

# FYB15 Annual Action Plan End of the Year Report

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July 1, 2015 – June 30, 2016

AUBURN HOUSING AUTHORITY

Board Approved August 30, 2016  
Resolution #FYE2017-005

**Auburn Housing Authority**  
**FYB15 Annual Action Plan**  
**End of the Year Report**

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## GENERAL

### Summary

The end of the year (EOY) report details the Auburn Housing Authority's accomplishments toward meeting the goals outlined in its Five-Year (FYB15-FYB19) Strategic Plan. The EOY report compares the actual performance measures listed in the FYB15 Annual Action Plan to be completed July 1, 2015 – June 30, 2016.

The following categories established goals and objectives for FYB15:

- Public Housing/Project-Based Voucher Units: Resident Services
- Public Housing/Project-Based Voucher Units: Program Administration
- Public Housing/Project-Based Voucher Units: Property Management
- Public Housing/Project-Based Voucher Units: Maintenance
- Housing Choice Voucher (formerly known as Section 8)
- Information Technology
- General Administration

### Assessment of the FYB2015 Goals and Objectives:

#### I. Public Housing/Project-Based Voucher Units: Resident Services

##### a. Activity #1 – Education and Recreation

##### b. Goal

- i. Provide school supplies to public housing residents and HCV participants, educational scholarships and offer more recreational activities.

##### c. Objective

- i. Host resident block parties at each site and donate school supplies to public housing residents.
- ii. Offer sports activities for children.
- iii. Offer scholarships to public housing and HCV youth graduating from high school or currently enrolled in college.

##### d. Accomplishments:

- i. **Complete.** Hosted 4 resident block parties.
- ii. **Not Complete.** Had meeting with City of Auburn Parks and Recreation Department about partnering to offer sports programs to children living in AHA's communities. Programs pending. **Objective will be included in the FYB16 Annual Action Plan.**
- iii. **Complete.** Scholarships were offered. Awarded one (1) scholarship to a public housing youth graduating from high school.

#### II. Public Housing/Project-Based Voucher Units: Program Administration

##### a. Activity #1 – Program Administration

##### b. Goal

- i. Maintain a high level Public Housing (upon RAD conversion Project-Based Voucher Program) Program.

- c. Objective
  - i. Monthly vacancy rate 96% or higher.
  - ii. Decrease outstanding balances and reduce tenant write-offs
- d. Accomplishments:
  - i. **Complete.** The average monthly vacancy rate for the year was 99%.
  - ii. **Complete.** Total tenant write-offs for FYE16 were \$17,766. FYE15 write-offs were \$32,908. Write-offs decreased by 46%.

### III. Public Housing/Project-Based Voucher Units: Property Management

- a. Activity #1 – Unit Improvements
- b. Goal
  - i. Continue to make various improvements to dwelling units.
- c. Objective
  - i. Replace refrigerators as needed according to PCA schedule.
  - ii. Use higher grade of paint and darker flooring (changes made during unit turn over and contingent on cost).
  - iii. Install blinds in each unit (test in phases and contingent on cost).
  - iv. Use higher grade of counter tops (changes made during unit turn over and contingent on cost).
- d. Accomplishments:
  - i. **Complete.** Two (2) refrigerators were replaced. Refrigerators are replaced according to PCA schedule.
  - ii. **Complete.** At unit turnover, higher grade of paint was used in 2 units; floor replacement was not required.
  - iii. **Complete.** Blinds were installed at the Sparkman site.
  - iv. **Not Complete.** Funds were not available for the installation of higher grade of counter tops. **Objective will be included in the FYB16 Annual Action Plan.**
- a. Activity #2 – Unit Safety and Neighborhood Security
- b. Goal
  - i. Enhance unit safety and neighborhood security.
- c. Objective
  - i. Install stove suppression in each unit (as needed)
  - ii. Sparkman Site: Replace ceilings in 3 and 4 bedroom units
  - iii. Ridgecrest Site: Reflective or light up unit numbers
  - iv. Start a Resident Neighborhood Watch Program (administered by Auburn Police Dept.).
  - v. Start a Crime Stopper Reward Program (administered by Auburn Police Dept.).
  - vi. Additional police patrol at the Sparkman site
- d. Accomplishments:
  - i. **Complete.** Stove suppressions were installed in 48 units at the East Park site.
  - ii. **Complete.** Ceilings were replaced in 3 and 4 bedroom units at the Sparkman site that needed to be replaced.

- iii. **Complete.** Reflective unit number lights were placed at all units in the Ridgecrest site.
- iv. **Complete.** Request to start a Resident Neighborhood Watch Program was forwarded to the Auburn Police Dept.).
- v. **Complete.** Request to start a Start a Crime Stopper Reward Program was forwarded to the Auburn Police Dept.).
- vi. **Complete.** The Auburn Police Department provided additional police patrol at the Sparkman site as needed.

a. Activity #3 – Site Improvements

b. Goal

- i. Make various aesthetics improvements in an effort to improve the living environment of AHA's properties.

c. Objective

- i. Porter and Sparkman Site: new paint for community centers
- ii. Install speed bumps in all properties (contingent on approval from the City of Auburn)
- iii. Enhance site beautification in all sites
- iv. Make improvements at the Auburn Day Care Centers (as needed and according to Agreement)

d. Accomplishments:

- i. **Not Complete.** The community centers at Porter and Sparkman sites were not painted. Maintenance focused on completed PCA items. **Objective will be included in the FYB16 Annual Action Plan.**
- ii. **Not Complete.** A request and follow-up was sent to the City of Auburn's Public Works Department related to speed bumps but AHA has not received a response. **Objective will be included in the FYB16 Annual Action Plan.**
- iii. **Complete.** The Maintenance Department maintains the lawn on a two week cycle in an effort to enhance site beautification in all sites.
- iv. **Complete.** Improvements are made at the Auburn Day Care Centers on an as needed basis and according to Agreement. Columbus Fire and Safety completed the fire inspection and mounted the fire extinguishers. East Alabama Fire completed the stove and alarm system inspection.

#### IV. Public Housing/Project-Based Voucher Units: Maintenance

a. Activity #1 – Maintenance Process

b. Goal

- i. Maintain a high level Maintenance Program.

c. Objective

- i. Ensure items on PCA are 95 - 100% complete annually.
- ii. Work order monthly completion rate 95 - 100%
- iii. Housing Quality Standard (HQS) inspections rate 98 - 100%
- iv. Preventive maintenance on all public housing units
- v. Turn around time on vacant units in 13 days

## d. Accomplishments:

- i. **Not Complete.** Eighty-six (86%) of the PCA items were completed. Rehab items are completed except concrete pad, pressure washing, tree limb removal, and retaining wall. The bids were too high on the concrete pads; the project will be re-bid. Did not receive bids for pressure wash; the project will be completed in-house. Tree trimming underway.
- ii. **Not Complete** The average monthly work order completion rate was 72%. Goal was not complete due to back log of annual inspection work orders and staff turnover.
- iii. **Not Complete.** The Housing Quality Standard (HQS) inspections rate was 92%. This was the first year the Maintenance Department had to comply with HQS inspections. The department has enhanced its procedures to comply with the new inspection requirements.
- iv. **Not Complete.** Preventive maintenance was completed on 257 units; preventive maintenance was completed on 86% of the units.
- v. **Not Complete.** The average turn around time on vacant units was 16 days. Turn around delays were due to the new HQS inspection requirements.

V. **Housing Choice Voucher Program**a. Activity #1 – Program Administration

## b. Goal

- i. Maintain a high level HCV Program.

## c. Objective

- i. SEMAP Score 90 - 100% to maintain high performer status
- ii. Purchase PDA for inspectors

## d. Accomplishments:

- i. **Complete.** Received a SEMAP of 100 at the end of FYE15.
- ii. **Complete.** PDA for inspectors was purchased.

a. Activity #1 – Participants

## b. Goal

- i. Improve and enhance services to HCV participants.

## c. Objective

- i. Prepare a Violence Against Women Act (VAWA) Emergency Transfer Plan.
- ii. Apply for the Non-Elderly Disabled Voucher
- iii. Apply for the Family Unification Voucher

## d. Accomplishments:

- i. **Complete.** Violence Against Women Act (VAWA) Emergency Transfer Plan was prepared and approved by the Board of Commissioners on April 26, 2016 (Resolution FYE2016-033)
- ii. **Not Complete.** Notice of Funding Availability (NOFA) was not available to apply for the Non-Elderly Disabled Voucher. **Objective will be included in the FYB16 Annual Action Plan.**
- iii. **Not Complete:].** Notice of Funding Availability (NOFA) was not available to apply for the Family Unification Voucher. **Objective will be included in the FYB16 Annual Action Plan.**

**VI. Information Technology**

- a. Activity #1 – Information Technology Improvements
- b. Goal
  - i. Improve and enhance information technology in an effort to have information accessible for those served.
- c. Objective
  - i. AHA Website
  - ii. Publish online Community Resource Directory
- d. Accomplishments:
  - iv. **Not complete.** AHA Website test site is completed.
  - v. **Not complete.** Publish online Community Resource Directory is not complete due to the website is not complete.

**VII. General Administration**

- a. Activity #1 – General Administration
- b. Goal
  - ii. Ensure all intercompany receivables are current.
- c. Objective
  - iii. Ensure there are no outstanding accounts receivable balances (with the exception of expenses incurred June 30, 2016) on the books at EOY.
- d. Accomplishments:
  - iv. **Complete.** There were no outstanding accounts receivable balances (with the exception of expenses incurred June 30, 2016) on the books at EOY.

**Describe obstacles in goals and objectives outlined in the FYB15 Action Plan.**

RAD PBV conversion was the primary obstacle in meeting all of the goals and objectives of the FYB15 Annual Action Plan. Due to the conversions, the following items took precedence over many of the objectives in the Plan to comply with internal policies and HUD requirements:

- Policies: The HCV Administrative Plan was amended. A new Landlord Policy was created and the Dwelling Lease was amended.
- Staff: Staff was reassigned and job duties were modified. The HCV Department did not have the administrative capacity to administer 406 additional vouchers. Staff had to undergo additional training to comply with the conversion requirements.
- Accounting: The entire accounting system was revamped.
- Software: The entire software system was updated.
- HQS Inspections: Maintenance had to comply with the new HQS inspection requirements.
- HUD: Significant time was spent with HUD dealing with various conversion issues.

**Describe how frequent the activities are monitored.**

The CEO monitored the progress of completing the objectives on a quarterly basis in an effort to ensure the objectives were completed in a timely manner.

**Describe progress in meeting priority needs and objectives and help make the community's vision a reality.**

Although all goals were not completed during the Plan period, the Auburn Housing Authority has made progress in meeting priority goals and objectives by funding and implementing various high priority activities that were identified in the 5-year Con Plan.