



# Public Housing Quarterly Report

**FY23 Quarter 2: Oct- Dec 2022**

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# Introduction

At the end of FY23 Quarter 1, Public Housing was still awaiting an important update from the Department of Housing and Urban Development (HUD). HUD resumed annual on-site visits and inspections this year and The Department of Public Housing worked hard to prepare. However, in spite of these efforts, the results came back in December and showed we remain in "Troubled Status". In this report, we will detail the reasons for this scoring, and will share our goals for addressing this status.

This report will share updated funding expenditures and HUD Capital Grant projects.

We will share demographic data on our residents and applicants, because they are the primary reason for our efforts!

And, finally, we will share our progress on efforts to engage residents and meet their interest in obtaining quality, relative, interesting programming activities.

# Public Housing Team

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## Current Administrative Positions:

Director: Faith M. Brodie

Assistant Director: Lisa Edwards

Housing Officer: Angela Gerald

Housing Officer: Shannon Bailey

Management Analyst: Stacey Todd

Admin. Assistant: Begins 2/20/23

Resident Services Coord.: Begins 2/27/23

## Current Maintenance Positions:

Maint. Supervisor: Julian Gerner

Admin. Coordinator: Bernadine O'Connor

Lead Mechanic: Derrick Parrish

Mechanic: Aaron Klomparens

Mechanic: Jonny Mazurek

Mechanic: Reggie Mebane

Mechanic: **VACANT**



**Staff meets  
bi-monthly  
for  
professional  
development  
and on  
occasion for  
team building  
activities like  
kayaking!**

# HUD Inspection Update

- PHAS: Public Housing Assessment Score
- Inspection results are shared as a PHAS Score
- The PHAS score is analyzed by 4 main indicators
- Public Housing's most recent PHAS score is as follows:

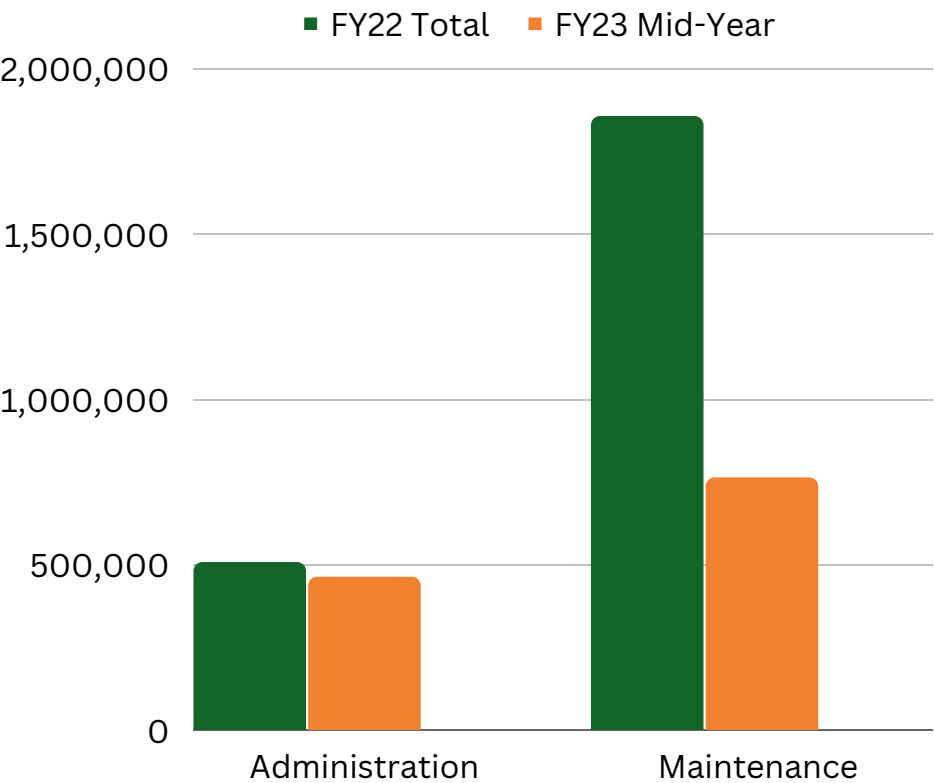
PHAS Indicators	Score	Maximum Score
Physical	42	80
Financial	RAD	Excluded
Management	RAD	Excluded
Capital Fund	10	20
Late Penalty Points	0	
<b>PHAS Total Score</b>	<b>52</b>	<b>100</b>
<b>Designation Status:</b>	<b>Troubled</b>	

- Public Housing has initiated RAD conversion for Trinity Court and Craig Gomain, so the Financial and Management indicators of the PHAS are excluded during the conversion.
- As a result, Public Housing remains in "Troubled Status".
- Maintenance has taken initiative to correct problems identified through inspection, such as overgrown trees and bushes, and outdated appliances:
  - We have contracted with a new landscaper, Yardinique;
  - We resolved blocked egresses within 24 hours;
  - We have completed the upgrade of carbon monoxide detectors and smoke detectors to comply with new inspection regulations;
  - We have replaced the refrigerators at Church/Caldwell and are now replacing the stoves;
  - We have contracted with Lee's Pressure Washing for pressure washing, roof debris removal, and gutter cleaning.

# Funds & Budgeting

## Operating

Our mid-year budget report shows increase in costs compared to fiscal year 2022. In Operating Funds, we track Administrative expenditures and Maintenance expenditures show 81% usage of funds allocated to administrative uses for the entire year, even though we are only halfway through the fiscal year. Recent increases in cost and salaries have resulted in additional spending that we have now compensated for in FY24.



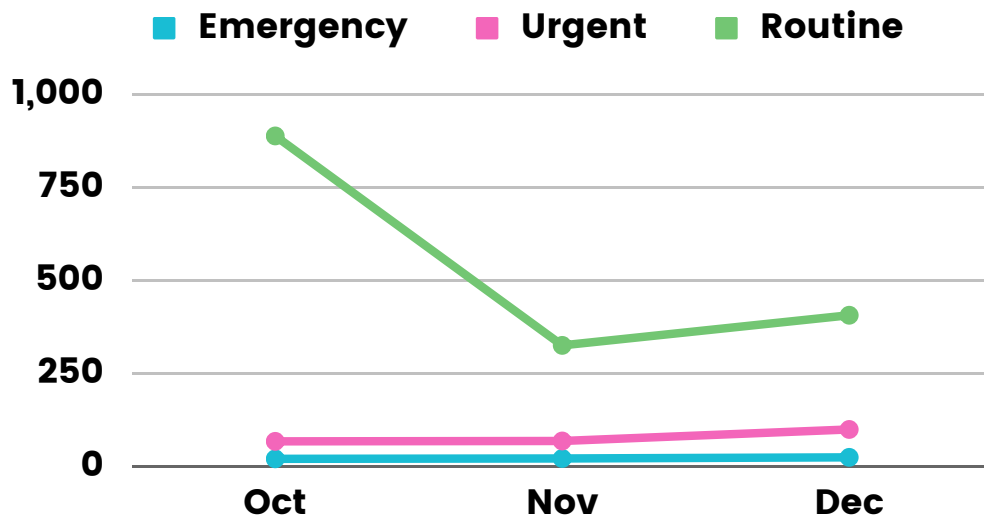
FY22 Totals	\$505,666	\$1,854,143
FY23 Mid-Year	\$461,413	\$763,450

### Capital Grants

- HVAC replacements at Bright Sun Place, Lindsay St, and S. Estes
- Installed wheelchair ramp at Colony Woods West
- Yardi (new software system)
- Pest Control
- 6 water heater replacements

# Properties & Maintenance

Our Maintenance Department managed 2,881 work orders so far. By this point in FY22, we had responded to 2,767 work orders. The majority of our work orders pertain to pest control, safety inspections, and Unit Turnarounds.



**2,881**  
work orders

**5%**  
emergency work orders

The spike in routine work orders in October was due to our annual fire extinguisher inspections.

Emergency Work Orders consisted of:

- "No Heat" calls
- Tenant lock out
- Plumbing issues
- Smoke detector beeping
- Smell of gas

## LOCK REPLACEMENTS

To ensure the safety of all residents and property after finding an inaccuracy in our key inventory, we replaced nearly 772 locks. During this time, office hours were extended from 7:00 am- 7:00 pm to accommodate residents' schedules. The contract cost for this project totaled \$26,000.



# Demographics



As of December 31, 2022, Public Housing provided safe, affordable rental units to 287 households, including 165 families with children.



- 71% are Female Head of Households (HOH)



- 58% Black, 29% Asian, 11% White



- 45% are on fixed income from SS and Pension

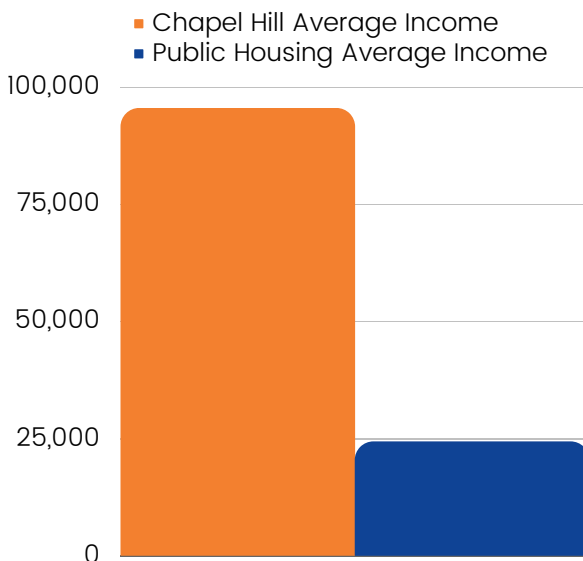


- 25% are differently abled

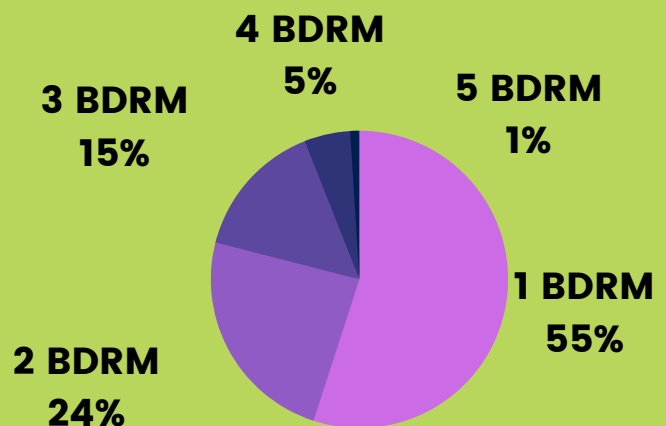


- 23% are elderly

The average annual income is \$24,391 and the average tenant rent is \$362.



## WAITLIST of 306 Applicants



This demonstrates the desirability of one bedroom apartments, which is why we added 14 one-bedroom units to the redevelopment of Trinity Court.

**// PUBLIC HOUSING  
QUARTERLY REPORT**

# Resident Survey

Public Housing staff surveys residents bi-annually to invite feedback about staff performance, unit maintenance, and resident satisfaction with programming. In October 2022, a one page survey was mailed to residents and posted on the Public Housing website in four languages: Arabic, Burmese, English and Karen. The survey consisted of multiple choice and open ended questions, so tenants could be as concise or narrative as they chose. Survey completion was incentivized by offering a \$50 gift card to the first two respondents.

The image displays four versions of the 2022 Tenant Survey form, each in a different language: Arabic, Burmese, English, and Karen. Each form includes sections for rating various aspects of public housing (e.g., condition of home, maintenance, staff, resources) using a scale from 1 to 10. There are also sections for open-ended feedback and a final question about the respondent's general feeling about public housing, with corresponding emoji options. The forms are designed to be user-friendly and accessible to a diverse population.

Staff received 27 surveys back: 0 Arabic, 3 Burmese, 23 English and 1 Karen- this came out to a 9% response rate, which is on the high end of the "good" response rate between 5% and 30%, according to Delighted ([delighted.com/blog/average-survey-response-rate](https://delighted.com/blog/average-survey-response-rate)).

The surveys indicated a general happiness with staff and housing; but some free form notes expressed concerns with bugs, leaky tubs, need for screen door replacements, and the smell of smoke from neighbors.

When asked how like residents feel about Public Housing in general, the responses were:





# Resident Services Outreach

Public Housing partnered with Orange County Health Department's Healthy Home Program to provide welcome baskets to new residents. The welcome baskets consist of a bucket, shower liner, scrubby, gloves, cleaning products, and information on keeping homes clean and mold-free. The literature was translated into Arabic, Burmese, and Karen.



Other programming efforts include the continued creation and delivery of a monthly newsletter mailed to every household. Staff also continued to oversee the weekly distribution of food to those in need at the Eubanks Park N'Ride on Wednesdays from 9:00 AM until the food is gone.

Refugee Community Partnership continues to offer on-site tutorial at the S. Estes Community Center.

Orange County Rape Crisis Center continues to provide on-site counseling services at the Airport Gardens Community Center.

# Goals & Next Steps



## HUD Annual Plan

The Department of Public Housing provides updated reports, demographics, and any revisions to the ACOP (Admissions & Continued Occupancy) to HUD on an annual basis. The Annual Plan requires resident review, a meeting for public input, and reporting on applicants and residents.



## Resume monthly Pop-Ups and Clean Ups

Every month, staff meet in one of the Public Housing neighborhoods and invite residents to join them in either a pop-up event or a neighborhood clean up. This year, we will begin with Colony Woods West on March 17th.



## Replace screen doors

This Capital Grant project will replace screen doors in all neighborhoods with 22-gauge steel constructed doors including a kick panel and stainless steel mesh; will begin with Craig Gomains, Church/ Caldwell, and N. Columbia



## Reduce unit vacancy by adding Unit Turnaround Contractors

Responses to the bid for UTA Contractors will end 2/14/23. Our goal is to increase the number of contractors so we can turn over units quicker.



## Continue with major appliance replacements

Starting with refrigerators and ranges in Church/Caldwell and furnaces in Eastwood, Oakwood, and Craig Gomains