

**Housing Authority of the City of Daytona Beach  
October 20, 2023, Board Meeting 10:00 a.m.**

- I. Call to Order** - Meeting called to order by Chair Kelvin Daniels.
- II. Roll Call** - Commissioners Sally Jass, Sandy Murphy, Kelvin Daniels, and Irma Brown Jamison were present for roll call. Commissioner Kim Brown Crawford did not attend.
- III. Invocation** - Invocation by CEO Charles Woodyard.
- IV. Recognition of Visitors** - None.
- V. Public Comments (limited to 3 minutes each)** - None.
- VI. Approval of Minutes** -
1. **Regular Board Meeting - September 15th, 2023 - Commissioners Present: Daniels, Murphy, Brown-Crawford, Jamison, Jass.** - Motion by Murphy. 2nd by Jamison. Passed unanimously.
- VII. Changes to the Agenda** - None.
- VIII. Discussion** - Chair Daniels provided feedback on the NAHRO National Conference, Oct. 6-8, New Orleans, that he, CEO Woodyard, and Commissioners Jass and Murphy attended. Attorney Gilmore asked whether the Housing Authority has Faircloth availability. CEO Woodyard said yes, the Agency got a Faircloth increase when it converted the WM at the River over to Project-Based Section 8. He said that he thinks that there are a little over 600 units in Faircloth availability. Attorney Gilmore mentioned a Faircloth-to-RAD program where HUD is encouraging those Faircloth availabilities sitting on the shelf to be converted for development into RAD units and that there may be some money associated with it also. He said that he is going to collect some further information and will provide it to the Board when he gets it. Mr. Woodyard reminded the Board that Faircloth-to-RAD conversion was discussed at the Board Retreat, and that it is one of the options on the table for Brentwood.
- IX. Consent Agenda** - **(Consent agenda items are not expected to require review or discussion. Items will be enacted by a single motion. If discussion is desired by a member of the Board, then that item will be considered separately).** - None.
- X. Real Estate Development** - None.
- XI. 10:35 a.m. Business Action Items**
1. **Resolution 2024-04 Authorization the acquisition of the Limited Partners' interests in Pine Haven Apartments, for a total sum of \$30,865.00, with an estimated effective date of January 1, 2024.** - CEO Woodyard said that this is the second one of the apartment complexes that the Housing Authority is taking over property management, as sole owners, from Stephenson and Moore in January/February 2024. He said that the Agency intends to interview current staff to see if they can be absorbed as Housing Authority staff. Motion by Murphy. 2<sup>nd</sup> by Jass. Passed unanimously.

**2. Resolution 2024-05 Choice Neighborhood Planning Grant authorizing CEO to accept the grant, execute grant documents, and authorize a financial commitment of up to \$250,000 in cash and \$333,384 of in-kind contributions to the grant.** - CEO Woodyard said that this is a tremendous undertaking for staff, who will be stretched thin, and that it will be all hands on deck. Commissioner Jamison said that she is concerned about agency turnover as there are employment issues nationwide and asked if something different needs to be done in terms of attracting staff. CEO Woodyard said that the Agency is looking at offering hybrid work schedules and benefits to attract people and commented that the building is closed to the public on Fridays to allow staff to focus on administrative work. He also said that Human Resources is posting job openings on websites available through the software provider versus employing staffing agencies. Commissioner Murphy said that at a recent conference she attended, that she learned that the younger generation wants to do work that is meaningful, and that the Housing Authority has a unique appeal to help others grow. Commissioner Daniels mentioned providing retention bonuses for people who are hired who stay for a specific period of time and asked that CEO Woodyard come to the Board with ideas for the Board to entertain so that people don't get worn out. CEO Woodyard said that most of the hourly assistant property managers, maintenance personnel, and HCV specialists have had their salaries adjusted up

in addition to cost-of-living adjustments. Motion by Jamison. 2nd by Jass. Passed unanimously.

**3. Resolution 2024-06 Approval of Change Order Increasing the Contract Amount for GLE Architecture and Engineering Services Contract for Additional Work Needed for improvements at Northwood Village.** - Kara Lennard explained the resolution. CEO Woodyard said that, in the event that commissioners start getting phone calls from residents, some of the repairs are extensive and require rehousing individuals in hotels. Commissioner Daniels asked what the repairs are. CEO Woodyard said that most of the repairs are internal. Motion by Jass. 2<sup>nd</sup> by Murphy. Passed unanimously.

**XII. Old Business Items** - Attorney Ric Gilmore informed the Board that there was a finding of no reasonable cause concerning a complaint by a former employee, so the matter is closed.

**XIII. Monthly Performance** -

1. **Customer Satisfaction**

a. **Family Self Sufficiency (FSS) Monthly Progress Report** - FSS report given by Director of Resident Services & Community Development, Tamara Johnson.

Ms. Johnson spoke about the Oct. 7 "Adopt A Block" event, at Palmetto Park, with Daytona Dream Center, Calvary Church's philanthropic arm. She said that 340 meals were served, 50 families were provided groceries, laptops and toys were given away, and that there was a neighborhood cleanup.

Ms. Johnson spoke about the Mid-Florida Housing Community Resource Fair, on Oct. 12.

Ms. Johnson said that the department's next step is to open the

Neighborhood Network Center and is meeting with the CEO at the end of the month to map out a plan for the opening.

Ms. Johnson said that Launch Credit Union is offering "Budgeting 101" at Palmetto Park on Nov. 3. Commissioner Daniels said that he wasn't aware that the Neighborhood Network Center was closed and asked when that happened. Ms. Johnson said that it closed because of the pandemic.

## **2. Housing Solutions -**

### **a. Public Housing Reports**

#### **i. Northwood Village, Walnut Oak; Northwood II -**

Senior Property Manager Sherley Roman said that her department is currently working on cleaning the report ledgers and that the goal is to bring tenant-aged receivables, currently at eight percent, down to two percent. Commissioner Jass asked whether regular household inspections are performed. Ms. Roman said yes, that household inspections are conducted once a year by management, that Pre-NSPIRE (formerly REAC) conducts household inspections, and that if pest control or maintenance notices housekeeping issues, then an inspection - and a follow-up inspection - is completed. Commissioner Murphy asked how often pest control is done. Ms. Roman said every other week.

#### **ii. Caroline Village, Palmetto Park -**

Property Manager Yvonne Gonzalez said that her department is implementing repayment agreements, and that the maintenance department is doing well at closing out work orders. She said that her department is working on identifying ledger discrepancies. Ms. Gonzalez said that there are termite issues at Palmetto Park and that some units will need to be fumigated, requiring that the families are temporarily rehoused at hotels. She said that Palmetto Park is fully staffed; however, two employees are currently out on maternity leave. She commended security for doing an amazing job at Palmetto Park and said that Caroline Village still has issues. Commissioner Daniels asked if there are only 17 units of 100 occupied at Caroline Village, how can there already be people owing \$3,460.61 in projected repayment agreements. CEO Woodyard said those tenant-aged receivables go back a bit. Commissioner Jamison asked how long it takes to lease up tenants. Ms. Gonzalez said that it depends on how long it takes a tenant to complete required paperwork, but that it's approximately a week, if everything is in order. Commissioner Murphy asked why the waiting list is closed at 500. CEO Woodyard said that there is no set number about when it is closed but that it has to be manageable to be reopened, as it's a huge undertaking when it is reopened. Commissioner Daniels said that reopening the waiting list gives people hope and that the Housing Authority wants to open it. Ms. Gonzalez said that when it is reopened, that applications should be accepted online versus people having to line up outside to apply. Commissioner Jass asked why tenants are allowed to get so far behind in rent and that, as far as she is concerned, the numbers are high. Ms. Gonzalez said that after one month, the late-payment tenants should be sent to legal.

Commissioner Jamison said that a lot of the delinquencies are because of Covid, when people had money, but refused to pay their rent. CEO Woodyard said that there is still a little bit of a Covid hangover and a hangover of the previous culture and that the Housing Authority is still in cleanup mode. Ms. Gonzalez said that eviction is a process and not something that can be done overnight. Commissioner Daniels said that the Board is not chastising staff about how much money is owed, and that commissioners should take it up with Mr. Woodyard instead. Commissioner Jamison said that Mr. Woodyard can't be blamed either because it's a very unique situation due to Covid.

b. **Housing Choice Voucher Report** - Report given by Housing Choice Voucher Program Manager, Venkisha Haynes. Ms. Haynes said that her department is working to house Mainstream clients and working with the VA in Orlando to increase numbers to house more veterans; however, in Volusia County, there are not that many homeless vets. Ms. Haynes said that her department is getting ready to open the HCV waiting list. She said that only a small percentage of applicants were housed since May, when 333 applicants were selected. CEO Woodyard said that not everyone is housed because a deeper dive, in terms of eligibility, is done after the waiting list is opened. Ms. Haynes said that 100 applications were selected from the Project-Based Voucher waiting lists. She told the Board that the current PIC rating is 99.2 percent. Commissioner Daniels commended the HCV Department for raising the SEMAP score from 61 percent to 82 percent, and said that's a tremendous increase. Commissioner Daniels asked Ms. Haynes to have her staff attend the November Board meeting so that the Board can express its appreciation for their hard work.

### 3. **Financial Strength**

a. **Finance Report** - No report given. CEO Woodyard told the Board that CPA Jason Casterline, partner with Housing Consultants USA, LLC, has submitted the unaudited financials to HUD, and that the Housing Authority is actively seeking a CFO.

4. **Innovative Systems** - No report.

5. **Employee Success** - No report.

**XIV. CEO Comments** - CEO Woodyard reminded the Board that the Housing Authority has been working on strategic and asset management plans and that there is a focus on compiling a business plan for resident services. He said that the Housing Authority wants to provide supportive services to its families and that reopening the Neighborhood Network Center is one piece of it. CEO Woodyard said that the current unemployment rate for the Agency's families is unacceptable. He said that the tax-credit property families not working is a major issue and that the Housing Authority does not want to house families that aren't working because when families get jobs, the culture changes. He referenced Halifax II, where most of the families work and compared it to Halifax I, with the parking lot full of cars during the working day and a curb-appeal difference. He told the Board that the Resident Services Business Plan will be shared, not for approval,

with the Board.

CEO Woodyard said that he has been asked to serve on the Housing Trust Fund Board.

CEO Woodyard said that he will provide copies of the Affordable Housing Magazine article to the Board. He said that the article gives the Housing Authority exposure for its asset repositioning strategy.

CEO Woodyard said that he wants the Board to tour the second-floor HCV Department once it's completed.

CEO Woodyard said that he is working on fortifying the reception area so that people, unless they have an access fob, will have to be buzzed into the elevator area by the receptionist.

**XV. Commissioner Comments** - Commissioner Jass said that she learned a lot at the NAHRO National Conference in New Orleans. Commissioner Jamison said that public housing should be a stepping stone to go on to something better, that it is supposed to be temporary. CEO Woodyard said that in Charlotte, North Carolina, he had a saying that public housing is a trampoline, that it's a little scary, but that it's a way to bounce back up into mainstream society. Commissioner Murphy said that she is glad to hear that the Neighborhood Network Center is reopening and that it shows folks that the Housing Authority is here for them and that the Agency wants better for them. Commissioner Murphy said she's proud to be a part of the Board and that she is uplifted every meeting she attends. Commissioner Daniels said that he likes CEO Woodyard's trampoline analogy and that he wants people to want to work and become responsible citizens and not wait on the Housing Authority.

**XVI. Adjournment** - Meeting adjourned at 11:24 a.m.