



NOVEMBER 2017
MONTHLY REPORTS

AUSTIN PATHWAYS



Housing Authority of the City of Austin

Established in 1937

Interoffice Memo

To: Michael Gerber, President and CEO

From: Catherine Crago, Strategic Initiatives and Resource Development
Sylvia Blanco, Executive Vice President

Subject: Austin Pathways Report for November, 2017

Date: December 7, 2017

Vision Zero is an Austin Transportation Department initiative that aims to eliminate pedestrian and bicycle fatalities and injuries caused by cars. In November three HACA residents received technical and community outreach training to prepare to educate the public about the importance of driving responsibly. In November one Vision Zero Ambassador participated in several education events at intersections which have recently been redesigned to reduce accidents. In December three residents will help promote Vision Zero goals. Removing the barrier of transportation to HACA residents has been an overarching theme since July, 2016. Austin Pathways Mobility Ambassadors have evaluated the potential of new transportation options for special HACA resident user groups: ride hailing, car sharing and now dockless bike sharing. In November, Austin Pathways team selected three potential sites for car2go and bike sharing, both dockless and docked. As a part of its participation in the Big Jump grant awarded to the City of Austin Transportation Department in August, Austin Pathways has begun to learn how bicycle ridership at seven properties can improve transportation and outcomes for HACA residents.

A local high-growth tech company named Austin Pathways its first U.S. equipment partner in November. To support youth who have made great strides, youth who are on the A/B Honor Roll, and a variety of other HACA residents striving for success, Austin Pathways team enjoyed meeting several of the firm's information technology team members; a few had first-hand experience being on the other side of the digital divide as they pursued IT fields and are thrilled to help HACA residents achieve digital and economic inclusion. The Austin Pathways team received 126 Macintosh laptops in November. The laptops have an estimated fair market value of \$83,700. Because the laptops are very high quality, many of which have 8GB and 16GB of RAM, Austin Pathways believes that residents who earn these devices will be able to use them productively for five to ten years. On November 29, Austin Pathways awarded 37 laptops to graduates of HACA's Family Self-Sufficiency program. Company staff assisted the first 13 in learning how to use their new laptops. Austin Pathways will be able to deploy these laptops to all two-year A/B Honor Roll youth that have earned a device in the beginning of the Spring semester.

Evaluating Self-Sufficiency Outcomes. On November 27, Austin Pathways and the LBJ School of Public Affairs agreed to partner to conduct an evaluation of the elements that effect the social and economic mobility of people in public and affordable housing. One of the key factors influencing resident's ability to access transportation, work and healthcare is the degree to which

they are digitally included. As a part of the research, 15 first-year LBJ School graduate students will evaluate the perceived importance of digital inclusion as a means to self-sufficiency and quality of life, as well as a qualitative and quantitative analysis of *Unlocking the Connection*. Two of the graduate students plan to conduct a case study on the potential for social and economic mobility as a result of Google Fiber being connected at Booker T. Washington Apartments. The project will present early results in February and expects to publish a report in *The LBJ School Journal*.

Central East high-speed internet expansion. In November plans were underway to promote Google Fiber adoption at Salina Apartments. Residents will participate in “before and after” surveys at Salina; workshops and classes will be delivered depending on resident needs.

“It’s not important how much you know or how much you have. It’s important how much you share.” – HACA Digital Inclusion Fellow Atif Hamedi. Hamedi believes it’s important for residents new to computers to engage in teaching others, however little they know.

NTEN Digital Inclusion Fellow Atif Hamedi began teaching a 60-hour basic and intermediate digital inclusion class at Santa Rita to both English and Spanish speaking residents on November 7. Ten residents registered. Hamedi will now offer three half-day digital literacy workshops for 30+ Arabic speaking HACA families at five properties in December, 2017. Additionally, Hamedi will provide one-on-one coaching and mentoring to HACA’s ten Tech Lab Apprentices at four sites in December and January. One resident, Mike, was especially excited to use his newfound Power Point flowcharting skills to create a family tree; Mike and other class members are now applying their flowchart skills to create a “self-sufficiency tree.”

Tech Lab Apprentices serve neighbors while building 21st century professional skills and community connections. Tech Lab Apprentices are stipend-paid HACA resident volunteers that manage labs while developing their IT skills and deepening community partnerships. The Grants for Technology Opportunities-funded “Lab Apprenticeship Program” is in its third year.

In November, Tech Lab Apprentices participated in a Kick Off for the 2017-2018 computer lab hours (11/13); they participated in two three-hour trainings with CTN covering user support (11/4) and classroom management (11/28) as well as a special training at Dropbox covering how to configure Android phones, basic cloud computing and tips for using Wi-Fi safely to make phone calls, check online banking and make phone calls (11/13). On November 16, with HACA interns and staff, seven Tech Lab Apprentices attended InnoTech, a large local conference and trade show. Lab Apprentices reported that the panels and work sessions most relevant to their work with HACA residents included: The Future of Work... Robots Empowering Humans; Bro Code: Addressing the Issue of Gender and Diversity in Tech; and the Women in Tech Networking Luncheon.

“Technology to me means freedom. Technology will give HACA residents an edge they’ve never experienced before...it will open new doors of opportunity for them”. – Lab Apprentice Applicant

HACA’s Austin Community College Work Study Internship team of eight:

- Many social services are moving to online platforms; in 2016 Blue Santa required applicants to use a web portal. In November, ACC interns staffed multiple Blue Santa

events, assisting 16 residents at Shadowbend on 11/1/2017, Manchaca II on 11/2/2017 and Santa Rita, Meadowbrook on 11/3/2017 and Manchaca Village on 11/7.

- Two interns are providing classroom assistance to Digital Inclusion Fellow who is teaching adult basic computer class on Tuesdays, Thursdays and Fridays 1:30 to 3:30 p.m. at Santa Rita. The class had several Spanish speaking residents. Intern found a way to convert their curriculum to Spanish, so they could keep up with the instructor's English lessons. To ensure that Spanish language controls would be enabled on the loaned laptop operating systems, one intern created a "Windows To Go" USB.
- Research how to optimize 10 laptops in pop up lab to increase performance. Pop up labs are used to train residents and provide computers for events like Blue Santa.
- Completed a GIS map to help Jobs Plus visually report progress using icons on a property map.
- All attended Innotech conference at the Austin Convention Center on 11/16/2017.
- Investigated a cloud software tool that could help us analyze and present device deployment data. Developed a plan on how to organize and create a workbook containing all the necessary information, using Tableau; Tableau Workbook Draft; Presented progress on Tableau workbook and gained feedback;
- Draft proposal for customer satisfaction survey. Revised Customer Satisfaction Survey.
- Used Laserfiche to archive several hundred device agreements and researched ways to use Laserfiche to automate the deployment agreement process in the field.
- Tested 12 computers for Ubuntu Freeze bug, collected data, charted and analyzed.
- Assisted with receiving, packing, loading and transporting of 126 donated laptops. Inventoried, collected specifications, assessed value, and set up logins for 41 of these laptops. Created handouts specifically for these laptops. Deployed 12 laptops to FSS graduates at luncheon on 11/29/2017.
- Surveyed 70+ residents at BTW and Shadowbend; analyzed survey data and shared observations. Researched online banking use and documented findings.
- Completed and tested printing instructions for Ubuntu desktop machines. Provided tech support to residents that earned devices and needed support printing from them.
- Assisted 30+ residents with creating gmail accounts, Q&A, troubleshooting equipment and connecting to devices, for example during Google Fiber office hours at Booker T. Washington Apartments.

Five HACA Austin Pathways interns and Austin Community College professor Masood Salami attended the HACA Thanksgiving Celebration at Doris Miller Auditorium.

Fall 2017 interns will provide final presentations on what they learned to ACC and HACA staff on Friday, December 8 and Friday, December 15, 2017. Austin Community College has confirmed a Spring cohort of 8 to 10 students.

ConnectHome Nation Mentor City Participation. ConnectHome, the White House-HUD initiative launched in August, 2015 and inspired by *Unlocking the Connection* has expanded to an additional 20+ cities. Austin participated in the ConnectHome Nation Summit 2017 October 31 – November 1, 2017. Our role is to serve as Mentor City to the 26 new ConnectHome Nation participants.

Catherine Crago participated on three panels and facilitated a “Problem Solving in 5 Easy Steps!” work group. Problems presented by other public housing authorities included: How to acquire technical support to navigate negotiating with Internet Service Providers and How to navigate fundraising with and without a non-profit subsidiary.

HACA’s presentation for “**In-Depth Strategies for Connecting with Your First Partner – Residents!**” focused on how to use HACA’s Digital Ambassador program to propel internet and technology adoption. The stories of three outstanding HACA resident Digital Ambassadors were presented to provide concrete examples of how other communities can replicate the Digital Ambassador program. (The Digital Ambassador program has been replicated by at least three other cities; at the Summit several other cities requested our forthcoming Digital Ambassador Toolkit.) Also presenting on the panel: Choctaw Nation Housing Authority, Philadelphia Housing Authority & PhillySEEDS, New York City Housing Authority and Tampa Housing Authority.

Media and Public Appearances

In November the Austin Forum on Technology and Society selected Austin Pathways’ *Unlocking the Connection* program the beneficiary of a new monthly smart phone drive. The Forum’s Annual Tech for Giving and Sharing will feature *Unlocking the Connection*; each month Austin Forum attendees will be encouraged to donate smart phones that can help HACA residents navigate Austin’s “smart city” tools and technologies. Monthly attendance ranges from 150 to 300+ people.

The Austin Forum engages and informs the Austin community about the importance and impact of technology on society and stimulates discussions, collaborations, and partnerships on new technology opportunities. The Austin Forum was launched in September 2006. Since its inception, the series has featured distinguished speakers on a wide variety topics. The Austin Forum was previously coordinated by the Texas Advanced Computing Center (TACC) and was held on the J.J. Pickle Research Campus in North Austin and at the AT&T Conference Center at The University of Texas at Austin.

To celebrate the **3rd Anniversary of *Unlocking the Connection***, a variety of social media and other celebrations of achievements, partners and broader community support are planned. Celebration communication will take place from mid-December to the end of January, 2018. Communications will be designed to integrate with Austin Pathways’ 5th Annual Amplify Austin campaign which takes place March 1 – 2, 2018.

FINANCE



Housing Authority of the City of Austin

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INTEROFFICE MEMORANDUM

DATE: November 21, 2017

TO: Board of Commissioners
Michael G. Gerber, President & CEO

FROM: Martha Ross, CPA, Chief Financial Officer

SUBJECT: OCTOBER 2017 FINANCE REPORT

This report contains financial status of all programs administered by the Housing Authority of the City of Austin and its blended component unit subsidiary corporations for the seven months ended October 31, 2017.

ALL PROGRAMS COMBINED

All programs combined produced excess revenue of \$1,302,477 compared to the budgeted excess revenue of \$1,387,191 for the seven months ended October 31, 2017. As of October 31, 2017, HACA has an estimated combined, non-federal reserve balance of about \$15.5M.

CENTRAL OFFICE

The Central Office produced excess revenue \$681,813 for the seven months ended October 31, 2017.

LOW RENT PUBLIC HOUSING

The Low Rent Public Housing program with all Asset Management Projects (AMPs) combined produced a deficit of \$740,891 compared to the budgeted deficit of \$361,312 for the seven months ended October 31, 2017. Operating Revenue and Expenses by AMP is also included.

PATHWAYS ASSET MANAGEMENT

Pathways Asset Management with the properties converted in the Phase I RAD program produced excess revenue of \$299,598 compared to the budgeted excess revenue of \$144,570 for the seven months ended October 31, 2017.

HOUSING CHOICE VOUCHER PROGRAM

The Housing Choice Voucher Programs produced a net of \$0 for the seven months ended October 31, 2017 compared to the budgeted deficit of \$155,908.

SHCC PROGRAMS COMBINED

SHCC Programs combined produced \$990,770 for the seven months ended October 31, 2017, compared to budget of zero. Management Fee of \$4,721,702 was paid to the Central Office.

AAHC PROGRAMS COMBINED

AAHC programs combined produced excess revenue of \$1,114,520 for the seven months ended October 31, 2017 compared to the budgeted excess revenue of \$1,655,176 after paying \$899,115 Management Fee to the Central Office.

BLUEPRINT HOUSING SOLUTIONS

Blueprint Housing Solutions produced excess revenue of \$18,626 for the seven months ended October 31, 2017 compared to the budgeted excess revenue of \$907.

AUTIN PATHWAYS

Austin Pathways generated total revenue of \$338,599 from donations and HACA contributions and \$306,524 was expended as of October 31, 2017.

RAD CONVERSION

We budgeted \$1,392,439 toward RAD Conversion expenses and \$812,255 was expended as of October 31, 2017.

ANALYSIS OF OPERATING RESERVES FOR ALL PROGRAMS

We ended 2017 fiscal year with a consolidated Unrestricted Net Position (excess assets over liabilities) of \$31 million for all programs. For purposes of this monthly update, we estimate that as of November 30, 2017, we have approximately \$15.5M in our operating reserve.

CAPITAL FUND PROGRAM (CFP)

The 2015 Capital Fund Program (CFP) for \$2,370,772 was awarded with a program year from April 13, 2015 to April 12, 2019. The 2016 Capital Fund Program (CFP) for \$2,454,926 was awarded with a program year from April 13, 2016 to April 12, 2020. The 2017 Capital Fund Program was awarded \$1,747,395 from August 16, 2017 to August 15, 2021. The Capital Fund Emergency Safety and Security program of \$248,569 was awarded with program year July 14, 2016 to July 13, 2020 for Thurmond Heights.

RESIDENT OPPORTUNITIES AND SELF SUFFICIENCY (ROSS GRANT)

The 2016 ROSS Public Housing and Housing Choice Voucher FSS Grant for \$248,317 was awarded by the department of HUD with a grant period from January 1, 2017 to December 31, 2017. The 2015 City Wide Advisory Board ROSS Service Coordinator Grant for \$245,991 was awarded by the department of HUD with grant period from September 1, 2016 to August 31, 2019.

2015 JOBS PLUS PILOT PROGRAM GRANT

The 2015 Jobs Plus Pilot Program Grant for \$2,700,000 was awarded by the department of HUD with a grant period from May 16, 2016 to September 30, 2020.

HOME - TENANT BASED RENTAL ASSISTANCE (TBRA) PROGRAM

The TBRA grant was awarded by the City of Austin with a total budget of \$527,000 and the grant period from October 1, 2016 to September 30, 2017; \$500,000 was also received from the City of Austin for a short-term Rental Assistance Pilot program with a grant period from March 1, 2014 to February 28, 2018.

S8 Mod Rehab SRO PROGRAM

The SRO HAP contract was awarded by the department of HUD with a total budget of \$326,150 and with the contract period from April 1, 2017 to March 31, 2018.

CONTINUUM OF CARE (SNAP)

The Continuum of Care Program was awarded by the Department of HUD for \$608,898 with a grant period from May 1, 2017 to April 30, 2018.

**HOUSING &
COMMUNITY
DEVELOPMENT**

Community Development Report for November 2017

Featuring: Health and Wellness Programs and Partnerships

* Community Development reports will now feature one program area per month (youth, workforce development, health and wellness and grants). This will be on a repeating cycle so that each program area is reported on once per quarter/ four times annually. Due to varying partner reporting and contract dates, some data may reflect services provided during the previous month or two months prior. This report provides information on services delivered in October 2017 and November 2017 (as noted).

Family Eldercare / Elders Living Well!

To proactively address barriers to aging-in-place, on-site Service Coordinators provide needs assessment, service coordination, case management, educational seminars, benefits counseling, and referral to evidence-based practices at each of HACA's Elderly/Disabled designated properties. In partnership since 2009, services are now maintained through HACA funding, as well as City of Austin Social Service and St. David's Foundation grants to Family Eldercare.

Property	Number Served in October (*November report not yet provided)
North Loop	84 elderly, 11 non-elderly
Gaston	64 elderly, 9 non-elderly
Lakeside	123 elderly, 11 non-elderly
RW/Salina**	Included with the Family Eldercare report for HACA family sites.

TOTAL 271 elderly, 31 non-elderly

A total of 359 residents have received services 1+ times, fiscal year to date, with 168 actively receiving service coordination during the month of June. One resident received direct financial assistance from FE in October for rent assistance, and 100 residents purchased deeply discounted, reduced-fare bus passes. Programs with the highest level of participation this month included: Coffee Chat on the *Texas Senior Medicare Fraud Patrol* (Gaston, Lakeside and Northloop), shopping trip to Wal-Mart (Gaston). Services with the highest utilization during October included: Transportation; Benefits/Entitlements/Insurance enrollment and support; health care services; and general information and referral.

Special activities for North Loop and Gaston residents during RAD construction continued during October and November. To date, the activities have had fair attendance, and have been coupled with other regularly scheduled activities to leverage participation.

Elderly/Disabled Services Coordinator for HACA Family Properties

October 2017 was the first month of a new contract with Austin Pathways providing a service coordinator to serve Chalmers Court, Rosewood/ Salina properties. The goals of the first month were to have the new Family Eldercare staff member be orientated to the new duties, complete office set up, become familiar with her HACA team and to start outreaching to the residents. The FEC service coordinator has been involved with the following outreach events or activities:

- Engaged with the Chalmers Resident Council president; Attended Chalmers resident council meeting
- Met and engaged with all HACA management staff at both properties and
- Met key staff member at Rosewood/ Salina Andrea Smith and with Jobs Plus Team members.
- Door to door outreach with Fall goody bags with the Resident Council president

Property	Number Served: Current Month	Number of Resident Contacts
Chalmers	8	12
Salina**	5	13
Rosewood**	11	15
TOTAL	24	40

Central Texas Food Bank:

Senior Program: HACA has expanded its partnership with the Central Texas Food Bank (CTFB) to participate in the federal Senior Grocery Program. This program provides seniors 60+ (at or below 130% of the Federal Poverty Guideline) with 30 pounds of shelf stable groceries and cheese monthly, at 15 HACA properties. Currently, there are 276 residents eligible for this program; since January 2017, 236 or 86% of eligible residents have enrolled. Boxes are delivered to each property on the 2nd, 3rd and 4th Mondays of the month, based on the following schedule.

2 nd Monday of Month	Lakeside – 8:00 to 9:30 AM, Gaston – 10:30 AM to Noon, Goodrich – 1:00 to 1:30 PM, Bouldin Oaks – 2:00 to 3:30 PM
3 rd Monday of Month	North Loop – 8:00 to 9:30 AM, Thurmond – 10:00 – 10:30 AM, Georgian 11:00 – 11:30 AM, Coronado Hills – Noon to 1:00 PM
4 th Monday of Month	Chalmers – 10:00 to 11:00 AM, Santa Rita – 11:00 – 11:45 AM, Rosewood – Noon to 1:00 PM, Booker T. Washington – 1:00 – 2:00 PM

Senior Wellness Specialist Highlights: Lakeside, Gaston & North Loop

- Gaston: Coordinated resident activities to provide during RAD construction – including movies, bingo, arts and crafts and board games; sought residents to help organize these activities.
- Gaston: Worked with property management, RAD Resident Relocation Team to address various resident concerns related to RAD move-outs and transition. Assisted ACFC to prepared for Arts/Crafts /Thanksgiving Luncheon for both sites.
- Gaston, Lakeside and Northloop: Assisted with the Turkey Distribution and Capital Area Food Drop.
- Gaston, Lakeside and Northloop: Assisted with bingo, movies, and other resident activities.
- Lakeside: Conducted Elderly Home Visits with Family Eldercare Service Coordinator
- Lakeside: Met with St. David’s Church Pastor Michael and Kimberlyn to plan gardening and a picnic in April
- Northloop: Assisted 20+ residents with essential items needed for the new units they were relocated to during RAD construction.
- Northloop: Assisted residents with hospice transitions and securing durable medical equipment.

Recurring or Monthly Resident Wellness Specialist Activities

- Completion of Resident Council Monthly Calendar/Minutes/Meeting Agendas.
- Creation of Lobby Monitor schedules; completion and approval of time logs and check delivery.
- Monthly Resident Council/Board Meetings/AROW/Birthday events.
- Outreach and flyering for various events and trainings.
- Residents assisted with financial assistance = 3 (Gaston -1, Lakeside – 1, North Loop – 1)
- Assistance with Central Texas Food Bank deliveries at Senior and family properties.

Resident Council Updates

- Mary Gonzales-Limas attended 11 of the 14 Resident Council meetings in the month of July; continue outreach and strengthening newer councils, including Thurmond and Meadowbrook.

Health and Wellness Grants Update

Anderson Foundation - \$15,000; a challenge match grant to fund a floating Elderly/Disabled Services Coordinator for HACA Family Properties to supplement referral services provided by HACA staff by providing more specialized on-site clients services to the “hidden elderly. Pilot services to be provided at Chalmers Courts or Thurmond Heights.

Moody Foundation - \$60,000: to support a floating Elderly/Disabled Services Coordinator for HACA Family Properties, to complement the continuum of services already provided by Family Eldercare at HACA’s elderly/ disabled properties.

Developing Partnerships:

On June 26, 2017, representatives from the St. David’s Foundation conducted a site visit at BTW to learn more about HACA’s health-related supportive services and programs. During the visit, HACA staff was able to highlight how HACA and St. David’s Foundation’s strategic priorities align in a number of areas. St. David’s Foundation representatives had an opportunity to hear directly from residents regarding health supportive service needs, and staff in turn shared why there is a desire to hire a dedicated Health Services Coordinator. Since June, conversations between HACA and St. Davids Foundation have continued and have focused on the areas that St. Davids is interested in supporting.

Similar conversations have also continued with Perla Cavazos, Director of Governmental Affairs at Central Health. She and her team have recently reviewed the number of HACA residents that are receiving services through the local CommUnity Care Clinics, as well as those HACA residents receiving MAP and making emergency room visits. With a holistic approach to physical and behavioral health at the Community Care Clinics, Ms. Cavazos is suggesting further discussions with HACA and CommUnity Care outreach staff regarding how to better partner to provide the necessary behavioral health supports that HACA residents need. These conversations will continue through the next few months to see where the current partnership may be further developed.



Housing Authority of the City of Austin

Established in 1937

HOUSING AND COMMUNITY DEVELOPMENT

To: Michael Gerber, President and CEO
From: Pilar Sanchez, Vice-President of Housing and Community Development
Subject: Housing Operations: **January 2017**
Date: February 3, 2017

The following is a summary of activities within the Housing and Community Development Department during the period of **01.01.17 to 01.31.17**

Inspections:

Annual Inspections/Uniform Physical Condition Standards (UPCS): There are a total of 1,257 units within the Public Housing portfolio and 582 units within the RAD/PBRA portfolio. HACA is required to conduct annual inspections of its properties on an annual basis.

- FY 16-17 UPCS Annual Inspections began on July 18, 2016.
- FY 16-17 UPCS Annual Inspections were completed on January 10, 2017.
- Approximately 25% of the units at each property were inspected on a monthly.
- Blueprint staff conducted the inspections.
- The list of completed UPCS inspections for the month of **January 2017** is as follows:

Property	Units Inspected	Inspection Date
Bouldin Oaks	22	January 9, 2017
Manchaca Village	33	January 9, 2017
Northgate	24	January 10, 2017

HUD/REAC Inspections:

- HUD recently rescheduled Chalmers, Lakeside, Meadowbrook, and Rosewood REAC Inspections along with Thurmond, Northgate Scattered Sites (SS), Shadowbend SS, and Gaston. HACA is working to postpone the REAC inspection for several properties due to the RAD transition. HACA is preparing for REAC inspections and has plans for each property. We expected 16 properties to be scheduled for their HUD REAC UPCS Inspection in the 1st quarter of 2017; so far we have been able to postpone those. The 8 converted RAD properties can be inspected in the spring of 2017. If rehabilitation is in progress at any of our properties, that inspection will be delayed. Should HUD attempt to schedule inspections for any non-converted properties, HACA will request to postpone until after the RAD Conversion and/or after construction.
- Latest UPCS inspection results from REAC:

Property	Inspection Date	Score
Santa Rita Courts	3/4/16	95c*
Booker T. Washington	4/22-24/2015	99b
Rosewood / Salina	4/7/14	93b
Meadowbrook Courts	4/9/14	91c*
Chalmers Courts	4/10/14	91c
Bouldin Oaks	4/11/14	93c
Northloop	5/28/14	99b

Lakeside	5/29/14	99b
Gaston Place	5/30/14	99b
Thurmond Heights	6/5/14	95c
Northgate / Coronado Hills	6/21/14	97b*
Georgian Manor	6/26/14	96b
Shadowbend, Manchaca Village, Manchaca Village II, and Goodrich	6/30/14	99b*

Occupancy:

- Elite Data: Current occupancy is **99.36%**, reflecting 8 vacancies. There are also **49** units in modernization status at Thurmond Heights; **1** unit off-line at Lakeside being used 1-as a Non-Dwelling office space for Family Eldercare; **1 unit** off-line at Chalmers being used as a Non-Dwelling office space for the Jobs Plus program; **12 units** off-line at Meadowbrook reserved for RAD relocation; **8 units** off-line at Gaston reserved for RAD Rehab; **7 units** off-line units at Bouldin Oaks reserved for RAD relocation; Turnaround time from **12.01.16 – 12.31.16** was **9 days**.

Safety:

Currently, there are **52 Officers** on contract with HACA and available to patrol our communities.

PIC and EIV Reports:

The Trainer reviewed the following reports this month :

- PIC Reports
 - Occupancy and Aging Reports – An occupancy rate of **99.36%** with 8 active (1 of which is the Jobs Plus Unit at Chalmers) vacancies reported. There are **49** HUD-approved MOD units at Thurmond.
 - Delinquency Report – PIC submission rate ending **12.31.16 (most current in PIC)** was **99.66%**
 - Reexamination Report – Effective **12.31.16 (most current in PIC)**, **four (4)** delinquent re-exams were reported; 2 are due to evictions and 2 are being corrected by management.
 - Tenant ID Management Reports
 - Possible Duplicate Tenant Report – **Six (6)**- all being resolved by management;
 - Invalid Tenant ID Reports – **Twelve (12)**- all being resolved by management;
- EIV System Reports
 - Identity Verification Reports –
 - EIV Pre-Screening Report
 - **One (1)** Case
 - 1 being resolved by management
 - SSA Screening Deficiencies Report
 - **Three (3)** Cases
 - All due to data error being corrected by management
 - Deceased Tenant Report – **Zero (0)**- Report Clear;
 - Immigration Report – **Zero (0)**-Report Clear;
 - Multiple Subsidy Report – **Two (2)**- They are being resolved by management.

EIV Bad Debt Module: As of **11/3/16**, the Module is up to date for LIPH. Currently Angelica Fabrizio (new PH Specialist) does not have full access to EIV and cannot provide updated information on Bad debts. Please use 11/3/16 data until the report can be run next month.

Rent: **October** rent collection as of **10.31.16** was **98.36%**.

Legal Report: **14** open cases are pending Arthur Troilo’s (legal counsel) action and recommendations.

End of Report

HUMAN RESOURCES



HOUSING AUTHORITY OF THE CITY OF AUSTIN

MEMORANDUM

To: Michael Gerber, President/CEO
From: Gloria Morgan, Human Resources Director
Subject: **Monthly Report**
Date: December 7, 2017

Recruitment / Diversity Efforts:

In an effort to build a direct pipeline of highly qualified and diverse candidates for available positions at HACA, the Human Resource team began to build and develop relationships with the Texas Workforce Commission (TWC), reached out to several Historically Black Colleges and Universities (HBCUs) across the area and collaborated with Indeed.com.

For the month of November, Lydia Perez, Human Resource Manager, contacted TWC to discuss how we can be listed as one of their employers of choice. During the conversation, it was agreed that it would be advantageous for both, HACA and TWC, to build upon the relationship by attending their monthly general information sessions. On December 19, 2017, Martha Gilbert, Human Resource Generalist, is scheduled to attend a job fair sponsored by TWC. While in attendance, she will have an opportunity to recruit potential applicants and encourage them to apply for positions in our agency via our website and applicant portal. She will also be able to provide them with details of our benefits and inform them why we should be their employer of choice. Additionally, we will benchmark our efforts by updating our metrics in our applicant system (Applicant Pro) to measure outcomes of building that relationship.

In our efforts to continue to attract and recruit a more diverse population, we have partnered with Prairie View A & M University, the University of Houston and Grambling State University. We are now posting our jobs on their websites and have also requested to be notified of their upcoming career fairs, throughout the year, in order for us to make plans to be in attendance. We are hopeful this will provide hiring managers with a more diversified pool of candidates. These contacts will be utilized in addition to the local colleges and universities where we currently post available positions. Again, the department will benchmark our efforts by updating our metrics, in our applicant system to measure outcomes of building these relationships.

For positions that are difficult to fill, such as Apartment Maintenance Technicians and the Truck Driver/Fleet Assistants, the HR Department has collaborated with Indeed.com. Indeed will highlight these positions, which drives potential candidates to these positions. Also, our applicant system (Applicant Pro) was modified to allow applicants to apply with their mobile device. As a result of this change, the last two successful hires applied via their mobile device and were sourced through Indeed.com.

As time allows and the process continues, the Human Resources department will continue to search for additional ways to expand our recruitment efforts to attract qualified candidates to the agency.

**PRESIDENT/CEO'S REPORT TO
BOARD OF COMMISSIONERS**
By Gloria Morgan, Human Resources Director
Number of Employees as of December 7, 2017 = 246
Regular Full Time – 241
Part Time – 5

NEW HIRES (1) November 8, 2017 – December 7, 2017

Webster, Wesley	Truck Drive/Fleet Assistant	Executive
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TERMINATIONS/ RESIGNATIONS (2) – November 8, 2017– December 7, 2017

R=Resigned T = Terminated L= Lay Off A = Abandonment G =Grant

Jett-Martinez, Carlos (R)	Apartment Maintenance Technician	HCD
Sepeda, Juanita (R)	TRACS Data Analyst	SHCC

The Housing Authority of the City of Austin

OPEN POSITIONS (3) as of December 7, 2017

<u>POSITION</u>	<u>DATE POSTED</u>	<u>DEPARTMENT</u>
Apartment Maintenance Technician	10/07/2017	Housing & Community Development
Property Manager I	12/01/2017	Housing & Community Development
Property Manager II	12/01/2017	Housing & Community Development
Property Manager Trainer	11/13/2017	Housing & Community Development
Community Development Director	11/17/2017	Housing & Community Development

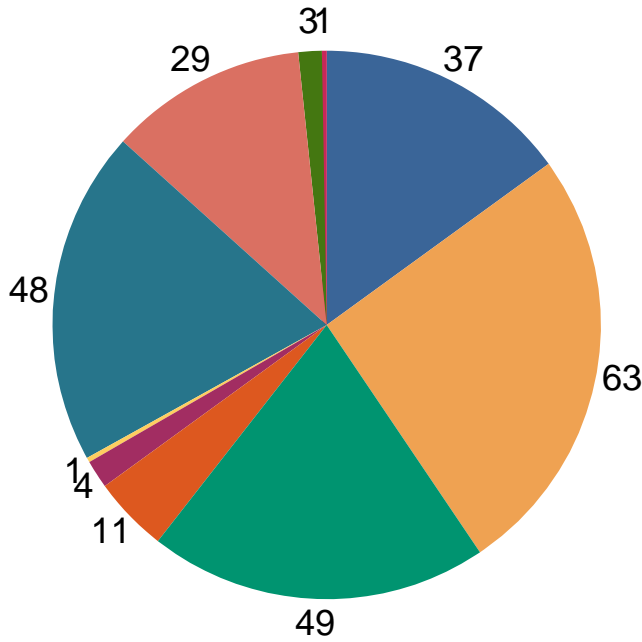
Southwest Housing Compliance Corporation

OPEN POSITIONS (0) as of December 7, 2017

<u>POSITION</u>	<u>DATE POSTED</u>	<u>DEPARTMENT</u>

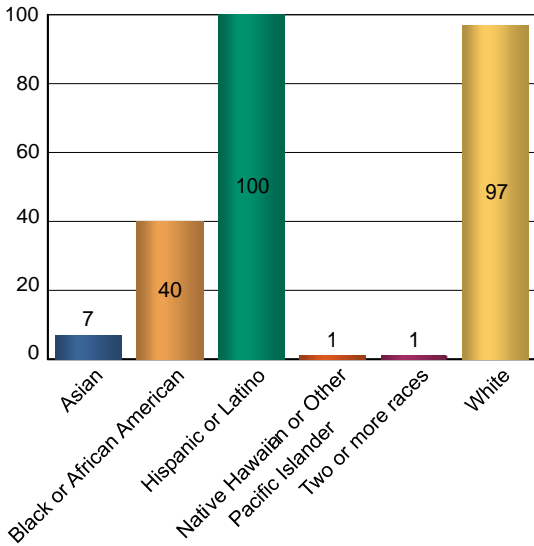


HACA Monthly Diversity Report

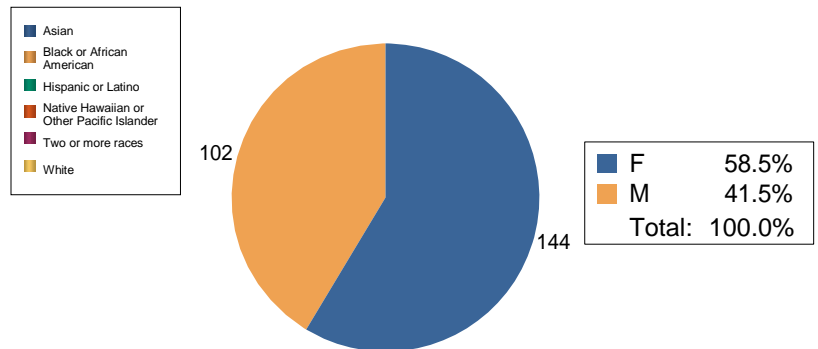


Hispanic or Latino Males	15.0%
Hispanic or Latino Females	25.6%
White Males	19.9%
Black or African American Males	4.5%
Native Hawaiian or Other Pacific Islander Males	1.6%
Two or More Races Males	0.4%
White Females	19.5%
Black or African American Females	11.8%
Native Hawaiian or Other Pacific Islander Females	1.2%
Asian Females	0.4%
Total:	100.0%

Ethnicity



Gender



Housing Authority of The City of Austin Dashboard

Activity Overview of Last Month

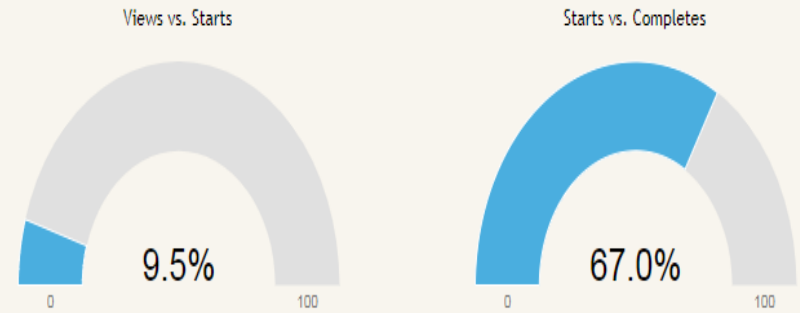
Opened Jobs	6
Closed Jobs	6
New Applicants	257
Interviewed	23
Total Hired	1
Hired - External	1
Hired - Internal	0

Coming up this Month

Jobs Closing	3
Calendar Events	0
Applicants w/No Status	6111

Conversion Effectiveness

07-Nov-2017 07-Dec-2017



Source Performance

07-Nov-2017 07-Dec-2017

Most Applications

#	Source	Total Apps
1	Indeed	145
2	Housing Authority of The City of Austin Website	60
3	Other	17
4	Employee Referral	15
5	ZipRecruiter Organic	12

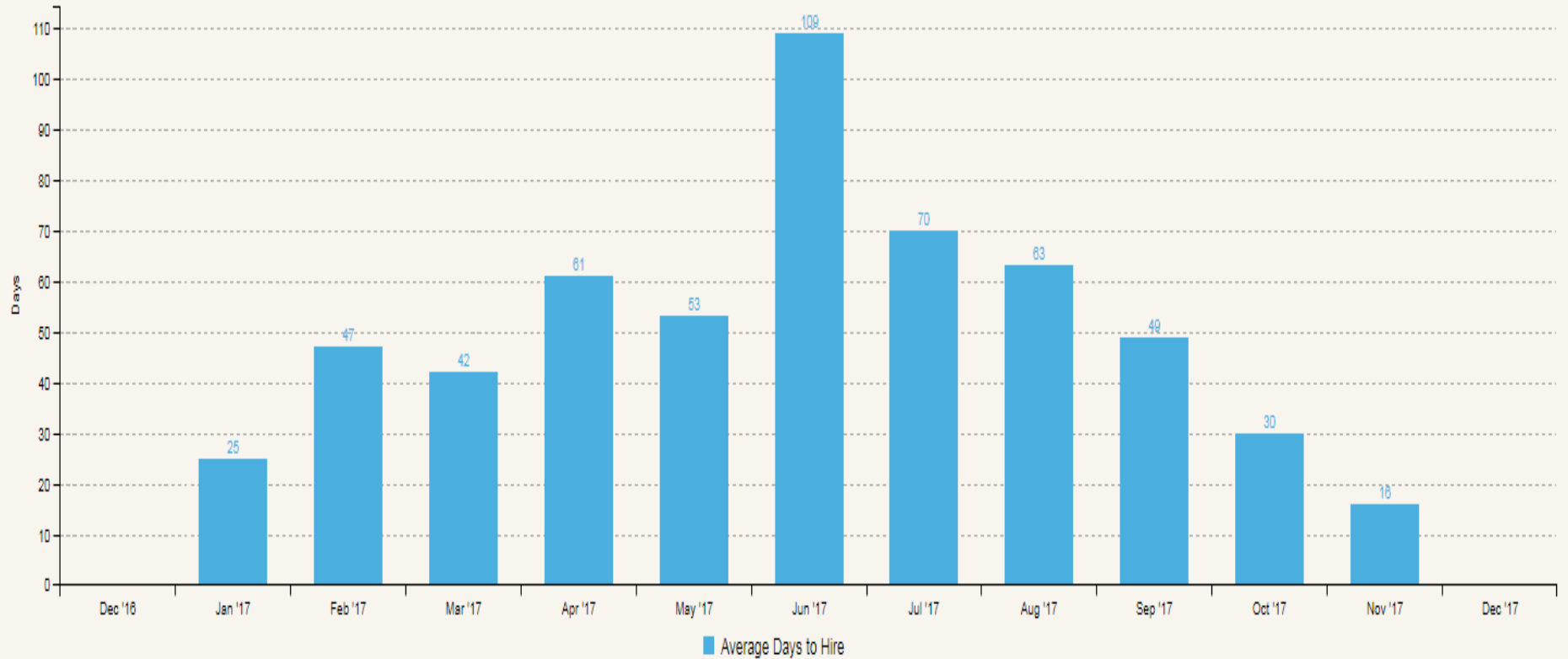
Most Hires

#	Source	Total Hires
---	--------	-------------

Best Applications per Hire Ratio

#	Source	Apps/Hires
---	--------	------------

Showing Dec/2016 to Dec/2017



Date: 08-Dec-2017



MANAGEMENT INFORMATION SYSTEMS



Housing Authority of the City of Austin

Established in 1937

Interoffice Memo

To: Sylvia Blanco, Executive Vice President

From: Andrea Galloway, Director of MIS

Subject: MIS Report for November 2017

Date: December 7, 2017

- MIS
 - Work orders completed – 271
 - Security requests completed – 6
 - Reviewing Cyber Security quote request scopes
- Laserfiche
 - Continued efficiency updates and paperless planning for Assisted Housing
 - Continued efficiency updates and paperless planning for HCD
 - Multiple new hire and department staff trainings sessions held
 - Working on Reasonable Accommodations Process
- Admissions
 - Working on web replacement for WebApp and Applicant Portal
- Compliance
 - Assisting on Section 3 Processes
- Executive
 - Working on NOVUS Agenda
- Housing & Community Development
 - Continued computer dismantling and installation for property offices and community rooms due to remodeling
 - Working on fiber ring Internet replacement
 - Coordinating multiple Yardi projects
 - Reviewing and coordinating security projects at Northloop, Gaston, and Bouldin
 - Assisting maintenance staff with cell phone issues
- Human Resources
 - Weekly meetings to discuss and implement new data efficiencies
 - Customizing reports for new system

PLANNING & DEVELOPMENT

Housing Authority of the City of Austin

Established in 1937

PLANNING & DEVELOPMENT MONTHLY REPORT

To: Michael Gerber, President & CEO
From: James Teasdale, Planning & Development Director
Date: December 6, 2017

CFP and Other Funds Status:

CFP Year	Implementation Schedule		Current Status	
	<i>Obligated</i>	<i>Expended</i>	<i>Obligated</i>	<i>Expended</i>
2015-726 CFP \$2,370,772.00	90% 4/12/17 \$2,133,694.80	100% 4/12/19 \$2,370,772.00	100% 1/31/17 \$ 2,370,772	96% 11/30/17 \$ 2,267,058.30
2016-727 CFP \$2,454,926.00	90% 4/15/18 \$2,209,433.40	100% 4/15/20 \$2,454,926.00	99% 11/30/17 \$ 2,427,115.59	60% 11/30/17 \$ 1,466,692.51
2017-728 CFP \$1,747,395.00	90% 8/16/2019 \$1,572,655.50	100% 8/16/2021 \$1,747,395.00	21% 11/30/2017 \$ 364,890.00	4% 11/30/2017 \$ 74,756.83
2016-THURMOND ESSG CFP \$ 248,569.00	90% 4/13/2017 \$ 223,712.10	100% 4/12/2018 \$ 248,569.00	98% 11/30/2017 \$ 243,678.00	31% 11//30/2017 \$ 76,153.34
2014-EPC Phase 2 Total Funding \$13,700,000.00 PROJECT COMPLETE	90% (revised) 3/31/16 \$12,330,000.00	80% (revised) 12/31/17 \$ 11,000,000.00	80% of total 11/30/17 \$ 10,939,849.86	80% of total 11/30/17 \$ 10,939,849.86

Projects Status:

- **Water Heater Closet Doors and Bathtub/Shower Replacements—Bouldin—**Assisting the site with project development, bids, and contract/project management for these needs funded by the rebates provided through the Energy Performance Contract and deposited with the Bouldin development. **Complete.** Project value = \$86,070.00
- **Safety & Security Improvements—Thurmond Heights—**By competitive grant, HACA will make improvements to safety and security at the *Thurmond* site, also utilizing exterior site LED lighting, fencing improvements, and installing a CCTV system in the Mgmt. & Community Center. The CCTV system has been installed in the Office Center, all site trenching and underground wiring has been completed and new pole light installations are now in place and energized. Austin Energy has yet to upgrade all 46 Night Watchman pole lights on site with new LED fixtures for additional, and more economical, lighting. Still working with Austin Energy on their portion of the project and scheduling the pole light change outs. **Complete.**
Project value = \$ 248,569.00.
- **USHUD 2017 Capital Fund Program—**All 2017 CFP documents have been received back from USHUD, APPROVED, and the fund account has now been spread in the federal system for drawdown and expenditure. Currently awaiting completion of the USHUD required environmental clearance of all work items prior to further obligation or draw down of funds. **In process.**
Fund Value=\$1,747,395
- **USHUD 2018 Capital Fund Program—**Development of a CFP Plan and related work items for 2018 funding, that will only be received for those developments that have not transitioned to RAD. Emphasis is placed on specific identified work items that will relieve those sites of those projects, when going through RAD conversion.
- **USHUD Capital Fund Program Performance & Evaluation Reporting—**Currently working on fund budgets and project revisions to all open Capital Fund Programs, as of September 30, 2017. All programs are adjusted and revised at this time of each year, to reflect and accommodate the agency's current needs, and incurred projects and expenditures. All programs are subject to major modifications, due to RAD activities and new property closings. These revisions are then provided to the USHUD for approval and re-allocations in the CFP budget system. **In process.**
- **Lighting Improvements—Rosewood & Salina--**Replacement of existing exterior wall-pak light fixtures on the residential buildings, as well as exterior lighting around the Office/Community Center & Maintenance Shop with all LED lighting for improved security and energy efficiency. **In process.**
Project value = \$20,000.00
- **Interior Renovations, Final Phase IV, Rehab—Thurmond Heights—**The final 16 buildings containing 32 Units of the site are all underway, and are undergoing substantial renovation, including improved floor plans for better functionality of spaces, with adjusted kitchen cabinet layouts, relocating W/D connects, adding cabinets, ceramic tile and vinyl plank floors, new/upgraded trim and case work, utilizing tank-less WH's for improved efficiencies, all new insulation, replacing & upgrading elec. wiring systems for higher capacity, exterior siding replacements and full exterior re painting, and new, central HVAC systems that include high efficiency air conditioning. Work commenced in late May, 2017, with approx. 300 days or less for completion, planned for approx. April, 2018.
Project value = \$2,070,333.00 **In process.**
- **Parking Lot Renovations, Phase II—Thurmond Heights—**Full removal of existing asphalt surfacing in the remaining four of the sites' seven existing resident parking lots and

replacement with new base materials and surfacing, along with ADA parking lot & sidewalk access modifications, and restriping work. Project began on August 18th, with an end date of January 15, 2018. Project value = \$ 319,054.00. **In process.**

- **RAD Phase 1 Transition Planning & Construction**—*Gaston Place, Bouldin Oaks, Georgian Manor, North Loop, Northgate West, Shadowbend Ridge, Manchaca II, Manchaca Village, and Coronado Hills*—Work at Manchaca Village and Shadowbend, is now complete. At North Loop, floors 1, 5, 4 and 3 are complete and re occupied. Floor 2 is in process of inspections, punch out, and re-occupancy to begin soon. Georgian and Northgate are both also under work, with interior and exterior portions of the scope, with Georgian at approx. 80% completion, while Northgate is approx. 60% complete. Some site work planning and fine tuning is still underway with the A/E Design/Build team to ensure the best outcomes. Completion scheduled for Dec. 31, 2017. **In process.** Project value = approx. \$17,000,000.
- **RAD Transition Planning & Construction**—*Chalmers, Rosewood, Santa Rita, Lakeside, Salina, Goodrich, Thurmond Heights and 22 SF Homes*—All RAD property condition reports, as well as Reserve for Replacement Schedules are all being reviewed by teams that include members of all HACA PH Dept.'s and scopes of work developed for all remaining PH inventory communities that will undergo RAD actions, in the near future. Capital Funds may be used to address many of these identified needs, thereby reducing the amount of work scope and costs that would be needed for the RAD transition. **In process.**
- **RAD Phase 2.1--Meadowbrook & Booker T. Washington---**Project scopes and plan-sets for the next two selected straight conversion sites of *Booker T. Washington* and *Meadowbrook Apartments* were developed, solicited and awarded. HACA closed on those RAD transactions in October, 2017. Some site work at BTW has begun, while waiting on City of Austin permitting processes to finalize. Confirmation of new site lighting pole locations was performed Dec.7, with site staff, in order to provide for the best results. **In process.** Project Value = approx. \$2,160,000.00
- **Water Boiler Replacements**—*Lakeside*—Currently developing projects to replace the existing domestic water boiler and heating boiler system serving Lakeside residents. **In process.** Project value = approx.\$175,000
- **Scattered Site Single Family Home Renovations**—Working with site staff to identify needs for these PH Units, including siding replacements and repairs, and other interior and exterior renovation needs. **In process.** Project value = approx. \$200,000
- **Google IT Wiring**—Working with Google installation design teams on all properties, to develop fiber installation strategy and plans. Google Fiber initial wiring is now **COMPLETE** at *Manchaca Village, Meadowbrook, Bouldin Oaks, Shadowbend, Booker T. Washington, and Salina.* *Gaston Apartments* infrastructure wiring is in now in place for the first of four separate wings of that rehab project.. **In process.**
- **Unit Renovations**—*Lakeside & Santa Rita*—As requested by site staff, assistance with full renovation of one Unit at each of these developments. Units are beyond the normal scope of maintenance make ready, and require full rehab work of abatement, flooring replacement, cabinetry and door replacements, appliances, etc., to bring back to standard HACA quality. **In process,** on the Lakeside Unit, while bids are currently being solicited for the Santa Rita unit. Project Value = approx. \$45,000

**SECTION 8 – HOUSING
CHOICE VOUCHER
PROGRAM**



Housing Authority of the City of Austin

Established in 1937

To: Michael Gerber, President & CEO
 From: Lisa Garcia, Vice President of Assisted Housing
 Subject: Monthly Report
 Date: 12/7/2017

Summary of Total Families Housed for all Rental Assistance Programs for Nov 2017	
Housing Choice Voucher Program	5,264
Mainstream Vouchers for persons with disabilities	59
TBRA Homeless Program	56
TBRA Homeless 1115 Waiver Program	13
Continuum of Care Grant (COC)	70
SRO	50
Total Housed all Rental Assistance Programs	5,512
Total Rental Assistance Paid all Programs	\$4,422,570

Housing Choice Voucher Program				
ACC	Vouchers Approved	Current Vouchers Leased	Current Monthly HAP	Monthly Funding 2017
V01	5253	4611	\$3,757,771	
VPO	0	123	\$96,041	
TPV	3	2	\$195	
VASH	464	412	\$249,175	
FUP	85	77	\$76,120	
NED	36	25	\$15,411	
ICV	14	14	\$11,309	
Total Leased	5855	5264	\$4,206,022	
VMS	59	59	\$42,848	\$43,137
VPB		43	\$43,090	

VASH – Homeless Veterans; FUP – Family Unification Program; NED – Non Elderly Disabled; ICV – Conversion Vouchers; VMS – Mainstream Vouchers for non-elderly disabled persons; VPB – Incoming portable vouchers billing initial agency

Issued Vouchers By Increment For CY 2017								
Month	V01	Homeless Preference	Family Preference	Disability Preference	Elderly Preference	VASH	NED	FUP
January	11	4	2	5	0	0	1	0
February	5	3	1	1	0	3	2	0
March	28	9	9	7	3	8	0	0
April	5	5						
May	7	7						
Total by Increment	56	28	12	13	3	11	3	0

Total Voucher issued: 70

Applicants on Housing Choice Voucher Waiting List: 1,206

Issued Vouchers By Increment For CY 2016								
Month	V01	Homeless Preference	Family Preference	Disability Preference	Elderly Preference	VASH	NED	FUP
January	25	14	10	1	0	17	1	0
February	20	14	4	2	0	9	2	1
March	15	5	8	2	0	7	0	0
April	20	6	10	2	2	11	2	0
May	15	3	7	0	5	7	0	0
June	24	9	6	8	1	19	0	0
July	36	6	17	12	1	6	0	0
Aug	28	4	11	11	2	6	1	0
Sept	20	2	8	10	0	2	0	0
Oct	45	18	11	10	6	4	0	0
Nov	32	0	24	5	3	7	0	0
Dec	46	4	26	15	1	3	0	0
Total by Increment	326	85	142	78	21	98	6	1

Total Voucher issued: 431

Homeless Assistance Programs

SRO (Single Room Occupancy)

- * 50 units approved
- * Partnership with Foundation Communities
- * Serves homeless individuals at Garden Terrace

ACC	Total Leased	Checks Paid (HAP)
SRO	50	\$22,844

TBRA (Tenant Based Assistance Program)

- * Partnership with the City of Austin, Salvation Army and Passages Collaboration.
- * Temporary rental assistance for homeless families; up to 24 months maximum
 - * **Expiration Date of Contract:** 9/30/2018
 - * **Budget for Rental Assistance** \$474,300

ACC	Total Leased	Checks Paid (HAP)
TBRA	56	\$53,870

TBRA (Tenant Based Assistance Program)

1115 Waiver Program

- * Partnership with the City of Austin and Austin Travis County Integral Care (ATCIC).
- * Temporary rental assistance for chronically homeless individuals

ACC	Total Leased	Checks Paid (HAP)
TBRA	13	\$7,703

Continuum of Care Grant (COC) #1

- * Grant renewed for an additional year for \$608,898
- * 5/1/2017 to 4/30/2018
- * Partnership with ATCIC and ASA
- * Serves homeless individuals or families with mental illness, substance abuse issues and/or HIV related disease.

ACC	Total Leased	Checks Paid (HAP)
S08	70	\$46,193

**AUSTIN AFFORDABLE
HOUSING CORPORATION**

**Housing Authority of the City of Austin
Established in 1937**

AUSTIN AFFORDABLE HOUSING CORPORATION

To: Mr. Michael Gerber
From: Ron Kowal, Vice President of Housing Development and Asset Management
Subject: Monthly Report for the month of November, 2017
Date: December 1, 2017

The following is a summary of the activities during the month of November, 2017 for Austin Affordable Housing Corporation.

Eastland Plaza Shopping Center:

- Purchase Date: October 24, 2003
- Purchase Price: \$6,500,000.00
- Down Payment: \$1,847,727.33
- Amount Financed: \$4,555,000.00
- Loan Balance: \$0.00

Property Comments:

For the month of November, 2017, Eastland Plaza collected \$109,112.78 in rents, and remains 100% occupied. AAHC is reviewing the expansion of Golden Chick. AAHC is determining future development and market segments that would benefit the neighborhood.

Sterling Village Apartments:

- Property Location: 10401 North Lamar Blvd.
- Site Area: 9.31 Acres with a density of 22.2 units per acre
- Building Size: 207 units consisting of 20 buildings, total rentable square feet 148,005

Unit Mix:

Unit Mix Information						
# of Units	Type	SF/Unit	Rent/Unit	Rent/SF	Total SF	Monthly Total Rent
68	1/1	580	599	1.03	39,440	40,732
84	1/1	709	699	.99	59,556	58,716
28	2/1	841	749	.89	23,548	20,972
<u>27</u>	<u>2/2</u>	<u>943</u>	<u>799</u>	<u>.85</u>	<u>25,461</u>	<u>21,573</u>
207		715	712	.94	148,005	\$141,993

- Purchase Date: March 17, 2004
- Purchase Price: \$7,000,000
- Down Payment: \$4,000,000
- Amount Financed: \$4,600,000
- Loan Balance: \$4,600,000
- Management Company: Apartment Management Professionals(AMP)
- Occupancy: 99%
- Leased: 100%
- Move-ins: 0
- Move-outs: 1
- Renewals: 11
- Voucher Holders: 6
- VASH: 0

Property Comments:

For the month of November, Sterling Village collected \$128,412.13 in rents. The property also collected \$10,104.15 in “other income” such as water allocation billing, etc., which brought total collections for the month of November to \$138,516.28. The property remained in full compliance under the Affordable Housing Program. The Land Use Restriction Agreement (LURA) requires a total of 73 Qualifying Units (QU), of which 42 must be leased to Very Low-Income (VLI) households. The property achieved a total of 73 QUs, of which 42 are designated as VLI. Sterling Village maintained a 99% occupancy rate during the month of November and ended the month 100% leased. Renewals are under way for leases expiring in December & January with a strong renewal trend. Maintenance received 82 service requests during the month.

Sweetwater at Wells Branch Apartments:

Property Location: 2323 Wells Branch Parkway

- Site Area: 5 acres with a density of 30.4 units per acre
- Building Size: 152 units consisting of 8 buildings, 102,140 total rentable square feet

Unit Mix:

Unit Mix Information						
# of Units	Type	SF/Unit	Rent/Unit	Rent/SF	Total SF	Monthly Total Rent
32	Eff	450	495	1.10	14,400	15,840
36	1/1	540	595	1.10	19,440	21,420
36	1/1	635	650	1.02	22,860	23,400
32	2/2	920	795	.86	29,440	25,440
<u>16</u>	<u>2/2</u>	<u>1000</u>	<u>865</u>	<u>.87</u>	<u>16,000</u>	<u>13,840</u>
152		676	634	.99	102,140	\$99,940

- Purchase Date: September 30, 2007
- Purchase Price: \$5,400,000
- Down Payment: \$1,100,000
- Amount Financed: \$3,997,000
- Loan Balance: \$3,997,000
- Management Company: Apartment Management Professionals(AMP)
- Occupancy: 98%
- Leased: 99%
- Move-ins: 1
- Move-outs: 3
- Renewals: 12
- Voucher Holders: 2
- VASH: 4

Property Comments:

For the month of November, Sweetwater collected \$86,913.82 in rent. The property also collected \$6,662.56 in “other income” such as water allocation billing, etc., which brought total collections for the month of November to \$93,576.38. The property remained in full compliance under the Affordable Housing Program. The Land Use Restriction Agreement (LURA) requires a total of 54 Qualifying Units (QU), of which 31 must be leased to Very Low-Income (VLI) households. The property achieved a total of 54 QUs, of which 31 are designated as VLI. Renewals are under way for the leases expiring December & January. Maintenance received 48 service requests during the month.

Bent Tree Apartments:

- Property Location: 8405 Bent Tree Road
- Site Area: 6.00 Acres with a density of 21 units per acre
- Building Size: 126 units consisting of 15 buildings, total rentable square feet 100,912

Unit Mix:

Unit Mix Information						
# of Units	Type	SF/Unit	Rent/Unit	Rent/SF	Total SF	Monthly Total Rent
72	1/1	713	685	1.04	51,336	49,320
40	2/1	881	795	1.11	35,240	31,800
<u>14</u>	<u>2/2</u>	<u>1,024</u>	<u>950</u>	<u>1.08</u>	<u>14,336</u>	<u>13,300</u>
126		873	\$810	1.08	100,912	\$94,420

- Purchase Date: August 31, 2004
- Purchase Price: \$5,400,000
- Down Payment: \$3,000,000
- Amount Financed: \$1,465,123
- Loan Balance: \$1,308,548.34
- Management Company: Apartment Management Professionals(AMP)
- Occupancy: 99%
- Leased: 100%
- Move-ins: 5
- Move-outs: 3
- Renewals: 17
- Voucher Holders: 1
- VASH: 0

Property Comments:

For the month of November, Bent Tree collected \$90,080.00 in rent. The property also collected \$5,385.27 in “other income” such as property insurance reimbursement, which brought the total collections for the month of November to \$95,465.27. The Bent Tree team renewed 9 leases this month and answered 203 leasing inquiry calls. The team is working to renew leases expiring December & January. Maintenance received 51 service requests for the month. Bent Tree is under discussion to refinance in the upcoming months. Needed capital improvements are new roofs and energy efficient windows.

Park at Summers Grove Apartments:

- Property Location: 2900 Century Park Boulevard
- Site Area: 13.29 acres with a density of 18.06 units per acre
- Building Size: 240 units consisting of 20 buildings, total rentable square feet 248,200

Unit Mix:

Unit Mix Information						
# of Units	Type	SF/Unit	Rent/Unit	Rent/SF	Total SF	Monthly Total Rent
8	1/1	684	680	1.01	5,472	5,440
16	1/1.5	814	690	1.18	13,024	11,040
12	1/1.5	840	705	1.19	10,080	8,460
120	2/2.5	1025	835	1.23	123,000	100,200
24	2/2	1118	855	1.23	26,832	20,520
12	2/2	1144	875	1.31	13,728	10,500
<u>48</u>	<u>3/2.5</u>	<u>1168</u>	<u>1000</u>	<u>1.17</u>	<u>56,064</u>	<u>48,000</u>
240		970	\$805	1.19	248,200	\$204,160

- Purchase Date: October 8, 2008
- Purchase Price: \$ 1,600,000.00
- Down Payment: \$ 1,600,000.00
- Amount Financed: \$ 1,600,000.00
- Loan Balance: \$ 13,500,000.00
- Management Company: Apartment Management Professionals(AMP)
- Occupancy: 99%
- Leased: 100%
- Move-ins: 7
- Move-outs: 7
- Renewals: 15
- Voucher Holders: 92 (82 HACA Vouchers, 6 Travis County and 4 Round Rock)

Property Comments:

For the month of November, Park at Summers Grove collected \$211,313.00 in rent. The property collected \$17,902.42 in “other income” such as water allocation billing, late & relet fees, etc., which brought total collections for the month of November to \$229,215.42 Park at Summers Grove leasing activity included 15 lease renewals, 8 new leases and 7 new tenant move-ins. Renewals are under way for the leases expiring in December & January. Maintenance received 24 service requests for the month. Tenant activities on site included story time with snacks, meet and greet the new manager, Erika, and a grab and go breakfast.

Lexington Hills Apartments:

- Property Location: 2430 Cromwell Circle
- Site Area:
- Building Size: 238 units consisting of 17 buildings

Unit Mix:

Unit Mix Information						
# of Units	Type	SF/Unit	Rent/Unit	Rent/SF	Total SF	Monthly Total Rent
16	1/1	545	679	1.25	8,720	10,864
110	1/1	603	719	1.21	66,330	80,190
41	1/1	787	779	.99	32,267	31,939
16	2/1	914	879	.96	14,624	14,064
32	2/2	1009	919	.91	32,288	29,408
<u>23</u>	<u>2/2</u>	<u>1084</u>	<u>929</u>	<u>.86</u>	<u>24,932</u>	<u>21,367</u>
238		824	\$819	1.03	150,120	\$187,832

- Purchase Date: September 21, 2013
- Purchase Price: \$ 11,500,000.00
- Down Payment: \$ 2,500,000.00
- Amount Financed: \$ 8,900,000.00
- Loan Balance: \$ 8,386,990.75
- Management Company: Apartment Management Professionals(AMP)
- Occupancy: 97%
- Leased: 99%
- Move-ins: 7
- Move-outs: 3
- Renewals: 14
- Voucher Holders: 18
- VASH: 2

Property Comments:

For the month of November, Lexington Hills collected \$177,272.35 in rent. The property collected \$10,216.06 in “other income” such as water allocation billing, etc., which brought total collections for the month of November to \$187,488.41. Lexington Hills leasing activity included 14 lease renewals, 3 new leases and 7 new tenant move-ins. Renewals are under way for the leases expiring in December & January. The property received 92 service requests for the month.

Bridge at Tech Ridge Apartments:

- Property Location: 12800 Center Lake Drive
- Site Area: 17.9 acres; 16.4 units per acre
- Building Size: 294 units consisting of 11 buildings

Bridge at Tech Ridge Unit Mix						
# of units	Type	SF/Unit	Rent/Unit	Rent/SF	Total SF	Monthly Total Rent
32	1/1 A1	565	799	\$1.41	18,080	\$25,568.00
4	1/1 A1b	565	824	\$1.46	2,260	\$3,296.00
17	1/1 A2	615	815	\$1.33	10,455	\$13,855.00
1	1/1 A2b	615	840	\$1.37	615	\$840.00
68	1/1 A3	660	875	\$1.33	44,880	\$59,500.00
4	1/1 A3b	660	900	\$1.36	2,640	\$3,600.00
78	1/1 A4	815	925	\$1.13	63,570	\$72,150.00
6	1/1 A4b	815	950	\$1.17	4,890	\$5,700.00
74	2/2 B1	1,045	1175	\$1.12	77,330	\$86,950.00
10	2/2 B1b	1,045	1200	\$1.15	10,450	\$12,000.00
294		740	930	\$1.28	235,170	\$283,459.00

- Purchase Date: September 21, 2015
- Purchase Price: \$ 31,209,000.00
- HACA Down Payment: \$ 1,579,373.05
- CDT Down Payment: \$6,650,000.00
- Amount Financed: \$ 23,820,000.00
- Loan Balance: \$ 22,973,495.16
- Management Company: Apartment Management Professionals(AMP)
- Occupancy: 99%
- Leased: 99%
- Move-ins: 16
- Move-outs: 13
- Renewals: 10
- Voucher Holders: 4
- VASH: 0

Property Comments:

For the month of November, Tech Ridge collected \$278,094.13 in rent. The property also collected \$32,708.427 in “other income”, which brought the total collections for the month of November to \$310,802.55. The Tech Ridge team renewed 10 leases this month and answered 20 leasing inquiry calls. The team is working to renew leases ending in December & January. Maintenance received 141 service requests for the month. The property is installing new cameras for security on property.

Bridge at Center Ridge Apartments:

- Property Location: 701 Center Ridge Drive
- Site Area: 23.5 acres; 14.8 units per acre
- Building Size: 348 units consisting of 13 buildings

Bridge at Center Ridge Unit Mix						
# of units	Type	SF/Unit	Rent/Unit	Rent/SF	Total SF	Monthly Total Rent
43	1/1A1	565	799	\$1.41	24,295	\$34,357.00
5	1/1A1b	565	824	\$1.46	2,825	\$4,120.00
21	1/1 A2	615	815	\$1.33	12,915	\$17,115.00
3	1/1A2b	615	840	\$1.37	1,845	\$2,520.00
80	1/1 A3	660	875	\$1.33	52,800	\$70,000.00
4	1/1A3b	660	900	\$1.36	2,640	\$3,600.00
91	1/1 A4	815	925	\$1.13	74,165	\$84,175.00
5	1/1A4b	815	950	\$1.17	4,075	\$4,750.00
87	2/2 B1	1,045	1175	\$1.12	90,915	\$102,225.00
9	2/2B1b	1,045	1200	\$1.15	9,405	\$10,800.00
348		740	930	\$1.28	275,880	\$333,662.00

- Purchase Date: September 21, 2015
- Purchase Price: \$ 36,941,000.00
- HACA Down Payment: \$ 2,481,871.93
- CDT Down Payment: \$10,450,000.00
- Amount Financed: \$ 24,900,000.00
- Loan Balance: \$ 24,015,114.84
- Management Company: Apartment Management Professionals(AMP)
- Occupancy: 98%
- Leased: 100%
- Move-ins: 13
- Move-outs: 14
- Renewals: 15
- Voucher Holders: 2
- VASH: 0

Property Comments:

For the month of November, Center Ridge collected \$329,547.93 in rent. The property also collected \$33,396.91 in “other income”, which brought the total collections for the month of November to \$362,994.84. The Center Ridge team renewed 15 leases this month and answered 46 leasing inquiry calls! The team is working to renew leases ending in December & January. Maintenance received 138 service requests for the month.

Bridge at South Point (Oslo):

Bridge at South Point (Oslo)						
Unit Mix						
# of units	Type	SF/Unit	Rent/Unit	Rent/SF	Total SF	Monthly Total Rent
16	Efficiency	408	699	\$1.71	6,528	\$11,184.00
26	1/1 A	504	750	\$1.49	13,104	\$19,500.00
79	1/1 A-1	610	750	\$1.23	48,190	\$59,250.00
39	2/1 B	760	945	\$1.24	29,640	\$36,855.00
16	2/2 B-1	860	1050	\$1.22	13,760	\$16,800.00
176		628	839	\$1.37	111,222	\$143,589.00

Unit Mix:

- Occupancy: 91%
- Leased: 95%
- Loan Balance: \$13,200,000
- Down units: 1- Rehab Units
- Move-ins: 2
- Move-outs: 9
- Renewals 12
- Voucher Holders 5
- VASH 5

Property Comments:

For the month of November, Oslo collected \$135,619.89 in rent. The property also collected \$11,735.95 in “other income”, which brought the total collections for the month of November to \$147,355.84. The Oslo team renewed 14 leases this month and answered 153 leasing inquiry calls. The team is working to renew leases ending in December & January. Maintenance received 41 service requests for the month. Oslo did some marketing and met with locators, they also added Zillow to their advertising strategy.

Bridge at Volente:

Bridge at Volente Unit Mix						
# of units	Type	SF/Unit	Rent/Unit	Rent/SF	Total SF	Monthly Total Rent
72	1/1	690	804	\$1.16	49,680	\$ 57,888.00
104	2/2	932	979	\$1.05	96,928	\$101,816.00
32	3/2	1116	1269	\$1.14	32,712	\$ 40,608.00
208		913	1,017	\$1.12	179,320	\$200,312.00

Unit Mix:

- Occupancy: 99%
- Leased: 100%
- Loan Balance: \$21,148,000
- Down units:
- Move-ins:
- Move-outs:
- Renewals
- Voucher Holders
- VASH

• **Property Comments:**

- For the month of November, Volente collected \$196,909.11 in rent. The property also collected \$12,158.54 in “other income”, which brought the total collections for the month of November to \$209,158.54. The Volente team renewed 14 leases this month and answered 172 leasing inquiry calls. The team is working to renew leases ending in December & January. Maintenance received 52 service requests for the month.

Bridge at Sterling Springs:

Bridge at Sterling Springs Unit Mix						
# of units	Type	SF/Unit	Rent/Unit	Rent/SF	Total SF	Monthly Total Rent
43	1/1	487	809	\$1.66	7,792	\$34,787.00
5	1/1	589	865	\$1.47	7,068	\$4,325.00
21	1/1	635	890	\$1.40	15,240	\$18,690.00
3	1/1	638	890	\$1.39	25,520	\$2,670.00
80	1/1	650	900	\$1.38	5,200	\$72,000.00
4	2/2	830	1,000	\$1.20	3,320	\$4,000.00
91	2/2	874	1,055	\$1.21	31,464	\$96,005.00
5	2/2	888	1,071	\$1.21	17,760	\$5,355.00
87	2/2B1	894	1,150	\$1.29	10,728	\$100,050.00
172		740		\$1.35	275,880	\$337,882.00

- Occupancy: 99%
- Leased: 100%
- Loan Balance: \$13,225,000.00

See attached report.

Property Comments:

- For the month of November, Sterling Springs collected \$155,509.42 in rent. The property also collected \$14,297.49 in “other income”, which brought the total collections for the month of November to \$170,297.649 The Sterling Village team renewed 14 leases this month and answered 72 leasing inquiry calls. The team is working to renew leases ending in December & January. Maintenance received 52 service requests for the month.

Leasing Activity

Rent Roll of current office tenants:

For the month of November, the office space portfolio collected \$88,302.89. There are no current improvement projects in progress. AAHC is determining lease rates and prospective tenant of the building. Literacy Coalition of Central Texas expanded to the 2nd floor of 1640 East 2nd St. Jobs Plus will be utilizing space available at 1640-B East 2nd Street.

AAHC Single Family Homes:

AAHC’s Single Family Homes are currently 100% occupied and had a gross rent collection for November of \$20,369.00. The home purchased for the Rio Lado development was leased and occupied in mid June.

Leisure Time Village:

AAHC owns a total of 22 of 23 units in the complex. The property is 100% occupied and had a gross rent collection for November of \$12,094.15.

Homeownership

Downpayment Assistance Program: AAHC has a total of 104 homeowners assisted through this program (two through Equity CLT). We have two additional potential homeowners in our pipeline that will be building homes. One is slated to close in December with Habitat for Humanity. The second one is a veteran also working with Habitat for Humanity, which will close in 2018. Currently we are marketing the program in direct mailings to Public Housing tenants and through the ROSS and Section 8 and Public Housing FSS Coordinators.

Six-Star Program: We currently have one resident at Sterling Village Apartments and three residents in Lexington Hills. These were over income families in the first phase of RAD. We moved one resident into Leisure Time Village that is relocating in connection with RAD. We have had additional interest, but no additional applications have met the requirements of the program.

Financial Literacy: We continue to work with Frameworks CDC to offer Pre-purchase Homebuyer Education classes. Registrations for the classes have slowed down. We are currently partnering with Foundation Communities, Frameworks CDC, Cornerstone Financial, FLCCT and Habitat for Humanity to provide additional financial literacy classes.

Community Land Trust: Our second CLT home sold in July 2016, to a family at Booker T. Washington. We will look into increasing our inventory at this point.

New Construction/Tax Credit Developments

Pointe at Ben White:

- Developer Partner – LDG Development LLC
- Property Location – 6934 E. Ben White Boulevard, Austin, Texas
- Building Size – 250 units
- Property Type – Family
- Construction Lender: Bank of America, N.A.
- Debt Provider: Lancaster Pollard (FHA)
- Equity/Tax Credit Investor: Enterprise Community Investment, Inc. syndicated to Bank of America, N.A.
- Bond Amount - \$21,875,000 Tax-Exempt
- Management Company: Capstone Real Estate Services, Inc.
- Closing Date: August 2014
- See attached for List of Contacts and Ownership Chart

Villages of Ben White:

- Developer Partner – LDG Development LLC
- Property Location – 7000 E. Ben White Boulevard, Austin, Texas
- Building Size – 183 units
- Property Type – Senior (55+ years)
- Construction Lender: Community and Southern Bank
- Debt Provider: Red Stone – sold to Google
- Equity/Tax Credit Investor: R4 Capital syndicated to Goldman Sachs
- Bond Amount - \$16,242,000–Tax-Exempt; \$3,500,000-Taxable
- Management Company: Capstone Real Estate Services, Inc.
- Closing Date: August 2014
- See attached for List of Contacts and Ownership Chart

The Reserve at Springdale:

- Developer Partner – Ryan Companies, Inc.
- Property Location – 5605 Springdale Road, Austin, Texas
- Building Size – 292 units
- Property Type – Family
- Construction Lender: JP Morgan Chase
- Debt Provider: Cornerstone Permanent Mortgage Fund II LLC C/O Boston Capital Partners
- Equity/Tax Credit Investor: City Real Estate Associates (CREA) syndicated to CREA’s Fund 43
- Bond Amount - \$24,325,000 Tax-Exempt
- Management Company: Lincoln Property Company
- Closing Date: July 2015
- See attached for List of Contacts and Ownership Chart

Harris Branch Senior:

- Developer Partner – LDG Development LLC
- Property Location – 12433 Dessau Road, Austin, Texas
- Building Size – 216 units
- Property Type – Senior (55+ years)
- Construction Lender: JP Morgan Chase
- Debt Provider: Mason Joseph Company, Inc. (FHA) sold to Red Mortgage Capital, LLC
- Equity/Tax Credit Investor: R4 Capital will syndicate to one of their multi-funds
- Bond Amount - \$15,500,000 – Tax-Exempt
- Management Company: Capstone Real Estate Services, Inc.
- Closing Date: August 2015
- See attached for List of Contacts and Ownership Chart

Urban Oaks:

- Developer Partner – Ryan Companies, Inc.
- Property Location – 6725 Circle S Road, Austin, Texas
- Building Size – 194 units
- Property Type – Family
- Construction Lender: JP Morgan Chase
- Debt Provider: PNC Bank, National Association
- Permanent Funding Lender: Federal Home Loan Mortgage Corporation (“Freddie Mac”)
- Equity/Tax Credit Investor: City Real Estate Associates (CREA)
- Bond Amount - \$17,225,000 Tax-Exempt
- Management Company: Lincoln Property Company
- Closing Date: December 2015
- See attached for List of Contacts and Ownership Chart

Studios at thinkEAST:

- Developer Partner – Atlantic Pacific Communities, LLC/Madhouse Development Services, Inc.
- Property Location – 1143 Shady Lane, Austin, TX
- Building Size – 182 units
- Property Type – Family
- Debt Provider - Citibank
- Equity/Tax Credit Investor - Wells Fargo
- Bond Amount - \$35,607,000
- Management Company: Atlantic Pacific Community Management, LLC
- Closing Date: January 2017

Harris Ridge Apartments:

- Developer Partner – The NRP Group, LLC
- Property Location – 1501 East Howard Lane, Austin, TX
- Building Size – 324 units
- Property Type – Family
- Debt Provider – KeyBank National Association
- Equity/Tax Credit Investor - Bank of America
- Bond Amount - \$32,320,000
- Management Company: NRP Management LLC
- Closing Date: November 2017

**SOUTHWEST HOUSING
COMPLIANCE
CORPORATION**



A Subsidiary of the Housing Authority of the City of Austin

DATE: December 7, 2017
TO: Michael Gerber – President/CEO
FROM: Michael Cummings – Vice President
FOR: HACA Board of Commissioners
RE: November 2017 Monthly Report (Texas)

Below is SHCC’s Monthly Report for the above referenced period. SHCC met all Incentive Based Performance Standards (IBPS) requirements and is requesting all eligible basic fees earned.

SECTION I – INCENTIVE BASED PERFORMANCE STANDARDS

Management & Occupancy Reviews (IBPS 1)

SHCC completed 21 MORs (Management and Occupancy Reviews sent to Owner) in the month of November.

Table with 4 columns: Tasks, # of MORs Performed this Month, # of MORs Sent to Owner this Month, # of MORs Closed this Month. Totals: 14, 21, 7

Processing of Rental Adjustments (IBPS 3)

SHCC is currently processing or has processed 121 requests for rent adjustment.

- 88 are currently being processed. None have exceeded the IBPS 30-day deadline.
• 33 have been completely processed. All were completed within the IBPS 30-day deadline.

Review, Verify, and Authorize Monthly Vouchers (IBPS 6)

SHCC processed all incoming vouchers for the month of December 2017 and paid subsidy on 528 contracts in the amount of \$24,316,356.79 on December 1, 2017.

Life Threatening Health & Safety Issues (IBPS 9)

No Life-Threatening calls were received during this reporting period. NOTE: A Life-Threatening call is one regarding a condition that could cause injury, loss of life, threaten health or cause serious property damage.

Non-Life Threatening Health & Safety Issues (IBPS 10)

SHCC received 31 Non-Life Threatening calls during this reporting period, all of which were processed in accordance with IBPS established guidelines.

A total of 31 calls were received this month, and a total of 32 were closed: 13 from this reporting period and 19 from previous months. A total of 18 calls remain open: all from this reporting period.

Renewals of Expiring Contracts (IBPS 14)

SHCC is currently processing or has processed 30 requests for contract renewal.

- 24 are currently being processed. None have exceeded the IBPS 30-day deadline.
- 6 have been sent to HUD for approval and/or funding. All were completed within the IBPS 30-day deadline.

General Reporting Requirements (IBPS 15)

None to report.

SECTION II - GENERAL

Updated Work Plan Status Report

None to report.

Training

On November 16, 2017, the Contracts Managers and Director of Contracts conducted an internal staff meeting and provided guidance on corresponding with properties with Notice of Default (NOD)/Notice of Violation (NOV) letters or other enforcement action.

Quality Control Activities

The Quality Control (QC) department is currently in the process of performing an audit of the Compliance Department.

END OF REPORT



A Subsidiary of the Housing Authority of the City of Austin

DATE: December 7, 2017
TO: Michael Gerber – President/CEO
FROM: Michael Cummings – Vice President
FOR: HACA Board of Commissioners
RE: November 2017 Monthly Report (Arkansas)

Below is SHCC’s Monthly Report for the above referenced period. SHCC met all Incentive Based Performance Standards (IBPS) requirements and is requesting all eligible basic fees earned.

SECTION I – INCENTIVE BASED PERFORMANCE STANDARDS

Management & Occupancy Reviews (IBPS 1)

SHCC completed 4 MORs (Management and Occupancy Reviews sent to Owner) in the month of November.

Table with 4 columns: Tasks, # of MORs Performed this Month, # of MORs Sent to Owner this Month, # of MORs Closed this Month. Totals: 11, 4, 6.

Processing of Rental Adjustments (IBPS 3)

SHCC is currently processing or has processed 41 requests for rent adjustment.

- 25 are currently being processed. None have exceeded the IBPS 30-day deadline.
• 16 have been completely processed. All were completed within the IBPS 30-day deadline.

Review, Verify, and Authorize Monthly Vouchers (IBPS 6)

SHCC processed all incoming vouchers for the month of December 2017 and paid subsidy on 209 contracts in the amount of \$4,602,014.54 on December 1, 2017. 4 additional contracts were funded with a net amount of \$0 after deduction of the HUD mortgage offset.

Life Threatening Health & Safety Issues (IBPS 9)

No Life-Threatening calls were received during this reporting period. NOTE: A Life-Threatening call is one regarding a condition that could cause injury, loss of life, threaten health or cause serious property damage.

Non-Life Threatening Health & Safety Issues (IBPS 10)

3 Non-Life Threatening calls were received during this reporting period, all of which were processed in accordance with IBPS established guidelines.

A total of 3 calls were received this month, and a total of 2 calls were closed: 1 from this reporting period and 1 from the previous month. A total of 2 calls remain open: both from this reporting period.

Renewals of Expiring Contracts (IBPS 14)

SHCC is currently processing or has processed 6 requests for contract renewal.

- 5 are currently being processed. None have exceeded the IBPS 30-day deadline.
- 1 has been sent to HUD for approval and/or funding. All were completed within the IBPS 30-day deadline.

General Reporting Requirements (IBPS 15)

None to report.

SECTION II - GENERAL

Updated Work Plan Status Report

None to report.

Training

On November 16, 2017, the Contracts Managers and Director of Contracts conducted an internal staff meeting and provided guidance on corresponding with properties with Notice of Default (NOD)/Notice of Violation (NOV) letters or other enforcement action.

Quality Control Activities

The Quality Control (QC) department is currently in the process of performing an audit of the Compliance Department.

END OF REPORT