



Board of Commissioners Regular Meeting
 Tuesday, March 24, 2026, 12:30 pm
 County Housing Headquarters
 8865 Natural Bridge Road
 St. Louis, Missouri 63121

AGENDA

Item	Individual	Action
1. Roll Call	Terri Acoff-States	Informational
2. Approval of Minutes Regular Meeting November 4, 2025	Chair	Motion, 2 nd , Vote
3. Public Comments	Chair	Informational
4. Executive Director’s Report	Shannon Koenig	Informational
5. Financial Reports	Ben Washington	Motion, 2 nd , Vote
6. Other Business		
A. Public Housing Performance Report	Kawanna Tate	Informational
7. Executive Session	Chair	Motion, 2 nd , 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.		
8. Next Meeting June 23, 2026	Chair	Informational
9. Adjournment	Chair	Motion, 2 nd , Vote

**HILLSDALE HOUSING AUTHORITY
BOARD OF COMMISSIONERS MEETING
TUESDAY, NOVEMBER 4, 2025
MEETING MINUTES**

ROLL CALL:

COMMISSIONERS:

Brenda Nash, Chair
Margo McElroy, Vice Chair
John Edwards, Commissioner

STAFF:

Shannon Koenig, Executive Director and CEO
Terri Acoff-States, Executive Assistant
Ben Washington, Chief Financial Officer
Kawanna Tate, Director, Housing Administration

Approval of Minutes of Regular Board Meeting held Tuesday, September 23, 2025:

Chair Nash asked for a motion to approve the minutes of the regular board meeting held Tuesday, September 23, 2025. Vice Chair McElroy motioned for approval. Commissioner Edwards seconded the motion. Upon roll call the “Ayes” and “Nays” were as follows:

AYES

B. Nash
M. McElroy
J. Edwards

NAYS

None

The Chair declared the motion passed.

PUBLIC COMMENTS:

Chair Nash informed the Board that she communicated with the Village of Hillsdale regarding the need for two additional commissioner appointments to the Hillsdale Housing Authority Board.

EXECUTIVE DIRECTOR’S REPORT:

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

Ms. Koenig presented the board with an overview of changes to the federal government that directly impact Hillsdale Housing. Ms. Koenig additionally provided the board with an update on FY26 federal appropriations and the potential impact to the 2026 budget.

Ms. Koenig informed the board that in early November, the annual customer service survey will be 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.

Ms. Koenig presented the board with the third quarter Agency Performance Report results for 2025. She stated the report had been updated to reflect third quarter progress on key results. Ms. Koenig said staff continue to make progress meeting the core objectives.

**HILLSDALE HOUSING AUTHORITY
BOARD OF COMMISSIONERS MEETING
TUESDAY, NOVEMBER 4, 2025
MEETING MINUTES**

FINANCIAL REPORT:

Mr. Washington reviewed the Financial Reports for the period ending September 30, 2025.

After discussion, Chair Nash asked for a motion to approve the September 30, 2025 Financial Reports as read and discussed. Vice Chair McElroy motioned for approval. Commissioner Edwards seconded the motion. Upon roll call the “Ayes” and “Nays” were as follows:

<u>AYES</u>	<u>NAYS</u>
B. Nash	None
M. McElroy	
J. Edwards	

The Chair declared the motion passed.

OTHER BUSINESS:

A. 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.

B. Annual Meeting

The board held its annual meeting, during which commissioners voted to retain the current Chair Brenda Nash and Vice Chair Margo McElroy.

C. 2026 Board Meeting Schedule:

Ms. Acoff-States presented the Board with the 2026 Board meeting dates.

EXECUTIVE SESSION:

An Executive Session was not held.

SCHEDULE NEXT BOARD MEETING:

The next meeting is scheduled for March 24, 2026

ADJOURNMENT OF MEETING:

There being no further business to come before the board, Chair Nash motioned to adjourn. Vice Chair McElroy motioned for approval; Commissioner Edwards seconded the motion. Upon roll call the “Ayes” and “Nays” were as follows:

<u>AYES</u>	<u>NAYS</u>
B. Nash	None
M. McElroy	
J. Edwards	

The Chair declared the motion passed.

HILLSDALE HOUSING AUTHORITY
BOARD OF COMMISSIONERS MEETING
TUESDAY, NOVEMBER 4, 2025
MEETING MINUTES

Chair

Secretary

Date

DRAFT

MEMORANDUM

To: Hillsdale Housing Authority Board of Commissioners

From: Shannon Koenig, Executive Director and CEO

Date: March 24, 2026

Subject: *Executive Director's Report*

This report provides an update on various Hillsdale Housing Authority activities.

I. FY26 Federal Appropriations

Congress approved the FY 2026 Transportation, Housing and Urban Development (THUD) appropriations bill which retains an anticipated reduction to the Public Housing Operating Fund. Proposed funding for the Capital Fund matches previous years. NAHRO's recent report on the approved THUD appropriations is attached.

II. Annual Customer Service Survey Results for 2025

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 2025, 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.

III. Fourth Quarter Agency Performance Report Results

The Agency Performance Report for 2025 has been updated to reflect fourth quarter progress on updated key results. Overall performance for the year was very positive.

IV. Attachments

NAHRO Appropriations Update
2025 Customer Service Survey Report
Q4 Agency Performance Report

NEWS - NAHRO.ORG

FY 2026 THUD Bill Released as Congress Weighs Action Ahead of January 30 Continuing Resolution Deadline

Early Tuesday, Congress released the FY 2026 Transportation, Housing and Urban Development (THUD) **appropriations bill** < <https://appropriations.house.gov/sites/evo-subsites/republicans-appropriations.house.gov/files/evo-media-document/approps-def-lhhs-hs-thud-bill-text.pdf>> . The bill follows the **House** < <https://www.nahro.org/news/nahro-in-depth-analysis-of-the-house-fy-2026-appropriations-bill/>> and **Senate** < <https://www.nahro.org/news/nahro-in-depth-analysis-of-the-senate-fy-2026-appropriations-bill/>> proposals released last summer and comes in the wake of the longest government shutdown in history, which occurred after Congress failed to enact FY 2026 funding or pass a continuing resolution at the end of FY 2025.

The legislation must still be approved by both the House and the Senate (currently in recess for the Martin Luther King, Jr. holiday) before it can be enacted into law.

The bill provides \$77.3 billion for HUD in FY 2026, an increase over FY 2025, which was funded through a year-long continuing resolution. The bill increases funding for the Housing Choice Voucher program, Project-Based Rental Assistance (PBRA), Family Self-Sufficiency (FSS) program and Homeless Assistance Grants, while maintaining level funding for HOME, CDBG, ROSS, and the Public Housing Capital Fund. It reduces funding for the Public Housing Operating Fund and the Choice Neighborhoods Initiative.

Although the Operating Fund is funded at \$789 million below FY 2025 levels, the Operating Fund Shortfall Account is increased by \$312 million. Taken together, these accounts are funded \$477 million less than in FY 2025.

- **Housing Choice Voucher (HCV) Housing Assistance Payments (HAP) Renewal Account:** The bill includes \$34.957 billion for HAP renewal funding. This is a \$2.812 billion increase from FY 2025 enacted levels. The bill combines the Mainstream voucher HAP account with the general program HAP account.
- **HCV Administrative Fees:** The bill includes \$2.836 billion in HCV administrative fees. This is a \$65 million increase from the FY 2025 level.
- **Tenant Protection Vouchers (TPVs):** The bill includes \$601 million for TPVs, which is \$264 million more than the FY 2025 level. The bill also allows TPV funding to be used to provide assistance to PHAs that would otherwise be forced to terminate Emergency Housing Voucher households as a result of insufficient funding.
- **Family Unification Program/Foster Youth to Independence Initiative:** The bill includes \$30 million for the Family Unification Program and the Foster Youth to Independence Initiative,

which is the same level as FY 2025. The bill would rename the Foster Youth to Independence Initiative to "The Melania Trump Foster Youth to Independence Initiative."

- **HUD-VASH:** The bill provides \$15 million for HUD-VASH voucher assistance for veterans, which is the same level as FY 2025.
- **Project-Based Rental Assistance:** The bill provides \$18.543 billion for project-based rental assistance (of which not more than \$509 million is to be used for performance-based contract administrators). This is \$2.053 billion more than the FY 2025 level.
- **Public Housing Operating Fund:** The bill reduces this amount to \$4.687 billion, a \$789 million decrease which would represent a lower proration than in previous years.
- **Public Housing Operating Fund Shortfall:** While the overall operating fund level is falling, the bill would increase the Public Housing Operating Fund Shortfall amount to \$337 million. This is a \$312 million increase and will help address the more than \$700 million in national shortfall need.
- **Public Housing Capital Fund:** The bill provides \$3.2 billion for the Public Housing Capital Fund, which matches recent years. This account includes competitive grants for housing-related health hazards (\$50 million), Emergency Capital Needs (\$65 million), and agencies in receivership (\$15 million).
- **Choice Neighborhoods Initiative:** This bill provides \$25 million for the Choice Neighborhoods Initiative. This amount is \$50 million less than the FY 2025 level. Of this amount, half (\$12.5) is set aside for awards to PHAs.
- **Family Self-Sufficiency Program:** The bill provides \$156.4 million for the FSS program, an increase of \$15.4 million compared to FY 2025.
- **Resident Opportunity and Self-Sufficiency (ROSS) Program:** The bill provides \$40 million for the ROSS program, level with FY 2025 funding.
- **Jobs Plus:** The bill provides \$10 million for the program, a \$5 million decrease from FY 2025.
- **Community Development Block Grant (CDBG):** The bill provides level funding for the CDBG program at \$3.3 billion. This is the same as FY 2025 funding.
- **HOME Investment Partnerships Program (HOME):** The bill provides level funding for the HOME program at \$1.250 billion. This is the same as FY 2025 funding.
- **Homeless Assistance Grants:** The bill provides more than \$4.417 billion— a \$366 million increase from FY 2025. Among these grants, the bill provides a majority of the funds to the Continuum of Care program at \$4.010 billion.

NAHRO will release a detailed analysis of the bill in the coming days and continue to closely monitor its progress through Congress.

Keep Up with the Latest from NAHRO!

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**COUNTY
HOUSING**

THE HOUSING AUTHORITY of ST. LOUIS COUNTY

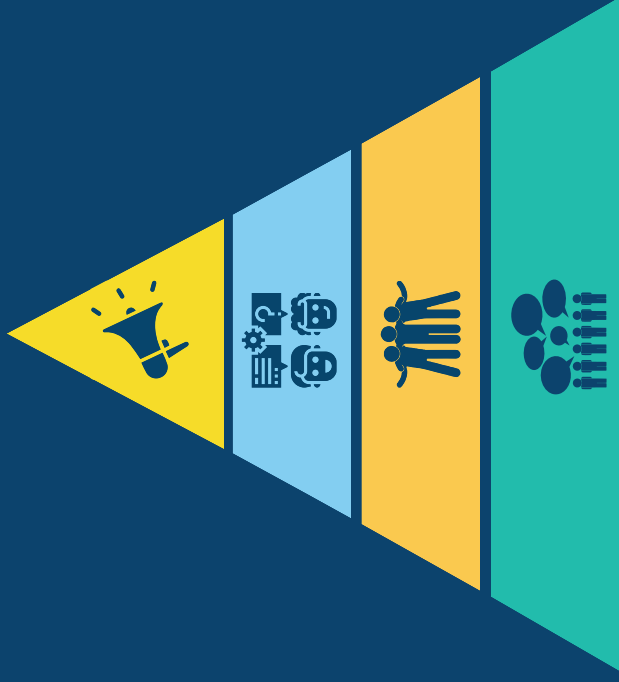
2025 CUSTOMER SERVICE SURVEY RESULTS

SURVEY OVERVIEW

In November 2025, 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.

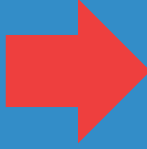


Survey	Surveys Sent 2024	Surveys Received 2024	Surveys Sent 2025	Surveys Received 2025
Public Housing Survey	279	45	225	33
Housing Choice Voucher Survey	977	290	6,109	1,055
Property Owner Survey	940	219	1,937	304

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%



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

Of the 33 individuals who responded to this question, 61% 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 2024, 77% of 44 respondents said the same.

66%



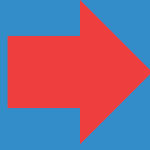
Property management staff's timeliness in returning your phone calls.

Of the 33 individuals who responded to this question, 66% indicated that they were **either satisfied or very satisfied** with property management staff's timeliness in returning their phone calls. In 2024, 64% of 44 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:

54%



Staff's responsiveness to questions and concerns.

Of the 33 individuals who responded to this question, 54% said they were **either satisfied or very satisfied** with staff's responsiveness to questions and concerns. In 2024, 61% of 43 respondents said the same.

67%



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

Of the 33 respondents to this question, 67% of individuals selected that they were **either satisfied or very satisfied** with property management staff's notification of their annual income recertification. In 2024, 84% of 44 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:

56%



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

Of the 33 individuals who responded to this question, 56% 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 2024, 58% of 45 respondents said the same.

52%



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

Of the 33 individuals who responded to this question, 52% indicated that they were **either satisfied or very satisfied** with the communication from County Housing regarding the scheduling and completion of maintenance requests. In 2024, 47% of 45 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:

55%



The overall quality of repairs made to your home.

Of the 33 responses to this question, 55% of individuals selected that they were **either satisfied or very satisfied** with the overall quality of repairs made to their home. In 2024, 44% of 45 respondents said the same.

PUBLIC HOUSING OPEN-ENDED RESPONSES



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

Answered question: 23

- Residents' top priorities are **more responsive and reliable maintenance**, improved **cleanliness and safety**, better **community amenities**, and **consistent communication and accountability** from staff.



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

Answered question: 19

- Residents' main suggestions center on **improved communication**, **timely maintenance**, **sufficient staffing**, and **caring interactions**. While many are satisfied with staff, **consistent follow-up** and **responsiveness** are key areas for enhancement.



Agency Performance Report

Fourth Quarter, 2025

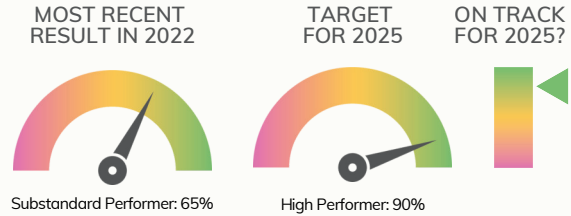
What HUD measures

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	●	●	●	●

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 loops for residents	●	●	●	●

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

Results	Q1	Q2	Q3	Q4
Communicate programming opportunities	●	●	●	●
Enhance partnerships with local organizations	●	●	●	●
Engage in community initiatives that promote housing stability and affordability	●	●	●	●



MEMORANDUM

To: Hillsdale Housing Authority Board of Commissioners

Through: Shannon Koenig, Executive Director and CEO

From: Benjamin C. Washington, Chief Financial Officer

Date: March 24, 2026

Subject: *Financial Summary*

This memo provides a narrative explanation for the period ending December 31, 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 \$192,207 underperformed the total YTD budget revenue of \$225,096 by \$32,889 or 15%.

- Variances in the Total Operating Subsidy and total Capital Funds Grant were attributable to timing differences in the drawdowns.
- Tenant Charges had an unfavorable YTD budget variance of \$26,352 due to fifteen (15) non-income generating units or 68% of the total twenty-two (22) units portfolio. Specifically, there were ten (10) vacant units and five (5) units with \$0 rent for the month.

B. Expenses

Total YTD actual expenses of \$284,286 exceeded the total YTD budget expenses of \$193,022 by \$91,263 or 47%.

- Total Materials and Contract Costs had the most significant aggregate unfavorable budget variance of \$89,754, primarily due to significant unit repairs.

C. Net Income

The total operating net loss is \$92,079 before depreciation of \$31,462, resulting in a bottom-line loss of \$123,540.

D. Cash

As of December 31, 2025, the adjusted cash balance in the operating account was \$184,032. Of this amount, \$180,260 was unrestricted and \$3,772 was restricted. A total of \$7,630 in operating subsidies was received. Tenant rental income for the month was \$2,605, and operating expense payments made were \$41,846.

III. Attachments

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

Hillsdale Housing Authority
Budgeted Income Statement
As of December 31, 2025

	Hillsdale HA				Hillsdale HA			
	YTD Actual	YTD Budget	Variance	% Variance	Monthly Actual	Monthly Budget	Variance	% Variance
OPERATING ITEMS								
Total Operating Subsidy	89,914	96,635	(6,721)		7,630	8,052	(423)	
Total Capital Grants	60,023	59,810	213		-	4,986	(4,986)	
Total Tenant Charges	42,048	68,400	(26,352)		2,529	5,700	(3,171)	
Total Investment Income	223	251	(28)		15	21	(5)	
Total Income	192,207	225,096	(32,889)	-15%	10,175	18,759	(8,585)	-46%
Total Rents and Utility Reimbursements	8,232	7,000	1,232		571	587	(16)	
Total Salaries	57,077	72,000	(14,923)		2,732	6,000	(3,268)	
Total Benefits and Taxes	18,987	21,623	(2,636)		873	1,789	(916)	
Total Training, Seminars, Conferences	16	422	(406)		-	35	(35)	
Total Admin	84,313	101,045	(16,732)	-17%	4,176	8,411	(4,235)	-50%
Total Utilities	18,875	15,507	3,368		1,551	1,292	259	
Total Materials	24,523	2,517	22,006		897	210	687	
Total Contract Costs	74,319	6,571	67,748		9,760	548	9,212	
Total Tenant Services Expense	1,435	742	693		-	62	(62)	
Total Other Maintenance Expenses	2,040	2,260	(221)		97	188	(92)	
Total Other Occupancy Expenses	3,740	7,213	(3,473)		(808)	601	(1,409)	
Total Occupancy Expense	124,971	34,810	90,161	259%	11,496	2,901	8,595	296%
Total Insurance	36,444	19,165	17,280		20,000	1,597	18,403	
Total Outside Services	5,849	9,341	(3,492)		202	778	(576)	
Total Professional Fees	6,023	3,300	2,723		-	275	(275)	
Total Other Fees	12,363	14,282	(1,919)		734	1,190	(456)	
Total Telephone and Technology	6,119	4,874	1,244		842	406	436	
Total Other Administrative Expenses	3,579	1,585	1,993		123	132	(10)	
Total Internal Chargers	4,625	4,620	5		530	385	145	
Total Other General	75,003	57,168	17,834	31%	22,432	4,764	17,668	371%
Total Expenses	284,286	193,022	91,263	47%	38,104	16,076	22,028	137%
Total Net Operating Income	(92,079)	32,074	(124,152)		(27,929)	2,683	(30,613)	
NON-OPERATING ITEMS								
Total Depreciation Expense	(31,462)	(31,854)	392		(2,622)	(2,655)	33	
Total Non- Operating Items	(31,462)	(31,854)	392		(2,622)	(2,655)	33	
Net Income (Loss)	(123,540)	220	(123,760)		(30,551)	28	(30,580)	

**Housing Authority of the Village of Hillsdale
Cash Report
December 2025**

BEGINNING BANK CASH BALANCE 12/1/2025	\$215,946
ADD:	
Tenant Rent	\$2,605
Security Deposits	\$0
FSS Deposits	\$0
Capital Fund	\$0
Operating Subsidy	\$7,630
Interest	\$15
Transfer	\$0
Other Revenue	\$0
TOTAL DEPOSITS	\$10,250
LESS:	
Other Transfers	(\$7,646)
Manual Checks	\$0
Checks	(\$3,628)
NSF / Service Fees	\$0
Withdraws/Other Deductions	(\$30,572)
Operating Subsidy Out	\$0
TOTAL PAYMENTS	(\$41,846)
ENDING BANK BALANCE 12/31/2025	\$184,350
Ending Bank Balance 12/31/2025	\$184,350
Outstanding Checks	(\$393)
Deposits in Transit	\$100
Other Items	(\$25)
Adjusted Book Balance 12/31/2025	\$184,032
Unrestricted Cash	\$180,260
Security Deposit Cash	\$3,772
	\$184,032



MEMORANDUM

To: Hillsdale Housing Authority Board of Commissioners

Through: Shannon Koenig, Executive Director and CEO

From: Kawanna Tate, Director, Housing Administration

Date: March 24, 2026

Subject: *Public Housing Performance*

At our last meeting, we discussed our performance projections using the Public Housing Assessment System or the PHAS framework. Today, I will cover our current projections 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. Maintenance Activity

From November 2025 through March 2026, the maintenance team completed nine work orders and three unit rehabs. Three additional unit rehabs are in progress.

II. MASS - projected 4/25 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	85.66%	0/16
Accounts Payable Ratio	12%	4/4
Tenant Accounts Receivable	67.4%	0/5
Projected Points		4

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.
- 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 December 31, 2025.

Housing Authority	QR	MENAR	DSCR	Projected Pts
Hillsdale	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.

A. Capital Grant Fund Progress

Grant Year	Amount	Obligated	Expended	Deadline to expend
2020	\$47,946	100%	100%	3/25/2026
2021	\$46,673	100%	100%	2/22/2025
2022	\$57,363	100%	100%	5/11/2026
2023	\$57,755	100%	15%	2/16/2027
2024	\$59,810	100%	15%	5/05/2028
2025	\$60,405	100%	0%	5/12/2029

B. Project Updates

In 2026, planned projects include replacing entry doors, replacing ranges and refrigerators, and trimming and removing trees.

V. Projected Overall PHAS Score for 2025

PASS – 31/40 points

MASS – 4/25 points

FASS – 25/25 points

CFP – 10/10 points

Projected: 70 Standard Performer

The projected performer is due to low scores in key areas—MASS (4), which reflect challenges in occupancy alignment.

VI. Occupancy Alignment

In March, one resident moved into Hillsdale from another housing authority. One resident will move from a three-bedroom unit to a two-bedroom unit. We have started to pull from the waitlist.