

ATTACHMENT D

RAB Comments

The RAB meeting for Meadow Creek 1 and 2 was held on November 20, 2014. Six tenants and five employees from FCHA attended the meeting.

Annette Monroig translated for our Spanish speaking tenants

Hollie Hall, Director of Housing Management presented the following information:

- The following are changes to the Admission and Continues Occupancy Policy (ACOP):
 - The ACOP will be online as of Jan. 2015.
 - Hollie explained what the VAWA act was and that sexual assault was added under the VAWA act. She further explained that this act has been incorporated into several of FCHA's policies.
 - For example: If a person's credit was poor due to domestic violence, FCHA will take that under consideration.
 - Flat rent change: (Chapter 6 of the ACOP)
 - Hollie explained the difference between income based rent and flat rent.
 - The flat rent has already been implemented.
 - Flat rent is at 80% of the fair market rent.
 - HUD defines flat rent guideline for FCHA
 - FCHA did not need to use the phase in process for flat rent.
 - Annette Monroig held up a copy of the ACOP for the tenants to see.
 - Occupancy Review Guidelines:
 - Hollie explained the occupancy guidelines and explained that FCHA thought that the guideline was a little restrictive so a provision was implemented.
- Grievance Appeal Process:
 - There are some changes to the grievance appeal process. Hollie explained the changes. It will be less formal. They will be as follows:
 - 1. Settlement Conference: This will be with the Property Manager
 - 2. Grievance Hearing: This hearing will be with a hearing officer. It will be similar to the informal hearing that had previously been done.
 - Those who will hear grievance hearings will be:
 - Staff, and board members who have no knowledge of the situation.
- Lease: There were no changes made to the lease.
- Handbook Changes:
 - Tenants will be informed of when they can pick up their new handbooks.
 - Maintenance Charges- These charges will be for tenant caused damages only. Due to the cost of items fluctuating so much throughout the year tenants will be charged what the item cost when it is purchased, plus the maintenance labor rate per hour.
 - Tenants asked the following questions:
 - What is the time frame for heat to be turned on?

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- FCHA staff answered various questions about the safety of the heaters. Fliers will go out informing tenants of when they can get infrared heaters. It was noted by a tenant that the handbook states there is to be no alternate heating source such as Kerosene heaters and space heaters. Hollie reported that change will be made to the tenant handbook.
 - Can tenants buy their own infrared heater? - Tenants may buy their own heaters, but they must be the ones that FCHA approves.
- Pet Policy: The definition of a service animal and an assistance animal was defined in more detail by HUD, but it did not change FCHA's pet policy, only the definition.

Hollie Hall asked the tenants for recommendations on the policy and lease changes:

- None were given by the tenants, except for the above mentioned change to the heaters in the handbook.

Guy Henicle, Modernization Coordinator reported on open grants and the 2015 plan:

- Guy explained what the Capitol fund is and how it is used.
 - Guy asked for suggestions that the tenants may identify as needing improvements. He explained that 2015 projects may not get done until 2016.
 - 2011 Fund:
 - \$751.00 left – will be used for computer needs for FCHA.
 - 2012 Fund:
 - There is about \$34000.00 left.
 - Storm door and front door replacements.
 - Waynesboro retaining wall done.
 - Boy's and Girls club
 - Gas stove replacement in Meadow Creek family
 - Site lighting was replaced at Valley View Village
 - Remaining monies will be set aside for operations.
 - Floor tile abatements
 - 2013 Fund:
 - \$428,000- This was one of the lowest amounts due to sequestration.
 - Fan replacement lights in bathrooms in Amps 1, 2 and 4.
 - 2014 Fund:
 - \$502436,00
 - Sidewalk replacements in all Amps.
 - Soft fit replacement and fascia in Amp 3
 - Gas ranges replaced in Amp 4
 - 2015 Fund:
 - Amp 1 Boilers will be replaced

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- Electric service wire replacements
- Drainage issues in Waynesboro
- 2016 Fund:
 - Parking areas
 - Tubs and shower replacement in Amp 2
- 2017 Fund :
 - Community Centers
 - Refrigerators for Amp 2
- 2018 Fund:
 - Gas ranges/ refrigerators for Amp 1
 - Amp 2 replacement windows.
- 2019 Fund:
 - Window replacement in Amp 1

Guy explained that items being done can be moved from one year to another, but they must be presented.

The following were suggestions from tenants:

1. Replace range hood vents
2. A concern was brought up about how to handle concerns about tenants not cleaning up cigarette butts and their dogs waste. Those questions were answered.

Respectfully submitted,

Melissa Case,
Support Services Coordinator

The RAB meeting for Waynesboro's Amps 3 and 4 was held on November 24, 2014. Nine tenants and four employees from FCHA attended the meeting.

Hollie Hall, Director of Housing Management presented the following information:

- The following are changes to the Admission and Continues Occupancy Policy (ACOP):
 - The ACOP will be online as of Jan. 2015.
 - Hollie explained what the VAWA act was. The act was updated in 2013. It now includes sexual assault. FCHA has incorporated that change into several policies.
 - FCHA cannot deny someone who has been a victim of domestic violence.
 - For example: If a person's credit was poor due to domestic violence, FCHA will take that under consideration.
 - Flat rent change: (Chapter 6 of the ACOP)
 - Hollie explained the difference between income based rent and flat rent.
 - The flat rent has already been implemented.
 - Flat rent is at 80% of the fair market rent.
 - HUD defines flat rent guideline for FCHA
 - FCHA did not need to use the phase in process for flat rent.
 - Occupancy Review Guidelines:
 - Hollie explained the occupancy guidelines and explained that FCHA thought that the guideline was a little to restrictive so a provision was implemented.
 - For example if there is a significant age difference between two children in a family, the family may request a move to a larger unit with more bedrooms.
- Grievance Appeal Process:
 - There are some changes to the grievance appeal process. Hollie explained the changes. It will be less formal. They will be as follows:
 - 1. Settlement Conference: This meeting will be with the Property Manager.
 - 2. Grievance Hearing: This hearing will be with a hearing officer. It will be similar to the informal hearing that had previously been done.
 - Those who will hear grievance hearings will be:
 - FCHA staff, and board members who have no knowledge of the situation.
- Lease: There were no changes made to the lease.
- Handbook Changes:
 - Tenants will be informed of when they can pick up their new handbooks.
 - Maintenance Charges- These charges will be for tenant caused damages only. Due to the cost of items fluctuating so much throughout the year tenants will be charged what the item cost when it was purchased, plus the maintenance labor rate per hour which is \$23.25.

Resident Advisory Board minutes for Waynesboro Amps 3 and 4

- Pet Policy: The definition of a service animal and an assistance animal was defined in more detail by HUD, but it did not change FCHA's pet policy, only the definition.

Hollie Hall asked the tenants for recommendations on the policy and lease changes:

- None were given by the tenants.

Guy Henicle, Modernization Coordinator reported on open grants and the 2015 plan:

- Guy explained what the Capitol fund is and how it is used.
 - Guy asked for suggestions that the tenants may identify as needing improvements. He explained that 2015 projects may not get done until 2016.
 - 2011 Fund:
 - \$751.00 left – will be used for computer needs for FCHA.
 - 2012 Fund:
 - There is about \$34000.00 left.
 - Storm door and front door replacements.
 - Waynesboro retaining wall done.
 - Boy's and Girls club
 - Gas stove replacement in Meadow Creek family
 - Site lighting was replaced at Valley View Village
 - Remaining monies will be set aside for operations.
 - Floor tile abatements
 - 2013 Fund:
 - \$428,000- This was one of the lowest amounts due to sequestration.
 - Fan replacement lights in bathrooms in Amps 1, 2 and 4.
 - 2014 Fund:
 - \$502436,00
 - Sidewalk replacements in all Amps.
 - Soft fit replacement and fascia in Amp 3
 - Gas ranges replaced in Amp 4
 - 2015 Fund:
 - Amp 1 Boilers will be replaced
 - Electric service wire replaced in Amp 3
 - Drainage issues in Waynesboro
 - Green physical needs will be moved to 2015 if needed.
 - Replacing sidewalks in all four Amps.
 - Site drainage concerns in Amp 4

Guy reviewed the 5 year plan: He explained that the order they are in is meaningless at this point, they just need to be in the plan. Guy explained that input for this plan was given by the Property Managers, maintenance staff and concerns that were brought up.

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- 2016 Fund:
 - Parking areas
 - Tubs and shower replacement in Amp 2
 - Siding and porch upgrades on Elder Avenue.
 - Elderly site lighting in Amp 3
 - Amp 4 window replacements.
- 2017 Fund :
 - Sidewalk replacement
 - Refrigerators for Amp 2
 - Amp 4 electric component replacement and window replacement
- 2018 Fund:
 - Gas ranges/ refrigerators for Amp 1
 - Amp 2 replacement windows.
 - Elder Avenue door replacement
 - Sidewalk replacement Amp 1
 - Storm doors Amp 4
 - Refrigerators Amp 3 and 4
- 2019 Fund:
 - Window replacement in Amp 1
 - Amp 2 parking spaces
 - Amp 2 water heaters and storm doors
 - Elder Avenue gas ranges and sidewalks
 - Amp 4 sidewalk replacement and fencing replacement

The following were suggestions from tenants:

1. Replace windows in Amp 4
2. New stoves in Amp 4
3. Parking sign replacement
4. Have a second exit in the buildings on Elder Avenue for tenants who are in wheelchairs.
5. A light on the fire alarm for tenants who are hard of hearing.
6. Carbon monoxide detectors
7. More programs for children at Valley View Village such as the Boys and Girl's Club and the YMCA.

Respectfully submitted,

Melissa Case,
Support Services Coordinator

RAB Meeting 11/20/14.

Sign In Sheet

- William W. Oller
1. Shirley Oller
 2. Kimberly Rust
 3. Mary Mc Kee
 4. Cesar Ortiz
 5. Jodi Thomas
 6. Javier Rivers 200 W. Catherine

Staff in attendance

1. Benjamin Cook
2. Melissa Case
3. Annette Monroig
4. Hollie Hall
5. Guy Henkele