

Housing Authority of the City of Pagedale
Board of Commissioners
Regular Meeting
Wednesday, December 13, 2023
12 pm

Pagedale City Hall
1420 Ferguson Avenue
Pagedale, Missouri 63133

Agenda Item	Individual	Action
1. Call to Order	Chairman	Informational
2. Roll Call	Terri Acoff-States	Informational
3. Reading and Approval of Minutes Regular Meeting held October 24, 2023	Chairman	Motion Second Vote
4. Public Comments	Chairman	Informational
5. Reports of Commissioners	Chairman	Informational
6. Report of the Executive Director	Shannon Koenig	Informational
7. Reports of Officers and Employees		
A. Financial Reports for period ending September 30, 2023	Carolyn Riddle	Motion Second Vote
B. Admissions and Continued Occupancy Policy (ACOP)	Emily Smith	Motion Second Vote
C. Housing Administration Report	Kawanna Tate	Informational
D. Facilities and Maintenance Report	Katrina Sommer	Informational
E. Agency Performance Report	Anna Holyan	Informational
F. 2024 Board Meeting Schedule	Shannon Koenig	Informational
8. Unfinished Business	Chairman	Informational
9. New Business		
A. Annual Meeting	Chairman	Motion Second Vote
10. Executive Session	Chairman	Motion Second Vote
Subject to an affirmative vote of the Board of Commissioners, an Executive Session may be held to discuss personnel issues, real estate, or litigation matters pursuant to RSMo Sections 610.021 to 610.022.		
11. Announcements Next Regular Meeting February 13, 2024	Chairman	Informational
12. Adjournment	Chairman	Motion Second Vote

HOUSING AUTHORITY OF THE CITY OF PAGEDALE
BOARD OF COMMISSIONERS MEETING
TUESDAY, OCTOBER 24, 2023
MEETING MINUTES

ATTENDANCE:

COMMISSIONERS:

Dr. Keith Mosby, Sr., Chairman
Robert Smith, Jr., Vice Chairman
Erica Edwards, Commissioner
Lorraine Mosby, Commissioner

STAFF:

Shannon Koenig, Executive Director and CEO
Terri Acoff-States, Executive Assistant
Katrina Sommer, Interim Chief Operating Officer
Judy Ricks, Chief Administrative Officer
Kawanna Tate, Director, Housing Administration
Carolyn Riddle, Interim Finance Director
Kurt Schulte, Development Officer

PUBLIC:

Faye Millett, Mayor Pro Tempore
Gloria Williams, Alderwoman, Ward 3
Pamela Nichols, Code Enforcement Officer, City of Pagedale

ABSENT:

Verna Belton, Commissioner

Approval of Minutes of Regular Board Meeting Tuesday, August 15, 2023:

Chairman Keith Mosby asked for a motion to approve the minutes of the regular board meeting held Tuesday, August 15, 2023. Vice Chairman Robert Smith motioned for approval; Commissioner Lorraine Mosby seconded the motion. Upon roll call, "Ayes" and "Nays" were as follows:

AYES

K. Mosby
R. Smith
E. Edwards
L. Mosby

NAYS

None

The Chairman declared the motion passed.

PUBLIC COMMENTS:

Alderwoman Williams inquired about the status of shed replacements for Pagedale public housing. Ms. Sommer stated they are all scheduled for replacement beginning January through April of 2024.

Alderwoman Williams introduced and requested Pamela Nichols, City of Pagedale Code Enforcement, Building Inspector, to speak to the Board and Authority staff.

Ms. Nichols presented a summary of the maintenance deficiencies she encountered while conducting inspections of a variety of public housing units in Pagedale.

Ms. Nichols stated she needed to know what standards are being used when units are being turned. She said she is dissatisfied with the craftsmanship of work that is being performed and wants to ensure work is being completed to code.

Ms. Sommers stated the Housing Authority is using Section 3 contractors to turn units. She said she has requested staff to be present during inspections to better train the contractors. Ms. Sommers said the housing staff needs to see what the inspector is seeing.

Ms. Nichols said she would like the electrical panels to be revisited to see if they require additional outlets and determine whether they are code compliant.

REPORTS OF COMMISSIONERS:

Chairman Keith Mosby, Vice Chairman Robert Smith, Commissioner Erica Edwards, and Commissioner Lorraine Mosby debriefed the board on the training and workshops that the commissioners attended while participating in the National Association of Housing and Redevelopment Officials (NAHRO) conference in New Orleans, LA.

The Board thanked Shannon Koenig and the Agency staff for hosting the Commissioners Celebration of Service event in September, stating everything was wonderful and they had a very enjoyable evening. Vice Chairman Robert Smith and Chairman Keith Mosby stated it was nice to interact with other commissioners from the surrounding area.

EXECUTIVE DIRECTOR'S REPORT:

Ms. Koenig greeted everyone and thanked them for attending the meeting.

Ms. Koenig thanked the commissioners and Pagedale representatives who were able to attend the first annual celebration of service. She stated it was a pleasure to honor their contributions and share food and fellowship with commissioners from all four housing authorities managed by County Housing.

Ms. Koenig updated the board on the Housing Authority's new brand, stating all the elements are coming together. She said staff anticipates launching the new brand, including new logos and the new website, early next year.

Ms. Koenig informed the board that the human resources team completed an affirmative action plan for the Authority. She stated this plan provides a framework for ensuring the Authority is an equal opportunity employer.

Ms. Koenig said looking ahead, staff are beginning to assess the Authority's accomplishments for the year and plan activities for 2024. She welcomed commissioners to provide input into goals for 2024.

REPORTS OF OFFICERS AND EMPLOYEES:

A. Financial Reports:

Ms. Riddle reviewed the Financial Reports for the period ending August 31, 2023. Commissioner Lorraine Mosby moved to approve the August 31, 2023, Financial Reports as read and discussed which motion was seconded by Vice Chairman Robert Smith. Upon roll call, "Ayes" and "Nays" were as follows:

AYES

K. Mosby
R. Smith
E. Edwards
L. Mosby

NAYS

None

The Chairman declared the motion passed.

B. Housing Authority of the City of Pagedale, FY 2024 Budget, Resolution No. 1428:

Ms. Riddle presented the board with a detailed Housing Authority of the City of Pagedale FY 2024 Budget.

After discussion, Chairman Keith Mosby asked for a motion to approve Resolution No. 1428, Housing Authority of the City of Pagedale, FY 2024 Budget. Vice Chairman Robert Smith motioned for approval. Commissioner Lorraine Mosby seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
K. Mosby	None
R. Smith	
E. Edwards	
L. Mosby	

The Chairman declared the motion passed.

C. Capital Funds Action Plans for 2027 and 2028:

Ms. Sommer presented the board with the Capital Funds Action Plans for 2027 and 2028. She stated the Capital Fund Program (CFP) provides funds annually to Public Housing Agencies (PHAs) for the development, financing, and modernization of public housing developments and management improvements. By providing financial support for capital improvements, the program helps PHAs address the backlog of repairs, create healthier living environments, and promote the overall well-being of residents in public housing communities.

After discussion, Chairman Keith Mosby asked for a motion to approve the Capital Funds Action Plans for 2027 and 2028. Commissioner Lorraine Mosby motioned for approval; Vice Chairman Robert Smith seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
K. Mosby	None
R. Smith	
E. Edwards	
L. Mosby	

The Chairman declared the motion passed.

D. Housing Administration Report:

Ms. Tate reviewed the Housing Administration Report.

E. Facilities and Maintenance Report:

Ms. Sommer reviewed the monthly maintenance and supply costs for Pagedale public housing from August 1 through September 31, 2023.

UNFINISHED BUSINESS:

A. Housing Resource Coordination Program (HRCs):

Ms. Koenig provided a recommendation along with background information about the Housing Resource Coordination program, which was presented to the Board by Beyond Housing staff at the August 15, 2023 meeting. She stated the cost to provide services is estimated to be one Beyond Housing staff person's salary annually.

Ms. Koenig stated staff recommend the board consider the Housing Resource Coordination program for Pagedale public housing residents if Beyond Housing can obtain funding to cover the cost to administer the program.

After discussion, Chairman Keith Mosby asked for a motion to pause on the Housing Resource Coordination Program until Beyond Housing determines whether they can cover the cost of administering the program for Pagedale public housing residents. This item would be presented again for consideration if and when funding becomes available. Vice Chairman Robert Smith motioned to not approve, Commissioner Lorraine Mosby seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
K. Mosby R. Smith E. Edwards L. Mosby	None

The Chairman declared the motion passed.

NEW BUSINESS:

No new business was introduced.

EXECUTIVE SESSION:

Chairman Keith Mosby asked for a motion to end the Regular Session and enter into an Executive Session. Commissioner Lorraine Mosby motioned to end the Regular Session. Vice Chairman Robert Smith moved to enter, and upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
K. Mosby R. Smith E. Edwards L. Mosby	None

The Chairman declared the motion passed.

Chairman Keith Mosby asked for a motion to exit Executive Session. Commissioner Lorraine Mosby seconded the motion to exit and upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
K. Mosby R. Smith E. Edwards L. Mosby	None

The Chairman thereupon declared said motion passed.

ANNOUNCEMENTS:

The next meeting is scheduled for Wednesday, December 13, 2023.

ADJOURNMENT OF MEETING:

There being no further business to come before the board, Chairman Keith Mosby asked for a motion to adjourn. Vice Chairman Robert Smith moved for adjournment, which motion was seconded by Commissioner Lorraine Mosby. Upon roll call, "Ayes" and "Nays" were as follows:

AYES

K. Mosby
R. Smith
E. Edwards
L. Mosby

NAYS

None

The Chairman thereupon declared said motion passed.

Secretary

Date

Chairman

DRAFT

Memorandum



To: Board of Commissioners, Housing Authority of the City of Pagedale

From: Shannon Koenig, Executive Director and CEO

Date: December 13, 2023

Subject: *Executive Director's Report*

This memo provides information about select Housing Authority activities.

I. New Brand and Website Launch

The new County Housing website will be complete in January 2023. There will be a soft launch in February, at which time we would like Commissioners to test the website and provide feedback. After the testing phase, the website and new brand will be officially launched in March of next year.

II. Changes to Contact Information

We have updated our answering system to be more customer friendly. This includes making it easier for residents to reach property managers directly and providing numbers to call in case of emergency.



Memorandum

To: Board of Commissioners, Housing Authority of the City of Pagedale

Through: Shannon Koenig, Executive Director and CEO

From: Carolyn Riddle, Interim Finance Director

Date: December 13, 2023

Subject: *Financial Summary*

This memo provides a financial summary of activities through September 30, 2023.

I. Recommendation

Staff recommend the Board approve the financial statements, as prepared.

II. Highlights

A. Revenue

Total operating income is under budget by 17% which is primarily due to Capital Funds not being drawn down.

B. Expense

Total operating expense is under budget by 1%. This is primarily due to lower salaries, professional fees, and other fees including prior year accrued Sansone construction fees reversed in the current year without offsetting invoices.

C. Net Income

Total operating net income is \$5,574 but including depreciation expense, the total net income loss (\$38,604).

D. Cash

As of September 30, 2023, the cash balance in the operating bank account was \$707,156. Operating subsidy received for the month was \$23,226 and operating expenses payments were \$4,372.

III. Attachments

- A. Budgeted Income Statement
- B. Cash Report
- C. Tenant Rents

Pagedale Housing Authority
Budgeted Income Statement
As of September 30, 2023

Pagedale HA								
	YTD Actual	YTD Budget	Variance	% Variance	Monthly Actual	Monthly Budget	Variance	% Variance
OPERATING ITEMS								
Total Operating Subsidy	213,638	198,224	15,414		23,226	22,025	1,202	
Capital Fund Grants	-	129,377	(129,377)		-	14,375	(14,375)	
Total Tenant Charges	234,930	219,066	15,863		29,414	24,341	5,073	
Total Investment Income	561	23	538		81	3	78	
Total Miscellaneous Other Income	2,880	375	2,505		0	42	(42)	
Total Income	452,009	547,065	(95,056)	-17%	52,721	60,785	(8,064)	-13%
Total Rents and Utility Reimbursements	14,471	11,006	3,465		1,553	1,223	330	
Total Salaries	63,477	84,658	(21,181)		6,029	9,406	(3,377)	
Total Benefits and Taxes	20,876	7,825	13,050		2,155	869	1,286	
Total Training, Seminars, Conferences	14,032	16,528	(2,497)		2,909	1,836	1,073	
Total Admin	112,856	120,018	(7,162)	-6%	12,646	13,335	(689)	-5%
Total Utilities	44,719	50,240	(5,521)		289	5,582	(5,294)	
Total Materials	20,750	24,092	(3,342)		1,587	2,677	(1,090)	
Total Contract Costs	161,188	134,162	27,026		9,743	14,907	(5,164)	
Total Tenant Services Expense	10,778	-	10,778		3,938	-	3,938	
Total Other Maintenance Expenses	4,050	6,925	(2,875)		39	769	(731)	
Total Outside Services	-	-	-		-	-	-	
Total Other Occupancy Expenses	22,805	17,984	4,821		493	1,998	(1,505)	
Total Occupancy Expense	264,289	233,403	30,887	13%	16,089	25,934	(9,845)	-38%
Total Insurance	34,125	30,529	3,595		3,756	3,392	363	
Total Outside Services	1,511	-	1,511		395	-	395	
Total Professional Fees	524	5,791	(5,267)		-	643	(643)	
Total Other Fees	20,946	42,739	(21,793)		3,374	4,749	(1,375)	
Total Telephone and Technology	3,611	4,109	(497)		102	457	(355)	
Total Other Administrative Expenses	8,574	15,894	(7,320)		18	1,766	(1,748)	
Total Other General	69,290	99,061	(29,771)	-30%	7,645	11,007	(3,362)	-31%
Total Expenses	446,435	452,481	(6,046)	-1%	36,380	50,276	(13,896)	-28%
Tota Net Operating Income	5,574	94,584	(89,010)		16,342	10,509	5,833	
NON-OPERATING ITEMS								
Total Depreciation Expense	(44,178)	(38,292)	(5,886)		(4,116)	(4,255)	139	
Total Non- Operating Items	(44,178)	(38,292)	(5,886)		(4,116)	(4,255)	139	
Net Income (Loss)	(38,604)	56,292	(94,896)		12,226	6,255	5,971	

Pagedale Housing Authority
Cash Report
September 2023

BEGINNING BOOK CASH BALANCE 9/1/2023	\$ 625,616.68
ADD:	
Tenant Rent	8,171.09
Security Deposits	-
FSS Deposits	-
Other Deposits	-
Operating Subsidy	23,226.44
Interest	80.84
Transfer	54,433.00
Other Revenue	-
TOTAL DEPOSITS	85,911.37
LESS:	
Other Transfers	-
Manual Checks	-
Checks	(4,372.00)
NSF	-
Withdraws/Other Deductions	-
Operating Subsidy Out	-
TOTAL PAYMENTS	(4,372.00)
ENDING BOOK CASH BALANCE 9/30/2023	\$ 707,156.05
	-
Ending Bank Balance 9/30/2023	\$ 707,156.05
Outstanding Checks	-
ACH in Transit	-
Unearned Revenue	-
Adjusted Bank Balance 9/30/2023	\$ 707,156.05
Variance	-
Unrestricted Cash	680,289.05
Security Deposit Cash	26,867.00
Restricted Cash	-
	707,156.05

Pagedale Housing Authority

Tenant Rent

For Period = Sep 2023

Period	Account	Amount	Notes
09/2023	(t0019204) (rent) Tenant Rent	294.00	:Rent 09/23
09/2023	(t0018997) (rent) Tenant Rent	475.00	:Rent 09/23
09/2023	(t0000434) (rent) Tenant Rent	585.00	:Rent 09/23
09/2023	(t0035496) (rent) Tenant Rent	107.00	:Rent 09/23
09/2023	(t0000412) (rent) Tenant Rent	104.00	:Rent 09/23
09/2023	(t0011506) (rent) Tenant Rent	715.00	:Rent 09/23
09/2023	(t0000394) (rent) Tenant Rent	800.00	:Rent 09/23
09/2023	(t0034159) (rent) Tenant Rent	297.00	:Rent 09/23
09/2023	(t0012771) (rent) Tenant Rent	333.00	:Rent 09/23
09/2023	(t0000382) (rent) Tenant Rent	1,036.00	:Rent 09/23
09/2023	(t0033887) (rent) Tenant Rent	96.00	:Rent 09/23
09/2023	(t0034357) (rent) Tenant Rent	1,036.00	:Rent 09/23
09/2023	(t0035415) (rent) Tenant Rent	428.00	:Rent 09/23
09/2023	(t0000413) (rent) Tenant Rent	98.00	:Rent 09/23
09/2023	(t0033690) (rent) Tenant Rent	800.00	:Rent 09/23
09/2023	(t0034140) (rent) Tenant Rent	168.00	:Rent 09/23
09/2023	(t0000392) (rent) Tenant Rent	472.00	:Rent 09/23
09/2023	(t0015506) (rent) Tenant Rent	747.00	:Rent 09/23
09/2023	(t0000387) (rent) Tenant Rent	1,036.00	:Rent 09/23
09/2023	(t0034421) (rent) Tenant Rent	269.00	:Rent 09/23
09/2023	(t0034260) (rent) Tenant Rent	112.00	:Rent 09/23
09/2023	(t0034563) (rent) Tenant Rent	184.00	:Rent 09/23
09/2023	(t0000738) (rent) Tenant Rent	800.00	:Rent 09/23
09/2023	(t0035270) (rent) Tenant Rent	130.00	:Rent 09/23
09/2023	(t0000422) (rent) Tenant Rent	131.00	:Rent 09/23
09/2023	(t0034307) (rent) Tenant Rent	473.00	:Rent 09/23
09/2023	(t0035185) (rent) Tenant Rent	7.00	:Rent 09/23
09/2023	(t0010574) (rent) Tenant Rent	800.00	:Rent 09/23
09/2023	(t0000388) (rent) Tenant Rent	601.00	:Rent 09/23
09/2023	(t0000410) (rent) Tenant Rent	194.00	:Rent 09/23
09/2023	(t0000334) (rent) Tenant Rent	466.00	:Rent 09/23
09/2023	(t0000383) (rent) Tenant Rent	800.00	:Rent 09/23
09/2023	(t0035334) (rent) Tenant Rent	351.00	:Rent 09/23
09/2023	(t0019097) (rent) Tenant Rent	125.00	:Rent 09/23
09/2023	(t0000377) (rent) Tenant Rent	92.00	:Rent 09/23
09/2023	(t0033933) (rent) Tenant Rent	484.00	:Rent 09/23
09/2023	(t0000336) (rent) Tenant Rent	190.00	:Rent 09/23
09/2023	(t0012812) (rent) Tenant Rent	229.00	:Rent 09/23
09/2023	(t0034658) (rent) Tenant Rent	800.00	:Rent 09/23
09/2023	(t0000435) (rent) Tenant Rent	312.00	:Rent 09/23
09/2023	(t0000398) (rent) Tenant Rent	700.00	:Rent 09/23
09/2023	(t0000385) (rent) Tenant Rent	800.00	:Rent 09/23
09/2023	(t0035506) (rent) Tenant Rent	692.00	:Rent 09/23

Period	Account	Amount	Notes
09/2023	(t0000523) (rent) Tenant Rent	145.00	:Rent 09/23
09/2023	(t0000462) (rent) Tenant Rent	162.00	:Rent 09/23
09/2023	(t0000518) (rent) Tenant Rent	460.00	:Rent 09/23
09/2023	(b0022408) (rent) Tenant Rent	227.00	:Rent 09/23
09/2023	(t0034258) (rent) Tenant Rent	280.00	:Rent 09/23
09/2023	(t0011184) (rent) Tenant Rent	700.00	:Rent 09/23
09/2023	(t0009706) (rent) Tenant Rent	228.00	:Rent 09/23
09/2023	(t0000355) (rent) Tenant Rent	800.00	:Rent 09/23
09/2023	(t0000456) (rent) Tenant Rent	800.00	:Rent 09/23
09/2023	(t0000527) (rent) Tenant Rent	700.00	:Rent 09/23
09/2023	(t0037201) (rent) Tenant Rent	800.00	:Rent 09/23
09/2023	(t0000240) (rent) Tenant Rent	361.00	:Rent 09/23
09/2023	(t0000378) (rent) Tenant Rent	700.00	:Rent 09/23
09/2023	(t0034650) (rent) Tenant Rent	637.00	:Rent 09/23
09/2023	(t0019139) (rent) Tenant Rent	550.00	:Rent 09/23
09/2023	(t0000537) (rent) Tenant Rent	700.00	:Rent 09/23
09/2023	(t0034189) (rent) Tenant Rent	98.00	:Rent 09/23
09/2023	(t0000399) (rent) Tenant Rent	800.00	:Rent 09/23
09/2023	(t0034509) (rent) Tenant Rent	157.00	:Rent 09/23
09/2023	(t0018997) (rent) Tenant Rent	-92.00	:RENT ADJ 06/22
09/2023	(t0018997) (rent) Tenant Rent	475.00	:Rent 06/22
09/2023	(t0018997) (rent) Tenant Rent	-92.00	:RENT ADJ 07/22
09/2023	(t0018997) (rent) Tenant Rent	475.00	:Rent 07/22
09/2023	(t0018997) (rent) Tenant Rent	-92.00	:RENT ADJ 08/22
09/2023	(t0018997) (rent) Tenant Rent	475.00	:Rent 08/22
		29,823.00	



Memorandum

To: Board of Commissioners, Housing Authority of the City of Pagedale

Through: Shannon Koenig, Executive Director and CEO

From: Emily Smith, Director, Program Compliance and Training

Date: December 13, 2023

Subject: *Revised Admissions and Continued Occupancy Policy*

This memo provides an overview of the Authority's updates to the Admissions and Continued Occupancy Policy (ACOP).

I. Recommendation

Staff recommend the Board approve the revised ACOP as presented.

II. Background

While federal statutes and regulations require housing authorities to adopt certain governing and operating policies for the Public Housing Program, the U.S. Department of Housing and Urban Development (HUD) grants considerable discretion in establishing and implementing policies. Housing authorities communicate those policies, rules, and requirements through a document known as the Admissions and Continued Occupancy Policy (ACOP).

The ACOP is the principal document describing the Authority's policies concerning key topics such as eligibility, tenant selection, admissions preferences, waitlist procedures, rent determination, utilities, transfers, occupancy guidelines, grievance procedures, pet ownership, and the community service and self-sufficiency requirement. The ACOP is essential for residents, prospective residents, community members, and HUD staff when communicating about specific Authority policies. Authority staff must submit all ACOP changes to the Board of Commissioners for approval.

The Authority last amended our ACOP on November 9, 2010. The Authority's 2023 proposed changes to the policy are based on guidance by the Nan McKay Model ACOP Guide. Nan McKay & Associates, Inc. provides training, training products, and other resources for public housing authorities nationwide. The Authority purchased the Model ACOP Guide to streamline the revision process and ensure that our policies align with current HUD regulations and requirements.

III. Chapter Descriptions and Updates

A. Chapter 1: Overview of the Program and Plan

Chapter 1 provides a brief overview of the public housing program and the structure and organization of the ACOP.

Update: Our updated policy establishes a timeframe for reviewing the ACOP document. The new policy states that the Authority reviews the ACOP at least annually and updates it as needed. This will enable the Authority to maintain up-to-date policy changes and simplify the future ACOP review process.

B. Chapter 2: Fair Housing and Equal Opportunity

This chapter explains the laws and HUD regulations requiring the Authority to affirmatively further civil rights and fair housing.

Update: Our updated policy will ensure that all intake and recertification applications include language regarding reasonable accommodation requests.

These applications will explicitly state that tenants should request reasonable accommodation in writing to the Authority. Staff will consider requests for reasonable accommodation and will provide the appropriate accommodations if the Authority deems they are necessary and feasible.

C. Chapter 3: Eligibility

Chapter 3 explains the eligibility requirements for individuals and families admitted to the public housing program. It provides definitions of "family" and "household members," discusses basic eligibility criteria, and covers causes for denial of admissions.

Update: We have updated eligibility requirements for our public housing program to provide more detailed definitions of the terms "family" and "household." We clearly define these terms in the new policy to reduce the administrative burden and to prevent confusion for applicants.

Our updated policy also ensures that applicants on the waiting list who are denied assistance based on eligibility will also be notified of their rights under the Violence Against Women Action (VAWA). The applicant's rights under VAWA will be included in the denial of assistance notification.

D. Chapter 4: Applications, Waiting List, and Tenant Selection

This chapter provides details of the Authority's approach to accepting applications, placing families on the waiting list, and selecting families from the list.

Update: We have updated our policy to include the implementation of the online portal Rent Café to improve access to and efficiency of the waiting list and intake applications for new applicants and current residents. Applications will be completed in the Rent Café portal, allowing in-person interviews to be scheduled only as needed.

Our policies have also been updated to ensure that waiting list maintenance will be done efficiently to prevent confusion, reduce unit vacancy times, and improve the lease-up process for applicants selected for units.

E. Chapter 5: Occupancy Standards and Unit Offers

Chapter 5 contains policies for assigning unit size and making unit offers to applicants selected from the waiting list.

Update: Our updated policies provide more detailed definitions of occupancy standards. We have clearly defined the standards and policies, reducing potential administrative burden and confusion for residents and applicants.

F. Chapter 6: Income and Rent Determinations

This chapter details the Authority's methods for ensuring that only income-eligible families receive assistance and that no family pays more or less rent than HUD regulations require.

Update: We have revised our policies to provide more detail about the Authority's income and rent determination methodology. The revisions offer clear definitions and more detail to ensure that we meet HUD requirements.

We have also updated the policies to align with the Housing Choice Voucher (HCV) program's Administrative Plan, where appropriate. This ensures more consistency between applicable program processes.

G. Chapter 7: Verification

Chapter 7 of the ACOP details HUD's approved hierarchy of verification for requested information. Program applicants must supply the required information to participate in the program.

Update: Our revised policy includes the hierarchy of verification of family identity, income, and expense deductions to accurately reflect HUD

requirements. The updated policies provide a more detailed and exhaustive list of required verifications for program participation.

H. Chapter 8: Lease and Inspections

This chapter describes the Authority's policies pertaining to lease execution, lease modification, and payments under the lease. It also describes policies for inspecting dwelling units at move-in, move-out, and annually during the period of occupancy.

***Update:** Our revised policy offers more details regarding leasing requirements. It includes updated information about orientation for new residents and lease modification requirements that align with HUD regulations.*

The updated policies also include HUD's newly implemented inspection standards, the National Standards for the Physical Inspection of Real Estate (NSPIRE). The policies provide more standardization of the inspection process for public housing, including definitions of the types of inspections and causes for inspections. It also explains the scheduling process for inspections and the requirements of the resident individual or family.

I. Chapter 9: Reexaminations

Chapter 9 covers policies related to the annual and interim reexamination of each participating family's income and household composition.

***Update:** Our updated policies provide more detailed guidance for processing interim and annual reexaminations. The revisions offer clearer instructions and guidelines that will ease administrative burden and alleviate confusion for residents.*

J. Chapter 10: Pets

This chapter explains the Authority's policies on the keeping of pets and describes any criteria or standards pertaining to the policies.

***Update:** Our revisions to the policy ensure that we meet HUD requirements, and that appropriate language is used regarding pets. The update offers clearer definitions and standards for pets in public housing.*

K. Chapter 11: Community Service

Chapter 11 explains HUD regulations requiring the Authority to implement a community service program for all nonexempt adults living in public housing.

***Update:** Our updated policies provide more details about community service requirements for public housing residents in accordance with HUD regulations, including definitions and examples of acceptable community service or self-*

sufficiency activities. The updated policies also offer a more comprehensive service program to help residents meet the requirements.

L. Chapter 12: Transfer Policy

This chapter explains the policies and reasons for transferring residents between units based on HUD regulations.

***Update:** Our updated policies provide detailed definitions of varied reasons for and types of transfers within public housing. They also provide clear guidance for how the Authority will determine if a resident or family qualifies for assistance in paying moving costs and how those costs will be paid.*

M. Chapter 13: Lease Terminations

Chapter 13 includes policies that govern voluntary termination of the lease by the family and mandatory and voluntary termination of the lease by the Authority.

***Update:** Our revised policies meet HUD requirements and provide specific details and guidance for public housing lease terminations. The updates will reduce administrative burden, standardize processes, and minimize confusion for residents.*

The updated policies also include HUD's required changes through the Housing Opportunity Through Modernization Act of 2016 (HOTMA). The HOTMA changes require the Authority to terminate assistance for over-income participants who remain over-income for 24 consecutive months.

N. Chapter 14: Grievances and Appeals

This chapter discusses grievances and appeals pertaining to Authority actions or failures to act that adversely affect public housing applicants or residents.

***Update:** Our updated policies provide more detail, definitions, and guidance for applicants or residents of the public housing program who wish to request a hearing. The appeals and grievance hearing processes revision offers a clearer understanding of when and how tenants can request appeals. They ensure that applicants, participants, and staff have the necessary guidance for the process and will reduce confusion among all parties.*

O. Chapter 15: Program Integrity

Chapter 15 describes policies designed to prevent, detect, investigate, and resolve instances of program abuse or fraud. It also describes what actions the Authority will take in the case of unintentional errors and omissions.

***Update:** Our revisions to this policy allow the Authority to implement standards for ensuring quality control. The updates align with HUD standards for preventing and detecting fraud or program abuse.*

The new policies also provide clear definitions of the types of fraudulent activities within public housing as well as detailed guidance to address any occurrences of fraud and program abuse.

P. Chapter 16: Program Administration

This chapter explains administrative policies and practices that are relevant to the activities covered in the ACOP.

***Update:** Our revised policies in this chapter provide descriptions and standards for utility allowances, flat rents, repayment of family debts, the Public Housing Assessment System (PHAS), record keeping, and the Violence Against Women Act (VAWA). Our updates to this chapter establish the standards for each of these categories to ensure consistency and prevent confusion for staff and participants.*



Memorandum

To: Board of Commissioners, Housing Authority of the City of Pagedale

Through: Shannon Koenig, Executive Director and CEO

From: Kawanna Tate, Director of Housing Administration

Date: December 13, 2023

Subject: *Housing Administration Report*

At our last meeting, we discussed our performance projections for the Management Assessment Sub-System (MASS) of the Public Housing Assessment System (PHAS). Today, I will cover our current projections and other programmatic updates.

I. Current MASS Performance

Below is a snapshot of our current performance for each of the sub-indicators of the MASS.

Sub-Indicator	Performance	Projected Points	Max Points
Occupancy	98.29%	16	16
Accounts Payable Ratio	0.26	4	4
Tenant Accounts Receivable	0.267	0	5
Current Snapshot	Standard Performer	20	25

II. Other Updates

A. Public Housing Assessment System (PHAS) Update

The Department of Housing and Urban Development (HUD) has processed our appeal for the 2022 PHAS score. We have been designated as a standard performer with a PHAS score of 81 out of 100.

B. New Property Management Contact Information

The Housing Authority of St. Louis County has implemented changes to our property management phone numbers to enhance customer service by streamlining communication and access to maintenance services.

Pagedale property management team: (314) 912-6458

After-hours emergency number: (314) 492-3811

Memorandum



To: Board of Commissioners, Housing Authority of the City of Pagedale

Through: Shannon Koenig, Executive Director and CEO

From: William Barry, Director of Maintenance and Facilities

Date: December 13, 2023

Subject: *Maintenance Report*

This memo summarizes the monthly maintenance and supply costs for Pagedale public housing from October 1 through November 30, 2023.

I. **Maintenance Supply Costs**

The following are repair and replacement costs for plumbing, electrical, and furnace repair supplies.

October	\$ 153.00
<u>November</u>	<u>\$ 618.00</u>
Total	\$ 771.00

A. **Attachment:** List of Work Orders from October - November 2023

II. **Contracted Repair Costs**

These costs include plumbing services, trash services, mold mitigation, pest control, grounds/tree removal, and unit rehabs.

October	\$ 9,555.00
<u>November</u>	<u>\$ 39,306.00</u>
Total	\$ 48,861.00

III. **Other Maintenance Cost**

This cost covers vehicle fuel.

October	\$ 676.00
<u>November</u>	<u>\$ 0.00</u>
Total	\$ 676.00



Work Order Detail

Pagedale Housing Authority (1218bpag)
Work Orders active between 10/01/2023 and 11/30/2023

Unit	WO	WO Priori	WO Categ	WO Brief Description	Call Date	Date Completed	Days to Complete	Days open in Period Reported
HH6525	36250	Routine	General	replace toilet seat.	09/28/2023	10/06/2023	8	5
SF6703	36276	Routine	Electrical	Smelling gas	10/02/2023	10/04/2023	2	2
EH7067	36284	Routine	Building Ex	Please check the roof.	10/03/2023	10/05/2023	2	2
HH6529	36290	Routine	Appliance	Stove not working	10/03/2023	10/06/2023	3	3
PC1273	36307	Routine	Electrical	Light switch in bedroom is out.	10/05/2023	10/06/2023	1	1
AR6911	36308	Routine	Electrical	Smoke detector in livingroom is	10/05/2023	10/06/2023	1	1
MI1331	36315	Routine	Appliance	Refrigerator is warm at bottom	10/06/2023	10/18/2023	12	12
PC1282	36326	Routine	Plumbing	Whenever she takes a shower i	10/09/2023	10/10/2023	1	1
WO1319	36336	Routine	HVAC	Needing a filter.	10/09/2023	10/18/2023	9	9
WO1319	36337	Routine	Doors	Kitchen door that lead to garag	10/09/2023	10/17/2023	8	8
EH7072	36359	Routine	Plumbing	Kitchen sink stopped up	10/11/2023	10/17/2023	6	6
AR6904	36395	Routine	Plumbing	Basement drain backing up	10/17/2023	10/17/2023	1	1
AR6904	36397	Routine	Electrical	Light near dryer	10/17/2023	10/18/2023	1	1
SC7238	36413	Routine	HVAC	No hot water.	10/18/2023	10/20/2023	2	2
SD1524	36414	Routine	Appliance	Water running in bottom of refi	10/18/2023	10/23/2023	5	5
SD1524	36415	Routine	Plumbing	Water leaking from the toilet dr	10/18/2023	10/18/2023	1	1
RA6737	36432	Routine	Plumbing	Foul smell in unit.	10/20/2023	10/25/2023	5	5
SC7204	36444	Routine	General	When using the shower water r	10/24/2023	10/25/2023	1	1
SC7204	36445	Routine	Walls-Ceilin	Paint peeling of walls in bedroo	10/24/2023	10/26/2023	2	2
MI1331	36480	Routine	Plumbing	Cannot turn water all the off in	10/30/2023	10/31/2023	1	1
MI1331	36481	Routine	Doors	Knob off for door that goes to t	10/30/2023	11/03/2023	4	4
AR6901	36482	Routine		Toilet in hallway running	10/30/2023	11/02/2023	3	3
MI1331	36503	Routine		Water running in bathtub. Unat	10/31/2023	11/01/2023	1	1
WH6509	36507	Routine	Plumbing	Toilet stopped up (BAD)	10/31/2023	11/02/2023	2	2
WH6509	36508	Routine	Grounds	Fence in back fell down	10/31/2023	11/03/2023	3	3
SD1418	36510	Routine		Front door wont unlock.	11/01/2023	11/02/2023	1	1
SD1418	36511	Routine		Bathroom sink clogged	11/01/2023	11/02/2023	1	1
SD1418	36512	Routine		Weather stripping on all doors	11/01/2023	11/02/2023	1	1
SD1418	36513	Routine		Glue traps	11/01/2023	11/02/2023	1	1
RT6716	36518	Routine		Bathroom sink constantly leaks	11/01/2023	11/02/2023	1	1
RT6716	36519	Routine		Bedroom door off hinges	11/01/2023	11/02/2023	1	1
WH6509	36526	Routine		Replace bathroom drywall.	11/01/2023	11/15/2023	14	14
WH6509	36527	Routine		Hallway toilet stopped up.	11/01/2023	11/02/2023	1	1
AR6911	36530	Routine	Electrical	Needing a bulb in light front po	11/02/2023	11/06/2023	4	4
SC7234	36531	Routine	Walls-Ceilin	Hole in wall between tub and tr	11/02/2023	11/14/2023	12	12
SD1418	36540	Routine	Doors	Can't open front door.	11/02/2023	11/06/2023	4	4
SD1418	36541	Routine	Plumbing	Vanity is stopped up	11/02/2023	11/02/2023	1	1
SD1418	36542	Routine	General	Needing some glue traps	11/02/2023	11/06/2023	4	4
NX1519	36555	Routine	Electrical	Smoke detector, battery	11/06/2023	11/07/2023	2	2
NX1519	36556	Routine	Doors	Front door not locking	11/06/2023	11/07/2023	2	2
NX1519	36557	Routine	General	Shower faucet not turning off ri	11/06/2023	11/07/2023	2	2
PD1625	36560	Routine	General	Shower handle broke.	11/06/2023		25	25
PD1625	36561	Routine	Windows	Windows not locking	11/06/2023		25	25
SC7212	36565	Routine	Appliance	Exhaust fan is broke	11/06/2023		25	25
SC7212	36566	Routine	Electrical	No ecelctric on the left side of t	11/06/2023	11/06/2023	1	1
SC7212	36567	Routine	Plumbing	Check tub faucet	11/06/2023		25	25
SC7235	36579	Routine	Plumbing	Kitchen sink backed up	11/07/2023	11/09/2023	2	2
SC7235	36580	Routine	Doors	Back screen door repair	11/07/2023		24	24
AR6900	36591	Routine	Windows	Basement window kicked in.	11/09/2023	11/13/2023	5	5
AR6900	36592	Routine	General	Re-caulk around the tub.	11/09/2023		22	22
H65172	36755	Routine		missing hand rail	11/14/2023		17	17
AR6907	36824	Routine	Electrical	Carbon monoxide detector goir	11/15/2023	11/21/2023	6	6
SC7239	36826	Routine	General	Toilet seat is broke and coming	11/15/2023	11/17/2023	2	2
SC7239	36827	Routine	Electrical	Ceiling light in M.bedroom is pu	11/15/2023	11/17/2023	2	2
SC7239	36828	Routine	HVAC	Thermostat is not working	11/15/2023	11/17/2023	2	2
SC7239	36829	Routine	Electrical	Smoke alarm keeps going off fr	11/15/2023	11/17/2023	2	2
MI1345	36833	Routine	Plumbing	Repair outside faucet	11/15/2023		16	16
SF6703	36864	Routine		Tub knob and knob holder brok	11/17/2023	11/27/2023	10	10
SF6703	36865	Routine		Banister falling off wall again	11/17/2023	11/27/2023	10	10
EH7076	36893	Routine		Would like blinds replaced.	11/21/2023	11/27/2023	6	6
EH7076	36894	Routine		Water leaking from crack in toil	11/21/2023	11/22/2023	1	1
EH7076	36895	Routine		shower knob really lose.	11/21/2023	11/27/2023	6	6
EH7076	36896	Routine		Hole in side of porch.	11/21/2023	11/27/2023	6	6
AR6907	36897	Routine	Windows	Living room window is cracked	11/21/2023	11/28/2023	7	7
PC1273	36899	Routine	Appliance	Smell gas	11/21/2023	11/27/2023	6	6
SC7239	36915	Routine	Doors	Frone screen door lock is broke	11/27/2023	11/27/2023	1	1
GD7350	36916	Routine	Appliance	Stove and refrigerator is not wc	11/27/2023	11/28/2023	2	2
SC7235	36920	Routine	Doors	Lock for back screen door is br	11/27/2023	11/28/2023	1	1
SC7235	36921	Routine	Plumbing	Kitchen faucet is broke.	11/27/2023	11/28/2023	1	1
SD1418	36922	Routine	HVAC	Blowing out cold air.	11/27/2023	11/28/2023	1	1

SC7239	36924	Routine	Plumbing	Top fo toilet came loose	11/27/2023	11/28/2023	1	1
SC7239	36933	Routine	General	Toilet seat is loosen	11/28/2023	11/28/2023	1	1
SC7239	36934	Routine	HVAC	Thermostat is not right	11/28/2023	11/28/2023	1	1
RT6716	36936	Routine	HVAC	Blowing out cold air.	11/28/2023	11/28/2023	1	1
SC7235	36938	Routine	Plumbing	Water leaking under the sink B	11/28/2023	11/28/2023	1	1
FE1524	36940	Routine	Plumbing	vanity sink is stopped up	11/29/2023		2	2

Total number of work orders: 76
Average completion days: 5.38
Average completion days for reporting period 2 years prior: 2.00
Reduction in average completion days over the past three years: -3.38

Memorandum



To: Board of Commissioners, Housing Authority of City of Pagedale

Through: Shannon Koenig, Executive Director and CEO

From: Anna Holyan, Director of Strategic Initiatives

Date: December 13, 2023

Subject: *Agency Performance Report*

This memo provides an overview of the Agency Performance Report. This report is designed to communicate how the agency is performing by U.S. Housing and Urban Development (HUD) standards and by the internal measures the organization uses to track its own performance. This update is provided on a quarterly basis.

I. Updates Since Third Quarter

Below are highlighted changes from the previous performance report.

A. PHAS Scores

Last quarter's performance report listed Pagedale as a Substandard Performer due to an error in the Management Assessment Subsystem (MASS) score. Staff successfully appealed this decision to HUD, improving Pagedale's overall PHAS score to a Standard Performer designation. Staff continues to work diligently on process improvements to achieve High Performer status for 2024.

B. Key Result: Increase Customer Satisfaction

Staff are working on several initiatives to improve customer satisfaction. In October and November of this year, staff from every department and at every level of the organization had a full day of customer service training. In addition, staff received training from our communications consultant on the effects of poverty on the brain and ways to communicate kindly and empathetically with customers in distress.

To measure whether we have made improvements over the last year, staff distributed another customer service survey to residents of public housing residents. The results of that survey showed that customer satisfaction among the public housing residents surveyed is trending down since 2022. This is most likely due to the small response rate (about 50% less public housing residents responded to the survey compared to last year), and the fact that 2023 has been a transitional year for the department. Public housing leadership is continuing to work on issues affecting customer satisfaction and expects scores to rise next year.

C. Key Result: Formally Establish 3-5 Level 1 Partnerships

Staff met the goal of establishing at least three partnerships by the end of the year. Agreements are in place or in process with the Community Action Agency of St. Louis County, Heat Up/Cool Down St. Louis, and St. Louis County's Weinman Shelter, Urban League, and YWCA. Staff are looking forward to capitalizing on these partnerships in 2024 to deliver needed services directly to Pagedale residents.

II. Attachments

Agency Performance Report, Fourth Quarter

AGENCY PERFORMANCE REPORT

Housing Authority of the City of Pagedale
Fourth Quarter, 2023

Service
Respect
Integrity
Excellence
Collaboration

WHAT HUD MEASURES

PHAS SCORES

HUD assesses the health of a PHA's **Public Housing program** through an indicator called the Public Housing Assessment System, or PHAS.

Why it matters

The Housing Authority's PHAS score communicates how well the agency is performing, impacts the amount of HUD funding it receives for the fiscal year, and determines the frequency of HUD public housing inspections.

Most Recent Result in 2022



Standard Performer: 81%

Anticipated 2023 Score



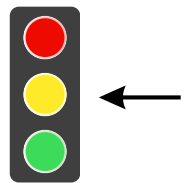
Standard Performer - High Performer: 60-90%+

Target for 2024



High Performer: 90%+

On Track for 2023?



WHAT THE AUTHORITY MEASURES

Objective 1: Deliver services safely, effectively, and efficiently.

RESULTS

Finance/
Single
Audit

No
findings

Objective 2: Ensure residents, landlords, and employees feel respected during interactions with the Authority.

RESULTS

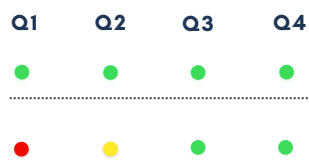
- ▶ Active implementation of deliverables by Customer Service Improvement Team
- ▶ Increase customer satisfaction



Objective 3: Help our residents and families gain self-sufficiency through partnerships with other organizations in the community.

RESULTS

- ▶ Active implementation of deliverables by Partnership Improvement Team
- ▶ Formally establish 3-5 Level 1 partnerships



Objective 4: Expand access to desirable and affordable housing.

RESULTS

- ▶ Close Wellston financing
- ▶ Close Arbor Hill financing
- ▶ Successful implementation of PBV RFP
- ▶ Identify 1-3 avenues for real estate development in Pagedale





Memorandum

To: Board of Commissioners, Housing Authority of the City of Pagedale

Through: Shannon Koenig, Executive Director and CEO

From: Terri Acoff-States, Executive Assistant

Date: December 13, 2023

Subject: *Board Meeting Dates for 2024*

This memo provides the schedule for the 2024 City of Pagedale Commissioners bi-monthly board meetings. Meetings will start at noon and will be held at Pagedale City Hall.

Tuesday, February 13, 2024

Tuesday, April 23, 2024

Tuesday, June 11, 2024

Tuesday, August 13, 2024

Tuesday, October 15, 2024

Tuesday, December 10, 2024

If you have any questions, please contact me at 314-227-3114 or terria@haslc.com.