



Housing Authority of the City of Alameda

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TDD (510) 522-8467

701 Atlantic Avenue • Alameda, California 94501-2161

IF YOU WISH TO ADDRESS THE BOARD:

1. Please file a speaker's slip with the Executive Director, and upon recognition by the Chair, approach the rostrum and state your name; speakers are limited to 5 minutes per item.
2. If you need special assistance to participate in the meetings of the City of Alameda Housing Authority Board of Commissioners, please contact (510) 747-4325 (TDD: 510 522-8467) or dconnors@alamedahsg.org
Notification 48 hours prior to the meeting will enable the City of Alameda Housing Authority Board of Commissioners to make reasonable arrangements to ensure accessibility.

AGENDA **REGULAR MEETING OF THE BOARD OF COMMISSIONERS**

DATE & TIME **Wednesday August 16, 2017 –**

Regular Meeting – 7:00 p.m.

LOCATION Independence Plaza, 703 Atlantic Avenue, Alameda, CA

Welcome to the Board of Commissioners of the Housing Authority of the City of Alameda meeting. Regular Board of Commissioners meetings are held on the third Wednesday of each month in the Ruth Rambeau Memorial Community Room at Independence Plaza.

Public Participation

Anyone wishing to address the Board on agenda items or business introduced by Commissioners may speak for a maximum of five minutes per agenda item when the subject is before the Board. Please file a speaker's slip with the Housing Authority Executive Director if you wish to address the Board of Commissioners.

PLEDGE OF ALLEGIANCE

1. ROLL CALL - Board of Commissioners

2. Public Comment (Non-Agenda)

3. CONSENT CALENDAR

- Consent Calendar items are considered routine and will be approved or accepted by one motion unless a request for removal for discussion or explanation is received from the Board of Commissioners or a member of the public.

- 3-A. Approve Minutes of the Board of Commissioners Regular Meeting held June 21, 2017 - Page 4
- 3-B. Accept the Monthly Overview Report Administration/I.T./H.R.– Page 9
- 3-C. Accept the Monthly Overview Report Housing & Community Development – Page 11
- 3-D. Accept the Monthly Overview Report Housing Programs Department – Page 17
- 3-E. Accept the Monthly Overview Report Rent & Community Programs – Page 23
- 3-F. Accept the Monthly Overview Report Property Operations – Page 26
- 3-G. Accept the Monthly Development Report for Del Monte Senior Housing – Page 33
- 3-H. Accept the Monthly Development Report for Everett & Eagle Apartments – Page 35
- 3-I. Authorize the Executive Director to Negotiate and Approve an Extension of the Term for the Contract between the Alameda Housing Authority and Theresa L. Kitay in the Amount of Seventy-Five Thousand Dollars and Zero Cents (\$75,000.00) up to a Total not to Exceed Amount of Ninety Thousand Dollars and Zero Cents (\$90,000.00) through June 30, 2020 – Page 37
- 3-J. Accept Annual Customer Survey – Page 40
- 3-K. Approve a Collaboration Agreement between the Housing Authority of the City of Alameda (AHA) and other Participating Counties, Cities, and Agencies for the Completion of an Affirmatively Furthering Fair Housing (AFFH) Assessment of Fair Housing (AFH). Authorize the Executive Director to Negotiate Limited Changes to the Inter-Governmental Collaboration Agreement and Execute Agreement – Page 63
- 3-L. Accept 738 Eagle Avenue Project Update and Authorize the Executive Director to Approve an Increase to the Total Construction Contract to \$659,421, to Accept Increased CDBG Loan Amounts to a Maximum of \$675,000 and Approve the Use of Agency Funds up to a Total Project Cost of \$715,000 – Page 77
- 3-M. Approve Out-of-State Travel – Page 79
- 3-N. Ad Hoc Asset Management Committee Update and Adopt Revised Schedule – Page 80

4. AGENDA

- 4-A. Adopt the Resolution to Revise the Employer's Contribution for Eligible Employees' Health and Dental/Vision Care, to Provide Cost of Living Wage Increase for all Eligible Regular and Contract Resident Employees, and to Adopt the Corresponding Salary Schedule and Schedule of Authorized Positions – Page 82
- 4-B. Approve Resolution Certifying the Data Submitted for the Section 8 Management Assessment Program for FY 2016-2017 – Page 94

- 4-C. Amend the Administrative Plan Chapters 2 and 15 to Add Clarifying Language in Relation to California Nondiscrimination Laws, the Grievance Process, and the use of Translators– Page 111
- 4-D. Nominate and Elect Officers of the Board of Commissioners – Page 115
- 5. ORAL COMMUNICATIONS, Non-Agenda (Public Comment)
- 6. COMMISSIONER COMMUNICATIONS, (Communications from the Commissioners)
- 7. ADJOURNMENT

* * *

Note

- If you need special assistance to participate in the meetings of the Housing Authority of the City of Alameda Board of Commissioners, please contact 510-747-4325 (TDD: 510-522-8467) or dconnors@alamedahsg.org. Notification 48 hours prior to the meeting will enable the Housing Authority of the City of Alameda Board of Commissioners to make reasonable arrangements to ensure accessibility.
- Documents related to this agenda are available for public inspection and copying at the Office of the Housing Authority, 701 Atlantic Avenue, during normal business hours.
- KNOW YOUR RIGHTS UNDER THE Ralph M. Brown Act: Government’s duty is to serve the public, reaching its decisions in full view of the public. The Board of Commissioners exists to conduct the business of its constituents. Deliberations are conducted before the people and are open for the people’s review.
- In order to assist the Housing Authority’s efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the Housing Authority accommodate these individuals.



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DRAFT MINUTES

REGULAR MEETING OF THE BOARD OF COMMISSIONERS OF THE HOUSING AUTHORITY OF THE CITY OF ALAMEDA HELD WEDNESDAY June 21, 2017

The Board of Commissioners meeting was called to order at 7:00 p.m.

1. ROLL CALL -

Present: Commissioners Kay, Rickard, Shipe, Vice Chair Tamaoki, and Chair Kurrasch

Absent: Commissioner Allen and McCahan

2. Public Comment on Closed Session:

3. Closed Session – 6:45 p.m. – Adjournment to Closed Session to Consider:

3-A. Pursuant to Government Code Section 54956.9(b) Conference with Legal Counsel:
Anticipated Litigation: Four Potential Case

4. Adjournment of Closed Session

5. RECONVENE REGULAR MEETING – 7:00 p.m.

6. Announcement of Action Taken in Closed Session, if any. The Board gave direction to the Executive Director and Legal Counsel.

PLEDGE OF ALLEGIANCE

Chair Kurrasch asked for a moment of silence in memory of former Independence Plaza tenant Michael Dunmore and said that the flag would be lowered until July 8 in his memory.

7. Public Comment (Non-Agenda)



8. CONSENT CALENDAR

- Consent Calendar items are considered routine and will be approved or accepted by one motion unless a request for removal for discussion or explanation is received from the Board of Commissioners or a member of the public.

Vice Chair Tamaoki asked for more explanation on why tenants are incurring late fees. Ms. Cooper explained that the state set a maximum of \$43 and AHA charges \$10. She explained that we have a number of tenants who always pay late and they are referred to social services each time. She expressed her concerns about tenants who have built up large late fee balances.

Commissioner Rickard asked for more background on Write-off of Uncollectible HAP Repayment Agreements Accounts Receivable. Ms. Cooper explained how and why this uncollectible fund occurs.

Commissioner Rickard asked about the funds for the additional full-time employee for LifeSTEPS. Ms. Cooper explained the terms of the contract.

Chair Kurrasch commented that Work Order Analysis by month has drastically dropped and Ms. Cooper thanked the Maintenance staff for their hard work.

Commissioner Shipped moved to accept the Consent Calendar and Commissioner Rickard seconded. The motion carried unanimously. Items accepted or adopted are indicated by an asterisk.

- *8-A. Approve Minutes of the Board of Commissioners Regular Meeting held May 17, 2017 - Page 4
- *8-B. Accept the Monthly Overview Report Operations/I.T./H.R.– Page 8
- *8-C. Accept the Monthly Overview Report Housing & Community Development – Page 10
- *8-D. Accept the Monthly Overview Report Housing Programs Department – Page 14
- *8-E. Accept the Monthly Overview Report Rent & Community Programs – Page 19
- *8-F. Accept the Monthly Overview Report Property Operations –Page 21
- *8-G. Accept the Monthly Development Report for Sherman and Buena Vista LP (Del Monte Senior Housing) – Page 26
- *8-H. Accept the Budget Variance Report– Page 29
- *8-I. Approve Write-off of Uncollectible Tenant Accounts Receivable – Page 46
- *8-J. Approve Write-off of Uncollectible HAP Repayment Agreements Accounts Receivable – Page 49



- *8-K. Authorize the Executive Director to Enter Into the First Amendment to the Life Skill Training and Education Programs, Inc. ("LifeSTEPS") Agreement with a New Not to Exceed Amount of \$729,264 - Page 51
- *8-L. Amend the Administrative Plan Chapters 3,12 and 8 to Comply with the U.S. Department of Housing & Urban Development (HUD) Final Rule Regarding the Implementation of Housing Protections Authorized in the Violence Against Women Reauthorization Act of 2013 (VAWA) and to Amend the Policy to Clarify that Electronic Rent Reasonableness Test Tools Will be Utilized. (Amendment 2017-03) – Page 70
- *8-M. Accept the Quarterly Police Report – Page 96
- *8-N. Approve Blaisdell & Songey Inc. Contract – Page 103
- *8-O. Approve Out-of-State Travel – Page 111

Ms. Cooper announced new and promoted staff of the Housing Authority.

9. AGENDA

- 9-A. Provide Direction to Staff to Plan for Mortgage Maturity, Capital Improvements, and Financial Self Sufficiency at Independence Plaza – Page 112

Ms. Cooper introduced Kathleen Mertz, Asset Manager, and Jack Geary of Jack Geary Consulting, who has been working with Ms. Mertz on this issue.

Ms. Mertz explained that over the past several months she has been putting together information about this property and reviewed the presentation agenda. She pointed to some key dates that would be used in her presentation. Ms. Mertz said that the mortgage maturity and tax increment operating subsidy expires in 2026 and we are preparing for that event now. A presentation was made to the Board in 2016 about what is going on with the rents, income and resident population. At that time the Board had asked for deeper analysis. Ms. Mertz talked about some of the challenges. Ms. Mertz said an analysis was done and Jack Geary Consulting was hired. Ms. Mertz continued with her presentation. Ms. Mertz gave three scenarios of what it would look like when the subsidy runs out in 2026. Ms. Mertz invited questions from the Board.

Ms. Cooper commented on the scenarios that were presented. The Board discussed the scenarios and talked about the goals. Vice Chair Tamaoki said that financial sustainability is the number one goal and that we should look at tenant needs individually. Chair Kurrasch agreed that financial sustainability is our number one goal, but also keeping this property up. Commissioner Rickard commented that he was looking at the entire portfolio and not just this property. He said the rent burden should be even across the board. Ms. Cooper commented that the rate in which you increase the rent at Independence Plaza releases more in revenue for capital improvements.



One public speaker thanked AHA staff for the presentation and all of the work that went into it. She said that many of the seniors are on a fixed income and can't afford a five percent increase per year. She asked about converting to solar. Ms. Cooper commented that we are working on the current needs such as roof and elevator repairs. Ms. Cooper talked about how the AHA reserves are used.

One public speaker commented that when maintenance is done on a property it can last a long time. He thinks AHA needs to start looking outside the box for other resources. There were other comments made about resources and how to obtain revenue.

One public speaker commented that she makes less now than when she moved into Independence Plaza (I.P.) and asked if her rent would still go up. Ms. Cooper commented that we do not change the rents downwards at I.P due to income changes.

One public speaker spoke on senior hardships.

Ms. Cooper said that if a person has a Section 8 voucher it would be accepted at I.P., but no project based Section 8 is attached to Independence Plaza.

Ms. Cooper said that staff made a proposal to try to preserve the 83 existing extremely low income families that are low rent but any progress toward financial sustainability depends on increasing the property revenue. (The property will go in to bankruptcy by 2026 or earlier if there are no changes to the rent structure.) Ms. Cooper talked about other ways to off-set the financial burdens and staff's recommendations. There was more discussion about rent increases, reserves and policy.

Chair Kurrasch recommended looking at the scenarios in the report, individually, and then come up with a way in which to direct staff. Ms. Cooper clarified the scenarios that the Board was interested in seeing.

Chair Kurrasch called for a five minute break before continuing with the Agenda. Upon returning from the break, Chair Kurrasch noted that the break was a little longer than five minutes.

9-B. Adopt the Resolution to Approve to amend the Housing Authority's Budget for Fiscal Year July 1, 2017 to June 30, 2018 – Page 158

Ms. Cooper reminded the Board that this is the second year of the two –year budget cycle. She said that this is being considered as a budget amendment. Ms. Cooper said that there are some items that have changed and some balances of items that have changed. In the whole she feels very comfortable on how HAP and operating expenses were predicted. Ms. Cooper reviewed the report, took the Board through the presentation and highlighted specific areas and answered questions.



Vice Chair Tamaoki moved to accept the staff recommendation on page 172 and Commissioner Shipe seconded. The motion carried unanimously.

Roll Call: Commissioner Kay yes, Commissioner Rickard yes, Commissioner Shipe yes, Vice Chair Tamaoki yes, Chair Kurrasch yes.

9-C. Appoint Nominating Committee for Board Officers – Page 193

Commissioner Shipe and McCahan were appointed.

9-D. Additional Financial Guaranty Associated with the Alameda County Loan Required for the Development of 2437 Eagle Avenue – Page 194

Victoria Johnson, Director of Housing and Community Development, gave an update on Eagle Avenue Project. The attached Resolution replaces the May 17, 2017 Resolution that was submitted in that packet. The Resolution presented in the June 21, 2017 packet is the correct Resolution. We are now requesting the Board approve this Resolution. There was discussion about the loan and the bond.

Commissioner Shipe moved to accept the Resolution on page 195 and Commissioner Kay seconded. The motion carried unanimously.

Roll Call: Commissioner Kay yes, Commissioner Rickard yes, Commissioner Shipe yes, Vice Chair Tamaoki yes, Chair Kurrasch yes.

10. ORAL COMMUNICATIONS, Non-Agenda (Public Comment)
None

11. COMMISSIONER COMMUNICATIONS, (Communications from the Commissioners)
None

12. ADJOURNMENT

There being no further business, Chair Kurrasch adjourned the meeting at 10:01pm.

Arthur Kurrasch, Chair

Vanessa M. Cooper
Executive Director/Secretary





Housing Authority of the City of Alameda

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To: Honorable Chair and
Members of the Board of Commissioners

From: Janet Basta
Director of Human Resources and Operations

Date: August 16, 2017

Re: Monthly Overview Report to the Board: Operations, HR, and IT

BACKGROUND

This memo provides a high level overview of agency activities in the prior month for agency Operations, Human Resources, and IT.

Human Resources and Operations

In June, Commissioner John McCahan presented a training on Personal Emergency Preparedness to all AHA staff. The training was well received, and provided a number of tips for creating family disaster plans and disaster kits. AHA will be utilizing the checklist with our residents as well. AHA is continuing to work on disaster preparedness at the agency level, including the development of an emergency plan and training on the role of disaster service workers, including provision of hard hats and vests to all exempt employees. We recently tested the alarms and evacuation system as well, and will continue to roll out a number of steps in the coming months.

In July, we held our annual summer staff training event. The topic was "Customer Service in a Time of Crisis: Recognition, Response, Resolution and Resilience" presented by social worker Karen Zeltzer and past AHA-police officer Alicea Ledbetter. This training built on the training they conducted two summers ago, and gave staff an opportunity to practice the skills they learned and acquire new ones as well. Employees who had reached tenure milestones were also recognized at the event.

Recruiting has continued to be a focus. Positions that have been filled include two Specialist positions for the Rent and Community Programs Department and two Specialist positions in the Housing Programs Department (note that these were filled at the Specialist 1 level, and one was filled with an internal promotion from Housing Assistant). We are in the interview process for the Management Analyst for the Rent and Community Programs Department, and expect to begin interviewing applicants for the Controller position in mid-August.

AHA has experienced some turnover in recent months, including the Director of Finance and the Director of Rent and Community Programs, along with two staff-level positions in the Finance Department. Resignations have occurred for a variety of personal reasons and professional opportunities and no single contributing factor appears to be the cause. We will continue to gather information from employees through exit interviews to identify any trends that we should address. In addition, staff recruitment and retention will be part of the Board retreat agenda this year.

The Director of Rent and Community Programs is in the recruitment process, and we have contracted with the same HR consulting firm that is handling the Controller recruitment to conduct the recruitment for the Director of Finance. We are utilizing skilled finance/accounting staff from Nan McKay and AccountTemps/Robert Half to provide support to the department in the interim, and additional temporary staff will likely be utilized to provide more routine administrative support to the department until a full roster of regular employees is in place. Staff is working to close the year end and year end financial reports will be provided once this work is completed. The investment report will also be provided in September. The audit has begun, with a new partner, John Cropper, from Cropper Rowe, taking the lead this year. Wallace Rowe will continue to provide technical assistance on the audit in this final contract year. The RFP for a new auditor has been issued and the Board will provide one or two members of the review panel in the fall.

In July, we implemented a revision to employee parking procedures including parking spots in the employee parking lot being provided on a "first come, first served" basis; in other words, parking spots are no longer assigned to individual employees. We believe this will allow for more complete utilization of spots inside the gate since spots will not be held open when employees are absent, and allow for greater utilization of staff spots outside the gate by temporary employees, which will free up additional visitor spots. To date, staff have been able to secure parking spots when they arrive at work, and we will continue to monitor this new procedure in the upcoming months to be sure it is working as planned.

This month, the contract for Terry Kitay, who provides AHA with legal services and Fair Housing training, is being brought to the Board with an extension and increase request.

Information Technology/Administration

There has been a high level of IT requests from staff the last couple of months, but the new Management Analyst is addressing any issues to get the requests resolved. Five new computers were purchased and installed for AHA staff, replacing the five oldest or the ones functioning the worst; one new computer was purchased by CDBG funds for the new Management Analyst; and three additional computers were purchased for the additional Rent Program staff. One of these computers for the Rent Program has been deployed. Staff is strategically replacing a few new computers each year rather than doing one mass replacement. Staff is also working on getting quotes for an upgrade to the main server.

A 2002 Toyota Camry that was not regularly being used by staff was auctioned off using the website Public Surplus. This allows the general public to bid on the equipment and Housing Authority staff cannot affect the outcome. The winning bidder took possession of the vehicle on July 7, 2017.

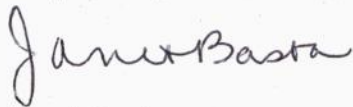
VASH Update

The AHA has entered into two Agreement to Enter into a Housing Assistance Payments (AHAP) Contracts with Everett and Eagle L.P for the VASH and non-VASH project-based voucher units at the newest development project of the Housing Authority. All required HUD approvals were received for the execution of these two AHAPs.

RECOMMENDATION

For information only.

Respectfully submitted,

A handwritten signature in cursive script that reads "Janet Basta".

Janet Basta
Director of Human Resources and Operations

JCB/TMSC



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To: Honorable Chair and
Members of the Board of Commissioners

From: Victoria Johnson
Director of Housing and Community Development

Date: August 16, 2017

Re: Update to the Board of Commissioners – Housing and Community Development

BACKGROUND

This memo provides an overview of departmental activities in the prior two months.

DISCUSSION

Capital Projects

China Clipper, Pool Demolition/Fill – Staff has reviewed estimates and selected a vendor to demo and fill the non-operational swimming pool, as well as remove the chain link fence, masonry pillars and wood awnings. Scheduling is pending contract execution.

China Clipper, Soft Story – Staff engaged IDA Structural Engineers to study the seismic integrity of the soft story conditions at China Clipper. The firm, having completed their analysis, identified ground level lateral system deficiencies and provided two options (and drawings) to address the matters. Staff is currently reviewing the options, following which a course determination will be made and addressed accordingly.

Eagle Village, Sub-Meter Installation – Water sub-meters have been installed on each unit at Eagle Village. The vendor has had technical difficulty providing reports to us, but this should be resolved within the month. After the data has been reviewed, financial responsibility for water bills will be transferred from the Housing Authority to the individual tenants. This will require a change in each tenant's section 8 utility allowance calculation. Staff will do a property meeting to explain how this impacts the families.

Independence Plaza, ADA Upgrades – Staff engaged YHLA Architects to assess and recommend ADA upgrades to various units and common area entrances at Independence Plaza. The firm has completed their site assessment and provided a drawings and a production manual suitable for bidding. Included in the scope is a site plan to upgrade the Housing Authority Office and Building One entrances, as well as the path of travel between the two buildings. The drawings and manual are currently in final review. Once finalized the project will be put out to bid.

Rosefield Village, 738 Eagle Avenue Substantial Rehab Project – Please see attached separate report.

RCD Residential Rehab Loan – Staff is supervising a CDBG funded residential rehab loan (\$187,000) to Resources for Community Development (RCD), for the property located at 461 Haight Avenue in Alameda. Scope items include: window replacement, reroofing, insulation upgrades, safety upgrades, interior and exterior paint and new floors.

APC Residential Rehab Loan – Staff is supervising a CDBG funded residential rehab loan (\$163,000) for the Alameda Point Collaborative (APC). Funds will be used to repair lateral sewer lines servicing residences on Corpus Christi and Pensacola Roads, both of which are designated historic districts. The organization will also be using loan funds to install neighborhood lighting to increase safety and security.

1429 Oak Street Renovations – Staff is assisting the Rent Program renovate the administrative offices located at 1429 Oak Street so that its staff may occupy the space. The scope is currently being developed by an architect, following which the project will be put out to bid. The transition to the new building is expected to be delayed until the end of the year, due to increased scope of work.

Request for Qualifications – Staff has posted an RFQ for General Contracting and Construction Management Services. Submittals are due by Friday, September 1.

Inclusionary and Below Market Rate Programs

Alameda Landing: The final three condominium homes should close by the end of 2017.

The next BMR homes to be sold in late 2017 or early 2018 are the seven condominium units at 2100 Clement including the four units that will be purchased by the Housing Authority.

There are several other new development market-rate projects with planning approvals in Alameda that will include inclusionary units, but construction dates are not yet known.

The City Planning Board recently considered revisions to the City's Inclusionary Housing Requirements and directed Planning staff to evaluate the impacts of revising or increasing the required percentages of BMR units. Housing Authority staff made recommendations that might increase the number of units affordable to low income households. No formal policy changes have been recommended at this time.

Pre-development Loans

The Housing Authority has made separate pre-development loans to Island City Development on behalf of three development projects: Del Monte, Everett & Eagle and Rosefield. The Del Monte loan has been repaid. The Everett & Eagle (2437 Eagle) project is now under construction. Pre-development costs were reimbursed at closing and the loan from AHA will be repaid within the next few weeks.

The original loan amounts and unexpended balances for Rosefield as of July 31, 2017 are shown below. This includes invoices that have been presented but not yet paid.

Rosefield Village

Pre-development Loan	\$1,000,000
Usage through July	\$ 248,946
Balance	\$ 751,054

Stargell Commons - The project is complete and fully occupied.

Pipeline

Eagle & Everett Apartments – The construction closing transaction was completed on June 29th and all required 'readiness' documents were transmitted to the Tax Credit Allocation Committee prior to the 6/30 deadline. Having entered the construction phase, a separate report on the project is attached.

The entire HCD staff worked diligently and collaboratively to achieve the closing, and these efforts will be celebrated with a groundbreaking ceremony tentatively scheduled for September 21st.

North Housing – Staff continues to work with the Navy, City staff and consultants in preparation for conveyance of the AHA parcel. Bidding for the 14.87 acre "Admiral's Cove" public sale parcel ended on June 26th with a final bid of \$38.0 Million. The final transfer of the site to Carmel Partners is expected to occur in the next few months. Staff recommends scheduling the next workshop meeting between the BOC and the Boards of the other partners in October by which time it is expected that the purchase of the adjacent parcel will be further along and possibly finalized.

AHA staff has retained Mike Andrews with Structure Development Advisors, LLC to assist in the due diligence and negotiation process related to North Housing. Structure is a Portland-based development consulting firm specializing in affordable housing, urban development and community revitalization. The firm has specific experience with Public Housing Authorities and affordable housing development.

Rosefield Village – The site plan prepared by the Dahlin Group has been reviewed by the Development review team (DRT) members and the updated site plan will be submitted for Planning Board for consideration on September 11th. The environmental consultant completed the CEQA and NEPA investigations and the final report is expected in August.

Staff asked Planning staff to evaluate the maximum number of units that could be placed on the site and received the following reply on July 26 from Assistant Community Development Director Andrew Thomas:

You have asked for a calculation of the maximum number of housing units that can be accommodated on the Housing Authority site located at 727 Buena Vista Avenue given the following assumptions: existing 1.95 acre rectangular site, preservation of two existing triplex buildings, 1,400 square feet of new recreation space and an interior courtyard, maximum three story building height, adequate emergency vehicle access and pedestrian circulation, one parking space per unit, distribution of units to be approximately 52% new one bedroom units, 26% new two bedroom units, 14% new three bedroom units and 8% existing units.

The theoretical maximum number of units on the site under the pre-1972 zoning regulations (R-5) allowed by the Measure A Guyton exemption is up to 80 units (1.95 acres x 40 units per acre). However, there is not sufficient acreage to accommodate 80 units on the site in the assumed distribution of unit sizes and still provide one parking space per unit. I estimate that the site can accommodate a maximum of 66 units on the site given the assumptions stated above. The only way to provide more units would be to reduce the size of the units, provide less than one parking space per unit and/or demolish the two existing triplex buildings and replace them with new, smaller units.

Staff will use this 66-unit maximum as the baseline for the site plans. Staff continues to work to identify ways to constrain project costs and to find alternative funding sources that may be available through the State and the County. Regarding tenants on site, staff held a tenant meeting in June to provide an update on the (yet to be finalized) project schedule. The property has transferred to third party management effective July 1, 2017.

Alameda Landing – On July 18, Catellus Development obtained final Council approval to move forward with the next and final phase of the Alameda Landing project. An out-parcel has been identified for the development of approximately 40 low-income rental apartments but no formal discussion is expected until next year after Catellus has selected the firm that will serve as the residential developer. Staff will return to the Board when any further information is known.

Asset Management

The HARRP Insurance July 1 renewal is complete for the entire portfolio. The Excess Liability coverage (\$4M) is also complete for the August 1 renewal cycle.

Second Quarter (Q2) reporting is complete for our financial relationships at Independence Plaza, Esperanza, Eagle Village and Parrot Village, Del Monte Senior Housing, and Everett and Eagle Family Housing. All Lender and Investor reporting requirements have been cataloged into a tracking spreadsheet. Staff continues to collect data for the property profile summary spreadsheet and affordability matrix for the AHA portfolio, including partner properties. Staff is working with the City on a records review of all property building plans. Staff manages the eight (8) organizational entities for which we are responsible, including audit support, property tax exemptions, and regulatory and tax filings. These include the Housing Authority, Island City Development, Sherman and Buena Vista LP, Del Monte Senior LLC, Everett and Eagle LP, 2437 Eagle Avenue LLC, 2216 Lincoln AHA LLC, and AHA Islander GP, LLC. The ICD 2016 audit is nearly complete and will be circulated to the ICD (and AHA??) Board when it is received.

Based on Board feedback from the June meeting, staff continues to work with consultant Jack Geary on planning for mortgage maturity and subsidy expiration at Independence Plaza. Until the rent policy and financing scenario review is complete, and effective September 1, 2017, staff will lease new units to eligible households at or below 80% AMI income levels with rents set at the 50% AMI level, per the California Health and Safety code reference of the Affordable Housing Agreement. This will allow the financial transition to begin without impacting current tenants. The current waitlist was advertised to households at 80% AMI income or below. Staff plans to bring their additional financial scenario research conclusions back to the Board at the October 2017 meeting.

Staff Updates

The summer intern program commenced on June 5, 2017 and concluded on July 27. Two talented students completed a number of research and technical assignments on behalf of HCD, HPD, and the Administration Departments.

Danielle Thoe joined the Housing Authority staff as a HCD Management Analyst on June 12, 2017 and was introduced to the Board at the June meeting. Lisa Fitts has also joined the Housing Authority on June 26. In her role as Management Analyst, Lisa will be responsible for administration of several City Housing functions including the CDBG, HOME and Below-Market-Rate programs.

RECOMMENDATION

For information only.

Respectfully submitted,



Victoria Johnson
Director of Housing and Community Development



Housing Authority of the City of Alameda

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To: Honorable Chair and
Members of the Board of Commissioners

From: Lynette Jordan
Director of Housing Programs

Date: August 16, 2017

Re: Monthly Overview Report to the Board

BACKGROUND

This memo provides a high level overview of Housing Programs Department (HPD) activities in the months of June and July.

HOUSING PROGRAMS FUNDING AND UTILIZATION UPDATE

As previously reported in our overview, AHA began utilizing the HUD Two-Year Tool (TYT) to analyze our funding and leasing options. The TYT is used to analyze a PHA's utilization situation, which includes running basic leasing and spending scenarios to make more informed decisions going forward in an effort to optimize the program.

Projections of leasing and spending require consideration of four key factors:

- **Success Rate** – The percentage of vouchers issuances that result in a lease
- **Turnover Rate** – The annual rate of participants leaving the program
- **Issuance to Leasing Time** – The percentage of vouchers leased that are leased within standard time frames, i.e. 30, 60, 90 days etc., or as measured by average months from issuance to lease.
- **Per Unit Cost** – the Monthly HAP expenses divided by the number of leased units

Utilizing the TYT has shown AHA that our Success Rate is 38%, and our annual Turnover Rate is 3.6%, with the majority of our families leasing at the 90-day mark. This data tells us that of the small percentage of vouchers we issue families are fairly successful in leasing, because of our competitive (110%) payment standards p. AHA Executive Management staff continues to meet monthly to develop analysis using these variables. At this point based on the data a proposal was made to the Executive Director to continue to monitor our attrition rate, HUD held reserves and overall HAP spending before deciding to issue any more vouchers at time. We will continue to keep the Board updated on our leasing and spending strategies.

Portability Update

One of the features of the HCV program is the mobility of the assistance. The term "portability" refers to the process of leasing or purchasing a dwelling unit with housing voucher tenant-based assistance outside of the jurisdiction of the PHA that initially issues the family its voucher.

Based on our continued monitoring of the HCV HAP spending and TYT informed analysis effective July 1, 2017 AHA re-started absorbing in-coming portability voucher holders in an effort to maintain our current lease up rate. Current portability reports show our annual port-in rate is close to 4% and program participants porting in from other PHA's are very successful because they have located units prior to porting into our jurisdiction. AHA will monitor this port absorption decision monthly and make adjustments based on our informed analysis. An update on portability will be included in our HPD overview each month.

Inspections Administration Changes

On November 18, 2016 the AHA released a Request for Funding Proposal (RFP) soliciting proposals from qualified organizations certified in Housing Quality Standards (HQS) and Uniformed Physical Condition Standard (UPCS) Inspections interested in scheduling and conducting inspections of Section 8 units, and AHA-owned units to ensure compliance with HQS and UPCS. At that time, AHA contracted HQS inspections to Sterling Co, Inc. while we continued handling the administrative portion of inspection scheduling.

After reviewing the responses received, Sterling Co.'s Inc.'s proposal was the top scorer and was awarded the new contract. Staff worked with Sterling staff to develop a scope of work that included the new administrative duties, such as inspection scheduling, courtesy calls, and HQS & UPCS inspection training for AHA staff when needed.

On July 1, 2017 the administrative duties of the inspections department were officially passed on to Sterling staff. The Inspection staff will continue to meet with Sterling representatives bi-weekly to ensure a smooth transition, and complete compliance. Staff will monitor this contract closely. Tenants and owners were notified of the change in administration through their quarterly newsletters.

Yardi Rent Café (Delayed)

For the past six months HPD has worked closely with our Yardi implementation team and our management analysis to test and plan the launch of a new web-based information center for our program participants called Rent Café. Rent Café is an on-line recertification module that will allow HPD department to streamline the annual recertification process for HCV participants. This implementation will also aid in managing our 75% prorated administrative budget recently announced by HUD

Our goal was to launch the streamlining recertification process effective with January 2018 recertification process. However, AHA staff was recently notified by the Yardi implementation team that the Rentcafe module had to be placed back into development due to a few minor issues.

Until these issues are reviewed and a solution can be found, the launch of Rentcafe has been placed on hold indefinitely. Though, AHA staff were saddened by the news of the delay we understand the importance of launching Rentcafe with little or no issues to ensure it is well received by our tenant users.

In the meantime HPD staff have begun redesigning our current paper recertification packet to mirror the new Rentcafe recertification process. By redesigning the recertification packet to mirror the Rentcafe process, we can begin training our tenants to answer questions in the same format as they will on the new Rentcafe module. We will update the Board as soon as we are aware of a new release date.

Owner Leasing Incentive Update

Since the Landlord Leasing Incentive Program was launched in August 2016, we have successfully added **35 additional units**, which has helped AHA to maintain our lease up rate for the Section 8 program. Though we are no longer issuing new vouchers our plan is to continue the program to ensure we maintain our current lease up rate by offering an incentive to owners in Alameda to house our continued movers.

We currently have 34 participants searching for housing in the City of Alameda. This incentive program has been a great asset for helping families successfully lease up in Alameda.

Owner Workshop

HPD will host two Annual Owners Workshop sessions this year in an effort to accommodate more of our owners. We currently have two workshops scheduled for September 21, 2017 from 2-4 pm and October 19, 2017 from 5-7 pm at Independence Plaza. The workshop will be open to all Owners currently participating in the Housing Choice Voucher (HCV) program and any Owners/Landlords interested in participating in the program in the future. Board members are also welcome to attend if they wish.

The workshop presentation will include guest speakers and the following topics.

- Overview of the HCV program
- Benefits of participating
- New Owner Incentive program
- Lease Requirements
- Owner Incentive Program

This year's workshop will include an appreciation presentation for our owners to thank them for their continued program participation. We will include a complete update in our overview.

Stargell Commons Lease-Up Status

After several unforeseen delays, on June 13, 2017 Resources for Community Development (RCD) received the Certificate of Occupancy certifying that the buildings, structure had been inspected and authorizing occupancy of the Stargell Commons. The

development consists of 32 affordable residential 1, 2, and 3 bedroom units. The site amenities include on-site vehicle and bicycle parking, landscaped shared open space, play area, and a one-story community building with management offices.

After processing Request for Tenancy Approvals (RFTA) and completing inspections of the completed units, HPD Intake staff completed the lease up paperwork for the seven Project Based voucher units at the site and the tenants have moved in. This is a beautiful site that will be affordable for tenants for years to come.

NAHRO Summer Conference

The 2017 NAHRO Conference "Strengthening Our Foundation" was held in Indianapolis, Indiana July 16-18. The conference featured educational sessions focused on current and emerging industry issues; a showcase of innovative programs and services from NAHRO's 2017 Agency Awards of Merit-winning agencies; a housing and community development tour coordinated by the Indianapolis Housing Agency, and also productive peer-to-peer networking opportunities.

While at the conference the Board Chairman Art Kurrasch and Director of Housing Programs Lynette Jordan accepted the NAHRO's 2017 Agency Award of Merit on behalf of the Agency for the Agency's Summer Internship Program. This was a great honor for the Agency.

The Director of Housing Programs, Lynette Jordan, also presented a session entitled "NO VACANCY: Utilizing Vouchers in a Tight Market – Strategies for Success" along with Loretta Owens Director of Housing at the Denver Housing Authority and Miguel DelCampo Executive Director at the Housing Authority of Miami Beach.

The session offered attendees strategies on how to navigate the NO VACANCY storm. The session was well received by NAHRO attendees as evident from the session review cards that NAHRO received which showed 53% of attendees rated their overall satisfaction as extremely satisfied and 40% were very satisfied.

Staff Development

HPD constantly looks for training opportunities for staff. In the month of July staff attended the following trainings:

- Two staff attended "PIC Errors and Submission Training" in San Jose, California.
- Two staff attended- "De-Escalating Ourselves - Customer Service Training" in Oakland, California

HPD June and July Department Statistics

Statistics	May 2017	June 2017	July 2017
Annual Re-examinations Processed	128	112	96
Rent Increases Processed	58	42	72
Interim Re-examinations Processed	62	39	50
HQS Inspections Conducted	12 67% pass rate	17 36% pass rate	55 55% pass rate
AHA Owned Inspections Conducted	Independence Plaza 84% pass rate	0 Annuals completed	0 Annuals completed

Voucher issuance and lease up data for April 2017

Statistics	May	June	July
Section 8 Movers seeking housing	11	14	10
New voucher holders seeking housing	26	31	24
Voucher holders ported out and seeking elsewhere	8	12	8
Total voucher holders seeking housing	45	57	42
Non Port in leased up	4	1	0
Port Move-In leased up	2	1	1
New Vouchers Issued	0 (HCV) 3 (FUPY)	0 (HCV) 0 (FUP)	0 (HCV) 3 (FUPY)

We are managing HAP on a monthly basis and staff are actively monitoring our vouchers closely and encouraging housing seekers to lease up as soon as possible.

Honorable Chair and
Members of the Board of Commissioners

August 16, 2017
Page 6 of 6

RECOMMENDATION

For information only.

Respectfully submitted,



Lynette Jordan
Director of Housing Programs

VC/all



**Housing
Authority of the City of Alameda**

PHONE (510) 747-4300
FAX (510) 522-7848
TDD (510) 522-8467

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Date: August 16, 2017

Re: Monthly Overview Report to the Board – Rent and Community
Programs

RENT PROGRAM:

The monthly reports for the Rent Stabilization Program is available at www.alamedarentprogram.org website.

CITY COUNCIL ITEMS:

Attached is a press release from the City of Alameda regarding the referendum process for Ordinance 3180. Since this, the Registrar of Voters has verified the signatures and the issue will be presented to the City Council in September either to repeal Ordinance 3180 or determine a date to put the referendum on the ballot. AHA will continue to operate the program under Ordinance 3148.

STAFFING: Two new Rent Specialists will begin work with AHA on August 14. Recruitment for the director position is also in progress. AHA has identified an office location and working to identify move in costs and negotiate a license agreement with the City.

Respectfully submitted,

Vanessa M. Cooper
Executive Director

Attachment: Press Release July 11, 2017

Vanessa Cooper

From: Sarah Henry <SHenry@alamedaca.gov>
Sent: Tuesday, July 11, 2017 10:24 AM
Subject: For Immediate Release: Amendments to Rent Stabilization Ordinance on Hold during Referendum Process

PRESS RELEASE



July 11, 2017
FOR IMMEDIATE RELEASE

Contact:
Sarah Henry, Public Information Officer
(510) 747-4714

Amendments to Rent Stabilization Ordinance on Hold during Referendum Process

Since 2015, the Alameda City Council has taken a number of actions regarding rent stabilization. Most recently, on June 6, 2017, the Council adopted Ordinance 3180, amending the Rent Review, Rent Stabilization and Limitations on Evictions Ordinance 3148. Ordinance 3180 eliminated "no cause" as a ground for eviction, required relocation fees be paid to a tenant vacating a rental unit at the end of a subsequent fixed term lease, and made other clarifying changes.

Ordinance 3180 would have been effective July 6, 2017. However, a referendum petition was submitted to the Alameda City Clerk on June 26, which delays the effectiveness of Ordinance 3180 until either (1) it is determined that less than the 4,808 signatures necessary to require further action are valid, or (2) it is decided on by voters in an election.

During the signature gathering period, the City received numerous complaints from individuals on both sides of the issue. Before the signatures were submitted, the City Clerk's Office received written forms from 120 persons seeking to withdraw their signatures from the referendum petition. The City also received 51 affidavits making various statements of wrong doing, and is currently consulting with the Alameda County District Attorney's Office to determine whether a crime has been committed.

The California Elections Code provides that intentionally misrepresenting the contents, purpose, or effect of a petition while attempting to collect signatures is a violation of the law. Threatening signature gatherers is also a violation of the law. Please visit the Secretary of State's website for information relating to the penal provisions of the State Elections Code which describes prohibited activities:

<http://www.sos.ca.gov/elections/elections-officers-digest-2016/penal-provisions/>.

Relevant sections of the State Elections Code are reprinted below.

The City takes these allegations very seriously. If you feel you have been a victim of illegal activity, you should contact the City of Alameda Police Department at (510) 337-8340. You will be asked to file a sworn statement under penalty of perjury and should be prepared to testify against the accused wrongdoer in a court of law.

What happens next? The Alameda County Registrar of Voters is now authenticating the 7,300 signatures submitted to determine if the requisite 4,808 signatures from registered voters of Alameda have been obtained. If it is determined that there are enough confirmed signatures, the City Council has the choice of either (1) rescinding Ordinance 3180, or (2) placing the matter before Alameda voters at a special or regularly scheduled election.

The California Elections Code Section 18600 states:

It is a misdemeanor to:

- a) *Circulate or obtain signatures to, any state or local initiative, referendum or recall petition, intentionally misrepresent or intentionally make any false statement concerning the contents, or purport or effect of the petition, to any person who signs, desires to sign, is requested to sign, who makes inquiries regarding the petition, or who is presented with a petition for signature.*
- b) *Willfully and knowingly circulate or publish any false statement or misrepresentation concerning the contents or purport or effect of any state or local initiative, referendum, or recall petition for the purpose of obtaining any signature to, or persuading or influencing any person to sign, that petition.*
- c) *Circulating, or obtaining signatures to, any state or local initiative, intentionally makes any false statement in response to any inquiry by any voter as to whether he or she is a paid signature gatherer or a volunteer.*

California Elections Code Section 18630 states:

Every person who threatens to commit an assault or battery on a person circulating a referendum, initiative, or recall petition or on a relative of a person circulating a referendum, initiative or recall petition or to inflict damage on the property of the circulator or the relative, with the intent to dissuade the circulator from circulating the petition or in retribution for the circulation, is guilty of a misdemeanor.

Further, if a referendum or initiative qualifies for placement on a ballot, more serious consequences apply to certain conduct. California Elections Code Section 18540 states:

- (a) *Every person who makes use of or threatens to make use of any force, violence, or tactic of coercion or intimidation, to induce or compel any other person to vote or refrain from voting at any election or to vote or refrain from voting for any particular person or measure at any election, or because any person voted or refrained from voting at any election or voted or refrained from voting for any particular person or measure at any election is guilty of a felony punishable by imprisonment pursuant to subdivision (h) of Section 1170 of the Penal Code for 16 months or two or three years.*

For additional answers to recent frequently asked questions about Alameda's Rent Stabilization Ordinance, please visit <https://alamedaca.gov/rentfaq>.



**Housing
Authority of the City of Alameda**

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701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and
Members of the Board of Commissioners

From: Lisa Caldwell, Director of Property Operations

Date: August 16, 2017

Re: Monthly Overview Report to the Board for Property Operations

BACKGROUND

This memo provides a high level overview of the property operations activities in the prior month.

DISCUSSION

Effective July 1, 2017, The John Stewart Company took over the property management of Rosefield Village. AHA Property Management staff and The John Stewart Company staff are working closely to ensure smooth transitions for the tenants. Weekly calls have been scheduled for the next few months to go over tenant, financial reporting and the property needs. The John Stewart Company was selected through an RFP process and we are confident they can meet the needs of AHA and the tenants.

VACANCY – June

Vacancies remain low due to the tight market conditions and the strong lease up coordination between the Property Management and Housing Programs departments. Applicants from our waitlists have been contacted and are being processed for the vacant units. Three applicants are processed at a time for each vacancy.

Property	Unit #	Vacancies end of June	Rate
Anne B. Diament Plaza	65	1	2%
China Clipper Plaza	26	1	4%
Eagle Village	42	0	0%
Esperanza	120	0	0%
Independence Plaza	186	2	1%
Parrot Village	50	1	2%
Rosefield Village	46	0	0%
Combined Smaller Sites *	38	0	0%
Total	573	5	1%

*Lincoln House (4), Lincoln/Willow (5), Parrot Gardens (8), Senior Condos (7), Sherman Street (9), Stanford House (4) and 1 detached home located on Paru Street.

The total unit count above includes the five (5) manager units located at Anne B. Diament Plaza, Esperanza, Parrot Village, Independence Plaza and China Clipper.

In June there were four (4) units at Rosefield that were permanently offline due to the upcoming rehabilitation of the property, these units are not included in the vacancy numbers & rate listed above.

VACANCY – July

Property	Unit #	Vacancies end of July	Rate
Anne B. Diament Plaza	65	2	3%
China Clipper Plaza	26	2	8%
Eagle Village	42	0	0%
Esperanza	120	0	0%
Independence Plaza	186	4	2%
Parrot Village	50	1	2%
Rosefield Village	46	1	2%
Combined Smaller Sites *	38	0	0%
Total	573	10	2%

*Lincoln House (4), Lincoln/Willow (5), Parrot Gardens (8), Senior Condos (7), Sherman Street (9), Stanford House (4) and 1 detached home located on Paru Street.

The total unit count above includes the five (5) manager units located at Anne B. Diament Plaza, Esperanza, Parrot Village, Independence Plaza and China Clipper. In June, a unit became available at China Clipper that will now be used as the manager's unit.

One unit at Independence Plaza has been offline and used as an office for CGI Consulting Services. CGI Consulting Services have been onsite at Independence Plaza conducting resident income certifications since May but has only been using the vacant unit since June 13th. CGI completed the all the tenant income certifications at the end of July and the unit is now included in the vacancy numbers and rate listed above.

In July, there were four (4) units at Rosefield that were permanently offline due to the upcoming rehabilitation of the property, these units are not included in the vacancy numbers and rate listed above.

RENT COLLECTIONS – June

All rents for June were collected with the exception of two households. Legal proceedings will be started on the two households if agreements cannot be reached for the past due payments. Many tenants have habitually been paying their rent after the 5th of the month and either including the \$10 late fee as part of their rent or not paying the late fee at all. Many tenants owe more than \$100 in late fees. Collecting and tracking late fee payments and issuing numerous three-day notices each month has become an administrative

burden on staff. Staff will be coming to the Board in the future with a request to increase the late fee in order to cover the administrative burden and hopefully encourage tenants to pay their rent on time.

All properties had a collection rate of 95% or above in June.

GPR - Budget vs. Collected

Property	ABD	China Clipper	Eagle Village	ESP	IP	Parrot Village	Rosefield	*All Other Sites	Total
					Tenant Rent Only				
Budgeted GPR	72,500	31,358	77,014	254,047	131,840	109,460	66,846	45,750	788,815
Collected	81,633	33,816	84,553	283,475	131,443	119,754	65,586	46,976	847,236
Collection Rate	113%	108%	110%	112%	100%	109%	98%	103%	107%

*Lincoln House (4), Lincoln/Willow (5), Parrot Gardens (8), Senior Condos (7), Sherman Street (9) and Stanford House (4)

RENT COLLECTIONS – July

All rents for July were collected with the exception of three households. Legal proceedings will be started on the three households if agreements cannot be reached for the past due payments.

All properties had a collection rate of 95% or above in July.

GPR - Budget vs. Collected

Property	ABD	China Clipper	Eagle Village	ESP	IP	Parrot Village	All Other Sites	Total
					Tenant Rent Only			
Budgeted GPR	72,500	31,358	77,014	254,047	131,840	109,460	45,750	721,968
Collected	83,926	31,628	74,782	268,994	132,095	116,865	50,295	758,585
Collection Rate	116%	101%	97%	106%	100%	107%	110%	105%

*Lincoln House (4), Lincoln/Willow (5), Parrot Gardens (8), Senior Condos (7), Sherman Street (9) and Stanford House (4)

Roseville Village is not included in the rent collection chart for the month of July due to the transition of property management to The John Stewart Company effective July 1, 2017. The John Stewart Company will be providing monthly financials for the property on the 15th of each month for the prior month. Rosefield Village will be added back to the chart in August. As mentioned above AHA is closely monitoring the transition process with weekly phone calls.

Rent increase notices for 2017 for all sites except Independence Plaza continue to go out. The rent increase notices are provided 60 days prior to the effective date. Rent increase notices will continue to be mailed out monthly going forward. Many of the increases are due to the contract rent for voucher holders and should not affect the tenant's portion. The exception will be to the households that are over housed and paying for an extra bedroom. Increases are generally within 5%. However, the contract rent remains significantly lower (20-30% lower) than the payment standard. Over time if the agency has sufficient HAP funds available, contract rents should be brought closer to the payment standard.

Independence Plaza has not had rent increases since 2014. After 2026, the property will not be in operation if rents are not increased significantly due to the loss of RDA funds. Staff will be presenting a rent increase structure to the Board.

CONTRACTS

The majority of property management related contracts have been brought to the Board for extensions and approval of contract amendments not to exceed five years. The only pending contract at this time is the elevator service contract which expired July 31, 2017 and is at its five-year term. Due to staff changes within the Agency we have entered into a six-month extension to the original contract and are committed to going through the RFP process before the six-month extension is over. The estimated time of the start of the RFP process for the elevator service contract will be November of this year.

RESIDENT SERVICES

LifeSTEPS recently made some changes to staff and at the time of the Board report the monthly report for July had not been received. Staff will report for July and August in September. Below is the LifeSTEPS summary for June.

For the month of June LifeSTEPS provided 15.75 hours of individual case management to 56 residents on matters of rent, utilities, housekeeping, coping and emotional support, transportation assistance, healthcare and medical needs.

LifeSTEPS provided eight educational classes in June. Four classes were held at Anne B. Diamante, one at Esperanza, four at Independence Plaza and three for our scattered sites for a total of 120 participants. Topics for the workshops included Career Paths, Stretching your Dollar, and Active Aging.

Furthermore, 57 hours were spent conducting community building enrichment activities such as coffee/community socials, games, and an ice cream social with a total of 309 residents throughout our portfolio attending. Additional services for the month included a food giveaways in conjunction with the Alameda food bank and health fairs focusing on health and wellness which included other Agencies located in Alameda providing their information and resources. 243 residents attended these additional services.

Activity	Participants	Hours
Educational Classes	120	23.75
Additional Services and Education	243	26
Individual Case Management	56	15.75
Community Building Enrichment Activities	309	57

The Reading Room at Esperanza is open weekly for children's reading and other activities. Alameda Family Services continues to provide services at Esperanza for families, seniors and the homeless. The agreement is up for renewal in the fall and discussions have commenced.

After school services are provided the Boys & Girls Club of Alameda and are open to all AHA households under a Memoranda of Understanding (MOU). Staff intends to extend that MOU by June 1 for a further three years at the same annual rate. Enrollment for summer programming is underway.

In a new partnership with AHA, the Alameda Food Bank is now providing services twice a month to both Anne B Diament and independence Plaza. The following households total were served. It is hoped to expend this service to Esperanza in coming months.

Property	Total number of units	May households served (two deliveries)
Anne B Diament	65	30, 27
Independence Plaza	186	61, 57

MAINTENANCE

The Maintenance Department completed preventative maintenance on all 573 AHA units, each unit successfully passed the HQS inspection, closing out the 2016/2017 program year.

A fire drill was conducted at 701 Atlantic Ave, in the presence of Bay Alarm who monitored the performance of their strobes and alarms. The drill went smoothly and everyone evacuated the building. Staff returned to the office, once the alarm system was reset.

Fire drills were also conducted at Independence Plaza and Anne B. Diament in the presence of Bay Alarm. The drills went smoothly and without incident, resident managers and tenants evacuated the buildings, and were allowed to return to their apartments once the alarm systems were reset. The drills allowed us to discover that some of the strobes and alarms malfunctioned. Having Bay Alarm attend the testing as well allowed them to address the issues and correct them.

A fire drill was conducted at China Clipper, 460 Buena Vista. This is a manual fire alarm system which was activated and monitored by Bay Alarm. The drill went smoothly and tenants evacuated the building without incident. Tenants returned to their apartments after the all clear was given.

The annual fire extinguisher inspection was completed by AFE Fire Protection, Inc. AFE test and service all extinguishers annually for compliance, and damaged or discharged extinguishers are replaced or refilled. New Fire Extinguishers were installed in Independence Plaza and Anne B. Diamant this year, due to the five-year tear down or replacement code compliance.

Independence Plaza received new exercise equipment last month from Opti-Fit, Fitness Solutions. Both exercise rooms now have one treadmill and one exercise bicycle for the tenants' enjoyment. The equipment is designed for senior use.

Pacific Water Arts, Inc. were called to repair the water fountain at IP, a new pump was installed and tenants are now able to enjoy their garden water feature once again.

Below is the average completion time for work orders through July 2017.

Month	Goal	May	June	July
Emergency	24 Hours	15.00 Hours	14.00 Hours	16.00 Hours
Urgent	3 Days	3.10 Days	2.50 Days	2.75 Days
Routine	7 Days	7.75 Days	6.75 Days	6.00 Days

The work order report below shows the work orders completed calendar year to date.

Work Order Analysis by Completion Month

Year: 2017

Property Name	Units	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
AHA OFFICE	N/A	8	8	16	12	14	14	25	0	0	0	0	0	97
SHERMAN STREET	9	5	12	7	3	2	2	1	0	0	0	0	0	32
LINCOLN HOUSE	4	4	4	4	4	2	3	0	0	0	0	0	0	21
ESPERANZA	120	75	93	199	92	48	45	36	1	0	0	0	0	589
PARROT VILLAGE	50	77	36	29	28	25	32	22	0	0	0	0	0	249
Detached Homes	1	1	0	0	0	0	0	0	0	0	0	0	0	1
ANNE B DIAMENT PLAZA	65	24	16	28	27	19	19	11	1	0	0	0	0	145
* ROSEFIELD VILLAGE	46	47	55	34	12	15	14	0	0	0	0	0	0	177
PARROT GARDENS	8	9	3	5	2	2	3	2	0	0	0	0	0	26
STANFORD HOUSE	4	3	4	5	6	4	1	0	0	0	0	0	0	23
LINCOLN/WILLOW	5	2	9	9	0	1	1	0	0	0	0	0	0	22
SENIOR CONDOS	7	2	7	4	2	0	4	1	0	0	0	0	0	20
CHINA CLIPPER PLAZA	26	39	18	10	8	6	6	8	0	0	0	0	0	95
EAGLE VILLAGE	42	9	7	16	11	24	20	13	0	0	0	0	0	100
INDEPENDENCE PLAZA	186	92	61	76	155	177	82	42	0	0	0	0	0	685
Totals	573	397	333	442	362	339	246	161	0	0	0	0	0	2282

* Effective 7/1/2017 Rosefield Village maintenance work orders will be completed by The John Stewart Company and not included on the chart above.

Honorable Chair and
Members of the Board of Commissioners

August 16, 2017
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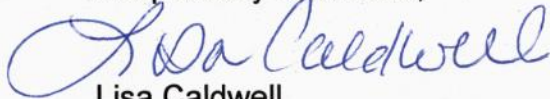
FINANCIAL IMPACT

Report only, no financial impact.

RECOMMENDATION

For information only.

Respectfully submitted,



Lisa Caldwell
Director of Property Operations

VMC/all



Housing Authority of the City of Alameda

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701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper, Executive Director

Prepared by: Tobi Liebermann
Housing and Community Development Sr. Project Manager

Date: August 16, 2017

Re: Sherman & Buena Vista LP Project Update

BACKGROUND

The Community Development Department provides monthly reports on projects under construction where AHA is acting as developer or lender and provides performance guarantees.

The Sherman & Buena Vista LP (Del Monte Senior) project (Project) includes the new construction of 31 units located at 1301 Buena Vista Ave. Construction funds were secured at the financial closing on December 14, 2016 and BBVA Compass is serving as construction lender. Brown Construction is the General Contractor.

DISCUSSION

Construction of the Project started on December 27, 2016. The current percent complete as of the end of July billing is 31%. To date, a total of 23 days of time extensions have been approved due to rain delays, plan coordination issues and other factors. Additional potential time extensions are being reviewed.

Current construction activities include third floor wall framing and roof joists. Plumbing waste/vent and supply rough-in, and mechanical and fire sprinkler rough-in is in process on the first and second floors.

The construction contract totals \$11,148,028. The development budget includes a 5% hard cost construction contingency in the amount of \$557,401. There is one owner-approved prime contract change order at this time (for \$88,092) that includes both added costs and credits. There are other change order requests and proposed credits currently under review by staff and the design team.

Owner contingency funds are held separately from the contract and as change orders are approved, the original construction contract value will increase accordingly as shown in the table below.

Contingency Utilization				
	Original Budget	Current Revisions	Previous Revisions	Current Budget
Construction Contract	11,148,028	88,092	0	11,236,120
Construction Contingency	557,401	-88,092	0	469,309
Soft Cost Contingency	143,786	-2,719	-31,803	109,261

General Construction Contract Utilization				
Contract Total	Value of Work Completed	Retention Withheld	Payments to Date	Balance to Finish
11,236,120	3,536,2974	353,630	3,182,667	8,053,453

FINANCIAL IMPACT

A pre-development loan from AHA to ICD in the amount of \$1M was made on behalf of the Project and the loan was repaid. The current construction draw schedule is shown below. The land line item is shown as disbursed but is a deferred payment. The \$ Disbursed includes the current draw amount.

	\$ Budget	\$ Disbursed	% Disbursed	\$ Balance
Land	3,435,000	3,435,000	100%	-
Hard Costs	11,705,429	3,182,667	27%	8,522,762
Soft Costs	4,059,974	2,260,598	56%	1,799,376
Total	19,200,403	8,878,265	46%	10,322,138

Respectfully submitted,



Vanessa M. Cooper
Executive Director

VMC:tl



Housing Authority of the City of Alameda

PHONE (510) 747-4300
FAX (510) 522-7848
TDD (510) 522-8467

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Prepared by: Tobi Liebermann
Housing and Community Development Sr. Project Manager

Date: August 16, 2017

Re: Accept the Monthly Development Report for Everett and Eagle LP Project
Update

BACKGROUND

The Community Development Department provides monthly reports on projects under construction where AHA is acting as developer or lender and provides performance guarantees.

The Everett and Eagle LP (2437 Eagle Family) project (Project) includes the new construction of 20 units located at 2437 Eagle Ave. Construction funds were secured at the financial closing on June 29, 2017 and JPMorgan Chase is serving as construction lender. J.H. Fitzmaurice, Inc. is the General Contractor.

DISCUSSION

Construction of the Project started on July 7, 2017. The current percent complete as of the end of July billing is 13%.

Current GC activities include mobilization, existing asphalt removal, impacted soil excavation and off-haul, and the start of rough grading.

The construction contract totals \$11,556,226. The development budget includes a 5% hard cost construction contingency in the amount of \$577,813. There are currently no bank approved change orders.

Owner contingency funds are held separately from the contract and as change orders are approved, the original construction contract value will increase accordingly as shown in the table below.

Contingency Utilization				
	Original Budget	Current Revisions	Previous Revisions	Current Budget
Construction Contract	11,556,226	0	0	11,556,226
Construction Contingency	577,813	0	0	577,813
Soft Cost Contingency	148,371	-47,252	0	101,119

General Construction Contract Utilization				
Contract Total	Value of Work Completed	Retention Withheld	Payments to Date	Balance to Finish
11,556,226	391,008	39,101	351,907	11,204,359

FINANCIAL IMPACT

A pre-development loan from AHA to ICD in the amount of \$1M was made on behalf of the Project and the loan is expected to be paid back in August.

The current construction draw schedule is shown below. The \$ Disbursed includes the current draw amount.

	\$ Budget	\$ Disbursed	% Disbursed	\$ Balance
Land	34,900	15,833	45%	19,067
Hard Costs	12,134,079	351,907	3%	11,782,172
Soft Costs	2,759,942	1,580,863	57%	1,179,079
Total	14,928,921	1,948,60.	13%	12,980,318

Respectfully submitted,



Vanessa M. Cooper
Executive Director

VMC:tl



Housing Authority of the City of Alameda

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701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Submitted by: Janet Basta
Director of Human Resources and Operations

Date: August 16, 2017

Re: Authorize the Executive Director to Negotiate and Approve an Extension of the Term for the Contract between the Alameda Housing Authority and Theresa L. Kitay in the Amount of Seventy-Five Thousand Dollars and Zero Cents (\$75,000.00) up to a Total Not to Exceed Amount of Ninety Thousand Dollars and Zero Cents (\$90,000.00) through June 30, 2020

BACKGROUND

AHA is in the process of reviewing its procurement contracts as part of its process improvement plan. As a result, staff will be bringing several contracts to the Board in upcoming months for monetary allocation, a time extension or both. At the same several new procurement efforts will take place on expiring contracts.

Contracts more than \$250,000 must be approved to the Board. Since the maximum contract period under our procurement procedures is five years, and it has been almost five years since the AHA separated from the City of Alameda, a number of contracts are coming up for review and renewal.

DISCUSSION

On June 30, 2015, a consultant agreement between the Housing Authority and Theresa L. Kitay was executed with an initial term of three years and a contract limit for those three years of \$15,000.00. The contract allowed for extensions not to exceed two years.

Services provided under this agreement include a provision of training for agency staff on compliance with fair housing issues, Section 504 of the Rehabilitation Act, and the Americans with Disabilities Act, along with all applicable regulations and affirmative obligations. All training is provided by Ms. Kitay personally, and can be scheduled in any size group or on as many occasions as desired by the agency.

In addition, Ms. Kitay is be available on an "as needed" basis to provide legal consultation and representation on all civil rights matters involving the Housing Authority

of the City of Alameda. This representation ranges from answering one-time questions by telephone or email, to meeting with agency personnel for planning and strategies, to defense representation in the event of a fair housing administrative complaint or lawsuit.

We have seen an increase in the number of fair housing issues that required legal expertise during the past year. The purpose of extending this contract is to secure consistent, pre-approved legal advice and consultation if the agency is faced with claims or charges in the upcoming years, as well as to ensure consistent staff training on fair housing and 504 requirements.

As of 7/30/2017, a total of \$16,423.50 has been spent on this contract, which slightly exceeds the total of \$15,000.00 approved under the initial three-year contract that extends until June 30, 2018.

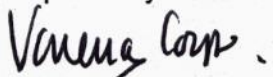
FINANCIAL IMPACT

Funding for this contract has been approved and is budgeted for; total contract expenditures to date slightly exceed the contract limit.

RECOMMENDATION

Authorize the Executive Director to negotiate and approve an extension of amount and term for the contract between the Alameda Housing Authority and Theresa L Kitay in the amount of \$75,000.00 for the period of August 16, 2017 – June 30, 2020 with a total not to exceed amount of \$90,000.00.

Respectfully submitted,


Vanessa M. Cooper
Executive Director

VMC/JCB

Exhibit: Contract Amendment #1

AMENDMENT NO. 1 TO CONSULTANT AGREEMENT

This Amendment of a Consultant Agreement by and between the Housing Authority of the City of Alameda, public body, corporate and politic (hereinafter "AHA") and Theresa L. Kitay, Attorney at Law (a California sole proprietor) whose address is P.O. Box 597, Oak Island, NC 28465 (hereinafter referred to as Consultant), is made with reference to the following:

RECITALS

A. On July 1, 2015, a Consultant Agreement was entered into by and between AHA and Consultant.

B. The effective date of this Amendment shall be August 16, 2017.

C. The Original Consultant Agreement limited the Compensation to Consultant to not exceed fifteen thousand and zero cents (\$15,000.00) for the initial three year term of the contract.

D. The original expiration date of the contract was June 30, 2018, but allowed for up to two one-year extensions.

E. All conditions of the Consultant Agreement will remain the same except as amended below.

NOW, THEREFORE, it is mutually agreed by and between the undersigned parties as follows:

The contract shall be extended for the optional two year term to June 30, 2020.

The Compensation to Consultant will include an additional seventy-five thousand dollars and zero cents (\$75,000.00), and the total not to exceed amount will be ninety thousand dollars and zero cents (\$90,000.00).

IN WITNESS WHEREOF, the parties hereto have caused this modification of the Consultant Agreement to be executed on the day and year first above written.

Theresa L. Kitay

Housing Authority of the City of Alameda

Theresa L. Kitay
Attorney At Law

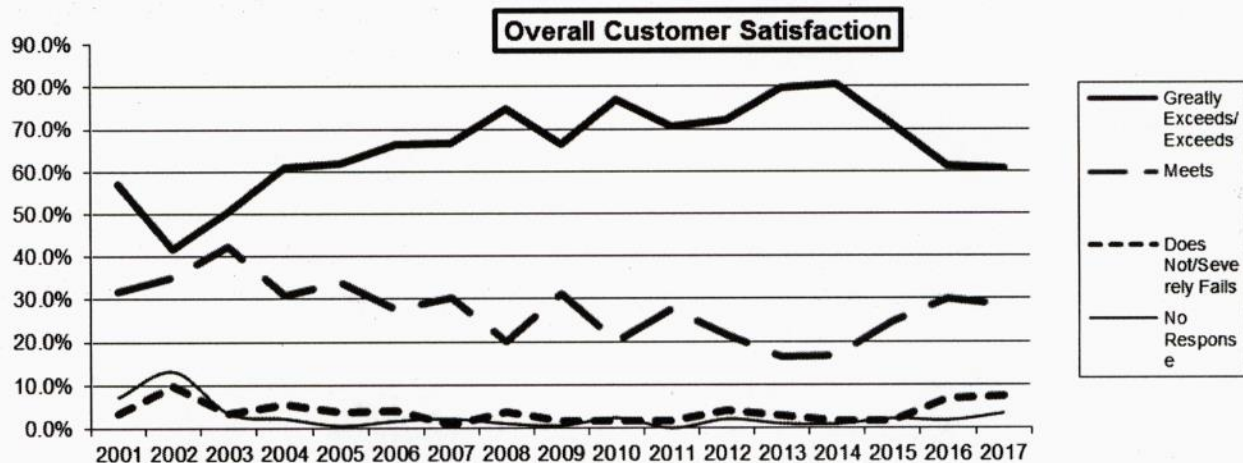
Vanessa M. Cooper
Executive Director

HOUSING AUTHORITY OF THE CITY OF ALAMEDA

EXECUTIVE SUMMARY OF 2017 CUSTOMER SATISFACTION SURVEY RESULTS

Annually since 1993, the Housing Authority of the City of Alameda has conducted a survey to evaluate customer satisfaction with the services the Authority provides. Over the years, the survey questionnaire has evolved; however, the basic format continues to obtain a measure of the level of customer satisfaction. In March and April, the Housing Authority conducted its 2017 survey. Overall, 176 recipients returned the survey (13.1% response rate), an increase from 2016 when 163 total surveys were returned (12.5%).

Respondents were asked how they would rate “overall quality of service provided.” This year, the percentage of respondents stating that service met or exceed expectations was 157 responses (92.4%) compared to 149 in 2016 (93.1%). The following chart shows the change over the last sixteen years.



Respondents who said that staff responsiveness met or exceeded expectations was 86.9 percent (146 responses). Respondents rated staff politeness as meeting or exceeding expectations was 94.2 percent (161 responses). The survey also asked our customers to rate staff's ability to answer customer's questions about housing programs. Overall, 84.1 percent (148 respondents) evaluated staff's ability to respond concerning their program questions as meeting or exceeding their expectations.

Some questions applied only to residents of the complexes that the Housing Authority owns. For instance, these residents were asked to rate the appearance of the complex in which they live. The percentage of respondents who believe the appearance of their complex met or exceeded expectations decreased slightly to 89.3 percent (100 responses) from last year's 92.2% (107 responses). On maintenance of the complex, 89.3 percent (100 responses) said it met or exceeded expectations, slightly decreased from last year's 90.5% (105 responses). Residents who perceive that the maintenance of their specific units meets or exceeds expectations was 94.6% (106 responses), which is about the same as 2016 (94%, 109 responses).



Respondents were asked to rate their unit and the complex on safety. The vast majority of residents (90.2%) said they felt safe in their units and (84.8%) said safety in the common areas met or exceeded their expectations. Eight respondents (4 less than 2016) said that they do not feel safe in their units and fifteen respondents (4 more than 2016) said they do not feel safe in the common areas.

In 2005, a few questions were added to the survey to elicit information about our customers' ability to access the Internet. The percentage of respondents with access to the internet decreased slightly from last year (57.7%) to 55.7 percent this year. This is compared to 89% in 2016 for all North Americans.¹ More respondents (47.7%) had accessed the Internet via a mobile device, such as an iPhone or tablet than in previous years. Of those responding, 17 percent had accessed the Internet from the Library, Mastick Senior Center, or similar public venue.

There was an increase in the number of respondents that had visited the Housing Authority's website (35.2%), than last year (32.5%). A decreased number of respondents (34.1%) said they would like access to additional information via the Housing Authority's website than last year (45.4%).

The final question generated comments from fifty-eight respondents. The comments received were forwarded to the Department Directors for evaluation.

A report on the full survey results, including the questionnaire forms, raw data, and written comments, is available at the Housing Authority office.

M:\Agency\Customer Survey\2017 "Executive Summary 2017"

¹ Internet World Stats, Usage and Population Statistics, Internet Users in North America in June 2016. MiniWatts, Marketing Group, June 30, 2016.





Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - Tel: (510) 747-4300 - Fax: (510)522-7848 - TDD: (510) 522-8467

2017 CUSTOMER SATISFACTION SURVEY

Since 1993, the Housing Authority has conducted an annual survey to evaluate customer satisfaction with services provided. Over the years, the survey questionnaire has evolved; however, the basic format to obtain a measure of the level of customer satisfaction is unchanged. In March and April, the Housing Authority conducted its 2017 survey. For the third year, the survey was sent to all units leased with Property Management at the time of the survey.

The survey was also sent to a random sample of 350 out of 1061 Housing Choice Voucher (HCV) participants and sent to all 436 property owners participating in the HCV Program.

The questionnaires (Exhibit A) were coded by group to track response rates from each customer population group. Overall, 176 recipients returned the survey (13.1% response rate), an increase of 13 responses from 2016 (163 responses, 12.5% response rate). The response rate varied with each population group from a low of zero to a high of 57.1 percent. There were no responses from Stanford House where a total of four questionnaires were distributed. There were 112 surveys returned from Property Management customers this year, a slight decrease from the 116 last year. The response rate for HCV participants was 8.6 percent (30 responses), up from last year's 5.7 percent (18 responses). This year, 33 percent of HCV participants were sent surveys compared to last year's 30 percent.

This year, 436 surveys were mailed to all 436 property owners. Out of all the landlords, 34 responded, resulting in a response rate of 7.8 percent. This is a slight percentage increase compared to last year's response rate of 6.6 percent (29 responses).

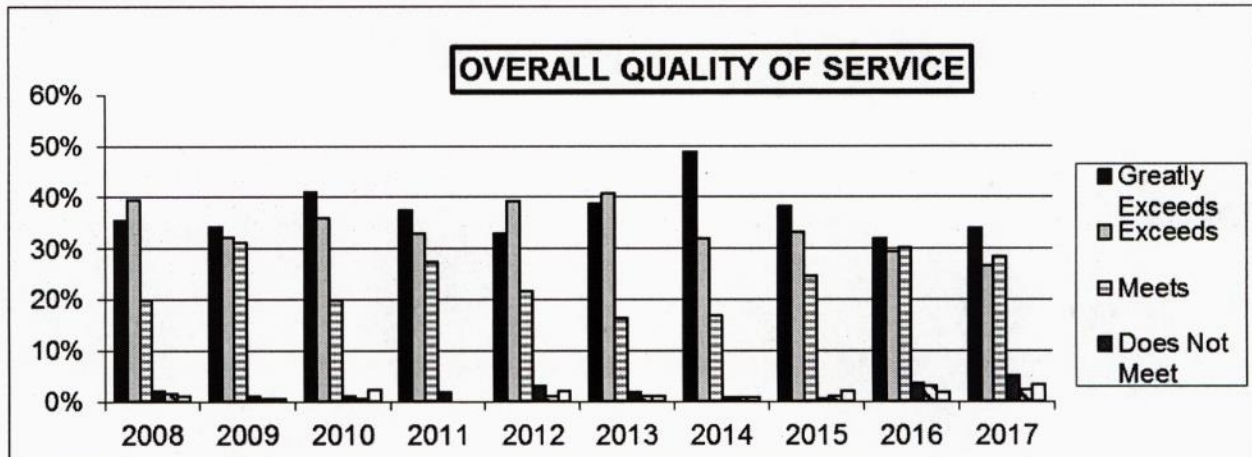
For the past several years senior residents have typically been more responsive to the Housing Authority's surveys. This year, seniors were more responsive as well. For example, 28.6 percent of Independence Plaza residents, 25.8 percent of Anne B. Diamant Plaza residents, and 57.1 percent of Senior Condo residents returned completed forms, compared to the overall return rate of 13.1%. Exhibit B provides the specific number of survey questionnaires mailed and received by type of customer.

For each survey question, customers were asked to check the box indicating the level of satisfaction that they experienced over the past 12 months (greatly exceeds, exceeds, meets, does not meet, or severely fails to meet expectations). Only the last

CUSTOMER SATISFACTION SURVEY RESULTS – 2017

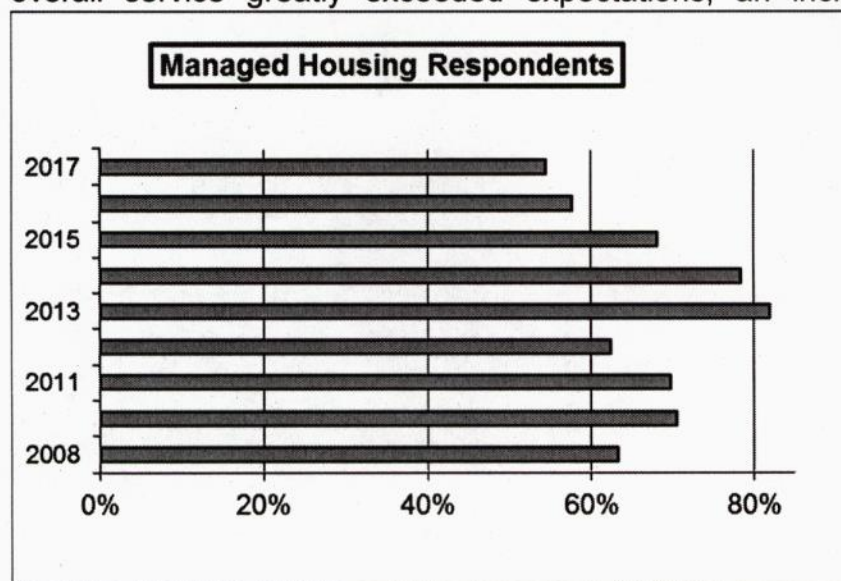
ten years of data have been summarized in the below charts to allow for ease of visual display.

Question 1 asked respondents how they would rate “overall quality of service received.” Of those responding, 92.4 percent said overall service met or exceeded expectations, a slight decrease from last year (93.1%).



The comments given with the survey (see Question 15) have been reviewed to see if changes are necessary. Over the past few years, the Housing Authority has undergone many organizational changes as staff continue to work toward improving program compliance and customer service. This year, there were five respondents from Property Management who said that service did not meet expectations and four landlords who said that service did not meet expectations. Four total respondents said that service severely fails expectations: three from Property Management, and one participant from HCV. Six total respondents did not answer the question.

Among Property Management customers, 54.5 percent of respondents scored overall service as greatly exceeds or exceeds expectations, slightly down from last year's 57.8 percent. This year, 33.0 percent of Property Management respondents stated that overall service greatly exceeded expectations, an increase from last year's 30.2 percent.



Except for in 2013, there has been a trend for Property Management customers to be less positive about service than customers overall. This pattern continued in 2017 with 54.5 percent of Property Management residents rating service as exceeding their expectations, whereas the overall rating for all customers was slightly



CUSTOMER SATISFACTION SURVEY RESULTS – 2017

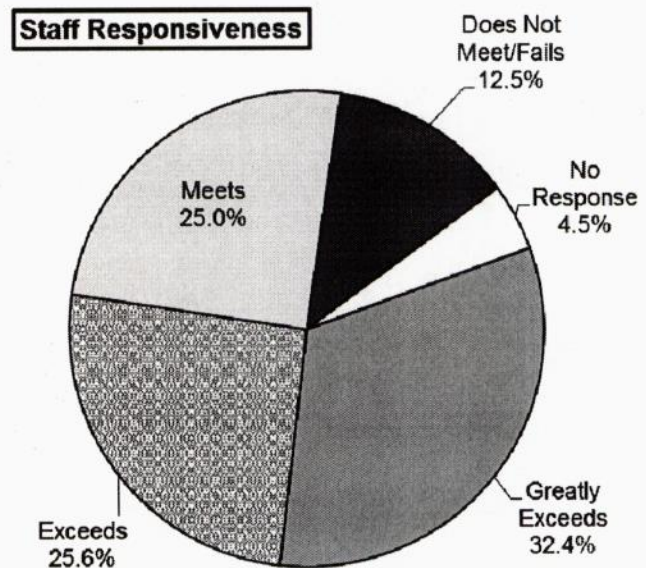
higher at 60.8 percent.

This year, there were 30 HCV respondents, up from last year's 18 responses. Of this year's HCV respondents, 80 percent said that overall service exceeded expectations, an increase from last year's (61.1%). Five respondents said that service met expectations (16.7%). Only one respondent said that service severely failed.

Thirty-four (34) property owners (landlords) responded to the survey this year. Last year, 29 property owners responded. This year, 88.2 percent of owner respondents found service met or exceeded expectations, a decrease from last year's 96.9 percent. Four owners (11.8%) said that service did not meet expectations.

Question 2 asked how respondents would rate "overall responsiveness of staff."

This year, 58 percent of respondents found staff responsiveness to be above expectations, slightly down from last year (59.5%). This year, 25 percent found responsiveness met expectations, a decrease from last year's 27.6 percent. Fourteen respondents (8%) found responsiveness did not meet expectations, up one from last year's thirteen respondents. Eight respondents (4.5%) found responsiveness severely failed expectations, an increase of one from seven last year. Eight respondents did not answer this question.



Among Property Management customers, 52.7 percent found responsiveness exceeded expectations, down from last year's 55.2 percent. When combined with those who found responsiveness met expectations, the results increase to 81.3 percent versus 87.9 percent in 2016. For HCV customers, 73.3 percent of respondents noted their expectations were exceeded, up from last year (61.6%). When combined with HCV respondents who found responsiveness met expectations, 90 percent were satisfied with the service provided versus 83.3 percent in 2016. One HCV respondent (3.3%) was dissatisfied with staff responsiveness, significantly down from last year (16.7%). Two HCV respondents did not respond to the question. Twenty-eight (28) property owners (82.4%) found staff responsiveness met or exceeded expectations. Six owners (17.6%) were dissatisfied with staff responsiveness.

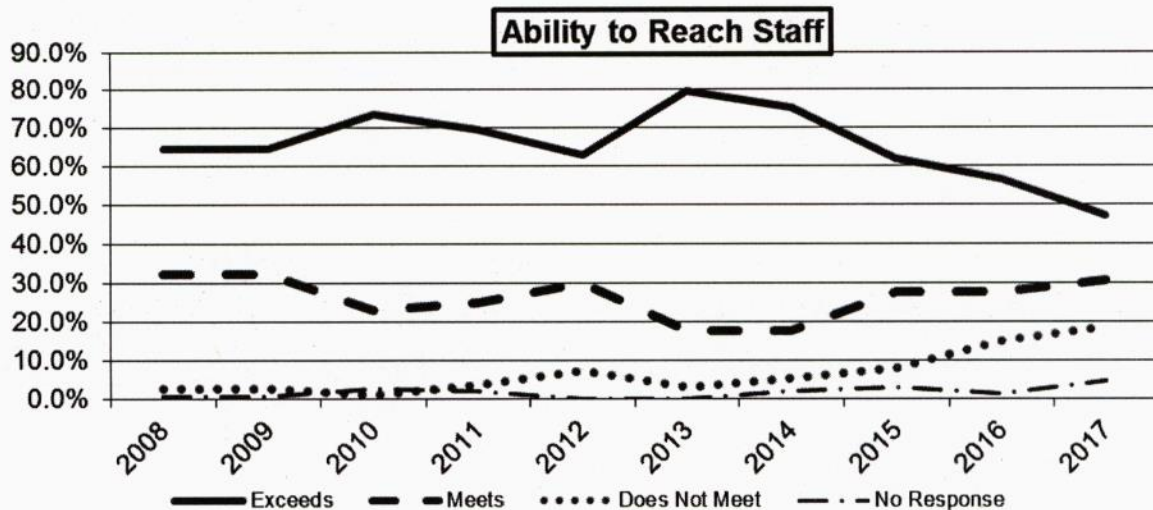
Question 2 has two additional parts. One part asked our customers to rate their ability to reach appropriate staff and the other asked them to rate the time in which phone calls were returned. This year, 47.2 percent of respondents, down from last year's (56.4%), found that their ability to reach appropriate staff exceeds or greatly exceeds expectations. This year, 30.7 percent of respondents stated that their ability to reach



CUSTOMER SATISFACTION SURVEY RESULTS – 2017

staff meets their expectations, up from 27.6 percent last year. This year, thirty-one respondents (17.6 %) found service lacking in contacting the appropriate staff, up from last year (24 respondents, 14.9%). Eight respondents did not respond to this question.

This chart reveals the general trend over time for all staff.



When evaluated independently, 74.1 percent of Property Management clients had their expectations met or exceeded, down from last year (83.6%). Twenty-three respondents (20.5%) said that service did not meet or severely failed expectations, up from last year (17 respondents). Among property owners, 82.3 percent found their ability to reach staff met or exceed expectations. Six respondents (17.6%) were unsatisfied with the ability to reach staff. Among HCV respondents 86.7 percent were satisfied with their ability to reach staff, up from last year (83.3%). There were two respondents (6.7%) who found this service lacking, which decreased from last year (16.7%).

The second part of this question asks about the timeliness of returned phone calls. Last year, the overall level of satisfaction that met or exceeded was 85.4 percent. This year, satisfaction that met exceeded expectations dropped slightly to 82 percent. Dissatisfied responses rose to thirty respondents (18%), compared to the twenty-three respondents (14.6%) last year. Nine respondents did not respond to this question.

Property Management respondents tend to rate staff's return of phone calls lower than their HCV counterparts. This year, 46.4 percent said this service exceeded expectations, slightly down from last year (48.3%). The responses of HCV participants resulted in an increase to 63.3 percent, compared to last year (50%) for households rating the return of phone calls as exceptional. Another 28.6 percent of Property Management respondents found this service met expectations. Combined, 75 percent of Property Management customers said that returning phone calls met or exceeded expectations, down slightly from last year (79.3%); 19.6 percent of Property Management respondents responded negatively, an increase from last year (16.4%). Six Property Management respondents (5.4%) did not respond to this question. For HCV respondents, 90 percent said this service met or exceed expectations (up from 83.3% in 2016), with 63.3 percent responding that expectations were exceeded. This year, one respondent (3.3%) of HCV respondents stated this service did not meet expectations. Two respondents did not answer this question.



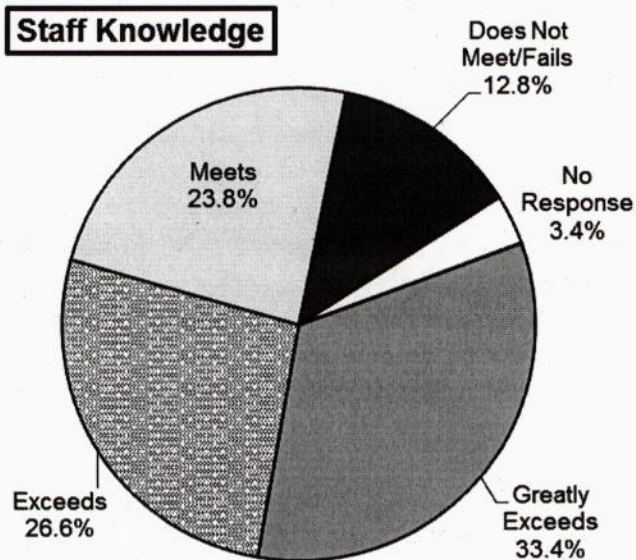
CUSTOMER SATISFACTION SURVEY RESULTS – 2017

For property owners, 50 percent found this service exceeded expectations, a decrease from last year (65.5%). When combined with those who found timeliness of returned phone calls met expectations (26.5%), overall satisfaction is 76.5 percent. Seven property owners (20.6%) were dissatisfied with this service, an increase from last year's two (6.9%).

Question 3 asked respondents to rate the politeness of staff. The percentage of respondents who said staff politeness meets or exceeds their expectations increased slightly to 94.2 percent from last year (90.8%). Five respondents (2.8%) said that politeness did not meet expectations. Five respondents (2.8%) noted that service severely failed to meet expectations.

For Property Management, 58.9 percent of respondents said that politeness exceeded expectations with another 32.1 percent saying their expectations were met. Combined, the satisfaction rate was 91.1 percent, an increase from last year (88.8%). Three Property Management customers (2.7%) found politeness did not meet expectations and three customers (2.7%) responded that politeness severely failed. For HCV respondents, 73.3 percent found staff politeness exceeded expectations and another 20 percent found their expectations met, reaching a combined satisfaction level of 93.3 percent, a slight decrease from last year's 94.4 percent. One respondent found politeness severely failed expectations. For property owners, 91.2 percent said that staff politeness met or exceeded expectations, a decrease from last year's 96.6 percent.

Question 4 is the last question applicable to all respondents. Customers were asked to rate staff's ability to answer customers' questions about housing programs ("Staff Knowledge"). Overall, 60.2 percent of respondents evaluated staff's ability to respond to their questions as exceeding or greatly exceeding their expectations, an increase from last year (55.2%). When combined with respondents who said staff knowledge met their expectations (23.9%), the percentage increases to 84.1 percent.



Seventeen respondents (9.7%) said that staff's ability to respond with program information did not meet their expectations, which is about the same as last year (9.2%). Five responded

that staff knowledge severely failed expectations (2.8%) down from last year (3.1%). Six respondents did not answer this question.

For Property Management customers, 52.7 percent of respondents said that staff's knowledge exceeded expectations, down from last year (50%); another 28.6 percent said it met expectations. Combined, 81.3 percent of Property Management



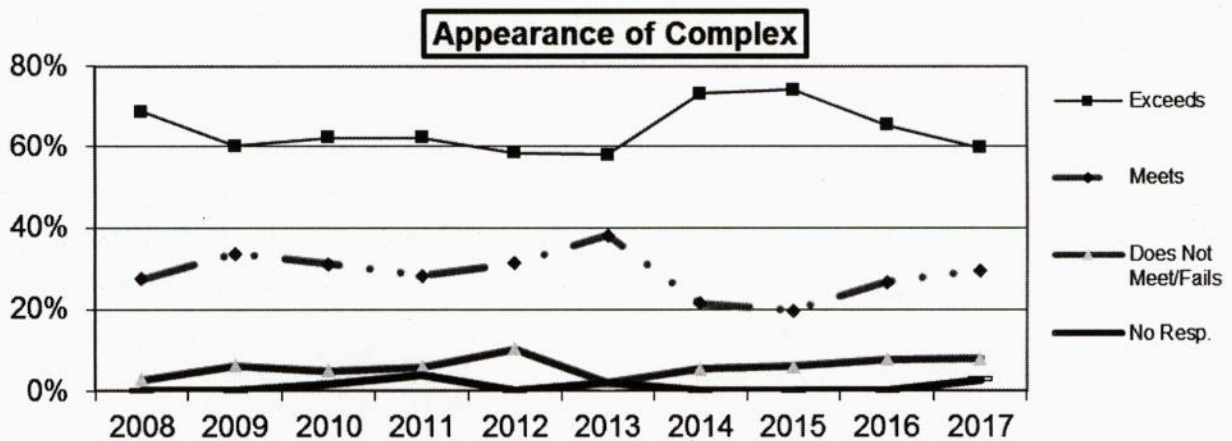
CUSTOMER SATISFACTION SURVEY RESULTS – 2017

respondents were satisfied with staff knowledge, down slightly from last year's 82.8 percent. Thirteen respondents (11.6%) felt staff knowledge did not meet expectations; three respondents (2.7%) felt expectations severely failed, and five respondents did not respond. For HCV respondents, those reporting exceeded expectations of is 76.7 percent with another 16.7 percent saying their expectations are met. This year, 85.3 percent of property owner respondents felt that staff knowledge met or exceeded expectations, up from last year (83.3%).

Questions 5 through 9 apply only to residents of the complexes that the Housing Authority owns, thus excluding HCV participants who live in privately-owned units and the owners of those units.

Question 5 asked Property Management residents to rate the appearance of their complex. Respondents who believe the appearance of their complex exceeded or greatly exceeded expectations was lower this year (59.8%) compared with last year (65.5%). When combining respondents that stated expectations were met (29.5%), total satisfaction reaches 89.3 percent, which is slightly less than last year (92.2%). The nine responses (8%) that appearance did not meet or failed to meet expectations were from the same four complexes as last year: Independence Plaza (4), Esperanza (3), Eagle Village (1), and Parrot Village (1).

The following chart shows the trend in customers' perception of the appearance of Housing Authority complexes.



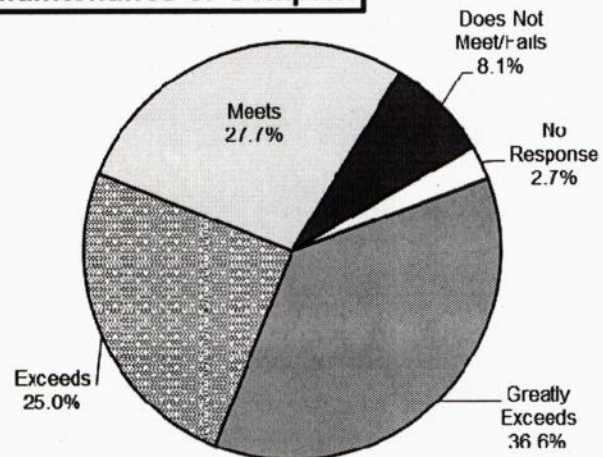
CUSTOMER SATISFACTION SURVEY RESULTS – 2017

Question 6 asked respondents to rate the maintenance of their complex.

This year 61.6 percent of respondents said that maintenance of the apartment complex exceeds or greatly exceeds expectations, down slightly from last year's 62.1 percent. When combined with respondents stating that expectations were met (27.7%), total satisfaction reached 89.3 percent.

This year, the percentage of respondents dissatisfied with maintenance of their complex decreased slightly to 8% (8.6% in 2016). The complexes receiving low scores for the appearance of the complex (Question 5), also received low scores for the maintenance of the complex. Three respondents did not answer this question.

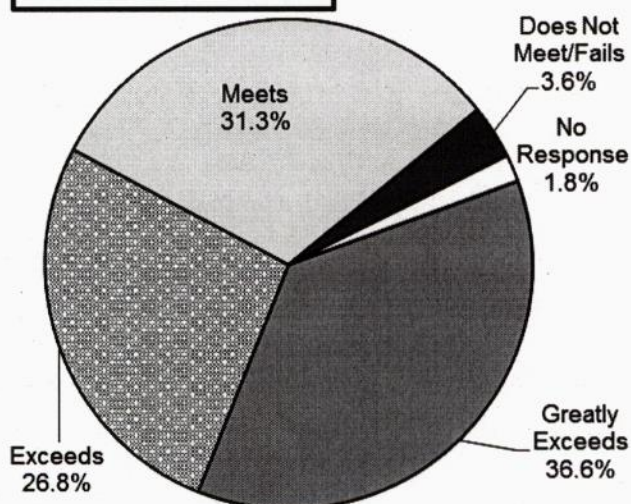
Maintenance of Complex



Question 7 specifically asked about the maintenance of the resident's unit.

Residents who perceive that maintenance of their units exceeds or greatly exceeds their expectations (63.4%) increased slightly from last year (62.9%).

Maintenance of Unit



Residents who said maintenance of their unit meets expectations is about the same as last year (31.3% in 2017 and 31.0% in 2016).

Four respondents (3.6%) stated that unit maintenance did not meet or severely failed expectations, a decrease from the seven dissatisfied respondents (6.0%) last year. The low ratings came from residents living at Parrot Village (2) and Independence Plaza (2).

Questions 8 and 9 asked respondents to rate their units and complexes on safety. The perception that safety in units exceeds expectations increased to 66.1 percent from last year's 62.9 percent. The percentage of respondents who said that safety in their units met expectations (24.1%) decreased slightly from last year (26.7%). Eight respondents (7.1%) said the unit does not meet their safety expectations. Low ratings were received from residents at Independence Plaza (3), Rosefield Village (2), Eagle Village (2), and Esperanza (1).

The perception of safety in the common areas of the complex exceeded expectations for 59.8 percent of respondents, an increase from last year (56.9%). 25 percent felt that the apartment complex met expectations of safety. When combined 84.8% felt that the



CUSTOMER SATISFACTION SURVEY RESULTS – 2017

common areas met or exceeded expectations. Fifteen respondents (13.4%) said that the apartment complex does not meet expectations of safety, up from last year's eleven respondents (9.5%). Low ratings were received at Independence Plaza (7), Esperanza (3), Eagle Village (2), Rosefield Village (2), and Parrot Village (1).

Questions 10 through 12 were asked of all respondents to elicit information about our customers' ability to access the Internet.

Respondents were asked if they have access to the Internet; 55.7 percent said yes, slightly less than in 2016 (57.7%). This is the first reversal of internet access in the last three years. In the general public, there is a growing dependence on mobile devices (e.g., iPhones/iPads, Droids, etc.) for Internet access in lieu of personal computers. Eighty-four respondents (47.7%) said they have access to such devices. This represents an increase from last year (39.3%).

Knowing that many lower-income residents rely on libraries and other public facilities to obtain internet access, the survey questionnaire attempted to solicit this information. Of those responding, 17 percent had used the library or a senior center to gain Internet access, a decrease from last year (19.0%).

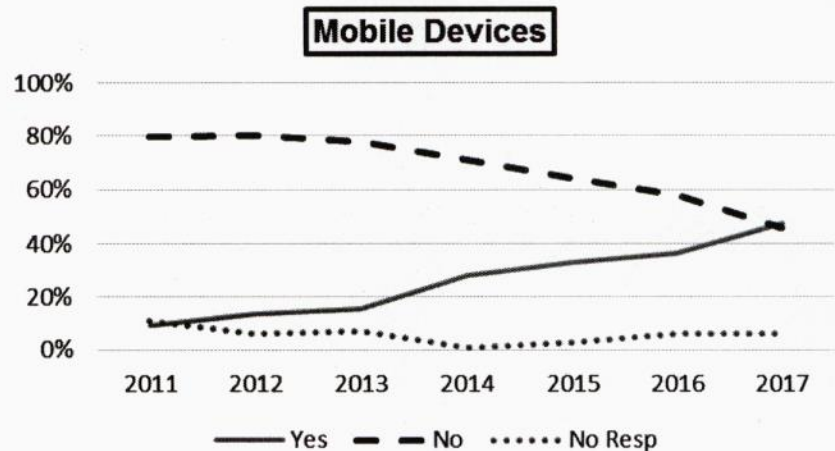
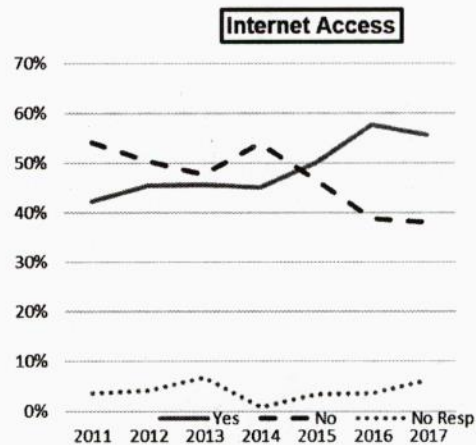
Questions 13 and 14 asked if the respondents had ever visited the Housing Authority's website and if they would like access to additional information via that site. The number of respondents (35.2%) who had visited www.alamedahsg.org this year increased from 32.5 percent last year. Sixty respondents (34.1%) said additional information on the Housing Authority's website would be helpful. This significantly decreased from last year (45.4%). The Housing Authority recently redesigned the website to improve access to information.

Question 15 asked the respondents to include any additional comments.

This question generated comments from fifty-eight respondents. The comments received were forwarded to the appropriate staff for evaluation and follow up.

Specific comments, edited to remove names, are attached as Exhibit C.

M:\Agency\Customer Survey\2017 "Narrative results 2017"





701 Atlantic Avenue, Alameda, California 94501-2161 - TDD: (510) 522-8467 - FAX: (510) 522-7848 - TEL: (510) 747-4300

HELP US TO SERVE YOU BETTER

Dear Housing Authority Customer:

Because we want to provide the best possible service to our customers, we would appreciate your comments about the service you have received over the **last 12 months**. Please take a few minutes to tell us how well we did our job by checking the box that best matches the service that you received. Did service Greatly Exceed, Exceed, Meet, Did Not Meet, or Severely Fail to meet your expectations? You do not need to give your name. Just drop this form in the mail, fax it, or bring it by the Housing Authority and give it to the receptionist or put it in the drop box. Thank you for your help!

PLEASE CHECK THE BOX THAT BEST DESCRIBES YOUR EXPECTATIONS:

	Greatly Exceeds	Exceeds	Meets	Does Not Meet	Severely Fails
1. Overall, how would you rate the quality of service you received?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Overall, how would you rate the responsiveness of staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a. How would you rate the ability to reach the staff person that you want to see or talk with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. How would you rate the time in which phone calls were returned?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How would you rate staff's politeness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How would you rate staff's ability to answer your questions about housing programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How would you rate the appearance of your apartment complex?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How would you rate the maintenance of your apartment complex?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How would you rate the maintenance of your apartment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. How would you rate your feeling of safety when in your apartment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. How would you rate your feeling of safety when in the common areas of your apartment complex?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following are a few questions about your use of the Internet.

- 10. Do you have access to the Internet at home or work? YES NO
- 11. Do you have access to the Internet on a mobile device such as an iPhone or tablet? YES NO
- 12. Have you ever accessed the Internet from the Library or the Senior Center? YES NO
- 13. Have you ever visited the Housing Authority's web site at www.alamedahsg.org? YES NO
- 14. Would you find it helpful to have additional information or forms available on the Housing Authority's web site? Please use back of form for details. YES NO
- 15. Please include any additional comments. You may use back of form or include other sheets.

**PLEASE RETURN COMPLETED SURVEY BY THURSDAY APRIL 27, 2017
 YOU MAY FAX THE COMPLETED SURVEY TO (510) 922-0746
 OR Mail to PO Box 3199, Alameda, CA 94501
 THANK YOU FOR YOUR HELP!**



PM



Housing Authority of the City of Alameda

701 Atlantic Avenue, Alameda, California 94501-2161 - TDD: (510) 522-8467 - FAX: (510) 522-7848 - TEL: (510) 747-4300

HELP US TO SERVE YOU BETTER

Dear Housing Authority Customer:

Because we want to provide the best possible service to our customers, we would appreciate your comments about the service you have received over the **last 12 months**. Please take a few minutes to tell us how well we did our job by checking the box that best matches the service you received. Did service Greatly Exceed, Exceed, Meet, Did Not Meet, or Severely Failed to meet your expectations? You do not need to give your name. Just drop this form in the mail, fax it, or bring it by the Housing Authority and give it to the receptionist or put it in the drop box. Thank you for your help!

PLEASE CHECK THE BOX THAT BEST DESCRIBES THE SERVICE RECEIVED:

	Greatly Exceeds	Exceeds	Meets	Does Not Meet	Severely Fails
1. Overall, how would you rate the quality of service you received?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Overall, how would you rate the responsiveness of staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a. How would you rate the ability to reach the staff person that you want to see or talk with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. How would you rate the time in which phone calls were returned?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How would you rate staff's politeness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How would you rate staff's ability to answer your questions about housing programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following are a few questions about your use of the Internet.

- 5. Do you have access to the Internet from home or work? YES NO
- 6. Do you have access to the Internet on a mobile device such as an iPhone or tablet? YES NO
- 7. Have you ever accessed the Internet from the Library or the Senior Center? YES NO
- 8. Have you ever visited www.alamedahsg.org, the Housing Authority's website? YES NO
- 9. Would you find it helpful to have additional information or forms available on the Housing Authority's web site? Please use back of form for details. YES NO

10. Please include any additional comments. You may use back of form or include other sheets.

PLEASE RETURN COMPLETED SURVEY BY THURSDAY APRIL 27, 2017
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THANK YOU FOR YOUR HELP!

HOUSING AUTHORITY OF THE CITY OF ALAMEDA

DISTRIBUTION AND RETURN RATES OF SURVEY QUESTIONNAIRES
MARCH AND APRIL 2017

TYPE OF CUSTOMER	PROP. CODE	TOTAL NO. CUSTOMERS	QUESTIONNAIRES DISTRIBUTED (MARCH)	PERCENT SURVEYED	NO. RETURNED (APRIL)	PERCENT RETURNED
Anne B. Diament Plaza	6010	62	62	100.0%	16	25.8%
China Clipper Plaza	6070	26	26	100.0%	3	11.5%
Condos	6060	7	7	100.0%	4	57.1%
Eagle Village	6100	42	42	100.0%	6	14.3%
Esperanza	2100	118	118	100.0%	16	13.6%
Independence Plaza	8100	182	182	100.0%	52	28.6%
Lincoln House	1120	4	4	100.0%	1	25.0%
Lincoln/Willow	6050	5	5	100.0%	1	20.0%
Parrot Gardens	6030	6	6	100.0%	1	16.7%
Parrot Village	3100	49	49	100.0%	9	18.4%
Rosefield Village	6020	41	41	100.0%	2	4.9%
Sherman Street (SH)	1110	9	9	100.0%	1	11.1%
Stanford House (ST)	6040	4	4	100.0%	0	0.0%
SUBTOTAL MH PROGRAMS		555	555	100.0%	112	20.2%
Section 8 Prop. Owners						
VIA snail mail	LL-M	436	436	100.0%	34	7.8%
Section 8 Prop. Owners						
VIA e-mail	LL-E	0		0.0%	0	#DIV/0!
All S8 Prop. Owners		436	436	100.0%	34	7.8%
Section 8 participants*	7100 / 7300 / 7600 / 7700	1061	350	33.0%	30	8.6%
SUBTOTAL HCV PROGRAM		1497	786	52.5%	64	8.1%
TOTALS		2052	1341	65.4%	176	13.1%

:\Customer Survey\2017\Distribution 2017
5/8/2017

2017 Customer Satisfaction Survey

Comments Received

[Q10] Not so much at home though, No Wi-Fi at home though. [Q14] Although you have many of them on website [about forms]. If anything comes to mind I will let you know. [Q15] I get a strange feeling this evaluation should be online if it isn't already.

[Q15] We need dishwasher - it is 2017 already. Also the faucet for the water hose unplugged. We have a garden and it has rained a lot. We need to water our garden.

[Q9] better if gated. [Q15] Only problem is parking at my complex, city gives tickets by error a lot

Too much to say. Of course good and great things about AHA & the entire crew from the Senior Management to the front office & maintenance. THANKING YOU ALL VERY MUCH from the core of our hearts. You all are wonderful - We (myself, kids & wife) are grateful for your great, tremendous services. We appreciate your great services. Thanks very much. Long live America! Long live AHA!

[Q5] The complex is cleaned on a regular basis, but some tenants are messy and don't throw their trash away properly. Many times the garbage area is disgusting. Many days after the rain stops the parking lot has dirty water draining from the field. [Q9] No, sometimes I don't feel safe outside my home, there's a lot of kids (boys) running around unattended climbing on fences and the roofs playing in the streets.

Just getting to the bus line 51 or 0 is so hard on me to walk. And how can I get in the [name of complex] Apt on [name of street]? More closer to the bus line. I need a letter for a internet cable line to be ran in my apt. I wonder who do I talk to that about? Thank you [client name]

There is a lot of litter all over on the grounds in [name of complex]. It needs to be picked up daily.

The parking is bad because too many cars, some are not being used or driven. The trash area is bad smelling and looking. It seems like they are not picking up trash or trimming the bushes.

I would like to thank [employee name]. [Pronoun] has been more than gone over and beyond. My family and I am grateful to [pronoun].

Please get back our sport equipment: bicycle; walking treadmill. Thank you. 1. P.S. it will be good to have back our sport equipment: walking treadmill, women bicycle. Thank you. 2. Please instruct gardeners to be careful of our cars while gardening. They leave a clean cars covered with dirt and leaves. Thank you.

To me everything is copacetic. Thank you for this survey, for reason, you will know our sincere and inner feelings.

"AHA doesn't care about the needs of their residents"

[Q15] Forms on Website: 1. Community Room Reservation forms for an event. 2. Improvements to landscaping. 3. Energy savings ideas for apartments. 4. Parking suggestions to improve availability to spaces. 5. Current employee directory for residents: names, telephone numbers and email and position titles. Thank you for making it possible for the Food Bank to come to [name of complex]. The residents and me are greatly appreciative of this convenience and at no cost!

[Q5] Dropping. [Q6] Changed. [Q7] Changed. [Q9] Not enough lighting after dark. [Q14] Cannot afford internet network nor purchase of a computer. [Q15] All apt. windows need washing- deplorable!

[Q2] The people that did not return email and phone calls are now gone or leaving. [Q8] Front door bad, too many people in and out with keys. [Q14] On waiting list for less expensive apartment and NO ONE can answer my questions regarding this. I am ill because of the insecurity I feel about paying my rent

[Q7] My electrical sockets are not available to me. The plug will not enter. [Q14] When there are openings of different Sr. Apartments available, I would like to know. Are there trips I could attend? [Q15] I really would like the recreation room available to me to have a social gathering for my girlfriends.

Q[1] but maintenance is excellent. [Q3] although the worst one is gone. Disappointed that we have no access to the community room like we used to. Disappointed in the way procedures changed in dealing with package delivery. Now packages just sit out where anyone can take them. We used to have them kept inside the office building and we received notice from the "manager" who staffed that office that a package was there. Need security cameras in public areas. Too much theft!

I live in [Complex Name]

There should be a written procedure on how the Rec Room is inspected after use and when and how my deposit would be returned to me. I should be able to accompany the person who inspects it.

I never get to talk to anyone when I call [name of department]. I have to leave a message, and phone calls are never returned. I once wanted to be here when they sprayed for ants so I could put my cat in the other room along with her box and food, etc. but could not communicate with staff to do this.

[Employee Name] has never returned any of my calls about any matter.

When [position] cleans the lobby they leave the front door open so anyone can walk in; the back door is also open so anyone can wander onto the grounds.

I often see the building doors unlocked; they don't close all the way. Ants have been a major problem. The grounds need better pest control. I also see spiders and webs everywhere.

I just learned [Employee Name], the [job title] left several days ago. Now there is no one in the office and I have packages to pick up. We should have gotten a notice [pronoun] was leaving! You have time to put notices about everything else on our doors. No arrangements made to pick up packages.

Otherwise, there are a lot of things I like: laundry room is clean and pleasant, I like the libraries, and I appreciate the gym equipment and being asked what we want.

Number 3 &4: I have to say that I would have #3 and #4, early on this year, earlier this on this year while [Employee name] was here as [pronoun] was very helpful when we needed help, always, [pronoun] was very, very kind and helpful.

[Q2] all staff available - like manager???

[Q8] Please note mail delivery is a problem. Have contacted Post Office but not really your problem. Just want you to know. Last year when I reported loss of income, your form said to give it 3 months for processing. Why that long? What if I lost my job unexpectedly and can't pay rent next month? I have to wait 3 months? Even then, I didn't get a response whether my rent would be lowered – basically I felt my notification of change of income was fruitless. Please respond to this query: [Name and contact information]. Thank you!

[Q5] Garbage around parking lot. [Q8] Dogs not on leash. [Q9] Smoking weed in the park lot.

Incorporation of more diversity options specific to systemic ethnicity demographics.

Modification of height fixtures for reading or viewing of printed materials

I have lived here 10 years and have been very impressed with the immediate response of maintenance with any problem I might have, sometimes within hours. The courtesy and helpfulness of our on-site managers is also good. [client name]

For #'s 8 and 9: The raccoon situation is out of control. I feel it need to be immediately addressed. I also feel the emergency and maintenance # should be revised and revamped. [smiley face] Thank you for your professionalism AHA.

Thank your inspecting program. I had not realized the caulking in the apt's bathroom was in such bad shape. I'm glad I was able to repair it. I will be looking at all our bathroom caulking in the future. Thanks, [Landlord Name]

I have a new email [client's email]. I like to get forms in person [smiley face]

All forms in fillable PDF

The Housing Authority should rethink its role in the Rent Control issues, presently they are more confusing: you need to assemble packet (of) information on raising rents at each level – i.e.:

1. Packet for raises above 5% to include all forms required
2. Packet for raised 5% or less to include all forms/notifications required

The same should be true of Evictions and other Tenant actions. It is too cumbersome to read through the entire City ordinance to obtain the information, which is not explained well at all.

The proper venue for this would be your workshops which [redacted name] attended. However, fell short of providing this information. This appears to be a rental program being managed without thought to those needing guidance – landlords. If you want compliance you first need to organize and disseminate proper and adequate information to the principal participants.

[Name and contact]

This is meant to be constructive – not a rant! We appreciate AHA.

I do not know how to use computer and I am not English speaker.

Please stop hosting workshops to assist landlords. If when we call in to do what you instructed, we are treated like crap.

The biggest problem with HOA is getting access to tenant counselors.

Would like to be able to submit rental available online [landlord name]

The staff and employees of Alameda Housing Authority are very helpful and polite. I appreciate [Name of Complex] and helping the seniors. God bless all of you. Very truly yours, [client name]

The only service I received within the past twelve months was inspection. Everything went well. I liked that the inspector told me I can call if any maintenance issues occur - esp. knowing inspection will be bi-annual from now on. Hopefully.

It would be nice to see and talk to a live person when having some problems/issues on a daily basis if your worker is not AVB [available]. Things do come up. Sometimes, you really need them to be handled right away. ASAP

I just wanted to take a moment to recognize the superior service our handicapped daughter – [participant name] has been receiving from [employee name]. Aware of [participant name]'s difficulties, [employee name] goes above and beyond so that [participant name] can have the best possible living situation. [Employee name] more than deserves our praise and appreciation.

I always have my calls returned within 24 hours. The ability to talk with your staff is greatly appreciated. They make it easy - and understandable - their patience is outstanding. [Employee name] and my HS [housing specialist, employee name] are very helpful. I always have a pleasant time when I am there. Kudos to the both of them. I hope they get recognition for their outstanding work they do for Alameda HA. Sincerely, [client name, client phone #]

[Q10] Do not have yet!

[Q14] Never thought about it.

I must start out by saying I love where I live, everything maintained beautifully. Apt is great. I absolutely adore it and it's a tragedy that I will eventually have to give it up and move. Ok, as far as communication with any AHA employee (but one) I have had to do business with is a big fail. Don't know how you keep a line of rapport with tenants. My calls are never returned and that's to more than one AHA personnel. I've requested calls be returned in writing – never. I've paid the wrong amount of rent, too much, and it's returned by mail and next thing you know I'm getting a 3-day notice. Takes a couple of days for me to get it and I don't check my mail daily and before I can get the payment back to AHA I've got a notice. Then told I owe a \$10 late fee. I was sent an annual renewal packet 2 months after I had just finished filling one out and when I called and asked why I was told that the employee who had my file was on vacation. First of all, second time I was able to reach anyone (in 6+ years) and I asked why an employee was able to remove my file with my personal info, [pronoun] didn't have an answer. So, I had to dig up all that info again, go to my bank and get copies of statements and I guess I didn't do it as quickly as AHA thought I should and a 3-day notice I receive. Right now I'm trying to reach someone at AHA for 2 days. No return calls. I received a 3-day stating nonpayment of rent. I paid my rent on the 4th of this month (drop off box) and now I'm being told from the notice – not received and I cannot reach anyone to see if it's been found. This is the second time this happened. First time I put a stop payment on my check and purchased a M.O. and paid it again. Don't have that account currently and purchased M.O and I cannot find the receipt so I guess I will have to pay it again with borrowed money. Won't be careless again with my receipts. Will pay at counter from now on and get a receipt directly from AHA.

I have only one bad experience from front desk to get a good answer or any proper information. My request was made by email because the main person was not there. The assistant to that person could not do it. A staff person issued the email. 'It would not be fair to say staff was bad-because of two people.'

Appearance of housing site...Due to garbage throughout and around is constant. Grateful to be here though horrible stench of "pot"...night and day. Prefer cigarettes.

To include all new properties available to AHA recipients post haste. And hopefully house rentals and resources to assist in moving costs. Aid in securing landlords to keep up AHA person's needs, repairs and upgrades the same as financially able other tenants can afford to pay out of pocket rents. Inspections should include hazardous claims from tenants when landlords don't comply, when hazardous situations that were not caused by tenant. Also there is a time limit if you can find a landlord who is willing to rent to you, when tenant and landlord do the walk through and tenant makes the landlord aware of painting, old carpeting and other repairs left by other tenants – it's written down but never fixed. So you end up buying these things yourself. I must say in closing some of us aren't so good at Internet or can't afford home services but it would be nice to sometimes get a heads up on new housing opportunities available. But I appreciate Alameda Housing Authority, you guys and ladies are all awesome for keeping us low income recipients from adding to the homeless and hopeless population. And as soon as I am strong enough I will check into your 5yr. self-sufficiency program. Thank you & God bless.

I'm near the elevators/shaft. They are used all night. I can't get a night's sleep. I think they should be turned off from midnight to 6am. Thank you!

Over the past two or three years, the policies and practices of the leadership of the Housing Authority have had less and less resemblance to the above values, as states at its website. Decision-making staff and their designees seem to be unaware of those values or have utter disregard for them. A few examples:

- The most extreme definition of "self-sufficiency" could not possibly be intended to include having residents die alone in their units and their bodies go undiscovered for extended periods – especially if "caring professional staff" are around. This has happened multiple times in recent years, most recently in December 2016. (Even before then, my "feeling of safety" had already been significantly diminished by the management's undisguised lack of regard for residents' humanity-never mind lack of concern for their actual well-being or peace of mind.)
- The list of "takeaways" continues to grow. Not least of these has been the residents' loss of ready access to the Ruth Rambeau Community Room-which was dedicated in honor of one of the earliest residents. Again, such behavior is not consistent with either (1) "encouraging" self-sufficiency-as opposed to "decreeing" it; or with (2) even intermittent, much less ongoing, "collaboration" with customers (i.e., residents). (Indeed, such behavior is more consistent with intent to induce discouragement, fear, despair in those who are subjected to it).

Having expressed similar concerns in previous surveys and offered specific suggestions for possible improvement, I will now only expand somewhat on those earlier offerings to suggest the following:

- All three value statements – Vision, Mission, and Guiding Principles –should
 - o be the first slideshow displayed at the beginning of each Board of Commission Meeting
 - o be the first page of each resident's lease
 - o be the first page of all contracts/written agreements with the Authority's other partners
 - o be prominently displayed at all AHA workplaces and residential sites, and in all job

announcements and descriptions

- Staff training should include material that would assist them in effectively upholding all three value statements.
- Job interviews, particularly at the management/decision-making levels, should include a reliable assessment of the applicant's authentic predisposition to uphold these values.

CONTINUED(I've also enclosed a local business's newspaper as that offers a few ideas for treating customers well.)I do not believe in expressing my personal views to others just for the sake of doing so, especially more than once to the same audience; I do so in hope to bring about positive outcomes. I sincerely hope that AHA's management/decision-makers will soon resume its too-long absent collaboration with and caring conduct toward its customers –us, AHA's residents.2017 AHA Survey – Addendum to CommentsI was about to submit my completed survey, when it occurred to me that perhaps I might offer a few specifics on what I think might help to “bring about positive outcomes.”AHA exists-literally-to be of service to the city's low-income residents. Logically, one might expect that constituency to be AHA's number one priority. Not staff. Not contractors. Not any other “partner”.The residents are not merely a pretext for pursuing funds to support staff positions at “competitive rates” that are usually several times the level of residents' own income, nor to award millions of dollars to contractors for services that are of more cosmetic than substantive value to residents themselves (such as countless plants that must be replaced manually rather than through natural seasonal propagation). In my view, the “ideal candidate” for a job in public service – especially at the higher levels – isn't merely the one who can convince multiple employers to compete for him or her by offering increasingly outrageous compensation packages. The “ideal candidate” is someone who wants to be of service to the intended beneficiaries of the position, wants to contribute to the success of the jurisdiction offering the job. For most of my working years, I chose to pursue positions in the public and not-for-profit sectors, because service to those most in need was – and still is- my priority in life. I – willingly – made financial sacrifices, even when they might not have been in my own personal interest. And as a manager during those years, the individuals I hired/trained/supervised were often among the most sought-after by others. At least one of those individuals, who began as a clerk, went on to hold my former position; another is now that employer's Executive Director.

CONTINUED

And now I suggest the following as ways that AHA might earn a reputation for the high quality of work by its staff:

- Focus recruitment efforts on candidates who are most likely to value service to community
- Ideally, hire from within (you already know the person's work values; also, outside recruitment costs)
- Develop the potential of every employee (they already know AHA firsthand; also, turnover costs)
- AHA/the City might require that each applicant show proof of having taken one or more courses in Public Service. (Consider developing such a class/course with College of Alameda.)
- Ideally hire from within Alameda, extending to neighboring communities. (Potential impact on commute/environment.)

And a few more ideas...

- Reduce compensation of new hires at most if not all positions (lower grades might be excluded) by 5% to 25%. (Of course, continuing to compensate fairly, in terms of the work involved.)
- Currently filled positions might be grandfathered at existing rates, but ideally at least 5% reduction should be considered.
- Enlist the entire community offering special consideration to AHA/all City employees. For example, reduce home prices/rentals; discounted products/services from Alameda businesses, etc.

It's time (long past, actually) to reverse the mentality of "public sector jobs as gravy train" and, instead, replace it with "My community is worth the sacrifice." I am (passionately) advocating that the City of Alameda become a trailblazer for such a paradigm – indeed, continue to set a standard for community spirit, support, and sacrifice that not just the rest of the region/state might adopt, but the rest of the nation.

People of goodwill working together could achieve so many worthwhile goals. Wouldn't you agree?

1. Washing machine always gets stuck rinse cycle.
 2. What happened to our exercise equipment??? Don't you [rude language] know that the elderly must exercise to keep health??? Who is the [rude language] that pulled everything out??? (What an [expletive])
 3. Why can't you set up a free Internet service for us like the libraries and Mastick Senior centers do??? You [rude language] must know how isolated and lonely seniors get. Help!
 4. Nobody should be having to telling all you [rude language] all this.
 5. Get to work on All These Simple Issues! If you don't want to work – Stay Home! Or get out of the way.
 6. Lead, Follow, or get the [expletive] out of the way.
- No Excuses Please!

[Q2] wrote [employee name] beside each answer.



Housing Authority of the City of Alameda

PHONE (510) 747-4300
FAX (510) 522-7848
TDD (510) 522-8467

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Prepared by: Tonya Schuler-Cummins, Senior Management Analyst

Date: August 16, 2017

Re: Approval of a Collaboration Agreement between the Housing Authority of the City of Alameda (AHA) and other participating counties, cities, and agencies for the Completion of an Affirmatively Furthering Fair Housing (AFFH) Assessment of Fair Housing (AFH). Authorize the Executive Director to Negotiate Limited Changes to the Inter-Governmental Collaboration Agreement and Execute Agreement.

BACKGROUND

The Fair Housing Act imposed a duty to Affirmatively Further Fair Housing (AFFH) and for agencies to take meaningful actions to overcome historic patterns of segregation, promote fair housing choice, and foster inclusive communities that are free from discrimination. The U.S. Supreme Court upheld the disparate impact doctrine in *Texas Department of Housing and Community Affairs v. The Inclusive Communities Project, Inc.* On July 16, 2015, an AFFH final rule was published in the Federal Register by the Department of Housing and Urban Development (HUD) as a means to AFFH. Per HUD's website describing the AFFH and the requirement to do an Assessment of Fair Housing (AFH):

Specifically, affirmatively furthering fair housing means taking meaningful actions that, taken together, address significant disparities in housing needs and in access to opportunity, replacing segregated living patterns with truly integrated and balanced living patterns, transforming racially and ethnically concentrated areas of poverty into areas of opportunity, and fostering and maintaining compliance with civil rights and fair housing laws.

Prior to this rule, an Analysis of Impediments (AI) was required to be completed by jurisdictions. The AI is being replaced with AFH which requires the completion of an



Assessment Tool which includes instructions and data provided by HUD to answer a series of questions to help identify patterns of integration and segregation among other contributing factors putting up barriers to AFFH. This is a more intensive requirement and requires Public Housing Authorities to complete an AFH Assessment Tool.

DISCUSSION

The amount of work required to complete the AFH Assessment Tool places a large burden on agencies. HUD encourages regional and multi-jurisdictional collaborations and the submission of one AFH Assessment Tool for the collaboration, which also reduces one program participant having to “lobby” another program participant for needed changes. For example, if the AHA identified “lack of public transportation” as an item that is causing segregation, the AHA would need to ensure that additional public transportation was brought to its jurisdiction. Since the AHA does not have authority over public transportation, this becomes difficult to achieve. By forming collaborations, program participants can take responsibility for the identified issues within their purview. A draft of the proposed Inter-Governmental Collaboration Agreement for the Completion of the Assessment of Fair Housing is attached for your reference. As this agreement must be approved by various county, cities, and housing authorities, there may be changes made to the final agreement.

To this end, Housing Authority Staff is suggesting that the AHA enter into an agreement with the following jurisdictions to complete a regional and multi-jurisdictional AFH:

- County of Alameda,
- the City of Alameda,
- the City of Berkeley,
- the City of Fremont,
- the City of Hayward,
- the City of Livermore,
- the City of Oakland,
- the City of Pleasanton,
- the City of San Leandro,
- the City of Union City,
- the Housing Authority of the County of Alameda,
- the Berkeley Housing Authority,
- the Housing Authority of the City of Livermore, and
- the Housing Authority of the City of Oakland

Joint participants or regionally collaborating participants must select a lead entity. In this case, the lead entity will be the County of Alameda and the due date of the AFH for all participants in the collaboration will be the due date for the designated lead entity, which is October 5, 2019. The collaboration will engage a consultant to assist with the preparation of the AFH.



The AHA will still be required to provide staff to assist with the preparation of the AFH. Staff will provide jurisdictional information, host public workshops required by the AFH for input to the regional plan, and prepare goals for the AHA.

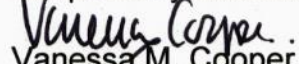
FINANCIAL IMPACT

The collaboration will engage a consultant to assist with the preparation of the AFH. It has been proposed that the county and cities will fund 65% of the cost of the AFH consultant fees and the Housing Authorities will fund the remaining 35%. The exact cost cannot be guaranteed at this time as a Request for Proposals needs to be issued. The minimum of any jurisdiction's contribution will be \$2,000. The AHA will be responsible for 8% of the 35% owed by the Housing Authorities. It is estimated that the total cost for the consultant will be \$100,000. If this estimate is accurate, the AHA's portion will be \$2,800.

RECOMMENDATION

Approve the negotiation and execution of an Inter-Governmental Collaboration Agreement for the Completion of the Assessment of Fair Housing with the County of Alameda as the Lead Agency and with Agencies such as those listed above.

Respectfully submitted,


Vanessa M. Cooper
Executive Director

VMC/tmsc

Attachments:



INTER GOVERNMENTAL COLLABORATION AGREEMENT
FOR THE
COMPLETION OF THE ASSESSMENT OF FAIR HOUSING

THIS INTER-GOVERNMENTAL COLLABORATION AGREEMENT REGARDING COMPLETION OF THE ASSESSMENT OF FAIR HOUSING ("Agreement") is dated for convenience as of _____, 2017 by and among the County of Alameda, the City of Alameda, the City of Berkeley, the City of Fremont, the City of Hayward, the City of Livermore, the City of Oakland, the City of Pleasanton, the City of San Leandro, the City of Union City, the Housing Authority of the County of Alameda, the Housing Authority of the City of Alameda, the Berkeley Housing Authority, the Housing Authority of the City of Livermore, and the Housing Authority of the City of Oakland, hereinafter referred to as the Participating County, Cities and Agencies ("PCCA") and individually as "PCCA member(s)".

W I T N E S S E T H

WHEREAS, each PCCA member recognizes that the Department of Housing and Urban Development (HUD) Affirmatively Furthering Fair Housing Final Rule ("AFFH") requires jurisdictions to submit fair housing assessment document that requires significant administrative efforts, and that HUD encourages regional and multi-jurisdictional submissions; and

WHEREAS, the AFFH replaces the previous assessment tool, the Analysis of Impediments (AI), with the Assessment of Fair Housing ("AFH") tool, which HUD funded program participants must prepare and use to identify and evaluate fair housing issues, and factors contributing to fair housing issues in their defined geographic area; and

WHEREAS, the AFFH encourages and provides methodology for regional approaches to address fair housing issues, including collaboration across jurisdictions and public housing agencies; and

WHEREAS, all PCCA members have one or more HUD funded programs and activities that require compliance with AFFH and recognize that the AFH is a comprehensive review of their respective laws, regulations, administrative policies, procedures and practices; and

WHEREAS, the County of Alameda (the "County") will facilitate the competitive procurement and management of the contractor who will assist the PCCA with development of the AFH plan and will assume the role of lead for the PCCA regional effort; and

WHEREAS, all PCCA members recognize the efficiency of coordinating efforts to complete the AFH by the HUD prescribed deadline for the County; and

WHEREAS, the County's deadline for submission of the AFH is October 5, 2019; and

WHEREAS, the PCCA members have agreed to reimburse the County in an agreed upon proportionate amount to fund completion of the required meetings, plan, and submission documents; and

- a) This Agreement will automatically terminate if (i) the AFH is no longer required by HUD and/or the terms of the Agreement have been satisfied, and (ii) all outstanding invoices have been paid.

10. Counterparts: This Agreement may be executed in counterparts, each of which shall be deemed an original, and each of which shall constitute together one instrument. The counterparts will be binding on each of the parties, even though the various parties may have executed separate counterparts.

CITY OF ALAMEDA, a Municipal Corporation

By: _____
Jill Keimach, City Manager

Date: _____

Approved as to Form:

Michael Roush, Assistant City Attorney

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement.

CITY OF FREMONT, a Municipal Corporation

BY: _____
Suzanne Shenfil, Human Services
Director

DATE: _____

APPROVED AS TO FORM:

Nellie Ancel, Senior Deputy City Attorney II

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement.

CITY OF LIVERMORE, a Municipal Corporation

BY: _____
City Manager

DATE: _____

APPROVED AS TO FORM:

City Attorney

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement.

CITY OF PLEASANTON, a Municipal Corporation

BY: _____
City Manager

DATE: _____

APPROVED AS TO FORM:

City Attorney

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement.

CITY OF UNION CITY, a Municipal Corporation

By: _____
Antonio E. Acosta, City Manager

Date: _____

Attest:

City Clerk

Approve as to Form:

City Attorney

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement.

Housing Authority of the City of Alameda

By: _____
Vanessa Cooper, Executive Director

Date: _____

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement.

Housing Authority of the City of Livermore

BY: _____
Alfred Dulay, Executive Director

DATE: _____

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement.

ATTACHMENT A

Alameda County Participating County, Cities and Agencies (PCCA) Inter-Governmental Collaboration Agreement for the Completion of the Assessment of Fair Housing

PROJECT CONSULTANT FEE CONTRIBUTION AND SCOPE OF WORK

1. Project Funding Sources

Contributions based upon a shared contribution of 65% of costs paid between the County and City Jurisdictions collectively, and 35% of costs paid between the Housing Authorities collectively.

- The County and City Jurisdiction's 65% contribution will be prorated among jurisdictions or a base fee of \$2,000 each, resulting in the percentage indicated in Table A below, which is based upon the respective Community Development Block Grant total allocation and HOME funds for the HOME Consortium portion.
- Each Housing Authority's 35% contribution will be prorated among jurisdictions based upon a base fee of \$2,000 each, with any additional payment of funds prorated based on the percentage listed in Table B below, which is based upon HUD Annual Contributions Contract units.

Table A	
County and Cities	
County of Alameda	
• Urban County Participating Cities	8.57%
• HOME Consortium	11.21%
City of Alameda	5.48%
City of Berkeley	12.70%
City of Fremont	5.93%
City of Hayward	7.26%
City of Livermore	3.08%
City of Oakland	36.17%
City of Pleasanton	3.08%
City of San Leandro	3.45%
City of Union City	3.08%
Funds Available County and Cities	100% of 65%

- Provide respective jurisdictional information to the AFH consultant, HUD and other PCCA members as needed.
- Promote, market and host public workshops and any other forms of outreach mutually agreed upon by the PCCA members.
- Respond to written and oral comments in a timely manner as applicable.
- Participate in meetings and conference calls throughout the AFH Plan process.
- Develop goals and priorities for their respective jurisdiction to be included in the AFH Plan.
- Participate in joint analysis and joint goals to be included in the AFH Plan.
- Review AFH Plan drafts and return comments in accordance with timeline.
- Obtain respective board/commission approval of the AFH Plan.
- Pay invoices submitted by the Lead Agency within 30 days of receipt.

III. AFH Consultant Scope of Work

The AFH Consultant's tasks will include but are not limited to:

- Completion of all final required components and deliverables of the Assessment of Fair Housing by the Contract deadline including public meetings, collection and analysis of public input, data analysis, form completion and report completion as required in the Alameda County Consultant Services Contract Scope of Work.
- Development of Assessment of Fair Housing plan and milestones for the PCCA members by May 1, 2018.
- Consult with PCCA representatives at agreed upon intervals and in the agreed upon method.
- Provide one printed copy and electronic version (Word or pdf) to each PCCA.



Housing Authority of the City of Alameda

PHONE (510) 747-4300

FAX (510) 522-7848

TDD (510) 522-8467

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Prepared by: Mike Billington
Housing and Community Development Project Manager

Date: August 16, 2017

Re: Accept 738 Eagle Avenue Project Update and Authorize the Executive Director to Approve an Increase to the Total Construction Contract to \$659,421, to Accept Increased CDBG Loan Amounts to a Maximum of \$675,000 and Approve the Use of Agency Funds up to a Total Project Cost of \$715,000

BACKGROUND

In March 2017 the Board approved a construction contract to convert 738 Eagle Avenue into two separate one-bedroom units including one much needed fully accessible unit in an amount of \$575,000. The project was initially to be funded through a \$400,000 CDBG loan and Housing Authority capital improvement funds for the balance. The total cost for design, permitting and construction was estimated to be \$625,000.

Work commenced in May and the project is approximately 50% complete.

DISCUSSION

In an effort to expedite the project during the permitting phase, the plans were submitted to the Building Department simultaneous to the posting of the Invitation to Bid. When the Building Department provided plan comments, significant revisions and scope alterations were required. As a result, the contractor has requested change orders to accommodate the revised scope. The major discrepancy between the City approved plans and bid plans is the rear accessibility ramp, which was necessary to meet ADA requirements. The original plan set called for a simple built-up ramp, but the Building Department required structural engineering calculations and a much larger ramp. The revised drawings took some time to generate.

Prior to the ramp, there were two change orders that were in line with the industry standard for contingency costs, i.e. within 10 percent of the original construction budget. The first change order regarded unforeseen decay and asbestos removal, while the second regarded unforeseen

structural elements related to the removal of a mechanical closet. These change orders have been approved and authorized per Department guidelines. The previously approved and pending change orders and current contract amount is summarized below.

Original Contract Date	April 4, 2017
Original Contract Sum	\$570,007.57
Change Order One	\$14,557.36
Change Order Two	\$25,899.30
Change Order Three (Proposed)	48,955.94
Revised Contract Total	\$659,420.17

Based on the increased construction costs, the total project cost is now estimated to be \$715,000 (comprising hard and soft costs and contingency funds). Additional CDBG loan funds of \$175,000 are available to help fund the project. The balance needed to complete the project will be Housing Authority funds that are included within the approved AHA budget.

Staff now requests Board approval to increase the contract amount to \$659,421 and to increase the amount of the CBDG loan from \$400,000 to \$575,000.

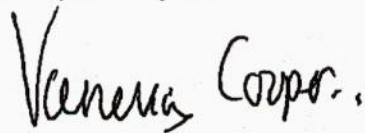
FINANCIAL IMPACT

In line with the original arrangement the project will be primarily financed through the CDBG Substantial Rehabilitation Program, which will provide a deferred/low interest loan in the amount of \$575,000. The additional project costs (up to a total project cost of \$715,000) will be paid from funds available in the approved Capital Projects budget for the current year.

RECOMMENDATION

Accept 738 Eagle Avenue Project Update and Authorize the Executive Director to approve an increase to the total construction contract to \$659,421, to accept increased CDBG Loan Amounts to a maximum of \$675,000 and approve the use of agency funds up to a total project cost of \$715,000.

Respectfully submitted,



Vanessa M. Cooper
Executive Director

VMC/mob



Housing Authority of the City of Alameda

PHONE (510) 747-4300
FAX (510) 522-7848
TDD (510) 522-8467

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Date: August 16, 2017

Re: Approve Out-of-State Travel for Staff to Attend American Association of
Service Coordinators

BACKGROUND

It has been Housing Authority practice that out-of-state travel be approved by the Board of Commissioners.

DISCUSSION

There is sufficient funds in the training budget for this out-of-state training. It is proposed that one staff attend the American Association of Service Coordinators (AASC) in Lake Buena Vista, FL. The costs for the Housing Authority will be per diem.

FISCAL IMPACT

No change in the budget for travel and training is required.

RECOMMENDATION

Approve out-of-state travel for staff to attend AASC in Lake Buena Vista, FL, September 24-27, 2017.

Respectfully submitted,

Vanessa M. Cooper
Executive Director

VMC:dc





Housing Authority of the City of Alameda

PHONE (510) 747-4300
FAX (510) 522-7848
TDD (510) 522-8467

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper, Executive Director

Prepared
By: Kathleen Mertz, Asset Manager

Date: August 16, 2017

Re: Ad Hoc Asset Management Committee Update and Adopt Revised Schedule

BACKGROUND

In February 2017, the Board approved the formation of an ad hoc Asset Management Committee to discuss, evaluate, and make recommendations concerning the two to five-year cash flow estimates with respect to the development and capital projects pipeline. It is intended that this work may inform a future strategic plan for the agency. It was originally proposed that the Committee would meet from March until December 2017.

DISCUSSION

The Committee first met in March to establish its scope. Members agreed to focus on a policy level review of a cash flow analysis, the development pipeline, and long-term capital needs of the portfolio. Additionally, the Committee spend two months discussing Independence Plaza, which culminated in a June presentation to the Board. The Committee and staff would like to continue with work like the in-depth analysis at Independence Plaza for other portfolio properties, but will need more time to accomplish this task. The proposed revised timeline is shown below.

Date	Activity
March 2017	Define Scope of the Committee
April 2017	Independence Plaza Needs Analysis, with presentation from Jack Geary
May 2017	Independence Plaza Summary Findings and Assumptions
June 2017	Property PNAs, CIP work plan, REO schedule, and Portfolio Snapshot template
July 2017	No Meeting
August 2017	Tour AHA Owned Properties
September 2017	Tour LIHTC Partner Properties
October 2017	Portfolio Cliff Schedule
November 2017	No Meeting
December 2017	Review Updated PNA Analysis
January 2018	Refinance Scenarios Part 1

February 2018	Refinance Scenarios Part 2
March 2018	5-Year Cash Flow and Capital Needs Report
April 2018	5-Year Cash Flow and Capital Needs Report to Board

A quorum of the Board may not meet on agency business unless it is a public meeting in accordance with the Brown Act. Ad hoc committees of the Board (formed to address ad hoc issues) and that have less than a quorum of the Board, are not subject to the Brown Act requirements. The Ad Hoc Asset Management committee meets this definition. An ad hoc committee is not able to make decisions on behalf of the Board and must return to the Board in full, open session with its proposals. This proposed extension of the Committee meeting schedule will allow for sufficient time to meet the goals of providing recommendations to the Board concerning the two to five-year cash flow estimates with respect to the development and capital projects pipeline.

FISCAL IMPACT

This time extension for the Committee will not exceed the budgeted costs approved in February 2017 at committee formation. ("Total costs are not expected to exceed \$5,000 including additional staff time, and related meeting and administrative costs.")

RECOMMENDATION

Staff recommends Board approval to revise the schedule and extend the Ad Hoc Asset Management committee until April 2018.

Respectfully submitted,



Vanessa M. Cooper
Executive Director



Housing Authority of the City of Alameda

PHONE (510) 747-4300
FAX (510) 522-7848
TDD (510) 522-8467

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa Cooper
Executive Director

Prepared Janet Basta
By: Director of Human Resources and Operations

Date: August 16, 2017

RE: Adopt the Resolution to Revise the Employer's Contributions for
Eligible Employees' Health and Dental/Vision Care, to Provide a Cost
of Living Wage Increase of for All Eligible Regular and Contract
Resident Employees, and to Adopt the Corresponding Salary Schedule
and Schedule of Authorized Positions

BACKGROUND

The last cost of living salary increase for line staff and managers was 3.0% effective July 1, 2016.

At the August 17, 2016 Board of Commissioners meeting the Board approved a resolution to adopt a flat rate employer contribution to health insurance premiums for calendar year 2017 to align with the Kaiser health plan rate, which the Housing Authority has used as the benchmark plan. The flat rate was set at the employee+2 or more premium level, and included both the minimum Public Employees' Medical and Hospital Care Act (PEMHCA) contribution and an additional contribution to the agency Section 125 (Cafeteria) plan for active employees. Last year, Kaiser premiums for the 2017 calendar year decreased by 1.75%.

DISCUSSION

COLA

The Bay Area consumer price index (CPI) for all consumers increased 3.5% for the period from June 2016 to June 2017 (the same period used when determining last year's increase). This year's CPI increased more than in the past two years (2.3% in 2015 and 2.7% in 2016) due primarily to increases in the cost of energy, goods and services, and shelter. AHA management believes we should provide a salary adjustment to allow our employees' compensation to keep up with the increase in the cost of goods, and recommends granting a minimum of a 3.0% salary increase. A 3% increase was budgeted for in the

current FY budget, and funds are therefore available to provide for a 3% COLA should the Board wish to provide this to staff.

In 2015 and 2016, the Board elected to round the CPI up and provided a 3% COLA each year. Should the Board wish to do the same this year, and grant a 4% COLA, the additional cost to salary to do so is approximately \$52,208 for the fiscal year.

If a COLA is granted by the Board of Commissioners, it will be retroactive to July 1, 2017, the start of the current fiscal year. All regular (either full or part-time, though no regular AHA employees are currently part-time) employees, with the exception of any employees whose salaries are Y-rated, and contract resident/assistant resident manager employees would be eligible for the COLA. Temporary employees are not eligible for a COLA.

Exhibits #2 and #3 include wage figures with a 3% COLA applied to the AHA's overall salary schedule, as well as for the ranges currently assigned to positions (with the exception of Y-Rated positions) within the Agency and included in the Schedule of Authorized Positions (Exhibit #1). Exhibits #4 and #5 provide the same information with a 4% COLA applied. As discussed in the June 2017 Budget Memo, a compensation study for the Executive Director position will be conducted prior to her September 2017 evaluation. While the COLA has been applied to the Executive Director salary figures currently in the Schedule of Authorized Positions, any proposed changes to the salary level for this position will be brought to the Board of Commissioners in September.

Benefits Contributions

Last year, the Board adopted a number of changes to the AHA benefits plan to ensure compliance with the Public Employees' Medical and Hospital Care Act (PEMHCA) as well as with other new regulations under the Affordable Care Act and various IRS guidelines regulating the use of Cafeteria (Section 125) Plans. The primary change was to adopt a flat-rate approach to the employer contribution for active, regular employees, as opposed to a contribution based on the level of dependent enrollment.

This memo assumes that the Board will wish to continue with this approach. As shared in the January 2017 Board overview memo, the net cost of implementing this approach was under \$14,000 for health and dental insurance combined. Employees benefited from added flexibility and choice of plans, and the ability for some to cover family members for vision insurance at no out-of-pocket cost due to the combined employer dental/vision contribution.

When the budget for the current fiscal year was presented to and adopted by the Board, the benefit amounts budgeted allowed for the flat rate Employee+2 or more level of coverage with a 5% premium increase in rates (over the 2017 FY budget) for all regular employees for both health care and dental insurance. This year, Kaiser premiums increased by 6.3%. The increase can be accommodated within the approved budget, however, as the 5% increase was applied to the FY

2017 budget amount vs. the actual 2017 Kaiser premiums, which, as described earlier, had a slight decline for the 2017 plan year.

Management is recommending authorization for an employer contribution equivalent to up to a 7% increase in dental premiums (same level as approved in 2016). This increase can also be accommodated within the approved budget as described below.

The accompanying resolution outlines the 2018 PEMHCA minimum contribution AHA is required to contribute towards health costs for employees and annuitants, plus proposed employer Cafeteria Plan contributions and cash back alternative payments for 2018. No change in the cash back alternative health coverage payment of \$230.00/month is proposed for the 2018 calendar year. In prior years, this resolution also provided information on total contribution and cash back levels for management and confidential employees hired or promoted prior to January 2, 2007, per an agreement made with the City of Alameda at that time that remained in effect. There are, however, no employees currently participating in this plan and management recommends that it be discontinued for the 2018 calendar year, rather than waiting until December 31, 2018 as described in last year's memo.

Schedule of Authorized Positions

In June 2017, the Board approved the Schedule of Authorized positions effective July 1, 2017. In addition to the change in wage rates proposed on the attached schedules should a COLA be adopted, the following changes are proposed to the position schedule itself:

1. One Housing Assistant position was eliminated in the Housing Programs Department. This was due to an internal promotion of an Assistant to a Specialist 1, which is consistent with the case management approach adopted by the department. One Housing Specialist position was filled at the level 1 with an outside candidate, and one HS I/II remains open with no plans to fill this position unless program operation needs indicate a need to do so, as described in the June 21, 2017 budget memo. Note that the budget memo outlined that two Specialist positions were scheduled to be filled only if needed; the promotion modifies this slightly, but there is a net reduction of 1 FTE in the department.
2. Management recommends an adjustment of the assigned wage range for the Senior Management Analyst from range 35 to range 37, an increase of 5% to the range for this position. This is proposed in recognition of the increased supervisory load assumed by this position, the higher level of agency-level management/administrative support required of the position, and for internal equity reasons. Our HR consultants will review the compensation and job description for this role in the next 6 months to ensure correct alignment internally and with the market.
3. In the Finance Department, the staffing structure was changed to include two Senior Accounting Technician positions, rather than one senior level and one regular level. This change is proposed to allow for more consistency in the level of duties that may be assigned to these positions,

and cross training opportunities. Additionally, a note was added on the Accounting Officer role, which is currently vacant, that we may elect to fill this position at a lower level. We are currently recruiting for both a Director of Finance and a Controller, and it may not be necessary to have the higher level Officer role in addition to these two positions.

FINANCIAL IMPACT

COLA

An overall cost of living (COLA) salary increase for all eligible staff and managers of 3.0% would cost approximately \$156,625 for the fiscal year. This amount was budgeted for in the 2017/18 budget. A COLA of 4% would add an additional \$52,208 for a total of \$208,833. The additional 1% is not budgeted for but likely can be accommodated in the budget due to the anticipated period of position vacancies (i.e. positions that are budgeted for but not yet filled).

Benefits Contributions

In the current budget, the flat rate approach was included for all employees (with the exception of Resident Manager contract employees who receive an employee-level contribution only) for both health and dental insurance. Additionally, an increase of 5% over the prior year budget was incorporated for both types of insurance. Health insurance rates have been received from CalPERS and are within the budgeted amount as described above.

Last year, the Employer contribution to dental and/or vision insurance was increased from \$228 to \$243.15/month. From 2015 to 2016, dental insurance increased by 7%; in 2017, however, there was no increase to dental insurance rates so the approved contribution increase did not actually go into effect. While a 5% overall increase was budgeted for, allowing for an increase of up to 7% to the premium is able to be accommodated in the budget as not all employees elect the employee+2 dependent level or elect vision insurance (which can also be paid for with any unused dental contribution). Please note that the actual rates for 2018 will not be available until October or November, but we are requesting approval for the contribution to the Cafeteria Plan now for ease of administration. When rates are received, the actual contribution will be set at the 2018 dental premium as long as that level does not exceed 107% of the 2017 rate. AHA has traditionally paid the full cost of dental care, up to the full family level premium, and this is consistent with that approach.

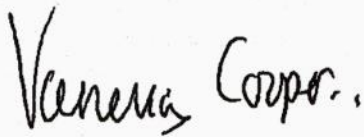
Schedule of Authorized Positions

The elimination of one position in the Housing Programs Department will result in a savings of salary/benefits in the current budget, though as noted prior, there were two positions budgeted for but that there were no immediate plans to fill. Only one position will now remain budgeted but open. The other changes to wage ranges can be accommodated within the current salary budget due to position vacancies in the departments those positions are assigned to.

RECOMMENDATION

Adopt the Resolution to accept the 2018 employer contribution levels for eligible employees' health and dental care, to provide a cost of living wage increase for all eligible employees holding regular positions and contract Resident employees effective July 1, 2017, and to adopt the corresponding Schedule of Authorized Positions and Salary Schedule. The resolution also includes cessation of the separate contribution and cash-back payments for management and confidential employees hired prior to January 2, 2007.

Respectfully submitted,



Vanessa M. Cooper
Executive Director

Attachments: Exhibits

- Exhibit 1 Schedule of Authorized Positions
- Exhibit 2 Salary Schedule (based on a 3% COLA)
- Exhibit 3 Schedule of Authorized Positions with Salary Ranges (3% COLA)
- Exhibit 4 Salary Schedule (based on a 4% COLA)
- Exhibit 5 Schedule of Authorized Positions with Salary Ranges (4% COLA)

VMC:jcb

HOUSING AUTHORITY OF THE CITY OF ALAMEDA

Resolution No. _____

TO REVISE THE EMPLOYER CONTRIBUTION FOR HOUSING AUTHORITY EMPLOYEES' HEALTH CARE BENEFIT EFFECTIVE JANUARY 1, 2018, AND THE EMPLOYER CONTRIBUTION FOR EMPLOYEES' DENTAL/VISION BENEFIT EFFECTIVE JANUARY 1, 2018, AND EFFECTIVE JANUARY 1, 2018, CEASE THE SEPARATE CONTRIBUTION AND/OR CASH BACK LEVELS FOR MANAGEMENT AND CONFIDENTIAL EMPLOYEES HIRED OR PROMOTED PRIOR TO JANUARY 2, 2007, AND PROVIDE A COST OF LIVING WAGE INCREASE EFFECTIVE JULY 1, 2017, AND ADOPT THE CORRESPONDING SALARY SCHEDULE AND SCHEDULES OF AUTHORIZED POSITIONS

WHEREAS, the Housing Authority of the City of Alameda desires to establish a benefits package for all employees that will attract and retain competent staff; and

WHEREAS, it is the intent of the Housing Authority to continue to provide the PEMHCA minimum contribution to employees and retirees for health care, with additional contributions for active employees contributed to the Agency Cafeteria Plan; and

WHEREAS, the Consumer Price Index for San Francisco Bay Area has increased by 3.5 percent;

NOW, THEREFORE, BE IT RESOLVED, that effective January 1, 2018, the Housing Authority will contribute a monthly dollar amount towards employees' health care as follows:

For all enrolled employees and annuitants: The 2018 PEMHCA minimum contribution of \$133.00.

In addition to the PEMHCA statutory minimum contribution, the Housing Authority will contribute the following amounts to the Agency Cafeteria Plan:

General, management and confidential employees receive the following contributions, which are designated as health flex contributions, no portion of which may be taken in cash or directed to other non-health benefits:

A flat amount based on the Employee+2 or more dependents level of coverage with the maximum Employer contribution to the Cafeteria Plan set at \$1894.64.

Employees with proof of Alternative Group Health Coverage may opt out and receive cash back in the amount of \$230 per month. Employees eligible for any cash-in-lieu benefit, must provide the following in order to receive the cash-in-lieu: (1) proof that the employee and all individuals for whom the employee intends to claim a personal exemption deduction ("tax family"), have or will have minimum essential coverage through another source (other than coverage in the individual market, whether or not

obtained through Covered California) for the plan year to which the opt out arrangement applies ("opt out period"); and (2) the employee must sign an attestation that the employee and his/her tax family have or will have such minimum essential coverage for the opt out period. An employee must provide the attestation every plan year at open enrollment or within 30 days after the start of the plan year. The opt-out payment cannot be made and AHA will not in fact make payment if the employer knows that the employee or tax family member doesn't have such alternative coverage, or if the conditions in this paragraph are not otherwise satisfied.

NOW, THEREFORE, BE IT FURTHER RESOLVED, that effective January 1, 2018, the Housing Authority will contribute a maximum monthly dollar amount to the Agency Cafeteria Plan for general, management and confidential employees of:

A Flat amount of up to \$243.15 regardless of dependent enrollment status for dental and/or vision insurance, or the actual 2018 dental premium, whichever is less.

NOW, THEREFORE, BE IT FURTHER RESOLVED, that effective January 1, 2018, the separate contribution and/or cash back levels for management and confidential employees hired or promoted prior to January 2, 2007 per an agreement made with the City of Alameda at that time shall cease.

NOW, THEREFORE, BE IT FURTHER RESOLVED, that effective July 1, 2017, all Housing Authority regular employees (positions), with the exception of Y-Rated employees, and contracted Resident employees (positions) will receive a: 3 percent wage increase (Option #1) OR a 4 percent wage increase (Option #2) as outlined on the attached salary schedules.

Board Approved Option: _____ #1 (3%) or _____ #2 (4%)

NOW, THEREFORE, BE IT FURTHER RESOLVED, that effective August 16, 2017, Housing Authority will adopt the revised Salary Schedule and Schedule of Authorized positions dated August 16, 2017 corresponding to the COLA options selected above.

ATTEST:

Vanessa M. Cooper
Secretary

Arthur Kurrasch, Chair
Board of Commissioners

Housing Authority of the City of Alameda
Schedule of Authorized Positions
August 16, 2017

Department/Position Title	Approved FTE 2017	Approved FTE 2018	Proposed FTE 2018
Administration Department			
Executive Director	1.00	1.00	1.00
Deputy Executive Director (See Note C)	0.00	1.00	1.00
Director of HR and Operations	1.00	1.00	1.00
Executive Assistant	1.00	1.00	1.00
Senior Management Analyst	1.00	1.00	1.00
Management Analyst	2.00	2.00	2.00
Program Assistant	0.00	1.00	1.00
Sub-total	6.00	8.00	8.00
Finance Department			
Director of Finance	1.00	1.00	1.00
Controller	1.00	1.00	1.00
Accounting Officer (See Note F)	1.00	1.00	1.00
Senior Accounting Technician	1.00	1.00	2.00
Accounting Technician	1.00	1.00	0.00
Sub-total	5.00	5.00	5.00
Housing Programs Department			
Director of Housing Programs	1.00	1.00	1.00
Housing Programs Supervisor	2.00	2.00	2.00
Housing Specialist III	1.00	1.00	1.00
Housing Specialist I & II (See note B)	8.00	8.00	8.00
Housing Assistant	5.00	3.00	2.00
Sub-total	17.00	15.00	14.00
Property Operations Department			
Director of Property Operations	1.00	1.00	1.00
Property Management Supervisor	1.00	1.00	1.00
Housing Specialist I/II (See Note B)	1.00	1.00	1.00
Maintenance Supervisor	1.00	1.00	1.00
Lead Maintenance Technician	1.00	0.00	0.00
Maintenance Technician I & II (See note D)	7.00	6.00	6.00
Maintenance Specialist	1.00	1.00	1.00
Custodian	1.00	1.00	1.00
Resident Manager (See note A)	3.65	3.20	3.20
Resident Manager II (See note A)	1.00	2.00	2.00
Assistant Resident Manager (See note A)	0.75	1.00	1.00
Resident Custodian (See note A)	0.75	0.00	0.00
Sub-total	20.15	18.20	18.20
Housing and Community Development Department			
Director of Housing and Community Development	1.00	1.00	1.00
Senior Project Manager	1.00	1.00	1.00
Project Manager	2.00	2.00	2.00
Asset Manager	1.00	1.00	1.00
Management Analyst	1.00	1.00	1.00
Facilities Project Specialist	1.00	1.00	1.00
Sub-total	7.00	7.00	7.00
Rental and Community Programs Department (See note E)			
Director of Rental and Community Programs	1.00	1.00	1.00
Management Analyst	2.00	2.00	2.00
Rental and Community Programs Specialist	3.00	3.00	3.00
Program Assstant	1.00	1.00	1.00
Sub-total	7.00	7.00	7.00
Total	62.15	60.20	59.20

Note A: Resident employees are contracted employees and are required to reside on-site at assigned Housing Authority complexes. Each Resident employee has an individual employment contract.

Note B: Housing Specialist I and II are combined as a total count to allow for flexibility in staffing.

Note C: This position is budgeted for one-half of the upcoming fiscal year; will be hired as a full-time position.

Note D: Maintenance Technician I and II are combined as a total count to allow for flexibility in staffing

Note E: The Rent Programs Department positions are billed to the City of Alameda to support the rent ordinance work. One Management Analyst position is funded by CDBG and Successor Housing Agency funds.

Note F: this position may be filled at a lower level, ie, Senior Account Technician, dependent on business needs.

Housing Authority of the City of Alameda
Salary Schedule
FY 2017-2018

Exhibit #2

Salary Range #	Monthly Salary Range					Biweekly Salary Range					Hourly Salary Range (40)					Hourly Salary Range (37.5)				
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 1	Step 2	Step 3	Step 4	Step 5	Step 1	Step 2	Step 3	Step 4	Step 5	Step 1	Step 2	Step 3	Step 4	Step 5
1	3432	3604	3784	3973	4171	1584	1663	1746	1834	1925	19.80	20.79	21.83	22.92	24.06	21.12	22.18	23.29	24.45	25.67
2	3516	3692	3876	4070	4274	1623	1704	1789	1878	1972	20.29	21.30	22.36	23.48	24.66	21.64	22.72	23.85	25.05	26.30
3	3604	3784	3973	4171	4380	1663	1746	1834	1925	2022	20.79	21.83	22.92	24.06	25.27	22.18	23.29	24.45	25.67	26.96
4	3692	3876	4070	4274	4487	1704	1789	1878	1972	2071	21.30	22.36	23.48	24.66	25.89	22.72	23.85	25.05	26.30	27.61
5	3784	3973	4171	4380	4599	1746	1834	1925	2022	2123	21.83	22.92	24.06	25.27	26.53	23.29	24.45	25.67	26.96	28.30
6	3876	4070	4274	4487	4711	1789	1878	1972	2071	2174	22.36	23.48	24.66	25.89	27.18	23.85	25.05	26.30	27.61	28.99
7	3973	4171	4380	4599	4830	1834	1925	2022	2123	2229	22.86	24.06	25.27	26.53	27.86	24.45	25.67	26.96	28.30	29.72
8	4070	4274	4487	4711	4947	1878	1972	2071	2174	2283	23.48	24.66	25.89	27.18	28.54	25.05	26.30	27.61	28.99	30.44
9	4171	4380	4599	4830	5070	1925	2022	2123	2229	2340	24.06	25.27	26.53	27.86	29.25	25.67	26.96	28.30	29.72	31.20
10	4274	4487	4711	4947	5194	1972	2071	2174	2283	2397	24.66	25.89	27.18	28.54	29.97	26.30	27.61	28.99	30.44	31.96
11	4380	4599	4830	5070	5324	2022	2123	2229	2340	2457	25.27	26.53	27.86	29.25	30.71	26.96	28.30	29.72	31.20	32.76
12	4487	4711	4947	5194	5454	2071	2174	2283	2397	2517	25.89	27.18	28.54	29.97	31.47	27.61	28.99	30.44	31.96	33.56
13	4599	4830	5070	5324	5590	2123	2229	2340	2457	2580	26.53	27.86	29.25	30.71	32.25	28.30	29.72	31.20	32.76	34.40
14	4711	4947	5194	5454	5727	2174	2283	2397	2517	2643	27.18	28.54	29.97	31.47	33.04	28.99	30.44	31.96	33.56	35.24
15	4830	5070	5324	5590	5870	2229	2340	2457	2580	2709	27.86	29.25	30.71	32.25	33.86	29.72	31.20	32.76	34.30	36.12
16	4947	5194	5454	5727	6012	2283	2397	2517	2643	2775	28.54	29.97	31.47	33.04	34.69	30.44	31.96	33.56	35.24	37.00
17	5070	5324	5590	5870	6163	2340	2457	2580	2709	2845	29.25	30.71	32.25	33.86	35.56	31.20	32.76	34.40	36.12	37.93
18	5194	5454	5727	6012	6314	2397	2517	2643	2775	2914	29.97	31.47	33.04	34.69	36.43	31.96	33.56	35.24	37.00	38.86
19	5324	5590	5870	6163	6472	2457	2580	2709	2845	2987	30.71	32.25	33.86	35.56	37.34	32.76	34.40	36.12	37.93	39.83
20	5454	5727	6012	6314	6629	2517	2643	2775	2914	3060	31.47	33.04	34.69	36.43	38.25	33.56	35.24	37.00	38.86	40.80
21	5590	5870	6163	6472	6795	2580	2709	2845	2987	3136	32.25	33.86	35.56	37.34	39.20	34.40	36.12	37.93	39.83	41.81
22	5727	6012	6314	6629	6961	2643	2775	2914	3060	3213	33.04	34.69	36.43	38.25	40.16	35.24	37.00	38.86	40.80	42.84
23	5870	6163	6472	6795	7135	2709	2845	2987	3136	3293	33.86	35.56	37.34	39.20	41.16	36.12	37.93	39.83	41.81	43.91
24	6012	6314	6629	6961	7309	2775	2914	3060	3213	3373	34.69	36.43	38.25	40.16	42.17	37.00	38.86	40.80	42.84	44.98
25	6163	6472	6795	7135	7491	2845	2987	3136	3293	3458	35.56	37.34	39.20	41.16	43.22	37.93	39.83	41.81	43.91	46.10
26	6314	6629	6961	7309	7675	2914	3060	3213	3373	3542	36.43	38.25	40.16	42.17	44.28	38.86	40.80	42.84	44.98	47.23
27	6472	6795	7135	7491	7866	2987	3136	3293	3458	3631	37.34	39.20	41.16	43.22	45.38	39.83	41.81	43.91	46.10	48.41
28	6629	6961	7309	7675	8058	3060	3213	3373	3542	3719	38.25	40.16	42.17	44.28	46.49	40.80	42.84	44.98	47.23	49.58
29	6795	7135	7491	7866	8259	3136	3293	3458	3631	3812	39.20	41.16	43.22	45.38	47.65	41.81	43.91	46.10	48.41	50.82
30	6961	7309	7675	8058	8460	3213	3373	3542	3719	3905	40.16	42.17	44.28	46.49	48.81	42.84	44.98	47.23	49.58	52.06
31	7135	7491	7866	8259	8672	3293	3458	3631	3812	4002	41.16	43.22	45.38	47.65	50.03	43.91	46.10	48.41	50.82	53.37
32	7309	7675	8058	8460	8884	3373	3542	3719	3905	4100	42.17	44.28	46.49	48.81	51.25	44.98	47.23	49.58	52.06	54.67
33	7491	7866	8259	8672	9106	3458	3631	3812	4002	4203	43.22	45.38	47.65	50.03	52.54	46.10	48.41	50.82	53.37	56.04
34	7675	8058	8460	8884	9328	3542	3719	3905	4100	4305	44.28	46.49	48.81	51.25	53.82	47.23	49.58	52.06	54.67	57.40
35	7866	8259	8672	9106	9561	3631	3812	4002	4203	4413	45.38	47.65	50.03	52.54	55.16	48.41	50.82	53.37	56.04	58.84
36	8058	8460	8884	9328	9794	3719	3905	4100	4305	4520	46.49	48.81	51.25	53.82	56.50	49.58	52.06	54.67	57.40	60.27
37	8259	8672	9106	9561	10040	3812	4002	4203	4413	4634	47.65	50.03	52.54	55.16	57.92	50.82	53.37	56.04	58.84	61.78
38	8460	8884	9328	9794	10284	3905	4100	4305	4520	4746	48.81	51.25	53.82	56.50	59.33	52.06	54.67	57.40	60.27	63.28
39	8672	9106	9561	10040	10542	4002	4203	4413	4634	4865	50.03	52.54	55.16	57.92	60.82	53.37	56.04	58.84	61.78	64.87
40	8884	9328	9794	10284	10798	4100	4305	4520	4746	4984	51.25	53.82	56.50	59.33	62.30	54.67	57.40	60.27	63.28	66.45
41	9106	9561	10040	10542	11068	4203	4413	4634	4865	5108	52.54	55.16	57.92	60.82	63.86	56.04	58.84	61.78	64.87	68.11
42	9328	9794	10284	10798	11338	4305	4520	4746	4984	5233	53.82	56.50	59.33	62.30	65.41	57.40	60.27	63.28	66.45	69.77
43	9561	10040	10542	11068	11622	4413	4634	4865	5108	5364	55.16	57.92	60.82	63.86	67.05	58.84	61.78	64.87	68.11	71.52
44	9794	10284	10798	11338	11906	4520	4746	4984	5233	5495	56.50	59.33	62.30	65.41	68.69	60.27	63.28	66.45	69.77	73.27
45	10040	10542	11068	11622	12203	4634	4865	5108	5364	5632	57.92	60.82	63.86	67.05	70.40	61.78	64.87	68.11	71.52	75.09
46	10284	10798	11338	11906	12501	4746	4984	5233	5495	5770	59.33	62.30	65.41	68.69	72.12	63.28	66.45	69.77	73.27	76.93
47	10542	11068	11622	12203	12813	4865	5108	5364	5632	5914	60.82	63.86	67.05	70.40	73.92	64.87	68.11	71.52	75.09	78.85
48	10798	11338	11906	12501	13126	4984	5233	5495	5770	6058	62.30	65.41	68.69	72.12	75.73	66.45	69.77	73.27	76.93	80.77
49	11068	11622	12203	12813	13454	5108	5364	5632	5914	6210	63.86	67.05	70.40	73.92	77.62	68.11	71.52	75.09	78.85	82.80
50	11338	11906	12501	13126	13782	5233	5495	5770	6058	6361	65.41	68.69	72.12	75.73	79.51	69.77	73.27	76.93	80.77	84.81
51	11622	12203	12813	13454	14126	5364	5632	5914	6210	6520	67.05	70.40	73.92	77.62	81.50	71.52	75.09	78.85	82.80	86.93
52	11906	12501	13126	13782	14471	5495	5770	6058	6361	6679	68.69	72.12	75.73	79.51	83.48	73.27	76.93	80.77	84.81	89.05
53	12203	12813	13454	14126	14833	5632	5914	6210	6520	6846	70.40	73.92	77.62	81.50	85.58	75.09	78.85	82.80	86.93	91.28
54	12501	13126	13782	14471	15194	5770	6058	6361	6679	7013	72.12	75.73	79.51	83.48	87.66	76.93	80.77	84.81	89.05	93.50
55	12813	13454	14126	14833	15575	5914	6210	6520	6846	7188	73.92	77.62	81.50	85.58	89.85	78.85	82.80	86.93	91.28	95.84
56	13126	13782	14471	15194	15954	6058	6361	6679	7013	7363	75.73	79.51	83.48	87.66	92.04	80.77	84.81	89.05	93.50	98.18
57	13454	14126	14833	15575	16354	6210	6520	6846	7188	7548	77.62	81.50	85.58	89.85	94.35	82.80	86.93	91.28	95.84	100.64
58	13782	14471	15194	15954	16752	6361	6679	7013	7363	7732	79.51	83.48	87.66	92.04	96.65	84.81	89.05	93.50	98.18	103.09
59	14126	14833	15575	16354	17171	6520	6846	7188	7548	7925	81.50	85.58	89.85	94.35	99.06	86.93	91.28			

HOUSING AUTHORITY OF THE CITY OF ALAMEDA
SCHEDULE OF AUTHORIZED POSITIONS with SALARY RANGES
August 16, 2017 with 3% COLA

Position Titles	Grade	Monthly Wage Range		Number of Positions
		Beginning	Highest	
Custodian	7	\$ 3,973	\$ 4,830	1.00
Custodian	Y-Rate*	\$ 3,498	\$ 4,923	
Housing Assistant	8	\$ 4,070	\$ 4,947	2.00
Housing Assistant	Y-Rate*	\$ 3,536	\$ 4,976	
Accounting Technician	10	\$ 4,274	\$ 5,194	0.00
Program Assistant	12	\$ 4,487	\$ 5,454	2.00
Housing Specialist I***	14	\$ 4,711	\$ 5,727	0.00
Maintenance Technician I	14	\$ 4,711	\$ 5,727	0.00
Facilities Project Specialist	15	\$ 4,830	\$ 5,870	1.00
Senior Accounting Technician	15	\$ 4,830	\$ 5,870	2.00
Housing Specialist II***	18	\$ 5,194	\$ 6,314	9.00
Rental and Community Programs Specialist	18	\$ 5,194	\$ 6,314	3.00
Maintenance Specialist	19	\$ 5,324	\$ 6,472	1.00
Maintenance Technician II	20	\$ 5,454	\$ 6,629	6.00
Executive Assistant	22	\$ 5,727	\$ 6,961	1.00
Housing Specialist III	24	\$ 6,012	\$ 7,309	1.00
Lead Maintenance Technician	24	\$ 6,012	\$ 7,309	0.00
Property Management Supervisor	26	\$ 6,314	\$ 7,675	1.00
Housing Programs Supervisor	26	\$ 6,314	\$ 7,675	2.00
Maintenance Supervisor	26	\$ 6,314	\$ 7,675	1.00
Accounting Officer	28	\$ 6,629	\$ 8,058	1.00
Management Analyst	32	\$ 7,309	\$ 8,884	5.00
Project Manager	33	\$ 7,491	\$ 9,106	2.00
Asset Manager	33	\$ 7,491	\$ 9,106	1.00
Senior Management Analyst	35	\$ 7,866	\$ 9,561	0.00
Controller	36	\$ 8,058	\$ 9,794	1.00
Program Manager	37	\$ 8,259	\$ 10,040	0.00
Senior Project Manager	37	\$ 8,259	\$ 10,040	1.00
Senior Management Analyst	37	\$ 8,259	\$ 10,040	1.00
Director of Housing Programs	43	\$ 9,561	\$ 11,622	1.00
Director of Property Operations	43	\$ 9,561	\$ 11,622	1.00
Director of Rental and Community Programs	43	\$ 9,561	\$ 11,622	1.00
Director of HR and Operations	47	\$ 10,542	\$ 12,813	1.00
Director of Housing and Community Development	47	\$ 10,542	\$ 12,813	1.00
Director of Finance	50	\$ 11,338	\$ 13,782	1.00
Deputy Executive Director	51	\$ 11,622	\$ 14,126	1.00
Executive Director**	N/A	\$ 19,627	\$ 20,608	1.00
Resident Manager II	N/A	Hourly Rate	\$ 26.78	2.00
Resident Manager	N/A	Hourly Rate	\$ 10.93	3.20
Assistant Resident Manager	N/A	Hourly Rate	\$ 10.93	1.00
Resident Custodian	N/A	Hourly Rate	\$ 10.93	0.00
				59.20

*Y-Rated employees are on a separate salary schedule with 8 wage steps; no COLA is applied

**Salary authorized by Board of Commissioners per Employment Agreement

***Housing Specialist and Maintenance Technician positions may be filled at either the I or II level

Housing Authority of the City of Alameda
Salary Schedule
FY 2017-2018

Exhibit #4

FY 2018

4%

Salary Range #	Monthly Salary Range					Biweekly Salary Range					Hourly Salary Range (40)					Hourly Salary Range (37.5)				
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 1	Step 2	Step 3	Step 4	Step 5	Step 1	Step 2	Step 3	Step 4	Step 5	Step 1	Step 2	Step 3	Step 4	Step 5
1	3465	3639	3821	4012	4212	1599	1679	1763	1852	1944	19.99	20.99	22.04	23.14	24.30	21.32	22.39	23.51	24.69	25.92
2	3550	3728	3914	4109	4315	1639	1720	1806	1897	1992	20.48	21.50	22.58	23.71	24.89	21.85	22.94	24.09	25.29	26.55
3	3639	3821	4012	4212	4423	1679	1763	1852	1944	2041	20.99	22.04	23.14	24.30	25.52	22.39	23.51	24.69	25.92	27.22
4	3728	3914	4109	4315	4531	1720	1806	1897	1992	2091	21.50	22.58	23.71	24.89	26.14	22.94	24.09	25.29	26.55	27.88
5	3821	4012	4212	4423	4643	1763	1852	1944	2041	2143	22.04	23.14	24.30	25.52	26.79	23.51	24.69	25.92	27.22	28.58
6	3914	4109	4315	4531	4757	1806	1897	1992	2091	2196	22.58	23.71	24.89	26.14	27.44	24.09	25.29	26.55	27.88	29.27
7	4012	4212	4423	4643	4876	1852	1944	2041	2143	2251	23.14	24.30	25.52	26.79	28.13	24.69	25.92	27.22	28.58	30.01
8	4109	4315	4531	4757	4995	1897	1992	2091	2196	2305	23.71	24.89	26.14	27.44	28.82	25.29	26.55	27.88	29.27	30.74
9	4212	4423	4643	4876	5120	1944	2041	2143	2251	2363	24.30	25.52	26.79	28.13	29.54	25.92	27.22	28.58	30.01	31.51
10	4315	4531	4757	4995	5245	1992	2091	2196	2305	2421	24.89	26.14	27.44	28.82	30.26	26.55	27.88	29.27	30.74	32.27
11	4423	4643	4876	5120	5375	2041	2143	2251	2363	2481	25.52	26.79	28.13	29.54	31.01	27.22	28.58	30.01	31.51	33.08
12	4531	4757	4995	5245	5507	2091	2196	2305	2421	2542	26.14	27.44	28.82	30.26	31.77	27.88	29.27	30.74	32.27	33.89
13	4643	4876	5120	5375	5645	2143	2251	2363	2481	2605	26.79	28.13	29.54	31.01	32.57	28.58	30.01	31.51	33.08	34.74
14	4757	4995	5245	5507	5782	2196	2305	2421	2542	2669	27.44	28.82	30.26	31.77	33.36	29.27	30.74	32.27	33.89	35.58
15	4876	5120	5375	5645	5927	2251	2363	2481	2605	2735	28.13	29.54	31.01	32.57	34.19	30.01	31.51	33.08	34.74	36.47
16	4995	5245	5507	5782	6071	2305	2421	2542	2669	2802	28.82	30.26	31.77	33.36	35.02	30.74	32.27	33.89	35.58	37.36
17	5120	5375	5645	5927	6223	2363	2481	2605	2735	2872	29.54	31.01	32.57	34.19	35.90	31.51	33.08	34.74	36.47	38.30
18	5245	5507	5782	6071	6375	2421	2542	2669	2802	2942	30.26	31.77	33.36	35.02	36.78	32.27	33.89	35.58	37.36	39.23
19	5375	5645	5927	6223	6535	2481	2605	2735	2872	3016	31.01	32.57	34.19	35.90	37.70	33.08	34.74	36.47	38.30	40.21
20	5507	5782	6071	6375	6694	2542	2669	2802	2942	3089	31.77	33.36	35.02	36.78	38.62	33.89	35.58	37.36	39.23	41.19
21	5645	5927	6223	6535	6861	2605	2735	2872	3016	3166	32.57	34.19	35.90	37.70	39.58	34.74	36.47	38.30	40.21	42.22
22	5782	6071	6375	6694	7029	2669	2802	2942	3089	3244	33.36	35.02	36.78	38.62	40.55	35.58	37.36	39.23	41.19	43.25
23	5927	6223	6535	6861	7204	2735	2872	3016	3166	3325	34.19	35.90	37.70	39.58	41.56	36.47	38.30	40.21	42.22	44.33
24	6071	6375	6694	7029	7380	2802	2942	3089	3244	3406	35.02	36.78	38.62	40.55	42.58	37.36	39.23	41.19	43.25	45.42
25	6223	6535	6861	7204	7564	2872	3016	3166	3325	3491	35.90	37.70	39.58	41.56	43.64	38.30	40.21	42.22	44.33	46.55
26	6375	6694	7029	7380	7749	2942	3089	3244	3406	3577	36.78	38.62	40.55	42.58	44.71	39.23	41.19	43.25	45.42	47.69
27	6535	6861	7204	7564	7943	3016	3166	3325	3491	3666	37.70	39.58	41.56	43.64	45.82	40.21	42.22	44.33	46.55	48.88
28	6694	7029	7380	7749	8136	3089	3244	3406	3577	3755	38.62	40.55	42.58	44.71	46.94	41.19	43.25	45.42	47.69	50.07
29	6861	7204	7564	7943	8339	3166	3325	3491	3666	3849	39.58	41.56	43.64	45.82	48.11	42.22	44.33	46.55	48.88	51.32
30	7029	7380	7749	8136	8543	3244	3406	3577	3755	3943	40.55	42.58	44.71	46.94	49.28	43.25	45.42	47.69	50.07	52.57
31	7204	7564	7943	8339	8756	3325	3491	3666	3849	4041	41.56	43.64	45.82	48.11	50.52	44.33	46.55	48.88	51.32	53.88
32	7380	7749	8136	8543	8970	3406	3577	3755	3943	4140	42.58	44.71	46.94	49.28	51.75	45.42	47.69	50.07	52.57	55.20
33	7564	7943	8339	8756	9195	3491	3666	3849	4041	4244	43.64	45.82	48.11	50.52	53.05	46.55	48.88	51.32	53.88	56.58
34	7749	8136	8543	8970	9419	3577	3755	3943	4140	4347	44.71	46.94	49.28	51.75	54.34	47.69	50.07	52.57	55.20	57.96
35	7943	8339	8756	9195	9654	3666	3849	4041	4244	4456	45.82	48.11	50.52	53.05	55.70	48.88	51.32	53.88	56.58	59.41
36	8136	8543	8970	9419	9889	3755	3943	4140	4347	4564	46.94	49.28	51.75	54.34	57.05	50.07	52.57	55.20	57.96	60.86
37	8339	8756	9195	9654	10137	3849	4041	4244	4456	4679	48.11	50.52	53.05	55.70	58.48	51.32	53.88	56.58	59.41	62.38
38	8543	8970	9419	9889	10384	3943	4140	4347	4564	4792	49.28	51.75	54.34	57.05	59.91	52.57	55.20	57.96	60.86	63.90
39	8756	9195	9654	10137	10644	4041	4244	4456	4679	4913	50.52	53.05	55.70	58.48	61.41	53.88	56.58	59.41	62.38	65.50
40	8970	9419	9889	10384	10903	4140	4347	4564	4792	5032	51.75	54.34	57.05	59.91	62.90	55.20	57.96	60.86	63.90	67.10
41	9195	9654	10137	10644	11176	4244	4456	4679	4913	5158	53.05	55.70	58.48	61.41	64.48	56.58	59.41	62.38	65.50	68.77
42	9419	9889	10384	10903	11448	4347	4564	4792	5032	5284	54.34	57.05	59.91	62.90	66.05	57.96	60.86	63.90	67.10	70.45
43	9654	10137	10644	11176	11735	4456	4679	4913	5158	5416	55.70	58.48	61.41	64.48	67.70	59.41	62.38	65.50	68.77	72.21
44	9889	10384	10903	11448	12021	4564	4792	5032	5284	5548	57.05	59.91	62.90	66.05	69.35	60.86	63.90	67.10	70.45	73.98
45	10137	10644	11176	11735	12321	4679	4913	5158	5416	5687	58.48	61.41	64.48	67.70	71.08	62.38	65.50	68.77	72.21	75.82
46	10384	10903	11448	12021	12622	4792	5032	5284	5548	5826	59.91	62.90	66.05	69.35	72.82	63.90	67.10	70.45	73.98	77.68
47	10644	11176	11735	12321	12937	4913	5158	5416	5687	5971	61.41	64.48	67.70	71.08	74.64	65.50	68.77	72.21	75.82	79.61
48	10903	11448	12021	12622	13253	5032	5284	5548	5826	6117	62.90	66.05	69.35	72.82	76.46	67.10	70.45	73.98	77.68	81.56
49	11176	11735	12321	12937	13585	5158	5416	5687	5971	6270	64.48	67.70	71.08	74.64	78.37	68.77	72.21	75.82	79.61	83.60
50	11448	12021	12622	13253	13916	5284	5548	5826	6117	6423	66.05	69.35	72.82	76.46	80.28	70.45	73.98	77.68	81.56	85.63
51	11735	12321	12937	13585	14263	5416	5687	5971	6270	6583	67.70	71.08	74.64	78.37	82.29	72.21	75.82	79.61	83.60	87.77
52	12021	12622	13253	13916	14611	5548	5826	6117	6423	6744	69.35	72.82	76.46	80.28	84.30	73.98	77.68	81.56	85.63	89.91
53	12321	12937	13585	14263	14977	5687	5971	6270	6583	6913	71.08	74.64	78.37	82.29	86.41	75.82	79.61	83.60	87.77	92.17
54	12622	13253	13916	14611	15342	5826	6117	6423	6744	7081	72.82	76.46	80.28	84.30	88.51	77.68	81.56	85.63	89.91	94.41
55	12937	13585	14263	14977	15726	5971	6270	6583	6913	7258	74.64	78.37	82.29	86.41	90.73	79.61	83.60	87.77	92.17	96.78
56	13253	13916	14611	15342	16109	6117	6423	6744	7081	7435	76.46	80.28	84.30	88.51	92.94	81.56	85.63	89.91	94.41	99.13
57	13585	14263	14977	15726	16512	6270	6583	6913	7258	7621	78.37	82.29	86.41	90.73	95.26	83.60	87.77	92.17	96.78	101.61
58	13916	14611	15342	16109	16915	6423	6744	7081	7435	7807	80.28	84.30	88.51	92.94	97.58	85.63	89.91	94.41	99.13	104.09
59	14263	14977	15726	16512	17337	6583	6913	7258	7621											

HOUSING AUTHORITY OF THE CITY OF ALAMEDA
SCHEDULE OF AUTHORIZED POSITIONS with SALARY RANGES
August 16, 2017 with 4% COLA

Position Titles	Grade	Monthly Wage Range		Number of Positions
		Beginning	Highest	
Custodian	7	\$ 4,012	\$ 4,876	1.00
Custodian	Y-Rate*	\$ 3,498	\$ 4,923	
Housing Assistant	8	\$ 4,109	\$ 4,995	2.00
Housing Assistant	Y-Rate*	\$ 3,536	\$ 4,976	
Accounting Technician	10	\$ 4,315	\$ 5,245	0.00
Program Assistant	12	\$ 4,531	\$ 5,507	2.00
Housing Specialist I***	14	\$ 4,757	\$ 5,782	0.00
Maintenance Technician I	14	\$ 4,757	\$ 5,782	0.00
Facilities Project Specialist	15	\$ 4,876	\$ 5,927	1.00
Senior Accounting Technician	15	\$ 4,876	\$ 5,927	2.00
Housing Specialist II***	18	\$ 5,245	\$ 6,375	9.00
Rent and Community Programs Specialist	18	\$ 5,245	\$ 6,375	3.00
Maintenance Specialist	19	\$ 5,375	\$ 6,535	1.00
Maintenance Technician II	20	\$ 5,507	\$ 6,694	6.00
Executive Assistant	22	\$ 5,782	\$ 7,029	1.00
Housing Specialist III	24	\$ 6,071	\$ 7,380	1.00
Lead Maintenance Technician	24	\$ 6,071	\$ 7,380	0.00
Property Management Supervisor	26	\$ 6,375	\$ 7,749	1.00
Housing Programs Supervisor	26	\$ 6,375	\$ 7,749	2.00
Maintenance Supervisor	26	\$ 6,375	\$ 7,749	1.00
Accounting Officer	28	\$ 6,694	\$ 8,136	1.00
Management Analyst	32	\$ 7,380	\$ 8,970	5.00
Project Manager	33	\$ 7,564	\$ 9,195	2.00
Asset Manager	33	\$ 7,564	\$ 9,195	1.00
Senior Management Analyst	35	\$ 7,943	\$ 9,654	0.00
Controller	36	\$ 8,136	\$ 9,889	1.00
Program Manager	37	\$ 8,339	\$ 10,137	0.00
Senior Project Manager	37	\$ 8,339	\$ 10,137	1.00
Senior Management Analyst	37	\$ 8,339	\$ 10,137	1.00
Director of Housing Programs	43	\$ 9,654	\$ 11,735	1.00
Director of Property Operations	43	\$ 9,654	\$ 11,735	1.00
Director of Rental and Community Programs	43	\$ 9,654	\$ 11,735	1.00
Director of HR and Operations	47	\$ 10,644	\$ 12,937	1.00
Director of Housing and Community Development	47	\$ 10,644	\$ 12,937	1.00
Director of Finance	50	\$ 11,448	\$ 13,916	1.00
Deputy Executive Director	51	\$ 11,735	\$ 14,263	1.00
Executive Director**	N/A	\$ 19,818	\$ 20,809	1.00
Resident Manager II	N/A	Hourly Rate	\$ 27.04	2.00
Resident Manager	N/A	Hourly Rate	\$ 11.03	3.20
Assistant Resident Manager	N/A	Hourly Rate	\$ 11.03	1.00
Resident Custodian	N/A	Hourly Rate	\$ 11.03	0.00
				59.20

*Y-Rated employees are on a separate salary schedule with 8 wage steps; no COLA is applied

**Salary authorized by Board of Commissioners per Employment Agreement

***Housing Specialist and Maintenance Technician positions may be filled at either the I or II level



Housing Authority of the City of Alameda

PHONE (510) 747-4300
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701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Prepared by: Tonya Schuler-Cummins, Senior Management Analyst

Date: August 16, 2017

Re: Resolution Certifying the Data Submitted for the Section 8 Management
Assessment Program for FY 2016-2017

BACKGROUND

The U.S. Department of Housing and Urban Development (HUD) has instituted the Section 8 Management Assessment Program (SEMAP) to measure housing authorities' performance in key program areas.

The Housing Authority is required to submit an annual SEMAP certification online after the Board of Commissioners has adopted a resolution certifying that the data to be submitted is accurate. The online certification must be submitted within 60 days of the end of its fiscal year. The information contained in this report covers fiscal year July 1, 2016 to June 30, 2017. This report provides information on the Housing Authority's performance, mirroring the online certification form, and provides assurance that there is no evidence of serious deficiencies. HUD will use the information and other data to assess the Authority's management capabilities and deficiencies, and to assign an overall performance rating for the Housing Authority's Section 8 Housing Choice Voucher program.

HUD will independently assess the Housing Authority's performance using annual audit reports, monthly Multi-Family Tenant Characteristics System (MTCS) reports sent to HUD online, other certifications provided by the Housing Authority, and other sources. HUD will provide written notification of the Authority's rating on each SEMAP indicator, the overall score, and the overall performance rating. HUD rates all housing authorities according to the following systems:

90 percent or higher	=	High Performer
61 to 89 percent	=	Standard Performer



60 percent or lower = Troubled Performer

For Fiscal Year 2016-2017, the Housing Authority expects to receive a rating as a High Performer.

Any indicator receiving a rating of zero is considered to be a SEMAP deficiency. The Housing Authority must correct any such deficiency within 45 days. If the deficiency is not corrected as required, the Housing Authority must submit a written corrective action plan to HUD within 30 days.

DISCUSSION

The Housing Authority of the City of Alameda has completed its annual SEMAP Self-Certification for the fiscal year beginning July 1, 2016, and ending June 30, 2017, as required by 24 CFR 985.101. The review process was started in May 2017, but was primarily performed in June and July by the management of the Housing Programs Department (Director of Housing Programs and two Housing Programs Supervisor) who reviewed documentation, randomly selected the required sample files for each indicator, and performed the file audits. All work was then reviewed by the Senior Management Analyst, any additional random selections were performed by the Senior Management Analyst, and the utility allowance, payment standard, and lease-up indicators were completed by the Senior Management Analyst. Data for indicators 9-12 is based upon HUD's PIC/Multi-Family Tenant Characteristic System as of June 30, 2017.

Indicator 1: Selection from the Waiting List

This indicator addresses whether the Housing Authority has written policies in its Administrative Plan for selecting applicants from the waiting list and whether these policies are followed. During the past fiscal year, the Housing Authority processed 42 new admissions to the Housing Choice Voucher program (17 tenant-based, 17 project-based, 3 mod rehab, and 5 Family Unification Program). The reviewer randomly selected and reviewed five files of applicants who were selected and admitted to determine that all preferences were verified, all were selected properly, and all were admitted or denied in accordance with the Administrative Plan. Then the reviewer pulled a sample which included applicants who reached the top of the waiting list and were either admitted or not admitted (five files reviewed) to determine if all preferences were correctly given and verified in accordance with the Administrative Plan. **The Authority expects to receive all 15 rating points for this indicator.**

Indicator 2: Reasonable Rent

This indicator measures whether the Housing Authority has developed and implemented a written procedure to determine and document that the rent to the owner for each unit is reasonable, based on current rents for comparable unassisted units: (1) at the time of initial leasing; (2) when there is an increase in rent to the owner; and (3) at the Housing Assistance Payment (HAP) contract anniversary if there is a decrease of



five percent in the published fair market rent (FMR) in effect 60 days before the HAP contract anniversary. During this audit period, there was not a decrease to any of the FMRs.

To review and document rent reasonableness, staff uses the EZ-RRD program from the Nelrod Company, a national Section 8 and Public Housing program consultant, which compiles and utilizes rent comparables on an ongoing basis, taking into account location, size, type, quality and age of the units and the amenities, housing services, maintenance and utilities provided by property owners. For AHA-owned units under a Housing Assistance Payment contract, rent reasonableness must be established by an independent entity; AHA contracts with Oakland Housing Authority for this service.

The reviewer's quality control sample of 27 files that needed a rent reasonableness review determined that required rent reasonableness documentation was present in 100% of the files. **The Authority expects to receive 20 of the 20 possible points for this indicator.**

Indicator 3: Determination of Adjusted Income

This indicator shows whether, at the time of admission and annual reexamination, the Housing Authority verifies and correctly determines adjusted annual income for each assisted family and uses the appropriate utility allowance for the unit in determining gross rent where the family is responsible for utilities under the lease.

The reviewer randomly selected and reviewed a quality control sample of 27 files and determined that annual income, utility allowance and HAP amount were correctly calculated and verified in at least 80% of the sample. **The Housing Authority expects to receive 15 of 20 possible points for this indicator.**

Indicator 4: Utility Allowance Schedule

This indicator measures whether the Housing Authority maintains an up-to-date utility allowance schedule. The Housing Authority contracts annually with the Nelrod Company to review and update utility rate data. The Nelrod Company prepared and provided updated data in April 2017 and as a result a new utility schedule was adopted for actions completed effective June 1, 2017. **The Housing Authority expects to receive all five points for this indicator.**

Indicator 5: Housing Quality Control Inspections

This indicator shows whether the Director of Housing Programs or other qualified person re-inspected a sample of units under contract during the fiscal year. The Housing Authority was required to re-inspect a sample of 26 or more units. Qualified staff from the Housing Authority conducted 44 quality control inspections. **The Housing Authority expects to receive all five points for this indicator.**



Indicator 6: Housing Quality Standards Enforcement

This indicator measures whether, for units that fail a Housing Quality Standards inspection, life-threatening deficiencies are corrected within 24 hours of inspection and all other cited deficiencies are corrected within 30 calendar days of the inspection, or, if not corrected, Housing Assistance payments (HAP) are abated no later than the first day of the month following the correction period in the case of property owner-caused deficiencies, or program assistance is terminated in the case of tenant-caused deficiencies or repeated no-shows. Based on the number of failed inspections (505 as of July 7, 2017), a sample of 15 units was required for random selection and review. The reviewer selected and reviewed 15 sample files from among failed HQS inspections. In all 15 samples deficiencies were corrected, HAP was abated, and/or clients were processed for program termination in accordance with HUD regulations. **The Housing Authority expects to receive all 10 points for this indicator.**

Indicator 7: Expanding Housing Opportunities

This indicator, for PHAs within metropolitan FMR areas, shows whether the Housing Authority has adopted and implemented a written policy to encourage participation of owners of units located outside of areas of poverty or minority concentration. The Housing Authority's Administrative Plan includes such a policy. Based on the most recent Census data, taken as a whole, Alameda can be characterized as an area of low-poverty and low minority concentration, and program participants are widely dispersed throughout the community.

Housing Authority staff vigorously pursue ways to attract new property owners and to retain current property owners with units in all areas of the city to the Housing Choice Voucher program. Staff is trained to handle phone calls from prospective new landlords, and interested property owners are sent a "New Landlord Packet" that includes information about the Housing Choice Voucher program and the Housing Authority. The voucher issuance briefing session covers general information and property owner-provided unit listings for all areas of Alameda. The Housing Authority continues to expand the number and range of units made available to eligible families through the Project Based Voucher program to provide additional opportunities for low income families receiving housing assistance.

The reviewer reviewed support documentation for each section applicable under this indicator and affirmed that the documentation supports the Housing Authority's affirmative certifications for this indicator. **The Housing Authority expects to receive all five points for this indicator.**

Indicator 8: Fair Market Rents and Payment Standards

This indicator shows whether the PHA has adopted a payment standard schedule that establishes voucher payment standard amounts by unit size for each FMR area in the PHA jurisdiction and, if applicable, separate payment standard amounts by unit size for a PHA-designated part of an FMR area, which do not exceed 110% of the current



applicable published FMRs and which are not less than 90% of the current applicable published FMRs (unless a higher or lower payment standard amount is approved by HUD).

During this fiscal year, there were two different payment standards in effect at different times. From July 1, 2016 to October 1, 2016, the payment standards established April 2, 2016 were in effect. Payment standards were changed effective October 2, 2016.

During the fiscal year being reviewed, all Payment Standards for the different unit sizes were within HUD's acceptable range of 90 to 110 percent of the standard 40th percentile FMRs. **The Housing Authority expects to receive all five points for this indicator.**

[Ratings for the next five indicators will be determined by the Multi-Family Tenant Characteristic System (MTCS) based on regular reports submitted to HUD by the Housing Authority.]

Indicator 9: Annual Reexaminations

A HUD report available in the Multi-Family Tenant Characteristic System indicates that 99 percent of annual re-certifications were reported on time. **The Housing Authority expects to receive all 10 points for this indicator.**

Indicator 10: Correct Tenant Rent Calculations

This indicator examines whether the family's share of rent to owner was calculated correctly. MTCS shows that 100 percent of tenant rents were calculated correctly. **The Authority expects to receive all five points for this indicator.**

Indicator 11: Pre-contract HQS Inspections

This indicator shows whether newly leased units passed Housing Quality Standards inspections prior to the execution date of the Housing Assistance Contract. The MTCS report shows that 100 percent of units leased passed inspection prior to lease-up. **The Authority expects to receive all five points.**

Indicator 12: Annual HQS Inspections

This indicator shows whether the Housing Authority inspected each unit under contract at least annually. MTCS indicates that 100 percent of annual inspections were conducted within the required time frame. The HUD field office did notify the Housing Authority that "annually" in this question is now expanded to include "biennially." The certification form has not yet been updated, but the regulation contained on the form has been updated. The actual certification is "The PHA inspects each unit under contract at least annually. (24 CFR 982.405(a))." The regulation at 24 CFR 982.405(a) only requires a biennial inspection. **The Housing Authority expects to receive all ten points for this indicator.**



Indicator 13: Lease-Up

This indicator determines if the Housing Authority has executed Housing Assistance Contracts on behalf of eligible families for the number of units the Housing Authority has under budget for at least one year. In order to receive the full 20 points for this indicator, the Housing Authority must achieve a lease-up rate of 98 percent and/or expend over 98% of its HAP budget authority under the ACC during the prior calendar year which ended on or before the fiscal year being reported. If the Housing Authority achieves 95% on either of the above benchmarks, the Housing Authority could obtain partial points of 15 points. The overall lease-up rate during the calendar year 2016 was 81.1%. The Housing Authority expended only 94.4% of its HAP budget under the ACC during the fiscal year. Under the SEMAP rating system, the Housing Authority would receive 0 of the 20 possible points. There were many outside factors that did not allow the Housing Authority to obtain these points, so on June 15, 2017, the Housing Authority requested a waiver from the HUD Field Office for this indicator. On July 19, 2017, the Housing Authority received authorization from Gerard Windt, Director of Public Housing at the San Francisco Field Office approving the Housing Authority's request for a waiver and scoring this indicator with 15 points (see Attachment A). **The Housing Authority expects to receive 15 of the 20 possible points for this indicator.**

Indicator 14: Family Self-Sufficiency

This indicator applies only to housing authorities required to administer the mandatory Family Self-Sufficiency (FSS) program. The Housing Authority has re-established an FSS program on a voluntary basis, and therefore this indicator does not apply to the Housing Authority.

Indicator 15: Deconcentration Bonus

This indicator does not currently apply to the Housing Authority as a requirement. This is required starting with the second full fiscal year following initial use of payment standards based on the FMR set at the 50th percentile rent. The Housing Authority only used payment standards above 100 percent of the 50th percentile from September 2, 2015 to April 1, 2016. This indicator is based upon the number of families with children living in or moving to low-poverty census tracts. In order to claim these points, one of three conditions must be met. The first condition is that at least half of Section 8 families with children must live in a census tract identified as low-poverty (below 10% of families are below the poverty level). As of June 30, 2017, 52.2% of families with children lived in a census tract identified as low-poverty. A review of the data available indicates that in Alameda, 12 of 16 census tracts are defined as "low-poverty." **The Housing Authority expects to receive five bonus points.**



Total Points:

For Fiscal Year 2016-2017, the Housing Authority expects to receive 130 of 135 possible points (96.3%) for a rating of High Performer.

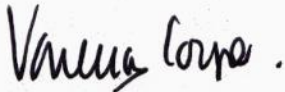
FINANCIAL IMPACT

There is no direct financial impact, but failing to submit the report could result in sanctions and other actions by HUD.

RECOMMENDATION

Adopt the resolution certifying the Section Eight Management Assessment Program data contained in this report and authorize the Executive Director to submit the data, resolution, and supporting documentation to HUD.

Respectfully submitted,



Vanessa M. Cooper
Executive Director

VMC/tmsc

Attachments: A – Waiver Approval Letter
 Resolution
 HUD Form 52648





cc: [unclear]
[unclear]

U.S. Department of Housing and Urban Development
San Francisco Regional Office - Region IX
One Sansome Street, Suite 1200
San Francisco, California 94104-4430
www.hud.gov
espanol.hud.gov

JUL 19 2017

JUL 25 2017

Ms. Vanessa Cooper
Executive Director
Housing Authority of the City of Alameda
701 Atlantic Avenue
Alameda, CA 94501

Dear Ms. Cooper:

This is in response to your letter dated June 15, 2017, requesting to waive lease up requirements at 24 CFR §985.3(n), upon processing of the Housing Authority of the City of Alameda's SEMAP Certification submission for fiscal year ending June 30, 2017. The leasing indicator is scored based on the calendar year 2016 leasing and/or budget authority expenditures before the assessed housing authority fiscal year end of June 30, 2017. The regulation requires the housing authority to have a 98 percent or more lease up or allocated budget authority expended for 20 points; or 95 to 97 percent for 15 points.

The letter states the housing authority is in an extremely tight rental market which makes it difficult for it to lease up 95% of its baseline units. However, the housing authority was successful in meeting the requirement of expending 95% or more of its allocated budget authority, but on March 23, 2016, the housing authority received an "unexpected" budget authority increase in the amount of more than \$230,000 per month. Prior to the extra funding the housing authority estimated it would expend over 100 percent of its allocated budget authority. The housing authority attempted to expend the funding for that year by processing landlord rent increases, that process took approximately 90 days to take effect due to tenant and landlord 60-day notice of rent increase. As a result, the housing authority missed meeting the budget authority expenditure by \$148,000.

Based on the housing authority's detailed explanation, we have determined that a waiver would assist the housing authority in meeting the SEMAP leasing indicator requirements. Upon processing of your housing authority's fiscal year end, June 30, 2017, SEMAP Certification, the San Francisco HUD field office will waive 24 CFR §985.3(n) requirements and score the housing authority with 15 points.

I hope this information is helpful to you. If you have any questions or concerns, please feel free to contact Carol Joseph, Portfolio Management Specialist, at (415) 489-6455.

Sincerely,

Gerard Windt
Director
Office of Public Housing



Housing Authority of the City of Alameda

701 Atlantic Avenue - Alameda, California 94501-2161 - Tel: (510) 747-4300 - Fax: (510)522-7848 - TDD: (510) 522-8467

June 15, 2017

Gerard Windt, Director
HUD – Office of Public Housing
One Sansome Street, Suite 1200
San Francisco, CA 94104

Re: Request for waiver for SEMAP Lease-up Indicator at 24 CFR 985.3(n)

Dear Director Windt:

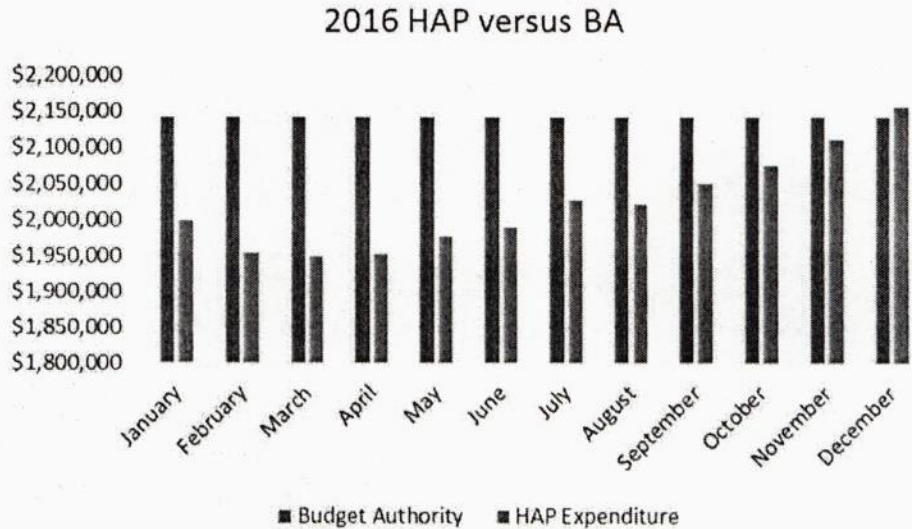
The Housing Authority of the City of Alameda (AHA) requests a waiver for the lease-up for CY2016 for its Section 8 Management Assessment Program (SEMAP) report due August 29, 2017. The indicator allows for partial points if a PHA is able to obtain a percent of units occupied by voucher holders or the percent of allocated budget authority expended during the calendar year that ends on or before the assess PHA fiscal year greater than 95 percent. The AHA requests partial points under this indicator for expending 94.4 percent of its budget authority.

The AHA is in an area with an extremely tight rental market and has been unable to lease-up to its allocation of 1845 units since sequestration caused a halt on all voucher activities and resulted in a budget authority that would not support its allocation; therefore, it has achieved the points for this indicator by expending more than 95 percent of its budget authority during the calendar year. The AHA was only able to achieve 94.4 percent during the most recent calendar year due to many factors outside its control.

The biggest issue with meeting the 95 percent requirement was the unexpected increase in budget authority granted on March 23, 2016 retroactively to January 2016 without any prior notice. This increase was more than \$230,000 per month. The AHA was expending over 100 percent of its budget authority before this increase, so it was positioned to conservatively increase leasing and HAP expenditures. The AHA had been working with landlords to keep HAP costs within control. With the notification of the increase, the AHA began to outreach to landlords that were eligible for a rent increase to increase the amount of HAP expenditure.



Below is a graph showing the AHA's expenditures during CY2016. It clearly shows that it took approximately 90 days for the increased HAP amount to start to be expended. This shows that staff quickly provided landlords with notice of the availability of additional funds and processed the HUD Housing Assistance Payments contract required 60-day notice of rent increase.



The AHA missed meeting the 95 percent of its budget authority expenditure by approximately \$148,000. This is less than one month of the increase that was given to AHA retroactively two (almost three) months.

For many years, the housing market in the City has had less than a five percent vacancy rate with skyrocketing rents. This has caused the landlords to rent to private tenants and not to voucher programs, so even issuing more vouchers did not immediately result in an increase in HAP expenditures. The AHA has been issuing vouchers for 180 days due to the difficulty in leasing within its jurisdiction since May 2015.

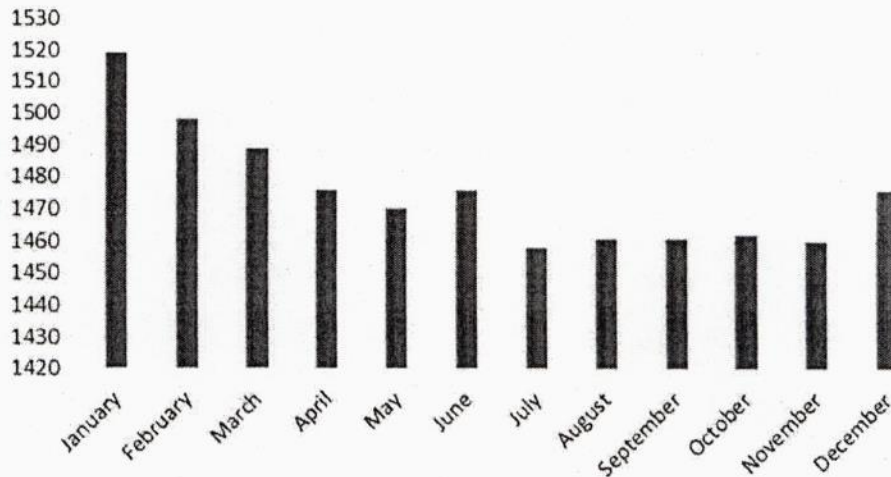
Revised Fair Market Rents (FMR) were published February 8, 2016, raising the FMRs in the AHA's jurisdiction approximately 35 percent. In an effort to make the program more viable, the Board of Commissioners (BOC) approved an increase in payment standards on February 17, 2016 up to 110 percent for some bedroom sizes. In September 2016, the BOC approved all bedroom payment standards to be set at 110 percent of the new FMRs.

Our goal in 2016 was to lease up new admissions, housing more low-income families, rather than simply to spend down HAP. We sought to manage the program prudently. For example, we did not raise our AHA-owned PBV and HCV rents significantly because that would have put the program rapidly into shortfall as we are the largest landlord on the program. AHA rents for our owned units (both PBV and HCV) are approximately 25 percent below the payment standard.



With the March 2016 notice of the increase in HAP expenditure, the AHA instituted a landlord incentive program, funded through non-federal funds, to try to encourage landlords to participate in the voucher program and increase lease-up. This program has resulted in an increase in landlord participation, but it did take time to see this increase and it cost the AHA \$14,500. The following graph shows that the steps taken by the AHA is slowly improving the participation in the program.

Voucher Lease Up CY2016



Also another City-specific issue was affecting the ability of all renters to find units in AHA's jurisdiction. Due to the tight rental market and the increase in no-cause eviction notices to longtime residents, the City Council implemented a rent stabilization program to restrict landlord eviction and rent increase options in the City as an emergency measure. Then multiple measures were added to the November ballot. Many landlords may have been concerned about the outcome of that measure and how restrictive the rental rules in Alameda might become.

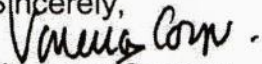
There was a third factor at operation besides the increased budget authority and tight rental market that did not allow the AHA to expend the additional 0.6% of funds needed to achieve partial points on the SEMAP indicator. This factor was the absorption of port-out tenants by another Housing Authority over the entire year. Between December 2015 and December 2016, the AHA lost 52 vouchers (about \$50,577 in HAP) to absorption. This represents about one-third of the budget authority expenditure by which the AHA missed the SEMAP goal.

The AHA tried to replace these lost vouchers, but with such a tight rental market in its jurisdiction and those neighboring it, the AHA tried to issue vouchers at a rate that increased the likelihood of lease-up. The AHA did not want to issue vouchers where units were not available and the low-income family lost the opportunity to use the voucher, so the AHA has closely been monitoring voucher expirations in an effort to achieve a balance between how many voucher holders the market can bear and the AHA's need to lease-up. AHA offers workshops to



voucher holders to educate on tips to be prepared to meet landlords and funds the landlord incentive program, but it still sees numerous 180-day vouchers expiring.

Please consider our request for a waiver of the loss of all points for the Lease-up Indicator outlined at 24 CFR 985.3(n).

Sincerely,

Vanessa Cooper
Executive Director



HOUSING AUTHORITY OF THE CITY OF ALAMEDA

Resolution No. _____

CERTIFYING THE DATA SUBMITTED
FOR THE SECTION 8 MANAGEMENT ASSESSMENT PROGRAM

WHEREAS, the Section 8 Management Assessment Program (SEMAP) will enable the U.S. Department of Housing and Urban Development (HUD) to measure public housing authority performance in key Section 8 Housing Choice Voucher program areas and to ensure program integrity and accountability by identifying management capabilities and deficiencies; and

WHEREAS, SEMAP results may be utilized by the Board of Commissioners, to understand more comprehensively the Housing Authority's program operations; and

WHEREAS, the Housing Authority gathered and, hereby submits data to HUD to participate in the SEMAP process; and

WHEREAS, the Board of Commissioners of the Housing Authority of the City of Alameda has reviewed the data collected for submission to HUD for the fiscal year ending June 30, 2017, and has found the data to be an accurate reflection of the Housing Authority's performance.

NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of the Housing Authority of the City of Alameda, that it hereby certifies the accuracy of the data for the fiscal year ending June 30, 2017, and directs that the data be submitted to HUD.

ATTEST:

Arthur Kurrasch, Chair
Board of Commissioners

Vanessa M. Cooper
Executive Director/Secretary

Adopted: _____

Section 8 Management Assessment Program (SEMAP) Certification

U.S. Department of Housing
and Urban Development
Office of Public and Indian Housing

OMB Approval No. 2577-0215
(exp. 11/30/2016)

Public reporting burden for this collection of information is estimated to average 12 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB control number.

This collection of information is required by 24 CFR sec 985.101 which requires a Public Housing Agency (PHA) administering a Section 8 tenant-based assistance program to submit an annual SEMAP Certification within 60 days after the end of its fiscal year. The information from the PHA concerns the performance of the PHA and provides assurance that there is no evidence of seriously deficient performance. HUD uses the information and other data to assess PHA management capabilities and deficiencies, and to assign an overall performance rating to the PHA. Responses are mandatory and the information collected does not lend itself to confidentiality.

Instructions Respond to this certification form using the PHA's actual data for the fiscal year just ended.

PHA Name	For PHA FY Ending (mm/dd/yyyy)	Submission Date (mm/dd/yyyy)
Housing Authority of the City of Alameda	06/30/2017	08/17/2017

Check here if the PHA expends less than \$300,000 a year in Federal awards

Indicators 1 - 7 will not be rated if the PHA expends less than \$300,000 a year in Federal awards and its Section 8 programs are not audited for compliance with regulations by an independent auditor. A PHA that expends less than \$300,000 in Federal awards in a year must still complete the certification for these indicators.

Performance Indicators

1. Selection from the Waiting List. (24 CFR 982.54(d)(1) and 982.204(a))

(a) The PHA has written policies in its administrative plan for selecting applicants from the waiting list.

PHA Response Yes No

(b) The PHA's quality control samples of applicants reaching the top of the waiting list and of admissions show that at least 98% of the families in the samples were selected from the waiting list for admission in accordance with the PHA's policies and met the selection criteria that determined their places on the waiting list and their order of selection.

PHA Response Yes No

2. Reasonable Rent. (24 CFR 982.4, 982.54(d)(15), 982.158(f)(7) and 982.507)

(a) The PHA has and implements a reasonable written method to determine and document for each unit leased that the rent to owner is reasonable based on current rents for comparable unassisted units (i) at the time of initial leasing, (ii) before any increase in the rent to owner, and (iii) at the HAP contract anniversary if there is a 5 percent decrease in the published FMR in effect 60 days before the HAP contract anniversary. The PHA's method takes into consideration the location, size, type, quality, and age of the program unit and of similar unassisted units, and any amenities, housing services, maintenance or utilities provided by the owners.

PHA Response Yes No

(b) The PHA's quality control sample of tenant files for which a determination of reasonable rent was required shows that the PHA followed its written method to determine reasonable rent and documented its determination that the rent to owner is reasonable as required for (check one):

PHA Response At least 98% of units sampled 80 to 97% of units sampled Less than 80% of units sampled

3. Determination of Adjusted Income. (24 CFR part 5, subpart F and 24 CFR 982.516)

The PHA's quality control sample of tenant files shows that at the time of admission and reexamination, the PHA properly obtained third party verification of adjusted income or documented why third party verification was not available; used the verified information in determining adjusted income; properly attributed allowances for expenses; and, where the family is responsible for utilities under the lease, the PHA used the appropriate utility allowances for the unit leased in determining the gross rent for (check one):

PHA Response At least 90% of files sampled 80 to 89% of files sampled Less than 80% of files sampled

4. Utility Allowance Schedule. (24 CFR 982.517)

The PHA maintains an up-to-date utility allowance schedule. The PHA reviewed utility rate data that it obtained within the last 12 months, and adjusted its utility allowance schedule if there has been a change of 10% or more in a utility rate since the last time the utility allowance schedule was revised.

PHA Response Yes No

5. HQS Quality Control Inspections. (24 CFR 982.405(b))

A PHA supervisor (or other qualified person) reinspected a sample of units during the PHA fiscal year, which met the minimum sample size required by HUD (see 24 CFR 985.2), for quality control of HQS inspections. The PHA supervisor's reinspected sample was drawn from recently completed HQS inspections and represents a cross section of neighborhoods and the work of a cross section of inspectors.

PHA Response Yes No

6. HQS Enforcement. (24 CFR 982.404)

The PHA's quality control sample of case files with failed HQS inspections shows that, for all cases sampled, any cited life-threatening HQS deficiencies were corrected within 24 hours from the inspection and, all other cited HQS deficiencies were corrected within no more than 30 calendar days from the inspection or any PHA-approved extension, or, if HQS deficiencies were not corrected within the required time frame, the PHA stopped housing assistance payments beginning no later than the first of the month following the correction period, or took prompt and vigorous action to enforce the family obligations for (check one):

PHA Response At least 98% of cases sampled Less than 98% of cases sampled

7. Expanding Housing Opportunities. (24 CFR 982.54(d)(5), 982.153(b)(3) and (b)(4), 982.301(a) and 983.301(b)(4) and (b)(12)).
Applies only to PHAs with jurisdiction in metropolitan FMR areas.

Check here if not applicable

(a) The PHA has a written policy to encourage participation by owners of units outside areas of poverty or minority concentration which clearly delineates areas in its jurisdiction that the PHA considers areas of poverty or minority concentration, and which includes actions the PHA will take to encourage owner participation.

PHA Response Yes No

(b) The PHA has documentation that shows that it took actions indicated in its written policy to encourage participation by owners outside areas of poverty and minority concentration.

PHA Response Yes No

(c) The PHA has prepared maps that show various areas, both within and neighboring its jurisdiction, with housing opportunities outside areas of poverty and minority concentration; the PHA has assembled information about job opportunities, schools and services in these areas; and the PHA uses the maps and related information when briefing voucher holders.

PHA Response Yes No

(d) The PHA's information packet for voucher holders contains either a list of owners who are willing to lease, or properties available for lease, under the voucher program, or a list of other organizations that will help families find units and the list includes properties or organizations that operate outside areas of poverty or minority concentration.

PHA Response Yes No

(e) The PHA's information packet includes an explanation of how portability works and includes a list of neighboring PHAs with the name, address and telephone number of a portability contact person at each.

PHA Response Yes No

(f) The PHA has analyzed whether voucher holders have experienced difficulties in finding housing outside areas of poverty or minority concentration and, where such difficulties were found, the PHA has considered whether it is appropriate to seek approval of exception payment standard amounts in any part of its jurisdiction and has sought HUD approval when necessary.

PHA Response Yes No

8. Payment Standards. The PHA has adopted current payment standards for the voucher program by unit size for each FMR area in the PHA jurisdiction and, if applicable, for each PHA-designated part of an FMR area, which do not exceed 110 percent of the current applicable FMR and which are not less than 90 percent of the current FMR (unless a lower percent is approved by HUD). (24 CFR 982.503)

PHA Response Yes No

Enter current FMRs and payment standards (PS)

0-BR FMR	1435	1-BR FMR	1723	2-BR FMR	2173	3-BR FMR	3017	4-BR FMR	3477
PS	1578	PS	1895	PS	2390	PS	3318	PS	3824

If the PHA has jurisdiction in more than one FMR area, and/or if the PHA has established separate payment standards for a PHA-designated part of an FMR area, attach similar FMR and payment standard comparisons for each FMR area and designated area.

9. Annual Reexaminations. The PHA completes a reexamination for each participating family at least every 12 months. (24 CFR 982.516)

PHA Response Yes No

10. Correct Tenant Rent Calculations. The PHA correctly calculates tenant rent in the rental certificate program and the family rent to owner in the rental voucher program. (24 CFR 982, Subpart K)

PHA Response Yes No

11. Precontract HQS Inspections. Each newly leased unit passed HQS inspection before the beginning date of the assisted lease and HAP contract. (24 CFR 982.305)

PHA Response Yes No

12. Annual HQS Inspections. The PHA inspects each unit under contract at least annually. (24 CFR 982.405(a))

PHA Response Yes No

13. Lease-Up. The PHA executes assistance contracts on behalf of eligible families for the number of units that has been under budget for at least one year.

PHA Response Yes No

14a. Family Self-Sufficiency Enrollment. The PHA has enrolled families in FSS as required. (24 CFR 984.105)

Applies only to PHAs required to administer an FSS program.

Check here if not applicable

PHA Response

a. Number of mandatory FSS slots (Count units funded under the FY 1992 FSS incentive awards and in FY 1993 and later through 10/20/1998. Exclude units funded in connection with Section 8 and Section 23 project-based contract terminations; public housing demolition, disposition and replacement; HUD multifamily property sales; prepaid or terminated mortgages under section 236 or section 221(d)(3); and Section 8 renewal funding. Subtract the number of families that successfully completed their contracts on or after 10/21/1998.)

or, Number of mandatory FSS slots under HUD-approved exception

b. Number of FSS families currently enrolled

c. Portability: If you are the initial PHA, enter the number of families currently enrolled in your FSS program, but who have moved under portability and whose Section 8 assistance is administered by another PHA

Percent of FSS slots filled (b + c divided by a)

14b. Percent of FSS Participants with Escrow Account Balances. The PHA has made progress in supporting family self-sufficiency as measured by the percent of currently enrolled FSS families with escrow account balances. (24 CFR 984.305)

Applies only to PHAs required to administer an FSS program.

Check here if not applicable

PHA Response Yes No

Portability: If you are the initial PHA, enter the number of families with FSS escrow accounts currently enrolled in your FSS program, but who have moved under portability and whose Section 8 assistance is administered by another PHA

Deconcentration Bonus Indicator (Optional and only for PHAs with jurisdiction in metropolitan FMR areas).

The PHA is submitting with this certification data which show that:

- (1) Half or more of all Section 8 families with children assisted by the PHA in its principal operating area resided in low poverty census tracts at the end of the last PHA FY;
- (2) The percent of Section 8 mover families with children who moved to low poverty census tracts in the PHA's principal operating area during the last PHA FY is at least two percentage points higher than the percent of all Section 8 families with children who resided in low poverty census tracts at the end of the last PHA FY;
- or
- (3) The percent of Section 8 mover families with children who moved to low poverty census tracts in the PHA's principal operating area over the last two PHA FYs is at least two percentage points higher than the percent of all Section 8 families with children who resided in low poverty census tracts at the end of the second to last PHA FY.

PHA Response Yes No If yes, attach completed deconcentration bonus indicator addendum.

I hereby certify that, to the best of my knowledge, the above responses under the Section 8 Management Assessment Program (SEMAP) are true and accurate for the PHA fiscal year indicated above. I also certify that, to my present knowledge, there is not evidence to indicate seriously deficient performance that casts doubt on the PHA's capacity to administer Section 8 rental assistance in accordance with Federal law and regulations.

Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Executive Director, signature

Chairperson, Board of Commissioners, signature

Date (mm/dd/yyyy) 08/16/2017

Date (mm/dd/yyyy) 08/16/2017

The PHA may include with its SEMAP certification any information bearing on the accuracy or completeness of the information used by the PHA in providing its certification.

SEMAP Certification - Addendum for Reporting Data for Deconcentration Bonus Indicator

Date (mm/dd/yyyy) 07/07/2017

PHA Name Housing Authority of the City of Alameda

Principal Operating Area of PHA City of Alameda
(The geographic entity for which the Census tabulates data)

Special Instructions for State or regional PHAs Complete a copy of this addendum for each metropolitan area or portion of a metropolitan area (i.e., principal operating areas) where the PHA has assisted 20 or more Section 8 families with children in the last completed PHA FY. HUD will rate the areas separately and the separate ratings will then be weighted by the number of assisted families with children in each area and averaged to determine bonus points.

1990 Census Poverty Rate of Principal Operating Area 9.6

Criteria to Obtain Deconcentration Indicator Bonus Points

To qualify for bonus points, a PHA must complete the requested information and answer yes for only one of the 3 criteria below. However, State and regional PHAs must always complete line 1) b for each metropolitan principal operating area.

- 1) 338 a. Number of Section 8 families with children assisted by the PHA in its principal operating area at the end of the last PHA FY who live in low poverty census tracts. A low poverty census tract is a tract with a poverty rate at or below the overall poverty rate for the principal operating area of the PHA, or at or below 10% whichever is greater.
- 647 b. Total Section 8 families with children assisted by the PHA in its principal operating area at the end of the last PHA FY.
- 52.00 c. Percent of all Section 8 families with children residing in low poverty census tracts in the PHA's principal operating area at the end of the last PHA FY (line a divided by line b).

Is line c 50% or more? Yes No

- 2) _____ a. Percent of all Section 8 families with children residing in low poverty census tracts in the PHA's principal operating area at the end of the last completed PHA FY.
- _____ b. Number of Section 8 families with children who moved to low poverty census tracts during the last completed PHA FY.
- _____ c. Number of Section 8 families with children who moved during the last completed PHA FY.
- _____ d. Percent of all Section 8 mover families with children who moved to low poverty census tracts during the last PHA fiscal year (line b divided by line c).

Is line d at least two percentage points higher than line a? Yes No

- 3) _____ a. Percent of all Section 8 families with children residing in low poverty census tracts in the PHA's principal operating area at the end of the second to last completed PHA FY.
- _____ b. Number of Section 8 families with children who moved to low poverty census tracts during the last two completed PHA FYs.
- _____ c. Number of Section 8 families with children who moved during the last two completed PHA FYs.
- _____ d. Percent of all Section 8 mover families with children who moved to low poverty census tracts over the last two completed PHA FYs (line b divided by line c).

Is line d at least two percentage points higher than line a? Yes No

If one of the 3 criteria above is met, the PHA may be eligible for 5 bonus points.

See instructions above concerning bonus points for State and regional PHAs.



Housing Authority of the City of Alameda

PHONE (510) 747-4300
FAX (510) 522-7848
TDD (510) 522-8467

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Prepared by: Tonya Schuler-Cummins, Senior Management Analyst

Date: August 16, 2017

Re: Amend the Administrative Plan Chapters 2 and 15 to Add Clarifying
Language in Relation to California Nondiscrimination Laws, the Grievance
Process, and the use of Translators

BACKGROUND

The Administrative Plan for the Housing Choice Voucher Program (HCVP) for the AHA establishes the policies and procedures whereby the Housing Authority will administer HCVP tenant-based and project-based rental assistance programs under contract to HUD and in accordance with applicable statutes, HUD regulations, and state and local law.

DISCUSSION

This revision updates the Administrative Plan with specific law references to California law and clarifies the complaint process when a family wants to file a grievance. It also clarifies the use of professionals during an Informal Hearing process.

FINANCIAL IMPACT

This Amendment to the HCVP Administrative Plan will not have an immediate significant financial impact.

RECOMMENDATION

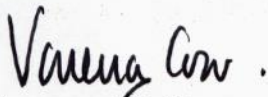
We recommend approval of the attached Amendment (2017-04) to the HCVP Administrative Plan.



Honorable Chair and
Members of the Board of Commissioners

August 16, 2017
Page 2 of 2

Respectfully submitted,



Vanessa M. Cooper
Executive Director

VMC/tmsc

Attachments: AHA Housing Choice Voucher Program Administrative Plan Amendment
2017-04



Purpose: This amendment to the Administrative Plan of the Housing Authority of the City of Alameda (AHA) Section 8 Administrative Plan revises Chapters 2 and 15 to add clarifying language in relation to nondiscrimination, the grievance process, and the attendance of an Informal Hearing.

Proposed deletions are struck-out and proposed additions are underlined.

1. Revise Chapter 2, section 2-I.A. *Overview* to add clarification to the nondiscrimination section.

2-I.A. OVERVIEW

Federal and state laws require PHAs to treat all applicants and participants equally, providing the same quality of service, regardless of family characteristics and background. Federal law prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, age, familial status, and disability. The California Fair Employment and Housing Act prohibits discrimination in housing on these same bases, as well as gender, gender identity, gender expression, sexual orientation, marital status, ancestry, source of income, and genetic information. The AHA will comply fully with all federal, state, and local nondiscrimination laws, and with rules and regulations governing fair housing and equal opportunity in housing and employment, including:

- Title VI of the Civil Rights Act of 1964
- Title VIII of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974 and the Fair Housing Amendments Act of 1988)
- Executive Order 11063
- Section 504 of the Rehabilitation Act of 1973
- The Age Discrimination Act of 1975
- Title II of the Americans with Disabilities Act (to the extent that it applies, otherwise Section 504 and the Fair Housing Amendments govern)
- ~~Section 12921 of the California Government Code~~ California's Fair Employment and Housing Act, Gov't Code Sec. 12900 et seq.
- California Unruh Civil Rights Act, Civil Code Sec. 51
- California Disabled Persons Act, Civil Code Sec. 54
- Violence Against Women Reauthorization Act of 2005 (VAWA)
- When more than one civil rights law applies to a situation, the laws will be read and applied together.

- Any applicable state laws or local ordinances and any legislation protecting individual rights of tenants, applicants, or staff that may subsequently be enacted
2. Revise Chapter 2, section 2-I.B. *Nondiscrimination* to add clarification to the nondiscrimination section about filing grievances.

Discrimination Complaints

If an applicant or participant believes that any family member has been discriminated against by the AHA or an owner, the family should advise the AHA. HUD requires the AHA to make every reasonable attempt to determine whether the applicant's or participant's assertions have merit and take any warranted corrective action. Any action, decision, or inaction by the AHA that is believed to be in violation of any of the federal or state laws enumerated above may be appealed through the AHA's established grievance procedure, which, depending on the circumstances, may afford the family rights to an informal review, informal hearing, or other reconsideration.

Applicants or participants who believe that they have been subject to unlawful discrimination may notify the AHA either orally or in writing. Such notification should be addressed to the AHA's "Section 504 Coordinator."

In addition, the AHA is required to provide the applicant or participant with information about how to file a discrimination complaint [24 CFR 982.304]. Discrimination complaints may be filed with California's Department of Fair Employment and Housing at www.dfeh.ca.gov, or HUD's Office of Fair Housing and Equal Opportunity at www.hud.gov.

~~Applicants or participants who believe that they have been subject to unlawful discrimination may notify the AHA either orally or in writing.~~

The AHA will attempt to remedy discrimination complaints made against the AHA.

3. Revise Chapter 15, section 15-III.C. *Informal Hearings for Participants* [24 CFR 982.555] to allow for appropriate professionals to be present during an Informal Hearing.

Attendance at the Informal Hearing

Hearings may be attended by a hearing officer and the following applicable persons:

An AHA representative and any witnesses for the AHA

Other professionals deemed necessary by the AHA such as translators or security personnel

The participant and any witnesses for the participant

The participant's counsel or other representative

Any other person approved by the AHA as a reasonable accommodation for a person with a disability



**Housing
Authority of the City of Alameda**

PHONE (510) 747-4300
FAX (510) 522-7848
TDD (510) 522-8467

701 Atlantic Avenue • Alameda, California 94501-2161

To: Honorable Chair and
Members of the Board of Commissioners

From: Vanessa M. Cooper
Executive Director

Date: August 16, 2017

Re: Nominate and Elect Officers of the Board of Commissioners

BACKGROUND

Section 4 of the Rules and Procedures of the Housing Authority state: "The Chair and Vice Chair shall be elected by the Board of Commissioners from its membership at the first meeting after July 1 of each year when the Commission is fully constituted."

DISCUSSION

The election of new officers should take place. The nomination and election process must be open according to provisions of the Brown Act; secret ballot voting is not permitted.

The Board adopted a practice of the Housing Commission to appoint an adhoc committee to recommend a slate of candidates for an election to be held. The Board appointed this committee at its June 21, 2017 meeting. The committee is prepared to announce a recommended slate of candidates for the offices of Chair and Vice Chair.

RECOMMENDATION

Accept the Board committee's recommendations to nominate and elect a Chair and Vice Chair of the Board of Commissioners.

Respectfully submitted,

Vanessa M. Cooper
Executive Director

VMC:dc

