

The Housing Authority of Prince George's County, Maryland
Board of Commissioner's Meeting
Monday, September 23, 2019

Minutes

Present:

Commissioners: Chairman Paul Rowe
Vice Chairman Leonard Hamlin
Commissioner Linda Green
Commissioner Cherice Shannon
Commissioner Ndy Otis

Staff: Estella Alexander, Acting Executive Director, HA
Michelle Johnson, HCV Manager
Alvin Coley, Regional Property Manager, HA
Michael Jackson, Project Manager, HA
James McGraw, Bond & Development Manager, HA
Jacqueline Massiah, Acting Accounting Services Manager, HA
Crystal Ford, Resident Services Manager, HAD
Mugure Crawford, HA, Recorder

Location: 5659 Sargent Road Hyattsville, Maryland 20722

Call to Order: Chairman Paul Rowe called the meeting to order at 5:42 p.m. having declared a quorum with the following Commissioners present: Cherice Shannon, Commissioner Linda Green, Commissioner Ndy Otis and Vice Chairman Leonard Hamlin.

Approval of Minutes: Chairman Paul Rowe called for a motion to approve the July 22, 2019 meeting minutes. Vice Chair Leonard Hamlin motioned to approve the minutes and Commissioner Cherice Shannon seconded the motion. The minutes were approved.

Reports by the Executive Director:

- HCV Manager Michelle Johnson reported that for August 31, 2019, there were 0 applicants pulled from the Public Housing (PH) Program Waiting List. The cumulative number of persons pulled from the PH Waiting List for the year is 20.
- As of August 31, 2019 there were 4,136 households on the PH Waiting List. Sixty-eight percent of the households on the list reported that they were county residents or worked at least 30 hours per week. Ninety (90) households on the list indicated that they are not county residents, nor do they work in the County.

Rental Assistance Division:

- HCV Manager Michelle Johnson presented the Rental Assistance Division report and reported that for the month of August, there were one-hundred (100) pulls for the Housing Choice Voucher (HCV) Program, zero(0) for Moderate Rehab, and three-hundred (300) pulls for Project-Based Waiting List Program. The cumulative totals for the year are HCV-100, MOD-50, and Project Based-480.
- There are 2,198 applicants on the HCV Waiting List that qualify for one or more preferences.
- As of August 31, 2019, the HA has 5837 vouchers available of which 5717 are leased. The HA is at 98% utilization for vouchers and 102% for dollar utilization. For the month of August four (12) vouchers were issued for an annual total to 137. Thirteen (13) vouchers were leased for the month of August bringing the total to 125 for the year.

Resident Fulfillment:

Regional Property Manager, Al Coley, presented the Resident Fulfillment Report.

- Draft Fire Safety plan is in process. A more comprehensive Fire and Safety Risk Management Plan has been developed and was made available in April for the Board of Commissioners. Chairman Paul Rowe provided feedback and guidance on next steps regarding assigning floor captains. Staff will use tenant council meetings to present the plan and assist in assigning floor captains. Acting Executive Director Estella Alexander stated the goal is to have all captains assigned within the next two months. Resident Service Manager, Crystal Ford, added that captains have been identified at each site except Kimberly Gardens and Marlborough Towne. However, all residents have been advised and are aware of the Fire Safety Plan. Cottage City and Owens Road captains are in place.
- Rollingcrest Village resident, Mary Williams, expressed concerns pertaining to the Yardi system. This feature will become available to

residents with the new Yardi system module. Beginning in October, the Authority is expected to test Rent Café over the next 60 days. Based on the test period, Rent Café may be ready to roll out to residents in November 2019.

- Marlborough Towne resident Mary Snow expressed concern about her rent charges. Ms. snow brought up concerns about incomplete work in her unit. HA staff scheduled to review the records with Ms. Snow. Since that time, she has also asked for a recertification, due to employment changes. All maintenance work has been addressed and closed out as of July 2019
- Owens Road resident Joni Paskins expressed concerns regarding property losses due to mold/humidity in her unit and information on who she should speak with for resolution regarding this matter. Acting Executive Director Estella Alexander, responded acknowledging her meeting with Ms. Paskins and noted that HA is still working to resolve this matter.
- Cottage City resident Joseph Harrell brought up concerns regarding the overflow of trash in the trash room. Staff responded by stating due to the design of the building there is limited room for additional trashcans. However 60-90-gallon toters have been placed in the trash room allowing for bigger trashcans. Also maintenance staff will monitor the trash room on Fridays to ensure excessive trash is pulled. This item is now closed.
- Cottage City resident, Gloria Ford, stated concerns regarding her recertification. Ms. Ford stated that six months after recertification her rent increased, and she did not receive notification. HA site manager resolved this issue with Ms. Ford and a new rent portion letter was presented. This item is closed.
- Cottage City resident Charmaine Phelai stated concerns regarding her recent unit upgrade, specifically she is missing items from her unit after the work was done by the contractors. Al Coley is currently working with Ms. Phelai regarding missing and damaged items. Some items have been replaced.

Housing Assistance Division:

Al Coley presented the HAD report including:

- There was 1 move-in and 4 move-outs for the month of August.

PROPERTY MANAGEMENT

PHA-wide

During September 2019, REAC inspections were conducted at three (3) public housing properties: Kimberly Gardens, Cottage City Towers, and Owens Road.

Owens Road

Spartan resolved a major backup at the Owens Road property. The backup affected the laundry facility and dwelling units.

Cottage City Towers

Freight elevator services were interrupted at the Cottage City Towers property. The freight elevator was inoperable for approximately 3 to 4 weeks while waiting on parts. Door hydraulics and a pump motor was replaced.

Nova Lining completed invasive clean outs and camera services for both sides of the Cottage City Towers building. The proposal for Phase III is expected to be issued by the end of the month and actual work is projected for mid-to-late October 2019.

Marlborough Towne

The trash removal services contract was discontinued between Waste Management and the Housing Authority. A new contract with Bates Trash Company was to commence on September 1st. Bates failed to provide services as promised. On September 19, 2019 alternative services were rendered by a third-party vendor. The HA is currently pursuing of another trash collection vendor.

- Follow up discussion ensued. Chairman Rowe asked what issues caused the HA to find another contractor. Al Coley responded, stated an ongoing situation with Waste Management. Waste Management no longer wanted to do door to door service. The alternatives that they presented would be to do curbside or dumpster pickups. HA felt that this would not be conducive for elderly residents, and started the process seeking another contractor, Bates. However, Bates were slow to respond (*took over 60 days between Waste Management & Bates*) and didn't perform as promised. HA immediately considered another contractor, Oneida, as a permanent contractor. Lastly, the third-party vendor used was a temporary solution to trash pickup.

Rollingcrest Village

Efficient Homes, LLC completed energy conservation work under the Maryland Weatherization Grant Program. Energy enhancements included installation of attic insulation and five air condition replacements.

In response to resident complaints, pest service inspections were conducted on the Sargent Road side of the Rollingcrest Village property. Extermination treatments are to begin on September 26, 2019 in accordance with inspections findings.

Kimberly Gardens

Several air condition (AC) service calls were made in recent months. Many of the calls required air condition units to be replaced.

Pest extermination inspections were conducted for the entire property. Intensive treatments for unit specific units are scheduled to start on September 27th. Extensive drywall, HVAC, and HWH work was completed in the month of September.

Occupancy/Recertification

- For the month of August there were 28 re-certifications completed, 1 new admission, and 2 transfers. There were zero (0) court appearances for mental health court.
- Al Coley also presented the Vacancy Report for the month of August, reporting that the overall Occupancy rate is 96%.

Family Self-Sufficiency Program

Al Coley presented the FSS Coordinator Activity Report for the Month of August 2019:

- 1 additional participant has been added to the FSS program;
- FSS Coordinator attended the Consumer Action Money Management workshop Train the Trainer
- FSS Coordinator attended the HUD FSS roundtable at the Fairfax Housing Authority;
- The House has passed a bill to increase the funding for the FSS program by 25 million. We are waiting approval from the Senate.
- FSS Coordinator met with the Vice President of Harbor Bank. They are interested in working with the Housing Authority and creating some special

products and services for our residents. Discussed were small micro loans, second chance accounts, secure and unsecured credit cards.

- FSS Coordinator established a partnership with the Laurel Board of Trade after attending a business networking event.
- The Laurel Board of Trade, PNC Bank, Staples, Chase Bank, REMax Reality, LARS, and Prince George's Community Credit Union joined together and provided the FSS program participants from both public housing and the HCV program with back to school items such as uniforms, back packs, school supplies.
- Financial Literacy month is in April and FSS is planning a Wealth and Wellness Financial Fair w/ our partner Wells Fargo.
- After the FSS report, Chairman Rowe requested a briefing about the FSS program at the next board meeting.

MODERNIZATION

Project Manager Michael Jackson presented the Modernization Report for August 2019:

Elevator Owens Road Emergency Elevator Purchase Order

The elevator installation began on **Tuesday, June 11**, and is proceeding ahead of schedule. On Saturday, Aug 3, Elevator 1 (Freight/Passenger) underwent and successfully passed its State inspection. Please note, Otis elevator (assisted by onsite HA/RSC staff) accomplished this milestone a full 27 days ahead of schedule. Otis is nearing the end of the modernization and has provided the HA with a turnover date scheduled for October 9th, subsequent to State inspection.

To date, the HA has approved one project-related change order which was for the installation of video enabled cabling to both elevator cabs.

- After the Modernization Report, Acting Executive Director Estella Alexander advised the board that a written plan is being established when emergencies arise with the elevators.

UFAS Unit updates and compliance

To date, The Housing Authority received UFAS Certifications for thirteen (13) accessible units. Ongoing modifications and improvements are underway at Owens Road and the Rollingcrest communities. The completion of these units has increased the HA's stock of UFAS accessible and designated reasonable accommodation units.

Status Updates as of 9/20/19

COMPLETION OF UFAS UNITS

Number of Units	Date Completion	Item No.	Development	Unit #	Status	Occupied	Unit Designation	UFAS Certification Date
4	12/31/2018	1	Cottage City Towers	102	Completed	No	UFAS - Ripley	4/2/2019
		2	Cottage City Towers	110	Completed	Yes	UFAS - Ripley	4/2/2019
		3	Cottage City Towers	603	Completed	Yes	UFAS - Ripley	4/5/2019
		4	Cottage City Towers	616	Completed	No	UFAS - Ripley	4/5/2019

Number of Units	Date Completion	Item No.	Development	Unit #	Status	Occupied	Unit Designation	UFAS Certification Date
9	12/31/2018	1	Cottage City Towers	107	Completed	Yes	UFAS - Ripley	6/6/2019
		2	Cottage City Towers	203	Completed	No	UFAS - Non-Ripley	6/6/2019
		3	Cottage City Towers	511	Completed	No	UFAS - Ripley	6/6/2019
		4	Marlborough Towne	1847	Completed	No	UFAS - Ripley	6/5/2019
		5	Marlborough Towne	1921	Completed	No	UFAS - Ripley	6/5/2019
		6	Marlborough Towne	1923	Completed	Yes	UFAS - Ripley	6/5/2019
		7	Marlborough Towne	1925	Completed	Yes	UFAS - Ripley	6/5/2019
		8	Owens Road	107	Completed	Yes	UFAS - Ripley	4/4/2019
		9	Owens Road	601	Completed	Yes	UFAS - Ripley	7/23/2019

Total Required Units Per Development

Development	UFAS Units/Agreement	Completed UFAS Units	Occupied
Cottage City Towers	6	7	3
Marlborough Towne	4	4	1
Owens Road	5	2	2
Rolling Crest	5	0	1
Total Required Units	20	13	7

Desk-top Computers at Family Resource Academies

The IT Department has completed the on-site surveys of our communities and will soon begin the roll-out of new desktop computers at all on-site Family Resource Academies (FRAs) and then to the remainder of the HA sites. The IT staff is currently in the process of removing the old computers and performing system upgrades to accommodate new computer equipment.

Energy Efficiency & Solar Grants

The HA conducted on-site tours of the Owens Road and the Cottage City properties for OCS and EMPOWER staff. Current and recently completed energy related projects were reviewed.

HA is currently pursuing modernization and energy upgrades to the exterior lighting at both Owens Road and Cottage City properties.

HA will have to identify funding sources to fully realize the potential of the ESGI grant program.

Development

Development Bond Program Manager James McGraw presented the Development Report for August 2019:

Housing Authority Development Bond Program

The purpose of the Housing Authority of Prince George's County Multifamily Bond Program is to increase the construction and rehabilitation of multifamily rental housing for families with limited incomes.

The HA is awarded with a \$30M annually capacity to issue Tax-exempt bonds and notes which will provide construction, permanent financing and leverage federal Low-Income Housing Tax Credits. The HA will establish preferences towards projects that promote: affordability (e.g. at least 20% of the units are reserved for families/individuals between 50% and 60% of the AMI), elderly accommodations (e.g. 55+ population), and meeting established federal, state, and local accessibility standards (e.g. UFAS, ADA, 504).

- After the Development Report, Chairman Rowe requested the HA help to locate the Principles for Development document to use as guidance moving forward for the Board.

Developers Request for Qualifications (RFQ)

The Development Team solicited interested developers, through a Request for Qualifications (RFQ), to provide their qualifications and their past performance with Housing Authorities. Specifically, the team is looking for a co-development partner with prior experience working with other Housing Authorities.

Nine organizations responded to the RFQ, providing information on their backgrounds, capabilities and experience. Of the initial nine organizations, four organizations were invited to a recently held "Phase II" oral interview. From this group, two companies will be asked to provide redevelopment concepts, plans, and processes.

Multifamily Housing Development Plan for the HA (DRAFT)

The Housing Authority of Prince George's County, Maryland (HA), under the direction of the Acting Executive Director, Estella Alexander, set a goal to increase the number and quality of affordable rental housing units located in Prince George's County, for seniors,

disabled, low- and moderate-income individuals and families. The Housing Authority will embark on a Multifamily Housing Development Program (MHDP) with plans to develop 1,000 units of high-quality low, moderate, and mixed-income rental housing, (i.e. a significant increase in the number of units in the HA portfolio) that meet the needs of the current county population and the ten (10) year projected population growth.

In an effort to achieve the goal of increasing the number and quality of affordable housing units located in Prince George's County for seniors, disabled, low-and moderate-income individuals and families, the HA will pursue four objectives:

Obj. I - Transitioning HA Housing Portfolio

Obj. II - Development of the HA Large Acre REO Sites

Obj. III - Private-Sector Bond Financed Multifamily Projects

Obj. IV - Development of HA Small Acre-Scattered REO Sites (Single Family & Small Scale Multifamily)

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- Extensive follow up discussion ensued with Chairman Rowe regarding options for Section 18 and the HA reviewing the Voluntary Conversion option.

1313 Southern Avenue

HA has resumed bi-weekly meetings with its developer partner Homes for America (HFA). Based on the submission of application and preliminary plans, the HA has been granted approval to move forward under the Mandatory Referral Review process.

Mandatory Referral Review Process Key Points:

- Eligible developments are exempt from Park and Planning standard entitlement review/approval process which is typically 18-24 months;
- Mandatory Referral Review process is less costly and has a significantly shorter timeline for final Site Plan and Permits approval: typically, 12 months;

- Eligible projects are exempt from County's Zoning Ordinance requirements process;
- The Park and Planning Board review comments are advisory recommendations, not binding;
- Mandatory Referral Review requires that HA be the Applicant; Homes for America will continue to provide all guarantees.

Project Schedule Target Dates:

- Mandatory Referral Review Intake and Pre-application meeting in September 2019
- Mandatory Referral Review full application submission in November 2019
- Final Site Plan/Permit approval - approximately 18 months
- Close on the Construction Financing – Summer 2021

Resident Services

Resident Services, Manager Crystal Ford, presented the Resident Services report for August 2019:

- Kimberly Gardens follow up Tenant Council was July 17th as well as the Fire Prevention Presentation. However due to severe weather, there were only 4 residents in attendance. Mr. Coley and I presented the Fire Evacuation Plan and I spoke with the residents about participating on the Tenant Council Board.
- Changing Lives Adult & Youth Services held a meet and greet at Owens Road, and as provided residents the opportunity to sign up for services.
- The Smoking Cessation program concluded at Owens Road with 2 people completing the program.
- Michelle Johnson, Rental Assistance Division and I met with Eckered Connects Workforce Development Youth Career Center to extend their services to Housing Choice Voucher Residents.
- Participated in National Night Out at Marlborough Towne
- Solicited Back to School Donations from staff and other agencies for a Back to School Kick off.
- Received 100 Backpacks from Prince George's County Board of Education, over \$1500 in school supplies, including flash drives, from EATON Aerospace Fluid & Electrical Distribution Division. Supreme Landscaping provided \$400 in food and supplies. \$100 CASH from staff, school supplies from the Rental

Assistance Division and 50 backpacks and supplies from The Brothers Huddle.

- Resident Services was able to purchase additional food and games as well as stuff 130 backpacks with school supplies. Resident Services held 2 successful Back to School Events on August 28th and 29th at Kimberly Gardens and Marlborough Towne/Coral Gardens respectively. Staff Betty Hoskins, Michelle Johnson, Shayonna Banks, Mugure Crawford and Jerry Zanelotti and RSC grounds person Andrew Faucette and John Lee all assisted in making the events a success.

Kimberly Gardens

- Back to School Kick off was held on August 28th. We distributed back packs, played games, provided face painting, hair services and food to residents. Representatives from CLAY and EATON were on sight. Also, Community Officer Samuels, allowed the children to turn on the police car sirens and speak through the loud speaker. Deputy Director Sharon Land also attended and showed the children how to jump Double Dutch.

1100 Owens Road

- Assurance Wireless provided free cell phones to residents.

Marlborough Towne/Coral Gardens

- Back to School Kick Off was held on August 29th. Food, fun back pack distribution and games were provided. Ms. Bert Lawrence, Commissioner Shannon, The Brothers Huddle and Major Cedric Dickerson of Prince George's County Police Department attended and spoke with residents.

Rollingcrest

- Residents conducted a Health Fair. Resident Services provided information from The Department of Health to be disseminated at the Health Fair.

Cottage City

- Assurance Wireless provided free cell phones to residents.

Financial Report

Jacqueline Massiah presented the Finance Report. Key highlights for the month ending August 2019 are as follows:

1. **Overall Position** – The Authority's financial statements reflect an agency-wide monthly operating gain of \$78,544, and a year-to-date net operating gain of \$579,236.
 - Follow up discussion: Chairman Rowe suggested the July and August statements do not add up with what is being reported. Chairman suggests HA review and reconcile what happened with the reduction in the YTD numbers within the agency as a whole.
2. **Accounts Receivable (AR)** -August's overall Accounts Receivable balance slightly increased to \$117,899. There was no case filing for the month of August and 6 tenants are in repayment agreements. There were 16 failure to pay cases were filed in July.
 - Follow up discussion: Chairman Rowe discussed how high the over 90-day delinquency with the Kimberly Gardens property is now. Marlborough Towne has accounts up to 130 days delinquent. He reminds HA to be mindful of these delinquent accounts and as previously discussed, implementing notices to residents after 30 days of being delinquent on their rent account.
3. **Public Housing Performance** – August had a monthly gain of \$194,369 and a year to date gain of \$274,682. Unaudited Financial Data Schedule (FDS) was submitted to HUD. There are adjusted audit journal entries that will affect June 2019 final financial data.
4. **Bond** – August had a monthly loss of (\$27,408), and a year to date loss of (\$41,010).
5. **FY19 Audit** – Fiscal Year 2019 audit is progressing, it should be wrapped up in October.
6. **Other** – We are proceeding with Rent Cafe set-ups. We are having weekly GoToMeetings with Yardi representatives, IT staff and Housing Authority staff. The software Go-Live date has not been decided.

Public Comments:

1. **Ella Johnson 5645 Sargent Rd. Rollingcrest Village-** Ms. Johnson stated concerns about missing rent statements, the lack of a site manager on the Rollincrest property, and irregular trash pick-up schedule. Ms. Johnson also requested the US Flag in the community room be raised up higher off the floor. Al Coley will follow up with Waste Management, the contractor who handles trash collection with the property. He also introduced Rollingcrest's new site manager, Sheena Dennis. HA will have a meet and greet for Ms. Dennis to introduce her to the Rollingcrest and Kimberly Gardens residents. Ms. Dennis first day on the Rollingcrest property was September 23, 2019. Her regular schedule will be Tuesdays and Thursdays at Rollingcrest. Acting Executive Director requests that a flyer be distributed to alert residents that Ms. Dennis is the new site manager.
2. **Lenora Stringfellow 1382 Chillum Rd. Rollingcrest Village-** Ms. Stringfellow stated concerns the need for stations at the property for residents to use the computer/printer. She also requested classes to teach residents how to use the computer, and a DVD player be set up in the community room.
3. **Lorraine Terry 1380 Chillum Rd. Rollingcrest Village-** Ms. Terry raised concerns about light and security on the property, the trash door, and landscaping. Ms. Terry also listed concerns about the up keep of the Rollingcrest property. Chairman Rowe requested that Ms. Terry write down a list of concerns and submit them to her site manager. Acting Executive Director Estella Alexander will also assemble a meeting with staff to determine whether property concerns can be addressed through capital improvements or handled as maintenance requests.
4. **Lamont Lee 5633 Sargent Rd. Rollingcrest Village-** Mr. Lee thanked Al Coley for helping to get his air conditioning fixed in his unit. He is still requesting more freon. Mr. Lee stated that the landscapers who cut the grass have not put back the light pole and that they do not do a good job at landscaping the property. Mr. Lee stated that he assists on his own to cut the hedges. Mr. Lee does not mind helping. The HA has alerted Mr. Lee that cutting the hedges can be a liability. Al Coley will contact the landscapers to address resident's concerns.

5. **Pearl Price 5669 Sargent Rd. Rollingcrest Village-** Ms. Price stated her maintenance calls were going unanswered since the previous Rollingcrest site manager, Ms. Hall, passed away. Ms. Price also discussed a water and rat hole issue in her unit. Al Coley responded by providing his direct contact number for maintenance concerns, 301-883-9488 and reminded residents to alert Sheena Dennis, who is now the new Rollincrest Site Manager and is ready to address their maintenance requests.

Adjournment:

Chairman Paul Rowe motioned to adjourn the meeting, by unanimous vote, the Board of Commissioners meeting adjourned at 7:59 p.m.

Attest/ Witness:







Paul Rowe
Chairman



Estella Alexander
Acting Secretary/Executive Director