

5.2 **Goals and Objectives.** Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.

GOALS AND OBJECTIVES

Goal 1 – To manage the Luverne HRA in full compliance with statutes and regulations

- * Strive to continue designation as a high performer by HUD
- * Provide quality housing for all residents
- * Encourage Board members to be actively involved in all aspects of management and growth of the HRA.
- * Maintain professional attitudes by all staff in their relationships with residents.
- * Treat all people equally.
- * Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion, national origin, sex, familial status, and disability.

Goal 2 – To upgrade the facility and apartments allowing residents to feel secure and comfortable in their homes.

- * Continue to renovate and modernize living units and common areas.
- * Encourage the feeling of ownership by residents through facility events and inclusion in the planning process for improvements.
- * Remain an active partner in the Crime Free Multi-Housing Program
- * Screen applicants thoroughly.
- * Implement public housing security improvements.

Goal 3 – To manage the property in a manner that will improve occupancy.

- * Present local community groups with information regarding updates completed and planned along with an explanation of our mission.
- * Cooperate with other agencies in providing services for residents to help them maintain their independence.
- * Prepare articles for the media to increase public awareness of our goals and improvements.
- * Continue marketing efforts through involvement with community events.
- * Promote resident satisfaction.
- * Encourage self-sufficiency efforts by assisted persons through use of earned income disallowance and flat rents.

Goal 4 – To continue high-quality and timely maintenance to residents.

- * Utilize a preventative maintenance plan.
- * Provide prompt, efficient service to residents.
- * Maintain all properties to comply with Housing Quality Standards

**Goal 5 – To strive for consistent funding for capital improvements to upgrade the appearance and quality of living
For our residents.**

- * To continue using long-range planning.
- * To seek outside funding resources.
- * To obligate and expend available capital funds to create a modern, safe, and comfortable environment in our building.

Goal 6 – To provide excellent customer service.

- * To achieve and maintain a level of resident satisfaction that gives the HRA the highest rating possible.
- * To serve each applicant and participant as well as the community in a manner that demonstrates professional courtesy, compassion, and respect.

PROGRESS UPDATE

Reduce Public Housing Vacancies: In the past five years, our occupancy rate has improved significantly. With extensive marketing, renovations, communication with the media and various agencies, and efforts to elevate customer satisfaction, our occupancy rate has risen from 60% to 90% with the only vacancies due to apartments that are being renovated. The HRA has pending applicants on the Waiting List to fill the vacancies upon meeting the entry requirements.

Increase Customer Satisfaction: With continued apartment modernization projects and common area upgrades, our tenants are more apt to remain in the building. Various activities are planned throughout the year for resident participation, such as dinners and seminars on safety, health issues, and crafts. The Resident Advisory Board meets regularly to address any issues and concerns that the tenants may have.

Improve Public Housing Management/To Be a High Performer: In 2001, the Luverne HRA was in a troubled agency status. From 2002 to 2006, the HRA was designated a Standard Performer; and in 2007, we reached the goal of being a High Performer. The HRA will continue to strive to retain this status.

Renovate or Modernize Public Housing Units: We continue to upgrade the building and apartments as funds are available. During the past five years, we have accomplished the modernization of eighteen units with new flooring, cupboards, kitchen sink, countertops, closet doors, light fixtures and bathroom showers, toilets, and sinks.

