

03-10-2021 Town Council Meeting Responses to Council Questions

ITEM #8: Receive the Second Quarter Fiscal Year (FY) 2021 Affordable Housing Report

Council Question:

Of the 15 projected new units for the fiscal year, to what AMI's will they be accessible?

Staff Response:

Of the projected new units, at least 5 will be for residents making less than 30% of AMI, 3 will be for less than 60% AMI, one will be for less than 115% AMI, and the remainder will be for less than 80% AMI.

Council Question:

How much time do staff have to also focus on rapidly moving forward a manufactured housing strategy? What are our options for external resources to address this with greater urgency?

Staff Response:

Staff continues to implement our existing [Manufactured Home Strategy](#)². We are also looking at working with a consultant to evaluate opportunities for adding new approaches to the Strategy, and exploring opportunities to collaborate with our non-profit and government partners on implementation of aspects of our Strategy.

Council Question:

Re. the manufactured housing strategy: Is the relocation package referenced designed to provide support for renters or also for homeowners? How are we thinking differently about what support these groups would require?

Staff Response:

The draft relocation plan would provide financial and housing search assistance for renters and homeowners. Residents have different relocation assistance needs and the draft plan is designed to provide a variety of assistance options to meet a variety of needs. The assistance package could include assistance with finding new housing, relocating homes, paying down-payments, securing rental housing, and/or homeownership readiness programs. The plan would be implemented in partnership with local nonprofits and governments.

² <https://www.townofchapelhill.org/Home/ShowDocument?id=41808>

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Council Question:

Re. the manufactured housing strategy: Are we also assessing existing Town-owned land as a relocation option?

Staff Response:

Affordable housing development on Town-owned land could provide additional relocation options for manufactured home residents. Staff plan to work with local affordable housing providers to develop a program to provide financial and homeownership readiness programs for manufactured home residents should they be displaced or wish to find new housing, including on 2200 Homestead and other development sites. Staff can explore ways Town-owned land could more directly serve as relocation options if that is a Council desire.

Council Question:

Are there opportunities to partner with Piedmont and/or the Health Department to increase access to the COVID vaccine for residents??

Staff Response:

As more of our residents become eligible, we will continue to partner with community partners to coordinate travel and logistics to help Public Housing residents receive the vaccination. Recently we queried Public Housing residents to see how many of our Seniors (over 60) had yet to receive the vaccination. Nine residents indicated they were interested in receiving the vaccination. County staff is coordinating access for 9 residents to receive the vaccine as soon as possible. We held a joint Flu Shot/COVID 19 testing with Piedmont Health at South Estes in December and 19 residents were tested.

Council Question:

How many residents attended the Resident Council Kick-Off Meeting and which communities were represented?

Staff Response:

The Kickoff meeting was held on January 27th and two residents attended representing Craig-Gomains and Airport Gardens. The 2nd meeting was held on February 24th and 4 residents attended representing Craig-Gomains, Airport Gardens, Colony Woods, and South Roberson. Meetings are held the 4th Wednesday at 4:00 PM. We are continuing to engage additional residents, including advertising the meetings in our monthly newsletter and mailing invitation flyers to each household. We have provided various translations for the flyer. We will provide translation services during the meeting for anyone who requests them.

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Council Question:

We have heard that for non-English speaking residents living in our housing communities, they are currently unable to proactively communicate with the Town, for instance with a maintenance request or to share a concern. Have we made any progress on figuring out how to address this challenge?

Staff Response:

While the many languages present in Public Housing present a challenge for requesting and providing services, we have a great relationship with the Refugee Support Center and CHICLE translation services. Both partners have helped us in providing translation/interpretation for maintenance, recertification, and pest control services. We are currently exploring the addition of a language line service that would help communicate with all our residents. This service would provide on-demand translation in over 200 languages.

Council Question:

Could the presentation include more information on the referenced plan for increasing services to residents? Are we adding staff to provide additional services?

Staff Response:

Yes, we will include this information in our presentation. As we develop our FY 22 budget, we will consult with the Manager about building our staff capacity to support resident services.

Council Question:

Is there a plan (and budget) for landscaping improvements and maintenance?

Staff Response:

Yes, as in previous years, our annual budget includes ongoing landscaping, aeration, and tree trimming to all our 13 neighborhoods. Currently there are no plans for improvements.

Council Question:

What was the median amount of assistance given through the emergency housing assistance program in FY20 and FY21?

Staff Response:

The median Emergency Housing Assistance payment since March 2020 is less than \$600. The median amount received per client is less than \$2,000.

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Council Question:

When will a concept plan be presented to Council re- Jay Street?

Staff Response:

The goal is to present a Jay Street concept plan to Town Council before the summer.

Council Question:

What are the goals for each of the figures listed under “Financial Operations” on p. 222 of the meeting packet?

Staff Response:

These figures represent the financial condition of our department.

- *Liquidity (Quick Ratio) measures our ability to cover current liabilities. The ratio is calculated based on the amount of cash we can access quickly divided by the balance of our current liabilities. HUD’s scoring system gives us the maximum point value for any ratio value greater than 2.0. Our departmental goal is ultimately 100%.*
- *Adequacy of Reserves measures the ratio between unrestricted resources and average monthly operating expenses. This measures our ability to operate using what we have on hand without additional funding. The ratio shows how many months of operating expenses can be covered with currently available, unrestricted resources. HUD’s scoring system gives us the maximum points for a value greater than 4.0. Our goal is a minimum 50% (6 months of operation).*
- *Adjusted Operated Income demonstrates our capacity to meet regular debt obligations. The ratio is a measure of whether the project has enough income from operations to meet annual interest and principal payment on long term debt service obligations. HUD’s scoring system provides maximum points for values with no debt service, and we have achieved maximum points in this area for that reason. Our goal is to continue to continue this practice by hopefully not acquiring any debt service.*
- *Accounts Payable Ratio is measured at the end of our fiscal year and demonstrates how well and timely we paid our vendors. HUD’s scoring system provides maximum points for any value less than 0.75. We received mid-level point scoring for a ratio less than 1.5 (2 points). We have made progress as noted on the chart. Our 2020 score is 1.26168, a notable improvement from our 2019 score of 2.23907. Our goal is a ratio of 0.25.*

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Council Question:

How many members are there of the Resident Council? Which communities/complexes do they represent? How often does the Resident Council meet?

Staff Response:

We plan to add leadership positions to the Resident Council once we reach consistent participation from residents that represent all (or most) of our neighborhoods. The Resident Council Kickoff meeting was held on January 27th and two residents attended representing Craig-Gomains and Airport Gardens. The 2nd meeting was held on February 24th and four residents attended representing Craig-Gomains, Airport Gardens, Colony Woods, and South Roberson. Meetings are held the 4th Wednesday at 4:00 PM. We continue to engage additional residents by advertising the meetings in our monthly newsletter and mailing invitations for meetings to each household.

Council Question:

Can we be reminded the purpose the Resident Council?

Staff Response:

The purpose of the Resident Council is to:

- *Allow residents greater participation in affairs affecting their home.*
- *Suggest improvements and assist administration in providing better programs, surroundings, and services.*
- *Promote friendship and understanding among residents.*
- *Provide and receive necessary information to address questions or concerns within the communities.*