

**U.S. Department of Housing and Urban Development  
Office of Public and Indian Housing**

---

**Small PHA Plan Update  
Annual Plan for Fiscal Year: 2001**

**Livingston Housing Authority**

**Livingston, Tennessee**

**William H. Holman**

**Executive Director**

---

**Small PHA Plan Update**

**HUD 50075  
OMB Approval No: 2577-0226  
Expires: 03/31/2002**

**PHA Plan  
Agency Identification**

**PHA Name: Livingston Housing Authority**

**PHA Number: TN056**

**PHA Fiscal Year Beginning: 07/2001**

**PHA Plan Contact Information:**

Name: Mr. William H.Holman, Executive Director  
Phone: (931) 823-6423  
TTY: (931) 823-6423  
Email (if available): LivHousAuth@MultiiPro.Com

**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.

<b>Contents</b>	<u>Page #</u>
<b>Annual Plan</b>	
i. Executive Summary (optional)	
ii. Annual Plan Information	
iii. Table of Contents	
1. Description of Policy and Program Changes for the Upcoming Fiscal Year	4
2. Capital Improvement Needs	4
3. Demolition and Disposition	5
4. Homeownership: Voucher Homeownership Program	5
5. Crime and Safety: PHDEP Plan	5
6. Other Information:	5
A. Resident Advisory Board Consultation Process	6
B. Statement of Consistency with Consolidated Plan	6
C. Criteria for Substantial Deviations and Significant Amendments	7
<b>Attachments</b>	
<input checked="" type="checkbox"/> Attachment A : Supporting Documents Available for Review	
<input checked="" type="checkbox"/> Attachment __: Capital Fund Program Annual Statement *	
<input checked="" type="checkbox"/> Attachment __: Capital Fund Program 5 Year Action Plan *	
<input type="checkbox"/> Attachment __: Capital Fund Program Replacement Housing Factor Annual Statement *	
<input checked="" type="checkbox"/> Attachment tn056a02: Resident Membership on PHA Board – <b>Page 23</b>	
<input checked="" type="checkbox"/> Attachment tn056a03: Membership of Resident Advisory Board- <b>Page 24</b>	
<input checked="" type="checkbox"/> Other (List below, providing each attachment name)	
• Included in PLAN – <b><u>Pages 11-17</u></b>	
Attachment tn0356a01: Resident Survey Follow-Up Plan <b>Page 18-22</b>	
Attachment tn056a04: Mission & Goal Progress- <b>Page 25</b>	

**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.

1. The Admissions and Continued Occupancy Policy (ACOP) and Lease have been revised to comply with the de-concentration and income mix requirements; thereby, encouraging higher income families in the developments. Although the Housing Authority has provided incentives for higher income families, based on the projections of extremely low income and very low income families in Overton County, the emphasis will continue to house families in these income levels.
2. The ACOP and Lease have been revised to include the Community Service requirements of the residents. The existing Housing Authority staff will implement and administer the program.
3. The Housing Authority is meeting the income targeting mix requirement of the Regulations and Law for all of its developments.
4. The Housing Authority has established and implemented ceiling rents based on the Section 8 Fair Market Rents for the area.
5. The Housing Authority will continue to be involved in activities to provide greater economic self-sufficient through the State of Tennessee "Families First" welfare to work reform.
6. The Housing Authority has a Resident on the Board of Commissioners that provides for resident participation. The Resident will continue to be appointed by the Mayor. The Resident Board member is not elected. In addition, the Housing Authority has established a Resident Advisory Board that has been involved in the development of the Agency Plans.
7. The Housing Authority is providing decent, safe, and sanitary housing through the effective and efficient utilization of operating funds. The Housing Authority will continue utilization of a pest control contractor to reduce and eliminate pests, including cockroaches.
8. The Housing Authority does not have a HUD funded Drug Elimination Grant. However, the Housing Authority has a partnership with the local law enforcement agency to implement crime prevention activities that promotes crime prevention through a partnership with the local law enforcement agency.
9. The Resident Advisory Board consists of two members. They represent the two sites of the development.
10. The Public Hearing Notice was published February 21, 2001 and the Public Hearing was held on April 9, 2001.
11. The Resident Services and Satisfaction Follow-up Plan (attachment 01) identifies comments by residents and proposed corrective actions by the Livingston Housing Authority.

## **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? \$131,009.

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 on pages **15 and 16 of Plan.**

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

The Capital Fund Program Annual Statement is provided on pages **11-14** of Plan.

**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.)

**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.)

**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? \$ \_\_\_\_\_

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 \_\_\_\_\_

## **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 Attached at Attachment (File name)
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  
 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 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 Tennessee**
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)
    - Preserve existing affordable housing stock.
    - Promote economic self-sufficiency/welfare to work
    - Promote crime prevention, security and safety.
    - Insure equal housing and employment opportunities.
    - Provide housing for special needs persons.
    - Promote and conserve energy resources.
  - 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) Not Applicable

**B. Criteria for Substantial Deviation and Significant Amendments:**

Substantial Deviation was addressed in the 2000 Agency Plan.

**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: None**

**B. Significant Amendment or Modification to the Annual Plan: None**

## 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>
X	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
X	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
X	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
X	Most recent board-approved operating budget for the public housing program	Annual Plan: Financial Resources
X	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
X	Any policy governing occupancy of Police Officers in Public Housing <input checked="" 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
X	Public housing rent determination policies, including the method for setting public housing flat rents <input type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Rent Determination
X	Schedule of flat rents offered at each public housing development <input type="checkbox"/> check here if included in the public housing A & O Policy	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>
	<p align="center"><b>Section 8 rent determination (payment standard) policies</b></p> <p align="center"><input type="checkbox"/> check here if included in Section 8 Administrative Plan</p>	Annual Plan: Rent Determination
X	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
X	Results of latest binding Public Housing Assessment System (PHAS) Assessment	Annual Plan: Management and Operations
X	Follow-up Plan to Results of the PHAS Resident Satisfaction Survey (if necessary)	Annual Plan: Operations and Maintenance and Community Service & Self-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
X	Public housing grievance procedures <input type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Grievance Procedures
	<p align="center"><b>Section 8 informal review and hearing procedures</b></p> <p align="center"><input type="checkbox"/> check here if included in Section 8 Administrative Plan</p>	Annual Plan: Grievance Procedures
X	The HUD-approved Capital Fund/Comprehensive Grant Program Annual Statement (HUD 52837) for any active grant year	Annual Plan: Capital Needs
	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
	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
	Policies governing any Section 8 Homeownership program (section _____ of the Section 8 Administrative Plan)	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>
	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
	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>The most recent Public Housing Drug Elimination Program (PHEDEP) semi-annual performance report</b>	Annual Plan: Safety and Crime Prevention
	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
X	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
X	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)



**Annual Statement/Performance and Evaluation Report**  
**Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part 1: Summary**

PHA Name: Livingston Housing Authority		Grant Type and Number Capital Fund Program: TN43PO5650101 Capital Fund Program Replacement Housing Factor Grant No:		Federal FY of Grant: 2001	
<input checked="" type="checkbox"/> Original Annual Statement		<input type="checkbox"/> Reserve for Disasters/ Emergencies		<input type="checkbox"/> Revised Annual Statement (revision no: )	
<input type="checkbox"/> Performance and Evaluation Report for Period Ending:		<input type="checkbox"/> Final Performance and Evaluation Report			
Line No.	Summary by Development Account	Total Estimated Cost		Total Actual Cost	
24	Amount of line 20 Related to Energy Conservation Measures				





## 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>CFP 5-Year Action Plan</b>		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement		
<b>Development Number</b>	<b>Development Name (or indicate PHA wide)</b>	
	PHA Wide	
<b>Description of Needed Physical Improvements or Management Improvements</b>	<b>Estimated Cost</b>	<b>Planned Start Date (HA Fiscal Year)</b>
Agency Plan Preparation	10,000.	07/2002/05
Technical Assistance	20,000	07/2002/05
Ranges & Refrigerators (4)	10,500	07/2002/05
Utility Allowance Study	1,500	07/2002
Maintenance Vehicle	20,000	07/2002
<b>Total estimated cost over next 5 years</b>		<b>\$62,000</b>

**CFP 5-Year Action Plan**

Original statement     Revised statement

Development Number	Development Name (or indicate PHA wide)		
TN056-001			
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)	
Site Improvements (sidewalks, landscaping, parking, etc.)	\$2,000	7/2002	
Extraordinary Maintenance (25 DUs)	75,000	7/2003	
(Kitchen and bath improvements, HVAC)			
Extraordinary Maintenance (25 DUs)	75,000	7/2004	
(Kitchen & Bath improvements, HVAC)			
Interior Painting (10 dwelling units)	10,000	7/2004	
Interior Painting (40 dwelling units)	40,000	7/2005	
Roofing (50 dwelling units)	75,000	7/2005	
<b>Total estimated cost over next 5 years</b>	<b>\$277,000</b>		

**CFP 5-Year Action Plan**

Original statement     Revised statement

<b>Development Number</b>	<b>Development Name (or indicate PHA wide)</b>	
Tn056-002		
<b>Description of Needed Physical Improvements or Management Improvements</b>	<b>Estimated Cost</b>	<b>Planned Start Date (HA Fiscal Year)</b>
Extraordinary Maintenance (4 DUs) (kitchen, bath, roofs, flooring, etc.)	80,000	07/2002
Extraordinary Maintenance 2 DUs (kitchen, bath, roofs, flooring, etc.)	40,000	07/2003
Site Improvements (sidewalks, landscaping, parking, utility improvements, etc)	18,000	07/2003-05
Interior Painting (8 DUs)	8,000	07/2005
<b>Total estimated cost over next 5 years</b>	<b>\$146,000</b>	

## **RESIDENT SERVICES AND SATISFACTION FOLLOW-UP PLAN**

**January 1, 2001-2002 – Attachment tn056a01**

In Fiscal Year 2000, the HUD Real Estate Assessment Center (REAC) conducted a Resident Services and Satisfaction Survey of the residents of the Livingston Housing Authority. As a result of the Survey of the residents, the Housing Authority is required to prepare a Resident Satisfaction Follow-up Plan for four (4) of the five (5) Sections/Factors reflected in the Survey.

The four Sections/Factors that the Housing Authority received the lowest scores were Communications with a score of 66.8 percent, Safety with a score of 59.5 percent, Services with a score of 71.7 percent and Neighborhood Appearance with a score of 58.7 percent. These scores were based on the survey being sent to 57 of the 57 residents (100.0 percent of the total residents) and a response of only 19 residents of the 57 surveyed or 33.3 percent. These 19 residents also represent 33.3 percent of the total population of the Housing Authority.

The following is an evaluation of the various scores of the survey for Safety and Neighborhood Appearance:

### **COMMUNICATIONS:**

Based on the resident survey results, there were four concerns of the residents under the Communications Section/Factor that was below 75 percent. All other questions received scores ranging from 81.4 percent to 100 percent. The six areas below 75 percent (although the Housing Authority does not know what developments may have been effected since HUD could not provide the information by development) were as follows:

1. The residents believe that management could provide more information concerning maintenance, repairs, and modernization activities. This question received a score of 63.3 percent out of 100.
2. The residents reported that management could provide better information concerning the rules of the lease. This question received a score of 71.9 percent out of 100.
3. Residents generally reported that meeting and events were not conveyed to them. The Housing Authority received a score of 59.6 percent for this response.
4. The residents generally indicated that the staff could be more

courteous and professional with them. The score for this question was 70.0 percent out of 100.

5. The residents indicated that management was not supportive of the resident organization. The Housing Authority received a score of 56.8 percent. The response to this question should have been “Does not apply” since no resident organization exists. The residents were also asked if they were involved in a resident organization. The Housing Authority received a score of 12.5 percent for this question. No resident is involved in a resident organization since no organization exists. If no resident organization exists then how can the Housing Authority receive a score that they are supportive and/or non-supportive of the resident organization?

### **SAFETY:**

Based on the resident survey, the major concerns of the residents under the Safety Section/Factor (although the Housing Authority does not know what developments may have been effected since the information was not provided by HUD) were as follows:

1. The residents did not feel safe in their parking areas and their homes/buildings with scores of 57.4 percent and 69.4 percent, respectively.
2. They believe that bad lighting in the developments attribute to crime with a score of 73.7 percent.
3. The residents also identified broken locks as a factor that attributes to crime with a score of 57.9 percent.
4. Another factor the residents believe attribute to crime is the resident screening process with a score of 73.7 percent.
5. The residents do not believe management takes action when residents break the rules with a score of 35.3 percent.
6. Residents reported that they were not aware of any crime prevention programs. The resident’s score this question was 11.8 percent.

### **SERVICES:**

Based on the resident survey, the major concerns of the residents under the Services Section/Factor, although the Housing Authority does not know what developments may be effected since HUD did not provide the information by development, were as follows:

1. The residents reported that when they had a problem with their

kitchen appliances it took a longer time to have it repaired than other maintenance activities. The score for this question was 41.7 percent out of a 100.

2. All other services provided received scores above 75 percent.

### **NEIGHBORHOOD APPEARANCE:**

Based on the resident survey, the major concerns of the residents under the Neighborhood Appearance Section/Factor, although the Housing Authority does not know what developments may be effected since HUD did not provide the information by development, were as follows:

1. The residents do not believe that the upkeep of the recreation areas is satisfactory with an average score of 42.2 percent.
2. They did not believe that the upkeep of the parking areas was satisfactory with an average score of 54.4 percent.
3. The residents identified that the upkeep of the common areas and the exterior of the buildings could be improved with scores of 65.3 percent and 67.2 percent, respectively.
4. The residents identified broken glass and noise as major problems with scores of 62.5 percent and 46.9 percent, respectively.
5. Trash/litter was identified as a problem with a score of 50.0 percent.
6. The residents also identified a problem with rodents/insects in the developments with a score of 40.6 percent.
7. There were some concerns relating to vacant units with a score of 55.9 percent.

### **PLAN ACTIONS:**

In an attempt to improve the Resident Services and Satisfaction concerns of the residents, the following actions will be implemented before and during the coming Fiscal Year as the Housing Authority's Resident Services and Satisfaction Follow-up Plan:

### **COMMUNICATIONS:**

1. The Housing Authority will hold meetings and discuss the concerns of the residents with the Resident Advisory Board before submission of the Public Housing Agency Plans.
2. The Housing Authority's Management received the lowest scores for resident organization. However, there is no resident organization for the Housing Authority to be supportive of. In an effort to organize a resident organization, the Housing Authority will request whether the residents want to have an organization.
3. The Housing Authority will continue to post notices of meetings at

the Housing Authority office.

4. The Housing Authority staff will make a concerted and conscious effort to be more courteous to the residents.
5. Since the residents were concerned about receiving information concerning maintenance, repairs and modernization, the Housing Authority will begin providing notices to the residents in order to solve this concern.

#### **SAFETY:**

1. The Housing Authority will hold meetings and discuss the concerns of the residents with the Resident Advisory Board before submission of the Public Housing Agency Plans.
2. The Housing Authority will evaluate the situation of installing additional lighting for security purposes. The residents identified safety was a concern in their parking areas. This is difficult for the Housing Authority to address since the residents parking is on a public street not parking areas owned by the Housing Authority.
3. In order to determine the broken lock concerns, the Housing Authority will evaluate the lock situation, both doors and windows, during the next annual inspection of units.
4. The Housing Authority conducts applicant screening through the local police and the NCIC. The staff will continue conducting screening procedures in accordance with the One Strike policy.
5. The Housing Authority Management will evaluate the process of dealing with residents who break the rules and regulations and maintain a record of the actions taken to solve the problems.
6. The Housing Authority will meet with the local law enforcement agencies to determine what programs are available to the residents and establish meetings in the developments with the local law enforcement agencies to better inform the residents. In addition, the Housing Authority may provide a Newsletter/Flyers with available crime prevention programs and ideas.

#### **SERVICES:**

1. The maintenance staff will be instructed to respond to appliance problems in a more timely manner, primarily within 24 hours of the call in time.

#### **NEIGHBORHOOD APPEARANCE:**

1. The Housing Authority will hold meetings and discuss the concerns of the residents with the Resident Advisory Board before submission of the Public Housing Agency Plans.
2. Since the Housing Authority's maintenance staff, according to

their job description, is not required to pick-up trash, and broken glass, the Housing Authority will use residents under the Community Service requirement to assist in keeping the developments free of trash and broken glass.

3. The Housing Authority may also implement the stipend program for any resident that wishes to participate in the upkeep of the developments. This will provide an incentive for the residents to keep the development free of trash and broken glass.
4. The Housing Authority will evaluate the implementation of the pest control contract to determine its effectiveness. If improvements are not seen, the contract will be terminated and another pest control contract will be solicited.
5. Noise was identified as a problem but the Housing Authority is not aware of what type of noise the residents are concern with. The noise could be automobiles or other residents. Without knowing the specifics of the concerns, it is difficult to determine what actions can be undertaken to resolve the concerns.
6. Vacant units were identified as a problem with the residents. The Housing Authority expects to have 8 of the vacant units back online by April 2001 and the remaining 6 vacant units under contract by July 2001.

These activities outlined above will be documented and summarized in the next year's Agency Plan.

**Required Attachment: tn056a02 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: Muriel M. Ferrell

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

Elected

Appointed

C. The term of appointment is (include the date term expires) 3/01/01 – 10/26/01

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:

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

**Required Attachment tn056a03: 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.) Muriel M. Ferrell

James Ledbetter

## **Attachment tn056a04**

### **Mission and Goal Progress:**

The PHA has responded to the Resident Services and Satisfaction Survey (attachment tn056a01) identifying efforts to increase customer satisfaction within the developments.

Efforts to improve management functions are included in the amendments to the ACOP and Lease as well as implementation of the Community Service Program and Pet Policy.

All capital funds have been obligated and expended in accordance with the FY 2000 Agency Plan. Extraordinary maintenance activities have been undertaken with operating budget funds.

Security activities continue with the police department and the ACOP was amended to allow police officers to reside in the developments.

Increasing the number and percentage of employed persons in the developments is being accomplished by a preference for working families included in the revised ACOP.

Based on the PHA's waiting list the goals to ensure equal opportunity in Housing for all Americans are being met.

Although de-concentration was identified as a goal, the Housing Authority became exempt under the final regulation since the Housing Authority has less than 100 dwelling units.



