

**KING COUNTY HOUSING AUTHORITY
(KCHA)**

MEETING NOTES

RESIDENT ADVISORY COMMITTEE (RAC)

Greenbridge

June 24, 2019

5:00 – 6:30 PM

Members Present	Aysheh Algebeish, Tammy Morris, TerryLynn Stewart, Trina Busch, Susan Scorggs, Lillie Clinton, Mary Clark, Janice Gallego
KCHA Staff	Bill Cook, Tracie Friedman, Shawli Hathaway, Katie Escudero, Scott Percival, Sarah Contreras & John Eliason

KEY POINTS DISCUSSED

NO.	TOPIC	PRESENTERS
1	Open & Welcome	Tracie and All
2	RAC Survey Questions	Tracie Friedman
3	Hope VI Updates	John Eliason
4	Moving to Work (MTW) Updates	Katie Escudero
5	We Can ALL Make a Difference: Simple Recycling Tips	Scott Percival
6	Public Housing Updates	Bill Cook

Open & Welcome - Tracie

Tracie went over the RAC rules and reminders.

We have one recorder for this meeting, please speak up.

Facilities (bathrooms) are around the corner.

Emergencies – if we have to evacuate, Sarah goes first, Tracie leaves last.

RAC Survey Questions - Tracie

RAC participation survey.

Tracie went over questions and answers and gave members a chance to give more input.

Question: Can we put a flyer in the rent statement? Some neighborhoods are friendly and some are not. Something that explains the RAC meeting. Years ago someone would post a big poster about the upcoming meeting and what would be discussed and Lillie would print copies of the minutes and leave them in the lobby.

Would it be helpful for members to come back to their properties and have handouts in the lobby to share what is happening at the RAC? Some members can go door to door or the coordinators can bring handouts to leave in the lobby.

Question: What does KCHA need from residents?

Tracie sent out a survey to the managers to see what staff needs from residents.

We use the sticky notes with feedback from the meetings to build future agendas.

Question: What are community builders?

They help build programs and services in different regions. They hold many events to bring community and leaders together. They connect with different agency providers in the community. We have three community builders who have meetings throughout the three regions. Natasha is the NE Community Builder. Tracie is the SW Community Builder and manager. We have more Resident Service Coordinators (RSC) in the mixed population buildings too.

Please don't wait until RAC meetings for burning questions. You can get the answers quickly. Just reach out to Tracie or your Resident Service Coordinator.

We like when residents 'actively engage in discussion' and we are glad to see it in this meeting.

Think about "what is my role?" You are all true leaders and a resource to the community.

Read the information we provide in sections beforehand if there is a lot to look at. The information we provide is informational and helpful and by reading it beforehand you can come to the meeting with good questions.

Comment: Have a RAC member sign-up sheet available in building lobbies for people who want to sign up.

We are happy to see new participants. All new participant get a RAC outreach packet.

Comment: It is important to be here. This is where Terry Lynn got her education to be on the board of directors. This is where you understand what community service is all about.

For any topics we didn't get to please make a note on a sticky note and they will be sure to get to the appropriate staff.

Question: Can we get information on the different programs.

Katie will come back and provide a list of the different programs of KCHA. A cheat sheet for all different programs. As much as possible we try and keep the rules similar among programs.

HOPE VI Updates – John Eliason

Greenbridge (GB) used to be called Park Lake One, which was a one story housing complex. John started working on this in 2002. The mural outside of the community center is a representation of the plan of the Greenbridge complex. Red spots are the parks. It is a map of the property. It is an artist view of the 59th plan. John presented the 109th plan to the RAC today. This master plan doubles the density of who used to live here. 102 modifications to county code were made to create 8th Avenue South within GB, which was made to keep pedestrians safer when walking. This is only one of the streets like this in King County. Traffic calming will also occur on 4th Avenue Southwest. After that there will be two streets like this in King County. The relocation for this project was done in phases. Also, 8000 sq. feet of commercial space was created, which now houses the Wiley Center, Boy and Girls Club, Neighborhood House and Highline CC. There are 479 rental units. We sold off pieces of land helped to fund other parts of the project. There are five projects ongoing by top builders in the area. There were 108 community meetings throughout this project. Shawli mentioned that one of the goals was to have higher income families moving in.

Question: Are we reserving affordable housing?

Each builder is building a different product. There are some housing that are attached, less costly, some are priced in the middle and some are more at the top. There are some single family homes at the highest price point. They graduate.

Some have alleys and some have underground garages. There are about 70 different floor plans and 27 different colors. Some of the sidewalks are curved and easier to navigate for people with mobility issues. The school has an amphitheater that can hold about 300 people. White Center Heights is

now a model school for other schools in the area. There is also a Winds of the World art sculpture that was install as well as Aladdin's lamp by the pea patch and reclaimed wood wishbones. Water and drainage is really important for the site. Trails connect for residents to walk around. There are walking groups in the morning and evening. Free tours are available.

MTW Updates – Katie Escudero

Katie went over the MTW report.

Planning for 2020 plan will be developed and brought back in September. This is the 17th year on the program.

KCHA was awarded 357 special purpose vouchers. This is the highest allocation in the country. We anticipate another round next year and we will go for the highest number available.

We are participating in a new partnership called 'Keeping Families Together'. This is to help unify families. The YMCA is involved in this partnership.

We recently acquired Houghton Court in the City of Kirkland. It is a 15 unit apartment complex that is blocks from the Google campus. We preserved those units by doing a trade with the city's maintenance facility. We want to give families access to whatever part of the county they want to live at. We encourage families to move to areas with better educational opportunities. 29% of our families are living in high opportunity areas. \$13.6 million of our capital fund for the upkeep of our federally assisted stock. Our REAC score averages about 95% one of the highest in the country. We are looking at what we want to do for the next year. We will continue with a lot of the same goals, such as increasing the number of families we serve, expanding housing stock, addressing homeless crises, high quality and effective programs. We want to do things better and more efficiently and add to our

impact. Residents are able to provide comments and feedback in September. We don't get a lot of attendance to our community meetings. Please submit your suggestions on where to hold meetings so that we are able to get the most attendance.

Question: Much of the population will be over 65 in 2025. Will there be programs set up to help resident's transition from housing to a long term care facility as they age? We need a bridge to help people move away from housing to long term care. Some residents are worried about ending up on the streets.

Katie noted that she hears that we need services to help people remain stable.

Question: How do you track the medical issues that people have? Residents need people to help them avoid eviction when they need services for their health. Is there a way to intervene when we see danger signs, not just going to court? Can we find a way to for Housing Management staff to know the medical conditions of residents? Possibly flag file if a resident has a medical condition?

KCHA staff are not medical providers, we are landlords. We are working on getting medical providers in to help residents, but we are not able to make a diagnosis for residents. Also, we pride ourselves on allowing people to make their own choices.

Comment: We should bring the health conversation back to another meeting. There is a lot to discuss here. We need to address this now before it hits in 6-7 years.

Question: Can we include a form in the recertification packet asking who the medical provider is? Ask if they have medical needs.

We do have a release of information form that we include in the recertification packet.

There is a HUD form included where residents can list who staff can speak with.

Comment: There just needs to be something started now to prepare for the upcoming transition.

Question: Self-sufficiency – Lillie has been told there is no program for self-sufficiency but there are 25 people who are graduation. She is being told that she is too old. What happens if you get denied? Self-sufficiency is when you can live without support. She was refused back when she was working with children. How does KCHA pick and choose?

Anyone over 18 is eligible to participate in the program. This is something we need to bring back to the table. There seems to be some misinformation around this topic. We will have a program representative come back to answer questions.

A guest has asked to bring up an issue that is not on the agenda. No, not at this time. There will be time at the end of the agenda.

Comment: Katie takes a lot of time to come here and share. Please ask to have more people come to these meetings.

Katie will come back in the September meeting to talk about the annual plan for the upcoming fiscal year. What is MTW? It has nothing to do with moving or work. It is the name we are stuck with. It gives us regulatory flexibility and gives us the authority to be flexible to respond to local needs. One of 39 HA's who have this flexibility. We've participated since 2003.

There are areas in our county that are quickly redeveloping and become less affordable.

We are just now starting the conversation on new programs, etc. There will be more information to talk about in September.

Question: What is someone is not able to take care of themselves? What is the housing authority doing to make sure people are taken care of?

We cannot do anything without a resident's permission. Referrals are important. We are aware that some of our residents will be aging and needing more services engaged around their health.

Question: Is there anything in place for residents who have an ambulance called 5 times a month?

We realize that some residents are concerned and want access to more services and we are trying to figure out how to be a conduit to those services.

We would like to come back to a future RAC meeting to discuss this topic in more detail.

Comment: Residents should utilize the resident services coordinator as much as they can to try and connect to services. They will do their best to help residents stay independent.

Comment/Question: We should have resident service meetings in small groups to get a consensus of how to word a statement to help residents explain that they are getting more disabled. Hoarding is a disease and some residents have a low education level. Some people get to a point where they feel like they can support themselves but others think they can't. Some people

say they need an advocate, but how do you get an advocate? How do you get accepted?

Comment: We should look at adapting the properties with a higher senior population with wider halls and shower bars, etc.

The housing authority is looking into how to figure this out. This might be something that Medicare will pay for. Katie will be looking into this.

Comment: There was a lot of money that was used for several ADA units at Northridge. That was a great project.

That was the ARRA project that allowed us to get 5% of our housing stock to ADA standards.

Comment: There are healthcare managers are called Lifelong. There is another one called Evergreen. They try and straitening everything out for you. They will advocate for you to get bars, etc.

We are excited there is a lot of talk about heath. Katie has been working on that for a year. We definitely should bring this back to another meeting.

Recycling Presentation – Scott Percival

Scott spoke to the group about the items we dispose of at our properties.

The more we recycle, the smaller our garbage costs are s, which saves money agency wide.

When residents do their part, it helps our diversion rate. It helps KCHA residents and KCHA all together.

What do we recycle – paper, plastic and metal.

Plastic bags are a big problem. Do not recycle these. Just throw them in the garbage. Use reusable bags for your recyclables. Scott handed out reusable bags to the group and his team is working on getting bags to all residents. Patrick Malloy is the KCHA waste expert. He is working with property managers to get these bags at the properties.

GARBAGE – NOT OKAY TO RECYCLE

- Napkins and paper towels do not go in the recycling.
 - They are so recycled that there is nothing left to recycle.
- Clothing and plastic bags get caught in the machines.
- Food should go into a compost container or trash.
- Kitty litter and diapers should go into the trash.
- Grocery bags go into the garbage.
 - You can put kitty litter and diapers in the plastic grocery bags.
- Styrofoam goes into garbage, they are not recyclable.
 - You can recycle Styrofoam at FedEx and ups stores.
- DO NOT recycle grocery bags.
 - They gets caught into the machines, jams them and the whole system shuts down.
 - You can reuse them or put them into the garbage or you can bring them to the grocery store.
- DO NOT recycle Styrofoam.
 - Some stores will let you recycle.
- Small loose caps are not recyclable.
 - Okay to put them back onto clean containers.
- All containers with food or chemicals.
 - If you give it a rinse to clean it, it will be okay to recycle.

The U.S. recycling typically gets shipped to china. They are now sending it back because it is too dirty. We are in a global conflict, however we are in negotiations.

OKAY TO RECYCLE

- Glass bottles and jars are okay.
- Metal or aluminums cans are okay, if they are rinsed out.
- Plastic bottles are okay.
 - Rinse it out to clean it.
 - Watch out for small caps.
 - Loose caps go into garbage, but you can keep the caps on the bottles and recycle the whole bottle.
- The metals lids of tuna cans are okay.
- Boxes or toilet paper rolls.
 - Collapse the boxes. It makes the recycling bins overfull.

Sometimes if you see recycling going into a garbage truck, some trucks have dual loading capabilities.

If the driver has to clean up a mess, we get charged. We want to reduce costs. Paper is okay to recycle. Do not include shredded paper.

Comment: Some recycling containers are taller than residents. We have a lot of residents that put recycling in the garbage dump because they cannot reach the recycling bin.

Question: Some recycling bins fill really quickly and the wind blows it away. Can we have someone come to each building to help teach people about how to recycle properly?

What to avoid when recycling.

Question: Are there companies in US that will take over the recycling?

I think we will see that.

Make sure to compress down boxes. It is a huge space waste. Break down boxes. This is one of the most common issues in multifamily units.

Medication is not recyclable.

Comment: There are some places that will take your medication. Some pharmacies will to.

If you are really concerned about what is recyclable, or the numbers on the plastic, check your municipal or haulers website.

Question: What about labels on cat food cans?

Scott, Okay to keep.

Comment: The compost bins at Northwood are always locked.

Comment: We need to increase the recycling at Mardi Gras.

Comment: Some recyclers say that Styrofoam is okay in the garbage as long as you put in a little bit.

The building will get charged for having to refuse pickups or clean up spilled

RSC can reach out to Patrick to get flyers printed in different languages.

Comment: In the old days the building had a furnace to burn trash.

US are looking into different ways to deal with plastics. There is even talk about turning it into currency.

Comment: Some people are taking trash and making building blocks with it to build houses.

Halfway through the elevator project to update elevators. Three weeks to two months work to complete each elevator upgrade.

Huge project. We are using some of the energy savings from the energy saving equipment that was installed in the past. It is a lot of work but will give us 40-50 years' worth of usage. We can use some of the savings

Comment: Rumor KCHA will sell buildings, which is why they are upgrading. After the renovation is done.

No, we do not sell our subsidized buildings. We have kept every one. We are proud to be a large landlord in the region. In subsidized housing, we have about 68 buildings.

Question: At the commission meeting there was a statement made that there was money leftover from the upgrade done at Wellswood. The three and a half year upgrade. Why can't the savings from that be used to correct some of the issues they have been told cannot be done?

Please bring up any property specific issues to your property manager.

Comment: We used to have monthly meetings with the property managers and quarterly meetings with regional management team. That worked out well. These were very successful and then they went away. Residents felt heard.

The new lease and new charge policy is getting ready to be mailed out and we reworded our grievance policy. Residents will get copies of this mailed to them sometime within the next week or so. All of this will be posted on our website as well. At the end of the public comment period (in 45 days) we will take the comments and make changes and then bring it to the board. Once everything is passed, we will roll it out to residents. The way we decided to

roll it out is to have it go into effect at the next recertification. The new lease won't go into effect until you sign your recertification paperwork.

Question: How is the online PayLease going?

Much better than we ever thought it would. We just pulled the numbers and 27% of our residents are using it. We know a lot of residents still can't use it. Resident Services can help people with how to pay or with new bank accounts. About 7% of residents are using AutoPay.

Question: September budget negotiations. Will the government shutdown again?

We do not know. We don't believe there will be. Big election year is coming up. If it does happen, KCHA is able to operate without government funding for months and months.

Question: What is the status on the cameras at Mardi Gras?

We have 28 mixed population buildings with cameras in 15 of them. Plans to do six more this year and six or seven next year. They are very popular.

We are looking to possibly switching to electronic style locks sometime in the future.

Tracie: we need to find a space that works well for everyone here. We are looking at Kirkwood Terrace. No to Mercer Island.

Question/Comment: Can we have three meetings? Some people are commuting 1.5 to 2 hours for a 1.5 hour meeting. Please think and talk about it.

Question/Comment: Some members who are traveling from west of I-405 strongly object to meetings on the Eastside as it is a very challenging commute