RESIDENT ADVISORY BOARD

AGENDA

Date July 24, 2019

Time: 3:30 pm

Place of Meeting:
Garden Room
MHA

Light Refreshments Provided

Call to Order (1 minute)
Approve Minutes
Board of Commissioner Open Seats
Nan McKay Update
Resident Manager Federal Properties
ROSS Program
ACOP
OHA staff
MHA Updates
Resident Council Updates

Adjourn

Next Meeting August 28, 2019

Board Members:
Royce McLemore
Danielle Hoff
Anne Taylor
Molly Scott
Charles Martinez
Kathy Dounis
Kevin Gladstone
Michael Harris
Tanya Rouin
Regina Talton
Mia Cooper
Tamra Phillips
Kevin Gladstone
Resident Advisory Board Meeting
July 24, 2019

(Board member Margaret Nolan has agreed to take Minutes in the absence of Secretary Patricia Nordin)

MHA staff present: Lewis Jordan, Kimberly Carroll, Bernadette Stuart, Evan Smith

Call to Order: Royce Mclemore 3:30 p.m.

All board members present

Guest: Gerri Kunin, resident

Board review and discussion with MHA staff:

Michael discussed benefits of acquiring legal counsel for RAB to consult regarding policies under review in RAB meetings. Royce commented that we can invite Legal Aide to meeting. Michael stated the board may want to take the matter up for a more thorough review and decision. Kimberly Carroll questioned the need for RAB to have counsel since it is an advisory board.

Dorian Jenkins, Vice President of Nan McKay called in to the meeting. Kimberly Carroll introduced the VP of Nan McKay to discuss issues related to problems with the work of the company regarding tenants rent and recertification, timeliness of letters, etc.

Mr. Jenkins stated he understands the need to do better job and company has taken steps for improvements. He states that he has worked with Kimberly Carroll to address the problems with the phone provider by moving the call center from east coast to west coast and so far they have received good feedback from that change. The company has made some staff changes and increased staffing level.

Problems detailed and identified as lacking by Nan McKay; letters sent out erroneously – wrong dates, not timely with resident requests. They have an operational plan with a goal to be caught up with MHA work by July 31st. They understand that they must meet obligations set up in contract and they know that the work has not been up to MHA expectations.

Kimberly Carroll states as of July 15th the call center located to San Diego. She details that agreement is that all calls will be identified according to priority; tickets going out to eligibility workers; she thinks that getting caught up with annual certifications is important to avoid landlord issues. MHA is monitoring the work closely; they have changed software. Hopefully they will get caught up by end of July.

Tamara asked about financial adjustment from Nan McKay due to the lack of meeting obligations in a satisfactory manner. Kimberly Carroll states she does not know if Nan McKay knew the level of service MHA needed at the time of contract signing. The contract will run out in November, 2019. MHA will review and make decisions as Nan McKay improves work and meets its obligations as promised by end of July, 2019. To replace Nan McKay would require MHA to hire at least 4-5 staff to do the work and that would require more funding for salaries and benefits. The contract with Nan McKay is $410,000.00.

Royce asked about hiring eligibility customer service staff here at MHA so as to avoid having problems with residents and landlords.
Kimberly Carroll states she is evaluating but when they had staff here at MHA there were problems. She states that there are people on staff now at MHA to handle questions.

Mia commented tenants have suffered and she knows people have not had adjustments to rent when no income. KC explains process required by HUD for verification of loss of income. If there was an error made by MHA or Nan McKay retroactive adjustments would be made. If it is an actual administrative error they will pay out of Administrative funds.

Kimberly Carroll will work to bring standards up. MHA does not have the staff to meet the need of 2, 500 residents. Lewis Jordan believes it was a good decision to hire Nan McKay and MHA will address the issues brought up to make improvements.

Lewis Jordan tells the board that a resident must call MHA if a job is lost and the landlord will be impacted; MHA will address but they must know about it. KC states still may have to pay rent share because the resident does not turn in verification of lost income/job.

Discussion about having a resident wanting to call a worker – and it is not possible to get in touch with Nan McKay. The company will improve services.

Michael wants to understand why Nan McKay hired in the first place and why they are continuing when they are not functioning at a high level. Asks if a Nan McKay representative could sit in MHA office to answer calls or questions from tenants. He has heard from tenants about having difficulties with getting resolution to problems about rent. He does not know if RAB has ever been informed about staff being pulled. Michael asks Mr. Jenkins about what he will do to improve the customer service today.

Dorian Jenkins, VP states call back system is now in the same time zone and that staff will be added with a Customer liaison to respond to questions from tenants.

Dorian states he would need time to get someone trained. He is willing to come to RAB meeting to answer questions. Michael asks about having someone hired who is already seasoned.

KC - Contract ends Nov. 2019- so that would be time to evaluate services.

Dorian (Nan McKay), states they will review with Kimberly Carroll how to make cover letters clearer for medical expenses documentation.

June Minutes; Molly moved to approve, Tamara seconds motion. Minutes approved.

KC announces Board of Commissioners open seats; application provided to all public and Section 8 residents. Michael asks if person could sit on both Board of Commissioners and RAB. Kimberly Carroll will look into it.

State requires that all apartment complexes with 16 or more tenants must have an onsite manager. Kimberly Carroll states that as a public housing authority they are exempt from this requirement and therefore do not need to have any onsite managers. They had an onsite manager at Kruger Pines and it did not work out. They have on call maintenance; 24/7. Margaret commented that she knew that other housing agencies hired on site managers and they also received HUD funding so why would MHA be exempt from the requirement. Royce asked about the regulation that references that the housing authority is not required to have onsite managers.
Anne states there is a problem being disconnected when calling in for work orders. Molly had same problem. Gerri Kunin mentions that residents should be informed that they need to request a work order number. Bernadette indicates there will be an automatic work order number provided via the Yardi software program. MHA plans to install a computer in office lobby for work orders with new Yardi system.

*At next meeting KC will have information on the federal HUD regulation referencing there is no requirement for an onsite manager.

Royce asked about the Ross grant for GGV and Kimberly Carroll stated it is only available for senior/disabled properties. Royce commented that GGV also has elderly families and at one time there was more than one Ross program at GGV. Margaret stated according to information received at the March NAHRO training any Resident Council may apply in partnership with MHA for a grant if it can meet the eligibility criteria.

*Resident Manager Federal Properties

Mia asks about having legal counsel and access to HUD resources for rules/regulations. Royce stated that is why she is requesting KC to provide the board with the HUD regulation specifically addressing the resident manager issue; there must be some reference to not having to comply with State law that requires an onsite manager. KC states that is why they have “responsible person” which is a courtesy title for the person who is contact on the property. Margaret commented that she is surprised and concerned that Golden Gate Village which has approximately 300 units does not have an onsite “responsible person” or an onsite manager.

KC informed the board that Annabelle from Oakland Housing Authority contacted her about attending one of the RAB meetings. She would like to observe since Oakland RAB does not have many people showing up to meetings. Board approved the request for attendance at August RAB meeting.

MHA update: Evan testing structures for various concerns; leaks on roof; Kruger Pines, Mill Valley. He will give a report at next meeting.

KC reported that Alicia Jones, from Fresno, is new Section 8 Program Manager. Office specialist is open as well as extra hire accounting specialist. MHA is doing some interviewing and they are considering how to fill vacant position by attorney Ilya Filmus. Mr. Jordan stated they are working with county counsel- still using some legal consultants for reasonable accommodation requests.

Resident Council Updates:

Molly stated that residents at Casa Nova are having disaster training and they have disaster plans for PG & E black outs. Charles of Golden Hinde informed the board and MHA that they have had recurring theft and vandalism on property. Timer for watering garden and tools have been stolen. Kimberly Carroll told Charles that he may want to use the shed that is located in back of the property to lock up items. Cathy of Kruger Pines states that she had a request from a resident, Lorraine who reported relays for the elevator need to be replaced. The resident wants to receive a quote from Evan Smith to get the work done. Evan will look into it. Another concern brought to board by Kruger Pines is need for fly control.
Anne Taylor stated that Venetia Oaks has not had any recent meetings and that Margaret had resigned as President. Margaret clarified this statement; she has not resigned as President.

Margaret informed the board that due to underlying issues the status of the council is being determined with the assistance of Jaqueline Mendez. Margaret will continue as President until it is decided how best to proceed with handling the issues of losing board members. There are now only three members of the council and by laws require five members.

ACOP – Royce asked about preference points given to residents who live or work in Marin County. KC stated that it is already in the Admin Plan as a preference. However, when she saw that it was not in the ACOP, agreed to have this on our agenda at our next meeting in August.

Tanya requested that “Maintenance work orders that were destroyed be placed on our agenda for next month.

Michael – getting phone calls about voucher programs; Cynthia Swan said could get a voucher and go anywhere.

Lewis Jordan states HUD has deemed MHA is in shortfall and therefore they cannot issue any new vouchers. Michael states that the voucher is tied to person; not to place. LJ – there are no vouchers available. Project based vouchers not impacted; but as of 2019 MHA cannot give out new vouchers.

Michael and Mr. Jordan continued discussion of status of vouchers after close of meeting.

Meeting Adjourned at 6:30 p.m.

Respectfully submitted,

Margaret Nolan
RAB Board Member
Venetia Oaks Resident Council President