

11-10-2021 Town Council Meeting Responses to Council Questions

ITEM #6: Receive the First Quarter Fiscal Year (FY) 2022 Affordable Housing Report

Council Question:

Has programming, such as afterschool programs, resumed in the public housing communities that have meeting spaces? If so, what activities, and if not, is there a timeline to do so?

Staff Response:

Yes, the Boys & Girls Club conducts after school and tutorial programs at the Community Center in the Craig-Gomains community. Chapel Hill Parks & Recreation conducts an afterschool recreational program at the South Estes Community Connect Center three times a week (as long as weather permits). Refugee Community Partners conducts tutorials for children and translation of Housing forms and letters for Burmese and Karen parents at the South Estes Community Connect Center three times a week. The Orange County Rape Crisis Prevention Center will hold training and counseling for family members and small groups at the Community Center located in Airport Gardens.

Council Question:

When do we plan to resume routine work order repairs?

Staff Response:

COVID-19 has created unique challenges for public housing agencies (PHAs) with public housing inventory. The Department of Housing & Urban Development (HUD) continues to urge PHAs to follow local social distancing requirements and limit the time that maintenance mechanics are in the apartments unless it is an emergency. We continue to maintain a log of all routine work orders. We are able to respond to requests for outdoor maintenance that do not require Maintenance Mechanics to enter the home. We hope to resume normal operations once it is safe to do so.

Council Question:

Have pest control visits resumed?

Staff Response:

During the pandemic, we responded to some emergency cases. We will resume regular weekly treatment the week of November 15th. Our contractor, Orkin, is going to every apartment this week to assess the nature of the pest activity so that they can work with our residents to prepare individualized treatment plans.

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Council Question:

Is the Everbridge service available in multiple languages? Have we made progress on ways for non-English-speaking residents to proactively contact Housing staff?

Staff Response:

While the many languages present in Public Housing create a challenge for requesting and providing services, we have great relationships with the Refugee Support Center and CHICLE translation services that have helped us communicate with our residents about maintenance services, the annual eligibility recertification process, and pest control services. We have also recently added a language line that allows us to communicate with Limited English Proficient family members in person, via telephone (speaker phone), and assists with the translation of documents. We are exploring whether Everbridge is an option for us to consider.