

**PROVIDENCE HOUSING AUTHORITY
BOARD OF COMMISSIONERS
REGULAR MEETING: August 26, 2010**

PHA Conference Room 100 Broad Street Providence, RI 02903

CALL TO ORDER

Chairman Waldman called the meeting to order at 5:00 PM.

ROLL CALL

The Executive Director called the roll:

Present: Absent:

Paul F. Waldman Barbara Fields (excused)

Delores Casella John Igliazzi

Robert Clarkin

Dorothy Waters

JT Taylor

Roger Giraud

Hilary Silver

Venez Madrid

Nicholas Narducci

Nine members were present constituting a quorum to conduct business.

APPROVAL OF MINUTES (7-29-10)

Commissioner Narducci moved to approve the meeting of 7-29-10. The motion was seconded by Commissioner Silver. The chairman called for a vote. The minutes were approved unanimously.

RESIDENT'S COMMENTS

The chairman called for resident comments. Commissioner Cascella informed the board that at a Resident-Management meeting held earlier in the day, the Executive Director attended to award two residents with Certificates of Appreciation for their participation on the Crime Watch. In addition to the awards, each of the residents will receive a \$25 gift card.

CHAIRMAN'S REPORT

Chairman Waldman stated that at this evening's meeting the board would review and consider approving the changes to the board policies. He thanked ad hoc committee chairman, Roger Giraud, and committee members Delores Cascella and Robert Clarkin for their efforts.

COMMITTEE REPORTS:

Asset Management/Capital Improvements

Commissioner Madrid presented the committee's report citing progress on a number of Capital Fund projects that are underway at numerous developments.

After Commissioner Madrid completed her presentation, Chairman Waldman asked her to serve as the committee chair. He stated that Commissioner Field's schedule prevented her from attending and/or holding committee meetings. He further stated that Commissioner Madrid has been serving as "acting" chair of the committee for approximately one year. He felt that her perfect attendance and ability to attend committee meetings held before the regular board meetings each month made her a logical choice. Commissioner Madrid agreed to serve as committee chair.

[See attached committee report.]

Budget, Finance & Audit Committee

Commissioner Giraud stated that the committee met prior to the board meeting for a briefing from the CFO Donna Pariseau. He stated this month's Management Report does not contain monthly financial data for July because the Finance Office is busy closing the books for year-end and preparing for the FY2010 audit. He further stated that procurement and grant information is in the report for July.

Resident Services Committee

Commissioner Silver delivered the committee's report which outlined all the activities that are taking place for residents. She brought to the board's attention that there is a brochure in their board packets for a PHA-created resident business and expressed an interest in hiring him, if it was not a conflict of interest. The Commissioner mentioned that the Homeownership Program is well underway and she

expressed concern about foreclosures considering the state of the economy. The Executive Director assured her that our residents are required to go through extensive training and counseling before purchasing a home. Donna DeLaRosa, Leased Housing Director, stated that none of the 30+ Section 8 homeowners has foreclosed.

Special Committee on Board Policies

Commissioner Giraud stated that the committee reviewed the existing board policies and procedures in an effort to make them consistent with our amended by-laws, federal regulatory/procedural changes and to comply with RI General Laws, the Open Meetings rules and the RI Ethics rules. He then directed Mr. O'Rourke to review with the board the changes that had been made. Mr. O'Rourke then explained the changes that had been recommended for amendment. He further stated that the section on board committees had lengthier and more descriptive duties and responsibilities. After a discussion, Commissioner Giraud moved the amendments be approved. His motion was seconded by Commissioner Taylor and Commissioner Clarkin. A vote was called and the amendments were approved unanimously.

[See attachment with Board Policies and Procedures amendments.]

EXECUTIVE DIRECTOR'S REPORT

Monthly Management Report

The Executive Director reminded the board that the board committee reports only highlight the PHA's activities and invited them to review

the MMR for greater detail on all PHA activities. The report is organized by department, office or function.

Items in Board Packet

Mr. O'Rourke also informed the board about the marketing brochure for the Curtis Gomes Painting & Construction Company. He stated the Special Projects staff had prepared the brochure in an effort to promote the business. Mr. Gomes is the first resident to start his own business after attending the PHA-Sherwin Williams Paint Training Program. The PHA has conducted seven of these courses. The director further stated that we are promoting the company through mailings to all the housing authorities in the state and several private Section 8 owners. Several of whom have already asked Mr. Gomes for quotes. The PHA has employed the firm to assist in unit turnovers. Mr. Gomes has hired several graduates from the paint program as employees.

[See attached marketing brochure.]

Capital Fund Project Status

The Executive Director informed the board that all Cap fund projects are going well and on schedule. He stated that he visited Admiral Terrace the other day and was very pleased with the work that has been completed to date. He said the plantings and new decorative fencing have really enhanced the aesthetic appeal of the site. He also said that several persons in the Southside of the city have contacted him to express their delight to the extensive rehabilitation of the

Roger Williams development. He said that all landscape projects are scheduled for completion by October.

USIG & REAC Inspections of Housing Portfolio

The Executive Director informed the board that inspections are underway for both our regular annual inspection, undertaken by US Inspection Group (USIG) and HUD's REAC inspections to determine our Public Housing Assessment System (PHAS) score. Annual inspections are required by HUD regulations. The PHA contracts our inspection to USIG because they are cost effective and their reports are thorough. Annual inspections are of the entire PHA housing portfolio. These inspections includes: systems, building, units and grounds. The REAC inspection protocol consists of inspecting a representative sample of units at each AMP.

Mr. O'Rourke informed the board that the USIG inspections have gone well so far with each property inspected to date increasing from last year's score. We have not received any REAC scores yet.

Customer Service & Satisfaction Survey

Mr. O'Rourke briefed the board on our Customer Service and Satisfaction Survey. He stated that HUD no longer conducts the survey, which he believes is a mistake. He told the board that the resident survey is the only tool HUD had for measuring outcomes, i.e., how our programs and services affected our stakeholders.

The director informed the board that preliminary data indicates that:

- Each development is very satisfied or satisfied with the level of services provided by the property management staffs, maintenance**

services and social programming.

- **The vast majority of residents (high 80% & 90%) report that the management and maintenance staff treat them respectfully**
- **Most are very satisfied with how the police treat them-a few exceptions.**
- **Each property is satisfied with police response time.**
- **All but one property believes the security cameras have help deter crime**
- **Large majorities feel safe in their units and parking areas**
- **Almost all are satisfied with the grounds**
- **A significant number report problems with rodents or insects, probably bedbugs**
- **Large majorities state that they would recommend their development to someone else**

The response rate to the survey ranged from 83% at Kilmartin Plaza to 17% at Hartford Park (the family portion-the high-rise at Hartford had a fifty percent response rate). Mr. O'Rourke stated that his initial interpretation of the demographics of those surveyed makes it a valid sample. A more in-depth analysis will be undertaken of the data and presented at a future date.

Resident Association Report/Presentation

Melissa Sanzaro from the Special Projects Office presented a PowerPoint slide presentation on the status of the PHA's Resident Associations. Each slide depicted what activities are taking place,

who the officers are and what they are doing with their resident association funds. She explained the differences between a regular resident association and a planning committee. A planning committee is comprised of property staff and a few resident volunteers. A planning committee is formed when no one wants to run for office as a resident association leader. Two board commissioners were cited for their efforts: JT Taylor at Hartford Park for assisting other RAs and Delores Cascella for obtaining legislative grants to purchase gym equipment and furniture for the Dominica Manor library.

Board Meeting Date change

The Executive Director requested the board to change the date of the September meeting to the 30th rather than the 23rd because he will be returning from vacation on the 22nd and needs more time to prepare for the meeting. Chairman Waldman polled the members and it was agreed to change September's board meeting to the 30th.

RESOLUTIONS

- There were no formal resolutions

OLD BUSINESS

- There was no old business

NEW BUSINESS

Commissioner Narducci stated he was very disappointed that he is not better informed and notified of events taking place at Chad Brown/Admiral Terrace/Sunset Village, properties he represents as a City Councilman. He stated that he has made a point of assisting the PHA in obtaining funds and services and wants to help where he can. He specifically stated that he was informed of the Back-to-School Event only the day before, which he couldn't attend due to previous commitments. He further stated that meetings should be held in the evenings because many people at those developments work. Mr. O'Rourke apologized that he wasn't informed in a timely manner and acknowledged his past contributions in obtaining city CDBG funds. Mr. O'Rourke stated that evening meetings were not very well attended. The executive Director committed to ensuring that Commissioner Narducci was informed of events and he would direct Resident Services staff to forward him a calendar of activities.

ADJOURNMENT

There being no further business, Chairman Waldman accepted a motion to adjourn for Commissioner Clarkin, seconded by Commissioner Giraud. The meeting adjourned at 6:15 PM.

Minutes Submitted and Approved By:

**Stephen J. O'Rourke, Executive Director
& Secretary/Treasurer to the Board of Commissioners**