

**MEETING OF BOARD OF COMMISSIONERS  
HOUSING AUTHORITY OF THE TOWN OF MANCHESTER**

**January 18, 2012**

**7:00 PM**

**Attending:** Chairman Josh Howroyd  
Vice Chairman Timothy Becker  
Robert Shanbaum  
Paul Rubin  
Patrick Barder, Executive Director

**Absent:** Flora Jimenez (Family Illness)

- I. Chairman Howroyd opened the meeting at 6:10 pm. and stated that although we do not have a quorum at this time we will proceed with the Public Comments. He reiterated there are new procedures for residents wishing to speak during the Public Comments. Residents will be recognized and have five minutes to speak. This is not a question and answer period but an opportunity for residents to present their views on issues that concern them and the Board is here to listen and not engage in a conversation. Residents will be given one opportunity to speak in fairness to everyone attending.

**II. Public Comments**

**Mr. Al Carlin addressed the Commission.**

Mr. Carlin raised a question to Mr. Barder asking why he and his wife cannot move into apartment 39A when all the appropriate paperwork has been submitted. The unit has been vacant for several months and they were told back in early November they would be moving and they packed their boxes and have been living with packed boxes. He asked how long it takes to make a decision.

Mr. Carlin commented that he has not been able to meet with Mr. Barder one on one and he wants this out in the open. He is the only Director that he knows of that residents cannot meet with one on one.

Chairman Howroyd commented the Commissioners have been working on the lease document and the occupancy/transfer policy and the Commissioners want to be sure things are done in as fair an equitable manner. Several residents have had requests on the table but until such time as we finalize the policy. Chairman Howroyd indicated the Commissioners are trying to expedite the requests as they relate to medical related issues.

Mrs. Jean Carlin asked why they were told in November that they could start packing. They have been living in small three rooms, pay their rent on time and they don't understand why it is taking so long when they were promised a larger unit.

**Mr. Al Byran addressed the Commission.**

Mr. Byran said they had some problems with their heat and he asked who they are supposed to call now with those issues. Mr. Barder shared there is someone on call 24/7. Residents call the number and press number 2 and they will be directly connected with the person on call. MHA does not have an answering service anymore. One maintenance person has a cell phone and they will answer all calls after hours.

Chairman Howroyd asked Mr. Barder to send out a notice about the telephone number for after hours problems along with instructions as to what numbers to dial to get the cell phone for the on-call person.

**Mrs. Evelyn Babella addressed the Commission.**

Mrs. Babella shared she has had problems with her thermostat which was recently replaced. She put it up to 90 degrees but it only registers 70 degrees. She also indicated the outside clothes lines are falling apart. Things are not being taken care of as they were before, staff just does not care anymore. There are residents that have true medical needs to be in a different unit and nobody seems to care about them anymore because nothing is being done for them.

Mr. William Paulin addressed the Commission.

Mr. Paulin asked who owns the truck that is full of junk. Previously it was a green truck and now it is a red truck and they are parking anywhere. It is very unsightly. He asked if the owner is a resident.

Mr. Barder asked Ms. Martha Bertrand if she knows anything about this truck and who owns. Ms. Bertrand said she will follow up to see if they are a resident.

Mr. Wayne Madden addressed the Commission.

Mr. Madden shared he is advocating for his mother who is looking to move to a one bedroom unit as she is in an efficiency unit. The issue of mold in her bathroom has been taken care of and it looks great. He also reported the emergency lights in the back hallway are not working on Pascal Lane. There was a power outage and the emergency lights did not come on at all.

Chairman Howroyd shared that MHA is looking into a Comprehensive Energy program to replace windows, thermostats, appliances, doors that will help make the units more economical to heat and cool.

Public Comments were closed at 6:34 p.m.

### III. Adoption of Minutes December 21, 2011 and January 9, 2012

Mr. Becker moved to accept the minutes of December 21, 2011 and January 9, 2012 as written.

Mr. Shanbaum seconded. Motion passed 3 -0.

### IV. Correspondence

Chairman Howroyd shared several letters from residents received by Mr. Barder.

Mr. Barder reported he mailed a letter of apology to the residents and also asked if anyone is interested in being on the Resident Advisory Board. To date he has only received one response from one resident.

Mr. Shanbaum commented he received a letter from a resident complaining about the October snow storm and the power outage. The resident wanted to know why this hall was not opened sooner.

### V. Accounts Payable

Mr. Becker asked about the bill from Rome/McGuigan and how the invoice is broken out.

Mr. Barder will get a copy of the invoice to Mr. Becker.

Chairman Howroyd mentioned MHA gets a good rate from this group and there is an option to renew the contract for another 2 years or an RFP can go out for services.

Mr. Becker suggested taking this item up at the next meeting.

### VI. Executive Directors Report

Mr. Barder showed the Commissioners the new sign that shows the office is open from 8:00 am to 4:00 pm and it is not closed for lunch.

Mr. Barder reported that two weeks ago there was an issue with an electrical power surge in Building 31 and the circuit boards were destroyed and the surge traveled to building 32. The circuit boards needed to be replaced and the power was fully restored in 48 hours. Mr. Barder was asked if insurance would cover the cost of replacing the destroyed items, but he said with the cost of the deductible he did not think so.

Chairman Howroyd asked if there is an Emergency Response Policy in place and arrangements should be made if there is an extensive power outage that this room be made available to residents to come to for heat and food.

Mr. Barder shared there is a generator at Ada Lane and there is hot water available for showers there.

Chairman Howroyd suggested that residents be notified of emergency services available to them at each of our locations.

Mr. Barder indicated that it was probably 24 – 30 hours before this room was opened to residents during the last snow storm.

**A. Financial Statements & Management Reports**

Mr. Barder reviewed the financial statements and management report with the Commissioners.

The auditors have completed their field work and no issues were raised.

We do have to do some rebalancing between AMP I and AMP II. We also need to pay close attention to make sure the cash is flowing properly.

Mr. Barder reported that he received notification from CHFDA that they will not longer be paying MHA a management fee, which consisted of \$5 per unit per month.

He also shared that HUD can deny rent increases and we can no longer use operating reserve for capital expenditure projects.

Mr. Barder reviewed the vacancy report for the year.

A question was asked as to why it takes so long to complete some of these work tickets and why does it take so long to get the vacant units leased.

Mr. Barder explained that some of the tickets on this report have been completed but the work ticket has not been closed. The Central Office will now be handling closing of the tickets. Currently there is only one person handling the leasing and we need more staff to help with this.

A question was asked about repayments of rents that are delinquent.

Mr. Barder explained that previously if a repayment agreement was not completed, another repayment agreement was created. Going forward if the repayment agreement is not paid we will be proceeding with eviction of the tenant.

Mr. Barder shared by the next meeting Commissioners will have a draft of the personnel policy.

**B. Energy Savings Grant Presentation**

Mr. Barder explained we are actively pursuing an Energy Performance Grant. You borrow money based on the projected energy savings you will get from capital improvements. You hire a management company based on an RFP and the cost of the management company gets rolled into the grant. Mr. Barder went on further to say that HUD is in favor of this because of the low interest rates to borrow money, and the management company will be carrying the liability for the loan. The repayment of this loan is 20 years. This will free up moneys for capital projects. If all goes well we should be able to start making improvements in August.

**C. ACOP Policy Update (Discussion Only)**

Chairman Howroyd requested that Commissioners to work on the ACOP including the lease and transfer agreement so we can get this finalized. The Board discussed issues that need to be taken into account especially with regard to transfers. As some of these residents get older they may need to be moved from the second floor to a first floor unit for safety issues if not medical necessity.

Mr. Barder indicated that the wording for reasonable accommodation needs to be clear and firm. MHA does have a reasonable accommodation policy and he is under a voluntary compliance agreement with HUD to enforce it. Everyone that makes a request for reasonable accommodations he has to answer and then report it to HUD. Commissioners agreed that individuals who have already put in requests for transfer should be responded to.

**VII. Chairman's Report - None**

**VIII. Old Business - None**

IX. New Business

• **Resolution 2012-2 – Orford Village Certification**

Mr. Barder shared new information received today from HUD regarding this property.

We have to consult with the residents at 26-2 and we have to consult with the Resident Advisory Board that does not exist yet. He did get permission to appoint a Resident Advisory Board on an interim basis and get them to sign off on them. Then the Board has to sign off that Mr. Barder consulted with the Resident Advisory Board, but than cannot be done until February. Until we get this resolution to them they will not allow MHA to sell the property.

Mr. Shanbaum moved

**WHEREAS the Board of Commissioners of the Housing Authority of the Town of Manchester pursuant to its corporate authority certify to USDHUD the following:**

**In matters related to the disposition of excess property on Hartford Road, Disposition App # DDA0004561, the Board actively consulted with local public officials prior to the Mayor's approval letter of January 5, 2011.**

**Said consultation was active from the period 6/1/2010 thru 1/4/2011.**

Mr. Rubin seconded. Motion passed 4-0.

X. Items for Future Agenda

- A. Orford Village Housing Development Corp. Property
- B. List of performance goals for Executive Director
- C. Salary for Executive Director
- D. Legal Firm Contracts

XI. Executive Session

Mr. Becker moved to go into executive session at 8:20 pm.

Mr. Shanbaum seconded. Motion passed 4-0.

- A. Personnel Matters

Adjournment of executive session @ 9:29PM

XII. Adjournment of Meeting @ 9:30 PM.

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CHAIRMAN

Attest: \_\_\_\_\_