MEMPHIS HOUSING AUTHORITY

2019 ANNUAL AND 5-YEAR PLAN

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

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Certified Shorthand Reporter
127 S. Humes Street
Memphis, Tn. 38111
A P P E A R A N C E S

Marcia E. Lewis, CEO

Announcements, Missions and Goals:

Vernua Hanrahan,
Special Projects Coordinator
Executive Department

PHA Policies Governing Eligibility,
Selection & Admissions Policies:

Barbara Deans, General Counsel
Legal Department

Capital Improvement Project Updates:

Michael Swindle, Director
Housing Operations

Grants, Development, Homeownership Updates:

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

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

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

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

And it's also a time where you can give us feedback that we can then take back. We may not be able to respond to everything you say or
bring up during this meeting, but we will provide a response back to you. That will come back to you through your resident councils.

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

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

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

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

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

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

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

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

Now, there may be things that happen during the year that they drop on us and say, "You know what? Now, guys, you have got to implement a different pet policy." Well, we may have to come back into a meeting, because
it's -- or they may say, "You have got to charge a different kind of rent."

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

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

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

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

MR. DEXTER WASHINGTON: No.

MS. VERNUA HANRAHAN: Okay.

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

MS. VERNUA HANRAHAN: Okay.
MS. MARCIA LEWIS: I am sorry.

One last thing. We are not going to be here a long time because we have a meeting in the Mayor's office. So, I don't want you to think that we are just, you know, in and out. But we tried to get here sooner and we were in another meeting. And so, it's just we have no control over our lives. That is all.

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

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

But I just want to kind of back up for just a moment, because we need to let you know what
are the goals that we have for each year.

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

Our second goal is improve the quality of assisted housing.

The third is to increase assisted housing choices.

Four, provide an improved living environment.

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

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

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

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

And then, the Mission, which defines our purpose, is to drive community revitalization.
through a seamless system of supportive services, affordable housing, and new business development. Okay?

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

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

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

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

So, the other thing I just wanted to let
you know is we want to really, really, really listen to you guys, get your input. We have some members of the Resident Advisory Board that are here. They also give us comments, tell us, you know, "Guys, you need to tweak this a little bit", because this is a living document that we are working with. Okay? That is why it's called the Annual and 5 Year Plan.

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

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

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

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

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

    MS. VERNUA HANRAHAN:   And where
do you live?

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

    So, I was wondering what happened to
that?

MS. MARCIA LEWIS: A store?

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

MS. ARTIS WALKER: The grocery store.

MS. LURETHA PHILLIPS: -- is still planned.

MS. ARTIS WALKER: Yes.

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

MS. ARTIS WALKER: Okay.

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

MS. ARTIS WALKER: All right.

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

MS. ARTIS WALKER: Okay. I was
just wondering what had happened. Thank you.

MS. LURETHA PHILLIPS: Thank you.

MS. VERNUA HANRAHAN:

Mr. Swindle.

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

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

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

Currently, last year we talked about, and probably the year before, we talked about elevators. We have two elevator projects -- well, two sites we are working on now, and that
is Venson and Barry. These projects take roughly two years to start -- from start to finish.

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

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

And as I said, it will take about two years. The design phase lasts about a year, and then, the construction phase another one. Another project that we are currently working on we talked about in the past, the
renovation of the units and that kind of stuff. And we are doing that as they come available.

We had a long conversation, mostly due to issues we face with water leaks or we have issues with hazardous materials that we are trying to address. We are doing that at all the highrises and also Montgomery Plaza. Those locations were built back in the 1970's.

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

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

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

All right. Other projects ongoing now, replacing those generators at Jefferson Square
and Venson Center, those emergency power back-up generators. Those were installed back in -- well, the one at Venson was installed back in 1970 originally when it was built. So, that one, it's just been, you know, its expected life -- lifetime.

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

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

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

Also, with Venson Center, we are looking at the roof. I know we have got a lot of issues with water coming in from the roof. I
think -- I think it originated when we did the whole fascia renovation of Venson, those pitch pockets and that stuff.

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

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

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

But we talked about, you know, increasing the number of property management, project managers at each site. We have done that.
And we also talked about a foreman at each site. We modified that. You know, we decided to have a foreman float from -- go between two sites instead of having it at one site. But we still maintain the actual workers at the site.

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

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

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

Pest control, we used to outsource that.
You know, we brought that back in-house. But we also -- you know, we have just got one person on pest control. He needs some -- he needs some -- he needs some help. So, we are trying to cross train some other guys that have an interest in doing pest control to do pest control.

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

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

One thing we definitely have to work on, and we have a trust fund, but they have to do a maintenance plan. I think that is critical,
but so much is going on, we just haven't really redeveloped that plan where it's really effective. But that is something we are going to work on this year coming up.

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

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

He manages the specialty crew as well. So, we do need -- the specialty crew are the guys who do the HVAC and plumbing and the electrical, that kind of stuff. And we are getting those guys more involved with helping out within the units themselves.
Yes, ma'am? Give your name.

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

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

MS. ADRIANE TABRON: Okay.

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

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

MR. MIKE SWINDLE: Metropolitan?

MS. LURETHA PHILLIPS: Metropolitan in Uptown.

MR. MIKE SWINDLE: Uptown?

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

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

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

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

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

Okay. They cut it off when they came out to my unit. And I have been complaining to them -- it was about four years after I lived
there -- that I had dripping in the walls, in my bedroom walls where the hot water heater is at. And I can hear it also in my kitchen, and I have been -- "They are not going to do your unit." They did everybody else's unit.

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

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

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

And I said I had to go and put more requests in for maintenance repair, so I could have this on my record, because dealing with Metropolitan and our management, it's tough. You have got to have all the documentation, documentation.
And I have had problems there. And since you are in the maintenance, I mean, there is nothing I can do when they say they are not going to do our units. But the dripping noise is still -- still there. Early morning, late at night, I don't care, it's just a -- it's a constant dripping. When something gets on your nerves, you get tired of it.

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

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

But that particular site, like most of these privately-managed sites, most of them that is owned -- owned by that particular entity, we just -- if they request assistance, we try to provide some assistance. We try to -- try to provide some funding to do the work.
But we can have a conversation with them and see what we can do or what they can do and how we can work it out and stuff and process it.

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

MR. MIKE SWINDLE: Right.

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

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

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

MR. MIKE SWINDLE: Not all of them.

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

MR. MIKE SWINDLE: Privately owned.

MS. ADRIANE TABRON: Well, who do we go -- because we can't go to anybody here. The Alco Management seems not to want to work with us. I mean, even when I call,
don't want to work with us. The management team always does not want to work with me.

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

MR. MIKE SWINDLE: No, no.

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

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

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

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

Go ahead.

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

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

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

I was confined to one room for that week,
nowhere to go. They said they could not do
anything for me; it was up to me to find
somewhere to go.

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

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

The water stripping around the door, never
ever completed.

UNIDENTIFIED SPEAKER: That is
right.

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

UNIDENTIFIED SPEAKER: Yes.

MS. DEBRA CARTER: So, I have to
constantly clean the dirt to mop my floor where
all that shows up "work completed."

UNIDENTIFIED SPEAKER: Yes, it does.

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

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

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

Yesterday we had a compliance officer that works for the Housing Authority, and I asked her yesterday to reinstate quarterly meetings with the sites that were privately managed and
to do briefings for them on a monthly basis on just, "Did you know you need to enter people into PIC when you move them from one unit to another? You can't just move them and not update them in the HUD system."

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

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

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

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

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

MR. MIKE SWINDLE: Give us your name.

MS. ETHEL SMITH: My name is Ethel Smith. I am at University Place Apartments.
It's quite serious to us because of security reasons. We have a security problem. When we moved in, we had Security where we could see who was coming and going at the door. They could ring us up and we would know whether to let anybody in or not.

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

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

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

Another problem is a generator. You mentioned a generator.

MR. MIKE SWINDLE: Yes, ma'am.
MS. ETHEL SMITH: We don't have a generator. We have people in wheelchairs that are on the third -- live on the third floor and the second floor. Most of the people on the first floor can get around, can get out, but the people on the second and third floors don't have any way of getting out.

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

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

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

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

MR. MIKE SWINDLE: Right.
MS. ETHEL SMITH: And -- but like I say, everything is getting so bad. The security thing is so bad. People are coming in and out. We don't know who is coming; we don't know who is going. People are letting people in; we don't know who they are.

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

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

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

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

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

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

MS. ETHEL SMITH: That is a
security problem.

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

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

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

MS. ETHEL SMITH: What about
security?

MR. MIKE SWINDLE: Yes, ma'am.

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

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

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

MR. MIKE SWINDLE: Security.
Okay. Well, we have got your information and we will discuss it with them and to see what they can do.

All right?

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

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

Mine is security, if we are discussing security.

MS. MARCIA LEWIS: We are.

MR. GREGORY MCNEAL: We are?

MS. MARCIA LEWIS: Uh huh.

MR. GREGORY MCNEAL: Okay.

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

We still have people roaming the building. They sign in, but that does not mean -- the occupant can come to the door, show i.d., I can sign in for somebody's unit. I just pick a
unit. I don't have to know that person, just
pick a unit and sign it. And then, there I
am in the community room playing cards, but I
signed in to this unit. Where is the person
that I signed in to? We have a lot of that at
the Venson Center.

We have people that sleep in the stairwell.
Our laundry room, you know, they are all
down. They are not repaired yet. So,
my question is now concerning the laundry
rooms. How long before we do see (inaudible)
in those laundry rooms?

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

MR. GREGORY MCNEAL: I am at
Venson.

MS. MARCIA LEWIS: Venson.

MR. MIKE SWINDLE: What is your
question?

MR. GREGORY MCNEAL: I am
addressing the laundry rooms. I am through
with security. I can answer that question
myself on security. People sign other people
in. That is not a major thing at Venson now.
The major thing now is, now that the weather is cold, we are vulnerable. We have broken doors that have been broken for two years. I know you were saying about getting grants and this for the doors. We do have security.

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

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

But if I sign in and I head to the community room, I didn't sign in to the unit. I sign in and come in to the community room to play cards.
We have people that do -- that do come in the mornings before Security, and they are already in the building when Security comes on. So, they are there.

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

MR. GREGORY MCNEAL: I did. I did.

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

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

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

MR. GREGORY MCNEAL: Right.

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

We have the funds to come back and -- like I say, as we go through and we renovate some of
these buildings, you are going back and update. That is what is wrong with the laundry room. We still have that design back -- we are designing, I think, the beginning of next month.

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

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

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

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

MR. MIKE SWINDLE: We can lock them down at night. I will get with the
maintenance staff or Security staff now
involving -- Ms. Deans, she can address that as
far as getting Security.

MR. GREGORY MCNEAL: Okay.

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

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

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

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

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

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

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

MR. GREGORY MCNEAL: This year?
This year?

MR. MIKE SWINDLE: Getting the cameras, the -- getting the doors secured, and
having a person just roaming or something,
having a person there where we need it to
address security issues.

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

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

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

So, we have got to do something and start
looking at plans in that area, and also, when
it comes to damages, because, you know, we
talked about funding issues and that kind of stuff, and we go back and we look at a lot of things.

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

MS. VERNUA HANRAHAN: This lady.

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

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

And when the power goes off, they have warned us not to touch the gates, not to --
well, how are we supposed to get in and how are
these folks supposed to get out of our unit?
We can't.

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

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

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

My neighbor just got robbed because the
gate was broken so long. Someone on the outside of the community, which is North Memphis, came in. And he stays a couple rows down from me. He had a gun pointed at him to make him give them all the keys. Okay?

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

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

I had to go down to Memphis Fair Housing, because my manager said she would go down and talk with him. No, he has made me be insecure where I live at. I don't trust any male maintenance come in my unit without a female come in with them. They tried to stop me going over to Memphis Fair Housing in August. So, now they don't want to even come with me.
I suffer a disability. I suffer depression and anxiety. And the idea that this done happened to me again and Maintenance wants to lie and say he did not. "Yes, you did. I don't have no reason to lie on you."

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

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

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

And then, I am always on guard, not because
of them being there, people, no, no, no, no.
People have done -- it's chock up to here.
It's not going nowhere as long as I am over
there in those apartments.

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

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

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

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

UNIDENTIFIED SPEAKER: Cindy
Taylor.

MS. ADRIAN TABRON: And down
there, if you complain, they do not want to --
and she has a real terrible -- looks like she
has a real terrible attitude.

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

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

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

They don't even want me there when it's
time for us to pay our rent. They all go to
lunch at the same time when it's a busy day
when everybody gets their check and pays their
rent. Everybody goes to lunch, everybody.
Everybody goes to lunch. So, they are going to shut the whole time for their business.

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

MR. MIKE SWINDLE: Okay.

Hopefully, we can, like I said, meet with them. I don't know if we can meet with our public housing residents at different sites and, you know, have a meeting all at the same meeting and try to address some of the same issues.

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

And each of them has a number of public housing units in them that covers throughout the site. And by that, I mean just because it's Unit 1 today, if that person moves out, it may not be Unit 1 the next day. It might be Unit 6.
But there will be a certain number of public housing units, whatever was agreed upon when they -- when they brought it back and rebuilt it. Those units will always be there.

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

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

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

And, you know, when we then have our discussion with the ownership, we can have an informed discussion based on having heard from
the residents that we are responsible for.
So, we will -- we will get that done.

MS. VERNUA HANRAHAN: Yes, ma'am?

MS. JOHNSON-TYLER: Good afternoon, everyone. My name is Johnson-Tyler. I am a former resident of Legends Park Assisted Living. I was so excited when I got a letter in the mail to live at one of the independent living because I was born in Dixie Homes, and I was so glad to go back to Dixie Homes.

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

Now, they were spraying the apartments every morning. They go from the -- they come to the first floor, to the second floor, then the third floor, which I thought they should go to the third, second, and first and run them out. But they was doing it backwards.
But nevertheless, this lady come to my unit and asked me to come help her get ready to move. I seen all this furniture in the bedroom.

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

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

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

But there has been a lot going on since then. Mr. Wiggins, ninety-two years old, I went to Mr. Wiggins' unit. It looked like the Mississippi River, and his bathtub and his toilet. I got on my knees and scrubbed the bathtub. He refused to let me do the toilet.
He said, "Let me clean it." Then he checked behind me, and then, I would do it again. But we got that place in shape. Ninety-two years old.

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

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

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

I took her to the Emergency Room and called
these folks to come there and see about her. The next day I went, they were laughing and said, "I am not going to keep coming in this apartment."

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

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

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

And drugs is up in that place. Not only drugs, weapons. The man next door to me, his name is James -- what is it? James Wesley
Brown. He has got two or three weapons. I reported it. There is nothing being done about it. But I understood that we would get wrote up, and that we couldn't have drugs or we couldn't have weapons. And if you were violating the property, you will be evicted. I did none of that, and was absolutely evicted unfairly.

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

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

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

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

MR. MIKE SWINDLE: Yes, ma'am.
You are welcome.

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

MS. JOHNSON-TYLER: I even have pictures of the bugs and roaches and stuff. I even took pictures. And I even -- because the roaches left so much residue, like black.

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

And she enclosed some information to me that broke my heart. She has got -- I think she has like some form of like some type of brain cancer. But she enclosed to me that her and the maintenance guy was sleeping around for
three years. And it hurt my heart. I cried.

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

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

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

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

And you know, we -- again, it's important to me that if we don't do what we are supposed
to do as the people desired a place for you to
call home, we need to know about it. So, you
know, your -- your feedback is very important
to us.

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

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

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

UNIDENTIFIED SPEAKER: Yes.

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

UNIDENTIFIED SPEAKER: When you
have a -- since you are a very good go-to
person, do you have a business card that --

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

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

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

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

But you know, if I can't do it -- there is some stuff that I can't do, and you know, as much as I would -- as much as I would like -- but that is why it's important that we have the
chance to talk to you today, because everybody  
-- like you said, everybody is not going to  
talk.

UNIDENTIFIED SPEAKER: No, they  
are afraid.

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

UNIDENTIFIED SPEAKER: Thank you  
very much.

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

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

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

We also put it into the documents itself,  
because we have to answer questions that are  
actually asked in this particular setting, so  
that if we don't get your question answered, we
have to do it, and then, put it part of the transcript.

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

    (Whereupon, Mr. Michael Boyd stood up.)

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

    MR. MICHAEL BOYD: Tuesday.

    MS. MARCIA LEWIS: -- Tuesday --

    MR. MICHAEL BOYD: Yes.

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

    So, you have got a voice, again, the Resident Council President and the resident councils that are represented in the other communities. If you can't reach somebody
through your own community, or you don't have a contact, you know, we can make sure that we get the list of the councils, and you can reach out to them.

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

MR. MICHAEL BOYD: Yes, we would. MS. MARCIA LEWIS: So, you know, because they know -- they are able to come and meet monthly and speak to us directly about the stuff that is going on in their locations.

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

UNIDENTIFIED SPEAKER: Are you with the Memphis Fair Housing?

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

No, we are -- we are just the Housing Authority. We provide the actual housing itself, the bricks and mortar. We are
responsible for the place. All right?

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

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

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

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

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

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

MS. BARBARA DEANS: Good afternoon, everyone.

UNIDENTIFIED SPEAKERS: Good afternoon.

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

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

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

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

So, if you send it to us, we have to respond. And frankly, we all get in trouble
I don't know who you sent that to, but I would suspect it maybe didn't make it to the right person.

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

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

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

I am one of those individuals -- I am a customer service fanatic. When I call as a
person personally, I want that -- that business
or that organization to respond to me. So,
that is how I treat other people. If you call
-- now, I may not do it that same day, but I am
going to commit to making sure I contact you or
someone in my office contacts you, and we
follow up to the extent we can.

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

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

By definition, assisted living means just
that: I help you with everything related to
living. Like in your example with someone
having an infestation, someone, a nursing or
assisted living individual or a nurse's
assistant, they come in and they are going to see the condition of that property on a regular basis. But they are coming in to assist with medication or bathing or food or those things. They see what is happening every single day that they come to that property, and it's their responsibility, because they are being paid, to provide that support and assistance.

Legends is not that.

UNIDENTIFIED SPEAKER: It's independent living, right?

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

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

And certainly, pest control is one of those, and that is a challenge -- we are facing that challenge in our developments. But it is not, by definition, assisted living in the
sense that they will assist you with the
day-to-day things that you need to do to
survive.

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

UNIDENTIFIED SPEAKER: Okay.

MS. BARBARA DEANS: Yes, ma'am?

MS. ARTIS WALKER: Yes. My name

is Artis Walker, and I am a resident of Legends
Park, too. Now, we were told that -- we have
three apartments in the building that is
two-bedroom on each floor, and we were told
that they were for people that needed care,
assisted living.

MS. BARBARA DEANS: So? Now,

well --

MS. ARTIS WALKER: Is there a
difference?

MS. BARBARA DEANS: Yes, ma'am,

there is a difference.
MS. ARTIS WALKER: Yes.

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

MS. ARTIS WALKER: Yes.

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

MS. ARTIS WALKER: Yes.

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

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

MS. ARTIS WALKER: Okay.

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

MS. ARTIS WALKER: Yes, ma'am.
MS. BARBARA DEANS: That is different than, say, Legends Park management providing that assistance to you.

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

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

Okay. I will go back to --

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

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

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

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

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

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

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

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

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

MS. BARBARA DEANS: Sure, absolutely.
MS. ARTIS WALKER: Okay.

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

MS. ARTIS WALKER: Thank you.

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

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

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

And the ACOP is the bigger document that lists all of the rules and regulations that we are required to have in place.
And each year and every five years, HUD requires that we look back at our documents and update it, based on new regulations or new rules or new laws, with things that are happening at our developments, that we want to make sure we capture that new rule and new regulation in our lease.

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

We have at MHA for our property that we own wait lists. And each of the sites has a list that they keep at the site. And obviously, the rationale is they know much quicker and much sooner who moves in, who moves out, what availability they have in terms of their individual sites. So, that is why they maintain that wait list.
There are some changes to some of the provisions on the public housing side as it relates to responding to an opening on a wait list. If a family responds to a housing offer or rejects it, they are removed from the wait list.

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

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

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

And that is a change, because it was a
longer period of time. So, it was ten days.

MR. MICHAEL BOYD: It was ten days.

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

MR. GREGORY MCNEAL: Is it five business days?

UNIDENTIFIED SPEAKER: Five business days?

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

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

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

MR. GREGORY MCNEAL: For example, what if I am hospitalized and I don't receive that letter? And you are talking about for five days; is it from the date of the
postmark on the letter, or is it from the date
-- five days from the date that the letter was
written?

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

    MR. GREGORY MCNEAL: Postmark
date.

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

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

    And with the extended wait period, it just
caused a backlog in us waiting the ten days
until that person didn't respond or until that
person did respond before we can make that
house available to the next person. So, that,
to answer your question, is why it was
shortened.

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

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

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

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

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

MR. GREGORY MCNEAL: Appeal.

Okay.

MS. BARBARA DEANS: Now, after
that, it may be more time. It just depends on
when we get your letter and when we set the
hearing. So, that time, you know, we don't say, "We have five days to respond to you, or you have to give a decision within ten days."

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

MR. MICHAEL BOYD: Michael Boyd.

MS. BARBARA DEANS: I am sorry?

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

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

MS. BARBARA DEANS: Uh huh.

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

MS. BARBARA DEANS: Uh uh.

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

MS. BARBARA DEANS: Yes.

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

MS. BARBARA DEANS: Postmarked --
so, you get the -- well, I am not saying it's a letter. You received the letter.

MR. MICHAEL BOYD: Yes.

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

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

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

MR. MICHAEL BOYD: The removal letter.

MS. BARBARA DEANS: Exactly.

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

MS. BARBARA DEANS: Exactly.

MR. MICHAEL BOYD: The removal letter.

MS. BARBARA DEANS: Exactly.

MR. MICHAEL BOYD: I have got you now.
MS. BARBARA DEANS: That is correct. Yes, ma'am?

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

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

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

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

MS. ARTIS WALKER: Yes.

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

MS. ARTIS WALKER: Okay.

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

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

MS. ARTIS WALKER: We are private?

MS. BARBARA DEANS: Right.

MS. ARTIS WALKER: How do we do on
that? But now I feel like we are not a part of --

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

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

MS. BARBARA DEANS: Privately-managed sites have privately-managed wait lists. So, you would have to go through the privately-managed site to determine, and they would send their communications to you. If they have an opening on their wait list, they would send it to the people who apply.

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

MS. ARTIS WALKER: I am at Metropolitan.

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

MS. ARTIS WALKER: They are not the same property managers.
MS. BARBARA DEANS: It is a different property.

MS. ARTIS WALKER: Thank you.

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

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

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

The next item is MHA uses a current balance for a savings account and at least one current
bank statement indicating the current balance or two consecutive bank statements to calculate average balance for checking accounts.

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

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

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

Now what we are saying is you need a letter
from the bank versus Ms. Jones that you have known a long time telling us that you have that money.

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

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

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

And so, it's called "acceptance with reservations." It just means that if -- we are still accepting the money that you owe, you owe the money, but if we are at a point, at the
junction where it has been determined that you violated the lease agreement or something has occurred that warrants eviction, you are still subject to eviction.

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

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

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

And the damage may be somewhere around a million dollars, up to a million dollars. That is incredible. And you know, very candidly, I can assure you he is not paying
anywhere close to that in rent. So, there is no way we can recoup that money.

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

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

UNIDENTIFIED SPEAKER: Avoidable.

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

And honestly, it is more about a deterrent than it is "You caused a hundred and fifty dollars in damage", and we are taking about a hundred and fifty dollars, because it is almost always more costly than what that fee may be. The fee or fine may be twenty-five, thirty, forty dollars. The damages could be thousands.
But again, the point is that there has to be some accountability and responsibility for an action.

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

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

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

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

So, whatever you owe, you are going to get
an additional hit with that collection agency
to try to -- for their efforts in collecting
the money.

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

Yes, ma'am?

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

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

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

MS. BARBARA DEANS: Well, okay.

MS. ADRIANE TABRON: -- because
what we are talking about -- I am listening to
you.

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

MS. ADRIANE TABRON: Okay.

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

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

Here, I don't own it. What I can do is go
to the manager and say, "Listen, I had" -- "We
had a meeting and we have four tenants or ten
tenants who came to that meeting and they expressed these problems, these concerns. I would like for you to follow up on it." They will address that.

Now, whether they resolve it the way you want it resolved, I can't speak to that because I don't know what the individual problems are. But that is why I said at the beginning of this, let us know what is going on. We can at least be that voice to reach out to the individuals who manage and own that property to say, "This is a problem."

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

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

MS. ADRIANE TABRON: Yes, ma'am.

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

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

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

MS. ADRIANE TABRON: I have been
there.

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

MS. ADRIANE TABRON: Yes.

MS. BARBARA DEANS: I can't tell
you how you made the decision to come. I can
only tell you that the law requires us to give
notice.
MS. ADRIANE TABRON: Okay.

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

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

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

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

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

MS. VERNUA HANRAHAN: Give us your name, sir.
MR. WILLIS MCCORKLE: Willis McCorkle from University Place.

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

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

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

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

It's the folk who are not in this room who
are vandalizing property, who are damaging property, who are causing fires, who are causing the problems that we have to address.

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

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

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

Now, are they going to fix it the way you want it to be fixed in the time you want it to be fixed?
MR. WILLIS MCCORKLE: No.

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

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

MR. WILLIS MCCORKLE: That is right.

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

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

Yes, ma'am?

MS. YOLANDA BUCHANAN: Yolanda Buchanan, Lyons Ridge, Property Management. I just want to mention or speak to the young lady, as a privately-owned property ownership,
I am just the Property Manager, but I don't want you to feel like there is nothing being done by you coming here, because privately-owned, we still are in contact with Memphis Housing Authority.

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

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

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

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

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

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

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

UNIDENTIFIED SPEAKER: I understand.

MS. BARBARA DEANS: But at least,
if we know, we can press it. And I always follow up, because I want an answer. I think people are entitled to that.

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

I think Ms. Phillips is up next. And so, I will turn it over to Ms. Luretha Phillips.

Thank you so much for your time.

UNIDENTIFIED SPEAKER: Thank you.

UNIDENTIFIED SPEAKER: Thank you.

MS. LURETHA PHILLIPS: Thank you.

I will be brief. Good afternoon.

UNIDENTIFIED SPEAKERS: Good afternoon.

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

Vernua went through our overall goals and activities that we will be working on. And I am just going to talk briefly as I can about some of the development strategies and goals that we will be working on for the next five
Just to give you some of the little bullet points of what our activities will be, our intent is to increase the availability of affordable housing through revitalization of existing public housing. And we do that through the development -- or the redevelopment, the revitalization of our existing communities into viable and sustainable mixed-income housing.

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

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

None have been identified, of course. So, I am just saying that these are some possibilities or some opportunities that the
Housing Authority will be looking at in the next few years.

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

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

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

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

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

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

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

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

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

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

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

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

We have two home ownership programs that are still in existence: McKinley Park, which
we talked about a little bit before the public when the meeting started today. And we are still building homes in the McKinley Park area. We have seven left to build. We built twenty-three. And that is across the street from Askew Place and down the street from Booker T. Washington High School.

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

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

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

There are some infrastructure improvements
going on in the -- continuing in the Uptown area. There is street, alleys, sidewalks, installation of trees and other public improvements that you see going on in the area. There is some other housing that is opening up in the area, and some of that is a result of the partnerships through the Community Redevelopment Agency.

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

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

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

MS. ADRIANE TABRON: Thank you. Adriane Tabron. I don't have any children.
I am a single person. So, how would this apply to me, by me being single?

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

MS. LURETHA PHILLIPS: Okay.

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

MS. LURETHA PHILLIPS: Okay.

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

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

MS. ADRIANE TABRON: Okay.

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

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

But McKinley Park is a -- in a Section 8, you can live anywhere, you know, throughout the city. But McKinley Park is in the McKinley
Park area near Booker T. Washington High School and across the street from Askew Place.

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

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

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

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

There is a Family Self Sufficiency. And I am not the Social Service Director. That is
through Urban Strategies, our partnership at this point.

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

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

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

So, to just highlight some of the activities that we are doing in the South City area, we received a grant in 2015, September of 2015.
And this grant was designated -- awarded by HUD and designated for redevelopment in the -- what we call the South City area. It's the redevelopment of Foote Homes and the area surrounding -- two-square-mile area surrounding Foote, Clayborn Pointe, Askew Place, and some of the other developments that are -- Venson Center, within that whole two-square-mile area.

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

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

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

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

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

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

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

You should see the physical now, but given
that there is the people side of it, with
comprehensive case management and support
services that help the families that live
within that area, as well as, you know, improve
financial literacy programs, youth, adult, and
senior programs, summer youth initiatives,
technology programs offered by Knowledge Quest and some of our other partners, as well as college and work preparation services.

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

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

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

And -- and if you are interested -- and those jobs are paying fifteen -- over fifteen dollars an hour, and if you go through the program, the training through Southwest, and
they assist with placement.

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

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

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

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

These are RAD applications, just another financing tool that we submitted to HUD to allow us to convert the public housing units
that you are in. It's just a subsidy, so no physical transformation that is taking place, but to convert your public housing assistance to a project-based voucher or Section 8 assistance.

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

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

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

So, it may be awhile yet before we actually
hear back from HUD and the MHA executive team making a decision on whether or not it is feasible to continue to move forward and to convert the assistance from a public housing subsidy at those sites for the residents at those sites.

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

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

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

Sir, do you want to give your name?

MR. RICKY Q. MCBRIDE: Yes. I am Ricky McBride. We have covered a lot of
information today. It's a lot to process, but what is it that I need to do to get a -- maybe a copy of the transcript?

MS. LURETHA PHILLIPS: Okay.

First of all, the plan is at your development.

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

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

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

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

So, those two books are in the same place, because you are in the public housing office there.
The other way that you can look and see the documents are Memphisha dot org. Go to Legal Notice. Those documents should be up there. It will have the plan.

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

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

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

But there is also a copy at our building, too, and it's down in Human Resources. So, if you want to come look at it, there are comment cards down there for you to write. We try to
make sure that even if you don't come to a meeting, you have access to the information.

UNIDENTIFIED SPEAKER: What is it called?

MS. VERNUA HANRAHAN: Ma'am?

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

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

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

UNIDENTIFIED SPEAKER: And also in our properties?

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

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

The other -- the other thing is we have
also been giving out our names, so that you know
I am Vernua, and Ms. Phillips was introduced,
Mr. Swindle, Attorney Deans.

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

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

That is what I was working on when I told
Ms. Deans and Ms. Phillips the reason why I was
listening to you guys was because I was trying
to hit some of the points that we need to send
out or put up on our web site, just saying these
are the major changes, these are the
things.
In the Plan, we don't always tell you exactly what we are going to do, but we might have some general statements.

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

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

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

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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