

1.0	PHA Information PHA Name: <u>Housing Authority of the City of Annapolis</u> PHA Code: <u>41000</u> PHA Type: <input type="checkbox"/> Small <input type="checkbox"/> High Performing <input checked="" type="checkbox"/> Standard <input type="checkbox"/> HCV (Section 8) PHA Fiscal Year Beginning: (MM/YYYY): <u>07/2015</u>																										
2.0	Inventory (based on ACC units at time of FY beginning in 1.0 above) Number of PH units: <u>790</u> Number of HCV units: <u>384</u>																										
3.0	Submission Type <input checked="" type="checkbox"/> 5-Year and Annual Plan <input type="checkbox"/> Annual Plan Only <input type="checkbox"/> 5-Year Plan Only																										
4.0	PHA Consortia <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below.)																										
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="width: 30%;">Participating PHAs</th> <th rowspan="2" style="width: 10%;">PHA Code</th> <th rowspan="2" style="width: 20%;">Program(s) Included in the Consortia</th> <th rowspan="2" style="width: 20%;">Programs Not in the Consortia</th> <th colspan="2" style="width: 20%;">No. of Units in Each Program</th> </tr> <tr> <th style="width: 10%;">PH</th> <th style="width: 10%;">HCV</th> </tr> </thead> <tbody> <tr> <td>PHA 1:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>PHA 2:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>PHA 3:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) Included in the Consortia	Programs Not in the Consortia	No. of Units in Each Program		PH	HCV	PHA 1:						PHA 2:						PHA 3:					
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5.0	5-Year Plan. Complete items 5.1 and 5.2 only at 5-Year Plan update.																										
5.1	Mission. State the PHA's Mission for serving the needs of low-income, very low-income, and extremely low income families in the PHA's jurisdiction for the next five years : <p>The Housing Authority of the City of Annapolis (HACA) strives to provide quality, affordable housing in safe, attractive communities for eligible families, the elderly, and persons with disabilities based on need and income. HACA expects all residents to make positive contributions to their communities and to work in partnership with HACA to improve the neighborhoods where they live. Through HACA's initiative "Pathways to Opportunities", HACA will encourage and will assist residents to seek a better life for themselves and their families and will provide supportive services through partnerships with local service, civic and faith based organizations. HACA's "Pathways to Opportunities" initiative is to guide residents to educational, training and employment opportunities thus increasing the likelihood of success outside of public housing.</p>																										
5.2	Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. FY 2015 PHA GOALS AND OBJECTIVES: Goal I: Revitalize and Enhance our Communities <ul style="list-style-type: none"> ▪ Improve the Physical Conditions and Marketability of each Community and coordinate services that promote self-sufficiency to improve the income base for HACA and/or to prepare residents to move out of public housing and federal assisted programs dependency: ▪ Apply for grants to enhance safety on all properties ▪ Submit Demolition and Disposition Application for Newtowne-Twenty ▪ Explore Redevelopment Opportunities and Long Term Sustainability for Morris H. Blum Senior Apartments ▪ Implement Maryland EmPOWER Clean Energy Grant for Harbour House ▪ Begin construction of Obery Court Phase III-61 Units ▪ Improve Site Curb Appeal for each Community ▪ Continue Safe Communities partnership with the Annapolis Police Department ▪ Begin enforcement of a Non-Smoking Policy through-out HACA Communities ▪ Disposition Plan for the Morris H. Blum Senior Apartments Goal II: Continue to Improve Processes and Performance <ul style="list-style-type: none"> ▪ Maintain an Occupancy rate of 98% ▪ Conduct 100% Annual Recertifications for all Programs ▪ Transition from Centralized to Site-Based and Contract Maintenance Services ▪ Revise and Implement Annual Preventative Maintenance Program ▪ Maintain Standard Performer status under the Public Housing Assessment System (Financial Assessment Sub-System, Management Assessment Sub-System and the Real Estate Assessment Sub System) ▪ Maintain High Performer status under the Section Eight Management Assessment System ▪ Revised and Implement Annual Preventative Maintenance Program ▪ Provide training for all staff 																										

Goal III: Promote Efficiency and Fiscal Responsibility

- Reconcile and Reduce Outstanding Tenant Account Receivables
- Develop a Capital Fund Strategy to improve all identified HUD Real Estate Assessment Conditions deficiencies
- Create alternate Funding opportunities to support the overall operation of all programs
- Continue to manage and implement financial performance targets under the Housing Choice Voucher Sequestration Financial Improvement Plan
- Maintain a Balance Budget
- Conduct Public Housing Program Flat Rent Analysis
- Review Income Targeting Regulations.
- Study to determine what contribution the residents should pay towards the cost of water and sewer costs.

Goal IV: Provide Enhanced Customer Service

- Promote participation in the ROSS Grants-Family Self Sufficiency (PTO-FSS) and Homeownership programs
- Develop a Mandatory Good Neighbor and Housekeeping Program
- Expand HCV program to include landlord fairs to create additional housing opportunities
- Review Integrated Pest Management Programs
- Perform Enforcement of Non Smoking Policy for Morris H. Blum Senior Apartments (all properties)
- Implement Renters Insurance Policy for all Public Housing Communities
- Performed Enforcement of Non Smoking Policy for Morris H. Blum Senior Apartments (formerly Glenwood)
- Expand Health Care and Wellness Programs throughout all HACA properties through Anne Arundel Medical Center
- Create a non-profit 501 (3) organization to help raise funds for youth and human service programs
- Create a non-profit 501 (3) organization to help facilitate community development and neighborhood revitalization
- Increase internship opportunities with area colleges and university

Goal V: Identify and Implement Technology to Provide More Efficient and Effective Service to the Public

- Deploy tablets with inspectors for on-site electronic data collection and synchronization with Visual Homes management software. (Goal II)
- Identify one process that can be automated and converted to paperless to increase efficiency and reduce resource consumption. (Goal III)
- Increase utilization of Visual Homes in creating and storing documents, reducing resource utilization and increasing efficiency and effectiveness. (Goal III)

ACCOMPLISHED GOALS & OBJECTIVES: 2014**Goal I: Revitalize and Enhance our Communities**

- Improved the Physical Conditions and Marketability of each Community and coordinate services that promote self-sufficiency to improve the income base for HACA and/or to prepare residents to move out of public housing and federal assisted programs dependency:
- Prepare Demolition and Disposition Application for Newtowne-Twenty
- Explored Redevelopment Opportunities and Long Term Sustainability for Morris H. Blum Senior Apartments
- Implemented Maryland EmPOWER Clean Energy Grant for Harbour House
- Begun Redevelopment of Obery Court Phase III-61 Units
- Explored Redevelopment Opportunities for Newtowne-Twenty and Morris H. Blum Senior Apartments
- Improved Site Curb Appeal for each Community
- Continued Safe Communities partnership with the Annapolis Police Department
- Explored establishing a Non-Smoking Policy through-out HACA Communities

Goal II: Continue to Improve Processes and Performance

- Maintained an Occupancy rate of 95%
- Conducted 100% Annual Recertification for all Programs
- Transitioned from Centralized to Site-Based and Contract Maintenance Services
- Continued to manage and implement Performance Targets under the HUD Public Housing Recovery Plan
- Maintained Standard Performer status under the Public Housing Assessment System (Financial Assessment Sub-System, Management Assessment Sub-System and the Real Estate Assessment Sub System)
- Maintained High Performer status under the Section Eight Management Assessment System

Goal III: Promote Efficiency and Fiscal Responsibility

- Reconciled and Reduce Outstanding Tenant Account Receivables
- Developed a Capital Fund Strategy to improve all identified HUD Real Estate Assessment Conditions deficiencies
- Created alternate Funding opportunities to support the overall operation of all programs
- Continued to manage and implement financial performance targets under the Housing Choice Voucher Sequestration Financial Improvement Plan

- Maintained a Balance Budget
- Conducted Public Housing Program Flat Rent Analysis
- Conducted Annual Utility Allowances Review for all programs
- Reviewed Income Targeting Regulations.

Goal IV: Provide Enhanced Customer Service

- Promoted participation in the ROSS Grants-Family Self Sufficiency (PTO-FSS) and Homeownership programs
- Developed a Mandatory Good Neighbor and Housekeeping Program
- Expanded HCV program to include landlord fairs to create additional housing opportunities
- Reviewed Integrated Pest Management Programs
- Implemented Renters Insurance Policy for all Public Housing Communities

FY 2016 PHA GOALS AND OBJECTIVES:

Goal I: Revitalize and Enhance our Communities

- Improve the Physical Conditions and Marketability of each Community and coordinate services that promote self-sufficiency to improve the income base for HACA and/or to prepare residents to move out of public housing and federal assisted programs dependency. Complete Redevelopment of Obery Court Phase III and begin Redevelopment of Newtowne-Twenty:
- Continue to apply for grants to enhance safety on all properties
- Perform Relocation Activities for Newtowne-Twenty
- Perform Demolition for Newtowne Twenty
- Develop Redevelopment Plan for Morris H. Blum Senior Apartments
- Prepare Demolition and Disposition Application for Morris H. Blum Senior Apartments
- Continue Safe Communities partnership with the Annapolis Police Department
- Maintain Excellent Site Curb Appeal for each Community
- Implement Non-Smoking Policy through-out HACA Communities
- Work with housing developers to increase number of housing units for low-income residents including veterans
- Enhance working relationships with the Housing Commission of Anne Arundel County, Anne Arundel County Public Schools and Anne Arundel County Government (Workforce Development)

Goal II: Continue to Improve Processes and Performance

- Establish a Business/ Community Advisory Board around program specific areas (i.e. grant writing)
- Successfully complete HUD Public Housing Recovery Plan Requirements
- Achieve High Performer status under the Public Housing Assessment System (Financial Assessment Sub-System, Management Assessment Sub-System and the Real Estate Assessment Sub System)
- Maintain High Performer status under the Section Eight Management Assessment System
- Reduce public housing Vacancy Rate
- Achieve an Occupancy rate of 98% or Higher
- Conduct 100% Annual Recertification for all Programs
- Reduce Outstanding Tenant Account Receivables
- Develop a Capital Fund Strategy to improve all identified HUD Real Estate Assessment Conditions Deficiencies
- HCVP participate base utility allowances on the lesser of the number of people in the household or the bedroom size
- Increase tenant integrity to reduce fraud for Public Housing and HCVP
- Continual training for all staff

Goal III: Promote Efficiency and Fiscal Responsibility

- Create alternate Funding opportunities to support the overall operation of all programs.
- Explore incentive programs to reduce energy consumption on all properties
- Continue to manage performance targets under the Housing Choice Voucher Sequestration Financial Improvement Plan
- Maintain a Balance Budget
- Conduct Public Housing Program Flat Rent Analysis
- Conduct Annual Utility Allowances Review for all Programs
- Effectively manage the Annual Preventative Maintenance Program
- Complete Redevelopment of Obery Court Phase III-61 Units
- Improve system to obtain rent reasonableness for HCVP

Goal IV: Provide Enhanced Customer Service

- Promote participation in the ROSS Grants-Family Self Sufficiency (PTO-FSS) and Homeownership programs
- Implement a Mandatory Good Neighbor and Housekeeping Program
- Expand HCV program to include landlord fairs to create additional housing opportunities
- Implement Integrated Pest Management Programs

- Expand Program Coordinating Committee (PCC)
- Continue to expand Health Care and Wellness Programs throughout all HACA properties through Anne Arundel Medical Center
- Build partnerships with outside organizations who have services and programs which can benefit our clients (YMCA/YWCA)
- Expand stipend program to include Wellness and Resident Services
- Continue to increase internship opportunities with area colleges and university

Goal V: Identify and Implement Technology to Provide More Efficient and Effective Service to the Public

- Investigate and implement online access to Wait List status for applicants and tenants. (Goal IV)
- Configure and implement electronic bill payments through Visual Homes, initially for utility bills and then expand to other forms of payments. (Goal II)
- Identify two processes that can be automated and converted to paperless to increase efficiency and reduce resource consumption. (Goal III)
- Increase utilization of Visual Homes in creating and storing documents, reducing resource utilization and increasing efficiency and effectiveness. (Goal III)
- Handheld system for HCV inspections
- Purchase FSS software for all Coordinators

FY 2017 PHA GOALS AND OBJECTIVES:

Goal I: Revitalize and Enhance our Communities

- Improve the Physical Conditions and Marketability of each Community and coordinate services that promote self-sufficiency to improve the income base for HACA and/or to prepare residents to move out of public housing and federal assisted programs dependency. Complete Redevelopment of Obery Court Phase III and begin Redevelopment of Newtowne-Twenty
- Perform Relocation Activities for Newtowne-Twenty
- Perform Demolition for Newtowne Twenty
- Develop Redevelopment Plan for Morris H. Blum Senior Apartments
- Prepare Demolition and Disposition Application for Morris H. Blum Senior Apartments
- Complete Redevelopment of Obery Court Phase III-61 Units
- Continue Safe Communities partnership with the Annapolis Police Department
- Maintain Excellent Site Curb Appeal for each Community
- Continue to work with housing developers to increase number of housing units for low-income residents including veterans
- Continue to enhance the working relationships with the Housing Commission of Anne Arundel County, Anne Arundel County Public Schools and Anne Arundel County Government (Workforce Development)

Goal II: Continue to Improve Processes and Performance

- Successfully complete HUD Public Housing Recovery Plan Requirements
- Achieve High Performer status under the Public Housing Assessment System (Financial Assessment Sub-System, Management Assessment Sub-System and the Real Estate Assessment Sub System)
- Maintain High Performer status under the Section Eight Management Assessment System
- Reduce public housing Vacancy Rate
- Achieve an Occupancy rate of 98% or Higher
- Conduct 100% Annual Recertifications for all Programs
- Reduce Outstanding Tenant Account Receivables
- Develop a Capital Fund Strategy to improve all identified HUD Real Estate Assessment Conditions Deficiencies

Goal III: Promote Efficiency and Fiscal Responsibility

- Create alternate Funding opportunities to support the overall operation of all programs.
- Conduct incentive program(s) to reduce energy consumption on all properties
- Continue to manage performance targets under the Housing Choice Voucher Sequestration Financial Improvement Plan
- Maintain a Balance Budget
- Conduct Public Housing Program Flat Rent Analysis
- Conduct Annual Utility Allowances Review for all Programs
- Effectively manage the Annual Preventative Maintenance Program

Goal IV: Provide Enhanced Customer Service

- Promote participation in the ROSS Grants-Family Self Sufficiency (PTO-FSS) and Homeownership programs
- Implement a Mandatory Good Neighbor and Housekeeping Program
- Implement Non-Smoking Policy through-out HACA Communities
- Expand HCV program to include landlord fairs to create additional housing opportunities
- Implement Integrated Pest Management Programs
- Enforcement of Non Smoking Policy for Morris H. Blum Senior Apartments (formerly Glenwood.)
- Continue stipend program to include Wellness and Resident Services

Goal V: Identify and Implement Technology to Provide More Efficient and Effective Service to the Public

- Identify two processes that can be automated and converted to paperless to increase efficiency and reduce resource consumption. (Goal III)
- Determine feasibility for providing online access by owners and agents to account information. (Goal IV)
- Investigate and implement an automated work order request and tracking system. (Goal IV)

FY 2018 PHA GOALS AND OBJECTIVES:

Goal I: Revitalize and Enhance our Communities

- Maintain the Physical Conditions and Marketability of each Community and coordinate services that promote self-sufficiency to improve the income base for HACA and/or to prepare residents to move out of public housing and federal assisted programs dependency. Complete Redevelopment of Newtowne-Twenty and begin Redevelopment of Morris H. Blum Senior Apartments (formerly Glenwood Senior Development.)
- Perform Relocation for completed Redevelopment of Obery Court-Phase III
- Perform Relocation for Morris H. Blum Senior Apartments
- Begin Redevelopment of Newtowne-Twenty
- Complete Redevelopment of Obery Court Phase III-61 Units
- Prepare Demolition and Disposition Application for Morris H. Blum Senior Apartments
- Continue Safe Communities partnership with the Annapolis Police Department
- Maintain Excellent Site Curb Appeal for each Community
- Implement Non-Smoking Policy through-out HACA Communities
- Continue to work with housing developers to increase number of housing units for low-income residents including veterans
- Continue to enhance the working relationships with the Housing Commission of Anne Arundel County, Anne Arundel County Public Schools and Anne Arundel County Government (Workforce Development)

Goal II: Continue to Improve Processes and Performance

- Successfully complete HUD Public Housing Recovery Plan Requirements
- Achieve High Performer status under the Public Housing Assessment System (Financial Assessment Sub-System, Management Assessment Sub-System and the Real Estate Assessment Sub System)
- Maintain High Performer status under the Section Eight Management Assessment System
- Reduce public housing Vacancy Rate
- Achieve an Occupancy rate of 98% or Higher
- Maintain Unit Turnaround of 20 Days or Less
- Conduct 100% Annual Recertifications for all Programs
- Effectively manage the Annual Preventative Maintenance Program

Goal III: Promote Efficiency and Fiscal Responsibility

- Develop a Capital Fund Strategy to improve all identified HUD Real Estate Assessment Conditions deficiencies
- Create alternate Funding opportunities to support the overall operation of Self-Sufficiency programs
- Continue to manage performance targets under the Housing Choice Voucher Sequestration Financial Improvement Plan
- Maintain a Balance Budget
- Reduce Outstanding Tenant Account Receivables
- Conduct Public Housing Program Flat Rent Analysis
- Conduct Annual Utility Allowances Review for all Programs

Goal IV: Provide Enhanced Customer Service

- Promote participation in the ROSS Grants-Family Self Sufficiency (PTO-FSS) and Homeownership programs
- Maintain Mandatory Good Neighbor and Housekeeping Program
- Expand HCV program to include landlord fairs to create additional housing opportunities
- Manage Integrated Pest Management Programs
- Enforce Non Smoking Policy for Approved Communities

Goal V: Identify and Implement Technology to Provide More Efficient and Effective Service to the Public

- Identify two processes that can be automated and converted to paperless to increase efficiency and reduce resource consumption. (Goal III)
- Investigate and implement an online tenant portal and automated kiosk to: enable program participants to submit basic information with generated receipts; disseminate forms and other standard information; reduce the wait-time needed for face-to-face meetings. (Goal IV)
- Determine feasibility for mobile device accessibility for all online functionality and implement where practical to increase availability of our services to the public. (Goal IV)

FY 2019 PHA GOALS AND OBJECTIVES:

Goal I: Revitalize and Enhance our Communities

- Maintain the Physical Conditions and Marketability of each Community and coordinate services that promote self-sufficiency to improve the income base for HACA and/or to prepare residents to move out of public housing and federal assisted programs dependency. Complete Redevelopment of Newtowne-Twenty and begin Redevelopment of Morris H. Blum Senior Apartments (formerly Glenwood Senior Development.)
- Perform Relocation for completed Redevelopment of Obery Court-Phase III
- Perform Relocation for Morris H. Blum Senior Apartments
- Begin Redevelopment of Newtowne-Twenty
- Complete Redevelopment of Obery Court Phase III-61 Units
- Prepare Demolition and Disposition Application for Morris H. Blum Senior Apartments
- Continue Safe Communities partnership with the Annapolis Police Department
- Maintain Excellent Site Curb Appeal for each Community
- Implement Non-Smoking Policy through-out HACA Communities
- Continue to work with housing developers to increase number of housing units for low-income residents including veterans
- Continue to enhance the working relationships with the Housing Commission of Anne Arundel County, Anne Arundel County Public Schools and Anne Arundel County Government (Workforce Development)

Goal II: Continue to Improve Processes and Performance

- Successfully complete HUD Public Housing Recovery Plan Requirements
- Achieve High Performer status under the Public Housing Assessment System (Financial Assessment Sub-System, Management Assessment Sub-System and the Real Estate Assessment Sub System)
- Maintain High Performer status under the Section Eight Management Assessment System
- Reduce public housing Vacancy Rate
- Achieve an Occupancy rate of 98% or Higher
- Maintain Unit Turnaround of 20 Days or Less
- Conduct 100% Annual Recertifications for all Programs
- Effectively manage the Annual Preventative Maintenance Program

Goal III: Promote Efficiency and Fiscal Responsibility

- Develop a Capital Fund Strategy to improve all identified HUD Real Estate Assessment Conditions deficiencies
- Create alternate Funding opportunities to support the overall operation of Self-Sufficiency programs
- Continue to manage performance targets under the Housing Choice Voucher Sequestration Financial Improvement Plan
- Maintain a Balance Budget
- Reduce Outstanding Tenant Account Receivables
- Conduct Public Housing Program Flat Rent Analysis
- Conduct Annual Utility Allowances Review for all Programs

Goal IV: Provide Enhanced Customer Service

- Promote participation in the ROSS Grants-Family Self Sufficiency (PTO-FSS) and Homeownership programs
- Maintain Mandatory Good Neighbor and Housekeeping Program
- Expand HCV program to include landlord fairs to create additional housing opportunities
- Manage Integrated Pest Management Programs
- Enforce Non Smoking Policy for Approved Communities

Goal V: Identify and Implement Technology to Provide More Efficient and Effective Service to the Public

- Identify two processes that can be automated and converted to paperless to increase efficiency and reduce resource consumption. (Goal III)
- Investigate and implement an online tenant portal and automated kiosk to: enable program participants to submit basic information with generated receipts; disseminate forms and other standard information; reduce the wait-time needed for face-to-face meetings. (Goal IV)
- Determine feasibility for mobile device accessibility for all online functionality and implement where practical to increase availability of our services to the public. (Goal IV)

PHA Plan Update

6.0

(a) Identify all PHA Plan elements that have been revised by the PHA since its last Annual Plan submission:

TAB I: Policies on Eligibility, Selection, and Admissions *(following changes have been made)*

- Section 8.2 of the Admission and Continued Occupancy Policy, clarification of family status language, pg. 23.
- Section 10.1 of the Admission and Continued Occupancy Policy, minor edit to language, pg. 32.
- Section 10.2 of the Admission and Continued Occupancy Policy, restatement of age eligibility for Disabled persons language, pg. 33.
- Section 10.5 of the Admission and Continued Occupancy Policy, substantive changes to the terms of the Offer of a Unit, pg. 35.

- Section 10.6 of the Admission and Continued Occupancy Policy, - directed to the section of the Grievance Procedures, pg. 36.
- Section 10.7 of the Admission and Continued Occupancy Policy, restatement of the number of days an applicant must accept a unit, pg.36.
- Section 12.2 of the Admission and Continued Occupancy Policy, restatement of Types of Income Verifications, pg. 51.
- Section 15.6 of the Admission and Continued Occupancy Policy, restatement of the increase in income requirements of the Interim Reexaminations, pg. 69.
- Section 16.2 of the Admission and Continued Occupancy Policy, clarification of the Transfer Priorities for emergency placements, pg.71.
- Section 16.4 of the Admission and Continued Occupancy Policy, the entire 16.4 Incentive Transfers Treated as an Administrative Transfer subsection deleted, pg.73.
- Section 16.6 of the Admission and Continued Occupancy Policy, restatement of the Tenants in Good Standing, pg.74.
- Section 17.0 of the Admission and Continued Occupancy Policy, restatement of the Inspection requirements, pg.75.
- Section 17.2 of the Admission and Continued Occupancy Policy, inserted a section on 90-Day Inspections, pg.76.
- Section 17.7 of the Admission and Continued Occupancy Policy, restatement of 90 day housekeeping inspections, pg.77.
- Section 19.2 of the Admission and Continued Occupancy Policy, clarification of Termination by the Housing Authority, pg. 79.
- Section 20.0 of the Admission and Continued Occupancy Policy, typographical error, pg. 80.

TAB 2: Financial Resources – Updated Fiscal Year information provided.

TAB 3: Operation and Management – No change from previous submission.

TAB 4: Section 8 Administrative Plan (following changes have been made)

- Section 1.2 of the Section 8 Administrative Plan, section on Reasonable Accommodation, revised sentence number 3, pg. 5.
- Section 4.2 of the Section 8 Administrative Plan, section on Taking Applications, added Maryland Relay Service number, pg. 22.
- Section 6.0 of the Section 8 Administrative Plan, section on Assignment of Bedroom Sizes, added additional bedroom numbers, pg. 31.
- Section 8.1 of the Section 8 Administrative Plan, section on General Policies of the Housing Authority of the City of Annapolis, paragraph 4, refined sentence, pg.42.
- Section 9.3 of the Section 8 Administrative Plan, section on Exclusions from Income, Number 13, letter q, added language, pg.51.
- Section 14.2 of the Section 8 Administrative Plan, section on Interim Reexaminations, added clarification on Interim Reexamination, pg. 86.

TAB 5: Grievance Procedures – No change from previous submission.

TAB 6: Crime and Safety – No change from previous submission.

TAB 7: Pets – No change from previous submission.

TAB 8: Civil Rights Certification – Updated signatures provided.

TAB 9: Fiscal Year Audit – Updated Fiscal Year information provided.

TAB 10: Asset Management – No change from previous submission.

TAB 11: Violence Against Women – No change from previous submission.

(b) Identify the specific location(s) where the public may obtain copies of the 5-Year and Annual PHA Plan. For a complete list of PHA Plan elements, see Section 6.0 of the instructions.

- The Plan is available for review at HACA's Administrative Office: 1217 Madison Street, its Site Management Offices, Obery Court and Annapolis Gardens Management Offices.
- The Plan is available for review at Legal Aid Bureau, Inc. Anne Arundel County Office, 229 Hanover St., P.O. Box 907, Annapolis, MD 21404.
- The Plan may be downloaded from the Agency's website: www.HACAMD.ORG

Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers. *Include statements related to these programs as applicable.*

TAB 12: Hope VI or Mixed Finance Modernization or Development: HACA with developer partner Pennrose Properties will be proceeding with construction of its Obery III mixed-financed development. This represents the third and final phase of the old Obery Court and College Creek public housing properties. This final phase contains 61 rental units arranged in three-story stacked-townhouse type buildings, including 30 public housing units, 10 project-based voucher units and 21 LIHTC-only units. Construction start is scheduled for April 2014 and completion June 2016. HACA is obligating \$700,000 in RHF funds toward the redevelopment.

TAB 13: Demolition and/or Disposition: HACA is considering converting a percentage of public housing units to project based voucher assistance at the Morris H. Blum Apartments. Morris H. Blum Apartments (MD001000006) is a senior and disabled populated property sited on a 2.42-acre parcel. The 8-story building consists of 154 apartment units including 90-efficiencies, 58-1BR/1BA and 6-2BR/1BA. Construction of the property was completed in 1971, and it has significant deferred maintenance issues. The Physical Needs Assessment (PNA) completed in October 2012 estimates that \$5.4 million in repair and renovation work is needed to upgrade and revitalize Morris H. Blum Apartments.

HACA intends to submit a Demolition and Disposition Application for Newtowne-Twenty, a copy of the site demographics and the RFP for requisite third-party services is attached.

HACA plans to evaluate the feasibility of pursuing a mixed-finance and voluntary conversion strategy with a developer partner and reposition the property to better serve its residents.

7.(c) **Conversion of Public Housing:** The Housing Authority of the City of Annapolis upon conducting the required assessment of viability of public housing and performing Cost-Test and Market Analyses for Voluntary Conversion of Public Housing Units Pursuant to

7.0

	<p>24 Code of Federal Regulations Part 972, Section 22 of the U.S. Housing Act of 1937, by Section 533 of the Quality Housing and Work Responsibility Act of 1998, may seek the approval of HUD to convert identified development(s) and/or units to Tenant Based and/or Project Based Voucher program.</p> <p>TAB –14: Homeownership: This attachment provides a description of HACA’s homeownership program.</p>
8.0	<p>Capital Improvements. Please complete Parts 8.1 through 8.3, as applicable.</p> <p>TAB 15 – 2013-2014 Completed Capital Improvement Projects.</p>
8.1	<p>Capital Fund Program Annual Statement/Performance and Evaluation Report. As part of the PHA 5-Year and Annual Plan, annually complete and submit the <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i>, form HUD-50075.1, for each current and open CFP grant and CFFP financing.</p> <p>TAB – 16: Capital Fund Program Annual Statement/ Performance and Evaluation Report.</p>
8.2	<p>Capital Fund Program Five-Year Action Plan. As part of the submission of the Annual Plan, PHAs must complete and submit the <i>Capital Fund Program Five-Year Action Plan</i>, form HUD-50075.2, and subsequent annual updates (on a rolling basis, e.g., drop current year, and add latest year for a five year period). Large capital items must be included in the Five-Year Action Plan.</p> <p>TAB 17: Capital Fund Program Five-Year Action Plan/ Capital Fund Financing Program.</p>
8.3	<p>Capital Fund Financing Program (CFFP). <input type="checkbox"/> Check if the PHA proposes to use any portion of its Capital Fund Program (CFP)/Replacement Housing Factor (RHF) to repay debt incurred to finance capital improvements.</p> <p>TAB 17: Capital Fund Program Five-Year Action Plan/ Capital Fund Financing Program: HACA will use its HUD approved Replacement Housing Factor Funding as an investment to the Obery Court Phase III Redevelopment Project. HACA currently pays approximately \$411,000 in principal and interest payments from its Capital Fund Program toward a remaining balance of approximately \$3M from a 2004 bond financing of \$4.4M. HACA is in the process of refinancing the remaining balance. The annual debt service is not expected to exceed the level currently supported by the capital fund.</p>
9.0	<p>Housing Needs. Based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data, make a reasonable effort to identify the housing needs of the low-income, very low-income, and extremely low-income families who reside in the jurisdiction served by the PHA, including elderly families, families with disabilities, and households of various races and ethnic groups, and other families who are on the public housing and Section 8 tenant-based assistance waiting lists. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location.</p> <p>TAB 18: Housing Needs.</p>
9.1	<p>Strategy for Addressing Housing Needs. Provide a brief description of the PHA’s strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. Note: Small, Section 8 only, and High Performing PHAs complete only for Annual Plan submission with the 5-Year Plan.</p> <p>TAB 18: Housing Needs.</p>
10.0	<p>Additional Information. Describe the following, as well as any additional information HUD has requested.</p> <p>(a) Progress in Meeting Mission and Goals. Provide a brief statement of the PHA’s progress in meeting the mission and goals described in the 5-Year Plan</p> <p>(b) Significant Amendment and Substantial Deviation/Modification. Provide the PHA’s definition of “significant amendment” and “substantial deviation/modification” - Not Applicable</p> <p>(c) PHAs must include or reference any applicable memorandum of agreement with HUD or any plan to improve performance.</p> <p>TAB 19: Memorandum of Agreement with HUD: HACA is under a HUD Recovery Plan and have worked diligently to move its operations from Troubled Status and is now a Standard Performer. A copy of the Recovery Action Plan Progress is attached and serves as TAB 19.</p>
11.0	<p>Required Submission for HUD Field Office Review. In addition to the PHA Plan template (HUD-50075), PHAs must submit the following documents. Items (a) through (g) may be submitted with signature by mail or electronically with scanned signatures, but electronic submission is encouraged. Items (h) through (i) must be attached electronically with the PHA Plan. Note: Faxed copies of these documents will not be accepted by the Field Office.</p> <p>TAB 20: Other Required Submission for HUD Field Office Review</p> <p>(a) Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i> (which includes all certifications relating to Civil Rights)</p> <p>(b) Form HUD-50070, <i>Certification for a Drug-Free Workplace</i> (PHAs receiving CFP grants only)</p> <p>(c) Form HUD-50071, <i>Certification of Payments to Influence Federal Transactions</i> (PHAs receiving CFP grants only)</p> <p>(d) Form SF-LLL, <i>Disclosure of Lobbying Activities</i> (PHAs receiving CFP grants only)</p> <p>(e) Form SF-LLL-A, <i>Disclosure of Lobbying Activities Continuation Sheet</i> (PHAs receiving CFP grants only)</p> <p>(f) Resident Advisory Board (RAB) comments. Comments received from the RAB must be submitted by the PHA as an attachment to the PHA</p>

Plan. PHAs must also include a narrative describing their analysis of the recommendations and the decisions made on these recommendations.

TAB 21 – Resident & Public Comments

- (g) Challenged Elements
- (h) Form HUD-50075.1, *Capital Fund Program Annual Statement/Performance and Evaluation Report* (PHAs receiving CFP grants only)
- (i) Form HUD-50075.2, *Capital Fund Program Five-Year Action Plan* (PHAs receiving CFP grants only)



HOUSING AUTHORITY
of the City of Annapolis

TAB 21

Resident & Public Comments

2015 - 2019

HACA
1217 Madison Street
Annapolis MD 21403

January 31, 2015





Legal Aid Bureau, Incorporated

Anne Arundel County Office

P.O. Box 907
229 Hanover Street
Annapolis, Maryland 21404

(410) 972-2700
(800) 666-8330
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Anita M. Bailey, Chief Attorney
Lisa Marie Sarro, Supervising Attorney

March 23, 2015

Submitted to:

Housing Authority of the City of Annapolis
Attn.: Vincent O. Leggett, Executive Director
1217 Madison Street
Annapolis, MD 21403

COMMENTS ON THE HOUSING AUTHORITY OF THE CITY OF ANNAPOLIS (“HACA”) ANNUAL & FIVE-YEAR PLAN 2015 – 2019

SUBMITTED ON BEHALF OF THE HACA RESIDENT ADVISORY BOARD (“RAB”)

The following Comments to HACA’s Annual and Five-Year Plan 2015–2019 are submitted on behalf of HACA’s Resident Advisory Board (RAB). The RAB asks that these Comments be attached to HACA’s Annual and Five-Year Plan 2015– 2019 (“The Plan”). The RAB further requests that Legal Aid be promptly provided with a copy of HUD’s response to HACA’s submission, including any changes HUD may suggest or conditions HUD may require for approval of The Plan.

For reasons noted below, Legal Aid’s comments on behalf of the RAB are substantially limited this year in comparison to comments provided in recent past years. However, please note *that the absence of comments as to any specific provisions of the Plan is not intended to express an approval or endorsement of those provisions.* Moreover, to the extent HACA submits its Plan to HUD without modification in response to comments made herein regarding specific provisions of the Plan, please consider such provisions to be Challenged Elements, thus requiring submission to HUD for HUD’s review. (42 USC § 1437C–1.)

Background and History Regarding Legal Aid/RAB Comments

For the past several years, on the RAB's behalf, Legal Aid has worked extensively with HACA in an effort to help develop and make modifications to HACA's Annual and Five Year Plans. In particular, Legal Aid has worked with HACA on its Administrative Plan, Admissions and Continued Occupancy Policy, Public Housing Lease, and Grievance Policy. Despite reaching agreements with HACA in prior years regarding proposed modifications to these parts of its prior Plans, Legal Aid and the RAB have been dismayed that agreed upon modifications were not ultimately included in prior Plans which were submitted. (It appears that technical and/or logistical difficulties with making the revisions may have been the culprit.) Therefore, Legal Aid and the RAB were very pleased to find that this year's Plan appears to have captured many of the suggestions, comments and concerns raised in prior years, and the Administrative Plan, Admissions and Continued Occupancy Policy, Public Housing Lease, and Grievance Policy appear to reflect those concerns.

Because many of the RAB's prior concerns and suggestions have been addressed and incorporated with this year's Plan, Legal Aid's comments on behalf of the RAB are somewhat limited this year. While the RAB does have some comments pertaining to this Plan, rather than suggest substantial modifications, Legal Aid will offer to continue working with HACA over the next year in anticipation of HACA's preparation of the next Annual and Five Year Plan (2016-2021). In particular, as discussed below, Legal Aid suggests that HACA focus on improving its Notices to tenants, and is willing to work with HACA staff in this regard. With this background and history in mind, Legal Aid's comments regarding the current Plan are below.

COMMENTS

Implement the Current Administrative Plan, Admissions and Continued Occupancy Policy, Public Housing Lease, and Grievance Policy

The current Plan indicates that it is essentially unchanged from last year's submission with regard to the Administrative Plan, Admissions and Continued Occupancy Plan, Public Housing Lease, and Grievance Policy. This would imply that HACA has been operating pursuant to the Administrative Plan, Admissions and Continued Occupancy Plan, Public Housing Lease, and Grievance Policy described in the currently proposed Plan for at least the past year. Indeed, it should be noted that HACA put the current versions of these policies and documents out for notice and public comment roughly one-year ago, and the Board did approve them. However, it is unclear that these policies, procedures and documents are in use uniformly by all HACA staff and throughout HACA's properties.

HACA should ensure that all properties are using the Board-approved lease (included in the Plan), and that all staff are implementing the policies and procedures described in

HACA's current Administrative Plan, Admissions and Continued Occupancy Policy, Public Housing Lease, and Grievance Policy as included in this year's Plan.

Develop Standard Notices to Residents, Applicants and Participants

Legal Aid has notified HACA staff repeatedly that many of its notices to residents, applicants and participants do not comply with relevant law and regulations, HACA's lease, ACOP and Administrative Plan. Legal Aid has begun working with HACA on the development of standardized notices to residents, applicants and participants so that such notices comply with all applicable laws and regulations, HACA's lease, ACOP and Administrative Plan. Legal Aid is willing to continue to work with HACA in this regard, and further recommends that, to the extent feasible, HACA involve its own legal counsel in the development of these documents as well.

Redevelopment Plans and Preservation of Public Housing Rights

HACA is in the process of redevelopment of Newtowne Twenty and Morris H. Blum Senior Apartments, and it is likely that redevelopment will occur in the future. The RAB reiterates that it is extremely concerned that HACA's continued redevelopment efforts will result in the replacement of Public Housing units with units that are subsidized in other manners. The RAB continues to seek assurances from HACA that the rights afforded to Public Housing residents will not be diminished as a result of redevelopment through use of different subsidies. We renew our concern for maintenance of Tenants' rights as Public Housing residents through such conversions and again ask HACA to provide written assurances to residents of such redeveloped properties that such Tenants' Public Housing rights will be preserved.

To the extent that HACA collaborates with private developers and others to develop and manage redeveloped properties, the RAB requests written assurances that HACA will take affirmative steps to ensure that the due process and other rights afforded to Public Housing residents are preserved for Tenants, regardless of the type of funding utilized for the redevelopment. This would include requiring that all transactional documents and agreements for the redevelopment, including but not limited to deeds, deeds of trust, purchase contracts, memoranda of understanding, ground leases, corporate leases, and resident leases incorporate such protections, and would also include requiring that such private companies memorialize that they must adhere to the rules and regulations designed to ensure that Tenants are afforded all due process and other rights to which Public Housing residents are entitled.

The RAB requests that the RAB and Resident Councils at affected properties be made an integral part of the decision-making process to the extent HACA proposes redevelopment of HACA properties and/or acts on plans for modifications to common areas at HACA properties. For example, should HACA explore possibilities of bringing service providers onsite(s), the RAB should be included for consideration of what types of services are needed and would be useful, as well as how those services can be incorporated into

existing spaces without unduly taking away from other spaces or programs. The RAB should be notified of HACA's intentions, planning meetings, site visits, etc., far enough in advance for the RAB and its legal counsel to provide meaningful input and significant participation in whatever project is being considered or undertaken.

Specific Request Related to Redevelopment Issues Raised in Proposed Plan:

Section 5.2: The Plan reflects that an "Accomplished Goal" for FY 2014 is/was to "Prepare Demolition and Disposition Application for Newtowne-Twenty." If this Application has been completed, then the RAB requests that a copy be provided to Legal Aid; if it has not yet been completed, then the RAB requests that a copy be provided to Legal Aid when completed.

Section 5.2: The Plan reflects that a Goal for FY 2015 includes "Disposition Plan for the Morris H. Blum Senior Apartments." If this plan has been completed, then the RAB requests that a copy be provided to Legal Aid; if it has not yet been completed, then the RAB requests that a copy be provided to Legal Aid when completed.

Section 5.2: The Plan reflects that a Goal for FY 2015 includes that HACA will "Implement Renters Insurance Policy for All Public Housing Communities." The RAB wishes to confirm the discussions which occurred during the Public Comment period last year: that HACA will offer or suggest the purchase of renters insurance to residents (rather than require the purchase of renters insurance). If a written Policy regarding renters insurance now exists, the RAB requests that a copy be provided to Legal Aid.

Specific Objection to Revised Provision in HACA's Administrative Plan, 14.2, Interim Reexaminations

The proposed revision states:

Families will report all decreases in earned income and are required to provide third-party written verification in order to receive an adjustment to rent. Rent reduction will take place the first day of the month from the date of that the written verification of income reduction is received by HACA. All verifications must be submitted within 10-Business Days after the reported decrease in income.

Tab 4, page 86. This paragraph should be deleted or rewritten to comply with federal regulations and HUD policy.

It is correct that all families in the Housing Choice Voucher program have the responsibility to report changes in their income. However, it is the responsibility of the Public Housing Agency (PHA), not the tenant, to obtain third-party verification of the information reported by the tenant. HUD's Housing Choice Voucher Guidebook states:

The PHA must obtain and document in the tenant file third party verification of the following specific items:

- Reported family annual income;
- The cash value of assets and income derived from assets;
- Expenses related to deductions from annual income; and
- Any other factors that affect the calculation of adjusted income.

If third party verification is not received in a timely fashion, the PHA should choose an acceptable alternate form of verification and document the effort made by the PHA to obtain third party verification.

(Housing Choice Voucher Program Guidebook, Chapter 12, Reexamination Procedures, page 12-4, Third Party Verifications.) This section also contains a chart enumerating acceptable verification methods to be used by the PHA in verifying information reported by the tenant.

Furthermore, the effective date of any reduction in rent must be calculated based on the date the tenant reported the information or within a reasonable time thereafter, not based on the date of the PHA's receipt of third-party verification, which is often delayed and is beyond the tenant's control. HUD requires that PHAs use the EIV system as a third-party source to verify tenant employment and income information for all reexaminations, including interim reexaminations. See Notice PIH 2010-19 (HA) (extended).

Funding for Resident Advisory Board Matters

The HACA RAB operates as a jurisdiction-wide Resident Council, and as such routinely incurs operating expenses associated with conducting business as it works on behalf of and with all the HACA Resident Councils. The RAB has spoken with HACA regarding the allocation of funds by HACA to be made available to the RAB for operating expenses to enable the RAB to effectively conduct RAB business. It is the RAB understanding that HACA is willing to allocate such funds for the RAB's exclusive of any funding available for the individual Resident Councils. The RAB requests that the Annual and Five Year Plan be modified to memorialize such intention.

RAB/Legal Aid/HACA Collaboration Moving Forward – Work Sessions

While the substance of the proposed Plan represents a solid base from which to work, there remains substantial work to be done. HACA has expressed a willingness to work collaboratively with the RAB and Legal Aid as it continues to make improvements to its

policies, procedures and practices, and both the RAB and Legal Aid are committed to being active, contributing participants in the process. While the list below is by no means exhaustive, the following subject areas represent the most pressing areas of concern at present:

- **Standardization of notices to residents**, including but not limited to statements of rent due, notice of intention to file a failure to pay rent claim, claims for damages or other charges, 14-day and 30-day notices for breach of lease, etc.
- Development/Modification of **Policy Regarding Resident Transfers**, in particular in relation to priorities and transfers for health and disabilities, including whether and how such Resident Transfer Requests affect or are affected by the waiting list for new admissions.
- **Policy/Maintenance Practice for Dealing with Bedbugs**, including development of a HACA-wide policy regarding the scope of bedbug remediation efforts.
- Development of a standard **Policy Regarding Move Out Inspections** and HACA's policy/practice regarding **Charges Assessed to Residents Upon Move Out**. In particular, it has been stated that HACA's current policy provides that all charges to be assessed against a moving tenant will be identified and charged at the time of the move out inspection, and such policy should be reduced to writing to ensure it is followed uniformly by all staff at all properties.
- Reconsideration of HACA's **Policies Regarding Housing Standards with Regard to Children Sharing (or Not Sharing) Bedrooms**.
- Consideration of HACA's current practices regarding removal of an adult child or other household member from a lease at the request of the Head of Household, in particular, HACA's "requirement" that such individuals provide proof of other living arrangements before HACA will remove them from a lease. Development of written **Policy Regarding Removal of Adult Child or Other Household Member From a Lease at the Request of the Head of Household**.

Legal Aid and the RAB wish to express their appreciation of the Housing Authority of the City of Annapolis's significant efforts in preparation of the content and organization of their Annual and Five-Year Plan for 2015-2019, and congratulate HACA on their hard and successful work. Both the RAB and Legal Aid look forward to carrying this momentum forward through ongoing efforts to improve HACA's practices and policies, which in turn will enhance the living circumstances of HACA residents and clients, as well as the entire Annapolis community.

Respectfully submitted on behalf of the Housing Authority of the City of Annapolis
Resident Advisory Board, by:

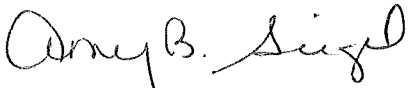
LEGAL AID BUREAU, INC.



Lisa Marie Sarro



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