

Housing Authority of St. Louis County  
Board of Commissioners  
Regular Meeting

Tuesday, March 14, 2023 at 12 pm  
Housing Authority of St. Louis County  
8865 Natural Bridge, St. Louis, MO 63121

For those who wish to attend virtually:  
via Ring Central: <https://v.ringcentral.com/join/919042732>  
Telephone: 650.419.1505  
Meeting ID: 919042732

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 January 10, 2023	Chairman	Motion Second Vote
4. Public Comments	Chairman	Informational
5. Report of the Executive Director	Shannon Koenig	Informational
6. Reports of Officers and Employees		
A. Financial Reports for period ending December 31, 2022	Carolyn Riddle	Motion Second Vote
B. Financial Reports for period ending January 31, 2023	Carolyn Riddle	Motion Second Vote
C. Housing Authority of St. Louis County Write-Offs, Resolution No. 1421	Carolyn Riddle	Motion Second Vote
D. Housing Administration Report	Katrina Sommer	Informational
E. Facilities and Maintenance Report	William Barry	Informational
F. Housing Choice Voucher Report	Nicole O'Dell	Informational
G. Real Estate Development Report	Kurt Schulte	Informational
H. Agency Performance Report	Anna Holyan	Informational
7. Unfinished Business	Chairman	Informational
8. New Business	Chairman	Informational
9. 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.		
10. Announcements Next Regular Meeting May 9, 2023	Chairman	Informational
11. Adjournment	Chairman	Motion Second Vote

HOUSING AUTHORITY OF ST. LOUIS COUNTY  
BOARD OF COMMISSIONERS MEETING  
TUESDAY, JANUARY 10, 2023  
MEETING MINUTES

ATTENDANCE:

COMMISSIONERS:

Bishop Calvin Scott, Chairman  
David Nehrt-Flores, Vice Chairman  
Lora Gulley, Commissioner  
Joan Kelly Horn, Commissioner  
Reverend Gabrielle N.S. Kennedy, Commissioner  
LaToya Scott, Commissioner

STAFF:

Shannon Koenig, Executive Director and CEO  
Terri Acoff-States, Executive Assistant  
Mike Chapman, Chief Operating Officer  
Joe Jacobson, General Counsel  
Judy Ricks, Chief Administrative Officer  
William Barry, Director, Maintenance and Facilities  
Felecia Follins, Director, Housing Administration  
Nicole O'Dell, Director, Housing Choice Voucher Program  
Carolyn Riddle, Interim Finance Director  
Kurt Schulte, Development Officer  
Pete Wells, IT Business Analyst

Reading and Approval of Minutes of Regular Board Meeting held Tuesday, December 13, 2022:

Commissioner LaToya Scott moved to approve the minutes of the regular board meeting held Tuesday, December 13, 2022, which motion was seconded by Commissioner Lora Gulley. Upon roll call the "Ayes" and "Nays" were as follows:

AYES

C. Scott  
D. Nehrt-Flores  
L. Gulley  
J. Kelly Horn  
L. Scott

NAYS

None

The Chairman declared the motion passed.

PUBLIC COMMENTS:

No public comments.

REPORT OF THE EXECUTIVE DIRECTOR:

Ms. Koenig welcomed everyone to the meeting and wished them a happy new year. Ms. Koenig talked about the new meeting schedule the Board adopted for 2023. The new schedule consists of five meetings per year. In addition, with the recent changes to the By-laws, the Board will have opportunities to take action via internet messaging without meeting in person.

Ms. Koenig presented the Board with a look at the year ahead. She stated in 2023 the Agency will continue to optimize internal operations that will include managing the transition to an in-house facilities and maintenance team that serves the main facility, public housing, and affordable developments. She stated the Agency is ensuring the finance operation is equipped to handle day-to-operations as well as monthly and annual reporting responsibilities. She said the Agency is

also capitalizing on the housing administration division to better manage compliance of public housing and affordable developments.

Ms. Koenig informed the Board that two real estate development transactions will close this year: Wellston Public Housing and Arbor Hill redevelopment.

Ms. Koenig said that the Agency is also shifting focus externally, concentrating on effective communications, increased partnerships, rebranding, and updating the website.

REPORTS OF OFFICERS AND EMPLOYEES:

A. Financial Reports for period ending November 30, 2022:

Ms. Riddle reviewed the Financial Reports for period ending November 30, 2022. Commissioner Joan Kelly Horn moved to approve the November 30, 2022 Financial Reports as read and discussed which motion was seconded by Commissioner LaToya Scott. Upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
C. Scott D. Nehrt-Flores L. Gulley J. Kelly Horn G. Kennedy L. Scott	None

The Chairman declared the motion passed.

B. Public Housing Assessment System Report:

Ms. Follins reviewed the Public Housing Assessment System Report.

C. Section Eight Management Assessment Program Report:

Ms. O'Dell presented an overview of the U.S. Department of Housing and Urban Development (HUD) form 52648, Section Eight Management Assessment Program (SEMAP) Certification. She stated for each indicator, the certification asks if the Authority has met the required threshold to receive maximum points. The Authority's total number of points will determine its designation as a troubled, standard, or high-performing Public Housing Agency. This must be approved by the board before it is submitted in February.

D. Real Estate Development Report:

Mr. Schulte provided an overview of the current development activities of the Housing Authority. He gave an update on the Wellington Family Homes redevelopment, stating final items required by Missouri Housing Development Commission (MHDC) were submitted in December. He said weekly calls continue with the Authority, the development team, investors, lenders and MHDC to ensure the closing remains on schedule with a target of closing by the end of February.

Mr. Schulte updated the Board on the Arbor Hill Apartments redevelopment. He stated final plans and specs have been produced by the architect and engineering team. He announced the Authority was awarded additional funds from MHDC to address the impact of rising construction costs and interest rates. He said the Authority continues to work with the lender to position the project for a closing late in the first or early in the second quarter of 2023.

UNFINISHED BUSINESS:

A. 2023 Board Meeting Schedule:

Ms. Koenig presented the Board with the 2023 Housing Authority of St. Louis County Board meeting dates. Ms. Koenig stated the new schedule would provide for five meetings per year on the second Tuesday of the month on the following schedule: January, March, May, September, and November.

NEW BUSINESS:

No new business was introduced.

EXECUTIVE SESSION:

Chairman Bishop Calvin Scott ask for a motioned to end the Regular Session and enter into an Executive Session. Commissioner LaToya Scott motioned to end the Regular Session. Commissioner Gabrielle Kennedy moved to enter, and upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
C. Scott	None
D. Nehrt-Flores	
L. Gulley	
J. Kelly Horn	
G. Kennedy	
L. Scott	

The Chairman thereupon declared said motion passed.

Vice Chairman David Nehrt-Flores moved to exit Executive Session and enter back into Regular Session. Commissioner Lora Gulley seconded the motion to exit and upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
C. Scott	None
D. Nehrt-Flores	
L. Gulley	
J. Kelly Horn	
G. Kennedy	

The Chairman thereupon declared said motion passed.

ANNOUNCEMENTS:

The next meeting is scheduled for Tuesday, March 14, 2023.

ADJOURNMENT OF MEETING:

There being no further business to come before the Board, Vice Chairman David Nehrt-Flores motioned to adjourn, and it was seconded by Commissioner Lora Gulley. Upon roll call, "Ayes" and "Nays" were as follows:

AYES

- C. Scott
- D. Nehrt-Flores
- L. Gulley
- J. Kelly Horn
- G. Kennedy

NAYS

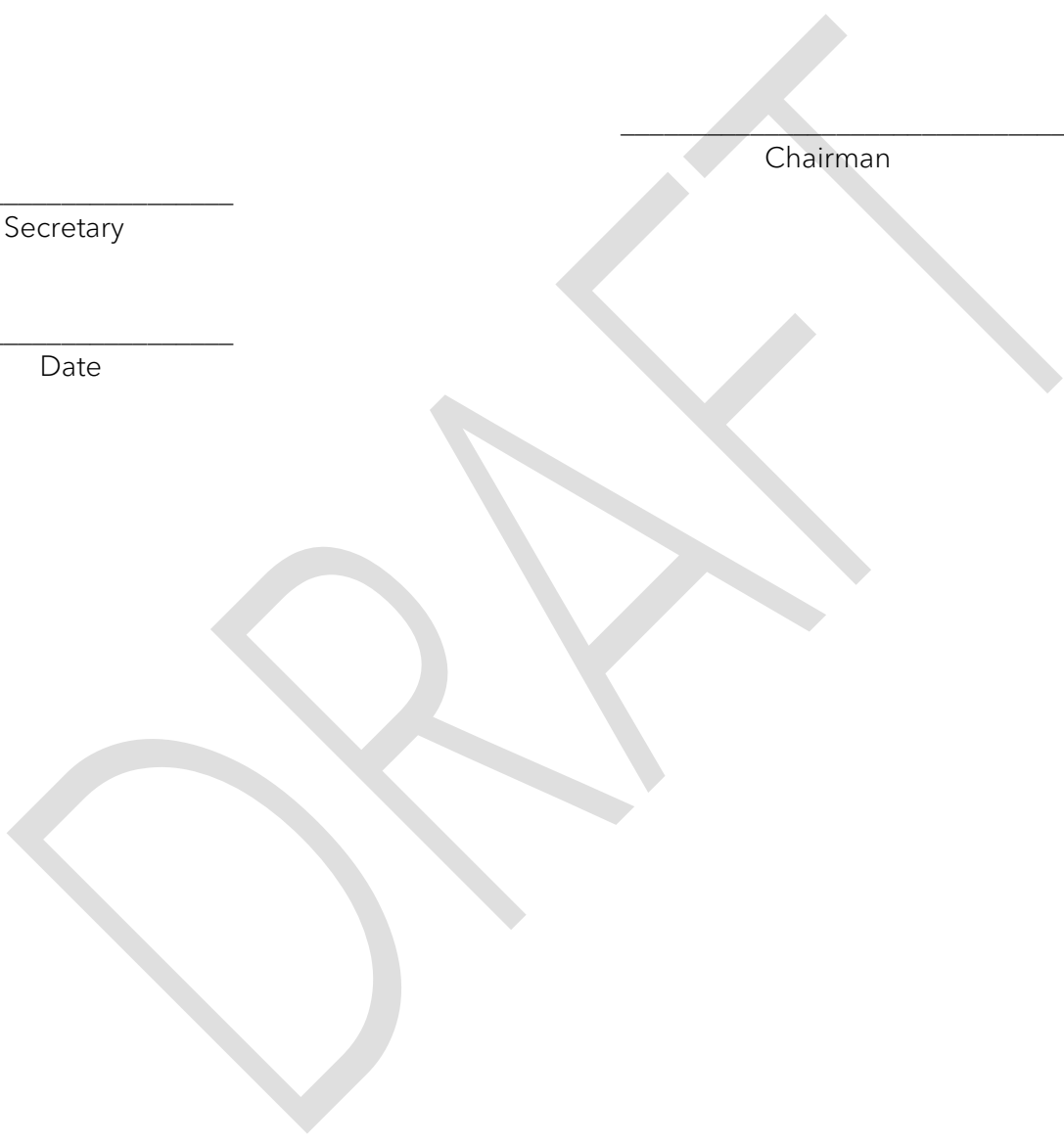
None

The Chairman declared the motion passed.

\_\_\_\_\_  
Chairman

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
Date



## Memorandum



**To:** Board of Commissioners, Housing Authority of St. Louis County

**From:** Shannon Koenig, Executive Director and CEO

**Date:** March 14, 2023

**Subject:** *Executive Director's Report*

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This memo provides information about select Housing Authority activities.

### I. **Communications**

Staff is actively procuring a consultant(s) for the following communications related activities:

- A. Content and brand messaging
- B. Visual rebranding
- C. New website
- D. Media and public relations

Staff anticipate working on all these activities this year. Commissioners may be asked for input related to establishing the Authority's brand and messaging.

### II. **Wellston Redevelopment**

The Wellington Family Homes project has reached a significant and critical milestone: closing on the construction financing for the project. This means we are entering a new phase of the project.

#### A. **Authority's Activities Supporting the Housing Transition**

Various departments at the Authority are helping to manage the overall transition to Wellington Family Homes. As of closing, the Allied Orion Group will become the onsite manager for the existing families (approximately 21). Authority staff are working with the Allied Orion Group to ensure a smooth transition, which includes some tenant relocation so that units can be fully repaired and rehabilitated.

The HCV team is preparing to administer the project's waiting list, which includes opening the list, actively managing it, and sending prospective tenants to Allied Orion Group. Staff are setting up our processes to ensure seamless tenant registration.

When the rehab work begins, staff will monitor construction. As rehabs are complete, the Housing Quality Inspections team will be responsible for

inspecting units before tenants move in. Authority staff will also coordinate move-ins with Allied Orion Group.

**B. Authority's Activities Supporting the Overall Redevelopment**

Moving forward the Housing Authority will continue to support the development in various ways.

The Housing Authority's grants to the City of Wellston (City) and Legal Services of Eastern Missouri (LSEM) will address real estate that abuts the project parcels. The City, LSEM, Authority staff, Community Impact Network, and Rebuilding Together are working together to coordinate a home improvement program in the City.

LSEM hired one staff attorney to carry out grant activities, including assisting residents with clear title and property tax issues. In addition, the City is poised to hire three individuals using the Authority's grant funds. This includes an Assistant to the Mayor, a Project Manager, and a Project Assistant. Each of these roles are designed to help capitalize on the housing investment and integrate the project into the community.

The Housing Authority may also focus on supporting the Wellston Community Empowerment Corporation, which has the right of first refusal on the project after the initial 15-year affordability period. It is important for that nonprofit to have capacity to manage the development in the future if Wellston is to retain some equity from the project.

Additionally, the Housing Authority will continue to communicate with City of Wellston officials and community leaders to support the development in whatever way possible.



**To:** Board of Commissioners, Housing Authority of St. Louis County

**Through:** Shannon Koenig, Executive Director and CEO

**From:** Carolyn Riddle, Interim Finance Director

**Date:** March 14, 2023

**Subject:** *Financial Summary*

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This memo provides a financial summary of activities through December 31, 2022.

**I. Recommendation**

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

**II. Highlights**

**A. Revenue**

Total operating income is under budget by \$1,611,388 primarily to:

- i. COCC internal income for fees and rent charged to programs was budgeted higher than what actually was incurred.
- ii. AMP operating subsidy and capital fund income was also budgeted higher than actual.
- iii. Business Activities investment income was lower than budgeted.

**B. Expense**

Total operating expenses are over budget by \$2,612,192 mostly due to:

- i. COCC legal fees and technology expenses were higher than budgeted.
- ii. Public Housing unit repairs, property insurance, outside consulting fees, and salaries expense were all over budget.
- iii. Blended component units contract costs are over budget.
- iv. HCV expenses are over budget primarily due to administrative costs, but HAP expenses were under budget.

**C. Net Income (Loss)**

Total net operating loss is \$2,234,558 but including depreciation expense and gain/loss on treasury investments, there is a total net loss of \$2,790,396.

**D. Cash**

- i. As of December 31, 2022, the cash balance in the USB Agency Disbursing operating bank account is \$8,477,547, of which \$352,941 is restricted, and \$5,951,299 is funds remaining from the Bentwood sale. Operating subsidy received for the month was \$155,634 and rent received was \$81,928.



- ii. The cash balance for the FSS Escrow bank account was \$277,086, all of which is restricted.
- iii. HCV cash balance was \$2,226,315, with \$417,314 restricted. HAP received was \$4,554,195 and admin fee received was \$469,847. HAP expenses were \$4,694,443.
- iv. The ending cash balance for the Wellston bank account was \$61,519.

**III. Attachments**

- A. Budgeted Income Statement
- B. Cash Report

**Housing Authority of St. Louis County  
Budgeted Income Statement  
SUMMARY - ALL  
December 2022**

	Entity Wide			COCC			AMP's			HCV - ALL			BCU			BA			Mod Rehab		
	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance
<b>OPERATING ITEMS</b>																					
Total Voucher Grants	58,900,925	58,797,206	103,719	-	-	-	-	-	-	58,900,925	58,797,206	103,719	-	-	-	-	-	-	-	-	-
Total Operating Subsidy	1,739,230	2,297,726	(558,496)	-	-	-	1,585,635	2,137,490	(551,855)	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital Grants	127,598	1,308,017	(1,180,419)	-	-	-	127,598	1,308,017	(1,180,419)	-	-	-	-	-	-	-	-	-	-	-	-
Total Tenant Charges	1,094,470	985,861	108,609	686	(621)	1,308	921,671	819,840	101,830	-	-	-	150,454	145,934	4,519	21,660	20,708	952	-	-	-
Total Fraud Recovery	2,338	62,000	(59,662)	-	-	-	-	-	-	2,338	62,000	(59,662)	-	-	-	-	-	-	-	-	-
Total Investment Income	93,993	242,014	(148,020)	1,206	346	860	11	2	8	170,647	(66,746)	237,393	-	-	-	(77,870)	308,412	(386,282)	-	-	-
Total Miscellaneous Other Income	1,277,549	627,506	650,043	47,364	66,139	(18,775)	396,887	183,905	212,982	(10,411)	220,897	(231,308)	687,121	65,491	621,630	156,588	91,074	65,514	-	-	-
Total Internal Income	1,893,235	2,420,399	(527,164)	1,890,973	2,420,399	(529,425)	-	-	-	-	-	-	2,262	-	2,262	-	-	-	-	-	-
<b>Total Income</b>	<b>65,129,340</b>	<b>66,740,728</b>	<b>(1,611,388)</b>	<b>1,940,230</b>	<b>2,486,262</b>	<b>(546,033)</b>	<b>3,031,801</b>	<b>4,449,254</b>	<b>(1,417,453)</b>	<b>59,063,499</b>	<b>59,013,357</b>	<b>50,143</b>	<b>839,836</b>	<b>211,425</b>	<b>628,412</b>	<b>100,379</b>	<b>420,194</b>	<b>(319,815)</b>	<b>153,595</b>	<b>160,236</b>	<b>(6,641)</b>
<b>EXPENSE ITEMS</b>																					
Total Rents and Utility Reimbursements	54,794,955	55,847,316	(1,052,360)	-	-	-	59,925	51,962	7,963	54,606,221	55,669,705	(1,063,484)	-	-	-	-	-	-	128,809	125,648	3,161
Total Salaries	3,610,877	4,006,096	(395,219)	1,159,954	1,125,895	34,059	240,961	259,963	(19,003)	1,869,066	2,249,629	(380,562)	-	-	-	340,895	370,609	(29,713)	-	-	-
Total Benefits and Taxes	1,001,804	1,216,704	(214,900)	278,216	283,735	(5,519)	84,473	95,314	(10,841)	573,129	726,692	(153,563)	-	-	-	65,986	110,963	(44,977)	-	-	-
Total Other Employee Costs	2,252	906	1,346	1,872	509	1,363	380	-	380	-	397	(397)	-	-	-	-	-	-	-	-	-
Total Training, Seminars, Conferences	20,377	24,732	(4,355)	7,676	1,675	6,001	2,832	1,365	1,467	9,869	20,727	(10,858)	-	20	(20)	-	944	(944)	-	-	-
<b>Total Admin Expenses</b>	<b>59,430,265</b>	<b>61,095,754</b>	<b>(1,665,489)</b>	<b>1,447,718</b>	<b>1,411,814</b>	<b>35,904</b>	<b>388,571</b>	<b>408,604</b>	<b>(20,034)</b>	<b>57,058,286</b>	<b>58,667,151</b>	<b>(1,608,865)</b>	<b>-</b>	<b>20</b>	<b>(20)</b>	<b>406,881</b>	<b>482,516</b>	<b>(75,635)</b>	<b>128,809</b>	<b>125,648</b>	<b>3,161</b>
Total Utilities	468,970	416,107	52,863	44,022	33,956	10,066	390,667	364,095	26,573	14,888	3,528	11,360	16,554	12,349	4,205	2,839	2,180	660	-	-	-
Total Materials	71,603	91,011	(19,408)	1,272	2,991	(1,719)	68,446	85,751	(17,306)	16	-	16	1,766	2,138	(372)	104	131	(27)	-	-	-
Total Contract Costs	1,896,192	949,171	947,021	59,296	85,131	(25,835)	1,200,749	840,125	360,624	395	393	2	629,649	20,029	609,620	6,103	3,494	2,609	-	-	-
Total Tenant Services Expense	385,120	143,627	241,494	-	-	-	236,997	51,269	185,728	112,653	10,264	102,389	-	38,840	(38,840)	35,470	43,253	(7,783)	-	-	-
Total Other Maintenance Expenses	39,619	25,947	13,672	90	755	(665)	39,529	25,193	14,336	-	-	-	-	-	-	-	-	-	-	-	-
Total Outside Services	558,720	428,578	130,142	5,175	994	4,181	539,416	415,165	124,251	-	-	-	14,129	12,363	1,766	-	55	(55)	-	-	-
Total Other Occupancy Expenses	211,593	161,579	50,014	-	-	-	99,419	92,744	6,675	111,723	68,559	43,164	368	225	142	83	51	32	-	-	-
<b>Total Occupancy Expenses</b>	<b>3,631,817</b>	<b>2,216,021</b>	<b>1,415,796</b>	<b>109,854</b>	<b>123,827</b>	<b>(13,973)</b>	<b>2,575,223</b>	<b>1,874,342</b>	<b>700,881</b>	<b>239,675</b>	<b>82,744</b>	<b>156,931</b>	<b>662,466</b>	<b>85,944</b>	<b>576,521</b>	<b>44,599</b>	<b>49,164</b>	<b>(4,565)</b>	<b>-</b>	<b>-</b>	<b>-</b>
Total Insurance	421,938	397,706	24,232	54,084	63,040	(8,956)	313,928	268,404	45,525	30,988	41,132	(10,144)	18,563	20,134	(1,571)	4,375	4,996	(621)	-	-	-
Total Outside Services	599,623	249,482	350,142	14,420	120,360	(105,941)	542,147	-	542,147	18,057	108,625	(90,568)	-	-	-	25,000	20,497	4,503	-	-	-
Total Professional Fees	398,820	154,837	243,983	259,212	54,763	204,449	17,273	7,282	9,991	88,458	71,963	16,496	23,976	20,024	3,952	9,900	805	9,095	-	-	-
Total Other Fees	511,070	266,482	244,588	70,058	47,016	23,042	170,017	152,907	17,110	259,904	56,894	203,010	9,633	8,331	1,301	1,458	1,334	125	-	-	-
Total Telephone and Technology	440,427	273,891	166,537	135,434	50,373	85,061	42,839	32,565	10,273	258,767	188,954	69,814	662	371	291	2,411	1,324	1,088	314	304	10
Total Other Administrative Expenses	322,622	313,652	8,970	63,326	55,348	7,978	76,941	71,525	5,416	134,036	182,133	(48,097)	28,855	3,514	25,341	19,464	1,132	18,332	-	-	-
Total Internal Charges	1,907,315	83,881	1,823,434	-	-	-	99,147	71,838	27,308	1,791,827	-	1,791,827	14,921	10,984	3,937	1,421	1,059	362	-	-	-
<b>Total Other General Expenses</b>	<b>4,601,816</b>	<b>1,739,931</b>	<b>2,861,885</b>	<b>596,534</b>	<b>390,900</b>	<b>205,634</b>	<b>1,262,292</b>	<b>604,521</b>	<b>657,771</b>	<b>2,582,037</b>	<b>649,701</b>	<b>1,932,337</b>	<b>96,610</b>	<b>63,359</b>	<b>33,250</b>	<b>64,029</b>	<b>31,146</b>	<b>32,884</b>	<b>314</b>	<b>304</b>	<b>10</b>
<b>Total Expenses</b>	<b>67,663,898</b>	<b>65,051,706</b>	<b>2,612,192</b>	<b>2,154,106</b>	<b>1,926,541</b>	<b>227,564</b>	<b>4,226,086</b>	<b>2,887,468</b>	<b>1,338,618</b>	<b>59,879,999</b>	<b>59,399,595</b>	<b>480,403</b>	<b>759,075</b>	<b>149,324</b>	<b>609,751</b>	<b>515,510</b>	<b>562,826</b>	<b>(47,316)</b>	<b>129,123</b>	<b>125,952</b>	<b>3,171</b>
<b>Total Operating Income (Loss)</b>	<b>(2,534,558)</b>	<b>1,689,022</b>	<b>(4,223,580)</b>	<b>(213,876)</b>	<b>559,721</b>	<b>(773,597)</b>	<b>(1,194,285)</b>	<b>1,561,787</b>	<b>(2,756,072)</b>	<b>(816,499)</b>	<b>(386,239)</b>	<b>(430,261)</b>	<b>80,761</b>	<b>62,101</b>	<b>18,660</b>	<b>(415,131)</b>	<b>(142,632)</b>	<b>(272,499)</b>	<b>24,472</b>	<b>34,284</b>	<b>(9,812)</b>
<b>NON-OPERATING ITEMS</b>																					
Investment Gain/ Loss on Treasury Strips	8,340	29	8,311	-	-	-	-	-	-	-	-	-	-	-	-	8,340	29	8,311	-	-	-
Total Depreciation Expense	(264,179)	-	(264,179)	(213,876)	-	(213,876)	-	-	-	-	-	-	-	-	-	(50,302)	-	(50,302)	-	-	-
<b>Total Non-Operating Items</b>	<b>(255,838)</b>	<b>29</b>	<b>(255,867)</b>	<b>(213,876)</b>	<b>-</b>	<b>(213,876)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(41,962)</b>	<b>29</b>	<b>(41,991)</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net Income (Loss)</b>	<b>(2,790,396)</b>	<b>1,689,051</b>	<b>(4,479,447)</b>	<b>(427,752)</b>	<b>559,721</b>	<b>(987,473)</b>	<b>(1,194,285)</b>	<b>1,561,787</b>	<b>(2,756,072)</b>	<b>(816,499)</b>	<b>(386,239)</b>	<b>(430,261)</b>	<b>80,761</b>	<b>62,101</b>	<b>18,660</b>	<b>(457,093)</b>	<b>(142,603)</b>	<b>(314,490)</b>	<b>24,472</b>	<b>34,284</b>	<b>(9,812)</b>

**St. Louis County Housing Authority  
Cash Report  
December 2022**

	<b>USB Agency Disbursing</b>	<b>FSS Escrow</b>	<b>HCV Cash</b>	<b>Housing Authority Wellston Act</b>	<b>Other Small Bank Accounts</b>
<b>BEGINNING BOOK CASH BALANCE 12/1/2022</b>	<b>\$ 9,453,410.39</b>	<b>\$ 268,743.30</b>	<b>\$ 2,278,881.45</b>	<b>\$ 74,302.61</b>	<b>\$ 417,500.80</b>
<b>ADD:</b>					
Tenant Rent	81,928.00				-
Security Deposits					-
FSS Deposits	16,297.96				-
Other Deposits	92,619.37		11,245.00	5,453.00	-
HAP Income			4,554,195.00		-
Operating Subsidy / Admin Fee	155,634.00		469,847.00		-
Interest		23.03	239.36	6.17	35.41
Transfer	404,103.96	8,319.75			-
Other Revenue					-
<b>TOTAL DEPOSITS</b>	<b>750,583.29</b>	<b>8,342.78</b>	<b>5,035,526.36</b> (5,034,985.36)	<b>5,459.17</b>	<b>35.41</b>
<b>LESS:</b>					
Other Transfers			(385,861.19)	(18,242.77)	-
Manual Checks					-
Checks	(544,157.81)		(7,788.83)		-
NSF					-
HAP payments			(4,694,442.99)		-
Withdraws/Other Deductions	(1,182,288.79)				-
Operating Subsidy Out					-
<b>TOTAL PAYMENTS</b>	<b>(1,726,446.60)</b>	<b>-</b>	<b>(5,088,093.01)</b>	<b>(18,242.77)</b>	<b>-</b>
<b>ENDING BOOK CASH BALANCE 12/31/2022</b>	<b>\$ 8,477,547.08</b>	<b>\$ 277,086.08</b>	<b>\$ 2,226,314.80</b>	<b>\$ 61,519.01</b>	<b>\$ 417,536.21</b>
	<i>USB Agency Disbursing</i>	<i>FSS Escrow</i>	<i>HCV Cash</i>	<i>Housing Authority Wellston Act</i>	
<b>Ending Bank Balance 12/31/2022</b>	\$ 8,573,044.58	\$ 277,086.08	\$ 2,230,884.18	\$ 61,519.01	417,536.21
Outstanding Checks	(100,528.65)	-	(4,569.38)		-
ACH in Transit	3,731.00	-			-
Other Items	1,300.15				-
<b>Adjusted Bank Balance 12/31/2022</b>	<b>8,477,547.08</b>	<b>\$ 277,086.08</b>	<b>\$ 2,226,314.80</b>	<b>\$ 61,519.01</b>	<b>\$ 417,536.21</b>
Variance	-	-	-	-	-
Unrestricted Cash	2,173,307.26	-	1,809,001.24	61,519.01	-
Unrestricted Cash - Bentwood sale	5,951,298.74				
Security Deposit Cash	101,358.00				8,034.04
Restricted Cash	251,583.08	277,086.08	417,313.56		409,502.17
	<b>8,477,547.08</b>	<b>277,086.08</b>	<b>2,226,314.80</b>	<b>61,519.01</b>	<b>417,536.21</b>

- Other Small Bank Accounts include: Bentwood Social Services, Scholarship Account, Wellston HA Security Deposits, and Windfall Trace



**To:** Board of Commissioners, Housing Authority of St. Louis County

**Through:** Shannon Koenig, Executive Director and CEO

**From:** Carolyn Riddle, Interim Finance Director

**Date:** March 14, 2023

**Subject:** *Financial Summary*

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This memo provides a financial summary of activities through January 31, 2023.

**I. Recommendation**

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

**II. Highlights**

**A. Revenue**

Total operating income is under budget by \$221,718 due to timing and capital funds being under budget. Since it is early in the year, projects have not been initiated and the budget is spread equally over the 12-month period.

**B. Expense**

Total operating expenses is under budget by \$211,686 primarily due to HAP, salaries and benefits being under budget as well as outside services and other fees.

**C. Net Income (Loss)**

Total net is \$97,335 but including depreciation expense and gain/loss on treasury investments, there is a total net income of \$45,245.

**D. Cash**

- i. As of January 31, 2023, the cash balance in the USB Agency Disbursing operating bank account was \$7,865,256, of which \$352,941 is restricted, and \$5,951,299 is funds remaining from the Bentwood sale. Operating subsidy received for the month was \$152,546 and rent received was \$101,963.
- ii. The cash balance for the FSS Escrow bank account was \$273,377, all of which is restricted.
- iii. HCV cash balance was \$2,294,691 with \$417,314 restricted. HAP received was \$4,659,632 and admin fee received was \$451,546 HAP expenses were \$4,637,563.
- iv. The ending cash balance for the Wellston bank account was \$43,041.

- III. **Attachments**
  - A. Budgeted Income Statement
  - B. Cash Report

**Housing Authority of St. Louis County  
Budgeted Income Statement  
SUMMARY - ALL  
January 31, 2023**

	Entity Wide			COCC			AMP's			HCV - ALL			BA			Mod Rehab		
	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance	YTD Actual	YTD Budget	Variance
<b>OPERATING ITEMS</b>																		
Total Voucher Grants	5,120,219	5,157,484	(37,265)	-	-	-	-	-	-	5,120,219	5,157,484	(37,265)	-	-	-	-	-	-
Total Operating Subsidy	163,963	258,159	(94,196)	-	-	-	152,546	244,995	(92,449)	-	-	-	-	-	-	11,417	13,164	(1,747)
Total Capital Grants	-	143,185	(143,185)	-	-	-	-	143,185	(143,185)	-	-	-	-	-	-	-	-	-
Total Tenant Charges	103,202	62,846	40,355	-	120	(120)	89,503	60,867	28,635	-	-	-	1,805	1,859	(54)	-	-	-
Total Fraud Recovery	72	2,917	(2,844)	-	-	-	-	-	-	72	2,917	(2,844)	-	-	-	-	-	-
Total Investment Income	23,189	32,940	(9,751)	697	42	655	6	0	6	8,197	4,180	4,017	14,288	28,718	(14,430)	-	-	-
Total Miscellaneous Other Income	67,944	44,087	23,857	11,973	7,290	4,683	96,555	3,448	93,107	(43,833)	4,666	(48,499)	3,249	28,684	(25,434)	-	-	-
Total Internal Income	164,636	163,326	1,310	164,636	163,326	1,310	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Income</b>	<b>5,643,225</b>	<b>5,864,943</b>	<b>(221,718)</b>	<b>177,306</b>	<b>170,777</b>	<b>6,528</b>	<b>338,610</b>	<b>452,495</b>	<b>(113,885)</b>	<b>5,084,656</b>	<b>5,169,246</b>	<b>(84,590)</b>	<b>19,342</b>	<b>59,261</b>	<b>(39,918)</b>	<b>11,417</b>	<b>13,164</b>	<b>(1,747)</b>
<b>EXPENSE ITEMS</b>																		
Total Rents and Utility Reimbursements	4,627,108	4,701,593	(74,485)	-	-	-	4,311	5,387	(1,076)	4,609,630	4,685,829	(76,199)	-	-	-	13,167	10,377	2,790
Total Salaries	306,181	384,529	(78,349)	102,021	73,365	28,656	41,976	111,400	(69,424)	138,250	191,455	(53,205)	23,934	6,685	17,249	-	1,625	(1,625)
Total Benefits and Taxes	83,086	149,548	(66,463)	24,185	28,076	(3,891)	10,593	43,702	(33,109)	44,309	71,258	(26,949)	3,999	6,058	(2,059)	-	455	(455)
Total Other Employee Costs	38	267	(229)	38	190	(152)	-	56	(56)	-	21	(21)	-	-	-	-	-	-
Total Training, Seminars, Conferences	(156)	3,120	(3,276)	-	1,987	(1,987)	(156)	153	(309)	-	901	(901)	-	79	(79)	-	-	-
<b>Total Admin Expenses</b>	<b>5,016,256</b>	<b>5,239,058</b>	<b>(222,801)</b>	<b>126,243</b>	<b>103,618</b>	<b>22,625</b>	<b>56,724</b>	<b>160,698</b>	<b>(103,974)</b>	<b>4,792,189</b>	<b>4,949,464</b>	<b>(157,275)</b>	<b>27,933</b>	<b>12,821</b>	<b>15,111</b>	<b>13,167</b>	<b>12,457</b>	<b>710</b>
Total Utilities	46,439	41,737	4,701	4,321	3,704	616	40,045	36,728	3,317	-	1,060	(1,060)	236	245	(9)	-	-	-
Total Materials	10,347	4,678	5,669	-	52	(52)	1,827	4,611	(2,784)	-	-	-	-	15	(15)	-	-	-
Total Contract Costs	64,717	76,022	(11,305)	2,073	5,231	(3,158)	59,846	70,342	(10,496)	-	42	(42)	28	407	(379)	-	-	-
Total Tenant Services Expense	29,171	11,399	17,772	-	-	-	28,719	3,152	25,567	452	3,956	(3,504)	-	4,291	(4,291)	-	-	-
Total Other Maintenance Expenses	(93)	3,786	(3,879)	72	63	9	(165)	3,723	(3,888)	-	-	-	-	-	-	-	-	-
Total Outside Services	-	5	(5)	-	-	-	-	-	-	-	-	-	-	5	(5)	-	-	-
Total Other Occupancy Expenses	13,962	21,007	(7,045)	-	-	-	5,654	10,597	(4,943)	8,274	10,402	(2,128)	6	8	(2)	-	-	-
<b>Total Occupancy Expenses</b>	<b>164,542</b>	<b>158,634</b>	<b>5,908</b>	<b>6,466</b>	<b>9,050</b>	<b>(2,585)</b>	<b>135,927</b>	<b>129,153</b>	<b>6,773</b>	<b>8,726</b>	<b>15,460</b>	<b>(6,734)</b>	<b>269</b>	<b>4,970</b>	<b>(4,701)</b>	<b>-</b>	<b>-</b>	<b>-</b>
Total Insurance	106,458	41,874	64,584	3,422	4,633	(1,211)	62,731	35,103	27,628	409	1,748	(1,339)	-	390	(390)	-	-	-
Total Outside Services	811	40,628	(39,817)	811	35,504	(34,693)	-	-	-	-	3,417	(3,417)	-	1,708	(1,708)	-	-	-
Total Professional Fees	24,563	19,645	4,918	18,969	10,000	8,969	145	1,191	(1,046)	4,274	8,386	(4,113)	-	67	(67)	-	-	-
Total Other Fees	12,030	29,455	(17,425)	3,252	5,461	(2,209)	227	479	(252)	8,552	23,478	(14,927)	-	38	(38)	-	-	-
Total Telephone and Technology	33,512	30,037	3,475	5,854	6,864	(1,010)	2,642	3,314	(671)	24,818	19,633	5,185	99	216	(117)	39	10	29
Total Other Administrative Expenses	20,727	17,642	3,085	13,009	5,676	7,334	2,059	5,799	(3,741)	6,106	6,073	33	-	94	(94)	-	-	-
Total Internal Charges	166,989	180,602	(13,612)	-	-	-	25,341	37,216	(11,875)	139,295	142,796	(3,501)	225	122	103	-	468	(468)
<b>Total Other General Expenses</b>	<b>365,091</b>	<b>359,883</b>	<b>5,207</b>	<b>45,318</b>	<b>68,137</b>	<b>(22,820)</b>	<b>93,146</b>	<b>83,101</b>	<b>10,044</b>	<b>183,452</b>	<b>205,531</b>	<b>(22,079)</b>	<b>324</b>	<b>2,635</b>	<b>(2,311)</b>	<b>39</b>	<b>478</b>	<b>(439)</b>
<b>Total Expenses</b>	<b>5,545,889</b>	<b>5,757,575</b>	<b>(211,686)</b>	<b>178,027</b>	<b>180,806</b>	<b>(2,779)</b>	<b>285,796</b>	<b>372,953</b>	<b>(87,156)</b>	<b>4,984,367</b>	<b>5,170,455</b>	<b>(186,088)</b>	<b>28,526</b>	<b>20,427</b>	<b>8,099</b>	<b>13,206</b>	<b>12,935</b>	<b>272</b>
<b>Total Operating Income (Loss)</b>	<b>97,335</b>	<b>107,368</b>	<b>(10,033)</b>	<b>(721)</b>	<b>(10,028)</b>	<b>9,307</b>	<b>52,814</b>	<b>79,542</b>	<b>(26,729)</b>	<b>100,289</b>	<b>(1,209)</b>	<b>101,498</b>	<b>(9,184)</b>	<b>38,834</b>	<b>(48,018)</b>	<b>(1,789)</b>	<b>229</b>	<b>(2,018)</b>
<b>NON-OPERATING ITEMS</b>																		
Investment Gain/ Loss on Treasury Strips	35	1,221	(1,186)	-	-	-	-	-	-	-	-	-	35	1,221	(1,186)	-	-	-
Total Depreciation Expense	(52,125)	(2,445)	(49,680)	(682)	-	(682)	(46,761)	-	(46,761)	-	-	-	(4,192)	(2,445)	(1,747)	-	-	-
<b>Total Non-Operating Items</b>	<b>(52,090)</b>	<b>(1,224)</b>	<b>(50,866)</b>	<b>(682)</b>	<b>-</b>	<b>(682)</b>	<b>(46,761)</b>	<b>-</b>	<b>(46,761)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(4,157)</b>	<b>(1,224)</b>	<b>(2,933)</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net Income (Loss)</b>	<b>45,245</b>	<b>106,144</b>	<b>(60,899)</b>	<b>(1,403)</b>	<b>(10,028)</b>	<b>8,625</b>	<b>6,052</b>	<b>79,542</b>	<b>(73,490)</b>	<b>100,289</b>	<b>(1,209)</b>	<b>101,498</b>	<b>(13,341)</b>	<b>37,610</b>	<b>(50,951)</b>	<b>(1,789)</b>	<b>229</b>	<b>(2,018)</b>

**St. Louis County Housing Authority  
Cash Report  
January 2023**

	<b>USB Agency Disbursing</b>	<b>FSS Escrow</b>	<b>HCV Cash</b>	<b>Housing Authority Wellston Act</b>	<b>Other Small Bank Accounts</b>
<b>BEGINNING BOOK CASH BALANCE 1/1/2023</b>	<b>\$ 8,477,547.08</b>	<b>\$ 277,086.08</b>	<b>\$ 2,226,314.80</b>	<b>\$ 61,519.01</b>	<b>\$ 417,536.21</b>
<b>ADD:</b>					
Tenant Rent	101,963.00				-
Security Deposits					-
FSS Deposits			3,733.07		-
Other Deposits	46,838.68		18,940.00	9,170.00	-
HAP Income			4,659,631.99		-
Operating Subsidy / Admin Fee	152,546.00		451,546.33		-
Interest	696.86	23.52	248.56	5.73	35.42
Transfer	499,411.92				-
Other Revenue					-
<b>TOTAL DEPOSITS</b>	<b>801,456.46</b>	<b>23.52</b>	<b>5,134,099.95</b> (5,138,807.63)	<b>9,175.73</b>	<b>35.42</b>
<b>LESS:</b>					
Other Transfers			(428,160.61)	(27,653.35)	-
Manual Checks					-
Checks	(666,845.61)	(3,733.07)			-
NSF					-
HAP payments			(4,637,562.78)		-
Withdraws/Other Deductions	(746,902.29)				-
Operating Subsidy Out					-
<b>TOTAL PAYMENTS</b>	<b>(1,413,747.90)</b>	<b>(3,733.07)</b>	<b>(5,065,723.39)</b>	<b>(27,653.35)</b>	<b>-</b>
<b>ENDING BOOK CASH BALANCE 1/31/2023</b>	<b>\$ 7,865,255.64</b>	<b>\$ 273,376.53</b>	<b>\$ 2,294,691.36</b>	<b>\$ 43,041.39</b>	<b>\$ 417,571.63</b>
	<i>USB Agency Disbursing</i>	<i>FSS Escrow</i>	<i>HCV Cash</i>	<i>Housing Authority Wellston Act</i>	
<b>Ending Bank Balance 1/31/2022</b>	\$ 7,961,240.64	\$ 273,376.53	\$ 2,300,690.16	\$ 43,041.39	417,571.63
Outstanding Checks	(63,348.04)	-	(5,998.80)		-
ACH in Transit	3,673.67	-			-
Other Items	(36,310.63)				-
<b>Adjusted Bank Balance 1/31/2023</b>	<b>7,865,255.64</b>	<b>\$ 273,376.53</b>	<b>\$ 2,294,691.36</b>	<b>\$ 43,041.39</b>	<b>\$ 417,571.63</b>
Variance	-	-	-	-	-
Unrestricted Cash	1,561,015.82	-	1,877,377.80	43,041.39	-
Unrestricted Cash - Bentwood sale	5,951,298.74				
Security Deposit Cash	101,358.00				8,034.72
Restricted Cash	251,583.08	273,376.53	417,313.56		409,536.91
	<b>7,865,255.64</b>	<b>273,376.53</b>	<b>2,294,691.36</b>	<b>43,041.39</b>	<b>417,571.63</b>

Other Small Bank Accounts include: Bentwood Social Services, Scholarship Account, Wellston HA Security Deposits, and Windfall Trace



## Memorandum

**To:** Board of Commissioners, Housing Authority of St. Louis County

**Through:** Shannon Koenig, Executive Director and CEO

**From:** Carolyn Riddle, Interim Finance Director

**Date:** March 14, 2023

**Subject:** *Resolution No. 1421, Write Offs of Uncollectable Rents*

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Attached are the write-offs for uncollectable rents for the quarter ending December 31, 2022.

- I. **Recommendation**  
Staff recommend the Board approve write-offs for the 4th quarter of 2022.



RESOLUTION NO. 1421

AUTHORIZING QUARTERLY WRITE-OFF OF UNCOLLECTABLE RENTS  
March 14, 2023

WHEREAS, the Executive Director and CEO has reported that continued unsuccessful attempts have been made to collect delinquent payments from former tenant(s) of the Housing Authority of St. Louis County.

WHEREAS, it has been determined by the Board of Commissioners that after unsuccessful efforts to collect the delinquent payments from said former tenant, said payments in the total amount of \$13,658.00 uncollectable and should be written off the books of the Authority.

NOW, THEREFORE, BE IT RESOLVED, by the Board of Commissioners of the Housing Authority of St. Louis County, that the following payments are uncollectable and should be written off the books of said Authority.

<u>Project</u>	<u>Tenant's Name</u>	<u>Balance Due</u>
MO-001 Fee Fee	Teniera Hubbard	\$ 517.00
Villa	Lillian McCloud	\$ 2,427.00
	Sharon Morgan	\$ 325.00
MO-004 Arbor Hill	Senieka Parker	\$ 2,010.00
	Alisha Williams	\$ 8,379.00
	Total	\$13,658.00
		Rent 100%

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Chairman

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Secretary

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Date



## Memorandum

**To:** Board of Commissioners, Housing Authority of St. Louis County

**Through:** Shannon Koenig, Executive Director and CEO

**From:** Katrina Sommer, Deputy Chief Operating Officer & Interim Director of Housing Administration

**Date:** March 14, 2023

**Subject:** *Housing Administration Report*

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At our last meeting, the former Director of Housing Administration provided an overview of the Public Housing Assessment System (PHAS) and performance indicators for the Management Assessment Subsystem (MASS). Today I will provide a brief update on PHAS and highlight key changes we are making in to position the Authority for a successful new year.

**I. Public Housing Assessment System (PHAS) Update**

HUD has not yet released the 2022 PHAS score. We anticipate the Authority will receive a score placing it in the Standard Performer category for 2022. Additional information will be provided as soon as it is available.

**II. Public Housing Updates**

**A. Property Management Transition**

Effective January 1, 2023, the property management transitioned from Sansone Group, a third-party provider, to an in-house team. By bringing the property management in-house, the Authority will have more control over the level of service provided to our residents and key metrics associated with the PHAS score. January and February were a period of transition for the Public Housing staff with the departure of Felecia Follins, the former Director of Housing Administration, and the onboarding of new staff. We are assessing our current program performance to position the Authority to become a High Performer in 2023.

**B. Admissions and Continued Occupancy Policy Update**

Authority staff are in the process of drafting updates to the Admissions and Continued Occupancy Policy (ACOP) based on recommendations received by Nan McKay & Associates. The ACOP is an important document outlining the policies, rules, and requirements concerning the operations, programs and services for public housing. The current ACOP was approved in 2010. We expect the draft revisions will be available for your review later this year.

### **C. Emergency Rental Assistance Program (ERAP 2) Funds Available**

St. Louis County has reopened the ERAP 2 Eviction Portal to assist residents facing eviction with rental assistance. The eligibility criteria are as follows:

- i. Financial hardship during or due, directly or indirectly, to the coronavirus pandemic.
- ii. Current housing instability or risk of housing instability, which may include rental arrears or anticipation of inability to pay future rent.
- iii. Household income is at or below 80% of the Area Median Income (AMI).
- iv. Resident of St. Louis County.
- v. NEW: Currently in eviction status with the Court, received a 30-day pay or vacate notice, or otherwise involved with a local mediation center in avoidance of eviction proceedings.

Authority staff are available to assist any tenant who is behind on their rent with the application process. The funds are expected to be available for a limited time.



## Memorandum

**To:** Board of Commissioners, Housing Authority of St. Louis County

**Through:** Shannon Koenig, Executive Director and CEO

**From:** William Barry, Director of Maintenance and Facilities

**Date:** March 14, 2023

**Subject:** *Maintenance Report*

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This memo summarizes the monthly maintenance and supply costs for the Housing Authority of St. Louis County Public Housing from October 1 through December 31, 2022.

**I. Maintenance Supply Costs**

The following are repair and replacement costs for janitorial, maintenance and plumbing, and appliance repair/replacement required to ensure the units meet Housing Quality Standards.

October	\$ 9,392
November	\$13,601
<u>December</u>	<u>\$ 4,358</u>
<b>TOTAL</b>	<b>\$27,352</b>

**A. Attachment** List of Work Orders from October - December 2022.

**II. Contracted Repair Costs**

These costs include trash, groundskeeping, pest control, janitorial and alarm monitoring, garage door repairs, nine unit rehabs, and accrued cost for the flood damaged building (166 Fee Fee Manor).

October	\$ 20,243
November	\$ 58,455
<u>December</u>	<u>\$395,970</u>
<b>TOTAL</b>	<b>\$474,668</b>

**III. Other Maintenance Costs**

These costs include vehicle maintenance and vehicle fuel cost.

October	\$ 289
November	\$ 5,344
<u>December</u>	<u>\$ 6,365</u>
<b>TOTAL</b>	<b>\$11,998</b>

**IV. Maintenance Staff**

The Housing Authority transition from Sansone is complete. The maintenance staff will consist of two (2) supervisors and five (5) maintenance technicians. The Housing Authority will add three (3) additional technicians to complete the maintenance team.

## Non-Emergency Work Order Detail

Multiple Properties

Non-Emergency Works Orders active between 10/01/2022 and 01/01/2023

### Work Orders closed within 25 days

Property	Unit	WO	WO Priority	WO Category	WO Brief Description	Call Date	Date Completed	Days to Complete	Days open in Period Reported
1004aarb		33828	Routine		trash dumpster	09/27/2022	10/03/2022	6	2
1004aarb	APP153	33837	Routine	Plumbing		09/28/2022	10/20/2022	22	19
1004aarb	APP169	33847	Inspection		globe	09/28/2022	10/07/2022	9	6
1004aarb	APP193	33848	Inspection		door knob	09/28/2022	10/07/2022	9	6
1004aarb	APP149	33849	Inspection		hole	09/28/2022	10/06/2022	8	5
1004aarb	A14521	33850	Inspection		smoke Detector	09/28/2022	10/03/2022	5	2
1004aarb	PLU150	33851	Routine	Walls-Ceilings	raccoon attic	09/28/2022	10/19/2022	21	18
1004aarb	APP185	33855	Routine	Doors	door	09/29/2022	10/03/2022	4	2
1004aarb	PLU188	33860	Routine	Plumbing	leak	10/03/2022	10/18/2022	15	15
1004aarb	PLU141	33905	Routine	Electrical	kitchen ceiling	10/10/2022	10/12/2022	2	2
1004aarb	PLU115	33906	Routine	HVAC	no heat	10/10/2022	10/13/2022	3	3
1004aarb	APP189	33920	Routine	Electrical		10/13/2022	10/13/2022	1	1
1004aarb	PLU166	33936	Routine	Windows	window screen	10/14/2022	10/18/2022	4	4
1004aarb	A14722	33995	Routine	HVAC	no hot water	10/25/2022	10/27/2022	2	2
1004aarb	PLU188	34002	Routine	Appliance	Refrigerator	10/26/2022	10/27/2022	1	1
1004aarb	PLU158	34006	Routine	Plumbing	tub stop up	10/27/2022	10/31/2022	4	4
1004aarb	PLU188	34012	Routine	Appliance		10/28/2022	11/20/2022	23	23
1004aarb	PLU158	34027	Routine		tub	11/01/2022	11/07/2022	6	6
1004aarb	PLU117	34115	Routine		kitchen sink	11/10/2022	11/11/2022	1	1
1004aarb	A14522	34120	Routine	Doors	Rod in closet	11/11/2022	11/14/2022	3	3
1004aarb	A14722	34128	Routine		hot water	11/14/2022	11/23/2022	9	9
1004aarb	PLU139	34142	Routine	Electrical	amg/florescent	11/15/2022	11/15/2022	1	1
1004aarb	A14523	34148	Routine	HVAC	thermostat	11/15/2022	11/15/2022	1	1
1004aarb	PLU170	34150	Routine		no heat	11/15/2022	11/16/2022	1	1
1004aarb	A14722	34151	Routine		hot water	11/15/2022	11/22/2022	7	7
1004aarb	PLU176	34170	Routine	Appliance	stove	11/17/2022	11/23/2022	6	6
1004aarb	A14511	34176	Routine	HVAC		11/21/2022	11/22/2022	1	1
1004aarb	A14722	34178	Routine	HVAC	no hot water	11/21/2022	11/22/2022	1	1
1004aarb	APP197	34179	Routine	HVAC	no heat	11/21/2022	11/22/2022	1	1
1004aarb	A14511	34192	Routine	Appliance	stove	11/23/2022	11/23/2022	1	1
1004aarb	A14523	34207	Routine	Appliance	stove	11/28/2022	11/28/2022	1	1
1004aarb	PLU146	34211	Routine	Plumbing	clogged drain	11/29/2022	11/29/2022	1	1
1004aarb	PLU188	34251	Routine	Appliance	refrigerator	12/06/2022	12/08/2022	2	2
1004aarb	PLU141	34261	Routine	Plumbing	bathroom sink	12/08/2022	12/08/2022	1	1
1004aarb	A14712	34288	Routine	Electrical	light and cabinet	12/12/2022	12/13/2022	1	1
1004aarb	PLU119	34290	Routine	Appliance	smell gas	12/12/2022	12/13/2022	1	1
1004aarb	A14521	34291	Routine	Plumbing	tub clogged	12/12/2022	12/13/2022	1	1
1004aarb	PLU176	34294	Routine			12/13/2022	12/13/2022	1	1
1004aarb	PLU196	34295	Routine	HVAC	no hot water	12/13/2022	12/13/2022	1	1
1004aarb	APP153	34321	Routine	Plumbing	sink clogged	12/14/2022	12/15/2022	1	1
1004aarb	PLU196	34327	Routine	HVAC	no hot water	12/15/2022	12/15/2022	1	1
1004aarb	A14533	34333	Routine	HVAC	thermostat	12/15/2022	12/15/2022	1	1

1004aarb	A14512	34337	Routine	HVAC	no heat	12/16/2022	12/16/2022	1	1
1004aarb	PLU141	34340	Routine	Plumbing	sink clogged	12/16/2022	12/16/2022	1	1
1004aarb	AHCOMCEN	34354	Routine	HVAC	no heat	12/19/2022	12/20/2022	1	1
1004aarb	A14521	34359	Routine	Plumbing		12/19/2022	12/20/2022	1	1
1004aarb	A14531	34370	Routine	HVAC	no hot water	12/23/2022	01/05/2023	13	9
1004aarb	PLU143	34377	Routine		heat	12/28/2022	01/03/2023	6	4
1004aarb	APP165	34378	Routine		door	12/28/2022	01/03/2023	6	4
1004aarb	PLU148	34379	Routine		water	12/28/2022	01/03/2023	6	4
1004aarb	PLU192	34488	Inspection	Appliance	stove	11/11/2022	11/11/2022	1	1
1004aarb	PLU176	34491	Inspection	Appliance	stove	11/11/2022	11/11/2022	1	1
1004afee	FF162H	33821	Routine	Plumbing	slow drainage	09/23/2022	10/03/2022	10	2
1004afee	FF190E	33845	Routine	HVAC	no hot water	09/28/2022	10/03/2022	5	2
1004afee	FF182A	33854	Routine	HVAC	no heat	09/29/2022	10/03/2022	4	2
1004afee	FF194G	33875	Routine	Plumbing	clip	10/04/2022	10/07/2022	3	3
1004afee	FF186B	33885	Routine		Battery for smoke detector & carbon doors	10/05/2022	10/07/2022	2	2
1004afee	FF162C	33892	Routine	Doors		10/06/2022	10/19/2022	13	13
1004afee	FF178F	33907	Routine	Appliance	top refrigertor	10/11/2022	10/12/2022	1	1
1004afee	FF170D	33937	Routine	Plumbing	kitchen sink	10/14/2022	10/28/2022	14	14
1004afee	FF182A	33944	Routine	HVAC	no heat	10/18/2022	10/27/2022	9	9
1004afee	FF162F	33958	Routine	Doors	patio door	10/18/2022	11/01/2022	14	14
1004afee	FF162H	33963	Routine	Appliance	Stove/blower fan	10/19/2022	10/28/2022	9	9
1004afee	FF178F	33987	Routine	Plumbing	slow drainage	10/25/2022	11/02/2022	8	8
1004afee	FF162A	34025	Routine	Electrical	fluorescent light	11/01/2022	11/01/2022	1	1
1004afee	FF170B	34040	Routine	Electrical	light	11/01/2022	11/07/2022	6	6
1004afee	FF178F	34053	Routine	Windows	Blinds	11/02/2022	11/02/2022	1	1
1004afee	FF170A	34077	Routine	Plumbing	Pipe	11/07/2022	11/09/2022	2	2
1004afee	FF186B	34102	Routine	Doors	mail box	11/08/2022	11/09/2022	1	1
1004afee	FF194B	34109	Routine	Plumbing	bathroom sink	11/09/2022	11/11/2022	2	2
1004afee	FF162G	34133	Routine	Appliance	bottom tray/seal around door	11/14/2022	12/08/2022	24	24
1004afee	FFBLDG2	34146	Routine	Doors	building 170 door	11/15/2022	11/15/2022	1	1
1004afee	FF190E	34160	Routine	HVAC	no heat	11/16/2022	11/23/2022	7	7
1004afee	FF178A	34190	Routine	Electrical	light bulb	11/23/2022	11/23/2022	1	1
1004afee	FF170B	34196	Routine	Electrical		11/23/2022	11/29/2022	6	6
1004afee	FF190D	34197	Routine	Doors	filter	11/23/2022	11/23/2022	1	1
1004afee	FF190B	34198	Routine	Appliance	stove	11/23/2022	11/23/2022	1	1
1004afee	FF186D	34208	Routine	Electrical	light bulb	11/28/2022	11/28/2022	1	1
1004afee	FF190E	34218	Routine	HVAC	no heat	11/29/2022	12/08/2022	9	9
1004afee	FF182A	34221	Routine		light	11/30/2022	12/08/2022	8	8
1004afee	FF170C	34240	Routine		sink	12/05/2022	12/06/2022	1	1
1004afee	FF170B	34252	Routine	Plumbing	bathroom sink	12/06/2022	12/08/2022	2	2
1004afee	FFBLDG1	34278	Routine	Appliance	washer	12/12/2022	12/13/2022	1	1
1004afee	FF162D	34280	Routine	Plumbing	slow drainage	12/12/2022	12/13/2022	1	1
1004afee	FF190C	34283	Routine	Plumbing	shower head	12/12/2022	12/13/2022	1	1
1004afee	FF162A	34286	Routine	Appliance	stove	12/12/2022	12/13/2022	1	1
1004afee	FF162H	34287	Routine	Appliance	ignitor clean	12/12/2022	12/13/2022	1	1
1004afee	FF182E	34299	Routine	HVAC	filter	12/13/2022	12/14/2022	1	1
1004afee	FF162J	34324	Routine	HVAC	no hot water	12/14/2022	12/15/2022	1	1
1004afee	FFBLDG1	34338	Routine	Appliance	washer door	12/16/2022	12/16/2022	1	1
1004afee	FF162D	34347	Routine	HVAC	no heat	12/19/2022	12/19/2022	1	1

1004afee	FF194E	34348	Routine	Walls-Ceilings	repair	12/19/2022	12/19/2022	1	1
1004afee	FF162G	34357	Routine	HVAC	smell gas	12/19/2022	12/20/2022	1	1
1004afee	FF170E	34362	Routine	HVAC	no heat	12/20/2022	01/04/2023	15	12
1004afee	FF186D	34380	Routine		kitchen	12/28/2022	01/03/2023	6	4
1004afee	FF186B	34495	Inspection	Unit Inspection	call light	10/27/2022	10/31/2022	4	4
1004afee		34496	Inspection	Unit Inspection	light	10/27/2022	10/27/2022	1	1
1004avil	V12366	33752	Routine	Make_Ready	clean unit	09/14/2022	10/18/2022	34	17
1004avil	V12359	33753	Routine	HVAC	filter	09/14/2022	10/09/2022	25	8
1004avil	V12240	33862	Routine	Plumbing	no water	10/03/2022	10/07/2022	4	4
1004avil	VD1567	33887	Routine		Fire	10/06/2022	10/07/2022	1	1
1004avil	V12280	33891	Routine	Plumbing	toilet/kitchen sink	10/06/2022	10/07/2022	1	1
1004avil	V12363	33894	Routine	Plumbing	bathroom	10/06/2022	10/13/2022	7	7
1004avil	VD1534	33908	Routine	Appliance	stove	10/11/2022	10/13/2022	2	2
1004avil	VD1539	33909	Routine	Appliance	stove	10/11/2022	10/12/2022	1	1
1004avil	VD1567	33910	Routine	Doors	door stuck	10/12/2022	10/12/2022	1	1
1004avil	VLCOMCEN	33915	Routine	Doors	door need to be secure	10/12/2022	10/13/2022	1	1
1004avil	VD1516	33916	Routine	HVAC	no hot water	10/12/2022	10/13/2022	1	1
1004avil	VD1538	33921	Routine	HVAC	no hot water	10/13/2022	10/13/2022	1	1
1004avil	VD1521	33926	Routine	Doors	locks & key	10/13/2022	10/18/2022	5	5
1004avil	V12316	33933	Routine	HVAC	no heat	10/14/2022	10/18/2022	4	4
1004avil	VD1534	33943	Routine	HVAC	no hot water	10/18/2022	10/19/2022	1	1
1004avil	V12290	33957	Routine		no hot water	10/18/2022	10/19/2022	1	1
1004avil	VD1515	33977	Routine	Electrical	thermostat/smoke detector	10/21/2022	10/24/2022	3	3
1004avil	V12349	33978	Routine	Electrical	smoke detector	10/21/2022	10/24/2022	3	3
1004avil	VD1515	33981	Routine		Thermostat	10/24/2022	10/27/2022	3	3
1004avil	VD1553	33994	Routine	HVAC	no hot water	10/25/2022	10/28/2022	3	3
1004avil	V12355	34003	Routine	Windows	blinds	10/27/2022	10/28/2022	1	1
1004avil	V12349	34013	Routine	Electrical	smoke detector	10/28/2022	10/31/2022	3	3
1004avil	V12370	34018	Routine	Plumbing	toilet/bathroom stopper filter/amg	10/31/2022	10/31/2022	1	1
1004avil	VD1529	34043	Routine		key	11/02/2022	11/02/2022	1	1
1004avil	V12355	34062	Routine		lights	11/03/2022	11/07/2022	4	4
1004avil	V12250	34076	Routine		lights	11/04/2022	11/09/2022	5	5
1004avil	V12322	34106	Routine	Electrical	smoke detector	11/09/2022	11/11/2022	2	2
1004avil	V12254	34111	Routine	Walls-Ceilings	hole in wall	11/09/2022	11/11/2022	2	2
1004avil	V12355	34112	Routine	Plumbing	sink/toilet	11/09/2022	11/11/2022	2	2
1004avil	V12284	34116	Routine	Electrical	wall socket	11/11/2022	11/11/2022	1	1
1004avil	VD1571	34119	Routine	Electrical	no electric	11/11/2022	11/14/2022	3	3
1004avil	VD1529	34123	Routine	HVAC	no heat/florescent	11/14/2022	11/15/2022	1	1
1004avil	VD1521	34149	Routine	Doors		11/15/2022	11/15/2022	1	1
1004avil	VD1529	34155	Routine	HVAC	no heat	11/16/2022	11/16/2022	1	1
1004avil	V12336	34161	Routine	Plumbing	constantly running	11/16/2022	11/18/2022	2	2
1004avil	V12349	34162	Routine		bathroom	11/16/2022	11/23/2022	7	7
1004avil	V12290	34167	Routine	HVAC	thermostat/smoke detector	11/17/2022	11/22/2022	5	5
1004avil	V12246	34168	Routine	HVAC	no heat	11/17/2022	11/17/2022	1	1
1004avil	VD1521	34174	Routine	HVAC	leak/no hot water	11/21/2022	11/23/2022	2	2
1004avil	VD1534	34177	Routine	Plumbing	kitchen stop up	11/21/2022	11/22/2022	1	1
1004avil	VD1543	34188	Routine	Plumbing	toilet	11/23/2022	11/23/2022	1	1
1004avil	VD1521	34189	Routine	Doors		11/23/2022	11/23/2022	1	1
1004avil	VD1539	34220	Routine	Plumbing		11/30/2022	12/05/2022	5	5



1004avil	VD1532	34241	Routine		hot water	12/05/2022	12/08/2022	3	3
1004avil	V12250	34242	Routine		door knob	12/05/2022	12/06/2022	1	1
1004avil	V12349	34243	Routine		light	12/05/2022	12/06/2022	1	1
1004avil	VD1532	34253	Routine		hot water	12/07/2022	12/08/2022	1	1
1004avil	VD1567	34255	Routine	Appliance	oven	12/07/2022	12/08/2022	1	1
1004avil	VD1538	34256	Routine	Electrical	smoke detector	12/07/2022	12/08/2022	1	1
1004avil	V12366	34260	Routine	Plumbing	bathroom	12/07/2022	12/14/2022	7	7
1004avil	V12364	34285	Routine	Doors	lost key	12/12/2022	12/13/2022	1	1
1004avil	VD1529	34306	Routine	Windows	window	12/14/2022	12/14/2022	1	1
1004avil	V12326	34311	Routine		hot water	12/14/2022	12/15/2022	1	1
1004avil	V12366	34312	Routine		blinds	12/14/2022	12/15/2022	1	1
1004avil	V12264	34335	Routine	HVAC	no heat/stove	12/15/2022	12/15/2022	1	1
1004avil	V12326	34339	Routine	HVAC	no hot water	12/16/2022	12/16/2022	1	1
1004avil	VD1528	34345	Routine	Appliance	stove	12/16/2022	01/05/2023	20	16
1004avil	VD1521	34360	Routine	Appliance	stove	12/20/2022	01/05/2023	16	12
1004avil		34376	Routine		water	12/28/2022	01/03/2023	6	4
1004avil	VD1520	34492	Inspection	Unit Inspection	call light	10/27/2022	10/27/2022	1	1
1004avil	V12356	34494	Inspection	Unit Inspection	call light	10/27/2022	10/27/2022	1	1
1004bsfh	EN7641	33861	Routine	Plumbing	Leaking in basement again	10/03/2022	10/07/2022	4	4
1004bsfh	E11109	33866	Routine	HVAC	No hot water	10/03/2022	10/04/2022	1	1
1004bsfh	SAR302	33874	Routine	Windows	Basement window broken	10/04/2022	10/05/2022	1	1
1004bsfh	WP2812	33877	Routine	General	Replace exhaust fan in kitchen	10/05/2022	10/05/2022	1	1
1004bsfh	MP2822	33878	Routine	Building Exterior	Siding coming off house.	10/05/2022	10/05/2022	1	1
1004bsfh	MP2813	33881	Routine	HVAC	No hot water in unit.	10/05/2022	10/05/2022	1	1
1004bsfh	EN7641	33883	Routine	Electrical	Outlet for washer is not working.	10/05/2022	10/07/2022	2	2
1004bsfh	WS1422	33884	Routine	Appliance	Oven is still not working	10/05/2022	10/06/2022	1	1
1004bsfh	W10136	33888	Routine	Electrical	Outlets in the kitchen not working	10/06/2022	10/06/2022	1	1
1004bsfh	E11120	33898	Routine	Appliance	Oven caught on fire while cooking	10/07/2022	10/07/2022	1	1
1004bsfh	E11120	33903	Routine	General	Shower handle in master bath	10/10/2022	10/17/2022	7	7
1004bsfh	EN7641	33912	Routine	Electrical	Outlet for dryer is not working	10/12/2022	10/20/2022	8	8
1004bsfh	R10133	33918	Routine	Walls-Ceilings	Bathroom wall cave in	10/12/2022	10/14/2022	2	2
1004bsfh	WP2804	33923	Routine	Appliance	Bottom of refrigerator is out	10/13/2022	10/14/2022	1	1
1004bsfh	WS1422	33928	Routine	Appliance	Stove will not come on	10/13/2022	10/17/2022	4	4
1004bsfh	WP2847	33930	Routine	Plumbing	Toilet not flushing	10/13/2022	10/14/2022	1	1
1004bsfh	E11113	33939	Routine	Plumbing	Kitchen sink stopped up.	10/14/2022	10/17/2022	3	3
1004bsfh	E11113	33945	Routine	HVAC	Furnace not coming on	10/18/2022	10/19/2022	1	1
1004bsfh	WP2869	33946	Routine	Plumbing	Kitchen sink making noise	10/18/2022	10/24/2022	6	6
1004bsfh	WP2858	33953	Routine	Appliance	Light stove	10/18/2022	11/09/2022	22	22
1004bsfh	WP2873	33956	Routine	HVAC	Heat, blowing out cold air	10/18/2022	10/19/2022	1	1
1004bsfh	WP2868	33961	Routine	HVAC	No heat	10/19/2022	10/19/2022	1	1
1004bsfh	WS1431	33962	Routine	General	Kitchen cabinets are hanging.	10/19/2022	11/11/2022	23	23
1004bsfh	E11108	33966	Routine	HVAC	Heat not coming on.	10/19/2022	10/20/2022	1	1
1004bsfh	WP2808	33968	Routine	Plumbing	leak under sink	10/20/2022	10/26/2022	6	6
1004bsfh	E11136	33975	Routine	HVAC	Not warming up	10/21/2022	10/28/2022	7	7

1004bsfh	WP2800	33979	Routine	Electrical	Outlet for washer is not working.	10/24/2022	10/26/2022	2	2
1004bsfh	E11116	33982	Routine	Plumbing	Toilet stopped up	10/24/2022	10/27/2022	3	3
1004bsfh	E11113	33986	Routine	HVAC	No Heat	10/24/2022	10/25/2022	1	1
1004bsfh	EL1476	33998	Routine	Plumbing	Pipe under kitchen sink came apart	10/26/2022	10/31/2022	5	5
1004bsfh	MP2802	34014	Routine	Plumbing	Toilet stopped up	10/31/2022	11/01/2022	1	1
1004bsfh	MP2802	34015	Routine	Appliance	Oven door about to fall off.	10/31/2022	11/01/2022	1	1
1004bsfh	WP2839	34016	Routine	Doors	Garage door is not going up and down	10/31/2022	11/07/2022	7	7
1004bsfh	WP2873	34017	Routine	Electrical	Outlet in bathroom is not working.	10/31/2022	11/23/2022	23	23
1004bsfh	WP2835	34021	Routine	Plumbing	Toilet running	10/31/2022	11/13/2022	13	13
1004bsfh	EL1492	34022	Routine	General	Exhaust fan is not working properly	10/31/2022	11/21/2022	21	21
1004bsfh	WS1422	34023	Routine	Appliance	Oven not working	10/31/2022	11/11/2022	11	11
1004bsfh	WS1422	34024	Routine	HVAC	Blowing out cold air.	10/31/2022	11/01/2022	1	1
1004bsfh	WP2835	34054	Routine	Plumbing	Toilet still running	11/02/2022	11/08/2022	6	6
1004bsfh	WP2812	34058	Routine	HVAC	Blowing cold air	11/02/2022	11/03/2022	1	1
1004bsfh	WP2812	34059	Routine	HVAC	No hot water.	11/02/2022	11/07/2022	5	5
1004bsfh	E11132	34083	Routine	Electrical	GFI in kitchen not working	11/07/2022	11/09/2022	2	2
1004bsfh	R10133	34085	Routine	Walls-Ceilings	Hole in bathroom wall	11/07/2022	11/12/2022	5	5
1004bsfh	WP2835	34092	Routine	Plumbing	Toilet running.	11/07/2022	11/13/2022	6	6
1004bsfh	SAR444	34107	Routine	HVAC	Blowing cold air	11/09/2022	11/10/2022	1	1
1004bsfh	WP2877	34108	Routine	Plumbing	Kitchen sink is stopped up.	11/09/2022	11/10/2022	1	1
1004bsfh	E11136	34117	Routine	HVAC	No Heat	11/11/2022	11/11/2022	1	1
1004bsfh	MP2813	34134	Routine	HVAC	No heat	11/14/2022	11/14/2022	1	1
1004bsfh	MP2813	34135	Routine	Appliance	Oven not coming on.	11/14/2022	11/14/2022	1	1
1004bsfh	E11108	34143	Routine	Electrical	Using outlet in bedroom	11/15/2022	11/18/2022	3	3
1004bsfh	WP2816	34154	Routine	HVAC	No Heat	11/16/2022	11/17/2022	1	1
1004bsfh	MP2805	34156	Routine	HVAC	Heat not coming on.	11/16/2022	11/17/2022	1	1
1004bsfh	EL1460	34157	Routine	Doors	Front door lock	11/16/2022	11/17/2022	1	1
1004bsfh	WS1407	34158	Routine	HVAC	No Heat	11/16/2022	11/17/2022	1	1
1004bsfh	WS1486	34165	Routine	Building Exterior	Gutter clogged	11/16/2022	11/28/2022	12	12
1004bsfh	WS1486	34166	Routine	Electrical	Light fixture and light switch in b	11/16/2022	11/19/2022	3	3
1004bsfh	MP2802	34171	Routine	Appliance	Oven door has a screw missing	11/18/2022	11/28/2022	10	10
1004bsfh	MP2802	34172	Routine	Plumbing	Kitchen faucet	11/18/2022	11/28/2022	10	10
1004bsfh	WP2868	34173	Routine	HVAC	No Heat	11/18/2022	11/19/2022	1	1
1004bsfh	WP2861	34180	Routine	Doors	Needing closet doors.	11/22/2022	11/28/2022	6	6
1004bsfh	WP2869	34185	Routine	HVAC	Check her heat	11/22/2022	11/28/2022	6	6
1004bsfh	WP2869	34186	Routine	Plumbing	Kitchen sink is shaking	11/22/2022	11/28/2022	6	6
1004bsfh	WP2807	34191	Routine	General	Mold in kitchen	11/23/2022	12/01/2022	8	8
1004bsfh	WP2808	34194	Routine	Electrical	Carbon detector going off.	11/23/2022	11/28/2022	5	5
1004bsfh	WP2808	34195	Routine	HVAC	Needing a filter	11/23/2022	11/28/2022	5	5
1004bsfh	ALK408	34199	Routine	Plumbing	Tub drain is stopped up.	11/23/2022	12/01/2022	8	8
1004bsfh	E11109	34203	Routine	HVAC	No hot water	11/28/2022	11/28/2022	1	1
1004bsfh	EL1476	34206	Routine	Electrical	Smoke detector beeping	11/28/2022	11/28/2022	1	1
1004bsfh	WP2815	34210	Routine	Appliance	Exhaust fan is out	11/28/2022	11/30/2022	2	2
1004bsfh	WP2893	34215	Routine	Plumbing	Toilet not flushing	11/29/2022	11/29/2022	1	1

1004bsfh	WS1431	34216	Routine	Appliance	Oven not working	11/29/2022	11/30/2022	1	1
1004bsfh	WP2894	34217	Routine	Plumbing	Hall toilet stopped up.	11/29/2022	12/07/2022	8	8
1004bsfh	WP2840	34222	Routine	Appliance	Stove is not coming on	11/30/2022	12/02/2022	2	2
1004bsfh	E11113	34224	Routine	HVAC	no heat	12/01/2022	12/02/2022	1	1
1004bsfh	D10453	34227	Routine	Appliance	stove	12/01/2022	12/13/2022	12	12
1004bsfh	WP2816	34233	Routine	HVAC	No Heat	12/02/2022	12/03/2022	1	1
1004bsfh	WP2824	34236	Routine	HVAC	No Heat	12/02/2022	12/07/2022	5	5
1004bsfh	D10453	34237	Routine	Appliance	Stove is not working.	12/02/2022	12/13/2022	11	11
1004bsfh	WP2868	34259	Routine	Plumbing	Sink stopped up	12/07/2022	12/07/2022	1	1
1004bsfh	WS1422	34265	Routine	Grounds	Mailbox is damaged.	12/08/2022	01/11/2023	34	24
1004bsfh	MP2813	34266	Routine	HVAC	No heat	12/08/2022	12/13/2022	5	5
1004bsfh	MP2813	34267	Routine	Electrical	Needing light bulbs	12/08/2022	12/13/2022	5	5
1004bsfh	MP2813	34268	Routine	Doors	Screen door will not stay close	12/08/2022	12/13/2022	5	5
1004bsfh	MP2813	34269	Routine	General	Replace tissue holder	12/08/2022	12/13/2022	5	5
1004bsfh	SAR310	34274	Routine	Building Exterior	Something is crawling on the roof	12/09/2022	01/10/2023	32	23
1004bsfh	E11136	34275	Routine	Appliance	Making loud noise	12/09/2022	01/11/2023	33	23
1004bsfh	GV8704	34279	Routine	Plumbing	When taking a shower, water is drip	12/12/2022	01/10/2023	29	20
1004bsfh	WP2824	34289	Routine	HVAC	No heat	12/12/2022	12/13/2022	1	1
1004bsfh	E11128	34292	Routine	HVAC	No heat	12/13/2022	12/13/2022	1	1
1004bsfh	MP2818	34293	Routine	General	Cabinet coming off wall	12/13/2022	01/11/2023	29	19
1004bsfh	CHI316	34301	Routine	Doors	Tighten door knobs	12/13/2022	12/20/2022	7	7
1004bsfh	WP2812	34341	Routine	Appliance	Smelling gas from stove	12/16/2022	12/16/2022	1	1
1004bsfh	WP2812	34342	Routine	Plumbing	Toilet running	12/16/2022	12/16/2022	1	1
1004bsfh	NEW333	34343	Routine	Electrical	Outlets in both bathroom are out	12/16/2022	12/20/2022	4	4
1004bsfh	SAR310	34346	Routine	HVAC	No heat	12/19/2022	12/20/2022	1	1
1004bsfh	WP2800	34349	Routine	General	Mold in kitchen	12/19/2022	01/11/2023	23	13
1004bsfh	EL1492	34350	Routine	Plumbing	toilet running in M.Bath	12/19/2022	01/10/2023	22	13
1004bsfh	WP2880	34352	Routine	HVAC	No heat	12/19/2022	01/10/2023	22	13
1004bsfh	E11116	34353	Routine	HVAC	No heat	12/19/2022	12/20/2022	1	1
1004bsfh	MP2802	34366	Routine	General	Secure toilet seat	12/20/2022	01/11/2023	22	12
1004bsfh	WS1462	34541	Routine		Sharp Edges (Hazards)	11/09/2022	11/10/2022	1	1
1004bsfh	EN7641	34543	Routine		Bathroom sink damaged	11/04/2022	11/07/2022	3	3
1004bsfh	EN7641	34544	Routine		Damaged door	11/04/2022	11/07/2022	3	3
1004bsfh	WS1487	34545	Routine		Damaged front door	11/04/2022	11/07/2022	3	3
1004bsfh	WS1462	34546	Routine		Damaged bedroom door	11/04/2022	11/07/2022	3	3

**Work Orders closed within 25 days** 263

**Work Orders open more than 25 days**

Property	Unit	WO	WO Priority	WO Category	WO Brief Description	Call Date	Date Completed	Days to Complete	Days open in Period Reported
1004afee	FFCOMCEN	34212	Routine	Doors	re-key all locks	11/29/2022	01/04/2023	36	33
1004bsfh	WP2862	33929	Routine	General	Cove base in kitchen	10/13/2022	11/15/2022	33	33
1004bsfh	EL1492	33941	Routine	HVAC	Needing filters	10/17/2022	11/19/2022	33	33

**Work Orders open more than 25 days** 3

Total number of non-emergency work orders: 267

Total calendar days it took to complete non-emergency work orders: 1,226

Average completion days:	4.94
Average completion days for reporting period 2 years prior:	5.00
Reduction in average completion days over the past three years:	0.06



## Memorandum

**To:** Board of Commissioners, Housing Authority of St. Louis County

**Through:** Shannon Koenig, Executive Director and CEO

**From:** Nicole O'Dell, Housing Choice Voucher Program Director

**Date:** March 14, 2023

**Subject:** *Housing Choice Voucher Report*

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The Authority's status report for the Housing Choice Voucher Program's Section Eight Management Assessment Program (SEMAP) is attached with an overview of our 2022 SEMAP scores.

**I. SEMAP 2022 Certification**

The Authority submitted the 2022 Section Eight Management Assessment Program (SEMAP) certification to the Department of Housing and Urban Development (HUD) on February 28, 2023. Currently, we do not have a finalized score back, but we anticipate a response from HUD toward the end of May.

**II. Looking Ahead**

The Authority is focusing on assessment indicators from the 2022 audit that we must improve upon going forward. These indicators include:

**A. Determination of Adjusted Income**

The Authority received the maximum allowed points for this indicator; however, we detected errors during the auditing process. To ensure success in the 2023 SEMAP audit our Director of Program Compliance and Training, Emily Smith, led a training event in February for all Housing Choice Voucher staff during which this topic and the Authority's policies were reviewed. This training event offered a more in-depth look into adjusted income and how to properly calculate it, and strategies to double-check completed work prior to submission to HUD. We will closely monitor this indicator with internal audits throughout 2023.

**B. Housing Quality Standards (HQS) Enforcement**

During the 2022 audit, the Authority received zero out of ten possible points for this indicator. Improving our HQS enforcement processes is a top priority for the new director of our Housing Quality Inspections Department. Going forward we will be closely reviewing HQS enforcement procedures each month. This will allow us to make any requisite corrections prior to an audit finding. Additionally, the Housing Quality Inspections team will receive focused training throughout 2023 to ensure high performance in this area.

# SECTION EIGHT MANAGEMENT ASSESSMENT PROGRAM (SEMAP)

## STATUS REPORT

Housing Authority of St. Louis County  
First Quarter, 2023

### ABOUT SEMAP SCORES

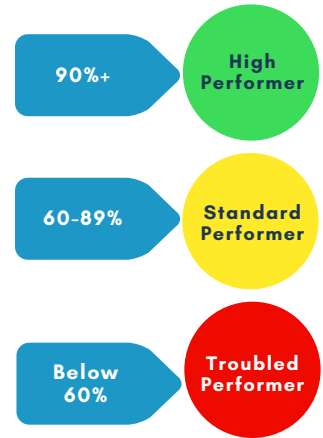
The Section Eight Management Assessment Program (SEMAP) measures the performance of the public housing agencies (PHAs) that administer the housing choice voucher program in 14 key areas (below).

SEMAP helps HUD target monitoring and assistance to PHA programs that need the most improvement.

### HOW ARE SEMAP SCORES GENERATED?

SEMAP is used to remotely measure PHA performance and administration of the Housing Choice Voucher program. SEMAP uses HUD's national database of tenant information and information from audits conducted annually by independent auditors. HUD will annually assign each PHA a rating on each of the 14 indicators and an overall performance rating of high, standard, or troubled. Metropolitan PHAs, like HASLC, will also be able to earn bonus points for their achievements in encouraging assisted families to choose housing in low poverty areas.

### POSSIBLE SEMAP SCORES



### HOW ARE WE DOING?

INDICATOR	MAX PTS	2019 SCORE	2022 SCORE	AUDIT
1. Selection from waiting list	15	15	15	Monthly
2. Rent reasonableness	20	20	20	Monthly
3. Determination of adjusted income	20	20	20	Monthly
4. HQS quality control inspections	5	5	5	Monthly
5. HQS enforcement	10	0	0	Monthly
6. Utility allowance schedule	5	5	5	Q1
7. Payment standards	5	5	5	Q1
8. Expanding housing opportunities	5	5	5	Q4
9. Annual re-examinations	10	10	10	Q4
10. Correct tenant rent calculations	5	5	5	Q4
11. Pre-contract HQS inspections	5	5	5	Q4
12. Annual HQS inspections	10	10	10	Q4
13. Lease-up	20	20	20	Q4
14. Family Self-Sufficiency enrollment	10	N/A	N/A	Q4

### HIGHLIGHTS

- **Certification for 2022** The Authority submitted the 2022 SEMAP certification to HUD on February 28, 2023.
- **Score Timing** Based on prior years' SEMAP submissions, the Authority anticipates a finalized score from HUD in late May, 2023.

#### 2019 SEMAP SCORE



#### 2022 PROJECTED SEMAP SCORE (PENDING HUD FINAL APPROVAL)





## Memorandum

**To:** Board of Commissioners, Housing Authority of St. Louis County

**Through:** Shannon Koenig, Executive Director and CEO

**From:** Kurt Schulte, Development Coordinator

**Date:** March 14, 2023

**Subject:** *Development Report*

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This memo provides an overview of current development activities of the Housing Authority of St. Louis County as well as future development plans.

**I. Recommendation**

No Board action is required.

**II. Discussion**

**A. Wellington Family Homes**

- i. Wellington Family Homes initial construction closing for the redevelopment of the former Wellston Housing Authority public housing units is scheduled to occur this week.
- ii. Construction commencement is slated to begin immediately following the completion of the 6-week mobilization period.
- iii. The project will result in the renovation of 186 public housing units and is expected to occur in phases over a 24-month period.
- iv. This project represents an investment of over \$30 million and is expected to catalyze other development in the community.

**B. Arbor Hill Apartments Redevelopment**

- i. Final plans and specs were produced by the Architect and Engineering (A/E) team and the project was put out for bid on December 5<sup>th</sup>. Bids were due on January 5, 2023. Over 200 subcontractors submitted bids for various services related to the construction of the project. Although subcontractors have not been formally selected, the general contractor indicates that there is enough coverage to ensure that MHDC's and the Authority's MBE/WBE participation goals for the project are met and, most likely, exceeded.

- ii. The Housing Authority of St. Louis County continues to work with the City on a cooperation agreement that will allow for off-site storm water detention that will result in significant cost savings and will also work to prevent future issues on both the Arbor and Fee Fee sites.
- iii. The development team has been working on parallel paths to secure and FHA first mortgage and a RAD conversion. It is expected that we will be approved to hold concept calls with HUD for both of these items in late April or early May which will allow us to close in the Summer of 2023.
- iv. Upon completion of the concept calls, the MHDC Firm Submission will be completed.

**C. Future Development Plans**

The Housing Authority of St. Louis County is currently evaluating options for the development of new projects and redevelopment of current properties. An analysis of the entire HASLC inventory of both Public Housing and LIHTC properties has been conducted by staff and a plan is being drafted to address current and future needs of the inventory.



## Memorandum



**To:** Board of Commissioners, Housing Authority of St. Louis County

**Through:** Shannon Koenig, Executive Director and CEO

**From:** Anna Holyan, Director of Strategic Initiatives

**Date:** March 14, 2023

**Subject:** *Agency Performance Report*

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This memo provides an overview of the redesigned Agency Performance Report.

### I. Agency Performance Report Overview

Attached to this memo is a redesigned version of the Agency Performance Report that staff first introduced in 2022. This report summarizes the metrics that both the Department of Housing and Urban Development (HUD) and the Housing Authority use to determine how well the organization is performing. This report is presented quarterly.

#### A. What HUD Measures

The top half of the report describes and shows progress on the primary indicators HUD uses when determining the success of a PHA's Housing Choice Voucher (HCV) and public housing programs: the Section Eight Management Assessment Program (SEMAP) and the Public Housing Assessment System (PHAS). Our scores impact HUD funding and dictate the frequency of HUD public housing inspections. The performance report shows the agency's most recent score and the target for the next year.

For PHAS, we measure whether we are on track to receive our target scores by monitoring the points received through the PHAS subsystem indicators: The Physical Assessment Subsystem (PASS), the Financial Assessment Subsystem (FASS), the Management Assessment Subsystem (MASS), and the Capital Fund Program (CFP).

For SEMAP, we measure whether we are on track by monitoring the points received on our 14 indicators: selection from waiting list, rent reasonableness, determination of adjusted income, HQS quality control inspections, HQS enforcement, utility allowance schedule, payment standards, expanding housing opportunities, annual re-examinations, correct tenant rent calculations, pre-contract HQS inspections, annual HQS inspections, lease-up, and Family Self-Sufficiency (FSS) enrollment.

#### B. What the Authority Measures

Based on our mission and values, the Authority adopted four key objectives in 2021 that we use to determine how we are performing and hold us accountable for progress on our goals for the year. The core objectives do not change from

year to year; however, we update our key results to reflect the year's strategic initiatives. The core objectives and associated results we will measure in 2023 are listed below:

- **Objective 1: Deliver services safely, effectively, and efficiently.**
  - **Result 1:** PHAS score
  - **Result 2:** MHDC Audit
    - Measured by findings on recent audit
  - **Result 3:** Finance/single audit compliance
    - Measured by findings on recent audit
- **Objective 2: Ensure residents, landlords, and employees feel respected during interactions with the Authority.**
  - **Result 1:** Active implementation of customer service deliverables by Customer Service Improvement Team
    - Measured by the team's implementation of communication standards, improvement of external communications to customers, the creation of a plan for customer service training, and the implementation of customer service process improvements
  - **Result 2:** Customer satisfaction scores
    - Measured by an end-of-year customer satisfaction survey
- **Objective 3: Help our residents and families gain self-sufficiency through partnerships with other organizations in the community.**
  - **Result 1:** Active implementation of partnership deliverables by Partnership Improvement Team
    - Measured by the team's successful implementation of the Priority Partnership
  - **Result 2:** Formally establish 3-5 "Level 1" partnerships
- **Objective 4: Expand access to desirable and affordable housing.**
  - **Result 1:** Wellston financing closed
  - **Result 2:** Arbor Hill financing closed
  - **Result 3:** Successful implementation of project based voucher (PBV) RFP

**II. Attachments**

Agency Performance Report, First Quarter  
Priority Partnership Framework

# AGENCY PERFORMANCE REPORT

Housing Authority of St. Louis County  
First Quarter, 2023

Service  
Respect  
Integrity  
Excellence  
Collaboration

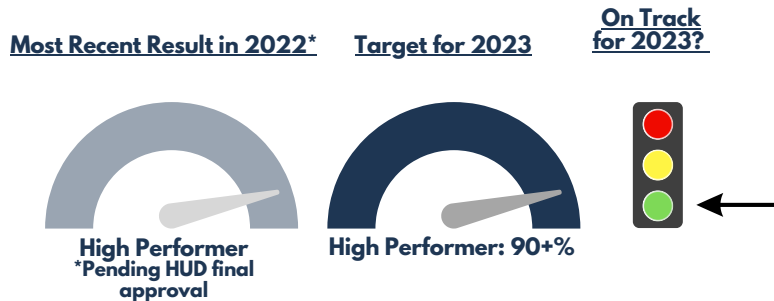
## WHAT HUD MEASURES

### SEMAP SCORES

HUD assesses the health of a PHA's **Housing Choice Voucher program** through an indicator called the Section Eight Management Assessment Program, or SEMAP.

#### Why it matters

The Housing Authority's SEMAP score communicates how well the agency is performing and impacts the amount of HUD funding it receives for the fiscal year.

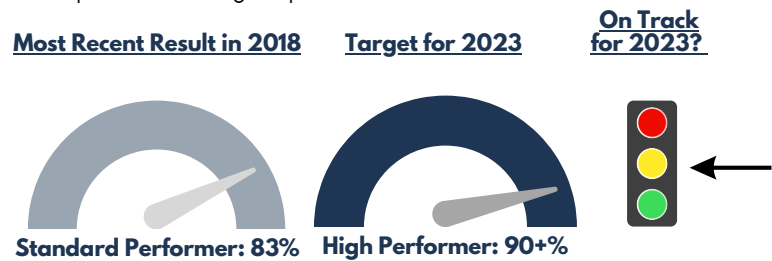


### PHAS SCORES

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.



## WHAT THE AUTHORITY MEASURES

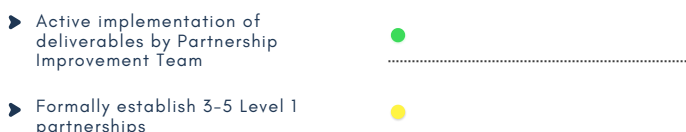
**Objective 1:** Deliver services safely, effectively, and efficiently.

#### RESULTS



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

#### RESULTS



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

#### RESULTS



**Objective 4:** Expand access to desirable and affordable housing.

#### RESULTS



# Priority Partnership Framework

Housing Authority of St. Louis County



## Level 1 Services:

- Crisis support
- Domestic violence support
- Emergency housing
- Energy and utility assistance
- Food resources
- Legal services
- Mental health support
- Natural disaster assistance
- Physical health support
- Security deposit assistance

## Level 2 Services:

- Broadband services
- Daycare
- Holiday support
- Newborn and post-partum support
- Parenting training and support
- Transportation

## Level 3 Services:

- Assisting youth with career skills
- Connecting job seekers to training programs
- Job training
- Scholarship programs

## Level 4 Services:

- Debt counseling
- Financial literacy and planning
- Homeownership education
- Tenants' rights training

## Level 5 Services:

- Home repair services
- Senior and disability services
- Wealth-building training