



## PHA Plan Agency Identification

**PHA Name:** Idabel Housing Authority

**PHA Number:** OK004

**PHA Fiscal Year Beginning: (mm/yyyy)** 07/2001

### PHA Plan Contact Information:

Name: Dana Baird, Executive Director

Phone: (580) 286-9444

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### Public Access to Information

Information regarding any activities outlined in this plan can be obtained by contacting:  
(select all that apply)

- Main administrative office of the PHA
- PHA development management offices

### Display Locations For PHA Plans and Supporting Documents

The PHA Plans (including attachments) are available for public inspection at: (select all that apply)

- Main administrative office of the PHA
- PHA development management offices
- Main administrative office of the local, county or State government
- Public library
- PHA website
- Other (list below)

PHA Plan Supporting Documents are available for inspection at: (select all that apply)

- Main business office of the PHA
- PHA development management offices
- Other (list below)

### PHA Programs Administered:

- Public Housing and Section 8       Section 8 Only       Public Housing Only

**Annual PHA Plan  
Fiscal Year 2001**  
[24 CFR Part 903.7]

**i. Table of Contents**

Provide a table of contents for the Plan, including attachments, and a list of supporting documents available for public inspection. For Attachments, indicate which attachments are provided by selecting all that apply. Provide the attachment's name (A, B, etc.) in the space to the left of the name of the attachment. If the attachment is provided as a **SEPARATE** file submission from the PHA Plans file, provide the file name in parentheses in the space to the right of the title.

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<input checked="" type="checkbox"/> Attachment F: Comments of Resident Advisory Board or Boards & Explanation of PHA Response (must be attached if not included in PHA Plan text)	
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Attachment G: Deconcentration Policy	
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**ii. Executive Summary**

[24 CFR Part 903.7 9 (r)]

At PHA option, provide a brief overview of the information in the Annual Plan

**1. Summary of Policy or Program Changes for the Upcoming Year**

In this section, briefly describe changes in policies or programs discussed in last year’s PHA Plan that are not covered in other sections of this Update.

There have been no signification changes in policies or programs that were discussed in last year’s plan. Changes have been implemented to incorporate the pet requirements and community service requirements.

**2. Capital Improvement Needs**

[24 CFR Part 903.7 9 (g)]

Exemptions: Section 8 only PHAs are not required to complete this component.

A.  Yes  No: Is the PHA eligible to participate in the CFP in the fiscal year covered by this PHA Plan?

B. What is the amount of the PHA’s estimated or actual (if known) Capital Fund Program grant for the upcoming year? \$ 339,267.00

C.  Yes  No Does the PHA plan to participate in the Capital Fund Program in the upcoming year? If yes, complete the rest of Component 7. If no, skip to next component.

D. Capital Fund Program Grant Submissions

**(1) Capital Fund Program 5-Year Action Plan**

The Capital Fund Program 5-Year Action Plan is provided as Attachment B

**(2) Capital Fund Program Annual Statement**

The Capital Fund Program Annual Statement is provided as Attachment A

**3. Demolition and Disposition**

[24 CFR Part 903.7 9 (h)]

Applicability: Section 8 only PHAs are not required to complete this section.

1.  Yes  No: Does the PHA plan to conduct any demolition or disposition activities (pursuant to section 18 of the U.S. Housing Act of 1937 (42 U.S.C. 1437p)) in the plan Fiscal Year? (If “No”, skip to next component ; if “yes”, complete one activity description for each development.)

2. Activity Description

<b>Demolition/Disposition Activity Description (Not including Activities Associated with HOPE VI or Conversion Activities)</b>
1a. Development name:
1b. Development (project) number:
2. Activity type: Demolition <input type="checkbox"/>

Disposition <input type="checkbox"/>
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input type="checkbox"/>
4. Date application approved, submitted, or planned for submission: <u>(DD/MM/YY)</u>
5. Number of units affected:
6. Coverage of action (select one) <input type="checkbox"/> Part of the development <input type="checkbox"/> Total development
7. Relocation resources (select all that apply) <input type="checkbox"/> Section 8 for     units <input type="checkbox"/> Public housing for     units <input type="checkbox"/> Preference for admission to other public housing or section 8 <input type="checkbox"/> Other housing for     units (describe below)
8. Timeline for activity: a. Actual or projected start date of activity: b. Actual or projected start date of relocation activities: c. Projected end date of activity:

**4. Voucher Homeownership Program**

[24 CFR Part 903.7 9 (k)]

A.  Yes  No: Does the PHA plan to administer a Section 8 Homeownership program pursuant to Section 8(y) of the U.S.H.A. of 1937, as implemented by 24 CFR part 982 ? (If “No”, skip to next component; if “yes”, describe each program using the table below (copy and complete questions for each program identified.)

**B. Capacity of the PHA to Administer a Section 8 Homeownership Program**

The PHA has demonstrated its capacity to administer the program by (select all that apply):

- Establishing a minimum homeowner down payment requirement of at least 3 percent and requiring that at least 1 percent of the down payment comes from the family’s resources
- Requiring that financing for purchase of a home under its section 8 homeownership will be provided, insured or guaranteed by the state or Federal government; comply with secondary mortgage market underwriting requirements; or comply with generally accepted private sector underwriting standards
- Demonstrating that it has or will acquire other relevant experience (list PHA experience, or any other organization to be involved and its experience, below):

**5. Safety and Crime Prevention: PHDEP Plan**

[24 CFR Part 903.7 (m)]

Exemptions Section 8 Only PHAs may skip to the next component PHAs eligible for PHDEP funds must provide a PHDEP Plan meeting specified requirements prior to receipt of PHDEP funds.

A.  Yes  No: Is the PHA eligible to participate in the PHDEP in the fiscal year covered by this PHA Plan?

B. What is the amount of the PHA's estimated or actual (if known) PHDEP grant for the upcoming year? \$ 45,845.00

C.  Yes  No Does the PHA plan to participate in the PHDEP in the upcoming year? If yes, answer question D. If no, skip to next component.

D.  Yes  No: The PHDEP Plan is attached at Attachment C

**6. Other Information**

[24 CFR Part 903.7 9 (r)]

**A. Resident Advisory Board (RAB) Recommendations and PHA Response**

1.  Yes  No: Did the PHA receive any comments on the PHA Plan from the Resident Advisory Board/s?

2. If yes, the comments are provided below Attached at Attachment (File name) ok004f01

The resident advisory board meeting was held on December 11<sup>th</sup>, 2000 at 4:00 p.m. transportation was provided by the Housing Authority and representation from the five housing communities was obtained. The following comments were made regarding the proposed plan:

- a. Ask your architect about getting a deadbolt for the back door that has an outside key and consider installing laundry mats in each community.
- b. Install vandal proof porch light, do community building repairs
- c. Need more security on 6<sup>th</sup> street, believes drugs are being sold.
- d. Sometimes police don't respond to calls, need new toilets when working on units, would like fire extinguishers and carbon monoxide detectors, new kitchen cabinets, new pantry shelves, new stove hood, doorbells, storage & enclosed patio, new screen doors front and back, speed bumps and neighborhood watch and speed signs.
- e. Residents also committed to serve as mentors and volunteers for various age groups of PHDEP recipients.
- f. Residents support the addition of educational services and elder services in the plan.

3. In what manner did the PHA address those comments? (select all that apply)

The PHA changed portions of the PHA Plan in response to comments

A list of these changes is included

Yes  No: below or

The Housing Authority responded to the comments in the following way:

- a. Revised the plan to state that toilets will be replaced as necessary,
- b. Already addressed vandal proof porch lights and community building repairs in the plan
- c. Will discuss adding fire extinguishers/cost and liability with architect, will look at what types of carbon monoxide detectors are available and the cost, and will review the feasibility of speed bumps in the specific community which inquired about them, will have to review request with the City.
- d. Will notify Security to patrol 6<sup>th</sup> and 7<sup>th</sup> street more vigorously.  
 Yes  No: at the end of the RAB Comments in Attachment \_\_\_\_.
- Considered comments, but determined that no changes to the PHA Plan were necessary. An explanation of the PHA's consideration is included at the end of the RAB Comments in Attachment \_\_\_\_.
- Other: (list below)

**B. Statement of Consistency with the Consolidated Plan**

For each applicable Consolidated Plan, make the following statement (copy questions as many times as necessary).

- 1. Consolidated Plan jurisdiction: State of Oklahoma
- 2. The PHA has taken the following steps to ensure consistency of this PHA Plan with the Consolidated Plan for the jurisdiction: (select all that apply)
  - The PHA has based its statement of needs of families in the jurisdiction on the needs expressed in the Consolidated Plan/s.
  - The PHA has participated in any consultation process organized and offered by the Consolidated Plan agency in the development of the Consolidated Plan.
  - The PHA has consulted with the Consolidated Plan agency during the development of this PHA Plan.
  - Activities to be undertaken by the PHA in the coming year are consistent with specific initiatives contained in the Consolidated Plan. (list such initiatives below)
  - Other: (list below)
- 3. PHA Requests for support from the Consolidated Plan Agency  
 Yes  No: Does the PHA request financial or other support from the State or local government agency in order to meet the needs of its public housing residents or inventory? If yes, please list the 5 most important requests below:
- 4. The Consolidated Plan of the jurisdiction supports the PHA Plan with the following actions and commitments: (describe below)

**C. Criteria for Substantial Deviation and Significant Amendments**

## **1. Amendment and Deviation Definitions**

24 CFR Part 903.7(r)

PHAs are required to define and adopt their own standards of substantial deviation from the 5-year Plan and Significant Amendment to the Annual Plan. The definition of significant amendment is important because it defines when the PHA will subject a change to the policies or activities described in the Annual Plan to full public hearing and HUD review before implementation.

### **A. Substantial Deviation from the 5-year Plan:**

The Authority defines substantial deviations from the 5 year plan as “any deviation that involves the addition of work components not originally listed within the 5 year plan that will involve the usage/commitment of funds in excess of 25% of the total funding budgeted for the current fiscal year plan.

### **B. Significant Amendment or Modification to the Annual Plan:**

The Authority defines significant amendment or modification to the annual plan as “an amendment to the original plan displayed and submitted to HUD that includes the deletion of significant components of the annual plan (generally items that were projected to use 25% or more of the annual funding for the current fiscal year) and/or the replacement of work items that are not included within the annual or five year plan that involve the use/commitment of 25% or more of the annual funding for the Authority.

## Attachment A Supporting Documents Available for Review

PHAs are to indicate which documents are available for public review by placing a mark in the “Applicable & On Display” column in the appropriate rows. All listed documents must be on display if applicable to the program activities conducted by the PHA.

<b>List of Supporting Documents Available for Review</b>		
<b>Applicable &amp; On Display</b>	<b>Supporting Document</b>	<b>Related Plan Component</b>
<b>X</b>	PHA Plan Certifications of Compliance with the PHA Plans and Related Regulations	5 Year and Annual Plans
	State/Local Government Certification of Consistency with the Consolidated Plan (not required for this update)	5 Year and Annual Plans
<b>X</b>	Fair Housing Documentation Supporting Fair Housing Certifications: Records reflecting that the PHA has examined its programs or proposed programs, identified any impediments to fair housing choice in those programs, addressed or is addressing those impediments in a reasonable fashion in view of the resources available, and worked or is working with local jurisdictions to implement any of the jurisdictions’ initiatives to affirmatively further fair housing that require the PHA’s involvement.	5 Year and Annual Plans
<b>X</b>	Housing Needs Statement of the Consolidated Plan for the jurisdiction/s in which the PHA is located and any additional backup data to support statement of housing needs in the jurisdiction	Annual Plan: Housing Needs
<b>X</b>	Most recent board-approved operating budget for the public housing program	Annual Plan: Financial Resources
<b>X</b>	Public Housing Admissions and (Continued) Occupancy Policy (A&O/ACOP), which includes the Tenant Selection and Assignment Plan [TSAP]	Annual Plan: Eligibility, Selection, and Admissions Policies
	Any policy governing occupancy of Police Officers in Public Housing <input type="checkbox"/> check here if included in the public housing A&O Policy	Annual Plan: Eligibility, Selection, and Admissions Policies
	Section 8 Administrative Plan	Annual Plan: Eligibility, Selection, and Admissions Policies
<b>X</b>	Public housing rent determination policies, including the method for setting public housing flat rents <input checked="" type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Rent Determination
<b>X</b>	Schedule of flat rents offered at each public housing development <input checked="" type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Rent Determination
	Section 8 rent determination (payment standard) policies <input type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Rent Determination

<b>List of Supporting Documents Available for Review</b>		
<b>Applicable &amp; On Display</b>	<b>Supporting Document</b>	<b>Related Plan Component</b>
<b>X</b>	Public housing management and maintenance policy documents, including policies for the prevention or eradication of pest infestation (including cockroach infestation)	Annual Plan: Operations and Maintenance
<b>X</b>	Results of latest binding Public Housing Assessment System (PHAS) Assessment	Annual Plan: Management and Operations
<b>X</b>	Follow-up Plan to Results of the PHAS Resident Satisfaction Survey (if necessary)	Annual Plan: Operations and Maintenance and Community Service & SH -Sufficiency
	Results of latest Section 8 Management Assessment System (SEMAP)	Annual Plan: Management and Operations
	Any required policies governing any Section 8 special housing types <input type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Operations and Maintenance
<b>X</b>	Public housing grievance procedures <input checked="" type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Grievance Procedures
	Section 8 informal review and hearing procedures <input type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Grievance Procedures
<b>X</b>	The HUD-approved Capital Fund/Comprehensive Grant Program Annual Statement (HUD 52837) for any active grant year	Annual Plan: Capital Needs
<b>X</b>	Most recent CIAP Budget/Progress Report (HUD 52825) for any active CIAP grants	Annual Plan: Capital Needs
	Approved HOPE VI applications or, if more recent, approved or submitted HOPE VI Revitalization Plans, or any other approved proposal for development of public housing	Annual Plan: Capital Needs
<b>X</b>	Self-evaluation, Needs Assessment and Transition Plan required by regulations implementing §504 of the Rehabilitation Act and the Americans with Disabilities Act. See, PIH 99-52 (HA).	Annual Plan: Capital Needs
	Approved or submitted applications for demolition and/or disposition of public housing	Annual Plan: Demolition and Disposition
	Approved or submitted applications for designation of public housing (Designated Housing Plans)	Annual Plan: Designation of Public Housing
	Approved or submitted assessments of reasonable revitalization of public housing and approved or submitted conversion plans prepared pursuant to section 202 of the 1996 HUD Appropriations Act, Section 22 of the US Housing Act of 1937, or Section 33 of the US Housing Act of 1937	Annual Plan: Conversion of Public Housing
	Approved or submitted public housing homeownership programs/plans	Annual Plan: Homeownership

<b>List of Supporting Documents Available for Review</b>		
<b>Applicable &amp; On Display</b>	<b>Supporting Document</b>	<b>Related Plan Component</b>
	Policies governing any Section 8 Homeownership program (section _____ of the Section 8 Administrative Plan)	Annual Plan: Homeownership
<b>X</b>	Cooperation agreement between the PHA and the TANF agency and between the PHA and local employment and training service agencies	Annual Plan: Community Service & Self-Sufficiency
	FSS Action Plan/s for public housing and/or Section 8	Annual Plan: Community Service & Self-Sufficiency
<b>X</b>	Section 3 documentation required by 24 CFR Part 135, Subpart E	Annual Plan: Community Service & Self-Sufficiency
	Most recent self-sufficiency (ED/SS, TOP or ROSS or other resident services grant) grant program reports	Annual Plan: Community Service & Self-Sufficiency
<b>X</b>	The most recent Public Housing Drug Elimination Program (PHDEP) semi-annual performance report	Annual Plan: Safety and Crime Prevention
<b>X</b>	PHDEP-related documentation: <ul style="list-style-type: none"> <li>· Baseline law enforcement services for public housing developments assisted under the PHDEP plan;</li> <li>· Consortium agreement/s between the PHAs participating in the consortium and a copy of the payment agreement between the consortium and HUD (applicable only to PHAs participating in a consortium as specified under 24 CFR 761.15);</li> <li>· Partnership agreements (indicating specific leveraged support) with agencies/organizations providing funding, services or other in-kind resources for PHDEP-funded activities;</li> <li>· Coordination with other law enforcement efforts;</li> <li>· Written agreement(s) with local law enforcement agencies (receiving any PHDEP funds); and</li> <li>· All crime statistics and other relevant data (including Part I and specified Part II crimes) that establish need for the public housing sites assisted under the PHDEP Plan.</li> </ul>	Annual Plan: Safety and Crime Prevention
<b>X</b>	Policy on Ownership of Pets in Public Housing Family Developments (as required by regulation at 24 CFR Part 960, Subpart G) <input type="checkbox"/> check here if included in the public housing A & O Policy	Pet Policy
<b>X</b>	The results of the most recent fiscal year audit of the PHA conducted under section 5(h)(2) of the U.S. Housing Act of 1937 (42 U. S.C. 1437c(h)), the results of that audit and the PHA's response to any findings	Annual Plan: Annual Audit
	Troubled PHAs: MOA/Recovery Plan	Troubled PHAs
	Other supporting documents (optional) (list individually; use as many lines as necessary)	(specify as needed)

<b>Annual Statement/Performance and Evaluation Report</b>					
<b>Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part 1: Summary</b>					
<b>PHA Name:</b> Idabel Housing Authority		<b>Grant Type and Number</b> Capital Fund Program: FY 2001 Capital Fund Program Replacement Housing Factor Grant No:		<b>Federal FY of Grant:</b> 2001	
<input checked="" type="checkbox"/> <b>Original Annual Statement</b> <input type="checkbox"/> <b>Performance and Evaluation Report for Period Ending:</b> <input type="checkbox"/> <b>Reserve for Disasters/ Emergencies</b> <input type="checkbox"/> <b>Revised Annual Statement (revision no: )</b> <input type="checkbox"/> <b>Final Performance and Evaluation Report</b>					
Line No.	Summary by Development Account	Total Estimated Cost		Total Actual Cost	
		Original	Revised	Obligated	Expended
1	Total non-CFP Funds				
2	1406 Operations				
3	1408 Management Improvements				
4	1410 Administration	\$ 2,000.			
5	1411 Audit				
6	1415 liquidated Damages				
7	1430 Fees and Costs	\$ 30,987.			
8	1440 Site Acquisition				
9	1450 Site Improvement				
10	1460 Dwelling Structures	\$ 334,375..			
11	1465.1 Dwelling Equipment—Nonexpendable				
12	1470 Nondwelling Structures				
13	1475 Nondwelling Equipment	\$20,000.			
14	1485 Demolition				
15	1490 Replacement Reserve				
16	1492 Moving to Work Demonstration				
17	1495.1 Relocation Costs				
18	1498 Mod Used for Development				
19	1502 Contingency				
20	Amount of Annual Grant: (sum of lines 2-19)	\$ 387,326.			
21	Amount of line 20 Related to LBP Activities				
22	Amount of line 20 Related to Section 504 Compliance				
23	Amount of line 20 Related to Security				

<b>Annual Statement/Performance and Evaluation Report</b> <b>Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part 1: Summary</b>					
<b>PHA Name:</b> Idabel Housing Authority	<b>Grant Type and Number</b> Capital Fund Program: FY 2001 Capital Fund Program Replacement Housing Factor Grant No:			<b>Federal FY of Grant:</b> 2001	
<input checked="" type="checkbox"/> <b>Original Annual Statement</b> <span style="margin-left: 150px;"><input type="checkbox"/> <b>Reserve for Disasters/ Emergencies</b></span> <span style="margin-left: 50px;"><input type="checkbox"/> <b>Revised Annual Statement (revision no:    )</b></span>					
<input type="checkbox"/> <b>Performance and Evaluation Report for Period Ending:</b> <span style="margin-left: 150px;"><input type="checkbox"/> <b>Final Performance and Evaluation Report</b></span>					
Line No.	Summary by Development Account	Total Estimated Cost		Total Actual Cost	
24	Amount of line 20 Related to Energy Conservation Measures				

<b>Annual Statement/Performance and Evaluation Report</b> <b>Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF)</b> <b>Part II: Supporting Pages</b>								
PHA Name: Idabel Housing Authority			<b>Grant Type and Number</b> Capital Fund Program #: FY-2001 Capital Fund Program Replacement Housing Factor #:			Federal FY of Grant: 2001		
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost		Total Actual Cost		Status of Proposed Work
				Original	Revised	Funds Obligated	Funds Expended	
HA Wide	Administration	1410		2,000				
HA Wide	Fees & Cost	1430		30,989				
002	Metal Exterior Doors & Frames	1460		21,000				
	Security Storm Doors	1460		12,000				
	Security Storm Windows W/Screens	1460		20,000				
	FRP Wainscot Covering	1460		12,000				
	Replace Range Hoods	1460		4,895				
	Replace Cabinet & Counter Tops	1460		65,000				
	Bathroom Accessories	1460		1917.50				
	Replace Medicine Cabinets	1460		2,280				
	Replace Interior Doors	1460		10,000				
	Scaldguard Shower Faucets	1460		8,950				
	New Security Locks	1460		13,200				
	VTC Flooring	1460		50,183.50				
	Replace toilets as needed	1460		500				
	Replace Bi-fold Doors	1460		55,000				
	Retexture/repair/repaint	1460		31,700				
	Electrical/plumbing	1460		25,711				
	Maint. vehicle	1475		20,000				
				387,326				





### Capital Fund Program 5-Year Action Plan

Complete one table for each development in which work is planned in the next 5 PHA fiscal years. Complete a table for any PHA-wide physical or management improvements planned in the next 5 PHA fiscal year. Copy this table as many times as necessary. Note: PHAs need not include information from Year One of the 5-Year cycle, because this information is included in the Capital Fund Program Annual Statement.

<b>Optional 5-Year Action Plan Tables</b>				
<b>Development Number</b>	<b>Development Name (or indicate PHA wide)</b>	<b>Number Vacant Units</b>	<b>% Vacancies in Development</b>	
4001	PHA Wide	23	8.6	
<b>Description of Needed Physical Improvements or Management Improvements</b>			<b>Estimated Cost</b>	<b>Planned Start Date (HA Fiscal Year)</b>
ADMINISTRATION			\$ 15,000	2002,3,4 ,5
SECURITY OFFICERS			\$25,000	2002, 3,4,5
MANAGEMENT IMPROVEMENTS			\$ 18,000	2002, 3, 4,5
FEES AND COSTS			\$ 120,000	2002,3,4, 5
NON DWELLING EQUIPMENT			\$ 33,500	2002 & 3
EMERGENCY REPAIRS			\$ 20,000	2002,3,4,5
DRYER CONNECTIONS			\$ 40,000	2002, 3, 4
ADDITIONAL SECURITY LIGHTING & FENCING			\$ 15,000	2002, 3, 4
VEHICLES			\$40,000	2002, 3

<b>Optional 5-Year Action Plan Tables</b>				
<b>Development Number</b>	<b>Development Name (or indicate PHA wide)</b>	<b>Number Vacant Units</b>	<b>% Vacancies in Development</b>	
4001	Hillcrest			
<b>Description of Needed Physical Improvements or Management Improvements</b>			<b>Estimated Cost</b>	<b>Planned Start Date (HA Fiscal Year)</b>
<b>HILLCREST</b>				
Metal Insulated Exterior Doors & Frames			\$ 2100	2002
Front & Rear Security Storm Doors			\$ 12,000	2002
Storm Windows With Security Screens			\$ 20000	2002
RFP Wall Covering at Shower & Wainscot			\$12000	2002
Replace Range Hoods (vent through roof)			\$ 5,000	2002
Replace Cabinets & Countertops At All Units			\$ 70,000	2002
Bathroom accessories			\$ 3,000	2002
Replace Medicine Cabinets			\$ 2,500	2002
Repair/Retexture/Paint Interior All Units			\$ 33,000	2002
Replace Selected Interior Doors			\$ 9,000	2002
Scaldguard Shower Faucets			\$ 7,000	2002
New Security Locks for All Exterior Doors			\$ 13,000	2002
New VCT Flooring			\$ 51,000	2002
Replace Bifold Closet Doors			\$60,000	2002
Install Vandalproof Porch Lights			\$ 5,000	2003
Fluorescent Lights in Kitchens			\$ 6,000	2003
New Storage Doors With Hasp Hardware			\$ 17,000	2003
Install Ceiling Lights to Replace Wall Light			\$ 7,000.	2003
Replace Bifold Closet Doors			\$120,000	2003

<b>Paint &amp; Repair Exterior Doors</b>	<b>\$ 15,000</b>	<b>2004</b>
<b>Community Building Repairs</b>	<b>\$ 15,000</b>	<b>2004</b>
<b>Sewer Line Replacement</b>	<b>\$ 14,000</b>	<b>2004</b>
<b>New Marked Cut Off Values</b>	<b>\$ 5,000</b>	<b>2004</b>
<b>Restrip Parking</b>	<b>\$ 2,000</b>	<b>2004</b>
<b>Metal Dumpster Screens</b>	<b>\$ 2,000</b>	<b>2004</b>
<b>Convert Community Building to Handicap</b>	<b>\$20,000</b>	<b>2004</b>

<b>Optional 5-Year Action Plan Tables</b>				
<b>Development Number</b>	<b>Development Name (or indicate PHA wide)</b>	<b>Number Vacant Units</b>	<b>% Vacancies in Development</b>	
<b>4001</b>	<b>Lyndon Road</b>			
<b>Description of Needed Physical Improvements or Management Improvements</b>			<b>Estimated Cost</b>	<b>Planned Start Date (HA Fiscal Year)</b>
<b>LYNDON ROAD</b>				
<b>Divider Wall @ Zero Bedroom Units</b>			<b>\$ 20,000</b>	<b>2003</b>
<b>Fluorescent Lights In Kitchen</b>			<b>\$ 6,000</b>	<b>2003</b>
<b>Install Vandalproof Porch Lights</b>			<b>\$ 7,000</b>	<b>2003</b>
<b>Community Building Repairs</b>			<b>\$ 20,000</b>	<b>2004</b>
<b>Repair/Repaint Interiors on Selected Units</b>			<b>\$ 15,000</b>	<b>2004</b>

**Optional 5-Year Action Plan Tables**

Development Number	Development Name (or indicate PHA wide)	Number Vacant Units	% Vacancies in Development	
4001	N.W. Guthrie (5 <sup>th</sup> & 6 <sup>th</sup> Street)			
Description of Needed Physical Improvements or Management Improvements			Estimated Cost	Planned Start Date (HA Fiscal Year)
N.W. GUTHRIE (5 <sup>TH</sup> AND 6 <sup>TH</sup> STREET)				
Install Vandalproof Porch Lights			\$ 2,000	2003
Fluorescent Lights In Kitchens			\$ 2,000	2003
Replace Bifold Closet Doors			\$ 14,000	2003
Repair/Repaint Interiors on Selected Units			\$ 10,000	2004
Replace Interior Doors on Selected Units			\$ 7,000	2004

Optional 5-Year Action Plan Tables			
Development	Development Name	Number	% Vacancies

Number	(or indicate PHA wide)	Vacant Units	in Development	
4001	NW 7th			
Description of Needed Physical Improvements or Management Improvements			Estimated Cost	Planned Start Date (HA Fiscal Year)
N. W. 7 <sup>th</sup>  Install VandaleProof Porch Lights Fluorescent Lights in Kitchen Replace Bifold Doors Correct Structural Problem  Repair/Repaint Interiors on Selected Units Replace Interior Doors on Selected Units			\$ 2,000 \$ 2,500 \$ 20,500 \$13,000  \$ 12,000 \$ 12,000	2003 2003 2003 2003  2003 & 4 2003 & 4

Optional 5-Year Action Plan Tables			
Development	Development Name	Number	% Vacancies

Number	(or indicate PHA wide)	Vacant Units	in Development	
4001	Quincy			
Description of Needed Physical Improvements or Management Improvements			Estimated Cost	Planned Start Date (HA Fiscal Year)
<b>QUINCY</b>  Install Vandalproof Porch Lights Fluorescent Lights In Kitchens New Storage Doors with Hasp Hardware Install Ceiling Lights to Replace Wall Light Replace Bifold Closet Doors  Divider Wall @ Zero Bedroom Units Sewer Line Replacement New Marked Cut off Valves Restrip Parking Landscaping			\$ 3,000 \$ 4,000 \$ 11,500 \$ 5,000 \$ 20,000  \$ 6,000 \$ 7,500 \$1,000 \$ 1,200 \$ 10,000	2003 2003 2003 2003 2003  2004 2004 2004 2004 2004

## PHA Public Housing Drug Elimination Program Plan

**Note: THIS PHDEP Plan template (HUD 50075-PHDEP Plan) is to be completed in accordance with Instructions located in applicable PIH Notices.**

**Section 1: General Information/History**

**A. Amount of PHDEP Grant \$45,845**

**B. Eligibility type (Indicate with an “x”)**      N1 \_\_\_ X \_\_\_    N2 \_\_\_      R \_\_\_

**C. FFY in which funding is requested**    2001 \_\_\_

**D. Executive Summary of Annual PHDEP Plan**

In the space below, provide a brief overview of the PHDEP Plan, including highlights of major initiatives or activities undertaken. It may include a description of the expected outcomes. The summary must not be more than five (5) sentences long

**E. Target Areas**

Complete the following table by indicating each PHDEP Target Area (development or site where activities will be conducted), the total number of units in each PHDEP Target Area, and the total number of individuals expected to participate in PHDEP sponsored activities in each Target Area. Unit count information should be consistent with that available in PIC.

PHDEP Target Areas (Name of development(s) or site)	Total # of Units within the PHDEP Target Area(s)	Total Population to be Served within the PHDEP Target Area(s)
Area Wide	200	381

**F. Duration of Program**

Indicate the duration (number of months funds will be required) of the PHDEP Program proposed under this Plan (place an “x” to indicate the length of program by # of months. For “Other”, identify the # of months).

**12 Months** \_\_\_      **18 Months** X \_\_\_      **24 Months** \_\_\_

**G. PHDEP Program History**

Indicate each FY that funding has been received under the PHDEP Program (place an “x” by each applicable Year) and provide amount of funding received. If previously funded programs have not been closed out at the time of this submission, indicate the fund balance and anticipated completion date. The Fund Balances should reflect the balance as of

Date of Submission of the PHDEP Plan. The Grant Term End Date should include any HUD-approved extensions or waivers. For grant extensions received, place “GE” in column or “W” for waivers.

Fiscal Year of Funding	PHDEP Funding Received	Grant #	Fund Balance as of Date of this Submission	Grant Extensions or Waivers	Grant Start Date	Grant Term End Date
FY 1995	\$ 59,695.55	OK56DEP0040195	0	0		
FY 1996	\$ 98,500.00	OK56DEP0040196	0	0		
FY 1997	\$ 98,500.00	OK56DEP0040197	0	0		
FY1998	\$ 59,100.00	OK56DEP0040198	0	0		
FY 1999	\$43,988.00	OK56DEP0040199	\$19,897.08	0	12/15/99	12/14/01
FY 2000	\$45,845	OK56DEP0040200	\$45,845.00	0	8/14/00	8/13/02

**Section 2: PHDEP Plan Goals and Budget**

**A. PHDEP Plan Summary**

In the space below, summarize the PHDEP strategy to address the needs of the target population/target area(s). Your summary should briefly identify: the broad goals and objectives, the role of plan partners, and your system or process for monitoring and evaluating PHDEP-funded activities. This summary should not exceed 5-10 sentences.

**Continue the provision of a structured early childhood development program, expand community mobilization and community resource leveraging, continue drug prevention efforts through our “Project Ready”, organized educational functions, development and delivery of alternative recreational/cultural or sporting activities. Continue to coordinate the provision of services on site by the Boys and Girls Club of Broken bow. Continue community outreach and expand educational opportunities, employment readiness and job search programs.**

**B. PHDEP Budget Summary**

Enter the total amount of PHDEP funding allocated to each line item.

<p><b>FFY 2001 PHDEP Budget Summary</b></p> <p>Original statement</p> <p>Revised statement dated:</p>
---

<b>Budget Line Item</b>	<b>Total Funding</b>
9110 – Reimbursement of Law Enforcement	
9115 - Special Initiative	
9116 - Gun Buyback TA Match	
9120 - Security Personnel	\$13,646.
9130 - Employment of Investigators	
9140 - Voluntary Tenant Patrol	
9150 - Physical Improvements	
9160 - Drug Prevention	\$ 35492.
9170 - Drug Intervention	
9180 - Drug Treatment	
9190 - Other Program Costs	
<b>TOTAL PHDEP FUNDING</b>	<b>\$ 49,138.</b>

**C. PHDEP Plan Goals and Activities**

In the tables below, provide information on the PHDEP strategy summarized above by budget line item. Each goal and objective should be numbered sequentially for each budget line item (where applicable). Use as many rows as necessary to list proposed activities (additional rows may be inserted in the tables). PHAs are not required to provide information in shaded boxes. Information provided must be concise—not to exceed two sentences in any column. Tables for line items in which the PHA has no planned goals or activities may be deleted.

<b>9110 – Reimbursement of Law Enforcement</b>					<b>Total PHDEP Funding: \$</b>		
Goal(s)							
Objectives							
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHDEP Funding	Other Funding (Amount/ Source)	Performance Indicators
1.							
2.							
3.							

<b>9115 - Special Initiative</b>					<b>Total PHDEP Funding: \$</b>		
Goal(s)							
Objectives							
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHDEP Funding	Other Funding (Amount/ Source)	Performance Indicators
1.							
2.							
3.							

<b>9116 - Gun Buyback TA Match</b>					<b>Total PHDEP Funding: \$</b>		
Goal(s)							
Objectives							
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHDEP Funding	Other Funding (Amount /Source)	Performance Indicators
1.							
2.							

3.

<b>9120 – SECURITY PERSONNEL</b>					<b>Total PHDEP Funding: \$ 13646.</b>		
Goal(s)	<ol style="list-style-type: none"> <li>To increase visibility of law enforcement/security services within housing developments/communities.</li> <li>Provide for the development and delivery of officer friendly/educational activities.</li> </ol>						
Objectives	<ol style="list-style-type: none"> <li>To reduce traffic of non-residents within our resident communities, be individual contacts and issuance of resident identification cards.</li> <li>To increase response time of law enforcement personnel, via communications with security personnel.</li> <li>To increase resident knowledge of drug crimes/terminology.</li> <li>To increase resident contact with law enforcement personnel through their involvement in community officer friendly/educational activities.</li> </ol>						
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHEDEP Funding	Other Funding (Amount /Source)	Performance Indicators
1.Daily Patrolling by Security Personnel			7/01/01	7/30/02			Monitoring of daily patrolling logs and contacts.
2. Issuance of Tenant Identification Cards to reduce traffic of non-residents in our resident communities.							Issuance of identification cards, maintenance of tenant identification card files/records.
3. Development and Delivery of Officer Friendly/Educational Activities/programs							Documentation of the development and delivery and distribution of officer friendly/educational materials/services.

<b>9130 – Employment of Investigators</b>					<b>Total PHDEP Funding: \$</b>		
Goal(s)							
Objectives							
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHEDEP Funding	Other Funding (Amount /Source)	Performance Indicators
1.							

2.							
3.							

<b>9140 – Voluntary Tenant Patrol</b>					<b>Total PHDEP Funding: \$</b>		
Goal(s)							
Objectives							
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHDEP Funding	Other Funding (Amount /Source)	Performance Indicators
1.							
2.							
3.							

<b>9150 - Physical Improvements</b>					<b>Total PHDEP Funding: \$</b>		
Goal(s)							
Objectives							
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHDEP Funding	Other Funding (Amount /Source)	Performance Indicators
1.							
2.							
3.							

<b>9160 - Drug Prevention</b>					<b>Total PHDEP Funding: \$35492.00</b>		
Goal(s)	<ol style="list-style-type: none"> <li>1. To deliver comprehensive PHDEP program services for all resident populations.</li> <li>2. To enhance the positive influence of families and communities through proven strengthening programs.</li> <li>3. To increase educational opportunities for pre-school aged children.</li> <li>4. To increase educational opportunities for resident youth.</li> <li>5. Increase educational opportunities for adults.</li> <li>6. To coordinate activities of a Boys and Girls Club on site.</li> <li>7. To develop and deliver a comprehensive summer program for resident youth.</li> </ol>						

	<ol style="list-style-type: none"> <li>8. Reverse the trends of increased delinquency and violence among adolescents.</li> <li>9. Improve parenting skills; reduce risk factors in children and substance abusers.</li> </ol>						
Objectives	<ol style="list-style-type: none"> <li>1. To change resident's knowledge and attitudes regarding drug use.</li> <li>2. Develop and expand the community network to encourage more people to become involved in drug related issues and problems.</li> <li>3. Provide challenging positive experiences and opportunities for leadership for youth to develop skills to become socially mature, develop self-discipline, confidence, increase personal awareness, self-reliance and independence.</li> <li>4. Provide scholarships and educational assistance to high school youth and adults, and educational opportunities at the Authority office.</li> <li>5. Provide employment and training opportunities for residents.</li> <li>6. Reduce resident youths involvement by 10% in curfew, loitering and vagrancy incidence within the Authority communities.</li> </ol>						
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHEDEP Funding	Other Funding (Amount /Source)	Performance Indicators
1. Substance Abuse Education	220	All HA residents	7/01/01	6/30/02		0	Documentation of distribution of materials or training to residents.
2. Other Education	10	HA Residents needing GED or Training	7/01/01	6/30/02		0	# attending Vo-Tech, College, attending computer training at the Authority office, or completing GED requirements.
3. Recreational/Cultural Activities	500	All residents	7/01/01	6/30/02		0	Participation levels Pre and Post assessments of knowledge and/or skills
4. Employment Readiness/Job Placement	10	HA residents employed, placed or referred	7/01/01	6/30/02		0	# Obtaining employment, referrals or training. Assist with resume development, job search.
5. Employment of Residents with PHDEP Funding		HA residents	7/01/01	6/30/02		JTPA \$	# employed and/or placed for job training with the HA
6. Community Organizing & Mobilization	75	Residents, Various Agencies	7/01/01	6/30/02		Local service providers	# of volunteers, in-kind services

7. Youth - Other Education	3000	Youth attending Pre-school, tutoring, education activities. Boys and Girls Club	7/01/01	6/30/02		0	# of students attending activities, GPA scores, attendance, increases in knowledge or skills
8. Youth – Recreational & Cultural Activities	2000	All Youth, summer program, dance program, Project Ready and adult volunteers	7/01/01	6/30/02		\$2,000 donations	# of students, increases in skills & knowledge assessments

<b>9190 - Other Program Costs</b>					<b>Total PHDEP Funds: \$ 0.00</b>		
Goal(s)	1. Provide program administrative functions. 2. Complete required annual PHDEP survey.						
Objectives	1. To provide direct program supervision, check writing, auditing, fee accounting and other services associated with the direct administration of the PHDEP program. 2. To complete the components of the annual PHDEP survey in a timely fashion.						
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHDEP Funding	Other Funding (Amount /Source)	Performance Indicators
1. Internal Control &			1/1/01	12/30/01	\$0	0	Administrative records review

monitoring							
2. Complete Annual Survey			9/1/01	12/30/01	\$300.	0	Survey completed in timely manner according to requirements
3.							

**Section 3: Expenditure/Obligation Milestones**

Indicate by Budget Line Item and the Proposed Activity (based on the information contained in Section 2 PHDEP Plan Budget and Goals), the % of funds that will be expended (at least 25% of the total grant award) and obligated (at least 50% of the total grant award) within 12 months of grant execution.

<b>Budget Line Item #</b>	<b>25% Expenditure of Total Grant Funds By Activity #</b>	<b>Total PHDEP Funding Expended (sum of the activities)</b>	<b>50% Obligation of Total Grant Funds by Activity #</b>	<b>Total PHDEP Funding Obligated (sum of the activities)</b>
<i>e.g Budget Line Item # 9120</i>	<i>Activities 1, 3</i>		<i>Activity 2</i>	
9110				
9120	3,411.5		6,823.25	13,646.00

9130				
9140				
9150				
9160	8,873.00		17,746.00	35,492.00
9170				
9180				
9190				
<b>TOTAL</b>	\$12,284.50	\$	\$24,569.25	\$49,138.00

**Required Attachment \_\_E\_\_: Resident Member on the PHA Governing Board**

1.  Yes  No: Does the PHA governing board include at least one member who is directly assisted by the PHA this year? (if no, skip to #2)

A. Name of resident member(s) on the governing board: Erma Baker

B. How was the resident board member selected: (select one)?

- Elected
- Appointed

C. The term of appointment is (include the date term expires): 3 Years – 3/16/2001

2. A. If the PHA governing board does not have at least one member who is directly assisted by the PHA, why not?

- the PHA is located in a State that requires the members of a governing board to be salaried and serve on a full time basis
- the PHA has less than 300 public housing units, has provided reasonable notice to the resident advisory board of the opportunity to serve on the governing board, and has not been notified by any resident of their interest to participate in the Board.
- Other (explain):

B. Date of next term expiration of a governing board member: 3/16/2001

C. Name and title of appointing official(s) for governing board (indicate appointing official for the next position):

James Mills -- Mayor, City of Idabel

**Required Attachment \_\_\_\_F\_\_\_\_: Membership of the Resident Advisory Board or Boards**

List members of the Resident Advisory Board or Boards: (If the list would be unreasonably long, list organizations represented or otherwise provide a description sufficient to identify how members are chosen.)

Leona Burris – Hillcrest  
Martha Johnson –Guthrie  
Betty Gibson - Lyndon Road  
Ellen Jane Smith-Wall Quincy  
Fekisha Vanwright– NW 7<sup>th</sup>

## **ATTACHMENT G - Deconcentration Policy**

The following contains the Deconcentration Policy of the Housing Authority as incorporated in the Low Rent Admissions and Occupancy Policy.

### **Deconcentration:**

1. It is the Authorities policy to provide for deconcentration of poverty and encourage income mixing by bringing higher income families into lower developments and lower income families into higher income developments. The Authority will provide for the deconcentration of areas in a uniform and non-discriminating manner.
2. During the development of the authorities annual housing plan, the Authority will analyze the income levels of families by development and the income levels of the families on the waiting list. Based on this analysis and feasibility the authority will determine a goal for the subsequent years deconcentration efforts, include this goal within the annual plan, and then will determine the level of marketing strategies and deconcentration efforts.
3. In an effort to achieve the annual percentage goal for deconcentration the Authority may when a unit becomes available within a development contact the first family on the community wide waiting list who has the highest priority for this unit and whose income category will assist these goals. The Authority may provide for the skipping of other families on the waiting list in order to meet the deconcentration goals. As an example if the Authority establishes a deconcentration goal within its annual housing plan of providing housing to 5% of persons over the 30% of median income, the Authority will fill 5% of the vacated units with a family that meets the income deconcentration goal.

## **ATTACHMENT H – IMPLEMENTATION OF PUBLIC HOUSING RESIDENT COMMUNITY SERVICE REQUIREMENTS.**

The Housing Authority of the City of Idabel will administer the requirements of the community service program.

The Authorities plan for the implementation of the community service requirements includes the following:

1. Develop and display draft policies with the draft plan for 45-day comment period.
2. Incorporate resident/public recommendations as feasible/permissible into draft policy and plan.
3. Hold Public Hearing for plan/policy comments.
4. Enter into cooperative agreements if not already completed with TANF agencies to assist the Authority in verifying resident's status.
5. Obtain Board of Commissioner approval of policies and plan.
6. Develop applicable community service forms, and amend lease agreement.
7. Notify residents/applicants of the service requirement during the application process and/or re-examination process for re-examinations with effective dates after 1/1/01.
8. Determine exempt and non-exempt family members prior to each annual re-examination. Compliance will be verified annually at least thirty days before the end of the twelve-month lease term.
9. Provide each family a written description of the service requirements and the process for claiming status as an exempt person, the process for determining any changes to the exempt or non-exempt status and the verification required by the Authority.
10. Provide non-exempt family members with community service voluntary work and/or self-sufficiency verification forms.
11. Include in the policy a description of acceptable activities under the community service requirements. These include assisting with literacy and/or self esteem programs in an after school program, assisting in a senior center providing elderly families with information on various services including transportation, meals, conversation, reading, assisting in a church or non-profit agency homeless shelter/kitchen or food distribution program, Assist with a non-profit agencies delivery of literacy, educational, self-esteem programs.
12. Provide a listing of possible local sites or activities that are acceptable to meet the service requirement. The Authority may provide a separate listing along with a community resource brochure that has been developed.
13. Maintain documentation of service requirement performance or exemption in each participant file.
14. Maintain database to track compliance.
15. Notify residents of non-compliance and provide written notification that states that the lease may not be renewed at the end of the twelve-month term unless the tenant

complies with a written agreement to cure the non-compliance.

16. Offer the tenant an opportunity to enter into a written agreement to cure the non-compliance.
17. Notify residents that may be in non-compliance their right to a grievance hearing and their right to seek judicial remedy to seek timely redress for the Authorities nonrenewable of the lease.

## **Attachment I: Customer Service and Satisfaction Survey Follow Up Plan**

After receiving the REAC Customer Service and Satisfaction Survey results the Authority:

1. Conducted a statistical analysis of the survey results. This analysis reviewed the actual weights given to each question, the questions and results for which a weight is not provided and that does not contribute to the Authorities score.
2. The Authority reviewed the scores in the areas that have no weights and decided not to take corrective action in these areas until the weighted areas have received adequate corrective action.
3. The Authority reviewed each question that was weighted and that received a score below 75. It was determined that for each Section that received a score below 75 and within these sections for each question that received a score below 75 would be addressed in our plan.

The following plan was developed:

In the areas identified for corrective action, the Authority would try to obtain further data/information regarding the responses from the residents. It was decided that without further information the Authority might not adequately address the needs or dissatisfactions identified in the survey.

The plan is as follows:

1. Conduct a survey of the residents in conjunction with the annual DEP survey. These questions will help the Authority to develop a plan of corrective action.

**ACTION:** The Authority created and distributed a survey to each household. The survey was distributed on November 16<sup>th</sup>, 2000; responses were due by November 30<sup>th</sup>, 2000. The survey results are provided below.

### **Housing Authority of the City of Idabel Resident Satisfaction Survey Results Conducted from November 16<sup>th</sup>, 2000 through December 11<sup>th</sup>, 2000**

Out of a total of 200 units administered by the Authority, 176 or 88% were occupied, 24 were vacant, and 2 units are being used for the pre-school program.

On November 16th the surveys were hand delivered to all households/units.

Of the 176 surveys mailed the Authority received 38 responses or a response percent of 22%.

The surveys were distributed with a letter from the Authority asking for responses to be returned by November 30<sup>th</sup>, 2000. Each survey contained a survey identifier number, which the Authority can reference back to a unit number in order to obtain response rates by project, if needed.

The required PHDEP annual survey was sent out at the same time.

#### **RESULTS OF THE RESIDENT SURVEYS:**

##### **Survey Information:**

Starting Date: November 16, 2000  
 Ending Date: December 11, 2000

Responses by Development:

Development	Surveys Sent	Surveys Received	Response Rate
Guthrie	15	4	27%
NW 7 <sup>th</sup>	20	5	25%
Lyndon	54	17	32%
Quincy	33	3	10%
Hillcrest	54	8	15%
<b>TOTAL</b>	<b>176</b>	<b>37</b>	<b>22%</b>

1. Do you feel the management staff is courteous and professional?

DEVELOPMENT	YES RESPONSES	NO RESPONSES
Guthrie	3	1
NW 7 <sup>th</sup>	5	0
Lyndon	18	0
Quincy	3	0
Hillcrest	8	0
<b>TOTAL</b>	<b>37</b>	<b>1</b>

2. Do you feel the management staff is responsive to your questions and concerns?

DEVELOPMENT	YES RESPONSES	NO RESPONSES
Guthrie	4	0
NW 7 <sup>th</sup>	5	0
Lyndon	18	0
Quincy	2	0
Hillcrest	8	0
<b>TOTAL</b>	<b>37</b>	<b>0</b>

3. When you need maintenance repairs and contact the Housing Authority are the repairs done well, how satisfied are you?

DEVELOPMENT	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED
Guthrie	0	4	0	0
NW 7 <sup>th</sup>	1	3	1	0
Lyndon	10	8	0	0
Quincy	1	2	0	0
Hillcrest	3	5	0	0
<b>TOTAL</b>	<b>15</b>	<b>22</b>	<b>1</b>	<b>0</b>

4. What kind of additional information do you need about maintenance repairs?

DEVELOPMENT	NONE	BETTER NOTIFICATION	FASTER REPAIRS	BETTER QUALITY OF WORK	OTHER
Guthrie	2	1	1	1	0
NW 7 <sup>th</sup>	4	0	1	1	0
Lyndon	15	1	1		1- light socket in bedroom not working
Quincy	2	1	0	0	0
Hillcrest	5	1	1	1	0
<b>TOTAL</b>	<b>28</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>1</b>

5. What improvements do you feel need to be done to the parking areas?

DEVELOPMENT	NONE	MORE LIGHTING	OTHER
Guthrie	1	2	0
NW 7 <sup>th</sup>	2	0	2- Repaving 1 - Cleaner
Lyndon	6	7	1- extra parking for visitors 1 – park in spaces not road
Quincy	1	2	0
Hillcrest	0	2	Expand & water stands
<b>TOTAL</b>	<b>10</b>	<b>13</b>	<b>5</b>

6. What improvements do you feel need to be made to the playgrounds?

DEVELOPMENT	NONE	MORE LIGHTING	FENCING	OTHER
Guthrie	1	1	0	0
NW 7 <sup>th</sup>	4	1	0	0
Lyndon	9	0	0	0
Quincy	0	0	1	0
Hillcrest	0	6	3	1- More toys, supervision
<b>TOTAL</b>	<b>14</b>	<b>8</b>	<b>4</b>	<b>1</b>

7. How satisfied are you with your home/unit?

DEVELOPMENT	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED
Guthrie	2	2	0	0
NW 7 <sup>th</sup>	2	2	1	0
Lyndon	10	5	1	0
Quincy	1	2	0	0
Hillcrest	4	2	2	0
<b>TOTAL</b>	<b>19</b>	<b>13</b>	<b>4</b>	<b>0</b>

8. Do any of the items below contribute to crime in your development?

DEVELOPMENT	BAD LIGHTING WHERE	BROKEN LOCKS WHERE	POLICE NOT RESPONDING WHEN CALLED
Guthrie	2	0	0
NW 7 <sup>th</sup>	0	0	1
Lyndon	2	0	0
Quincy	1	0	0
Hillcrest	5	0	2
<b>TOTAL</b>	<b>10</b>	<b>0</b>	<b>3</b>

9. How do you think residents break the rules?

DEVELOPMENT	THEY DON'T	CRIMINAL ACTS	DAMAGING THE UNIT	PERSONS NOT ON LEASE	NOT REPORTING INCOME	NOT LIVING THERE	UN-APPROVED PETS	OTHER
Guthrie	3	1	0	0	1	0	0	0
NW 7 <sup>th</sup>	3	1	1	0	0	0	0	Disregard for others - 1
Lyndon	5	2	4	5	3	1	2	1- parking behind units, 1- making problems not respecting others privacy 1- being more aware of others 1 - leaving unrunning car in lot, 1 - people hanging outside at night
Quincy	0	0	0	1	1	0	0	0
Hillcrest	1	6	3	3	2	0	3	Selling drugs - 2
<b>TOTAL</b>	<b>12</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>1</b>	<b>5</b>	<b>7</b>

10. What kind of action should management take?

DEVELOPMENT	NONE	COUNSEL	TERMINATE	WHAT ELSE
Guthrie	0	2	0	0
NW 7 <sup>th</sup>	1	2	2	0
Lyndon	2	8	3	0
Quincy	0	2	0	0
Hillcrest	2	3	0	1
<b>TOTAL</b>	<b>5</b>	<b>17</b>	<b>5</b>	<b>1</b>

11. What kind of programs would you like for the HA to offer?

DEVELOPMENT	EDUCATION	LIFE SKILLS	COMPUTERS	JOB READINESS	OTHER
Guthrie	3	2	0	2	0
NW 7 <sup>th</sup>	5	2	1	4	0
Lyndon	5	3	4	2	1- tenant patrol
Quincy	3	1	1	2	0
Hillcrest	3	3	6	1	0
<b>TOTAL</b>	<b>19</b>	<b>11</b>	<b>12</b>	<b>11</b>	<b>1</b>

12. What programs do you and your children participate in?

DEVELOPMENT	READY	VOCAL	MOMS	PRE-SCHOOL	TRACK	BOYS & GIRLS CLUB	DANCE	RESIDENT ORGANIZATION
Guthrie	2	1	0	0	1	0	1	0
NW 7 <sup>th</sup>	2	1	2	1	1	1	1	3
Lyndon	0	0	0	0	0	0	0	1
Quincy	1	0	0	0	0	0	0	0
Hillcrest	4	0	0	2	0	2	1	0
<b>TOTAL</b>	<b>9</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>4</b>

13. How would you rate these programs?

DEVELOPMENT	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED
Guthrie	0	4	0	0
NW 7 <sup>th</sup>	2	3	0	0
Lyndon	2	4	0	0
Quincy	1	1	0	0
Hillcrest	3	2	0	0
<b>TOTAL</b>	<b>8</b>	<b>14</b>	<b>0</b>	<b>0</b>

Below is a summary of all scores that feel below 75%, the corrective action to be taken and the date the action is to be completed.

Question #	Question	Score	Corrective Action Plan	Date of Completion of Corrective Action
5(a)	How easy it was to request repairs.	67.3	<ol style="list-style-type: none"> <li>1. Ask residents in the survey what they think.</li> <li>2. Put article in the newsletter-advising residents that all they have to do is call the office to receive repairs.</li> </ol>	<ol style="list-style-type: none"> <li>1. Survey completed by December 15<sup>th</sup>.</li> <li>2. Periodically will publish throughout the year.</li> </ol>
5 (b)	How well the repairs were done?	58.3	<ol style="list-style-type: none"> <li>3. Ask residents in the survey what they think.</li> <li>4. Maintenance Supervisor will inspect major work order repairs to ensure quality of work</li> <li>5. Executive Director will conduct random walk-through inspections and discussions with residents regarding quality of repairs done.</li> </ol>	<ol style="list-style-type: none"> <li>3. Survey completed by December 15<sup>th</sup>.</li> <li>4. Will be completed on a monthly basis.</li> <li>5. Will be completed for all vacant unit repairs and will be done periodically for all other repairs.</li> </ol>
6 (a)	Do you think management provides you information about	64.1	<ol style="list-style-type: none"> <li>6. Asked in the follow up survey.</li> </ol>	<ol style="list-style-type: none"> <li>6. Survey will be completed by</li> </ol>

	maintenance and repairs.		<ul style="list-style-type: none"> <li>7. Will add additional information in the resident newsletter.</li> <li>8. Will send out additional letters notifying residents of capitol fund repairs.</li> </ul>	<ul style="list-style-type: none"> <li>December 15<sup>th</sup>.</li> <li>7. Will add information about obtaining repairs in the newsletter on a quarterly basis.</li> <li>8. Will ensure that capitol fund repairs are explained to all residents that will be affected by sending a letter to them at the beginning of the capitol fund program for each year and will put information in the resident newsletter</li> </ul>
6 (b)	Do you think management provides you information about the rules of your lease?	66.7	<ul style="list-style-type: none"> <li>9. Will begin in depth intake counseling regarding the contents of the lease and HA policies.</li> <li>10. Began sending out letters to tenants regarding policy and lease requirements.</li> <li>11. Began articles in resident newsletters regarding sections of the lease and policies.</li> </ul>	<ul style="list-style-type: none"> <li>9. Have a highlighted lease and staff has been training on intake counseling methods and what is to be covered.</li> <li>10. The Authority will send letters to tenants regarding policies and lease requirements.</li> <li>11. The Authority will periodically cover an aspect of the policy in resident newsletters.</li> </ul>
7 (a)	Do you think management is responsive to your questions and concerns?	61.7	<ul style="list-style-type: none"> <li>12. Asked additional information in survey.</li> </ul>	<ul style="list-style-type: none"> <li>12. Complete survey by December 15<sup>th</sup>.</li> </ul>
7 (b)	Do you think management is courteous and professional with you?	63.3	<ul style="list-style-type: none"> <li>13. Will discuss customer service satisfaction with all staff.</li> <li>14. Will provide additional training to staff relative to customer relations.</li> </ul>	<ul style="list-style-type: none"> <li>13. Executive Director will counsel each staff person regarding customer satisfaction and relations.</li> <li>14. Executive Director will periodically provide training to staff</li> </ul>

				regarding application processing, recertification, collections and customer relations.
7 (c)	Do you think management is supportive of your resident organization?	64.3	<p>15. Will continue to have staff attend resident meetings.</p> <p>16. Will survey the RO and ask how the PHA can be more supportive.</p>	<p>15. Executive Director has appoint a Resident Services staff person to attend all resident meetings and update residents in relation to Authority policies and procedures and capitol fund and grant programs.</p> <p>16. The Authority Executive Director will meet with the Resident Organization in January and discuss methods for staff to be more supportive</p>
9 (a)	How safe do you feel in your unit/home.	71.9	<p>17. Asked for additional information in survey.</p> <p>18. Will have inspectors check all locks on doors and windows and ask residents what can be done to make them feel safer.</p>	<p>17 Survey to be completed by December 15<sup>th</sup>.</p> <p>18. All maintenance staff and the Executive Director have began the process of inspection of locks each time they are in the unit and inquiring with residents about ways to make them feel more safe.</p>
9 (b)	How safe do you feel in your building	73.3	Same as above	
9 (c)	How safe do you feel in your parking area.	60	<p>19. Asked for more information in survey.</p> <p>20. After tabulation of survey may include more lighting in capitol fund plan.</p>	<p>19. Survey to be completed by December 15<sup>th</sup>.</p> <p>20. Residents indicated on survey that more lighting is needed. Authority will try to incorporate funding for additional lighting in the capitol fund program.</p>
10 (a)	Do you think any of the	62.5	21. Will review existing	21. During January

	following contribute to crime in your development? Bad Lighting		lighting in all areas and determine if additional lighting will help. 22. If warranted will include additional lighting in the capitol fund plan.	2000, the Executive Director will contact the Architect to have him determine if more lighting is feasible or warranted. 22. If warranted the Authority will include extra lighting in the next annual plan.
10 (b)	Do you think any of the following contribute to crime in your development? Broken Locks.	62.5	23. Will have maintenance review all units or staff during this years annual inspections to ensure that all door and window locks are functional.	23. Beginning in January 2000 all unit inspections the Authority will ensure that staff is aware to double check unit locks and ensure they are functional.
10 (c)	Do you think any of the following contribute to crime in your development? Location of housing development.	68.8	The Authority cannot control the location of its properties at this time.	
10 (d)	Do you think any of the following contribute to crime in your development? Police do not respond.	62.5	24. The Authority will write to the Police Chief informing him of the results of the survey and asking for continued support. 25. The Authority cannot control the responses of the Police Department. 26. The Authority has part-time security staff that should help in this area.	24. During January 2001 the Executive Director will send a letter to the Chief of Police informing him of the results of the survey.
11	If residents in your development break the rules in the lease, does Management take action?	37.5	27. The Authority asked about this in the survey. 28. The Authority will publish additional information about lease violations and management actions that will be taken. 29. The Authority will discuss and obtain suggestions from the RAB regarding additional actions that can be taken.	27. The survey is to be completed by December 15 <sup>th</sup> . 28. The Authority will during 2001 publish more information in resident newsletters periodically. 29. The survey results indicated that residents supported more counseling and termination if necessary to ensure compliance.

12	Are you aware of any crime prevention programs available to residents.	62.5	30. The Authority will publish its DEP programs in all newsletters.	30. The Authority developed a 2001 DEP program calendar for every month, the activities will be published in each resident newsletter on a monthly basis.
15	Over the last year, how many problems if any have you had with water or plumbing.	69.4	31. The Authority will review work order requests to see if plumbing problems can be identified early and make replacements development wide and include these in the capitol fund plan.	32. During January the Executive Director asked the Maintenance Supervisor to review all plumbing work orders to see if additional plumbing repairs are needed in the capitol fund program.
16	Over the last year, how many problems if any have you had with smoke detectors?	66.7	<p>33. All maintenance staff and inspection staff will discuss this with tenants at each visit.</p> <p>34. All defective smoke detectors will be replaced.</p> <p>35. Additional training of residents in operation will be provided.</p>	<p>33. The Executive Director will advise the Maintenance Supervisor for staff to ask residents about their smoke alarms at each visit.</p> <p>34. Ongoing, staff will replace defective smoke detectors.</p> <p>35. Staff will train residents regarding the operation of their smoke detectors on a regular basis.</p>
17 (d)	How satisfied are you with the upkeep of the following areas in your development? Parking Areas	60.0	<p>36. Additional information is being requested in the survey.</p> <p>37. The parking areas are paved and lighted, don't know what else can be done.</p>	<p>36. The survey will be completed by December 15<sup>th</sup>.</p> <p>37. During January the Executive Director will meet with the</p>

				Architect to determine if additional lighting is needed or warranted.
17 (e)	How satisfied are you with the upkeep of the following areas in your development? Recreation areas.	64.6	38. Additional information is being requested in the survey. 39. Recreational areas are maintained and mowed all year long.	38. The survey will be completed by December 15 <sup>th</sup> . 39. The maintenance supervisor will continue to conduct daily walk through inspections and document any needed repairs and issue work orders for the timely completion of repairs.
18 (d)	How often if at all are any of the following a problem in your development. Noise	70	40. Residents will be encouraged to report disturbances. 41. Security personnel will be encouraged to intervene when noise is being made. 42. The PHA will put information about reporting problems in the newsletter.	40, 41, 42 Periodically the HA will publish articles regarding residents not disturbing the peaceful enjoyment of others, will notify security to continue to “break up” groups of persons in the area.
18 (e)	How often if at all are any of the following a problem in your development Rodents and insects.	66.1	43. The Authority has a infestation plan. 44. The Authority will notify residents of the plan. 45. The Authority will inquire with residents regarding problems with rodents and insects when performing work order repairs and inspections of units. 46. Additional information will be put in the resident newsletter asking residents to report problems.	43. The Authority will continue to provide pest control services and will set traps, and block entrances for rodents. 44. & 45. Immediately the Executive Director notified staff to inform residents that the Authority will treat for rodents and insects on a regular basis. 45. Periodically the Authority will publish the

				spraying schedule in the newsletter and will continue to send letters to residents regarding the spraying schedule.