

RICHMOND REDEVELOPMENT AND HOUSING AUTHORITY

October 12, 2022, Minutes of the Electronic Property Management and Assisted Housing Board Committee Meeting

Attendance

Commissioners: Patrice Shelton, Chairperson; Eddie L. Jackson, Jr.; Barrett Hardiman; Charlene Pitchford

Committee Members: Stephanie Carrington; Joy Robinson

Staff: Steven Nesmith, Chief Operating Officer (CEO); Kenyatta Green, Senior Vice President (SVP) of Affordable Housing Operations; Charles Williams, Vice President (VP) of Housing Operations; Angela Fountain, Vice President (VP) of Communications and Public Relations; Ben Titter, Executive Vice President (EVP) and General Counsel; Tonise Webb, Associate General Counsel; Robert Spain, Interim Director of Construction & Contract Management; Shannon Sterling, Vice President (VP) of Finance; Marty Harrison, Vice President (VP) of Public Safety; Ralph Stuckey, Vice President (VP) of Resident Services; Brett Brooks, Housing Choice Voucher Program (HCVP) Supervisor; Calandra Trotter, Housing Compliance Officer; Joseph Sarver, Director of Central Maintenance; Alicia Garcia, Vice President (VP) of Real Estate; Donald Mullins, Construction Project Manager; Andrea Adams, Communications Manager; Priscilla Jackson, Executive Team Assistant; Monte Gayles, Executive Team Assistant; Leondra Brown Turner, Executive Team Assistant

The “electronic” meeting of Property Management and Assisted Housing Board Committee began at 9:30 a.m. with use of a video conferencing platform in Richmond, Virginia.

A. Opening Comments

Commissioner Shelton opened the meeting with formal greetings to all Board members and staff.

B. General Council Comments

RRHA’s EVP and General Counsel Titter confirmed that a quorum was established.

EVP and General Counsel Titter offered an opening statement about the legal basis for the electronic meeting.

C. Approval of Minutes

Committee Member Robinson motioned for the approval of the minutes and was seconded by Committee Member Carrington. Hearing no comments or questions, the motion was unanimously carried.

D. Updates

1. Public Housing

SVP Green informed for the month of October, there are 1,795 families with a receivables balance of \$51.00 or more resulting in an increase of 75 families from the previous month. The total age receivable balance is \$2.4M which is a slight increase from last month. There were adjustments made regarding excess utilities, which was not big, and there was no significant change to the age receivable balance as it relates to rent payments. There however are still several families who remain delinquent in their rent payments.

VP Williams provided an update on rent relief which Gov2Go stopped accepting applications as of May 15th. A total of 2,055 applications were received of which 1,225 families were approved. A total of 388 were resubmitted to Gov2Go and were approved; 311 are pending and 131 were rejected. Reasons for rejection include no tenant application, zero balance, exhausted rent relief, no response and duplication applications. Payments are received weekly and staff will continue to submit corrections until Gov2Go notifies that funds have been exhausted. Residents are notified once payment has been received and applied to their accounts. Those whose applications have been rejected are also notified. As of last month, \$228,466.30 has been received from Gov2Go. Lease enforcement will begin on residents with utility balances that were excused/paid by the agency. There will be an uptick in the number

RICHMOND REDEVELOPMENT AND HOUSING AUTHORITY

October 12, 2022, Minutes of the Electronic Property Management and Assisted Housing Board Committee Meeting

of legal action taken on residents for non-payment of rents. There are currently 49 families on repayment agreements and the only way to avoid lease enforcement at this point is to sign up.

Committee Member Carrington commended the rent relief effort to benefit delinquent residents and informed that some residents are not paying their rent though on a repayment agreement.

VP Williams informed that if a resident has a repayment agreement already in place another cannot be offered.

SVP Green informed that repayment agreements are income based therefore adjustments can be made if there is a change in income impacting residents ability to pay.

Committee Member Carrington informed some residents received assistance from Gov2Go but still have an outstanding balance.

SVP Green informed those residents should be referred to their property management office and each case will be reviewed individually as RRHA's goal is to keep families housed.

VP Williams provided an update on pending Real Estate Assessment Center (REAC) inspections. Inspections for Mosby Court are scheduled for November 9th-10th, Whitcomb Court November 14th-15th and Gilpin Court November 17th-18th all commencing at 9:00 a.m.

CEO Nesmith inquired about adequate staffing during the inspections.

VP Williams informed that measures are in place to ensure the impacted sites are prepared.

VP Williams informed that turnkey vacancies as of September 30th were a total 62 which includes the Big 6 and senior sites.

SVP Green provided an update on lease up. It was determined last April that 178 families were eligible for housing with 60 still waiting. Every effort is made to have families in place once units are turned. Staff keep the tenants or applicants ready and waiting by keeping them informed of their status in the process to get them housed.

VP Sarver provided an update on preparation for the upcoming heat season. RRHA is relying on a contractor for assistance for the boilers and domestic hot water heating system because preventive maintenance (PM) was delayed. Blanket public solicitations were done for boiler parts and domestic hot water heaters. To date Hillside Court and Fairfield Court have been completed and Mosby Court is currently being accessed. Spare electric space heaters are on hand for heating emergencies. No heat work orders are closely monitored and responded to the same day no later than within 24 hours. Non-working radiator work orders are handled as quickly as possible, though a slightly lower level than no heat work orders, are normally addressed within 24-48 hours. Piping in units, though the boilers are updated, sometimes get clogged and causes heating challenges. It is hard to get needed parts as supply chains are still impacted by COVID and much of the equipment is aged and parts cannot be found. Winter weather preparedness is in place; however, still operating with COVID concerns though the numbers are currently down.

Commissioner Shelton inquired about preventive maintenance for controlling of the radiators.

VP Sarver informed that the radiators are not checked individually and the boiler water temperature goes up and down based on the outside temperature. Work orders are placed for any issues.

RICHMOND REDEVELOPMENT AND HOUSING AUTHORITY

October 12, 2022, Minutes of the Electronic Property Management and Assisted Housing Board Committee Meeting

Commissioner Hardiman inquired if RRHA has a proactive process in place informing residents about the heat season and if advocates can help.

VP Fountain informed that RRHA created a video that walks families through the work order process and it will again be provided. The video can be extended to community partners and advocates.

Commissioner Hardiman requested that the Board also be included.

VP Sarver iterated that on occasions in which electric heaters are loaned out to residents no charge is incurred.

Commissioner Shelton stressed the importance of advocates and Commissioners reiterate to residents that all issues are work order driven and work order numbers must be written down for tracking and follow up.

Commissioner Pitchford requested an update on RRHA heat season fire safety tips and REAC scores.

Action items: (i) Staff to provide an update on heat season fire safety tips. (ii) Staff to provide REAC scores.

2. Public Safety – Referrals

VP Harrison informed that referrals are received directly and indirectly from RRHA residents via the Richmond Police Department (RPD) liaison. These are families experiencing legal and conflict resolution issues as well as victims of crimes. Total, year-to-date, families assisted is 457. Services include counseling, civil aid and assisted monitoring.

VP Harrison informed that homicides are down 15% in the Big 6 in comparison to a year ago; however, any type of violent crime remains a concern. Staff is working with RPD to provide additional patrolling in all RRHA communities in addition to having access to view on-site cameras in an effort to help solve these criminal acts.

Commissioner Jackson inquired about the status of revamping the RRHA Police Force.

CEO Nesmith informed conversations have occurred with the City's Chief of Police who is looking to scout a retired Police Chief who in turn will assist in building out RRHA's police force. VP Harrison will also assist in the recruiting process. The funding source is pending.

VP Harrison informed RRHA's previous police force consisted of 7 officers that included a chief and sergeant. Budgeted funding was \$1.5M for salaries, training and maintenance of vehicles.

CEO Nesmith informed that at least 2 officers per site are needed and that the killing must stop. RRHA cannot wait to build out its police force and will create an armed security force with legal arrest warrant authority in the meantime.

Commissioner Jackson commended the efforts being made to ensure better safety for all residents.

Committee Member Carrington inquired if it would be possible to recruit school resource officers due to their relationship with the community, especially the youth.

CEO Nesmith informed the recommendation will be taken under advisement.

RICHMOND REDEVELOPMENT AND HOUSING AUTHORITY

October 12, 2022, Minutes of the Electronic Property Management and Assisted Housing Board Committee Meeting

3. Capital Improvement

Interim Director Spain highlighted the proposed projects for the Big 6. Some includes boilers and heating, ventilation and air conditioning (HVAC), roofing, kitchen cabinet and counter replacement, door replacement, green space/landscaping, ceiling repairs, security, vacancy turns, playground/basketball upgrade, bathroom repairs/updates, electrical repairs, site lighting, flooring and windows. Proposed projects for the administrative buildings include Calhoun Center mechanical and roofing improvements.

Commissioner Jackson inquired about the HVAC issues at 1611 Fourth Avenue.

Interim Director Spain informed because of the age of the equipment there is no longer a replacement model; therefore, a more current model is being produced but not yet available. Repairs have been made to ensure that the equipment is currently operable.

Commissioner Jackson inquired about the impact of incoming winter weather.

Interim Director Spain informed though challenging, measures have been taken for winter weather preparedness particularly at the senior sites.

Commissioner Jackson inquired about the procurement process with some of the major projects and if Section 3 had been utilized.

Interim Director Spain confirmed that the procurement process was fully implemented and that minority participation was a part of it.

Commissioner Shelton inquired about the appearance of window unit air conditioner side vents not being professionally installed and the unflattering impact it has on curb appeal. Further, the improper installation impacts residents from receiving the full benefit of the units during the warm season.

SVP Green informed that residents are not submitting work orders and she and VP Williams will meet to further discuss.

VP Williams informed that tenant-owned appliances can be a liability to RRHA if damaged when repairs and or adjustments are being made. Residents will incur a cost when maintenance staff provide such services.

Action item: Provide cost to install air conditioning side vents at next month's meeting.

4. Housing Choice Voucher (HCV) Homeownership Program

Supervisor Brooks provided an overview of the basic concept of the program that included family eligibility and participation, payment standards, family portion responsibility, homeownership expenses, family and their share. Also included was family eligibility for homeownership option and qualifications were explained. Searching for a home and eligible units as well as inspections were highlighted. Contract of sale, financing, affordability of purchase, time limits and terms of assistance were detailed.

CEO Nesmith requested distinction between this program and the one under consideration that has been discussed in another setting.

SVP Green differentiated between the Home Center Program and Homeownership Program. The Home Ownership Program requires possession of a voucher already or on the waiting list to receive one. RRHA pays the lender directly rather than the landlord.

CEO Nesmith informed a meeting will be scheduled for further discussion and planning.

RICHMOND REDEVELOPMENT AND HOUSING AUTHORITY

October 12, 2022, Minutes of the Electronic Property Management and Assisted Housing Board Committee Meeting

5. CEO's Employment and Youth Leadership Academy

VP Stuckey announced upcoming fall and winter programs that includes a Boys to Men Mentoring Program in the Mosby Community, After School Reading Program in the Fairfield Community, Science Technology Engineering and Math (STEM) Program and a Girls Empowerment Group in the Gilpin Community as well as a STEM after school program in the Hillside Community. Plans are forthcoming regarding activities for school age residents during the Christmas holiday break and college students.

CEO Nesmith announced the need to establish a philanthropic foundation which will help to financially support the various programs for RRHA's youth and create others.

E. Next Meeting

November 9, 2022