

RICHMOND REDEVELOPMENT AND HOUSING AUTHORITY

January 11, 2024, Minutes of the Electronic Property Management and Assisted Housing Board Committee Meeting

Attendance

Commissioners: .; Vice Chair Of Board Commissioner Charlene Pitchford; Commissioner Barrett Hardiman; Commissioner Eddie Jackson; Commissioner Dyanne Broidy

Committee Members: None

Staff: Steven Nesmith, Chief Executive Officer (CEO); Michael Kelly, Chief Operations Officer (COO); Kenyatta Green, Senior Vice President of Affordable Housing (SVP); Tonise Webb Associate Lead Counsel and Chief Compliance Officer; Angela Fountain, Vice President of Communications; Ralph Stuckey Vice President of Resident Services; Fatimah Smothers- Hargrove Vice President of Housing Choice Voucher and Tenant Selection; Darrick Trent Assistant. Vice President of Maintenance Operations; Pamela Kearney Assistant Vice President of Public Housing Operation; Calandra Trotter Assistant Vice President of Compliance; Bobette Davis Executive Administrative Assistant; Tiana Parker Executive Administrative Assistant.

The “in person” meeting of Property Management and Assisted Housing Board Committee began at 5:30p.m. at 600 E Broad Street with use of a video conferencing platform in Richmond, Virginia.

A. Opening Comments

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

B. General Council Comments

Quorum was established.

C. Approval of Minutes

November 9, 2023, minutes were approved by board members.

D. Action Items Follow up.

1. Lease Enforcement

SVP Kenyatta Green stated there are currently 1626 families, with an Age Receivable balance of \$51 or more. 1.1 million dollars, which is a significant increase from previous months of about \$445,000. The big increase is due to a lot of families who have defaulted on their repayment agreements. All amounts that were originally on repayment agreements are now added back to the total ledger. HUD requires us to ensure that rates are being collected and paid. We will be working closely with outside attorneys to assist us with our lease enforcement efforts. Pamela Kearney stated in January we will begin lease enforcement and action, taking families back to court to seek judgement and possession. Staff will also verify how many families have not been set up on the repayment agreements. We will reach out to those families to give them an opportunity to set up repayment agreements which can possibly help them get in good standing with their rent.

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B. New Business

2024 Departmental Goals

1.) Affordable Housing

SVP Kenyatta stated goals for affordable housing, which will include a complete reform of our service delivery motto, begin with first contact through resolution, service provider, communication internally or externally, and our response timeframes. We will have a system in place to keep track of our phone calls and work process. Operation training academy will be placed to train staff, to be affected with the work process. My occupancy goal is to be at 96 or higher. Maintenance will be more effect with turning. units faster with a vacancy team.

2.) Housing Choice Voucher Program

VP Fatimah stated the team is working on completing all reexaminations by October 31,2024. Additional staff will be added to the team. Another goal is to ensure all reports are reconciled monthly, to ensure proper recognition and payment processing our major goals is to increase landlord participation and acceptance of the voucher by 30%. Planning to meet with each landlord quarterly. Another goal we have is to improve customer service by implementing a call mechanism that tracks calls from the time received through the process resolution.

3.) Public Safety

Assistant Vice President of Public Safety Theo stated the public safety division is to re-introduce our tip line, rebranded as a resource for residents to submit reviews, positive feedback, and compliments, for a job well done for the staff, not necessarily for a maintenance request. We are also seeking grants from the Department of Human Services to help us out in any situation that will help us with the community.

4.) Resident Services

VP Ralph Stuckey stated we serve the residents, and we focus primarily on the people. VP Stuckey stated we have raised and participated with partnerships such as Microsoft, Verizon, to instill in our communities. The STEM program is open in Hillside, in the next month Fairfield. Partners have over 500 kids participate in different stem activities over the last year. We sent 15 residents to college last year; this will be our fifth year of our village celebration. We're going to give our first scholarship this year, because our goal has been to raise \$100,000.

5.) Housing Compliance

Asst. VP Calandra stated our goals for 2024 for the Housing Compliance Department will be to work with Ms. Fatimah in the Housing Choice Voucher program to re-establish their place as a high performing Housing Choice Voucher program. We're going to get 90 plus on this next, go round under the Section eight Management Assessment Program, which is the Housing Choice Voucher self-certification, that we must submit annually. The compliance team will be working with them to implement quality control processes, to ensure that staff are trained, as well as quality control of files and processes, rent calculation, maintenance and more. Quality control will be completed with each department under affordable housing.

1.) Save My Spot

VP Fatimah stated "Save my Spot" is the purging of the waitlist. Amongst those 30 waitlists, there are over 140,000 families on it. A lot of them are on multiple waiting lists, but what we have found a lot of these applications are dated

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back to 2020. The campaign will be advertising the entire month of February. You will be shown how to click into your applicant portal to save your spot on your waiting list. The campaign will go live the entire month of March. This will allow families on the waitlist to update any changes on the application.

Closing Remarks

A. Next Meeting

February 8, 2024