



Public Housing Quarterly Report

FY23 Quarter 3: Jan- Mar 2023

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Summary

A project that has utilized much of staff's capacity this quarter has been the transition to YARDI, a new software system that manages public housing data. Staff began using YARDI the first week of March, but spent weeks prior preparing for the conversion of data. This has been an opportunity for staff to revisit processes in place related to applications, tenant recertifications, move outs, and work order management.

Another opportunity was created as we completed the Annual PHA (Public Housing Agency) Plan for the Department of Housing and Urban Development (HUD). Every April, the Chapel Hill Department of Public Housing provides updated policies and procedures to HUD after a 45-day review available to residents and the public.

The Annual PHA Plan shares any changes made to departmental policies or procedures, including those related to goals related to improving our occupancy, use of capital grant funds, and the conditions of our properties. Efforts made towards these goals are also measured by HUD through the Public Housing Assessment System (PHAS) score.

While our current status remains "troubled", we have shared our goals for improving our score and will touch on these goals in our report:

- improved unit-turnaround time
- continued replacements of major appliances, such as ranges and refrigerators
- timely use of capital grant funds
- timely payment to contractors

A note on occupancy: our occupancy ratio will improve once we are able to fully remove Trinity Court from our portfolio, which could happen in Quarter 4. This past quarter, our actual occupancy, without considering Trinity Court, was 96%.

Funds & Budgeting

Maintenance has resumed regularly scheduled preventative maintenance (PM) inspections. PM inspections occur biannually in every public housing unit. A PM inspection entails an initial inspection being conducted then any repairs being made to bring the unit up to "move-in ready". Essentially, these are unit turnaround repairs made while the unit is still occupied. This assists staff in maintaining properties and reducing work required for actual unit turnarounds once the units become vacant.

Staff is currently working on PM repairs at Lindsay Street.

Properties & Maintenance

Public Housing's maintenance staff has continued to develop an advanced prioritization method for repairs and appliance replacements of rental units.

This quarter, staff completed major repairs related to appliances, plumbing, and asphalt:

- Appliances: 20 new ranges and refrigerators at Church Caldwell
- Appliances: 10 new tubs in various neighborhoods
- Plumbing: a backflow water valve was replaced near the Louis Armstrong cul-de-sac at Eastwood
- Asphalt: a sidewalk was repaired at Church Caldwell
- Asphalt: the basketball court was resurfaced at Eastwood

Two new unit-turnaround contractors were chosen during the bidding process in early 2023. These new contractors will begin working in Public Housing units the beginning of FY24. We are hopeful this will improve our turnaround time for vacant units to be ready for leasing. HUD's guidance is for a unit to be vacant no more than 20 days; While we have not yet managed to meet HUD's guidelines, our addition of two new contractors should bring us closer to the mark.

Resident Programming

The alternating neighborhood pop-ups and clean-ups have resumed! These are events Public Housing staff host in resident neighborhoods to foster community. The pop-ups are held on Friday afternoons and include a tabling event for community partners to share resources with residents. We also have some fun activities planned for the residents! The clean-ups are held Saturday mornings and are just what they sound like- staff and residents work together to pick up trash from the neighborhood lawns and shared spaces.

We held a pop-up at Bright Sun Place on Friday, April 21st at 4:00 P.M. and a clean-up at Eastwood on Saturday, April 29th from 9:00- 11:00 A.M.

We are continuing to build a working relationship with Orange County Health Department's Healthy Homes Program by providing welcome cleaning baskets for our new tenants or tenants with housekeeping issues. The baskets contain cleaning supplies and information on how to maintain a clean, mold-free home. All information has been translated into Arabic, Burmese, and Karen, which are the primary languages spoken in Public Housing. This will assist tenants in maintaining their rental units in a cleanly manner, so our physical inspections report less need for repair (such as moldy tubs due to water damage that can be prevented by use of shower curtains).

We continue to provide our monthly newsletters to all households sharing departmental updates and community resources.

Our new Resident Service's Coordinator, Marasia Moss, began this quarter and has been meeting residents and becoming familiar with community resources. She is currently working on identifying resident needs and brainstorming how to best connect with residents in a way that is most convenient for them. Two of the major goals for this position are to develop a sustainable Resident Council and to complete a Resident Assessment Survey.



Demographics



As of March 2023, Public Housing is providing safe, affordable rental housing to 819 residents in 283 households.

Of the 819 residents:

- 44% are children
- 41% are elderly/ disabled
- 70% head of households are female

Of the 283 households:

- 64% are extremely low income (30% AMI)
- 24% are very low income (50% AMI)
- 10% are low income (80% AMI)
- 2% are over income (80%+ AMI)
- 2% of households were identified as "homeless" at time of move-in
- 52% of households' income are earned wages
- 36% of households' income are fixed sources, like SS, SSI, Pension and welfare

Annual PHA Plan

The Annual PHA Plan is a collection of documents and reports shared by the Chapel Hill Department of Public Housing' to the Department of Housing and Urban Development (HUD) every April. The Plan provides information about operations of the department's programs and services. Residents and the public are engaged to solicit input and suggestions. All comments received are recorded and submitted to HUD with the plan.

Communication Plan

March 14th: Zoom meeting for all residents; a survey was mailed to every household 3 weeks prior to the meeting asking for input on how the department should prioritize Capital Grant Funds.

Suggestions from residents on how capital funds should be prioritized include:

- Repairing screens, doors and windows
- Replacing bathroom and kitchen appliances
- Resident Security/ Neighborhood Watch program
- Homeownership Programs
- Fenced in backyards
- Planting more trees
- GED and financial literacy programs
- More covered bus stops

March 28th: Zoom meeting for all residents AND the public to share updates made to department policies and procedures. All updated policies and changes were made available for 45 days in the Public Housing Administrative offices for review. Also, recorded presentations are available on our website in English, Arabic, Burmese, and Karen.

Goals & Next Steps for the remainder of FY23



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.



Replace screen doors

This Capital Grant project will replace screen doors in every household 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 with Unit Turnaround Contractors

We have added unit turnaround contractors and are now in the process of scheduling them concurrently to improve unit turnaround time.



Continue with major appliance replacements