

November 18, 2015

Mayfair Gardens Community Room

Attending: Chairman Josh Howroyd
Joseph D'Ascoli, Executive Director
Judy Taylor – Tenant Commissioner
Paul Rubin
Susan Holmes
Absent: Robert Shanbaum – Vice Chairman

I. Meeting Called to Order

Chairman Howroyd called the meeting to order at 6:30 pm.

II. Adoption of Minutes – Meeting of October 21, 2015

Chairman Howroyd asked for a motion to approve the minutes of October 21, 2015. Ms. Holmes moved to accept the minutes of October 21, 2015 as presented. Ms. Taylor seconded. Motion passed 4-0.

III. Correspondence – None

IV. Accounts Payable - October 2015 Payment Summary & Detail Report

Mr. D'Ascoli remarked the reports for the first month of the new fiscal year look good.

V. Executive Director's Report

A. Financial Statements – October 2015

Mr. D'Ascoli noted the report for FY2015 shows a \$48,498 gain which looks very good. The HUD funding for Section 8 is up and down but he does not foresee a problem. Chairman Howroyd asked if we have any oil utilities and Mr. D'Ascoli reported our utilities are either gas or electric.

B. Vacancy Reports – October 2015

Mr. D'Ascoli reported the maintenance crew has done an excellent job getting units ready to be lease up. They did have one unit that needed a complete make over and that unit is ready to be leased up. During the winter months we may get hit with lower turnover of units and that would be due to maintenance having to handle snow removal. Chairman Howroyd added that maintenance takes a lot of pride in the work they do.

Mr. Rubin asked about the threshold MHA uses for collection for past due rent. Mr. D'Ascoli reported in the past staff has not utilized attorneys for collection of past due rent. The new policy is that notices will go out as soon as residents are 10 days behind in their rent a 14 day notice to quite should be going out to the individuals. One of the larger expenses is to our attorneys for court cases for past due rents. Now staff knows that when tenants are behind in their rent the notices need to be sent out. Mr. Holding, MHA's Attorney, is taking a look at the changes we are incorporating in our leases. One of those items is sprinkler systems that came a law a couple of months ago that we need to notify residents if we have a working fire sprinkler system or not, this needs to be in the leases. The other is the maintenance fee charges. These items need to be in the leases for residents to cover all

our bases. Chairman Howroyd asked about the sprinkler system and Mr. D'Ascoli explained that the only building that has the sprinkler system is the Congregate.

Mr. Rubin asked if a tenant gets behind in their rent, not the full rent, are we looking to evict them. Mr. D'Ascoli said the property managers need to get the notice out to them that they are behind in their payments. Mr. Rubin asked about terms of the attorney fees charge by the hour and it would have to be a fairly substantial amount to make it worth paying attorney's hourly. Mr. D'Ascoli reported he has spoken with HA colleagues and they are paying an hourly rate. He would like to take a look at that with the RFP for new Attorney services. For example we currently have a tenant who has been with MHA for a year and a half and has not made a payment during that time. We need to be sending notices out to residents as soon as they are behind.

Mr. Rubin asked if a tenant is served notice for eviction is there anything in the lease that says the tenant will be held responsible for paying reasonable attorney's fees. Mr. D'Ascoli said we do add those fees should the tenant lose the housing court case.

Chairman Howroyd asked if we need to go through our legal counsel to file the notice to quit. Mr. Rubin explained that a notice to quite does get file. It gets filed as an exhibit along with the summary process complaint. A notice to quit just says that tenant needs to be out of their unit within a certain period of time. The filing cost is \$175 plus the cost of the Marshall or Constable serving the papers. It could cost up to \$300 not associated with attorney's fees. Mr. D'Ascoli stated he is looking to implement having the Resident Service Coordinator follow up with the tenant to see what the issue is with not paying their rent. Once the new procedures are in place he will have an orientation with the residents telling of the new procedures with how we are doing business.

Ms. Holmes asked about having rental amount automatically deducted from tenant's bank accounts. We could make it mandatory but the problem with that is not all residents have a bank account. Their monthly social security checks are deposited directly to a debit card and MHA does not have the capability to access that card for rental payments. We are looking into this as a possibility. No other fees can be withdrawn from these accounts, late fees or maintenance fees would have to be paid by check.

Chairman Howroyd suggested in terms of what our practice is going forward in terms of collecting delinquent rents, maybe we need a protocol that the property managers handle certain things at specific intervals; i.e. 8 days, 25 days and 45 days rather than going directly to our legal counsel. Mr. D'Ascoli stated currently we have a case where the housing court has been prolonging it; we have an open and shut case and the judge keeps on prolonging it.

Mr. D'Ascoli said he wants to do everything possible to work with residents but the housing authority needs to enforce the rules and regulations with regard to timely payment of their rent and to deal with them when they are not abiding by them.

Ms. Holmes asked about the possibility of getting a computer for the community room at Mayfair Gardens as discussed in one of the recent tenant meetings. Mr. D'Ascoli report it has been discussed and a major concern is the security of the equipment. Recently the TV

cable box was stolen and the fact that the room is not Wi-Fi equipped. We have chosen a new IT company and he would like to talk to them about some options.

Ms. Taylor commented that we are tenants of the Housing Authority and we are not here to be entertained. Chairman Howroyd shared that we have a responsibility to try to promote the sense of Community and do programs for the tenants. He would like to see us do even more, we have this room available and we should do more things for the tenants on a group level. This may help motivate the tenants to do more as a group.

C. General Information

1. Health Insurance

Mr. D'Ascoli reported he received a call from our Insurance provider about health insurance costs reporting they have gone up 19%. MHA pays 88% of the premium for single plans and 83% for family plans. After discussing this with our fee accounting and bookkeeper we have decided to lower the percentage that MHA pays for individual plan to 86% and family plan to 81%.

2. Commissioner Rubin's term expires next month

Chairman Howroyd reported the Town Board of Directors has appointed Mr. Rubin to another 5 year term.

3. Modernization Report

Mr. D'Ascoli reviewed the list of projects for 2015 and what we are planning for 2016. Chairman Howroyd asked about the sanitary sewer issue. Mr. D'Ascoli explained we had an issue with the sewers at the maintenance shop on Hartford Road. This will be a very expensive repair. Ms. Holmes asked if it would be a Town cost and Mr. D'Ascoli said will be the housing authority's cost.

Mr. D'Ascoli explained one of the projects at Lisa Drive is to replace all the windows at a cost of \$75,000 and possibly replacing the sheds at the units. Residents are requesting they be replaced. These sheds were not attached to the house and the units were built on slabs. Mr. D'Ascoli had a discussion with Gary Sweet about the availability of Capital Funds for Lisa Drive and there may be some funds left over after the windows are placed to purchase some metal sheds.

4. Holiday Gathering

Mr. D'Ascoli reminded everyone that MHA is having a holiday gathering Friday, December 4, 2015 at Angelinos in Vernon.

5. RFP for Legal Services

Mr. Rubin explained he has reviewed the RFP and made some changes to the draft. He explained that general counsel is someone who answer questions and give legal opinions, tenant and employee issues apart from what you apply special counsel for. Special counsel will handle housing litigation, evictions or past due rents tenant suits. Mr. D'Ascoli said he will review the changes and report back to the Board before sending it out for bid. Mr. Rubin explained he feels MHA should have a set fee for housing court rather than a per hour charge. Bidding firms would itemize fees and MHA will compare those items. He also specified that there should not be a conflict of interest between the Town of Manchester the Board of Education and the Housing Authority.

6. Up date on Spencer Village and the Congregate
Mr. D'Ascoli reported he had a conversation with the Department of Housing and the Connecticut Housing Finance Associates because they are the ones that have send Tag Associates to be our consultants to put a proposal to the Governor's the \$30m set aside for improvements to public housing projects. For the past several months both he and Gary Sweet have spoken with DOH and CHFA letting them know that we are not getting service from Tag Associates. As of last week he let Tag Associates know that we will no longer need their services. An RFP will go out in the Hartford Courant and the "minority" newspaper to render services for a new architect firm. The deadline for this RFP is December 22. We need to get these proposals in hopefully for April 2016. Both he and Mr. Sweet went to a training seminar and the information gained there should have been information that Tag Associates gave us. We should be able to award it right after the holidays. With the information gained at the recent seminar we should be able to put a bid out for the congregate housing for by the April deadline. After a conversation with Mike Santoro (WHERE IS HE FROM) he believes it would be difficult to put both bids on the same time being that they are two different grants. Spencer village plans were to do 2 3 story buildings but we learned that would not be feasible. One aspect is to just renovate the property; we could go for two different loans for \$10m we could add another 20% units but not 100%. This would be based on the amount of the rents that we could get. Currently the units are small 380 to 450 sf and the rents are \$400/month. We need to research this to see if it is feasible to do project based Section 8 rentals, some SRAPS and some MOD rents in there.

VI. Chairman's Report - None

VII. Old Business - None

VIII. New Business

- A. Resolution 2015-13 – 2016 Calendar Year BOC Monthly Board meeting dates
Chairman Howroyd asked for a motion to table to the next meeting. Ms. Holmes moved to table this item until the next board meeting. Ms. Taylor seconded. Motion passed 4-0.
- B. Resolution 2015-14 – 2016 Calendar Year Public Comment Sessions
Chairman Howroyd shared the calendar for 2016 public comment sessions. He is requesting that one Board member along with the Resident Service Coordinator and property manager attend these meetings as well. Meetings are scheduled at each of the locations for the day time 12:30 – 1:30, while the congregate meeting would be from 1:00 – 2:00.

Mr. Rubin moved to approve Resolution 2015-14 Calendar for Public Comment Sessions. Ms. Holmes seconded. Motion passed 4-0.
- C. Resolution 2015-15 – To enter a 3 year agreement with Landon Group for IT services
Mr. D'Ascoli shared that Landon Group will be our new IT contractor that will have the stipulation that MHA can terminate their services with a 30-day notice. Mr. D'Ascoli reported that recently his computer was hacked. Rather than use our current IT provider, knowing he had already chosen Landen to be our new provider he requested their services to handle

the hacking issues. Our server needs to be replaced and we need to replace several computers. We are looking into possibly having Wi-Fi in the main office

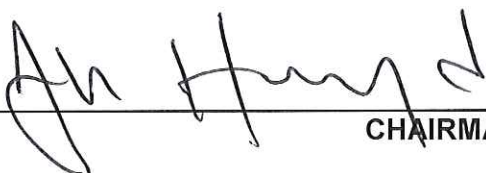
- D. Resolution 2015-16 - Section 8 Management Assessment Program (SEMAP) Certification
Mr. Rubin moved to approve Resolution 2015-16 SEMAP Certification. Ms. Taylor seconded. Motion passed 4-0.
- E. Resolution 2015-17 – Fair Market Rents
Mr. Rubin moved to approve Resolution 2015-17 Fair Market Rents. Ms. Holmes seconded. Motion passed 4-0.

IX. Items for Future Agenda
Update on North Elm Street.

X. Executive Session
Chairman Howroyd asked for a motion to move into executive session. Mr. Rubin so moved at 8:57 pm. Ms. Holmes seconded. The motion passed 4-0.

Chairman Howroyd asked for a motion to end Executive Session. Ms. Holmes moved to end executive session at 9:15. Ms. Taylor seconded. Motion passed 4-0.

XI. Adjournment
Chairman Howroyd called for a motion to adjourn the meeting. Ms. Holmes moved to end the BOD meeting at 9:15. Ms. Taylor seconded. Motion passed 4-0.



CHAIRMAN

12/16/2015



ATTEST:

12/16/2015