



Board of Commissioners Meeting  
Tuesday, April 8, 2025, 12 pm  
County Housing Headquarters  
8865 Natural Bridge Road  
St. Louis, Missouri 63121

AGENDA

Item	Individual	Action
1. Call to Order	Chair	Informational
2. Roll Call	Terri Acoff-States	Informational
3. Reading of the Mission Statement	Chair	Informational
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.		
4. Approval of Minutes Regular Meeting February 11, 2025	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 February 28, 2025	Carolyn Riddle	Motion, 2 <sup>nd</sup> , Vote
B. Pagedale Public Housing Write Offs Resolution No. 1447	Carolyn Riddle	Motion, 2 <sup>nd</sup> , Vote
C. Public Housing Performance Report	Kawanna Tate	Informational
9. Unfinished Business	Chair	Informational
10. New Business	Chair	Informational
11. Executive Session	Chair	Motion, 2 <sup>nd</sup> , 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.		
12. Announcements Next Meeting June 10, 2025	Chair	Informational
13. Adjournment	Chair	Motion, 2 <sup>nd</sup> , Vote

**PAGEDALE HOUSING AUTHORITY  
BOARD OF COMMISSIONERS MEETING  
TUESDAY, FEBRUARY 11, 2025  
MEETING MINUTES**

ATTENDANCE:

COMMISSIONERS:  
Dr. Keith Mosby, Sr., Chair  
Erica Edwards, Vice Chair  
Robert Smith, Jr., Commissioner  
Lorraine Mosby, Commissioner

STAFF:  
Shannon Koenig, Executive Director and CEO  
Terri Acoff-States, Executive Assistant  
Carolyn Riddle, Interim Finance Director  
William Barry, Director, Maintenance and Facilities  
Kawanna Tate, Director, Housing Administration

PUBLIC:  
Gloria Williams, Alderwoman, Ward 3

Reading of the Mission Statement:

Vice Chair Edwards recited the mission statement for the board.

Approval of Minutes of Regular Board Meeting Tuesday, December 10, 2024:

Vice Chair Erica Edwards asked for a motion to approve the minutes of the regular board meeting held Tuesday, December 10, 2024. Commissioner Lorraine Mosby motioned for approval; Commissioner Robert Smith seconded the motion. Upon roll call, “Ayes” and “Nays” were as follows:

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

The Vice Chair declared the motion passed.

PUBLIC COMMENTS:

Chair Keith Mosby inquired as to who is responsible for the island on Ardie Way. He stated that he has received complaints about trash debris. Alderwoman Gloria Williams stated that she believes it belongs to the city and said she would check to confirm.

REPORTS OF COMMISSIONERS:

There were no reports from the commissioners.

**PAGEDALE HOUSING AUTHORITY  
BOARD OF COMMISSIONERS MEETING  
TUESDAY, FEBRUARY 11, 2025  
MEETING MINUTES**

EXECUTIVE DIRECTOR’S REPORT:

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

Ms. Koenig presented the board with an overview and summary of the annual customer service survey results for 2024. She said the survey helps gauge customer satisfaction, identify areas for improvement, and celebrate successes. She stated County Housing values the input of their residents, participants, and property owners.

Ms. Koenig announced the establishment of the new Customer Outreach, Relations and Engagement (CORE) Team at County Housing. She stated the team is comprised of front-line customer service staff who are often the first point of contact with County Housing. She said this team is under the leadership of the Director of Communications and Partnerships with the goal of streamlining external messaging, as well as quickly addressing escalated customer issues. The CORE team will also work on increasing and enhancing landlord engagement in 2025.

Ms. Koenig introduced the board to the first issue of the quarterly Landlord Bulletin, a newsletter designed especially for property owners that was distributed in January.

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

REPORTS OF OFFICERS AND EMPLOYEES:

A. Financial Reports:

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

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

The Vice Chair declared the motion passed.

B. Housing Authority of the City of Pagedale Public Housing Write-Offs – Resolution No. 1445:

Ms. Riddle presented the board with the quarterly write-offs of uncollectable rents.

After discussion, Vice Chair Erica Edwards asked for a motion to approve Resolution No. 1445, Housing Authority of the City of Pagedale Public Housing Write-Offs. Chair Keith Mosby motioned for approval. Commissioner Robert Smith seconded the motion. Upon roll call, “Ayes” and “Nays” were as follows:

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

The Vice Chair declared the motion passed.

**PAGEDALE HOUSING AUTHORITY  
BOARD OF COMMISSIONERS MEETING  
TUESDAY, FEBRUARY 11, 2025  
MEETING MINUTES**

C. Public Housing Performance Report:

Ms. Tate reviewed public housing activities within the framework of the Public Housing Assessment System. She presented an overview of the physical, management and financial assessment subsystems along with the progress of the capital fund program.

UNFINISHED BUSINESS:

No unfinished business was discussed.

NEW BUSINESS:

No new business was introduced.

EXECUTIVE SESSION:

Vice Chair Erica Edwards asked for a motion to end the Regular Session and enter into an Executive Session. Commissioner Lorraine Mosby motioned to enter, Commissioner Robert Smith seconded the motion, and upon roll call the “Ayes” and “Nays” were as follows:

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

The Vice Chair declared the motion passed.

Vice Chair Erica Edwards asked for a motion to exit Executive Session. Commissioner Lorraine Mosby motioned to exit. Commissioner 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 E. Edwards L. Mosby R. Smith	None

The Vice Chair declared the motion passed.

ANNOUNCEMENTS:

The next meeting is scheduled for Tuesday, April 8, 2025.

**PAGEDALE HOUSING AUTHORITY  
BOARD OF COMMISSIONERS MEETING  
TUESDAY, FEBRUARY 11, 2025  
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 Vice Chair Erica Edwards. Upon roll call, “Ayes” and “Nays” were as follows:

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

The Vice Chair declared the motion passed.

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Secretary	Chair
<hr/>	
Date	

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## MEMORANDUM

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

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

**Date:** April 8, 2025

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

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The Trump administration is making broad and swift changes to the federal government that directly impact the work of County Housing. Legally, County Housing is a public housing authority, municipal corporation, and federal grantee.

**I. HUD Department of Government Efficiency task force**

In February, the newly confirmed HUD Secretary Scott Turner launched a Department of Government Efficiency (DOGE) task force to eliminate waste, fraud, and abuse within HUD. The initiative is in response to President Trump's Executive Order to maximize governmental efficiency and productivity.

The DOGE Task Force, composed of HUD employees, will scrutinize the agency's spending to ensure that every dollar is being used efficiently to serve rural, tribal, and urban communities. The group will meet regularly to identify areas of improvement and report its findings to Secretary Turner.

Secretary Turner emphasized that HUD will be meticulous about its spending, ensuring that all programs, processes, and personnel work together to achieve the department's goals. The launch of the DOGE Task Force demonstrates the administration's commitment to financial accountability and responsible stewardship of taxpayer dollars.

**II. HUD Actions and Policy Changes**

County Housing staff are actively monitoring HUD actions and policy changes that will impact program administration. This includes actions such as halting enforcement of HUD's 2016 Equal Access Rule, which allowed individuals to identify their gender without regard to their biological sex. This impacts how County Housing has been processing individual case files and will require a change to our procedures. This will also impact our Administrative Plan and other documents will need to be updated to reflect the policy change.

**III. HUD Federal Funding and Workforce Reductions**

Federal funding uncertainties as well as workforce reductions at HUD are impacting County Housing in different ways.

The funding pause in January had a direct impact to our financial systems and caused our work to slow down. This pause also brought forth various analyses and scenarios in the event federal funds are not available in the future. At present, our funding systems are available, and our work continues.

The division of HUD that funds homelessness prevention activities has seen significant workforce reductions. In addition, significant funding for these activities has not been released. If this continues, there could be a detrimental impact on the unhoused community and a corresponding strain on County Housing and the people we serve.

Staff will continue to monitor official channels for information regarding budget and policy changes as well as workforce reductions.



## MEMORANDUM

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

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

**From:** Benjamin C. Washington, Chief Financial Officer

**Date:** April 8, 2025

**Subject:** *Financial Summary*

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This memo provides a narrative explanation for the period ending February 28, 2025 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 of \$185,809 exceeded the total YTD budget revenue of \$152,051 by \$33,758.

- The most significant variance was \$53,688 attributed to Capital Fund Grants draw down. This is attributed to the timing of the draw down of the FY2025 budget.
- Total Tenant Charges had an unfavorable budget variance of \$11,191 driven by ten (10) of the eighty-one (81) total units being offline. Additionally, eleven (11) units had tenant rents of \$0 for the month.

**B. Expenses**

Total YTD actual operating expense of \$117,194 outperformed the total YTD budget expense of \$133,205 by \$16,011.

- Total YTD Occupancy expense resulted in a favorable budget variance of \$11,017. The primary causes were contracted costs are lower than budget due to timing.
- Total YTD Other general expenses resulted in a favorable budget variance of \$9,895 due to timing.

**C. Net Income**

The total operating net income is \$68,614 before depreciation of \$13,798, resulting in a bottom-line income of \$54,817.



**D. Cash**

As of February 28, 2025, the adjusted cash balance in the operating bank account was \$578,208. There was \$22,180 of operating subsidy received. Tenant rental income for the month was \$24,632 and operating expenses payments made were \$71,517.

**III. Attachments**

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

**Pagedale Housing Authority**  
**Budgeted Income Statement**  
**As of February 28, 2025**

	Pagedale HA				Pagedale HA			
	YTD Actual	YTD Budget	Variance	% Variance	Monthly Actual	Monthly Budget	Variance	% Variance
<b>OPERATING ITEMS</b>								
Total Operating Subsidy	44,360	53,106	(8,746)		22,180	26,553	(4,373)	
Capital Fund Grants	92,216	38,528	53,688		92,216	19,264	72,952	
Capital Fund Grants - Soft Costs	-	-	-		-	-	-	
Total Tenant Charges	49,159	60,350	(11,191)		17,299	30,175	(12,876)	
Total Investment Income	74	67	7		36	33	2	
Total Miscellaneous Other Income	-	-	-		-	-	-	
<b>Total Income</b>	<b>185,809</b>	<b>152,051</b>	<b>33,758</b>	22%	<b>131,731</b>	<b>76,026</b>	<b>55,705</b>	73%
Total Rents and Utility Reimbursements	2,060	3,833	(1,773)		1,095	1,917	(822)	
Total Salaries	22,441	25,833	(3,392)		13,758	12,917	842	
Total Benefits and Taxes	7,837	5,804	2,032		4,836	2,902	1,934	
Total Training, Seminars, Conferences	9,809	1,775	8,034		7,412	887	6,524	
<b>Total Admin</b>	<b>42,147</b>	<b>37,246</b>	<b>4,901</b>	13%	<b>27,102</b>	<b>18,623</b>	<b>8,479</b>	46%
Total Utilities	12,522	9,783	2,739		10,951	4,892	6,059	
Total Materials	4,528	8,033	(3,505)		4,192	4,017	175	
Total Contract Costs	22,309	32,458	(10,150)		5,613	16,229	(10,616)	
Total Tenant Services Expense	339	522	(183)		339	261	78	
Total Other Maintenance Expenses	939	667	272		794	333	461	
Total Outside Services	-	-	-		-	-	-	
Total Other Occupancy Expenses	5,767	5,957	(190)		2,394	2,978	(584)	
<b>Total Occupancy Expense</b>	<b>46,403</b>	<b>57,420</b>	<b>(11,017)</b>	-19%	<b>24,283</b>	<b>28,710</b>	<b>(4,427)</b>	-15%
Total Insurance	15,132	14,933	199		7,566	7,467	99	
Total Outside Services	1,505	6,000	(4,495)		297	3,000	(2,703)	
Total Professional Fees	-	4,417	(4,417)		-	2,208	(2,208)	
Total Other Fees	8,371	7,744	627		4,342	3,872	470	
Total Telephone and Technology	838	2,167	(1,328)		484	1,083	(599)	
Total Other Administrative Expenses	78	858	(780)		(204)	429	(633)	
Total Internal Charges	2,720	2,420	300		1,360	1,210	150	
<b>Total Other General</b>	<b>28,645</b>	<b>38,539</b>	<b>(9,895)</b>	-26%	<b>13,845</b>	<b>19,270</b>	<b>(5,425)</b>	-28%
<b>Total Expenses</b>	<b>117,194</b>	<b>133,205</b>	<b>(16,011)</b>	-12%	<b>65,229</b>	<b>66,603</b>	<b>(1,374)</b>	-2%
<b>Total Net Operating Income</b>	<b>68,614</b>	<b>18,846</b>	<b>49,769</b>		<b>66,501</b>	<b>9,423</b>	<b>57,079</b>	
<b>NON-OPERATING ITEMS</b>								
Total Depreciation Expense	(13,798)	(12,435)	(1,363)		(6,899)	(6,218)	(681)	
<b>Total Non- Operating Items</b>	<b>(13,798)</b>	<b>(12,435)</b>	<b>(1,363)</b>		<b>(6,899)</b>	<b>(6,218)</b>	<b>(681)</b>	
<b>Net Income (Loss)</b>	<b>54,817</b>	<b>6,410</b>	<b>48,406</b>		<b>59,603</b>	<b>3,205</b>	<b>56,397</b>	

**Pagedale Housing Authority**  
**Cash Report**  
**February 2025**

**Pagedale - US Bank**

<b>BEGINNING BOOK CASH BALANCE 2/1/2025</b>	<b>\$</b>	<b>496,846.63</b>
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**ADD:**

Tenant Rent	24,632.80
Security Deposits	-
FSS Deposits	-
Capital Fund	92,216.00
Operating Subsidy	22,180.00
Interest	38.10
Transfer	-
Other Revenue	-
<b>TOTAL DEPOSITS</b>	<b>139,066.90</b>

**LESS:**

Other Transfers	(298.00)
Manual Checks	-
Checks	(26,023.00)
NSF	-
Withdraws/Other Deductions	(45,196.19)
Operating Subsidy Out	-
<b>TOTAL PAYMENTS</b>	<b>(71,517.19)</b>

<b>ENDING BOOK CASH BALANCE 2/28/2025</b>	<b>\$</b>	<b>564,396.34</b>
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*Pagedale - US Bank*

<b>Ending Bank Balance 2/28/2025</b>	<b>\$</b>	<b>564,396.34</b>
Outstanding Checks	(3,543.21)	
ACH in Transit	17,355.00	
Other Items	-	
<b>Adjusted Bank Balance 2/28/2025</b>	<b>\$</b>	<b>578,208.13</b>

Unrestricted Cash	\$	349,806.88
Security Deposit Cash		-
	<b>\$</b>	<b>349,806.88</b>

**Public Housing Rent Roll**

Property: 1218bpag (Pagedale Housing Authority)

As Of Date: 02/28/2025

<b>Unit Code</b>	<b>Tenant Code</b>	<b>Tenant Rent</b>
	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	178
	t0000398	793
	t0000394	502
	t0035536	147
	t0024603	255
	t0034140	179
	t0000392	487
	t0035334	1,252
	t0019097	106
	t0000399	1,015
	t0034260	0
	t0034756	952
	t0000434	461
	t0035506	656
	t0000355	1,036
	t0035397	0
	t0000435	22
	t0000412	113
	t0034307	393
	t0034189	0
	t0000422	140
	d0033933	484
	t0033933	721
	b0012771	0
	t0000078	0
	t0021073	0
	t0023157	135
	t0034470	374
	t0035140	167
	t0000377	113
	t0012290	367
	t0033887	105
	t0000388	85
	t0000387	1,252
	t0000386	0
	t0000385	1,252
	t0019204	386
	t0034514	337
	t0000456	1,036
	t0000382	1,055
	t0000383	1,252
	t0021647	748
	t0000240	317
	t0010574	880
	t0000238	65
	b0037201	1,252
	t0037201	778
	t0000378	707
	t0034658	477
	t0000536	182
	t0012812	350
	t0000537	40
		<b>32,644</b>



## MEMORANDUM

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

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

**From:** Benjamin C. Washington, Chief Financial Officer

**Date:** April 8, 2025

**Subject:** *Resolution No. 1447, Write-Offs of Uncollectable Rents*

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Attached are the write-offs for uncollectable rents for the quarter ending March 31, 2025.

**I. Recommendation**

Staff recommend the Board approve write-offs for the 1st quarter of 2025.

RESOLUTION NO. 1447

AUTHORIZING QUARTERLY WRITE-OFF OF UNCOLLECTABLE RENTS

April 08, 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; and

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 \$15,680.47 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	d0033933	\$7,044.00
	t0035415	\$8,636.47

Total: \$15,680.47

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Chair

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Secretary

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Date



## MEMORANDUM

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

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

**From:** Kawanna Tate, Director, Housing Administration  
Carolyn Riddle, Interim Finance Director

**Date:** April 8, 2025

**Subject:** *Public Housing Performance*

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At our last meeting, we discussed our performance projections for 2024 using the Public Housing Assessment System or the PHAS framework. Today, I will cover our current projections for the year 2025 and other programmatic updates.

**I. PASS - projected 31/40 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.

**A. Inspections Activity**

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

**B. Maintenance Activity**

From January through March 2025, the maintenance team completed 82 work orders and seven-unit rehabs. Three additional rehabs are in progress.

**II. 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	99.53%	16/16
Accounts Payable Ratio	0.06	4/4
Tenant Accounts Receivable	1.183	0/5
<b>Projected Points</b>		<b>20</b>

**III. 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 February 28, 2025.

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

**IV. 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.

**A. Capital Grant Fund Progress**

Grant Year	Amount	Obligated	Expended	Deadline to expend
2020	\$172,502	100%	100%	3/25/2026
2021	\$180,371	100%	100%	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

**B. CFP Projects**

In 2025, planned projects include floor tile replacements and bathroom renovations.

**V. Projected Overall PHAS Score through March 2025**

PASS – 31/40 points

FASS – 25/25 points

MASS – 20/25 points

CFP – 10/10 points

**Total 86**

***Projected Standard Performer***

**VI. Attachment**

Work Order Detail January 1 – March 31, 2025



**Work Order Detail**

Pagedale Housing Authority (1218bpag)

Work Orders active between 1/1/2025 and 3/31/2025

Unit	WO	WO Priority	WO Category	WO Brief Description	Call Date	Date Completed	Days to Complete	Days open in Period Reported
KI1350	39073	Routine	General	Bathroom ceiling -- MOLI	11/07/2024	01/15/2025	69	14
SF6707	39168	Routine	Windows	basement window	11/26/2024	01/02/2025	37	1
PD1625	39230	Routine	Appliance	Carbon monoxide is com	12/11/2024	01/08/2025	28	7
AR6917	39239	Routine	Doors	Front screen door is jamr	12/12/2024	01/29/2025	48	28
AR6903	39250	Routine	General	The tub needs to be repla	12/16/2024	01/27/2025	42	26
AR6903	39251	Routine	General	NO hook up for gas dryer	12/16/2024	01/17/2025	32	16
AR6903	39254	Routine	Plumbing	damage tub	12/16/2024	01/27/2025	42	26
	39255	Routine	Electrical	gas dryer line	12/16/2024	01/17/2025	32	16
AR6917	39257	Routine	General	Tub needs to be glazed	12/16/2024	01/29/2025	44	28
SD1418	39276	Routine	Walls-Ceilings	bathtub wall falling off	12/23/2024	01/13/2025	21	12
SD1418	39277	Routine	Plumbing	leaking bathtub	12/23/2024	01/13/2025	21	12
PC1268	39282	Routine	Plumbing	sub-pump rusted	12/24/2024	01/29/2025	36	28
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	01/02/2025	01/17/2025	15	15
AR6917	39306	Routine	Plumbing	The holder for the showe	01/02/2025	01/29/2025	27	27
SC7231	39312	Routine	HVAC	Blowing out cold air ./	01/03/2025	01/03/2025	1	1
SC7231	39313	Routine	Plumbing	Having a hard problem tu	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 do	01/17/2025	01/29/2025	12	12
MI1331	39374	Routine	Appliance	Refrigerator	01/17/2025	01/29/2025	12	12
PC1273	39375	Routine	Walls-Ceilings	Ceiling in the kitchen is c	01/17/2025	01/29/2025	12	12
PC1273	39376	Routine	Building Exterio	Front porch is falling in.	01/17/2025	01/29/2025	12	12
AR6900	39378	Routine	Plumbing	Re-caulk around tub.	01/21/2025	01/29/2025	8	8
AR6900	39379	Routine	Plumbing	base of the toilet	01/21/2025	01/29/2025	8	8
SD1418	39385	Routine	Appliance	Smelling gas	01/21/2025	01/29/2025	8	8
KI1205	39390	Routine	Flooring-Steps	Kitchen floor tile is comir	01/22/2025		69	69
SC7209	39400	Routine	Plumbing	grab bars	01/24/2025	02/05/2025	12	12
NX1519	39402	Routine	Walls-Ceilings	holes in the walls	01/24/2025		67	67
PC1268	39403	Routine	Appliance	Check oven.	01/24/2025	01/27/2025	3	3
NX1519	39406	Routine	General	shower rod	01/24/2025	03/20/2025	55	55
AR6907	39409	Routine	Plumbing	bathtub	01/27/2025	01/27/2025	1	1
HH6529	39410	Routine	Electrical	basement outlet	01/27/2025	02/05/2025	9	9
EH7056	39416	Routine	Appliance	Door handle is off.	01/27/2025	03/07/2025	39	39
EH7056	39418	Routine	Doors	Door handle off in M. bed	01/27/2025	03/07/2025	39	39
EH7056	39419	Routine	Walls-Ceilings	Hole in wall, behind front	01/27/2025		64	64
EH7056	39420	Routine	Flooring-Steps	Floor, hallway to kitchen	01/27/2025	02/24/2025	28	28
SC7230	39421	Routine	Appliance	Please check the refriger	01/28/2025	03/19/2025	50	50
GD7350	39422	Routine	Appliance	oven	01/28/2025	02/20/2025	23	23
HH6537	39423	Routine	Plumbing	Stopper is broken.	01/28/2025	03/05/2025	36	36
SC7209	39424	Routine	Plumbing	Handle for shower will nc	01/29/2025	02/04/2025	6	6
WH6514	39425	Routine	Electrical	Carbon monoxide detect	01/30/2025	02/03/2025	4	4
SC7200	39430	Routine	Electrical	Light in the master bathr	01/31/2025	02/05/2025	5	5
EC1473	39431	Routine	Plumbing	Replace vanity faucet.	01/31/2025	03/20/2025	48	48
GD7350	39433	Routine	Appliance	oven	01/31/2025	02/20/2025	20	20
GD7350	39434	Routine	Plumbing	sink leaking	01/31/2025	02/03/2025	3	3
AR6909	39449	Routine	General	Pipes knocking	02/03/2025	03/07/2025	32	32
AR6909	39450	Routine	Flooring-Steps	Damaged floors	02/03/2025		57	57
AR6909	39451	Routine	General	Needing vent covers	02/03/2025	03/19/2025	44	44
AR6909	39452	Routine	General	Replace basement rail	02/03/2025	03/07/2025	32	32
AR6909	39453	Routine	Appliance	Making loud noises	02/03/2025	03/19/2025	44	44
AR6909	39454	Routine	Doors	Replace bathroom door	02/03/2025	03/10/2025	35	35
KI1347	39462	Routine	Building Exterio	squirrel in the roof	02/06/2025		54	54
HH6529	39463	Routine	Electrical	Outlet for washer still no	02/06/2025	02/24/2025	18	18
SC7201	39464	Routine	General	Paint chipping off tub	02/06/2025	03/07/2025	29	29
SC7201	39465	Routine	Windows	Crack in the basement w	02/06/2025	03/07/2025	29	29
MI1331	39492	Routine	Appliance	Needing a refrigerator	02/13/2025	03/18/2025	33	33

SC7239	39496	Routine	Appliance	door broken	02/13/2025	03/24/2025	39	39
EC1469	39500	Routine	Grounds	limb down	02/13/2025	02/20/2025	7	7
H65171	39525	Routine	Plumbing	Water leaking in baseme	02/21/2025	02/24/2025	3	3
H65171	39526	Routine	Doors	front door lock	02/21/2025	02/24/2025	3	3
NX1519	39531	Routine	Appliance	Replace stovetop.	02/21/2025	03/05/2025	12	12
NX1519	39539	Routine	Appliance	new stove top	02/24/2025	03/05/2025	9	9
SC7235	39551	Routine	HVAC	No heat	02/26/2025	02/26/2025	1	1
SC7235	39552	Routine	General	Tissue holder broke.	02/26/2025	02/26/2025	1	1
SF6707	39558	Routine	Windows	Window screens in both	02/26/2025	03/10/2025	12	12
SF6707	39559	Routine	General	Tissue holder is broke	02/26/2025	03/10/2025	12	12
HH6547	39566	Routine	Doors	fixture a very loose	02/28/2025	03/20/2025	20	20
AR6900	39570	Routine	General	towel rack	03/03/2025		29	29
GD7350	39582	Routine	Electrical	Needing bulbs for the cei	03/04/2025	03/07/2025	3	3
GD7350	39583	Routine	Appliance	Back of refrigerator has f	03/04/2025	03/18/2025	14	14
PC1268	39588	Routine	Flooring-Steps	Bathroom floor sinking in	03/05/2025		27	27
RT6716	39593	Routine	Electrical	Back porch light is out.	03/05/2025	03/19/2025	14	14
SC7235	39595	Routine	HVAC	Blowing out cold air.	03/06/2025	03/10/2025	4	4
PD1625	39598	Routine	Plumbing	Water leaking	03/06/2025		26	26
SC7234	39604	Routine	Doors	front door jammed	03/07/2025	03/07/2025	1	1
GD7350	39605	Routine	Appliance	stove not working	03/07/2025	03/18/2025	11	11
SF6707	39608	Routine	Electrical	outlets not working.	03/10/2025	03/20/2025	10	10
GD7350	39614	Routine	Appliance	Turned on burners and sr	03/11/2025	03/18/2025	7	7
EH7067	39615	Routine	Windows	Back screen windows are	03/11/2025	03/19/2025	8	8
EH7067	39616	Routine	Appliance	Exhaust fan light is out	03/11/2025	03/20/2025	9	9
SU1255	39621	Routine	Appliance	oven	03/11/2025	03/18/2025	7	7
EC1469	39638	Routine	Grounds	Large branch fell in front	03/17/2025	03/19/2025	2	2
EH7056	39649	Routine	Doors	Garage door affected by	03/18/2025		14	14
EH7056	39650	Routine	Walls-Ceilings	Hole in wall near toilet	03/18/2025	03/21/2025	3	3
RA6737	39653	Routine	Windows	windows off track	03/18/2025	03/19/2025	1	1
HH6537	39655	Routine	Doors	door off hinge	03/19/2025	03/19/2025	1	1
PC1273	39659	Routine	Doors	Front screen door closer	03/20/2025		12	12
PC1273	39660	Routine	Building Exterio	Shingles coming off	03/20/2025	03/26/2025	6	6
SF6707	39661	Routine	Doors	Closet doors off track	03/20/2025	03/25/2025	5	5
SF6707	39662	Routine	Walls-Ceilings	Holes in walls	03/20/2025	03/25/2025	5	5
WY6739	39667	Routine	General	Damaged countertop	03/20/2025		12	12
WY6739	39668	Routine	Grounds	Shed is against the tree	03/20/2025	03/26/2025	6	6
PC1268	39702	Routine	Plumbing	Can't turn water all the w	03/27/2025		5	5
							94	

Total number of non-emergency work orders:	94
Average completion days:	8.23
Average completion days for reporting period 2 years prior:	5.00
Reduction in average completion days over the past three years:	-3.23