

**THE HOUSING AUTHORITY
OF THE CITY OF AUSTIN**



BOARD OF COMMISSIONERS

Chairperson - Carl S. Richie, Jr.

Charles Bailey

Mary Apostolou

Tyra Duncan-Hall

Edwina Carrington

Michael G. Gerber, President & CEO

BOARD OF COMMISSIONERS

Regular Meeting

Tuesday, January 14, 2020

12:00 PM

HACA Central Offices

1124 S. IH 35

Austin, TX

**PUBLIC NOTICE OF A MEETING
TAKE NOTICE OF A BOARD OF COMMISSIONERS
REGULAR BOARD MEETING
OF THE HOUSING AUTHORITY OF THE CITY OF AUSTIN**

**TO BE HELD AT
HACA Central Offices
1124 S. IH 35
Austin, TX
(512.477.4488)**

**Tuesday, January 14, 2020
12:00 PM**

CALL TO ORDER, ROLL CALL

CERTIFICATION OF QUORUM

Citizens Communication (Note: There will be a three-minute time limitation)

Citywide Advisory Board Update

Employee of the Quarter

CONSENT AGENDA

Items on the Consent Agenda may be removed at the request of any Commissioner and considered at another appropriate time on this agenda. Placement on the Consent Agenda does not limit the possibility of any presentation, discussion, or action at this meeting. Under no circumstances does the Consent Agenda alter any requirements under Chapter 551 of the Texas Government Code, Texas Open Meetings Act.

CONSENT ITEMS

1. Presentation, Discussion, and Possible Action regarding the Approval of the Board Minutes Summary for the Board Meeting held on December 19, 2019

ACTION ITEMS

2. Update on AAHC's acquisition and development programs
3. Presentation, Discussion, and Possible Action regarding Resolution No. 02632 by the Board of Commissioners of the Housing Authority of the City of Austin (the "Authority") approving resolution of Austin Affordable PFC, Inc. providing for the issuance of its Multifamily Housing Governmental Note (Ventura at Parmer Lane), Series 2020 (the "Note") and to take such other actions necessary or convenient to facilitate the development of the Ventura at Parmer Lane Apartments
4. Presentation, Discussion, and Possible Action regarding Resolution No. 02633: Approval of Award of Contract for Janitorial and Porter Services
5. Update on HACA's Rental Assistance Demonstration Program

EXECUTIVE SESSION

The Board may go into Executive Session (close its meeting to the public) Pursuant to:

- a. 551.071, Texas Gov't Code, consultations with Attorney regarding legal advice, pending or contemplated litigation; or a settlement offer;
- b. 551.072, Texas Gov't Code, discussion about the purchase, exchange, lease or value of real property;
- c. 551.074, Texas Gov't Code, discuss the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee.
- d. 551.087, Texas Gov't Code, discuss certain economic development negotiations.

OPEN SESSION

If there is an Executive Session, the Board will return to Open Session for discussion, consideration and possible action of matters discussed in Executive Session.

REPORTS

The Board accepts the following reports:

- President's Report
- Other Staff Reports
- Commissioners' Reports/Questions to the Department Staff

- President's Report
- Other Staff Reports

- Commissioners' Reports/Questions to the Department Staff

ADJOURNMENT

"Pursuant to 30.06, Penal Code, (trespass by holder of license with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not attend this meeting with a concealed handgun."

"Pursuant to 30.07, Penal Code (trespass by holder of license with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not attend this meeting with a handgun that is carried openly."

"En virtud del 30.06, Código Penal, (traspaso titular de licencia con una pistola), una persona bajo el subcapítulo H, capítulo 411, código de gobierno (Ley de licencia de arma o pistola), no se permiten en este reunión con una arma o pistola.

"En virtud de 30.07, Código Penal (prevaricación por titular de la licencia con un arma o pistola abiertamente llevado), una persona bajo el subcapítulo H, capítulo 411, código de gobierno (Ley de licencia de arma o pistola), no se permiten en esta reunión con un arma o pistola que lleva abiertamente.

*The Housing Authority of the City of Austin (HACA) Board of Commissioners reserves the right to discuss and consider items out of order on the agenda on an as needed basis.

The Housing Authority of the City of Austin is committed to compliance with the Americans with Disability Act. Reasonable modifications and equal access to the communications will be provided upon request. Meeting locations are planned with wheelchair access. If requiring Sign Language Interpreters or alternative formats, please give notice at least 2 days (48 hours) before the meeting date. Please call Nidia Hiroms at HACA at 512.477.4488, for additional information; TTY users route through Relay Texas at 711. For more information on HACA, please contact Nidia Hiroms at 512.477.4488 x 2104.

HOUSING AUTHORITY OF THE CITY OF AUSTIN

BOARD ACTION REQUEST

**EXECUTIVE
ITEM NO. 1.**

MEETING DATE: January 14, 2020

STAFF CONTACT: Michael Gerber, President & CEO

ITEM TITLE: Presentation, Discussion, and Possible Action regarding the Approval of the Board Minutes Summary for the Board Meeting held on December 19, 2019

BUDGETED ITEM: N/A

TOTAL COST: N/A

ACTION

The Board is being asked to review and approve the Board Minutes Summary for the Board Meeting held on December 19, 2019.

ATTACHMENTS:

- ▣ **20191219 HACA Minutes Summary**

**THE HOUSING AUTHORITY OF THE CITY OF AUSTIN
PROGRAM REVIEW COMMITTEE AND BOARD OF COMMISSIONERS
REGULAR BOARD MEETING**

DECEMBER 19, 2019

SUMMARY OF MINUTES

THE HOUSING AUTHORITY OF THE CITY OF AUSTIN (HACA) BOARD OF COMMISSIONERS PROGRAM REVIEW COMMITTEE WAS POSTED FOR 10:30 A.M. AND THE REGULAR PUBLIC MEETING NOTICE WAS POSTED FOR 12:00 P.M. ON THURSDAY, DECEMBER 19, 2019, AND WERE HELD AT THE HACA CENTRAL OFFICE, 1124 S. IH 35, AUSTIN, TX

CALL TO ORDER, ROLL CALL, CERTIFICATION OF QUORUM

The Board of Commissioners Program Review Committee of the Housing Authority of the City of Austin, of December 19, 2019, was called to order by Tyra Duncan-Hall, HACA 2nd Vice-Chairperson, at 10:36 a.m. The meeting was held at the HACA Central Office, 1124 S. IH 35, Austin, TX

PROGRAM REVIEW COMMITTEE

Roll call certified a quorum was present.

MEMBERS PRESENT:

Dr. Tyra Duncan-Hall, Chairperson
Mary Apostolou, Vice-Chairperson
Edwina Carrington, 2nd Vice-Chairperson
Charles Bailey, Commissioner (arrived at 11:30 a.m.)

MEMBER(S) ABSENT:

Carl S. Richie, Jr., Commissioner

RECEIVE AN UPDATE ON HACA'S STRATEGIC PLAN

Melanie Campbell with CVR Associates provided an update on HACA's 2019 Strategic Planning Initiative.

The Strategic Planning update presentation went longer than anticipated. **Ron Kowal**, Vice President of Housing Development/Asset Management, provided an update on AAHC's regarding progress with AAHC's acquisition and development programs during the full Board Meeting.

The meeting adjourned at 12:08 p.m.

REGULAR BOARD MEETING

CALL TO ORDER, ROLL CALL, CERTIFICATION OF QUORUM

The Board of Commissioners Regular Board Meeting of the Housing Authority of the City of Austin, of December 19, 2019, was called to order by Carl S. Richie, Jr., HACA Chairperson, at 12:23 p.m. The meeting was held at the HACA Central Office, 1124 S. IH 35, Austin, TX

Roll call certified a quorum was present.

MEMBERS PRESENT:

Carl S. Richie, Jr., Chairperson
Charles Bailey, Vice-Chairperson
Dr. Tyra Duncan-Hall, 2nd Vice-Chairperson
Edwina Carrington, Commissioner
Mary Apostolou, Commissioner

MEMBER(S) ABSENT:

ALSO IN ATTENDANCE:

Bill Walter, Coats Rose
Wilson Stoker, Cokinios, Bosien & Young

STAFF PRESENT:

Andrea Galloway, Ann Gass, Kelly Crawford, Lisa Garcia, Martha Ross, Michael Gerber, Nidia Hiroms, Pilar Sanchez, Ron Kowal, Suzanne Schwertner, and Sylvia Blanco

CITIZENS COMMUNICATION – None.

Heidi Jasper and Patricia Chawla with Austin Energy Green Building (AEGB) presented an award to HACA for Chalmers

South.

CITYWIDE ADVISORY BOARD (CWAB)

Felicia Vargas, CWAB President, reported that the December CWAB Meeting was held on December 10th, 2019 at HACA Central. ●**Ron Rudzin**, Saatya CEO, announced their partnership with HACA. ●**Gracie** with Sendero Health reminded residents to sign up for health coverage. ●**Stephanie Chavarría** shared a flyer about resources at Foundation Communities and reported that Open enrollment for 2020 Marketplace Health Insurance is until December 15th. ●**Michael Roth**, HACA Director of Housing Operations and Policy, provided RAD updates. ●**Catherine Crago**, HACA Strategic Initiatives and Resource Development Manager, mentioned Austin Pathways projects. ●**Mike Gerber**, HACA President and CEO, presented **Angie Cortez** and **Mary Gonzales-Limas** each with an award for 45 years of service at HACA. ●**Mr. Gerber** announced that HACA is going to City Hall to secure funding for Chalmers West. ●**Leilani Lim-Villegas**, HACA Director of Community Development, provided information about the STARS at the Trail program. ●**Barbara Jackson**, HACA Jobs Plus Director, provided Job Plus updates. ●**Murphy Roland**, HACA Workforce Development Manager shared updates for Workforce Development. ●**Evelyn Holman**, HACA Event Specialist, asked residents to serve on the Senior Mayfest Planning Committee. ●AROW reports were given by **Thelma** at North Loop, **Floyd** at Northgate, and **Jaqueline** at Lakeside.

ITEMS WERE TAKEN OUT OF ORDER.

ITEM 2: Update on AAHC's acquisition and development programs

Ron Kowal, Vice President of Housing Development/Asset Management, provided an update on AAHC's regarding progress with AAHC's acquisition and development programs.

CONSENT AGENDA

APPROVAL OF THE FOLLOWING ITEMS PRESENTED IN THE BOARD MATERIALS:

ITEM 1: Presentation, Discussion, and Possible Action regarding the Approval of the Board Minutes Summary for the Board Meeting held on November 21, 2019

Commissioner Apostolou moved the Approval of the Board Minutes Summary for the Board Meeting held on November 21, 2019. **2nd Vice-Chairperson Duncan-Hall** seconded the motion. The motion Passed (5-Ayes and 0-Nays).

ACTION ITEMS

APPROVAL OF THE FOLLOWING ITEMS PRESENTED IN THE BOARD MATERIALS

ITEM 3: Presentation, Discussion, and Possible Action regarding Resolution No. 02628 by the Board of Commissioners of the Housing Authority of the City of Austin (the "Authority") approving resolution of Austin Affordable PFC, Inc. providing for the issuance of its Multifamily Housing Governmental Note (Bridge at Loyola Lofts), Series 2020 (the "Note") and to take such other actions necessary or convenient to facilitate the development of the Bridge at Loyola Lofts

Austin Affordable Housing Corporation was presented with an opportunity to partner with NRP on a tract of land located at 6420 Loyola Lane, Austin, Texas 78724. The project (Bridge at Loyola Lofts) will consist of 204 family apartment units serving residents at 40% to 80% Area Median Income. The development will use income averaging with an average of 60% for the development. The Board has seen this project three times before: March 2019 for the Bond Inducement Resolution, April 2019 the Tax Credit Application Resolution, and November 2019 for the Public Hearing. The closest current project AAHC owns Reserve at Springdale directly west on the opposite side of Ed Bluestein Blvd.

The development will use a mix of 4% tax credits and bonds to finance the construction with a total project cost of approximately \$46,000,000. The planned development will consist of 19 one bedroom/one bath units, 79 two bedroom/two bath units, 90 three bedroom/two bath units and 16 four bedroom/two bath units. As with all AAHC properties, all units will be marketed to HACA's Housing Choice Voucher families.

HACA, through its Public Facility Corporation, will issue tax-exempt bonds in an amount not to exceed \$30,000,000. At the January 30, 2019 HACA Board Work Session, the Board set out affordability goals for future acquisitions and developments for AAHC. By serving families with incomes at 60% and below Area Median Income, the Bridge at Loyola Lofts meets these targeted affordability goals.

Unit Breakdown:

19 1-bedroom/1-bath 666 sq ft
79 2-bedroom/2-bath 938-1,012 sq ft
90 3-bedroom/2-bath 1,127-1,135 sq ft
16 4-bedroom/2-bath 1,423 sq ft

Board approval allows Austin Affordable PFC, Inc. to issue Multifamily Housing Governmental Note (Bridge at Loyola Lofts), Series 2020 (the "Note") and to take such other actions necessary or convenient to facilitate the development of the Bridge at Loyola Lofts.

Commissioner Carrington moved to approve Resolution No. 02628 by the Board of Commissioners of the Housing Authority

of the City of Austin approving resolution of Austin Affordable PFC, Inc. providing for the issuance of its Multifamily Housing Governmental Note (Bridge at Loyola Lofts), Series 2020 and to take such other actions necessary or convenient to facilitate the development of the Bridge at Loyola Lofts in an amount not to exceed \$30,000,000. **Commissioner Apostolou** seconded the motion. The motion Passed (5-Ayes and 0-Nays).

ITEM 4: Update on HACA's Rental Assistance Demonstration Program

Ann Gass, HACA Director of Strategic Housing Initiatives, provided an update to the Board regarding progress with HACA's Rental Assistance Demonstration Program, ongoing construction and rehabilitation of units in HACA's public housing portfolio, and implications for residents and the broader community.

ITEM 5: Presentation, Discussion and Possible Action Regarding Resolution No. 02629: Approval of Revisions to the Housing Choice Voucher Administrative Plan

The Housing Choice Voucher (HCV) Administrative Plan is required by HUD. The purpose of the Administrative Plan is to establish policies for carrying out the programs in a manner consistent with HUD requirements and local goals and objectives contained in HACA's agency plan. The Administrative Plan is a supporting document to HACA's agency plan, and is available for public review as required by CFR 24 Part 903. The HACA Board of Commissioners must approve the original policy and any subsequent changes to comply with HUD regulations.

The proposed changes to the HCV Administrative Plan incorporated updates regarding a number of local policy items to clarify and streamline local policy. The proposed changes to the HCV Administrative Plan included:

Change of head-of-household - Revised language to allow HACA to deny the request to change the head-of household if it determines that the requested change is for the purpose of circumventing the HCV wait list or other limitations and requirements of the HCV program, federal statute, regulation or HACA Policy.

Increased the initial voucher term from 90 to 120 calendar days as families need extra time to search for a unit due to the tight rental market.

Housing Quality Standards Inspection - Added language to allow HACA to charge a fee for failed reinspections when the owner notifies HACA repairs have been made but the deficiency has not been corrected.

Rent Increases - Revised policy to streamline rent increase process and limit property owner's ability to request a rent increase to one-time a year.

Zero HAP families – Updated policy to state that HACA will not enter into a HAP contract on behalf of the family for the new unit if the HAP portion is zero.

Reexamination appointments - Updated annual reexamination appointment procedure to allow for flexibility to conduct reexamination appointments in person, by mail, or through an on-line certification process.

Changes in family household composition – Added policy regarding relatives or family members who may qualify as live-in aides, however, a pre-existing household member does not qualify as a live-in aide.

Payment Standards – Added statement that HACA will not voluntarily adopt the use of Small Area Fair Market Rents (SAFMRS.) However, please note that HACA will explore whether SAFMRS is a viable option for the future to expand housing options in high opportunity areas.

Project-base vouchers selection from waiting list – Added selection criteria for Pathways at Chalmers Court East that will project-base 50 vouchers to include 8 VASH vouchers and added selection criteria for Cambrian East Riverside that will project-base 8 vouchers.

HACA posted the revisions for public comment beginning Friday, October 18, 2019 through Monday, November 18, 2019. No comments were received.

Proposed revisions will go into effect upon approval and adoption of this Resolution.

Commissioner Apostolou moved to approve Resolution No. 02629: Approval of Revisions to the Housing Choice Voucher Administrative Plan. **Commissioner Carrington** seconded the motion. The motion Passed (5-Ayes and 0-Nays).

ITEM 6: Presentation, Discussion, and Possible Action regarding Resolution No. 02630: Approval to Submit the 2020 Public Housing Authority Annual Plan and 2020-2024 Five-Year Plan to the U.S. Department of Housing and Urban Development

The Annual PHA Plan and the Five-Year Plan provide a ready source for interested parties to locate basic housing authority policies, rules, and requirements concerning its operations, programs, and services. They also inform HUD, families served by the PHA, and members of the public of the housing authority's mission, goals, and objectives for serving the needs of low-

income, very low-income, and extremely low-income families. High Performer housing authorities such as HACA utilize Form HUD-50075-HP to submit annual changes to its PHA Plans.

The Draft 2020 PHA Plan incorporates proposed changes from both the Admissions and Continued Occupancy Policy and the Housing Choice Voucher Administrative Plan along with updates regarding the Rental Assistance Demonstration program and the agency's 5-Year Goals and Objectives. This year, HACA hired CVR Associates, Inc. to provide strategic planning services. Multiple sessions were held with HACA's executive team, the Board of Commissioners, and management staff across all programs at HACA. Activities included a high-level analysis of trends and the current environment of affordable housing in Austin; several SWOT (Strengths, Weaknesses, Opportunities, and Threats) Analysis sessions with staff; and a two-day collaborative session to develop strategies for current and future business operations to develop longer term goals and objectives to inform our Five-Year Plan. A final follow up session was held on December 5th to present the draft goals to management staff that participated in the two-day session to ensure all key ideas were captured and discuss any needed revisions.

The following are the updates to the Plans:

Changes to Waiting Lists related to the RAD conversion and Organization of Certain Waiting Lists that are project-based VASH vouchers.

Updates to new activities to be undertaken in 2020 upon removal of Modernization and other Capital Grant Programs due to the RAD conversion.

Updates to reflect progress made under each goal in meeting HACA's mission over the last year.

A 45-day public comment period commencing on October 18, 2019 and concluding on December 2, 2019 was held to solicit comments regarding the 2020 Public Housing Authority Annual Plan and the 2020-2024 Five-Year Plan. Notices regarding the announcement of the public comment period for these plans were sent to various community organizations, posted at the City and County Clerk Offices, posted on the HACA website and each low income housing resident community board, and advertised in the Austin American Statesman, The Villager, El Mundo and La Prensa. A full copy of the draft 2020 Public Housing Authority Annual Plan was sent to HACA low income housing resident councils, the Austin Tenants' Council, the City of Austin Neighborhood Housing and Community Development department, ADAPT of Texas, ECHO, and Texas Rio Grande Legal Aid, along with other interested stakeholders. Additionally, three public hearings were held on November 12, 2019, November 15, 2019 and November 26, 2019. No comments were received this year.

Commissioner Apostolou moved to approve Resolution No. 02630: Approval to Submit the 2020 Public Housing Authority Annual Plan and 2020-2024 Five-Year Plan to the U.S. Department of Housing and Urban Development. **2nd Vice-Chairperson Duncan-Hall** seconded the motion. The motion Passed (5-Ayes and 0-Nays).

ITEM 7: Presentation, Discussion, and Possible Action on Resolution No. 02631, authorizing the President and CEO of the Housing Authority of the City of Austin (HACA) to enter into an Interlocal Cooperation Agreement with the Housing Authority of Travis County (HATC) to allow HATC to develop an affordable multifamily property within HACA's jurisdiction at a certain property located at or near the intersection of Interstate 35 and Tech Ridge Boulevard

The Housing Authority of Travis County (HATC) has requested a Board Resolution from the Housing Authority of the City of Austin (HACA), as well as an Interlocal Cooperation Agreement, authorizing HATC and its subsidiary, Strategic Housing Finance Corporation, to develop a 311 unit affordable multifamily property. The property will be within HACA's jurisdiction – the City of Austin -- and federal and state laws and guidelines require HATC to seek HACA's approval and enter into an Interlocal Cooperation Agreement to develop or take on other activities in the City of Austin.

The property will be built near the intersection of North Interstate 35 and Tech Ridge Boulevard utilizing Private Activity Bonds and 4 percent Low Income Housing Tax Credits. HATC will partner with Embrey Partners to develop and operate the 21.7 acre site. The project is planned to be comprised of 3- and 4-story buildings with one, two, and three bedroom floor plans. The building type and approach is not dissimilar to developments completed by HACA and our subsidiary, Austin Affordable Housing Corporation (AAHC).

HACA and AAHC staff have reviewed the proposed development and believe that it will not negatively impact existing nearby properties (The Bridge at Tech Ridge and The Bridge at Center Ridge); nor will HATC's proposed development negatively impact other developments AAHC may wish to participate in in the future.

After the approval of this Resolution, HACA's President and CEO will work with HATC to complete and sign an Interlocal Cooperation Agreement enabling HATC to move forward with the project.

2nd Vice-Chairperson Duncan-Hall moved to approve Resolution No. 02631, authorizing the President and CEO of the Housing Authority of the City of Austin (HACA) to enter into an Interlocal Cooperation Agreement with the Housing Authority of Travis County (HATC) to allow HATC to develop an affordable multifamily property within HACA's jurisdiction at a certain property located at or near the intersection of Interstate 35 and Tech Ridge Boulevard. **Commissioner Apostolou** seconded the motion. The motion Passed (5-Ayes and 0-Nays).

THE BOARD DID NOT RECESS INTO EXECUTIVE SESSION.

REPORTS

The Board accepts the following reports from the President:

- None

Commissioner Carrington moved to adjourn the meeting. **Commissioner Apostolou** seconded the motion. The motion Passed (5-Ayes and 0-Nays).

The meeting adjourned at 2:09 p.m.

Michael G. Gerber, Secretary

Carl S. Richie, Jr., Chairperson

HOUSING AUTHORITY OF THE CITY OF AUSTIN
REPORT
AUSTIN AFFORDABLE HOUSING CORPORATION
ITEM NO. 2.

MEETING DATE: January 14, 2020

STAFF CONTACT: Suzanne Schwertner, Director of Development

ITEM TITLE: Update on AAHC's acquisition and development programs

BUDGETED ITEM: N/A

TOTAL COST: N/A

ACTION

No action is being requested. Staff will provide an update to the Board regarding progress with AAHC's acquisitions and development programs.

HOUSING AUTHORITY OF THE CITY OF AUSTIN

BOARD ACTION REQUEST

RESOLUTION NO. 02632

AUSTIN AFFORDABLE HOUSING CORPORATION

ITEM NO. 3.

MEETING DATE: January 14, 2020

STAFF CONTACT: Suzanne Schwertner, Director of Development

ITEM TITLE: Presentation, Discussion, and Possible Action regarding Resolution No. 02632 by the Board of Commissioners of the Housing Authority of the City of Austin (the “Authority”) approving resolution of Austin Affordable PFC, Inc. providing for the issuance of its Multifamily Housing Governmental Note (Ventura at Parmer Lane), Series 2020 (the “Note”) and to take such other actions necessary or convenient to facilitate the development of the Ventura at Parmer Lane Apartments

BUDGETED ITEM: N/A

TOTAL COST: N/A

ACTION

The Board is being asked to approve Resolution No. 02632 approving resolution of Austin Affordable PFC, Inc. providing for the issuance of its Multifamily Housing Governmental Note (Ventura at Parmer Lane), Series 2020 (the “Note”) and to take such other actions necessary or convenient to facilitate the development of the Ventura at Parmer Lane Apartments.

SUMMARY

Background:

Austin Affordable Housing Corporation has been presented an opportunity to partner with Dominion on a certain tract of land located at 8407 East Parmer Lane, Austin, Texas 78753. The project (Ventura at Parmer Lane) will consist of 216 family apartment units serving residents at or below 60% Area Median Income. The board has seen this project two times before: May 2019 for the Bond Inducement Resolution and the Tax Credit Application Resolution, and October 2019 for the public meeting. The two closest current projects AAHC owns are Bridge at Cameron and Oaks on North Plaza both to the west of our subject property.

Process:

The development will use a mix of 4% tax credits and bonds to finance the construction with a total project cost of approximately \$59,000,000. The planned development will consist of 48 one bedroom/one bath units, 84 two bedroom/two bath units and 84 three bedroom/two bath units. As with all AAHC properties, all units will be marketed to HACA’s Housing Choice Voucher families.

HACA, through its Public Facility Corporation, will issue tax-exempt bonds in an amount not to exceed

\$34,000,000. In the January 30, 2019 HACA Board Work Session, the Board set out affordability goals for future acquisitions and developments for AAHC. By serving families with incomes at 60% and below Area Median Income, Ventura at Parmer Lane meets these targeted affordability goals.

Unit Breakdown:

48 1-bedroom/1-bath 703 sq ft
84 2-bedroom/2-bath 1,063-1,042 sq ft
84 3-bedroom/2-bath 1,219-1,240 sq ft

Staff Recommendation:

Board approval will allow Austin Affordable PFC, Inc. to issue Multifamily Housing Governmental Note (Ventura at Parmer Lane), Series 2020 (the “Note”) and to take such other actions necessary or convenient to facilitate the development of the Ventura at Parmer Lane Apartments.

RESOLUTION NO. 02632

RESOLUTION APPROVING AUSTIN AFFORDABLE PFC, INC.'S ISSUANCE, SALE AND DELIVERY OF MULTIFAMILY HOUSING GOVERNMENTAL NOTE (VENTURA AT PARMER LANE) SERIES 2020; APPROVING THE FORM AND SUBSTANCE OF AND AUTHORIZING THE EXECUTION AND DELIVERY OF DOCUMENTS AND INSTRUMENTS NECESSARY TO CARRY OUT THE FINANCING OF SUCH MULTIFAMILY RENTAL RESIDENTIAL DEVELOPMENT; AND CONTAINING OTHER PROVISIONS RELATING TO THE SUBJECT

WHEREAS, Austin Affordable PFC, Inc. (the "Governmental Lender") was created by the Housing Authority of the City of Austin (the "Sponsor") pursuant to the provisions of the Public Facility Corporation Act, Chapter 303, Texas Local Government Code, as amended (the "Act"); and

WHEREAS, Section 303.071 of the Act requires that the governing body of the Sponsor approve by resolution any issuance of the Governmental Lender's tax-exempt debt;

WHEREAS, it is deemed necessary and advisable that this Resolution be adopted;

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE HOUSING AUTHORITY OF THE CITY OF AUSTIN THAT:

Section 1. The Sponsor authorizes the issuance by the Governmental Lender of its Austin Affordable PFC, Inc. Multifamily Housing Governmental Note (Ventura at Parmer Lane) Series 2020 in substantial accordance with the resolution of even date herewith adopted by the Board of Directors of the Governmental Lender (the "Governmental Lender Resolution"), a copy of which is attached hereto as Exhibit A and made a part hereof for all purposes.

Section 2. The Governmental Note, which will be issued in an aggregate principal amount not to exceed \$34,000,000, to finance the acquisition and construction of a multifamily housing residential rental development located at approximately 8407 East Parmer Lane, Austin, Texas 78653, including, without limitation, utilities, foundation, structures and equipment (collectively, the "Project"), are hereby approved pursuant to Section 303.071 of the Act.

Section 3. The approval herein given is in accordance with the provisions of Section 303.071 of the Act and is not to be construed as any undertaking by the Sponsor, and the Governmental Note shall never constitute any indebtedness or pledge of the Sponsor, the City of Austin or the State of Texas, within the meaning of any constitutional or statutory provision, and the holders of the Governmental Note shall never be paid in whole or in part out of any funds raised or to be raised by taxation or any other revenues of the Governmental Lender, the Sponsor, the City of Austin or the State of Texas except those revenues assigned and pledged by the Governmental Lender in the Funding Loan Agreement (as defined in the Governmental Lender Resolution).

Section 4. The issuance of the Governmental Note to assist in the financing of the Project will promote the public purposes set forth in Section 303.002 of the Act, will accomplish a valid public purpose of the Sponsor by providing for the acquisition, construction, rehabilitation, renovation, repair, equipping, furnishing and placement in service of public facilities, and will provide decent, safe, and sanitary urban housing for persons of low income.

Section 5. An income that is greater than 80% of median gross income for the Austin area is the amount of income that the Sponsor considers necessary for families or persons to live, without financial assistance, in decent, safe and sanitary housing without overcrowding.

Section 6. The programs and expenditures authorized and contemplated by the Governmental Lender Resolution are hereby in all respects approved.

Section 7. The President and CEO, Vice President and Secretary of the Sponsor and the other officers of the Sponsor are hereby authorized, jointly and severally, to execute and deliver such endorsements, instruments, certificates, documents, or papers, including without limitation, a ground lease between the Sponsor and Austin Leased Housing Associates II, Limited Partnership, as such officers deem to be necessary and advisable to carry out the intent and purposes of this Resolution.

Section 8. This resolution shall be in full force and effect from and upon its adoption.

PASSED, APPROVED AND ADOPTED this 14th day of January, 2020.

Chair

ATTEST:

Secretary

HOUSING AUTHORITY OF THE CITY OF AUSTIN

BOARD ACTION REQUEST

RESOLUTION NO. 02633

PURCHASING ITEM NO. 4.

MEETING DATE: January 14, 2020

STAFF CONTACT: Nora Morales, Director of Operations and Procurement

ITEM TITLE: Presentation, Discussion, and Possible Action regarding Resolution No. 02633:
Approval of Award of Contract for Janitorial and Porter Services

BUDGETED ITEM: Yes

TOTAL COST: \$147,792.00

ACTION

The Board is being asked to approve an award of a contract for Janitorial & Porter Services to M&R's Elite Janitorial Solutions, LLC. This will be a five year contract reviewed annually.

SUMMARY

Background:

The Housing Authority of the City of Austin utilizes the services of contractors to perform janitorial to ensure our community rooms are cleaned, presentable, and ready for resident programs. Porter services in HACA's administration building provides all day janitorial services, ensuring a cleaner building at all times. The scope of this contract includes after-hour services at five of our properties' community rooms and day porter services at our main administration office.

Process:

An Invitation for Bid was issued for Janitorial and Porter Services on November 21, 2019 with a due date of December 20, 2019. It was advertised in the Austin America Statesman on Sunday, November 24 and December 1, 2019. The invitation for bid was also posted on HACA's website and the Housing Agency Marketplace, an online bidding website that HACA is a member of. Twenty-nine (29) proposals were, emailed, downloaded, or picked up and four (4) responses were received. Responses were publicly opened, read, recorded, and witnessed by Tina Benson and bid official Nora Morales.

Staff Recommendation:

Staff recommends awarding the contract to M&R's Elite Janitorial Solutions, LLC was deemed the most responsive and responsible bid.

ATTACHMENTS:

- ▣ **ATTACHMENT 1: DISTRIBUTION**
- ▣ **TABULATION 2: TABULATION**
- ▣ **TABULATION 3: BIDDERS QUALIFICATIONS**

RESOLUTION NO. 02633

Approval of Award of Contract for Janitorial and Porter Services

WHEREAS, on December 20, 2019, the Housing Authority of the City of Austin opened and publicly read bids to award a contract for Janitorial & Porter Services, and;

WHEREAS, it is the recommendation of the President & CEO that the bid of M&R's in the total amount not to exceed \$147,792.00 be accepted as the most responsible and responsive bid;

NOW, THEREFORE BE IT RESOLVED that the Housing Authority of the City of Austin Board of Commissioners authorizes the President & CEO to accept the the proposal as submitted and award such contract.

PASSED, APPROVED AND ADOPTED this 4th of January, 2020.

Michael G. Gerber, Secretary

Carl S. Richie, Jr., Chairperson

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-19-I-0233
 Description: Janitorial & Porter Services

BID OPENING DT/HR: Dec. 20, 2019 10:00AM/ CST
 Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
e 12/3	Company: Clean Pros of Austin Address: _____ Phone: 8008107140 Fax: _____ Email: mark@clean-prousa.com Contact Person: Don	Addendum #: Date Notified: Received by: Date:
12/17	Company: Cleaning Service Solutions Address: 2101 South IH 35 Austin TX 78741 Phone: 5124167030 Fax: 5124166759 Email: pamel a@cleandude.com Contact Person Mel Romero	Addendum #: Date Notified: Received by: Date:
12/17	Company: Atwood Delivery Address: 6208 Marigold Terrace Austin TX 78741 Phone: 919 6648 Fax: 775 5341 Email: atwoodsdelivery@aol.com Contact Person:	Addendum #: Date Notified: Received by: Date:
12/17	Company: Superb Cleaning Address: 555 Round Rock West Dr 230 R.R. TX 78681 Phone: 828.0098 Fax: 828 0099 Email: tyates20csg@hotmail.com Contact Person:	Addendum #: Date Notified: Received by: Date:
12/17	Company: Clean Image Address: 13498 Dond Spring 78729 Phone: 5122587003 Fax: Email: Erin Pryne Contact Person: sales@ksscleaning.com	Addendum #: Date Notified: Received by: Date:

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 Description: Janitorial & Porter Services

BID OPENING DT/HR: Dec. 20, 2019 10:00AM/ CST
 Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
12/17	Company: <u>K.B. Contract Cleaning</u> Address: <u>813 Taulbee Ln</u> <u>78757</u> Phone: <u>452 9509</u> Fax: <u>452.9500</u> Email: <u>lewis@k-bcc.com</u> Contact Person: <u>Lewis Bowland</u>	Addendum #: Date Notified: Received by: Date:
12/17	Company: <u>Jam-Pro Cleaning Systems</u> Address: _____ Phone: <u>512 459.1100</u> Fax: <u>512 970 9355</u> Email: <u>aaronthorp@jam-pro.com</u> Contact Person <u>Aaron Thorp</u>	Addendum #: Date Notified: Received by: Date:
12/17	Company: <u>Ducee Labor</u> Address: _____ Phone: <u>512 552 5105</u> Fax: _____ Email: <u>Demont McNeil</u> Contact Person: <u>duceelabor@outlook.com</u>	Addendum #: Date Notified: Received by: Date:
12/17	Company: <u>CTS main</u> Address: _____ Phone: <u>972.3997701</u> Fax: _____ Email: <u>Lbush713@aol.com</u> Contact Person: <u>Laurie Bush</u>	Addendum #: Date Notified: Received by: Date:
12/17	Company: <u>Ahu-Anteroc MKT Promotion</u> Address: <u>7603 Providence</u> <u>78652</u> Phone: <u>512 680.2292</u> Fax: _____ Email: <u>ahteroc@gmail.com</u> Contact Person: <u>Coretha Clark King</u>	Addendum #: Date Notified: Received by: Date:

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 Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
e 12/3	Company: EcoCare Address: 3007 Longhorn Blvd 100 78758 Phone: 339 9111 Fax: 339 9130 Email: jpeterson@ecocarepro.com Contact Person: Jessica Peterson	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: Coverall Address: _____ Phone: 279 0250 Fax: _____ Email: doug@coverallwarjon.com Contact Person Doug St. Onge	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: Building Stars Janitorial Address: _____ Phone: 314 274 9920 Fax: _____ Email: mlane@infinite-pipeline.com Contact Person: Mark Lanemann	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: Cleaners of America Address: 5100 Poplar Av Suite 211 Memphis TN 38137 Phone: 901 680 9883 Fax: 901 680 9884 Email: rhackleman@coa.com Contact Person: Ron Hackleman	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: American Facilities Services Address: _____ Phone: 770 740 613 Fax: _____ Email: asweet@bellsouth.net Contact Person: Anita Sweet	Addendum #: Date Notified: Received by: Date:

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-19-I-0233
 Description: Janitorial & Porter Services

BID OPENING DT/HR: Dec. 20, 2019 10:00AM/ CST
 Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
e 12/3	Company: JaniKing Address: <u>2523 South Lakeline</u> <u>Cedar Park 78613</u> Phone: 5123359888 Fax: Email: tm3@jkaustin.us Contact Person: Valerie	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: Onvia Address: <u>509 Olive Way</u> <u>SeaTac WA 98101</u> Phone: 206373-9150 Fax: Email: jsessalonvia.com Contact Person Jacqueline Sessa	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: Citywide Maintenance Address: <u>1106 Clayton Ln</u> <u>78723</u> Phone: 5126725600 Fax: Email: chunt@gocitywide.com Contact Person:	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: JSN Janitorial Services Address: <u>11302 June Dr Suite C</u> <u>78753</u> Phone: 8321555 Fax: 8321565 Email: jeff@jsnjanitorialservices.com Contact Person: Jeff Voight	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: E-Team Cleaning Services Address: <u>San Marcos TX 78666</u> Phone: 5122143988 Fax: Email: eteamcleaning512@gmail.com Contact Person: Elizabeth Farr	Addendum #: Date Notified: Received by: Date:

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-19-I-0233
Description: Janitorial & Porter Services

BID OPENING DT/HR: Dec. 20, 2019 10:00AM/ CST
Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
e 12/6	Company: Address: _____ Phone: _____ Fax: _____ Email: leonardojosem@hotmail.com Contact Person: Leonardo Jose Muñoz Mendoza	Addendum #: Date Notified: Received by: Date:
p/o 12/11	Company: Zlynx Enterprise Address: 6448 HWY 290 East E107 Austin TX 78723 Phone: 512 451 8828 x 214 Fax: 512 467 9808 Email: ronda@zlynxenterprise.com x 216 joann@zlynxenterprise.com x 214 Contact Person Ronda Houston, JoAnn Sepeda	Addendum #: Date Notified: Received by: Date:
p/o 12/11	Company: JMA Address: P.O. Box 2202 Cedar Park, TX 78630 Phone: 512 861 6844 Fax: Email: John 512 906 8377 michelle Contact Person: Johnny Michelle 768@gmail.com	Addendum #: Date Notified: Received by: Date:
p/o 12/17	Company: Capitol City Janitorial Address: 2420 Patterson Industrial flugerville TX 78665 Phone: 512-670-2800 Fax: Email: lisa@ccjanitorial.com Contact Person: Lisa Crawford.	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: Siller Preferred Services Address: 1144 Airport 78702 Phone: _____ Fax: _____ Email: yasmin@sillerservices.com Contact Person:	Addendum #: Date Notified: Received by: Date:

Housing Agency marketplace

Customer Support: 1-866-526-0160

Buyer's Workbench

Fri, Dec 27, 2019
11:45 AM CST

Vendors Who Have Downloaded Solicitation #: HACA-19-I-0233 - Janitorial & Porter Services

Total # of companies: 5

Total # of individuals: 5

Do you wish the prospective proposers to see this list? ▼

Note: Date/Time Viewed and Submission Status will NOT be shown to vendors.

Currently prospective proposers CANNOT see this list.

[Click here for Submission Status definitions](#)

Company	Date/Time Downloaded	Contact Name	Phone	City, State	MWBE Status	Submission Status
A-RAPID SOLUTIONS	12/04/2019 03:50 PM CST	Deborah Sam	713-875-2419	Houston, TX	Woman-owned Business Enterprise African-American Business Enterprise	
Accurate Cleaning Concepts	12/05/2019 01:49 AM CST	Hope Hernandez	361-737-6954	Corpus Christi, TX	Woman-owned Business Enterprise	
DH & Company	12/20/2019 04:31 AM CST	Dara Harsh	888-447-2348 Ext. 48	Maricopa, AZ	None (not Woman- or Minority-owned)	
SourceOne	12/04/2019 09:53 AM CST	Delmar Waller	512-566-3795	Tulsa, OK	None (not Woman- or Minority-owned)	
Works in Progress	12/05/2019 09:23 AM CST	Trip Burton	772-781-2144	Stuart, FL	None (not Woman- or Minority-owned)	

**BID TABULATION
 JANITORIAL & PORTER SERVICES
 HACA-19-I-0233
 December 20, 2019 10:00 AM/CST**

Company Name	Thurmond Heights 8436 Goldfinch Ct.	Meadowbrook Learning Center 1201 W. Live Oak	Booker T. Washington Community Center 905 Bedford	Booker T. Washington Neighborhood Networks Center 905-A Bedford St.	ADAPT 1100 S IH 35	TOTAL MONTHLY	TOTAL ANNUAL	RENEW RATE %	PORTER SVC 1124 S. IH 35 LABOR COST PER HOUR/PER INDIVIDUAL	PORTER SVC ANNUAL COST	JANITORIAL AND PORTER SERVICE TOTAL ANNUAL COST	RENEW RATE %
1 M&R's Elite Janitoiral	\$616.00	\$1,250.00	\$459.00	\$975.00	\$800.00	\$4,100.00	\$49,200.00	1.5	\$15.80	\$98,592.00	\$147,792.00	1.5
2 UMove it We Clean It	\$3,200.00	\$3,520.00	\$3,200.00	\$4,000.00	\$800.00	\$14,720.00	\$176,640.00	2	\$22.00	\$137,280.00	\$313,920.00	2
3 Jani King	\$697.00	\$2,167.00	\$797.00	\$1,377.00	\$817.00	\$5,855.00	\$70,260.00	3	\$15.00	\$93,600.00	\$163,860.00	3
4 *Capitol City Janitorial	\$794.57	\$1,390.50	\$794.57	\$993.21	\$794.57	\$4,767.42	\$57,209.04	3	\$18.92	\$118,060.80	\$175,269.84	3
5												
6												
7												
8												
9												
10												

* Math Correction +.024 year
 Bid Official: Nora Morales
 Witness: Tina Benson

Date: 1/20/19
 Date: 12/20/19

Statement of Bidder's Qualifications

M & R's Elite Janitorial Solutions, LLC is a Texas-based and HUB certified business that specializes in janitorial services. We provide a full line of services, from general janitorial services, to day porters and pressure washing and window cleaning. Our services are custom and are tailored to your scope of work and needs. We never subcontract any work so that the quality of these services, and management oversight adhering to our strict quality standards are always reflected in the work that we do. Our company's personnel experience dates back over 13 years in the industry, assuring high quality standards of the work being done. Organized in 2014, M & R's has been operational for 5 years under its current name in the business of providing janitorial services.

Full permanent business address for M & R's Elite Janitorial Solutions is 20526 Broughwood Cir., Katy, TX 77449. The business is a partnership, owned by Mr. Felipe Romero, Jr (51%) and Mr. Arturo B Mejia (49%), both Hispanic male owners.

Currently, M & R's employs approximately 40 staff members (mostly part-time), and revenue generated is approximately \$628,000 a year. The company is based in Katy, but has satellite offices in South Texas, Austin and San Antonio with accounts in those same markets. Our current workload includes utilities, municipalities, government agencies, and clinics that have dedicated team members ensuring that high quality standards are met, and who regularly meet with clients and team members in order to be proactive with any potential issues. M & R's Elite Janitorial Solutions currently holds accounts in almost every sector throughout Texas. Relevant to this project are our governmental agencies and other Housing Authority office we service, to name a few. Our supervisory team ensures quality standards are met with local clients in that area to ensure compliance.

Current Contracts in place:

Housing Authority of the City of Brownsville - \$21,126 1-year contract – Completion Date: August 2020, with additional 4 years of renewal options (currently in year 1).

City of Beaumont, TX - \$17,115 1-year contract- Completion Date: January 2021, with additional 2 years of renewal options (currently in year 2).

City of Dickinson, TX - \$62,208 2-year contract – Completion Date: October 2021, with additional 2 years of renewal options (currently in year 1).

City of Port Arthur, TX - \$39,960 1-year contract – Completion Date: June 2020, with additional 2 years of renewal options (currently in year 1)

Texas Department of Public Safety – Beaumont Regional Facility - \$37,440 2-year contract – Completion Date: August 2020, with additional option of 2-year renewal (currently in term 1).

Texas Department of Public Safety – Austin Regional Facility - \$14,795 1-year contract – Completion Date: August 2020, with additional 3 years of renewal options (currently in year 2).

Texas Department of Transportation – Lee County Maintenance Warehouse - \$6,676 1-year contract – Completion Date: August 2020, with additional 3 years of renewal options (currently in year 2).

The Gulf Coast Center - \$117,000 1-year contract – Completion Date: August 2020, with 1 year of renewal option (currently in year 2).

Texas Workforce Solutions Alamo - \$161,890 1-year contract – Completion Date: September 2020, with 2 additional years of renewal options (currently in year 2).

Texas Workforce Solutions Cameron - \$62,622 1-year contract – Completion Date: October 2020, with 3 additional years of renewal options (currently in year 2).

Texas Workforce Solutions of the Coastal Bend - \$90,000 1-year contract – Completion Date: December 2020, with 3 additional years of renewal options (currently in year 1).

Texas Workforce Commission - \$7,613 1-year contract – Completion Date: August 2020, with no remaining renewal options (year 3 of 3).

M & R's Elite Janitorial Solutions provides a variety of janitorial services and includes carpet cleaning (shampoo/extraction), floor stripping and waxing, general janitorial services, emergency cleaning, power washing, window cleaning, emergency cleaning, pre/post event cleaning, final cleaning, day porter services and many other solutions for your facility. Our company has experience in almost every sector, and managerial experience dates back to over 13 years. Having hands-on janitorial experience, top management implements a one-on-one approach with all team members to focus on real challenges and addressing and solving issues in the day to day operations.

The company understands the importance of client property, and adherence to local and state laws requiring insurance against employee claims, property damage and bonds. To this end, M & R's is fully insured for general commercial liability up to \$2 million dollars, and has commercial auto liability for its vehicles, and workman's compensation insurance. We also have employee theft bonds, and have access to surety bonds as needed for certain clients.

Name & address of bonding company: Merchants Bonding Company, P.O. Box 14498, Des Moines, IA 50306-3498

Name & address of agent: Surety1, 3225 Monier Circle, Suite 100, Rancho Cordova, CA 95742

Completed contracts:

Houston Area Safety Council

Contact person: Saul Salas, Office & Administrative Manager; 281-824-2573 ssalas@hasc.com
7720 Spencer Highway, Pasadena, TX 77505

This account included 1 facility with a total of **65,450 square feet**

The Houston Area Safety Council (HASC) is a non-profit trade association that serves the Texas Gulf Coast, offering comprehensive industry solutions, including training and health services. Scope included day porter services, evening janitorial services, floor maintenance and annual deep cleaning services.

BioScience Research Collaborative – Rice University

Contact Person: John T McDevitt, Professor; mcdevittlab@rice.edu

6500 Main Street, Houston, TX 77030

This account includes 1 facility with a total of **13,000 square feet**

Laboratory cleaning and floor work for professor in university setting. Also included preparing, cleaning and help with relocation of professor belongings, and make laboratory ready for next professor.

Texas Department of Public Safety – New Braunfels Driver License Office

Contact person: Herman W. Gray, Jr., Regional Facilities Manager; 210-531-4302
herman.gray@dps.texas.gov

117 Conrads Lane, New Braunfels, TX 78130

DPS Mega Center Driver License office in New Braunfels, TX. Services included general janitorial tasks, including a dedicated day porter servicing the high traffic facility during the day (8am to 5pm), and a night custodian performing general janitorial duties, including floor/carpet maintenance, trash removal, dusting, restrooms, break rooms, and other periodic tasks, including medium and heavy cleaning.

City of Mont Belvieu

Contact person: Dustin Schubert, Parks & Recreation; 281-576-2213, ext. 280,
dschubert@montbelvieu.net

11607 Eagle Drive, Mont Belvieu, TX 77523

This account includes 6 facilities, with a total of **50,441 square feet**

Total employees assigned: 2

The City of Mont Belvieu is a municipality in the east part of Houston, servicing a population of about 6,000. Its recent growth has allowed the city to build a recent state of the art Senior Center (Hilltop), which we currently also service. Services included general janitorial evening services, and annual floor maintenance to include carpet shampoo and floor seal, strip and wax. Full scope included daily, weekly, monthly biannual and annual tasks. Facilities being serviced included City Hall, older Senior Center, Animal Shelter, Maintenance Office, Police – Municipal Court, and the newest Hilltop Senior Center.

Project Methodology & Quality Plan

Having read the RFP in its entirety and through internal meetings to discuss the scope fully, M & R's has a full understanding of the services being requested by the Housing Authority of the City of Austin (HACA) and has developed a summary of its services approach included in this proposal. The timeline to complete the tasks as per the RFP is as follows;

I. Timeline

Initial Phase (first week within start date):

- Bring buildings up to current standards
- Meet with facility manager(s) to discuss current issues, desired outcomes, and coordinate necessary items (access, security clearance, etc.)
- Inventory control (equipment and supplies)

Phase II (after week 1):

- Quality management standards
- Continuous monitoring of implementation of SOW expectations
- Walk-throughs with HACA staff and feedback on performance

Phase III:

- Work closely with HACA staff to address minor deficiencies and correct immediately
- Work and coordinate other special projects, such as floor maintenance (carpet shampoo/ floor strip/wax), carpet shampoo/extraction, or power washing
- Provide inspection reports, logs and other inventory-related documentation as required by the contract and for quality management purposes.

To this end, we will be performing those services being requested on a weekly and monthly basis. Biannual and quarterly services will be scheduled with HACA staff as required on the RFP.

II. Proposed Staffing

The total number of staff to be assigned to this project are approximately 9 persons. This number encompasses a total of 3 full-time day porters, 4 evening custodians, 1 floor technician, 1 supervisor, and a support team of a project manager and the director of operations, and a back-up/floater custodians/day porters. This number reflects personnel required to also provide continuous uninterrupted services as required in the RFP with the listed timeframes. All of our custodians are prescreened and are experienced in the industry, and this is done through verifiable references. Our project managers and supervisors each also have at least 5 years of experience in almost every sector. Servicing similar accounts (Housing Authority of Brownsville) you can expect relevant experience as it relates to servicing facilities such as these in the area. Local supervision is always strictly enforced to ensure compliance with scope of work requirements.

Staffing Procedures

The company has a dedicated recruitment & retention team in human resources aimed at finding and retaining highly qualified personnel for our projects. To this end, only candidates with relevant experience, and a verifiable record of work are considered and hired. The first approach M & R's takes when staffing a new account is to discuss with the client the existing custodial personnel at the facilities, and determine whether they would like to keep current staff. If there are challenges or concerns facing the current custodial team, then new personnel will be hired. All of our candidates go through an extensive application process, from interviewing and criminal background checks, to drug testing to ensure reliable, qualified candidates. Interviews will take place, and job offers may be given to the current custodial team. If accepted, training will take place and policies will be provided to the team members. If the job offers are not accepted, other qualified, interested candidates will be contacted for interviews.

For the HACA, we propose at least 7 days to ramp up and be able to cover staffing and equipment and supplies that we would need to provide. This includes negotiating with our current suppliers and getting everything organized to have enough time for delivery to the facilities by the start date. We would also meet and coordinate with the facility manager(s) to go over the transition plan and to address questions and concerns. Our staff can be easily identified by the uniforms that we provide to each of them and that they are required to wear. Supervisors and team leads are to wear our company polo shirts embroidered with our logo, dress pants and tennis shoes. Evening custodians wear company and logo embroidered cobble aprons with pockets that allow them to carry keys and essentials (attached find a supplement document showcasing our uniforms) or company t-shirts. Badges are also provided to them so that they may be identified by name and a photo of them. A list of the personnel would also be provided at the start of the contract for client's reference of those entering and exiting the premises under our company name. M & R's facilitates the communication with clients and their representatives through a variety of electronic methods. We provide cellular phones to the management team, including the supervisor. An email account is also provided to facilitate electronic communication.

Staff Training

The objectives for our training programs are designed so that the following can be achieved:

- The custodial team member will be able to effectively perform the assigned duties and tasks in a safe manner.
- Demonstrate the safety precautions necessary to avoid accidents and injuries while performing common janitorial tasks.
- Exercise the proper procedures for reporting injuries.
- Emphasize customer interactions and professional conduct

The following areas are covered during new and current employee safety and general trainings:

- I. Use of appropriate work attire
- II. Ergonomic Hazards
- III. Chemical Hazards
- IV. Electrical Hazards
- V. Slips and Falls
- VI. Injuries on the job
- VII. OSHA topics
- VIII. Professional conduct, ethics and attendance

Training is performed on the first day as part of orientation for new employees and on a quarterly basis for current custodians and supervisors. This is performed at the job site or another designated area. Trainings typically take 2-3 hours and do not interfere with regular job schedules. These trainings may also take form of a safety meeting, bringing up any potential issues, news or changes in processes.

Quality Management

M & R's Elite Janitorial Solutions believes that communication with clients is key to a successful outcome. Therefore, all of our supervisors and project managers are provided an email address and cellular phone that will facilitate communication between HACA's representatives and the company. HACA's main point of contact will be the project manager, who will communicate with the working supervisor. Any need to address issues will be immediately communicated. Quality control is strictly enforced by physically having the supervisor inspect all the sites on a daily basis. The project manager does weekly checks as well and addresses any deficiencies. The supervisor and project manager, however, are continually in communication (daily) to discuss the findings and issues and correct and address any areas potential for problems. Checklists are provided on the first day and to be completed based on the scope of work daily by the custodial team and then verified by the supervisor. Attached you will find a sample checklist used for daily inspections.

The operations manager will work closely with the supervisor and custodial team in order to achieve quality assurance goals. Communication between the cleaning staff and the management team will be done on a daily basis. While the company encourages professional work relationships between clients and employees, any issues or special requests/favors for additional services should be done in writing or with the operations manager and not with the custodial team. This will allow the company to determine whether such requests are consistent with HACA's standards. The operations manager and the HACA's representative(s) will have constant email and telephone communication, and arrange for meetings as necessary and to inspect the facilities at least on a monthly basis as

per the RFP, Local supervision is important to maintain quality checks and assurance throughout the period of performance.

M & R's Elite Janitorial Solutions always strives to provide continuous professional services for our customers. There are procedures in place that address the importance of uninterrupted services that our customers come to expect. Therefore, the following applies as it relates to employee substitutions for assurances of staff coverage at all facilities:

At the start of the contract, the number of custodians assigned to the project will be hired. The company will hire an additional custodian on a stand-by basis. These custodians are provided the company's on call and attendance policies. All employees are subject to background checks to adhere to security and background clearance policies. Hiring on call employees allows us to be proactive in the need for additional and immediate manpower. Back-up custodians are continually contacted to check that their availability has not changed. If the scope of work requires emergency services, these same employees are also considered in the event that regular employees are not available. The same is true in the rare event that back-ups are not available. The same custodial team from other facilities would be available to cover. The supervisor is also be available for such emergencies or need for an immediate replacement should one or several be needed. The company also has 1 floater, who is also available to replace someone temporarily on a short notice. Finally, the operations manager would be available to cover should none of the above measures be sufficient.

M & R's Elite Janitorial Solutions prides itself in establishing preventive measures through continuous communication with clients. While our goal is to be proactive, we understand that issues may come up from time to time that are out of our control. Addressing any issues or problems is extremely important in order to ensure excellent customer service. The operations manager will always be in communication with the client and will work closely with his/her supervisor to make sure all tasks are being covered. S/he will serve as a liaison to facilitate addressing any complaints/issues and work with the supervisor to correct any deficiencies. While the company has established procedures to always address any complaints to their immediate supervisors, an open-door policy is also implemented to address areas that cannot be handled directly by the supervisors. This same policy encourages employees to make suggestions or requests on how to facilitate certain procedures. The company encourages employees to reach their potential and grow with the company by addressing areas or providing suggestions on how to improve a process.

Policies & Procedures

The company has many policies and procedures that reflect the values and commitment it has with all of its customers. To this end, the following policies and procedures are in force as they relate to client property, insurance, and additional information about M & R's Elite Janitorial Solutions. These policies further compliment the approach taken for this project:

The company has implemented a policy designed to safeguard and protect employees and clients for whom services are provided or where M & R's is present. In conjunction with general and strict security and access policies, the company does run criminal background checks for every new employee. Whether the facility is a school or an office, security checks are always performed in order to provide a safe, reliable and committed workforce to all our clients. We use several public and private local, state and national databases to perform these checks. Background checks may also be done annually or as deemed necessary (or as per company policy, upon a change that may impact continued employment eligibility) for current employees. Evidence/file of the employee's record check can and will be provided to the client upon request.

The company understands the importance of client property, and adherence to local and state laws requiring insurance against employee claims, property damage and bonds. To this end, M & R's is fully insured for general commercial liability up to \$2 million dollars, commercial auto liability for its vehicles, and workman's compensation insurance. We also have employee theft bonds, and have access to surety bonds as needed for certain clients. The company has also implemented a policy on theft or damage to client's property or job sites. All property found within the job site remains property of the client and under no circumstance should be taken. Any items that may seem to have been dropped, lost or left behind in unusual places shall be reported to the supervisor, who will then communicate with the operations manager for the return of the item. The operations manager will then communicate with the client's representative to coordinate the return. Any employee found to be taking property from the client will be reprimanded and is grounds for immediate termination.

HOUSING AUTHORITY OF THE CITY OF AUSTIN
REPORT
RENTAL ASSISTANCE DEMONSTRATION
ITEM NO. 5.

MEETING DATE: January 14, 2020

STAFF CONTACT: Ann Gass, Director of RAD

ITEM TITLE: Update on HACA's Rental Assistance Demonstration Program

BUDGETED ITEM: N/A

TOTAL COST: N/A

ACTION

No action is being requested. Staff will provide an update to the Board regarding progress with HACA's Rental Assistance Demonstration Program, ongoing construction and rehabilitation of units in HACA's public housing portfolio, and implications for residents and the broader community.