



# PUBLIC HOUSING ANNUAL REPORT

## FY22: July 2021 – June 2022



### INTRODUCTION

Fiscal Year 2022 saw many improvements and some continued struggles for Public Housing. Our quarterly reports were created to provide updates on the various metrics used to measure our progress towards reaching defined goals. This Annual Report provides a summary of our successes and some actionable “next steps” for us as we charge ahead into FY 2023.

- Our primary guidance is provided by the Department of Housing and Urban Development’s (HUD) **Public Housing Assessment System (PHAS)**, which includes annual site visits, financial review, and a physical inspection resulting in a “scoring” of our agency. That score produces assigned metrics for us to track to improve our performance. The world-wide pandemic caused HUD to halt site visits and inspections in 2020 and 2021. This resulted in Chapel Hill Public Housing carrying the “troubled” status from the 2019 inspections. In the spring of 2022, HUD began physical inspections again, and we hope to receive the score from the April visit this Fall. The planning and outcomes will be shared in this report.
- A secondary source of our guidance is provided by the **Public Housing Master Plan**, (approved by Council in April 2019), which identifies three main areas of focus:
  1. Housing Preservation & Creation,
  2. Resident Programming,
  3. Core Functions & Organizational Structure.
- Our **Admissions & Continued Occupancy Policy (ACOP)** is the administrative plan for the Public Housing Program . It is the written statement of policies used to carry out the housing program in accordance with federal law and regulations, and HUD requirements. The ACOP also contains policies that support the objectives dictated by Council . For example, the list of the preferences that we use in admissions was outlined by Council and is contained in our ACOP. The ACOP is available for review by Tenants in our administrative office.
- The final area where we seek guidance is the **Performance Indicators**, identified by our Senior Departmental Leadership to provide a more complete picture of our department and how our work should clearly establish our goals and objectives.

### PUBLIC HOUSING ASSESSMENT SYSTEM (PHAS) and REAL ESTATE ASSESSMENT CENTER (REAC) INSPECTIONS

#### Preparation measures:

- Assessment of properties
- Outline list of areas needing repair and contract with contractors to assist in getting the work done
- Exterior repairs included:

- soffit repairs, graffiti removal, painting, screen door repairs, trip hazard concrete repairs, landscaping, porch light replacements, checked handrails, etc.
- Interior repairs included:
  - checking smoke and carbon dioxide detectors, checking fire extinguisher date compliance, moving window AC units for egress, replacing fridge gaskets, replacing outlet cover plates, repairing damaged locks, replacing door seals, requesting extra treatment from Orkin, etc.

**Results:**

- Some deficiencies found required that we establish a plan for addressing them and deliver that information to HUD within 24 hours. These included trees/bushes touching building, peeling paint, gutter drain disconnected, ground erosion, replace exterior stair thread, fence repair, cracked brick, rotten siding, clothesline repair, loose facial board.
- New score will be reported in September

**PUBLIC HOUSING MASTER PLAN**

**Housing Preservation & Creation:**

- Development Partner was identified for Re-Imagining Trinity (Community Housing Partners).
- Application submitted for Low Income Housing Tax Credits. We will receive the results in early October 2022.
- Housing maintenance and preservation planning includes our appliance replacement schedule getting back on track, cabinet replacement, and storm door replacement for all of our units.

**Resident Programming:**

- Monthly newsletter *“In the Loop”* mailed to every tenant household, as well as community partners.
- Partnered with community agencies to provide our tenants:
  - Sexual assault and domestic violence support on-site
  - Bike rodeos and helmet give-a-ways for children
  - Reading programs for mothers and young children
  - Tutorial and after school activities
  - Assistance with navigating other systems like bill paying and requesting services for our Limited English proficient community members

**Core Functions & Organizational Structure:**

- Hired new staff, including Maintenance Programs Supervisor, two Maintenance Mechanics, and an Administrative Assistant.
- Two Senior Maintenance Mechanics retired.
- One Maintenance Mechanic promoted to Senior Maintenance Mechanic.
- Housing Officer I promoted to Housing Officer II.
- Created the position of Resident Services Coordinator to provide vital case management services to our tenants. Recruitment for this position is underway.
- Change Operations Manager to Assistant Director to provide greater oversight and expand ability to develop strategic planning for projects and acquiring additional contractors.

## PERFORMANCE INDICATORS

### Updated monthly performance indicators:

- Number of elected officials who have completed HUD's "Lead the Way" training
- Number of public housing unit inspections completed
  - Explanation of any issues found during inspections
- Numbers of work orders opened
  - Number of work orders completed and closed
  - Explanation of any delays
- Capital Funding expenditures
- Crime Report (type and frequency)

### Updated quarterly performance indicators:

- Unit Turnovers for vacated units: date opened and explain delays in turning over units

**HUD's "Lead the Way" Training:** HUD is requiring staff and Council to complete this training. Thus far, two Council members have successfully completed it. Please go to the link provided and complete this training as soon as possible: [www.hudexchange.info/trainings/courses/lead-the-way-pha-governance-and-financial-management/resources/](http://www.hudexchange.info/trainings/courses/lead-the-way-pha-governance-and-financial-management/resources/)

**Safety Inspections:** Maintenance Staff completes monthly safety inspections of the housing units that include replacing all filters, checking fire extinguishers and smoke/ carbon monoxide detectors, checking doors and windows for security, and ensuring the overall safety of the unit and tenants.

**Work Orders:** a total of 6,384 work orders were opened this year

- 99.9% of the work orders were resolved and closed on time
- Other .1% delays due to new staff learning the mobile system; and staff needing to meet a contractor on site to resolve the issue

### Capital Fund Expenditures include:

- Replacement of refrigerators and ranges in rental units
- New roofs in two neighborhoods: Lindsay St. and Craig Gomains
- Decks repaired/replaced in Rainbow Heights
- Replacement of furnaces in three neighborhoods: Lindsay St, Bright Sun Place and S. Estes
- Sidewalk replacement and deck repairs at Bright Sun Place
- Restoration of two apartments that experienced a fire in 2020 in the Oakwood neighborhood
- Transitioning to a new software system for tracking tenants, finances, and inventory in Spring of 2023
- Completion of first outdoor Mural by world-renown artist Molly Freeman in in S. Estes neighborhood
- Bulk trash clean-up initiatives
- Greater attention devoted to the landscaping and maintenance of our property
- 10 Trees removed to avoid potential damage to property
- Hiring a Resident Services Coordinator to liaison between residents and all of our community partner agencies

**Crime Reports:** This information is provided by the Chapel Hill Police Department so that we may follow up with Crisis Services or other community partners to assist our tenants as needed.

Category	Count	Category	Count
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Domestic Calls	31	Assault with deadly weapon	2
Suspicious Condition/Person/Vehicle	18	Fraud	1
Police Service	13	Undisciplined Child	1
Assist Other Agency	12	Carrying Concealed Weapon	1
Information	11	Lost Property	1
Harassment	7	Missing Person	1
Simple assault	7	C&R Driving	1
Communicating Trespassing	6	Overdose	1
Trespassing	6	Traffic Complaint	1
Burglary	6	Child Neglect	1
Vandalism	4	Damage to Property	1
Disturbance	4	Involuntary Commit	1
Domestic Assault	3	Court Violation	1
Larceny- Other	3	Found property	1
B&E Vehicle	2	Runaway	1

**Unit Turnovers:** As they are vacated, units are prepared for new leasing. HUD recommends that this “turn around” take no more than 20 days.

- 29 units, that were vacant, were successfully “turned around” and leased, including the two units damaged by fire at Oakwood.
- Staff experienced delays due to backlog on materials; limited number of contractors available, and supply chain issues.

## NOTES AND DEFINITIONS

HUD- U.S. Department of Housing and Urban Development

PHAS- Public Housing Assessment System- An assessment tool used by HUD to measure Public Housing Agencies uniformly and consistently.

PHAS Indicators - Four areas of Public Housing Agency operations that are inspected and rated; they are physical condition, financial condition, management, and capital fund.

Performance Indicators- identified measures of progress towards targets or goals.