

MINUTES
WEST HARTFORD HOUSING AUTHORITY
Regularly Scheduled Monthly Meeting via Teams and Dial-In
September 9, 2025

COMMISSIONERS PRESENT: Milagros Acosta, Byron Dorchester, Clare Dowd, Abdul Rahman, Lee Reynolds

COMMISSIONERS ABSENT:

OTHERS PRESENT: Beatrice Acevedo, FSS Coordinator; Forest Berwick, Director of Operations; Jill Corrado, Executive Director; Tim Mable, Director of Property Management; Yadira Mora, Voucher Programs Director; Adam Teneyck, Director of Finance

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

Mr. Dorchester was welcomed and introduced.

Approval of Minutes

Minutes from the regularly scheduled meeting of March 13, 2025 were approved with a correction to reflect Ms. McGrath attendance at the last board meeting.

Financial Report

Mr. Teneyck stated that the Housing Authority audit should be wrapped up this month.

Trend data was presented on average HAP, Number of HCV units and Per-Unit-Cost for the trailing 12 months. Segmentation of voucher type under the West Hartford program was presented.

Ms. Corrado discussed receipt of our budget authority from HUD in the amount of \$7,923,870, presenting data on units leased and expenditures in prior years. HUD had been pushing us to lease up until this year, utilizing reserves to make ourselves whole. With the funding we have been given by HUD we have an estimated shortfall of around \$400,000 for the year as discussed in our last meeting.

Mr. Teneyck presented trailing twelve-month voucher segmentation data by program (West Hartford, J. D'Amelia) and voucher type.

Occupancy and collections trend data were presented for managed properties for the trailing twelve months. Rent collection portfolio wide averages 93% and average occupancy is tracking at 93% portfolio wide for the same period.

Year-to-date profit and loss statements through July were presented.

FSS Report

Ms. Acevedo reported we currently have 20 active program participants, one successful graduate in August with an escrow of \$6,282 and one unsuccessful closure in June. We have a new enrollment for this month.

We have continued to market the program heavily with social media postings and continued outreach with various entities. Collaboration with WHHA caseworkers as a source of referrals continues.

A monthly newsletter continues to be mailed to all program participants.

HCV Report

Ms. Mora reported we have 575 HCV participants including port-outs. We had 16 port-outs, we have ceased to absorb port-ins, of which there were 13. Average HAP is \$1,210.

The DOH program is at 2,039 accounts comprised of 741 RAP certificates and 1,298 State voucher holders.

Wallingford is at 11 units, they have had a couple terminations and we are awaiting new referrals.

All 15 of our PBV units at the Camelot were fully occupied by July.

We are currently in shortfall and are meeting with HUD's shortfall prevention team on a monthly basis. We are no longer able to issue vouchers, absorb port-ins or convert PBV's to HCV's. Ms. Corrado reminded the board that the projected shortfall of \$400,000 is for 2025, we do not yet know what will happen budget-wise for 2026.

We have attached drafts of the MTW supplement plan and annual PHA plan and are in the review period. We have received no comments from the resident advisory board thus far.

We applied for shortfall funding early in June, and also applied early for set-aside funding for project-based vouchers not in our baseline that came on line this year. Many other HA's are also in shortfall and something will likely need to be done nationally in order to avoid shortfalls again in 2026. We are hearing rumors that HUD is instructing some HA's to have policies in place for terminating families, but we have not received this instruction from them as yet. Ms. Corrado urged the board to write their legislators.

Operations Report

Occupancy is below 95% at AEP, 540NP, 616NP and Faxon.

Staff had been fully occupied in periodic reporting to various stakeholders across all departments. We received word of “no findings” from Spectrum on the CHFA audit for AEP.

We have been experiencing a large number of leaks and turns along with a higher volume of tenant work orders than seen in prior years.

We had a successful fire drill at the Faxon in partnership with WHFD.

Property Management and Maintenance are absorbing staffing changes.

Development Committee Report – none

Finance Committee Report – none

Resident Services Committee Report - none

Executive Directors Report –

Housing Choice Voucher Program:

Draft Annual PHA Plan in public comment period. Public hearing has been noticed and scheduled. Similarly, draft MTW Supplement in public comment period. Public hearing has been noticed and scheduled. Once both public hearings are completed, board approval is needed by HUD, hence we will need to have a special meeting in October again this year.

Camelot lease-up complete. This represents a huge effort by staff in a short period of time.

FSS reach out is being made on a targeted basis, including the new voucher holders at Camelot.

Pulling names from PBV wait lists to fill vacancies.

Actively meeting with HUD and reviewing HUD’s two-year tool and forecasting for upcoming leasing and identification of projected shortfall for CY2025.

Voucher staff received training at Conn Nahro convention.

Property Management/LIHTC Compliance:

Filling vacancies and rent collections at all 6 properties, ongoing.

Continual reporting to investors, CHFA, Spectrum, NHT, investors, including reporting and site visits.

Added team member for LIHTC compliance.

One Park compliance review.

Placement of 5 new vouchers at 540 New Park.

Process in place for use of collection agency for vacated tenants.

Facilities best practices being refined.

Capital planning for all buildings being refined.

Seasonal turnover, planned maintenance activities, unit turns, landscaping.

Other:

Financial statement audits for WHHA and TBRA ongoing.

Elle weekly job meetings being held on site, monthly funding requisitions completed by the 10th of the month. State prevailing wage changes mid-project are projected to have an adverse impact of around 10% of construction costs due to additional payroll, not to mention delays due to communications and uncertainty with the subs on how this all will be handled, particularly for the smaller subs who have to float payroll. The state has taken the position that they will not fund mark up on change orders, despite what is in the underlying contract, fortunately our contractor has not yet put us in this position. Ms. McGrath is looking into the underlying issues as it pertains to our organizational structure to see if there is anything we can do to prevent this from reoccurring in the future.

Elle landing page for progress monitoring has been launched.

Goodwin website redesign has been completed.

Meetings with software provider for MTW activities and online rent payments, maintenance requests for properties.

A process document was developed for staff use by outside counsel in the event of Immigration and Customs Enforcement at any of our locations.

Staff training – Foresight Thinking Model.

Open enrollment complete with staff.

Social media postings for WHHA continue on Facebook, Instagram and LinkedIn.

All employee meetings, Teams and in person events.

Employee handbook update is in process.

WHERE WE'RE HEADED

Unknown effects of budgetary changes in Washington.

Private Activity Bond process for WHHA – lets learn more

Special meeting in October set for October 14 due to HUD requirements on MTW and annual plan updates.

NEWS FROM PARTNERS/STAKEHOLDERS

Reporting to NEF, NHT, CHFA and M&T Bank is up to date.

WHHA and TBRA audits underway.

ONGOING CHALLENGES

Behaviors of the public – Civility policy has been instituted, but staff is routinely faced with challenging situations. This relates to our Branding and Education initiatives goals – make sure we are clear with what we can do and what we can't do. In addition, there may be some outreach that is required to educate others on what kinds of situations we are facing.

Leasing – Lease up, especially of LIHTC units, requires a significant amount of administrative time. In addition, there is considerable time spent by property managers in tending to the properties and tenants, ensuring rules are being followed, following up on lease violations, rent payments, eviction proceedings, etc. This relates to the 95% occupancy portfolio wide goal above.

Receivables – Several tenants across the portfolio are behind on their rent. We are actively engaged in putting the tenants on a payment plan to try to avoid eviction and are now rolling out more strict policies on rent payments. Since WHHA management fees are based on collections at the properties, this is an area of focus for our team. This relates to the 95% occupancy portfolio wide goal and maximizing revenue goals. In addition, we've begun working with a collection agency to attempt collection on past due accounts post move out.

Chairperson's Comments – Ms. Dowd thanked the team for their hard work. Ms. Dowd mentioned she met with Ms. Corrado concerning introducing clarity and a regular schedule to the committee meetings.

Old Business - none

New Business –

Resolution 2025-3 election of Byron Dorchester and Greg Konover to serve as Directors of Trout Brook Realty Advisors, Inc.

Ms. Corrado introduced the resolution to elect WHHA representation (Mr. Dorchester) to the TBRA board of directors. Additionally, the current structure of TBRA provides that all board members are appointed by WHHA. The additional TBRA board position appointment for Mr. Konover, who has expressed an interest in the position is also put forth.

Resolution 2025-3 was unanimously approved on a motion by Ms. Acosta and seconded by Ms. Reynolds.

Meeting was adjourned at 6:47 p.m. on a motion by Ms. Reynolds seconded by Ms. Acosta.