



Board of Commissioners Regular Meeting  
 Tuesday, February 11, 2025, 12 pm  
 Pagedale City Hall  
 1420 Ferguson Avenue  
 Pagedale, Missouri 63133

**AGENDA**

<b>Item</b>	<b>Individual</b>	<b>Action</b>
1. Call to Order	Chair	Informational
2. Roll Call	Terri Acoff-States	Informational
3. Reading of the Mission Statement	Chair	Informational
<p>Our mission is to provide decent, safe, and affordable housing; ensure equal housing opportunity; promote self-sufficiency; and improve the quality of life and economic vitality of low- and moderate-income families.</p>		
4. Approval of Minutes Regular Meeting December 10, 2024	Chair	Motion, 2 <sup>nd</sup> , Vote
5. Public Comments	Chair	Informational
6. Reports of Commissioners	Chair	Informational
7. Executive Director’s Report	Shannon Koenig	Informational
8. Reports of Officers and Employees		
A. Financial Reports Month ending December 31, 2024	Carolyn Riddle	Motion, 2 <sup>nd</sup> , Vote
B. Pagedale Public Housing Write Offs Resolution No. 1445	Carolyn Riddle	Motion, 2 <sup>nd</sup> , Vote
C. Public Housing Program Performance	Kawanna Tate	Informational
9. Unfinished Business	Chair	Informational
10. New Business	Chair	Informational
11. Executive Session	Chair	Motion, 2 <sup>nd</sup> , Vote
<p>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.</p>		
12. Announcements Next Meeting April 8, 2025	Chair	Informational
13. Adjournment	Chair	Motion, 2 <sup>nd</sup> , Vote

**PAGEDALE HOUSING AUTHORITY  
BOARD OF COMMISSIONERS MEETING  
TUESDAY, DECEMBER 10, 2024  
MEETING MINUTES**

ATTENDANCE:

COMMISSIONERS:

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

STAFF:

Shannon Koenig, Executive Director and CEO  
Terri Acoff-States, Executive Assistant  
Judy Ricks, Chief Administrative Officer  
Carolyn Riddle, Interim Finance Director  
William Barry, Director, Maintenance and Facilities  
Kawanna Tate, Director, Housing Administration

PUBLIC:

Gloria Williams, Alderwoman, Ward 3

Public Hearing:

The board meeting opened with a public hearing on the 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.

Chair 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.

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

Reading of the Mission Statement:

Commissioner Erica Edwards recited the mission statement for the board.

Approval of Minutes of Regular Board Meeting Tuesday, October 15, 2024:

Chair Keith Mosby asked for a motion to approve the minutes of the regular board meeting held Tuesday, October 15, 2024. Commissioner Lorraine Mosby motioned for approval; Commissioner Erica Edwards seconded the motion. Upon roll call, "Ayes" and "Nays" were as follows:

AYES

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

NAYS

None

The Chair declared the motion passed.

PUBLIC COMMENTS:

The Chair thanked the Board and County Housing staff for their thoughts and prayers for the family of Commissioner Verna Belton, who recently passed away. He then requested a moment of silence in her honor.

**PAGEDALE HOUSING AUTHORITY  
BOARD OF COMMISSIONERS MEETING  
TUESDAY, DECEMBER 10, 2024  
MEETING MINUTES**

REPORTS OF COMMISSIONERS:

There were no reports from the commissioners.

EXECUTIVE DIRECTOR'S REPORT:

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

Ms. Koenig presented the board with the Agency Performance Report that had been updated to reflect fourth quarter progress.

Ms. Koenig told the board that County Housing continues to solidify new partnerships with various groups including Rx Outreach, St. Louis Area Food Bank, St. Louis County Library, and St. Louis County Job Centers.

Ms. Koenig informed the board that the annual customer service surveys were distributed to Public Housing residents, Housing Choice Voucher participants, and landlords. She stated the surveys are an important tool for gathering feedback and identifying areas for improvement as the agency works to enhance services and strengthen relationships with residents and partners.

REPORTS OF OFFICERS AND EMPLOYEES:

A. Financial Reports:

Ms. Riddle reviewed the Financial Reports for the period ending October 31, 2024. Chair Keith Mosby asked for a motion to approve the October 31, 2024 Financial Reports as read and discussed. Vice Chair Robert Smith motioned for approval, which motion was seconded by Commissioner Lorraine Mosby. Upon roll call, "Ayes" and "Nays" were as follows:

AYES

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

NAYS

None

The Chair declared the motion passed.

B. Housing Administration Report:

Ms. Tate reviewed the Housing Administration Report.

C. Admissions and Continued Occupancy Policy (ACOP) Updates:

Ms. Tate presented the board with an overview of the Authority's updates to the ACOP. Ms. Tate 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.

**PAGEDALE HOUSING AUTHORITY  
BOARD OF COMMISSIONERS MEETING  
TUESDAY, DECEMBER 10, 2024  
MEETING MINUTES**

After discussion, Chair Keith Mosby asked for a motion to approve the updated ACOP. Commissioner Lorraine Mosby motioned for approval, which motion was seconded by Vice Chair Robert Smith. Upon roll call the “Ayes” and “Nays” were as follows:

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

The Chair declared the motion passed.

**D. Facilities and Maintenance Report:**

Mr. Barry reviewed the monthly maintenance and supply costs for Pagedale public housing from October 1, 2024 through November 30, 2024.

**E. 2025 Board Meeting Schedule:**

Ms. Acoff-States presented the Board with the 2025 Board meeting dates.

**F. Annual Meeting**

The board held its annual meeting, during which commissioners voted to retain the current Chair, Keith Mosby. Additionally, the board elected Commissioner Erica Edwards as the new Vice Chair.

The Chair thanked the outgoing Vice Chair Robert Smith for his service and contributions to the board. He also expressed appreciation for his dedication and looks forward to his ongoing work as a commissioner.

**UNFINISHED BUSINESS:**

No unfinished business was discussed.

**NEW BUSINESS:**

No new business was introduced.

**EXECUTIVE SESSION:**

An Executive Session was not held.

**ANNOUNCEMENTS:**

The next meeting is scheduled for Tuesday, February 11, 2024.

**PAGEDALE HOUSING AUTHORITY  
BOARD OF COMMISSIONERS MEETING  
TUESDAY, DECEMBER 10, 2024  
MEETING MINUTES**

ADJOURNMENT OF MEETING:

There being no further business to come before the board, Chair Keith Mosby asked for a motion to adjourn. Commissioner Lorraine Mosby 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 E. Edwards L. Mosby	None

The Chair thereupon declared said motion passed.

	_____ Chair
_____ Secretary	
_____ Date	

DRAFT

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

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

**Date:** February 11, 2025

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

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This report provides an update on activities related to fostering a customer-centered culture.

**I. Service to Our Residents and Landlords Remains a Priority**

For the past few years, our second core objective has been focused on improving service to our customers. We made progress on key results in this area in 2024 and plan to continue improving in this area in 2025.

**A. Annual Customer Service Survey Results for 2024**

At County Housing, we value the input of our residents, participants, and property owners. Each year, our annual customer service survey helps us gauge satisfaction, identify areas for improvement, and celebrate successes. In November 2024, we conducted our latest survey, focusing on key interactions with customer-facing roles and processes. The attached summary and presentation provide highlights and insights from this year's results.

**B. New Customer Outreach, Relations and Engagement (CORE) Team**

To continue fostering a customer-centered culture in 2025, we have established a new CORE team, which is comprised of our front-line customer service staff who are often the first point of contact with County Housing. This team is under the leadership of our Director of Communications and Partnerships with the goal of streamlining our external messaging as well as quickly triaging escalated customer issues. The CORE team will also work on increasing and enhancing landlord engagement in 2025.

**C. Improved Communications**

In addition to the public housing and HCV resident newsletters which began in 2024, we also began issuing a quarterly landlord newsletter in 2025.

**D. Agency Performance Report**

The Agency Performance Report has been updated to reflect final fourth quarter results.

**E. Attachments**

Customer Service Survey Results Report and Presentation  
Landlord Newsletter, 2025 Q1  
Agency Performance Report, 2024 Q4 Final

## County Housing 2024 Customer Service Survey Results

At County Housing, we value the input of our residents, participants, and property owners. Each year, our annual customer service survey helps us gauge satisfaction, identify areas for improvement, and celebrate successes. In November 2024, we conducted our latest survey, focusing on key interactions with customer-facing roles and processes. Here are the highlights and insights from this year's results.

### Survey Participation

We are pleased to report an increase in overall participation compared to last year, particularly among Housing Choice Voucher residents.

Survey Group	Surveys Sent (2024)	Responses (2024)	Response Rate (2024)	Response Rate (2023)
Public Housing Residents	279	45	16%	14%
Housing Choice Voucher Residents	977	290	30%	20%
Property Owners	940	219	23%	28%

### Key Findings

#### Public Housing Residents

Public Housing residents provided valuable feedback on their interactions with property management and maintenance staff. Notable improvements included:

- **77% satisfaction** with how property management staff treated and spoke to residents, up from **53%** in 2023.
- **84% satisfaction** with notifications regarding annual income recertifications, up from **53%** in 2023.
- **64% satisfaction** with staff's timeliness in returning calls, a significant increase from **25%** in 2023.

However, satisfaction with maintenance staff saw mixed results. While satisfaction with communication regarding maintenance increased to **47%** from **39%**, satisfaction with the overall quality of repairs remains an area of focus at **44%**.

#### Housing Choice Voucher Residents

HCV residents reported improvements in several areas:

- **74% satisfaction** with how they were treated and spoken to by staff, up from **61%** in 2023.
- **70% satisfaction** with inspection staff, up from **45%** in 2023.
- **53% satisfaction** with staff's timeliness in returning calls, an increase from **45%** in 2023.

## County Housing 2024 Customer Service Survey Results

Open-ended responses highlighted the need for enhanced communication, timely notifications, and better accessibility to caseworkers.

### Property Owners

Property owners and landlords also shared positive feedback:

- **73% would recommend the Housing Choice Voucher program** to other landlords, up from **47%** in 2023.
- **70% were satisfied** with the requirements for biannual property inspections, up from **62%** in 2023.
- **65% reported positive experiences** leasing to County Housing residents, up from **48%** in 2023.

Landlords praised County Housing for being straightforward and effective, with one respondent saying, *“The overall program is great and wonderful for both tenants and landlords. I enjoy serving the housing need and look forward to supplying more housing.”*

### Areas for Growth

Feedback from all groups emphasized the importance of improving communication, including timely responses to inquiries, clear notifications, and better updates on case statuses. Maintenance quality and accessibility to services were also recurring themes among Public Housing residents.

### Moving Forward

We deeply appreciate the time and effort our residents and property owners dedicated to providing feedback. These insights guide our mission to deliver exceptional service and foster trust among those we serve.

As we head into 2025, County Housing remains committed to:

- Enhancing communication through more efficient systems and dedicated support teams.
- Strengthening training programs for staff to ensure consistent, high-quality service.
- Continuing to collaborate with our community to meet the evolving needs of our residents and partners.

Thank you for your trust and partnership. Together, we’re building a stronger, more responsive County Housing community.





COUNTY  
HOUSING

THE HOUSING AUTHORITY of ST. LOUIS COUNTY

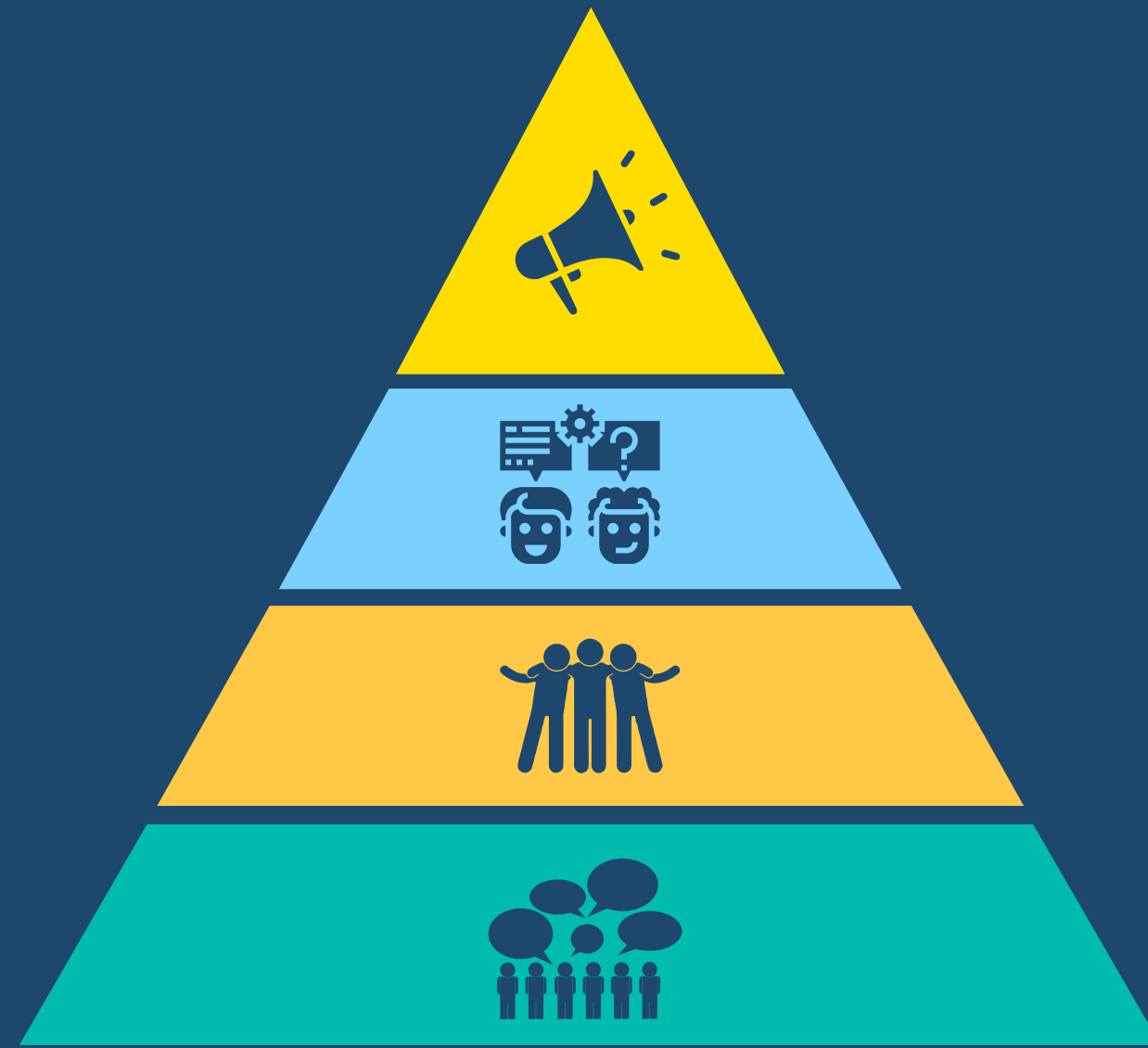
**2024 CUSTOMER  
SERVICE SURVEY  
RESULTS**

# SURVEY OVERVIEW

In November 2024, County Housing conducted its annual customer service survey, gathering feedback from the following groups:

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

This year's survey focused on overall satisfaction with key processes and customer-facing roles. To better understand how our customers define exceptional service, we included open-ended questions asking how County Housing can improve to meet their needs more effectively.



Survey	Surveys Sent 2023	Surveys Received 2023	Surveys Sent 2024	Surveys Received 2024
Public Housing Survey	297	42	279	45
Housing Choice Voucher Survey	1,000	199	977	290
Property Owner Survey	1,000	284	940	219

# 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:

77% 

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

Of the 44 individuals who responded to this question, 77% 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 2023, 53% of 15 respondents said the same.

64% 

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

Of the 44 individuals who responded to this question, 64% indicated that they were **either satisfied or very satisfied** with property management staff's timeliness in returning their phone calls. In 2023, 25% of 20 respondents said the same.

# 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:

61% 

**Staff's responsiveness to questions and concerns.**

Of the 43 individuals who responded to this question, 61% said they were **either satisfied or very satisfied** with staff's responsiveness to questions and concerns. In 2023, 40% of 23 respondents said the same.


84% 

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

Of the 44 respondents to this question, 84% of individuals selected that they were **either satisfied or very satisfied** with property management staff's notification of their annual income recertification. In 2023, 53% of 30 respondents said the same.

# 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:

58% 

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

Of the 45 individuals who responded to this question, 58% 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. In 2023, 69% of 29 respondents said the same.

47% 

**The communication for County Housing regarding the scheduling and completion of maintenance tasks.**

Of the 45 individuals who responded to this question, 47% indicated that they were **either satisfied or very satisfied** with the communication from County Housing regarding the scheduling and completion of maintenance requests. In 2023, 39% of 18 respondents said the same.

# 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:

44% 

**The overall quality of repairs made to your home.**

Of the 45 responses to this question, 44% of individuals selected that they were **either satisfied or very satisfied** with the overall quality of repairs made to their home. In 2023, 19% of 27 respondents said the same.


# HOUSING CHOICE VOUCHER SURVEY RESULTS

Housing Choice Voucher residents were asked to rate their satisfaction with the following interactions with their case worker on a scale of 0 to 5, with 5 being very satisfied:

74% 

**The way you were treated and spoken to by staff.**

Of the 289 individuals who responded to this question, 74% indicated that they were **either satisfied or very satisfied** with the way they were treated and spoken to by County Housing staff within the past year. In 2023, 61% of 199 respondents said the same.

53% 

**Staff's timeliness in returning your phone calls.**

Of the 289 individuals who responded to the question, 53% indicated that they were **either satisfied or very satisfied** with staff's timeliness in returning their phone calls. In 2023, 45% of 199 respondents said the same.



# HOUSING CHOICE VOUCHER SURVEY RESULTS

Housing Choice Voucher residents were asked to rate their satisfaction with the following interactions with the inspections department on a scale of 0 to 5, with 5 being very satisfied:

66% 

**The way you were notified about your scheduled inspection.**

Of the 289 individuals who responded to this question, 66% indicated that they were **either satisfied or very satisfied** with the way they were notified of an upcoming inspection. In 2023, 65% of 196 respondents said the same.

70% 

**The way you were treated by staff conducting the inspection.**

Of the 289 individuals who responded to this question, 70% indicated that they were **either satisfied or very satisfied** with the way they were treated by staff conducting inspections. In 2023, 45% of 199 respondents said the same.

# HOUSING CHOICE VOUCHER SURVEY RESULTS

Housing Choice Voucher residents were asked to rate their satisfaction with the following interactions with their case worker on a scale of 0 to 5, with 5 being very satisfied:

62% 

**Staff's responsiveness to your questions and concerns.**

Of the 288 individuals who responded to this question, 62% indicated they were **either satisfied or very satisfied** with staff's responsiveness to questions and concerns. In 2023, 55% of 196 respondents said the same.

# PROPERTY OWNERS SURVEY RESULTS

Property owners were asked the following questions about their experience with County Housing.

68% 

The process of becoming a landlord with County Housing was straightforward.

Of the 218 individuals who responded to this question, 68% indicated that they **either agree or strongly agree** that the process to become a landlord with County Housing has been straightforward. In 2023, 41% of 209 respondents said the same.

70% 

I feel comfortable with the requirements for biannual property inspections.

Of the 219 individuals who responded to this question, 70% selected that they **either agree or strongly agree** that they feel comfortable with the requirements for biannual property inspections. In 2023, 62% of 208 respondents indicated the same.

# PROPERTY OWNERS SURVEY RESULTS

Property owners were asked the following questions about their experience with County Housing.

65% 

**I have had a positive experience leasing to County Housing residents.**

Of the 218 individuals who responded to this question, 65% said they **either agree or strongly agree** that they have had a positive experience leasing to County Housing residents. In 2023, 48% of 209 respondents said the same.

63% 

**County Housing staff have the knowledge to assist me with my questions.**

Of the 218 individuals who responded to this question, 63% said they **either agree or strongly agree** that County Housing staff have the knowledge to assist them with their questions. In 2023, 43% of 208 respondents said the same.

# PROPERTY OWNERS SURVEY RESULTS

Property owners were asked the following questions about their experience with County Housing.

48% 

**Staff at County Housing are always available to answer my questions.**

Of the 216 individuals who responded to this question, 48% said they **either agree or strongly agree** that County Housing staff are always available to answer their questions. In 2023, 22% of 209 respondents said the same.

73% 

**I would recommend the Housing Choice Voucher Program to other landlords.**

Of the 218 individuals who responded to this question, 73% said they **either agree or strongly agree** that they would recommend becoming a Housing Choice Voucher landlord to other landlords. In 2023, 47% of 209 respondents said the same.

# PROPERTY OWNERS SURVEY RESULTS

Property owners were asked the following questions about their experience with County Housing.

# 31%

**There are misconceptions about low-income housing that affect my business.**

Of the 215 individuals who responded to this question, 31% said they **either agree or strongly agree** there are misconceptions about low-income housing that affect their business. In 2023, 56% of 209 respondents said the same.

# PUBLIC HOUSING OPEN-ENDED RESPONSES



What improvements would you like to see in your housing community?

Answered question: 29

- Upkeep of property needs improvement.
- The community itself could use some upgrades.
- I would like to see improvement in communications.
- Better maintenance, security and resources.
- Better access to the laundry.



What suggestions do you have to improve your experience with property management staff?

Answered question: 22

- Returning important phone calls.
- Better communication.
- Better and faster access.
- Be more open to listen to concerns and what the tenants have to say.



# HOUSING CHOICE VOUCHER OPEN- ENDED RESPONSES



What changes or improvements would make it easier to interact with County Housing staff?

Answered question: 158

- Returning calls and emails in a timely manner.
- Being notified when a new caseworker is assigned to me.
- Earlier notification of upcoming recertification.
- A bit more personable assistance or help with connecting clients to resources in the area.
- Better communication.
- Keep the portal updated with accurate information.
- The caseworkers should be required to interact with customers in a timely fashion and answer the phone, not just send emails.



Do you have any additional comments or suggestions?

Answered question: 112

- Train staff better.
- Inform all HCV holders who their caseworker is and give the caseworker 48 hours to respond to an email or phone call.
- Better customer service.



# PROPERTY OWNERS OPEN-ENDED RESPONSES



**What changes would make it easier for landlords to work with County Housing?**

Answered question: 129

- Better communication from caseworkers and County Housing staff. Very hard to get ahold of someone.
- Direct communication with landlord to caseworker or one person taking phone calls for tenant/client direct problems.
- Make it easier to contact caseworkers.
- Better communication.
- Communication - hold monthly or quarterly meetings.



**What types of incentives would motivate more landlords to join the Housing Choice Voucher program?**

Answered question: 117

- Funds to repair damage.
- Incentives with money to help with upgrades.
- Property damage support.
- Guarantees to help restore the units if tenants leave it damaged.
- Hold tenants accountable and offer a damage reimbursement.
- Offer a certificate to tenants for taking a class on housekeeping.



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January 7, 2025

# The Landlord Bulletin



## January 2025 Landlord Newsletter

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Welcome to The Landlord Bulletin

Dear Landlords,

We are excited to introduce *The Landlord Bulletin*, a new quarterly newsletter designed specifically for

we are excited to introduce *The Landlord Bulletin*, a new quarterly newsletter designed specifically for property owners. At County Housing, we recognize the vital role you play in providing safe and affordable housing to our community, and this newsletter is part of our commitment to fostering open communication and strong partnerships with our landlords.

In each issue, you'll find important updates, helpful resources, and valuable tips to support your success as a Housing Choice Voucher program partner. From policy changes and inspection reminders to highlights of new initiatives and best practices, *The Landlord Bulletin* is here to keep you informed and engaged.

We look forward to using this newsletter to strengthen our collaboration and share meaningful insights. Thank you for your ongoing dedication to our shared mission of providing quality housing to those who need it most.

Sincerely,

Shannon Koenig  
CEO, County Housing

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Spotlight:

## Summary of 2024 Property Owner Survey Findings

The results of the recent Property Owner Survey highlight significant improvements in satisfaction among landlords partnering with County Housing. Here are some key insights:

- **Simplified Onboarding Process:** 68% of respondents agreed or strongly agreed that the process of becoming a landlord with County Housing is straightforward, up from 41% in 2023.
- **Comfort with Inspection Requirements:** 70% of respondents felt comfortable with biannual property inspection requirements, compared to 62% last year.
- **Positive Leasing Experiences:** 65% of property owners reported having positive experiences leasing to County Housing residents, a notable increase from 48% in 2023.
- **Staff Knowledge and Availability**
  - 63% agreed that County Housing staff are knowledgeable in assisting with their questions, up from 43% in 2023.
  - 48% felt staff were always available to answer questions, doubling from 22% last year.
- **Reduced Misconceptions:** Only 31% of respondents felt that misconceptions about low-income housing affect their business, down from 56% last year.

These results underscore County Housing's progress in improving processes, communication, and overall landlord satisfaction. Thank you to all who participated in the survey as we continue to build stronger partnerships and enhance your experience.

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Featured Story

## Understanding Small Area Fair Market Rents (SAFMRs): What It Means for Landlords

> [Read the FAQs](#)

At County Housing, we are adopting new standards to improve how we determine rent and provide

At County Housing, we are adopting new standards to improve how we determine rent and provide rental assistance. These changes, focused on Small Area Fair Market Rents (SAFMRs), aim to ensure residents have access to safe, affordable housing in neighborhoods that meet their needs while helping landlords achieve fair compensation that reflects local market conditions.

#### **What Are Small Area Fair Market Rents (SAFMRs)?**

SAFMRs are a more precise version of Fair Market Rents (FMRs) that focus on ZIP codes rather than larger metropolitan regions. This method accounts for rent variations in different neighborhoods and ensures that housing assistance aligns with local market trends.

#### **Why the Shift to SAFMRs?**

Adopting SAFMRs allows County Housing to provide rental assistance more in line with actual neighborhood market conditions. For landlords, this means the rental assistance amount will better reflect the rental market in your area, creating more equitable and accurate compensation.

#### **How Do SAFMRs Benefit Landlords?**

SAFMRs can increase the pool of potential renters by giving voucher holders greater flexibility in where they can live. For properties in higher-cost ZIP codes, this change may lead to higher rental assistance amounts, making your property more accessible to voucher holders. For landlords in areas with lower average rents, SAFMRs help ensure consistent leasing opportunities while preventing over-subsidization.

#### **What This Means for Your Tenants**

Residents using Housing Choice Vouchers (HCVs) may experience adjustments to their rental assistance amounts based on the SAFMR for your property's ZIP code. In higher-cost areas, assistance may increase, allowing tenants to afford higher rents. In lower-cost areas, adjustments will align with actual market rates, ensuring fair and balanced housing assistance.

#### **Preparing for the Transition**

We understand that policy changes can raise questions for landlords and tenants alike. To help you navigate this transition, we've made resources available on our website, including detailed information and FAQs. Our team is also available to assist you with any questions or concerns you may have.

By adopting SAFMRs, County Housing is striving to create more equitable opportunities for residents while fostering stronger partnerships with landlords. Thank you for playing an essential role in providing safe, affordable housing and for being a valued partner in this process. Together, we're building communities where everyone has a place to call home.

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## A Place Called Home

### *Connecting Landlords with Residents*

At County Housing, we believe that housing is more than just four walls and a roof – it's the foundation where lives are built, dreams take shape, and families thrive. As a landlord, your role is pivotal in creating not just housing but homes for our residents. Together, we can make a profound impact on the lives of individuals and families in our community.

When you partner with us through the Housing Choice Voucher (HCV) program, you're offering more than a place to live – you're providing stability, opportunity, and hope. For many residents, your property is the place where children will grow, where milestones will be celebrated, and where a sense of belonging can flourish.

We understand that managing properties comes with challenges, and we're committed to supporting you every step of the way. From answering questions to streamlining processes, we want to ensure that your experience as a landlord is as seamless and rewarding as possible. If you need assistance or have any questions, our dedicated Landlord Liaisons are here to help. You can connect with them anytime via email at [landlord@countyhousing.org](mailto:landlord@countyhousing.org).

By connecting landlords with residents, we're fostering a stronger, more vibrant community. Your partnership helps create a place where every individual has the chance to feel safe, supported, and empowered – a true place to call home.

Thank you for all that you do to make a difference. Together, we're not just providing housing; we're building brighter futures.

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Resource Highlight:

## Landlord Portal

Did you know? Our Landlord Portal is your one-stop resource for managing your properties, accessing important documents, and staying up to date with County Housing news. Log in today to explore the latest tools and resources designed to make your job easier.

### Important Information About the Landlord Portal

The County Housing Landlord Portal is a valuable tool for managing your properties and staying up to date on important information. Here are a few key things to know about using the portal effectively:

- **Portal Access:** If new or existing landlords are locked out of the portal, it will automatically unlock within 30 minutes. You can reset and create a new password if needed.
- **Access Frequency:** We recommend accessing the portal regularly – once a week, bi-weekly, or at least once a month to stay informed. Avoid prolonged periods of inactivity, as it may cause login issues or outdated information.
- **Inspection Reports:** Inspection reports are uploaded to the portal within 24 hours, allowing you to quickly view whether an inspection has passed or failed.
- **Adding New Properties:** The portal does not currently allow landlords to add new properties directly. To advertise a property, please contact a Landlord Liaison for instructions.
- **Caseworker Updates:** If a tenant is assigned a new caseworker, the portal will update with this information within 30 days.
- **Forms Submission:** The portal is not designed for submitting rent increase requests or change of ownership forms. To obtain and submit these forms:
  1. Visit the County Housing website at [countyhousing.org](https://www.countyhousing.org).
  2. Go to **Quick Links** and select **Landlords**.
  3. Under **Key Files and Forms**, print the required forms:
    - Rent Increase Request: Email completed form to [rent@countyhousing.org](mailto:rent@countyhousing.org).
    - Change of Ownership Form, W-9, and Direct Deposit Form: Email these to [landlord@countyhousing.org](mailto:landlord@countyhousing.org).

By staying proactive and informed, you can make the most of the portal's features to manage your properties efficiently. For further assistance, reach out to the Landlord Liaison team.

> [Access the Portal](#)

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Preparing for NSPIRE:

## What Landlords Need to Know

Starting October 1, 2025, County Housing will transition to NSPIRE (National Standards for the Physical Inspection of Real Estate) for Housing Choice Voucher (HCV) inspections. As a landlord, it's important to stay informed about this change and how it may impact your rental properties.

### What Is NSPIRE?

NSPIRE is a new inspection protocol developed by HUD to ensure rental properties meet consistent, high-

quality standards for safety and livability. It simplifies inspection criteria while emphasizing the conditions that most directly affect the health and safety of residents.

### **Why the Change?**

NSPIRE replaces the current Housing Quality Standards (HQS) to streamline the inspection process and better align it with modern housing standards. The goal is to improve the quality of housing available through the HCV program.

#### **1. Start Preparing Early:**

- Review the **NSPIRE Checklist** available on [HUD's website](#). This resource provides detailed guidance on what inspectors will be evaluating.
- Consider using the checklist as a tool to perform self-inspections of your units to ensure compliance.

#### **2. Stay Updated:**

- While the effective date for NSPIRE implementation is October 1, 2025, HUD may revise the standards or timeline before then.
- Regularly check HUD's website or contact our team for updates on the final standards and timelines.

### **Support Is Available**

County Housing is committed to helping you navigate this transition. Over the coming months, we'll provide additional resources and updates to ensure you're fully prepared.

If you have questions or need further information, visit [HUD's NSPIRE webpage](#) or reach out to our office. Together, we can ensure this transition is smooth and beneficial for everyone involved.

Thank you for your partnership in providing safe, quality housing to our community!

## *Upcoming HUD Webinar for Landlords: Understanding NSPIRE for Vouchers*

We are excited to share an important opportunity for our valued landlords! On **February 26, 2025**, the U.S. Department of Housing and Urban Development (HUD) will host a **webinar specifically for landlords**. This session will provide crucial insights into the new NSPIRE standards, essential for those participating in the Housing Choice Vouchers Program.

### **Webinar Details:**

- **Date:** February 26, 2025; 1-3 p.m. CT
- **Audience:** Landlords, Public Housing Agencies (PHAs), maintenance staff, inspectors, and industry professionals
- **Registration:** No advance registration required
- **Access:** Information will be available on the [Housing Choice Vouchers Program Trainings and Resources page](#). Sessions and presentation materials will be recorded and posted on the [Past Trainings and Webinar page](#).

### **What You'll Learn:**

- New NSPIRE standards for landlords
- Key differences between HQS and NSPIRE
- Deficiency types and correction timelines
- Common deficiencies and how to address them
- Best practices for compliance
- Live Q&A session and more

This webinar is a great opportunity to get up to date on the latest standards and practices, ensuring smooth compliance and enhancing your understanding of the new requirements. We encourage all landlords to attend and take advantage of this valuable resource.

**Stay informed and prepared; don't miss this insightful session!**

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Ensuring Timely Payment Processing:

## *The Importance of Updating Move-Outs and Banking Information*

To ensure payments are processed efficiently and accurately, it is crucial for landlords to promptly communicate any changes related to tenant move-outs or banking information. These updates help avoid delays and ensure that payments are directed correctly.

### **Why Timely Updates Are Essential**

When landlords delay notifying County Housing about tenant move-outs or banking changes, it can lead to:

- Payments being issued to outdated accounts or incorrect recipients.
- Additional delays as payments may need to be voided and reissued, which can extend the processing time.

### **How Landlords Can Help**

To help ensure smooth and timely processing, landlords should:

- **Report Move-Outs:** Notify the tenant's Caseworker immediately when a tenant moves out of the property.
- **Update Banking Information:** Log into the [Rentcafe portal](#) to update any changes to your banking details (EFT information).

By keeping County Housing informed about these changes, landlords can avoid payment disruptions and ensure their payments are processed without delay.

For any questions or assistance, landlords are encouraged to reach out to the tenant's Caseworker directly. Your cooperation in keeping us updated is greatly appreciated!

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Contact Us:

## *We're Here to Help*

Do you have questions or need assistance? Our team is here to support you. Whether you need help with compliance or tenant issues or just want to share feedback, don't hesitate to reach out.

### **Contact Information:**

- Phone: 314-428-3200
- Email: [landlord@countyhousing.org](mailto:landlord@countyhousing.org)
- Website: <https://countyhousing.org/landlords/>

Thank you for being an integral part of the County Housing community. Your partnership helps us provide safe, affordable housing to those who need it most. We look forward to continuing our work

provide safe, affordable housing to those who need it most. We look forward to continuing our work together to build stronger, more vibrant neighborhoods.

## Latest news



**County Housing 2024 Customer Service Survey Results**

[Read more](#)



**St. Louis Victory: Residents return to renovated \$44M Wellington Family Homes**

The 186-unit public housing redevelopment project has been in progress for over six years, sparked...

[Read more](#)



**County Housing to Implement Small Area Fair Market Rents (SAFMRs) in January 2025**

County Housing is committed to ensuring equitable, flexible rental assistance for Housing Choice Voucher (HCV) participants. Starting January 1, 2025, the U.S. Department of Housing...

[Read more](#)

[Read more news](#) →





8865 Natural Bridge  
St. Louis, MO 63121  
Phone (314) 428-3200  
Fax (314) 949-7585

Hearing Impaired [Relay.MO 711](#) or [1-800-735-2966](#)

**Lobby 9 a.m. - 4:30 p.m. (M-F)**

Office 8:30 a.m. - 5 p.m. (M-F)

**Emergency Maintenance Service**

*(public housing residents)*

**(314) 492-3811**

*(weekdays after 4:30 p.m., all day on weekends and holidays)*

(RentCafe)

(RentCafe)



[HUD Website](#) [Privacy Policy](#) [Terms of Use](#) [Sunshine Law Request](#)

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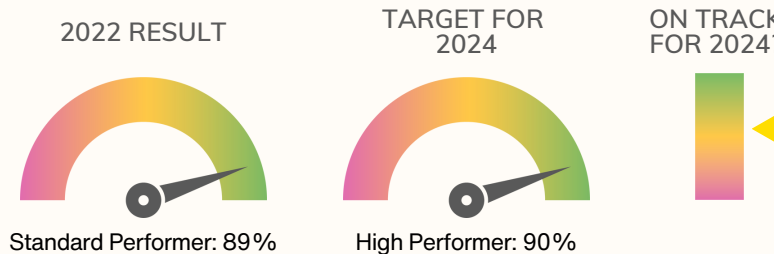
## What HUD measures

### 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.



## What the Authority measures

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

#### Results

Finance/Single Audit [2022] 0 FINDINGS

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

#### Results

	Q1	Q2	Q3	Q4
Increase customer satisfaction	●	●	●	●
Implement regular resident and landlord communications	●	●	●	●

**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	●	●	●	●



## MEMORANDUM

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

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

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

**Date:** February 11, 2025

**Subject:** *Financial Summary*

---

This memo provides a narrative explanation for the period ending December 31, 2024 financial reports.

**I. Recommendation**

Staff recommend the Board approve the financial statements and accompanying narrative, as prepared.

**II. Highlights**

**A. Revenue**

- The total YTD actual operating revenue exceeded the total YTD budget revenue by \$376,843.
- The most significant variance was \$223,209 attributed to Capital Fund Grants – Soft Cost draw down. The Capital Fund Grants favorable budget variance of \$91,567 was due to draw down timing differences.
- The Operating Subsidy favorable budget variance was \$22,835 resulting from additional subsidy drawn down but not budgeted.

**B. Expenses**

- Total YTD operating expense exceeded the total YTD budget expense by \$210,354.
- Total YTD Contract Costs resulted in an unfavorable budget variance of \$192,058. The primary causes were contracted grounds services, unit repair, and pest control services.
- Total YTD Outside Service Expenses resulted in an unfavorable budget variance of \$19,827. The primary causes were temporary labor fees and consultant fees.
- Total YTD Professional Fees resulted in an unfavorable budget variance of \$22,761. The primary causes were misapplied professional accounting services.

**C. Net Income**

The total operating net income is \$183,169 before depreciation of \$82,786, resulting in the bottom line of \$100,384.

**D. Cash**

As of December 31, 2024, the cash balance in the operating bank account was \$480,429 of which \$349,807 is unrestricted and \$29,397 is restricted.

**III. Attachments**

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

**Pagedale Housing Authority**  
**Budgeted Income Statement**  
**As of December 31, 2024**

					Pagedale HA			
	YTD Actual	YTD Budget	Variance	% Variance	Monthly Actual	Monthly Budget	Variance	% Variance
<b>OPERATING ITEMS</b>								
Total Operating Subsidy	322,636	299,801	22,835		27,577	24,983	2,594	
Capital Fund Grants	91,567	-	91,567		-	-	-	
Capital Fund Grants - Soft Costs	223,209	-	223,209		223,209	-	223,209	
Total Tenant Charges	347,622	314,289	33,333		25,824	26,191	(366)	
Total Investment Income	452	673	(222)		35	56	(21)	
Total Miscellaneous Other Income	6,121	-	6,121		-	-	-	
<b>Total Income</b>	<b>991,606</b>	<b>614,763</b>	<b>376,843</b>	61%	<b>276,646</b>	<b>51,230</b>	<b>225,416</b>	440%
Total Rents and Utility Reimbursements	20,363	16,058	4,305		1,081	1,338	(257)	
Total Salaries	107,506	172,687	(65,181)		7,269	14,391	(7,121)	
Total Benefits and Taxes	36,022	43,320	(7,298)		2,367	3,610	(1,243)	
Total Training, Seminars, Conferences	19,402	27,496	(8,094)		4,055	2,291	1,764	
<b>Total Admin</b>	<b>183,292</b>	<b>259,561</b>	<b>(76,269)</b>	-29%	<b>14,773</b>	<b>21,630</b>	<b>(6,857)</b>	-32%
Total Utilities	61,105	56,497	4,608		6,176	4,708	1,468	
Total Materials	51,610	23,033	28,577		4,799	1,919	2,880	
Total Contract Costs	262,274	70,216	192,058		37,640	5,851	31,788	
Total Tenant Services Expense	1,473	2,730	(1,258)		-	228	(228)	
Total Other Maintenance Expenses	4,116	7,468	(3,352)		723	622	101	
Total Outside Services	-	-	-		-	-	-	
Total Other Occupancy Expenses	31,734	27,179	4,555		2,523	2,265	258	
<b>Total Occupancy Expense</b>	<b>412,312</b>	<b>187,124</b>	<b>225,188</b>	120%	<b>51,861</b>	<b>15,594</b>	<b>36,267</b>	233%
Total Insurance	71,346	47,882	23,464		6,014	3,990	2,024	
Total Outside Services	20,841	1,014	19,827		1,654	85	1,570	
Total Professional Fees	26,448	3,686	22,761		2,690	307	2,383	
Total Other Fees	49,838	51,883	(2,044)		3,966	4,324	(357)	
Total Telephone and Technology	14,152	19,597	(5,445)		977	1,633	(656)	
Total Other Administrative Expenses	13,794	10,473	3,321		7,065	873	6,192	
Total Internal Charges	16,415	16,864	(449)		1,353	1,405	(53)	
<b>Total Other General</b>	<b>212,833</b>	<b>151,398</b>	<b>61,435</b>	41%	<b>23,720</b>	<b>12,617</b>	<b>11,103</b>	88%
<b>Total Expenses</b>	<b>808,437</b>	<b>598,084</b>	<b>210,354</b>	35%	<b>90,353</b>	<b>49,840</b>	<b>40,513</b>	81%
<b>Total Net Operating Income</b>	<b>183,169</b>	<b>16,680</b>	<b>166,490</b>		<b>186,293</b>	<b>1,390</b>	<b>184,903</b>	
<b>NON-OPERATING ITEMS</b>								
Total Depreciation Expense	(82,786)	(105,526)	22,740		(6,899)	(8,794)	1,895	
<b>Total Non- Operating Items</b>	<b>(82,786)</b>	<b>(105,526)</b>	<b>22,740</b>		<b>(6,899)</b>	<b>(8,794)</b>	<b>1,895</b>	
<b>Net Income (Loss)</b>	<b>100,384</b>	<b>(88,846)</b>	<b>189,230</b>		<b>179,394</b>	<b>(7,404)</b>	<b>186,798</b>	

**Pagedale Housing Authority  
Cash Report  
December 2024**

**Pagedale - US Bank**

<b>BEGINNING BOOK CASH BALANCE 12/1/2024</b>	<b>\$</b>	<b>384,911.25</b>
<b>ADD:</b>		
Tenant Rent		114,234.06
Security Deposits		-
FSS Deposits		-
Capital Fund		223,209.00
Operating Subsidy		27,577.46
Interest		35.30
Transfer		-
Other Revenue		-
<b>TOTAL DEPOSITS</b>		<b>365,055.82</b>
<b>LESS:</b>		
Other Transfers		(34,586.66)
Manual Checks		-
Checks		(36,254.60)
NSF		-
Withdraws/Other Deductions		(198,696.43)
Operating Subsidy Out		-
<b>TOTAL PAYMENTS</b>		<b>(269,537.69)</b>
<b>ENDING BOOK CASH BALANCE 12/31/2024</b>	<b>\$</b>	<b>480,429.38</b>

*Pagedale - US Bank*

<b>Ending Bank Balance 12/31/2024</b>	<b>\$</b>	<b>480,429.38</b>
Outstanding Checks		(10,563.19)
ACH in Transit		11,481.00
Other Items		(783.55)
<b>Adjusted Bank Balance 12/31/2024</b>	<b>\$</b>	<b>480,563.64</b>
Unrestricted Cash	<b>\$</b>	<b>349,806.88</b>
Security Deposit Cash		29,397.00
	<b>\$</b>	<b>379,203.88</b>

**Public Housing Rent Roll**

Property: 1218bpag (Pagedale Housing Authority)

As Of Date: 12/31/2024

<b>Property Code</b>	<b>Tenant Code</b>	<b>Tenant Rent</b>
1218bpag[Public Housing]	t0011460	0
	b0022408	587
	t0000336	757
	t0000334	772
	t0008244	250
	t0034563	0
	t0035496	176
	t0009706	217
	t0011184	800
	t0018997	0
	t0000518	684
	t0015506	979
	t0034421	255
	t0000462	113
	t0011506	309
	t0034583	529
	t0033690	968
	t0000527	968
	t0028760	464
	t0015477	0
	t0000410	205
	t0035185	7
	t0034258	255
	t0000398	793
	t0000394	502
	t0035536	147
	t0024603	255
	t0034140	179
	t0000392	487
	t0035334	1,252
	t0019097	106
	t0000399	1,252
	t0034260	0
	t0000434	461
	t0035506	656
	t0000355	1,036
	t0035397	0
	t0000435	320
	t0000412	113
	t0034307	393
	t0034189	0
	t0000422	140
d0033933	484	
t0033933	721	
t0012771	0	
t0000078	0	
t0021073	0	
t0023157	135	
t0034470	500	
t0035140	167	
t0000377	113	
t0012290	367	
t0033887	105	
t0000388	651	
t0000387	1,252	
t0000386	0	
t0000385	1,252	
t0019204	386	
t0034514	337	

<b>Property Code</b>	<b>Tenant Code</b>	<b>Tenant Rent</b>
	t0000456	1,036
	t0000382	1,055
	t0000383	1,252
	t0021647	0
	t0000240	378
	t0010574	880
	t0000238	65
	t0037201	1,252
	t0000378	745
	t0034658	477
	t0000536	182
	t0012812	350
	t0000537	40
		<b>31,569</b>

Public Housing Rent Roll





## MEMORANDUM

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

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

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

**Date:** February 11, 2025

**Subject:** *Resolution No. 1445, Write-Offs of Uncollectable Rents*

---

Attached are the write-offs for uncollectable rents for the quarter ending December 31, 2024.

**I. Recommendation**

Staff recommend the Board approve write-offs for the 4th quarter of 2024.

RESOLUTION NO. 1445

AUTHORIZING QUARTERLY WRITE-OFF OF UNCOLLECTABLE RENTS

February 11, 2025

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 \$13,261 are 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	t0034159	\$5,779
	t0054654	\$7,482
	Total:	\$13,261

---

Chair

---

Secretary

---

Date



## MEMORANDUM

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

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

**From:** Kawanna Tate, Director, Housing Administration  
William Barry, Director, Maintenance and Facilities  
Carolyn Riddle, Interim Finance Director

**Date:** February 11, 2025

**Subject:** *Public Housing Performance*

---

This memo describes recent public housing activities within the framework of the Public Housing Assessment System.

### **I. Public Housing Assessment System**

The Public Housing Assessment System, or PHAS, is the system that HUD uses to assess a PHA's performance in managing its low-rent public housing programs. HUD uses a centralized system to collect individual subsystem scores using various sub indicators and produces a composite PHAS score representing PHA's performance management. PHAS uses a 100-point scoring system based on four categories of indicators:

PASS (Physical Assessment Subsystem) – 40 points  
FASS (Financial Assessment Subsystem) – 25 points  
MASS (Management Assessment Subsystem) – 25 points  
CFP (Capital Fund Program) – 10 points

Scores are generated for each development, or Asset Management Project (AMP). Those AMP scores are weighted by how many units are in the AMP and then combined into the agency-wide score. The total score is used to determine the PHA's designation under PHAS.

Scores below 60 result in a troubled designation. Scores of 90 points or above result in a high performer designation. Scores below 90 but above 60 are designated as a standard performer.

**A. PASS - projected 40/40 points**

The purpose of PASS is to determine whether public housing units are decent, safe, sanitary and in good repair, and to determine the level to which the PHA is maintaining its public housing in accordance with housing condition standards.

**i. Inspections Activity**

The Pagedale NSPIRE inspection schedule is not yet set for 2025.

**ii. Maintenance Activity**

The maintenance team completed 28 work orders and four unit rehabs in November and December. There are five additional rehabs in progress.

**B. MASS – projected 20/25 points**

The purpose of the management operations indicator is to assess the AMP’s and PHA’s management operations capabilities.

Sub-Indicator	Performance	Points
Occupancy	99.33%	16/16
Accounts Payable Ratio	0.04	4/4
Tenant Accounts Receivable	0.33	0/5
<b>Projected Points</b>		<b>20</b>

**Occupancy** – Emphasizes and measures the AMP’s performance in keeping available units occupied. The higher the occupancy rate, the higher the score.

**Accounts Payable Ratio** – Measures total vendor accounts payable, both current and past due against total monthly operating expenses. The lower the ratio, the higher the score.

**Tenant Accounts Receivable** – Measures the amount of resident accounts receivable against resident revenue (i.e. rent paid).

**C. FASS - projected 25/25 points**

The purpose of the financial condition indicator is to measure the financial condition of each public housing project. The reporting period is through December 31, 2024.

Housing Authority	QR	MENAR	DSCR	Projected Points
Pagedale	12/12	11/11	2/2	<b>25</b>

**Quick Ratio (QR)** – Measures liquidity and current assets. The maximum points assigned for this sub-indicator is 12 points.

**Months Expendable Net Ratio (MENAR)** – Measures the adequacy of the financial reserves by determining the number of months of operation using the net available resources. The maximum points assigned for this sub-indicator is 11 points.

**Debt Service Coverage Ratio (DSCR)** – Measures capacity to cover debt obligations through the ability to meet regular debt obligations. The maximum points assigned for this sub-indicator is 2 points.

**D. CFP - 10/10 projected points**

The purpose of the Capital Fund program assessment is to identify how long it takes a PHA to obligate the funds provided to it from the Capital Fund program.

**i. Capital Grant Fund Progress**

Grant Year	Amount	Obligated	Expended	Deadline to expend
2020	\$172,502	100%	80%	3/25/2026
2021	\$180,371	100%	88%	2/22/2025
2022	\$221,831	100%	15%	5/11/2026
2023	\$223,209	100%	15%	2/16/2027
2024	\$231,168	100%	15%	5/05/2028

**ii. Project Updates**

The storage shed installations and padlock distribution are complete. Looking ahead to 2025, planned projects will include floor tile replacement and bathroom renovations.

**E. Projected Overall PHAS Score for 2024**

PASS – 40/40 points  
 FASS – 25/25 points  
 MASS – 20/25 points  
 CFP – 10/10 points

**Total 95**

***Projected: High Performer***

**F. Attachment**

- i. Understanding PHAS
- ii. Work Order Detail September 1 – December 31, 2024



# UNDERSTANDING PUBLIC HOUSING ASSESSMENT SYSTEM (PHAS)



**LEAD THE WAY**

PHA GOVERNANCE AND  
FINANCIAL MANAGEMENT  
A Training for Board Members and Staff



## About PHAS

The Public Housing Assessment System, or PHAS, is the system that HUD uses to assess a PHA's performance in managing its low-rent public housing programs. HUD uses a centralized system to collect individual subsystem scores using various sub indicators and produces a composite PHAS score representing PHA's performance management. PHAS uses a 100-point scoring system based on four categories of indicators:

- PASS (Physical Assessment Subsystem) – 40 points
- FASS (Financial Assessment Subsystem) – 25 points
- MASS (Management Assessment Subsystem) – 25 points
- CFP (Capital Fund Program) – 10 points

Scores are generated for each development, or Asset Management Project (AMP). AMP scores are weighted by how many units are in the AMP and then combined into the agency-wide score. The total score is used to determine the PHA's designation under PHAS. Scores below 60 result in a troubled designation. Scores of 90 points or above result in a high performer designation. Scores below 90 but above 60 are designated as a standard performer. If your PHA scores below 60 in any one indicator, you will be designated as a substandard performer.

HUD/REAC (Real Estate Assessment Center) publishes the PHAS scores after any appeals by the PHA are addressed. A letter is sent to the PHA with the score for the Fiscal Year evaluated.

### Deregulation for Small Public Housing Agencies (*fewer than 250 units*)

- High performers receive PHAS assessments every three years
- Standard and substandard performers receive PHAS assessments every other year
- Troubled and Capital Fund-troubled PHAs will receive PHAS assessments every year
- All small PHAs must submit financial information (Financial Data Schedule, FDS) every year

## PASS (Physical Assessment Subsystem) – 40 points

### What is its Purpose?

The purpose of the PASS is to determine whether public housing units are decent, safe, sanitary and in good repair, and to determine the level to which the PHA is maintaining its public housing in accordance with housing condition standards.

### How is it Scored?

The PASS score is determined by an inspection conducted in accordance with HUD's Uniform

Physical Condition Standards (UPCS). An independent physical inspection performed and scored for each project/AMP. A statistically valid sample of the units within the AMP is selected, and project scores roll up to a composite PHA score.

### What is a Technical Review (TR)?

A technical review may be requested if, during the physical inspection, an objectively verifiable and material error occurred that, if corrected, would result in an improvement in the property's overall score. The three types of material errors are:

- **Building Data Errors** - The inspection includes the wrong building or a building that is not owned by the property.
- **Unit Count Errors** - The total number of units considered in scoring is incorrect as reported at the time of the inspection.
- **Non-Existent Deficiency Errors** - The inspection cites a deficiency that did not exist at the time of the inspection.

### WHAT IS UPCS?

HUD's Uniform Physical Condition Standards (UPCS) is the inspection protocol intended to assure there is uniformity and objectivity in the evaluation of the physical condition of HUD properties. Major inspection areas under UPCS are:

- Site
- Building Exterior
- Building Systems
- Common Areas
- Unit

UPCS Inspections take place every three years for AMPs with high a high performer status, every two years for AMPs with a score above 80 but less than 90, and annually for troubled performers.

Technical review requests must be received at REAC within 30 days from the physical inspection report release date.

### What is a Database Adjustment (DBA)?

A request for database adjustment initiates a review of the results of a physical inspection. A database adjustment may be requested for circumstances affecting the inspected property that are out of the ordinary, reflect an inconsistency with ownership, or are allowed by city/county/state codes. Circumstances that may be addressed by a database adjustment include:

- Local conditions and exceptions
- Ownership issues
- Adverse conditions beyond the owner's control
- Modernization work in progress

The PHA will have 45 days to submit from the physical inspection report release date.

### How can a PHA improve PASS?

#### Focus on the basics

- Understand and comply with Uniform Physical Condition Standards (UPCS)
- Inspect 100% of units annually using UPCS protocols
- Examine Capital Fund use and prioritization
- Compare maintenance to new development resources. Is maintenance underfunded?



- Maintain accurate building and unit inventory
- Perform routine maintenance on all properties, units, and systems throughout the year
- Repair health and safety deficiencies immediately

## MASS (Management Assessment Subsystem) – 25 points

### What is its Purpose?

The purpose of the management operations indicator is to assess the AMP's and PHA's management operations capabilities.

### How is it Scored?

MASS is determined by data reported to HUD by the PHA in the Financial Data Schedule (FDS). A score is calculated for each AMP. Scores roll up to a composite PHA score. The FDS is a required report that is sent by the PHA to HUD/REAC both 60 days after the end of the fiscal year for un-audited financial data and nine months after the end of the fiscal year with the audited data. The MASS scores can be generated from either submission, but if there is a discrepancy in data, the Audited submission data will be used. Scores are assigned by the following sub-indicators:

- **Occupancy:** Emphasizes and measures the AMP's performance in keeping available units occupied. The higher the occupancy rate, the higher the score. The maximum points assigned for this sub-indicator is 16 points.
- **Resident Accounts Receivable:** Measures the amount of resident accounts receivable against resident revenue (i.e. rent paid). The maximum points assigned for this sub-indicator is 5 points.
- **Accounts Payable:** Measures total vendor accounts payable, both current and past due against total monthly operating expenses. The lower the ratio, the higher the score. The maximum points assigned for this sub-indicator is 4 points.

AMPs may be eligible for a Physical Condition & Neighborhood Environment (PCNE) score adjustment. AMPs at least 28 years old are eligible for a 1-point adjustment. Additionally, AMPs located in neighborhoods with 40% or more families living below the poverty line are eligible for a 1-point adjustment.

### How can a PHA Improve MASS?

#### Focus on the Basics

- Increase number of occupied units/reduce vacancies
  - Maintain an updated waiting list
  - Turn vacant units around quickly
- Collect the rents on time
  - Enforce rent collection policies as much as possible
  - Increase revenue and lower Tenant Accounts Receivable (TAR) ratio
- Reduce accounts payable by paying bills on time

- Be knowledgeable about your physical conditions
- Review and understand your maintenance reports
- Know the amounts and status of your Capital Fund Program (CFP) grants
- Thoughtfully approve construction contracts

### Monitor Vacant Unit Turnaround

- Monitor resident move-out/turn-over rate, which indicates resident satisfaction, vacancy loss issues, waiting list sufficiency, marketing and outreach, and changes in local market.
- Monitor property turn-over/turn around time, which indicates the time it takes to reoccupy vacant units
- Track move-out date to re-occupancy date, which of three periods:
  - **Down time:** Down time starts on the move out date.
  - **Make ready time:** Make ready time starts when the housing manager tells the maintenance supervisor the tenant is gone and it's time to prepare the unit. Date is sometimes documented as the date on a move-out inspection form. The form the housing manager uses for security deposit purposes
  - **Lease-up time:** Lease-up time starts when the maintenance man tells the housing manager the unit is done, the paint is dry, and it's okay to move somebody in. Date is sometimes documented on a work order form or log.

## FASS (Financial Assessment Subsystem) – 25 points

### What is its Purpose?

The purpose of the financial condition indicator is to measure the financial condition of each public housing project.

### How is it Scored?

FASS is determined by data reported to HUD by the PHA in the Financial Data Schedule (FDS). Project financial performance will be scored for each project (AMP). The AMP scores will be averaged across the PHA, weighted according to unit count, and rolled up to a composite PHA score. The FDS is a required reporting that is sent by the PHA to HUD/REAC 60 days after the end of the Fiscal Year for the Unaudited Financial Data and 9 months after the end of the Fiscal Year with the Audited data. The FASS scores can be generated from either submission, but if there is a discrepancy in data the Audited submission data will be used. Late Penalty points and Late Pre-sumptive Failure (LPF) for these submissions do apply to FASS Indicator score.

## Late Penalty Points and Late Presumptive Failure (LPF)

Late penalty points are counted against the overall PHAS score if a PHA is late submitting their data in the Financial Data System (FDS). Each data set has a separate due date. To learn more about these schedules and penalties, visit the [HUD/REAC site](#).

A Late Presumptive Failure (LPF) occurs when a PHA does not submit the required financial information and/or management certifications by the established regulatory submission deadlines. An automatic score of zero is assigned to the PHA for that indicator.

Late Penalty Points and Late Presumptive Failure can only be applied to the FASS indicator.

Scores are assigned by the following sub-indicators:

- **Quick Ratio (QR)** – Measures liquidity and current assets. The maximum points assigned for this sub-indicator is 12 points.
- **Months Expendable Net Ratio (MENAR)** – Measures the adequacy of the financial reserves by determine the number of months of operation using the net available resources. The maximum points assigned for this sub-indicator is 11 points.
- **Debt Service Coverage Ratio (DSCR)** – Measures capacity to cover debt obligations through the ability to meet regular debt obligations. The maximum points assigned for this sub-indicator is 2 points.

### How can a PHA Improve MASS?

#### Focus on the Basics

- Maintain accurate financial records
- Submit financial reports to HUD on time
- Increase Quick Ratio by increasing cash available and reducing accounts payable
- Increase Months Expendable Net Assets ratio by increasing savings in the bank and reducing operating costs

## CFP (Capital Fund Program) – 10 points

### What is its Purpose?

The purpose of the Capital Fund program assessment is to examine the period of time it takes a PHA to obligate the funds provided to it from the Capital Fund program. Ultimately, the purpose is for PHAs to obligate 90% or more of these funds as quickly as possible, and no later than 2 years after funds become available. It is also to modernize and develop units and improve overall occupancy and to meet HUD's Strategic Plan goal to "Meet the Need for Quality Affordable Rental Homes."

## How is it Scored?

Uses information reported in eLOCCS for scoring.

Scores are assigned by the following sub-indicators:

- **Fund Obligation** – 5 points are assigned if the PHA obligated 90% or more of the CFP by the obligation end date with no sanctions.
- **Occupancy Rate** – Measures occupancy rate at fiscal year end after adjusting for HUD approved vacancies. A total of 5 points are assigned for a rate of 96% or greater. A total of 2 points are assigned for a rate of 93% but less than 96%. Zero points are assigned if the rate is less than 93%. If the PHA scored less than 5 points for Timeliness of Fund Obligation, the Occupancy Rate score is automatically zero.

The other PHAS indicators require 60% or above to pass. The Capital fund indicator pass rate is 50% or at least 5 points.

## How can a PHA Improve CFP?

### Focus on the Basics

- Timely obligation of Capital Program Funds
  - Plan for the PHA's use of Capital funds
  - Track obligations made and obligation end dates
  - Request monthly board reports
  - Evaluate PHA procurement/contracting timeliness and effectiveness
- Increase number of occupied units
- Have a well-planned program for vacancy reduction that matches available funding resources
- Reduce turnover vacancy time
- Have tenants ready to move in to units when the units are ready.

### Grant Management

- Observe and achieve obligation and expenditure deadlines
  - Sooner is better for your PHA
- Compare projected vs. actual budgets
- Issue several contracts per grant
- File grant close-out documents
- Be aware of the penalties for failure to meet deadlines, which include:
  - Fund recapture
  - Lower PHAS score, which could lead to substandard or troubled designation
- Adhere to the PHA procurement policy



**Work Order Detail**  
 Pagedale Housing Authority (1218bpag)  
 Work Orders active between 12/01/2024 and 01/31/2025

Unit	WO	WO Priority	WO Category	WO Brief Description	Call Date	Date Completed	Days open	
							Days to Complete	in Period Reported
KI1350	39073	Routine	General	Bathroom ceiling -- Surface MO	11/26/2024	01/15/2025	49	49
SF6707	39167	Routine	Plumbing	tub licking	11/26/2024	12/06/2024	10	5
SF6707	39168	Routine	Windows	basment window	11/26/2024	01/02/2025	37	32
SF6707	39169	Routine	General	new garage door	11/26/2024	12/06/2024	10	5
HH6525	39183	Routine	Plumbing	Pipe under kitchen sink is leaki	12/02/2024	12/06/2024	4	4
PC1268	39188	Routine	Plumbing	Faucet for tub still not working	12/02/2024	12/06/2024	4	4
AR6907	39191	Routine	Electrical	Front porch light is out.	12/03/2024	12/10/2024	7	7
HH6525	39208	Routine	Windows	broken window	12/04/2024	12/06/2024	2	2
SC7230	39224	Routine	Plumbing	Water is not coming out of show	12/10/2024	12/10/2024	1	1
PD1625	39230	Routine	Appliance	Carbon monoxide is coming fro	12/12/2024	01/08/2025	27	27
AR6917	39239	Routine	Doors	Front screen door is jamming	12/12/2024		48	48
AR6903	39250	Routine	General	The tub needs to be replaced	12/16/2024	01/27/2025	42	42
AR6903	39251	Routine	General	NO hook up for gas dryer.	12/16/2024	01/17/2025	32	32
AR6903	39254	Routine	Plumbing	damage tub	12/16/2024	01/27/2025	42	42
	39255	Routine	Electrical	gas dryer line	12/16/2024	01/17/2025	32	32
AR6917	39257	Routine	General	Tub needs to be glazed	12/16/2024		42	42
FE1524	39262	Routine	HVAC	No hot water	12/18/2024	12/23/2024	5	5
FE1524	39263	Routine	HVAC	Needing a filter	12/18/2024	12/23/2024	5	5
SD1418	39276	Routine	Walls-Ceilings	bathtub wall falling off	12/23/2024	01/13/2025	21	21
SD1418	39277	Routine	Plumbing	leaking bathtub	12/23/2024	01/13/2025	21	21
PC1268	39282	Routine	Plumbing	sub-pump rusted	12/24/2024		35	35
SC7234	39287	Routine	Electrical	front porch light	01/02/2025	01/15/2025	13	13
EC1469	39292	Routine	Grounds	Tree branch fell down	01/02/2025	01/15/2025	13	13
EC1473	39297	Routine	Plumbing	Kitchen sink/cold side is leakin	01/02/2025	01/17/2025	15	15
AR6917	39306	Routine	Plumbing	The holder for the shower is brc	01/02/2025		26	26
SC7231	39312	Routine	HVAC	Blowing out cold air./	01/03/2025	01/03/2025	1	1
SC7231	39313	Routine	Plumbing	Having a hard problem turning t	01/03/2025	01/03/2025	1	1
KI1350	39319	Routine	Appliance	freezer not working	01/06/2025	01/15/2025	9	9
AR6917	39372	Routine	Doors	Knob fell off bedroom door.	01/17/2025		11	11
MI1331	39374	Routine	Appliance	Refrigerator	01/17/2025		11	11
PC1273	39375	Routine	Walls-Ceilings	Ceiling in the kitchen is crackin	01/17/2025		11	11
PC1273	39376	Routine	Building Exterior	Front porch is falling in.	01/17/2025		11	11
AR6900	39378	Routine	Plumbing	Re-caulk around tub.	01/21/2025		11	11
AR6900	39379	Routine	Plumbing	base of the toilet	01/21/2025		8	8
SD1418	39385	Routine	Appliance	Smelling gas	01/21/2025		8	8
KI1205	39390	Routine	Flooring-Steps	Kitchen floor tile is coming apa	01/22/2025		10	10
SC7209	39400	Routine	Plumbing	grab bars	01/24/2025		4	4
NX1519	39402	Routine	Walls-Ceilings	holes in the walls	01/24/2025		4	4
PC1268	39403	Routine	Appliance	Check oven.	01/24/2025	01/27/2025	3	3
NX1519	39405	Routine	Electrical	smoke detector	01/24/2025		4	4
NX1519	39406	Routine	General	shower rod	01/24/2025		4	4
AR6907	39409	Routine	Plumbing	bathtub	01/27/2025	01/27/2025	1	1
HH6529	39410	Routine	Electrical	basement outlet	01/27/2025		1	1
EH7056	39416	Routine	Appliance	Door handle is off.	01/27/2025		1	1
EH7056	39418	Routine	Doors	Door handle off in M. bedroom	01/27/2025		1	1
EH7056	39419	Routine	Walls-Ceilings	Hole in wall, behind front door	01/27/2025		1	1
EH7056	39420	Routine	Flooring-Steps	Floor, hallway to kitchen	01/27/2025		1	1

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Total number of work orders: 47  
 Average completion days: 14.00  
 Average completion days for reporting period 2 years prior: 8.00  
 Reduction in average completion days over the past three years: -6.00