WEST HARTFORD
HOUSING AUTHORITY

Board of Commissioners Meeting Minutes

Date: May 12, 2026
Time: 5:00 PM
Location: Virtual

Commissioners Present:

- Ms. Clare Dowd (Chair)
- Ms. Lee Reynolds
- Mr. Byron Dorchester
- Mr. Abdul Rahman (Resident Commissioner)
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Commissioners Absent:

- Ms. Milagros Acosta

Others Present:

- Jill Corrado (Executive Director)
- Adam Teneyck (Director of Finance)
- Yadira Mora (Voucher Programs Director)
- Beatrice Acevedo (FSS Programs Coordinator)
- Tim Mable (Director of Property Management)
- Forest Berwick (Director of Operations)
- Barbara McGrath (Corporate Counsel)

Meeting Details:

I. **Meeting Called to Order:** The meeting was called to order by Ms. Dowd at 5:01 PM.

II. **Approval of Board Minutes:** The minutes of March 10, 2026 were approved on a motion by Ms. Reynolds seconded by Mr. Dorchester.

III. **Agency Updates**

Report: Financial Review

- Mr. Teneyck provided financial for the trailing twelve months to include data on HAP and HCV programs.
- He shared that we are implementing automated rent deposit capabilities within Yardi which should generate significant time savings for accounting staff. The Elle will serve as a pilot before rolling it out to all properties. Ms. Dowd asked how this would work from the tenant's perspective, Mr. Teneyck responded that, in its current iteration, it will allow automated payments by ACH for a fee, if we accept credit cards we will have to pay the card fees, but this potentially creates debt for tenants so we are currently analyzing all parameters holistically before finalizing the mechanics in Yardi. Mr. Dorchester asked about the charges and Mr. Teneyck replied there will be a transaction cost from Yardi, merchant processing fees of 2-3% if we accept credit cards, which will be offset my administrative man-hour savings. Mr. Dorchester encouraged the use of credit cards as a way for some tenants to build credit. Ms. McGrath did not
- Ms. Corrado spoke about HUD Budgetary Authority which we received very recently. This shows a small increase from 2025. We are analyzing these figures to determine shortfall status for 2026 using HUD's two year budgeting tool. For now, we continue to not absorb vouchers from other jurisdictions and have ceased issuing vouchers from the waiting list as HUD has not formally released us from shortfall. Ms. Corrado presented historic numbers showing our program growth from 2017 through 2026.

Report: HCV/FSS Program Update

- Ms. Mora reported on program participants and stats for the HCV and DOH programs. We have a Resolution 2026-1 to accept new Utility Allowances for 2026, which have largely increased. Hearing no questions, **<u>Resolution 2026-1 was approved on a motion by Ms. Reynolds and seconded by Mr. Dorchester.</u>**
- Ms. Acevedo reported on the growth of the FSS program with 29 current active participants. We have 1 graduation and several pending applicants. Outreach continues. Hartford Public Library free financial literacy program is on hold as the designated instructor has had transportation issues to our properties, so that means any WHHA originated participants would have to travel to the Library.

- Ms. Dowd asked how long the person who graduated had been in the program. Ms. Acevedo stated about 5 years; with the individual successfully accomplishing a series of goals including building their credit to a score of 800, receiving certification enabling employment, and is very happy with the outcomes of everything she accomplished under the program.

Report: Operations Update

- Mr. Mable mentioned CHFA / Spectrum and investor audits were underway.
- Mr. Mable provided statistics on unit turns, work orders, and maintenance efforts for first quarter of the 2026 calendar year as Mr. Berwick had to briefly step away to handle an issue concerning one of the buildings.

IV. Committee Reports: None at this meeting

V. Executive Director's Report: Ms. Corrado thanked the team for everything they've done.

- She recapping the HUD final approval of our PHA plan and MTW supplement. We are working with Yardi on implementing changes that our new activities will require.
- The FSS program seems to be going well as we continue to involve others. This is not a mandatory program and we are considering expanding it under our MTW authorities.
- Elle lease-up has begun, to include pulling waiting lists for the 15 PBV's. Yadira and Tim are meeting weekly to review status on each of the candidates.
- Continuous effort to fill vacancies and address non-payment of rent across all properties.
- Ms. Corrado and Ms. Mora attended the MTW conference in Washington DC in April. The big push from HUD appears to be towards work requirements, trying to get HA's to sign up to require work from able-bodied adults. We learned subsequent to the conference of a new proposed rule to require work for all agencies, not just MTW agencies. We heard from some agencies which do have work requirements and who build their programs and FSS programs around minimum wage and rents. Supports such as child care and transportation which are expensive in Connecticut remain problematic.
- HUD has awarded us another $10k in 2025 funding to help make us whole.
- We continue to hire new staff, we are currently at 29 people and are planning for 33-34 FTE by year end.
- The Elle is still in construction and we're hoping for temporary certificate of occupancy to begin moving people into the building in mid-to-late June. Mr. Mable and Ms. Mora

have been working on pre-leasing in anticipation. We continue to work with DOH for a loan to address project shortfalls of $1.9mm as a result of a wage rate increase which occurred in June 2025. We hope this facility will close this month.

- We sent voucher staff to a Mental Health First Aid training session held by Conn NAHRO. Some staff went to fair housing, and we had on site training for Compassion Fatigue and Burnout for staff so far this year.
- Ms. Corrado remarked that in her position on the Conn NAHRO board they continue to follow legislative actions which affect us.
- We will be updating the WHHA website.
- Ms. Corrado introduced Resolution 2026-02 pertaining to abuse received by staff from the public. This extends more broadly than the current civility policy we adopted several years ago. This is more specific to voucher holders and references HUD regulations on loss of vouchers; however this is a broader policy that also includes tenants residing in our buildings.
- Ms. Dowd thanked Ms. Corrado for the comprehensive review accomplished by staff. She asked Ms. Corrado if staff will be trained in the implementation of the new civility policy under Resolution 2026-02. Ms. Corrado indicated this is a good idea and indicated this is something we discuss a lot internally and would meet and discuss with staff prior to formal roll out. Hearing no further questions, **Resolution 2026-02 was passed on a motion from Ms. Reynolds seconded by Mr. Dorchester.**

VI. Chairperson's Comments: Ms. Dowd thanked Ms. Corrado and the team for their work, indicating how proud she feels to be part of a high performing team. She reminded all participants that the next time this board will reconvene is scheduled for September and asked Ms. Corrado to update the board as needed during the interim.

VII. Old Business: None

VIII. New Business: None

IX. Executive Session: None.

X. Meeting Adjournment

- The meeting was adjourned at 6:14 PM on a motion by Ms Reynolds seconded by Mr. Dorchester.