

Daytona Beach Housing Authority

August 19, 2022 Regular Board Meeting 10:00 a.m.

- I. Call to Order** - Commissioner Jass called the meeting to order.
- II. Roll Call** - Commissioners Jass, Jamison, Brown-Crawford, and Murphy were present for roll call. Commissioner Daniels was absent. Attorney Ric Gilmore attended via Zoom.
- III. Invocation** - Invocation was led by Dominic Morgese.
- IV. Recognition of Visitors** - None.
- V. Public Comments (limited to 3 minutes each)** - There was one speaker, who says he manages 30 properties, with most of them being Section 8 properties. He stated he has sent emails to everyone previously.

He stated that one of the properties has a tenant, with the Daytona Beach Housing Authority, and they failed the property numerous times, and he made the repairs before they came out and failed it the last time. The property then went into abatement.

He said that one of the owners of the property has not gotten paid. He stated that the tenant stated the repairs were made before the Housing Authority came out, and he didn't have any way to contact anyone. He stated he reached

out to the CEO via email on July 11th and never got a response.

He said that he is here to request the funds be released. He stated he has also contacted the case manager and the supervisor about the issue. He stated that the supervisor claimed that the check was never received. He said he found the log and was able to see that the money was received. He stated that the tenant has an eviction on her record and that the supervisor responded and said they won't help the tenant, but then came back and said they would help the tenant.

He stated that he has received payment for people that have moved out over a year ago from Daytona Beach Housing Authority. He said money has come into his account, and he has had to return it numerous times. He also stated that the Housing Authority is spending money on inspections for people who have moved.

Attorney Ricardo Gilmore told him that just because the Board didn't respond to him today, it doesn't mean the Board hasn't heard him. Mr. Gilmore stated there will be a response in writing about his concerns and the concerns will also go into the Board minutes.

The speaker asked Mr. Gilmore how long the Housing Authority has to respond to the request under the Freedom

of Information Act, as he did make a Freedom of Information request. Mr. Woodyard stated that he's currently working on it.

The speaker stated he didn't want to have to come before the Board, but he would like to have the issues resolved.

Mr. Woodyard told the Board that they're working on it.

Commissioner Brown-Crawford asked Mr. Woodyard how long it would take to get a response back to the speaker. Mr.

Woodyard stated it's not clear cut as they're doing some research to find out what's going on.

VI. Approval of Minutes

1. Regular Board Meeting - July 15, 2022 - Commissioners

Present: Jass, Jamison, Brown-Crawford, Murphy,

Daniels - Commissioner Murphy made a motion to approve the regular Board meeting minutes from July 15, 2022.

Commissioner Brown-Crawford seconded the motion to

approve the regular Board meeting minutes from July

15, 2022. Unanimously approved.

VII. Changes to the Agenda - Mr. Woodyard stated that two

representatives from Allied Orion are present via Zoom to

provide an update. Lawrence Fernandez introduced himself as

the area VP, and Sandra Sims, as the regional manager

assigned to WM at the River.

Mr. Fernandez stated that Ms. Sims came to the property a week prior and spent a week on the property and addressed concerns that the residents had.

Ms. Sims provided an update regarding concerns from the residents. She stated the most important concern was about security. The doors at both buildings were not being locked properly. The contract coordinator for the project on the rehab asked Allied Orion to take pictures to send to him. He stated that due to the age of the doors, it has been difficult to find parts. As a resolution, it was decided to have two individuals hired to sit at the doorways to monitor individuals coming in after hours.

Another area of concern was pest control. Some of the residents indicated that they had been skipped on the last service call. Management spoke with the vendor to ensure that all units are being serviced, including vacant units. Laundry equipment was another concern for residents. Ms. Sims stated CSC has a contract with the Housing Authority that has been extended to 2028. Ms. Sims has asked the onsite manager to get with the procurement department to get information about repairs and replacement of the equipment so that the residents will have adequate facilities to do their laundry.

Commissioner Jass stated that the manager has received quotes from other vendors because the current company has not been in over six months or longer. She stated that there is one working washer and dryer in the Windsor and two in the Maley.

Commissioner Jass told Ms. Sims that she believes she's dragging her feet on security, and that things can't keep going on as they currently are. Commissioner Jass stated she believes she has been misrepresented. She thinks the manager is doing the best she can.

Ms. Sims stated that the contract is with the Housing Authority on the laundry equipment. The contractor will not negotiate because the contract is not with Allied Orion.

Mr. Fernandez stated he will be in contact with CSC to resolve the issue. Attorney Gilmore stated he'll be happy to work with Allied Orion to review the contract and see what can be done. Mr. Woodyard said that before the contract is reviewed by the Board attorney, he and Procurement will review the contract and see if they can ascertain some things.

Ms. Sims stated that the trash compactor has been ordered. The delivery time has been extended beyond original expectations. As a result, Ms. Sims contacted the city to

increase the pickup times from three times a week to five times a week.

Ms. Sims stated that most of the residents were concerned about the transition and relocation. Ms. Sims stated there is a relocation team in place that will advise and send out notices. Some residents were making requests. Ms. Sims told the residents that due to the way the rehab is being done, no guarantees could be made that individuals could go back to their same unit or even on the same floor, but they would receive notice.

She also discussed reasonable accommodations and choice mobility with the residents. Ms. Sims recommended sending out more printed information. She has ordered a monthly newsletter, which will include some of the items to keep the residents informed.

Commissioner Jass stated there's very little communication between contractors and management. She stated people don't always read newsletters. Commissioner Jass stated there are a lot of people in the building that don't know how to read.

Commissioner Jass stated that the Allied Orion team is very hard to get a hold of and doesn't respond to tenants a lot of times. However, when responding, Commissioner Jass stated that the Allied Orion team can be cold with their

answers to the people. Specifically, Commissioner Jass stated Dr. Brown is cold with the residents. Ms. Sims stated that Dr. Brown is the relocater, and her activity hasn't started yet.

Ms. Sims stated that there are contractor meetings between Allied Orion and Knight Development. The last week in September is the anticipated date that movement will start. Ms. Sims stated that Dr. Brown will send out notices 30 days prior to the move. Commissioner Jass stated that it has already started. Ms. Sims stated it was based on anticipation of the move being sooner. The date was moved back due to issues with getting products.

Commissioner Jass stated that people have started moving out of the Windsor and into Maley. Commissioner Jass was told by the contractor that they are not behind and have passed all the inspections. Ms. Sims stated it's not true. Mr. Fernandez stated that he prefers to discuss things with the foreman and a representative of the company.

Commissioner Jass stated she spoke to the head contractor before the meeting.

Commissioner Murphy asked Allied Orion about security during the day and if the property is secure. Ms. Sims stated the main concern was at night. She stated that the residents didn't have a concern about daytime.

The only concern during the daytime was the contractors were not securing the storage area. Ms. Sims asked the manager to speak with the foreman onsite to secure the doors.

Commissioner Murphy believes the doors should be secure during the day as well. Mr. Fernandez asked the board if they're willing to invest in a 24-hour security. He said they can have discussions with the partnership of the Housing Authority.

Commissioner Murphy asked if the pest control contractor will be going back to treat the units that were previously missed. Ms. Sims stated that the current contract with the pest control is to cover all units. Ms. Sims was told that there was a one-time occurrence that units were missed due to inadequate manpower. Ms. Sims stated the units that were previously missed have been covered.

Commissioner Jass stated she has not seen door monitors in the evening. Mr. Fernandez asked Ms. Sims to check on the door monitors.

Commissioner Brown-Crawford asked Ms. Sims what company is monitoring the doors. Ms. Sims stated she will get the information and get back to her.

Commissioner Brown-Crawford asked Ms. Sims what correspondence is being left behind by the pest control contractor to indicate the unit has been treated.

Commissioner Jass told Ms. Sims that what is being said is not what's being done. Commissioner Jass stated she's on the property day in and day out. Mr. Fernandez stated they're working to address the concerns. He asked Commissioner Jass to send him any concerns beyond what's been spoken about in the meeting, and he will address them accordingly.

Mr. Woodyard suggested having regular management meetings outside the construction meetings. Mr. Fernandez agreed the meetings would be a good idea.

VIII. Consent Agenda -

(Consent agenda items are not expected to require review or discussion. Items will be enacted by a single motion. If discussion is desired by a member of the Board, then that item will be considered separately.)

IX. Real Estate Development -

1. FHEO Brentwood Acquisition Approval Letter - Mr.

Woodyard reminded the commissioners that the Brentwood property is the 6.5 acres by the old Y. It's under contract. Projected closing date is September 15th. There are several hurdles that the Housing Authority

had to overcome. The biggest hurdle was getting Fair Housing approval from HUD. Fair Housing approval was received from HUD, which means the largest hurdle has been overcome.

Mr. Woodyard stated he met with the owners of the property catty-cornered to the Housing Authority property, which is Provident Housing. Mr. Woodyard stated he started negotiations. It's a little under five acres. Mr. Woodyard believes it'll be advantageous to both the Housing Authority and Provident Housing if this property can be put together and make one development. The options that Provident Housing put on the table include the Housing Authority possibly purchasing the parcel.

Mr. Woodyard believes that if there's an opportunity to develop over 10 acres, a lot of good can come from it.

X. Business Action Items

- 1. July/August Disposal Asset Report in the amount of \$5,466.32. Recommendation: The CEO and Director of Finance recommend approval. This action updates the Agency's physical assets and allows items to be removed from inventory, reflected on balance sheet.**

No questions from commissioners. Commissioner Murphy made a motion to approve the July/August Disposal asset report, in the amount of \$5,466.32, as recommended by staff. Commissioner Brown-Crawford seconded the motion. Unanimously approved.

XI. Old Business Items - No old business.

XII. Monthly Performance

1. Customer Satisfaction

a. HCV Staff Relocation - Mr. Woodyard stated that much of the HCV department has been moved downstairs. Clients can come in and wait in the lobby area and then be called back one or two at a time to the HCV office.

b. Public Safety (Palmetto Park) - Mr. Woodyard stated that he visits the properties twice a week and says the properties look fine. Family units are different from senior buildings. Mr. Woodyard spoke with Ms. Shirley Roman, who is the senior property manager, about public safety measures that can be taken, such as having a panic button for employees and having more effective security cameras.

Mr. Woodyard suggested having a police officer substation. The captain of the police department has agreed to open up a substation at Palmetto Park. Based on how that goes, Mr. Woodyard will explore extending it out to Caroline Village or others. Mr. Woodyard stated that the police will be given unique access to get into the leasing office after hours. There will also be a police cruiser in the parking lot to keep a presence.

Commissioner Jass stated that she can't ride down the street with all the cars and groups of teenagers. She agrees with the decision to have the police presence.

Commissioner Brown-Crawford believes it's a good idea for the police presence. She asked Mr. Woodyard what the residents think. Mr. Woodyard stated that the residents haven't been informed yet, that it's a development that became concrete the previous week.

2. Housing Solutions

a. Public Housing Reports - Ms. Roman presented the report. She stated that for residents

who are not paying rent on time, there is a \$35 fee added to the account.

She said that, on the report, there are columns that show less than 30 days, 31 to 60 days, and 61 to 90 days dollar amounts that are due, and that these are accounts that have not been paid to the Housing Authority. Ms. Roman stated they are meeting with the families that owe money for more than 30 days and going back to 90 days, sometimes up to one year and more.

Commissioner Jamison asked if there have been evictions due to the overdue money. Ms. Roman stated there have been evictions prior to the report. She stated the eviction took place because the family did not work with the Housing Authority. The case went to the legal advisor and eviction took place.

Ms. Roman stated they are continuing to work on the waiting list. She sent a report to the HUD field office and informed them of the steps that are being taken to lease vacant units. The HUD office is working with

the Housing Authority to set plans and to move forward.

Ms. Roman stated that one of the issues they're facing is when new applicants are being screened, it is discovered that they owe money to previous Housing Authorities, including Daytona Beach Housing Authority. When money is owed to other Housing Authorities, the leasing process cannot proceed.

Ms. Roman stated the waiting list is currently closed because they're in the process of merging waiting lists, which was discussed in a previous meeting.

Commissioner Jass asked about a phone call she received from a local hospital regarding a homeless man who has medical needs. Ms. Roman stated that the waiting list is closed, and he would need to wait.

Commissioner Jass stated that he's not in a situation to wait. Mr. Woodyard reminded the commissioners that Housing Authorities are not emergency housing agencies. Housing

authorities work with emergency housing agencies.

Commissioner Brown-Crawford asked how portable voucher works. Mr. Woodyard stated that if a family is porting into an area, they should check in with the Daytona Beach Housing Authority, or that the Housing Authority that they're porting from will notify the Daytona Beach Housing Authority of the family in the area. The Daytona Beach Housing Authority can then choose to absorb the voucher or continue to treat it as a portable voucher and work with the Housing Authority that the family came from.

Commissioner Brown-Crawford asked if the family would be placed on the waiting list. Mr. Woodyard stated the family would not be placed on the waiting list.

Mr. Woodyard stated he would like to project base as many vouchers as possible. He said that if the Housing Authority is in the ownership structure of an apartment community, the cap that HUD normally has,

which is you can only project base 20 percent of your vouchers, does not apply. Ms. Roman stated that her office staff is performing very well. There are new staff members at all the sites, and they continue to hire new maintenance staff and more office staff.

Ms. Roman stated they are working on the installation of a new fence at Northwood Village. The project has been finalized. Ms. Roman stated that they will continue working on the rehab inspection deficiencies, which is something that was brought up to the Board earlier in the year. Commissioner Jamison asked Ms. Roman to explain the process for repairs that a tenant requests. Ms. Roman stated that once a resident calls the office or the maintenance number for work orders, it triggers a message to the maintenance staff. Ms. Roman stated that routine work orders should not be open for more than 72 hours, with a maximum of 30 days. She stated she has received a high volume of work orders

for air-conditioning issues. The contractors are taking more than two to three weeks turnaround to perform the work.

Mr. Woodyard stated that work orders are generated by client initiation, staff inspections, through scheduled maintenance, and natural disasters/emergencies.

Commissioner Jamison stated she gets complaints from residents that work orders have not been completed for a year. Ms.

Roman stated she receives those complaints as well. She said she asks the residents if there has been follow-up. She can go back and see if the issue was reported and fixed.

Mr. Woodyard stated that the Housing Authority did not receive a high-performing rating because, when the inspector came out, there was a big collection of neglected-maintenance items.

Commissioner Brown-Crawford stated it would be good if someone would reach out and acknowledge the receipt of a customer issue.

Ms. Roman stated they are in the process of doing that. The office staff is calling the

residents back to inform them that the work order is received. They also ask if the work order was completed.

Commissioner Jass asked about the HVAC issues at the Windsor/Maley as this is an issue they've never had. Ms. Roman stated that vendors stated that many of the units are up to 20 years old, and they don't carry the parts anymore. There are also changes going on in the HVAC industry where they're changing a lot of parts and styles.

Ms. Roman stated that portable air conditioners are going in the units until a new HVAC system can be installed.

Mr. Woodyard stated that he and his staff spent about 75 to 80 percent of time identifying and correcting past behavior.

Commissioner Brown-Crawford stated she was surprised to see so many vacant units. Mr. Woodyard stated there has been an issue with families abandoning the units.

b. Housing Choice Voucher Report - Ms. Venkisha Haynes, HCVP Supervisor, reported that the 31 EHV vouchers that were awarded to the

Housing Authority from HUD have been successfully housed. There are currently 120 mainstream vouchers leased. Recertifications are caught up. She said that staff processed 105 out of 108 recertifications. The pending three are for participants who are currently hospitalized.

There are about 96 vouchers out searching. Recently, 300 people were pulled from the waiting list. The waiting list contains about 2,100 for housing choice voucher. Next week, there will be an additional 350 pulled.

There are 1,092 participants on the program. The peak-reporting rate is at 100 percent. The minimum standard is 95 percent, so the Housing Authority has exceeded the standard. Commissioner Murphy asked if there is a process, where if there is a landlord who's a consistent violator of standards, to take that landlord out of eligibility for the vouchers. It was reported that there is not a process.

Mr. Woodyard stated that there needs to be a way for the value of the vouchers to increase 30 to 50 percent.

3. Financial Strength

a. June Finance Report - Mr. Morgese provided a summary of the income statement to the commissioners. The finance report is for the 12 months ended June 30, 2022. It was prepared with the month of June. There will be more activity taking place as it routinely does as the year is being closed out.

Mr. Morgese discussed the core programs that were discussed in the last meeting.

Tenant income is \$903,284, for 12 months ended June 30, 2022. Grant income is \$15,593,951. Total income is just over \$18 million. Mr. Morgese stated he will work on the formatting of the report. The detail is in the PDF that was sent out in the Board packet.

Total administrative expenses were around \$2.4 million. Tenant services was around \$68,000.

Mr. Woodyard stated that he has been working with Commissioner Murphy to make her a finance liaison and go in greater detail stuff with her so that at any time when she feels like the need to, she may be able to say this is what's going on and this is what I found. Mr. Woodyard invited the commissioners to call Mr. Morgese and ask him financial questions.

Commissioner Murphy suggested having a column that would tell the commissioners what the budget was so that there's a better understanding of how well the Housing Authority has done against projections.

Utility expenses are around \$611,000.

Maintenance and operational expenses are at about \$1.2 million. Total general expenses are \$1.8 million. Housing assistant payments are around \$11.3 million. Total expenditures of \$17.6 million. Net income is \$318,000.

Commissioner Jass asked Mr. Morgese where the utility bills for Windsor Maley are sent. Mr. Morgese stated that he's not sure, but he will check.

Mr. Morgese discussed the FASS, Financial Assessment Self-System. HUD uses three financial condition sub-indicators as a part of assessing the condition of financial strength. The first is quick ratio, which is ratio of current assets over current liabilities. The second is Months Expendable Net Assets Ratio, also known as MENAR. The third is debt-service-coverage ratio, which is what lenders use when trying to make an underwriting decision.

The quick ratio is 12 points, MENAR is 11 points, and debt-service-coverage ratio is 2 points, which is a total of 25 points.

Mr. Woodyard stated that the physical condition of the properties is 40 points, which has been the issue for the Housing Authority. Commissioner Jass asked why it has been an issue. Mr. Woodyard stated that the undone maintenance has been the issue.

Mr. Morgese stated that the quick ratio doesn't consider inventory and prepaid as a current asset.

Commissioner Jamison confirmed that HUD does scoring based on information that the Housing Authority puts into the system, which Mr. Morgese stated was correct.

4. Innovative Systems -

a. Technology Infrastructure Upgrade - Mr.

Woodyard asked Mr. Morgese to give an update to the commissioners. A company from Ft. Myers will be replacing the servers, looking at the stations, and making sure everything is up to speed with respect to the operating systems. The Housing Authority will be switching over to Office 365.

Commissioner Brown-Crawford made a motion to extend the meeting to 12:15 p.m. Commissioner Murphy seconded the motion. Unanimously approved.

5. Employee Success -

a. Leadership Team Retreat Scheduled - Mr.

Woodyard stated that on September 30th, there will be a Leadership Team Retreat. They will be looking at third-party management. They will also be looking at employee culture and a real-estate assets strategy.

XIII. CEO Comments - Mr. Woodyard stated that the Board wanted to be able to have some meetings like what was done at Northwood. Mr. Woodyard is planning on the September meeting being at Palmetto Park.

XIV. Commissioner Comments - Commissioner Brown-Crawford stated that HUD being slow could help the Housing Authority so that there is time to see what they want to do and make sure everything is being done thoroughly. She asked for a follow-up on the insurance policies that were discussed at the previous meeting. Commissioner Brown-Crawford believes it was a good meeting. She's glad she heard from Ms. Haynes and Ms. Roman.

Commissioner Jamison had no comment.

Commissioner Murphy thanked staff for the materials that the commissioners are getting. She stated the information has been understandable and clear. She hopes she continues to get the materials.

Commissioner Jass thanked the commissioners for being patient with her. She stated that what Ms. Sims with Allied Orion says is not what has been said by her in the past. She stated she is disappointed with Allied Orion. She is also disappointed with Holly Knight with BGC because she recommended Allied Orion. Commissioner Jass thanked Samantha Griffin for everything she does.

XV. Adjournment - Meeting adjourned at 12:12 p.m.

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