

**KING COUNTY HOUSING AUTHORITY
(KCHA)**

MEETING NOTES

RESIDENT ADVISORY COMMITTEE (RAC)

King County Housing Authority, 700 Andover Park West, Tukwila WA

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Snoqualmie Room ■ September 16, 2019 ■ 5:00 – 6:30 PM

Members Present	TerryLynn Stewart, Gideon Hoto, Lillie Clinton, David Madison, Marcia Magee, Noke Phoumkeo, Trina Busch, Mary Clark, Khadija Egeh
KCHA Staff	Bill Cook, Shawli Hathaway, Sarah Contreras, Katie Escudero, Debra Grant, Stephanie Anderson, Nikki Parrott

KEY POINTS DISCUSSED

NO.	TOPIC	PRESENTERS
1	Open & Welcome	Shawli and All
2	2020 MTW Plan Draft & Capital Construction	Katie Escudero and Nikki Parrott
3	Q and A	Katie Escudero , Nikki Parrott and All
4	Policy Changes	Bill Cook
5	Resident Services: UPDATES	Shawli Hathaway
6	Closing Words	Shawli Hathaway

Welcome and Introductions

Shawli began meeting by welcoming all members and introducing herself; all in attendance then introduced themselves.

Shawli introduced Debra Grant as the new Regional Manager to the SW Region, Sarah Contreras in her new role as a Resident Service

Community Builder and Stephanie Anderson who will now be supporting the RAC Meetings while Sarah is in her new role.

2020 MTW Plan Draft & Capital Construction

Katie:

What is this annual plan, why we use it, and what we do with MTW, Moving to Work? We participate in a program called Moving To Work. We are required to outline a plan of our goals and any new initiatives we plan to take on. We used to have two separate pots of money for the two different programs, Public Housing and Section 8. They operated differently, they had different rules and regulations. With the MTW program we are able to combine them into one fund. This Moving To Work status has nothing to do with moving or work but it allows us to flex program rules to better meet local needs. We still have the Section 8 and Public Housing programs and are able to add other program areas because of this flexibility. One of these programs is Homeless Housing; we have developed Foster Care Youth, programs for those who are experiencing chronic homelessness (those that have been living on the streets for 5-10 years) and some support housing programs. We have also ramped up our Resident Services Department and have created an Education Initiative. With this innovative program that we manage, we need to let HUD know what we are doing and what our plans are. Today I will be talking about what our plans are for 2020.

We have been able to expand housing opportunities for low income King County residents. We actively acquire new properties, we apply housing subsidy to new construction projects, and we grow our Section 8 Voucher program. We aim to increase geographic choice so that

people can live where they want within the county. We create varying levels of rent to match the market in various zip codes, and we have looked at opportunities to acquire and develop units in different neighborhoods. Recently we have acquired properties in Bellevue and Redmond to allow people to have access to all areas of the county. We also serve to various populations, for those experiencing homelessness, or are in the foster care system, etc. We are able to change existing rules so that we can provide more services to those that may not have been traditionally provided services and programs. We also support families in gaining greater economic independence. We look for ways that we can provide these programs more efficiently by seeing if there are rules that we can streamline to help deliver our program in a way that better meets needs. Some examples of this is that we recertify income every 2 or 3 years vs every year. We have streamlined business processes and added new affordable housing, invested in educational programs, and made improvements to our housing stock.

What's new this upcoming year? If you have read the plan you will see that there are not many changes to the activity proposals but we have made some tweaks here and there so I'd like to point those out to you. We always aim to increase the number of households' that we are serving, so we are actively acquiring properties, going after new vouchers, leveraging partnerships to reach hard to reach households. We are also looking to improve life outlooks for folks so next year we will be working on a program called Early Learning Connectors that will be operating in areas throughout Bellevue and Kent. This program will train resident interns to connect residents with youth to coordinate programs, referrals and provide resources for each families particular needs.

Increase in operational inefficiencies; we have a pilot program in our HCV program that will allow qualified landlords to be trained to self-

certify units for inspection. We will go out an audit to make sure they meet our standards but this is a way to make this process faster and more efficient. Expanding assistance to households experiencing homelessness. Next year (2020) we will be launching a program that brings subsidy to students that are experiencing homelessness who are enrolled in community college; our partner for this program is Highline Community College

Questions/Comments

I read that you are trying to create a program for those that have been incarcerated; does that program start with any kind of education or training before they get out? Or do they have to be out first?

- It starts once they are out; the YWCA is the provider and they provide the services when someone is out. If they don't get their kids right away after getting out then they go thru stabilization services.

Is there enough room for everybody that wants to do that?

- Unfortunately no. We are actually looking to see about putting vouchers there, we are always looking to expand and there is a great need for this program. We are aggressively going after any new subsidies that come out from the government.

What happens if financing isn't there; how will these new programs be severed or cut if they are initiated?

- KCHA is pretty diversified when it comes to funding; we are not 100% reliant on federal funding; Stephen has projected that we

look financially stable for the next couple of years. The last thing that we would do is cut people from programs; I think if there were hard choices that needed to be made we would bring that to residents' attention.

Is next years' budget already set?

- We are currently working on our (KCHA) budget; the federal budget is in the process of being passed. I know our new COO, Jill Stanton, and her team are constantly running stress tests on our (KCHA's) budget projecting numerous years out, so our finance team has a close eye on our budget.

Are you opening Section 8 again?

- Yes probably early next year; we are getting near the end of our list.

When you mentioned expanding housing for students; are these adult students or youth students? This is not yet in existence yet, correct?

- This would be for adults that are in community college; specifically those that are enrolled in Highline Community College. This program will be launched early next year, 2020.

Will this just be for those enrolled at Highline?

- For now it will be just those at Highline so we can test out and closely evaluate the program to see how it works. Once the pilot is over with we can evaluate and then see about expanding the program.

Do you have to have children and be in school to qualify for this housing? Will those without children or without a disability still qualify as long as they are enrolled in school?

- This program will be for anybody that is enrolled at Highline College and needs housing assistance.

Nikki:

One of the reasons that Capital Construction comes up in the MTW plan is that for many years the only money that was available for the housing authority to provide for capital improvements in the public housing units came from a program called the Capital Fund. Over the years the Capital Fund has been reduced. So typically it has been for the last several years some place between 5 and 7 million dollars a year that the KCHA gets from the plan. Several years ago we determined that on an annual basis there is probably about 11-12 million dollars in capital needs from the various properties that are in the Public Housing portfolio. Those two bags of money used to be separate can now be in one bag; it allows for the MTW bag to contribute some additional money to the Capital Fund so that we are able to raise the 11 to 12 million dollars needed each year to do the improvements needed in Public Housing.

We do three kinds of work with the money that we receive. One type is Envelope and Roof projects where we replace decks, siding, and put on new roofs. The second is Civil Projects (site improvements). This is where we pave the parking area or replace sidewalks; we may restripe the entire parking lot or put in new benches. If we take out trees, we will always replace them and sometimes we even add new trees. We also do work to make sure all the rain runoff is being captured so there isn't any standing water. The third type is Mechanical, Electrical, and Plumbing System Improvements. We line sewer lines, replacing electrical panels, etc.

At Casa Madrona and Mardi Gras we have boiler fire heating systems where the in-unit controls are not as sensitive as they once were so it is

difficult to control the heat. We are going to be working on those systems to improve how they operate in the building. We will be replacing the water lines that distribute the water to the units.

The Houghton Apartments are 15 units in the city of Kirkland in the Houghton area. In 2019 we proposed to do an envelope project there; when we started into the design of that project we saw that there were four 1-bedroom units with nothing above them. We determined we could build on top of those one bedroom units to turn them into 3 bedroom units. Affordable housing for families on the East side and cities like Kirkland is a critical need; this is one way that we can address that need.

Young's Lake is a property in Renton that has 28 units, more specifically they are single family houses for large families. We were going to line the waste system but in this particular case there were several areas where there is nothing left to line. We will have to dig into the slab; it will result in temporary relocation of the residents in which the Relocation team will assist us with. Since the residents are being temporarily relocated it provides the opportunity for there to be a full unit upgrade in which we will gut the unit and replace everything with brand new items.

Questions/Comments

Do you randomly test units for corrosion in lines for lead and toxins?

- Most of our lines would not result in lead leaching. We don't do water quality test for the waste lines. The way we find out if there are problems are from the number of work orders that are being requested from residents that deal with the waste

lines. As well as keeping track of the useful life of the sewer lines.

When do you do a reline? It is preferable to do this method vs. relocating families?

- The system for relining the waste system is that something which somewhat resembles a sock gets put down into the sewer line. Then 120 degree hot water gets shot down afterwards which causes this sock like structure to expand, stick to the preexisting line and basically creates a new solid pipe. Then these robots with a camera will go down and cuts circles where the lines intersect so all of them work properly. This method is way preferable over relocating residents.

Does it cut down the amount of flow?

- No, it actually increases the flow because what is there already is rough and old; while this is a new super slick and smooth new pipe. There are cities throughout the region that use this system to replace sewer lines.

What apartments are you planning on redoing the system?

- We are redoing the system at Wayland Arms, a senior disable building in Auburn.

Comment: Please do not dump grease down the drain. A lot of the seniors' are doing that.

It's hard to see but the water looks dark blue or grey; I have to let the water run for like 30 minutes in the morning. I live at Seola Gardens and I tried to talk to manager. The manager said we need to look in the pipe. We do not drink the water. I did not have this problem at the other unit I live in at Seola Gardens?

- Bill said he will send Paul over to the unit to take a look. A RAC member mentioned that the fire department has been testing the fire hydrants around there so that could be a possible cause.

There were no other questions about the 2020 Annual Plan so Katie passed around a flyer about the 2020 plan and mentioned that there will be a meeting at Seola Gardens on Monday October 23rd that will cover the same presentation.

Will there be another meeting for the people up north or east?

- There will be another RAC meeting tomorrow up in Shoreline.

Not for the RAC but to discuss the annual plan for the people up north?

- It was decided to hold only one meeting because no one attended the last north/east meeting.

Where do you post these meeting notices?

- These should be posted in a public space. Public spaces like laundry rooms, lobbies, mailbox areas, community rooms, etc. It also helps when neighbors talk and help share information about meetings. Do you have suggestions on where should we be sharing this info so that it gets out to residents better?

Comment: We can't fit all of King County in this building and what I have seen is that people usually come when they have issues or are passionate about issues. I do think people will come as changes continue to happen, we just have to be patient and get creative about getting messages out there.

Shawli expressed importance of sharing the information from this meeting with friends and neighbors as well as bringing them to the meetings. We really depend on your help in spreading the word.

Katie mentioned she is happy to hold a separate 2020 plan meeting if there is interest up North.

Comment: I want to say that as a senior I appreciate the phone calls and letters in the mail to tell us and remind us of meetings. I live in unincorporated King County and as the developers begin to push people through that area and out into the suburbs like Federal way and other places. I propose that we put cameras up in the entrance/exits; residents are probably willing to pay some extra dollars for these to help reduce crime in the area.

Is help just limited to college students? Is there help after college too?

- We are starting with Highline College. We do have other education initiatives for school aged children.

Is there help for things such as tuition, books, advising, etc.?

- The new program is to help with a housing subsidy and is for people who are enrolled in college at Highline Community College

When the student finishes school and is done with their education will there be a change in the program for them?

- We are still talking with the school on what the subsidy will be like once done with school. We believe there will be some time to help them find employment and allow them to transition off the program. We do have an FSS Program that any of our residents are allowed to participate in; which could be a good program to transition to.

Is the education program for any age?

- It is for those that already enrolled in Highline Community College.

This question is for Bill Cook; I'd like to know about policy changes.

Policy Changes

Bill:

We still are not ready to make the 3 policy changes that we have been discussing. What has happened is the law changes we have previously talked about in this meeting are still revolving in the courts. Our legal reps want to be sure that the language that gets put into the lease is exactly right and will follow what the court wants to see. We are changing 3 things: The Lease for Public Housing, which is the properties we manage. The Maintenance Charge Policy; which reflects how much would be paid to fix something anytime somebody damages something in their apartment. Third, the Grievance Hearing Policy, which is connected with the Lease. The language changed in the Grievance policy reflects the new laws being changed in the lease. The plan going forward is that we should get the final drafted version from our lawyer hopefully later this week. Once we do get the final draft we have a package put together that will be mailed out to residents with copies of the new policies and the new lease; as well as a link to view the old policy or instructions to go to the office to view the old lease and policies. We will give residents 45 days to give us comments/feedback on the packets we sent out. We are tentatively scheduling three resident meetings throughout the county where we will hopefully get comments from residents in person and have an interactive discussion. The dates for these meetings haven't been set yet but there will be one in Shoreline, one in Kent and the other in White Center; these 3 sites

have ample parking and we feel are the best areas that we could pick to accommodate most residents.

Questions/Comments:

Comment: Seola Gardens, the building for Joseph House is up on a hill, and the parking is behind the building downhill; where the Wiley Center the parking lot is next to the building. The parking seems so far away at Seola Gardens and with that hill it seems so much easier to access the Wiley Center; I suggest the Wiley center versus Seola Gardens for parking.

- That is a great suggestion and we will look into that.

Why isn't there a meeting in Bellevue?

- We haven't found a location where there is enough parking. We have looked at sites in Bellevue, Mercer Island and Kirkland.

What about Mercer Island library as a location?

- That might be a possibility, that is a good suggestion and we will look into that.

Where do you shake your rug at? Or where do you shake your dust mop at?

- That is not covered in the policy; that would be something you would do outdoors. I don't believe we would regulate that.

Will payment by phone be in the lease?

- Yes, information about online payment will be in there.

Can we keep cash and checks as forms of payment?

- We don't take cash. We will continue to take checks and money orders.

Is there information in the new policy about the noise ordinance law?

- Yes, we have strengthened the language. There is a lot of complaints about noise. Music and loud car. "Loud noises" covers all noises – music and cars.

For upgrades can you put in noise proof insulation?

- We put in weatherizing insulation. We have looked at that but it is very expensive and requires work to go down to the studs. It is something we can look further into if we ever redeveloped a site.

It is a good thing to have a policy, is there a policy for when you have a problem in your unit and you are promised that they will come fix your problem but they don't? Sometimes it takes one year to have someone come to fix an issue; we follow up several times.

- Keep calling your PM for your issues and if your concerns are still not being addressed you can reach out to somebody in Resident Services at your site for further assistance. It sounds like everybody is doing the right thing by talking to your Property Manager and calling the police when there are issues. We are actually issuing notices when we get your complaints or concerns of policy violations but we can't tell you that notices are issued and whom they are issued to.

Comment: One thing that would be good in infrastructure, possibly have water containers put in to collect water to be used for activities like gardening. Also to have people improve own air quality by having plants on window seals in containers that will not damage the window seals.

We are hiring and we will be posting openings so please check our website under employment on KCHA.org

Adjourned