

**KING COUNTY HOUSING AUTHORITY (KCHA)****MEETING NOTES****RESIDENT ADVISORY COMMITTEE (RAC)**

King County Housing Authority, 700 Andover Park West, Tukwila WA ■  
 Snoqualmie Room ■ September 11, 2017 ■ 5:00 – 6:30 PM

<b>Members Present</b>	Lillie Clinton, Tammy Morris, Noke Phoumkeo, Antonio Smith, TerryLynn Stewart, Lillie Clinton, Lynn Miner, Barbara Rice
<b>KCHA Staff</b>	Bill Cook, Katie Escudero, Tracie Friedman, Shawli Hathaway, Nikki Parrott,

**KEY POINTS DISCUSSED**

NO.	TOPIC	HIGHLIGHTS
1	Welcome, Introductions	Residents appreciate communications in different languages
2	2018 MTW Report	Katie Escudero reported plans for 2018
3	2018 Construction Project Updates	Nikki Parrott
4	New Maintenance Charge Policy & Rental Payments Demo	Bill Cook

**Welcome and Introductions**

RAC members and attending KCHA staff introduced themselves around the room

**2018 Moving To Work (MTW) Report**

The Housing Authority submits MTW plans and reports to Housing and Urban Development (HUD) each year. Katie Escudero, Moving to Work Policy Analyst in KCHA’s Policy and Research Department, presented a draft of the annual plan for *2018 MTW Report*. This annual *2018 MTW Plan* provided an overview of the goals and activities KCHA will continue to pursue.

**Highlights from the Draft of the 2018 MTW Report****KCHA is continuing to pursue in 2018:**

*Expanding Housing Opportunities* for low-income King County residents by acquiring new properties, lease new vouchers, and to use locally designed programs to reach hard-to-house populations.

*Preserving our existing Affordable Housing stock* by investing nearly 16 million in capital improvement projects.

*Service Diverse Populations*, such as those exiting homelessness or the criminal justice system, with targeted supportive housing programs

*Increase Access to High Opportunity Neighborhoods* by implementing multi-tiered payment standards, providing lease up services to voucher participants, and targeting acquisitions and development in these areas.

*Supporting Families in Gaining Greater Economic Independence* by developing and evaluating programs that promote improved economic outcomes amount residents and their children. We are working on our Educational Initiatives with Early Childhood Education to have children prepared for Kindergarten and we currently are seeking partnerships with local colleges to provide support for those that are in college. Working on making our FSS program more effective at moving people into self sufficiency for 2018.

*Increasing Operational Efficiency* by streamlining our process to adapt with new technologies.

#### **New activities for 2018:**

*Increasing the Lease-up Rate for HCV Holders* by recruiting and retaining landlords, streamlining the lease-up and inspection process, and providing lease-up support to searching households.

*Increase Access to Opportunity* by developing tools that support households with children in accessing areas of education and economic opportunity.

*Achieving Administrative Efficiencies* by developing additional way to streamline the interim recertification process.

*Streamlining the Administration of Federal Housing Assistance* by expanding our MTW flexibilities to other regional housing partners.

#### **Proposed 2018 Capital Improvement Projects**

Typically Housing Authorities receive as their only funding a Capital Fund Grant, KCHA receives about 4 million a year, to cover the costs of KCHA's 2500 Public Housing units. Since KCHA is part of the MTW program we are allowed flexibility to use funds from the Section 8 category to help improve the Public Housing Portfolio. Nikki explained the proposed 2018 Capital Improvement Projects at multiple properties.

*Boulevard Manor* – Roof Replacement: Replacing existing roofing, gutters and downspouts.

*Burien Vets House* – Envelope Upgrades: Replace existing roofing, gutters, and downspouts. Site Improvements: Install new drainage to eliminate water ponding on site.

*Casa Juanita* - Roof Replacement: Replacing existing roofing, gutters and downspouts.

*Greenleaf* – Envelope Upgrades: Remove and replace decks, siding doors, and windows.

*Forest Glen* – Site Improvements: New sidewalks, railings and lighting in the center of the site. Connect roof drains to storm drainage system. Repave roadways and parking areas. Replace pedestrian bridge.

*Juanita Court* – Site Improvements: New ADA access to the community building & sidewalk repairs.

*Juanita Trace* – Envelope Upgrades: Remove and replace siding, doors, and windows.

*Lake House* – Site Improvements (Phase II): New lighting, walkways, and retaining walls behind the building. Drainage improvements, patio and planter repair in the same area.

*Paramount House* – Envelope Upgrades: Remove and replace the roof, siding, doors, windows, and resurface the unit decks.

*Parkway* – Waste & Water Lines: Remove and replace existing under slab sanitary and domestic water lines, restorative finish repairs.

*Valli Kee* – Site Improvements (Phase III): New curbs, gutters, and paving, (impacting about half of the parking area) as well as improvements to the on-site drainage system and a new bus-turn out fronting the property.

### **New Maintenance Charge Policy & Rental Payments Demo**

Bill Cook explained that KCHA is starting a pilot program to allow tenants to pay rent online via computer or app. We are starting with a total of 6 properties, a senior property and a family property from each of our three regions. Our plan is to start this pilot on October 1<sup>st</sup> with our Eastridge House and Juanita Court properties in the NE region, Zephyr and Brittany Park properties in the SW region, and Wayland Arms and Vista Heights properties in the SE region.

A quick summary of how the process will be when using this service: there will be a link on our webpage (KCHA.org) that will say something along the lines of “Pay Your Rent Online.” By clicking this link, tenants will be redirected to the website of the company we are using to do the rent payments for us. You would then sign up and enter in your checking account and routing number off your check. You would log in after you get your rent statement every month to make a payment instead of writing a check. There is no cost to use this service and our residents are not obligated to use it.

We will be offering another service in the next month or so that is a money order replacement type option. It is essentially like a digital money order where a resident can go to any Fred Meyer, Walmart or other store in the area that offers the service. They would go to a kiosk inside the store and be issued something similar to a debit card that you would put money on and send a digital payment. There will be a charge for this service which should be about \$3.95.

Bill Cook presented a demo with Kerry from PayLease (the company offering the online rent pay service) on how easy the online payment process is.

Questions from RAC members:

*How come you won't do auto pay?* That is a bit difficult for our residents as their rent can change from month to month so that amount wouldn't necessarily apply to them every month if it was set up on auto pay.

*Some websites are pretty slow after clicking submit and the submit button gets hit more than once which results in multiple charges; will this be an issue with your website?* Typically that won't happen, as soon as you hit the submit button you will immediately be able to see it on your payment history screen. Technology does have occasional issues due to a slow browser or internet connection so anytime you submit a payment it is recommended to review your history screen to see if multiple transactions happened.

*Is there an app that can be used to make payments?* Yes, look up PayLease on your mobile device and download the app.

*Will you ever accept a payment in person or drop-off?* No, we haven't done that for years. We had many people bring cash to us which is not something we wanted. This online payment will be an option as well as continuing to mail in payments.

*What about telephone payments?* Yes, you can do this by contacting PayLease over the phone 24/7 to do a free payment over the phone.

*If they do the payment via phone, will there be translator available if they don't speak English?* We do have Spanish and English speakers available. KCHA could also use the Language Line to help assist tenants with making payments over the phone.

Bill Cook passed around copies of a draft for the Maintenance Charge Policy for RAC members to review before the next RAC meeting. For those not aware, our current policy is in our ACOP for when we charge residents for damages or neglect to their unit/property. It is currently fairly confusing to understand how our Maintenance Charge Policy works for both our staff and residents so we want to simplify the policy. If there are any charges or damages, tenants would pay the actual cost of those charges. For example, if a tenant creates a hole in the wall with their fist, we would charge them the cost of the materials and the labor to do the repair. Currently, it is much more confusing as all the charges are pro-rated depending on how long the tenant lived in the unit; making these changes would simplify it for everybody.

The other item passed around was a policy change that happened in April 2017; there was a new law that went into affect where KCHA mistakenly put some language into the new policy that we didn't intend to. This relates to when there is a death in the unit and we don't have an emergency contact for that resident. This doesn't happen often as we typically have emergency contact information for our tenants but in the event we don't have this contact information it spells out what would happen. At some point we would enter the unit to make sure all is ok in the unit, check that there are no pets that need to be taken care of, or open food left out that may cause pest issues, etc. It was requested that the

RAC members review both documents to further discuss at the next meeting as the meeting was running out of time.