



2016-62 Habitat for Humanity Memorandum of Understanding. These items are not before the Board for discussion or decision.

Commissioner Berglund requested to remove Item 2 of the Consent Agenda: Resolution 2016-59 Monthly Tenant Account Write-Offs.

Commissioner Achola requested to remove Item 3 of the Consent Agenda: Resolution 2016-60 Contract Renewal Legal Eviction Services.

**MOTION** by Commissioner Levy, seconded by Commissioner Berglund to approve Consent Agenda Items 1, 6 and 7. Motion passed unanimously.

Chair Taylor – Aye  
Vice Chair Watson – Aye  
Commissioner Berglund – Aye  
Commissioner Achola – Aye  
Commissioner Levy - Aye  
Commissioner Engle-Aye

**Resolution 2016-59 Monthly Tenant Account Write-Offs**

Commissioner Berglund questioned the challenges with the Monthly Tenant Account Write-Offs noting that in the three weeks since the last Board meeting there are three major write-offs. Judith Carlin explained that a complete TAR and collections report are being pulled and reviewed. She further noted that, even after months of stronger collection efforts and consistent enforcement of non-pay evictions, there remains a significant number of tenants across all zones with high past due balances. Ms. Carlin noted that property management staff and the Board must examine the relationship between non-pay eviction and lower occupancy levels. OHA is scored from HUD for occupancy rate and accounts receivables and we need to keep the two in balance.

Commissioner Engle questioned the write off policy. Greg Knudtson explained that we cannot write off an account until a tenant has moved out of the property. Chair Taylor noted that this process has evolved from quarterly writes to monthly write offs. Staff explained that write offs are recoverable. If a person has an outstanding balance related to participation in a public housing or section 8 program, they must pay that balance in full to get housing assistance anywhere in the country.

Finance committee recommended approval of the Monthly Tenant Account Write Offs.

**MOTION** by Commissioner Berglund, seconded by Commissioner Watson to approve Consent Agenda Item 2 Resolution 2016-59 Monthly Tenant Account Write-Offs. Motion passed Aye-5, Nay-1.

Chair Taylor – Aye  
Vice Chair Watson – Aye  
Commissioner Berglund – Aye  
Commissioner Achola – Nay  
Commissioner Levy – Aye  
Commissioner Engle-Aye

**Resolution 2016-60 Contract Renewal Legal Eviction Services**

Commissioner Achola questioned if there has been an analysis of bringing legal eviction services back in house. In response, Brian Hansen noted that there is discussion and that he would like to phase in hiring a paralegal and transition services from Forsberg Law.

**MOTION** by Commissioner Achola, seconded by Commissioner Berglund to approve Consent Agenda Item 3 Resolution 2016 -60 Contract Renewal Legal Eviction Services. Motion passed unanimously.

Chair Taylor – Aye  
Vice Chair Watson – Aye  
Commissioner Berglund – Aye  
Commissioner Achola – Aye  
Commissioner Levy – Aye  
Commissioner Engle-Aye

### **C. BUDGET AND FINANCES:**

#### **1. Program Financials:**

Greg Knudtson indicated that due to the early meeting this month, November financials are not available. Greg Knudtson presented the 2017 draft budget and summary narrative. Mr. Knudtson reviewed the budget process and noted that the 2017 budget is a true asset management budget. Previous budgets were created in a top down process.

The zone managers were provided with 17 months of actual revenue and expenses from November 2014 through March 2016, and eight months of annualized 2016 year to date revenue and expenses. Zone managers and foremen then provided their input in multiple budget meetings with Finance, Operations and Executive staff. Mr. Knudtson will have additional reports to the Board for Section 8 Admin Budget and a more condensed roll-up report for the Special Finance Meeting scheduled for Wednesday, November 30, 2016 at 9:00 a.m. Chair Taylor encouraged the Board to send questions as they come up rather than waiting for the December Board of Commissioners meeting.

#### **2. AMP Financials**

Due to the early meeting this month, AMP Financial Reports are not available.

#### **3. Agency Wide Balance Sheet**

Due to the early meeting this month, the Agency Wide Balance sheet is not available.

#### **4. Vendor Payables**

Mr. Knudtson presented the Vendor Payables report. Commissioner Watson questioned the United Healthcare payable. Gale Sayers-Proby stated that United Healthcare bill was submitted to finance.

### **D. ASSET MANAGEMENT (Terence Jackson)**

#### **1. Omaha Housing Authority**

Terence Jackson stated that Property Management ended the month under 97% occupancy for the first time this year, however, will reach a year-end occupancy of 97%. Issues contributing to occupancy include some rent ready units on hold for reasonable accommodation offers.

Susan Gilroy informed the Board of a new procedure implemented which is having a positive effect on recertification attendance. Reminder phone calls are made two days

prior to the recertification appointment. Improvement was noted immediately with 16 out of 19 residents attending their appointments. Prior to this policy the average turnout was 3 out of 16 scheduled appointments.

Terence Jackson and Susan Gilroy discussed an initial draft process for accounts receivable. Some key points of this process require staff to print accounts receivable ledger at the beginning of the month, tracking payments and weekly meetings on progress. Managers have identified their collection efforts line by line and refer to that report daily. Ms. Gilroy also noted that the majority of 90 day and over TARs are interims and accounts that have been sent to Program Integrity for repayment agreements.

Chair Taylor noted that a struggle with rent collection is educating tenants in making Paying rent their priority. Ms. Carlin added this is a challenge given the struggles our residents face, however, we do the authority and our residents a disservice by ignoring rent obligation. Commissioner Achola also discussed the Rent Wise and Train the Trainer program. He suggested offering a class or a similar educational program that would be a requirement prior to signing a lease. Sal Issaka noted that Rent Wise is a three to five day training. Judith Carlin added that HUD DEC mentioned ways of better rent collection in a fair and impartial way as long as it is specific requirement. This discussion will continue after further research at a future Board of Commissioners meeting.

Susan Gilroy and Terence Jackson also receive weekly PIC reports for review. In a monthly meeting, HUD recommended that with some of the units in hard to rent areas OHA could do modernizations to make properties more appealing for lease. Susan discussed the 45 day placement and standards that will be put in place.

## **2. Housing In Omaha**

Report was presented. The next HIO meeting will be on December 2, 2016 at 9:00 a.m.

### **E. HOUSING CHOICE VOUCHER PROGRAM (Philisa Smith)**

In Philisa Smith's absence, Judith Carlin presented the Housing Choice Voucher report and noted the Landlord Outreach event December 7. Ms. Carlin also noted that Section 8 has succeeded in changing the way staff respond to contacts with information. Staff is aware that each time we speak to a tenant or potential landlord is an opportunity to engage interest in our program. Commissioner Berglund questioned the number looking for housing and asked if that was due to the number of appointments coming through. Ms. Carlin noted that we put 1000 people on the Section 8 waitlist when it was open in July 2016. We have over 100 vouchers out on the street and that we need more landlords to meet our needs. Section 8 is planning a Landlord Outreach event.

### **F. HOUSING IN OMAHA, INC (HIO)**

HIO did not meet last month. The next meeting is December 2, 2016 at 9:00 a.m.

### **G. SUPPORT DEPARTMENT REPORTS**

#### **1. Development (Judith Carlin)**

Judith Carlin presented the Development Report for questions and noted that we continue to work on the Southside Demo/Disposition. Ms. Carlin would like to discuss real estate matters in Executive Session.

The awning over the 18<sup>th</sup> Street entrance has been installed.

Habitat for Humanity staff attended the HUD Home Ownership training in October. OHA continues to work with Habitat for Humanity on the MOU.

The process to provide Project Based Vouchers is ongoing. OHA discussed the prior RFP awards with local HUD at the most recent Section 8 bi-monthly meeting and OHA is reviewing past applications and opportunities to provide Project Based Vouchers based on 2015 reviews. The RFP for Project Based Vouchers will be released in late November. OHA will request 250 vouchers for 2017 which is well under the limit of 20% of our total voucher budget.

Commissioner Berglund questioned if there is a strategy for reaching out to key city leaders and keeping them updated. Ms. Carlin did state that once all the computer upgrades are complete we will use the website as a portal and develop a monthly email letter to our strategic partners. Chair Taylor noted a meeting in December with Mayor Stothert. Chair Taylor also suggested meeting with the planning committee of the city council. Chair Taylor will facilitate a meeting with the city planning committee next month.

**2. Procurement/Contracting/Capital Budgets (Steve Schrader)**

Steve Schrader presented the Procurement/Contracting/Capital Budgets report for questions. Mr. Schrader noted that over the past year the exterior of the towers have been undergoing waterproofing. Leo A. Daly, who OHA is under contract with, recommended possibly droning the buildings due to liability and to quantify the amount of repair with the brick and mortar.

**3. Human Resources (Gale Sayers-Proby)**

Gale Sayers-Proby presented the Human Resource report for questions and noted that we are currently have a stable staff and that union negotiations are ongoing. It is anticipated that union negotiations will be brought to the Board in December.

Ms. Sayers-Proby informed the Board of three upcoming events. A day of service with WellCare is planned for December 2. Eight towers will have the stairs retreaded and stencils will put up promoting wellness and being active. The Volunteer Luncheon is on December 15 and the Staff Holiday Luncheon is Friday, December 16 both at Love's Jazz and Arts Center. Chair Taylor noted that she is unable to attend the staff luncheon. Commissioner Berglund and Vice Chair Watson will attend.

Commissioner Achola asked that the training summary report for the year be included in the board packet next month. Ms. Sayers-Proby noted that it will be included.

**4. Family and Community Services (Sal Issaka)**

Sal Issaka presented the Family and Community Services report for questions and provided information regarding the job/career fair on November 3 at the North Omaha Learning Community Center. As a result of this event, 14 residents were hired in full-time positions and three residents were hired for part-time positions. Mr. Issaka added that Ameristar will be conducting mini job fairs inside the towers.

Mr. Issaka also noted that both study centers have been approved by the city and the Food Bank will start serving an after school meal by the end of November at Southside Terrace and Spencer Homes.

**5. Public Safety (Chris Peters)**

Chris Peters presented the Public Safety report for questions and provided an update that Section 8 and public housing cleared up all their outstanding incidents report. Commissioner Achola questioned whether we are experiencing an uptick in violent crimes at public housing properties. Ms. Carlin noted that at the last OPD meeting an uptick was noted at some of the tower properties.

**6. Legal (Brian Hansen)**

Mr. Hansen presented the Legal report for questions. He reported that the cell phone tower leases with T-Mobile at Crown and Benson are with HUD for approval; once approve the lease will come before the Board for approval. Commissioner Levy questioned if Crown and Benson are the only two towers being used for cell phone towers as this is a good source of income. Mr. Hansen explained that these are two new leases. There are cell phone towers on many of the OHA buildings. Cell phone companies pay up to \$2,000 per month to have their towers on our buildings. Commissioner Watson questioned if there is protection from emissions between the cell phone towers and the residents. Mr. Hansen noted that the companies do have liability insurance and there are protections in place. Local HUD addresses both the liability and protection prior to approving the contracts.

Mr. Hansen will provide an update on commercial buildings in Executive Session.

**H. NEW BUSINESS:**

Chair Taylor updated the Board that the new Resident Commissioner should be appointed before the end of the year. In January, Chair Taylor will look at reorganizing the current committees and possibly scheduling some meetings bi-monthly. If a commissioner has an interest in a committee, please let Chair Taylor know. Chair Taylor also discussed a question from HUD DEC in how often commissioners visit properties. Chair Taylor will look at the possibility of having either committee meetings or Board of Commissioner meetings at OHA properties and organizing a tour of the properties.

**EXECUTIVE SESSION**

**MOTION** by Commissioner Berglund seconded by Commissioner Levy to move into Executive session at 9:39 a.m. for legal, real estate and personnel matters. Motion passed unanimously.

Chair Taylor-Aye  
Vice Chair Watson-Aye  
Commissioner Berglund-Aye  
Commissioner Achola-Aye  
Commissioner Levy-Aye  
Commissioner Engle-Aye

**MOTION** by Commissioner Achola, seconded by Commissioner Watson to come out of Executive Session at 10:30 a.m. Motion passed unanimously.

Chair Taylor-Aye  
Vice Chair Watson-Aye

Commissioner Berglund-Aye  
Commissioner Achola-Aye  
Commissioner Levy-Aye  
Commissioner Engle-Aye

**ADJOURNMENT**

**MOTION** by Commissioner Achola, seconded by Commissioner Watson to adjourn the meeting at 10:31 a.m. Motion passed unanimously.

Chair Taylor-Aye  
Vice Chair Watson-Aye  
Commissioner Berglund-Aye  
Commissioner Achola-Aye  
Commissioner Levy-Aye  
Commissioner Engle-Aye

*Meeting adjourned at 10:31 a.m.*