

Narrative: Regarding Turnaround Time/Vacancies/Budget Controls

As I have explained in my Annual Plan each year, unfortunately, Fayette Housing Authority is located in a rural county. There have been various lay-offs, plant closings due to relocation and lack of work. There have been a few industries that have come to the area but the hiring was only a very small percentage in comparison to the amount of employees working per industry before the lay-offs. We are thankful for the industries regardless. For this reason, many tenants have been forced to move away, remain unemployed, or forced to take a lower paying job with less hours. Tenants have even moved out to live with their parents. We have had several elderly residents to pass away over the years who were excellent tenants, paid flat rent and paid on time. Under these circumstances, not counting eviction for drugs, habitual lease violations, or non-payment of rent vacancies, we seem to remain at 10% to 20% vacancy rate despite all admissions. Fayette Housing Authority leases up five families and then four or five families move out. We are back to square one.

When several apartments become vacant at one time maintenance is struggling (working their buns off) to redo the apartment(s) left after damages or to paint and clean while undertaking emergency and non-emergency work orders, performing lawn work (mowing, weed-eating, trimming hedges, picking up paper, and edging) in between time.

All I can say in our defense is the truth. We are doing what we can or know to do, to the best of our ability when it comes to leasing up apartments, decrease apartment turn around time (admissions and maintenance) and to reduce our vacancies. We have even hired a resident to help clean apartments to decrease apartment turn over in maintenance. During the year our vacancies/occupancy fluctuates. Sometimes the vacancies are lower and our hopes are high and then suddenly it's as though residents decide to move out. The history of apartments in maintenance show that it's the volume of apartments and the condition of the apartments when the vacancy turn over is high that slows the turnaround time in maintenance. It's no different in applications and leasing. Applications are taken and processed. Fayette Housing Authority will continue to work on our weaknesses including management and maintenance. It is very discouraging when you don't know what else to do knowing for a fact that your employees are working hard but it looks to the outside world that we are not doing anything. We advertise in the phone book, on the internet with idearc media, and in the

local newspaper. We even bought a sign and put it on the front lawn of our office advertising apartments for rent. My goal as an Executive Director is to lower vacancies to 5% or less, to maintain solid tenants, and to regain high-performer status at our housing authority.

I do not know what else to do. I am working closely with my fee accountant, Robbie Howard to make sure our HA stays within the budget especially with Project Based Accounting and to make improvements where we can and as often as we can. Robbie said for me to check with him to verify totals before submitting our MASS report. This way our totals will agree. My goal as director is to continually fine tune our weakness and to build on our strengths.