RESIDENT ADVISORY BOARD

AGENDA

Date February 28, 2018
Time: 3:30 pm
Place of Meeting: Garden Room MHA
Light Refreshments Provided

- Call to Order (1 minute)
- Approve Minutes
- PH Utility Allowance Update effective June
- NanMcKay Contract Update
- ACOP and Admin Plan Revision Update
- Grievance Policy
- Resident Council Brief Report/Update
- Agency Update

Adjourn

Next Meeting March 28, 2018
February 28, 2018 RAB Minutes

RAB Members: Molly Scott, Kevin Gladstone, Royce McLemore, Michael Harris, Anne Taylor, LaDasha Berry, Linda Kranishu, Yasheca Simpson

Marin Housing: Lewis Jordan, Kimberly Carroll, Bernadette Stuart, Sarasu Zacharia, Russ Aguilar

Guest: Patricia Nordin

Meeting called to order 3:35. Minutes discussed and approved. Anne asked how many more studies would be done on Golden Gate Village. Lewis said that the Board of Supervisors said that there would be no more done.

Sarasu went through the updated Utility Allowances for Public Housing. She explained that the gas allowance went down because the rate on gas is less this year. The Utility Allowance is updated every year.

The Nan McKay contract went into effect in June for a maximum of five years. There were numerous complaints about their service. Anne said she had problems that took a while to resolve and she was threatened with eviction. Other residents complained about similar threats of eviction. Pat and Royce complained that the out-of-pocket medical expenses were not considered and that the health care providers were not contacted. Residents have had to resubmit reevaluation documents over and over. Bernadette said that Quality Assurance is being done on their customer service.

Kimberly said that HUD was allowing a three-year evaluation instead of yearly for those residents on fixed-income. Marin Housing is collecting information in 2018 to have this happen in 2019.

ACOP and the Admin Plan have been contracted out to a vendor to revise and update. It is a different document coming from a HUD boiler plate, template. The RAB will go over it again. Royce requested that the HUD handbook be given to the RAB members. Bernadette said that it could also be found online.

Section 8 vouchers have been frozen. Those still looking will go back on the waitlist.

Royce asked about the Grievance Policy. How long do resident have to file grievances and how long does MHA have to respond? This is stated on the lease and also in the ACOP. Michael asked if grievances had to be in writing. Some residents are confused and can't put their grievance in writing. Bernadette said that there were councilors at each elderly/disabled site to help with this. She said that MHA was hoping to resolve grievances before it got to that stage.
Eden Housing is pressuring tenants for back payments that MHA has wiped off the books. As rents go up landlords can raise deposits.

Molly Scott — Casa Nova. The fire inspections went well. The fire chief asked for a master key to be put into a lock box so they wouldn’t have to break down doors or break windows. Lewis said that the police have asked for the same and he said that he wouldn’t allow it.

Anne Taylor — Venetia Oaks. She was robbed while she slept of her wallet and a Coach purse (which has her life in it) and her keys. She has put in an order to Maintenance to have her locks changed.

Pat Nordin — Kruger Pines. There has been another death, the fourth one for 2017. They have two new residents.

Royce McLemore— Golden Gate Village. They have had an ongoing rat infestation. Bernadette said that Pest Control is coming out once a week. In an upcoming meeting they will generate a survey to have each resident bring up their maintenance issues. How does MHA process work orders? MHA now has to leave a door hanger saying that they have been there.

Meeting adjourned 5:35.