

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

**August 16, 2024, Board Meeting 10:00 a.m.**

**I. Call to Order** - Meeting called to order at 10:00 AM by Vice Chair Sandy Murphy, joining via Microsoft Teams.

**II. Roll Call** - Commissioners Sandy Murphy, Kim Brown-Crawford, Irma Browne Jamison, and Sally Jass attended. Not present: Kelvin Daniels.

**III. Invocation** - Invocation by Brown-Crawford.

**IV. Recognition of Visitors** - None.

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

**VI. Approval of Minutes - Regular Board Meeting - June 21, 2024**

- Commissioners Present: Daniels, Murphy, Brown-Crawford, Jass. Commissioner absent: Jamison. - Motion by Brown-Crawford. 2<sup>nd</sup> by Jass. Passed unanimously.

**VII. Changes to the Agenda** - CEO Charles Woodyard noted two late-addition resolutions (2025-02 and 2025-03) and asked that, in the interest of time, that the Business Action Items be moved ahead of Discussion.

**VIII. Business Action Items** -

**Resolution 2025-01** Ratifying the Smith & Henzy Master Development Agreement. Director of Development Kara Lennard said that this is the third time that the Board has seen various

resolutions for Smith & Henzy. She said that the Agency has entered into a Master Development Agreement with them and is asking for Board ratification. She said that Resolution 2025-01 includes the other two resolutions that the Board has seen for Smith & Henzy: One authorizing the Agency to seek a Master Development Agreement being developed with them, and one authorizing them to proceed with looking at how to do the RAD conversion, to start working on that. She said the Master Development Agreement has been produced, all parties involved have agreed to the terms, and that the Agency would like to be able to ratify that contract. Motion to approve by Brown-Crawford. 2<sup>nd</sup> by Jass. Passed unanimously.

**Resolution 2025-02** Entering into lawn care and maintenance contracts for HACDB properties. Murphy asked if anyone had any questions about the resolution. Brown-Crawford asked if it was the same company that the Agency has used before. Chief Financial Officer Joan Lau said that VLM is the same company but that Yellowstone is a new company. Brown-Crawford asked if the companies are local. Lau said yes. Jass asked if they have to have insurance. Lau said yes, that it's part of the bid process. She said that the Agency had to go out for bid for this because it's over \$100,000. Brown-Crawford asked which company was the current company. Lau said VLM. Woodyard said that the properties are being split into two areas. Lau said that with two areas the

Agency is staying with VLM because VLM was the lowest bidder but that for the third property, Yellowstone was the lowest bidder, so the Agency is going to use them. Woodyard said a little competition between the three regions is good. Motion to approve by Brown-Crawford. 2<sup>nd</sup> by Jass. Unanimously approved.

*Murphy acknowledged that Attorney Gilmore arrived at 10:08 AM, at the end of the discussion about Resolution 2025-02.*

**Resolution 2025-03** Entering into contract renewal with TeamLogic IT. Lau said that this is a piggyback that the Agency does through Fort Myers. She said that TeamLogic IT is the current company. She said that there's some hardware that needs replacing and that this is part of the two-phase process brought up approximately two years ago, with the first phase changing desktops to laptops. She noted two instances in the last two months where the Agency has been down because hardware failed out of the server room. Woodyard reminded the Board about bringing this to the Board's attention a couple of years ago and moving the server to the Cloud. He said some of the Board, the Board Chair, had a little trepidation about that, and that after the meeting, Woodyard took Chair Daniels to the room and showed him the spaghetti wires everywhere. Woodyard said that since the first phase, the Agency has had some issues, including a blackout this week due to a lightning strike. He said this is just the second phase of what the Agency started a couple of

years ago. Brown-Crawford asked about TeamLogic IT's cyber security awareness training and wanted to confirm the training requests she's getting are legitimate. Murphy said that she had the same reservations about getting the training emails and said it would be helpful if the Board could be advised about upcoming IT security awareness training. Brown-Crawford asked who is required to take the training. Woodyard said anyone on the Agency's server. Lau explained that the trainings are little classes, where a video is viewed, providing security training. Motion by Jass. 2<sup>nd</sup> by Brown-Crawford. Unanimously approved.

#### **IX. Real Estate Development -**

**Choice Neighborhood Grant.** Woodyard said that the Agency is moving along with the Choice Planning Grant, working with the City and partners. He talked about the series of current condition workshops, community-wide and for the children, held a couple of weeks ago. He said they were well-attended and that the Agency got a lot of good information. He said that one of the key takeaways was a real estate issue, which is the Central Florida CDC owns some parcels almost adjacent to Palmetto Park, just south of the Dickerson Center, past the basketball courts, the old School Street, now Butts Street. Woodyard said that he spoke with Gerald (Chester), with the CF CDC, and that Woodyard thinks that those parcels are in play for the implementation grant, the second phase. Woodyard said that he thinks Gerald is

very open to working with the Agency on that, and that because of the location of the parcels, that's a strategic partnership for the Agency. Woodyard said that he's feeling more and more encouraged that the Agency can include its Brentwood parcel in the Choice Implementation Grant. Jass asked how far from finished is the Agency on Brentwood. Woodyard said the Agency hasn't done anything on Brentwood except for clearing out underbrush to make it more code-compliant. Woodyard said that Choice is divided into three task forces: Neighborhood, People, Housing. Woodyard said the Agency has been signing up people for those task forces. That's the next big step. Woodyard said that right after that, the Agency will put an RFQ (Request For Quotes) on the street for a developer. He said the Agency will have a developer before Christmas.

**RAD.** Woodyard said that the Board has asked the Agency to generate non-federal funds. He said that the RAD conversation at the WM at the River generated over a million dollars in developer fees. Woodyard said that he anticipates, at a minimum, this RAD conversion will generate roughly the same amount. He said that's detailed in the Master Development Agreement that the Board just approved. He said that's another step in the Agency generating some funds.

**FEMA.** Woodyard said that the Agency is going back and forth with FEMA now to get money back for the hotel stays. He said that

Executive Assistant Samantha Griffin has made contact with Congressman Michael Waltz's office to schedule a meeting between the Congressman and himself.

## **X. Monthly Performance -**

### **1. Customer Satisfaction**

**a. Resident Services Team -** Seletha Bradley, Resident Services Director, said that she intended to introduce the RS Team to the Board. However, with Chair Daniels not attending and Vice Chair Murphy attending remotely, that the introductions will be postponed until the September Board meeting. She said that she included a packet on Resident Services and the people running those programs. Bradley said that the icons next to the staff pictures represent the staff. Mary Carter has a dove next to her picture because she represents peace to the department. Next to Taneha Petties' photo is an airplane because, Bradley said, Taneha is a catch-me-if-you-can jetsetter, always on the go. Joan O'Connell has a rose next to her picture, Bradley said, because Joan is the team's rose. Bradley said that anytime you're around Joan, there's beauty around you, throughout Resident Services. Amy Thames' icon is a butterfly because, Bradley said,

she is always bright, happy, joy, and full of colors. Next to Ania Harpe's photo is an eagle, Bradley said, because Ania is Bradley's eyes. Bradley said Ania sees everything and she's always aware what's going in Resident Services.

**b. Family Self Sufficiency** - Bradley said they are finally fully staff with Resident Services. She said there's a new FSS Coordinator for HCV, Mary Carter, who's working out really well. Bradley said the current number of FSS participants is 68 and it's growing. She thanked public housing and HCV staff for really, really working well with the FSS Coordinators to increase the number of enrollment.

**c. Resident Opportunity for Self Sufficiency (ROSS)** - For ROSS, Bradley said that Amy Thames is doing a wonderful job. Bradley said that there are currently 22 participants in the program.

**d. Older Adults Home Modification Program (OAHMP)** - Bradley said that Joan O'Connell is working really hard and has identified 36 potential clients to contract.

**e. Choice Neighborhood** - Bradley said the community planning grant is busy, busy, busy. She said there was a Community Ambassador Meeting and explained

that the Community Ambassadors are the people who go out and provide information about the upcoming events for the Choice Neighborhood Grant. She said that they give out flyers and spread the word, they participate in the events, do registration. She said they can be identified by the light blue shirts with the words, "Historic Midtown" on them. She said that the Ambassadors are all over the place. Bradley described community outreach efforts. Woodyard said that he got the impression, from the Board, that the Agency hadn't been as visible with the kids this year. He said that his take is that the Agency has been more active, but it has been more in partnership. Woodyard said he'd like to get the Neighborhood Network Centers reopened but that it's a resource issue having to hire someone. Woodyard said that was funded previously by a grant that the Agency no longer has. He said attention has been focused, the last 18-24 months, in getting the staff back up to speed. Woodyard said that now, for the first time since he has been with the Agency, it is fully staffed in Resident Services. Bradley said the Board will see the team all over Daytona Beach.

**Program Coordinating Committee Meeting.** Bradley



spoke about an upcoming PCC Meeting for agencies that provide resources for Housing Daytona Beach clients and for clients.

**Existing Conditions Youth Planners Event.** Bradley said that the July 22 Existing Conditions Youth Planners Event was a success and that she received great feedback from participants.

**Visioning Event.** Bradley said that a Choice Neighborhood Planning Grant event, with the Boys' and Girls' Club, is scheduled for Sept. 24, 25, at the Dickerson Center.

**Early Action.** Woodyard reminded the Board that during the master planing process for the Choice Grant, HUD wants applicants to do an impactful event that will cost no more than \$100,000. He said that options include farmers' markets, urban gardens, murals, that relates to the community and signals progress in the planning process, and what might happen ahead with the implementation grant. Woodyard said now is the time to get community feedback of what they'd like to see in Historic Midtown. Woodyard said the Agency has been getting a lot of feedback. Bradley said the submission deadline is today.

**School Street Church.** Brown-Crawford asked if the Agency has considered buying the church, right across from the basketball court, on School Street. Woodyard said yes.

**Flyers.** Bradley asked the Board to look at the flyers about upcoming events. Murphy said that it's great to see so much activity happening in the community and that it feels like the Agency has been waiting for a long time to get staffing up to be able to get to this degree of activity. Murphy said that it sounds like the team is incredibly busy but also incredibly productive, and that it's wonderful to hear. Commissioner Brown-Crawford said that she just submitted her idea for Early Action.

## **2. Housing Solutions**

### **a. Housing Choice Voucher Report - Public Housing**

**Report -** HCVP Manager Venkisha Haynes presented the HCV Board Report. She said that HCV, for the month of July, worked on the audit and submitting SEMAP (Section 8 Management Assessment Program. She said that the SEMAP score, to be submitted to HUD by August 29, is 89.6, which is one point away from high-performer. She said that the department increased lease-up points from zero last year to 15

points this year and increased the determination of adjustment income from 10 points last year to 15 points this year. Haynes said that a third-party compliance agency completed the SEMAP from July 1 through July 3. She said that the department has pulled all families reporting zero income off the program and asked them to provide updated income. She said the Family Self Sufficiency Program was promoted to those families. She said the Project Based Voucher waiting list was opened July 8 and will remain open indefinitely until the department gets enough referrals to send to the WM at the River. Jass said that people are moving out of the WM at the River because of management, which defeats the list. Haynes said that she's not aware of anyone moving out simply due to management. She said that the people she's aware who have left have done so because they're being or have been evicted or because they've had people coming and staying with them who are not authorized to be on the lease. She said that there is a lot of documentation to show why the people who have moved shouldn't be at the WM at the River anymore. Brown-Crawford said that we have to operate by rules and policies. Jass said

that one of the tenants who came to her yesterday has had six, seven-day notices. Murphy asked that the Board focus on the program. She said that the Agency cannot really manage that property but what the Agency can do is make sure that there are plenty of people who have the opportunity, through the provision of Housing Choice Vouchers. Haynes continued her report indicating a total number of 138 Mainstream (non-elderly, disabled) participants leased and 158 Veterans who are leased in the program. Haynes team was congratulated on the SEMAP score. Gilmore said that he didn't want to look a gift horse in the mouth but was there an opportunity to appeal. Woodyard said he wanted to round up the score. **Public Housing.** Woodyard said that for AMP 2, which is most of the Agency's big properties, including Caroline Village and Palmetto Park, the Agency got an NSPIRE score of 83. He said that before he became CEO, the Agency scored in the high 50s. Woodyard said that for Northwood II, the NSPIRE score was 91. He said that Public Housing is making great progress, that the Agency is going to work on vacancy turn-around time. He commended Public

Housing for making great strides in getting the physical properties in better shape.

**b. Public Housing Reports**

**i. North Region -** Property Manager Sherley Roman updated her reports citing issues with obtaining the correct aged-receivables balance amount. She said that for Northwood Village and Walnut Oak, the report shows credits as opposed to having a large balance in the 0-30 days. She said that for 61-90 days, instead of \$4,500 in the aged receivables, the department has \$467, which means money still has to be collected from the residents, the same thing for the Northwood sites. Roman said her office has been going ledger by ledger, by the fifth of each month, to see who owes money and then sending termination notices or reminders to the families that owe money to the office. Roman said she is discovering that some of those account ledgers need balancing, and she has been communicating with the CFO and the Finance Department to ensure the information is accurate. Roman said there are some residents showing large amounts of credits, or pre-pays,

who were actually not being charged for monthly rent. Roman said there were a few, balanced in the past few weeks, and the Yardi system was not charging rent. Roman said the department is finally applying those charges to reflect the correct amount. Roman said that she does not know if it was a glitch in the system or something that happened after the scheduled billing was posted. Woodyard said that's a shock to some people. Concerning legal proceedings, Roman said the department is using the EIV income-data base tool and discovered that some tenants have not reported income to the Agency. Roman said the department is calculating what the income should have been and what the rent should have been and meeting with the families to discuss repayment plans for the back-owed rent. Roman said the NSPIRE inspections for AMP 2 were completed. She said that during pre-inspections, the department discovered new cases for poor-housekeeping standards. Roman said the department is meeting with those families and allowing some time to cure the violations. Roman said there is one

pending eviction in which case the tenant's motion was denied. She said that her department is scheduling with the marshall to proceed with eviction. Roman said the department is working on completing certifications before HOTMA (Housing Opportunity Through Modernization Act) kicks in. She said that the deadline was extended to the end of August. Roman said the department is working on September through December certifications, having weekly meetings with the CFO and Director of Development to monitor the activity. Roman said that she feels very confident that the department is performing very well. Roman said that the waitlist was opened and that 401 new applications were received. She said that the department is working on increasing occupancy rates. Roman said that she anticipates having the six vacancies at Northwood Village and Walnut Oak and the one vacancy at Northwood II filled within the next 10 days. For NSPIRE, Roman said that the department is not scoring in the 90s but is working very hard. Woodyard said that when he first became CEO, the scores

were so bad. He said that it's on the Property Manager work plans that the minimum score needs to be a 90 at each property. Roman said getting hit by two storms did not help. Roman said the department is working with management and with maintenance to increase the scores. She said that it takes a lot of effort from everyone involved, including the residents, the community, the maintenance staff. For housekeeping issues, she said it's re-educating the families. Concerning tenant files, Roman said the department is 100-percent complete on the file conversion. She said the department is taking a second look at the files to make sure nothing has been missed and also conducting internal file reviews to ensure the rent calculations are accurate, that the 50058s are not missing, and that the files are not missing important forms and documents noted as missing on recent file audits. Roman said the department is reviewing EIV reports monthly and confirming there are no dual subsidies, meaning that the residents are not participating in other housing programs. Roman said that the



time to complete repairs on vacant units is still higher than she likes; however, when they do move-out inspections, the department discovers other damages to the property requiring other contractors to help. Woodyard said he wants a three-to-five-day turnaround, and that the department is working it down. Attorney Gilmore said that the Yardi glitch sounds concerning to him and wanted to know if it's something that the Agency needed to follow up with Yardi. CFO Lau said the Agency has to determine if it's something that is wrong on the Agency's end, with the Agency's system. She said that Mr. Woodyard provided approval for a company to come in and check the Agency's set up. Lau said then the Agency will have to look at each certification and find out what went wrong and why. Gilmore said that there's a Tampa company that would do well for Daytona Beach. Woodyard said that a lot of times, when the Board directs staff to do something, sometimes it is dependent on Yardi. He gave an example of the Board asking for a consolidated waiting list. Woodyard said there was some

staff issues, but that it was a Yardi issue forever, that he needed a special ticket, and it required countless meetings with the Yardi representative. He said it took months. Gilmore said that most housing authorities are so dependent on Yardi that if there's a glitch, it needs to be fixed quickly, as Yardi is the underpinning of everything. Brown-Crawford said that ever since the Agency has had Yardi, she hasn't heard the best about it, and she wondered if there are other companies. She wanted to know if there was a contract. Woodyard said that Yardi is the gorilla in the room and it is a good system and he would not recommend the Agency due a conversion at this point because it's extremely disruptive. He said Yardi requires experience. Lau said that she has made a lot of changes to Yardi since she was hired. Brown-Crawford asked if Yardi provides staff training. Woodyard said there is but that the staff has told him that the training left a lot to be desired.

**ii. South Region** - Property Manager Yvonne Gonzalez presented the Palmetto Park and Caroline

Village Board Report for the month of July. She said that the numbers were a little off for her department. She said that, for Palmetto Park, for 0-30 days, instead of \$1,007.72, the tenant-aged receivables was \$7,355.86. Instead of \$167.19 for 31-60 days for tenant-aged receivables, it should be \$3,518.89, she said. For 61-90 days, Gonzalez said, instead of \$86 instead of \$145 for tenant-aged receivables. She said the waiting list for Caroline Village and Palmetto Park opened and that 401 applications were received, with two received the day prior. She said that all of the applications are being processed. She said that reexaminations are completed all of the way through October, November, and that the team is working with the CFO and Director of Development to meet the PIC-going-dark deadline. Gonzalez said there are currently two evictions at Caroline Village and just got one Writ of Possession for a Palmetto Park unit and three other evictions pending at Palmetto Park for nonpayment of rent. For tenant relations, Gonzalez said tenants can call the

office and get an appointment at any time to come in and meet with staff. Woodyard asked the Board for a temperature check regarding the safety precautions at the public housing properties. He reminded the Board about some safety issues involving site managers several months ago requiring the hiring of security. Woodyard said, at Caroline Village and Palmetto Park, that clients are seen by appointment. He said staff takes some walk-ins, if something comes up, but that the door is locked due to safety issues. Gonzalez said that when families are evicted, there are threats, and that is the reason that the office needs to be closed and people are seen by appointment only. Woodyard said that locking the property management doors isn't usual but that the number one thing is safety. He asked how the Board feels about that. Commissioner Jass said that it doesn't matter if it's male or female who comes into an office, that they can be just as dangerous. Gonzalez said there a lot of homeless people, people with mental illness, people with drug addictions in the neighborhood, and that these

are things that the Agency just doesn't want to take a chance with, that she wants to make sure everyone is safe in the properties, and that staff feels comfortable when they come to work. Woodyard asked Gonzalez about tenant feedback. Gonzalez said that she hasn't had any backlash, that everyone is content with calling the office and making appointments, and that it allows staff to give tenants the attention they deserve. Murphy asked about lighting improvements at the properties. Development Director Lennard said that the Agency engaged GLE Architects to do site-security improvements at that property. She said that drawings and specifications are complete and that the Agency is working on getting it out on the street for bidding. Lennard said that the lighting improvements are going to be done by Florida Power and Light since theirs are the power poles in the community. Another part of improving the lighting, Lennard said, is the porch lights, which are part of the packet going out to bid. Lennard said staff has done some work with improving lighting but that the

Agency has to make sure it's the right kind of lighting, that it does not glare, and that it's the right color rendition. Murphy said thank you for the update. For special projects, Gonzalez said that unit renovations are underway and that as applicants are selected from the waiting list, they check to make sure there are not squatters in the unit being rented because homeless people are making themselves at home in the vacant units. She said there are several units currently that are unsecured that cannot be secured. Gonzalez said the department got a good NSPIRE score of 83 and that she thinks that is awesome for Palmetto Park. She said that she is ecstatic for the maintenance team there, that they have done a great job of working hard at Palmetto Park and Caroline Village. She said that they are doing an amazing job, phenomenal with the grounds and with their rapport with the tenants. She said that the team is working hard to make sure the units are better kept than they have been in years. She said that a situation that came up this week is that

cabinets are being removed and they are finding leaks inside the walls. She said that her department has a great team and that they are doing their best to manage that in-house. Gonzalez said the staff is doing housekeeping inspections and is finding a lot of issues with roaches. Murphy said that, for north and south, that the Agency is finally starting to come from out under all of the additional work from the hurricanes and that it sounds as if staff is able to get deeper into the day-to-day work, without the extra. Gonzalez said that is the case. Gilmore asked if there was feedback about the public housing property offices being locked. He said that he assumed that silence means that people understand, and that he thinks those are valid reasons why the Agency needs to protect its people, but that he wanted to make sure.

### **3. Financial Strength**

- a. **Finance Report** - CFO Joan Lau provided the finance report through May. She said that the Agency is right in the middle of the audit. She noted that the report is being presented in a way that shows how

each property is performing. She said that overall, Palmetto I and Palmetto II is at a \$280,000 loss. A lot of that is because of the problems with leasing, she said, because of legal issues with a unit not getting rent while the tenant is still there. She said that Caroline Village is at a profit of \$130,000. She said that Agency had anticipated being at a loss of \$11,770, but we're making a profit, making good strides in that community. For Northwood Village and Walnut Oak, the system is not set up to split them yet, she said. The Agency is showing a loss at Northwood Village of \$516,000, but Northwood II, or Walnut Oak is showing a \$150,000 profit, and that's, once again, because the Agency is putting all of the expenses to 7-15 instead of actually reporting them separately, Lau said. Overall, the Agency is still at a loss of \$350,000 for these two properties, Lau said. Woodyard asked how the Agency is approaching that with the AMP reserves. Lau said the Agency had anticipated a loss in the budget. She said this next year, that started in July, the Agency budget will correct that, showing a zero-balance or profit. Northwood II is showing a loss of \$72,000, Lau said, due to vacancy issues there. She



said it's a smaller property of 28 units, so it's difficult. She noted that a \$149,000 loss was budgeted and it's at \$42,000. Lau said that while the Agency is outperforming the budget, it needs to improve next year so that it's not showing a loss. For Housing Choice Voucher, Lau said that she split it out on the side for the v-admin and then voucher because if the Agency has a gain or a profit in the Agency's voucher area, then HUD is going to take that money back. However, she said, if the Agency is showing a loss, HUD will reimburse the Agency. Lau said HCV is showing a \$383,000 profit, which HUD is going to take back from the Agency. But, she said, in the v-admin, the Agency is showing a \$728,000 profit. Lau said that tells her that the Agency can charge HCV more expenses so that the COCC has an easier time in balancing the books. Woodyard said that is a strategy in moving the Board room to the 3<sup>rd</sup> floor, to provide additional space to HCV, and to charge HCV rent for that additional space. Lau said the Agency may be charging HCV more for postage and supplies. She said the Agency doesn't want to bankrupt them but the Agency wants to balance the books. Woodyard said that we live in inflationary

times. For Mainstream and VOEHV, Lau said those are two different, separate programs that run through the Voucher system. She said they are just different types of housing vouchers. On Mainstream, Lau said there's a \$97,000 profit in administration and a \$69,000 loss in vouchers, so HUD will reimburse the Agency for that \$69,000 loss. For the \$97,000 profit, once again, Lau said the Agency will begin charging more in expenses. For VOEHV, with its Emergency Housing Vouchers, Lau said there is a \$46,000 loss in vouchers, but the Agency made \$14,000 in profit. She said that she budgeted charging them seven percent in the coming year, so the profit will go down, yet the program will still continue running. Lau said that the COCC is losing \$673,000 this year. She said that a lot of the profits that the Agency is anticipating will not start until next year. Lau said she anticipated losing money \$670,000 this year, so it's close. Lau said if the Agency starts charging Voucher more, that will help alleviate that issue. Woodyard commented that the financial report is a completely transparent, asset-management financial report. He said that if the Board had looked at this budget

years ago, the way the spending pattern was going, it would have looked a lot worse than what the Board is hearing now. He said that pulling from reserve is slowing down and that he is hoping that next year the Agency won't have to do it anymore. But that means the Agency is working tighter, he said, not spending money like it used to, but instead trying to make some money. Woodyard said that he understands the budget is a mixed bag, but that the Board never had financial reports like this before. Lau said the Agency was in a bad habit of charging everything to the COCC, too, instead of allocating it to the AMPS. She said that the Agency has inaugurated that so it should make a big impact on the books next year. Lau said that the Agency has also installed a purchase order system, that started in July. Murphy said that the budget breakdown by AMPS is helpful and tells the Board a little more about how each property is doing.

#### **XI. CEO Comments -**

**Tax-Credit Properties.** Woodyard said that there is an ongoing issue at the tax-credit properties with getting the interim-income adjustments for the families, and that Nan McKay was

hired to jump start the process with the management company. He said that's a big deal.

**COO.** Woodyard announced that he has hired a COO, after about two years of not having a COO. He said that person will be starting on Sept. 9.

**3<sup>rd</sup>-Floor Boardroom Feedback.** Woodyard described the design plans for the 3<sup>rd</sup>-floor boardroom. He asked for feedback from the Board. Jass said that she thinks it looks very professional and projects positive vibes.

**XII. Commissioner Comments - Brown-Crawford** left early and was not available for comments. **Jass** said she has seen a more positive change with the new CEO, bringing the agency into the new century. She told CFO Lau that if people are upset with Lau, that means Lau is doing the right thing because she is not going to make everybody happy. **Jamison** thanked everyone for their flowers and for visiting her in the hospital during her recent illness. **Murphy** said it was great to have Jamison back. **Gilmore** said he was happy to see everybody and sorry he missed last time.

**XIII. Adjournment** - Motion to adjourn by Jamison. 2<sup>nd</sup> by Jass. Meeting adjourned at 11:29 AM.