



HRHA Response





Purposes

- Provide context and background
- Respond to specific allegations from 7/28/20 Virtual Meeting
- Respond to additional concerns of City Council
- Propose/welcome additional communication channels with Council



Context and Background



What is HRHA's Function

- To promote adequate and affordable housing economic opportunity and a suitable living environment free from discrimination; and to foster redevelopment of blighted areas to ensure the economic, social and housing vitality of our community.





How is that function carried out

- HUD Funding – restricted
 - Rules, inspections, audits, etc. all specified....must be followed
- Local Funding – restricted to identified uses
 - Reserves
- Grants – (Community Development Block Grant)
- HRHA generated Funds – Identified programs, funds restricted
 - Debt Service





HRHA Programs

- **Housing Choice Voucher (HCV)**
- **Family Unification Program (FUP)**
- **Rental Assistance for Non-Elderly Persons with Disabilities (NED)**
- **HUD-Veterans Affairs Supportive Housing (HUD-VASH)**
- **Mainstream Voucher Program (MS5)**
- **Project Based Housing, Franklin Heights LLC**
- **Project Based Housing, Commerce Village LLC**
- **Community Development Block Grant Funds**
- **Section 8 New Construction (JR "Polly" Lineweaver Apartments)**
- **Lineweaver Annex Apartments (LIHTC)**
- **Service Coordinator Grant Funds**
- **Family Self-Sufficiency Grant Funds (FSS)**
- **Continuum of Care (COC), HMIS Grant Funds**
- **Virginia Homeless Solutions Program, VHSP Grant Funds**
- **Local Community Development/Business Activities**
- **Shenandoah Housing Corporation**
- **Lineweaver Annex Corporation**
- **150 South Main/Children's Museum**
- **Commerce Village Management, LLC**





HRHA Budget

HRHA 2020 Budgets for All Programs				
	Total			
Receipts				
Total Receipts	9,401,687.00	rents, grants, HAP		
Expenses				
Administration				
Total Administration	1,616,471.00	salaries, benefits, grant admin		
Utilities				
Total Utilities	269,200.00	water, sewer, elec., gas		
Maintenance				
Total Maintenance	651,133.00	labor, contracts		
General Expenses				
Total General	6,054,560.00	HAP, interest		
Total Expenditures	8,591,364.00			
TOTAL RECEIPTS	9,401,687.00			
TOTAL EXPENSES	8,591,364.00			
NET OPERATING INCOME/(LOSS)	810,323.00			
Principal Payments/Reserve Account	745,519.00			
Total After Principal Payments	56,790.00			





Housing History

- 2001
 - 340 Vouchers
 - 180 Housing Units
- 2020
 - 955 Vouchers
 - 279 Housing Units
- (237% percent growth)





Redevelopment History

- HRHA was a partner in or initiated:
 - \$5.5 million renovation of Lucy Simms community education center
 - Development of children's museum
 - Development of current school personnel administration office
 - Development of low barrier thermal shelter (HARTS / Open Doors)
 - Development of Liberty Park
 - Development and leasing of Court Square Theater
 - Renovation of J R Polly Lineweaver apartments
 - Renovation of Bridgeport building for lease to H/R Social Service Dept.
 - Construction of Commerce Village



Operations



What inspections are required by HUD?

- Housing Quality Standards (HQS)
 - Requires inspection of 13 key aspects of housing quality
 - Initial – When a tenant first identifies a unit they wish to rent
 - Annual – Each year that a tenant resides in a unit
 - Special – for Quality Control or Complaint Resolution
- Section Eight Management Assessment Program (SEMAP)
 - Evaluates effectiveness of Agency in managing its properties
- Real Estate Assessment Center (REAC) Inspections
 - Evaluate internal management systems used by the agency
 - Financial management, Operations management, Voucher management, etc.





HRHA additional inspections done

- HRHA annual inspection of all units
- Voucher supported properties have additional third-party inspector
- Other funding requires additional third-party inspector

Therefore, many units receive a minimum of 3 separate annual inspections to satisfy different funding/oversight sources.

- City building inspections, sprinkler system inspections, pest inspections, etc. occur on a regular basis as well





How are tenant complaints handled?

- Formal and informal
 - Life/Safety
 - Building required
 - Resident allegation
- Receive complaint and assign responsibility
- Investigate validity and required evidence
- Determine appropriate action
- (service coordinator)





What are the Board's Functions?

- Budget and Policy approvals
- Monthly oversight
 - Financial
 - Operation
 - Complaint resolution
- Annual Audit results
- Approval of goals and initiatives
 - Housing
 - Redevelopment
- Annual Strategic Planning



Specific Allegations



Tools to Address

- Results of inspections and poll requested by City Council
- Internal documents from HRHA
- Ongoing investigation at Dept of Professional and Occupational Regulations





Specific Allegations

- Intentional avoidance of dangerous health and safety issues
 - Black Mold
 - Plumbing issues
 - Sewer backup, exposure to raw sewage, sewage sludge and septic tank waste
 - Drain flies and drain fly bites
 - Bedbug infestations that have been ignored
- Intimidation of tenants and fear of evictions as reprisals





Black mold

- HRHA Inspection
 - Found during annual inspections in situations where tenants have not cleaned
 - Have tenant clean if they can
 - HRHA cleans if tenant cannot
- Complaints
 - None on record
- Building Inspection
 - None





Plumbing issues

- HRHA inspections
 - Occasional – repaired
- Complaint
 - Occasional – repaired
- Building Inspection
 - Sprinkler drain leaking – to be repaired





Sewer backup, exposure to raw sewage, sewage sludge and septic tank waste

- HRHA inspections
 - None
- Complaints
 - None
- Building Inspection
 - None





Bedbug infestations that have been ignored

- VA Tech Entomologist Dr. Dini Miller brought in to help design our integrated pest management system
 - Diatomaceous earth
 - Education to staff and residents
 - Recommended heat treatment methodology
 - Dr. Miller believes total eradication of bedbugs/pests cannot be done
- Our program consists of
 - Monthly treatment for roaches / other pests
 - Quarterly check for bedbugs in all units – immediate treatment for complaints
 - No complaints from 308 in 2020
 - History going back to 6/16 of inspections / treatments in 308
 - Building Inspection and HRHA Contractor found no evidence of bedbugs-unit 308





Intimidation of tenants and fear of evictions as reprisals

JR "Polly" Lineweaver Program Management Report Month of June 2020

Applications

	Efficiency	One bedroom
Currently On Waiting List	0	80
New Applications Taken	0	0

Marketing

	Efficiency	One bedroom	Total
# of units vacant	4	0	4
# of Tenants who moved in	2	0	2
# of Tenants who moved out	1	0	1
# of Tenants who transferred	0	0	0
# of Legal Notices	0	0	0
# of Unlawful Detainers	0	0	0

Occupancy

11	# of minorities	18 %
36	# of disabled tenants	59 %
56	# of elderly tenants	44 %
Total Number of Units Leased: <u>57</u>		

Tenant Accounts Receivable

Accounts Receivable at end of Month	\$22,580.23		
Delinquent Accounts By Age	30 4	60 3	>60 6
Security Deposits Held	\$12,971.40		
Pet Deposits Held	\$1,600.00		
Rent Billed	\$14,323.35		
Rent Collected	\$13,672.35		



Evictions by cause YTD from Lineweaver

- 0 evictions 2020
- 3 evictions in 2019
 - White male – heroin possession
 - White male – threatening other tenants
 - White female – unpaid rent / continuous smoking



Additional Concerns of Council



Exterior conditions of Housing Units and Grounds

- Condition of working yard behind HRHA building on Kelly Street
 - Privacy fence
- Neighbor's concerns regarding need for power washing, leaf collection and tree trimming
 - Properties addressed in stages due to budgetary costs





Power washing, Tree trimming and Leaf removal

powerwashing.PNG

<https://mail.google.com/mail/u/0/>

Maintain Active

File View Help

Vendor # VN00000076 Full Name WHITELOW, CHRISTINE

Main | Category Check History | Vendor Totals |

Check #

Date Paid

Invoice #

Invoice Date

Invoice Description

Voided?

Check Amount

0000015015	07/30/2020	115210	07/29/2020	PRESSURE WASHING - FH	No	\$1,500.00
0000014898	01/30/2020	115208	01/30/2020	GUTTER CLEANING - FH	No	\$1,440.00
0000014858	12/11/2019	115206	12/11/2019	GROUNDS MAINTENANCE	No	\$600.00
0000014858	12/11/2019	115207	12/04/2019	GROUNDS MAINTENANCE - FH	No	\$520.00
0000014849	11/19/2019	115205	11/19/2019	RAKE & BAG LEAVES - FH	No	\$520.00
0000014833	11/07/2019	115204	11/07/2019	RAKE AND BAG LEAVES - FH	No	\$420.00
0000014796	09/23/2019	115203	09/23/2019	PRESSURE WASHING AND TREE TRIMMI	No	\$6,000.00

**Propose/welcome additional
communication channels with
Council and Community**



Communication

- Monthly meeting of Board
- Scheduled call-in session for Tenants
- Organize Liaison meetings between Council and Board

