

PHA Third Annual Action Plan 2012 of the Five Year PHA Plan 2010-2014	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 4/30/2011
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1.0	PHA Information PHA Name: City of Wichita Falls Housing Assistance Program PHA Code: TX498 PHA Type: <input type="checkbox"/> Small <input checked="" type="checkbox"/> High Performing <input type="checkbox"/> Standard <input checked="" type="checkbox"/> HCV (Section 8) PHA Fiscal Year Beginning: (MM/YYYY): 10/2012				
2.0	Inventory (based on ACC units at time of FY beginning in 1.0 above) Number of PH units: N/A Number of HCV units: 989				
3.0	Submission Type <input type="checkbox"/> 5-Year and Annual Plan <input checked="" type="checkbox"/> Annual Plan Only <input type="checkbox"/> 5-Year Plan Only				
4.0	PHA Consortia <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below.)				
	Participating PHAs	PHA Code	Program(s) Included in the Consortia	Programs Not in the Consortia	No. of Units in Each Program
	PHA 1:				PH HCV
	PHA 2:				
	PHA 3:				
5.0	5-Year Plan. Complete items 5.1 and 5.2 only at 5-Year Plan update.				
5.1	Mission. State the PHA's Mission for serving the needs of low-income, very low-income, and extremely low income families in the PHA's jurisdiction for the next five years: The mission of the PHA is the same as that of the Department of Housing and Urban development: to promote adequate and affordable housing, economic opportunity and suitable living environment free from discrimination. The Housing Authority's mission is to serve the needs of low-income, very low-income and extremely low-income families in the PHA's jurisdiction and to (1) increase the availability of decent, safe and affordable housing in its communities: (2) ensure equal opportunity in housing: (3) promote self-sufficiency and asset development of families and individuals: (4) improve community quality of life and economic viability: and (5) strive to provide quality housing, safe and sanitary housing and to build a strong, healthy community while encouraging self-sufficiency and independence for it residents.				
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. Apply for additional rental vouchers: if funding becomes available. Leverage private or other public funds to create additional housing opportunities: The city supports LIHTC development and has cooperated with NORTEX Housing Finance Cooperation in issuing bonds for multi-unit construction and rehabilitation. Other: Work to involve new owners in the program.				
6.0	PHA Plan Update (a) Identify all PHA Plan elements that have been revised by the PHA since its last Annual Plan submission: The Five Year Public Housing Agency Plan, the First Year Action Plan, and the Administrative Plan are hereby approved with no required changes. (b) Identify the specific location(s) where the public may obtain copies of the 5-Year and Annual PHA Plan. For a complete list of PHA Plan elements, see Section 6.0 of the instructions. The City of Wichita Falls PHA's main administrative office, City website, and the local public library.				
7.0	Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers. <i>Include statements related to these programs as applicable.</i> N/A Section 8 agency only				
8.0	Capital Improvements. Please complete Parts 8.1 through 8.3, as applicable. N/A Section 8 agency only				

8.1	<p>Capital Fund Program Annual Statement/Performance and Evaluation Report. As part of the PHA 5-Year and Annual Plan, annually complete and submit the <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i>, form HUD-50075.1, for each current and open CFP grant and CFFP financing. N/A Section 8 agency only</p>																																																																																																																																
8.2	<p>Capital Fund Program Five-Year Action Plan. As part of the submission of the Annual Plan, PHAs must complete and submit the <i>Capital Fund Program Five-Year Action Plan</i>, form HUD-50075.2, and subsequent annual updates (on a rolling basis, e.g., drop current year, and add latest year for a five year period). Large capital items must be included in the Five-Year Action Plan. N/A Section 8 agency only</p>																																																																																																																																
8.3	<p>Capital Fund Financing Program (CFFP). <input type="checkbox"/> Check if the PHA proposes to use any portion of its Capital Fund Program (CFP)/Replacement Housing Factor (RHF) to repay debt incurred to finance capital improvements. N/A Section 8 agency only</p>																																																																																																																																
9.0	<p>Housing Needs. Based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data, make a reasonable effort to identify the housing needs of the low-income, very low-income, and extremely low-income families who reside in the jurisdiction served by the PHA, including elderly families, families with disabilities, and households of various races and ethnic groups, and other families who are on the public housing and Section 8 tenant-based assistance waiting lists. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4" style="text-align: center;">Housing Needs of Families on the PHA's Waiting Lists</th> </tr> </thead> <tbody> <tr> <td colspan="4">Waiting list type: (select one)</td> </tr> <tr> <td colspan="4"><input type="checkbox"/> Section 8 tenant-based assistance</td> </tr> <tr> <td colspan="4"><input type="checkbox"/> Public Housing</td> </tr> <tr> <td colspan="4"><input type="checkbox"/> Combined Section 8 and Public Housing</td> </tr> <tr> <td colspan="4"><input type="checkbox"/> Public Housing Site-Based or sub-jurisdictional waiting list (optional)</td> </tr> <tr> <td colspan="4">If used, identify which development/subjurisdiction:</td> </tr> <tr> <td></td> <td style="text-align: center;"># of families</td> <td style="text-align: center;">% of total families</td> <td style="text-align: center;">Annual Turnover</td> </tr> <tr> <td>Waiting list total</td> <td style="text-align: center;">704</td> <td></td> <td></td> </tr> <tr> <td>Extremely low income <=30% AMI</td> <td style="text-align: center;">517</td> <td style="text-align: center;">73.44%</td> <td></td> </tr> <tr> <td>Very low income (>30% but <=50% AMI)</td> <td style="text-align: center;">171</td> <td style="text-align: center;">24.29%</td> <td></td> </tr> <tr> <td>Low income (>50% but <80% AMI)</td> <td style="text-align: center;">14</td> <td style="text-align: center;">1.99%</td> <td></td> </tr> <tr> <td>Families with children</td> <td style="text-align: center;">381</td> <td style="text-align: center;">54.12%</td> <td></td> </tr> <tr> <td>Elderly families</td> <td style="text-align: center;">42</td> <td style="text-align: center;">5.97%</td> <td></td> </tr> <tr> <td>Families with Disabilities</td> <td style="text-align: center;">267</td> <td style="text-align: center;">37.93%</td> <td></td> </tr> <tr> <td>Race/ethnicity</td> <td style="text-align: center;">447</td> <td style="text-align: center;">63.49%</td> <td>White Non Hispanic</td> </tr> <tr> <td>Race/ethnicity</td> <td style="text-align: center;">235</td> <td style="text-align: center;">33.38%</td> <td>Black Non Hispanic</td> </tr> <tr> <td>Race/ethnicity</td> <td style="text-align: center;">2</td> <td style="text-align: center;">0.28%</td> <td>Other Non Hispanic</td> </tr> <tr> <td>Race/ethnicity</td> <td style="text-align: center;">88</td> <td style="text-align: center;">12.50%</td> <td>Hispanic</td> </tr> <tr> <td colspan="4"> </td> </tr> <tr> <td>Characteristics by Bedroom Size (Public Housing Only)</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td>1BR</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2 BR</td> <td></td> <td></td> <td></td> </tr> <tr> <td>3 BR</td> <td></td> <td></td> <td></td> </tr> <tr> <td>4 BR</td> <td></td> <td></td> <td></td> </tr> <tr> <td>5 BR</td> <td></td> <td></td> <td></td> </tr> <tr> <td>5+ BR</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="4">Is the waiting list closed (select one)? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes</td> </tr> <tr> <td colspan="4">If yes:</td> </tr> <tr> <td colspan="4">HOW LONG HAS IT BEEN CLOSED (# OF MONTHS)?</td> </tr> <tr> <td colspan="4">Does the PHA expect to reopen the list in the PHA Plan year? <input type="checkbox"/> No <input type="checkbox"/> Yes</td> </tr> <tr> <td colspan="4">Does the PHA permit specific categories of families onto the waiting list, even if generally closed? <input type="checkbox"/> No <input type="checkbox"/> Yes</td> </tr> </tbody> </table>	Housing Needs of Families on the PHA's Waiting Lists				Waiting list type: (select one)				<input type="checkbox"/> Section 8 tenant-based assistance				<input type="checkbox"/> Public Housing				<input type="checkbox"/> Combined Section 8 and Public Housing				<input type="checkbox"/> Public Housing Site-Based or sub-jurisdictional waiting list (optional)				If used, identify which development/subjurisdiction:					# of families	% of total families	Annual Turnover	Waiting list total	704			Extremely low income <=30% AMI	517	73.44%		Very low income (>30% but <=50% AMI)	171	24.29%		Low income (>50% but <80% AMI)	14	1.99%		Families with children	381	54.12%		Elderly families	42	5.97%		Families with Disabilities	267	37.93%		Race/ethnicity	447	63.49%	White Non Hispanic	Race/ethnicity	235	33.38%	Black Non Hispanic	Race/ethnicity	2	0.28%	Other Non Hispanic	Race/ethnicity	88	12.50%	Hispanic					Characteristics by Bedroom Size (Public Housing Only)	N/A	N/A	N/A	1BR				2 BR				3 BR				4 BR				5 BR				5+ BR				Is the waiting list closed (select one)? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes				If yes:				HOW LONG HAS IT BEEN CLOSED (# OF MONTHS)?				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9.1	<p>Strategy for Addressing Housing Needs. Provide a brief description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. Note: Small, Section 8 only, and High Performing PHAs complete only for Annual Plan submission with the 5-Year Plan.</p> <p>To meet the goals of the plan, the City plans to do the following: (1) apply for additional Housing Choice vouchers if funding becomes available; (2) leverage state or private funds to create affordable housing; (3) improve housing lease up rates and maintain the maximum number of families under lease that the budget limits will support; (4) to provide a comprehensive analysis of the rental market and provide the highest payment standards that the funding limits will support without reducing the number of participating families; (5) provide landlord outreach to increase housing stock outside of the poverty areas; (6) promote self-sufficiency and asset development by our tenants and the community.</p>
10.0	<p>Additional Information. Describe the following, as well as any additional information HUD has requested.</p> <p>(a) Progress in Meeting Mission and Goals. Provide a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year Plan.</p> <p>Maintain or increase housing lease-up rates by establishing payment standards which will enable families to rent through-out the jurisdiction. Encourage more LIHTC and bond financing of affordable units in our area. Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status and disability. Conduct outreach efforts to potential voucher landlords. VAWA procedure is to refer families to Patsy House, First Step domestic violence shelter, continued assistance to non offenders and offer immediate portability in domestic violence situations. The housing office has a procedure/policy to follow for families claiming (VAWA). All families/Owners/staff have been provide documentation on the procedure and instructed to include a signed VAWA Lease addendum.</p> <p>(b) Significant Amendment and Substantial Deviation/Modification. Provide the PHA's definition of "significant amendment" and "substantial deviation/modification" See tx498c01</p>
11.0	<p>Required Submission for HUD Field Office Review. In addition to the PHA Plan template (HUD-50075), PHAs must submit the following documents. Items (a) through (g) may be submitted with signature by mail or electronically with scanned signatures, but electronic submission is encouraged. Items (h) through (i) must be attached electronically with the PHA Plan. Note: Faxed copies of these documents will not be accepted by the Field Office.</p> <p>(a) Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i> (which includes all certifications relating to Civil Rights)</p> <p>(b) Form HUD-50070, <i>Certification for a Drug-Free Workplace</i> (PHAs receiving CFP grants only)</p> <p>(c) Form HUD-50071, <i>Certification of Payments to Influence Federal Transactions</i> (PHAs receiving CFP grants only)</p> <p>(d) Form SF-LLL, <i>Disclosure of Lobbying Activities</i> (PHAs receiving CFP grants only)</p> <p>(e) Form SF-LLL-A, <i>Disclosure of Lobbying Activities Continuation Sheet</i> (PHAs receiving CFP grants only)</p> <p>(f) Resident Advisory Board (RAB) comments. Comments received from the RAB must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the recommendations and the decisions made on these recommendations.</p> <p>(g) Challenged Elements</p> <p>(h) Form HUD-50075.1, <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i> (PHAs receiving CFP grants only)</p> <p>(i) Form HUD-50075.2, <i>Capital Fund Program Five-Year Action Plan</i> (PHAs receiving CFP grants only)</p>

**PHA Certifications of Compliance with the PHA Plans and Related Regulations:
Board Resolution to Accompany the *Standard Annual, Standard 5-Year/Annual, and
Streamlined 5-Year/Annual PHA Plans***

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the ___standard Annual, ___ standard 5-Year/Annual or X_streamlined 5-Year/Annual PHA Plan for the PHA fiscal year beginning 2012, hereinafter referred to as" the Plan", of which this document is a part and make the following certifications and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the Plan and implementation thereof:

1. The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such strategy) for the jurisdiction in which the PHA is located.
2. The Plan contains a certification by the appropriate State or local officials that the Plan is consistent with the applicable Consolidated Plan, which includes a certification that requires the preparation of an Analysis of Impediments to Fair Housing Choice, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan.
3. The PHA has established a Resident Advisory Board or Boards, the membership of which represents the residents assisted by the PHA, consulted with this Board or Boards in developing the Plan, and considered the recommendations of the Board or Boards (24 CFR 903.13). The PHA has included in the Plan submission a copy of the recommendations made by the Resident Advisory Board or Boards and a description of the manner in which the Plan addresses these recommendations.
4. The PHA made the proposed Plan and all information relevant to the public hearing available for public inspection at least 45 days before the hearing, published a notice that a hearing would be held and conducted a hearing to discuss the Plan and invited public comment.
5. The PHA will carry out the Plan in conformity with Title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990.
6. The PHA will affirmatively further fair housing by examining their programs or proposed programs, identify any impediments to fair housing choice within those programs, address those impediments in a reasonable fashion in view of the resources available and work with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and maintain records reflecting these analyses and actions.
7. For PHA Plan that includes a policy for site based waiting lists:
 - The PHA regularly submits required data to HUD's MTCS in an accurate, complete and timely manner (as specified in PIH Notice 99-2);
 - The system of site-based waiting lists provides for full disclosure to each applicant in the selection of the development in which to reside, including basic information about available sites; and an estimate of the period of time the applicant would likely have to wait to be admitted to units of different sizes and types at each site;
 - Adoption of site-based waiting list would not violate any court order or settlement agreement or be inconsistent with a pending complaint brought by HUD;
 - The PHA shall take reasonable measures to assure that such waiting list is consistent with affirmatively furthering fair housing;
 - The PHA provides for review of its site-based waiting list policy to determine if it is consistent with civil rights laws and certifications, as specified in 24 CFR part 903.7(c)(1).
8. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.
9. The PHA will comply with the Architectural Barriers Act of 1968 and 24 CFR Part 41, Policies and Procedures for the Enforcement of Standards and Requirements for Accessibility by the Physically Handicapped.
10. The PHA will comply with the requirements of section 3 of the Housing and Urban Development Act of 1968, Employment Opportunities for Low-or Very-Low Income Persons, and with its implementing regulation at 24 CFR Part 135.
11. The PHA has submitted with the Plan a certification with regard to a drug free workplace required by 24 CFR Part 24, Subpart F.
12. The PHA has submitted with the Plan a certification with regard to compliance with restrictions on lobbying required by 24 CFR Part 87, together with disclosure forms if required by this Part, and with restrictions on payments to influence Federal Transactions, in accordance with the Byrd Amendment and implementing regulations at 49 CFR Part 24.

13. The PHA will comply with acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and implementing regulations at 49 CFR Part 24 as applicable.
14. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).
15. The PHA will provide HUD or the responsible entity any documentation that the Department needs to carry out its review under the National Environmental Policy Act and other related authorities in accordance with 24 CFR Part 58.
16. With respect to public housing the PHA will comply with Davis-Bacon or HUD determined wage rate requirements under section 12 of the United States Housing Act of 1937 and the Contract Work Hours and Safety Standards Act.
17. The PHA will keep records in accordance with 24 CFR 85.20 and facilitate an effective audit to determine compliance with program requirements.
18. The PHA will comply with the Lead-Based Paint Poisoning Prevention Act and 24 CFR Part 35.
19. The PHA will comply with the policies, guidelines, and requirements of OMB Circular No. A-87 (Cost Principles for State, Local and Indian Tribal Governments) and 24 CFR Part 85 (Administrative Requirements for Grants and Cooperative Agreements to State, Local and Federally Recognized Indian Tribal Governments.).
20. The PHA will undertake only activities and programs covered by the Plan in a manner consistent with its Plan and will utilize covered grant funds only for activities that are approvable under the regulations and included in its Plan.
21. All attachments to the Plan have been and will continue to be available at all times and all locations that the PHA Plan is available for public inspection. All required supporting documents have been made available for public inspection along with the Plan and additional requirements at the primary business office of the PHA and at all other times and locations identified by the PHA in its PHA Plan and will continue to be made available at least at the primary business office of the PHA.

Wichita Falls Housing Assistance Program

TX498

PHA Name

PHA Number/HA Code

___ Standard PHA Plan for Fiscal Year: 20__

___ Standard Five-Year PHA Plan for Fiscal Years 20__ - 20__, including Annual Plan for FY 20__

x Streamlined Five-Year PHA Plan for Fiscal Years 2010 - 2014, including Annual Plan for FY 2012

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official Darron Leiker	Title City Manager
Signature Darron Leiker	Date 7-10-2012

RESOLUTION NO. 44-2012

Resolution Approving The 2012 Third Annual Action Plan Of The Adopted 2010-2014 Five Year Public Housing Agency Plan (PHA) And The 2012 Administrative Plan.

WHEREAS, the Housing Division must annually submit for City Council approval the Division's Annual Action Plan as part of the Five Year PHA Plan, and the 2012 Administrative Plan; and

WHEREAS, as a result of this year's review to the Third Annual Action Plan and the 2012 Administrative Plan documents, City staff is recommending no modifications.

WHEREAS, the City Council has conducted the required Public Hearing for this action.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF WICHITA FALLS, TEXAS, THAT:

The attached Third Annual Action Plan of the adopted Five Year Public Housing Agency Plan and the 2012 Administrative Plan are hereby approved with no changes to the Plan:

PASSED AND APPROVED this the 5th day of June, 2012.

Glenn Barham

MAYOR

ATTEST:

Lydia Ozuna

City Clerk

City of Wichita Falls, TX PHA Five Year Plan – Third Annual Year Update

**Attachment C****Definition of Substantial Deviation and Significant Amendment or Modification**

During the PHAs Plan's five-year period, there may be adjustments, refinements or changes that indicate a need to modify the Plan. Some changes are minor and can be completed by staff actions alone, while others are substantial. Those classed as substantial will require input from the Resident Advisory Board and the general public during Public Hearing(s) and have City Council approval, acting as the PHA's governing board, during a open public meeting. The development of any amended activities will usually permit the City Council to conduct only one public hearing. The City will allow a 45-day period for public review after Council approval. During the review process staff will review all public comments and act on those comment before submitting the amendment to HUD for approval.

HUD requires (24 CFR 9.7(r)) that the City develop and include in the PHA Plan what criteria it will use to determine if additions, deletions or administrative adjustments are a Substantial Deviation, Significant Amendment or Modification Change and will require an Amendment. The criteria is contained below:

- Any changes to an activity that was in approved PHA Plan will now not be implemented, existing programs that will be terminated, an activity that will have to be modified because of a reduction in funding level that will alter the purpose, scope, or change the number of beneficiaries of that project by more than 10%;or
- Any changes required by Federal laws, regulations, and guidelines that will add new programs, eliminate old programs, that change or restrict eligibility for a class or group of beneficiaries as stated in the previously approved program.
- Any local changes to occupancy policies, admission policies, or the organization and operation of the waiting list not required by regulatory changes from HUD

Changes that are not considered a substantial deviation, significant amendment or modification, are those changes that:

- Are not classed as a substantial change in the definitions above; AND
- Involve the transfers of funds from one accounting classification, other than Housing Assistance Payments account, to another. Examples of this would be the transfer of funds from postage expenses to travel expenses, adjustment from one fringe benefit account to another, or movement from equipment maintenance to equipment purchase; or
- Changes in income limits, Fair Market Rents and Payment Standards, methods of rent calculations, or other regulatory changes required by HUD and adopted by the PHA where there is no discretion on the part of the PHA; or
- *Changes that only affect local administrative procedures or guidelines. Most of these changes are the type that would be included in the Administration Plan and will be subject to that document's public review and board approval process*

RESIDENT ADVISORY BOARD MEETING

Friday, May 4, 2012

Pamela Ibarra, Housing Administrator, called the meeting to order at 09:34 a.m. She introduced herself, conducting the Third Year Action Plan of the Five Year Public Housing Agency Plan. Those in attendance were as follows:

OWNERS/MANAGERS:

Vida Cooke - S & C Investments - 1723 9th St - WF, TX
Wendy McMahon - Taft Haus Apts - 4611 Taft Blvd - WF, TX
Melanie Whaite - Washington Village Apts - 1001 Redwood Ave - WF, TX
Debbie Vaughn - Avalon Meadows Apts - 2610 Iowa Park Rd - WF, TX
Deneice Keck - Fountaingate Apts - 5210 Tower Dr - WF, TX
Pam Vest - Parkstone Sr Village Apts - 1727 W. Rathgeber Rd - WF, TX
Karla Hernandez - Green Briar Village Apts - 901 Airport Dr - WF, TX
Sandra Figueroa - Crossroads Apts - 1501 Archer City Hwy - WF, TX

TENANTS:

Carolyn Jackson - 1301 Central Fwy E, 102 - WF, TX
Jennie Arredondo - 4800 Brookdale Ave, 106 - WF, TX
Darlene Beaver - 1419 Tanbark Rd - WF, TX
Leona Bacher - 1727 W. Rathgeber Rd - WF, TX
Antwain Adams - 1706-A 6th St - WF, TX
Wilma Denton - 2108 ½ Polk St - WF, TX
Rick Bridges - 706 ½ Warford St - WF, TX
Danny Hancock - 2004-B 10th St - WF, TX

Pam began the introduction by welcoming the Resident Advisory Board members and explaining they are gathered to discuss the Third Year Action Plan of the 5-Year Public Housing Agency Plan, which would be presented to the public on June 5, 2012 by the Wichita Falls City Council acting as our Board of Directors and approved by the Department of Housing and Urban Development. Both plans will be available for review in the Housing office and the City Public Library. They may also be available on the City Website this next year.

A Resident Advisory Board Meeting is required each year in regards to the Public Housing Plan according to 24CFR, part 903 and PIH Notices 99-33, 99-51 and 2000-43, to discuss how the Housing program is going.

The Second Year Action Plan was discussed last year for the Five Year Plan for 2010-2014. The same owners are generally invited each year with new owners to the program being added to the list. Tenant attendees are selected at random and other tenants who request to attend the meeting will be added to the random selection.

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General Requirements limit what we can do. PHA plans for the upcoming year were discussed.

- Apply for any additional incremental vouchers that become available
 - We have 989 vouchers for this area.
 - Of the 989, based on funding, we housed 87% of those last year.
 - The funding for each year is given to us by HUD.
 - In the past that funding has been put into our accounts on a monthly basis.
 - Any funding that we did not use that was provided for that year went into a reserve account that the City had that earned interest, so when we had late payments or late lease-ups or things of this nature, we could pull from that money to pay Housing Assistance Payments.
 - Any money provided to this agency for Housing Assistance Payments is restricted funding and can only be used for Housing Assistance Payments. It cannot be used for Administrative Fees, supplies, employee salaries, equipment or software to keep the program running.
- Support applications from non-profits for any special use vouchers or funding that becomes available
 - An example is the Project-based vouchers attached to Project-based units at Green Briar Village Apts. HUD approved the first seven vouchers to be attached to that property and they are attached to specific units on the property. Last year they requested six additional vouchers to be attached to Phase II through the Tax-Credit Applications. We have a total of thirteen Project-based units attached to Green Briar Village Apts. The most recent six will be for a five-year application and we have to pay rents on those units, whether they are occupied or vacant. When a Pre-cert Briefing Meeting occurs, if any of those Project-based units are vacant, we are required by law to fill those units because we have to use funding to pay on those units, regardless of whether or not they are occupied. We can then release other pending vouchers. We offer those units to eligible applicants first. Those who lease up in those units have to remain in place for one year. This arrangement helps build tax-credit properties in Wichita Falls. I am willing to meet with anyone on an individual basis if they need additional clarification. Our agency may have to discuss and decide whether or not we need to change this procedure because when those units are vacant, we are holding vouchers for people who are not interested in residing at Green Briar Village/Project-based vouchers. This has an impact on how much money we receive from HUD. We will have to discuss this with other agencies who handle Project-based vouchers to find out how they are handling this. We may go to a separate Waiting List for those specific Project-based vouchers. We would like to obtain your comments about this at the end of this meeting.
- Improving lease-up rates depends on the number of families that are under a lease that the budget can support.

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- We have 989 vouchers. The government gave us \$3,355,194.00 for Housing Assistance Payments. With that figure, we have to use that amount to support 989 units. Anything spent above that comes out of Administrative fees. We cannot over-lease under any circumstances. We are under the voucher usage. Previously, we either had to spend 100% or close to 95% of your HAP dollars, or you had to lease 95% of your vouchers, whichever one would support either the vouchers or the dollars. In the past, the dollars have not supported all of the 989 vouchers. What plays into that problem is Portability Vouchers. Our Portability Vouchers have doubled during this past year. That means that this agency is paying people in CA, NY, Dallas, Fort Worth, etc. three to four times what they would cost here in Wichita Falls. That is something that NAHRO is lobbying about because this portability feature really limits the budgets because if someone leases up portable, we have to set those dollars back for that client for one full year, including any increases to that contract if they occur. We have a lot of people who are coming to Wichita Falls to get their vouchers here because the larger agencies do not have vouchers available. Next year during our administrative part of our Admin plan, I will be going to some additional training to find out how other agencies are handling this. In our Administrative Plan, if a voucher is issued to a new participant, that client must remain here for one full year before they are eligible to relocate. We have some individuals who are using Reasonable Accommodation Requests to get around that one-year requirement. This is something the City needs to look at in the next year and we need your comments on this.
- To provide a comprehensive analysis of the rental market and adjust payment standards to support lease-up without reducing the number of assisted families.
 - Hand-outs for this session include Fair Market Rents for the Wichita Falls area. We have seen an increase in Fair Market Rents across Texas and they have steadily increased for the past five years.
 - In determining our payment standards, they were calculated at 80% to 100% of the Fair Market Rent. This is how the amounts are set for each bedroom size. If these numbers continue to rise over the next couple of years, we will have fewer vouchers available for issuance. We need to obtain data from owners and other places that are not on Section 8 for comparisons and analysis. On a positive note, owners who in the past few years would not consider renting on the Section 8 program have approached us about putting their units on our program. This is attributed to the lower economy and difficulty for the owners to rent their units on the open market as they did in the past. For tenants, that makes a bigger housing market but for owners, it makes it more difficult because they will have to be more comparable to the local area as far as renting prices. When the Rent Reasonable data has been put together, we will be happy to share the analysis with owners. We hope to work on this project in the coming year.

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- The City of Wichita Falls CDBG Planning Division also puts together a Vacancy Report. The purpose of that division in calling you is to determine how many of your units are leased, what are the owner's rental rates, what are their vacancy rates, etc. This report helps me to determine where we need to put people in the City. The City needs to grow so more funding will come to this area for housing assistance. We will not see an increase in vouchers until more funding becomes available. Congress has greatly cut our budget and administrative fees for our budget for the past four years, which is of great concern to us. Individuals should contact their congressmen and state representatives to explain concerns, especially as tenants and owners, how these cuts are affecting business and housing assistance.
- In the past two years we have not had to participate in any outreach for increased housing. Owners have been contacting us and we predict that for the next several years, that will continue to happen.
- We do try to promote the self-sufficiency and asset development of our participants and the community.
 - When the counselors meet with each of the clients, we encourage young mothers and young fathers to obtain their GEDs and continue to obtain a college education. If funding continues to be cut, the elderly/disabled/handicapped clients will probably be protected but anyone else may not be protected.
 - Seventy-five percent of our voucher issues have to go towards the very low income families (those who are at 35% or below of the very low income levels). Most of those are elderly/disabled/handicapped individuals because their income is usually a set Social Security or SSI amount and
- We already discussed our proposal to operate a Project-based Assistance program at Green Briar Village Apts. Those 13 vouchers are controlled by HUD. Some of the contracts for the first initial seven Project-based Vouchers may be released in this next year.
 - Some landlords felt we were showing favoritism towards Green Briar Village and that is not the case. We must occupy the Project-based units first. We hand out the same landlord available unit list to every client on the program. We also make phone calls to various owners who we think might meet criteria necessary for individuals based on their unique circumstances. We are obligated to assist voucher holders in locating suitable housing if they are having difficulty in searching for themselves.
 - Some clients have difficulty in transportation and we don't provide transportation but we can make phone calls for them or provide them with other resources that may be able to assist them. An example is the Sharp Lines and other transport services. The City also offers transport for disabled persons for \$2.50 to take them where they need to go. The City website has information about City bus routes and the services they provide.
- In regards to Cash Management and Program Reserves, as discussed earlier, we received \$3,355,194.00 in Housing Assistance payments this year. The

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City fiscal year runs from October through September. We have already spent \$2,170,584.00 since October of this fiscal year. This year, prior to the budget authority being approved by Congress, the City held \$1,606,655.00 in reserve funds. When HUD gives a budget authority, a certain amount of money is set aside for HAP. If we don't utilize it for HAP, the funds have to go into what is referred to as Net Restricted Asset Reserves. We cannot use that funding except for Housing Assistance Payments. We need input in how we can use all of our budget dollars without exceeding our budget and getting as many people on the program as we can. Right now we are at 80% of our Admin Fee rates and that number has decreased the past two years. This is the money we get paid for every voucher on-line at the first of the month. For the first 7,200 vouchers, we get paid at a rate of \$45.84. We should be getting paid at a rate of \$57.30. HUD cut that rate by 80% this year. Then for the remaining number of units, which is 4,668, we get paid at an even lower rate. That is for anyone who leases up after the first of the month. That rate is \$42.78 and it should be \$53.84, which was also cut by 80%. Our Admin reserves could be used for Housing Assistance Payments, but the reserves must also be kept in place in case the City is sued by a client, for legal purposes, for medical and retirement benefits for employees, for salaries, computers, software, supplies, etc. This year the government is taking back the reserve funds. By December of this year, we will have no reserve funds in HAP. They will probably leave approximately \$177,000.00 in that account. We spend on average \$271,319.00 on the first of every month. We are concerned that we have a lot of lease-ups after the first of the month. We don't receive the higher (reduced) Admin Fee of 80% if the units are not leased up on the first of the month. We need to look at how we can get clients approved through Compliance with the owners, get the Request for Tenancy Approval forms submitted mid-month, get the inspections passed and get the clients lease up and on-line by the first of the month. We lose an average of between 20-30 vouchers each month. We call in an average of between 100-125 for each monthly Pre-Cert Briefing. Of those 125, we may have 25-40 who complete and submit the required paperwork in order to attend the briefing. After they attend the briefing, we are getting an average of approximately half of those leasing up. We are trying to figure out a better plan to get more vouchers on the streets to the people. We will not have the reserve funding to pay partial payments for lease-ups after the first of the month. We will have to request the funds from HUD for a cash disbursement and we don't know how long it will take them to disburse the partial month payments. We need to try to have units leased up on the first of the month.

- The PHA Plans are form-set plans that the government provides but in those form-set plans, we can enter data with suggestions for what we would like to do in the next year. The scope of how the Annual Plan is changed is very limited but what is important is that we have your presence for the Five-Year Plans when they are set up. There are not usually very many participants in these meetings but in the future, when we go to write the Five-year Plan, we are highly encouraging people to attend the meetings because the City needs to hear from owners, managers and Housing Choice Voucher clients. If we don't have your input when we write these Five-Year Plans, we do not know

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where to go and into which resources we need to be looking. Our goal is to assist owners in getting their units rented at a reasonable rate so they can pay their bills. For the Five-Year Plan that will be coming out in the year 2015, we will probably send out double the notification letters that we sent for this RAB meeting. We mailed approximately 200-300 letters this time. We need your input. We will not apply for additional vouchers if we cannot rent them or get participation from owners and landlords to give us the information we need to apply for those additional vouchers. We have a Waiting List of about 434 at this time. There may be another large apartment complex coming to the area which will be out somewhere near TxDot.

- Comments Received from the Resident Advisory Board as follows:

Pam Ibarra (to Deneice Keck/Fountaingate Apts):

How do you determine when a unit comes open? Is it through notices?

Deneice Keck:

We went to 60-day notices this year which will make it easier to manage the units.

Pam Ibarra:

Does anybody else have a 60-day notice in place?

Deneice Keck:

It's a really good tool because you already know 60 days ahead of time that they are not going to renew so we go ahead and begin the process of finding someone for that unit. Fountaingate doesn't have a waiting list, per se, because it's always been first-come, first-serve. We have put people on a list that want a specific style of floor plan, so it is really helpful when someone gives us notice. We call person on the waiting list so they can put themselves on notice and it gives them their 30-days that they know that they are going to have an eligibility at Fountaingate.

Pam Ibarra:

When we perform our Annual Re-exams, we bring the client in for eligibility determination and perform their inspection approximately 45-60 days before their contract ends so we can determine at that time if clients intend to move. The problem we have is that they will tell us they are going to move, they give notification to their owner and then they don't move. We require them to fill out all the paperwork and we require that the inspection take place, so that if they

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change their mind at the last minute, we can still have that unit on-line on the first of the month. The process that Deneice is using is a really good tool and that is something I might be thinking about for the planning of bringing people in for pre-certification. It will mean more paperwork, but it will give a notice that their name is coming up to the top of the waiting list. That could be a useful tool because we might end up with a larger pool of persons who actually comes in to determine their eligibility to get more vouchers out there for the owners.

Melanie Whaite (Washington Village Apts):

I have three applicants right now that knew they were going in to the last meeting two weeks ago. They came in and submitted their applications. They still have not gotten their vouchers.

Pam Ibarra:

Those vouchers have been released today.

Melanie Whaite:

But I can't even process their applications because they are not sure if they are getting a 2-bedroom voucher or a 3-bedroom voucher. I won't process the application until I know what size voucher they will be getting.

Pam Ibarra:

I understand. The reason I have been holding them is because of staff issues.

Melanie Whaite:

I have been reluctant to process the applications until I have actually seen their vouchers.

Pam Ibarra:

HUD's fiscal year runs January through December so I will not know how the delay in partial payment funding will trickle down to owners until after December, when that funding is gone.

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Vida Cooke (S & C Investments):

As I understand it, it will only be about the partial payments?

Pam Ibarra:

It will only be the partial payments because we will have to monitor that funding because I cannot over-spend. My monitoring of the program will probably have to triple what I am doing now, because I will have to monitor every single day. If somebody leaves the program, I will have to make the decision of whether or not to release a voucher. Portability will make it even more difficult. Portable vouchers holders have up to 120 days to utilize their voucher. Then the agency has an additional 30 days before they bill me. There are agencies out there that will lease up a client and send us three months worth of billing at one time. One time we received a billing from an agency for one client and the requested amount was \$3,500.00. That agency is supposed to bill us as soon as the person leases up. There are some federal laws about this but sometimes we have to call the agencies to find out if they ever leased the client up on their program.

Vida Cooke:

So, for portability, they have a longer period of time to lease up?

Pam Ibarra:

That's correct. Local vouchers are for 60 days but portable vouchers can have up to 120 days to lease up, because they are going out of the area. It's more like 180 days or longer before I know what those payments are going to be, which affects this \$3,000,000.00.

Deneice Keck:

Why did they put the portability into effect anyway?

Pam Ibarra:

Housing authorities are based on units that exist right there. Under that program, you did not have a voucher. The money was placed on each unit. The ADA and other lobbyists challenged having to keep people restricted to certain areas. HUD decided that they would do away and start a certificate program. Under the certificate program, a person was limited to 30% of their monthly adjusted income as they were in public housing agencies. Then they could choose where they wanted to live. As things progressed, the certificate program changed to a

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voucher program, which put the payment on the client from 30%-40% of their monthly adjusted income. This allowed them to have a larger range of rentable apartments.

Deneice Keck:

I understand that part in town, but what I'm saying is that if you got on the internet and met a man in Wyoming somewhere and wanted to move to be with him.....

Pam Ibarra:

When the certificate program was put in place, portability came about, because clients and lobbyists were saying that the whole purpose of this program is that people should be able to choose where they want to live.

Deneice Keck:

Then the City that they choose should absorb their voucher, not Wichita Falls.

Pam Ibarra:

I do try to get cities to absorb, but, if you think about it, if I send someone to Chicago, they don't have any vouchers available. They probably have had a waiting list openI have seen Dallas and Fort Worth open their waiting list once that I know of in the 16 years that I have been here. The reason portability is there is to allow a family to move to an area where they can become more self-sufficient.

Deneice Keck:

We can't afford to pay on a voucher in Chicago!

Pam Ibarra:

Those families can find jobs or education that is not available here and also reasonable accommodations. There are some people that get illnesses and there are not facilities or doctors here that can cover those situations.

Deneice Keck:

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In that instance, I think that they should be able to transfer.

Pam Ibarra:

This is where ya'll need to be contacting your congressmen or representatives so they understand as agencies or owners where you are coming from on that because it does have a huge impact how many people get assistance here in Wichita Falls. We do have a requirement in our Admin plan that if a person comes here and gets a voucher, they must remain in place a full year before they can take that voucher to another city or state.

Pam Vest (Parkstone Sr Village):

But they are coming here for the sole purpose of getting the voucher knowing they are not going to stay here.

(...several persons talking at once in dismay about doing this...)

Pam Ibarra:

I have no control over that.

Deneice Keck:

Who does have control over that?

Pam Ibarra:

HUD, congressmen, senators, representatives...

Melanie Whaite:

I love the program. I think it's a great program. There are people who deserve this program. But there are a lot of people abusing the program severely who are not being taken off the program.

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Pamela Ibarra:

I understand that and we know of some that are. The federal law protects these clients in many ways. The only way that I can put somebody off the program is for violent, criminal activity, drug related activity, and etc. is through an indictment. We know people have living with them but a lot of owners do not notify us that they have people living with them until they become a problem on the property. When I look at changing our Admin Plan next year, this is another thing in which we need your input so when I go to the City Council I can report that we have a lot of abuse and fraud and the owners want to know what we can do about it. The City can put stricter requirements in place in the Admin Plan but to change the Admin Plan, the changes have to be approved by the City Council. When the proposal to make changes goes before the City Council, Resident Advisory Board members need to be there to support the request for changes.

Melanie Whaite:

When does that come up again?

Pamela Ibarra:

This year it will be June 5, 2012. We need to make changes to our Administrative Policies. We do realize that fraud is going on. Most of it is regarding unauthorized occupants. When you have people on the property that are breaking the rules, not paying their rent or involved in criminal activity, we need to know. If they get so many counts against them with us now, we will terminate their housing. They will be brought in for counseling and a warning, they will get a second warning and they will be terminated for the third offense. Another thing we need to consider in our Admin Plan is that if they are put off the program for unauthorized persons or fraudulent activity, currently, there is no penalty, except for the 3-year penalty for indictment or vacate without notice. There is no wait period for them and they can come back and re-apply. We are seeing the same clients that are terminated coming back through the program again. When they come back through a second time, we are more diligent about following through and putting them on Quality Control inspections to make sure the same activities are not taking place as before. When we terminate someone, in their electronic file, we make notes as to why they are terminated so when they come back through we have that information and we can monitor them more closely.

Jennie Arredondo:

There seems to be a discrepancy between the contract that someone has with Section 8 rules and regulations and the contract that they have the owner's lease. Like how many days that someone can stay. Who overrides who? Does Section 8 override the lease?

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Pamela Ibarra:

My Administrative Plan overrides any of the lease contracts. Our plan says that visitors cannot stay in the leased unit if they live within 100 miles of Wichita Falls. Your contracts state that visitors can stay for a 3-day period. How many of you are on the Board that handles the TAA leases? You should be on that Board. Your lease determines how many days a person can stay and tenants look at your lease instead of the Housing Administrative Plan. If they allow someone to stay in the unit for three days every month, we consider them to be residing in the unit. They are using the owner's lease to their advantage.

Melanie Whaite:

Well, that number of days that visitors can stay is determined by the management company and can be changed. We could put zero number of days on Section 8 leases.

Pamela Ibarra:

But you would have to make that change across the board for all renters. We tell our tenants that if they have a family member who is visiting from out of town, let the owner know. We don't have a problem with a family member who is visiting a tenant and may be coming to visit for 3 or 5 days. We have a problem with tenants who have unauthorized persons in the unit every day. That must be monitored every day by the property managers.

Vida Cooke:

What I stress is that their visitors have to have another place to live. They cannot live in the tenant's unit, not even temporarily.

Deneice Keck:

Well they have gotten smarter over the years. They carry their clothes from their car to the apartment every day.

Pam Ibarra:

You would be surprised how many times we have gone in when they know they are going to have an inspection and they have removed everything related to the unauthorized occupant and then move it all back in after passing the inspection.

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Pamela Ibarra:

If we get enough of these complaints and there is a pattern of abuse and the client is in for their final counsel session, we will not keep them on the program. But our Admin Plan does not stop them from getting back on the Waiting List. I need owner input regarding that issue. Should there be a wait period if someone is terminated for a family obligation? When these people commit fraud regarding unauthorized persons, unreported income, etc., they are preventing other people on the Waiting List who need assistance from getting the help they need.

Deneice Keck:

That is someone who would appreciate the benefits. And another thing is that tenants will tear up a unit within 30 days or less.

Pamela Ibarra:

We do have a policy in place now that prevents existing tenants from relocating if they owe money to the landlord for unpaid rent or damages. If the landlord releases the tenant from the obligation of owing the money, we will move the tenant. If you don't tell me they owe you money and they move to another unit, we cannot enforce it after they have moved. Another problem we have is that owners will allow tenants to go three or four months without paying rent. When the tenant does not pay their portion of rent the first month, we need to be notified. We will bring the client in and remind them that their housing contract says they must pay their portion of rent every month. If they don't pay again the second month, the owner should begin the eviction process.

My Admin Plan says that if they are not paying their rent, I cannot put them off the program unless they are legally evicted for non-payment or damages. If you are having a problem with someone and you have to call the police all the time, send that information to the Housing Counselor III. Police reports will be ordered. We will bring the tenant in for counsel and, depending on the severity, the tenant may be terminated, especially if the tenant is repeating something they have been counseled or warned about on previous counsel sessions. When tenants are counseled about unauthorized occupants, they are required to bring documents such as mail, utility bills, insurance bills, etc. to prove the 'visitor' has their own residence. This is not working and is something else we want to look at this year. If we get the notifications from the landlord about problems or unpaid rent, the tenant will be brought in and counseled about those issues but we have to have written notification. Owners need to work with us to get changes made to the Admin Plans and it's important. We need a group of owners and tenants to represent and propose those changes before the City Council. The more complaints we have from owners and tenants about a particular problem, the greater chance we can effect changes to the Admin Plan. If the changes occur, there have been several cases we have been dealing with in which we will be able

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to file criminal charges. It costs money to file criminal charges and it comes out of Admin fees. We try to terminate as many as we can without going through a legal process that may take years. In the meantime, the tenant is still on the program receiving assistance while we wait for them to be prosecuted.

Vida Cooke:

Can we go back to starting our leases on the day the unit passed inspection so we don't have to call to find out when we can start the lease?

Pam Ibarra:

I don't mind doing that if the utilities have been connected. Most of the time the utilities have not been connected. We do all of the paperwork and then find out when the client comes in that the utility was not connected, then we have to back-track and do everything all over again. If we have a staff shortage and we cannot get to the lease-up and utilities are on, we will back-date the lease. Some owners already have a policy in place that if someone is already occupying the unit with you, the owner will not start the contract with Section 8 until the first day of the following month.

Faith Carrizales:

We have some tenants that come for their appointment and expect us to begin their lease date on the day the unit passed inspection but they don't follow through with their obligations to bring required documents. Some of them don't show up for the appointment. At this point, we have already cleared time on our schedule to see them when someone else could have been seen. We then have to schedule them for another appointment. We will not back-date their lease-up if they are not following through with their obligations. We spend a lot of time putting paperwork together and clearing our schedules when others want appointments, especially when we have staff shortages. Someone else could have had an appointment to come in and begin receiving rental assistance. Why should we backdate the lease of the person who failed their obligations?

Pamela Ibarra:

Another problem is determining whether or not a person had the utility connected in their name if they will be responsible for the bill. We find out the client didn't transfer the utility and it is going to the owner.

(...Pam Vest excused herself from the meeting...)

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Pamela Ibarra:

We are encouraging the owners to submit their recommendations to us in writing so we can look at their suggestions for implementation in next year's Admin Plan. I will start looking at regulations and calling other agencies for information. If I can find other agencies who are already implementing your ideas and having success, that will be more support to convince the council members that this is where we need to go.

Danny Hancock:

I would like to be notified regarding changes through the mail so I can respond to say whether or not I like or approve of the changes.

Pamela Ibarra:

I sent out 200 letters to residents to attend this meeting and you can see the response I got by the attendance here today. If I send out 900 letters, I will get the same response.

Danny Hancock:

And I don't understand that. I am a tenant. We should give our input because if changes are made and we are not here to speak about them, why should we complain about the changes?

Pamela Ibarra:

If anyone has any suggestions, I need to know before June 5th so it can be included during the counsel session. If anyone wants to discuss issues on a more personal basis, you are welcome to schedule an appointment to see me. We will do the research to have suggestions implemented into next's year's plan. It is too late to submit suggested changes to the Council Members for this year's meeting.

....Meeting adjourned at 11:00

End



Section 8 Housing Choice Voucher Program
GRIEVANCE PROCEDURE
City Of Wichita Falls

Should any applicant for or recipient of services from the Housing Division wish to file a grievance against the City of Wichita Falls pertaining to such services provided or applied for, the following procedure shall be followed to address the grievance:

- 1. The person(s) filing the grievance may either verbally or in writing request an appointment with the Housing Administrator to present the complaint.
2. Should the response by the Housing Administrator not be satisfactory to the person(s) bringing the complaint, an appeal may be made directly to the Assistant City Manager/ Executive Housing Director.
3. Should the response by the Assistant City Manager/ Executive Housing Director not be satisfactory to the person(s) bringing the complaint, an appeal may be made directly to the City Manager's Office requesting review of the decision.
4. Should the response from City officials still be unacceptable to the complainant, a request for appeal may be made in writing to the Fort Worth Office of the Department of Housing and Urban Development...

The following list identifies the names, addresses, and telephone numbers of the persons to contact to file a grievance:

Pamela Ibarra
Housing Administrator
Room 301
1300 Seventh Street
Wichita Falls, TX 76301
(940) 761-7454

Assistant City Manager
Director of Housing
Room 102
1300 Seventh Street
Wichita Falls, TX 76301
(940) 761-7451

City Manager/
Designated Appointee
Room 105
1300 Seventh Street
Wichita Falls, TX 76301
(940) 761-7404

I (we), the undersigned, have read and understand the grievance procedure described above which is to be used for the purpose of resolving any complaints relating to the Housing Division of the City of Wichita Falls.

Applicant

Date

Co-Applicant

Date