

## **RAC MEETING NOTES**

12.9.2019 South meeting @Greenbridge Wiley Center

### **1. Reviewed RAC meeting reminders**

2. **Introductions**—Name, region, and how many years have you been a RAC member?

- a. 89 years collectively of RAC involvement

3. **RAC Appreciation**-certificates signed by Stephen Norman and SWAG bags were given out to each RAC member

### **4. RAC outreach**

- a. Tracie asking for RAC's support to increase membership. Talk to neighbors, talk to friends, help spread the word!
- b. Distributed flyers to use for RAC outreach. Includes RAC overview, outline of RAC members expectations, and an interest form.
- c. Working on getting RAC members lanyards, badges, and holders to keep your badge and Tracie's business cards in the holder

### **5. RAC 2020 proposed dates & how to make meetings more accessible?**

- a. At least 1 meeting per year for both groups to meet together. Not always at the office in Tukwila.
- b. Greenbridge can be difficult—members prefer location of Tukwila due to being right off the bus line.

- c. Make the RAC meetings on days that there aren't on the same days as KCHA board meetings since some members attend the meetings.
- d. Still want a meeting to help residents understand the different KCHA program types: EG. HCV, PBS8, asset managed properties, tax credit properties, public housing, etc.
- e. Working on crafting a survey to gather more feedback.
- f. Encourage/inform RAC members that it is ok to bring their children. Should it be over a certain age? Other members voiced concerns about this. It can encourage/instill the value of community service early on. As an alternate could we get childcare for folks?
- g. Have you ever had RAC meetings at properties where people live? Yes last night's meeting was at Greenbridge. A RAC member said meetings had previously been held at Kirkland Place.
- h. Please don't schedule RAC meetings on the same day as KCHA board meetings.
- i. Tracie mentioned Kirkwood Terrace but a RAC member mentioned that parking is difficult and Access has trouble maneuvering on that property.

## **6. Section 8 updates**

- a. 67 VASH vouchers for homeless veterans and 198 mainstream vouchers for non-elderly disabled people 18-61 years old who is currently affiliated with a community agency.
- b. Payments standard proposal will be going to Board for approval at the end of this month. Slight increase on

payment standards. If approved will be effective in January. Intended to help keep voucher holders competitive on the market.

- c. Waitlist will open in February 12-25. Online only (you can apply using your cell phone too). Can you sign up for Section 8 if you are already in KCHA housing? No.
  - d. People will be dedicated to phones for folks who want to call in to apply. Not by a 3<sup>rd</sup> party vendor.
  - e. Tablets will be deployed for use in the field. Rented by third party vendor but the website will still be the same safe website we've used in the past.
  - f. Unsure if there will be a paper application.
  - g. Process for ensuring one person doesn't apply multiple times? Not checked at time of application but checked at time the lottery number comes up. We also have a fulltime fraud investigator who is dedicated to addressing fraud. There is a tip line people can call.
  - h. What about scams? The only way to apply for this is through the website. One reason we have a short time frame is to try and deter scams.
7. **Policy Changes.** Either because laws have changed or to make it easier for staff and residents to interpret and follow.
- a. in process of 3 big ones
    - i. Lease document
    - ii. Maintenance Charge policy
      - 1. You should be able to get a glossary from your Property Manager that lists maintenance charges
    - iii. Grievance policy

1. Please clearly outline how KCHA is supposed to deliver the information that residents are supposed to get prior to their grievance hearing and what recourse there is if KCHA doesn't do this.
  2. Can the language for the RA letters be changed to date of receipt versus date of letter since the letters are mailed. A compromise could be to extend the number of days allowed example is 14 or 15 days.
- b. Working on these for a years and have gotten feedback from our attorneys, staff, and residents. Once final draft is approved there will be 3 resident meetings held to make comments. Also opportunities to comment via e-mail and mail.
  - c. Hoping to go to Board in February or March for final approval.

## **8. CVR update**

- a. No recommendations from CVR yet.
- b. KCHA contracted with CVR Associates to do an assessment of Resident Services programs.
- c. RAC members expressed that they appreciated the opportunity to provide feedback.
- d. Another member said it was difficult to provide feedback on Resident Services when they aren't aware of everything Resident Services offers.
- e. One member briefly updated the rest of the group on what was discussed in the meeting including a proposal for "accountability forms".

f. Requested RS get more funding in order to do more things.