

MEMPHIS HOUSING AUTHORITY
ANNUAL AND FIVE-YEAR PLAN
FY 2019-2023

PUBLIC HEARING

Memphis Housing Authority
700 Adams Avenue
Memphis, Tennessee

March 15, 2019

CARY E. MILLER
Certified Shorthand Reporter
127 S. Humes Street
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A T T E N D A N C E

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Welcome MARCIA E. LEWIS, CEO

Legal BARBARA DEANS
MHA General CounselHousing Operations MIKE SWINDLE
DirectorDevelopment: Grants
and Special Projects LURETHA PHILLIPS
DirectorCommunity Engagement/
Human Services KEISHA WALKER
DirectorHousing Choice
Voucher CHEIKTHA DOWERS
DirectorFinance VICKIE ALDRIDGE
Director
Finance/CIO

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Human Resources

AMY JONES

Director

Special Projects

VERNUA HANRAHAN

Coordinator

P R O C E E D I N G S

10:00 a.m.

MS. MARCIA LEWIS: Good morning,
everybody.

UNIDENTIFIED SPEAKERS: Good
morning.

MS. MARCIA LEWIS: Ms. Hanrahan
just told me to do what I do.

UNIDENTIFIED SPEAKER: That is
all right.

MS. MARCIA LEWIS: So -- so, I
will do what I do. My name is Marcia Lewis,
and I am the CEO here at Memphis Housing
Authority.

Thank you for coming today to share with
us, to be informed, to ask questions. This is
part of our yearly Annual Plan process.

We are required by HUD -- which a lot of
people think we are HUD, but we are not. We
are regulated and funded by HUD. And so, HUD
requires us to do a plan each year that speaks
to what we are going to do for the next year.

And then, in the years of like 2020, 2025,
on a five-year basis, we do a bigger plan, a

1 Five Year Plan. So, that is why it will say
2 "Annual and Five Year Plan."

3 UNIDENTIFIED SPEAKER: Yes.

4 MS. MARCIA LEWIS: That is just
5 the name of it.

6 But this year, we are speaking to what we
7 plan to do next year.

8 UNIDENTIFIED SPEAKER: Okay.

9 MS. MARCIA LEWIS: What we need
10 from you as the people that we work for is to
11 give us feedback, to provide your input about
12 what you think about what we are going to do,
13 or maybe there is something here that you feel,
14 "Well, you know, what? What about this?", or
15 "Why aren't you all going to do that?", or
16 there may be something here that you say,
17 "Well, you know, you said you were going to do
18 that last year. What happened to that?"

19 UNIDENTIFIED SPEAKER: Yes.

20 MS. MARCIA LEWIS: So, not only
21 will we -- we may not be able to answer every
22 question today, but we are required to answer
23 the questions, and we are required to put
24 anything that you provide in these meetings in

1 this plan, along with our response to you.

2 So, if we don't answer it today, we will
3 make sure that between either us, our staff, or
4 Urban case management staff, or our Community
5 Engagement staff, we will come and talk with
6 you about what we responded or what we found
7 out about any issue that maybe was raised that
8 we didn't have an answer for today.

9 This is not a personal session. If you
10 have a problem with the water leaking in your
11 unit, that is a work order.

12 UNIDENTIFIED SPEAKER: We already
13 did.

14 MS. MARCIA LEWIS: That is not an
15 Annual Plan meeting.

16 UNIDENTIFIED SPEAKER: That is
17 the truth.

18 UNIDENTIFIED SPEAKER: Yes.

19 MS. MARCIA LEWIS: If -- if --
20 you know, if you are -- if you are mad because
21 people keep hanging out in the lobby, that is a
22 property management issue. It's not an Annual
23 Plan meeting.

24 UNIDENTIFIED SPEAKER: Yes.

1 MS. MARCIA LEWIS: If you are
2 concerned because the doors don't close well,
3 they come into your building, or it doesn't
4 seem like it's secure enough, that is an Annual
5 Plan issue, or "Why can't we have" -- "Why
6 can't you all put up shade in the back so we
7 can sit out, you know, in the back and maybe
8 have a little grill?", that is more of a topic
9 for Capital. So, that is more of an Annual
10 Plan issue.

11 "We would like to have programs that are
12 about A, B, C, or D." That is more of an
13 Annual Plan issue.

14 So, you know, there may be times where we
15 may have to say, "Time out. You know, don't
16 tell us about Marcia Lewis is dealing dope from
17 her unit in this meeting." Let's -- let's --
18 you know, that is something you can save for
19 Property Management.

20 But you know, these are just some of the
21 things that -- just trying to get us all on the
22 same page.

23 So, again, thank you, and I hope you feel
24 comfortable enough that this -- to know this is

1 a dialogue and not somebody talking at you.

2 And if we are -- you know, sometimes we
3 will slip into our work mode and we will start
4 talking about things and, you know, like "I
5 don't have a clue what they are talking about."
6 Stop us.

7 UNIDENTIFIED SPEAKER: Can I ask
8 you one question?

9 MS. MARCIA LEWIS: Uh huh.

10 UNIDENTIFIED SPEAKER: You just
11 said "Marcia Lewis dealing dope in her unit."
12 Is that why -- where the smoke -- no smoking in
13 the building came from?

14 MS. MARCIA LEWIS: No, the No
15 Smoking addendum, HUD implemented and required
16 all housing authorities nationwide to implement
17 the No Smoking because of the cost that was
18 being incurred for unit turn-around, make-over,
19 and casualty loss, meaning fire.

20 So, it was because of cost that agencies
21 were putting into units, and they determined
22 that these units had a higher cost level of
23 getting back online, repairing, or unit
24 insurance claims because of smoking. So --

1 UNIDENTIFIED SPEAKER: In the
2 older units?

3 MS. MARCIA LEWIS: Yes, yes.
4 So, that is why. And, you know -- and I know
5 that I remember we talked about this, you know,
6 a couple of years ago when we were starting
7 down that path.

8 I am a former smoker. So, you know, I
9 know that I smoked in a room. I didn't smoke
10 everywhere. And if you were in that room, you
11 knew a smoker had been there.

12 UNIDENTIFIED SPEAKER: Yes.

13 MS. MARCIA LEWIS: So, you know,
14 that is a smaller scale, because I have never
15 smoked at the level, you know -- I think I got
16 up to about almost a pack a day. I never got
17 to a pack a day. But I also know that it is
18 hard for us to change old habits.

19 So, you know, we will talk about it a
20 little more when we get to the capital needs,
21 but that is kind of where -- that is kind of
22 where it came from.

23 So, at this time, I am going to turn it
24 back over to Ms. Hanrahan.

1 MS. VERNUA HANRAHAN: Okay.

2 Good morning.

3 UNIDENTIFIED SPEAKERS: Good
4 morning.

5 MS. VERNUA HANRAHAN: My name is
6 Vernua Hanrahan, and I am the Special Projects
7 Coordinator for the Memphis Housing Authority.

8 But before we get into the goals and the
9 mission and everything, I just wanted to say
10 the court reporter, when you ask a question,
11 needs you to state your name. Okay? And if
12 you are from a particular development, you can
13 just say if you are from College Park, or if
14 you are from somewhere else.

15 But if you are from like a unit, you can go
16 ahead and state that, because I do have a young
17 lady here that is from the Housing Choice
18 Voucher Program.

19 So, what we try to do is to identify
20 people, and that also helps us if there was a
21 question that you asked that we can't deal with
22 now, we can deal with it later and get that
23 written response back to you.

24 UNIDENTIFIED SPEAKER: Okay.

1 MS. VERNUA HANRAHAN: And don't
2 you like the way she does what she does?

3 Okay. And she -- basically, the overall
4 vision for the Memphis Housing Authority is to
5 become a national model in community
6 revitalization. Okay?

7 And then, the other things that we all kind
8 of live by are goals and how we want to become
9 that model for national revitalization is
10 because what we look at -- and the goals will
11 change -- but when we do the big Five Year Plan
12 that she is talking about, we listen and we
13 work with other communities to come up with
14 what the goals are.

15 Our first goal is to expand the supply of
16 assisted housing. And what we are talking
17 about is the subsidy in your units, not only
18 for your house, but also for your apartment.
19 Okay? And the reason why I say "house",
20 because there are some people that have used
21 our Housing Choice Voucher Program to obtain a
22 house.

23 The second thing is to improve the quality
24 of assisted housing. We want your house to be

1 the best, because we want to really try to, you
2 know, hit that mark when we say we are going to
3 provide decent, safe -- and we always say
4 quality affordable housing.

5 Okay. The third thing is that we want to
6 increase your assisted housing choices, not
7 just highrises, lowrises, but you know,
8 different types.

9 A couple of years ago, we heard a lot of
10 people say they don't want to live in a
11 building that is above four floors. So, a lot
12 of the things came about with the
13 redevelopments, are those Senior buildings that
14 are less than twelve floors or eight floors.

15 Okay. The other thing is to provide an
16 improved living environment. Okay. Some of
17 the amenities that are in the private sector we
18 want to incorporate into our housing units.
19 All right?

20 What I was telling somebody the other day,
21 when we did the -- the thing that a lot of
22 people want, they want -- they want wifi in
23 their units. They want cable in their units.

24 The other is to promote self sufficiency

1 and asset development of families and
2 individuals. Okay. This goes back to what
3 public housing was originally for. You were
4 here; it was transitional; you moved on. And
5 then, we also had the ability to assist folks
6 when they made it to that point where they
7 wanted to retire and come back.

8 The other one I think is really, really
9 important because we are having to work on this
10 with other entities like the City and the
11 County, and that is to ensure opportunities and
12 affirm fair housing, because we really want
13 people to be able to live and not be afraid
14 because of color, because of race, as they say,
15 or gender or economic circumstances.

16 So, the big term is "affirmatively
17 furthering fair housing" that we are having to
18 do.

19 And the last that I think a lot of people
20 look at this one very hard is to increase
21 availability of affordable housing by awarding
22 Project-Based Vouchers. And that is so that
23 you have vouchers that are in other
24 developments, and it's tied to that unit so

1 that it is affordable.

2 So, those are our goals. Okay? That is
3 our mission. Okay? And now we are going to
4 -- basically, going to have our General
5 Counsel, Ms. Barbara Deans.

6 MS. BARBARA DEANS: Good morning,
7 ladies and gentlemen.

8 UNIDENTIFIED SPEAKERS: Good
9 morning.

10 MS. BARBARA DEANS: Again, we
11 thank you guys for taking the time out of your
12 schedule to come and listen to our plan and
13 share your thoughts about the proposed changes.

14 As Ms. Hanrahan said, my name is Barbara
15 Deans. I am General Counsel for Memphis
16 Housing Authority, and I have been tasked with
17 sharing the rules, some of the changes that
18 impact -- that will impact the agency and our
19 properties from a legal standpoint.

20 I think most of them are pretty
21 straightforward. I probably won't read
22 directly from the slides; maybe I will. And
23 if you have questions, please just let me know.

24 And so, one of the first proposed changes

1 that we are looking at or an update that we are
2 sharing is -- I am sorry. I have a -- I have
3 my list here and I am reading this. I want to
4 make sure that they kind of track.

5 We want to advise individuals that the
6 privately-managed properties maintain a
7 waitlist that is separate from the MHA
8 waitlist.

9 A lot of times, individuals, because it's
10 Memphis Housing Authority, they come here when
11 they are trying to determine whether there is a
12 vacancy at a particular site. If it is not
13 owned by -- owned and managed by MHA, the
14 waitlist is maintained at that particular site
15 separately from MHA's waitlist.

16 Some of the Informal Hearing Process
17 changes that are in this particular ACOP and
18 Annual Plan. "If a family fails to respond to
19 a housing offer or rejects it, they are removed
20 from the waitlist. He or she is informed of
21 it in writing and may request an informal
22 review within two business days of the notice."

23 Previously, I think that was a ten-day
24 waiting period.

1 And as I understand the distinction -- we
2 had this conversation before -- is this -- the
3 shortened period of time relates to the amount
4 of time an individual has to respond once they
5 have received a letter.

6 So, you need to make sure that you respond
7 to the agency. And it's business days and
8 not calendar days.

9 The proposed changes that would limit
10 assistance to Over-Income families after a set
11 period of time, twenty-four months. "When
12 verifying the value of assets, for example, a
13 bank account, MHA uses the current balance for
14 savings accounts and at least one current bank
15 statement indicating the current balance or two
16 consecutive bank statements to calculate
17 average balance for checking accounts."

18 "MHA will accept unaltered documents, such
19 as bank statements, to verify assets from
20 checking and savings accounts in lieu of
21 obtaining written or oral third-party
22 verifications, if the balance is less than five
23 thousand dollars."

24 And as I understand it, I think there had

1 Lewis?

2 MS. MARCIA LEWIS: Yes.

3 UNIDENTIFIED SPEAKER: On the --
4 on the first one, the proposed change that
5 would limit assistance to Over-Income Families
6 after a set period of time, that pertains to
7 those that live in public housing. There
8 already is a regulation that limits the period
9 of time that a person can be over --

10 MS. MARCIA LEWIS: Let me stand
11 up. I am sorry. I am talking with my back
12 to you.

13 "Over-income" means that you have hit the
14 point in your income where we no longer have to
15 subsidize your rent. So, you are paying
16 market rent.

17 UNIDENTIFIED SPEAKER: Yes.

18 MS. MARCIA LEWIS: And in the
19 voucher program, you can only be at that level
20 -- we can only provide subsidy for six months.
21 So -- and it's -- it's regulatory.

22 So, the public housing program, they are
23 talking about setting limits. They have not
24 set them. So, this is an administrative

1 policy that we are setting for the public
2 housing program of twenty-four months.

3 So, I just want to confirm that, because if
4 you are a participant in the voucher program,
5 this -- this is different for you.

6 Yes, ma'am?

7 MS. SHASTA MOSS: Shasta Moss,
8 Kefauver Terrace. "Over limits", does that
9 mean the residents have a certain limit? I
10 am a little fuzzy on that part.

11 MS. MARCIA LEWIS: It means that
12 you -- your income has risen over time.

13 UNIDENTIFIED SPEAKER: Yes.

14 MS. MARCIA LEWIS: You have risen
15 to the point that, you know, if you were to
16 apply for public housing today, you wouldn't
17 qualify. You -- you make too much money.
18 That is what it means.

19 MS. SHASTA MOSS: But if you have
20 been in public housing for several years and
21 your income reaches that point, then what?

22 MS. MARCIA LEWIS: Then you --
23 then if it reaches that point, we will continue
24 to provide housing to you for twenty-four

1 months, for two years once you have hit that
2 point, if you are in a public housing
3 development.

4 But if you are on the Section 8 program, we
5 are regulated that we can only provide
6 assistance to you for six months once you have
7 hit that point with your income.

8 So, the President's budget -- and the
9 President has proposed a law, Make America Work
10 Again.

11 UNIDENTIFIED SPEAKER: Yes.

12 MS. MARCIA LEWIS: And it has not
13 been passed. It is out there. He proposed
14 it last year with the budget. They didn't
15 pass it. He is proposing it again this year.

16 It increases the minimum rent, and it
17 increases -- and decreases the amount of time
18 someone can live or receive assistance through
19 our programs, through USDA programs, through
20 the Food Stamps.

21 It has not passed yet, but agencies are
22 being encouraged to look. There was a big
23 scandal a few years back because they
24 discovered people making four hundred thousand

1 dollars a year living in public housing. That
2 is what brought all of this up. And every
3 Housing Authority had to send a thing to HUD
4 reporting how many people they had in their
5 programs who were over income.

6 HUD encouraged us to set policies or do
7 something so that people who need the
8 assistance because they are under income could
9 have housing. So, that is kind of the
10 background.

11 MS. SHASTA MOSS: And the last
12 question -- Shasta Moss, Kefauver Terrace --
13 what is the limit for one, two, three, and four
14 people?

15 MS. MARCIA LEWIS: We will have
16 to get it for you. Every year, HUD issues the
17 income limits and every -- every area of the
18 country is -- there is a list. It will say
19 "Memphis-Shelby County." It will say, you
20 know, one -- is it one person?

21 MS. SHASTA MOSS: Yes, one
22 person.

23 MS. MARCIA LEWIS: One person,
24 two persons. We will provide that for you.

1 MS. SHASTA MOSS: Okay.

2 MS. MARCIA LEWIS: I can't tell
3 you. We can pull it today.

4 MS. SHASTA MOSS: Okay.

5 MS. MARCIA LEWIS: And we can
6 send it out once we get the -- we may not be
7 able to get it to you today, but we can get it
8 to you once we get the minutes from the meeting
9 so we know who has asked what. We can get
10 all the responses back to everybody. We will
11 get it to you.

12 MS. SHASTA MOSS: Thank you.

13 MS. MARCIA LEWIS: I am sorry.

14 MS. BARBARA DEANS: No, thank
15 you.

16 And so, the next item, the next proposed
17 change is the use of a hierarchy to verify
18 income. And basically, what that says is the
19 use of a system "to verify income with the
20 Upfront Income Verification that is mandated by
21 HUD. However, this system is not available
22 for applicants for housing as this information
23 can only be accessed for residents of MHA that
24 have given MHA access to this information."

1 Does that make sense?

2 UNIDENTIFIED SPEAKER: No.

3 UNIDENTIFIED SPEAKER: No.

4 MS. BARBARA DEANS: That is why I
5 stopped. Okay. Vernua.

6 MS. VERNUA HANRAHAN: Okay. So,
7 basically, when they are talking about the
8 information that you can give, the income
9 verification in the system is based on your
10 socials and other documentation that you
11 actually provide to the agency.

12 And so that, we don't -- a lot of times
13 randomly people like Ms. Tomecia Brown, who is
14 our Compliance Officer, they can actually go
15 into the system, and it is going to show if you
16 are working and you are reporting that income,
17 how much you make. Okay?

18 And the reason being that we need to do
19 that to the people that we do -- because it
20 used to be people would say, "Oh, I will bring
21 you my check stubs", that is it.

22 And then, we would actually verify it by
23 going back into the system to see if your check
24 stubs and the jobs that you gave us actually

1 met and matched. Okay? Because sometimes
2 people actually have been working a second job
3 or a third job, and they are getting checks and
4 that is being reported by their employer, but
5 they don't necessarily report it to us. Okay?

6 MS. CHEIKTHA DOWERS: As a caveat
7 to that -- my name is Cheiktha Dowers -- also,
8 what EIV verifies -- it's called the Enterprise
9 Income Verification System. It verifies if
10 you receive unemployment compensation, and the
11 big thing that it verifies is whether or not
12 you receive Social Security.

13 So, if you receive Social Security
14 benefits, you are not required to bring that
15 information in to the Housing Authority. We
16 can get that information directly from HUD.

17 So, it's imperative, as Ms. Vernua said, if
18 you have income, make sure you report it,
19 because we can verify those incomes directly
20 via HUD's EIV, Income Verification System.

21 UNIDENTIFIED SPEAKER: Thank you.

22 MS. BARBARA DEANS: And the
23 reason I -- you know, the obvious reason that
24 that is important is, again, it's not the

1 assumption that you are doing anything wrong or
2 being dishonest or being illegal, but if we
3 have the ability to verify that information and
4 you don't provide it to us, and you sign that
5 document -- everything that you present, you
6 sign it and attest that you promise that this
7 is true.

8 So, if I am looking at that and you have
9 not provided that information, but you have
10 told me this is a true and accurate reflection
11 of the income that you receive, then I have to
12 make the leap, or I make the assumption, if you
13 will, that you -- that there is some
14 discrepancy.

15 And that becomes a problem for you, because
16 then you have to bring in additional
17 information and it takes longer to complete the
18 process and it delays your housing or delays,
19 you know, your -- your recertification.

20 So, it's just mindful to be -- to -- to --
21 it's important to be mindful of that.

22 MS. MARCIA LEWIS: We can
23 probably replace the word "hierarchy" with the
24 order that we have to do that.

1 MS. BARBARA DEANS: And I didn't
2 pick that word.

3 MS. VERNUA HANRAHAN: Okay.
4 That was their word.

5 UNIDENTIFIED SPEAKER: She is
6 known --

7 MS. MARCIA LEWIS: That is why
8 she is telling us that she didn't do this,
9 because she is known for using big words, and
10 we all have to go back and figure out what she
11 just said.

12 So, HUD requires us to use the system
13 first. We are not supposed to take direct
14 information from you first.

15 UNIDENTIFIED SPEAKER: Okay.

16 MS. MARCIA LEWIS: We are
17 supposed to go to the system. Once we go to
18 the system, if it alerts us to a discrepancy,
19 then we are to next request information through
20 another area. That may mean directly to the
21 employer. That might mean we send something
22 out in the mail.

23 The last thing we are supposed to do is the
24 hierarchy, system, mail, telephone. The last

1 thing we are supposed to do is ask you to bring
2 it in. And that is like if we can't get it
3 any other way, we are supposed to ask you to
4 bring it in.

5 MS. BARBARA DEANS: And another
6 part of this proposed process is to develop a
7 system that will address discrepancies, errors,
8 and fraud.

9 Another proposed change is that -- and
10 really, this is not a change. It's -- this is
11 an update. This is a part of the lease.
12 It's a part of the agreement that you entered
13 -- enter into when you enter into a lease.

14 But "MHA's acceptance of any payments of
15 rent and other charges is an acceptance with
16 reservations of MHA's rights to proceed with
17 the termination of your lease and is not a
18 waiver of MHA's termination of your lease and
19 the right to proceed with legal action."

20 What that means is -- and we -- when I go
21 to court, oftentimes people say, "Well, I paid
22 my rent and", or "You took a part of my rent.
23 So, therefore, that means you are not going to
24 evict me", or "I don't have to pay the rest of

1 my rent because the property manager accepted
2 the fifty dollars of the two hundred dollars
3 that I owed."

4 What the law says and what your lease says
5 when you sign it is you agree that, and we are
6 telling you, we will accept your payments
7 because you owe the rent, but we still have the
8 right under the law to proceed with legal
9 action. And that could be anything up to and
10 including the termination of your rent.

11 Oftentimes, it's the discretion of the
12 property manager based on circumstances that
13 they say, "Okay. We will allow you ten days
14 to pay the balance." But the law says that
15 you owe this money; you owe at this particular
16 point in time; if you don't pay, we have the
17 right to move to the next step, which could be
18 eviction.

19 So, we wanted to make sure that people
20 understood that paying that portion doesn't
21 stop the process, if you have not made
22 the proper arrangements to pay your rent in
23 full.

24 UNIDENTIFIED SPEAKER: That is a

1 myth, isn't it? A lot of peoples think that
2 if you pay anything, it stops the procedure.

3 MS. BARBARA DEANS: And that is
4 true, and that is why we are saying that we
5 want it to be clear.

6 And one of the things I say to people all
7 the time, "Read your lease." Every rule that
8 you are required to adhere to as a resident
9 with MHA is contained in that lease. I know
10 it's long. I know that there are probably
11 words in it that may not make sense.

12 And you have the right to say to that
13 property manager, "Hey, I want a copy of my
14 lease." If they don't give it to you -- they
15 should anyway, but if they don't, you ask for a
16 copy of your lease, and ask for time to read
17 your lease.

18 And if you are not clear about what
19 something says, ask that property manager.
20 They know the lease. They know what the
21 provisions. And they can explain to you
22 without being a lawyer or without using big
23 words, "This is what this means. If you
24 violate this rule, this is what it means.

1 This is the consequence."

2 So, make sure you do that, because all of
3 this is contained in there. But you are
4 right. People do believe "if I have made a
5 twenty dollars payment, but I owe five hundred,
6 I am okay. You are not going to evict me."

7 And I am here to tell you. That is my
8 job. And you will see me in court, and I will
9 tell you, "I am very sorry but my property
10 manager tells me you haven't paid the rent in
11 six months."

12 So, we want to be clear on the front end so
13 you understand what -- what you are doing.

14 The next item is "instituting a
15 Notification Agreement as part of the lease to
16 let the residents know that they are not an
17 intended co-beneficiary or a co-insured of any
18 casualty insurance policy of MHA."

19 See, what that means is in recent -- I will
20 say at least in the last couple of years that I
21 have been here, we have had some incidences.
22 We have had some fires. We have had some
23 water damage.

24 We have had some -- you know, Mike will

1 tell you any number of incidents that occur,
2 whether it's at the hands of a resident or some
3 other circumstance.

4 And I think when we have had these
5 incidents and the individual has lost some
6 property -- you know, your apartment was
7 flooded and your shoes were damaged -- I
8 believe that the residents were under the
9 impression that if MHA files an insurance claim
10 to cover the cost to repair that unit, then
11 that individual, that tenant is also entitled
12 to some payment as a part of that insurance.
13 You are not.

14 We do not list you, and if you -- if you
15 live anywhere in any property, not just MHA, a
16 privately-managed site, what they will tell
17 you, what they will encourage you to do is to
18 get renter's insurance. That is your
19 protection. That is your basis to recover
20 what you have lost.

21 MHA -- and the law doesn't require and it
22 doesn't allow us to list you as a co-insured on
23 any of our insurance for purposes of a
24 replacement value of lost items.

1 So, if the property managers aren't
2 reminding you of that, I am here to tell you,
3 Look into renter's insurance for your property.

4 UNIDENTIFIED SPEAKER: Right.

5 MS. BARBARA DEANS: It's -- it's
6 just a good idea.

7 The next item -- I didn't write this one
8 either. I wouldn't have written this one, but
9 the late payment date may be extended or
10 approved by the property manager.

11 And what this means is the property manager
12 has some discretion in terms of your late
13 payment. Now, I say "some", because,
14 actually, they don't. The lease says that
15 your rent is due on this date and it is late by
16 this date. That is what the law says. That
17 is what you have agreed to.

18 In circumstances where it's, you know, a
19 Friday and the 5th of the month is on a
20 Saturday, that is the extension, not that if
21 you go talk to Mr. Robinson and tell him that
22 you are not going to get paid until the 15th,
23 then he can extend your late payment. He
24 cannot. Your lease doesn't allow it and the

1 law doesn't allow it.

2 But if there are some circumstances where
3 it's a holiday or, you know, perhaps a natural
4 disaster, you know, there is a flood or a storm
5 or something of that nature, and it's the date
6 that the rent would have been -- the 5th of the
7 month, then that Monday would have been the --
8 would be the date that that is the extension.

9 So, I don't want people to think that you
10 can go talk individually to get some extension
11 on the late payment of your rent.

12 Yes, sir. Tell us your name.

13 MR. J. D. MCNEAL: J. D. McNeal,
14 College Park. J. D. McNeal, College Park.
15 My check don't come until like the third week
16 in that month and the rent is due on the 5th,
17 and that is late fees all the time for me.

18 MS. BARBARA DEANS: Yes, sir.

19 MR. J. D. MCNEAL: Why they can't
20 change it?

21 MS. BARBARA DEANS: Because the
22 law doesn't allow us to.

23 MR. J. D. MCNEAL: Knowing that
24 your check might come the third week of the

1 month?

2 MS. BARBARA DEANS: That is
3 right, and because we don't control the --

4 MR. J. D. MCNEAL: Every month, I
5 have got to pay late fees.

6 MS. BARBARA DEANS: That is true.
7 And so, that is why we ask you -- there may be
8 some circumstances where you can work -- we --
9 we understand that you don't control, you know,
10 your -- your benefits, the receipt of your
11 benefits.

12 MR. J. D. MCNEAL: And I went to
13 the (inaudible) and they said they couldn't
14 change it.

15 MS. BARBARA DEANS: Right. But
16 if I do that -- and here is why the law won't
17 allow us. If I change the date for you, and
18 somebody else receives another benefit and
19 their date is a different date, and somebody
20 else -- so, then my date becomes a moving
21 target.

22 And the law says I have to have one date
23 and that date is required -- everyone is
24 required to adhere to that date.

1 MR. J. D. MCNEAL: If everybody
2 -- this person gets their check on the second
3 week, this person gets their's on the third
4 week, why not just make it the last of the
5 month? Then won't nobody be late.

6 MS. BARBARA DEANS: Because then
7 it becomes an issue of what if somebody else's
8 check comes on that first week and somebody
9 else's on the second or third, because it's a
10 moving target?

11 And so, we can't -- we can't accommodate.
12 Say, for example, I have got one building that
13 has two hundred people. They could arguably
14 receive their check at two hundred different
15 times, theoretically.

16 So, there is -- the law says that there is
17 a date, this is a date certain, this is when
18 you are to pay, at the beginning of the month
19 or the end of the month. And we have
20 selected that, the -- and that is generally
21 accepted.

22 And the Tennessee laws of Residential --
23 Uniform Residential Tenant-Landlord Act says
24 that the first day is the date due and the 5th

1 of the month is the late date.

2 So, they can have a conversation, but it's
3 not going to change and we can't amend it per
4 individual. Okay?

5 "Notification to residents and tenants that
6 he or she" -- and this says "may", and I want
7 to make this edit, "shall be held liable for
8 any losses or damages caused through
9 negligence, recklessness, or wrongful acts or
10 omissions."

11 I apologize that it says "may", because the
12 law says "shall" and our policy says "shall"
13 and your lease says "shall."

14 And a moment ago when I referenced the
15 issue with property damage, the increase in
16 property damage, some of those things,
17 obviously, the buildings are older and things
18 happen. Boilers go out. You know, light
19 fixtures go out and elevators go out. That is
20 not negligent. That is through no fault of
21 the individual.

22 But other items where you have left a pot
23 on the stove and it triggers the fire alarm, it
24 triggers the sprinklers, there is almost a

1 million dollars in damage, that is the fault of
2 the individual.

3 You -- we had a case in court the other
4 day, a tenant tore up her door and we are not
5 really sure why. But that was an act on her
6 part. She says she didn't do it; somebody
7 else did it helping her. But the fact is she
8 was responsible for that.

9 So, those damages will be assessed to the
10 individual.

11 MR. J. D. MCNEAL: Ma'am?

12 MS. BARBARA DEANS: Yes, sir.

13 MR. J. D. MCNEAL: What if you
14 tell them about something that is not working,
15 and then that happens?

16 MS. BARBARA DEANS: Well, if it's
17 not working because of something that you did
18 not do, that is not negligent. But if it's
19 not working because of something that you did
20 or you failed to do -- for example, you failed
21 to turn off your stove before you left the
22 house and it started -- you know, you left a
23 pot on the stove and it started a fire --

24 MR. J. D. MCNEAL: Just like that

1 fan on my -- you know, on my hood over my
2 stove, it won't even work, and I have been in
3 there like two years.

4 MS. BARBARA DEANS: But did the
5 fan cause a fire?

6 MR. J. D. MCNEAL: No. Well, I
7 am just saying if I am cooking and smoke starts
8 the alarm out in the hallway --

9 MS. BARBARA DEANS: Well, let me
10 say this. If I cook at home and I have my --
11 my burner on a low setting, I am not going to
12 start a fire. If I -- if I cook on my stove
13 and I have my burner at a high setting, then
14 there is a potential.

15 And now, if you have called in a work order
16 and it has not been addressed, it has not been
17 repaired, no one has come out, follow up with
18 us. We -- there is a process for the work
19 orders. Follow up with the property manager.
20 It should be repaired.

21 But if you are -- if you are cooking on
22 twelve, you have one through two. If you are
23 on one --

24 MR. J. D. MCNEAL: No, the smoke.

1 But what I am saying, if it goes out in that
2 hallway, it's going to trigger that alarm.

3 UNIDENTIFIED SPEAKER: That is
4 not damage, though, bro.

5 MS. BARBARA DEANS: What I am
6 saying is if the fire alarm -- if the -- if you
7 are cooking on the stove at a level where the
8 burner is turned up higher than it should be,
9 and it triggers the fire alarm because there is
10 smoke, and then, there is damage, as hot as you
11 turned that stove at that level, that is the
12 negligence.

13 MR. J. D. MCNEAL: And then, the
14 fan, like I say, the fan ain't working, too.

15 MS. BARBARA DEANS: So, you have
16 called in a work order?

17 MR. J. D. MCNEAL: I don't know
18 how many times.

19 MS. BARBARA DEANS: Okay. We
20 will follow up. What -- what-- what --

21 MR. J. D. MCNEAL: College Park.

22 MS. BARBARA DEANS: Okay. All
23 right. Another proposed change -- and I
24 believe this is in effect now. Ms. Aldridge,

1 am I correct?

2 MS. VICKIE ALDRIDGE: Correct.

3 MS. BARBARA DEANS: And so, MHA
4 has identified a collection agency when -- as I
5 have announced before, when rents are not paid,
6 when late fees are not paid, at some point in
7 time those items are turned over to a
8 collection agency. That collection agency
9 has a fee up to 33.3 percent added to the
10 account.

11 The process includes responsibility for
12 collection of fees, reasonable attorney fees
13 and court costs.

14 And this just goes back to, you know, as I
15 tell individuals when they are in court, by the
16 time we get to court, there are certain things
17 that have happened that I have no control over.
18 I can't control the court costs. I can't
19 control the attorney fees. Those are mandated
20 by law.

21 If your account goes to the point where it
22 is sent to a collection agency, that collection
23 agency is in the business of collecting those
24 moneys. And so, they are going to add a fee

1 to what they owe.

2 So, you know, you will have a circumstance
3 where, you know, maybe you owe fifty dollars
4 and you are going to pay that fifty dollars.
5 If it goes to a collection agency -- and, you
6 know, Vickie, help me with the numbers -- it's
7 going to be seventy-five dollars at that point.

8 And I know you are saying, "Well, I only
9 owed fifty", but you will have received a
10 letter, you would have received notice, you
11 would have received communication that says,
12 "This is going to a collection agency. Please
13 pay to avoid additional fees."

14 And the law does allow those fees to be
15 assessed. And again, once it's assessed --
16 and I know your feeling is, "Well, I should
17 only be responsible for the fifty." But if
18 you fail to make those payments and to clear
19 that account, that additional money is added
20 and the entire amount is due. And if it goes
21 to court, the judge will award the entire
22 amount.

23 Yes, ma'am?

24 MS. LOTTIE STARKS: My name is

1 Lottie Starks, and I am from College Park Two.

2 Every year we hear a change in batteries,
3 like in the smoke system alarm. We never get
4 the battery changed every year. No one does
5 that. How do we go about getting that done, I
6 mean, you know?

7 MS. BARBARA DEANS: And I am
8 going to let Mr. Swindle who is back there --
9 he is coming up next -- address that.

10 I don't know personally if that is a task
11 that is the responsibility of the leaseholder
12 or the agency. For me, I have always changed
13 the batteries, you know, when they say about
14 the change of the year, time change, you change
15 the battery.

16 That may be something that MHA is
17 responsible for doing, but I will let
18 Mr. Swindle address that.

19 MS. LOTTIE STARKS: This is the
20 Senior building.

21 MS. BARBARA DEANS: Okay. The
22 next item is "MHA's execution of any repayment
23 agreement, annual reexamination, certification
24 or required lease renewal is executed with

1 reservation of MHA's right to proceed with
2 termination of your lease and is not a waiver
3 of MHA's termination of your legal -- of your
4 lease and the right to proceed with this legal
5 action."

6 And that is basically a repeat of what I
7 just mentioned as it relates to the acceptance
8 of rent. If you are in a process -- and an
9 example is if you are in court scheduled to be
10 evicted, but if it is also your re-cert time,
11 that may or may not go forward.

12 I think what I have advised is to hold off
13 on a recert if you are in court. That has
14 been a traditional position. Our position is
15 if you are in court, chances are we are looking
16 for -- we are looking forward to an eviction.
17 And I say "forward", I don't mean we are hoping
18 to evict you, but we are looking forward to
19 this process completing.

20 So, we don't want to put you in a posture
21 of bring all your documents in, go through the
22 recertification process, and then go, "Hey, by
23 the way, the Court has said that we can evict
24 you."

1 So, this just says that we have the right
2 to proceed with whatever the actions are in
3 court, notwithstanding what else is going on.
4 If they are doing some abatement in your -- in
5 your development and that causes you to be
6 relocated and there are some actions going on,
7 it doesn't stop -- one -- one thing doesn't
8 stop the other.

9 MS. SHASTA MOSS: Question.

10 MS. MARCIA LEWIS: Yes.

11 MS. SHASTA MOSS: Shasta Moss,
12 Kefauver Terrace. Regarding recertification,
13 in the -- in our lease agreement, if there
14 is -- regarding recertification, in our lease
15 agreement, it says those who are on a month-
16 to-month basis are being recertified annually
17 and those who are on flat rate are to be
18 recertified every three years.

19 And it also states clearly that changes in
20 income need not be reported, however, until the
21 three-year recertification period comes around
22 for those who are on the flat rate. But we
23 are required to be recertified every year,
24 regardless of whether we are on the month-to-

1 month or the flat rate.

2 And I am trying to understand why those of
3 us who have to pay the flat rate are forced to
4 be --

5 MS. BARBARA DEANS: Well --

6 MS. SHASTA MOSS: -- are required
7 to be recertified every year, even though it
8 clearly states in the lease agreement that
9 those who are on the -- I don't know the legal
10 term, but who pay the flat rate regardless.

11 So, if someone could clear that up for me,
12 I would appreciate it. I comply, but I just
13 want to understand.

14 MS. BARBARA DEANS: I am going to
15 let Ms. Young, who is in the back of the room,
16 give you that distinction.

17 MS. LATONIA YOUNG: Even if you
18 are flat rent or income-based rent, you still
19 have to be recertified every year, regardless.
20 Just because you are on flat rate, you still
21 have to come in and be recertified. You
22 still have to recert every year.

23 Your flat rent is just for three years.
24 But you can stay on flat rent for three years,

1 and then, we can reevaluate. You may come off
2 or you may stay on.

3 MS. MARCIA LEWIS: There are
4 other things that go along with the
5 recertification other than just calculation of
6 rent. We are also looking at the household
7 composition.

8 So, let's say that a person is all of a
9 sudden -- maybe you have custody of grandkids
10 and you are in a two-bedroom unit. And now,
11 you know, you are in a unit that you are
12 under-housed, or let's say you -- the kids move
13 out. Does that ever happen? That is a whole
14 other story. But anyway, you know, you may be
15 over-housed.

16 So, we have to also look and make sure we
17 have got you right-sized, right-housed. And
18 that right-housed makes the determination as to
19 what that rent should be for that unit.

20 So, even if you are on a flat rent, you
21 know, you have got to be in a right-sized unit
22 as well. And those -- those changes to your
23 household composition have to be taken into
24 consideration.

1 MS. SHASTA MOSS: Thank you,
2 Ms. Young. That clears up -- okay. Thank
3 you, Ms. Young. That clears up a confusion I
4 have had for a while.

5 Okay. So, we are going to recert a person
6 that is qualified to have to stay on a flat
7 rate -- on a flat rate for three-years, not
8 necessarily that we don't have to be
9 recertified. I have been confused about that
10 for years. Thank you. I appreciate you
11 clearing that up.

12 MS. MARCIA LEWIS: Thank you,
13 Ms. Young.

14 Yes, ma'am? Tell us your name.

15 MS. ELAINE TOREY: Merry
16 Christmas, everybody. My name is Elaine
17 Torey, and I am a resident of College Park.

18 My question is, if you are being
19 recertified once a year, say, if you are on
20 Social Security or a widow's pension, whatever,
21 government, and that increases the first of the
22 -- usually the first of the year every year
23 because of the increase of income, when is your
24 rent supposed to go up because of those extra

1 ten dollars that you get or extra two dollars
2 that you receive?

3 Is it supposed to go up by the time you get
4 it in January, or is it supposed to go up when
5 your lease is supposed to be renewed, because
6 you -- nine times out of ten, you take it all
7 but two dollars, anyway. And so, then you
8 have to go on over in the other money, and I am
9 running up short trying to pay Peter and Paul
10 and rob from each one of them.

11 So, I want to know when is it supposed to
12 go up? Is it supposed to go up in January or
13 do it goes up -- or they wait until your --

14 UNIDENTIFIED SPEAKER: Lease.

15 MS. ELAINE TOREY: -- lease is
16 up?

17 MS. BARBARA DEANS: Ms. Young?

18 MS. ELAINE TOREY: Well, when the
19 lease is renewed. I am sorry.

20 MS. LATONIA YOUNG: So, you got
21 an increase in something. You are supposed to
22 report all your income within ten days.

23 So, if you have got your Social Security --
24 your Social Security is going to increase, and

1 you have got your letter saying that your
2 Social Security is fixing to increase for
3 January, they have to allow you thirty days for
4 the increase for your rent to go up.

5 And then, once you turn it in and go to be
6 recertified, your rent is probably going to be
7 the same unless your (inaudible) amount has
8 changed.

9 But if you report it at your recert time,
10 now, they can go back to the time you are
11 supposed to have reported it and charge you
12 regular rent and make an extension right then.

13 MS. ELAINE TOREY: So, in other
14 words -- let me get this from them. Everybody
15 listen, okay? When it happens, when you get
16 the increase the first of the year, you report
17 it.

18 MS. LATONIA YOUNG: And thirty
19 days after that, it's supposed to go up.

20 MS. ELAINE TOREY: Then thirty
21 days after that, it's supposed to go up, and
22 then, no matter if it's time for your lease to
23 be renewed or not?

24 MS. LATONIA YOUNG: Right. You

1 are coming in for -- if you come in, you -- the
2 increase is coming -- actually, if you come in
3 before your recert, you are coming in in an
4 interim, you are doing an interim change.

5 So, you come in and they are going to allow
6 you thirty days for your increase of rent.

7 MS. ELAINE TOREY: All right.

8 Have you all got that?

9 UNIDENTIFIED SPEAKER: You have
10 got it.

11 MS. ELAINE TOREY: Thank you. I
12 am trying to get it.

13 UNIDENTIFIED SPEAKER: You have
14 got it.

15 MS. BARBARA DEANS: Did that
16 answer your question?

17 MS. ELAINE TOREY: Oh, yeah.

18 MS. BARBARA DEANS: Okay.

19 MS. ELAINE TOREY: Oh, yeah.

20 MS. BARBARA DEANS: I just wanted
21 to be sure.

22 MS. ELAINE TOREY: Thank you.

23 MS. BARBARA DEANS: Absolutely.

24 So, the last thing I have is -- and this is a

1 lot. I am not going to read all of it. I
2 will tell you what it -- what the proposed
3 change is and why.

4 And it's probably not applicable to anyone
5 in this room right now. But because it's a
6 part of our HCV administrative plan and our
7 Five-Year Plan, we are required to share the
8 information at our meetings for everyone who is
9 in attendance.

10 This last change that we are proposed --
11 the proposed change is to edit, to add some
12 language to part of a policy that is already
13 included in MHA as it relates to our owner and
14 agent under the Section 8 program.

15 Basically, what this section talks about is
16 the appropriate behavior of the owner. And we
17 spent a lot of time talking about what the --
18 what we expect the tenants to do and the
19 behavior that is acceptable in the lease and
20 all those rules.

21 There are also rules and regulations for
22 owners, in particular, individuals who are part
23 of the HCV Section 8 program. And this lists
24 those rules that they can be eliminated.

1 Their houses -- housing can be taken off our
2 program if they violate these rules.

3 And they are really the same rules that,
4 for the most part, apply to anybody else. But
5 abusive conduct, abusive language, verbal
6 abuse. That is to the individual who is
7 renting that property or to MHA employees or
8 HCV staff or other individuals who might be
9 involved, the inspectors who come out to
10 inspect the properties.

11 And basically, what it says is you cannot
12 continue to be a part of this program if you
13 are verbally abusive or you have abusive
14 conduct, you are threatening, you write things,
15 say things, even if you are abusive to the
16 individuals who are renting your home.

17 And we have just updated this information
18 and included some additional language that, as
19 I said, I am not going to read all of those.
20 But the particular changes that -- we will look
21 at all of these factors.

22 If our employees are saying that they are
23 being abused by someone, if you are a Section 8
24 voucher holder, and you call us and tell us

1 that the landlord is threatening or abusive or
2 behaves in a way that violates the rules, we
3 will investigate that. And we have plain
4 language in our admin plan that says we can
5 tell them that their housing is removed from
6 the program.

7 We will look at that on a case-by-case
8 basis. It could be a suspension for a
9 specific period of time. It might be six
10 months. It could be indefinite period of
11 time, which means we may say you can never have
12 a property that you either own or manage that
13 is a part of a Section 8 program ever again.
14 But we will look at it on a case-by-case basis.

15 But we wanted to update this language so
16 that the owners have the same level of
17 responsibility that our -- that our tenants and
18 residents do.

19 And I think that -- if no one has any other
20 questions, that concludes -- I am sorry. Yes?

21 I have to put my glasses on to hear you.
22 Say that again.

23 UNIDENTIFIED SPEAKER: Montgomery
24 Plaza. Montgomery Plaza. Does that include

1 the management and the maintenance workers
2 towards the residents?

3 MS. BARBARA DEANS: Well, this --
4 this particular section does not. This is
5 specifically to our Section 8 property owners
6 and agents. But our -- our -- our staff has
7 the responsibilities as employees the same as
8 any other employee in terms of carrying out
9 their work and responsibilities.

10 UNIDENTIFIED SPEAKER: What about
11 if they are talking to the residents any kind
12 of way?

13 MS. BARBARA DEANS: Well, again,
14 we endeavor to conduct ourselves in a
15 professional manner. And so, inappropriate
16 behavior, inappropriate language is never
17 acceptable.

18 We -- we expect our residents to
19 communicate that to us, and we expect our staff
20 to communicate to us when residents -- because
21 again, as I said, in your lease, it says that
22 you cannot conduct and behave in a way that is
23 inappropriate. The same thing is true for
24 staff and employees.

1 UNIDENTIFIED SPEAKER: Well,
2 then, who do the residents report to if the
3 staff, you guys are communicating --

4 MS. BARBARA DEANS: You start
5 with the property manager.

6 UNIDENTIFIED SPEAKER: What if
7 it's the property manager?

8 MS. BARBARA DEANS: Then you move
9 from the property manager. There are Housing
10 Operations managers who manage the staff at
11 that level. And the Housing Operations
12 managers report to the Director of Housing
13 Operations, Mr. Swindle.

14 UNIDENTIFIED SPEAKER: Okay.
15 How do --

16 MS. MARCIA LEWIS: We are going
17 to give you -- when we do the HR portion, we
18 are going to show you a copy of our
19 organizational chart, and we can show you for
20 the Housing Operations side, what that chain --
21 what that chain is, so you can see who is above
22 the property managers. So, we are going to
23 show you that.

24 MS. BARBARA DEANS: And so, I am

1 going to turn it over to Mr. Swindle.

2 MS. VERNUA HANRAHAN: Mike, we
3 are going to need you to hold it down.

4 MR. MIKE SWINDLE: Good morning.
5 My name is Mike Swindle --

6 UNIDENTIFIED SPEAKER: Look out,
7 man.

8 MR. MIKE SWINDLE: -- Director of
9 Public Housing Operations.

10 UNIDENTIFIED SPEAKER: Speak
11 loud.

12 MR. MIKE SWINDLE: I say good
13 morning.

14 UNIDENTIFIED SPEAKER: Good
15 morning.

16 UNIDENTIFIED SPEAKER: Oh, okay.
17 Okay.

18 MR. MIKE SWINDLE: I am with the
19 Housing Operations Department. We pretty much
20 cover --

21 UNIDENTIFIED SPEAKER: Okay.

22 MR. MIKE SWINDLE: -- everything
23 that goes on at the sites. So, if you have
24 any issues with the -- with the property

1 managers or the maintenance staff, I receive
2 e-mails from the residents meeting. Somebody
3 has got to be there and listen. They will say
4 something went on, you know.

5 So, I send it -- I send it back out to the
6 staff, you know. And I also send it to the
7 Manager of Operations, make sure we get
8 everything that is an issue. We address it as
9 soon as possible.

10 So, I haven't received a lot of those
11 complaints, but if we do get them, then we will
12 address them.

13 Now, I have -- I have about ten slides,
14 probably nine. These nine or ten slides don't
15 cover everything that we have planned within
16 that Capital -- that Annual and Five-Year Plan.
17 The actual Annual Five-Year Plan that we send
18 to HUD is about thirty to fifty pages. Okay?

19 So, I have kind of narrowed it down to ten
20 slides, probably nine. And that covers the
21 biggest projects I think we have going on.
22 And some of these projects, they expand over
23 several -- several -- multiple years and over
24 multiple grants.

1 And our biggest -- our biggest issue is
2 funding. Like I say, we have -- we have plans
3 in place, and all those plans may not come true
4 at all times, but we try -- we try to stay true
5 to what we have planned. Like I say, we have
6 some stuff that happens that we don't plan to
7 happen, but it happens. We have to change our
8 course of action and make sure we take care of
9 that, so -- so, we will go ahead and start
10 going through -- through the actual slides.

11 Okay. These are some goals that we have
12 that we had planned also for previous years.
13 And I think -- well, for a previous year. And
14 I think we have accomplished a lot of them, and
15 we will continue to improve on those goals.

16 One item, we are going to always encourage
17 management to become more involved in meeting
18 with the residents. We talk about that
19 consistently with the property managers with
20 residents, letting them know what is going on
21 and what is important to the residents. And
22 hopefully, we will continue to do that into the
23 future.

24 But we plan on always meeting -- having a

1 monthly meeting with the residents and meeting
2 with them to see what is going on with the
3 residents and what issues they have and how can
4 we improve what is going on at the sites.

5 The next one is encourage our management to
6 continue daily common area inspections. And
7 the one below that one, encourage management to
8 do monthly housekeeping inspections. That
9 feeds back into REAC. And also, that is a
10 part of the one down below that we talked about
11 preventive maintenance.

12 I think you start with preventive
13 maintenance is having the management staff,
14 property management staff go in and see what is
15 going on with these units, and see, you know,
16 how we can improve what we do, and also, hold
17 the residents accountable.

18 And so, we have had a lot of damages over
19 the years when it comes to REAC, and most of it
20 is within the units. So, it's a lot of
21 damage done to common doors, common walls, and
22 all that kind of stuff.

23 And when REAC shows up, you know, you can't
24 explain what happened. All they are doing is

1 taking notes of what the effect is at the time,
2 and sometimes that hurts real bad. Over the
3 last year or so, it caused our scores to really
4 drop.

5 So, that is something that we are going to
6 always do, like I said, on a monthly basis.
7 We are going to kick it up to a monthly basis.
8 I think it's probably going from a quarterly to
9 a monthly, to walk in these units and see
10 exactly what is going on in the units.

11 The next item on the list is the Specialty
12 Crew. I think probably about three or four
13 months ago, we brought all the Specialty Crews
14 to the day side. Some of these guys work --
15 work the second shift, maybe the third shift.
16 We found it to be a lot more effective to have
17 these guys work on the day side. That is when
18 you have most of the repairs and when these
19 guys are needed the most.

20 And on the night side or in that second
21 shift, most of what we see is residents
22 requesting lockouts or keys to get in their
23 units or to get in their units, or that fire
24 alarm going off and it needs to be silenced.

1 MS. MARCIA LEWIS: While they are
2 doing that, please, please, please use the work
3 order number to report anything you need done
4 in your units. It is nice for you to tell the
5 property management staff, but that does not
6 constitute a work order.

7 So, if you don't get the repair done or if
8 you don't get the work performed, it is because
9 you have not used the work order and it's not
10 been sent to the appropriate maintenance person
11 through the system to do it.

12 We -- except for the private sites. That
13 is what I meant to say. It's up to the
14 private sites. I can't read lips.

15 We are -- we try to keep up -- or we are
16 required to keep up with the process that we do
17 to clear the work orders, the number of work
18 orders that we process and how quickly we do
19 them, whether it's based on whether they are a
20 routine, what is called a routine or emergency.

21 So, it's very important that if you live in
22 a community that requires you to use the work
23 order system, that to use the work order
24 system.

1 MR. MIKE SWINDLE: And I
2 apologize. I appreciate Ms. Lewis stepping
3 in. I kind of overlooked that one, but that
4 was part of our customer service initiative to
5 get that Work Order Center up and going, and I
6 think it's been working pretty good for us.

7 Another item we have as far as customer
8 service, we increased the number of property
9 managers to one per site. I think in the
10 past, we had one per two sites or something
11 when it came to the highrises. Now we have
12 one per site, and that is to improve our
13 customer service.

14 We also -- we had to fall back on the next
15 item. We had one foreman per site, but like I
16 said, the new budget, budget item, we had to
17 kind of trim that back to have at least a
18 foreman cover two sites or multiple sites if
19 it's a small site.

20 We did hire a maintenance manager, which
21 that was a -- I think that was a big plus to
22 have that maintenance manager as a second set
23 of eyes to also see what is going on at the
24 sites. We had a foreman and now we have a

1 maintenance manager.

2 And that maintenance manager manages the
3 Specialty Crew, and also, we -- we have a
4 manager at the site -- we have a foreman at the
5 site.

6 Last year, we also brought on a
7 professional lawn care service, which I think
8 is a big plus as well. We had our guys
9 maintain those lawns, and they are not --
10 that's not their specialty.

11 So, we kind of put them back at what they
12 should be doing, which is maintenance, and
13 allowing these guys to also focus more on the
14 trash-outs, or making sure that we clean up the
15 sites and less on trying to maintain lawns.

16 We have also got a custodial staff, which
17 we mentioned that we were going to bring into
18 each highrise, and hope that is an improvement
19 because that is another item. We had the
20 maintenance guys trying -- also trying to take
21 care of them, which they weren't doing a great
22 job at doing. But hopefully, we have got a
23 better system in place now.

24 Brought the pest control back in-house.

1 We still have some issues with pest control,
2 and we are working on that. We have only got
3 one person that is handling pest control, and
4 we are trying to do more cross training with
5 other guys in the Specialty Crew who have an
6 interest in doing it.

7 So, we are constantly working on trying to
8 improve our pest control, getting more guys
9 involved with treating for pests.

10 UNIDENTIFIED SPEAKER: Can I ask
11 a question?

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

13 UNIDENTIFIED SPEAKER: You don't
14 need my name. Look, I am going to back up to
15 where you are saying hire a professional
16 service company for lawn care. You are
17 talking about the grass and different things
18 like that?

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

20 UNIDENTIFIED SPEAKER: Well, my
21 question is -- I have a question. Where there
22 is no grass and a lot of tree roots, and
23 because of the -- I find that because of the no
24 grass, the water backs up, and when you walk

1 out, it's real slippery or muddery.

2 And my question is, why if they are not a
3 professional service, then why for the areas
4 that have so much mud and no grass that they
5 put the seeds out so the grass can grow?

6 You know, not only that, but for the safety
7 of your residents where you have no grass and
8 the grass is gone, and a grassy area in front
9 of where you live. And so, it's a lot of mud
10 and a lot of the tree roots that have come up.

11 And that was my question, why is lawn
12 servicemen, it wasn't suggested that they would
13 put seeds down to make it more safe so the mud
14 couldn't get all over the sidewalk where you
15 are going to slip and fall?

16 MR. MIKE SWINDLE: Okay. What I
17 will do is get with -- talk to College Park.
18 That is a big issue with College Park. We
19 have a lot of older trees and a lot of washout
20 around the foundation.

21 UNIDENTIFIED SPEAKER: Even
22 trying to get to the garbage -- to get to your
23 garbage or to take your garbage, it's -- it's
24 -- where I am at, it's no place for you -- no

1 sidewalks where you could walk across to take
2 your garbage.

3 You have got to go all the way down to the
4 street, go back all the way around, and then,
5 go to the garbage. You can't -- if you try
6 going across the yard, it's so much mud that
7 you have to try to walk across, and you are not
8 supposed to keep your garbage on the porch.

9 MR. MIKE SWINDLE: I will get
10 with -- I will get with the property managers,
11 particularly on the washout and around the soil
12 and all that stuff, because that is a REAC
13 issue and it's a lot of it at College Park.
14 It's a whole lot of that. We have been
15 through that before. We will see what we can
16 do to look at some of those areas.

17 UNIDENTIFIED SPEAKER: Thank you.

18 MR. MIKE SWINDLE: Yes, ma'am?

19 MS. THOMAS: Thomas, Montgomery
20 Plaza.

21 MS. VERNUA HANRAHAN: The next
22 one. Okay. I am sorry. Okay. One more.
23 Yes.

24 MS. THOMAS: Hired a maintenance

1 manager. Where in Montgomery Plaza?

2 MS. VERNIA HANRAHAN: No.

3 MR. MIKE SWINDLE: No.

4 MS. THOMAS: They do not -- we
5 didn't need no maintenance manager. We
6 need maintenance. Don't nobody do nothing
7 over there.

8 MR. MIKE SWINDLE: Well, we
9 talked about maintenance --

10 MS. THOMAS: You all hired a
11 maintenance manager?

12 MR. MIKE SWINDLE: Right.

13 MS. THOMAS: You all should have
14 just kept the maintenance men. You all are
15 just spending money for no reason. The
16 manager? We don't need anybody to walk
17 around and tell the manager don't do this,
18 don't do that, don't do this, don't pick up
19 this from the ground. We have got -- no,
20 not --

21 MR. MIKE SWINDLE: Well, what I
22 will do, let me get with the -- let me get with
23 the Montgomery staff.

24 MS. THOMAS: Get with the

1 Montgomery staff, because when I have been
2 picking up those papers and stuff that the
3 people will throw out when it gets to income
4 tax time, throw them in the garbage can. You
5 don't supposed to be buying a lot of stuff all
6 in here. People buy furniture.

7 And then, I have got to go out here and get
8 a little doggy bag, go around to the garbage
9 can on the other side where somebody put a
10 paper and it was down there five days.

11 MR. MIKE SWINDLE: Now, what is
12 the issue? What is the issue here? You are
13 talking about the trash on the site or what?

14 MS. THOMAS: The maintenance men
15 haven't been doing nothing. You all hired a
16 maintenance manager. He is going to manage
17 the maintenance men.

18 MR. MIKE SWINDLE: Okay. Well,
19 let me get back with you later.

20 MS. THOMAS: So, you hired a
21 maintenance man, and he is the manager.

22 MR. MIKE SWINDLE: Okay. Well,
23 let me focus on what your issues are.

24 Okay. Well, the next item on the list is

1 training for staff, and they are looking at
2 improving in that area with getting the guys
3 the training they need as far as the
4 maintenance staff in areas regarding the
5 electrical. Mainly, that is what they do,
6 plumbing and also carpentry work.

7 And at this time, now, we have a couple of
8 guys that are taking training also for the
9 highrise, and they are up in New York now.
10 So, they are getting their training and,
11 hopefully, we can cut back on our cost.

12 We used to have a company -- we were paying
13 the company about forty thousand dollars for
14 maintaining the boilers. And we are going to
15 get these guys to cut that service on for us.

16 The Work Order Center, I have asked them to
17 make random calls, and also, I make random
18 calls based on these work orders to make sure
19 these guys are getting their job done.

20 And sometimes, you know, we get calls back
21 saying "This hasn't been done." So, we have
22 to call and get the guys to get it done.

23 But the maintenance manager, that should be
24 a big improvement because his job is also to

1 check and make sure the Specialty Crew that he
2 meets with every day do their job.

3 Yes, ma'am?

4 UNIDENTIFIED SPEAKER: When a
5 work order is placed and the service has been
6 repaired that you requested, would it be a big
7 problem or not a problem if they could put
8 something that says that they have been in your
9 apartment, the service has been completed --

10 UNIDENTIFIED SPEAKER: That is
11 true.

12 UNIDENTIFIED SPEAKER: --
13 because you -- well, I do --

14 UNIDENTIFIED SPEAKER: They are
15 supposed to do that.

16 UNIDENTIFIED SPEAKER: Because I
17 remove whatever I need or have put a service
18 request in so won't anything be in the way of
19 them doing their job. But it's hard to know
20 when that job has been completed.

21 UNIDENTIFIED SPEAKER: Yes.

22 UNIDENTIFIED SPEAKER: And so,
23 you may leave your house in a little tacky,
24 appropriate manner because you don't know if

1 the work order has been cleared. So, why
2 can't you just -- well, they used to do it, but
3 they will get all that -- one or two times,
4 they would get off and say, "We have been in
5 your house and the order has been completed."

6 UNIDENTIFIED SPEAKER: Yes.

7 UNIDENTIFIED SPEAKER: Now, that
8 is so true.

9 MR. MIKE SWINDLE: Well, now, we
10 have to take a fall-back. Now, we did give
11 the guys on our sites some tasks to do that.
12 We will follow up and see if they are doing it.

13 Now, as far as College Park, I would have
14 to get with Tammy and see if they can make that
15 happen there. Get with them and see if they
16 can make that happen.

17 UNIDENTIFIED SPEAKER: Thank you.

18 MR. MIKE SWINDLE: The next one
19 is -- well, I am going to move to the last
20 one -- it's a Waste Management Reduction
21 Committee. And it goes back to efficiency,
22 trying to improve what we do.

23 And the guys on the site come up with some
24 good ideas. You know, we used to put in kind

1 of a vinyl baseboard, a vinyl wall base.
2 Every time we go in a unit and repair the unit,
3 these guys came over and putting in more of a
4 vinyl, something that should last over twenty
5 or thirty years in these units.

6 They have also come up with the good idea,
7 what good ideas where the guys are doing a lot
8 more on the site, as far as making sure they
9 can do stuff to improve the units. And the
10 next meeting we have with the maintenance
11 staff, and also with the property management to
12 make sure we can do what we can do ourselves to
13 reduce our costs.

14 Elevator modernization, that is an ongoing
15 project. We have two under construction now.
16 We are trying to -- and this is all for the
17 highrise and lowrise. So, we are talking
18 about Jefferson Square, Borda, Barry and
19 Venson.

20 We have Venson and Barry under construction
21 now, and we plan to put the others under
22 construction this year. We have got the bids
23 back. We are kind of like in a funding crunch
24 issue, trying to make sure we can fund these

1 two next two projects. But we are sure with
2 the next -- the next set of grant funds we can
3 move forward.

4 I think a gentleman -- the gentleman
5 mentioned about the exhaust, exhaust damper
6 control upgrades; the exhaust dampers are not
7 functioning properly. That is another project
8 that we are looking at this year.

9 We do have some dampers that don't function
10 properly and we need to take a look at, and
11 make sure they function properly.

12 And we do have an issue with smoke alarms
13 or something like that. But now, most of the
14 reports we get back, it's most of the time due
15 to unattended cooking; somebody started
16 something or passed out because they was
17 intoxicated or something. That is mostly what
18 we see. We don't see a lot of them saying,
19 "Hey, this is not working."

20 And I have asked the guys that have been
21 going in these units to check and make sure
22 these dampers are working or not working.

23 And that is -- and you know, I am getting
24 reports back from the security guy, not our

1 guys, saying, you know, most of the time, like
2 I said, people started something, and they
3 decided to walk off or either had too much to
4 drink or something --

5 UNIDENTIFIED SPEAKER: And fell
6 asleep.

7 MR. MIKE SWINDLE: -- and go to
8 sleep.

9 And in trying to overcome that, we are also
10 putting in these Brown stoves. When we do
11 find someone who is, you know, from the cooking
12 or something, we try to help them out by trying
13 to put in a Brown stove.

14 These Brown stoves, what they do, when that
15 temperature senses a certain -- it senses that,
16 you know, you have got something overcooking,
17 it will cut that -- it will cut that electrical
18 off until it resets.

19 So, we are looking at putting those
20 particularly in the highrises. Now, we had
21 some -- some concerns within some of the
22 lowrises. We have older -- older -- older --

23 MS. MARCIA LEWIS: Seasoned.
24 Seasoned residents.

1 MR. MIKE SWINDLE: Seasoned
2 residents.

3 Because these -- they will cut off or may
4 cut off in the middle of, you know, you cooking
5 a meal. So, we had to go in and change those
6 back out. But in the highrises, we are
7 looking at putting these in when we have issues
8 with the unattended cooking.

9 Isolation -- Barry Tower water isolation
10 valves, that is another project we have carried
11 over several years. We are in the midst of it
12 now.

13 Also, with the next project, with the tub
14 surrounds.

15 Just recently at Barry Towers, we had a
16 fire that caused more water damage than fire
17 damage. And within those -- I think it caused
18 about forty, forty-one units to be damaged.
19 And all those forty-one units, we will go in
20 and we will address these repairs in these
21 forty-one units.

22 But we also have another plan out -- that
23 we have out for bid that will also address the
24 same issues.

1 MS. MARCIA LEWIS: While they are
2 changing, we are also going to be very
3 aggressive about lease enforcement for units
4 where fires have been caused by residents.
5 We just have too many.

6 Our insurance just took a big hit this year
7 because of the fire at Barry. Two weeks
8 later, we had a fire at Venson, and it
9 significantly has impacted our insurance cost.

10 And you know, it also has impacted other
11 people that live there, because we have got to
12 move people out of their unit because of the
13 water damage that occurred when the sprinkler
14 system went off because of the fire in the one
15 unit.

16 You know, people using -- because they
17 don't want to use the laundry and they decided
18 to dry their clothes using the oven, it's just
19 not a good idea.

20 UNIDENTIFIED SPEAKER: Right.

21 MS. MARCIA LEWIS: But it -- that
22 is what caused the fire at Venson. The
23 unattended cooking, going to sleep, you know, I
24 know people -- some people work late.

1 Everybody, it isn't because they have been
2 drinking or doing something else and hungry,
3 you know, at odd hours.

4 But there are some people who simply, you
5 know, are tired and are trying to cook, but the
6 bottom line is we have to be responsible for
7 the whole, not just the one.

8 MR. MIKE SWINDLE: Okay. The
9 next item is something that has been out there
10 for a while, and you know, I know we are
11 looking to address it soon. We have got some
12 pricing, and that is that telephone entry and
13 access control upgrade.

14 You know, at all four of the highrises, we
15 have an entrance pad that is not operating
16 properly. We have some don't operate at all.
17 So, we are looking at making improvements to
18 replace those pads with a more modern -- more
19 modern system.

20 Venson Center, a roof replacement. That
21 is a project that we are currently working on
22 because we are replacing those units -- well,
23 we are updating some units at Venson Center,
24 and some of them are on the eleventh floor.

1 And we can't move forward with the renovations
2 of those units. As Ms. Lewis mentioned, those
3 units was damaged due to a fire.

4 So, we have got a lot of -- we have got
5 about a hundred units over there, eighty-nine
6 to a hundred units requiring renovation work.

7 So, before we get that, we will have to
8 replace the roof or either upgrade the roof.
9 And we may -- it may -- we may look at
10 overlaying a roof if we can't afford to replace
11 it.

12 The generators at Jefferson and Venson
13 Center, that is an ongoing project that you
14 should see coming forward. It's about four-
15 or six-week lead time on the equipment. So,
16 we just started.

17 We just got the notice to proceed to the
18 contractor yesterday. So, it's about ten --
19 let me see -- several weeks out. I think -- I
20 think the lead time is probably around ten to
21 twelve weeks, really, to get the generators in.

22 Jefferson Square, our common area HVAC.
23 That is the -- that is the area that cools the
24 -- that is cooling the hallways in Jefferson

1 Square. We have got some old equipment that
2 we need to replace.

3 College Park Senior Building exterior
4 finishes. If you have been by College Park,
5 you have noticed there is a lot of water damage
6 from the AC units, which I think has also
7 affected the structure behind that vinyl --
8 that vinyl siding.

9 So, all that stuff needs to be taken off,
10 and we need to replace the structure that is
11 deteriorating, and also put up some more
12 durable siding.

13 UNIDENTIFIED SPEAKER: I just
14 wanted to add -- I just wanted to add onto
15 that, not the structure but the exterior
16 outside where the -- what is it? Is it lime
17 or mold that is really out of control? It's
18 all over the grass. It's on the outside of
19 the building, on the siding, the vinyl. Yes,
20 the lime and the mold, it's -- am I the only
21 one seen it?

22 MR. MIKE SWINDLE: Yes, that is
23 what I am talking about.

24 MS. MARCIA LEWIS: It's like moss

1 with the water damage?

2 MR. MIKE SWINDLE: Maybe from the
3 grass and the trees mixed up with it, yes.
4 So, we are talking about the same thing. That
5 is what we are looking to address on that one
6 for the mold.

7 UNIDENTIFIED SPEAKER: We have a
8 computer area in our library, and we don't have
9 any internet service. I went to the office
10 and they said that it's blocked off from the
11 residents.

12 So, we need internet service on our
13 computers in our room. I don't know who to --
14 am I addressing the right person or not.

15 MR. MIKE SWINDLE: You are
16 talking about College Park?

17 UNIDENTIFIED SPEAKER: I am
18 College Park.

19 UNIDENTIFIED SPEAKER: College
20 Park, yes, ma'am.

21 MR. MIKE SWINDLE: Yes, ma'am, we
22 can address that with the property manager.

23 UNIDENTIFIED SPEAKER: Thank you.

24 MR. MIKE SWINDLE: Montgomery

1 Plaza weatherization program. This was kind
2 of like a, I guess, a blessing in disguise for
3 us.

4 That weatherization program is -- includes
5 funds we are getting from the City to make some
6 improvements at the site. And before this
7 came up, I was looking at replacing the HVAC
8 units at Montgomery Plaza, but this particular
9 project includes about eight or nine of those
10 units, replacing the HVAC. We have got
11 eleven other ones that we will do within the
12 capital funds.

13 And also, within this project, we are
14 looking at some insulation. Duct cleaning, I
15 think that was another item we had in the
16 previous years, and also putting in some CO
17 protectors.

18 MS. MARCIA LEWIS: On the
19 Montgomery Plaza weatherization program, we are
20 looking for residents who want to learn how to
21 do this work. They are willing to train and
22 employ residents in additional work that they
23 do for weatherization for, you know, county-
24 wide.

1 So, this is an opportunity if you have a
2 child that is soaking off of you -- I am sorry.
3 I can't -- excuse me.

4 If you have -- if you know someone who is
5 willing to learn and, you know, might want to
6 get a skill, a new skill and do this kind of
7 work, you know, let us know, let the property
8 manager know, or let some of our case
9 management folks from Urban or -- you know, we
10 are excited about the opportunity, because not
11 only is it an opportunity for them to help us
12 fix some things that we need done, but it also
13 is an opportunity to employ residents, and
14 then, to give them a skill they can use to work
15 with them to do other continued work.

16 UNIDENTIFIED SPEAKER: This is
17 not only for you?

18 MS. MARCIA LEWIS: No, it is
19 available for anyone who is wanting and willing
20 to learn this work and do this work.

21 You know, they can tell you about the
22 physical requirements. It may be, you know,
23 some physical requirements that may make it
24 easier or harder for some, but it's available

1 to anybody.

2 UNIDENTIFIED SPEAKER: And where
3 do you get that information? Where did you
4 say you get that information?

5 MS. MARCIA LEWIS: Check with the
6 property manager. We will make sure that we
7 have information available about the
8 weatherization program and who the contact
9 person is, because the City -- it's a program
10 that the City does, and they have made it
11 available and said they would like to hire
12 about ten people, if we have residents that
13 might be willing to do this.

14 MR. MIKE SWINDLE: Okay.
15 College Park Family I, the siding and exterior
16 -- exterior stairs upgrades. That is similar
17 to what we have done at Family II. We went
18 in and replaced the siding. It was probably
19 about three years ago.

20 And we have had issues with inferior
21 materials used. And also, the maintenance in
22 the past hasn't been that great. And we have
23 had issues similar to -- talk about the Senior
24 building with the siding. We have got water

1 get in behind the siding, caused some
2 structural issues. And the stairs, they are
3 made out of wood and they are not as stable.

4 So, we are looking at three phases. This
5 is just Phase One we are looking at within this
6 year. And right now, we have got the design
7 for that, but we are also looking at all the
8 funding it takes to get the project done.

9 I think now we have about a million dollars
10 in these projects, and I am expecting probably
11 about a million and a half to get it done.
12 So, that is where we are.

13 And so, as soon as we can move into the
14 next capital funding year, we can move forward
15 with this project as well.

16 Kefauver Terrace, the HVAC system
17 replacement. I think in the past, twenty-two
18 of those units were replaced, and we have got
19 probably twenty -- twenty more to go. We have
20 got about six now that don't have HVAC or
21 back-up that is not working properly.

22 So, I went out last week and had a couple
23 of contractors with us, and we looked at
24 getting those replaced and getting some pricing

1 real soon for those. And like I say, we will
2 move forward with the other ones as soon as we
3 can, you know, get the units replaced, and
4 then, we have an issue with the HVAC system.

5 MS. SHASTA MOSS: Question.

6 MR. MIKE SWINDLE: Yes, ma'am?

7 MS. SHASTA MOSS: Shasta Moss
8 from Kefauver Terrace. You mentioned the
9 weatherization. At Kefauver Terrace,
10 there -- there is a need for weather stripping
11 around the doors. We lose a lot of energy,
12 both in the summer and in the winter months,
13 because -- because there is no weather
14 stripping around the doors.

15 Is that possible to have that done, the
16 weather stripping around the doors? That
17 would be a big help to us.

18 MR. MIKE SWINDLE: That is a
19 small answer.

20 MS. SHASTA MOSS: Good. Also --

21 MR. MIKE SWINDLE: And I am sure
22 we can look at that one.

23 MS. SHASTA MOSS: Okay. And
24 also, to have the ducts, the air ducts vacuumed

1 out or sucked out or cleaned out, whatever they
2 want to do.

3 UNIDENTIFIED SPEAKER: Our air
4 conditioners cleaned.

5 MS. SHASTA MOSS: Just -- just
6 prior to the season change, like in the spring
7 when -- and summer is coming. We are going to
8 be using air conditioning.

9 And one season, I really actually got
10 physically ill and my voice was affected,
11 because there was a lot of residue in the -- in
12 the air system because it hadn't been vacuumed
13 out or cleaned out or whatever.

14 And so, you mentioned -- you mentioned
15 sweeping out or vacuuming out the ventilation
16 system, the air ducts. So, if that could be
17 done, that would be a tremendous help also.

18 MR. MIKE SWINDLE: We are looking
19 at --

20 MS. SHASTA MOSS: I know -- I
21 know -- I know you all change filters up
22 periodically --

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

24 MS. SHASTA MOSS: -- but if it's

1 possible to just go up and clean out and vacuum
2 out the air ducts, that would be a tremendous
3 help.

4 MR. MIKE SWINDLE: We will put
5 you on the list.

6 MS. SHASTA MOSS: Thank you.

7 MR. MIKE SWINDLE: No problem.

8 The next item on our list for Capital
9 Improvements for this year, we are working on
10 this now, and it will carry for several years
11 on, and that is we are looking at hazardous
12 material abatement. We have done a lot of
13 this, and this concerns only the units that
14 were built back like in the 1970's. And that
15 is the highrises, Montgomery Plaza. And we
16 have got, I think, Kefauver as well.

17 When we do have issues where we have
18 friable -- and this -- this hazardous, mostly
19 it has to do with asbestos. I think all the
20 lead is pretty much gone. But we have an
21 incidence where the asbestos has become
22 friable. Until that point, it's not an issue,
23 but when it becomes where it actually can get
24 into the air, then that is an issue.

1 So, we try to pick up those as soon as
2 possible and address those. If it's a small
3 issue, then we will come in and address that
4 small issue. But if it's a big issue, we will
5 try to relocate the residents to go in and do
6 it, until it becomes vacant.

7 Okay. And then, once that is done, we
8 look at going back and putting in and
9 refinishing the building, because most of the
10 time in most of the highrises, it affects the
11 ceilings, the walls, and the floors.

12 Asphalt repair. That is agency-wide.
13 That is something that we are looking at,
14 because I know it's driving a lot of our issues
15 with asphalt.

16 REAC deficiencies. We have got some
17 training coming in, I think in April -- April,
18 where it should help us out a whole lot
19 identifying those -- identifying what we need
20 to do to improve on our issues with REAC,
21 because in the past, we have -- we have had a
22 company come in, and they are going to do a lot
23 of inspections and give us a whole list of
24 stuff we need to do.

1 But the last time, it didn't help us on the
2 REAC score, and I think our focus was on the
3 wrong place. They were focused on the small
4 stuff instead of big stuff. So, we are going
5 to get someone to help us out with the
6 training, and hopefully, we can make a big step
7 in the right direction on that.

8 The surveillance system installation, that
9 is something that we are looking at now as
10 well. We looked at demonstrations from a
11 couple companies.

12 And let me back up for a second. We got
13 some funds from the City to assist us on this
14 particular installation.

15 So, we have the funds, and we are looking
16 at applying those funds for all the sites to
17 replace the camera systems. I am thinking we
18 may be still probably about a month or so away
19 from actually getting started on it or even
20 select a company. We are putting out an RFP
21 to kind of narrow our choices down.

22 MS. BARBARA DEANS: And let me
23 just jump in and say as it relates to the
24 surveillance system, and this should have been

1 a part of my slide.

2 If your guest, when these cameras,
3 especially -- well, whether it's highrise or
4 lowrise -- if your guest damages or vandalized
5 the slide -- or I am sorry, the camera, we are
6 going to evict you, because it's the safety, as
7 what Ms. Lewis said, that we have to be
8 concerned about the greater good.

9 I am concerned about the overall safety of
10 everyone. And if that camera is in place,
11 and then, it's damaged, and then, some -- a
12 stranger comes in and they break into your unit
13 or they accost you in the hallway or they hurt
14 you, you will hold MHA accountable.

15 So, I understand that the people in this
16 rooms are not the ones, more than likely,
17 accountable for this, but we want you to
18 communicate that to everybody else.

19 When these -- when these cameras are put
20 in, they are very expensive and they are there
21 for your benefit. So, we need you to be
22 mindful of people damaging, and if you see
23 something, say something, because ultimately
24 it's for the safety of everyone there.

1 will be able to see. And as it's happening,
2 there will be a notification sent that the
3 camera is being damaged and that the camera has
4 been blocked or the -- you know, people spray
5 them; that the camera has been blocked.

6 So, it's -- there -- you know, technology
7 is something else.

8 UNIDENTIFIED SPEAKER: Changing.

9 MS. MARCIA LEWIS: I mean, it's
10 -- it's very -- if you -- if you do things that
11 deal with technology, it leaves a trail. And
12 now, you know, just because we don't have it
13 here, we will have access to it to see it.

14 UNIDENTIFIED SPEAKER: We need
15 cameras that will be placed like you see on the
16 outside of different buildings where you can
17 see the visibility of everything, your cars and
18 different things, or when a person is being
19 attacked or --

20 MS. SHASTA MOSS: On the parking
21 lot.

22 MR. MIKE SWINDLE: Yes, we are
23 looking at placing cameras inside the building
24 and out the building. We have issues inside

1 the building that we want to pick up on and
2 also on the exterior as well.

3 UNIDENTIFIED SPEAKER:
4 Especially, you know, we have -- it's not as
5 bad that I have noticed lately, but people
6 going inside your cars at night, and whatever.

7 MS. MARCIA LEWIS: Yes, they have
8 night vision.

9 UNIDENTIFIED SPEAKER: Or
10 removing the tires off of your car and leaving
11 them the next morning on bricks.

12 UNIDENTIFIED SPEAKER: It helps
13 to say all these things.

14 UNIDENTIFIED SPEAKER: Most
15 certainly, you have my permission.

16 MR. MIKE SWINDLE: Thank you. I
17 appreciate it.

18 The last -- the last couple of slides we
19 are focusing more on upcoming years. And like
20 I mentioned before, this is not a plan that is
21 in concrete. You know, we put these projects
22 in priority projects. We usually have a
23 physical needs assessment where we go out to
24 each site and we look and see what those needs

1 are.

2 So, this can change, but as we get more
3 information and review the physical needs
4 assessments. I haven't had a chance to look
5 at all of them. So, I don't know what all the
6 needs are, but I know I just picked out the
7 ones that I noticed over the years of going to
8 different sites and knowing what the issues
9 are.

10 And we also have the -- we have the
11 permission to adjust that. Well, we can
12 include -- we can include projects in the Five-
13 Year Plan as long as they don't -- they don't
14 exceed twenty percent of what that -- what that
15 capital fund brings for us. So, we can always
16 change the plan.

17 I know we -- we also talked to -- we also
18 have some stuff we need to address with some of
19 the private sites. I know at Crockett Place,
20 we talked about the -- doing some concrete work
21 before the next REAC inspection. And I have
22 spoken to one of the property managers about
23 that, so that is something we still plan to do.

24 And anything else that we said we will do

1 and we haven't done it, send me an e-mail and
2 we will see if we can get it done for you.

3 Okay. Montgomery Plaza -- we will just
4 quickly go through these. Montgomery Plaza,
5 exterior refinishing. We finished those
6 exteriors probably ten years ago, and it's
7 coming around that time to take another look at
8 them.

9 And Montgomery Plaza, the isolation yard
10 valves. We have had issues with the valves
11 and lately just talked with MLG&W. That may
12 be a project for them. I am thinking, since
13 they put those Smart Meters in, they are saying
14 now they own it. So, if they own it, we will
15 address them and see if they can take care of
16 it.

17 Venson Center, exterior refinish and
18 painting. Venson Center, it was done -- I am
19 thinking it was, well, probably around ten
20 years ago, and it's getting around that time to
21 do it again. And that depends on funding.

22 Highrises and -- okay. We have always had
23 some issues since I have known as far as the
24 discomfort within the highrises, particularly

1 the one- and two-bedroom units.

2 We haven't looked at it yet to see what
3 improvements we can make to improve that at a
4 feasible cost. I know we don't have funds to
5 put another PTAC in in each one of these
6 one-bedroom units. And I don't think they
7 make a larger unit to what we have in that now.
8 So, we will have to keep looking at that
9 situation to see how we can improve on it.

10 The irrigation system, that is a -- that is
11 another wish. You know, we had irrigation
12 systems in the units, but for some reason, we
13 just can't keep them up and going, you know.
14 We have maintenance on our end and outside
15 maintenance coming in to take care of these
16 irrigation systems. We will look to see what
17 we can do to get them back functioning.

18 Okay. This is just our Phase -- I
19 mentioned Phase II and Phase III of College
20 Park.

21 Also, I said we are doing some of this now
22 with the -- with the fire damage, and we had
23 some in place before, as far as going in
24 agency-wide in units looking at redoing the

1 finishes, the walls, the floors, and the
2 ceilings, and also the mechanical, electrical,
3 and plumbing issue upgrades.

4 The common area renovations. That is
5 another area we haven't touched on yet that is
6 also in need of some type of upgrades. And
7 that will be something in the coming years.

8 Montgomery Plaza, electrical
9 infrastructure, that is another big project
10 that we will need MLG&W to assist us on that
11 we looked at one time. We can do something to
12 improve -- to have more electrical power in
13 units where you would have, you know, dryers in
14 the units.

15 But like I said, that's a big project that
16 will involve getting MLG&W involved to upgrade
17 the infrastructure.

18 Borda Tower is similar to Jefferson Square.
19 It was about ten years. We need to go in
20 again and just refinish the exterior of the
21 building.

22 And the only difference between Borda
23 Towers and the other highrises, that we don't
24 have a drainage system to capture that water

1 run-off condensate from those PTAC units, which
2 also stains the exterior of the building. So,
3 we are going to be putting that in the next
4 time we go in and refinish the building.

5 MS. VERNUA HANRAHAN: All right.

6 MR. MIKE SWINDLE: I appreciate
7 your time. Any questions for me?

8 Yes, ma'am?

9 MS. PATRICIA GREER: I stay at
10 College Park.

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

12 MS. VERNUA HANRAHAN: State your
13 name.

14 MS. PATRICIA GREER: We have
15 lights in the back of my apartment. And I
16 have been talking to this manager, and she said
17 the contractor -- it was the contractor that
18 needed to come in, that she needed to call the
19 contractor.

20 So, that has been two years. The light is
21 still out. When I get ready to go into my
22 apartment, it is so --

23 MS. MARCIA LEWIS: The lights on
24 -- at your door or the lights on the back of

1 the building?

2 UNIDENTIFIED SPEAKER: No, the
3 lights like the streetlights on our street.

4 UNIDENTIFIED SPEAKER: Yes,
5 outside.

6 MS. VERNUA HANRAHAN: May we have
7 your name, please?

8 MS. PATRICIA GREER: Patricia
9 Greer.

10 MR. MIKE SWINDLE: Well, we have
11 one management now that is managing that site.
12 At one point, we had two.

13 So, we can address that with the management
14 company. All those lights are owned by the
15 Housing Authority, so we should be able
16 to address your problem with that light.

17 MS. PATRICIA GREER: Why do they
18 go out so much?

19 MR. MIKE SWINDLE: Pardon me?

20 MS. MARCIA LEWIS: You know, we
21 -- we made a big change at College Park last
22 year, and we are still kind of transitioning
23 through that change. We no longer have the
24 same property management company that was there

1 for several years. They are no longer there.

2 The new property management company is the
3 same one that has always managed the Phase --
4 Edgewood is gone.

5 UNIDENTIFIED SPEAKER: Okay.

6 So, we have LEDIC.

7 MS. MARCIA LEWIS: LEDIC --

8 UNIDENTIFIED SPEAKER: LEDIC.

9 MS. MARCIA LEWIS: -- is your
10 property management company now.

11 UNIDENTIFIED SPEAKER: Okay. I
12 know.

13 MS. MARCIA LEWIS: And we will
14 address these issues that have come up with
15 them --

16 UNIDENTIFIED SPEAKER: Please.

17 MS. MARCIA LEWIS: -- for the --
18 you know, for that property, so that they can
19 address all of this at one time.

20 MS. PATRICIA GREER: Why do you
21 want addresses?

22 MS. MARCIA LEWIS: Well, I mean,
23 we can -- if it's lights out, we will -- but we
24 will look at all of the lights.

1 MS. VERNUA HANRAHAN: And she is
2 signed in. She signed in.

3 MS. PATRICIA GREER: Yes, I
4 signed in.

5 MS. VERNUA HANRAHAN: Yes, ma'am.
6 I just put your name down.

7 MS. PATRICIA GREER: Thank you.

8 MS. MARCIA LEWIS: Yes, ma'am?

9 UNIDENTIFIED SPEAKER: I have a
10 question. I believe I am not going back too
11 far. I would like to know how long does it
12 take before your work order should be
13 completed? If you put in a work order, how
14 long should it take before you get someone to
15 come out and give you the service that you
16 request?

17 MR. MIKE SWINDLE: Well, now, do
18 you have a particular issue with a work order
19 we need to talk about with the management
20 staff? Now, we are talking about the Five-
21 Year Plan now.

22 But now, I am not sure how LEDIC is set up
23 as far as the work orders, but we have
24 emergency, urgent, and routine work orders.

1 And it's like emergency is twenty-four. The
2 next one is seven to fourteen days, but I am
3 not sure about LEDIC.

4 UNIDENTIFIED SPEAKER: Okay.
5 Well, maybe I should have asked this question.
6 Use this for an example. If you had a water
7 leak in your apartment, is it considered --

8 MR. MIKE SWINDLE: That is
9 emergency.

10 UNIDENTIFIED SPEAKER: Well, yes,
11 where you can get it serviced because, to my
12 understanding, even if you have your toilet or
13 a leak in the property, if it continues there
14 for a while, then that affects your -- your
15 utility bill, and I cannot pay the utility bill
16 I have got now.

17 So, you know, is that considered -- what
18 did she say? -- where the -- your --

19 MR. MIKE SWINDLE: I will get
20 with the LEDIC Group and we will discuss it
21 with them.

22 But I am saying a dripping -- a dripping
23 faucet is not an emergency, what I am saying.
24 If it's damaged some property or something like

1 that, that is an emergency.

2 UNIDENTIFIED SPEAKER: That is
3 what I am saying. That is what I am saying.

4 UNIDENTIFIED SPEAKER: Okay.
5 That is why I asked how long does it take for a
6 service order to be completed.

7 When it comes to those things, eventually,
8 if your water keeps leaking and the damage
9 eventually will lead to something, how long
10 should you put a pot up under here or put
11 something to catch the water --

12 MR. MIKE SWINDLE: Like I say, if
13 it's damaging --

14 UNIDENTIFIED SPEAKER: -- where
15 it affects the residents where they begin to --
16 their utilities began to increase because of
17 the continued ongoing water draining?

18 MR. MIKE SWINDLE: Like I say, we
19 will discuss it with them. I see -- I see
20 what you are saying. It's affecting your --
21 affecting your money.

22 UNIDENTIFIED SPEAKER: Yes.

23 MR. MIKE SWINDLE: And so, we
24 will discuss that. Okay? But I am just

1 saying a leaking -- if it's leaking pipes, that
2 is an emergency, but a leaking faucet pipe --

3 UNIDENTIFIED SPEAKER: Should it
4 take two years for a --

5 MR. MIKE SWINDLE: It shouldn't
6 take two years.

7 Anything else? Anything else for me?

8 Yes, ma'am?

9 MS. SHASTA MOSS: I want to go
10 back. It doesn't -- I am going back, too.
11 It really doesn't have to do with maintenance,
12 but I do have a question about MHA is
13 transitioning to -- is it voucher-based
14 funding, a different way you all get your
15 money, the rent you all get paid?

16 MR. MIKE SWINDLE: I think the
17 next person will come up --

18 MS. SHASTA MOSS: Okay.

19 MR. MIKE SWINDLE: -- and discuss
20 that with you or answer your question.

21 MS. VERNUA HANRAHAN: Give your
22 name.

23 MR. MIKE SWINDLE: Yes, ma'am?

24 MS. DARLENE STEVENSON: Yes, I

1 had mold in my apartment.

2 MR. MIKE SWINDLE: Okay.

3 MS. DARLENE STEVENSON: Okay.

4 But they fixed it, but I don't think they got
5 to the root of it. I went to the doctor and
6 they told me I was allergic to mold.

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

8 MS. DARLENE STEVENSON: And they
9 said it's something contagious in my apartment.

10 MR. MIKE SWINDLE: Okay. Now,
11 what -- what -- what -- what --

12 MS. VERNUA HANRAHAN: State your
13 name, please.

14 MS. DARLENE STEVENSON: Darlene
15 Stevenson in College Park.

16 MR. MIKE SWINDLE: College Park?

17 MS. DARLENE STEVENSON: Yes.

18 And they said they can --

19 MS. MARCIA LEWIS: It sounds like
20 maybe you need to have a meeting with -- with
21 -- at College Park with the property management
22 company.

23 MS. DARLENE STEVENSON: Because I
24 can't stay there like that.

1 MS. MARCIA LEWIS: So, why don't
2 we do this? Why don't we schedule a community
3 meeting, and we can do jointly with LEDIC at
4 College Park, so we can address the change,
5 because it's been a period -- well, of
6 transition, but we are -- we are at the point
7 now where they, you know, should have some
8 things in place and there should be some things
9 being changed.

10 And so, we will work on setting that up.

11 MS. DARLENE STEVENSON: Okay.

12 MS. MARCIA LEWIS: And then, we
13 can help address these issues that are -- that
14 are there.

15 MS. VERNUA HANRAHAN: Thank you.
16 Ms. Keisha.

17 MR. MIKE SWINDLE: All right.
18 Thank you for your time.

19 UNIDENTIFIED SPEAKER: Thank you.

20 MR. MIKE SWINDLE: Thank you.

21 MS. KEISHA WALKER: It's still
22 morning. So, good morning to everybody.

23 UNIDENTIFIED SPEAKERS: Good
24 morning.

1 MS. KEISHA WALKER: My name is
2 Keisha Walker. I am the Director of Community
3 Engagement.

4 Just to tell you a little bit about our
5 office, the purpose of it is to partner with
6 various groups out there in the community that
7 can help improve the quality of life for our
8 residents, and then, also help move them
9 towards self sufficiency.

10 The next purpose of the office is to work
11 with other people in the community to be a
12 leader in various initiatives.

13 So, there are lots of things happening in
14 our community right now where lots of different
15 people are coming together to address it. It
16 could be a decrease in asthma as it relates to
17 things that maybe could be going on in the
18 house or increasing opportunities for our kids
19 to participate in early childhood development.

20 So, anything that impacts our residents or
21 our children that the wider community is
22 working on, then that is what this office will
23 be part of.

24 So, a few of the goals that we have

1 identified for this year, one is certainly,
2 just like what I talked about, is engaging not
3 only community partners, but our residents as
4 well in opportunities to support our residents'
5 wholistic wellbeing.

6 And that could be a number of different
7 things. It could be, you know, helping our
8 residents seek out gainful employment, or help
9 you achieve your education goals, or perhaps
10 it's engaging our youth in various activities.

11 I know a lot of those things are going on.
12 We have our partner, Urban Strategies, that
13 assists with that. So, this office will be
14 working closely with them and also the
15 residents to determine what some of those needs
16 are and how we can support your goals.

17 Next is to develop an internal
18 self-sufficiency program. And I am sure you
19 all may be very familiar with that. Self
20 sufficiency can take on a number of different
21 things.

22 I think one of the areas we talked more
23 closely about or more often about is helping
24 our residents move from being a part of public

1 housing or using a Housing Choice Voucher to
2 home ownership, or perhaps it's achieving your
3 education goals so that you can increase your
4 finances, or whatever it is that you have
5 identified as a goal for being self sufficient.

6 Next, one of the office's goals is to
7 develop a grants and fundraising office. So,
8 we have heard a lot of different things about
9 our properties today, and everything that we
10 have discussed requires money that we don't
11 have a whole lot of.

12 And so, we are trying to figure out how can
13 we tap into some of the private dollars that
14 are out there in our community, whether it's
15 coming from a foundation or corporations or
16 perhaps individuals who have an enormous amount
17 of wealth that they want to share with us, or
18 perhaps we are going to write some various
19 kinds of grants.

20 Right now, we get a ton of federal dollars.
21 But because we are not a traditional non-profit
22 organization, some of those dollars we cannot
23 tap into.

24 So, based on changes that are happening

1 down the road, MHA will become eligible to put
2 in -- ask for grants for those kinds of
3 dollars. And so, this office will be charged
4 with developing that part of the organization.

5 All right. Any questions?

6 MS. SHASTA MOSS: I have a
7 question. Shasta Moss, Kefauver Terrace.
8 How do we -- Shasta Moss, Kefauver Terrace.
9 How do we get in touch with you or someone,
10 those of us who are interested in transition
11 from public housing to perhaps, hopefully, home
12 ownership one day?

13 MS. KEISHA WALKER: Okay. That
14 is awesome and -- excuse me. I will stand up.

15 We have a Family Self-Sufficiency Program.
16 And so, Ms. Eva Mosby right here and Ms. Lori
17 Davis in the back, they have coordinators that
18 can assist you with that. And so, we will
19 make sure we get your information so we can get
20 you connected to one of those coordinators.

21 MS. SHASTA MOSS: Thank you.

22 MS. VERNUA HANRAHAN: Ms. Tammy
23 in the back.

24 MS. LURETHA PHILLIPS: Good

1 morning.

2 UNIDENTIFIED SPEAKERS: Good

3 morning.

4 MS. LURETHA PHILLIPS: I am

5 Luretha Phillips. I am part of the

6 Development staff and team here at MHA. And

7 we were formerly the Hope VI department or

8 office.

9 And we have the responsibility of

10 coordinating the goals and objectives

11 associated with the Choice Neighborhood grant.

12 We have a Jobs Plus training grant, as --

13 well, it's a pilot program that HUD awarded in

14 2015.

15 And then, also RAD and coordinating other

16 development and special activities for the

17 Housing Authority.

18 Okay. Part of our strategies and goals

19 that we will continue to work through the next

20 five years are to increase the availability of

21 affordable housing. We do that through

22 revitalization of non-viable public housing and

23 convert those to viable and sustainable

24 mixed-income housing.

1 The major project that we are continuing to
2 work on through 2022 is the Foote Homes or the
3 South City grant.

4 We also coordinate job training. Our
5 primary support or partner here is Urban
6 Strategies and -- or USI.

7 And we also work with job training
8 development and support programs through the
9 Jobs Plus grant that I mentioned. And this
10 grant is just for the families at Foote Homes
11 to work on their self sufficiency and to kind
12 of create a culture of work for that
13 development.

14 We are wrapping up our partnership with the
15 Community Revitalization or Redevelopment
16 Agency. That is an agency that is formed of
17 Memphis and Shelby County. And it's
18 primarily -- the support that we give them is
19 acquisition-related support and development
20 support.

21 Form new partnerships to fund programs and
22 services that promote resident self sufficiency
23 for working adults, youth programs and
24 services. And also, one of the goals is to

1 improve the quality-of-life outcomes for our
2 seniors.

3 We have primarily two home ownership
4 programs. One is McKinley Park, and the goal
5 there is to create home ownership opportunities
6 for public housing families or other qualified
7 families.

8 We have two programs. One is at McKinley
9 Park, and the other is through the Section 8 or
10 the SHAPE program.

11 Okay. In the Uptown area, it calls for
12 the redevelopment of the old Chism Trail
13 building; infrastructure improvements which are
14 ongoing; street, alley, and sidewalk
15 improvements.

16 We also have assisted them in the past, and
17 they are continuing with the Single-Family
18 Rehab program. They go through a community
19 process, if you live in the Uptown area, the
20 Uptown Redevelopment area. It's a
21 hundred-city-block area. So, it's pretty --
22 pretty large. And we have assisted them in
23 the past with development and acquisition-
24 related support.

1 That partnership is wrapping up very soon,
2 and it likely will be -- well, it will wrap up
3 this year, but it will happen pretty soon this
4 year.

5 For the Jobs Plus Pilot Program Grant,
6 again, it's for the families at Foote Homes.
7 The support that is coordinated through that
8 program is job training, support services,
9 education training, child care support,
10 coaching, skill building.

11 And one of the major benefits is a forty-
12 eight month maximum EID benefit, Earned Income
13 Disregard, where you are -- as you earn more in
14 your job, that additional -- that increment is
15 not captured and it does not increase your rent
16 accordingly. But that is a forty-eight month
17 maximum benefit there.

18 We have submitted a grant extension request
19 to HUD earlier this year, and we are asking if
20 they can extend us to allow us to implement the
21 full benefit of the grant through March of
22 2021.

23 Okay. The South City Transformation
24 Grant, it was awarded in September of 2015.

1 This grant expires in September of 2022. It
2 has three major components: housing, people,
3 and neighborhoods.

4 The plan there is to build out up to seven
5 hundred new housing units and eighty-seven
6 off-site, project-based vouchers. This is the
7 revitalization of the old Foote Homes site.

8 We are in the second phase. Phase 1 and 2
9 are under construction. We are about sixty
10 percent complete for Phase 1. Phase 2 is
11 less than -- well, about five percent complete.

12 And then, Phase 3, we are working on all of
13 the administrative documents, and the planning
14 and the budgets that would allow us to close by
15 December of 2019. We are planned occupancy
16 by June of 2019. That is just for the Phase 1
17 area.

18 So, the -- through the developer, they are
19 marketing the units, and we will start with an
20 application process in the coming -- I will
21 say, the coming weeks so that we can prepare
22 for occupancy by June.

23 Phase 2, we -- that date is early 2020
24 before those units will be ready.

1 Another major component is the people
2 services that, again, that is primarily
3 administered and coordinated through Urban
4 Strategies. And they are going to come up
5 next to talk more in detail about the services
6 and the programs that they provide.

7 We have an oversight of that Executive
8 Committee, and that is a twenty-plus partner
9 network coordinated, facilitated through Urban
10 Strategies, the Housing Authority, and the City
11 of Memphis.

12 The neighborhood component, the focus there
13 is the revitalization of activities and
14 services and coordination for the entire
15 two-square-mile neighborhood surrounding the
16 Foote Homes development, or the old Foote Homes
17 site.

18 The Booker T. Washington Family Resource
19 Center. They are currently programming there
20 for GED training. Community meeting space.
21 There is a Health and Education Specialist
22 that is actually housed or operates out of that
23 building.

24 There are some park improvements. A

1 design is underway for L. E. Brown Park
2 improvements.

3 Art installations are going on in the
4 community. 615 Vance is the art installation
5 that will happen by the summer of this year.

6 Historic markers are being installed along
7 the historic trails within this two-square-mile
8 area.

9 There is planned reuse of the MLK
10 Transition Academy and other closed school
11 buildings in that area.

12 There is a plan for a Girls, Inc.

13 There is a plan for an early childhood
14 center. And they are proposing and working
15 right now through our developer to get an
16 operator for an early childhood education
17 center.

18 Blight removal initiative are going on.
19 Those are operated and functioning,
20 administered by the City of Memphis Public
21 Works Division.

22 Housing preservation. We want to
23 preserve as, to the extent that we can, to the
24 extent that is financially feasible the housing

1 or home ownership units that are already within
2 the community. So, we have a partnership, a
3 contract with The Works, and they are -- they
4 will administer the program.

5 And I say "we." The City of Memphis
6 Housing and Community Development directly
7 facilitates all of the activity associated with
8 the neighborhood. So, they have signed a
9 contract with The Works, and The Works is going
10 to administer all of the housing preservation
11 and activities, rehabilitation of existing
12 housing within the neighborhood.

13 The commercial revitalization program, it's
14 called Be a Good Neighbor. That is a program
15 that we have a partnership with the Downtown
16 Memphis Commission. And they will directly --
17 they already administer these programs.

18 So, the plan there is, since they are
19 already administering similar programs, they
20 committed as part of -- to get the grant award.

21 And so, now we have contracted through --
22 the City of Memphis has contracted with the
23 Downtown Memphis Commission for the
24 implementation of a commercial facade

1 improvement program to kind of spruce up the
2 storefronts of the existing businesses within
3 the neighborhood.

4 Keisha mentioned -- Ms. Walker in Community
5 Engagement mentioned one of the vehicles, I
6 guess, for the Housing Authority to do some of
7 the activities that we are currently not
8 allowed to do, apply for grants.

9 The plan there is to -- in the coming year
10 is to form a non-profit to implement the
11 Agency's housing and community
12 development-related goals.

13 So, that is one of the bigger items on our
14 list, and Development will be involved with
15 that process.

16 We have an early designation -- or Elderly
17 Designation renewal. The Housing Authority
18 has eight sites that are designated as for
19 Senior and Senior/Disabled, if the Senior is
20 also disabled.

21 Those sites are College Park, Fairway
22 Manor, Lyons Ridge, Latham Terrace, what we
23 call the South area. In the Midtown and north
24 parts of town, it's Legends Park North,

1 Magnolia, and University Place.

2 Cleaborn and South City is a future plan.
3 It has been approved as part of the overall
4 South City transformation plan, but that is a
5 future phase of the old Foote Homes site and
6 the South City redevelopment.

7 And then, there is some vacant land at
8 Legends Park that was -- it's a five-acre
9 parcel that was not developed when the Hope VI
10 grant was awarded several years ago and
11 completed for that site.

12 So, we are looking at possibly a second
13 Senior type of facility to be available in the
14 coming years. A developer has been selected.
15 And MHA was looking at a developer partnership
16 with the selected developers.

17 MS. SHASTA MOSS: Question.

18 MS. LURETHA PHILLIPS: Yes,
19 ma'am.

20 MS. SHASTA MOSS: We have been
21 -- we -- Shasta Moss, Kefauver Terrace. We --
22 the residents at Kefauver Terrace have been
23 asking that -- currently, Kefauver Terrace,
24 from what we have been told, is designated

1 primarily Elderly and Disabled, Senior and
2 Disabled.

3 MS. LURETHA PHILLIPS: Yes,
4 ma'am.

5 MS. SHASTA MOSS: We -- the
6 residents of Kefauver Terrace would like to ask
7 if there is some way possible that Kefauver
8 Terrace could remain designated primarily
9 Elderly and Disabled?

10 MS. MARCIA LEWIS: Back in the
11 day, what had happened was -- now I am putting
12 on -- I am going to put on two different hats.

13 I used to work for HUD. When I worked
14 for HUD, I dealt with Shelby County Housing
15 Authority when it was over Kefauver Terrace and
16 -- and I was there when Kefauver and Shelby
17 County transitioned under Memphis Housing
18 Authority.

19 The Director of the Shelby County Housing
20 Authority treated Kefauver like they had an
21 official designation.

22 MS. SHASTA MOSS: Designation?

23 MS. MARCIA LEWIS: It did not,
24 and it does not. However, just the way the

1 units are configured has lent itself -- because
2 they are smaller units, it doesn't lend itself
3 to families and to a larger population.

4 What we have to do is we have to submit an
5 application and we have to get approval from
6 HUD to designate it Elderly Only.

7 And we hear this, you know. We are going
8 to look at making that happen. What you won't
9 see happen right away is a changeover. We
10 cannot make anybody leave who doesn't fit that
11 designation. But when they move out, the
12 person coming in will have to be Senior Only.

13 So, that is how it works when you do a
14 designated housing. When you first do it,
15 you, you know, like when Ms. Phillips was
16 talking about in South City, we are building.
17 So, we can put that designation on it now, and
18 you know, when we open the doors, it will be
19 that.

20 But any place that we go in and we change
21 over, we have to do it by attrition. We have
22 to do it by Move Out.

23 So, yes, we are looking at that, because it
24 does not make sense otherwise. And we do know

1 that it is a difficult mix of populations when
2 we have elderly people and disabled people
3 living together.

4 So, we are going to -- we are going to look
5 at addressing that.

6 MS. LURETHA PHILLIPS: Right.

7 And to answer that, when you get the original
8 designation, which is easier to do because it's
9 a new construction building, the designation is
10 good for five years. So, it's designated for
11 Senior and Senior Only. And the five that we
12 have -- the eight that we have are for New
13 Elderly. So, that is a lower-age category.

14 But when you -- each year, it will expire
15 if you don't renew every two years. So, we
16 have to put that in so the ones that are --
17 will expire, since they were built over a seven
18 or eight -- well, really, a ten-year period,
19 then you put it in for renewal because you want
20 to keep your designation as Elderly and --
21 well, Elderly Sixty-Two and Above. So, okay.

22 MS. SHASTA MOSS: Thank you for
23 clearing that up.

24 MS. LURETHA PHILLIPS: You are

1 welcome.

2 Okay, great. For RAD conversion, that is
3 another activity that we will continue to move
4 forward to determine the feasibility of doing
5 -- or converting to RAD. And we are --
6 yes, ma'am?

7 MS. SHASTA MOSS: What is RAD?

8 MS. LURETHA PHILLIPS: RAD is
9 HUD's Rental Assistance Demonstration Program.
10 It's fairly new at HUD, and it's new for us.
11 We have the South City that will utilize RAD
12 units.

13 But it's just a conversion of the type of
14 assistance. Instead of being public housing
15 assistance, it will be the Project-Based
16 Voucher assistance. And for the resident, it
17 doesn't mean anything that you have to do.
18 You won't notice a change, but it will be a
19 different type of subsidy.

20 Did you have a question about that?

21 MS. SHASTA MOSS: I do. I do.

22 MS. LURETHA PHILLIPS: Yes,
23 ma'am?

24 MS. SHASTA MOSS: On that, we

1 want -- we want MHA to get -- we want you to
2 get your money. And we believe that you
3 really do care about -- about us, your
4 residents, and about the condition of the
5 property and all that.

6 What this Rental Assistance -- what is it?
7 The Rental Assistance what?

8 MS. LURETHA PHILLIPS:
9 Demonstration.

10 MS. SHASTA MOSS: Demonstration
11 Program. I understand that if -- if -- if it
12 goes well, it will help MHA get its money
13 without so much --

14 UNIDENTIFIED SPEAKER: Whatever.

15 MS. SHASTA MOSS: I don't know
16 the technicalities of it. And it's always
17 said that we, the residents, will not be
18 affected by this changeover.

19 MS. LURETHA PHILLIPS: Yes,
20 ma'am.

21 MS. SHASTA MOSS: But from what I
22 understand, the residents who are income-
23 based who pay the income-based rent won't be
24 affected, but those of us who pay what is now

1 the flat rate will be affected if, indeed, the
2 flat rate goes away and the income limit is
3 just a flat thirty percent of the income.

4 In a good year, we could end up paying what
5 other homes and apartments pay that have modern
6 amenities, you know, five, six, seven, eight
7 hundred dollars a year. That -- that could --
8 that could possibly, you know, count. I would
9 like to see a cap put on --

10 MS. LURETHA PHILLIPS: Well,
11 there are still some other requirements, and
12 you still would have to go through your
13 recertification process, your annual, and you
14 still will have the thirty percent of your
15 adjusted income, and there are still maximums
16 that you can earn to be eligible to live in a
17 subsidized housing unit.

18 So, it will never get to, you know, this X
19 amount because, you know, a resident may cap
20 out and will not be eligible for living in
21 subsidized housing.

22 MS. SHASTA MOSS: Well, that
23 concerns me because, first of all, we don't
24 know what the cap is in income. And again,

1 even with the cap, whatever it is, thirty
2 percent of whatever that is can add up to a
3 phenomenal amount.

4 MS. LURETHA PHILLIPS: Okay. I
5 am going to let Ms. Dowers address that.

6 MS. SHASTA MOSS: It's the --
7 it's the not -- it's the elimination of the
8 flat rate that gives me pause.

9 MS. LURETHA PHILLIPS: All right.
10 She will answer that.

11 MS. CHEIKTHA DOWERS: But you are
12 correct, when it does convert to the Rental
13 Assistance Demonstration Program, it falls
14 under the Housing Choice Voucher platform.

15 And as Ms. Lewis explained earlier, if your
16 rent -- or if your income is at a level that it
17 exceeds the rent, the established rent for that
18 unit, then you become what we call, "go into
19 abeyance." And after a six-month period,
20 then you are recommended for termination.

21 However, there may be market-rate units at
22 that site that you can reside in, because each
23 site has market-rate units, meaning that the
24 rent is capped at, let's say, seven hundred

1 dollars.

2 So, it doesn't necessarily mean that you
3 will be displaced. It may mean that you may
4 be transferred to a market-rate unit.

5 MS. SHASTA MOSS: Each site has
6 some market-based units in it? In them?

7 MS. CHEIKTHA DOWERS: Each site
8 will have what we call project-based units and
9 market-rate units. So, that is the -- that is
10 how -- that is the platform that we are
11 converting to.

12 MS. SHASTA MOSS: Okay.

13 MS. CHEIKTHA DOWERS: Okay?

14 MS. SHASTA MOSS: That helps me a
15 little bit. Thank you.

16 MS. MARCIA LEWIS: And when, you
17 know, the -- the public housing program, even
18 -- even with the flat rents, we have to do like
19 comparison of rents for the area to determine
20 what those rents are. We have to do the same
21 thing in the voucher program. We have to do
22 what is called reasonable rents.

23 So, we can't just tack a high rent on a
24 unit that would not bring that high rent in the

1 market. And, you know, you might be living
2 next door to -- I don't know. I am just
3 thinking up a name. The Savoy, you know.

4 MS. SHASTA MOSS: Okay.

5 MS. MARCIA LEWIS: And the Savoy
6 may be charging this kind of rent. That
7 doesn't necessarily mean we can charge that
8 kind of rent. We may not be able to show that
9 based on amenities, based on square footage,
10 based on the things that are in our unit that
11 our unit rent should shoot up, you know, to
12 that -- to this level.

13 And -- and if the -- you know, you are
14 there when it goes up, then, you know, we have
15 to look at what is reasonable for the rent for
16 that unit, and we have to do a rent
17 reasonableness. We have to look at our -- our
18 -- our rents. We call it "payment standards"
19 on the voucher side.

20 MS. SHASTA MOSS: Okay.

21 MS. MARCIA LEWIS: But we have to
22 look at those fair market rents and look at
23 what is reasonable for us. Just because the
24 fair market rent is seven hundred, our payment

1 standard, we may not be able to pay seven
2 hundred for a voucher. We might only be able
3 to pay six-fifty or six.

4 So, you know, we can't necessarily move it
5 up real high just because we are in a different
6 program.

7 MS. SHASTA MOSS: Okay. Thank
8 you.

9 MS. LURETHA PHILLIPS: Okay. I
10 am fixing to wrap up. These are the sites
11 that are listed that we have submitted the RAD
12 applications for. A consultant has been
13 hired. We have gone through the initial
14 process. HUD has -- our applications are in
15 the Public Housing Information Center, and they
16 are under review.

17 So, we are going through our due diligence
18 with HUD, and of course, determining whether or
19 not it's feasible to go forward with it.

20 So, at this point, again, we are in our due
21 diligence and we are responding accordingly to
22 the application requirements.

23 And the last thing, we want to just cover
24 some of the other activities that this

1 department will be working with other
2 departments on.

3 Disposition of vacant parcels associated
4 with the, we will say, LeBonheur Hospital.
5 They have come to us. We have agreed to
6 transfer another 1.8 acres, almost two acres to
7 them, so that they can do future expansion for
8 the hospital. This is part of the old Legends
9 Park site that was left vacant as a result of
10 revitalization in -- ending in 2013.

11 Other organizations have approached us.
12 We are considering some other dispositions of
13 vacant parcels. We have to go through our
14 HUD Disposition Application process. So, that
15 is going on now.

16 And there are a number of parcels that are
17 no longer -- well, there is a surplus to our
18 needs. So, those parcels will be considered
19 for disposal, for sale.

20 We are also looking at other housing
21 partnerships, and we mentioned the Legends
22 Park. The most recent partnership is the
23 Legends Park partnership to develop some
24 additional affordable housing there.

1 And looking at some future sites. We have
2 a number of large parcels that are viable and
3 opportune for, you know, other affordable
4 housing and market-rate housing needs.

5 We are looking at a potential sale of some
6 conventional housing properties.

7 Those properties have not been identified,
8 but going through an evaluation process and
9 recommendations will be made, and the Executive
10 Director and staff will make a determination as
11 to whether or not we dispose of or sell any
12 other conventional housing projects.

13 Home ownership programs. We mentioned
14 the McKinley Park and the SHAPE program.

15 McKinley Park is in the South City area.
16 We have proposed to HUD that we raise the
17 income category to allow a higher-income buyer
18 to buy within that area.

19 That -- that -- that -- that doesn't mean
20 that they will give the downpayment assistance,
21 because it's above -- they make above eighty
22 percent, but they could still qualify to buy
23 the home if HUD approves that increase in the
24 income guidelines.

1 For McKinley Park, there are thirty houses
2 that we proposed to HUD to build. We closed
3 out with them two years ago when we built the
4 twenty-three. We have seven lots available.
5 And we have yet to hear back from them so that
6 we can get started and build the final seven.

7 The requirement is a one percent minimum
8 downpayment from the family's own savings,
9 completion of a qualified home ownership
10 counseling program. They must also get a bank
11 loan, so they have to meet the acceptable
12 employment and credit history that the lender
13 requires.

14 For SHAPE, the Section 8 Housing Assistance
15 Program, you can convert your Rental Assistance
16 Voucher to a Mortgage Assistance Voucher for up
17 to fifteen -- for fifteen years. The adult
18 head of household or the spouse must be
19 continually employed for one year, and the
20 employment requirement is waved for the family
21 that is determined a disabled household.

22 Again, the minimum household income there
23 to even, I guess, start the process to qualify
24 is \$14,100.

1 So, that pretty much wraps up my
2 presentation today. Does anyone have any
3 questions about anything that I have said?

4 Okay. With that, I am going to turn it
5 over to the next presenter. And Vernua, who
6 is the -- okay. The Housing Choice Voucher
7 Program.

8 MS. CHEIKTHA DOWERS: Good
9 morning, again. My name is Cheiktha Dowers.
10 I am the Director over the Housing Choice
11 Voucher Program.

12 And just quickly, the Housing Choice
13 Voucher Program is a program designed to
14 provide rental assistance to families to rent
15 units in the private marketplace.

16 Here at Memphis Housing Authority, we have
17 several different allocations of vouchers to be
18 provided to families. We have first our
19 regular HCV program. We have 6,634 vouchers.

20 Then, as Ms. Luretha -- Ms. Phillips and
21 several others before me talked about RAD, we
22 have an allocation of forty-four RAD vouchers
23 to go into our Choice Neighborhood site.

24 We also have a total of a hundred and

1 twenty-eight Mainstream vouchers. Mainstream
2 vouchers are vouchers designated to provide a
3 voucher to two different set of families. One
4 is for a disabled family, meaning a head or a
5 head of household is disabled. And then,
6 secondly, we have ninety-nine vouchers to
7 provide housing assistance to families that
8 have a disabled household member.

9 We also have an allocation of VASH
10 vouchers. VASH vouchers provide rental
11 assistance to veterans. So, we have four
12 hundred and ninety-two of those.

13 The three hundred and sixty-five Opt Out --
14 Opt Out vouchers are vouchers that we received
15 a couple of years ago, if you all heard, when
16 they displaced the families at Warren and
17 Tulane. So, that is what that allocation is
18 for.

19 And our Disaster Vouchers are -- we have
20 four of those, and those are families that were
21 previously impacted by disasters. Either we
22 had a Hurricane Ike and Hurricane Katrina.
23 So, that is what those vouchers are for.

24 On our FUP program -- that is called the

1 Family Unification Program -- those are new
2 vouchers that we just received in January of
3 2019. We received an allocation of seventy-
4 two vouchers to provide rental assistance to
5 families -- it's essentially to keep families
6 united.

7 If you have children that is in the State
8 welfare system, they have been taken and they
9 are residing in foster care -- they may be at
10 Youth Villages and so forth -- it's an effort
11 to actually bring those families back together,
12 to unify them. So, that is what those --
13 that voucher allocation is for.

14 And lastly, we have a total of two hundred
15 and ninety-two vouchers for the families that
16 were relocated from Foote Homes.

17 Now, the one thing that I want you to keep
18 in mind related to the Tenant Protection
19 vouchers, those vouchers have a special
20 category on them or a special provision called
21 the Sunset Provision; so, meaning if any of
22 those families are terminated or they move out,
23 the Housing Authority loses the right to
24 continue to use those vouchers.

1 So, our total allocation of vouchers for
2 the Housing Choice Voucher program is eight
3 thousand and thirty-one.

4 Okay. And then, just -- again, this is
5 just an overview of the new vouchers that we
6 received between October, 2018 and January,
7 2019.

8 We received a grant award for ninety-nine
9 Mainstream vouchers. That award was
10 effective September 1, 2018.

11 We also received a grant award for twenty-
12 five new VASH vouchers. Again, those are the
13 vouchers to assist our veteran families.

14 We received six Tenant Protection vouchers
15 to relocate -- to provide Project-Based
16 assistance to families residing at Pershing
17 Park.

18 And lastly, as I just talked about, we
19 received seventy-two Family Unification
20 Vouchers that, again, provides housing for
21 families that are in imminent placement -- in
22 imminent danger of being placed in the State
23 welfare system.

24 So, that is essentially just an overview

1 of the Housing Choice Voucher program. Do we
2 have any questions? Good.

3 MS. VICKIE ALDRIDGE: Good
4 afternoon.

5 UNIDENTIFIED SPEAKERS: Good
6 afternoon.

7 MS. VICKIE ALDRIDGE: I am Vickie
8 Aldridge, and I will be going over our
9 financial projections for our upcoming fiscal
10 year.

11 Based on what you have heard today, all of
12 our goals, initiatives, plans, strategies,
13 improvements, it all requires money.

14 So, just to let you know, most of our funds
15 are received from the U.S. Department of HUD.
16 About ninety percent of our revenue was
17 received from HUD.

18 Going over just a few items, for our Public
19 Housing Operating Subsidy, we are projecting to
20 receive 6.7 million dollars. These funds will
21 be used for the operating and maintenance
22 expense for our public housing sites. And
23 currently, we have about twenty-six hundred
24 public housing units.

1 Our Family Self-Sufficiency Program, I
2 believe someone asked about that before. We
3 receive a grant from HUD, an annual
4 twelve-month grant from HUD, and we are
5 projected to get \$63,840.

6 Our Capital Fund Program, those funds are
7 being used for the modernization and physical
8 (inaudible) and improvements at all sites.
9 Most of what Mike Swindle talked about earlier
10 as far as the elevators, the various
11 improvements at all the public housing sites,
12 these funds will cover that. And we are
13 projecting it at 4.1 million dollars.

14 Our Service Coordinator Grant, we are
15 looking at getting close to \$240,000 for the
16 next fiscal year. And these funds provide
17 supportive services to help residents become
18 self sufficient.

19 Our Jobs Plus Pilot Grant, which
20 Ms. Phillips had talked about extensively
21 earlier, we are projecting \$950,000 for the
22 next fiscal year.

23 Our Section 8 program, which is our largest
24 program -- like Ms. Dowers just mentioned, we

1 have about 8,100 units -- we are projecting at
2 fifty-six million dollars for that program.

3 Our Choice Neighborhood Program, which is
4 originally the former Foote Homes property,
5 which is now called South City, for the next
6 year we are looking at 4.7 million dollars for
7 that initiative.

8 We also receive non-federal funds to
9 support our goals and initiatives. The City
10 of Memphis is providing MHA with ten million
11 dollars in CIP funds. And those funds will be
12 used towards the redevelopment of South City.

13 From our Public Housing rental units, we
14 are expecting rental income up to 2.6 million
15 dollars. So, everyone, make sure you pay
16 your rent --

17 UNIDENTIFIED SPEAKER: That is
18 right.

19 MS. VICKIE ALDRIDGE: -- so we can
20 keep that number where it is.

21 City of Memphis also provides us through
22 the Housing and Urban -- Housing and Community
23 Development Division, they also provide us a
24 hundred and fifty thousand dollars from their

1 general fund, and those funds are also used for
2 the redevelopment activities and towards the
3 South City initiative.

4 Then our Community Building, which is
5 located at 990 College Park, we have certain
6 companies that lease space in that building.
7 And we are looking at from renewal income close
8 to \$140,000 in the next fiscal year.

9 So, overall, our next fiscal year, we are
10 projected to receive \$86,255,345 to support
11 everything that you have heard this morning.
12 We take donations and french fries. We will
13 do whatever needs to be done.

14 Any questions or comments? Thank you.

15 MS. VERNUA HANRAHAN: CEO Lewis
16 has spoken about the terms of the Board
17 position.

18 MS. AMY JONES: Hi, I am Amy
19 Jones. I am the Director of Human Resources
20 here at Memphis Housing Authority. And
21 showing on the screen is the current Agency's
22 Organizational Chart.

23 In the blue, those are the department
24 heads, the Chief Financial Officer, General

1 Counselor, of course, me, and the Director of
2 HCV, the CEO, Chief Operating Officer, and
3 Director of Housing Operations, Human Services,
4 and the Director of Development, Director of
5 Community Engagement.

6 And the boxes below are the employees that
7 report directly to the managers or directors
8 that are in the blue subheadings.

9 MS. MARCIA LEWIS: Okay. So,
10 earlier -- and I think some -- some people may
11 not be here that asked the question. I am not
12 sure. But earlier, you know, the question was
13 asked about the chain of command.

14 So, for those of you who reside in public
15 housing developments, this is Mike Swindle.
16 He is the Director of Housing Operations.

17 And this chart has not actually been
18 updated, because there are actually three
19 managers that work with him. And Ms. Powers
20 is still in the room, and Ms. Young, are what
21 you might think of as a regional property
22 manager. They have a portfolio of several of
23 the developments that they are responsible for.

24 And then, we have hired recently, as Mike

1 said, a Manager of Maintenance.

2 MS. VERNUA HANRAHAN: He is over
3 here.

4 MS. MARCIA LEWIS: And -- okay.
5 Over here. Okay. And so, that new position
6 helps him to then see and direct the work that
7 comes down through the Maintenance Division.

8 So, the Maintenance staff report back up --
9 there is a foreman that kind of leads the work.
10 And then, there is the Manager of Maintenance
11 that is there as well.

12 Ultimately, the property managers are
13 responsible for what happens on their site.

14 And so, that is kind of the chain of
15 command.

16 And then, you have got people that are
17 working in our Work Order Center that we talked
18 about to take your work orders. And also, if
19 you have a customer service need, you can call
20 and alert them to that.

21 And then, we also have our Specialty Crew,
22 who are people who do -- like the electrician,
23 you know, the HVAC person, those kinds of
24 folks.

1 So, that is kind of a -- the make-up here
2 in the Housing Operations, which you can -- if
3 you need something, you understand who -- you
4 know, if you need to talk to somebody above the
5 property manager, you are going to go to either
6 Ms. Young or Ms. Powers.

7 And if you need to talk to someone above
8 Ms. Young or Ms. Powers, you are going to go to
9 Mr. Swindle.

10 If you need to talk to someone above
11 Mr. Swindle, you are going to go to
12 Mr. Washington. He is -- he is on leave. He
13 is the -- my deputy. He is the Chief
14 Operating Officer here.

15 And then, if you need something that goes
16 beyond Mr. Washington, you go to the Chief
17 Executive Officer. That is me some days.

18 And then, if you have a problem with me, we
19 have a Board of Commissioners. The Board of
20 Commissioners are my boss.

21 You have a resident member who was here
22 earlier, Mr. Boyd. He was just appointed by
23 the Mayor last month as the new Resident
24 Commissioner. The last Resident Commissioner

1 became a home owner and left the housing that
2 she lived in.

3 So, that is kind of the flow for that.

4 Okay. There is one change, according to
5 the ACOP, that we did not include to share with
6 you, and we will make sure that we get this
7 inserted and get it sent out so that you have
8 it.

9 And that is about security deposits. There
10 is a change. And we have to -- we are required
11 to collect a security deposit at the time of
12 initial lease. The security deposit is either
13 going to be one month of the tenant's -- total
14 tenant payment, the portion you are responsible
15 for, or a hundred dollars. It will be
16 whichever one is greater.

17 So, if you are -- if you come in and you
18 qualify under minimum rent, which is fifty
19 dollars, then we will charge a one hundred
20 dollar security deposit.

21 If you -- if your portion is higher than one
22 hundred dollars, then that is what your security
23 deposit will be. It will not be one month's
24 rent. It will be either your portion or a

1 hundred dollars, whichever is greater.

2 MS. VERNUA HANRAHAN: Thank you.

3 MS. MARCIA LEWIS: And I get to
4 keep the tablet.

5 MS. VERNUA HANRAHAN: Excuse me.
6 Okay. The next steps, basically, I want to
7 thank all of you for coming and staying. But
8 the information that we gathered from the
9 February 4 and the 20th meeting, as well what we
10 will be getting from today from our notes and
11 from the court reporter, we will be using that
12 to actually adjust and correct the plan, the
13 elements.

14 The Resident Advisory Board very early on
15 quickly made sure that they told us when we are
16 talking days, we need to say "business days",
17 okay, or "calendar days" so that we have a
18 common understanding.

19 After we get that done, it's reviewed by the
20 CEO. The next step is actually to seek Board
21 approval.

22 After we receive Board approval, we have to
23 submit it to HUD on or before April 12 in our
24 case, because we try to do that to meet an April

1 15 deadline. We always try to do it a little
2 bit early just in case anything happens and we
3 can correct what is going on.

4 The comment periods and what we did,
5 basically, gave us time to get input from
6 different people from different places so that
7 we have to -- as part of our submission, that is
8 one of the things -- at the end of the document,
9 we put in all of the questions, the transcripts,
10 and as well as the reason why we were saying we
11 are going to actually correct the presentation
12 is because we also send the presentation in as
13 validation of what we presented to you guys in
14 the public hearing. And so, we will do
15 that.

16 These documents will be -- after we get this
17 cleaned up, will be on our web site. And also,
18 we made sure that we brought copies around to
19 each of the developments, so that we will add
20 this presentation in to that.

21 After the -- after the court reporter gets
22 everything back to us, we also make sure that we
23 keep a copy in Legal, okay, so that it can be
24 requested if you want to read it.

1 At the end of the day -- and I really mean
2 this -- all of us want to thank you, because
3 you help us.

4 UNIDENTIFIED SPEAKER: Thank you.

5 UNIDENTIFIED SPEAKER: Thank you.

6 UNIDENTIFIED SPEAKER: We thank
7 you.

8 MS. VERNUA HANRAHAN: Thank you
9 all.

10 UNIDENTIFIED SPEAKER: Thank you
11 all.

12 (Whereupon, the meeting was adjourned at
13 12:30 p.m.)

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C E R T I F I C A T E

STATE OF TENNESSEE

COUNTY OF SHELBY

I, Cary E. Miller, LCR
#168, Tennessee Licensed Court Reporter and
Certified Shorthand Reporter, in and for the
State of Tennessee, do hereby certify that the
above proceeding was reported by me.

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foregoing pages of the transcript are a true and
accurate record of the proceedings had, to the
best of my knowledge, skills, and ability.

I further certify that I am
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of the parties to the action, nor am I in any
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this case.

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