

U.S.DepartmentofHousingandUrbanDevelopment  
OfficeofPublicandIndianHousing

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**SmallPHAPlanUpdate  
AnnualPlanforFiscalYear:2003**

**HuntingdonHousingAuthority**

**Huntingdon,Tennessee**

**DeneldaA.Price**

**ExecutiveDirector**

**NOTE:THISPHAPLANSTEMPLATE(HUD50075)ISTOBECOMPLETEDIN  
ACCORDANCEWITHINSTRUCTIONSLOCATEDINAPPLICABLEPIHNOTICES**

## PHA Plan Agency Identification

**PHAName:** HuntingdonHousingAuthority

**PHANumber:** TN052

**PHAFiscalYearBeginning:** 10/2003

### PHA Plan Contact Information:

Name: Denelda A. Price, Executive Director

Phone: (731) 986 -4442

TDD: (731) 986 -2629

Email (if available): hunthsg\_@bellsouth.net

### 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 2003

[24CFR 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 filename in parentheses in the space to the right of the title.

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## ii. Executive Summary

[24CFR Part 903.79(r)]

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

### 1.S ummary 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 Housing Authority is providing decent, safe, and sanitary housing through the effective and efficient utilization of operating funds.
2. The Housing Authority has adopted the de -concentration and income mixing requirements; thereby encouraging higher income families into the lower income developments.
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 ceiling rents based on the Market Rents for the area and analyzed Comparable Market rents to determine flat rents. The competitive Flat Rent Survey rents for the area are more beneficial to the residents.
5. The Housing Authority will continue to be involved in activities to provide greater economic self -sufficiency 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.
7. 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.
8. The Resident Advisory Board consists of two members that are representative of residents within the developments.
9. The Resident Services and Satisfaction Follow -up Plan (Attachment I) identifies comments by residents and proposed corrective actions by the Huntingdon Housing Authority.

### 2. Capital Improvement Needs

[24CFR Part 903.79(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? \$272,380

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 C

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

The Capital Fund Program Annual Statement is provided as Attachment B

**3.D Demolition and Disposition**

[24CFR Part 903.79(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**

[24CFR Part 903.79(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**

[24CFR 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**

[24CFRPart903.79(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 at Attachment (See Below) Resident Comments

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
- 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 below.
- Residents at TN57 -01, 02, and 03 requested security lighting and screen doors.
- Residents at TN57 -01 requested fencing, parking spaces, landscaping, kitchen and bathroom renovations.
- 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: (provide name here)

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)

A commitment to providing decent housing for all Tennesseans, as suitable living environment and equal opportunity, free from discrimination.

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

Substantial Deviation and Significant Amendments were 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
	Section 8 rent determination (payment standard) policies <input type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Rent Determination

**List of Supporting Documents Available for Review**

<b>Applicable &amp; On Display</b>	<b>Supporting Document</b>	<b>Related Plan Component</b>
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
	Section 8 informal review and hearing procedures <input type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Grievance Procedures
	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 HOPEVI applications or, if more recent, approved or submitted HOPEVI 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

**List of Supporting Documents Available for Review**

<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
	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
	The most recent Public Housing Drug Elimination Program (PHDEP) semi-annual performance report	Annual Plan: Safety and Crime Prevention
	<p>PHDEP-related documentation:</p> <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 PHA participating in the consortium and a copy of the payment agreement between the consortium and HUD (applicable only to PHA 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	<p>Policy on Ownership of Pets in Public Housing Family Developments (as required by regulation at 24 CFR Part 960, Subpart G)</p> <p><input type="checkbox"/> check here if included in the public housing A&amp;O Policy</p>	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 document s (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**

<b>PHAName:</b> Huntingdon Housing Authority	<b>Grant Type and Number</b> Capital Fund Program: TN43P05250103 Capital Fund Program Replacement Housing Factor Grant No:	<b>Federal FY of Grant:</b> 2003
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Original Annual Statement     
  Reserve for Disasters/Emergencies     
  Revised Annual Statement (revision no:      )  
 Performance and Evaluation Report for Period Ending:     
  Final Performance and Evaluation Report

Line No.	Summary by Development Account	Total Estimated Cost		Total Actual Cost	
		Original	Revised	Obligated	Expended
1	Total Non -CFP Funds				
2	1406 Operations	\$272,380			
3	1408 Management Improvements				
4	1410 Administration				
5	1411 Audit				
6	1415 Liquidated Damages				
7	1430 Fees and Costs				
8	1440 Site Acquisition				
9	1450 Site Improvement				
10	1460 Dwelling Structures				
11	1465.1 Dwelling Equipment — Nonexpendable				
12	1470 Nondwelling Structures				
13	1475 Nondwelling Equipment				
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)				
21	Amount of line 20 Related to LBP Activities	\$272,380			
22	Amount of line 20 Related to Section 504 Compliance				
23	Amount of line 20 Related to Security				

**Annual Statement/Performance and Evaluation Report**

**Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part 1: Summary**

<b>PHAName:</b> Huntingdon Housing Authority	<b>Grant Type and Number</b> Capital Fund Program: TN43P05250103 Capital Fund Program Replacement Housing Factor Grant No:	<b>Federal FY of Grant:</b> 2003
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Original Annual Statement     
  Reserve for Disasters/Emergencies     
  Revised Annual Statement (revision no:      )  
 Performance and Evaluation Report for Period Ending:     
  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 Five - Year Action Plan**

**Part I: Summary**

PHAName McKenzie Housing Authority					<input checked="" type="checkbox"/> <b>Original 5 - Year Plan</b> <input type="checkbox"/> <b>Revision No:</b>
Development Number/Name/HA- Wide	Year 1	Work Statement for Year 2 FFY Grant: 2004 PHAFY: 2004	Work Statement for Year 3 FFY Grant: 2005 PHAFY: 2005	Work Statement for Year 4 FFY Grant: 2006 PHAFY: 2006	Work Statement for Year 5 FFY Grant: 2007 PHAFY: 2007
	Annual Statement				
HA-WIDE Operations		\$272,380	\$272,380	\$272,380	\$272,380
Total CFP Funds (Est.)		\$272,380	\$272,380	\$272,380	\$272,380
Total Replacement Housing Factor Funds					

**Required Attachment D: 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: Teresa Lankford

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

- Elected
- Appointed

C. The term of appointment is (include the date term expires): 6/9/04

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: 6/9/2004

C. Name and title of appointing official(s) for governing board (indicate appointing official for the next position): Dale Kelley, Mayor of Huntingdon

## **Required Attachment E: 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.)

Ms. Cubie Allen

Ms. Diane Melton

## ATTACHMENT F

### Statement of Progress in Meeting the 5 -Year Plan Mission and Goals

The Housing Authority is committed to improving the condition of affordable housing in Huntingdon.

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

All Capital Funds have been obligated and expended in accordance with the FY2002 Agency Plan. Extraordinary maintenance activities have been undertaken with operating budget funds.

Security activities continue with the police department. Since the ACOP was amended to allow police officers to reside in the developments one police officer has moved into Development TN052 -03.

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 goal to ensure equal opportunity in Housing for all Americans are being met.

De-concentration within the three developments is being accomplished by implementation of ACOP Previsions and admissions criteria.

The Housing Authority is in the process of adding central air conditioning at Project No. TN052-02, Drew Court, in accordance with the residents requests as well as additional parking spaces at Project No. TN052 -03, Green Oaks.

**AttachmentG**

**Component3,(6)DeconcentrationandIncomeMixing**

a.  Yes  No: DoesthePHAhaveanygeneraloccupancy(family)publichousing developmentscoveredbythedeconcentrationrule?Ifno,this sectioniscomplete.Ifyes,continuetothenextquestion.

b.  Yes  No: Doanyofthesecovereddevelopmentshaveaverageincomes aboveorbelow85%to115%oftheaverageincomesofallsuch developments?Ifno ,thissectioniscomplete.

Ifyes,listthesedevelopmentsasfollows: **NotApplicable**

<b>DeconcentrationPolicyforCoveredDevelopments</b>			
<b>Development Name:</b>	<b>Number ofUnits</b>	<b>Explanation(ifany)[seestep 4at§903.2(c)(1)((iv)]</b>	<b>Deconcentration policy(ifno explanation)[seestep 5at §903.2(c)(1)(v)]</b>

## **AttachmentH**

### **VoluntaryConversionInitialAssessment**

- a. HowmanyofthePHA'sdevelopmentsaresubjecttotheRequiredInitial Assessments?3
- b. Howmanyof thePHA'sdevelopmentsarenotsubjecttotheRequiredInitial Assessmentsbasedonexemptions(e.g.elderlyand/ordisableddevelopments notgeneraloccupancyprojects)?None
- c. HowmanyAssessmentswereconductedforthePHA'scovered developments?3
- d. IdentifyPHAdependmentsmaybeappropriateforconversionbasedon theRequiredInitialAssessments?None
- e. IfthePHAhasnotcompletedtheRequiredInitialAssessments,describethe statusoftheseassessments.Completed

## ATTACHMENT I

### Resident Assessment Follow -Up Plan

Deficiencies were noted in the Survey Safety Section and the Survey Neighborhood Appearance Section. The Housing Authority has consulted with the Resident Advisory Board and developed an Implementation Plan to address these deficiencies.

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:

- 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.
- The Housing Authority will continue to post notices of meetings at the Housing Authority office and inform residents of lease requirements at the time of lease or change to leases, where applicable. -up
- The Housing Authority staff will make a concerted and conscious effort to be more responsive and courteous to the residents.
- Since the residents were concerned about receiving information concerning maintenance, repairs and modernization, the Housing Authority will continue providing notices to the residents in order to solve this concern.

#### SAFETY:

- 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. More specific problems with safety concerning unit/home and building problems will be addressed.
- The Housing Authority will evaluate the situation of installing additional lighting for security purposes. The residents identified safety as 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.
- 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. nce
- 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 will continue to provide Newsletters/Flyers with available crime prevention programs and ideas.

## **NEIGHBORHOOD APPEARANCE:**

- 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. Identification of specific problems involving upkeep in common areas, exterior of buildings and parking areas will be addressed. Landscaping will be included in each year of the Five Year Program.
- Since the Housing Authority's maintenance staff, according to their job descriptions are not required to pick up trash, and broken glass, the Housing Authority will use residents to assist in keeping the developments free of trash and broken glass.
- 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.
- 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.
- Vacant units were identified as a problem with the residents. The Housing Authority has completed various modernization activities within the developments and vacancies have decreased; thereby continuing to reduce this problem.

With the cooperation of the residents in maintaining their own yards, the above referenced improvements will enhance the neighborhood appearance in each of four developments.