

**MINUTES**  
**ANN ARBOR HOUSING COMMISSION**  
**BOARD MEETING**  
**March 21, 2012**

Meeting Time and Location: **6:00 pm**  
Miller Manor, 727 Miller, Ann Arbor, MI (Conference Room)  
Started – 6:12 PM

The meeting took place at Miller Manor, 727 Miller Ave., Ann Arbor, MI 48103. President Manildi convened the meeting at 6:12 P.M.

**ROLL CALL:** Commissioners present: Marta Manildi, Andy LaBarre, Ronald Woods. Commissioners absent: Gloria Black, Leigh Greden. Staff Present: Jennifer Hall, Nick Coquillard, Weneshia Brand, Beth Yaroch, Monica Moore. In Attendance: Sharie Sell; Kevin McDonald, Joan Doughty and Christina Rivest, Community Action Network (CAN); Terry Bank, and David Guidas.

**I. APPROVAL OF AGENDA**

*LaBarre* moved approval of agenda, *Woods* supported

Motion Approved 3-0 (Manildi, Woods, LaBarre yea. 0 nay)

**II. PUBLIC COMMENTARY – limited to 5 min./person**

**A. Resident Organizations - None**

**B. Others Requesting to Speak -**

*Bank:* Commented that the maintenance performance has declined since the maintenance team was reduced to four staff. She gave an example of an issue of a dripping faucet and that she had to wait four months for a repair. She said she also had to wait three weeks to have a light repaired. Is there a plan to hire additional maintenance staff?

*Manildi:* Commented that it is good to hear how the AAHC team is doing. She said information heard during public commentary is generally heard and then the Board asks the staff to follow-up both with the Board Members and residents involved.

*Hall:* Clarified that HUD regulations state the AAHC has *up to* 30 days, but we try to have all work orders completed within 30 days and as soon as possible. We don't have the budget to add maintenance at this time.

*LaBarre:* Is the service provided in a satisfactory manner? *Bank:* Yes.

**III. APPROVAL OF MINUTES**

**A. Regular Board Meeting Minutes – February 14, 2012**

*Woods* moved, *LaBarre* supported

Motion Approved 4-0 (Manildi, Woods, Black, LaBarre – yea; 0 nay.)

## **B. Special Board Meeting Minutes – March 2, 2012**

*LaBarre* moved, *Woods* supported

Motion Approved 4-0 (Manildi, Woods, Black, LaBarre – yea; 0 nay.)

## **IV. NEW BUSINESS**

### **A. Public Hearing on FY12 Annual Plan**

*Hall*: Presented the discussion of the Annual Plan at several sites and these meetings occurred over the last two months. The plan also outlines the Commission's proposed spending for the next fiscal year. She discussed the public notice and the public comment period. In the plan will be all comments from these eight public meetings held and tonight's public commentary. The AAHC is required to place all comments about the Annual Plan in the plan, and required to also provide a response if needed.

*Bank*: Asked about the possible conversion of Miller Manor to a project-based Section 8 building, and if that was to be considered, would there be a public notice period? Would residents have protections?

*Hall*: Absolutely, there are many requirements if such a major change would be considered. It is only a possibility being discussed at this time. There are many HUD regulations protecting tenants in such situations.

No other public comments at this public hearing. Public hearing ended.

### **B. Presentations: Public Housing**

*Hall*: Presented the goal sheets for each program area. Discussed the AAHC's work on reviewing all of its policies and procedures with a consultant in order to fine-tune our processes and policies. The goal is to operate within the HUD requirements and reduce any extra processes that are not required. This consultant will come for a week in April for both the Public Housing and the Section 8/Housing Choice Voucher/related programs. At the end of these reviews, policy changes will be brought to the Board, and a procedural manual will be updated for staff. There are operational goals for this fiscal year and utilization and performance goals through the end of the calendar year.

*Manildi*: Reminded the Board that the way to structure maintenance has been an issue before the Board. She stated that a consultant's view held that the AAHC should outsource maintenance

*Black*: Who is overseeing maintenance? Are you using a checklist? How are you tracking this? She has received complaints from residents.

*Hall:* Coquillard is currently managing maintenance while Centala is on leave. He manages the work orders through Yardi. The goal is to utilize technology to help streamline the work order process and make it more efficient.

*Yaroch:* Staff are working very hard on the wait list – occupancy rate right now is 98% (only 8 units are vacant). Her staff are starting office hours at many of the community centers across the AAHC sites to be more accessible to tenants. The Ann Arbor Police Dept. is re-starting a community officer program, which will lead to more on-site visits and add to our security

*Black:* Asked why managers are doing all of this extra case management work?

*Hall:* We are housing of last resort, and house a range of tenants. We need to work with all our tenants to do the best we can to support them so that they don't become homeless. Other housing "options," such as prisons and shelters, are much more expensive than keeping people housed.

*Yaroch:* Participating in support services is voluntary. Our goal is to help tenants live within the parameters of their lease.

### **Housing Choice Voucher/Section 8/VASH**

*Brand:* Presented an update related to the Section 8 department. We are at 1,483 voucher allocation – the challenge is to lease up to this level. The program is at a 95% utilization rate (number leased up compared to the budget authority); if not combined with VASH, the AAHC would be at 99% utilization. She said she expects to remain in the 90% utilization rate range by the end of the fiscal year.

*Hall and Brand:* All programs are out of troubled status.

*Black:* Where do people get pulled from to lease up the vouchers? *Brand:* In VASH, all individuals come only from the V.A. In the HCV program, the AAHC has a waiting list – and we will be opening the HCV wait list soon. *Hall* stated that the VASH program is not a new program with new money, but it came from reducing money allocations from other HUD programs, such as public housing.

*Brand:* Added that the V.A. adds staff when vouchers are added/allocated to their region. The AAHC does not get any additional money or staff after being awarded additional VASH vouchers. She added that it has been difficult to help families find homes in de-concentrated areas of poverty.

### **C. Resolutions:**

- 1. FY 12-22 - To Move the April Board Meeting from April 18<sup>th</sup> to April 11<sup>th</sup> to Approve the Annual Plan prior to the April 15<sup>th</sup> due date to HUD.**

*Woods* moved, *LaBarre* supported.

Motion Approved 4-0. (Manildi, Black, Woods and LaBarre – yea; 0 nay)

**2. FY 12-23 – To Approve Amendment to Chapter 17 – Grievance Procedures to add section on procedure for resident councils to grieve the decision of the AAHC that a resident council does not meet HUD requirements**

*LaBarre* moved, *Woods* supported.

*Hall*: Discussed this resolution and communicated the basic requirements to create and sustain a resident council, and how such approved councils can be provided money. She discussed basic resident election processes and recent processes at Miller Manor. *Hall* added that as part of HUD's requirements, the Commission must provide for a grievance process in its policies and this resolution, if approved, will allow for this process to be added to its policies.

*Black*: Commented that she communicated with a Miller Manor resident who complained about elections issues and, specifically, about how he was not able to run for election by CAN due to being threatening to others involved. *Doughty and Rivest* explained that he was not denied the ability to run for those reasons, but rather he missed a required process step. *Hall* explained that she reviewed the election process and determined they were invalid for HUD purposes. The Miller resident council have decided to grieve the decision.

*Manildi*: Noted that residents may organize, but that the AAHC cannot provide HUD funding if a council is not elected properly under HUD regulations.

Motion Approved 4-0. (Manildi, Black, Woods and LaBarre - yea; 0 nay)

**D. Board of Commissioners Discussion**

- 1. Board Role - *Manildi*** – There will be new elections in May and she will end this year's term as president. She said that everyone engaged in this effort is working very hard. It is our fundamental job to guide and support staff, and not become agents of operation. It is our job to be informed. We need to continue to educate ourselves. We must be very mindful of our processes. In particular, it is important to ensure there is a relationship with our staff. It is important, in particular, that the Executive Director follow up with staff – with issues, disciplinary and related. Underlying all of this is the key question if we have the right leader on board. And if that question is yes, we must support her. She said that the staff works very hard and they are underpaid. *Manildi* discussed the processes the Board should engage in while supporting the staff and the executive director with full solidarity of support to the public.
- 2. Resident Councils** – Covered in items discussed above.
- 3. Security Committee** – *Hall* shared that at all of the community meetings, security was the main topic. A next meeting of the committee will happen in April and the committee is on track to produce a report in May.
- 4. Other** – *Black* agreed with *Manildi's* comments as a whole and said she has high hopes for the Executive Director. She also said that if the Board is contacted over and over with complaints, those complaints should be answered with specifics, if it is not heard, she will have to go elsewhere. She

takes her responsibility very seriously. *Hall* asked that if residents have complaints, that they should be directed to the appropriate Housing Commission staff. If the resident does not believe the issue is being addressed, they can talk to the supervisor and if not addressed, it goes to Director. Staff must be careful about sharing confidential information with board members and it may be the case that information cannot be shared back on how the issue was resolved, without a release from the tenant. If the tenant brings the issue to a board meeting during public comments then they are making it public. *LaBarre* said he is still learning and believes that the staff is working hard and is working within an environment that requires more resources and support to do the job better. He also said he supports the staff with full solidarity. *Manildi* pointed out any concerns should be communicated and it is the duty of the Board to address such concerns. *Black* said many of the tenants are a vulnerable population and must be heard. *Woods* said he appreciated the comments of *Manildi* and this conversation sets the stage well as to the next phase of the Commission's work.

**V. COMMISSION REPORTS**

- A. Executive Director Memorandum
- B. Public Housing Report
- C. Housing Choice Voucher Report
- D. Proposed Grievance Procedure for resident council elections
- E. FY12 Annual Plan

**VI. ADDITIONAL PUBLIC COMMENTARY – limited to 5 min./person**

*Bank* said it would help to know certain policies, such as the 30-day HUD policy for work orders, and maybe a little more information would be helpful.

**VII. ADJOURNMENT – *LaBarre* moved, *Black* supported.**

Motion Approved 4-0. (Manildi, Woods, Greden, LaBarre, Black -yea; 0-nay)

Adjourned – 8:33 PM