

RENTAL ASSISTANCE PROGRAM STATISTICS

ACTIVITY	10/2011	11/2011	12/2011	1/2012
Applications	30	47	27	42
Walk-in/Appointments	292	281	238	186

WAIT LIST	9/2011	10/2011	11/2011	12/2011	1/2012
Section 8 Vouchers (498)*	1,244/1130	1,223/1,115	1,099/992	1,264/1,157	1,206/1,107
Parkview Knoll (28)	98	99	99	100	67
Blue Mountain Estates (28)	62	62	62	64	40
Scattered Sites (24)	74	75	64	62	62
Schoolhouse Manor (32)	46	46	47	49	51
Monterey House (24)	17	17	16	15	15
Francis Murphy Apartments (120)	81	83	86	89	93
Springfield Manor (36)	89	88	88	90	90

* The first number for Section 8 Vouchers is total applications and the second is persons free of debts or criminal records that would bar them from participation. We serve the 2nd set of applicants.

Vouchers	10/2011	11/2011	12/2011	1/2012	2/2012	YTD Proj
Target	482	482	482	482	482	964
Utilized	458	456	460	462	464	926
Occupancy	95.02%	94.61%	95.44%	95.85%	96.27%	96.06%

Even though we fell short of leasing 498 units each month, the cumulative amount spent came within \$289 of the funding we received in 2011!

PUBLIC HOUSING	11/2011	12/2011	1/2012	Vacancy	Occupancy	Move In	Move Out
PVK	28	28	28	0	100%	0	0
BME	27	26	28	0	100%	2	0
Scattered	22	20	24	0	100%	4	0

OTHER	11/2011	12/2011	1/2012	Vacancy	Occupancy	Move In	Move Out
SHM	32	32	32	0	100%	0	0
Monterey	24	24	24	0	100%	0	0
Francis Murphy	120	120	118	2	98%	0	2
Springfield Manor	36	36	35	1	98%	0	1
NCI	4	4	4	0	100%	0	0
RTO	5	5	5	1	83%	0	0

I. Reports

- A. Conversion - February 1st became our official Conversion date when we received the signed release from the terms of the HUD Declaration of Trust on our 80 public housing units on February 2nd! Managing such a transition in our software has been the big challenge. By the 6th we had all of our tenants moved out of public housing leases in our software and by the 8th we had them moved into new leases allowing us to begin receiving rents, posting receipts, and more importantly, beginning the process of adding the Section 8 assistance.

On February 2nd a Section 8 deposit hit our accounts which we later confirmed was for the 80 additional Section 8 Vouchers (even though we have yet to receive any written communication on the financial aspects of our conversion). Our use agreement limits us to renting to families earning less than 80% of median income, but the normal income limit for Section 8 admission is 50% of median. We are planning to withhold Section 8 assistance from 8 families whose incomes fall in-between the 50 and 80% marks and instead continue their rent at the assisted levels until we can get HUD clarification. If HUD does not allow us this flexibility, we will continue at the assisted rent level until each family's current lease expires and then offer them a new un-assisted lease with a \$25/month rent increase so that we can, annually begin closing the gap between the market rent and the assisted rent.

Late breaking news via an email from HUD financial staff on Friday indicates that our new vouchers will be TPV (Tenant Protection Vouchers). TPV are issued to PHAs who demolish units (that is what our conversion is considered) or to tenants displaced by a disaster like hurricane Katrina. From what I have found online, TPV uses the 80% income limits and has allowed 6-month old income certifications to be used in the transition. Perhaps there is hope!

- B. HAWC email addresses - We have advanced in our ability to manage our email server to the point where we created a HAWC email address for Mr. Keesecker that the system forwards to his home email account. This will allow him/us to use this new email address for HAWC business without "revealing" his personal email account. Staff believe we should use rkeesecker@hawcmd.org on the Commissioners' page of our web site and thereby give citizens another way besides US mail to communicate with him. A logical next step would be to provide this facility for all of our Commissioners, email for Commissioners who do not have personal email accounts would be forwarded to the Executive Assistant who can arrange personal delivery.

- C. RTO and Facebook - The ad to the right was on display as a Facebook ad from November through mid-January, but did not attract any "clicks" which we attributed at first to the seasonal dis-interest in home-buying. Now we

Own a home in 5 years?



Stop dreaming! Check out our Rent-to-Own program. Contact us now - only six houses left!
www.hawcmd.org

Still Renting? Try RTO!



Live or work in WA County MD? Find out if you qualify for our Rent-to-Own Program. Less than perfect credit OK.
www.rto-hawcmd.org

wonder if we had the correct approach, and have launched this second message with hopes for some improvement! Note the new URL that takes you directly to our RTO page.

- D. DSS Payroll - HAWC provides the payroll service for about 30 contract employees working at the Department of Social Services (DSS). This mutually beneficial arrangement was created to enable DSS to use grant funding to fill positions that would not be available to them within the State hiring system - DSS is now providing a range of services in our community that would not have otherwise been possible and HAWC is using our software and staff resources to add an additional income stream. This past month we put finishing touches on a series of reports and spreadsheets that further automated the DSS payroll process that promises to save several hours of processing time.

- E. Customer Service training - On Tuesday our staff will be meeting with Hagerstown Community College faculty to design a customer service training customized to HAWC needs that will be delivered in our offices later this spring.

- F. Positive Communication - Please add your own suggestions for positive words so we can continue to update our table at the meeting.

PC (POSITIVE COMMUNICATION)	LANGUAGE TO AVOID (FORMERLY THE NO-NO WORDS AND PHRASES)
Community	Development
Community	Project
Homes	Houses
Homes	Housing
Seniors	Elderly
Families	Households
Homes within reach of working families	Affordable housing
? Opportunity target ?	Income limits/guidelines
Persons with disabilities	Disabled persons
Mr./Mrs./Ms. Last name or Mam/Sir	“Hon” or “Honey” or “Dear”
(when someone is reporting that something needs to be repaired..) Did you call Mrs..Shipley?	Did you call Maintenance?
Fully Accessible	Handicap

II. Action items

- A. Check signing - Following the discussion at the January meeting, staff recommend adoption of resolution 2012-5 as follows:

WHEREAS by resolution 99-04 the Housing Authority of Washington County adopted a check signing policy naming the Chair and Vice Chair as signatories on checks, and

WHEREAS in the interest of timely payment of HAWC obligations the Board desires to expand this authority to henceforth add the Senior Vice President to the list of Commissioners authorized to countersign checks drawn on HAWC accounts,

NOW THEREFORE BE IT RESOLVED that the Board hereby adds the person holding the Senior Vice President position to the list of authorized check signers for the organization.