

**Housing Authority of the City of Daytona Beach**

**March 15, 2024, Board Meeting 10:00 a.m.**

**I. Call to Order** - Meeting called to order at 10:05 AM by Vice Chair Sandy Murphy.

**II. Roll Call** - Commissioners Sandy Murphy, Sally Jass, and Irma Browne Jamison attended. Commissioners Kelvin Daniels and Kim Brown-Crawford did not attend.

**III. Invocation** - Invocation by Murphy.

**V. Recognition of Visitors** - Public Housing FSS Coordinator, Taneha Petties, introduced FSS graduate Alexa Allison (in attendance), and presented her with a check, in the amount of \$6,245. Housing Choice Voucher FSS Coordinator, Tericka Scatliffe, presented FSS graduate Shantella Jones (not in attendance) and shared that Jones will receive a check, in the amount of \$7,067.

**VI. Public Comments (limited to 3 minutes each)** - None.

**VII. Approval of Minutes - Regular Board Meeting - February 16, 2024** - Commissioners Present: Murphy, Jamison, Brown-Crawford, Jass. Commissioner absent: Daniels. - Motion by Jass. 2nd by Jamison. Passed unanimously.

**VIII. Changes to the Agenda** - None. CEO Charles Woodyard mentioned that a consolidated financial report, for the last several months, would be presented.

**IX. Discussion** - None.

**X. 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) - None.

**XI. Real Estate Development** - Woodyard reported that the agency is working feverishly to put the developer, for RAD conversion of the tax-credit properties, under contract. He said that he will bring that back to the Board and that may require a special meeting, depending on the timing. He said that it is possible that the Board may do some business at the scheduled April Board Retreat.

**XII. Business Action Items** -

Resolution 2024-08 Adopting and authorizing the submission of the Fiscal Year 2025 PHA Annual Plan as required by HUD regulations. - Development Director Kara Lennard presented the resolution, indicating that it had been publicly noticed and that a public meeting was held, with a lot of great participation. She said that there was nothing but support for the things in the plan, so there were no changes to present to what was in that plan. She said the majority of what was updated in the plan has to do with the policies governing the Housing Choice Voucher and Public Housing programs. She said that

massive updates have been made to the ACOP (Admissions and Continued Occupancy Policy) and Admin Plans due mostly to HOTMA (Housing Opportunity Through Modernization Act) regulations. She said part of what has been really interesting is that HUD has said that agencies need to adopt the HOTMA changes with the Annual Plan processes but that the changes can't be implemented yet. She said that the Agency is, in essence, going to have two policies in order to cover what is going on. She said that while HUD has adopted the changes and they've become part of the regulation, the HUD electronic systems where the Agency communicates with them, what is going on with the residents, has not been overwritten yet. She said that they are going to a new platform and that the Agency doesn't have those changes yet. She said that there are changes to what the residents are going to be seeing and that Agency staff will be going into more detail with them. She said that a big item of note is that the earned-income disallowance has sunsetted, which means that the people in the earned-income disallowance program can continue with that for two years, but that the Agency will no longer be enrolling new people in that program. Commissioner Murphy asked for an explanation of the earned-income disallowance program. Lennard explained that the Agency wants to encourage people to work and that the program allows the Agency, for a period of time, to disallow raising their rent if they earn more income. She said

the Agency doesn't want it to feel like people are being punished by raising their rent if they get a job and earn an income, since their rent is based on a percentage of their income. Lennard said that also, through FSS, the Agency is allowed to escrow a certain amount of the income, so what participants would have had to pay in increased rent, they can escrow that amount. She said there are other programs that help people not think that going to work is going to cost them more in rent. Another big item of note is over income, Lennard said. She explained that Public Housing Program participants must be 80 percent below the area median income and that Housing Choice Voucher Program applicants must be 50 percent below the area median income. If participants in either program go above their respective percentages, they are no longer qualified for their vouchers. She said that the HOTMA regulation has changed so that if a participant is at, or above, 120 percent of the area median income for a consecutive period of two years, the Housing Authority has to adopt policies as to what happens to those residents. The Agency can either terminate assistance to participants or allow them to stay and require that they pay market rate, the latter of which the Daytona Beach Housing Authority is adopting. Commissioner Jamison asked if a 16-year-old's earnings would be included in a household's income. Lennard explained that a portion of household children's income

is included once the children turn 18 unless they are full-time college students, in which case only a portion of their income is included until they are no longer full-time college students. Attorney Gilmore observed that one Housing Authority may have one set of rules while a neighboring Housing Authority may have a different policy. Lennard said yes and said that the Agency's decision to charge fair-market rent to people who earn over income is based on feedback from the Board wanting people to become financially self sufficient, by allowing them to continue to work without fear of losing their housing, in a market so slim on housing right now. Commissioner Murphy asked if, while the transition to the new HOTMA regulations is taking place, the Agency is keeping two sets of records - one for the way things are being done now and one for HOTMA. Lennard said that there are portions of the HOTMA updates that cannot come into play until the Form 50058 form is re-done to include all of the check boxes for the HOTMA changes. She said that the Form 50058 is how the Public Housing and Housing Choice Voucher programs record information, about the lease of a residence, the income, the household members, that is transmitted to HUD. Lennard said that there are other regulations having to do with if someone owns over \$100,000 worth of assets or if they own a physical property, house, or a stake in a physical property that is habitable and whether the person is qualified for housing

assistance. Commissioner Jamison asked the reason behind a person owning a house and not living in that house. Woodyard said that what he has seen in the past is a program participant whose parent passes and the resident has to make a decision about asset disposal or whether they intend to move into that home. He said if they choose to rent the property to someone else, then that is an income that can be captured. Woodyard said that what the Agency wants, in the mixed-income properties, is active Family Self Sufficiency participation and people actively trying to move out. He said that residents have to be incentivized to take better care of the properties and move up and move out. He said that people matriculating out of the system is one of the main ways to address the waiting list, and that the topic will be one of the topics of discussions at the April Retreat. Motion by Jamison. Seconded by Jass. Unanimously approved.

Resolution 2024-09 Approving and authorizing the submission of a Significant Amendment to the 2024 Annual Plan as required by HUD. - Lennard said that as part of the changes to the ACOP and Admin plans, the Agency made clarifications to the waitlist chapters of both policies. She said that due to a need to open the waiting list sooner than later, the Agency decided to do a Significant Amendment to the existing Annual Plan to adopt those

chapters early. Motion by Jamison. Seconded by Jass. Unanimously approved.

Resolution 2024-10 Approving and authorizing the submission of a Significant Amendment to the 2020 CFP 5-year Action Plan as required by HUD. - Lennard combined Resolution 2024-10 and Resolution 2024-11 indicating that both have to do with the Capital Fund 5-year Action Plan. She said that every year the Agency gets a grant from HUD for capital improvements to the public housing units. In order for the Agency to be able to expend money from that grant, the item has to appear on the 5-year Action Plan. It is the budget for the capital fund and that she is making sure that the Agency has everything it may need in the next five to ten years, including RAD conversions of the LIHTC (Low Income Housing Tax Credit) properties. She said that she also made sure that since the 211 N. Ridgewood building recently got a Declaration Of Trust (DOT), she wanted to make sure that the building had funds allocated to it in the budget. Attorney Ric Gilmore explained that a DOT is a superior lien that HUD has on the Agency's properties, including the 211 N. Ridgewood property, which was purchased and renovated with capital funds. Gilmore said that whenever the Agency takes money, or if the Agency wants to sell the property, if the Agency wants to redevelop, the Agency must go to HUD to get a release of the DOT. Lennard said that if capital funds are used,

it must be for the benefit of public housing residents. Motion by Jamison. Seconded by Jass. Unanimously approved.

Resolution 2024-11 Approving and authorizing the submission of the 2025 Capital Fund Program 5-year Action Plan as required by HUD. - Motion by Jamison. Seconded by Jass. Unanimously approved.

**XIII. Old Business Items** - None.

**XIV. Monthly Performance** -

**1. Housing Solutions**

**a. Public Housing Reports**

**i. Northwood Village** - Senior Property Manager

Sherley Roman presented the Northwood Village, Walnut Oak and Northwood II Public Housing Board Report. She spoke about housekeeping violations, including unclean appliances, trash and debris in the unit, items broken by the clients. Woodyard described housekeeping violations as a domino, cascading effect, explaining that maintenance cannot do repairs if the housekeeping issues exist. He said the Agency has to get a handle on the situation. He said that the problem is not limited to lower-income and gave a housekeeping-issue example of a public-housing family, in a mixed-income



development, whose household income is \$125,000 a year. The problem was so severe it required the CEO to visit their apartment. He said the subject will be addressed at the Board Retreat in April. He said that the behavior of the residents has to change and that he is holding the staff accountable for the things that the Agency needs to put in place to affect residents' behavior. Woodyard said the Agency will have a big push on housekeeping, more intensive property management and more intensive FSS services. Roman said that, as a manager, her goal is to educate clients, share with them the housekeeping standard of the Agency. Commissioner Jamison asked for a copy of the housekeeping standards. Commissioner Jass said there is no excuse for tenants not taking care of their property, their apartments. Roman said that it takes an effort from the office and the families, and that Woodyard is holding managers accountable to remediate the findings. Woodyard said that Agency is going to improve property management and improve the environment, through

renovations, to the point that people want to take care of their homes better and act better. He said that he has zero tolerance for behavioral issues. Commissioner Jamison said that having an award for the best yard might encourage some people to do better. Roman said that it's an ongoing battle but that they are not at that point yet. She said that the breezeways, including sidewalks, are pressure washed three times a year and that the clients do not show appreciation. She said that 24 hours later, there are juice and ice cream stains, and the walkways are littered with trash and snack bags. She said that the Agency has to be more aggressive to achieve the required outcome. Commissioner Murphy asked if there are any peer-pressure-type programs to bring residents together. Roman said not at this moment but that she has been communicating with the FSS Program to establish some programs for the families, including possibly bringing in a third party to explain to families about living in public housing, public settings, property maintenance. Commissioner Jass asked

if Roman is visible on the property. Roman said yes, that she inspects the properties with the maintenance staff and that she drives the properties, too. Commissioner Jass said that makes a difference when tenants know the Property Manager is present. Woodyard said that work has been paused at Northwood due to mold being discovered during the kitchen renovations. He said that the mold needs to be remediated and that people need to be moved to other parts of the property rather than motels. He said that also, during his tour of the renovations, he was not happy with the vendor's quality of work, which will need to be monitored closer. He said that he also wants to increase the Scope Of Work to have a bigger impact. Woodyard said that the Agency wants to move to a higher standard of Class-A Affordable. Roman said that a score from a recent inspection at Northwood went from 52 to 91. She said that it was a team effort and commended the team.

- ii. Caroline Village, Palmetto Park** - Property Manager Yvonne Gonzalez presented the Palmetto

Park and Caroline Village Board Report. She commended the new Occupancy Specialist, Porsha Dale, for doing an amazing job. Gonzalez said that every single resident with a balance due - at Caroline Village and/or Palmetto Park - has been served with 30-day notices to pay or quit. She said the Agency is not cutting any corners. She said that the Agency has provided every opportunity to clients to make good on their balance due and that some have chosen to disregard. Gonzalez said that mold remediation is underway at Caroline Village and that most are completed at Palmetto Park. Gonzalez said that being aggressive and being active and being present is making a difference at the properties. She said that the residents at Palmetto Park are paying attention and are seeing that the Agency is not playing games anymore. She gave an example of a resident who came in recently to dispute her balance. Gonzalez said that she listened to the tenant, then pointed to the ledger indicating that the last time the tenant paid was October. She gave the tenant a 30-day notice to pay or quit, that

the Agency has to continue to move forward. She said that teamwork makes the dream work and that the maintenance team has done a fantastic, phenomenal job of closing work orders, a phenomenal job of keeping the property clean. She said that the maintenance department is her eyes and ears. She said that tenants know her standards and that Mr. Woodyard drives the property, and that she drives the property. She said that the cleanliness of the property has improved dramatically.

**b. Housing Choice Voucher Report - HCV Housing**

Specialist Ariana Beville presented the HCV Board Report. She said that the department continues to review tenant files and submit to a compliance company to review the files and correct errors. She said lease up is a continuous issue and lowered the SEMAP (Section 8 Management Assessment Program) score from 100% to 85% for the month of January. Woodyard said the issue is out of the Agency's control. Commissioner Jamison asked what the problem is with the lease up and what it means. Beville said that it means that families are given vouchers and they're not able to find places to use the vouchers. She said that another

problem is that a person's name is pulled from the waiting list, and the people have not updated their addresses, emails or phone numbers, so there is no way to contact them, which also reduces the lease-up score. Woodyard said that market rents are escalating above what the Agency rent standard is and what HUD was going to allow the rent standard to be. He said the rent standard was upped and that the Agency can do 110% of the rent standard, but that was not keeping up with the market rent out there. He said that gap of the 110% of the Fair Market Rent of HUD and what's actually out there in the market is why the Agency cannot lease up all of its units. Woodyard said that's why he wants to project-base the vouchers.

Commissioner Murphy said that the new units going up in the west are outside of what the Agency's families can afford with their vouchers. Woodyard said that what the Agency needs is more Clyde Morris Landings out there, but that's an outlier in the market.

Beville said that a lot of the Housing Authority tenants live at Clyde Morris, which works with the Agency a lot. But, she said, a lot of landlords find out the payment standards and increase their rents. The landlords don't want the Agency tenants, Woodyard

said. So that's why, Beville said, the Agency's leasing points are usually almost always zero. Beville said that the HCV Department accomplished improving its annual audit and has one of five findings to correct. She said the department is conducting calculation training and asset training to prevent future findings.

**2. Financial Strength** - Deputy Director of Finance, Chandra Washington, presented a finance report - for the COCC, Family properties, Northwood II, and the Housing Choice Voucher Program - for December 2023. Commissioner Jamison asked for an explanation of "PTD" and "YTD." Washington explained that they mean "Period To Date" and "Year To Date," respectively. Commissioner Murphy explained that "Actual" is what the Agency has spent and "Budget" is what the Agency thought it would spend. For the COCC, Washington said that for the COCC, for the Agency overall, the Agency is actually doing better than what was budgeted. The Period To Date Budget shows a loss, and the Agency actually had a profit. She said that overall the Annual Budget is \$731,000 loss but that the Agency is on target to be way less than that right now. Commissioner Murphy said that the last month things have improved over what has typically been over the last six months. Washington said yes. Commissioner Murphy asked why. Washington said the Agency is managing

spending. For the Family properties, Washington said that they are doing better than what the Agency budgeted overall, but that for the month of December the properties were a little over budget. She said the projected loss of \$2,696 versus the actual loss of \$1,070 but that can be attributed to the aggressive budgeting of salaries, benefits, and items of that nature. She said a lot of expenses were maintenance, to fix up units, prepare for unit inspections, and for renovations. She said \$12,000 negative was budgeted and that the Year To Date Actual is a profit of \$304,678. She said they've done a good job of cutting costs and bringing in tenant income. For Northwood II, a 28-unit development, Washington said they were budgeted for a \$15,000 loss and that they actually had a \$2,000 gain, due to less expenses and more collection of rents. She said that, overall, they're doing a lot better than what was budgeted. For the Housing Choice Voucher Program, Washington said that their Period To Date Actual is a loss. She said that the Agency is working diligently with HUD for them to send some money but that overall the Year To Date Actual is a \$75,000 gain, positive. Washington said that everything is falling in line with what was budgeted. She said that overall the Agency is in a good financial position. Commissioner Murphy said that she appreciated having a report and having it in a format that is easy to process the information.



**XIV. Choice Neighborhood update** - Woodyard said that everything is going well. He thanked Kara Lennard and the team working with her and said that the Agency is getting ready for a site visit from HUD. He said the group will tour the Midtown Neighborhood and give a presentation to a group, including the Mayor, City Manager, the Bethune Cookman President. He invited the Board to attend. He said that HUD wants to see the neighborhood and see some of the work the Agency has done. Woodyard said that the Agency is going to be conducting Resident Surveys. Commissioner Murphy asked if there are incentives for participants.

Development Director Lennard said that they are working with WalMart Corporation to get gift cards for people who successfully complete the survey. Woodyard said that this grant is the chief strategy for building more units. He said that major work will be going on at the tax credit properties in less than two years but that this is the best hope the Agency has for getting a huge, cash, capital infusion for building more units. He said this is more impactful than Hope VI, which was more about just building houses. Woodyard said that the Choice Neighborhood Grant is a community-building effort, to include economic development, with storefront improvements, building grocery stores. He said that it's a much broader scope with a larger footprint. He said this is transformational stuff and that he's excited about it.

**IV. CEO Compensation** - Commissioner Jamison asked that the discussion be tabled. Commissioner Murphy agreed, saying that she wants whatever is decided to be fully supported and that she wants to see an entirely different process going forward. She said the current format doesn't benefit the CEO in terms of being clear about expectations and objectives and coming up with an objective way to assess his performance and that he is owed that. She said she wants to make that change moving forward.

**XVI. CEO Comments** - Woodyard said that a CFO, from the Tampa Bay area, has been hired. Woodyard told the Board that the Agency is in the process of taking ownership of the tax-credit properties and that there's a major problem with a lack of revenues and not being able to refinance. He said the Agency is working on that. He said he spoke with the team about getting the current property management team out and getting the Agency back in to manage and that there's a strategy to go out and recruit people. He said that this is bad situation on a lot of different levels. He said that not only are the families living out there not in the FSS Program and not taking care of the properties, but that the Property Management company there now is not doing the 50058s and the other stuff with tenant accounts receivables and recertifying income. He said that the current property management company is going to be terminated at the end of June. He said he intends to put Agency staff in there, but that he has

to make sure the banks that are holding some of the notes are comfortable with the Agency doing that. He said that, with the RAD conversion, rents will be upped 20 to 30 percent. He said that the process is tedious and time-consuming and that any time a building goes up anywhere in this country or there are renovations at a facility, there is at least three years of work before it shows. He said the Agency is on track. He is not worried about the real estate-development track. He said the Agency is doing the right things to get there. He said that he is concerned about the employee situation and customer service, both of which need to be shored up. Commissioner Murphy asked if, in terms of financial support, whether there is any support from others in the community that would bolster the Agency's quest. Woodyard said the conduit, right now, needs to be the developer, who is putting together a preliminary plan to present to the banks. He said that he's hoping that the banks recognize the developer and approve the plan.

**XVII. Commissioner Comments** - Commissioner Jamison mentioned a meeting on Affordable Housing on March 18. She said that she may attend. Commissioner Jass said that she is still not convinced, based on her experiences at the WM at the River, that RAD is the way to go. Commissioner Murphy said that one of the things that the Agency learned from the RAD at the WM at the River is the level of control that the Agency wants over the management and

how giving up so much control doesn't benefit the residents.  
Commissioner Jass said that the Agency needs to be very careful  
on who the developer chooses as manager. Woodyard agreed.

**XVIII. Adjournment** - Meeting adjourned at 12:11 PM.