

being cut down for no reason, they are not diseased. Projects are started and not completed. The flower urns look like something from a funeral home. Do we have to call the newspapers and TV stations to get anything done around here?

Mr. Charles Fuller (11F Bluefield) addressed the Board.

Mr. Fuller commented about the new clothes lines that are being installed. The old lines were removed but the steel shanks that held them in place were left and they are sticking up out of the ground and someone can get hurt. Why doesn't the maintenance take care of things when they see something wrong, why do residents have to call it in, don't they look around when they are working and make notes of things that they see need fixing.

Chairman Howroyd remarked that MHA is working to improve the property here and at other MHA sites. Trees were removed that were too close to the buildings and while they may have provided shade they caused problems with the roofs, gutters and drainage around the buildings. The gutters were clogged, were damaged and some were broken causing water damage to the roof. MHA is trying to strike an equal balance. We had to remove some trees and bushes and we have purchased umbrellas at the Congregate to provide shade.

Ms. Jean Paulin addressed the Board.

Mrs. Paulin reported that a ground hog is now living in the hole where a large tree was in back of her property. The street light in front of her unit is out.

Mr. Becker asked if MHA is responsible for replacing burnt out lights or if it is the responsibility of the Town.

Mr. Barder responded that lights are the responsibility of MHA.

Mr. Charles Fuller addressed the Board. Mr. Fuller reported that the dryer vents at Building 80 are clogged and full of leaves. This is a fire hazard and they should be cleaned out.

Mr. Charles Fuller of Bluefield Drive addressed the Board.

Mr. Fuller asked why maintenance doesn't write things down when they see things need to be fixed. Why do we the residents have to report these things to the office, doesn't maintenance look around when they are on a job. Chairman Howroyd reported the maintenance department has a process where work order need to be filled out. The maintenance staff is given the work order to complete. Mr. Fuller asked if maintenance sees something can't they tell their boss, this would eliminate some of the problems.

Mr. Becker asked that if residents see something they call in a work order or stop in the office to report it. The turn around time on most work orders is one to two days. Residents are the eyes and ears of this complex and we appreciate residents reporting things they see.

Mr. George Sheffield addressed the Board.

Mr. Sheffield asked if the head of maintenance ever walks around and checks to see that things are done. Why should residents have to call things in?

Mr. Shanbaum noted that residents may see things faster than maintenance does and asked that it be called in or reported to the office. The process is that a work order is cut and assigned to a staff person to be completed. The Board can ask that the head of maintenance walk around to see if things are completed. Residents may see things sooner than staff or things that get missed or overlooked and requests they call it in if they see something that needs attention.

A resident reported there are 4 burned out lights in the back of the building and a staff person, Steve, wrote them down but the lights have not been replaced.

Mr. Becker commented that the Board can approach the Town about the need for handicapped ramp in the middle of the buildings. He went on further to say that a request can take a year or more before the funds are granted and another year before the project is assigned and completed.

Ms. Evelyn Babella commented even when residents call and submit a work order the work does not get done. Complaints were made when one of the trees was cut down that there was an infestation of flies but nothing was done. The bushes look shabby.

Chairman Howroyd explained that MHA has to manage the resources they have and funding has been cut so we do not have money to do some of these projects. MHA's primary concern is to see that vacant units are cleaned up and readied for new tenants. Some of the renovation work is extensive and it does take longer to clean them up and made ready for rental.

Ms Jean Paulin asked about reporting something that needs repair. Does it require a written request to Mr. Barder. Chairman Howroyd said residents can stop in the office and staff will write up a work order or to call it in and a ticket will be generated over the phone.

Mr. Charles Fuller Bluefield Drive reported that back in February he reported that a light at the back of his unit was continually on, then it was always off and now it is back on again. Why does he have to call it in again, doesn't maintenance look at anything when they are walking around. There is no communication, no friendship. It wasn't that way before but it is now. Residents don't need problems; we need to be on the same page and communicate with each other.

Chairman Howroyd said each complex has a Resident Advisory Board and their meetings are open to all residents. This is a good place for residents tell them what they see is wrong. MHA is working to make improvements to complexes that have been neglected over the years. This community center has been updated because after the winter storm last October it is evident that residents need a place of refuge should the power be out. It is the intention of MHA to see that the Community Centers have a generator, adequate kitchens, showers and laundry facilities for residents to use should the power go out.

Chairman Howroyd went on further to say that the Board is very aware of the vacancies and the length of time it has taken to get them up and ready for new tenants. Some of the units needed a complete rehabilitation and that takes time. MHA has now hired outside contractors to help in this task. The maintenance crew's have changed and their main responsibility is getting units ready for rental.

Residents mentioned that the trash is usually picked up on Wednesday mornings and it has not yet been picked up today. A comment from residents about Mr. Barder and while they understand he has a lot to do, he does not communicate well with residents.

Chairman Howroyd stated there is a lot to do around all of the MHA complexes and Mr. Barder has big job trying to get those things done that have been long neglected. The Federal Government has a set of rules that need to be followed and these rules were broken by previous administration and MHA has been cited for breaking these rules. Mr. Barder is responsible for making sure the HUD rules are followed.

Ms. Babella asked why the laundry rate at this complex is more than one in East Hartford run by the same laundry company.

Mr. Ron Tourville 80 Bluefield Drive addressed the Board.

Mr. Tourville reported the crawl space under 80 Bluefield Drive is all filled with leaves and bits of wood and it is a fire hazard.

The public hearing closed at 6:55 pm.

III. Adoption of Minutes – Meeting of July 16

Mr. Barder explained he omitted the minutes of June 20 from the agenda. Motion was made by Mr. Becker to add adoption of the minutes of the June 20 meeting to the agenda 3A. Mr. Shanbaum seconded. Motion was passed 4-0.

Motion was made by Mr. Shanbaum to approve the minutes of June 20 and July 16. Mr. Becker seconded. Motion passed 4-0.

IV. Correspondence

Mr. Barder passed out copies of a flyer for a CONN NAHRO conference to be held in August. If any of the Board members wish to attend he asked them to let him know.

Mr. Becker asked if pictures of the refurbished units could be taken and published on the MHA newsletter – Circle of Friends.

Mr. Barder reported all the vacant units are under agreement with an outside contractor. Units will be ready by August 15 for rental. Several Board members asked why previous administration did not have as difficult a time with unit turnovers.

Mr. Barder explained that previously units were just painted and the floors washed. The paint jobs were very sloppy and repairs were overlooked. As units become vacant he is working on making changes to the bathrooms, removing the bath tubs and putting in walk in shower units that come equipped with hand rails and a fold down bench should the tenant need to sit while showering. The Board asked if Handicapped toilets are being installed at the same time. Mr. Barder explained that if a resident needs a handicapped toilet one will be installed. The priority for the maintenance crew is to the vacant units.

Mr. Barder reported the PHAS score came in and MHA scored 85 out of 100.

Mr. Barder stated he has received comments from Mr. Andrew Holding, Attorney for MHA regarding staff comments to the personnel policy. Mr. Holding said changes are the call of the Board. Some of the comments made were the holiday/vacation/OT changes. Overtime does not include sick time or vacation time. To date the policy for the Congregate is different. Dress code is more lax, staff is paid for lunch time due to no coverage and staff is required to serve food to residents. Suggestion was made by the Board to have the company that is providing the food also provide staff to serve food to residents.

V. Accounts Payable

Mr. Barder reviewed the financial reports. Mr. Becker asked about the landscaping contract and Mr. Barder indicated the company chosen was the lowest bid and it is just for lawn mowing.

Mr. Barder indicated bidding for jobs for MHA is now on the website. Bids are submitted on-line.

VI. Executive Directors Report

A. Financial Statements & Management Reports

Mr. Barder reported REAC accepted our audit report on the first try. Monthly financials look good.

Mr. Becker asked about the increase in laundry fees for residents and why residents were not notified of the increase.

Mr. Barder indicated the office was not notified of the increase. Mack-Gray is the contracting company and they can increase their fees at any time. He will ask for them to notify him of impending increases in the future so the residents can be notified.

B. Personnel Policy Comments from Staff

Mr. Barder indicated comments were received back from Attorney Holding and the decision needs to be made by the Board as to any changes to the personnel policy.

VII. Chairman's Report -

Chairman Howroyd discussed the recent NERC NAHRO conference and some of the sessions he attended. The session on the Energy Score card was very informative and it was good to interact with other housing authority colleagues and talk about what they are doing in their area.

Mr. Becker added he like the information on RAD and he would like to see this added to the future agenda for discussion.

VIII. Old Business – None

Mr. Shanbaum suggested an item for old business is the Lease and ACOP. The language needs to be written on the definition of "family" and added to both documents the items for the policy are

- Transfer Policy – currently we make reasonable accommodations
- Pet Policy
- Smoking Policy
- Guns/Fire Arms policy
- Definition of Family

Once the draft is finalized a copy should be sent to every resident and comments returned in 30 days.

Suggestion was made that a cover letter written and signed by Chairman Howroyd should accompany the draft of the lease.

IX. New Business

- A. Ethics Policy Revisions – tabled
- B. Energy Score Card - discussion
- C. Letter from James Hannah from Bright Power – which is a company that will collect data from our utility bills so we can submit the information to a company to help save on our utilities. With the money we save we can make energy efficient improvements like windows, doors, appliances and new roofs.

Mr. Becker moved to authorize the Executive Director to sign a contract with Bright Power not to exceed \$5,000 for the first year.

Mr. Rubin seconded. Motion passed 4-0.

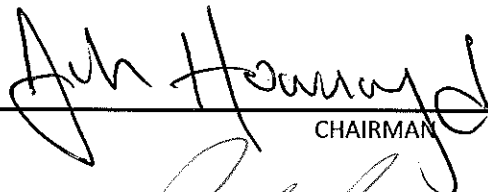
X. Items for Future Agenda

- A. Reverse 911 – check into system/service to cal all residents
- B. Disaster Plan
- C. Property Management agreement with the Town for North Elm Street site
- D. RAD – Discussion
- E. Waiting list for Housing - Discussion

XI. Executive Session - None

XII. Adjournment

Mr. Shanbaum moved to adjourn the meeting. Mr. Rubin seconded. Motion passed 4-0 and the meeting was adjourned at 9:10 pm.


CHAIRMAN

ATTEST: 