

MINUTES
WEST HARTFORD HOUSING AUTHORITY
Regularly Scheduled Monthly Meeting via Teams and Dial-In
March 12, 2024

COMMISSIONERS PRESENT: Milagros Acosta, Mark D’Addabbo, Clare Dowd, Abdul Rahman, Lee Reynolds

COMMISSIONERS ABSENT: None

OTHERS PRESENT: Jill Corrado, Executive Director, Forest Berwick, Director of Operations, Yadira Mora, Section 8 Manager, Beatrice Acevedo, FSS Coordinator, Tim Mable, Director of Property Management, and Barbara McGrath, Corporate Counsel.

Ms. Dowd called the meeting to order at 5:04 p.m.

Approval of Minutes

Minutes from the regularly scheduled meeting of January 9, 2024 were collectively approved on a motion from Ms. Reynolds and seconded by Ms. Acosta.

Financial Report

- FYE for Faxon, 616 New Park, AEP audits completed and filed with investors and lenders
- Audit for 540NP near completion. This is our first year of operations
- Upcoming audits for WHHA and TBRA
- March 15 deadline (net of grace period) for consolidated financial reporting to HUD

Trend data was presented on average HAP, Number of HCV units and Per-Unit-Cost for the trailing twelve months. Average HAP and PUC is trending up, largely as a result of the 120% payment standard waiver.

Voucher segmentation data by program (West Hartford, J. D’Amelia) and voucher type was presented, with no material changes since our last meeting.

Unit data was presented for the JDA and Wallingford contracts. 2,138 JDA program vouchers were administered on average over the trailing twelve months.

Occupancy and collections trend data were presented for managed properties for the trailing twelve months. Rent collection portfolio wide averages 99% and average occupancy is tracking at 95% portfolio wide for the same period.

HCV & FSS Report

Ms. Mora reported we have 588 HCV participants including port-outs. We had 9 port-outs, we continue to absorb port-ins. Average HAP is \$1,085.

SEMAP review has been filed with HUD.

Ms. Dowd indicated that we have been designated as a high performer in prior years by HUD, if this is the case again this year will we be posting on social media. Ms. Mora affirmed that is both our expectation and intention.

We are working through a DOH audit.

Moves are picking up as Spring gets closer, and based on the increasing port-outs we will be pulling another 100 names from the waiting list.

The DOH program is at 2,137 accounts comprised of 745 RAP certificates and 1,392 State voucher holders.

Wallingford is at 15 units including two current vacancies which we are waiting on referrals for.

Mr. D'Addabbo asked about waiting list contact processes which Ms. Mora explained a mix of USPO mail, email and phone, to which Mr. D'Addabbo asked about the administrative efficiency of these multiple steps. Ms. Corrado clarified that we make multiple efforts to contact people, which isn't always efficient, but provides a level playing field and reduces the risk of potential grievances.

Ms. Dowd asked if the State of Connecticut has rebid the JDA contract yet. We are unaware if this has been done at this time.

FSS Report

Our new program coordinator, Beatrice Acevedo was introduced. She will be completing an FSS certification at the end of the month.

New coordinator contact information was distributed to participants, moving forward an FSS flyer will be included in recertification packages.

Outreach efforts to existing and potential program participants is being made.

10 families are currently active in the program.

Ms. Dowd congratulated Ms. Acevedo on joining the team and her new role.

Operations Report

Occupancy is at 95% or more for all the properties, except for 540 New Park (Faxon cleared the threshold between printing of the board packet and today).

We are preparing for CHFA year end LIHTC reporting.

Laundry rooms have been updated at AEP and Elm Grove.

We continue to onboard and train new staff.

Development Committee Report – none

Finance Committee Report - none

Resident Services Committee Report - none

Executive Directors Report -

Ms. Corrado reiterated activities and achievements that staff have accomplished since our last meeting including:

- MTW application submitted to HUD, awaiting comments or response
- Full PBV package was approved by HUD in time for TBRA's CHFA application
- FSS grant has been reinstated
- Pulling a large number of applicants from the HCV waiting list, the AEP PBV waiting list, the Elm Grove PBV waiting list and the Faxon PBV waiting list
- Staff is in process of reviewing HUD's two-year forecasting tool for upcoming leasing

We have been focusing on:

- Focus on filling vacancies and rent collections on the property management side and increasing/maintaining voucher counts on the voucher administration side
- Continued reporting to stakeholders
- Onboarding and training of new staff in multiple departments
- Instill a culture of continuous improvement
- Branding and software initiatives have slowed due to staff bandwidth, however social media impressions have increased 200%, and social media interactions (liking, commenting etc) has increased over 600%

Ongoing Challenges include:

- Behaviors of the public
- Misconceptions about who we are
- Leasing
- Receivables
- Bandwidth

Ms. Corrado indicated we will start working on the five-year administrative plan next month. Ms. Corrado indicated that she has already reached out to the town to dovetail with their plan, which has not yet been finalized. Ms. Dowd if this would be subject to a public comment period and hearing as we did with the annual plan, which Ms. Corrado affirmed.

Mr. Corrado thanked the team for all their efforts and support to our mission, and particularly our controller Diane Hall who has done a great job with all of the end of year reporting work.

Ms. Dowd asked if we could change the order of some of the agenda items, asking for Executive Session after the other agenda items. Ms. McGrath affirmed. Ms. Corrado confirmed this is a regular meeting,

and not a special meeting as indicated on the agenda, which was a typo. The agenda was amended on a motion by Ms. Reynolds and seconded by Ms. McGrath.

Executive Session – none

Chairperson's Comments – Ms. Dowd thanked the team for their contributions.

Old Business - none

New Business – none

Meeting went into Executive Session at 6:23 on a motion by Ms. Reynolds and seconded by Ms. Acosta.

Meeting went out of Executive session at 7:24 on motion by Mr. D'Addabbo and seconded by Mrs. Reynolds.

Meeting was adjourned at 7:25 p.m. on a motion by Ms. Reynolds and seconded by Mrs. Acosta.