

**RESIDENT ADVISORY COMMITTEE (RAC)**

Shoreline Public Library - 345 NE 175th St, Shoreline, WA 98155 ■

Large Meeting Room ■ December 18, 2018 ■ 3:00 – 4:30 PM

<b>Members Present</b>	Amy Powloski, Elizabeth Miller, Cindy Ference, Marcia Magee
<b>KCHA Staff</b>	Bill Cook, Tracie Friedman, Shawli Hathaway, Jordan Plummer, Jenna Smith, Chris Clevenger, Sarah Contreras, Sarah Green, Natasha Hundley

**KEY POINTS DISCUSSED**

<b>NO.</b>	<b>TOPIC</b>	<b>HIGHLIGHTS</b>
1	Open & Welcome	Tracie and All
2	Maintenance Charge Policy	Bill Cook
3	Dwelling Lease Proposed Changes	Chris Clevenger
4	Section 8 Updates	Michael Anderson
5	KCHA Sustainability Plan	Jenna Smith
6	RAC Outreach	Tracie Friedman

**Welcome and Introductions**

RAC members and attending KCHA staff introduced themselves around the room and let everyone know the number of years they have been with the RAC.

**Maintenance Charge Policy**

Bill Cook gave an update on the maintenance charge policy. The new policy is formatted to be more clear and easy to understand. The goal is to make one charge policy and creating a uniform charge schedule and methodology that all property management offices use. The name will change to ‘Charge Policy’ instead of ‘Maintenance Charge Policy’. The charge schedule for painting is simplified. Work will be based on the time to complete the work, which will be based on the current hourly wage approved by HUD. For any damages caused by the tenant, tenants would pay the actual cost of parts needed for repair and actual labor. There will be a determination if the equipment needs to be replaced rather than repaired due to the life expectancy chart included in the charge policy. The charge policy lists out various charges and deposit fees. These are listed in a matrix that is easy to read.

**Questions/Comments/Suggestions**

- *There is an ongoing leak at Wellswood in the laundry room. Has it been reported to maintenance? We will look into it.*
- *We need to have recycling at Northridge and educate residents on how to recycle properly. This could be done by someone on the Resource Conservation team.*
- *There is dead car parked in a parking spot at Northridge. It should be addressed. We will look into this.*
- *Can we have maintenance quote a price when doing a work order? Not at this time. We will look into this.*

- *There is a concern that residents are being given this information upfront. This is a good suggestion.*
- *If a resident needs to talk to maintenance and ask questions, will that add time to the work? We will look into this.*
- *Could we pose the labor rates online? Good suggestion. We will review this idea.*

### **Dwelling Lease Proposed Changes**

Chris Clevenger presented on the changes to the dwelling lease. The new dwelling lease is formatted in a larger font and the font has changed to century gothic, font size 10, which is easier to read. We want to help reduce paperwork for tenants. The sections within the lease have been made to be easily identified and have clearly labeled sub-sections and we have reorganized content. We have added language in the titled sub-sections which will make it easier for staff to enforce policies. We have addressed our 'Guest Policy'. Many of the sub-sections are more detailed, such as our policy on smoking (Section 7w). Deposits are now returned within 21 days, no longer 14 days.

### Questions/Comments/Suggestions

- *What about the smoke detectors? The batteries need to be changed at Northridge.*
- *We need to check and make sure everyone has signed the separate smoking addendum. File audit?*
- *The section about energy conservation isn't clear. It is vague. What does it really mean? We will review the language*
- *Residents are putting recycling in the garbage. We will let the Resource Conservation team know about this.*
- *Who do we report smoking to? Report this to the property manager*
- *There is an issue with maintenance and vendors parking in the fire lane. We will look into this.*
- *There is a smell of marijuana and issues with partying. Our properties are non-smoking. Report noise to property manager.*

### **Wastewater Sustainability Plan**

Jenna Smith presented on the KCHA sustainability plan. We saved \$260k worth of water costs in the EPIC upgrade project. Jenna discussed how utility rates have been steadily increasing, but the bills don't necessarily reflect it. We have data to show that consumption has decreased. The EPIC project has shown decreased consumption.

### Questions/Comments/Suggestions

- *Residents are putting recycling in the garbage at Northridge. Residents need to be educated. The RC team will look into this.*

### **Section 8 Updates**

We are raising our payment standards again on January 1, 2019. If you have any questions about how this will affect your household, please contact your senior housing specialist.