

Board of Commissioners Meeting Tuesday, October 14, 2025, 12 pm Pagedale City Hall 1420 Ferguson Avenue Pagedale, Missouri 63133

AGENDA

13. Adjournment

| Individual Chair | Action Informational |
|--|--|
| Terri Acoff-States | Informational |
| Chair | Informational |
| d affordable housing; ensure equal hou quality of life and economic vitality of | |
| Chair | Motion, 2 nd , Vote |
| Chair | Informational |
| Chair | Informational |
| Shannon Koenig | Informational |
| Benjamin Washington | Motion, 2 nd , Vote |
| Benjamin Washington | Motion, 2 nd , Vote |
| Benjamin Washington | Motion, 2 nd , Vote |
| Kawanna Tate | Informational |
| Chair | Informational |
| Chair | Informational |
| Chair | Motion, 2 nd , Vote |
| d of Commissioners, an Executive Ses litigation matters pursuant to RSMo Se | = |
| Chair | Informational |
| | Chair Terri Acoff-States Chair d affordable housing; ensure equal hou quality of life and economic vitality of Chair Chair Chair Shannon Koenig Benjamin Washington Benjamin Washington Benjamin Washington Kawanna Tate Chair Chair Chair Chair |

Chair

Motion, 2nd, Vote

ATTENDANCE:

COMMISSIONERS:

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

STAFF:

Terri Acoff-States, Executive Assistant
Benjamin Washington, Chief Financial Officer
William Barry, Director of Inspections, Quality Control, and
Capital Programs
Kawanna Tate, Director, Housing Administration
Joyce Agboola, Property Manager

PUBLIC:

Gloria Williams, Alderwoman, Ward 3 Vanessa Thomas, Resident

PUBLIC HEARING:

The board meeting opened with a public hearing on the Annual PHA Plan for 2026 and the Capital Funds Action Plan for 2030. The purpose of this hearing was to allow the public an opportunity to comment on each of these plans.

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

Reading of the Mission Statement:

Chair Mosby recited the mission statement for the board.

Approval of Minutes of Regular Board Meeting Tuesday, June 10, 2025:

Chair Mosby asked for a motion to approve the minutes of the regular board meeting held Tuesday, June 10, 2025. Vice Chair Edwards motioned for approval; Commissioner Smith seconded the motion. Upon roll call, "Ayes" and "Nays" were as follows:

AYES NAYS

K. Mosby None

E. Edwards L. Mosby R. Smith

The Chair declared the motion passed.

PUBLIC COMMENTS:

Ms. Thomas greeted the Board and expressed her appreciation for the opportunity to speak regarding the moving assistance provided to residents of Pagedale public housing who are being relocated to comply with occupancy standards. She acknowledged that the \$1,000 moving assistance is helpful and sincerely appreciated by residents. However, she noted that the total moving cost being charged by the moving company is between \$1,200 and \$1,600, leaving a \$200 to \$600 gap that residents are unable to afford.

Ms. Thomas respectfully requested that, if the Board is unable to cover the full cost, the \$1,000 be given directly to residents so they may use the funds as they see fit to manage their moving expenses.

Following discussion, the Board agreed to vote to amend the previous amount authorized for moving assistance cost. The flat rate of \$1,000 will be replaced with a tiered structure based on unit size. Residents relocating from a 3-bedroom unit will be eligible for a one-time moving expense not to exceed \$1,600, and those relocating from a 2-bedroom unit will be eligible for a one-time moving expense not to exceed \$1,250. Payments will be made directly to the moving company.

REPORTS OF COMMISSIONERS:

Consideration of Amending Relocation Moving Assistance for Pagedale Public Housing Residents:

Chair Mosby requested a motion to approve amending the previously committed total of \$20,000 for moving assistance to include an additional \$8,850. This increase is intended to cover approximately 20 additional moves between August 2025 and May 2026.

After discussion, Commissioner Mosby motioned to approve amending relocation moving assistance for Pagedale public housing residents, which motion was seconded by Commissioner Smith. Upon roll call the "Ayes" and "Nays" were as follows:

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

The Chair declared the motion passed.

EXECUTIVE DIRECTOR'S REPORT:

Ms. Acoff-States greeted the Board and thanked them for attending the meeting.

Ms. Acoff-States informed the Board that Executive Director Shannon Koenig was unable to attend the meeting but had submitted her written report in advance.

Ms. Acoff-States noted that she would relay any questions or concerns from the Board to Ms. Koenig.

REPORTS OF OFFICERS AND EMPLOYEES:

A. Financial Reports:

Mr. Washington reviewed the Financial Reports for the period ending June 30, 2025. Chair Mosby asked for a motion to approve the June 30, 2025 Financial Reports as read and discussed. Commissioner Mosby motioned for approval, which motion was seconded by Vice Chair Edwards. Upon roll call, "Ayes" and "Nays" were as follows:

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

The Chair declared the motion passed.

B. 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.

C. Annual PHA Plan (2026) and Certification of Compliance:

Ms. Tate presented the board with the 2026 Annual PHA Plan. She stated the 2026 Annual PHA Plan is a HUD required document that details the housing authority's policies, programs, and strategies for meeting local housing needs and goals. Ms. Tate stated County Housing's 2026 Annual PHA Plan describes the updates made to the organization's policies and planned activities for the upcoming fiscal year.

After discussion, Chair Mosby asked for a motion to approve the Housing Authority of St. Louis County's 2026 Annual PHA Plan. Commissioner Mosby motioned for approval, Commissioner Smith seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

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

The Chair declared the motion passed.

D. Capital Funds Action Plan (2030):

Mr. Barry presented the board with the Capital Funds Action Plan for 2030. He stated the Capital Fund Program (CFP) provides funds annually to Public Housing Agencies (PHAs) for the development, financing, and modernization of public housing developments and management improvements. By providing financial support for capital improvements, the program helps PHAs address the backlog of repairs, create healthier living environments, and promote the overall well-being of residents in public housing communities.

After discussion, Chair Mosby asked for a motion to approve the Capital Funds Action Plan for 2030. Commissioner Smith motioned for approval; Vice Chair Edwards seconded the motion. Upon roll call the "Ayes" and "Nays" were as follows:

| <u>AYES</u> | | <u>NAYS</u> |
|--|------------|-------------|
| K. Mos E. Edw L. Mosl R. Smit | ards by | None |

The Chairman declared the motion passed.

UNFINISHED BUSINESS:

No unfinished business was discussed.

NEW BUSINESS:

No new business was discussed.

| EXECUTIVE SESSION: | | |
|-------------------------------|------------------------------------|---|
| An Executive Session was no | t held. | |
| ANNOUNCEMENTS: | | |
| The next meeting is schedule | d for Tuesday, December 9, 20 | 25. |
| ADJOURNMENT OF MEETING | <u>::</u> | |
| _ | l for adjournment, which motio | ice Chair Edwards asked for a motion to adjourn. n was seconded by Commissioner Smith. |
| | AYES | NAYS |
| | E. Edwards L. Mosby R. Smith | None |
| The Vice Chair declared the n | notion passed. | |
| | | Chair |
| Secretary | | |
| Date | | |

PAGEDALE HOUSING AUTHORITY COUNTY HOUSING HERIOZENG ADHOLITY H'S L DOIS COUNTY

MEMORANDUM

To: Pagedale Housing Authority Board of Commissioners

From: Shannon Koenig, Executive Director and CEO

Date: October 14, 2025

Subject: Executive Director's Report

This report provides an update on various Pagedale Housing activities.

I. Federal Government Updates

As of this writing, the federal government is currently shutdown. NAHRO has heard from HUD that PHAs should be largely unaffected, at least initially. Funds for the Public Housing Operating Fund have been obligated through November 2025, and Housing Assistance Payments and Administrative Fee payments for the HCV program have been loaded for October and two weeks of November. While the expectation is that this will be a relatively short shutdown, the current climate in Washington is uncertain.

Proposed appropriations for FY26 remain unchanged. In FY26, the Public Housing Operating Fund could see a reduction up to about 11%, while the Public Housing Capital Fund could see a reduction up to about 29%.

II. Third Quarter Agency Performance Report Results

The Agency Performance Report for 2025 has been updated to reflect third quarter progress on updated key results. Staff continue to make progress meeting the core objectives.

III. Attachments

Q3 Agency Performance Report



Agency Performance Report

Third Quarter, 2025

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 County Housing measures

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

Results

Q1

Q2

Q3

Q4

Attain zero findings in finance/single audits

loops for residents

Objective 2: Foster a customer-centered culture.

Results
Q1 Q2 Q3 Q4
Increase customer satisfaction
Dedicate staff to customer outreach and resident engagement
Implement quarterly feedback

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

with other organizations in the community.

Communicate programming opportunities

Results

Enhance partnerships with local organizations

Engage in community initiatives that promote housing stability and affordability

04

MEMORANDUM



To: Pagedale Housing Authority Board of Commissioners

Through: Shannon Koenig, Executive Director and CEO

From: Benjamin C. Washington, Chief Financial Officer

Date: October 14, 2025

Subject: Financial Summary

This memo provides a narrative explanation for the period ending August 31, 2025, financial reports.

I. Recommendation

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

II. Highlights

A. Revenue

The total YTD actual operating revenue of \$660,198 exceeded the total YTD budget revenue of \$608,204, resulting in a favorable variance of \$51,994 or 9%.

- Variances in the Total Operating Subsidy and Capital Funds Grants were attributable to timing differences in the drawdowns.
- Tenant Charges had an unfavorable budget variance of \$26,936 due to vacancies in seven (7) of the eighty-one (81) total units and fourteen (14) units had tenant rents of \$0 for the month.

B. Expenses

Total YTD actual operating expense of \$546,270 exceeded the total YTD budget expense of \$532,822, resulting in an unfavorable variance of \$13,449 or 3%.

- Total YTD Occupancy expense resulted in an unfavorable budget variance of \$21,312 primarily due to timing differences in utilities, materials, and contracted costs unit repairs.
- Total YTD Other General expenses resulted in a favorable budget variance of \$22,563 primarily due to timing differences in outside services and professional fees.

C. Net Income

The total operating net income is \$113,928 before depreciation of \$55,190, resulting in a bottom-line net income of \$58,738.

D. Cash

As of August 31, 2025, the adjusted cash balance in the operating bank account was \$634,537. There was \$23,433 of operating subsidy received. Tenant rental income for the month was \$19,638, and operating expenses payments made were \$53,054.

III. Attachments

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

Pagedale Housing Authority Budgeted Income Statement As of August 31, 2025

| | | | | Pa | agedale HA | | | |
|--|------------|------------|----------|------------|----------------|----------------|----------|------------|
| - | YTD Actual | YTD Budget | Variance | % Variance | Monthly Actual | Monthly Budget | Variance | % Variance |
| OPERATING ITEMS | | | | | | | | |
| Total Operating Subsidy | 181,662 | 212,425 | (30,764) | | 23,433 | 26,553 | (3,121) | |
| Capital Fund Grants | 263,784 | 154,112 | 109,672 | | - | 19,264 | (19,264) | |
| Total Tenant Charges | 214,464 | 241,400 | (26,936) | | 23,623 | 30,175 | (6,552) | |
| Total Investment Income | 288 | 267 | 22 | | 49 | 33 | 16 | |
| Total Income | 660,198 | 608,204 | 51,994 | 9% | 47,105 | 76,026 | (28,921) | -38% |
| Total Rents and Utility Reimbursements | 9,293 | 15,333 | (6,040) | | 535 | 1,917 | (1,382) | |
| Total Salaries | 100,655 | 103,333 | (2,679) | | 8,933 | 12,917 | (3,984) | |
| Total Benefits and Taxes | 35,052 | 23,218 | 11,834 | | 3,314 | 2,902 | 411 | |
| Total Training, Seminars, Conferences | 18,684 | 7,100 | 11,584 | | | 887 | (887) | |
| Total Admin | 163,684 | 148,984 | 14,700 | 10% | 12,782 | 18,623 | (5,841) | -31% |
| Total Utilities | 46,269 | 39,133 | 7,136 | | 1,174 | 4,892 | (3,718) | |
| Total Materials | 38,699 | 32,133 | 6,565 | | 4,004 | 4,017 | (12) | |
| Total Contract Costs | 137,929 | 129,833 | 8,096 | | 1,805 | 16,229 | (14,424) | |
| Total Tenant Services Expense | 2,798 | 2,087 | 711 | | - | 261 | (261) | |
| Total Other Maintenance Expenses | 3,916 | 2,667 | 1,250 | | 90 | 333 | (243) | |
| Total Other Occupancy Expenses | 21,302 | 23,827 | (2,525) | | 2,586 | 2,978 | (393) | |
| Total Occupancy Expense | 250,992 | 229,680 | 21,312 | 9% | 9,659 | 28,710 | (19,051) | -66% |
| Total Insurance | 60,533 | 59,733 | 800 | | 7,569 | 7,467 | 102 | |
| Total Outside Services | 8,041 | 24,000 | (15,959) | | - | 3,000 | (3,000) | |
| Total Professional Fees | 7,025 | 17,667 | (10,641) | | 1,488 | 2,208 | (721) | |
| Total Other Fees | 33,885 | 30,977 | 2,908 | | 4,090 | 3,872 | 217 | |
| Total Telephone and Technology | 6,168 | 8,667 | (2,498) | | 331 | 1,083 | (753) | |
| Total Other Administrative Expenses | 5,158 | 3,433 | 1,725 | | 1,309 | 429 | 880 | |
| Total Internal Charges | 10,783 | 9,680 | 1,103 | | 1,330 | 1,210 | 120 | |
| Total Other General | 131,594 | 154,157 | (22,563) | -15% | 16,116 | 19,270 | (3,154) | -16% |
| Total Expenses | 546,270 | 532,822 | 13,449 | 3% | 38,557 | 66,603 | (28,046) | -42% |
| Total Net Operating Income | 113,928 | 75,382 | 38,546 | | 8,548 | 9,423 | (875) | |
| NON-OPERATING ITEMS | | | | | | | | |
| Total Depreciation Expense | (55,190) | (49,740) | (5,450) | | (6,899) | (6,218) | (681) | |
| Total Non- Operating Items | (55,190) | (49,740) | (5,450) | | (6,899) | (6,218) | (681) | |
| Net Income (Loss) | 58,738 | 25,642 | 33,096 | | 1,649 | 3,205 | (1,556) | |

Pagedale Housing Authority Cash Report August 2025

| BEGINNING BANK CASH BALANCE 8/1/2025 | \$ 644,484 |
|---|----------------|
| ADD: | |
| Tenant Rent | \$ 19,638 |
| Security Deposits | \$ - |
| FSS Deposits | \$ - |
| Capital Fund | \$ - |
| Operating Subsidy | \$ 23,433 |
| Interest | \$ 49 |
| Transfer | \$ - |
| Other Revenue | \$ |
| TOTAL DEPOSITS | \$ 43,119 |
| LESS: | |
| Other Transfers | \$ (30,438) |
| Manual Checks | \$ - |
| Checks | \$ (14,649) |
| NSF | \$ - |
| Withdraws/Other Deductions | \$ (7,967) |
| Operating Subsidy Out | |
| TOTAL PAYMENTS | \$ (53,054) |
| ENDING BANK BALANCE 8/31/2025 | \$ 634,549 |
| | |
| Ending Bank Balance 8/31/2025 | \$ 634,549 |
| Outstanding Checks | \$ (1,538) |
| ACH in Transit | \$ 1,573 |
| Other Items | \$ (48) |
| Adjusted Book Balance 8/31/2025 | \$ 634,537 |
| | |
| Unrestricted Cash | \$ 608,612 |
| Security Deposit Cash | \$ 25,925 |
| | \$ 634,537 |

Public Housing Rent Roll

Property: Pagedale Housing Authority As Of Date: 08/31/2025

| Property | Unit | Tenant | Tenant |
|--------------------------|------------------|----------------------|--------|
| Code | Code | Code | Rent |
| 1218bpag[Public Housing] | KI1350 | t0011460 | 0 |
| | SF6707 | b0022408 | 245 |
| | JU6523 | t0000336 | 757 |
| | EC1473 | t0000334 | 772 |
| | SC7209 | t0008244 | 250 |
| | SC7226 | t0034563 | 0 |
| | EH7076 | t0035496 | 176 |
| | SC7225 | t0009706 | 217 |
| | SC7213 | t0011184 | 800 |
| | AR6923 | t0018997 | 0 |
| | EH7072 | t0034159 | 675 |
| | HH6537 | t0000518 | 157 |
| | EH7060 | t0015506 | 747 |
| | RT6737 | t0034421 | 631 |
| | SC7234 | t0000462 | 104 |
| | EH7056 | t0011506 | 309 |
| | HH6547 | t0034583 | 697 |
| | H65172 | t0033690 | 800 |
| | AR6907 | t0000527 | 800 |
| | SC7201 | t0028760 | 464 |
| | WH6514 | t0015477 | 0 |
| | AR6904 | t0034650 | 887 |
| | KI1205 | t0000410 | 205 |
| | EC1461 | t0035185 | 7 |
| | SU1255 | t0034258 | 346 |
| | MI1345 | t0000398 | 793 |
| | PC1268 | t0000394 | 502 |
| | SC7230 | t0035536 | 147 |
| | EH1547 | t0033330 | 168 |
| | SC7204 | t0000392 | 472 |
| | RN7001 | t0035334 | 1,252 |
| | AR6912 | b0019097 | 106 |
| | EC1469 | t0000399 | 1,252 |
| | SC7238 | t0035338 | 0 |
| | RT6716 | t0033330 | 0 |
| | SC7208 | b0035270 | 130 |
| | KI1260 | t0000434 | 461 |
| | AR6921 | t0035506 | 656 |
| | MI1331 | t0000355 | 1,036 |
| | SF6740 | b0035397 | 1,030 |
| | AR6919 | b00003337 | 320 |
| | AR6911 | t0000433 | 113 |
| | PD1625 | t000412 | 393 |
| | RT6720 | t0034307 | 0 |
| | GD7350 | t0000422 | 140 |
| | FE1522 | t00033933 | 721 |
| | | | |
| | SD1418 EC7072 | b0012771 t0000078 | 0 |
| | SC7231 | | ~ |
| | | t0021073 | 212 |
| | AR6915 | t0023157 | 135 |

| Property | Unit | Tenant | Tenant |
|----------|--------|----------|--------|
| Code | Code | Code | Rent |
| | SD1524 | t0054564 | 0 |
| | AR6918 | t0034470 | 279 |
| | WO1319 | t0000377 | 113 |
| | HH6529 | t0012290 | 367 |
| | AR6901 | t0033887 | 105 |
| | AR6905 | t0000340 | 131 |
| | KI1347 | t0000388 | 651 |
| | AR6909 | t0000387 | 1,036 |
| | PC1273 | t0000386 | 0 |
| | SC7239 | t0000385 | 1,252 |
| | PC1282 | t0019204 | 386 |
| | SC7212 | t0000456 | 1,036 |
| | AR6913 | t0000382 | 1,252 |
| | MI1325 | t0000383 | 1,252 |
| | SD1530 | t0021647 | 0 |
| | FE1524 | t0000240 | 378 |
| | AR6917 | t0010574 | 880 |
| | HH6525 | t0000238 | 65 |
| | WH6509 | b0037201 | 1,036 |
| | SC7205 | t0000378 | 745 |
| | EH7067 | t0034658 | 477 |
| | SC7235 | t0000536 | 212 |
| | NX1519 | t0012812 | 350 |
| | AR6900 | t0000537 | 0 |

31,058



MEMORANDUM

To: Pagedale Housing Authority Board of Commissioners

Through: Shannon Koenig, Executive Director and CEO

From: Benjamin C. Washington, Chief Financial Officer

Date: October 14, 2025

Subject: Resolution No. 1453, Write-Offs of Uncollectable Rents

Attached are the write-offs for uncollectable rents for the quarter ending September 30, 2025.

I. Recommendation

Staff recommend the Board approve Pagedale Public Housing write-offs for the third quarter of 2025.

RESOLUTION NO. 1453

AUTHORIZING QUARTERLY WRITE-OFF OF UNCOLLECTABLE RENTS October 14, 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 \$28,248.50 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> MO-218 | <u>Tenant's Code</u> t0000456 t0034563 | | <u>Balance Due</u> \$24,283.50 \$3,965.00 | |
|--------------------------|--|--------|---|---|
| | | Total: | \$28,248.50 | |
| | _ | | Chair | _ |
| | | | | |
| Secretary | | | | |
| Date | - | | | |

MEMORANDUM



To: Pagedale Housing Authority Board of Commissioners

Through: Shannon Koenig, Executive Director and CEO

From: Benjamin C. Washington, Chief Financial Officer

Date: October 14, 2025

Subject: FY 2026 Proposed Budget, Resolution No. 1452

This memo accompanies the proposed FY 2026 budget and provides a list of budget assumptions and notes.

I. Recommendation

Staff recommend the Board approve the FY 2026 Proposed Budget as submitted.

II. Budget Assumptions and Notes

- A. The budget assumes unit occupancy of 95%.
- B. Federal program operating subsidy is based on FY 2025 operating fund calculation and the FY 2025 annualized amount received, adjusted for a potential 11% funding reduction. The FY 2026 estimate is \$273,941, reduced by an 11% anticipated funding reduction to \$243,807.
- C. The capital fund program administration costs of \$231,491 have been included in the budget to cover capital improvement projects and operations. It is believed the capital funds will be reduced by 15% to \$196,767.
- D. Tenant rent is budgeted at \$407,883 based on 74 paid units and 7 \$0 rent units accounting for the 81 total units. A 3% rent increase was applied, and we anticipate a 5% vacancy loss.
- E. Salaries expense reflects Management's allocated staffing plan for FY 2026.
- F. Employer-paid Benefits and Taxes are estimated to be approximately 35% of salary expenses.
- G. Board training expenses are estimated at \$28,000.

- H. Employee training and development expenses are estimated at \$1,120.
- I. Material costs are estimated at \$45,000 based on anticipated unit repairs and occupancy alignment expenses.
- J. Contract costs are estimated at \$148,762 based on anticipated unit repairs and HVAC expenses.
- K. Emergency per diem cost for displaced residents in the event of unforeseen catastrophic or natural disasters is estimated at \$3,000.
- L. Payment in Lieu of Taxes (PILOT) expense is based on the current year's calculation of 10% of rental income less utilities expense is estimated at \$25,000.
- M. A new fleet of vehicles was placed in service in FY 2025 and will increase the auto insurance in FY 2026 by an estimated 30%.
- N. Property insurance expense is projected to increase by 30%.
- O. Audit expense is based on contractual pricing with the audit firm for FY 2026.
- P. County Housing's rates will remain the same according to HUD guidelines to calculate the fees for service charges, which include the property management fee rate of \$59.04, asset management fee rate of \$10, and bookkeeping fee rate of \$7.50 multiplied by units leased and available.
- Q. The net operating income is \$74,140 before depreciation of \$82,000, resulting in a net loss of \$7,860.

III. Attachment

A. FY 2026 Proposed Budget

| budgot #2 | | An | FY 2025 inualized Actual | FY 2025 Budget | | Y 2026 udget |
|-------------|--|----|--------------------------------|-------------------|------|-----------------|
| 4000-00-110 | REVENUE & EXPENSES | | | | | |
| 4000-00-120 | OPERATING INCOME | | | | | |
| 4000-00-130 | Income | | | | | |
| 4100-00-140 | Operating Subsidy | | | | | |
| 4100-00-240 | HUD PHA Operating Grants/Subsidy | \$ | 271,250 | \$ 318,638 | \$ 2 | 243,807 |
| 4199-00-940 | Total Operating Subsidy | \$ | 271,250 | \$ 318,638 | \$ 2 | 243,807 |
| 4200-00-140 | Capital Grants | | | | | |
| 4200-00-240 | Capital Fund Grants | \$ | 17,143 | \$ 25,060 | \$ 1 | 157,414 |
| 4210-00-240 | Capital Fund Grants-Soft Costs | \$ | 231,491 | | \$ | 39,353 |
| 4299-00-940 | Total Capital Grants | \$ | 248,634 | \$ 25,060 | \$ 1 | 196,767 |
| 4300-00-140 | Tenant Charges | | | | | |
| 4300-00-240 | Tenant Rent | \$ | 353,744 | \$ 360,000 | \$ 4 | 107,883 |
| 4335-00-240 | Maintenance- Materials | \$ | (446) | | | |
| 4340-00-240 | Misc. Tenant Income | \$ | - | \$ 2,800 | | |
| 4350-00-240 | Repayment Income | \$ | (1,432) | | | |
| 4390-00-240 | Bad Debt-Tenant Rents | \$ | (24,709) | \$ (700) | | |
| 4399-00-940 | Total Tenant Charges | \$ | 327,157 | \$ 362,100 | \$ 4 | 107,883 |
| 4500-00-140 | Other Income | | | | | |
| 4500-00-150 | Investment Income | | | | | |
| 4500-00-250 | Investment Income - Unrestricted | \$ | 410 | \$ 400 | \$ | 400 |
| 4599-00-250 | Total Investment Income | \$ | 410 | \$ 400 | \$ | 400 |
| 4998-00-940 | Total Other Income | \$ | 410 | \$ 400 | \$ | 400 |
| 4999-00-930 | Total Income | \$ | 847,450 | \$ 706,198 | \$ 8 | 348,857 |
| 5000-00-130 | EXPENSES | | | | | |
| 5000-00-140 | Rents and Utility Reimbursements | | | | | |
| 5050-00-240 | Utility Reimbursement | \$ | 15,014 | \$ 23,000 | \$ | 18,014 |
| 5999-00-940 | Total Rents and Utility Reimbursements | \$ | 15,014 | \$ 23,000 | \$ | 18,014 |
| 6000-00-140 | Salaries | | | | | |
| 6000-00-150 | Salaries - Administrative | | | | | |
| 6000-00-250 | Salaries - Administrative | \$ | 105,372 | \$ 37,000 | \$ | 59,730 |
| 6099-00-950 | Total Salaries - Administrative | \$ | 105,372 | \$ 37,000 | \$ | 59,730 |
| 6200-00-150 | Salaries - Maintenance | | | | | |
| 6200-00-250 | Salaries - Maintenance | \$ | 51,865 | \$ 118,000 | \$ | 78,121 |
| 6298-00-950 | Total Salaries - Maintenance | \$ | 51,865 | \$ 118,000 | \$ | 78,121 |
| 6299-00-940 | Total Salaries | \$ | 157,237 | \$ 155,000 | \$ 1 | 137,851 |

| Buuget #2 | | An | FY 2025 Annualized Actual | | FY 2025 Budget | FY 2026 Budget | |
|--------------|--|----|---------------------------------|----|-------------------|-------------------|---|
| | | | | | | | |
| 6300-00-140 | Benefits and Taxes | | | | | | |
| 6300-00-150 | Employee Benefits - Administrative | | | | | | |
| 6300-00-250 | Insurance - Dental - Administrative | \$ | 627 | \$ | 380 | \$ | 550 |
| 6305-00-250 | Insurance - Health - Administrative | \$ | 14,039 | \$ | 7,903 | \$ | 12,308 |
| 6315-00-250 | Insurance - STD - Administrative | \$ | 753 | \$ | 633 | \$ | 660 |
| 6320-00-250 | Insurance - LTD - Administrative | \$ | 505 | \$ | 425 | \$ | 442 |
| 6325-00-250 | Insurance - Life - Administrative | \$ | 719 | \$ | 606 | \$ | 630 |
| 6335-00-250 | Insurance - Vision - Administrative | \$ | 57 | \$ | 32 | \$ | 50 |
| 6350-00-250 | Other - Pension - Administrative | \$ | 7,806 | \$ | 5,523 | \$ | 6,843 |
| 6365-00-250 | Taxes - FICA - Administrative | \$ | 8,819 | \$ | 4,553 | \$ | 7,731 |
| 6370-00-250 | Taxes - Unemployment - Administrative | \$ | 444 | \$ | 244 | \$ | 389 |
| 6399-00-950 | Total Employee Benefits - Administrative | \$ | 33,766 | \$ | 20,299 | \$ | 29,603 |
| 6500-00-150 | Employee Benefits - Maintenance | | | | | | |
| 6500-00-250 | Insurance - Dental - Maintenance | \$ | 428 | | | \$ | 375 |
| 6505-00-250 | Insurance - Health - Maintenance | \$ | 11,446 | \$ | 8,236 | \$ | 10,035 |
| 6535-00-250 | Insurance - Vision - Maintenance | \$ | 34 | | | \$ | 30 |
| 6550-00-250 | Other - Pension - Maintenance | \$ | 4,804 | \$ | 3,017 | \$ | 4,212 |
| 6565-00-250 | Taxes - FICA - Maintenance | | 3,719 | \$ | 3,057 | \$ | 3,261 |
| 6570-00-250 | Taxes - Unemployment - Maintenance | \$ | 212 | \$ | 217 | \$ | 185 |
| 6598-00-950 | Total Employee Benefits - Maintenance | \$ | 20,643 | \$ | 14,528 | \$ | 18,098 |
| 6599-00-940 | Total Benefits and Taxes | \$ | 54,409 | \$ | 34,827 | \$ | 47,701 |
| 6700-00-140 | Training, Seminars, Conferences | | | | | | |
| 6710-00-240 | Training - Board | \$ | 27,921 | \$ | 32,000 | \$ | 28,000 |
| 6720-00-240 | Training - Administration | \$ | 4,109 | \$ | 250 | \$ | 1,120 |
| 6730-00-240 | Training - Maintenance | \$ | - | \$ | 1,000 | | |
| 6799-00-940 | Total Training, Seminars, Conferences | \$ | 32,030 | \$ | 33,250 | \$ | 29,120 |
| 7000-00-140 | Occupancy | | | | | | |
| 7000-00-150 | Utilities | | | | | | |
| 7005-00-250 | Electricity-Vacant Units | \$ | 3,060 | \$ | 3,000 | \$ | 3,573 |
| 7020-00-250 | Gas - Vacant Units | \$ | 7,565 | \$ | 1,800 | · | ŕ |
| 7030-00-250 | Sewer | \$ | 65,981 | \$ | 53,000 | \$ | 65,000 |
| 7035-00-250 | Sewer - Office | \$ | 25 | ľ | ,,,,,,, | | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, |
| 7045-00-250 | Water - Vacant Units | \$ | 675 | \$ | 900 | | |
| 7099-00-950 | Total Utilities | \$ | 77,307 | \$ | 58,700 | \$ | 68,573 |
| 7100-00-150 | Materials | | | | | | |
| 7100-00-250 | Maintenance Paper/Supplies | \$ | _ | \$ | 200 | | |
| 7105-00-250 | Supplies - Appliance | \$ | 7,625 | \$ | 2,000 | | |
| 7130-00-250 | Supplies - Janitorial/Cleaning | \$ | 225 | \$ | 500 | | |
| 7135-00-250 | Supplies - Maintenance / Repairs | \$ | 44,291 | \$ | 45,000 | \$ | 45,000 |
| / 133-00-230 | oupplies - Maintenance / Nepalls | φ | 44,231 | Ψ | 40,000 | Ψ | 43,000 |

| | | | FY 2025 Annualized | | FY 2025 Budget | | Y 2026 Budget |
|-------------|----------------------------------|----|-----------------------|----|-------------------|----|------------------|
| 7140-00-250 | Supplies - Plumbing | \$ | Actual - | \$ | 500 | | |
| 7145-00-250 | Tools and Equipment | \$ | 7,335 | Ψ | 000 | | |
| 7199-00-950 | Total Materials | \$ | 59,477 | \$ | 48,200 | \$ | 45,000 |
| 7100 00 000 | Total Facoliato | Ψ | 00, 177 | ۳ | 10,200 | Ψ | .0,000 |
| 7200-00-150 | Contract Costs | | | | | | |
| 7200-00-250 | Contract - Trash | \$ | 35,598 | \$ | 22,000 | \$ | 41,000 |
| 7205-00-250 | Contract - HVAC | \$ | 19,275 | \$ | 50 | | |
| 7210-00-250 | Contract - Snow Removal | \$ | 1,691 | | | \$ | 1,400 |
| 7215-00-250 | Contract - Elevator Monitoring | | | | | \$ | 160 |
| 7220-00-250 | Contract - Grounds | \$ | 10,799 | \$ | 11,000 | \$ | 11,440 |
| 7225-00-250 | Contract - Unit Repair | \$ | 109,474 | \$ | 120,000 | \$ | 80,000 |
| 7230-00-250 | Contract - Electrical | \$ | 1,038 | \$ | 12,000 | | |
| 7235-00-250 | Contract - Plumbing | \$ | 12,874 | \$ | 6,000 | \$ | 14,162 |
| 7240-00-250 | Contract - Pest Control | \$ | 8,618 | \$ | 7,000 | | |
| 7245-00-250 | Contract - Janitorial/Cleaning | \$ | - | \$ | 400 | \$ | 400 |
| 7255-00-250 | Contract - Alarm Monitoring | \$ | 62 | | | | |
| 7265-00-250 | Contract - Building Repairs | \$ | 1,111 | \$ | 300 | | |
| 7270-00-250 | Contract - Carpet Cleaning | | | | | \$ | 200 |
| 7290-00-250 | Contract - Other Costs | \$ | 32,815 | \$ | 16,000 | | |
| 7299-00-950 | Total Contract Costs | \$ | 233,356 | \$ | 194,750 | \$ | 148,762 |
| 7300-00-150 | Tenant Services Expense | | | | | | |
| 7310-00-250 | Other Tenant Services | \$ | 4,796 | \$ | 2,730 | \$ | 3,000 |
| 7385-00-250 | Tenant Security Deposits | \$ | - | \$ | 400 | | |
| 7399-00-950 | Total Tenant Services Expense | \$ | 4,796 | \$ | 3,130 | \$ | 3,000 |
| 7400-00-150 | Other Maintenance Expenses | | | | | | |
| 7400-00-250 | Maintenance Uniforms | \$ | - | \$ | 1,000 | | |
| 7410-00-250 | Maintenance Personnel Mileage | \$ | 1,871 | | | | |
| 7420-00-250 | Vehicle Maintenance | \$ | 4,689 | \$ | 3,000 | \$ | 500 |
| 7499-00-950 | Total Other Maintenance Expenses | \$ | 6,559 | \$ | 4,000 | \$ | 500 |
| 7500-00-150 | Outside Services | | | | | | |
| 7520-00-250 | Maintenance - Temporary Labor | \$ | 135 | | | | |
| 7599-00-950 | Total Outside Services | \$ | 135 | \$ | - | \$ | - |
| 7600-00-150 | Other Occupancy Expenses | | | | | | |
| 7630-00-250 | Payments in Lieu of Taxes | \$ | 26,142 | \$ | 30,340 | \$ | 25,000 |
| 7640-00-250 | Security/Law Enforcement | \$ | 5,942 | \$ | 5,400 | \$ | 4,968 |
| 7699-00-950 | Total Other Occupancy Expenses | \$ | 32,084 | \$ | 35,740 | \$ | 29,968 |
| 7999-00-940 | Total Occupancy | \$ | 413,714 | \$ | 344,520 | \$ | 295,803 |

| | | | FY 2025 Annualized | | FY 2025 | | FY 2026 | |
|-------------|-------------------------------------|----|-----------------------|----|----------|----|---------|--|
| | | A | | | 3 Zudget | | Budget | |
| | | | Actual | | Juuget | | uuget | |
| 8000-00-140 | Other Admin Expenses | | | | | | | |
| 8000-00-150 | Insurance | | | | | | | |
| 8000-00-250 | Insurance - Automobile | \$ | 729 | \$ | 11,000 | \$ | 948 | |
| 8010-00-250 | Insurance - Liability | \$ | 12,880 | \$ | 20,000 | \$ | 16,744 | |
| 8020-00-250 | Insurance - Property | \$ | 75,006 | \$ | 58,000 | \$ | 97,508 | |
| 8030-00-250 | Insurance - Worker's Comp | \$ | 2,181 | \$ | 600 | \$ | 2,836 | |
| 8099-00-950 | Total Insurance | \$ | 90,796 | \$ | 89,600 | \$ | 118,035 | |
| 8100-00-150 | Outside Services | | | | | | | |
| 8100-00-250 | Consultants & Service Providers | \$ | 4,555 | \$ | 10,000 | \$ | 10,770 | |
| 8110-00-250 | Temporary Administrative Labor | \$ | 9,229 | | | \$ | 1,000 | |
| 8199-00-950 | Total Outside Services | \$ | 13,784 | \$ | 10,000 | \$ | 11,770 | |
| 8200-00-150 | Professional Fees | | | | | | | |
| 8200-00-250 | Professional Fees - Legal | \$ | 3,369 | \$ | 10,000 | \$ | 5,240 | |
| 8210-00-250 | Professional Fees - Accounting \$ 6 | | 6,124 | \$ | 500 | \$ | 9,000 | |
| 8220-00-250 | Professional Fees - Audit | \$ | - | \$ | 16,000 | | | |
| 8299-00-950 | Total Professional Fees | \$ | 9,493 | \$ | 26,500 | \$ | 14,240 | |
| 8300-00-150 | Other Fees | | | | | | | |
| 8300-00-250 | Bank Fees | \$ | 1,496 | \$ | 1,400 | \$ | 750 | |
| 8320-10-250 | Management Fee - HASLC | \$ | 49,527 | \$ | 44,966 | \$ | 54,518 | |
| 8340-00-250 | Late Fees | \$ | 33 | | | | | |
| 8370-00-250 | Miscellaneous Fees | | | | | \$ | 24 | |
| 8360-00-250 | Tenant Screening | \$ | 22 | \$ | 100 | | | |
| 8399-00-950 | Total Other Fees | \$ | 51,078 | \$ | 46,466 | \$ | 55,292 | |
| 8400-00-150 | Telephone and Technology | | | | | | | |
| 8400-00-250 | Computer Parts | | | | | \$ | 3,080 | |
| 8410-00-250 | Contract - Answer Service | \$ | 604 | \$ | 200 | \$ | 780 | |
| 8420-00-250 | Contract - IT Contracts | \$ | 3,886 | \$ | 500 | \$ | 5,080 | |
| 8430-00-250 | Internet | \$ | 455 | \$ | 500 | \$ | 920 | |
| 8440-00-250 | Small Office Equipment | \$ | 68 | \$ | 7,000 | \$ | 452 | |
| 8450-00-250 | Software/License Fees | \$ | 3,569 | \$ | 2,800 | \$ | 11,688 | |
| 8460-00-250 | Telephone | \$ | 1,425 | \$ | 2,000 | \$ | 2,257 | |
| 8499-00-950 | Total Telephone and Technology | \$ | 10,007 | \$ | 13,000 | \$ | 24,257 | |

| | | | FY 2025 Annualized | | FY 2025 | | Y 2026 |
|-------------|-------------------------------------|----|-----------------------|----|-----------|------|----------|
| | | Ar | | | Budget | | Budget |
| | | | Actual | | | | |
| 8500-00-150 | Other Administrative Expenses | | | | | | |
| 8504-00-250 | Advertising | \$ | _ | \$ | 800 | | |
| 8508-00-250 | Copiers/Printers | \$ | _ | \$ | 1,000 | \$ | 1,000 |
| 8524-00-250 | Inspections | \$ | 1,543 | \$ | 1,350 | \$ | 1,000 |
| 8540-00-250 | Meetings | \$ | 498 | Ψ | 1,000 | Ψ | 1,000 |
| 8544-00-250 | Membership/Publications | \$ | 370 | \$ | 50 | | |
| 8548-00-250 | Office Supplies | \$ | 366 | \$ | 500 | \$ | 2,192 |
| 8560-00-250 | Postage / Delivery | \$ | 1,036 | \$ | 450 | \$ | 60 |
| 8576-00-250 | Travel | \$ | 3,806 | \$ | 600 | Ψ | 00 |
| 8580-00-250 | Other Misc. Admin Expenses | \$ | (1,020) | \$ | 1,000 | \$ | 2,224 |
| 8599-00-950 | Total Other Administrative Expenses | \$ | 6,598 | \$ | 5,750 | \$ | 6,476 |
| | | - | -, | Ť | 2,122 | • | , |
| 8900-00-150 | Internal Charges | | | | | | |
| 8910-00-250 | Asset Mgt Fee Expense | \$ | 9,840 | \$ | 8,505 | \$ | 9,234 |
| 8920-00-250 | Bookkeeping Management Fee Expense | \$ | 6,364 | \$ | 6,015 | \$ | 6,926 |
| 8996-00-950 | Total Internal Charges | \$ | 16,204 | \$ | 14,520 | \$ | 16,160 |
| | | | | | | | |
| 8997-00-940 | Total Other Administrative Expenses | \$ | 197,962 | \$ | 205,836 | \$: | 246,229 |
| | | | | | | | |
| 8998-00-930 | TOTAL EXPENSES | \$ | 870,366 | \$ | 796,432 | \$ | 774,718 |
| | | | | | | | |
| 8999-00-920 | Operating Income | \$ | (22,916) | \$ | (90,234) | \$ | 74,140 |
| | | | | | | | |
| 9000-00-120 | NON-OPERATING ITEMS | | | | | | |
| 9000-00-130 | Depreciation Expense | | | | | | |
| 9000-00-230 | Depreciation Expense | \$ | (82,786) | | (74,611) | \$ | (82,000) |
| 9099-00-930 | Total Depreciation Expense | \$ | (82,786) | \$ | (74,611) | \$ | (82,000) |
| | | | | | | | |
| 9997-00-920 | TOTAL NON-OPERATING ITEMS | \$ | (82,786) | \$ | (74,611) | \$ | (82,000) |
| | | | | | | | |
| 9998-00-910 | NETINCOME | \$ | (105,701) | \$ | (164,845) | \$ | (7,860) |

MEMORANDUM



To: Pagedale Housing Authority Board of Commissioners

Through: Shannon Koenig, Executive Director and CEO

From: Kawanna Tate, Director, Housing Administration

Date: October 14, 2025

Subject: Public Housing Performance

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

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. Maintenance Activity

From August 1 through September 30, 2025, the maintenance team completed 31 work orders and three-unit rehabs. Four additional rehabs are in progress, and three-unit rehabs are out for bid.

II. MASS - projected 16/25 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 | 97.65 | 12/16 |
| Accounts Payable Ratio | 0.24 | 4/4 |
| Tenant Accounts Receivable | .614 | 0/5 |
| Projected Points | | 16 |

Our occupancy score has decreased noticeably due to several factors.

 HUD's unit offline process: HUD has recently adjusted the way units can be taken offline, which has impacted our numbers.

Page 2

- Vacancies from tenant turnover: We've had several evictions, along with tenants choosing to vacate before the eviction process was completed, leaving multiple units unoccupied.
- Occupancy alignment moves: A few additional units will also become vacant as tenants relocate due to occupancy alignment requirements.

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 August 31, 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% | 20% | 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, bathroom renovations, and appliance replacements.

C. 2020-2024 CFP Work Items Progress

- Tree trimming/removal ongoing
- Floor tile replacement and bathroom renovations 20% completed
- Appliance, interior doors, and sump pump replacements 0% completed

V. Projected Overall PHAS Score

PASS - 31/40 points

MASS - 16/25 points

FASS - 25/25 points

CFP - 10/10 points

Total 82

Standard Performer

VI. Housing Updates

A. Occupancy Alignment

In September, one tenant transferred from a three-bedroom unit in Pagedale to a one-bedroom unit in another housing authority. Additionally, a resident in a three-bedroom unit that would be downsized to a two-bedroom unit decided to leave the program and move out of the area.

In October, one tenant will be transferring from a two-bedroom unit in Pagedale to a one-bedroom unit in another housing authority.

VII. Attachment

Work Order Detail August 1 - September 30, 2025

PAGEDALE HOUSING AUTHORITY COUNTY HOUSING

Work Order Detail

Pagedale Housing Authority (1218bpag)
Work Orders active between 08/01/2025 and 09/30/2025

| | | | | | | Date | Days to | in Period |
|--------|-------|-------------|-----------------------|-----------------------|-------------|------------|----------|-----------|
| Unit | wo | WO Priority | y WO Category | WO Brief Descript | i Call Date | Completed | Complete | Reported |
| PC1282 | 40880 | Routine | Appliance | Oven | 07/03/2025 | 09/09/2025 | 68 | 39 |
| HH6537 | 40881 | Routine | Electrical | Light | 07/07/2025 | 09/22/2025 | 77 | 52 |
| HH6537 | 40882 | Routine | General | Smoke Detector | 07/07/2025 | 09/22/2025 | 77 | 52 |
| HH6537 | 40883 | Routine | Doors | Closet | 07/07/2025 | 09/22/2025 | 77 | 52 |
| KI1260 | 40949 | Routine | Doors | Door | 07/14/2025 | 09/10/2025 | 58 | 40 |
| AR6907 | 40977 | Routine | General | plugs | 07/15/2025 | 09/10/2025 | 57 | 40 |
| KI1350 | 41030 | | | screen door | 07/23/2025 | 10/02/2025 | 70 | 61 |
| EH1547 | 41033 | Routine | General | Wall stain | 07/23/2025 | 10/02/2025 | 70 | 61 |
| KI1205 | 41075 | Routine | Grounds | tree | 08/01/2025 | 09/09/2025 | 39 | 39 |
| PC1268 | 41096 | | Appliance | | 08/06/2025 | | 54 | 54 |
| RT6716 | 41105 | Routine | Appliance | | 08/08/2025 | 09/19/2025 | 42 | 42 |
| SC7209 | 41109 | Routine | General | drain pipe | 08/11/2025 | 09/10/2025 | 30 | 30 |
| KI1205 | 41111 | Routine | Grounds | | 08/11/2025 | 09/10/2025 | 30 | 30 |
| EH7060 | 41113 | Routine | Walls-Ceiling | : | 08/12/2025 | | 50 | 50 |
| FE1524 | 41143 | Routine | Plumbing | | 08/18/2025 | 09/10/2025 | 23 | 23 |
| RA6737 | 41162 | Routine | Plumbing | | 08/18/2025 | 09/22/2025 | 35 | 35 |
| EH7060 | 41163 | Routine | Plumbing | | 08/18/2025 | | 42 | 42 |
| AR6909 | 41181 | Routine | Electrical | | 08/20/2025 | | 40 | 40 |
| EC1469 | 41182 | Routine | Walls-Ceiling | : | 08/20/2025 | 09/10/2025 | 21 | 21 |
| RA6737 | 41221 | Routine | Building Exter | • | 08/25/2025 | 09/22/2025 | 28 | 28 |
| SF6707 | 41230 | Routine | Walls-Ceiling | : | 08/26/2025 | 09/22/2025 | 27 | 27 |
| SF6707 | 41237 | Routine | | dry wall | 08/28/2025 | 09/09/2025 | 12 | 12 |
| NX1519 | 41238 | Routine | General | | 08/28/2025 | 09/19/2025 | 22 | 22 |
| SC7235 | 41239 | Routine | Plumbing | | 08/28/2025 | 09/15/2025 | 18 | 18 |
| AR6907 | 41247 | Routine | General | stove | 09/02/2025 | 09/23/2025 | 21 | 21 |
| GD7350 | 41271 | Routine | Doors | | 09/02/2025 | | 27 | 27 |
| AR6917 | 41431 | Routine | General | | 09/10/2025 | 09/23/2025 | 13 | 13 |
| EH7076 | 41440 | Routine | General | screen door | 09/12/2025 | 09/22/2025 | 10 | 10 |
| RT6716 | 41450 | Routine | General | hole in the living ro | 09/16/2025 | 09/23/2025 | 7 | 7 |
| JU6523 | 41451 | Routine | General | shower leak | 09/16/2025 | | 14 | 14 |
| AR6917 | 41623 | Routine | General | lights | 09/26/2025 | | 4 | 4 |

Total number of non-emergency work orders:

Total calendar days it took to complete non-emerg

1,163

Average completion days:

37.51

Average completion days for reporting period 2 year

Reduction in average completion days over the parageta.

31