

Housing Authority of the City of Pagedale  
Board of Commissioners  
Regular Meeting  
Tuesday, February 13, 2024  
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 December 13, 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 December 31, 2023	Judy Ricks	Motion Second Vote
B. Housing Authority of the City of Pagedale Public Housing Write-Offs, Resolution No. 1434	Judy Ricks	Motion Second Vote
C. Agency Performance Report	Anna Holyan	Informational
D. Housing Administration Report	Kawanna Tate	Informational
E. Facilities and Maintenance Report	William Barry	Informational
F. Customer Service Survey Report	Anna Holyan	Informational
8. Unfinished Business	Chairman	Informational
9. New Business	Chairman	Informational
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 April 23, 2024	Chairman	Informational
12. Adjournment	Chairman	Motion Second Vote

HOUSING AUTHORITY OF THE CITY OF PAGEDALE  
BOARD OF COMMISSIONERS MEETING  
WEDNESDAY, DECEMBER 13, 2023  
MEETING MINUTES

ATTENDANCE:

COMMISSIONERS:

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

STAFF:

Shannon Koenig, Executive Director and CEO  
Terri Acoff-States, Executive Assistant  
Judy Ricks, Chief Administrative Officer  
Kawanna Tate, Director, Housing Administration  
Emily Smith, Director, Program Compliance and Training  
Anna Holyan, Director, Strategic Initiatives  
Carolyn Riddle, Interim Finance Director  
Kurt Schulte, Development Officer

PUBLIC:

Gloria Williams, Alderwoman, Ward 3

Public Hearing:

The board meeting opened with a public hearing on the proposed Admissions and Continued Occupancy Policy, also known as the ACOP. The purpose of this hearing was to allow the public an opportunity to comment on the draft ACOP.

Chairman Keith Mosby called to order the public hearing and invited anyone from the public to comment. There were no public comments. The hearing was adjourned.

Chairman Keith Mosby called to order and opened the regular meeting.

Approval of Minutes of Regular Board Meeting Tuesday, October 24, 2023:

Chairman Keith Mosby asked for a motion to approve the minutes of the regular board meeting held Tuesday, October 24, 2023. Vice Chairman Robert Smith motioned for approval; Commissioner Erica Edwards seconded the motion. Upon roll call, "Ayes" and "Nays" were as follows:

AYES

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

NAYS

None

The Chairman declared the motion passed.

PUBLIC COMMENTS:

Alderwoman Williams inquired as to why there was an increase in public housing rents. She asked who made the decision and wanted to know if notices would be going out to the tenants.

Ms. Smith responded by stating the United States Department of Housing and Urban Development (HUD) determines the rents by using their Fair Market Rent System (FMRs). Ms. Smith also stated tenants are notified of any increases during the lease renewal process.

REPORTS OF COMMISSIONERS:

Chairman Mosby asked if the Agency could make sure the correct contact information for public housing managers and emergencies could be properly posted for the residents.

Ms. Koeing assured the board that the correct information will be shared with residents. She also said the agency's answering system has been updated.

EXECUTIVE DIRECTOR'S REPORT:

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

Ms. Koenig updated the board on the Housing Authority's new brand and website launch. She stated that the new website will be complete in January 2024. Ms. Koenig said there will be a soft launch in February, at which time the Commissioners will be asked to test the website and provide feedback.

Ms. Koenig informed the board of changes that have been made to the Agency's contact information. She stated that updates have been made to the 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.

REPORTS OF OFFICERS AND EMPLOYEES:

A. Financial Reports:

Ms. Riddle reviewed the Financial Reports for the period ending September 30, 2023. Commissioner Lorraine Mosby moved to approve the September 30, 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:

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

The Chairman declared the motion passed.

B. Revised Admissions and Continued Occupancy Policy (ACOP):

Ms. Smith presented the board with an overview of the Authority's updates to the Admissions and Continued Occupancy Policy (ACOP). Ms. Smith stated 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. She said the ACOP is essential for residents, prospective residents, community members, and HUD staff when communicating about specific Authority policies.

After discussion, Chairman Keith Mosby asked for a motion to approve the revised Admissions and Continued Occupancy Policy (ACOP). Vice Chairman Robert Smith motioned for approval,

Commissioner Verna Belton seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

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

The Chairman declared the motion passed.

C. Housing Administration Report:

Ms. Tate reviewed the Housing Administration Report.

D. Facilities and Maintenance Report:

Ms. Tate reviewed the monthly maintenance and supply costs for Pagedale public housing from October 1 through November 30, 2023.

E. Agency Performance Report:

Ms. Holyan reviewed the Agency Performance Report.

F. 2024 Board Meeting Schedule:

Ms. Koenig presented the Board with the 2024 proposed Board meeting dates. Ms. Koenig stated the new schedule would provide for six meetings per year.

UNFINISHED BUSINESS:

No unfinished business was discussed.

NEW BUSINESS:

A. Annual Meeting:

Commissioners of the Housing Authority of the City of Pagedale voted on Chair and Vice Chair positions. Members voted in favor of retaining the current Chair and Vice Chair in their respective seats.

EXECUTIVE SESSION:

Chairman Keith Mosby motioned to end the Regular Session and enter into an Executive Session. Commissioner Lorraine Mosby seconded the motion to end the Regular Session, and upon roll call the "Ayes" and "Nays" were as follows:

<u>AYES</u>	<u>NAYS</u>
K. Mosby R. Smith V. Belton 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 motioned to exit. Vice Chairman Robert Smith 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 V. Belton E. Edwards L. Mosby	None

The Chairman thereupon declared said motion passed.

ANNOUNCEMENTS:

The next meeting is scheduled for Tuesday, February 13, 2024.

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 Erica Edwards. Upon roll call, "Ayes" and "Nays" were as follows:

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

The Chairman thereupon declared said motion passed.

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chairman

## Memorandum



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

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

**Date:** February 13, 2024

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

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This memo provides information about select Housing Authority activities.

**I. New Brand and Website Launch**

We are close to sharing the draft version of the new County Housing website, which will include a page dedicated to the Pagedale Housing Authority, as well as pages for our other managed housing authorities. At our last meeting, we requested Commissioners' assistance testing the website and providing feedback. We will notify you when we are ready for the testing phase. We plan to launch the site for the public in March.

**II. Customer Service**

The 2023 customer service survey results, which are part of this board packet, provide information about how well we are meeting our second objective to generally improve customer service. The results show that overall, resident satisfaction in the public housing and voucher programs was down in 2023. Landlord satisfaction has remained consistent with last year.

In brief, the survey results reflect changes that took place in 2023, including the transition to in-house management of public housing and process improvements in the Housing Choice Voucher program. In 2024, we will incorporate customer feedback into operational decisions. Our goal to provide excellent customer service remains a top priority.



## 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:** February 13, 2024

**Subject:** *Financial Summary*

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This memo provides a financial summary of activities through December 31, 2024.

**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 over budget by 11% due to higher contract costs, primarily in the area of trash, grounds, and unit repairs. Tenant services expenses and occupancy were also over budget, primarily due to extended hotel stays and per diem expenses incurred while units were being repaired.

**C. Net Income**

Total operating net loss is (\$63,546) but including depreciation expense, the total net loss is (\$120,071).

**D. Cash**

As of December 31, 2023, the cash balance in the operating bank account was \$474,970. Operating subsidy received for the month was \$23,999 and operating expenses payments were \$50,613. However, in January 2024, \$221,464 transferred from the Pagedale bank account to the Housing Authority operating account for shared expenses. This transfer will be reflected in future financial statements.

**III. Attachments**

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

**Pagedale Housing Authority  
Budgeted Income Statement  
As of December 31, 2023**

	<b>Pagedale HA</b>							
	<b>YTD Actual</b>	<b>YTD Budget</b>	<b>Variance</b>	<b>% Variance</b>	<b>Monthly Actual</b>	<b>Monthly Budget</b>	<b>Variance</b>	<b>% Variance</b>
<b>OPERATING ITEMS</b>								
Total Operating Subsidy	284,910	264,299	20,611		23,999	22,025	1,974	
Capital Fund Grants	-	172,502	(172,502)		-	14,375	(14,375)	
Total Tenant Charges	315,560	292,088	23,472		24,931	24,341	590	
Total Investment Income	718	31	687		41	3	39	
Total Miscellaneous Other Income	2,880	500	2,380		-	42	(42)	
<b>Total Income</b>	<b>604,068</b>	<b>729,420</b>	<b>(125,352)</b>	<b>-17%</b>	<b>48,971</b>	<b>60,785</b>	<b>(11,814)</b>	<b>-19%</b>
<b>Total Admin</b>								
Total Rents and Utility Reimbursements	18,559	14,674	3,885		1,896	1,223	673	
Total Salaries	88,076	112,877	(24,801)		7,320	9,406	(2,087)	
Total Benefits and Taxes	28,919	10,434	18,485		1,988	869	1,118	
Total Training, Seminars, Conferences	13,339	22,038	(8,699)		-	1,836	(1,836)	
<b>Total Admin</b>	<b>148,893</b>	<b>160,023</b>	<b>(11,130)</b>	<b>-7%</b>	<b>11,204</b>	<b>13,335</b>	<b>(2,132)</b>	<b>-16%</b>
<b>Total Occupancy Expense</b>								
Total Utilities	66,901	66,987	(86)		10,987	5,582	5,405	
Total Materials	28,893	32,122	(3,229)		5,664	2,677	2,987	
Total Contract Costs	229,680	178,882	50,798		19,630	14,907	4,724	
Total Tenant Services Expense	33,568	-	33,568		-	-	-	
Total Other Maintenance Expenses	6,492	9,233	(2,741)		1,535	769	765	
Total Outside Services	153	-	153		-	-	-	
Total Other Occupancy Expenses	42,765	23,979	18,786		10,791	1,998	8,792	
<b>Total Occupancy Expense</b>	<b>408,452</b>	<b>311,204</b>	<b>97,249</b>	<b>31%</b>	<b>48,607</b>	<b>25,934</b>	<b>22,673</b>	<b>87%</b>
<b>Total Other General</b>								
Total Insurance	45,391	40,706	4,686		3,756	3,392	363	
Total Outside Services	8,249	-	8,249		2,598	-	2,598	
Total Professional Fees	5,879	7,721	(1,842)		-	643	(643)	
Total Other Fees	36,563	56,985	(20,422)		5,703	4,749	955	
Total Telephone and Technology	4,450	5,478	(1,028)		362	457	(95)	
Total Other Administrative Expenses	9,735	21,192	(11,456)		390	1,766	(1,376)	
<b>Total Other General</b>	<b>110,268</b>	<b>132,082</b>	<b>(21,813)</b>	<b>-17%</b>	<b>12,809</b>	<b>11,007</b>	<b>1,802</b>	<b>16%</b>
<b>Total Expenses</b>	<b>667,614</b>	<b>603,309</b>	<b>64,305</b>	<b>11%</b>	<b>72,619</b>	<b>50,276</b>	<b>22,343</b>	<b>44%</b>
<b>Total Net Operating Income</b>	<b>(63,546)</b>	<b>126,112</b>	<b>(189,657)</b>		<b>(23,648)</b>	<b>10,509</b>	<b>(34,158)</b>	
<b>NON-OPERATING ITEMS</b>								
Total Depreciation Expense	(56,526)	(51,055)	(5,470)		(4,116)	(4,255)	139	
<b>Total Non- Operating Items</b>	<b>(56,526)</b>	<b>(51,055)</b>	<b>(5,470)</b>		<b>(4,116)</b>	<b>(4,255)</b>	<b>139</b>	
<b>Net Income (Loss)</b>	<b>(120,071)</b>	<b>75,056</b>	<b>(195,127)</b>		<b>(27,764)</b>	<b>6,255</b>	<b>(34,019)</b>	



**Pagedale Housing Authority  
Cash Report  
December 2023**

**Pagedale - US  
Bank**

**BEGINNING BOOK CASH BALANCE**  
**12/1/2023**                     **\$      485,373.15**

**ADD:**

Tenant Rent	16,170.32
Security Deposits	-
FSS Deposits	-
Other Deposits	-
Operating Subsidy	23,998.79
Interest	41.09
Transfer	-
Other Revenue	-
<b>TOTAL DEPOSITS</b>	<b>40,210.20</b>

**LESS:**

Other Transfers	-
Manual Checks	-
Checks	(24,498.61)
NSF	-
Withdraws/Other Deductions	(26,114.88)
Operating Subsidy Out	-
<b>TOTAL PAYMENTS</b>	<b>(50,613.49)</b>

**ENDING BOOK CASH BALANCE**  
**12/31/2023**                     **\$      474,969.86**

*Pagedale - US Bank*

<b>Ending Bank Balance 12/31/2023</b>	<b>\$      474,969.86</b>
Outstanding Checks	-
ACH in Transit	-
Unearned Revenue	-
<b>Adjusted Bank Balance 12/31/2023</b>	<b>\$      474,969.86</b>

Variance

-

## Tenant Rents

Date = 12/01/2023 - 12/31/2023

Period	Date	Person	Account	Amount	Reference	Notes
12/2023	12/1/2023	(t0035506)	(rent) Tenant Rent	692.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(b0034258)	(rent) Tenant Rent	280.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000240)	(rent) Tenant Rent	361.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000378)	(rent) Tenant Rent	700.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0019139)	(rent) Tenant Rent	550.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000537)	(rent) Tenant Rent	700.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0034189)	(rent) Tenant Rent	98.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000399)	(rent) Tenant Rent	800.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0034509)	(rent) Tenant Rent	157.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0034563)	(rent) Tenant Rent	184.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000738)	(rent) Tenant Rent	800.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0035270)	(rent) Tenant Rent	130.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000422)	(rent) Tenant Rent	131.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0034307)	(rent) Tenant Rent	473.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0035185)	(rent) Tenant Rent	7.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0010574)	(rent) Tenant Rent	800.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000388)	(rent) Tenant Rent	601.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000410)	(rent) Tenant Rent	194.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000383)	(rent) Tenant Rent	800.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0035334)	(rent) Tenant Rent	351.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0019097)	(rent) Tenant Rent	125.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000377)	(rent) Tenant Rent	92.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0033933)	(rent) Tenant Rent	484.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0012812)	(rent) Tenant Rent	229.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000435)	(rent) Tenant Rent	312.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000398)	(rent) Tenant Rent	700.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000385)	(rent) Tenant Rent	800.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000434)	(rent) Tenant Rent	585.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0035496)	(rent) Tenant Rent	107.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000412)	(rent) Tenant Rent	104.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000394)	(rent) Tenant Rent	800.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0034159)	(rent) Tenant Rent	297.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0012771)	(rent) Tenant Rent	333.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000382)	(rent) Tenant Rent	1,036.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0033887)	(rent) Tenant Rent	96.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0035415)	(rent) Tenant Rent	428.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000413)	(rent) Tenant Rent	98.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0033690)	(rent) Tenant Rent	800.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0034140)	(rent) Tenant Rent	168.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000392)	(rent) Tenant Rent	472.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0015506)	(rent) Tenant Rent	747.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000387)	(rent) Tenant Rent	1,036.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0034421)	(rent) Tenant Rent	269.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0011184)	(rent) Tenant Rent	800.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0034260)	(rent) Tenant Rent	112.00	:TRC :12/23	:Rent 12/23

## Tenant Rents

Date = 12/01/2023 - 12/31/2023

Period	Date	Person	Account	Amount	Reference	Notes
12/2023	12/1/2023	(t0000536)	(rent) Tenant Rent	212.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0009706)	(rent) Tenant Rent	217.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0019204)	(rent) Tenant Rent	386.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000340)	(rent) Tenant Rent	131.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000518)	(rent) Tenant Rent	481.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(b0022408)	(rent) Tenant Rent	245.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000456)	(rent) Tenant Rent	1,036.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000462)	(rent) Tenant Rent	104.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0011506)	(rent) Tenant Rent	132.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000355)	(rent) Tenant Rent	1,036.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000527)	(rent) Tenant Rent	800.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0037201)	(rent) Tenant Rent	1,036.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000334)	(rent) Tenant Rent	305.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0023157)	(rent) Tenant Rent	135.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0034658)	(rent) Tenant Rent	634.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0034650)	(rent) Tenant Rent	887.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0034470)	(rent) Tenant Rent	515.00	:TRC :12/23	:Rent 12/23
12/2023	12/1/2023	(t0000738)	(rent) Tenant Rent	-800.00	:TRC :12/23	:RENT ADJ 12/23
01/2024	12/1/2023	(t0034583)	(rent) Tenant Rent	671.00	:TRC :12/23	:Rent 12/23
01/2024	12/1/2023	(b0034258)	(rent) Tenant Rent	-280.00	:TRC :12/23	:RENT ADJ 12/23
01/2024	12/1/2023	(t0034258)	(rent) Tenant Rent	346.00	:TRC :12/23	:Rent 12/23
02/2024	12/1/2023	(t0000537)	(rent) Tenant Rent	-700.00	:TRC :12/23	:RENT ADJ
				27,368.00		



## Memorandum

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

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

**Date:** February 13, 2024

**Subject:** Resolution No. 1434, Write-Offs of Uncollectable Rents

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Attached are the write-offs for uncollectable rents for the quarter ending December 31, 2023.

I. **Recommendation**

Staff recommend the Board approve write-offs for the 4th quarter of 2023.

RESOLUTION NO. 1434

AUTHORIZING QUARTERLY WRITE-OFF OF UNCOLLECTABLE RENTS

February 13, 2024

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 Pagedale Housing Authority

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 \$1,828.54 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 Pagedale, that the following payments are uncollectable and should be written off the books of said Authority.

<u>Project</u>	<u>Tenant's Code</u>	<u>Balance Due</u>
MO-218	t0000523	\$ 103.00
	b0034258	\$ 1,400.00
	t0000412	\$ 216.34
	t0034011	\$ 97.00
	t0034357	\$ 12.20

Total: \$1,828.54

\_\_\_\_\_  
Chairman

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
Date

## Memorandum



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

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

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

**Date:** February 13, 2024

**Subject:** *Agency Performance Report*

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This memo provides an overview of the Agency Performance Report for 2024. 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 to the 2024 Performance Report**

Staff held an offsite leadership retreat in December to plan for the year ahead and solidify key performance indicators (KPIs) for the agency. All objectives have generally remained the same, however, new KPIs have been selected to reflect the ongoing work under each objective. Below is a summary of the objectives and the KPIs for 2024.

**A. PHAS Scores for 2023**

Staff expect that HUD will announce the final PHAS scores for Pagedale sometime in the second quarter. We expect to score as a standard performer. Our goal for 2024 is to score as a high performer.

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

We will continue to measure this objective by our Public Housing Assessment System (PHAS) scores, and any finance/single audit findings.

**C. Objective 2: Foster a customer-centered culture.**

Staff updated the language of our second objective to align more closely with the customer-centered culture we are building in the organization. We will continue to monitor our progress on this objective through our annual customer service survey, as well as our ability to implement regular resident and landlord communications that keep our customers more informed and engaged.

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

We will continue to build on last year's momentum with community partners and measure our success by an increase in the number of partnerships. We will also track the actual delivery of partner services to residents.

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

At Pagedale commissioners' request, staff will facilitate additional conversations about the redevelopment of public housing in Pagedale and will provide technical assistance, as needed.

**II. Attachments**

Agency Performance Report, First Quarter

# AGENCY PERFORMANCE REPORT

Housing Authority of the City of Pagedale  
First Quarter, 2024

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.

#### 2022 Result



Standard Performer: 81%

#### Anticipated 2023 Score



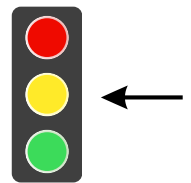
Standard Performer - High Performer: 60-90%+

#### Target for 2024



High Performer: 90%+

#### On Track for 2024?



## WHAT THE AUTHORITY MEASURES

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

#### RESULTS

Q1 Q2 Q3 Q4

► Finance/single audit findings (2024) ● .....

**Objective 2:** Foster a customer-centered culture.

#### RESULTS

Q1 Q2 Q3 Q4

► Implement regular resident and landlord communications ● .....

► Increase customer satisfaction ● .....

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

#### RESULTS

Q1 Q2 Q3 Q4

► Increase the number of partnerships ● .....

► Implement partner programming for residents ● .....

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

#### RESULTS

Q1 Q2 Q3 Q4

► Provide guidance on real estate development, as requested ● .....





## 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:** February 13, 2024

**Subject:** *Housing Administration Report*

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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	98.75	16	16
Accounts Payable Ratio	0.43	4	4
Tenant Accounts Receivable	0.206	0	5
<b>Current Snapshot</b>	<b>Standard Performer</b>	<b>20</b>	<b>25</b>

**II. Other Updates**

**A. Tenant Repayment Agreement**

The Housing Authority sent letters to residents regarding repayment agreements. We look forward to working with Pagedale residents on repaying their past-due balances.

**B. Staffing Update**

A member of our Pagedale property management team has resigned. We are actively seeking a replacement. In the meantime, Carrie Odneal will serve as the point of contact for property management matters.

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: February 13, 2024

Subject: *Maintenance Report*

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This memo summarizes the monthly maintenance and supply costs for Pagedale public housing from December 1, 2023, through January 31, 2024.

I. **Maintenance Supply Costs**

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

December	\$ 7,989.00
January	\$ 0.00
<b>Total</b>	<b>\$ 7,989.00</b>

A. **Attachment:** List of Work Orders from December 2023 – January 2024

II. **Contracted Repair Costs**

These costs include plumbing services, trash services, pest control, grounds/tree removal, roof repairs, and two-unit rehabs.

December	\$ 29,888.00
January	\$ 198.00
<b>Total</b>	<b>\$ 30,086.00</b>

III. **Other Maintenance Cost**

This cost covers vehicle fuel.

December	\$ 1,591.00
January	\$ 0.00
<b>Total</b>	<b>\$ 1,591.00</b>



### Work Order Detail

Pagedale Housing Authority (1218bpag)  
Work Orders active between 12/01/2023 and 01/31/2024

Unit	WO	WO Priori	WO Category	WO Brief Descriptor	Call Date	Date Completed	Days to Complete	Days open in Period Reported
FE1524	36940	Routine	Plumbing	vanity sink is stopped u	11/29/2023	12/04/2023	5	3
SC7226	36962	Routine	Appliance	Oven not working	12/01/2023	12/07/2023	6	6
SC7226	36963	Routine	Plumbing	Hall bathroom, toilet	12/01/2023	12/04/2023	3	3
FE1524	36968	Routine	Electrical	Outlet on front porch	12/04/2023	12/04/2023	1	1
FE1524	36969	Routine	Plumbing	Sink in hallbath stoppec	12/04/2023	12/04/2023	1	1
NX1519	36975	Routine	Plumbing	Water is not coming on	12/04/2023	12/06/2023	2	2
RN7001	36979	Routine	Plumbing	Hall toilet stopped up	12/04/2023	12/04/2023	1	1
RT6716	36988	Routine	Doors	Front screen door is noi	12/05/2023	12/06/2023	1	1
SC7234	36992	Routine	HVAC	No hot water	12/06/2023	12/06/2023	1	1
FE1524	37005	Routine	Electrical	Outlet on front porch/c	12/08/2023	12/12/2023	4	4
GD7350	37022	Routine		Stove and oven not woi	12/12/2023	12/12/2023	1	1
GD7350	37024	Routine	Appliance	refrigerator	12/12/2023	12/12/2023	1	1
GD7350	37025	Routine	HVAC	no heat	12/12/2023	12/12/2023	1	1
AR6907	37039	Routine	Appliance	Smelling gas	12/15/2023	12/18/2023	3	3
RT6716	37056	Routine		Bathroom drain broken	12/19/2023	12/19/2023	1	1
PD1625	37066	Routine	Plumbing	No shower handle	12/20/2023	12/20/2023	1	1
SD1530	37069	Routine	HVAC	Heat not coming on	12/20/2023	12/20/2023	1	1
H65171	37076	Routine		Fridge not cooling	12/21/2023	12/22/2023	1	1
SC7201	37080	Routine	Windows	Window in Master bedr	12/21/2023	12/22/2023	1	1
EC1469	37115	Routine	Doors	Back screen door/in gar	01/02/2024	01/04/2024	2	2
AR6909	37127	Routine	Electrical	No power on side when	01/03/2024	01/03/2024	1	1
SC7209	37157	Routine	Plumbing	Pipes under kitchen sinl	01/08/2024	01/09/2024	1	1
SC7225	37168	Routine		Change lightbulbs in cei	01/09/2024	01/09/2024	1	1
SC7225	37169	Routine		Back door hard to open	01/09/2024	01/09/2024	1	1
SC7225	37170	Routine		1 kitchen cabinet missir	01/09/2024	01/09/2024	1	1
SF6740	37175	Routine	HVAC	No heat	01/11/2024	01/11/2024	1	1
AR6907	37177	Routine	Appliance	Stove is not working.	01/11/2024	01/12/2024	1	1
SF6740	37178	Routine	Doors	Bathroom door is not lo	01/11/2024	01/24/2024	13	13
SF6740	37179	Routine	General	Tub peeling	01/11/2024	01/24/2024	13	13
AR6907	37181	Routine		Oven not working.	01/11/2024	01/12/2024	1	1
AR6907	37182	Routine		Bulb in fridge needs ref	01/11/2024	01/12/2024	1	1
SC7231	37188	Routine	General	Can't shut the water off	01/12/2024	01/17/2024	5	5
EC1461	37190	Routine	Plumbing	Toilet running	01/12/2024	01/16/2024	4	4
AR6907	37224	Routine	Plumbing	No water coming from t	01/17/2024	01/19/2024	2	2
SC7234	37225	Routine	Appliance	Pilot light is out/oven	01/17/2024	01/18/2024	1	1
RN7001	37243	Routine	Plumbing	Can't turn off water in t	01/19/2024	01/19/2024	1	1
EH7076	37255	Routine		Basement sewage back	01/22/2024	01/25/2024	3	3
EH7056	37261	Routine	Plumbing	toilet clogged in hallbat	01/23/2024	01/29/2024	6	6
EH7056	37262	Routine	Doors	Change locks/front doo	01/23/2024		9	9
EH7056	37263	Routine	Walls-Ceilings	Hole in bathroom wall.	01/23/2024		9	9
AR6900	37269	Routine		Gutters detaching from	01/24/2024	01/29/2024	5	5
PC1268	37271	Routine	Flooring-Steps	Basement is flooding	01/24/2024	01/29/2024	5	5
PC1268	37277	Routine		Change furnace filter	01/25/2024	01/29/2024	4	4
SC7209	37284	Routine	Appliance	Everytime she uses the	01/26/2024	01/26/2024	1	1
PC1273	37290	Routine	Building Exterior	Hole in porch on the sic	01/29/2024	01/29/2024	1	1
PC1268	37297	Routine	Doors	Front screen door is sti	01/29/2024	01/29/2024	1	1
H65171	37139	Routine		Hole in bathroom floor	01/04/2024		28	28

Total number of work orders: 47  
Average completion days: 3.36  
Average completion days for reporting period 2 years pri: 2.00  
Reduction in average completion days over the past thre: -1.36

## Memorandum



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

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

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

**Date:** February 13, 2024

**Subject:** *Customer Service Survey Report*

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This memo provides an overview of the accompanying *Customer Service Survey Report* for 2023.

### I. Overview

Staff deployed the second annual customer service survey to Housing Choice Voucher (HCV) residents, public housing residents, and landlords. The 2023 survey includes a mix of questions asked last year to measure progress over time, but also introduces new questions to begin measuring. New questions are denoted in the report with a "New!" button. Positive or negative, these results provide important data to staff on whether specific interventions are working.

### II. What Do These Results Tell Us?

#### A. Overall Response Rate is Down from 2022

The response rate for public housing residents was much lower than last year, despite drawing the same number of individuals for the random sample. This suggests that any conclusions drawn from this data may not represent the view of the entire public housing resident population.

#### B. Overall Resident Satisfaction is Down

Overall, scores show that public housing residents are less satisfied with the housing authority than last year. This reflects operational changes meant to improve customer service over the past year. For the public housing team, 2023 was largely a foundational year as we brought property management back in-house and worked diligently to make quality hires in the maintenance department. The resident feedback reflected the impact of this change and the corresponding delays in service delivery.

### III. What Now?

These results provide us with valuable data on our customers' sentiments and what works for them and what does not. The past year has been one of capacity-building and training. All staff have now received two trainings on understanding our residents and how to provide great customer service to them. We will take this feedback and the momentum we have built in 2023 to continue to adjust the way we communicate with our residents.

Staff are already addressing two of the major themes of the survey feedback: that our existing communications are not working and that our residents want direct access to speak with staff. To the first point, staff are working to roll out a new website with helpful information that can be used as a resource for residents, staff, and partners. Additionally, through the implementation of the 2024 communications plan, staff will be communicating more regularly with residents through varied channels.

Organization-wide, we instituted a new phone tree system to help callers route to the correct contact and gave out direct numbers for our different public housing leasing office locations. To further increase access to staff, we stopped requiring an appointment to see staff at the main headquarters building.

In addition to the internal process changes we will work on in 2024, staff will also consider the low response rate from this iteration of the survey. Next year, we will work with our communications consultant to craft more messaging and create a campaign around the survey to ensure a more representative sample.

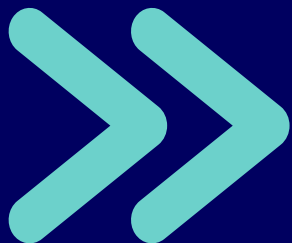
#### **IV. Attachments**

Customer Service Survey Report, 2023



Housing Authority of St. Louis County

# Customer Service Survey Results



2023




# Survey Overview

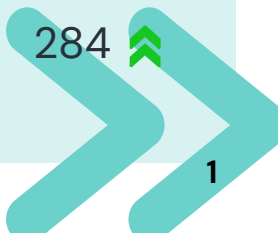
In October, 2023 staff distributed the second annual customer service surveys to the following customer groups:

- Public Housing Residents
- Housing Choice Voucher Residents
- Property Owners

The 2022 survey focused on defining what great customer service meant to our customers. Responses centered on the need for proactive communication as well as treating customers with empathy and understanding.


The 2023 survey measured overall satisfaction with major processes and customer-facing roles. With a working definition of how our customers define great customer service, open-ended questions on this year's survey were limited to how the housing authority could better serve its customers.

SURVEY	SURVEYS SENT 2022	SURVEYS RECEIVED 2022	SURVEYS SENT 2023	SURVEYS RECEIVED 2023
Public Housing Survey	297	83	297	42 
Housing Choice Voucher Survey	1,000	313	1,000	199 
Property Owner Survey	1,000	255	1,000	284 



# Public Housing Survey Results

Public housing residents were asked to rate their satisfaction with the following interactions with **property management staff** on a scale of 0 to 5, with 5 being very satisfied:

53% 

The way property management staff treated and spoke to you in the past year.

Of the 15 individuals who responded to this question, 53% indicated that they were **either satisfied or very satisfied** with the way they were treated and spoken to by property management staff within the past year. In 2022, 71% of 83 respondents said the same.

25% 

Property management staff's timeliness in returning your phone calls.

Of the 20 individuals who responded to this question, 25% indicated that they were **either satisfied or very satisfied** with property management staff's timeliness in returning their phone calls. In 2022, 76% of 83 respondents said the same.

40% 

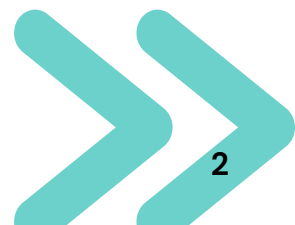
Staff's responsiveness to questions and concerns.

Of the 23 individuals who responded to this question, 40% said they were **either satisfied or very satisfied** with staff's responsiveness to questions and concerns. In 2022, 76% of 83 respondents said the same.

53% 

Property management staff's notification of your annual income recertification.

Of the 30 responses to this question, 53% of individuals selected that they were **either satisfied or very satisfied** with property management staff's notification of their annual income recertification.





# Public Housing Survey Results

Public housing residents were asked to rate their satisfaction with the following interactions with **maintenance staff** on a scale of 0 to 5, with 5 being very satisfied:

69% 

The way maintenance staff treated and spoke to you in the past year.

Of the 29 individuals who responded to this question, 69% indicated that they were **either satisfied or very satisfied** with the way they were treated and spoken to by maintenance staff within the past year.

39% 

The communication from the PHA regarding the scheduling and completion of maintenance tasks.

Of the 18 individuals who responded to this question, 39% indicated that they were **either satisfied or very satisfied** with the communication from the PHA regarding the scheduling and completion of maintenance requests.

13% 

The time it took for maintenance to respond to your request.

Of the 15 individuals who responded to this question, 13% said they were **either satisfied or very satisfied** with the time it took for maintenance to respond to their request.

19% 

The overall quality of repairs made to your home.

Of the 27 responses to this question, 19% of individuals selected that they were **either satisfied or very satisfied** with the overall quality of repairs made to their home.



# Public Housing Open-Ended Responses

Staff asked public housing residents what improvements or changes they would suggest to enhance the overall experience with both property management and maintenance staff. Below are some responses pulled from the survey.

What improvements or changes would you suggest to enhance the overall experience with **property management** staff?

Total responses to this question: 36

- "Communication skills and professionalism."
- "They should be friendlier AND advocate FOR residents, not just put up with them."
- "Show more concern about replacing things that are broken."
- "Provide consistent communication with updates and reminders on changes that are relevant to residents and the units they occupy. Utilize a variety of communication channels more frequently."
- "I want to be able to reach the leasing office directly."
- "Better phone system and communication."
- "Hiring more maintenance staff would improve everything overall."

What improvements or changes would you suggest to enhance the overall experience with **maintenance** staff?

Total responses to this question: 36

- "Maintenance is very slow to respond, but does decent work. I had to move my refrigerator to the bedroom for three days when the wall outlets stopped working. My kitchen light was out for about two months before repair. You get my point here!"
- "They can do a better job at coming out to fix the problems instead of bringing pieces to do a temporary repair."
- "Implement a system that will keep residents updated on the progress of their maintenance issues."
- "Something needs to be done about maintenance being inside of our homes without our knowledge or permission."
- "It seems like they need more staff and help. They are always pleasant and ready to help."
- "I know there are not many, so maybe hire more maintenance staff."
- "When you start something, come back and finish it."