well as, you know, improve  
23 financial literacy programs, youth, adult, and  
24 senior programs, summer youth initiatives,

1 technology programs offered by Knowledge Quest  
2 and some of our other partners, as well as  
3 college and work preparation services.

4 We have a partnership with FedEx for the  
5 families at Foote Homes and in the surrounding  
6 South City area where they provide jobs and  
7 transportation.

8 And we also have a partnership, a major  
9 partnership with Southwest Community College  
10 where you have an EKG and an EEG technical  
11 program where the -- a Dialysis Technician,  
12 excuse me -- where the family can go to eight-  
13 and twelve-week courses through Southwest, and  
14 they help them with job placement as well.

15 And that is open to anybody. If you are  
16 interested in -- we are tracking the residents  
17 -- we are tracking all public housing families,  
18 but the residents that are in the South City  
19 area. It was developed because of that  
20 partnership, but it is open to anybody.

21 And -- and if you are interested -- and  
22 those jobs are paying fifteen -- over fifteen  
23 dollars an hour, and if you go through the  
24 program, the training through Southwest, and

1 they assist with placement.

2 And of course, they have the -- the other  
3 requirements, like any other college, but they  
4 do have support services and referrals that  
5 refer you.

6 You know how many dialysis services that  
7 are in the city? A host of them. So, that  
8 is almost -- you know, if you pass the test and  
9 go through the courses, that is almost a  
10 guaranteed job working as a dialysis tech at  
11 one of the dialysis clinics.

12 But also, these programs entitle you to --  
13 or qualify you to work at healthcare or  
14 hospitals as well. So, that is almost a --  
15 you know, something that you, as any resident,  
16 can get in that program, if you are interested  
17 in that.

18 One of the activities that we have been  
19 talking about probably for a couple of years  
20 now is to let residents know that we have  
21 submitted applications.

22 These are RAD applications, just another  
23 financing tool that we submitted to HUD to  
24 allow us to convert the public housing units



1 that you are in. It's just a subsidy, so no  
2 physical transformation that is taking place,  
3 but to convert your public housing assistance  
4 to a project-based voucher or Section 8  
5 assistance.

6 So, we submitted those applications in  
7 January, and are now going through the  
8 necessary evaluations and further due diligence  
9 to determine whether or not the sites that we  
10 submitted them for is feasible, financially  
11 feasible for us to pursue.

12 Jefferson Square is one of those, Venson  
13 Center, Barry, Borda, Kefauver Terrace,  
14 Metropolitan, University Place, Legends,  
15 College Park, Uptown Square, Clayborn Pointe,  
16 and Greenlaw Place is another that we submitted  
17 the application.

18 Now, at this point, we have to hear back  
19 from HUD. We have heard that they have  
20 received our application. We have some more  
21 due diligence and some edits to make to those  
22 applications. We are in the process of doing  
23 that now.

24 So, it may be awhile yet before we actually

1 hear back from HUD and the MHA executive team  
2 making a decision on whether or not it is  
3 feasible to continue to move forward and to  
4 convert the assistance from a public housing  
5 subsidy at those sites for the residents at  
6 those sites.

7 The consultant has the information for us  
8 and the applications are still under review.  
9 And of course, all the due diligence that HUD  
10 requires, which it is a lot, we are going  
11 through that, in the process of going through  
12 that now.

13 So, I think those are the major components  
14 and activities, services that we are working  
15 on. Again, we are looking at a whole array of  
16 activities that, hopefully, will improve the  
17 living conditions for our public housing  
18 families.

19 And if you have any questions, I will be  
20 glad to address, if you have any other  
21 questions.

22 Sir, do you want to give your name?

23 MR. RICKY Q. MCBRIDE: Yes. I  
24 am Ricky McBride. We have covered a lot of

1 information today. It's a lot to process, but  
2 what is it that I need to do to get a -- maybe  
3 a copy of the transcript?

4 MS. LURETHA PHILLIPS: Okay.  
5 First of all, the plan is at your development.

6 And let me let Ms. Hanrahan tell you about  
7 other ways you can find out.

8 MS. VERNUA HANRAHAN: Okay. I  
9 just want to let you know the -- what we have  
10 talked about today is all in the plan, and we  
11 just pulled out elements.

12 There is a copy on the fourth  
13 floor here at the public library. There is  
14 also a copy at each of your offices on your  
15 particular development.

16 The only one that I think that is  
17 share-a-book would be -- and I think we just  
18 bought two books, and that was at Metropolitan  
19 Place in Uptown. And I think what they did  
20 for them is they put two books there, one for  
21 Greenlaw Square and Uptown.

22 So, those two books are in the same place,  
23 because you are in the public housing office  
24 there.

1           The other way that you can look and see the  
2 documents are Memphisha dot org.   Go to Legal  
3 Notice.   Those documents should be up there.  
4 It will have the plan.

5           It will have some other attachments that we  
6 didn't even really get to talk about, because  
7 these are things that we would normally just  
8 submit to HUD routinely, which would be things  
9 like there is an org chart to show what are the  
10 different departments for Memphis Housing  
11 Authority.

12           There is a list of our Board of Directors.  
13 That is going to be changing.   So, what is up  
14 there is going to come down, because the  
15 gentleman that was here earlier, Mr. Boyd, will  
16 be going on that list, Michael Boyd.

17           Any other way that you can do it is you can  
18 contact us.   If you have any questions or  
19 concerns, you can write a letter to the  
20 Executive Director, 700 Adams.

21           But there is also a copy at our building,  
22 too, and it's down in Human Resources.   So, if  
23 you want to come look at it, there are comment  
24 cards down there for you to write.   We try to

1 make sure that even if you don't come to a  
2 meeting, you have access to the information.

3 UNIDENTIFIED SPEAKER: What is it  
4 called?

5 MS. VERNUA HANRAHAN: Ma'am?

6 Oh, it's called -- well, it's the same  
7 cover as this, but it's called the 2019 Annual  
8 and 5 Year Plan. Okay? 2019 Annual and 5  
9 Year Plan. And then, for the 5 Year part is,  
10 basically, from 2019 to 2023.

11 MR. RICKY Q. MCBRIDE: And I can  
12 access that upstairs on the fourth floor?

13 MS. VERNUA HANRAHAN: Yes, sir,  
14 on the fourth floor in the Memphis Room.

15 UNIDENTIFIED SPEAKER: And also  
16 in our properties?

17 MS. VERNUA HANRAHAN: Yes, ma'am,  
18 on your properties. Yes, ma'am.

19 I think, then, the public -- the  
20 last thing -- I was going to roll it up --  
21 is the last thing is the public hearing.  
22 It's going to be held on March 15 at 10:00 a.m.  
23 at 700 Adams in Room 216.

24 The other -- the other thing is we have

1 also been giving out our names, so that you know  
2 I am Vernua, and Ms. Phillips was introduced,  
3 Mr. Swindle, Attorney Deans.

4 We sort of make sure that you all know that  
5 you have lots of entry points. And I am going  
6 to tell you, if you call Memphis Housing  
7 Authority and you ask for "Ms. Hanrahan", there  
8 is only one. Okay? They will find me.  
9 Okay? And you can -- they will get a message  
10 to me.

11 But we are also going to -- at the end of  
12 this, what we are going to also do is put up or  
13 put together, you know, really a quick  
14 down-and-dirty synthesis of some of the things  
15 that have changed from last year to this year in  
16 our plan. Okay? We will just do a quick  
17 synopsis.

18 That is what I was working on when I told  
19 Ms. Deans and Ms. Phillips the reason why I was  
20 listening to you guys was because I was trying  
21 to hit some of the points that we need to send  
22 out or put up on our web site, just saying these  
23 are the major changes, these are the  
24 things.

1           In the Plan, we don't always tell you  
2 exactly what we are going to do, but we might  
3 have some general statements.

4           But specifically, there are some things that  
5 will be on the Plan itself, because I think  
6 Ms. Phillips talked about disposition of  
7 properties and -- or parcels we may sell, things  
8 that we might build, construction projects we  
9 may engage in. Those are specifically  
10 mentioned. Okay?

11           And I want to -- I told you guys you would  
12 be out of here by 4:00. I am going to keep my  
13 promise, and thank you for coming. And like I  
14 said, always, always show up, voice, and we will  
15 get back to you. Thanks.

16                           (Whereupon, the meeting was  
17 adjourned at 4:00 p.m.)

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STATE OF TENNESSEE

COUNTY OF SHELBY

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