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

PUBLIC HEARING

Memphis Housing Authority
700 Adams Avenue
Memphis, Tennessee

March 15, 2019

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Certified Shorthand Reporter
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PROCEEDINGS

10:00 a.m.

MS. MARCIA LEWIS: Good morning, everybody.

UNIDENTIFIED SPEAKERS: Good morning.

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

UNIDENTIFIED SPEAKER: That is all right.

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

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

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

And then, in the years of like 2020, 2025, on a five-year basis, we do a bigger plan, a
Five Year Plan. So, that is why it will say "Annual and Five Year Plan."

UNIDENTIFIED SPEAKER: Yes.

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

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

UNIDENTIFIED SPEAKER: Okay.

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

UNIDENTIFIED SPEAKER: Yes.

MS. MARCIA LEWIS: So, not only will we -- we may not be able to answer every question today, but we are required to answer the questions, and we are required to put anything that you provide in these meetings in
this plan, along with our response to you.

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

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

UNIDENTIFIED SPEAKER: We already did.

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

UNIDENTIFIED SPEAKER: That is the truth.

UNIDENTIFIED SPEAKER: Yes.

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

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

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

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

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

So, again, thank you, and I hope you feel comfortable enough that this -- to know this is
a dialogue and not somebody talking at you.

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

Stop us.

UNIDENTIFIED SPEAKER: Can I ask you one question?

MS. MARCIA LEWIS: Uh huh.

UNIDENTIFIED SPEAKER: You just said "Marcia Lewis dealing dope in her unit."

Is that why -- where the smoke -- no smoking in the building came from?

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

So, it was because of cost that agencies were putting into units, and they determined that these units had a higher cost level of getting back online, repairing, or unit insurance claims because of smoking. So --
UNIDENTIFIED SPEAKER: In the older units?

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

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

UNIDENTIFIED SPEAKER: Yes.

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

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

So, at this time, I am going to turn it back over to Ms. Hanrahan.
MS. VERNUA HANRAHAN: Okay.

Good morning.

UNIDENTIFIED SPEAKERS: Good morning.

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

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

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

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

UNIDENTIFIED SPEAKER: Okay.
MS. VERNUA HANRAHAN: And don't you like the way she does what she does?

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

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

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

The second thing is to improve the quality of assisted housing. We want your house to be
the best, because we want to really try to, you
know, hit that mark when we say we are going to
provide decent, safe -- and we always say
quality affordable housing.

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

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

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

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

The other is to promote self sufficiency
and asset development of families and individuals. Okay. This goes back to what public housing was originally for. You were here; it was transitional; you moved on. And then, we also had the ability to assist folks when they made it to that point where they wanted to retire and come back.

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

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

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

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

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

UNIDENTIFIED SPEAKERS: Good morning.

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

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

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

And so, one of the first proposed changes
that we are looking at or an update that we are sharing is -- I am sorry. I have a -- I have my list here and I am reading this. I want to make sure that they kind of track.

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

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

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

Previously, I think that was a ten-day waiting period.
And as I understand the distinction -- we had this conversation before -- is this -- the shortened period of time relates to the amount of time an individual has to respond once they have received a letter.

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

The proposed changes that would limit assistance to Over-Income families after a set period of time, twenty-four months. "When verifying the value of assets, for example, a bank account, MHA uses the current balance for savings accounts 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, such as bank statements, to verify assets from checking and savings accounts in lieu of obtaining written or oral third-party verifications, if the balance is less than five thousand dollars."

And as I understand it, I think there had
been a previous process of allowing individuals
to get a letter from someone or a note from an
individual saying that they have X amount of
money in the bank account.

And the change is that you will now need to
provide that banking statement, the official
document from the bank versus getting a letter
from an individual.

And obviously, the rationale behind that is
not saying that anybody would be dishonest, but
you know, if your cousin works at the bank and
they do something that puts you in a posture
that the information is incorrect, then you are
looking at an impact on your housing, because
the claim could be that you were fraudulent in
what you reported.

So, if you have got an official statement
from the bank, then there is no question about
the authenticity or whether or not that is
real.

So, it's not that we don't believe you;
it's just that that banking statement gives a
more accurate picture.

UNIDENTIFIED SPEAKER: Attorney
Lewis?

MS. MARCIA LEWIS: Yes.

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

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

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

UNIDENTIFIED SPEAKER: Yes.

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

So, the public housing program, they are talking about setting limits. They have not set them. So, this is an administrative
policy that we are setting for the public
housing program of twenty-four months.

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

Yes, ma'am?

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

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

UNIDENTIFIED SPEAKER:   Yes.

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

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

MS. MARCIA LEWIS:   Then you --
then if it reaches that point, we will continue
to provide housing to you for twenty-four
months, for two years once you have hit that point, if you are in a public housing development.

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

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

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

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

It has not passed yet, but agencies are being encouraged to look. There was a big scandal a few years back because they discovered people making four hundred thousand
dollars a year living in public housing. That is what brought all of this up. And every Housing Authority had to send a thing to HUD reporting how many people they had in their programs who were over income.

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

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

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

MS. SHASTA MOSS: Yes, one person.

MS. MARCIA LEWIS: One person, two persons. We will provide that for you.
MS. SHASTA MOSS: Okay.

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

MS. SHASTA MOSS: Okay.

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

MS. SHASTA MOSS: Thank you.

MS. MARCIA LEWIS: I am sorry.

MS. BARBARA DEANS: No, thank you.

And so, the next item, the next proposed change is the use of a hierarchy to verify income. And basically, what that says is the use of a system "to verify income with the Upfront Income Verification that is mandated by HUD. However, this system is not available for applicants for housing as this information can only be accessed for residents of MHA that have given MHA access to this information."
Does that make sense?

UNIDENTIFIED SPEAKER: No.

UNIDENTIFIED SPEAKER: No.


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

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

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

And then, we would actually verify it by going back into the system to see if your check stubs and the jobs that you gave us actually
met and matched. Okay? Because sometimes
people actually have been working a second job
or a third job, and they are getting checks and
that is being reported by their employer, but
they don't necessarily report it to us. Okay?

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

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

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

UNIDENTIFIED SPEAKER: Thank you.

MS. BARBARA DEANS: And the
reason I -- you know, the obvious reason that
that is important is, again, it's not the
assumption that you are doing anything wrong or
being dishonest or being illegal, but if we
have the ability to verify that information and
you don't provide it to us, and you sign that
document -- everything that you present, you
sign it and attest that you promise that this
is true.

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

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

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

MS. MARCIA LEWIS: We can
probably replace the word "hierarchy" with the
order that we have to do that.
MS. BARBARA DEANS: And I didn't pick that word.

MS. VERNUA HANRAHAN: Okay.

That was their word.

UNIDENTIFIED SPEAKER: She is known --

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

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

UNIDENTIFIED SPEAKER: Okay.

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

The last thing we are supposed to do is the hierarchy, system, mail, telephone. The last
thing we are supposed to do is ask you to bring it in. And that is like if we can't get it any other way, we are supposed to ask you to bring it in.

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

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

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

What that means is -- and we -- when I go to court, oftentimes people say, "Well, I paid my rent and", or "You took a part of my rent. So, therefore, that means you are not going to evict me", or "I don't have to pay the rest of
my rent because the property manager accepted
the fifty dollars of the two hundred dollars
that I owed."

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

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

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

UNIDENTIFIED SPEAKER: That is a
myth, isn't it? A lot of peoples think that
if you pay anything, it stops the procedure.

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

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

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

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

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

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

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

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

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

We have had some -- you know, Mike will
tell you any number of incidents that occur,
whether it's at the hands of a resident or some 
other circumstance.

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

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

MHA -- and the law doesn't require and it 
doesn't allow us to list you as a co-insured on 
any of our insurance for purposes of a 
replacement value of lost items.
So, if the property managers aren't reminding you of that, I am here to tell you, Look into renter's insurance for your property.

UNIDENTIFIED SPEAKER: Right.

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

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

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

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

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

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

Yes, sir. Tell us your name.

MR. J. D. MCNEAL: J. D. McNeal, College Park. J. D. McNeal, College Park.

My check don't come until like the third week in that month and the rent is due on the 5th, and that is late fees all the time for me.

MS. BARBARA DEANS: Yes, sir.

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

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

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

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

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

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

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

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

And the law says I have to have one date and that date is required -- everyone is required to adhere to that date.
MR. J. D. MCNEAL: If everybody -- this person gets their check on the second week, this person gets their's on the third week, why not just make it the last of the month? Then won't nobody be late.

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

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

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

And the Tennessee laws of Residential -- Uniform Residential Tenant-Landlord Act says that the first day is the date due and the 5th
of the month is the late date.

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

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

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

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

But other items where you have left a pot on the stove and it triggers the fire alarm, it triggers the sprinklers, there is almost a
million dollars in damage, that is the fault of
the individual.

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

So, those damages will be assessed to the
individual.

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

MS. BARBARA DEANS: Yes, sir.

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

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

MR. J. D. MCNEAL: Just like that
fan on my -- you know, on my hood over my stove, it won't even work, and I have been in there like two years.

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

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

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

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

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

MR. J. D. MCNEAL: No, the smoke.
But what I am saying, if it goes out in that hallway, it's going to trigger that alarm.

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

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

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

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

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

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

MR. J. D. MCNEAL: College Park.

MS. BARBARA DEANS: Okay. All right. Another proposed change -- and I believe this is in effect now. Ms. Aldridge,
am I correct?

MS. VICKIE ALDRIDGE: Correct.

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

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

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

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

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

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

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

Yes, ma'am?

MS. LOTTIE STARKS: My name is
Lottie Starks, and I am from College Park Two.

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

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

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

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

MS. LOTTIE STARKS: This is the Senior building.

MS. BARBARA DEANS: Okay. The next item is "MHA's execution of any repayment agreement, annual reexamination, certification or required lease renewal is executed with
reservation of MHA's right to proceed with
termination of your lease and is not a waiver
of MHA's termination of your legal -- of your
lease and the right to proceed with this legal
action."

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

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

So, we don't want to put you in a posture
of bring all your documents in, go through the
recertification process, and then go, "Hey, by
the way, the Court has said that we can evict
you."
So, this just says that we have the right to proceed with whatever the actions are in court, notwithstanding what else is going on. If they are doing some abatement in your -- in your development and that causes you to be relocated and there are some actions going on, it doesn't stop -- one -- one thing doesn't stop the other.

MS. SHASTA MOSS: Question.

MS. MARCIA LEWIS: Yes.

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

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

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

MS. BARBARA DEANS: Well --

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

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

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

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

Your flat rent is just for three years.

But you can stay on flat rent for three years,
and then, we can reevaluate. You may come off
or you may stay on.

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

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

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

So, even if you are on a flat rent, you
know, you have got to be in a right-sized unit
as well. And those -- those changes to your
household composition have to be taken into
consideration.
MS. SHASTA MOSS:    Thank you, Ms. Young. That clears up -- okay. Thank you, Ms. Young. That clears up a confusion I have had for a while.

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

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

    Yes, ma'am? Tell us your name.

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

    My question is, if you are being recertified once a year, say, if you are on Social Security or a widow's pension, whatever, government, and that increases the first of the -- usually the first of the year every year because of the increase of income, when is your rent supposed to go up because of those extra
ten dollars that you get or extra two dollars
that you receive?

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

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

UNIDENTIFIED SPEAKER: Lease.

MS. ELAINE TOREY: -- lease is
up?

MS. BARBARA DEANS: Ms. Young?

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

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

So, if you have got your Social Security --
your Social Security is going to increase, and
you have got your letter saying that your Social Security is fixing to increase for January, they have to allow you thirty days for the increase for your rent to go up. And then, once you turn it in and go to be recertified, your rent is probably going to be the same unless your (inaudible) amount has changed.

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

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

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

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

MS. LATONIA YOUNG: Right. You
are coming in for -- if you come in, you -- the increase is coming -- actually, if you come in before your recert, you are coming in in an interim, you are doing an interim change.

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

MS. ELAINE TOREY: All right. Have you all got that?

UNIDENTIFIED SPEAKER: You have got it.

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

UNIDENTIFIED SPEAKER: You have got it.

MS. BARBARA DEANS: Did that answer your question?

MS. ELAINE TOREY: Oh, yeah.

MS. BARBARA DEANS: Okay.

MS. ELAINE TOREY: Oh, yeah.

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

MS. ELAINE TOREY: Thank you.

MS. BARBARA DEANS: Absolutely.

So, the last thing I have is -- and this is a
lot. I am not going to read all of it. I will tell you what it -- what the proposed change is and why.

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

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

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

There are also rules and regulations for owners, in particular, individuals who are part of the HCV Section 8 program. And this lists those rules that they can be eliminated.
Their houses -- housing can be taken off our program if they violate these rules.

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

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

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

If our employees are saying that they are being abused by someone, if you are a Section 8 voucher holder, and you call us and tell us
that the landlord is threatening or abusive or behaves in a way that violates the rules, we will investigate that. And we have plain language in our admin plan that says we can tell them that their housing is removed from the program.

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

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

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

I have to put my glasses on to hear you.

Say that again.

UNIDENTIFIED SPEAKER: Montgomery Plaza. Montgomery Plaza. Does that include
the management and the maintenance workers
towards the residents?

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

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

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

We -- we expect our residents to
communicate that to us, and we expect our staff
to communicate to us when residents -- because
again, as I said, in your lease, it says that
you cannot conduct and behave in a way that is
inappropriate. The same thing is true for
staff and employees.
UNIDENTIFIED SPEAKER: Well, then, who do the residents report to if the staff, you guys are communicating --

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

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

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

UNIDENTIFIED SPEAKER: Okay.

How do --

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

MS. BARBARA DEANS: And so, I am
going to turn it over to Mr. Swindle.

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

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

UNIDENTIFIED SPEAKER: Look out, man.

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

UNIDENTIFIED SPEAKER: Speak loud.

MR. MIKE SWINDLE: I say good morning.

UNIDENTIFIED SPEAKER: Good morning.

UNIDENTIFIED SPEAKER: Oh, okay. Okay.

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

UNIDENTIFIED SPEAKER: Okay.

MR. MIKE SWINDLE: -- everything that goes on at the sites. So, if you have any issues with the -- with the property
managers or the maintenance staff, I receive
e-mails from the residents meeting. Somebody
has got to be there and listen. They will say
something went on, you know.

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

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

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

So, I have kind of narrowed it down to ten
slides, probably nine. And that covers the
biggest projects I think we have going on.
And some of these projects, they expand over
several -- several -- multiple years and over
multiple grants.
And our biggest -- our biggest issue is funding. Like I say, we have -- we have plans in place, and all those plans may not come true at all times, but we try -- we try to stay true to what we have planned. Like I say, we have some stuff that happens that we don't plan to happen, but it happens. We have to change our course of action and make sure we take care of that, so -- so, we will go ahead and start going through -- through the actual slides.

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

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

But we plan on always meeting -- having a
monthly meeting with the residents and meeting with them to see what is going on with the residents and what issues they have and how can we improve what is going on at the sites.

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

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

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

And when REAC shows up, you know, you can't explain what happened. All they are doing is
taking notes of what the effect is at the time, and sometimes that hurts real bad. Over the last year or so, it caused our scores to really drop.

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

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

And on the night side or in that second shift, most of what we see is residents requesting lockouts or keys to get in their units or to get in their units, or that fire alarm going off and it needs to be silenced.
MS. MARCIA LEWIS: While they are doing that, please, please, please use the work order number to report anything you need done in your units. It is nice for you to tell the property management staff, but that does not constitute a work order.

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

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

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

So, it's very important that if you live in a community that requires you to use the work order system, that to use the work order system.
MR. MIKE SWINDLE: And I apologize. I appreciate Ms. Lewis stepping in. I kind of overlooked that one, but that was part of our customer service initiative to get that Work Order Center up and going, and I think it's been working pretty good for us.

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

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

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

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

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

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

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

Brought the pest control back in-house.
We still have some issues with pest control, and we are working on that. We have only got one person that is handling pest control, and we are trying to do more cross training with other guys in the Specialty Crew who have an interest in doing it.

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

UNIDENTIFIED SPEAKER: Can I ask a question?

MR. MIKE SWINDLE: Yes, ma'am.

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

MR. MIKE SWINDLE: Yes, ma'am.

UNIDENTIFIED SPEAKER: Well, my question is -- I have a question. Where there is no grass and a lot of tree roots, and because of the -- I find that because of the no grass, the water backs up, and when you walk
out, it's real slippery or muddery.

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

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

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

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

UNIDENTIFIED SPEAKER: Even trying to get to the garbage -- to get to your garbage or to take your garbage, it's -- it's -- where I am at, it's no place for you -- no
sidewalks where you could walk across to take your garbage.

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

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

UNIDENTIFIED SPEAKER: Thank you.

MR. MIKE SWINDLE: Yes, ma'am?

MS. THOMAS: Thomas, Montgomery Plaza.


MS. THOMAS: Hired a maintenance
manager. Where in Montgomery Plaza?

MS. VERNUA HANRAHAN: No.

MR. MIKE SWINDLE: No.

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

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

MS. THOMAS: You all hired a maintenance manager?

MR. MIKE SWINDLE: Right.

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

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

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

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

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

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

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

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

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

Okay. Well, the next item on the list is
training for staff, and they are looking at
improving in that area with getting the guys
the training they need as far as the
maintenance staff in areas regarding the
electrical. Mainly, that is what they do,
plumbing and also carpentry work.

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

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

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

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

But the maintenance manager, that should be
a big improvement because his job is also to
check and make sure the Specialty Crew that he meets with every day do their job.

    Yes, ma'am?

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

    UNIDENTIFIED SPEAKER: That is true.

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

    UNIDENTIFIED SPEAKER: They are supposed to do that.

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

    UNIDENTIFIED SPEAKER: Yes.

    UNIDENTIFIED SPEAKER: And so, you may leave your house in a little tacky, appropriate manner because you don't know if
the work order has been cleared. So, why can't you just -- well, they used to do it, but they will get all that -- one or two times, they would get off and say, "We have been in your house and the order has been completed."

UNIDENTIFIED SPEAKER: Yes.

UNIDENTIFIED SPEAKER: Now, that is so true.

MR. MIKE SWINDLE: Well, now, we have to take a fall-back. Now, we did give the guys on our sites some tasks to do that. We will follow up and see if they are doing it. Now, as far as College Park, I would have to get with Tammy and see if they can make that happen there. Get with them and see if they can make that happen.

UNIDENTIFIED SPEAKER: Thank you.

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

And the guys on the site come up with some good ideas. You know, we used to put in kind
of a vinyl baseboard, a vinyl wall base.
Every time we go in a unit and repair the unit,
these guys came over and putting in more of a
vinyl, something that should last over twenty
or thirty years in these units.

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

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

We have Venson and Barry under construction
now, and we plan to put the others under
construction this year. We have got the bids
back. We are kind of like in a funding crunch
issue, trying to make sure we can fund these
two next two projects. But we are sure with
the next -- the next set of grant funds we can
move forward.

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

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

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

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

And that is -- and you know, I am getting
reports back from the security guy, not our
guys, saying, you know, most of the time, like
I said, people started something, and they
decided to walk off or either had too much to
drink or something --

UNIDENTIFIED SPEAKER: And fell asleep.

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

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

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

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

MS. MARCIA LEWIS: Seasoned.

Seasoned residents.
MR. MIKE SWINDLE: Seasoned residents.

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

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

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

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

But we also have another plan out -- that we have out for bid that will also address the same issues.
MS. MARCIA LEWIS: While they are changing, we are also going to be very aggressive about lease enforcement for units where fires have been caused by residents. We just have too many.

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

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

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

UNIDENTIFIED SPEAKER: Right.

MS. MARCIA LEWIS: But it -- that is what caused the fire at Venson. The unattended cooking, going to sleep, you know, I know people -- some people work late.
Everybody, it isn't because they have been
drinking or doing something else and hungry,
you know, at odd hours.

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

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

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

Venson Center, a roof replacement. That
is a project that we are currently working on
because we are replacing those units -- well,
we are updating some units at Venson Center,
and some of them are on the eleventh floor.
And we can't move forward with the renovations of those units. As Ms. Lewis mentioned, those units was damaged due to a fire.

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

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

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

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

Jefferson Square, our common area HVAC. That is the -- that is the area that cools the -- that is cooling the hallways in Jefferson
Square. We have got some old equipment that we need to replace.

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

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

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

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

MS. MARCIA LEWIS: It's like moss
with the water damage?

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

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

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

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

UNIDENTIFIED SPEAKER: I am College Park.

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

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

UNIDENTIFIED SPEAKER: Thank you.

MR. MIKE SWINDLE: Montgomery
Plaza weatherization program. This was kind of like a, I guess, a blessing in disguise for us.

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

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

MS. MARCIA LEWIS: On the Montgomery Plaza weatherization program, we are looking for residents who want to learn how to do this work. They are willing to train and employ residents in additional work that they do for weatherization for, you know, county-wide.
So, this is an opportunity if you have a child that is soaking off of you -- I am sorry. I can't -- excuse me.

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

UNIDENTIFIED SPEAKER: This is not only for you?

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

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

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

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

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

And we have had issues with inferior materials used. And also, the maintenance in the past hasn't been that great. And we have had issues similar to -- talk about the Senior building with the siding. We have got water
get in behind the siding, caused some
structural issues. And the stairs, they are
made out of wood and they are not as stable.

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

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

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

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

So, I went out last week and had a couple
of contractors with us, and we looked at
getting those replaced and getting some pricing
real soon for those. And like I say, we will
move forward with the other ones as soon as we
can, you know, get the units replaced, and
then, we have an issue with the HVAC system.

MS. SHASTA MOSS: Question.

MR. MIKE SWINDLE: Yes, ma'am?

MS. SHASTA MOSS: Shasta Moss

from Kefauver Terrace. You mentioned the
weatherization. At Kefauver Terrace,
there -- there is a need for weather stripping
around the doors. We lose a lot of energy,
both in the summer and in the winter months,
because -- because there is no weather
stripping around the doors.

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

MR. MIKE SWINDLE: That is a
small answer.

MS. SHASTA MOSS: Good. Also --

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

MS. SHASTA MOSS: Okay. And
also, to have the ducts, the air ducts vacuumed
out or sucked out or cleaned out, whatever they 
want to do.

UNIDENTIFIED SPEAKER: Our air 
conditioners cleaned.

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

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

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

MR. MIKE SWINDLE: We are looking 
at --

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

MR. MIKE SWINDLE: Yes, ma'am.

MS. SHASTA MOSS: -- but if it's
possible to just go up and clean out and vacuum out the air ducts, that would be a tremendous help.

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

MS. SHASTA MOSS: Thank you.

MR. MIKE SWINDLE: No problem.

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

When we do have issues where we have friable -- and this -- this hazardous, mostly it has to do with asbestos. I think all the lead is pretty much gone. But we have an incidence where the asbestos has become friable. Until that point, it's not an issue, but when it becomes where it actually can get into the air, then that is an issue.
So, we try to pick up those as soon as possible and address those. If it's a small issue, then we will come in and address that small issue. But if it's a big issue, we will try to relocate the residents to go in and do it, until it becomes vacant.

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

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

REAC deficiencies. We have got some training coming in, I think in April -- April, where it should help us out a whole lot identifying those -- identifying what we need to do to improve on our issues with REAC, because in the past, we have -- we have had a company come in, and they are going to do a lot of inspections and give us a whole list of stuff we need to do.
But the last time, it didn't help us on the REAC score, and I think our focus was on the wrong place. They were focused on the small stuff instead of big stuff. So, we are going to get someone to help us out with the training, and hopefully, we can make a big step in the right direction on that.

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

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

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

MS. BARBARA DEANS: And let me just jump in and say as it relates to the surveillance system, and this should have been
a part of my slide.

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

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

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

    When these -- when these cameras are put
in, they are very expensive and they are there
for your benefit. So, we need you to be
mindful of people damaging, and if you see
something, say something, because ultimately
it's for the safety of everyone there.
So, we want to make sure that is a part of that lease that I mentioned again, and it's a basis for termination if it's damaged by your guest or you or your neighbors.

Yes, ma'am?

UNIDENTIFIED SPEAKER: What rooms? Did you say that door --

MS. BARBARA DEANS: No, the one he just mentioned that are going to be installed. No, we are talking about the ones that are going to be installed.

MS. MARCIA LEWIS: And these cameras are -- these cameras are unique. They remind you of like the -- on the commercials, the ring cameras.

UNIDENTIFIED SPEAKER: Yes.

MS. MARCIA LEWIS: They remind you of that, because we can -- you can monitor them on our phones, on our -- but the interesting thing about them is that if somebody does damage them, it sends a signal immediately and captures it, and it sends it to the Cloud.

So, even if the camera gets damaged, we
will be able to see.  And as it's happening, there will be a notification sent that the camera is being damaged and that the camera has been blocked or the -- you know, people spray them; that the camera has been blocked.

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

UNIDENTIFIED SPEAKER:  Changing.

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

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

MS. SHASTA MOSS:  On the parking lot.

MR. MIKE SWINDLE:  Yes, we are looking at placing cameras inside the building and out the building.  We have issues inside
the building that we want to pick up on and
also on the exterior as well.

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

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

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

UNIDENTIFIED SPEAKER: It helps
to say all these things.

UNIDENTIFIED SPEAKER: Most
certainly, you have my permission.

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

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

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

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

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

And anything else that we said we will do
and we haven't done it, send me an e-mail and
we will see if we can get it done for you.

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

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

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

Highrises and -- okay. We have always had
some issues since I have known as far as the
discomfort within the highrises, particularly
the one- and two-bedroom units.

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

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

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

Also, I said we are doing some of this now with the -- with the fire damage, and we had some in place before, as far as going in agency-wide in units looking at redoing the
finishes, the walls, the floors, and the ceilings, and also the mechanical, electrical, and plumbing issue upgrades.

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

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

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

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

And the only difference between Borda Towers and the other highrises, that we don't have a drainage system to capture that water
run-off condensate from those PTAC units, which also stains the exterior of the building. So, we are going to be putting that in the next time we go in and refinish the building.

    MS. VERNUA HANRAHAN: All right.
    MR. MIKE SWINDLE: I appreciate your time. Any questions for me?

    Yes, ma'am?

    MS. PATRICIA GREER: I stay at College Park.

    MR. MIKE SWINDLE: Yes, ma'am.
    MS. VERNUA HANRAHAN: State your name.

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

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

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

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

    UNIDENTIFIED SPEAKER: Yes,
outside.

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

    MS. PATRICIA GREER: Patricia
Greer.

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

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

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

    MR. MIKE SWINDLE: Pardon me?

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

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

UNIDENTIFIED SPEAKER: Okay.

So, we have LEDIC.

MS. MARCIA LEWIS: LEDIC --

UNIDENTIFIED SPEAKER: LEDIC.

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

UNIDENTIFIED SPEAKER: Okay. I

know.

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

UNIDENTIFIED SPEAKER: Please.

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

MS. PATRICIA GREER: Why do you
want addresses?

MS. MARCIA LEWIS: Well, I mean,
we can -- if it's lights out, we will -- but we
will look at all of the lights.
MS. VERNUA HANRAHAN: And she is signed in. She signed in.

MS. PATRICIA GREER: Yes, I signed in.

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

MS. PATRICIA GREER: Thank you.

MS. MARCIA LEWIS: Yes, ma'am?

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

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

But now, I am not sure how LEDIC is set up as far as the work orders, but we have emergency, urgent, and routine work orders.
And it's like emergency is twenty-four. The next one is seven to fourteen days, but I am not sure about LEDIC.

UNIDENTIFIED SPEAKER: Okay.

Well, maybe I should have asked this question. Use this for an example. If you had a water leak in your apartment, is it considered --

MR. MIKE SWINDLE: That is emergency.

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

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

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

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

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

UNIDENTIFIED SPEAKER: Okay.

That is why I asked how long does it take for a service order to be completed.

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

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

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

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

UNIDENTIFIED SPEAKER: Yes.

MR. MIKE SWINDLE: And so, we will discuss that. Okay? But I am just
saying a leaking -- if it's leaking pipes, that
is an emergency, but a leaking faucet pipe --

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

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

Anything else? Anything else for me?
Yes, ma'am?

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

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

MS. SHASTA MOSS: Okay.

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

MS. VERNUA HANRAHAN: Give your
name.

MR. MIKE SWINDLE: Yes, ma'am?

MS. DARLENE STEVENSON: Yes, I
had mold in my apartment.

    MR. MIKE SWINDLE:  Okay.

    MS. DARLENE STEVENSON:  Okay.

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

    MR. MIKE SWINDLE:  Yes, ma'am.

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


    MS. VERNUA HANRAHAN:  State your name, please.

    MS. DARLENE STEVENSON:  Darlene Stevenson in College Park.

    MR. MIKE SWINDLE:  College Park?

    MS. DARLENE STEVENSON:  Yes.

And they said they can --

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

    MS. DARLENE STEVENSON:  Because I can't stay there like that.
MS. MARCIA LEWIS: So, why don't we do this? Why don't we schedule a community meeting, and we can do jointly with LEDIC at College Park, so we can address the change, because it's been a period -- well, of transition, but we are -- we are at the point now where they, you know, should have some things in place and there should be some things being changed.

And so, we will work on setting that up.

MS. DARLENE STEVENSON: Okay.

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


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

UNIDENTIFIED SPEAKER: Thank you.

MR. MIKE SWINDLE: Thank you.

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

UNIDENTIFIED SPEAKERS: Good morning.
MS. KEISHA WALKER: My name is Keisha Walker. I am the Director of Community Engagement.

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

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

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

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

So, a few of the goals that we have
identified for this year, one is certainly, just like what I talked about, is engaging not only community partners, but our residents as well in opportunities to support our residents' wholistic wellbeing.

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

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

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

I think one of the areas we talked more closely about or more often about is helping our residents move from being a part of public
housing or using a Housing Choice Voucher to
home ownership, or perhaps it's achieving your
education goals so that you can increase your
finances, or whatever it is that you have
identified as a goal for being self sufficient.

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

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

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

So, based on changes that are happening
down the road, MHA will become eligible to put in -- ask for grants for those kinds of dollars. And so, this office will be charged with developing that part of the organization.

All right. Any questions?

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

MS. KEISHA WALKER: Okay. That is awesome and -- excuse me. I will stand up. We have a Family Self-Sufficiency Program. And so, Ms. Eva Mosby right here and Ms. Lori Davis in the back, they have coordinators that can assist you with that. And so, we will make sure we get your information so we can get you connected to one of those coordinators.

MS. SHASTA MOSS: Thank you.

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

MS. LURETHA PHILLIPS: Good
morning.

UNIDENTIFIED SPEAKERS: Good morning.

MS. LURETHA PHILLIPS: I am Luretha Phillips. I am part of the Development staff and team here at MHA. And we were formerly the Hope VI department or office.

And we have the responsibility of coordinating the goals and objectives associated with the Choice Neighborhood grant. We have a Jobs Plus training grant, as -- well, it's a pilot program that HUD awarded in 2015.

And then, also RAD and coordinating other development and special activities for the Housing Authority.

Okay. Part of our strategies and goals that we will continue to work through the next five years are to increase the availability of affordable housing. We do that through revitalization of non-viable public housing and convert those to viable and sustainable mixed-income housing.
The major project that we are continuing to work on through 2022 is the Foote Homes or the South City grant.

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

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

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

Form new partnerships to fund programs and services that promote resident self sufficiency for working adults, youth programs and services. And also, one of the goals is to
improve the quality-of-life outcomes for our seniors.

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

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

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

We also have assisted them in the past, and they are continuing with the Single-Family Rehab program. They go through a community process, if you live in the Uptown area, the Uptown Redevelopment area. It's a hundred-city-block area. So, it's pretty -- pretty large. And we have assisted them in the past with development and acquisition-related support.
That partnership is wrapping up very soon, and it likely will be -- well, it will wrap up this year, but it will happen pretty soon this year.

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

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

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

Okay. The South City Transformation Grant, it was awarded in September of 2015.
This grant expires in September of 2022. It has three major components: housing, people, and neighborhoods.

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

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

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

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

Phase 2, we -- that date is early 2020 before those units will be ready.
Another major component is the people services that, again, that is primarily administered and coordinated through Urban Strategies. And they are going to come up next to talk more in detail about the services and the programs that they provide.

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

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

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

There are some park improvements. A
design is underway for L. E. Brown Park improvements.

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

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

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

There is a plan for a Girls, Inc.

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

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

Housing preservation. We want to preserve as, to the extent that we can, to the extent that is financially feasible the housing
or home ownership units that are already within the community. So, we have a partnership, a contract with The Works, and they are -- they will administer the program.

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

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

So, the plan there is, since they are already administering similar programs, they committed as part of -- to get the grant award. And so, now we have contracted through -- the City of Memphis has contracted with the Downtown Memphis Commission for the implementation of a commercial facade
improvement program to kind of spruce up the
storefronts of the existing businesses within
the neighborhood.

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

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

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

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

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

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

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

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

MS. SHASTA MOSS: Question.

MS. LURETHA PHILLIPS: Yes, ma'am.

MS. SHASTA MOSS: We have been -- we -- Shasta Moss, Kefauver Terrace. We -- the residents at Kefauver Terrace have been asking that -- currently, Kefauver Terrace, from what we have been told, is designated
primarily Elderly and Disabled, Senior and Disabled.

MS. LURETHA PHILLIPS: Yes, ma'am.

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

MS. MARCIA LEWIS: Back in the day, what had happened was -- now I am putting on -- I am going to put on two different hats. I used to work for HUD. When I worked for HUD, I dealt with Shelby County Housing Authority when it was over Kefauver Terrace and -- and I was there when Kefauver and Shelby County transitioned under Memphis Housing Authority.

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

MS. SHASTA MOSS: Designation?

MS. MARCIA LEWIS: It did not, and it does not. However, just the way the
units are configured has lent itself -- because they are smaller units, it doesn't lend itself to families and to a larger population.

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

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

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

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

So, yes, we are looking at that, because it does not make sense otherwise. And we do know
that it is a difficult mix of populations when we have elderly people and disabled people living together.

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

MS. LURETHA PHILLIPS: Right.

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

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

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

MS. LURETHA PHILLIPS: You are
Okay, great. For RAD conversion, that is another activity that we will continue to move forward to determine the feasibility of doing -- or converting to RAD. And we are -- yes, ma'am?

MS. SHASTA MOSS: What is RAD?

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

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

Did you have a question about that?

MS. SHASTA MOSS: I do. I do.

MS. LURETHA PHILLIPS: Yes, ma'am?

MS. SHASTA MOSS: On that, we
want -- we want MHA to get -- we want you to get your money. And we believe that you really do care about -- about us, your residents, and about the condition of the property and all that.

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

MS. LURETHA PHILLIPS: Demonstration.

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

UNIDENTIFIED SPEAKER: Whatever.

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

MS. LURETHA PHILLIPS: Yes, ma'am.

MS. SHASTA MOSS: But from what I understand, the residents who are income-based who pay the income-based rent won't be affected, but those of us who pay what is now
the flat rate will be affected if, indeed, the flat rate goes away and the income limit is just a flat thirty percent of the income.

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

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

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

MS. SHASTA MOSS: Well, that concerns me because, first of all, we don't know what the cap is in income. And again,
even with the cap, whatever it is, thirty percent of whatever that is can add up to a phenomenal amount.

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

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

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

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

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

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

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

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

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

MS. SHASTA MOSS: Okay.

MS. CHEIKTHA DOWERS: Okay?

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

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

So, we can't just tack a high rent on a unit that would not bring that high rent in the
market. And, you know, you might be living next door to -- I don't know. I am just thinking up a name. The Savoy, you know.

MS. SHASTA MOSS: Okay.

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

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

MS. SHASTA MOSS: Okay.

MS. MARCIA LEWIS: But we have to look at those fair market rents and look at what is reasonable for us. Just because the fair market rent is seven hundred, our payment
standard, we may not be able to pay seven
hundred for a voucher. We might only be able
to pay six-fifty or six.

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

MS. SHASTA MOSS: Okay. Thank you.

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

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

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

And the last thing, we want to just cover
some of the other activities that this
department will be working with other
departments on.

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

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

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

We are also looking at other housing
partnerships, and we mentioned the Legends
Park. The most recent partnership is the
Legends Park partnership to develop some
additional affordable housing there.
And looking at some future sites. We have a number of large parcels that are viable and opportune for, you know, other affordable housing and market-rate housing needs.

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

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

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

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

That -- that -- that -- that doesn't mean that they will give the downpayment assistance, because it's above -- they make above eighty percent, but they could still qualify to buy the home if HUD approves that increase in the income guidelines.
For McKinley Park, there are thirty houses that we proposed to HUD to build. We closed out with them two years ago when we built the twenty-three. We have seven lots available. And we have yet to hear back from them so that we can get started and build the final seven.

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

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

Again, the minimum household income there to even, I guess, start the process to qualify is $14,100.
So, that pretty much wraps up my presentation today. Does anyone have any questions about anything that I have said?

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

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

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

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

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

We also have a total of a hundred and
twenty-eight Mainstream vouchers. Mainstream vouchers are vouchers designated to provide a voucher to two different set of families. One is for a disabled family, meaning a head or a head of household is disabled. And then, secondly, we have ninety-nine vouchers to provide housing assistance to families that have a disabled household member.

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

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

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

On our FUP program -- that is called the
Family Unification Program -- those are new vouchers that we just received in January of 2019. We received an allocation of seventy-two vouchers to provide rental assistance to families -- it's essentially to keep families united.

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

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

Now, the one thing that I want you to keep in mind related to the Tenant Protection vouchers, those vouchers have a special category on them or a special provision called the Sunset Provision; so, meaning if any of those families are terminated or they move out, the Housing Authority loses the right to continue to use those vouchers.
So, our total allocation of vouchers for the Housing Choice Voucher program is eight thousand and thirty-one.

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

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

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

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

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

So, that is essentially just an overview
of the Housing Choice Voucher program. Do we have any questions? Good.

MS. VICKIE ALDRIDGE: Good afternoon.

UNIDENTIFIED SPEAKERS: Good afternoon.

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

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

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

Going over just a few items, for our Public Housing Operating Subsidy, we are projecting to receive 6.7 million dollars. These funds will be used for the operating and maintenance expense for our public housing sites. And currently, we have about twenty-six hundred public housing units.
Our Family Self-Sufficiency Program, I believe someone asked about that before. We receive a grant from HUD, an annual twelve-month grant from HUD, and we are projected to get $63,840.

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

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

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

Our Section 8 program, which is our largest program -- like Ms. Dowers just mentioned, we
have about 8,100 units -- we are projecting at fifty-six million dollars for that program.

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

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

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

UNIDENTIFIED SPEAKER: That is right.

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

City of Memphis also provides us through the Housing and Urban -- Housing and Community Development Division, they also provide us a hundred and fifty thousand dollars from their
general fund, and those funds are also used for the redevelopment activities and towards the South City initiative.

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

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

Any questions or comments? Thank you.

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

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

In the blue, those are the department heads, the Chief Financial Officer, General
Counselor, of course, me, and the Director of HCV, the CEO, Chief Operating Officer, and Director of Housing Operations, Human Services, and the Director of Development, Director of Community Engagement.

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

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

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

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

And then, we have hired recently, as Mike
said, a Manager of Maintenance.

    MS. VERNUA HANRAHAN: He is over here.

    MS. MARCIA LEWIS: And -- okay. Over here. Okay. And so, that new position helps him to then see and direct the work that comes down through the Maintenance Division. So, the Maintenance staff report back up -- there is a foreman that kind of leads the work. And then, there is the Manager of Maintenance that is there as well.

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

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

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

    And then, we also have our Specialty Crew, who are people who do -- like the electrician, you know, the HVAC person, those kinds of folks.
So, that is kind of a -- the make-up here in the Housing Operations, which you can -- if you need something, you understand who -- you know, if you need to talk to somebody above the property manager, you are going to go to either Ms. Young or Ms. Powers.

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

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

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

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

You have a resident member who was here earlier, Mr. Boyd. He was just appointed by the Mayor last month as the new Resident Commissioner. The last Resident Commissioner
became a home owner and left the housing that she lived in.  

So, that is kind of the flow for that.  

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

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

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

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

MS. VERNUA HANRAHAN: Thank you.

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

MS. VERNUA HANRAHAN: Excuse me.

Okay. The next steps, basically, I want to thank all of you for coming and staying. But the information that we gathered from the February 4 and the 20th meeting, as well what we will be getting from today from our notes and from the court reporter, we will be using that to actually adjust and correct the plan, the elements.

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

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

After we receive Board approval, we have to submit it to HUD on or before April 12 in our case, because we try to do that to meet an April
15 deadline. We always try to do it a little bit early just in case anything happens and we can correct what is going on.

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

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

After the -- after the court reporter gets everything back to us, we also make sure that we keep a copy in Legal, okay, so that it can be requested if you want to read it.
At the end of the day -- and I really mean this -- all of us want to thank you, because you help us.

UNIDENTIFIED SPEAKER: Thank you.
UNIDENTIFIED SPEAKER: Thank you.
UNIDENTIFIED SPEAKER: We thank you.

MS. VERNUA HANRAHAN: Thank you all.

UNIDENTIFIED SPEAKER: Thank you all.

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

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COUNTY OF SHELBY

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