



PUBLIC HOUSING QUARTERLY REPORT

FY22 Q3: January to March 2022

INTRODUCTION

Our quarterly reports are designed to provide an overview of efforts made by the Department of Public Housing towards maintaining and improving the Town's Public Housing rental units.

We share updated information to keep you informed of staff's efforts as related to various indicators. One source of our guidelines comes from the United States Department of Housing and Urban Development's (HUD) **Public Housing Assessment System (PHAS)**, which includes annual site visits resulting in a "scoring" of all Public Housing Agencies. That score provides a set of metrics for us to track in order to continue improvement in our department.

Additional guidelines are provided by the **Public Housing Master Plan**, which illustrates three main areas of focus: Housing Preservation & Creation, Resident Programming, and Core Functions & Organizational Structure.

Finally, additional "**performance indicators**" are tracked to address ongoing challenges in Public Housing. These performance indicators have been identified by HUD's Regional Office in Greensboro as we continue to fulfill the obligations of the Recovery Plan implemented by HUD for our "**Troubled Status**".

This quarterly report will provide information for each of the indicators to relay the most current strategies and reporting from staff to ensure Public Housing improves the PHAS score and also remains in alignment with the Public Housing Master Plan.

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

PERFORMANCE INDICATORS

HUD's "Lead the Way" Training: Successful completion for all elected officials, as well as Public Housing Staff, is a condition of our Recovery Plan.

Link: [access training here](#)

Safety Inspections: Maintenance Staff conducts monthly safety inspections of all housing units. This includes changing 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.

- 579 completed this quarter (Resumed full inspections 1/10/22 with the hiring of the new Maintenance Supervisor)
 - 10 batteries replaced in smoke detectors
 - 3 fire extinguishers needed repaired or replaced
 - 1 unit was reported for poor housekeeping (this is an extreme condition of unsanitary conditions, which is reported to our Housing Officer I and followed up with housekeeping instructions and resources)

Work Orders: a total of 1,592 work orders were opened this quarter (that includes the 579 safety inspections

- This is an increase of approximately 10% since COVID restrictions have eased.

98% of the work orders were resolved and closed in accordance with its priority rating:

Emergency – 24 hours

Urgent – 48 hours

Routine – 7 days

Preventive/Pest Control/Safety: 7 days- 7 days

Capital Fund Expenditures this quarter include:

- A Painting of a new mural is underway in the South Estes/Ridgefield neighborhood
- Removed bulk debris from various communities
- Replaced sidewalks in the Oakwood neighborhood
- Completed restoration of burned units in the Oakwood neighborhood
- Replaced refrigerators and ranges
- Converting to a new data collection system: Yardi

Crime Reports: This information is provided courtesy of the Chapel Hill Police Department to exemplify our partnership with them and our community. We hold community meetings to have officers explain how to reduce crime for all residents.

Nature	Count
DOMESTIC DISTURBANCE/NO ASSAULT	9
SUSPICIOUS PERSON/CONDITION	4
THREATS	4
HARASSMENT	2
SHOTS FIRED	2
DOMESTIC ASSISTANCE	2
VANDALISM / DAMAGE TO PROPERTY (WILLFUL)	1
TRAFFIC VIOLATION	1
ASSIST EMS	1
ASSIST OTHER AGENCY	1
WELL BEING CHECK	1
B&E VEH (ATT LAR F/VEH)	1

B&E BUSINESS NO FORCE	1
SIMPLE ASSAULT-OTHER	1
ASSAULT ON FEMALE	1
INFORMATION	1
NEIGHBOR DISPUTE	1
ASSAULT WITH A DEADLY WEAPON	1
POSSIBLE CHILD ABUSE	1
RHARASSING SOCIAL MEDIA MESSAGES	1
DAMAGE TO PROPERTY(NON-CRIMINAL)	1

Unit Turnovers: This process identifies how a unit is refurbished after becoming vacant. Public Housing staff attempts to turn units over within 20 days.

- 7 units leased this quarter
- 5 units vacant,
- 1 awaiting Dominion Energy connection

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.