



# Boards of Commissioners Meeting

January 23, 2018

# AGENDA

O (559) 443-8400

F (559) 445-8981

1331 Fulton Mall

Fresno, California 93721

TTY (800) 735-2929

[www.fresnohousing.org](http://www.fresnohousing.org)

## AMENDED

### **Regular Joint Meeting of the Boards of Commissioners of the Fresno Housing Authority**

**5pm - January 23, 2018**

**1331 Fulton Mall, Fresno, CA 93721**

Interested parties wishing to address the Boards of Commissioners regarding this meeting's Agenda Items, and/or regarding topics not on the agenda but within the subject matter jurisdiction of the Boards of Commissioners, are asked to complete a "Request to Speak" card which may be obtained from the Board Secretary (Tiffany Mangum) at 4:45 p.m. You will be called to speak under Agenda Item 3, Public Comment.

The meeting room is accessible to the physically disabled, and the services of a translator can be made available. Requests for additional accommodations for the disabled, signers, assistive listening devices, or translators should be made at least one (1) full business day prior to the meeting. Please call the Board Secretary at (559) 443-8475, TTY 800-735-2929.

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**5pm**

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1. **Call to Order and Roll Call**

2. **Approval of agenda as posted (or amended)**

*The Boards of Commissioners may add an item to this agenda if, upon a two-thirds vote, the Boards of Commissioners find that there is a need for immediate action on the matter and the need came to the attention to the Authority after the posting of this agenda.*

3. **Public Comment on Closed Session Items**

*At the start of your presentation, please state your name, address and/or the topic you wish to speak on that is not on the agenda. Presentations are limited to a total of three (3) minutes per speaker.*

4. **Closed Session**

CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION

Pursuant to Government Code section 54956.9(d)(2) - 1 case

**OPEN SESSION**

5. **Report on Closed Session Matters**

6. **Commissioners' Years of Service Acknowledgements**

7. **Public Comment**

*This is an opportunity for the members of the public to address the Boards of Commissioners on any matter within the subject matter jurisdiction of the Boards of Commissioners that is not listed on the Agenda. At the start of your presentation, please state your name, address and/or the topic you wish to speak on that is not on the agenda. Presentations are limited to a total of three (3) minutes per speaker.*

8. **Potential Conflicts of Interest** – Any Commissioner who has a potential conflict of interest may now identify the item and recuse themselves from discussing and voting on the matter. (Gov. Code section 87105)

9. **Commissioners' Report**

10. **Consent Agenda**

*All Consent Agenda items are considered to be routine action items and will be enacted in one motion unless pulled by any member of the Boards of Commissions or the public. There will be no separate discussion of these items unless requested, in which event the item will be removed the Consent Agenda and considered following approval of the Consent Agenda.*

- |   |    |
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| a. Minutes of the December 13, 2017 and December 19, 2017 meetings                                  | 5  |
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| c. County: Consideration of the 4 <sup>th</sup> Quarter 2017 Charge Offs for Uncollectible Accounts | 21 |

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d. Consideration of the 2018 Proposed Utility Allowance Schedules – Housing Assistance Programs, Mixed Finance and Low-Income Housing Tax Credit	25
e. Consideration of Claim for Money or Damages by Betty Joann Lee made under California Tort Claims Act (Gov. Code §810 <i>et seq.</i> )	
f. Consideration of Out of State Travel – CEO/Commissioners	65
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d. City: Consideration of the Submission of the Section-Eight Management Assessment Program (SEMAP) Certification	138
e. County: Consideration of the Submission of the Section-Eight Management Assessment Program (SEMAP) Certification	141
f. Consideration of Standard Lease Agreement – Public Housing ( <i>continued from December 19, 2017</i> )	152
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<b>14. Closed Session</b>	
a. PUBLIC EMPLOYMENT Title: CEO	
<b>15. Report on Closed Session Matter</b>	
<b>16. Adjournment</b>	

**Minutes of the Special Joint Meeting  
Of the Boards of Commissioners of the  
HOUSING AUTHORITIES OF THE CITY AND COUNTY OF FRESNO**

**Wednesday, December 13, 2017**

**12:00 P.M.**

The Boards of Commissioners of the Housing Authorities of the City and County of Fresno met in a special joint session on Wednesday, December 13, 2017 at the Fresno Housing Authority offices located at 1331 Fulton Street, Fresno, California.

1. The meeting was called to order at 12:05 p.m. by Preston Prince, CEO. Roll call was taken and the Commissioners present and absent were as follows:

COMMISSIONERS PRESENT:      ADRIAN JONES, Chair  
   RUEBEN SCOTT, Vice Chair  
   VIRNA SANTOS

JIM PETTY, Chair  
STACY SABLAN, Vice Chair  
VENILDE MILLER  
JOEY FUENTES  
MARY CASTRO  
NIKKI HENRY  
CARY CATALANO

COMMISSIONERS ABSENT:      KARL JOHNSON  
   STEVEN BEDROSIAN  
   CAINE CHRISTENSEN  
   STACY VAILLANCOURT

*Please note: There is a lack of a quorum for the City's Board of Commissioners.*

Also, in attendance were the following: Preston Prince, CEO/Executive Director and Lauren D. Layne, Baker Manock and Jensen - General Counsel.

2. APPROVAL OF AGENDA AS POSTED (OR AMENDED)

**CITY MOTION:** *There was no action taken by the City Commissioners due to lack of a quorum.*

**COUNTY MOTION:** *Commissioner Catalano moved, seconded by Commissioner Henry to approve the agenda as posted.*

**MOTION PASSED:** 4-0.

3. PUBLIC COMMENT

There were no public comments.

Commissioner Sablan joined the Special Meeting.

4. POTENTIAL CONFLICTS OF INTEREST

There were no conflicts of interest stated.

5. CLOSED SESSION

CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION

Significant exposure to litigation pursuant to subdivision (d) of Section 54956.9:

Number of cases: 1

6. REPORT ON CLOSED SESSION ITEMS

There were no actions to report at this time.

7. WORKSHOP-FY 2018 OPERATING AND HOUSING ASSISTANCE PAYMENTS

Emily De La Guerra and Tammy Townsend presented on this topic.

Ms. De La Guerra and Ms. Townsend provided an informational presentation on the Budget Development Timeline, Budget Priorities and Considerations, Post Budget Workshop Updates and the 2018 Agency Budget Overview.

8. ADJOURNMENT

There being no further business to be considered by the Boards of Commissioners for the Housing Authorities of the City and County of Fresno, the meeting was adjourned at approximately 1:27 p.m.

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Preston Prince, Secretary to the Boards of Commissioners

**Minutes of the Joint Meeting**  
**Of the Boards of Commissioners of the**  
**HOUSING AUTHORITIES OF THE CITY AND COUNTY OF FRESNO**

**Tuesday, December 19, 2017**

**5:00 P.M.**

The Boards of Commissioners of the Housing Authorities of the City and County of Fresno met in a regular session on Tuesday, December 19, 2017 at the offices of HACCF, located at 1331 Fulton Street, Fresno, California.

1. The regular meeting was called to order at 5:03 p.m. by Board Chair, Commissioner Jones of the Board of Commissioners of the Housing Authority of the City of Fresno. Roll call was taken and the Commissioners present and absent were as follows:

PRESENT:    Adrian Jones, Chair  
                 Rueben Scott, Vice Chair  
                 Steven Bedrosian  
                 Karl Johnson  
                 Stacy Vaillancourt  
                 Caine Christensen  
                 Virna Santos

The meeting was called to order at 5:03 p.m. by Board Chair, Commissioner Petty of the Board of Commissioners of the Housing Authority of Fresno County. Roll call was taken and the Commissioners present and absent were as follows:

PRESENT:    Jim Petty, Chair  
                 Stacy Sablan, Vice Chair  
                 Venilde Miller  
                 Joey Fuentes  
                 Nikki Henry  
                 Cary Catalano

ABSENT:     Mary G. Castro

Also, in attendance were the following Preston Prince, CEO/Executive Director Kenneth Price, Baker Manock and Jensen -General Counsel.

2. APPROVAL OF AGENDA AS POSTED (OR AMENDED)

Ms. Hanrahan requested for Action item 10E on the agenda be moved to the informational section 9D.

***CITY MOTION:*** Commissioner Johnson moved, seconded by Commissioner Bedrosian to approve the agenda as amended.

***MOTION PASSED:*** 5-0

***COUNTY MOTION:*** Commissioner Sablan moved, seconded by Commissioner Fuentes to approve the agenda as amended.

***MOTION PASSED:*** 5-0.

### 3. PUBLIC COMMENT

Around 5:05pm Commissioner Scott and Miller joined the Board Meeting.

Ms. Debbie Darden resident of West Fresno, chair of the Golden Westside Planning Committee addressed the ongoing issue of homeless camping around Renaissance Santa Clara. Ms. Darden presented pictures of the property. She asked the Boards of Commissioner for feedback to resolve the situation of homeless camping around the Renaissance property.

Mr. Bob Mitchell, Golden Westside Planning Committee, spoke in support of Ms. Darden's concerns about the homeless camping around the property of Renaissance Santa Clara. He urged the Boards of Commissioners to take immediate action and resolve the situation before this leads to an epidemic of disease that can expand and get out of control.

Mr. Steven Ortega, presented his concerns to the Board members about Section 8 clients being victims to trespasser scamming. He shared he has been a victim himself. His mailing address has been used by another resident, which created a lot of problems for him that resulted with him ending up being arrested and he lost some of his belongings.

### 4. RETIREMENT RECOGNITION-ROBERTO LUNA

Mr. Preston Prince congratulated Mr. Roberto Luna for 42 years and 3 months of service with Fresno Housing Authority as Maintenance worker.

Mr. Ken Covarrubias, Assistant Manager-Maintenance, shared that Mr. Luna treated everyone with respect. He inspired others with his personality and hardwork.

Mr. Preston Prince, said Mr. Luna's leadership inspired others. It is expected that all staff connect with people we serve.

Ms. Gracie Bachicha, Property Manager has known Mr. Luna for about 27 years. She described Mr. Luna as an independent Employee. He is very knowledgeable of the Westside area of the County of Fresno. Every new Maintenance Worker Employee hired was partnered with Mr. Luna for training.

Mr. Michael Duarte, Director of Planning and Community Development, shared that he is a very positive employee. He said, Mr. Luna was a quick learner and very responsible employee. After the transition to the new software system "Yardi," Mr. Luna showed top performance by completing the most work orders. He worked very hard.

Around 5:23pm Commissioner Bedrosian left the meeting.

Commissioner Vaillancourt arrived to the meeting.

#### 5. POTENTIAL CONFLICTS OF INTEREST

Commissioner Catalano recused himself from voting on item 8E, requesting the County Board vote separately on all item 8 matters - consent agenda.

#### 6. COMMISSIONERS' REPORT

Commissioner Catalano, briefly shared his understanding with the public comments presented. Commissioner Catalano said the situation is an ongoing dialog among the staff of trying to assist the individuals living on the streets.

Commissioner Petty and Mr. Prince shared they will respond in writing to the public comments presented.

Commissioner Henry, showed her support to Commissioner Catalano's and Mr. Prince's comments and thanked the community members for presenting their concerns in public.

Commissioner Scott said the Boards of Commissioner is sensitive to the issue presented during the public comments.

Commissioner Sablan congratulated the Fresno Housing Authority Staff for the Grand opening in Reedley.

Commissioner Jones shared she is going to continue with her role as member of the Commissioner committee of NAHRO.

Commissioner Petty said, “Very nice apartments in Reedley.”

Commissioner Henry, communicated the clients that shared their testimony at the Grand Opening of Paseo 55 at Reedley their comments were published at the Reedley Exponent.

## 7. ELECTIONS OF THE 2018-2019 OFFICERS-CITY BOARD OF COMMISSIONERS

*City Chair Board of Commissioners:*

*Commissioner Scott moved, seconded by Commissioner Christensen to approve Commissioner Jones as Chair for the City Board of Commissioners.*

*City Vice Chair Board of Commissioners:*

*Commissioner Scott moved, seconded by Commissioner Johnson to approve Caine Christensen as Vice Chair for the City Board of Commissioners.*

## 8. CONSENT AGENDA

*All Consent Agenda items are considered to be routine action items and will be enacted in one motion unless pulled by any member of the Boards of Commissions or the public. There will be no separate discussion of these items unless requested, in which event the item will be removed from the Consent Agenda and considered following approval of the Consent Agenda.*

- a. Consideration of the minutes of October 11, 2017 and October 24, 2017
- b. Consideration of Contract Renewal – Grounds Maintenance
- c. Consideration of the Renewal of the Boys and Girls Clubs of Fresno County Agreement
- d. Consideration of the 2018 Agency Salary Schedule
- e. Consideration of the Renewal of Legal Services Contract – General Counsel
- f. Consideration of the Renewal of Legal Services Contract – Human Resources
- g. Consideration of the Renewal of Legal Services Contract – HUD Matters
- h. Consideration of the Renewal of Legal Services Contract – Affordable Housing

Commissioner Catalano asked to vote separately on item 8E. Commissioner Catalano recused himself from discussion and action on this item.

***CITY MOTION:*** *Commissioner Christensen moved, seconded by Commissioner Santos to approve the Consent Agenda Items A-H.*

***MOTION PASSED:*** 6-0

***COUNTY MOTION:*** *Commissioner Sablan moved, seconded by Commissioner Fuentes to approve the Consent Agenda Items A-D and F-H.*

***MOTION PASSED: 6-0***

Commissioner Catalano left the room during the voting/discussion of this item.

- e. Consideration of the Renewal of Legal Services Contract – General Counsel

***COUNTY MOTION:*** *Commissioner Sablan moved, seconded by Commissioner Henry to approve the renewal of Legal Services Contract-General Counsel.*

***MOTION PASSED: 5-0***

After the voting ended, Commissioner Catalano was asked to rejoin the meeting.

## 9. INFORMATIONAL

- a. HUD Compliance Monitoring Update

Ms. Tracewell Hanrahan presented on this topic.

- b. 2018 Mixed Finance Budgets

Ms. Emily De La Guerra presented on this topic.

- c. Real Estate Development Update

Ms. Tracewell Hanrahan presented the Real Estate Development Update.

- d. Consideration of a Master Lease Agreement – Public Housing

Ms. Tracewell Hanrahan presented on this topic.

Commissioner Catalano presented his questions in regards to Relief of Utility Allowances: How do we determine who gets utility relief? How is this being judged? He stated it feels subjective, and requested clearer language.

Ms. Hanrahan stated an outside consultant conducted a study with the specific guidelines on who is entitled to get Utility Allowance. She stated next month the Boards of Commissioners will be presented with all the Utility Allowances.

Commissioner Catalano questioned the policy in regards to curfews.

Fresno Housing Authority Staff Toni Bustamante shared that the Lease Agreement's intention is to reflect the city ordinances.

Eric Payne resident of West Fresno gave a public comment on the Master Lease Agreement. He stated he submitted in writing his communication to the Fresno Housing Authority staff. His recommendation was in relation to the item presented.

Mr. Payne stated the “Who” has not been identify in the Master Lease Agreement. Mr. Payne asked who is going to determine if a child stays at the property too late at night, and whether it is legitimate to the property’s policy. Also, Mr. Payne addressed peaceful enjoyment, asking how “peaceful enjoyment” will be classified?

#### 10. ACTION

##### a. Consideration of the Funding Commitments – Lowell Project

Mr. Michael Duarte presented on this item.

***CITY MOTION:*** *Commissioner Scott moved, seconded by Commissioner Johnson to approve the Funding Commitments – Lowell Project.*

***MOTION PASSED:*** 6-0

***COUNTY MOTION:*** *Commissioner Fuentes moved, seconded by Commissioner Henry to approve the Funding Commitments – Lowell Project.*

***MOTION PASSED:*** 6-0

##### b. Consideration of Funding Application Submission and Acquisition of Real Property – Chinatown

Mr. Michael Duarte presented on this item.

***CITY MOTION:*** *Commissioner Johnson moved, seconded by Commissioner Scott to approve the Funding Application Submission and Acquisition of Real Property – Chinatown.*

***MOTION PASSED:*** 6-0

***COUNTY MOTION:*** *Commissioner Catalano moved, seconded by Commissioner Fuentes to approve the Funding Application Submission and Acquisition of Real Property – Chinatown.*

**MOTION PASSED: 6-0**

- c. Consideration of Application Submission and Funding Commitments – Blackstone & Simpson

Mr. Michael Duarte presented on this item.

**CITY MOTION:** *Commissioner Christensen moved, seconded by Commissioner Vaillancourt to approve the Application Submission and Funding Commitments – Blackstone & Simpson.*

**MOTION PASSED: 6-0**

**COUNTY MOTION:** *Commissioner Fuentes moved, seconded by Commissioner Miller to approve the Application Submission and Funding Commitments – Blackstone & Simpson.*

**MOTION PASSED: 6-0**

- d. Consideration of the Purchase and Sale Agreement – 731 W. California Ave.

Mr. Michael Duarte presented on this item. In addition, the resolution amount was amended. The Authority is requesting a funding commitment from the Housing Relinquished Fund Corporation of \$85,000 for the acquisition and closing costs.

**CITY MOTION:** *Commissioner Scott moved, seconded by Commissioner Christensen to approve the Purchase and Sale Agreement – 731 W. California Ave and adopt the amended resolution.*

**MOTION PASSED: 6-0**

**COUNTY MOTION:** *Commissioner Sablan moved, seconded by Commissioner Fuentes to approve the Purchase and Sale Agreement – 731 W. California Ave and adopt the amended resolution.*

**MOTION PASSED: 6-0**

- e. Consideration of a Master Lease Agreement – Public Housing

Eric Payne gave a brief presentation this was presented on the informational item 9e.

- f. Consideration of the 2018 Operating and HAP Budgets

Ms. Tammy Townsend presented on this topic.

**CITY MOTION:** *Commissioner Scott moved, seconded by Commissioner Johnson to approve the 2018 Operating and HAP Budgets.*

**MOTION PASSED:** 6-0

**COUNTY MOTION:** *Commissioner Fuentes moved, seconded by Commissioner Miller to approve the 2018 Operating and HAP Budgets.*

**MOTION PASSED:** 6-0

#### 11. EXECUTIVE DIRECTOR'S REPORT

In addition to the written Director's report, the following items were announced:

- Mr. Prince shared the Point in Time Fliers have been distributed.
- On December 14, 2017 the HCV Landlord Appreciation Open House took place at Parc Grove Commons; Fifty Landlords attended the Open House. It is anticipated for a larger event on 2018.
- The second location for the Mike's book will be opening early 2018 at Sequoia Courts in the South West Fresno.
- Mr. Prince informed the Boards of Commissioners that the Executive Committee meeting for the Month of January 2018 might be canceled. If the meeting is cancelled this will be communicated to the Boards of Commissioners.
- There might be a Special Board Meeting on January 9, 2017.

#### 12. CLOSE SESSION

The Board went into closed session at approximately 7:03pm.

##### PUBLIC EMPLOYMENT

Pursuant to Government Code §54597

The Boards returned to open session at approximately 7:16 p.m.

#### 13. REPORT ON CLOSED SESSION

There was no action to report at this time.

#### 14. ADJOURNMENT

There being no further business to be considered by the Boards of Commissioners for the Housing Authorities of the City and County of Fresno, the meeting was adjourned at approximately 8:02 p.m.

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Preston Prince, Secretary to the Boards of Commissioners

# BOARD MEMO

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**TO:** Boards of Commissioners  
Fresno Housing Authority

**DATE:** January 17, 2018

**BOARD MEETING:** January 23, 2018

**FROM:** Preston Prince   
CEO/ Executive Director

**AGENDA ITEM:** 10b

**AUTHOR:** Hilda Reeves  
Sr. Hsg. Manager

**SUBJECT:** Authorization of Charge-off Uncollectible Accounts to Collection  
Losses for the 4th Quarter of 2017 for the City Housing Programs

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## Executive Summary

Fresno Housing Authority fulfills its affirmative responsibility to try to collect delinquent debts that are owed to the Agency, until it becomes evident that a debt is "uncollectible". When that occurs we write off the debt. The Housing Authority engages in active collection efforts, such as demand letters, repayment agreements, credit bureau reporting, garnishments obtained by Judgments at Small Claims Courts and referrals to HUD's Enterprise Income Verification System (EIV). EIV blocks former tenants from receiving future assistance until debts owed are paid.

An analysis of uncollectible accounts for the City Housing Management Programs for the Fourth Quarter of 2017 is found below.

## Fourth Quarter Financial Impact:

Fourth Quarter Collection Losses for the City total \$4,882.25.

## Recommendation

It is recommended that the Board of Commissioners of the Housing Authority of the City of Fresno adopt the attached resolution authorizing charge-off of uncollectible accounts to collection losses for City Housing Programs.

**RESOLUTION NO. \_\_\_\_\_**  
**BEFORE THE BOARDS OF COMMISSIONERS OF THE**  
**HOUSING AUTHORITIES OF THE CITY AND COUNTY OF FRESNO**  
**RESOLUTION AUTHORIZING CHARGE-OFF OF**  
**UNCOLLECTIBLE ACCOUNTS TO COLLECTION LOSSES**  
**FOR THE FOURTH QUARTER 2017 FOR CITY HOUSING PROGRAMS**

WHEREAS, the Housing Authority of the City of Fresno has made every reasonable effort to collect the delinquent accounts; and

WHEREAS, in accordance with established policy which provides that at the end of each quarterly period an examination shall be made by the project management of such delinquencies and that, after the Board of Commissioners of the Housing Authority of the City of Fresno has authorized charging uncollectible accounts to collection losses, such amount as determined uncollectible shall be charged to collection losses.

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of the City of Fresno desires to comply with said policy and does hereby authorize charge-off to collection losses that total \$4,882.25.

PASSED AND ADOPTED THIS 23<sup>RD</sup> DAY OF JANUARY, 2018. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

---

Preston Prince, Secretary of the Boards of Commissioners

**PART I - ANALYSIS OF CHARGES TO ALL TENANT ACCOUNTS:**

	LOW INC. PUB.HSG.
TYPE OF CHARGES	AMOUNT
Dwelling Rent-Qrtly	282,908.13
Other Charges-Qrtly	0.00
Total Charges	<u>282,908.13</u>

**PART II - COMPOSITION OF UNCOLLECTIBLE WRITE-OFFS:**

	LOW INCOME PUBLIC HSG.	
TYPE OF CHARGES	AMOUNT	PERCENT
Dwelling Rent	3,172.75	64.99%
Legal Action	1,575.50	32.27%
Miscellaneous Charges	134.00	2.74%
<i>Total Uncollectible</i>	<u>4,882.25</u>	<u>100.00%</u>

**PART III - COMPARISON OF NEW COLLECTION LOSSES TO PREVIOUS YEARS AND CURRENT YEAR-TO-DATE:**

	<u>Total Uncollectible</u>	<u>Amount of Loss</u>	<u>Recovered Losses</u>	<u>Percent of Dwelling Rent</u>	<u>Per Unit Per Month</u>
LOW INC. PUB. HSG.					
First Quarter 2017	15,116.24	15,116.24	0.00	5.46%	11.64
Second Quarter 2017	12,691.19	12,691.19	0.00	2.18%	4.35
Third Quarter 2017	4,139.26	4,139.26	0.00	1.46%	3.19
Fourth Quarter 2017	4,882.25	4,882.25	0.00	1.73%	3.76

**CHARGE-OFF UNCOLLECTIBLE  
ACCOUNTS RECEIVABLE  
Fourth QUARTER 2017**

**CITY HOUSING PROGRAMS:**

AMP 1	\$ 2,737.70
AMP 2	<u>\$ 2,144.55</u>
<b>TOTAL LOW INCOME PUBLIC HOUSING</b>	<u><b>\$ 4,882.25</b></u>

## BOARD MEMO


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**TO:** Boards of Commissioners

Fresno Housing Authority

**FROM:** Preston Prince   
CEO/Executive Director

**DATE:** January 17, 2018

**BOARD MEETING:** January 23, 2018

**AGENDA ITEM:** 10c

**AUTHOR:** Hilda Reeves  
Sr. Hsg. Manager

**SUBJECT:** Authorization of Charge-off Uncollectible Accounts to Collection  
Losses for the 4th Quarter of 2017 for the County Housing Programs

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### Executive Summary

Fresno Housing Authority fulfills its affirmative responsibility to try to collect delinquent debts that are owed to the Agency, until it becomes evident that a debt is "uncollectible". When that occurs we write off the debt. The Housing Authority engages in active collection efforts, such as demand letters, repayment agreements, credit bureau reporting, garnishments obtained by Judgments at Small Claims Courts and referrals to HUD's Enterprise Income Verification System (EIV). EIV blocks former tenants from receiving future assistance until debts owed are paid.

An analysis of uncollectible accounts for the County Housing Management Programs for the Fourth Quarter of 2017 is found below.

### Fourth Quarter Financial Impact:

Fourth Quarter Collection Losses for the County total \$14,940.86.

### Recommendation

It is recommended that the Board of Commissioners of the Housing Authority of the County of Fresno adopt the attached resolution authorizing charge-off of uncollectible accounts to collection losses for County Housing Programs.

**RESOLUTION NO. \_\_\_\_\_**  
**BEFORE THE BOARDS OF COMMISSIONERS OF THE**  
**HOUSING AUTHORITIES OF THE CITY AND COUNTY OF FRESNO**  
**RESOLUTION AUTHORIZING CHARGE-OFF OF**  
**UNCOLLECTIBLE ACCOUNTS TO COLLETION LOSSES**  
**FOR THE FOURTH QUARTER 2017 FOR COUNTY HOUSING PROGRAMS**

WHEREAS, the Housing Authority of Fresno County has made every reasonable effort to collect the delinquent accounts; and

WHEREAS, in accordance with established policy which provides that at the end of each quarterly period an examination shall be made by the project management of such delinquencies and that, after the Board of Commissioners of the Housing Authority of Fresno County has authorized charging uncollectible accounts to collection losses, such amount as determined uncollectible shall be charged to collection losses.

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of Fresno County desires to comply with said policy and does hereby authorize charge-off to collection losses that total \$14,940.86.

PASSED AND ADOPTED THIS 23<sup>RD</sup> DAY OF JANUARY, 2018. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

---

Preston Prince, Secretary of the Boards of Commissioners

PART I - ANALYSIS OF CHARGES TO ALL TENANT ACCOUNTS:

LOW INC. PUB.HSG. AMPS 1 - 6	
TYPE OF CHARGES	AMOUNT
Dwelling Rent-Qtrly	612,085.13
Other Charges-Qtrly	0.00
NET RENT	612,085.13

PART II - COMPOSITION OF UNCOLLECTIBLE WRITE-OFFS:

LOW INCOME PUBLIC HSG.		
TYPE OF CHARGES	AMOUNT	PERCENT
Dwelling Rent	6,642.32	44.46%
Legal Action	1,981.75	13.26%
Miscellaneous Charges	6,316.79	42.28%
<i>Total Uncollectible</i>	14,940.86	100.00%

PART III - COMPARISON OF NEW COLLECTION LOSSES TO PREVIOUS YEARS AND CURRENT YEAR-TO-DATE

LOW INC. PUB. HSG.	Total <u>Uncollectible</u>	Amount <u>of Loss</u>	Recovered <u>Losses</u>	Percent of <u>Dwelling Rent</u>	Per Unit <u>Per Month</u>
First Quarter 2017	11,033.69	11,033.69	0.00	1.95%	3.78
Second Quarter 2017	12,691.19	12,691.19	0.00	2.18%	4.35
Third Quarter 2017	9,158.60	9,158.60	0.00	1.50%	3.14
Fourth Quarter 2017	14,940.86	14,940.86	0.00	2.44%	5.12

**CHARGE-OFF UNCOLLECTIBLE  
ACCOUNTS RECEIVABLE  
Fourth QUARTER 2017**

**COUNTY HOUSING PROGRAMS:**

AMP 1	\$10,475.58
AMP 2	\$ -
AMP 3	\$ -
AMP 4	\$ 4,465.28
AMP 5	\$ -
AMP 6	<u>\$ -</u>
<b>TOTAL LOW INCOME PUBLIC HOUSING</b>	<u><b>\$ 14,940.86</b></u>

## BOARD MEMO

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**TO:** Boards of Commissioners **DATE:** January 18, 2018  
 Fresno Housing Authority **BOARD MEETING:** January 23, 2018  
**FROM:** Preston Prince  **AGENDA ITEM:** 10d  
 CEO/Executive Director **AUTHOR:** Blanca Navarro, Quality Assurance Analyst

**SUBJECT:** 2018 Proposed Utility Allowance Schedules – HUD Housing Assistance Programs, Mixed Finance, and Low Income Housing Tax Credit

### Executive Summary

This memo provides an update to the annual Utility Allowance (UA) rates for the following programs:

- Low Income Public Housing (LIPH) [24 CFR 965.507]
- Housing Choice Voucher (HCV-Section 8) [24 CFR 982.517 (c)]
- Multifamily Project Based Rental Assistance (MF-PBRA/RAD) [HUD Notice H-2015-04]
- Mixed Finance Properties [24 CFR 965.507 and IRC Section 42]
- Low Income Housing Tax Credit (LIHTC) Internal Revenue Code Section 42 (IRC Section 42)

In accordance with applicable U.S. Dept. of Housing and Urban Development (HUD) program regulations, Public Housing Authorities (PHAs) of LIPH and/or HCV programs must review the UA schedules annually and revise allowances if there has been a change of 10% or more in the utility rate since the last UA schedule revision. Based on the study results of the annual review, changes will be implemented for 2018 in accordance with program requirements.

HUD requires PHAs to provide Individual Relief [24 CFR 965.508] for medical equipment allowance for residents residing in public housing units and HCV participants. Individual Relief is where a resident may request relief from payment of utility supplier billings in excess of the Utility Allowance for resident paid utilities. Management may grant such request on reasonable grounds such as the special needs of elderly, ill, or disabled.

The UA charts/schedules for the LIPH and HCV programs are for informational purposes only and do not require Board approval. The changes for properties with HCV-Section 8 were effective January 1, 2018; changes for

LIPH will be effective March 1, 2018 to allow for a 60-day notice to public housing residents.

In accordance with HUD Notice H-2015-04, Owners of Multifamily PBRA Programs are required to review the UAs every three (3) years to establish a baseline. The HUD approved baseline is adjusted annually in accordance with the annual HUD posted Uniform Allowance Factor (UAF). The UA schedule is approved by HUD for the Multifamily PBRA programs in accordance with the Housing Assistance Payment (HAP) contract anniversary. These charts are informational only and do not require Board approval.

Projects developed under the Internal Revenue Code (IRC) Section 42, LIHTC program, similar to HUD, United States Department of Agriculture (USDA) and several other agencies' programs, require the implementation of a utility (electric, gas, and water/sewer/garbage) allowance for use in calculating individual tenant subsidies for affordable housing. The UA schedules are made available to developers of LIHTC properties throughout Fresno County, including the Fresno Housing Authority (FH). The California Tax Credit Allocation Committee (CTCAC) has provided guidance to LIHTC developers to refer to the local Public Housing Authority (PHA) as an alternative to obtain current utility allowance schedules. CTCAC requires PHAs to formally take Board action to approve the LIHTC utility allowances.

Due to the complexity of the data required to develop the utility allowances for the various programs, the agency contracted with the Nelrod Company of Fort Worth, Texas, to develop these allowance charts/schedules. The studies were conducted in compliance with the applicable program requirements.

The Nelrod Company has prepared and recommended the attached utility allowance charts/schedules for the applicable programs for Fresno City and County as attached and references as such.

#### **Group A (Informational Only)**

- Low Income Public Housing (LIPH) – Chart A.1
- Housing Choice Voucher (HCV-Section 8) - Schedule A.2
- Multifamily Project Based Rental Assistance (MF-PBRA/RAD) – Chart A.3

#### **Group B (Board Action Required)**

LIHTC Utility Allowance Schedules (2) for Energy Efficient Units and Utility Allowances (2) for Non-Energy-Efficient units – Schedule B.1

1. Multi-Family Low Rise (1 to 4 Units) - Energy Efficient
2. Multi-Family Mid-Rise (5 or more units) - Energy Efficient
3. Multi-Family Apartment (0-5 BR) - Non-Energy Efficient
4. Multi-Family Apartment (6-7 BR) - Non-Energy Efficient

Site Specific Mixed Finance Charts (10) – Chart B.2

1. Rio Villas - Tax Credit/PBV - Multi-Family Apartment

2. Pacific Gardens - Public Housing/Non Public Housing – Apartment/Multi-Family\*
3. Yosemite Village - Public Housing/Non Public Housing - Row House/Townhouse/Semi-Detached/Duplex/Detached House\*
4. Kerman Acres (Granada Commons - Public Housing/Non Public Housing - Apartment/Multi-Family\*
5. Parc Grove Commons Northwest - Tax Credit/PBV - Apartment/Multi-Family
6. Parc Grove Commons II - Public Housing/Non Public Housing - Apartment/Multi-Family\*

**\* Note: Individual Relief [24 CFR 965.508] medical allowance chart included for applicable public housing units.**

### **Recommendation**

It is recommended that the Board of Commissioners of the Fresno Housing Authority adopt the utility allowance rates in Group B for new construction, rehabilitation multi-family complexes and mixed finance projects in Fresno County for units developed under IRC Section 42 (LIHTC), to be effective February 1, 2018.

### **Fiscal Impact**

The utility allowance is factored into the rent calculation formula, therefore, there is no direct financial impact to the agency, there may be minimal financial impact to the resident.

### **Background Information**

The Department of Housing and Urban Development's (HUD) Office of Public and Indian Housing Authorities (PIH) and Owners of Multifamily Housing properties that receive subsidy assistance, and for which HUD provides a utility allowance, are required to review and adjust as needed their properties' utility allowances at least every year. The utility adjustment must be supported by a utility analysis. The adjustments for Low Income Public Housing and Housing Choice Voucher programs must be revised if there has been a change of 10% or more in the utility rate since the last UA schedule revision. The adjustments must be made for Multifamily Housing properties regardless of whether the utility analysis shows an increase or a decrease.

Owners of properties financed with Low Income Housing Tax Credits (LIHTC) must limit rents and incomes to no more than 60% of the Area Median Income (AMI) numbers published annually by HUD. Owners must include the cost of all resident paid utilities in the gross rent charged. To do this, they must obtain annual utility cost estimates for buildings in their LIHTC affordable housing property. Owners may obtain annual allowances from Public Housing Authorities that have jurisdiction, or in California, owners may utilize the California Utility Allowance Calculator developed by the California Energy Commission.

RESOLUTION NO. \_\_\_\_\_

BEFORE THE BOARDS OF COMMISSIONERS OF THE  
HOUSING AUTHORITY OF THE CITY OF FRESNO

RESOLUTION ADOPTING MIXED FINANCE AND INTERNAL REVENUE CODE  
SECTION 42 LIHTC UTILITY ALLOWANCE SCHEDULES FOR 2018

WHEREAS, projects developed under the Internal Revenue Code (IRC) Section 42, Low Income Housing Tax Credit (LIHTC) programs, similar to U.S. Department of Housing and Urban Development, United States Department of Agriculture (USDA) and several other agencies' programs, require the implementation of the utility (electric, gas, and water/sewer/garbage) allowance for use in calculating individual tenant subsidies for affordable housing; and,

WHEREAS, the annual update to the Utility Allowance (UA) schedules for LIHTC developments and site specific mixed-finance LIHTC properties that include Low Income Public Housing (LIPH); and/or Project Based Voucher (PBV) have been prepared and being adopted for implementation; and,

WHEREAS, the utility allowance schedules are made available to developers and owners, of LIHTC properties throughout Fresno County including the Housing Authority; and,

WHEREAS, due to the complexity of the data required to develop the utility allowances, the services of Nelrod Company of Fort Worth, Texas have been utilized to develop these dated November 2017;

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of the City of Fresno, hereby adopt the proposed utility allowance schedules for affordable multi-family and mixed-finance properties in the City and County of Fresno for units developed under Internal Revenue Code Section 42 (LIHTC), as prepared by the Nelrod Company.

PASSED AND ADOPTED THIS 23<sup>RD</sup> DAY OF JANUARY 2018. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

RESOLUTION NO. \_\_\_\_\_

BEFORE THE BOARDS OF COMMISSIONERS OF THE

HOUSING AUTHORITY OF THE COUNTY OF FRESNO

RESOLUTION ADOPTING MIXED FINANCE AND INTERNAL REVENUE CODE  
SECTION 42 LIHTC UTILITY ALLOWANCE SCHEDULES FOR 2018

WHEREAS, projects developed under the Internal Revenue Code (IRC) Section 42, Low Income Housing Tax Credit (LIHTC) programs, similar to U.S. Department of Housing and Urban Development, United States Department of Agriculture (USDA) and several other agencies' programs, require the implementation of the utility (electric, gas, and water/sewer/garbage) allowance for use in calculating individual tenant subsidies for affordable housing; and,

WHEREAS, the annual update to the Utility Allowance (UA) schedules for LIHTC developments and site specific mixed-finance LIHTC properties that include Low Income Public Housing (LIPH); and/or Project Based Voucher (PBV) have been prepared and being adopted for implementation; and,

WHEREAS, the utility allowance schedules are made available to developers and owners, of LIHTC properties throughout Fresno County including the Housing Authority; and,

WHEREAS, due to the complexity of the data required to develop the utility allowances, the services of Nelrod Company of Fort Worth, Texas have been utilized to develop these dated November 2017;

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of the County of Fresno, hereby adopt the proposed utility allowance schedules for affordable multi-family and mixed-finance properties in the City and County of Fresno for units developed under Internal Revenue Code Section 42 (LIHTC), as prepared by the Nelrod Company.

PASSED AND ADOPTED THIS 23<sup>RD</sup> DAY OF JANUARY 2018. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES:

NOES:

ABSENT:

ABSTAIN:



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA PUBLIC HOUSING

### PROPOSED MONTHLY UTILITY ALLOWANCES

#### Chart 1 - City of Fresno, CA

UPDATE 2017

#### Building Type: Semi-Detached/Duplex

Sequoia Courts, Sierra Plaza, Fairview Heights, Sequoia Courts, Sierra Terrace, Monte Vista, DeSoto II, CA-06/02,03,04,05,06,07,26						
(EE Equip: Win,WH,WS,CFL)	0BR	1BR	2BR	3BR	4BR	5BR
<b>Monthly Average Totals</b> (Electric, Natural Gas)		\$42.00	\$55.00	\$66.00	\$75.00	\$86.00

#### Building Type: Detached House

Sierra Plaza, Sierra Terrace CA-06/03, 06						
(EE Equip: Win,WH,Ins,CFL)	0BR	1BR	2BR	3BR	4BR	5BR
<b>Monthly Average Totals</b> (Electric, Natural Gas)				\$83.00	\$94.00	\$107.00

A monthly average cost of the summer and winter adjustments were used for the electric & natural gas total costs.

L&A= Lights & Appliances

H= Space Heating

WH= Water Heating

C= Cooking

EE Equip= Energy Efficient Equipment

Win= Windows

Ins= Insulation

WS= Water Saving Appliances

CFL= 100% Fluorescent Lighting



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA PUBLIC HOUSING

### PROPOSED MONTHLY UTILITY ALLOWANCES

#### Chart 2 - County of Fresno, CA

UPDATE 2017

#### Building Type: Row House/Townhouse & Semi-Detached/Duplex

<i>Memorial Village, Magill Terrace, Sunset Terrace, Cazares Terrace I, Helsem Terrace, Mendoza Terrace I, Taylor Terrace, Marcelli Terrace, Mendoza Terrace II, Cazares Terrace II, Oak Grove, Del Rey, Firebaugh Elderly, Laton Apartments, San Joaquin, Biola Apartments, Huron Apartments, Pinedale Apartments II, Cardella Courts, Pinedale Apartments, Wedgewood Commons, DeSoto Gardens CA-28/01,02,05,03,06,07,08,10,11,12,13,15,18,19,20,21,22,23,24,30,33</i>						
<b>(EE Equip: Win,H,Ins,WS,CFL)</b>	<b>0BR</b>	<b>1BR</b>	<b>2BR</b>	<b>3BR</b>	<b>4BR</b>	<b>5BR</b>
<b>Monthly Average Totals</b> (Electric, Natural Gas)	<b>\$42.00</b>	<b>\$43.00</b>	<b>\$55.00</b>	<b>\$65.00</b>	<b>\$75.00</b>	<b>\$84.00</b>

#### Building Type: Detached House

<i>Mendoza Terrace II, Cazares Terrace II, Oak Grove, Sunset Terrace, Del Rey, Laton Apartments, San Joaquin Apartments, Pinedale Apartments II, Pinedale Apartments, HOP CA-28/12,13,15,17,18,20,21,24,32</i>						
<b>(EE Equip: Win,H,Ins,WS,CFL)</b>	<b>0BR</b>	<b>1BR</b>	<b>2BR</b>	<b>3BR</b>	<b>4BR</b>	<b>5BR</b>
<b>Monthly Average Totals</b> (Electric, Natural Gas)				<b>\$96.00</b>	<b>\$98.00</b>	<b>\$110.00</b>

A monthly average cost of the summer and winter adjustments were used for the electric & natural gas total costs.

L&A= Lights & Appliances

H= Space Heating

WH= Water Heating

C= Cooking

EE Equip= Energy Efficient Equipment

Win= Windows

Ins= Insulation

WS= Water Saving Appliances

CFL= 100% Fluorescent Lighting

## ***Individual Relief Medical Equipment Allowances***

### **Electricity - Pacific Gas & Electric**

Item	Hours per Day	Wattage	Monthly kWh	Energy Charge	Utility Allowance
Oxygen Concentrator	18	400	219	0.12672	\$28.00
Nebulizer	2	75	5	0.12672	\$1.00
Electric Hospital Bed	0.2	200	1	0.12672	\$1.00
Alternating Pressure Pad	24	70	51	0.12672	\$6.00
Low Air-Loss Mattress	24	120	88	0.12672	\$11.00
Power Wheelchair/Scooter	3	360	33	0.12672	\$4.00
CPAP Machine	10	30	9	0.12672	\$1.00

#### ***Oxygen Concentrator***

Use per day varies, assume 12-14 hours a day.

The 5-Liter model uses 400 W, the 3-Liter model uses 320 W.

#### ***Nebulizer***

A medicine delivery system used mostly for pediatric care.

Used 4-6 times a day for 20 minutes at a time at 75W.

#### ***Semi/Fully Electric Hospital Bed***

Use depends on adjustments. 200 W.

#### ***Alternating Pressure Pad***

An air-filled mattress overlay.

Used 24 hours a day for someone who is bed-ridden.

#### ***Low Air-Loss Mattress***

Takes the place of mattress - air -filled pressurized mattress.

Cycles air around every 15-20 minutes.

#### ***Power Wheelchairs and Scooters***

Need to be charged approximately 8 hours every 3 days.

Batteries are 120 V, 3 Amp, 360 W.

#### ***CPAP Machine***

Used for Sleep Apnea. Machines run only at night for people who have a tendency to stop breathing at night. At maximum pressure use is 40 Watts. On average - 30 Watts.

# Allowances for Tenant-Furnished Utilities and Other Services

U.S. Department of Housing and Urban  
Development  
Office of Public and Indian Housing

OMB Approval No. 2577-0169  
(exp. 04/30/2018)

Locality: <b>Housing Authorities of the City and County of Fresno, CA</b>		Unit Type: <b>Multi-Family (Apartment)</b>				Date (mm/dd/yyyy) <b>1/1/2018</b>	
Utility or Service:		Monthly Dollar Allowances					
		0 BR	1 BR	2 BR	3 BR	4 BR	5 BR
Heating	a. Natural Gas (avg)	\$13.00	\$14.00	\$16.00	\$18.00	\$20.00	\$21.00
	b. Bottle Gas/Propane	\$28.00	\$32.00	\$38.00	\$42.00	\$45.00	\$49.00
	c. Electric	\$12.00	\$14.00	\$17.00	\$21.00	\$24.00	\$28.00
	d. Electric Heat Pump	\$10.00	\$12.00	\$14.00	\$16.00	\$17.00	\$19.00
	e. Oil / Other						
Cooking	a. Natural Gas (avg)	\$3.00	\$3.00	\$4.00	\$5.00	\$7.00	\$8.00
	b. Bottle Gas/Propane	\$6.00	\$6.00	\$9.00	\$13.00	\$17.00	\$19.00
	c. Electric	\$5.00	\$6.00	\$9.00	\$12.00	\$14.00	\$17.00
Other Electric (Lights & Appliances) <i>Includes Climate Credit</i>		\$17.00	\$20.00	\$29.00	\$38.00	\$47.00	\$59.00
Air Conditioning		\$11.00	\$13.00	\$17.00	\$22.00	\$27.00	\$32.00
Water Heating	a. Natural Gas (avg)	\$5.00	\$6.00	\$9.00	\$12.00	\$15.00	\$18.00
	b. Bottle Gas/Propane	\$13.00	\$15.00	\$21.00	\$26.00	\$36.00	\$42.00
	c. Electric	\$12.00	\$14.00	\$18.00	\$22.00	\$26.00	\$30.00
	d. Oil / Other						
Water		N/A	N/A	N/A	N/A	N/A	N/A
Sewer		N/A	N/A	N/A	N/A	N/A	N/A
Trash Collection		N/A	N/A	N/A	N/A	N/A	N/A
Range / Microwave Tenant-supplied		\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00
Refrigerator Tenant-supplied		\$13.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
Other—							
specify: Gas Charge \$4.08 (SoCal)		\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00
Actual Family Allowances		<div> <div>Utility or Service</div> <div>per month cost</div> </div>					
To be used by the family to compute allowance. Complete below for the actual unit rented.  Name of Family _____  Address of Unit _____  Number of Bedrooms _____		Heating \$ _____					
		Cooking \$ _____					
		Other Electric \$ _____					
		Air Conditioning \$ _____					
		Water Heating \$ _____					
		Water \$ _____					
		Sewer \$ _____					
		Trash Collection \$ _____					
		Range / Microwave \$ _____					
		Refrigerator \$ _____					
Other \$ _____							
Other \$ _____							
Total \$ _____							



The Nelrod Company 11/2017 Update

form HUD-52667 (04/15)  
ref. Handbook 7420.8

**Allowances for Tenant-Furnished  
Utilities and Other Services**

 U.S. Department of Housing and Urban  
Development  
Office of Public and Indian Housing

 OMB Approval No. 2577-0169  
(exp. 04/30/2018)

Locality: <b>Housing Authorities of the City and County of Fresno, CA</b>		Unit Type: <b>Multi-Family (Apartment)</b>		Date (mm/dd/yyyy) 1/1/2018	
Utility or Service:		Monthly Dollar Allowances			
Location		6 BR	7 BR		
Heating	a. Natural Gas (avg)	\$23.00	\$25.00		
	b. Bottle Gas/Propane	\$53.00	\$59.00		
	c. Electric	\$30.00	\$32.00		
	d. Electric Heat Pump	\$21.00	\$22.00		
	e. Oil / Other				
Cooking	a. Natural Gas (avg)	\$9.00	\$10.00		
	b. Bottle Gas/Propane	\$21.00	\$23.00		
	c. Electric	\$18.00	\$20.00		
Other Electric (Lights & Appliances) Includes Climate Credit		\$85.00	\$71.00		
Air Conditioning		\$35.00	\$37.00		
Water Heating	a. Natural Gas (avg)	\$20.00	\$21.00		
	b. Bottle Gas/Propane	\$45.00	\$49.00		
	c. Electric	\$32.00	\$34.00		
	d. Oil / Other				
Water		N/A	N/A		
Sewer		N/A	N/A		
Trash Collection		N/A	N/A		
Range / Microwave Tenant-supplied		\$12.00	\$12.00		
Refrigerator Tenant-supplied		\$13.00	\$13.00		
Other— specify: Gas Charge \$4.08 (SoCal)		\$4.00	\$4.00		
<b>Actual Family Allowances</b>				Utility or Service	per month cost
To be used by the family to compute allowance. Complete below for the actual unit rented.				Heating	\$
				Cooking	\$
Name of Family				Other Electric	\$
				Air Conditioning	\$
				Water Heating	\$
				Water	\$
				Sewer	\$
Address of Unit				Trash Collection	\$
				Range / Microwave	\$
				Refrigerator	\$
				Other	\$
				Other	\$
Number of Bedrooms				Total	\$



The Nelrod Company 11/2017 Update

 form HUD-52667 (04/15)  
ref. Handbook 7420.8

# **Allowances for Tenant-Furnished Utilities and Other Services**

U.S. Department of Housing and Urban  
Development  
Office of Public and Indian Housing

OMB Approval No. 2577-0169  
(exp. 04/30/2018)

<b>Locality: Housing Authorities of the City and County of Fresno, CA</b>		<b>Unit Type: Single-Family (Detached House)</b>				<b>Date (mm/dd/yyyy) 1/1/2018</b>	
<b>Utility or Service:</b>		<b>Monthly Dollar Allowances</b>					
		<b>0 BR</b>	<b>1 BR</b>	<b>2 BR</b>	<b>3 BR</b>	<b>4 BR</b>	<b>5 BR</b>
<b>Heating</b>	a. Natural Gas (avg)	\$18.00	\$21.00	\$23.00	\$25.00	\$28.00	\$30.00
	b. Bottle Gas/Propane	\$42.00	\$47.00	\$53.00	\$59.00	\$64.00	\$70.00
	c. Electric	\$24.00	\$28.00	\$32.00	\$36.00	\$40.00	\$44.00
	d. Electric Heat Pump	\$14.00	\$17.00	\$20.00	\$22.00	\$25.00	\$27.00
	e. Oil / Other						
<b>Cooking</b>	a. Natural Gas (avg)	\$3.00	\$3.00	\$4.00	\$5.00	\$7.00	\$8.00
	b. Bottle Gas/Propane	\$8.00	\$8.00	\$9.00	\$13.00	\$17.00	\$19.00
	c. Electric	\$5.00	\$8.00	\$9.00	\$12.00	\$14.00	\$17.00
<b>Other Electric (Lights &amp; Appliances) Includes Climate Credit</b>		\$28.00	\$31.00	\$44.00	\$60.00	\$78.00	\$97.00
<b>Air Conditioning</b>		\$8.00	\$10.00	\$22.00	\$34.00	\$48.00	\$59.00
<b>Water Heating</b>	a. Natural Gas (avg)	\$7.00	\$8.00	\$12.00	\$15.00	\$19.00	\$22.00
	b. Bottle Gas/Propane	\$17.00	\$19.00	\$26.00	\$36.00	\$43.00	\$51.00
	c. Electric	\$15.00	\$18.00	\$23.00	\$27.00	\$32.00	\$37.00
	d. Oil / Other						
<b>Water</b>		N/A	N/A	N/A	N/A	N/A	N/A
<b>Sewer</b>		N/A	N/A	N/A	N/A	N/A	N/A
<b>Trash Collection</b>		N/A	N/A	N/A	N/A	N/A	N/A
<b>Range / Microwave Tenant-supplied</b>		\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00
<b>Refrigerator Tenant-supplied</b>		\$13.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
<b>Other--</b>							
<b>specify: Gas Charge \$4.08 (SoCal)</b>		\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00
<b>Actual Family Allowances</b>				<b>Utility or Service</b>		<b>per month cost</b>	
To be used by the family to compute allowance. Complete below for the actual unit rented.				Heating		\$	
				Cooking		\$	
Name of Family				Other Electric		\$	
				Air Conditioning		\$	
				Water Heating		\$	
				Water		\$	
				Sewer		\$	
Address of Unit				Trash Collection		\$	
				Range / Microwave		\$	
				Refrigerator		\$	
				Other		\$	
				Other		\$	
Number of Bedrooms				Other		\$	
				Total		\$	



The Nelrod Company 11/2017 Update

form HUD-52687 (04/15)  
ref. Handbook 7420.8

**Allowances for Tenant-Furnished Utilities and Other Services**U.S. Department of Housing and Urban  
Development  
Office of Public and Indian HousingOMB Approval No. 2577-0169  
(exp. 04/30/2018)

<b>Locality: Housing Authorities of the City and County of Fresno, CA</b>		<b>Unit Type: Single-Family (Detached House)</b>		<b>Date (mm/dd/yyyy)</b> 1/1/2018		
<b>Utility or Service:</b>		<b>Monthly Dollar Allowances</b>				
		<b>6 BR</b>	<b>7 BR</b>			
Heating	a. Natural Gas (avg)	\$33.00	\$36.00			
	b. Bottle Gas/Propane	\$78.00	\$83.00			
	c. Electric	\$49.00	\$54.00			
	d. Electric Heat Pump	\$29.00	\$31.00			
	e. Oil / Other					
Cooking	a. Natural Gas (avg)	\$9.00	\$10.00			
	b. Bottle Gas/Propane	\$21.00	\$23.00			
	c. Electric	\$18.00	\$20.00			
Other Electric (Lights & Appliances) <i>Includes Climate Credit</i>		\$106.00	\$115.00			
Air Conditioning		\$64.00	\$70.00			
Water Heating	a. Natural Gas (avg)	\$24.00	\$26.00			
	b. Bottle Gas/Propane	\$55.00	\$60.00			
	c. Electric	\$40.00	\$43.00			
	d. Oil / Other					
Water		N/A	N/A			
Sewer		N/A	N/A			
Trash Collection		N/A	N/A			
Range / Microwave Tenant-supplied		\$12.00	\$12.00			
Refrigerator Tenant-supplied		\$13.00	\$13.00			
Other— specify: Gas Charge \$4.08 (SoCal)		\$4.00	\$4.00			
<b>Actual Family Allowances</b>				<b>Utility or Service</b>		<b>per month cost</b>
To be used by the family to compute allowance. Complete below for the actual unit rented.  Name of Family  Address of Unit  Number of Bedrooms				Heating		\$
				Cooking		\$
				Other Electric		\$
				Air Conditioning		\$
				Water Heating		\$
				Water		\$
				Sewer		\$
				Trash Collection		\$
				Range / Microwave		\$
				Refrigerator		\$
Other		\$				
Other		\$				
Total		\$				



The Nelrod Company 11/2017 Update

form HUD-52667 (04/15)  
ref. Handbook 7420.8

## **Reasonable Accommodation Medical Equipment Allowances**

**Pacific Gas & Electric (wtd avg)**

Item	Hours per Day	Wattage	Monthly kWh	Energy Charge	Utility Allowance
Oxygen Concentrator	18	400	219	0.12672	\$28.00
Nebulizer	2	75	5	0.12672	\$1.00
Electric Hospital Bed	0.2	200	1	0.12672	\$1.00
Alternating Pressure Pad	24	70	51	0.12672	\$6.00
Low Air-Loss Mattress	24	120	88	0.12672	\$11.00
Power Wheelchair/Scooter	3	360	33	0.12672	\$4.00
CPAP Machine	10	30	9	0.12672	\$1.00

### ***Oxygen Concentrator***

Use per day varies, assume 12-14 hours a day.

The 5-Liter model uses 400 W, the 3-Liter model uses 320 W.

### ***Nebulizer***

A medicine delivery system used mostly for pediatric care.

Used 4-6 times a day for 20 minutes at a time at 75W.

### ***Semi/Fully Electric Hospital Bed***

Use depends on adjustments. 200 W.

### ***Alternating Pressure Pad***

An air-filled mattress overlay.

Used 24 hours a day for someone who is bed-ridden.

### ***Low Air-Loss Mattress***

Takes the place of mattress - air -filled pressurized mattress.

Cycles air around every 15-20 minutes.

### ***Power Wheelchairs and Scooters***

Need to be charged approximately 8 hours every 3 days.

Batteries are 120 V, 3 Amp, 360 W.

### ***CPAP Machine***

For Sleep Apnea. Runs only at night for people who have a tendency to stop breathing at night. At maximum pressure use is 40 Watts. On average - 30 Watts

		Apartment (Multi-Family)								
Utility or Service		0			1			2		
		9/2016	11/2017	Difference	9/2016	11/2017	Difference	9/2016	11/2017	Difference
Heating	a Natural Gas (average)	\$10	\$13	\$3	\$11	\$14	\$3	\$13	\$16	\$3
	b Bottle Gas/Propane	-	\$28		-	\$32		-	\$38	
	c Electric	\$11	\$12	\$1	\$13	\$14	\$1	\$17	\$17	\$0
	d Electric Heat Pump	-	\$10		-	\$12		-	\$14	
	e Oil/Other	-	-	-	-	-	-	-	-	-
Cooking	a Natural Gas (average)	\$4	\$3	(\$1)	\$4	\$3	(\$1)	\$5	\$4	(\$1)
	b Bottle Gas/Propane	-	\$6		-	\$6		-	\$9	
	c Electric	\$7	\$5	(\$2)	\$8	\$6	(\$2)	\$10	\$9	(\$1)
Other Electric (Climate Credit, Lights, & Appliances)		\$18	\$17	(\$1)	\$21	\$20	(\$1)	\$30	\$29	(\$1)
Air Conditioning		\$8	\$11	\$3	\$9	\$13	\$4	\$14	\$17	\$3
Water Heating	a Natural Gas	\$9	\$5	(\$4)	\$11	\$6	(\$5)	\$15	\$9	(\$6)
	b Bottle Gas/Propane	-	\$13		-	\$15		-	\$21	
	c Electric	\$14	\$12	(\$2)	\$16	\$14	(\$2)	\$23	\$18	(\$5)
	d Oil/Other	-	-	-	-	-	-	-	-	-
Range / Microwave Tenant-purchasing/leasing		\$12	\$12	\$0	\$12	\$12	\$0	\$12	\$12	\$0
Refrigerator Tenant-purchasing/leasing		\$13	\$13	\$0	\$13	\$13	\$0	\$13	\$13	\$0
Other Specify:	CA Climate Credit (rounded)	(\$5)	(\$3)	\$2	(\$5)	(\$3)	\$2	(\$5)	(\$3)	\$2
	SoCal Gas Fee (rounded)	\$4	\$4	\$0	\$4	\$4	\$0	\$4	\$4	\$0

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Apartment (Multi-Family)														
3			4			5			6			7		
9/2016	11/2017	Difference	9/2016	11/2017	Difference	9/2016	11/2017	Difference	9/2016	11/2017	Difference	9/2016	11/2017	Difference
\$15	\$18	\$3	\$17	\$20	\$3	\$18	\$21	\$3	\$20	\$23	\$3	\$21	\$25	\$4
-	\$42		-	\$45		-	\$49		-	\$53		-	\$59	
\$20	\$21	\$1	\$23	\$24	\$1	\$27	\$28	\$1	\$29	\$30	\$1	\$31	\$32	\$1
-	\$16		-	\$17		-	\$19		-	\$21		-	\$22	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
\$7	\$5	(\$2)	\$8	\$7	(\$1)	\$9	\$8	(\$1)	\$10	\$9	(\$1)	\$11	\$10	(\$1)
-	\$13		-	\$17		-	\$19		-	\$21		-	\$23	
\$11	\$12	\$1	\$13	\$14	\$1	\$15	\$17	\$2	\$17	\$18	\$1	\$18	\$20	\$2
\$30	\$38	\$8	\$47	\$47	\$0	\$57	\$59	\$2	\$63	\$65	\$2	\$68	\$71	\$3
\$20	\$22	\$2	\$25	\$27	\$2	\$30	\$32	\$2	\$40	\$35	(\$5)	\$43	\$37	(\$6)
\$18	\$12	(\$6)	\$21	\$15	(\$6)	\$23	\$18	(\$5)	\$25	\$20	(\$5)	\$27	\$21	(\$6)
-	\$26		-	\$36		-	\$42		-	\$45		-	\$49	
\$29	\$22	(\$7)	\$33	\$26	(\$7)	\$37	\$30	(\$7)	\$40	\$32	(\$8)	\$42	\$34	(\$8)
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
\$12	\$12	\$0	\$12	\$12	\$0	\$12	\$12	\$0	\$12	\$12	\$0	\$12	\$12	\$0
\$13	\$13	\$0	\$13	\$13	\$0	\$13	\$13	\$0	\$13	\$13	\$0	\$13	\$13	\$0
(\$5)	(\$3)	\$2	(\$5)	(\$3)	\$2	(\$5)	(\$3)	\$2	(\$5)	(\$3)	\$2	(\$5)	(\$3)	\$2
\$4	\$4	\$0	\$4	\$4	\$0	\$4	\$4	\$0	\$4	\$4	\$0	\$4	\$4	\$0

		Detached House (Single-Family)								
Utility or Service		0			1			2		
		9/2016	11/2017	Difference	9/2016	11/2017	Difference	9/2016	11/2017	Difference
Heating	a Natural Gas (average)	\$22	\$18	(\$4)	\$26	\$21	(\$5)	\$29	\$23	(\$6)
	b Bottle Gas/Propane	-	\$42		-	\$47		-	\$53	
	c Electric	\$23	\$24	\$1	\$27	\$28	\$1	\$31	\$32	\$1
	d Electric Heat Pump	-	\$14		-	\$17		-	\$20	
	e Oil/Other	-	-	-	-	-	-	-	-	-
Cooking	a Natural Gas (average)	\$4	\$3	(\$1)	\$4	\$3	(\$1)	\$5	\$4	(\$1)
	b Bottle Gas/Propane	-	\$6		-	\$6		-	\$9	
	c Electric	\$7	\$5	(\$2)	\$8	\$6	(\$2)	\$10	\$9	(\$1)
Other Electric (Climate Credit, Lights, & Appliances)		\$27	\$26	(\$1)	\$33	\$31	(\$2)	\$44	\$44	\$0
Air Conditioning		\$11	\$8	(\$3)	\$13	\$10	(\$3)	\$21	\$22	\$1
Water Heating	a Natural Gas	\$9	\$7	(\$2)	\$11	\$8	(\$3)	\$15	\$12	(\$3)
	b Bottle Gas/Propane	-	\$17		-	\$19		-	\$26	
	c Electric	\$14	\$15	\$1	\$16	\$18	\$2	\$23	\$23	\$0
	d Oil/Other	-	-	-	-	-	-	-	-	-
Range / Microwave Tenant-purchasing/leasing		\$12	\$12	\$0	\$12	\$12	\$0	\$12	\$12	\$0
Refrigerator Tenant-purchasing/leasing		\$13	\$13	\$0	\$13	\$13	\$0	\$13	\$13	\$0
Other Specify:	CA Climate Credit	(\$5)	(\$3)	\$2	(\$5)	(\$3)	\$2	(\$5)	(\$3)	\$2
	SoCal Gas Fee	\$4	\$4	\$0	\$4	\$4	\$0	\$4	\$4	\$0

Detached House (Single-Family)														
3			4			5			6			7		
9/2016	11/2017	Difference	9/2016	11/2017	Difference	9/2016	11/2017	Difference	9/2016	11/2017	Difference	9/2016	11/2017	Difference
\$32	\$25	(\$7)	\$35	\$28	(\$7)	\$38	\$30	(\$8)	\$41	\$33	(\$8)	\$44	\$36	(\$8)
-	\$59		-	\$64		-	\$70		-	\$76		-	\$83	
\$35	\$36	\$1	\$39	\$40	\$1	\$43	\$44	\$1	\$48	\$49	\$1	\$52	\$54	\$2
-	\$22		-	\$25		-	\$27		-	\$29		-	\$31	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
\$7	\$5	(\$2)	\$8	\$7	(\$1)	\$9	\$8	(\$1)	\$10	\$9	(\$1)	\$11	\$10	(\$1)
-	\$13		-	\$17		-	\$19		-	\$21		-	\$23	
\$11	\$12	\$1	\$13	\$14	\$1	\$15	\$17	\$2	\$17	\$18	\$1	\$18	\$20	\$2
\$58	\$60	\$2	\$73	\$78	\$5	\$87	\$97	\$10	\$95	\$106	\$11	\$103	\$115	\$12
\$29	\$34	\$5	\$36	\$46	\$10	\$44	\$59	\$15	\$59	\$64	\$5	\$63	\$70	\$7
\$18	\$15	(\$3)	\$21	\$19	(\$2)	\$23	\$22	(\$1)	\$25	\$24	(\$1)	\$27	\$26	(\$1)
-	\$36		-	\$43		-	\$51		-	\$55		-	\$60	
\$29	\$27	(\$2)	\$33	\$32	(\$1)	\$37	\$37	\$0	\$40	\$40	\$0	\$42	\$43	\$1
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
\$12	\$12	\$0	\$12	\$12	\$0	\$12	\$12	\$0	\$12	\$12	\$0	\$12	\$12	\$0
\$13	\$13	\$0	\$13	\$13	\$0	\$13	\$13	\$0	\$13	\$13	\$0	\$13	\$13	\$0
(\$5)	(\$3)	\$2	(\$5)	(\$3)	\$2	(\$5)	(\$3)	\$2	(\$5)	(\$3)	\$2	(\$5)	(\$3)	\$2
\$4	\$4	\$0	\$4	\$4	\$0	\$4	\$4	\$0	\$4	\$4	\$0	\$4	\$4	\$0

## Comparison of Previous and Current Utility Rates

### Section 8 HCV Program

#### HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA

**NOTE: Rates in bold print indicate changes and gray print indicates removal.**

(We use the absolute value of the changes which gives us the percentage of change. This is the best way to determine a 10% change in utility rates and charges.)

#### ELECTRIC

UPDATE 2017

<i>Pacific Gas &amp; Electric (EL-1 CARE)</i>		Rates		Difference	
Description	Measurement	9/2016	11/2017	Amount	Percent
California Climate Credit*	per month	-\$4.69	-\$2.90	\$1.79	38%
Tier-1 Total Energy Charges (baseline)	per kwh	0.11958	0.12672	0.00714	6%
Tier-2 Total Energy Charges (101%-200 400%)	per kwh	0.14749	0.17290	0.02541	17%
Territory R, *Semi-annual climate credit changed from \$28.14 to \$17.40				<b>Total % of Change</b>	<b>61%</b>

Summer: May - Oct, baseline 0-484 (15.6), Winter: Nov - Apr, baseline 0-341 (11)

Baseline quantities did not change

#### NATURAL GAS

<i>Pacific Gas &amp; Electric (CARE)</i>		Rates		Difference	
Description	Measurement	9/2016	11/2017	Amount	Percent
Tier-1 Total Energy Charges	per therm	1.09365	1.05097	-0.04268	-4%
Tier-2 Total Energy Charges	per therm	1.55837	1.47608	-0.08229	-5%
Territory R, Baseline quantities did not change				<b>Total % of Change</b>	<b>9%</b>

Summer: Apr - Oct, baseline 0-14 (.46), Winter: Nov - Mar, baseline 0-56 (1.79)

<i>Southern California Gas (CARE GR)</i>		Rates		Difference	
Description	Measurement	9/2016	11/2017	Amount	Percent
Total Monthly Charges	per month	\$4.08	\$4.08	\$0.00	0%
Tier-1 Total Energy Charges	per therm	0.84823	0.73908	-0.10915	-13%
Tier-2 Total Energy Charges	per therm	1.05623	1.00174	-0.05449	-5%
Climate Zone 2, Baseline quantities did not change				<b>Total % of Change</b>	<b>18%</b>

Summer: May - Oct, baseline 0-15 (.473), Winter: Nov - Apr, baseline 0-57 (1.823)

Multi-Family Utility Comparison				
Locality	Utility	Fiscal Year 2017	Fiscal Year 2018	Percent Change
Biola	Water	\$35.00	\$35.00	
	Trash	\$18.84	\$20.29	
	Sewer	\$43.90	\$43.90	
	<b>Total</b>	<b>\$97.74</b>	<b>\$99.19</b>	<b>1%</b>
Caruthers	Water	\$40.00	\$40.00	
	Trash	\$48.24	\$48.24	
	Sewer	\$35.00	\$35.00	
	<b>Total</b>	<b>\$123.24</b>	<b>\$123.24</b>	<b>0%</b>
Clovis	Water	\$21.22	\$30.76	
	Trash	\$67.22	\$68.82	
	Sewer	\$57.66	\$57.66	
	<b>Total</b>	<b>\$146.10</b>	<b>\$157.24</b>	<b>8%</b>
Coalinga	Water	\$23.81	\$44.01	
	Trash	\$23.56	\$26.76	
	Sewer	\$15.68	\$15.68	
	<b>Total</b>	<b>\$63.05</b>	<b>\$86.45</b>	<b>37%</b>
Del Rey	Water	\$16.73	\$16.73	
	Trash	\$15.40	\$18.88	
	Sewer	\$42.47	\$42.47	
	<b>Total</b>	<b>\$74.60</b>	<b>\$78.08</b>	<b>5%</b>
Firebaugh	Water	\$24.11	\$24.11	
	Trash	\$23.77	\$23.77	
	Sewer	\$49.95	\$49.95	
	<b>Total</b>	<b>\$97.83</b>	<b>\$97.83</b>	<b>0%</b>
Fowler	Water	\$18.24	\$18.24	
	Trash	\$26.72	\$27.82	
	Sewer	\$26.28	\$32.64	
	<b>Total</b>	<b>\$71.24</b>	<b>\$78.70</b>	<b>10%</b>
Fresno	Water	\$30.57	\$32.00	
	Trash	\$32.98	\$32.98	
	Sewer	\$25.75	\$25.81	
	<b>Total</b>	<b>\$89.30</b>	<b>\$90.79</b>	<b>2%</b>
Friant	Water	-	\$50.00	
	Trash	-	\$49.80	
	Sewer	-	\$0.00	
	<b>Total</b>	<b>-</b>	<b>\$99.80</b>	<b>0%</b>
Huron	Water	\$27.44	\$31.22	
	Trash	\$20.36	\$23.90	
	Sewer	\$26.00	\$26.00	
	<b>Total</b>	<b>\$73.80</b>	<b>\$81.12</b>	<b>10%</b>
Kerman	Water	\$26.79	\$29.77	
	Trash	\$18.29	\$18.50	
	Sewer	\$19.89	\$19.89	
	<b>Total</b>	<b>\$64.97</b>	<b>\$68.16</b>	<b>5%</b>

Multi-Family Utility Comparison				
Locality	Utility	Fiscal Year 2017	Fiscal Year 2018	Percent Change
Kingsburg	Water	\$30.80	\$36.80	
	Trash	\$32.20	\$34.30	
	Sewer	\$26.28	\$32.14	
	Total	\$89.28	\$103.24	16%
Laton	Water	\$28.00	\$37.09	
	Trash	\$18.86	\$19.63	
	Sewer	\$41.00	\$41.00	
	Total	\$87.86	\$97.72	11%
Mendota	Water	\$34.45	\$49.40	
	Trash	\$16.60	\$16.60	
	Sewer	\$31.00	\$37.00	
	Total	\$82.05	\$103.00	26%
Orange Cove	Water	\$40.51	\$36.50	
	Trash	\$20.42	\$21.03	
	Sewer	\$29.33	\$24.20	
	Total	\$90.26	\$81.73	-9%
Parlier	Water	\$18.50	\$30.70	
	Trash	\$21.86	\$21.86	
	Sewer	\$27.50	\$27.50	
	Total	\$67.86	\$80.06	18%
Pinedale	Water	\$19.87	\$23.84	
	Trash	\$32.98	\$27.08	
	Sewer	\$25.75	\$25.75	
	Total	\$78.60	\$76.67	-2%
Reedley	Water	\$39.76	\$46.38	
	Trash	\$27.65	\$27.65	
	Sewer	\$43.92	\$44.98	
	Total	\$111.33	\$119.01	7%
Riverdale	Water	\$41.00	\$43.40	
	Trash	\$12.79	\$12.79	
	Sewer	\$39.00	\$39.00	
	Total	\$92.79	\$95.19	3%
San Joaquin	Water	\$44.93	\$44.93	
	Trash	\$13.45	\$13.45	
	Sewer	\$47.78	\$37.68	
	Total	\$106.16	\$96.06	-10%
Sanger	Water	\$24.27	\$34.63	
	Trash	\$29.00	\$27.57	
	Sewer	\$35.88	\$35.88	
	Total	\$89.15	\$98.08	10%
Selma	Water	\$62.55	\$63.94	
	Trash	\$30.25	\$30.64	
	Sewer	\$26.28	\$33.48	
	Total	\$119.08	\$128.06	8%
Squaw Valley	Water	\$0.00	\$0.00	
	Trash	\$49.85	\$50.71	
	Sewer	\$0.00	\$0.00	
	Total	\$49.85	\$50.71	2%

Single-Family Utility Comparison				
Locality	Utility	Fiscal Year 2017	Fiscal Year 2018	Percent Change
Biola	Water	\$35.00	\$35.00	
	Trash	\$18.84	\$20.29	
	Sewer	\$43.90	\$43.90	
	Total	\$97.74	\$99.19	1%
Caruthers	Water	\$40.00	\$40.00	
	Trash	\$48.24	\$48.24	
	Sewer	\$35.00	\$35.00	
	Total	\$123.24	\$123.24	0%
Clovis	Water	\$21.22	\$30.76	
	Trash	\$67.22	\$68.82	
	Sewer	\$57.66	\$57.66	
	Total	\$146.10	\$157.24	8%
Coalinga	Water	\$23.81	\$44.01	
	Trash	\$23.56	\$26.76	
	Sewer	\$15.68	\$15.68	
	Total	\$63.05	\$86.45	37%
Del Rey	Water	\$16.73	\$16.73	
	Trash	\$15.40	\$18.88	
	Sewer	\$42.47	\$42.47	
	Total	\$74.60	\$78.08	5%
Firebaugh	Water	\$25.48	\$25.48	
	Trash	\$23.77	\$23.77	
	Sewer	\$49.95	\$49.95	
	Total	\$99.20	\$99.20	0%
Fowler	Water	\$18.24	\$18.24	
	Trash	\$26.72	\$27.82	
	Sewer	\$26.28	\$32.64	
	Total	\$71.24	\$78.70	10%
Fresno	Water	\$30.57	\$32.00	
	Trash	\$32.98	\$32.98	
	Sewer	\$25.75	\$25.81	
	Total	\$89.30	\$90.79	2%
Friant	Water	-	\$50.00	
	Trash	-	\$49.80	
	Sewer	-	\$0.00	
	Total	-	\$99.80	0%
Huron	Water	\$21.94	\$31.22	
	Trash	\$20.36	\$23.90	
	Sewer	\$26.00	\$26.00	
	Total	\$68.30	\$81.12	19%
Kerman	Water	\$29.37	\$29.77	
	Trash	\$18.72	\$18.93	
	Sewer	\$31.61	\$31.61	
	Total	\$79.70	\$80.31	1%

Single-Family Utility Comparison				
Locality	Utility	Fiscal Year 2017	Fiscal Year 2018	Percent Change
Kingsburg	Water	\$35.50	\$32.25	
	Trash	\$29.70	\$34.30	
	Sewer	\$26.28	\$32.14	
	<b>Total</b>	<b>\$91.48</b>	<b>\$98.69</b>	<b>8%</b>
Laton	Water	\$28.00	\$37.09	
	Trash	\$18.86	\$19.63	
	Sewer	\$41.00	\$41.00	
	<b>Total</b>	<b>\$87.86</b>	<b>\$97.72</b>	<b>11%</b>
Mendota	Water	\$34.45	\$49.40	
	Trash	\$16.60	\$16.60	
	Sewer	\$31.00	\$37.00	
	<b>Total</b>	<b>\$82.05</b>	<b>\$103.00</b>	<b>26%</b>
Orange Cove	Water	\$40.51	\$36.50	
	Trash	\$20.42	\$21.03	
	Sewer	\$29.33	\$24.20	
	<b>Total</b>	<b>\$90.26</b>	<b>\$81.73</b>	<b>-9%</b>
Parlier	Water	\$18.50	\$30.70	
	Trash	\$21.86	\$21.86	
	Sewer	\$27.50	\$27.50	
	<b>Total</b>	<b>\$67.86</b>	<b>\$80.06</b>	<b>18%</b>
Pinedale	Water	\$19.87	\$23.84	
	Trash	\$32.98	\$27.08	
	Sewer	\$25.75	\$25.75	
	<b>Total</b>	<b>\$78.60</b>	<b>\$76.67</b>	<b>-2%</b>
Reedley	Water	\$39.76	\$46.38	
	Trash	\$33.54	\$33.54	
	Sewer	\$49.35	\$50.54	
	<b>Total</b>	<b>\$122.65</b>	<b>\$130.46</b>	<b>6%</b>
Riverdale	Water	\$41.00	\$43.40	
	Trash	\$12.79	\$12.79	
	Sewer	\$39.00	\$39.00	
	<b>Total</b>	<b>\$92.79</b>	<b>\$95.19</b>	<b>3%</b>
San Joaquin	Water	\$44.93	\$44.93	
	Trash	\$13.45	\$13.45	
	Sewer	\$47.78	\$37.68	
	<b>Total</b>	<b>\$106.16</b>	<b>\$96.06</b>	<b>-10%</b>
Sanger	Water	\$24.27	\$31.37	
	Trash	\$29.00	\$27.57	
	Sewer	\$35.88	\$35.88	
	<b>Total</b>	<b>\$89.15</b>	<b>\$94.82</b>	<b>6%</b>
Selma	Water	\$62.55	\$63.94	
	Trash	\$30.25	\$30.64	
	Sewer	\$26.28	\$33.48	
	<b>Total</b>	<b>\$119.08</b>	<b>\$128.06</b>	<b>8%</b>
Squaw Valley	Water	\$0.00	\$0.00	
	Trash	\$49.85	\$50.71	
	Sewer	\$0.00	\$0.00	
	<b>Total</b>	<b>\$49.85</b>	<b>\$50.71</b>	<b>2%</b>



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA

### Multifamily- RAD (Project-Based Rental Assistance)

#### MONTHLY UTILITY ALLOWANCE SCHEDULE

Effective Date: HAP Contract Anniversary Date

#### **Mendota RAD**

#### **Building Type: Semi-Detached & Row House**

Rios Terrace I & II, Mendota Apts CA-28/09, 14, 26	0BR	1BR	2BR	3BR	4BR	5BR
Electric, Natural Gas	\$28.00	\$49.00	\$66.00	\$78.00	\$97.00	

#### **Building Type: Detached House**

Rios Terrace II, Mendota Apts CA-28/09, 14, 26	0BR	1BR	2BR	3BR	4BR	5BR
Electric, Natural Gas				\$102.00	\$109.00	\$125.00

#### **Orange Cove RAD**

#### **Building Type: Semi-Detached & Row House**

Kuffel Terrace I, II & North, Mountain View Apts CA-28/04, 16, & 31	0BR	1BR	2BR	3BR	4BR	5BR
Electric & Natural Gas		\$43.00	\$64.00	\$70.00	\$110.00	

#### **Building Type: Detached House**

Kuffel Terrace North, Mountain View Apts CA-28/31	0BR	1BR	2BR	3BR	4BR	5BR
Electric, Natural Gas				\$108.00	\$103.00	

#### **Southeast RAD**

#### **Building Type: Semi-Detached & Row House**

Cedar Courts I & II, Inyo Terrace CA-06/08, 9b, 16	1BR	2BR	3BR	4BR	5BR	6BR
Electric & Natural Gas	\$58.00	\$66.00	\$88.00	\$125.00	\$153.00	\$182.00

#### **Viking Village RAD**

#### **Building Type: Row House/Townhouse**

Viking Village CA-06/15	0BR	1BR	2BR	3BR	4BR	5BR
Electric, Natural Gas			\$70.00	\$88.00		



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA

### RAD-PBRA NEW CONSTRUCTION AT TAX CREDIT PROPERTY

#### PROPOSED MONTHLY UTILITY ALLOWANCES

##### Chart 1

INITIAL 2017

Building Type: Apartment/Multi-Family

Trailside Terrace (All Electric) (EE Equip: A/C,Win,HP15,Ins,WS)	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A,A/C,H,WH,C)		\$46.00	\$59.00	\$77.00		

A monthly average cost of the summer and winter adjustments were used for the electric costs.

A/C= Air Conditioning

L&A= Lights & Appliances

H= Space Heating

WH= Water Heating

C= Cooking

EE Equip= Energy Efficient Equipment

Win= Windows

HP= Heat Pump

Ins= Insulation

WS= Water Saving Appliances



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA

### RAD-PBRA NEW CONSTRUCTION AT TAX CREDIT PROPERTY

#### PROPOSED MONTHLY UTILITY ALLOWANCES

##### Chart 1

INITIAL 2017

Building Type: Apartment/Multi-Family

Shockley Terrace (All Electric) (EE Equip: A/C, Win, HP15, Ins, WS, LED)	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A, H, WH, C)		\$43.00	\$55.00	\$72.00	\$87.00	

A monthly average cost of the summer and winter adjustments were used for the electric costs.

A/C= Air Conditioning

L&A= Lights & Appliances

H= Space Heating

WH= Water Heating

C= Cooking

EE Equip= Energy Efficient Equipment

Win= Windows

HP= Heat Pump

Ins= Insulation

WS= Water Saving Appliances

LED= 100% LED Lighting

**Allowances for Tenant-Furnished  
Utilities and Other Services**

U.S. Department of Housing and  
Urban Development  
Office of Public and Indian Housing

OMB Approval No. 2577-0169  
(exp. 04/30/2018)

Locality: <b>Housing Authorities of the City of County of Fresno, CA</b>		Unit Type: <b>Multi-Family Low- Rise (1-4 Units) (LIHTC)</b>					Date (mm/dd/yyyy) 02/01/2018		
Utility or Service: <b>Energy Efficient</b>		Monthly Dollar Allowances							
		0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR	7 BR
Heating	a. Natural Gas	\$17.00	\$20.00	\$22.00	\$23.00	\$24.00	\$25.00	\$27.00	\$29.00
	b. Bottle Gas/Propane								
	c. Electric	\$14.00	\$16.00	\$20.00	\$23.00	\$27.00	\$31.00	\$33.00	\$35.00
	d. Electric Heat Pump	\$11.00	\$12.00	\$15.00	\$16.00	\$18.00	\$20.00	\$22.00	\$23.00
	e. Oil / Other								
Cooking	a. Natural Gas	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00	\$8.00	\$9.00	\$11.00
	b. Bottle Gas/Propane								
	c. Electric	\$4.00	\$5.00	\$7.00	\$10.00	\$12.00	\$14.00	\$15.00	\$16.00
Other Electric (Lights & Appliances) <i>Includes California Credit</i>		\$17.00	\$20.00	\$29.00	\$38.00	\$47.00	\$59.00	\$65.00	\$71.00
Air Conditioning		\$10.00	\$11.00	\$16.00	\$21.00	\$25.00	\$30.00	\$32.00	\$34.00
Water Heating	a. Natural Gas	\$6.00	\$7.00	\$12.00	\$15.00	\$18.00	\$21.00	\$23.00	\$25.00
	b. Bottle Gas/Propane								
	c. Electric	\$12.00	\$14.00	\$19.00	\$22.00	\$26.00	\$30.00	\$33.00	\$35.00
	d. Oil / Other								
Water		N/A							
Sewer									
Trash Collection									
Range / Microwave Tenant-supplied									
Refrigerator Tenant-supplied									
Other-- Electric Charge \$0									
specify: Gas Charge \$0									
<b>Actual Family Allowances</b>					Utility or Service	per month cost			
To be used by the family to compute allowance. Complete below for the actual unit rented.					Heating	\$			
					Cooking	\$			
Name of Family					Other Electric	\$			
					Air Conditioning	\$			
					Water Heating	\$			
					Water	\$			
Address of Unit					Sewer	\$			
					Trash Collection	\$			
					Range / Microwave	\$			
					Refrigerator	\$			
					Other	\$			
					Number of Bedrooms	\$			
					Total	\$			



**Allowances for Tenant-Furnished  
Utilities and Other Services**U.S. Department of Housing and  
Urban Development  
Office of Public and Indian HousingOMB Approval No. 2577-0169  
(exp. 04/30/2018)

Locality: <b>Housing Authorities of the City of County of Fresno, CA</b>		Unit Type: <b>Multi-Family Mid-Rise (5 or More Units) (LIHTC)</b>				Date (mm/dd/yyyy) 02/01/2018			
Utility or Service: <b>Energy Efficient</b>		Monthly Dollar Allowances							
		0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR	7 BR
Heating	a. Natural Gas	\$12.00	\$14.00	\$16.00	\$17.00	\$19.00	\$20.00	\$22.00	\$23.00
	b. Bottle Gas/Propane								
	c. Electric	\$9.00	\$11.00	\$14.00	\$17.00	\$20.00	\$23.00	\$24.00	\$26.00
	d. Electric Heat Pump	\$8.00	\$10.00	\$11.00	\$13.00	\$14.00	\$16.00	\$17.00	\$18.00
	e. Oil / Other								
Cooking	a. Natural Gas	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00	\$8.00	\$9.00	\$11.00
	b. Bottle Gas/Propane								
	c. Electric	\$4.00	\$5.00	\$7.00	\$10.00	\$12.00	\$14.00	\$15.00	\$16.00
Other Electric (Lights & Appliances) <i>Includes California Climate</i>		\$13.00	\$16.00	\$23.00	\$31.00	\$38.00	\$46.00	\$49.00	\$55.00
Air Conditioning		\$9.00	\$10.00	\$14.00	\$18.00	\$22.00	\$26.00	\$29.00	\$31.00
Water Heating	a. Natural Gas	\$5.00	\$6.00	\$8.00	\$12.00	\$15.00	\$17.00	\$18.00	\$19.00
	b. Bottle Gas/Propane								
	c. Electric	\$10.00	\$12.00	\$15.00	\$18.00	\$21.00	\$24.00	\$26.00	\$28.00
	d. Oil / Other								
Water		N/A							
Sewer									
Trash Collection									
Range / Microwave Tenant-supplied									
Refrigerator Tenant-supplied									
Other-- Electric Charge \$0 specify: Gas Charge \$0									
<b>Actual Family Allowances</b>					Utility or Service	per month cost			
To be used by the family to compute allowance. Complete below for the actual unit rented.					Heating	\$			
					Cooking	\$			
Name of Family					Other Electric	\$			
					Air Conditioning	\$			
					Water Heating	\$			
					Water	\$			
Address of Unit					Sewer	\$			
					Trash Collection	\$			
					Range / Microwave	\$			
					Refrigerator	\$			
Number of Bedrooms					Other	\$			
					Total	\$			



**Allowances for Tenant-Furnished  
Utilities and Other Services**U.S. Department of Housing and Urban  
Development  
Office of Public and Indian HousingOMB Approval No. 2577-0169  
(exp. 04/30/2018)

Locality: <b>Housing Authorities of the City and County of Fresno, CA</b>		Unit Type: <b>Multi-Family (Apartment)</b>				Date (mm/dd/yyyy) 02/01/2018	
Utility or Service:		Monthly Dollar Allowances					
		0 BR	1 BR	2 BR	3 BR	4 BR	5 BR
Heating	a. Natural Gas ( <b>avg</b> )	\$13.00	\$14.00	\$16.00	\$18.00	\$20.00	\$21.00
	b. Bottle Gas/Propane	\$28.00	\$32.00	\$38.00	\$42.00	\$45.00	\$49.00
	c. Electric	\$12.00	\$14.00	\$17.00	\$21.00	\$24.00	\$28.00
	d. Electric Heat Pump	\$10.00	\$12.00	\$14.00	\$16.00	\$17.00	\$19.00
	e. Oil / Other						
Cooking	a. Natural Gas ( <b>avg</b> )	\$3.00	\$3.00	\$4.00	\$5.00	\$7.00	\$8.00
	b. Bottle Gas/Propane	\$6.00	\$6.00	\$9.00	\$13.00	\$17.00	\$19.00
	c. Electric	\$5.00	\$6.00	\$9.00	\$12.00	\$14.00	\$17.00
Other Electric (Lights & Appliances) <b>Includes Climate Credit</b>		\$17.00	\$20.00	\$29.00	\$38.00	\$47.00	\$59.00
Air Conditioning		\$11.00	\$13.00	\$17.00	\$22.00	\$27.00	\$32.00
Water Heating	a. Natural Gas ( <b>avg</b> )	\$5.00	\$6.00	\$9.00	\$12.00	\$15.00	\$18.00
	b. Bottle Gas/Propane	\$13.00	\$15.00	\$21.00	\$26.00	\$36.00	\$42.00
	c. Electric	\$12.00	\$14.00	\$18.00	\$22.00	\$26.00	\$30.00
	d. Oil / Other						
Water		N/A	N/A	N/A	N/A	N/A	N/A
Sewer		N/A	N/A	N/A	N/A	N/A	N/A
Trash Collection		N/A	N/A	N/A	N/A	N/A	N/A
Range / Microwave Tenant-supplied		\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00
Refrigerator Tenant-supplied		\$13.00	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
<b>Other--</b>							
<b>specify: Gas Charge \$4.08 (SoCal)</b>		\$4.00	\$4.00	\$4.00	\$4.00	\$4.00	\$4.00
<b>Actual Family Allowances</b>				Utility or Service		per month cost	
To be used by the family to compute allowance. <i>Complete below for the actual unit rented.</i>				Heating		\$	
				Cooking		\$	
Name of Family				Other Electric		\$	
				Air Conditioning		\$	
				Water Heating		\$	
				Water		\$	
Address of Unit				Sewer		\$	
				Trash Collection		\$	
				Range / Microwave		\$	
				Refrigerator		\$	
				Other		\$	
				Other		\$	
				Total		\$	
Number of Bedrooms							



**Allowances for Tenant-Furnished  
Utilities and Other Services**U.S. Department of Housing and Urban  
Development  
Office of Public and Indian HousingOMB Approval No. 2577-0169  
(exp. 04/30/2018)

Locality: <b>Housing Authorities of the City and County of Fresno, CA</b>		Unit Type: <b>Multi-Family (Apartment)</b>		Date (mm/dd/yyyy) 02/01/2018		
Utility or Service: <b>Location</b>		Monthly Dollar Allowances				
		6 BR	7 BR			
Heating	a. Natural Gas ( <b>avg</b> )	\$23.00	\$25.00			
	b. Bottle Gas/Propane	\$53.00	\$59.00			
	c. Electric	\$30.00	\$32.00			
	d. Electric Heat Pump	\$21.00	\$22.00			
	e. Oil / Other					
Cooking	a. Natural Gas ( <b>avg</b> )	\$9.00	\$10.00			
	b. Bottle Gas/Propane	\$21.00	\$23.00			
	c. Electric	\$18.00	\$20.00			
Other Electric (Lights & Appliances) <b>Includes Climate Credit</b>		\$65.00	\$71.00			
Air Conditioning		\$35.00	\$37.00			
Water Heating	a. Natural Gas ( <b>avg</b> )	\$20.00	\$21.00			
	b. Bottle Gas/Propane	\$45.00	\$49.00			
	c. Electric	\$32.00	\$34.00			
	d. Oil / Other					
Water		N/A	N/A			
Sewer		N/A	N/A			
Trash Collection		N/A	N/A			
Range / Microwave Tenant-supplied		\$12.00	\$12.00			
Refrigerator Tenant-supplied		\$13.00	\$13.00			
<b>Other--</b>						
<b>specify: Gas Charge \$4.08 (SoCal)</b>		\$4.00	\$4.00			
<b>Actual Family Allowances</b>				Utility or Service		per month cost
To be used by the family to compute allowance. <i>Complete below for the actual unit rented.</i>				Heating		\$
				Cooking		\$
Name of Family				Other Electric		\$
				Air Conditioning		\$
				Water Heating		\$
				Water		\$
				Sewer		\$
Address of Unit				Trash Collection		\$
				Range / Microwave		\$
				Refrigerator		\$
				Other		\$
				Other		\$
Number of Bedrooms				Other		\$
				Total		\$





## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA

### PBV AT TAX CREDIT PROPERTY

#### PROPOSED MONTHLY UTILITY ALLOWANCES

##### Chart 1

INITIAL 2017

##### Building Type: Apartment/Multi-Family

Rio Villas (All Electric) (EE Equip: A/C,Win,HP15,Ins,WS)	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A,A/C,H,WH,C)		\$44.00	\$57.00			

A monthly average cost of the summer and winter adjustments were used for the electric costs.

A/C= Air Conditioning

L&A= Lights & Appliances

H= Space Heating

WH= Water Heating

C= Cooking

EE Equip= Energy Efficient Equipment

Win= Windows

HP= Heat Pump

Ins= Insulation

WS= Water Saving Appliances



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA PUBLIC HOUSING UNITS

### PROPOSED MONTHLY UTILITY ALLOWANCES

#### Chart 1

UPDATE 2017

Building Type: Apartment/Multi-Family

Pacific Gardens Apartments (EE Equip: Win,Ins,WS,CFL)	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A,C)		\$22.00	\$28.00	\$34.00		
Natural Gas (H,WH)		\$11.00	\$13.00	\$17.00		
<b>Totals</b>		<b>\$33.00</b>	<b>\$41.00</b>	<b>\$51.00</b>		

A monthly average cost of the summer and winter adjustments were used for the total costs.

L&A= Lights & Appliances

H= Space Heating

WH= Water Heating

C= Cooking

EE Equip= Energy Efficient Equipment

Win= Windows

Ins= Insulation

CFL= 100% Fluorescent Lighting

WS= Water Saving Appliances

**Note: Public Housing utility allowances are calculated similar to the method used by each utility provider. These allowances are not calculated by end use (like the Section 8 HCV Program), but by total usage for each utility type. Utility providers' monthly charges are included in the calculations.**



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA

### NON-PUBLIC HOUSING UNITS

### PROPOSED MONTHLY UTILITY ALLOWANCES

#### Chart 2

UPDATE 2017

Building Type: Apartment/Multi-Family

Pacific Gardens Apartments (EE Equip: Win,Ins,WS,CFL)	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A,A/C,C)		\$26.00	\$34.00	\$43.00		
Natural Gas (H,WH)		\$11.00	\$13.00	\$17.00		
<b>Totals</b>		<b>\$37.00</b>	<b>\$47.00</b>	<b>\$60.00</b>		

A monthly average cost of the summer and winter adjustments were used for the total costs.

L&A= Lights & Appliances

A/C= Air Conditioning

H= Space Heating

WH= Water Heating

C= Cooking

EE Equip= Energy Efficient Equipment

Win= Windows

Ins= Insulation

CFL= 100% Fluorescent Lighting

WS= Water Saving Appliances

**Note:** These utility allowances are calculated similar to the method used by each utility provider. They are not calculated by end use (like the Section 8 HCV Program), but by total usage for each utility type. Utility providers' monthly charges are included in the calculations.



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA PUBLIC HOUSING UNITS

### PROPOSED MONTHLY UTILITY ALLOWANCES

#### Chart 1

UPDATE 2017

#### Building Type: Row House/Townhouse

Yosemite Village (EE Equip: Win,WH)	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A,WH)		\$40.00	\$52.00	\$66.00	\$80.00	
Natural Gas (H,C)		\$10.00	\$13.00	\$15.00	\$16.00	
<b>Totals</b>		<b>\$50.00</b>	<b>\$65.00</b>	<b>\$81.00</b>	<b>\$96.00</b>	

#### Building Type: Semi-Detached/Duplex

Yosemite Village (EE Equip: Win,WH)	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A)				\$30.00		
Natural Gas (H,WH,C)				\$33.00		
<b>Totals</b>				<b>\$63.00</b>		

#### Building Type: Detached House

Yosemite Village (EE Equip: Win,WH)	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A)					\$35.00	
Natural Gas (H,WH,C)					\$59.00	
<b>Totals</b>					<b>\$94.00</b>	

A monthly average cost of the summer and winter adjustments were used for the electric and natural gas costs.

L&A= Lights & Appliances

H= Space Heating

WH= Water Heating

C= Cooking

EE Equip= Energy Efficient Equipment

Win= Windows

**Note:** These utility allowances are calculated similar to method used by each utility provider. They are not calculated by end use (like the Section 8 HCV Program), but by total usage for each utility type. Utility providers' monthly charges are included in the calculations.



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA NON-PUBLIC HOUSING UNITS

### PROPOSED MONTHLY UTILITY ALLOWANCES Chart 2

UPDATE 2017

## Building Type: Row House/Townhouse

Yosemite Village (EE Equip: Win,WH)	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A,A/C,WH)		\$54.00	\$73.00	\$94.00	\$113.00	
Natural Gas (H,C)		\$10.00	\$13.00	\$15.00	\$16.00	
<b>Totals</b>		<b>\$64.00</b>	<b>\$86.00</b>	<b>\$109.00</b>	<b>\$129.00</b>	

## Building Type: Semi-Detached/Duplex

Yosemite Village (EE Equip: Win,WH)	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A,A/C)				\$59.00		
Natural Gas (H,WH,C)				\$33.00		
<b>Totals</b>				<b>\$92.00</b>		

## Building Type: Detached House

Yosemite Village (EE Equip: Win,WH)	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A,A/C)					\$83.00	
Natural Gas (H,WH,C)					\$59.00	
<b>Totals</b>					<b>\$142.00</b>	

A monthly average cost of the summer and winter adjustments were used for the electric and natural gas costs.

L&amp;A= Lights &amp; Appliances

EE Equip= Energy Efficient Equipment

A/C= Air Conditioning

Win= Windows

H= Space Heating

WH= Water Heating

C= Cooking

**Note:** These utility allowances are calculated similar to method used by each utility provider. They are not calculated by end use (like the Section 8 HCV Program), but by total usage for each utility type. Utility providers' monthly charges are included in the calculations.



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA PUBLIC HOUSING UNITS

### PROPOSED MONTHLY UTILITY ALLOWANCES

#### Chart 1

UPDATE 2017

Building Type: Apartment/Multi-Family

Kerman Acres (EE Equip: Win-V,HP,Ins,WS,CFL)	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A,C)				\$34.00	\$40.00	
Natural Gas (H,WH)				\$14.00	\$14.00	
<b>Totals</b>				<b>\$48.00</b>	<b>\$54.00</b>	

A monthly average cost of the summer and winter adjustments were used for the electric and natural gas costs.

L&A= Lights & Appliances

H= Space Heating

WH= Water Heating

C= Cooking

EE Equip= Energy Efficient Equipment

Win= Windows

HP= Heat Pump

Ins= Insulation

WS= Water Saving Appliances

CFL= 100% Fluorescent Lighting

**Note: Public Housing utility allowances are calculated similar to method used by each utility provider. These allowances are not calculated by end use (like the Section 8 HCV Program), but by total usage for each utility type. Utility providers' monthly charges are included in the calculations.**



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA

### NON-PUBLIC HOUSING UNITS

### PROPOSED MONTHLY UTILITY ALLOWANCES

#### Chart 2

UPDATE 2017

Building Type: Apartment/Multi-Family

<b>Kerman Acres</b> <b>(EE Equip: Win-V,HP,Ins,WS,CFL)</b>	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A,A/C,C)				\$45.00	\$55.00	
Natural Gas (H,WH)				\$14.00	\$14.00	
<b>Totals</b>				<b>\$59.00</b>	<b>\$69.00</b>	

A monthly average cost of the summer and winter adjustments were used for the electric and natural gas costs.

L&A= Lights & Appliances

A/C= Air Conditioning

H= Space Heating

WH= Water Heating

C= Cooking

EE Equip= Energy Efficient Equipment

Win= Windows

HP= Heat Pump

Ins= Insulation

WS= Water Saving Appliances

CFL= 100% Fluorescent Lighting

**Note: Public Housing utility allowances are calculated similar to method used by each utility provider. These allowances are not calculated by end use (like the Section 8 HCV Program), but by total usage for each utility type. Utility providers' monthly charges are included in the calculations.**



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA TAX CREDIT/PROJECT-BASED VOUCHERS

### PROPOSED MONTHLY UTILITY ALLOWANCES

#### Chart 1

**UPDATE 2017**

**Building Type: Apartment/Multi-Family**

<b>Parc Grove Commons Northwest (EE Equip: Win,Ins,WS)</b>	<b>0BR</b>	<b>1BR</b>	<b>2BR</b>	<b>3BR</b>	<b>4BR</b>	<b>5BR</b>
Electricity (L&A,A/C)		\$23.00	\$31.00	\$40.00	\$49.00	
Natural Gas (H,WH,C)		\$17.00	\$21.00	\$24.00	\$27.00	
<b>Totals</b>		<b>\$40.00</b>	<b>\$52.00</b>	<b>\$64.00</b>	<b>\$76.00</b>	

A monthly average cost of the summer and winter adjustments were used for the electric and natural gas costs.

L&A= Lights & Appliances

H= Space Heating

WH= Water Heating

C= Cooking

EE Equip= Energy Efficient Equipment

Win= Windows

Ins= Insulation

WS= Water Saving Appliances

**Note: Public Housing utility allowances are calculated similar to method used by each utility provider. These allowances are not calculated by end use (like the Section 8 HCV Program), but by total usage for each utility type. Utility providers' monthly charges are included in the calculations.**



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA PUBLIC HOUSING UNITS

### PROPOSED MONTHLY UTILITY ALLOWANCES Chart 1

UPDATE 2017

Building Type: Apartment/Multi-Family

<b>Parc Grove Commons II (EE Equip: Win,H,WH,Ins,WS)</b>	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A)		\$18.00	\$24.00	\$30.00	\$35.00	
Natural Gas (H,WH,C)		\$12.00	\$15.00	\$17.00	\$18.00	
<b>Totals</b>		<b>\$30.00</b>	<b>\$39.00</b>	<b>\$47.00</b>	<b>\$53.00</b>	

A monthly average cost of the summer and winter adjustments were used for the total costs.

L&A= Lights & Appliances

H= Space Heating

WH= Water Heating

C= Cooking

EE Equip= Energy Efficient Equipment

Win= Windows

Ins= Insulation

WS= Water Saving Appliances

**Note: Public Housing utility allowances are calculated similar to the method used by each utility provider. These allowances are not calculated by end use (like the Section 8 HCV Program), but by total usage for each utility type. Utility providers' monthly charges are included in the calculations.**



## HOUSING AUTHORITIES OF THE CITY & COUNTY OF FRESNO, CA TAX CREDIT PROJECT-BASED VOUCHER UNITS

### PROPOSED MONTHLY UTILITY ALLOWANCES Chart 2

UPDATE 2017

Building Type: Apartment/Multi-Family

<b>Parc Grove Commons II (EE Equip: Win,H,WH,Ins,WS)</b>	0BR	1BR	2BR	3BR	4BR	5BR
Electricity (L&A,A/C)		\$22.00	\$30.00	\$38.00	\$46.00	
Natural Gas (H,WH,C)		\$12.00	\$15.00	\$17.00	\$18.00	
<b>Totals</b>		<b>\$34.00</b>	<b>\$45.00</b>	<b>\$55.00</b>	<b>\$64.00</b>	

A monthly average cost of the summer and winter adjustments were used for the total costs.

L&A= Lights & Appliances

A/C= Air Conditioning

H= Space Heating

WH= Water Heating

C= Cooking

EE Equip= Energy Efficient Equipment

Win= Windows

Ins= Insulation

WS= Water Saving Appliances

**Note:** These utility allowances are calculated similar to the method used by each utility provider. They are not calculated by end use (like the Section 8 HCV Program), but by total usage for each utility type. Utility providers' monthly charges are included in the calculations.

## ***Individual Relief Medical Equipment Allowances***

### **Electricity - Pacific Gas & Electric**

Item	Hours per Day	Wattage	Monthly kWh	Energy Charge	Utility Allowance
Oxygen Concentrator	18	400	219	0.12672	\$28.00
Nebulizer	2	75	5	0.12672	\$1.00
Electric Hospital Bed	0.2	200	1	0.12672	\$1.00
Alternating Pressure Pad	24	70	51	0.12672	\$6.00
Low Air-Loss Mattress	24	120	88	0.12672	\$11.00
Power Wheelchair/Scooter	3	360	33	0.12672	\$4.00
CPAP Machine	10	30	9	0.12672	\$1.00

#### ***Oxygen Concentrator***

Use per day varies, assume 12-14 hours a day.

The 5-Liter model uses 400 W, the 3-Liter model uses 320 W.

#### ***Nebulizer***

A medicine delivery system used mostly for pediatric care.

Used 4-6 times a day for 20 minutes at a time at 75W.

#### ***Semi/Fully Electric Hospital Bed***

Use depends on adjustments. 200 W.

#### ***Alternating Pressure Pad***

An air-filled mattress overlay.

Used 24 hours a day for someone who is bed-ridden.

#### ***Low Air-Loss Mattress***

Takes the place of mattress - air -filled pressurized mattress.

Cycles air around every 15-20 minutes.

#### ***Power Wheelchairs and Scooters***

Need to be charged approximately 8 hours every 3 days.

Batteries are 120 V, 3 Amp, 360 W.

#### ***CPAP Machine***

Used for Sleep Apnea. Machines run only at night for people who have a tendency to stop breathing at night. At maximum pressure use is 40 Watts. On average - 30 Watts.

## BOARD MEMO

O (559) 443-8400

F (559) 445-8981

1331 Fulton Mall  
Fresno, California 93721  
TTY (800) 735-2929

[www.fresnohousing.org](http://www.fresnohousing.org)

**TO:** Boards of Commissioners

Fresno Housing Authority

**FROM:** Preston Prince

CEO/Executive Director



**DATE:** January 19, 2018

**BOARD MEETING:** Jan. 23, 2018

**AGENDA ITEM:** 10f

**AUTHOR:** Tiffany Mangum

**SUBJECT:** Consideration of Out of State Travel – CEO and Commissioners

### Executive Summary

Out-of-State Travel is requested for the CEO/Executive Director and/or Commissioners\* as follows:

Date	Location	Event
1/10-1/12/18	Miami, FL	Novogradac Tax Credit Developers Conference*
1/18-1/21/18	Austin, TX	NAHRO Leadership Retreat*
2/7-2/9/18	Las Vegas, NV	Mountain Plains NAHRO Legislative Planning Conference
3/19-3/20/18	Washington, DC	National Low Income Housing Coalition Policy Forum
3/21-3/23/18	Washington, DC	CLPHA Spring Meeting*
4/10-4/12/18	Denver, CO	Housing First Partners Conference
4/22-4/24/18	Washington, DC	NAHRO Washington Conference*
5/3-5/4/18	Washington, DC	CLPHA Housing Is Summit

### Recommendation

It is recommended the Boards of Commissioners of the Fresno Housing Authority, approve the aforementioned out-of-state travel itinerary and attendee(s).

### Fiscal Impact

All travel and conference expenditures are within budget, and funds have been previously approved as part of the FY2018 Operating Budgets submitted and approved in December 2017.

*\*Commissioners may attend with the CEO.*

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**TO:** Boards of Commissioners

Fresno Housing Authority

**FROM:** Preston Prince

CEO/Executive Director

**DATE:** January 18, 2018

**BOARD MEETING:** January 23, 2018

**AGENDA ITEM:** 11a

**AUTHOR:** Aysha Hills

Senior Analyst- Human Resources

**SUBJECT:** Fall Intern Presentation

---

### Executive Summary

Staff will introduce our Fresno Housing fall Intern to the Boards, and will give a presentation on his experience and learnings at Fresno Housing.

### Recommendation

None at this time. Informational only.

## BOARD MEMO

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**TO:** Boards of Commissioners

Fresno Housing Authority

**FROM:** Preston Prince

CEO/Executive Director

**DATE:** January 19, 2018

**BOARD MEETING:** January 23, 2018

**AGENDA ITEM:** 11b

**AUTHOR:** Tracewell Hanrahan

**SUBJECT:** HUD Compliance Monitoring Review

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### Executive Summary

The purpose of this update is to provide the Board of Commissioners with a copy of the final HUD Monitoring Report, which was received on December 19, 2017, and the Agency's responses to the report, which was sent by the required deadline of January 5, 2018.

Attached to this memo are the final reports from HUD, and all required responses by Staff. In addition, a link is available to view all deliverables submitted to HUD. Those documents can be viewed on our [website](#) (select the link). These documents include a significant amount of data and reports. All confidential information has been extracted, where appropriate.

A team of seven analysts and auditors from HUD performed an extensive off-site and on-site compliance review of HUD-funded programs, and prepared the attached report to be used by the Agency to improve operations and strengthen compliance activities for HUD programs.

As indicated in the attached executive summary and report, as well as the exit interviews conducted between HUD and Agency staff, both housing authorities are performing well, with the majority of functions and activities reviewed having solicited very few concerns. We are pleased to report that the Agency received very positive comments in the following areas:

- Governance
- Leadership
- Financial reporting
- Internal controls
- Maintenance
- Procurement
- Program file organization and accuracy, particularly in the Housing Choice Voucher Department

The report did recommend certain improvements, primarily in the Public Housing Program. As the Boards are aware, the Public Housing Division has recently undergone an internal program analysis and structural changes at the staff-level. Management and staff are in the process of developing and implementing additional procedures and complimentary training programs. The report from HUD recognizes that the Agency has been making on-going improvement to the Public Housing Division and encourages management to continue efforts to strengthen training and procedures.

Overall, there were eleven findings for the Housing Authority for the City of Fresno and eleven findings for the Housing Authority of Fresno County. Many of these were recommendations centered around strengthening our policies and procedures, and the Agency has promptly adopted and implemented the recommendations. These enhancements will help us further improve our services to program participants. Additionally, the report documents a small number of errors with respect to tenant files and HQS inspection frequency, and the Agency is working to promptly to correct these issues. Staff has already provided responses to HUD regarding these items, and anticipate that these responses will clear a number of the findings. Staff will continue to follow up with HUD on our progress, and the Boards will receive confirmation from staff once all findings are cleared.

Staff will present an overview of the responses during the January 2018 Boards of Commissioners Meeting.

## **Background**

The Agency received notification in late March 2017 that the San Francisco Field Office for the U.S. Department of Housing and Urban Development (HUD) would be conducting a Compliance Monitoring review during the year. HUD officials indicated that this review was not being conducted as a result of any specific concern, but due to the breadth and variety of our programs and our numerous RAD transactions. Officials also indicated that they wanted an opportunity to provide support and technical assistance. The on-site review was scheduled for mid-August in order to allow staff to focus on the regular annual Agency audit before being available to the HUD staff. A team of HUD analysts came to Fresno during the week of August 14, 2017 and worked directly with staff to perform the review.



U.S. Department of Housing and Urban Development  
San Francisco Regional Office - Region IX  
One Sansome Street, Suite 1200  
San Francisco, California 94104-4430  
[www.hud.gov](http://www.hud.gov)  
[espanol.hud.gov](http://espanol.hud.gov)

September 21, 2017

Mr. Preston Prince  
Chief Executive Officer (CEO)/Executive Director (ED)  
Fresno Housing Authority  
1331 Fulton Mall  
Fresno, CA 93721-1630

**SEP 21 2017**

Re: PIH Compliance Monitoring Review Report Transmittal for the  
Housing Authority of the City of Fresno (HACF)

Dear CEO/ED Prince:

This letter provides the results of the Compliance Monitoring Review that U.S. Department of Housing and Urban Development (HUD) PIH staff completed at the HACF from August 14~18, 2017. The Review Team reviewed the performance of HACF's programs and their compliance with HUD requirements and regulations.

The objective of the Review Team was to perform a limited Review focused on compliance with program requirements and regulations. While performance issues may be noted in the Reports, the primary focus is compliance. Rather than examining any one area exhaustively, this Review addressed multiple areas of compliance to provide the HACF with meaningful feedback for sustained/improved compliance.

The on-site seven-member Review Team included the following HUD Field Office staff:

- Michael L. Capener, Financial Analyst, Team Lead, and Reviewer of HACF's Financial Management/Analysis;
- Cathleen K. Hausheer, Financial Analyst, Lead and Reviewer of HACF's Financial Management/Analysis;
- Todd R. Greene, Engineer, Lead and Reviewer of HACF's Maintenance and Procurement;
- Carol M. Joseph, Portfolio Management Specialist, Lead and Reviewer of HACF's Section 8 Housing Choice Vouchers Program;
- Alejandra M. Sigala, Portfolio Management Specialist, and Reviewer of HACF's Section 8 Housing Choice Vouchers Program;
- Marta C. Duron, Portfolio Management Specialist, Lead and Reviewer of HACF's Governance, Management, and Low-Income Public Housing Program; and,
- Rebecca Z. Rudzianis, Portfolio Management Specialist, and Reviewer of HACF's Governance, Management, and Low-Income Public Housing Program.

The Fresno Housing Authority is two separate public housing agencies, HACF and the Housing Authority of Fresno County (HAFC). The results of the HACF Review are enclosed in the

attached Report; a second Report for HAFC will be sent to you in a separate mailing. The enclosed Report includes discussion of areas where HACF's performance and compliance are strong, as well as recommendations for on-going improvement. Please review the Report in detail and respond to this office by January 5, 2018.

We thank you and your staff for the courtesy and assistance provided during our Review. If you have questions, please contact me at [Gerard.Windt@hud.gov](mailto:Gerard.Windt@hud.gov) or Team Lead, Financial Analyst Capener at [Michael.Capener@hud.gov](mailto:Michael.Capener@hud.gov). Thank you for your cooperation!

We appreciate our partnership with you to provide safe, decent, sanitary, and affordable housing to Fresno low-income residents!

Sincerely,



Gerard R. Windt  
Director  
Office of Public Housing

ENCLOSED: As Noted.

# COMPLIANCE MONITORING REVIEW

Housing Authority of the City of Fresno

August 14~18, 2017

## EXECUTIVE SUMMARY

The Fresno Housing Authority is one of the agencies that participated in a 2017 HUD Compliance Monitoring Review by the Office of Public Housing (PIH). Field Office staff reviewed the agency's programs and their compliance with HUD requirements and regulations.

The Fresno Housing Authority is two separate public housing agencies, the Housing Authority of the City of Fresno (HACF) and the Housing Authority of Fresno County (HAFC). To maximize efficiency and effectiveness, the two agencies operate under a Cooperation Agreement that enables the agencies to be led by a single Chief Executive Officer (CEO)/Executive Director (ED) and managed by one common staff. The Fresno Housing Authority's policies, procedures, internal controls, etc. apply to HACF and HAFC with the two agencies sharing the Fresno Housing Authority website. HACF and HAFC each has a separate Board of Commissioners (Board).

All Review procedures were performed for HACF and HAFC documentation (e.g., tenant files, invoices, bank reconciliations, maintenance and procurement documents, etc.), policies, and controls. The results of the HACF Review is enclosed in the attached Report; a second Report for HAFC will be sent to you in a separate mailing.

The Review Team found HACF to be strong in the following areas:

- Public Housing Authority (PHA) governance is excellent with written, Board-approved by-laws, policies, plans, budget reviews and controls, adequate insurance and fidelity bond coverage, etc. (with exceptions for the Public Housing program). PHA Board Chair Adrian Jones was interviewed; she is independent, competent, and a dedicated professional with decades of service on the Board and in other community organizations;
- In general, PHA has a very qualified and professional senior management led by a creative, experienced CEO/ED with vision and good judgment;
- PHA submits all required Financial Reports to HUD on time, including the Independent Public Accountant (IPA) Audit Report and Financial Assessment Subsystem (FASS) Financial Data Schedule (FDS) submissions;
- PHA adequately maintains financial statements, budgets, accounting records, and source documentation;
- Internal controls, such as segregation of duties, supervisory review, payment records, and the tracking of expenses to the correct program have been implemented and are functioning. The Finance staff members are knowledgeable about their job duties and perform such as assigned;
- PHA's Maintenance policies and procedures are compliant with HUD requirements and regulations;
- PHA's excellent integrated procurement strategy addresses procurement requirements and regulations. The Procurement Policy and Procurement Procedures documents are very

detailed and thorough; solicitation and procurement files are standardized in both hard copy and digital formats; procurement outreach efforts to contractors and vendors are undertaken; procurement training is provided for new employees; refresher procurement training is provided for existing employees; and Executive Management has instituted a culture of procurement excellence;

- PHA's files (e.g., resident, procurement, etc.) have a consistent structure and are well-organized; and,
- PHA was in full compliance with Davis-Bacon regulations. Additionally, the PHA Maintenance staff salaries were consistent with Maintenance Wage Rate Decision Form HUD – 52158.

As detailed subsequently herein, HACF also has the following general areas that need improvement:

- HACF has implemented significant phased program restructuring and enhancements (including the hiring and training of new employees) during the last four years (e.g., Financial Department four years ago, Procurement Department three years ago, Housing Choice Vouchers (HCV) Program two years ago, and the Public Housing Program the past year). The latest program restructure, the Public Housing Program, is progressing in a positive direction, but is not yet as strong as the other PHA programs. A few weaknesses include:
  - Policies – Several policies and procedures such as the Admission and Continued Occupancy Policy (ACOP), Standard Operating Procedures (SOP), etc. had sections that need completing or updating with Board of Commissioners approval;
  - PH Staff – Some of the line staff lacks a thorough understanding of PHA policies and HUD regulatory requirements in the administration of the PH program (e.g., income verification, rent calculation, etc.). We recognize and appreciate that senior management is implementing training programs to address this issue;
  - Resident Files – In some cases, files lacked required documentation (e.g., current lease or lease amendments, inspection reports, etc.), verifications, and signatures;
  - File Internal Controls – Although internal controls exist, at times, there has been a lack of consistent auditing of resident files for completeness and accuracy.
- HCV Program:
  - A few tenant files contained errors and inconsistencies;
  - The Payment Standards Schedule was not updated as required by regulation; and
  - Housing Quality Standards (HQS) inspections were late in some cases.

The remainder of this Report describes these improvement areas in greater detail and corrective actions.

## **BACKGROUND**

The Fresno Housing Authority, located in Fresno, California, was established in 1937. Fresno is the fifth largest city in California with a population of 525,000, but the poorest metropolitan area in the state and the second poorest urban area in the nation. The Authority owns and/or manages more than 4,500 residential units which are rented to low – income households. Within this portfolio, nearly 2,300 housing units are eligible for rent subsidized by HUD, the U.S. Department of Agriculture (USDA), and the State of California. The public agency has also developed and manages nearly 2,500 units created through a combination of Low Income Housing Tax Credits (LIHTCs), grants, and/or conventional funding; it also administers nearly 13,000 Housing Choice Vouchers. The Fresno Housing Authority completed \$400 million in development in the last ten (10) years; it was the first agency nationwide to do a project that layered LIHTCs with the Rental Assistance Demonstration (RAD) and the fourth PHA nationwide to do a RAD project.

HACF's program currently consists of 7,156 vouchers and 773 public housing units, while HAFC's program includes 5,652 vouchers and 720 public housing units.

The Fresno Housing Authority is governed by two Boards totaling fourteen (14) Commissioners – seven appointed as HACF Commissioners and seven as HAFC Commissioners. Five of the HACF Commissioners are appointed by the Mayor of the City of Fresno to serve four-year, staggered terms with two Resident Commissioners appointed to two – year terms. Similarly, five of the HAFC Commissioners are appointed by the County Board of Supervisors with two additional Resident Commissioners; they serve the same terms as the HACF Commissioners. The current CEO/ED has been in his position for ten (10) years.

Both HACF and HAFC have a High Performer Section 8 Management Assessment Program (SEMAP) Rating. HACF had a High Performer Public Housing Assessment System (PHAS) designation status in 2015 (with the 2016 results not available), while HAFC also had a High Performer PHAS designation status in 2015, but it was downgraded to a Standard Performer PHAS designation status in 2016.

The Fresno Housing Authority had Reviews during the last few years from the Departmental Enforcement Center (DEC) in February 2015 and the Office of Inspector General (OIG) in September 2015.

## **RESULTS**

Detailed results of the PIH Compliance Monitoring Review described by area and program follow:

□ **GOVERNANCE:** The HUD Review Team included Team Lead Marta C. Duron and Team Member Rebecca Z. Rudzianis, both Portfolio Management Specialists, located in the Phoenix and San Francisco Field Offices, respectively. The Review Team reviewed the PHA's By-Laws, Board minutes, policies, and (wherever possible) supporting materials, and reports the following:

- **Finding #1 – Board Approved Admissions and Continued Occupancy Policy (ACOP) and Agency Policies, Non-Compliance with HUD Directives:** The PHA failed to provide a Resolution to the Board to approve and adopt the current 2017 ACOP or any subsequent regulatory changes in place. The PHA did receive an approval and resolution from the Board for the 2017 ACOP as part of the PHA's Annual Plan; however, a separate resolution should have been approved by the Board for the ACOP. The Review Team noted the following:
    - 1) The PHA's 2018 ACOP should be updated to include current HUD requirements and directives; an outdated ACOP was provided at some public housing sites.
    - 2) The PHA's ACOP is available online; however, it should be readily available (at public housing sites) for residents to review.
    - 3) The PHA staff at the sites sometimes lacks a complete understanding of the PHA policies and HUD rules and should receive additional training regarding such.
    - 4) The PHA does not have current Standard Operating Procedures (SOP) due to a recent program restructuring; the SOP should be updated and implemented.
    - 5) The PHA should have and follow a formal policy for Individual Relief of utility allowance.
  - **Regulatory citation:** 24 CFR Part 5, 24 CFR Part 960 (Subparts A, B, C, E, F, G), Subpart A (§960.103), Subpart B (§960.202), Subpart C (§960.255, §960.257, §960.259, §960.261), Subpart E (§960.503), Subpart F, and Subpart G (§960.553)
  - **Corrective action(s):** The PHA should revise and follow a Board-approved ACOP (including discretionary policies) compliant with all current HUD directives and mandates. The PHA must submit updated SOP to conform with policies. The PHA must ensure that all Board-approved policies are properly implemented, with all staff trained on all current and updated PHA policies and HUD directives. The PHA must assess staff training needs and provide training in those areas.
  - **Deliverable(s):** The PHA must submit a copy of updated Board-approved ACOP and SOP that conform with policies. The PHA must submit a copy of the staff training assessment and training certifications. The PHA may submit Staff [in-house] Certification of Knowledge and Understanding of the PHA's ACOP and HUD mandates until staff has undergone formal training (based on staff needs).
- **Recommendation #1:** HUD recommends that HA staff familiarize themselves with the HUD website & Public and Indian Housing One-Stop Tool (POST) for PHAs at this link:  
[https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/public\\_indian\\_housing/post](https://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/post)

- This link provides PHA staff access to PIH systems, tools, training opportunities, program requirements, commonly used external websites, PIH contacts, etc.
- **Finding #2 – Public Housing Lease and Grievance Procedure:** The PHA failed to provide a Lease compliant with grievance policy requirements (including its discretionary procedures). The Review Team noted the following:
  - 1) The PHA’s formally adopted Lease requires updating to become fully compliant with HUD lease requirements.
  - 2) The PHA’s lease terms and renewals were not consistent; lease execution and modifications were not always updated or executed in the resident files.
  - 3) The PHA Schedule of Charges for Maintenance and Repair is inconsistent and may be duplicative for costs charged by contracted third parties. However, during the Review, no duplicative costs were found.
  - 4) The PHA needs to be consistently compliant with the posting of policies, rules, and regulations at its public housing sites.
  - **Regulatory citation:** 24 CFR Part 966 (Subpart A and Subpart B), Subpart A (§966.4 and §966.5), and Subpart B (§966.52)
  - **Corrective action:** The PHA must update the Lease with grievance policy requirements and procedures.
  - **Deliverable(s):** The PHA must submit a copy of the Board-approved updated Lease.
- **Finding #3 – Enterprise Income Verification (EIV) System:** The PHA is not fully compliant with HUD Directives, mandated use of EIV and EIV security - a). PHA is not consistently using the EIV system in its entirety to verify tenant employment and income information during mandatory reexaminations of family composition and income; b). PHA is not consistently using EIV as an upfront income verification (UIV) technique in validating tenant-reported income during interim and annual reexaminations of family income; c). PHA is not consistently using EIV reports to reduce administrative and subsidy payment errors; d). PHA is not consistently implementing the income verification hierarchy; e). PHA is relying on Non-Third party verification (tenant declarations) without notarized or sworn affidavits; and f). PHA is not documenting tenant files when third party verification was not available. The Review Team noted the following:
  - 1) The PHA staff is not consistently following HUD EIV Security Policy and Procedures at the two sites that were visited.
  - 2) A file review determined that income discrepancies were not investigated and multiple subsidy reports were not being pulled on a consistent basis. However, during the Review, no multiple subsidy cases were found.
  - 3) The PHA staff is inconsistent in validating EIV income report during annual reexaminations.
  - **Regulatory citation:** 24 CFR Part 5 General HUD Program Requirements, Waivers, Subpart B (§5.233; 5.236), Subpart F (§5.659), 24 CFR §908.101, and Notice PIH 2010-19 (updated in Notice 2015-02)

- **Corrective action(s):** The PHA must consistently use the EIV system in its entirety to verify income information and validate tenant-reported income. The PHA must consistently monitor EIV reports as required. The PHA must consistently investigate and confirm possible income discrepancies of \$2,400 or more as disclosed on the EIV Income Discrepancy Report. The PHA must consistently implement the EIV requirements in Notice PIH 2010-19 and updated in Notice 2015-02.
  - **Deliverable(s):** The PHA must submit to HUD documentation confirming that the required monthly and quarterly monitoring is being conducted. The PHA will provide staff with training on the appropriate use of EIV.
- **Finding #4 – Non-Compliance with Privacy Act and Safeguarding of Personally Identifiable Information (PII):** The PHA is not fully compliant with HUD Directives implementing security measures to protect applicant and participant private information. The Review Team noted the following:
    - 1) The PHA staff is not consistently safeguarding PII and safeguarding measures are not being consistently implemented by the PHA at the two sites that were visited.
    - **Regulatory citation(s):** 24 CFR 5 (Subpart B), 24 CFR 200.303(e), Section 6 of the Housing Act of 1937, the Privacy Act of 1974, 5 U.S.C. § 552a (Privacy Act), PIH Notice 2015-06 Privacy Protection Guidance for Third Parties, The Freedom of Information Act (FOIA), 5 U.S.C. § 552, and Section 208 of the E-Government Act.
    - **Corrective action(s):** The PHA must consistently implement administrative, technical, and physical safeguards to protect applicant and participant information. This includes protecting electronic transmissions of sensitive data via fax, email, and other electronic devices. The PHA must consistently implement procedures to protect all hard copy and electronic files containing sensitive PII, and manage access to sensitive applicant, tenant and participant PII. The PHA must train staff on HUD Information Security Procedures. The PHA must develop and implement a security plan for the information system that provides an overview of the security requirements.
    - **Deliverable(s):** The PHA will submit to HUD copies of the approved and implemented policies and procedures. The PHA must submit proof of staff training on PHA policies and HUD mandates.
  - **Finding #5 – Non-Compliance with Violence Against Women Act (VAWA) Protocols:** The PHA is not fully compliant with updated VAWA protocols. The Review Team noted the following:
    - 1) PHA needs to include language of sexual assault as a crime covered by VAWA in the lease.
    - 2) PHA must include in tenant files proof that tenants received notification of updated occupancy rights under VAWA.
    - **Regulatory citation(s):** 24 CFR parts 5, 905, 960, 966, 982 and 983 and PIH Notice 2017-08 Violence Against Women Reauthorization Act of 2013 Guidance

- **Corrective action(s):** The PHA should update all policies and procedures based on the new PIH Notice on VAWA. All staff should be trained on updated VAWA rules and regulations.
- **Deliverable(s):** The PHA will submit to HUD copy of updated lease that includes updated VAWA language.
- **Concern #1 – Bank Reconciliation Procedures:** The PHA provided the HUD Review Team with bank reconciliations for the months of January 2017 through July 2017 for all the PHA's bank accounts that contain LRPH and HCV Funds. The PHA's Reconciliations Policy/Procedure states that bank accounts will be reconciled monthly and completed by the 15<sup>th</sup> of the following month, but does not require the preparer to date these reports. Since the reports were not dated by the person that reconciled them, the HUD Reviewer could not determine if the PHA was following its written policy/procedure. Also, the bank account reconciliations for the Revolving Account ending in 6869 were not signed by the preparer or initialed by the reviewing supervisor per the PHA's written policy/procedure.
  - **Recommendation:** The PHA's management advised the HUD Reviewer that they are currently in the process of updating this policy/procedure. The PHA should include in this new policy/procedure that the Bank Reconciliations are initialed and dated by the preparer. The PHA should also make sure to include training for their accounting staff that reconcile bank accounts once the new policy/procedure is completed to ensure all staff sign, initial, and date bank reconciliations as required by the PHA's policy/procedure.
- **Concern #2 – Check Signing Policy:** The PHA's check signing policy currently includes the Executive Director, Deputy Executive Director, and all Department Directors (including the Director of Finance and Administrative Services). In the past, this was not an issue for the PHA since the accounting staff was supervised by the Controller and the Director of Finance and Administrative Services never signed checks for the PHA. However, since the PHA no longer has a Controller, the accounting staff is now supervised by the Director of Financial and Administrative Services, which could put the PHA at risk of not having proper checks and balances over the accounting process.
  - **Recommendation:** The PHA should change its current policy to remove the Director of Finance and Administrative Services from the list of authorized signers.
- **Concern #3 – Collection Agency Use:** The PHA currently does not use a collection agency to collect past due tenant rents that are written-off; however, the PHA is inputting the uncollected rents into the Enterprise Income Verification (EIV) system. The HUD Reviewers were advised that the Board made the decision to not use a collection agency to negatively impact the tenants' credit report.
  - **Recommendation:** The HUD Reviewers recognize that the 2016 HACF/HAFC combined write-offs of \$28,336 were not significant; however, it is recommended that the PHA conduct a cost/benefit analysis of hiring a collection agency to ensure they are making every reasonable effort to collect past due rent.

- **Recommendation #2 – Account Transfer Activity Procedure:** The PHA provided HUD Reviewers with their accounting procedures including those currently in the process of being updated due to restructuring and change of accounting software. Of the many procedures that were provided, the HUD Reviewers have only one procedure modification recommendation. The PHA’s current procedure for Approval/Posting of Account Transfer Activity, II, Operating Guideline states “... Examples of such documentation may include, evidence of a check deposited to the wrong account, monies owed from one program/entity to another; loan documentation and/or requests, or in some cases emergency borrowing.” The HUD Reviewers recommend that the PHA include language in this procedure to ensure that the HUD Public Housing and Housing Choice Vouchers funds cannot be loaned to other programs, without proper approvals from HUD for special uses such as Rental Assistance Demonstration (RAD) or Section 18 Actions.

□ **HOUSING CHOICE VOUCHERS:** The HUD Review Team included Team Lead Carol M. Joseph and Team Member Alejandra M. Sigala, both Portfolio Management Specialists, located in the San Francisco and Los Angeles Field Offices, respectively.

The Team conducted a remote compliance Review to determine whether the PHA was timely in its reporting requirements to HUD (e.g., Public and Indian Housing Information Center (PIC), Voucher Management System (VMS), SEMAP, and PHA Plan submissions, required board approvals, etc.); additionally, an on-site compliance Review was performed that included interviewing pertinent supervisory staff responsible for the HCV Program's administration and program integrity. The Team also conducted a rental integrity file Review for PHA HCV participants; we reviewed new admission files to confirm that wait list and selection policies were followed by the PHA. Termination files and tenant complaints were reviewed to ensure compliance with Fair Housing laws. The Team interviewed PHA staff regarding written policies and practices, the HCV Utilization and Tracking System, income targeting requirements, as well as criminal and drug background checks. In relationship to other HCV Program requirements, the Team reviewed reasonable rent policies and practices plus rent increases.

The PHA staff was very responsive to our requests for additional information and files. We determined that the PHA generally followed its written policies and procedures. Overall, the files were uniformly organized with permanent and vital file documentation consistently maintained in the files (except for the exceptions noted subsequently in this Report).

### **Wait List Management**

For two weeks, each June, the PHA conducts extensive outreach to all demographics to solicit new potential voucher recipients for the creation of an annual Interest List (i.e., HACF and HAFC had a combined June 2017 Interest List of 35,000 families). Approximately, 1,000 families are randomly selected each year from the current Interest List and added to the Wait List. The Interest List is then purged with a new one created the following June. Families are selected for vouchers from the Wait List per preferences identified in the PHA's HCV Administrative Plan (e.g., local residents, the elderly, disabled residents, etc.). The Wait List is never purged. This system is used to minimize the wait time for those on the Wait List and to relieve staff administrative burden.

The Review Team reports the following results based on the review of the PHA's written policies and practices and its compliance with 24 CFR Parts 982, 983, 984, and 985:

- **Concern #4 – Tenant File Review:** The Team reviewed twenty-four (24) tenant files. We found an incorrect amount of utility allowance in two tenant files.
  - **Recommendation:** HUD requires the PHA staff to correct the errors found in the tenant files and certify such. HUD requires that the PHA staff perform additional supervisory quality control reviews of staff annual reexaminations on a monthly or quarterly basis. We also recommend the creation of a file document checklist to ensure that the files contain all required documentation (e.g., accurate annual/interim tenant rent calculations, correct income and rent calculations, birth certificate, original application, Form HUD-9886 Authorization for the Release of Information/Privacy

Act Notice, HQS Inspection, etc.); please provide to HUD a copy of the implemented file document checklist.

- **Finding #6 – HQS Inspections:** The PIC SEMAP Reports Module for Indicator #12, Continuing HQS Inspections, shows many late inspections over two years (since the last HQS inspection).
  - **Regulatory Criteria:** 24 CFR Part 982.405(a)
  - **Corrective Action:** HUD requires the PHA staff to correct these late HQS inspections, either by updating PIC and its systems and/or conducting the HQS inspections and bringing the units up-to-date with HQS requirements.
  - **Deliverable(s):** Please advise HUD in writing when this corrective action has been completed with documentation of current report showing no inspections over two years late.
- **Concern #5 – Payment Standards:** The PHA's Payment Standards Schedule is compliant with the 90% to 110% of 2017 Fair Market Rents (FMRs) regulation. However, it has not been updated since July 2016. In this case, the FMRs were published in October 2016, but there was no update to the Payment Standards Schedule.
  - **Recommendation:** We recommend that the PHA begin the implementation of a new Payment Standards Schedule annually to ensure conformance with the newly-issued FMRs. This will allow the PHA to confirm that 1). its payment standards continue within the 90% to 110% range of the most recent published FMRs; and 2). they have been approved by the Board each year.
- **Concern #6 – Unfunded Pension Liability:** The VMS Unrestricted Net Profit (UNP) for both PHAs is currently being reported incorrectly. The PHAs are reporting unfunded pension liability at the end of the year instead of reporting it monthly as required by the VMS Instructions.
  - **Recommendation:** The PHA must correct VMS UNP entries to include unfunded pension liability monthly and that liability should not be removed each year at the beginning of the year.

□ **PUBLIC HOUSING:** The HUD Review Team included Team Lead Marta C. Duron and Team Member Rebecca Z. Rudzianis. The Review Team reviewed the PHA's applicant income data, applicant selection from the waiting list, verification of income asset, community service, self-sufficiency, and 40 randomly selected resident files.

- **Finding #7 – Determination of Adjusted Income:** The PHA staff is inconsistently utilizing income sources and methodologies when conducting tenant rent calculations. The Review Team noted the following:

- 1) The PHA's discretionary policies on obtaining and verifying income are inconsistent.
  - 2) The PHA staff were inconsistent in obtaining income sources in accordance with HUD's verification hierarchy.
  - 3) The PHA staff were inconsistent in verifying and applying the Cost-of-Living Adjustment (COLA).
  - 4) The PHA staff were inconsistent in documenting imputed welfare income.
  - 5) The PHA staff were inconsistent in their income calculations.
  - 6) The PHA staff did not implement, track, and monitor self-sufficiency incentives.
  - 7) The PHA staff did not implement, track, and monitor disallowance of increase in annual income.
  - 8) The PHA staff were inconsistent verifying and applying income discrepancies.
- **Regulatory citation:** 24 CFR part 5 Subpart F and 24 CFR Part 960 Subpart C (§960.253)
  - **Corrective action(s):** The PHA must update its Income Verification policies to provide clear guidance in obtaining income verification and calculating correct income. The PHA must verify and correctly determine adjusted annual income for applicants at admission and each assisted family at annual reexamination.
  - **Deliverable(s):** The PHA will submit to HUD the updated Income Verification policies.

- **Finding #8 – Resident Allowances for Utilities:**

- 1) The PHA does not retain in tenant files proof of notification to residents that records are maintained and available for inspection by the residents.
  - 2) The PHA does not fully comply with regulations regarding Individual Relief of Utility Allowance.
- **Regulatory citation:** 24 CFR 965.502(b), 24 CFR 965.502(c), and 24 CFR 965.508
  - **Corrective actions:** The PHA must maintain a record that documents the basis on which allowances, scheduled surcharges, and revisions are established and revised and made it available for inspection by residents. The PHA must give notice to all residents of proposed allowances, scheduled surcharges, and revisions; and notify residents where those records are maintained and available for review/inspection. The PHA must develop a policy for Individual Relief of Utility Allowance and shall be included in each notice given to the residents.

- **Deliverable(s):** The PHA will submit to HUD a copy of the Individual Relief of Utility Allowance policy and a copy of the Notice provided to residents which includes where residents may access and review utility allowance records.
- **Finding #9 – Systemic Resident File Errors:** Some resident files lack sufficient documentation, as well as required verifications and signatures; they were missing current leases or lease amendments and inspection reports.
  - 1) Income discrepancies were identified in both applicant and resident files.
  - 2) Resident files, in some cases, had incorrect income and tenant rent calculations.
  - 3) Resident files provided support documentation of bank checking and savings accounts of asset income. The PHA staff reviews the net cash dollar amount and documents the form HUD 50058 even if the assets total net cash income is less than \$5000. HUD is unable to determine if the PHA is using the current Passbook rate or if imputed income is calculated correctly.
  - 4) Resident files were missing current annual inspection reports and reports from previous years.
  - 5) Resident files did not have newly prepared lease/rent amendment forms signed by the resident and PHA staff; therefore, the amendment is not fully executed.
  - 6) Resident files did not document and/or track the earned income disregard.
  - 7) Resident files did not contain a no zero-income statement and the file did not contain a questionnaire or budget.
  - 8) Resident files did not document and/or track the imputed welfare income.
  - 9) Resident files could not be audited; annual recertifications were missing or incomplete.
  - 10) Resident files with late annuals were processed and submitted in PIC outside of the 60-day submission period.
- **Regulatory citation(s):** 24 CFR Part 5, 5.233; 5.236; 5.240; 5.512; 960.253 and PIH Notice 2012-10
- **Corrective action(s):** The PHA must review and correct tenant file errors identified in the Review. Several tenant files were submitted to management for immediate correction; however, the types of deficiencies were consistent throughout the files reviewed and may be in the files not reviewed. The PHA must develop policies and procedures and implement at least quarterly, tenant file quality control review measures, to correct and avoid careless errors.
- **Deliverable(s):** The PHA will submit to HUD implemented policies and procedures ensuring tenant file quality control reviews are conducted at least quarterly. Copies of policies and procedures and a copy of the initial quarterly quality control review must be submitted to HUD, including documentation demonstrating the resident file errors have been corrected.

- **Finding #10 – General HUD Program Requirements:** The Review Team noted the following regarding the Lease and other areas:
  - 1) The PHA does not have or follow a Lease provision for persons without regard to gender.
  - 2) The PHA does not have or follow a Lease provision for persons without regard to sexual orientation or gender identity (Equal Access).
  - 3) The PHA does not have a Lease fully compliant with Pet policy requirements, specifically, Pet Ownership for the Elderly or Persons with Disabilities.
  - 4) The PHA does not have a formal procedure for tracking and documenting welfare benefit reductions, specifically, imputed welfare income.
  - 5) The PHA does not consistently document annual unit inspections.
  - **Regulatory citation:** 24 CFR Part 5 (Subpart A, B, C, F, G), Subpart A (§5.105), Subpart B (§5.212), Subpart C, Subpart F (§5.615), and Subpart G (§5.705)
  - **Corrective action(s):** PHA should create an updated lease that includes all HUD mandated terms. PHA should begin the process of having the updated leases signed by all tenants. PHA should also provide training to staff on the procedures for tracking and documenting welfare benefit reductions. Additionally, staff should be reminded about the annual inspections requirements.
  - **Deliverable(s):** The PHA will provide HUD with a copy of the updated lease.
- **Finding #11 – Internal Controls:** The PHA is not fully implementing quality control procedures to ensure compliance with HUD mandates, statutory, and regulatory requirements. The Review Team noted the following:
  - 1) The PHA management staff should be auditing the resident files for completion and accuracy more frequently.
  - 2) The PHA management staff should be auditing income calculations and tenant rent determinations more frequently.
  - 3) The PHA management staff should be conducting upfront income verification audits more frequently.
  - 4) The PHA management staff should be conducting income discrepancy audits more frequently.
  - 5) The PHA management staff should be conducting form HUD 50058 family Report submission and/or error audits more frequently.
  - **Regulatory citation:** 2 CFR Part 200.303
  - **Corrective action:** The PHA must develop policies and procedures and implement at least quarterly, tenant file quality control review measures, to correct and avoid careless errors.
  - **Deliverable(s):** The PHA will submit to HUD implemented policies and procedures ensuring tenant file quality control reviews are conducted at least quarterly. The PHA will submit to HUD verification that all fatal errors and incorrect 50058 submissions have been corrected.

- **Concern #7 – Ineligible Use of Operating Funds:** The PHA provided the HUD Review Team with sixty (60) invoices for the months of February 2017 through August 2017. Of the invoices provided by the PHA, only one was an ineligible use of Operating Funds. The HACF/HAFc invoice dated April 28, 2017 for \$81.52 to provide drinking water for the residents is an ineligible use of Operating Subsidy Funds.
  - **Recommendation:** HAFc and HAFc must repay the operating funds used for this expense with non-HUD funds and the PHAs must discontinue using HUD Operating Funds for these types of expenses (per Section 9(3) of the Housing Act of 1937).
- **Concern #8 – Non-Competitive Proposals > \$150,000:** PHA’s Procurement Procedures, Page 14, Paragraph 6, Non-Competitive Proposals, requires that “All non-competitive justifications greater than \$150,000 shall be approved by HUD in writing prior to award.” The PHA recently awarded two non-competitive procurements greater than \$150,000. The first non-competitive procurement was contract NCJ #16001 for Police Services awarded for \$199,150; the second non-competitive procurement was for Fee Audit Services in the \$200,000 range. While the procurement files contained appropriate justification documents to award via a non-competitive procurement, neither of these two non-competitive proposals were submitted to HUD for approval prior to award.
  - **Recommendation:** The PHA should conduct and document training of appropriate staff to provide awareness that future non-competitive procurements greater than \$150,000 be submitted to the San Francisco HUD Field Office for approval prior to award.

## **CONCLUSION**

We thank the PHA's Board and staff for the courtesy and cooperation provided to the HUD Review Team during our visit. As noted in this Report, the PHA is performing effectively in several areas and serving important low-income housing needs in the Fresno area.

We also appreciate the PHA's responsiveness to HUD recommendations in areas where compliance is lacking or performance can be improved. Please review this Report in detail and respond to the San Francisco Field Office (SFO) by January 5, 2018.

If you have questions, please contact San Francisco Public Housing Director Gerard R. Windt, at [Gerard.Windt@hud.gov](mailto:Gerard.Windt@hud.gov) or Review Team Lead, Michael L. Capener, at [Michael.Capener@hud.gov](mailto:Michael.Capener@hud.gov). We appreciate our partnership with you to provide safe, decent, sanitary, and affordable housing to Fresno residents!

## **CORRECTIVE ACTION SUMMARY**

- **Finding #1 – Board Approved Admissions and Continued Occupancy Policy (ACOP) and Agency Policies, Non-Compliance with HUD Directives.**
  - **Corrective action(s):** The PHA should revise and follow a Board-approved ACOP (including discretionary policies) compliant with all current HUD directives and mandates. The PHA must submit updated SOP to conform with policies. The PHA must ensure that all Board-approved policies are properly implemented, with all staff trained on all current and updated PHA policies and HUD directives. The PHA must assess staff training needs and provide training in those areas.
- **Finding #2 – Public Housing Lease and Grievance Procedure.**
  - **Corrective action:** The PHA must update the Lease with grievance policy requirements and procedures.
- **Finding #3 – Enterprise Income Verification (EIV) System.**
  - **Corrective action(s):** The PHA must consistently use the EIV system in its entirety to verify income information and validate tenant-reported income. The PHA must consistently monitor EIV reports as required. The PHA must consistently investigate and confirm possible income discrepancies of \$2,400 or more as disclosed on the EIV Income Discrepancy Report. The PHA must consistently implement the EIV requirements in Notice PIH 2010-19 and updated in Notice 2015-02.
- **Finding #4 – Non-Compliance with Privacy Act and Safeguarding of Personally Identifiable Information (PII).**
  - **Corrective action(s):** The PHA must consistently implement administrative, technical, and physical safeguards to protect applicant and participant information. This includes protecting electronic transmissions of sensitive data via fax, email, and other electronic devices. The PHA must consistently implement procedures to protect all hard copy and electronic files containing sensitive PII, and manage access to sensitive applicant, tenant and participant PII. The PHA must train staff on HUD Information Security Procedures. The PHA must develop and implement a security plan for the information system that provides an overview of the security requirements.
- **Finding #5 – Non-Compliance with Violence Against Women Act (VAWA) Protocols.**
  - **Corrective action(s):** The PHA should update all policies and procedures based on the new PIH Notice on VAWA. All staff should be trained on updated VAWA rules and regulations.
- **Finding #6 – HQS Inspections.**
  - **Corrective Action:** HUD requires the PHA staff to correct these late HQS inspections, either by updating PIC and its systems and/or conducting the HQS inspections and bringing the units up-to-date with HQS requirements.

- **Finding #7 – Determination of Adjusted Income.**
  - **Corrective action(s):** The PHA must update its Income Verification policies to provide clear guidance in obtaining income verification and calculating correct income. The PHA must verify and correctly determine adjusted annual income for applicants at admission and each assisted family at annual reexamination.
- **Finding #8 – Resident Allowances for Utilities.**
  - **Corrective actions:** The PHA must maintain a record that documents the basis on which allowances, scheduled surcharges, and revisions are established and revised and made it available for inspection by residents. The PHA must give notice to all residents of proposed allowances, scheduled surcharges, and revisions; and notify residents where those records are maintained and available for review/inspection. The PHA must develop a policy for Individual Relief of Utility Allowance and shall be included in each notice given to the residents.
- **Finding #9 – Systemic Resident File Errors.**
  - **Corrective action(s):** The PHA must review and correct tenant file errors identified in the Review. Several tenant files were submitted to management for immediate correction; however, the types of deficiencies were consistent throughout the files reviewed and may be in the files not reviewed. The PHA must develop policies and procedures and implement at least quarterly, tenant file quality control review measures, to correct and avoid careless errors.
- **Finding #10 – General HUD Program Requirements.**
  - **Corrective action(s):** PHA should create an updated lease that includes all HUD mandated terms. PHA should begin the process of having the updated leases signed by all tenants. PHA should also provide training to staff on the procedures for tracking and documenting welfare benefit reductions. Additionally, staff should be reminded about the annual inspections requirements.
- **Finding #11 – Internal Controls.**
  - **Corrective action:** The PHA must develop policies and procedures and implement at least quarterly, tenant file quality control review measures, to correct and avoid careless errors.



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September 21, 2017

**SEP 21 2017**

Mr. Preston Prince  
Chief Executive Officer (CEO)/Executive Director (ED)  
Fresno Housing Authority  
1331 Fulton Mall  
Fresno, CA 93721-1630

Re: PIH Compliance Monitoring Review Report Transmittal for the  
Housing Authority of Fresno County (HAFC)

Dear CEO/ED Prince:

This letter provides the results of the Compliance Monitoring Review that U.S. Department of Housing and Urban Development (HUD) PIH staff completed at the HAFC from August 14~18, 2017. The Review Team reviewed the performance of HAFC's programs and their compliance with HUD requirements and regulations.

The objective of the Review Team was to perform a limited Review focused on compliance with program requirements and regulations. While performance issues may be noted in the Reports, the primary focus is compliance. Rather than examining any one area exhaustively, this Review addressed multiple areas of compliance to provide the HAFC with meaningful feedback for sustained/improved compliance.

The on-site seven-member Review Team included the following HUD Field Office staff:

- Michael L. Capener, Financial Analyst, Team Lead, and Reviewer of HAFC's Financial Management/Analysis;
- Cathleen K. Hausheer, Financial Analyst, Lead and Reviewer of HAFC's Financial Management/Analysis;
- Todd R. Greene, Engineer, Lead and Reviewer of HAFC's Maintenance and Procurement;
- Carol M. Joseph, Portfolio Management Specialist, Lead and Reviewer of HAFC's Section 8 Housing Choice Vouchers Program;
- Alejandra M. Sigala, Portfolio Management Specialist, and Reviewer of HAFC's Section 8 Housing Choice Vouchers Program;
- Marta C. Duron, Portfolio Management Specialist, Lead and Reviewer of HAFC's Governance, Management, and Low-Income Public Housing Program; and,
- Rebecca Z. Rudzianis, Portfolio Management Specialist, and Reviewer of HAFC's Governance, Management, and Low-Income Public Housing Program.

The Fresno Housing Authority is two separate public housing agencies, HAFC and the Housing Authority of the City of Fresno (HACF). The results of the HAFC Review are enclosed in

the attached Report; a second Report for HACF will be sent to you in a separate mailing. The enclosed Report includes discussion of areas where HAFC's performance and compliance are strong, as well as recommendations for on-going improvement. Please review the Report in detail and respond to this office by January 5, 2018.

We thank you and your staff for the courtesy and assistance provided during our Review. If you have questions, please contact me at [Gerard.Windt@hud.gov](mailto:Gerard.Windt@hud.gov) or Team Lead, Financial Analyst Capener at [Michael.Capener@hud.gov](mailto:Michael.Capener@hud.gov). Thank you for your cooperation!

We appreciate our partnership with you to provide safe, decent, sanitary, and affordable housing to Fresno low-income residents!

Sincerely,



Gerard R. Windt  
Director  
Office of Public Housing

ENCLOSED: As Noted.

# COMPLIANCE MONITORING REVIEW

Housing Authority of Fresno County  
August 14~18, 2017

## EXECUTIVE SUMMARY

The Fresno Housing Authority is one of the agencies that participated in a 2017 HUD Compliance Monitoring Review by the Office of Public Housing (PIH). Field Office staff reviewed the agency's programs and their compliance with HUD requirements and regulations.

The Fresno Housing Authority is two separate public housing agencies, the Housing Authority of the City of Fresno (HACF) and the Housing Authority of Fresno County (HAFC). To maximize efficiency and effectiveness, the two agencies operate under a Cooperation Agreement that enables the agencies to be led by a single Chief Executive Officer (CEO)/Executive Director (ED) and managed by one common staff. The Fresno Housing Authority's policies, procedures, internal controls, etc. apply to HACF and HAFC with the two agencies sharing the Fresno Housing Authority website. HACF and HAFC each has a separate Board of Commissioners (Board).

All Review procedures were performed for HACF and HAFC documentation (e.g., tenant files, invoices, bank reconciliations, maintenance and procurement documents, etc.), policies, and controls. The results of the HAFC Review is enclosed in the attached Report; a second Report for HACF will be sent to you in a separate mailing.

The Review Team found HAFC to be strong in the following areas:

- Public Housing Authority (PHA) governance is excellent with written, Board-approved by-laws, policies, plans, budget reviews and controls, adequate insurance and fidelity bond coverage, etc. (with exceptions for the Public Housing program). PHA Board Chair Jim Petty was interviewed; he is independent, competent, and a dedicated professional with more than three decades of service on the Board and in other community organizations;
- In general, PHA has a very qualified and professional senior management led by a creative, experienced CEO/ED with vision and good judgment;
- PHA submits all required Financial Reports to HUD on time, including the Independent Public Accountant (IPA) Audit Report and Financial Assessment Subsystem (FASS) Financial Data Schedule (FDS) submissions;
- PHA adequately maintains financial statements, budgets, accounting records, and source documentation;
- Internal controls, such as segregation of duties, supervisory review, payment records, and the tracking of expenses to the correct program have been implemented and are functioning. The Finance staff members are knowledgeable about their job duties and perform such as assigned;
- PHA's Maintenance policies and procedures are compliant with HUD requirements and regulations;
- PHA's excellent integrated procurement strategy addresses procurement requirements and regulations. The Procurement Policy and Procurement Procedures documents are very

detailed and thorough; solicitation and procurement files are standardized in both hard copy and digital formats; procurement outreach efforts to contractors and vendors are undertaken; procurement training is provided for new employees; refresher procurement training is provided for existing employees; and Executive Management has instituted a culture of procurement excellence;

- PHA's files (e.g., resident, procurement, etc.) have a consistent structure and are well-organized; and,
- PHA was in full compliance with Davis-Bacon regulations. Additionally, the PHA Maintenance staff salaries were consistent with Maintenance Wage Rate Decision Form HUD – 52158.

As detailed subsequently herein, HAFC also has the following general areas that need improvement:

- HAFC has implemented significant phased program restructuring and enhancements (including the hiring and training of new employees) during the last four years (e.g., Financial Department four years ago, Procurement Department three years ago, Housing Choice Vouchers (HCV) Program two years ago, and the Public Housing Program the past year). The latest program restructure, the Public Housing Program, is progressing in a positive direction, but is not yet as strong as the other PHA programs. A few weaknesses include:
  - Policies – Several policies and procedures such as the Admission and Continued Occupancy Policy (ACOP), Standard Operating Procedures (SOP), etc. had sections that need completing or updating with Board of Commissioners approval;
  - PH Staff – Some of the line staff lacks a thorough understanding of PHA policies and HUD regulatory requirements in the administration of the PH program (e.g., income verification, rent calculation, etc.). We recognize and appreciate that senior management is implementing training programs to address this issue;
  - Resident Files – In some cases, files lacked required documentation (e.g., current lease or lease amendments, inspection reports, etc.), verifications, and signatures;
  - File Internal Controls – Although internal controls exist, at times, there has been a lack of consistent auditing of resident files for completeness and accuracy.
- HCV Program:
  - A few tenant files contained errors and inconsistencies;
  - The Payment Standards Schedule was not updated as required by regulation;
  - Housing Quality Standards (HQS) inspections were late in some cases; and
  - The PHA staff/Family Self-Sufficiency (FSS) Coordinator did not maintain monthly contact (in person or by phone) with all FSS enrollees or document participant progress. The FSS files were inconsistent and disorganized.

The remainder of this Report describes these improvement areas in greater detail and corrective actions.

## **BACKGROUND**

The Fresno Housing Authority, located in Fresno, California, was established in 1937. Fresno is the fifth largest city in California with a population of 525,000, but the poorest metropolitan area in the state and the second poorest urban area in the nation. The Authority owns and/or manages more than 4,500 residential units which are rented to low – income households. Within this portfolio, nearly 2,300 housing units are eligible for rent subsidized by HUD, the U.S. Department of Agriculture (USDA), and the State of California. The public agency has also developed and manages nearly 2,500 units created through a combination of Low Income Housing Tax Credits (LIHTCs), grants, and/or conventional funding; it also administers nearly 13,000 Housing Choice Vouchers. The Fresno Housing Authority completed \$400 million in development in the last ten (10) years; it was the first agency nationwide to do a project that layered LIHTCs with the Rental Assistance Demonstration (RAD) and the fourth PHA nationwide to do a RAD project.

HACF's program currently consists of 7,156 vouchers and 773 public housing units, while HAFC's program includes 5,652 vouchers and 720 public housing units.

The Fresno Housing Authority is governed by two Boards totaling fourteen (14) Commissioners – seven appointed as HACF Commissioners and seven as HAFC Commissioners. Five of the HACF Commissioners are appointed by the Mayor of the City of Fresno to serve four-year, staggered terms with two Resident Commissioners appointed to two – year terms. Similarly, five of the HAFC Commissioners are appointed by the County Board of Supervisors with two additional Resident Commissioners; they serve the same terms as the HACF Commissioners. The current CEO/ED has been in his position for ten (10) years.

Both HACF and HAFC have a High Performer Section 8 Management Assessment Program (SEMAP) Rating. HACF had a High Performer Public Housing Assessment System (PHAS) designation status in 2015 (with the 2016 results not available), while HAFC also had a High Performer PHAS designation status in 2015, but it was downgraded to a Standard Performer PHAS designation status in 2016.

The Fresno Housing Authority had Reviews during the last few years from the Departmental Enforcement Center (DEC) in February 2015 and the Office of Inspector General (OIG) in September 2015.

## **RESULTS**

Detailed results of the PIH Compliance Monitoring Review described by area and program follow:

□ **GOVERNANCE:** The HUD Review Team included Team Lead Marta C. Duron and Team Member Rebecca Z. Rudzianis, both Portfolio Management Specialists, located in the Phoenix and San Francisco Field Offices, respectively. The Review Team reviewed the PHA's By-Laws, Board minutes, policies, and (wherever possible) supporting materials, and reports the following:

- **Finding #1 – Board Approved Admissions and Continued Occupancy Policy (ACOP) and Agency Policies, Non-Compliance with HUD Directives:** The PHA failed to provide a Resolution to the Board to approve and adopt the current 2017 ACOP or any subsequent regulatory changes in place. The PHA did receive an approval and resolution from the Board for the 2017 ACOP as part of the PHA's Annual Plan; however, a separate resolution should have been approved by the Board for the ACOP. The Review Team noted the following:
    - 1) The PHA's 2018 ACOP should be updated to include current HUD requirements and directives; an outdated ACOP was provided at some public housing sites.
    - 2) The PHA's ACOP is available online; however, it should be readily available (at public housing sites) for residents to review.
    - 3) The PHA staff at the sites sometimes lacks a complete understanding of the PHA policies and HUD rules and should receive additional training regarding such.
    - 4) The PHA does not have current Standard Operating Procedures (SOP) due to a recent program restructuring; the SOP should be updated and implemented.
    - 5) The PHA should have and follow a formal policy for Individual Relief of utility allowance.
  - **Regulatory citation:** 24 CFR Part 5, 24 CFR Part 960 (Subparts A, B, C, E, F, G), Subpart A (§960.103), Subpart B (§960.202), Subpart C (§960.255, §960.257, §960.259, §960.261), Subpart E (§960.503), Subpart F, and Subpart G (§960.553)
  - **Corrective action(s):** The PHA should revise and follow a Board-approved ACOP (including discretionary policies) compliant with all current HUD directives and mandates. The PHA must submit updated SOP to conform with policies. The PHA must ensure that all Board-approved policies are properly implemented, with all staff trained on all current and updated PHA policies and HUD directives. The PHA must assess staff training needs and provide training in those areas.
  - **Deliverable(s):** The PHA must submit a copy of updated Board-approved ACOP and SOP that conform with policies. The PHA must submit a copy of the staff training assessment and training certifications. The PHA may submit Staff [in-house] Certification of Knowledge and Understanding of the PHA's ACOP and HUD mandates until staff has undergone formal training (based on staff needs).
- **Recommendation #1:** HUD recommends that HA staff familiarize themselves with the HUD website & Public and Indian Housing One-Stop Tool (POST) for PHAs at this link: [https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/public\\_indian\\_housing/post](https://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/post)

- This link provides PHA staff access to PIH systems, tools, training opportunities, program requirements, commonly used external websites, PIH contacts, etc.
- **Finding #2 – Public Housing Lease and Grievance Procedure:** The PHA failed to provide a Lease compliant with grievance policy requirements (including its discretionary procedures). The Review Team noted the following:
  - 1) The PHA’s formally adopted Lease requires updating to become fully compliant with HUD lease requirements.
  - 2) The PHA’s lease terms and renewals were not consistent; lease execution and modifications were not always updated or executed in the resident files.
  - 3) The PHA Schedule of Charges for Maintenance and Repair is inconsistent and may be duplicative for costs charged by contracted third parties. However, during the Review, no duplicative costs were found.
  - 4) The PHA needs to be consistently compliant with the posting of policies, rules, and regulations at its public housing sites.
  - **Regulatory citation:** 24 CFR Part 966 (Subpart A and Subpart B), Subpart A (§966.4 and §966.5), and Subpart B (§966.52)
  - **Corrective action:** The PHA must update the Lease with grievance policy requirements and procedures.
  - **Deliverable(s):** The PHA must submit a copy of the Board-approved updated Lease.
- **Finding #3 – Enterprise Income Verification (EIV) System:** The PHA is not fully compliant with HUD Directives, mandated use of EIV and EIV security - a). PHA is not consistently using the EIV system in its entirety to verify tenant employment and income information during mandatory reexaminations of family composition and income; b). PHA is not consistently using EIV as an upfront income verification (UIV) technique in validating tenant-reported income during interim and annual reexaminations of family income; c). PHA is not consistently using EIV reports to reduce administrative and subsidy payment errors; d). PHA is not consistently implementing the income verification hierarchy; e). PHA is relying on Non-Third party verification (tenant declarations) without notarized or sworn affidavits; and f). PHA is not documenting tenant files when third party verification was not available. The Review Team noted the following:
  - 1) The PHA staff is not following HUD EIV Security Policy and Procedures and safeguarding measures are not being implemented.
  - 2) A file review determined that income discrepancies were not investigated and multiple subsidy reports were not being pulled on a consistent basis. However, during the Review, no multiple subsidy cases were found.
  - 3) The PHA staff is inconsistent in validating EIV income report during annual reexaminations.
  - **Regulatory citation:** 24 CFR Part 5 General HUD Program Requirements, Waivers, Subpart B (§5.233; 5.236), Subpart F (§5.659), 24 CFR §908.101, and Notice PIH 2010-19 (updated in Notice 2015-02)

- **Corrective action(s):** The PHA must consistently use the EIV system in its entirety to verify income information and validate tenant-reported income. The PHA must consistently monitor EIV reports as required. The PHA must consistently investigate and confirm possible income discrepancies of \$2,400 or more as disclosed on the EIV Income Discrepancy Report. The PHA must consistently implement the EIV requirements in Notice PIH 2010-19 and updated in Notice 2015-02.
  - **Deliverable(s):** The PHA must submit to HUD documentation confirming that the required monthly and quarterly monitoring is being conducted. The PHA will provide staff with training on the appropriate use of EIV.
- **Finding #4 – Non-Compliance with Privacy Act and Safeguarding of Personally Identifiable Information (PII):** The PHA is not fully compliant with HUD Directives implementing security measures to protect applicant and participant private information. The Review Team noted the following:
    - 1) The PHA staff is not consistently safeguarding PII and safeguarding measures are not being consistently implemented by the PHA at the two sites that were visited.
    - **Regulatory citation(s):** 24 CFR 5 (Subpart B), 24 CFR 200.303(e), Section 6 of the Housing Act of 1937, the Privacy Act of 1974, 5 U.S.C. § 552a (Privacy Act), PIH Notice 2015-06 Privacy Protection Guidance for Third Parties, The Freedom of Information Act (FOIA), 5 U.S.C. § 552, and Section 208 of the E-Government Act.
    - **Corrective action(s):** The PHA must consistently implement administrative, technical, and physical safeguards to protect applicant and participant information. This includes protecting electronic transmissions of sensitive data via fax, email, and other electronic devices. The PHA must consistently implement procedures to protect all hard copy and electronic files containing sensitive PII, and manage access to sensitive applicant, tenant and participant PII. The PHA must train staff on HUD Information Security Procedures. The PHA must develop and implement a security plan for the information system that provides an overview of the security requirements.
    - **Deliverable(s):** The PHA will submit to HUD copies of the approved and implemented policies and procedures. The PHA must submit proof of staff training on PHA policies and HUD mandates.
  - **Finding #5 – Non-Compliance with Violence Against Women Act (VAWA) Protocols:** The PHA is not fully compliant with updated VAWA protocols. The Review Team noted the following:
    - 1) PHA needs to include language of sexual assault as a crime covered by VAWA in their VAWA documentation and lease.
    - 2) PHA must include in tenant files proof that tenants received notification of updated occupancy rights under VAWA.
    - **Regulatory citation(s):** 24 CFR parts 5, 905, 960, 966, 982 and 983 and PIH Notice 2017-08 Violence Against Women Reauthorization Act of 2013 Guidance

- **Corrective action(s):** The PHA should update all policies and procedures based on the new PIH Notice on VAWA. All staff should be trained on updated VAWA rules and regulations.
- **Deliverable(s):** The PHA will submit to HUD copy of updated lease that includes updated VAWA language. PHA will also provide a copy of the notification of updated occupancy rights under VAWA provided to all tenants.
- **Concern #1 – Bank Reconciliation Procedures:** The PHA provided the HUD Review Team with bank reconciliations for the months of January 2017 through July 2017 for all the PHA's bank accounts that contain LRPH and HCV Funds. The PHA's Reconciliations Policy/Procedure states that bank accounts will be reconciled monthly and completed by the 15<sup>th</sup> of the following month, but does not require the preparer to date these reports. Since the reports were not dated by the person that reconciled them, the HUD Reviewer could not determine if the PHA was following its written policy/procedure. Also, the bank account reconciliations for the Revolving Account ending in 6869 were not signed by the preparer or initialed by the reviewing supervisor per the PHA's written policy/procedure.
  - **Recommendation:** The PHA's management advised the HUD Reviewer that they are currently in the process of updating this policy/procedure. The PHA should include in this new policy/procedure that the Bank Reconciliations are initialed and dated by the preparer. The PHA should also make sure to include training for their accounting staff that reconcile bank accounts once the new policy/procedure is completed to ensure all staff sign, initial, and date bank reconciliations as required by the PHA's policy/procedure.
- **Concern #2 – Check Signing Policy:** The PHA's check signing policy currently includes the Executive Director, Deputy Executive Director, and all Department Directors (including the Director of Finance and Administrative Services). In the past, this was not an issue for the PHA since the accounting staff was supervised by the Controller and the Director of Finance and Administrative Services never signed checks for the PHA. However, since the PHA no longer has a Controller, the accounting staff is now supervised by the Director of Financial and Administrative Services, which could put the PHA at risk of not having proper checks and balances over the accounting process.
  - **Recommendation:** The PHA should change its current policy to remove the Director of Finance and Administrative Services from the list of authorized signers.
- **Concern #3 – Collection Agency Use:** The PHA currently does not use a collection agency to collect past due tenant rents that are written-off; however, the PHA is inputting the uncollected rents into the Enterprise Income Verification (EIV) system. The HUD Reviewers were advised that the Board made the decision to not use a collection agency to negatively impact the tenants' credit report.
  - **Recommendation:** The HUD Reviewers recognize that the 2016 HACF/HAFC combined write-offs of \$28,336 were not significant; however, it is recommended that

the PHA conduct a cost/benefit analysis of hiring a collection agency to ensure they are making every reasonable effort to collect past due rent.

- **Recommendation #2 – Account Transfer Activity Procedure:** The PHA provided HUD Reviewers with their accounting procedures including those currently in the process of being updated due to restructuring and change of accounting software. Of the many procedures that were provided, the HUD Reviewers have only one procedure modification recommendation. The PHA's current procedure for Approval/Posting of Account Transfer Activity, II, Operating Guideline states "... Examples of such documentation may include, evidence of a check deposited to the wrong account, monies owed from one program/entity to another; loan documentation and/or requests, or in some cases emergency borrowing." The HUD Reviewers recommend that the PHA include language in this procedure to ensure that the HUD Public Housing and Housing Choice Vouchers funds cannot be loaned to other programs, without proper approvals from HUD for special uses such as Rental Assistance Demonstration (RAD) or Section 18 Actions.

□ **HOUSING CHOICE VOUCHERS:** The HUD Review Team included Team Lead Carol M. Joseph and Team Member Alejandra M. Sigala, both Portfolio Management Specialists, located in the San Francisco and Los Angeles Field Offices, respectively.

The Team conducted a remote compliance Review to determine whether the PHA was timely in its reporting requirements to HUD (e.g., Public and Indian Housing Information Center (PIC), Voucher Management System (VMS), SEMAP, and PHA Plan submissions, required board approvals, etc.); additionally, an on-site compliance Review was performed that included interviewing pertinent supervisory staff responsible for the HCV Program's administration and program integrity. The Team also conducted a rental integrity file Review for PHA HCV participants; we reviewed new admission files to confirm that wait list and selection policies were followed by the PHA. Termination files and tenant complaints were reviewed to ensure compliance with Fair Housing laws. The Team interviewed PHA staff regarding written policies and practices, the HCV Utilization and Tracking System, income targeting requirements, as well as criminal and drug background checks. In relationship to other HCV Program requirements, the Team reviewed reasonable rent policies and practices plus rent increases. The Team performed a limited Review of the Family Self-Sufficiency Program (FSS) and its enrollees.

The PHA staff was very responsive to our requests for additional information and files. We determined that the PHA generally followed its written policies and procedures. Overall, the files were uniformly organized with permanent and vital file documentation consistently maintained in the files (except for the exceptions noted subsequently in this Report).

### **Wait List Management**

For two weeks, each June, the PHA conducts extensive outreach to all demographics to solicit new potential voucher recipients for the creation of an annual Interest List (i.e., HACF and HAFC had a combined June 2017 Interest List of 35,000 families). Approximately, 1,000 families are randomly selected each year from the current Interest List and added to the Wait List. The Interest List is then purged with a new one created the following June. Families are selected for vouchers from the Wait List per preferences identified in the PHA's HCV Administrative Plan (e.g., local residents, the elderly, disabled residents, etc.). The Wait List is never purged. This system is used to minimize the wait time for those on the Wait List and to relieve staff administrative burden.

The Review Team reports the following results based on the review of the PHA's written policies and practices and its compliance with 24 CFR Parts 982, 983, 984, and 985:

- **Concern #4 – Tenant File Review:** The Team reviewed twenty-four (24) tenant files. We found minor tenant rent calculation and other errors in three tenant files (e.g., missing vital file documentation such as birth record, an incorrect amount of utility allowance, incorrect payment standard used, and/or no recent annual HQS inspection performed).
  - **Recommendation:** HUD requires the PHA staff to correct the errors found in the tenant files and certify such. HUD requires that the PHA staff perform additional supervisory quality control reviews of staff annual reexaminations on a monthly or quarterly basis. We also recommend the creation of a file document checklist to

ensure that the files contain all required documentation (e.g., accurate annual/interim tenant rent calculations, correct income and rent calculations, birth certificate, original application, Form HUD-9886 Authorization for the Release of Information/Privacy Act Notice, HQS Inspection, etc.); please provide to HUD a copy of the implemented file document checklist.

- **Finding #6 – HQS Inspections:** The PIC SEMAP Reports Module for Indicator #12, Continuing HQS Inspections, shows many late inspections over two years (since the last HQS inspection).
  - **Regulatory Criteria:** 24 CFR Part 982.405(a)
  - **Corrective Action:** HUD requires the PHA staff to correct these late HQS inspections, either by updating PIC and its systems and/or conducting the HQS inspections and bringing the units up-to-date with HQS requirements.
  - **Deliverable(s):** Please advise HUD in writing when this corrective action has been completed with documentation of current report showing no inspections over two years late.
- **Concern #5 – Payment Standards:** The PHA's Payment Standards Schedule is compliant with the 90% to 110% of 2017 Fair Market Rents (FMRs) regulation. However, it has not been updated since July 2016. In this case, the FMRs were published in October 2016, but there was no update to the Payment Standards Schedule.
  - **Recommendation:** We recommend that the PHA begin the implementation of a new Payment Standards Schedule annually to ensure conformance with the newly-issued FMRs. This will allow the PHA to confirm that 1). its payment standards continue within the 90% to 110% range of the most recent published FMRs; and 2). they have been approved by the Board each year.
- **Concern #6 – Unfunded Pension Liability:** The VMS Unrestricted Net Profit (UNP) for both PHAs is currently being reported incorrectly. The PHAs are reporting unfunded pension liability at the end of the year instead of reporting it monthly as required by the VMS Instructions. For example, the UNP in VMS appears to increase from (\$2,092,715) in December 2016 to \$625,997 in January 2017.
  - **Recommendation:** The PHA must correct VMS UNP entries to include unfunded pension liability monthly and that liability should not be removed each year at the beginning of the year.
- **Concern #7 – FSS:** The Team reviewed a sample of FSS enrollee/participant files. The Individual Training and Services Plan in each file indicated that the FSS Coordinator would maintain monthly contact with the participants. However, there was nothing in the files documenting that monthly contact was made with the participants. Accordingly, it appears that the FSS Coordinator may not be maintaining consistent contact with the participants. Additionally, it didn't appear that goals and progress are being documented and tracked in the participant files. Finally, the FSS participant files were not maintained in an organized and

consistent manner. For example, although there were indications that some FSS participants were accruing escrow, it was not clear that all FSS participants were accruing escrow.

- **Recommendation:** HUD recommends that the PHA staff and FSS Coordinator work together to implement a plan to address the deficiencies noted herein. It is recommended that the PHA staff/FSS Coordinator maintain monthly contact (in person or by phone) with all FSS enrollees and that these monthly contacts be used to record participant progress; these meetings should be documented electronically and in the file. The FSS files should be consistent and organized.

□ **PUBLIC HOUSING:** The HUD Review Team included Team Lead Marta C. Duron and Team Member Rebecca Z. Rudzianis. The Review Team reviewed the PHA's applicant income data, applicant selection from the waiting list, verification of income asset, community service, self-sufficiency, and 40 randomly selected resident files.

- **Finding #7 – Determination of Adjusted Income:** The PHA staff is inconsistently utilizing income sources and methodologies when conducting tenant rent calculations. The Review Team noted the following:

- 1) The PHA's discretionary policies on obtaining and verifying income are inconsistent.
  - 2) The PHA staff were inconsistent in obtaining income sources in accordance with HUD's verification hierarchy.
  - 3) The PHA staff were inconsistent in verifying and applying the Cost-of-Living Adjustment (COLA).
  - 4) The PHA staff were inconsistent in documenting imputed welfare income.
  - 5) The PHA staff were inconsistent in their income calculations.
  - 6) The PHA staff did not implement, track, and monitor self-sufficiency incentives.
  - 7) The PHA staff did not implement, track, and monitor disallowance of increase in annual income.
  - 8) The PHA staff were inconsistent verifying and applying income discrepancies.
- **Regulatory citation:** 24 CFR part 5 Subpart F and 24 CFR Part 960 Subpart C (§960.253)
  - **Corrective action(s):** The PHA must update its Income Verification policies to provide clear guidance in obtaining income verification and calculating correct income. The PHA must verify and correctly determine adjusted annual income for applicants at admission and each assisted family at annual reexamination.
  - **Deliverable(s):** The PHA will submit to HUD the updated Income Verification policies.

- **Finding #8 – Resident Allowances for Utilities:**

- 1) The PHA does not retain in tenant files proof of notification to residents that records are maintained and available for inspection by the residents.
  - 2) The PHA does not fully comply with regulations regarding Individual Relief of Utility Allowance.
- **Regulatory citation:** 24 CFR 965.502(b), 24 CFR 965.502(c), and 24 CFR 965.508
  - **Corrective actions:** The PHA must maintain a record that documents the basis on which allowances, scheduled surcharges, and revisions are established and revised and made it available for inspection by residents. The PHA must give notice to all residents of proposed allowances, scheduled surcharges, and revisions; and notify residents where those records are maintained and available for review/inspection. The PHA must develop a policy for Individual Relief of Utility Allowance and shall be included in each notice given to the residents.

- **Deliverable(s):** The PHA will submit to HUD a copy of the Individual Relief of Utility Allowance policy and a copy of the Notice provided to residents which includes where residents may access and review utility allowance records.
- **Finding #9 – Systemic Resident File Errors:** Some resident files lack sufficient documentation, as well as required verifications and signatures; they were missing current leases or lease amendments and inspection reports.
  - 1) Income discrepancies were identified in both applicant and resident files.
  - 2) Resident files, in some cases, had incorrect income and tenant rent calculations.
  - 3) Resident files provided support documentation of bank checking and savings accounts of asset income. The PHA staff reviews the net cash dollar amount and documents the form HUD 50058 even if the assets total net cash income is less than \$5000. HUD is unable to determine if the PHA is using the current Passbook rate or if imputed income is calculated correctly.
  - 4) Resident files were missing current annual inspection reports and reports from previous years.
  - 5) Resident files did not have newly prepared lease/rent amendment forms signed by the resident and PHA staff; therefore, the amendment is not fully executed.
  - 6) Resident files did not document and/or track the earned income disregard.
  - 7) Resident files did not contain a no zero-income statement and the file did not contain a questionnaire or budget.
  - 8) Resident files did not document and/or track the imputed welfare income.
  - 9) Resident files could not be audited; annual recertifications were missing or incomplete.
  - 10) Resident files with late annuals were processed and submitted in PIC outside of the 60-day submission period.
- **Regulatory citation(s):** 24 CFR Part 5, 5.233; 5.236; 5.240; 5.512; 960.253 and PIH Notice 2012-10
- **Corrective action(s):** The PHA must review and correct tenant file errors identified in the Review. Several tenant files were submitted to management for immediate correction; however, the types of deficiencies were consistent throughout the files reviewed and may be in the files not reviewed. The PHA must develop policies and procedures and implement at least quarterly, tenant file quality control review measures, to correct and avoid careless errors.
- **Deliverable(s):** The PHA will submit to HUD implemented policies and procedures ensuring tenant file quality control reviews are conducted at least quarterly. Copies of policies and procedures and a copy of the initial quarterly quality control review must be submitted to HUD, including documentation demonstrating the resident file errors have been corrected.

- **Finding #10 – General HUD Program Requirements:** The Review Team noted the following regarding the Lease and other areas:
  - 1) The PHA does not have or follow a Lease provision for persons without regard to gender.
  - 2) The PHA does not have or follow a Lease provision for persons without regard to sexual orientation or gender identity (Equal Access).
  - 3) The PHA does not have a Lease fully compliant with Pet policy requirements, specifically, Pet Ownership for the Elderly or Persons with Disabilities.
  - 4) The PHA does not have a formal procedure for tracking and documenting welfare benefit reductions, specifically, imputed welfare income.
  - 5) The PHA does not consistently document annual unit inspections.
  - **Regulatory citation:** 24 CFR Part 5 (Subpart A, B, C, F, G), Subpart A (§5.105), Subpart B (§5.212), Subpart C, Subpart F (§5.615), and Subpart G (§5.705)
  - **Corrective action(s):** PHA should create an updated lease that includes all HUD mandated terms. PHA should begin the process of having the updated leases signed by all tenants. PHA should also provide training to staff on the procedures for tracking and documenting welfare benefit reductions. Additionally, staff should be reminded about the annual inspections requirements.
  - **Deliverable(s):** The PHA will provide HUD with a copy of the updated lease.
- **Finding #11 – Internal Controls:** The PHA is not fully implementing quality control procedures to ensure compliance with HUD mandates, statutory, and regulatory requirements. The Review Team noted the following:
  - 1) The PHA management staff should be auditing the resident files for completion and accuracy more frequently.
  - 2) The PHA management staff should be auditing income calculations and tenant rent determinations more frequently.
  - 3) The PHA management staff should be conducting upfront income verification audits more frequently.
  - 4) The PHA management staff should be conducting income discrepancy audits more frequently.
  - 5) The PHA management staff should be conducting form HUD 50058 family Report submission and/or error audits more frequently.
  - **Regulatory citation:** 2 CFR Part 200.303
  - **Corrective action:** The PHA must develop policies and procedures and implement at least quarterly, tenant file quality control review measures, to correct and avoid careless errors.
  - **Deliverable(s):** The PHA will submit to HUD implemented policies and procedures ensuring tenant file quality control reviews are conducted at least quarterly. The PHA will submit to HUD verification that all fatal errors and incorrect 50058 submissions have been corrected.

- **Concern #8 – Ineligible Use of Operating Funds:** The PHA provided the HUD Review Team with sixty (60) invoices for the months of February 2017 through August 2017. Of the invoices provided by the PHA, only one was an ineligible use of Operating Funds. The HACF/HAFC invoice dated April 28, 2017 for \$81.52 to provide drinking water for the residents is an ineligible use of Operating Subsidy Funds.
  - **Recommendation:** HACF and HAFC must repay the operating funds used for this expense with non-HUD funds and the PHAs must discontinue using HUD Operating Funds for these types of expenses (per Section 9(3) of the Housing Act of 1937).
- **Concern #9 – Non-Competitive Proposals > \$150,000:** PHA's Procurement Procedures, Page 14, Paragraph 6, Non-Competitive Proposals, requires that "All non-competitive justifications greater than \$150,000 shall be approved by HUD in writing prior to award." The PHA recently awarded two non-competitive procurements greater than \$150,000. The first non-competitive procurement was contract NCJ #16001 for Police Services awarded for \$199,150; the second non-competitive procurement was for Fee Audit Services in the \$200,000 range. While the procurement files contained appropriate justification documents to award via a non-competitive procurement, neither of these two non-competitive proposals were submitted to HUD for approval prior to award.
  - **Recommendation:** The PHA should conduct and document training of appropriate staff to provide awareness that future non-competitive procurements greater than \$150,000 be submitted to the San Francisco HUD Field Office for approval prior to award.

## **CONCLUSION**

We thank the PHA's Board and staff for the courtesy and cooperation provided to the HUD Review Team during our visit. As noted in this Report, the PHA is performing effectively in several areas and serving important low-income housing needs in the Fresno area.

We also appreciate the PHA's responsiveness to HUD recommendations in areas where compliance is lacking or performance can be improved. Please review this Report in detail and respond to the San Francisco Field Office (SFO) by January 5, 2018.

If you have questions, please contact San Francisco Public Housing Director Gerard R. Windt, at [Gerard.Windt@hud.gov](mailto:Gerard.Windt@hud.gov) or Review Team Lead, Michael L. Capener, at [Michael.Capener@hud.gov](mailto:Michael.Capener@hud.gov). We appreciate our partnership with you to provide safe, decent, sanitary, and affordable housing to Fresno residents!

## **CORRECTIVE ACTION SUMMARY**

- **Finding #1 – Board Approved Admissions and Continued Occupancy Policy (ACOP) and Agency Policies, Non-Compliance with HUD Directives.**
  - **Corrective action(s):** The PHA should revise and follow a Board-approved ACOP (including discretionary policies) compliant with all current HUD directives and mandates. The PHA must submit updated SOP to conform with policies. The PHA must ensure that all Board-approved policies are properly implemented, with all staff trained on all current and updated PHA policies and HUD directives. The PHA must assess staff training needs and provide training in those areas.
- **Finding #2 – Public Housing Lease and Grievance Procedure.**
  - **Corrective action:** The PHA must update the Lease with grievance policy requirements and procedures.
- **Finding #3 – Enterprise Income Verification (EIV) System.**
  - **Corrective action(s):** The PHA must consistently use the EIV system in its entirety to verify income information and validate tenant-reported income. The PHA must consistently monitor EIV reports as required. The PHA must consistently investigate and confirm possible income discrepancies of \$2,400 or more as disclosed on the EIV Income Discrepancy Report. The PHA must consistently implement the EIV requirements in Notice PIH 2010-19 and updated in Notice 2015-02.
- **Finding #4 – Non-Compliance with Privacy Act and Safeguarding of Personally Identifiable Information (PII).**
  - **Corrective action(s):** The PHA must consistently implement administrative, technical, and physical safeguards to protect applicant and participant information. This includes protecting electronic transmissions of sensitive data via fax, email, and other electronic devices. The PHA must consistently implement procedures to protect all hard copy and electronic files containing sensitive PII, and manage access to sensitive applicant, tenant and participant PII. The PHA must train staff on HUD Information Security Procedures. The PHA must develop and implement a security plan for the information system that provides an overview of the security requirements.
- **Finding #5 – Non-Compliance with Violence Against Women Act (VAWA) Protocols.**
  - **Corrective action(s):** The PHA should update all policies and procedures based on the new PIH Notice on VAWA. All staff should be trained on updated VAWA rules and regulations.
- **Finding #6 – HQS Inspections.**
  - **Corrective Action:** HUD requires the PHA staff to correct these late HQS inspections, either by updating PIC and its systems and/or conducting the HQS inspections and bringing the units up-to-date with HQS requirements.

- **Finding #7 – Determination of Adjusted Income.**
  - **Corrective action(s):** The PHA must update its Income Verification policies to provide clear guidance in obtaining income verification and calculating correct income. The PHA must verify and correctly determine adjusted annual income for applicants at admission and each assisted family at annual reexamination.
- **Finding #8 – Resident Allowances for Utilities.**
  - **Corrective actions:** The PHA must maintain a record that documents the basis on which allowances, scheduled surcharges, and revisions are established and revised and made it available for inspection by residents. The PHA must give notice to all residents of proposed allowances, scheduled surcharges, and revisions; and notify residents where those records are maintained and available for review/inspection. The PHA must develop a policy for Individual Relief of Utility Allowance and shall be included in each notice given to the residents.
- **Finding #9 – Systemic Resident File Errors.**
  - **Corrective action(s):** The PHA must review and correct tenant file errors identified in the Review. Several tenant files were submitted to management for immediate correction; however, the types of deficiencies were consistent throughout the files reviewed and may be in the files not reviewed. The PHA must develop policies and procedures and implement at least quarterly, tenant file quality control review measures, to correct and avoid careless errors.
- **Finding #10 – General HUD Program Requirements.**
  - **Corrective action(s):** PHA should create an updated lease that includes all HUD mandated terms. PHA should begin the process of having the updated leases signed by all tenants. PHA should also provide training to staff on the procedures for tracking and documenting welfare benefit reductions. Additionally, staff should be reminded about the annual inspections requirements.
- **Finding #11 – Internal Controls.**
  - **Corrective action:** The PHA must develop policies and procedures and implement at least quarterly, tenant file quality control review measures, to correct and avoid careless errors.

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Mr. Gerard R. Windt, Director  
Office of Public Housing  
U.S. Department of Housing and Urban Development  
San Francisco Regional Office – Region IX  
One Sansome Street Ste 1200  
San Francisco, CA 94104-4430

January 4, 2018

RE: PIH Compliance Monitoring Review Report Transmittal for the Housing Authority  
of Fresno County (HAFC)

Dear Mr. Windt,

This letter is in response to the Compliance Monitoring Review Report received on December 19, 2017 for the review conducted from August 14 – 18, 2017 by the U.S. Department of Housing and Urban Development (HUD) which resulted in eleven findings and nine concerns. Attached you will find our responses to the findings, including the deliverables. You will also find general responses to the concerns and recommendations even though they were not listed as required corrective actions, except where noted.

Our mission continues to be to *create and sustain vibrant communities throughout Fresno County*. We are confident our ongoing efforts align with this mission and with the established guidelines that continue to meet the needs of our residents.

If you have additional questions, please do not hesitate to contact either myself or Tracewell Hanrahan, Deputy Executive Director.

Sincerely,



Preston Prince  
CEO

## RESPONSES TO FINDINGS

### CORRECTIVE ACTION RESPONSES:

#### **Finding #1 – Board Approved Admissions and Continued Occupancy Policy (ACOP) and Agency Policies, Non-Compliance with HUD Directives.**

**Corrective action(s):** The PHA has revised and received Board approval for the 2018 ACOP in compliance with all current HUD directives and mandates. The PHA will submit updated SOP to conform with policies. The PHA will ensure that all Board-approved policies are properly implemented, with all staff trained on all current and updated PHA policies and HUD directives. The PHA has assessed staff training needs and will provide training in those areas.

**Deliverable(s):** Enclosed as Deliverable #1 – HUD PHA Plan Approval letter, Deliverable #1a -#1c – County Board Resolution for ACOP, Agency Plan, and Administrative Plan, Deliverable #2 – Fresno Housing Training Plan (HMD) Sample, Deliverable #3 – HMD Program Matrix Sample

#### **Finding #2 – Public Housing Lease and Grievance Procedure.**

**Corrective action:** The PHA has prepared a draft updated Lease with grievance policy requirements and procedures, which was presented to the Board in December and expected to be submitted for Board approval in the first quarter of 2018. Staff is in the process of incorporating comments from the Boards and members of the public..

**Deliverable(s):** Enclosed as Deliverable #4 – draft standard lease, Deliverable #5 - public housing addendum, and Deliverable #6 - grievance procedures

#### **Finding #3 – Enterprise Income Verification (EIV) System.**

**Corrective action(s):** As the report indicates, the PHA does currently use the EIV system. The PHA will ensure that staff consistently uses the EIV system in its entirety. The PHA will use the EIV system in its entirety to verify income information and validate tenant-reported income. The PHA will monitor EIV reports as required. The PHA will investigate and confirm possible income discrepancies of \$2,400 or more as disclosed on the EIV Income Discrepancy Report. The PHA has implemented the EIV requirements per the most current updated Notice PIH 2017-12 and reviewed with staff on August 30, 2017.

**Deliverable(s):** Enclosed as Deliverable #7 – HMD QA Meeting Agenda & Sign in sheet for August 2017, and Deliverable #8 - HMD Quality Assurance Monthly Monitoring Checklist

#### **Finding #4 – Non-Compliance with Privacy Act and Safeguarding of Personally Identifiable Information (PII).**

**Corrective action(s):** The PHA takes the protection of PII very seriously and staff is mindful of the safeguards required. The report indicates that staff at two sites were not consistently implementing all available measures to protect the data. The PHA has refocused efforts around the issue in 2017 including training, which was delivered in April of 2017.

The PHA has further developed and implemented administrative, technical, and physical safeguards to protect applicant and participant information as provided in Chapter 22 of the 2018 ACOP. This includes protecting electronic transmissions of sensitive data via fax, email, and other electronic devices. The PHA will implement procedures to protect all hard copy and electronic files containing sensitive PII, and manage access to sensitive applicant, tenant and participant PII. The PHA will continually train staff on HUD Information Security Procedures. The PHA has developed a security plan for the information system that provides an overview of the security requirements as provided in Chapter 22 of the 2018 ACOP. REAC-EIV recommends PHA staff complete the on-line DOD Annual Security Awareness. HACF requires staff complete this Cyber Awareness training prior to initial EIV certification and annually prior to EIV recertification. PHA staff completed the annual Cyber Awareness training in April 2017 certificates are on file for all staff.

**Deliverable(s):** Enclosed as Deliverable #9 – 2018 ACOP, Chapter 22, Deliverable #9a – Cyber Awareness Certificate and list of staff with completed Certificate and Deliverable #10 – HMD QA Meeting Agenda & Sign in Sheet for October 2017

**Finding #5 – Non-Compliance with Violence Against Women Act (VAWA) Protocols.**

**Corrective action(s):** The PHA reviewed the new PIH Notice on VAWA in 2017 and updated all policies and procedures in the 2018 ACOP. All staff were trained on the updated VAWA rules and regulations in May of 2017. The standard lease with all the required language is currently being updated. (See response to Finding #2.)

**Deliverable(s):** Enclosed as Deliverable #4 – draft standard lease (see Finding #2.), Deliverable #5 - public housing addendum, Deliverable #11 – HMD QA Meeting Agenda & Sign in sheet for May 2017, Deliverable #12 - VAWA notice and forms

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**Corrective Action (s):** The HCV Department has pulled the latest PIC HQS report and identified all inspections showing the last inspection conducted later than two years. In the City HCV program, PIC was reflecting 185 inspections older than 24 months. In the County program, PIC was reflecting 202 inspections older than 24 months. This was a total of less than 3% of the total number of annual inspections performed by the PHAs combined. In addition, only 47 inspections were actually late in the City and 12 were late in the County. The remaining inspections that were showing up on the HUD reporting system (PIC) were PIC system errors and data errors from our software conversion.

The PHA took action on the late inspections by either submitting PIC corrections, doing data clean-up or scheduling the late inspections. The current data reflected in PIC represents one inspection older than 24 months for the HCV City program and one at 24 months; both of these inspections have been corrected and will come off the late report when the December report is available in PIC. There are two inspections older than 24 months for the HCV County program; both of these inspections will also come off the late report when the December report is available in PIC.

**Deliverable(s):** Enclosed as Deliverable #13 – HQS Inspection Report as of November 30, 2017. A new report can be provided by the PHA when the PIC/IMS system report reflects the additional December updates, which is the first Friday after the end of the preceding month, or January 8, 2018.

**Finding #7 – Determination of Adjusted Income.**

**Corrective action(s):** The PHA will update its Income Verification policies to provide clear guidance in obtaining income verification and calculating correct income. The PHA will verify and correctly determine adjusted annual income for applicants at admission and each assisted family at annual reexamination. Ongoing training will be provided to staff at each site and monitored by our QA department.

**Deliverable(s):** The PHA will update Income Verification policy by March 2018.

**Finding #8 – Resident Allowances for Utilities.**

**Corrective action(s):** The PHA maintains records that documents the basis on which allowances, scheduled surcharges, and revisions are established and revised and makes them available for inspection by residents. The PHA also gives notice to all residents of proposed allowances, scheduled surcharges, and revisions; and notifies residents where those records are maintained and available for review/inspection. PHA has not been consistently retaining proof of notification to residents in the tenant files. The PHA has mailed a notice to each resident regarding Utility Allowances and has posted a copy of such notice in each tenant file. In addition, the PHA has developed a policy and schedule for Individual Relief of Utility Allowance and has included the information in the notice given to the residents.

**Deliverable(s):** Enclosed as Deliverable #14 – Individual Relief of Utility Allowance Policy (draft) and Deliverable #15 – Utility Allowance Notice to Residents

**Finding #9 – Systemic Resident File Errors.**

**Corrective action(s):** The PHA corrected the tenant file errors identified at the time of the review in August 2017. The PHA has developed policies and procedures for quality control and has implemented regular reviews that will be conducted at least quarterly to correct and avoid careless errors.

**Deliverable(s):** Enclosed as Deliverable #16 – HMD QA SOP, Deliverable #17 – HMD File Audit Checklist, and Deliverable #18 HMD QA Monitoring Reports

**Finding #10 – General HUD Program Requirements.**

**Corrective action(s):** PHA has updated the lease (see Finding #2), which includes all HUD mandated terms. The PHA will begin the process of having the updated leases signed by all tenants following Board approval of the standard lease estimated to occur in March of 2018. The PHA will provide training to staff on the procedures for tracking and documenting welfare benefit reductions. Staff will be reminded about the annual inspections requirements.

**Deliverable(s):** Enclosed as Deliverable #5 - standard lease, and Deliverable #6 - public housing addendum

**Finding #11 – Internal Controls.**

**Corrective action(s):** PHA staff does a regular Quality Assurance Review of all files, but will increase its monitoring as recommended in the report. The PHA has reviewed and updated procedures and has implemented additional file reviews for all initial files and 10% of annual certification quality control review measures, to correct and avoid errors.

**Deliverable(s):** Enclosed as Deliverable #16 – HMD QA SOP, Deliverable #17 – HMD File Audit Checklist, Deliverable #18 - HMD QA Monitoring Reports, and Deliverable #19 – 50058 Submission Report

**RESPONSES TO CONCERNS/RECOMENDATIONS****GOVERNANCE:****Concern #1 - Bank Reconciliation Procedures**

The PHA agrees with the recommendation and has since trained staff to date the bank reconciliations. This concern has been corrected.

**Concern #2 - Check Signing Policy**

The PHA agrees with the recommendation and has since removed the Director of Finance and Administrative Services as a check signer. This concern has been corrected. Enclosed as Deliverable #24 – Board Resolution Authorizing Officers/Employees.

**Concern #3 - Collection Agency Use**

The PHA is in the process of reviewing their policy around rent collection and tenant account receivable write-offs. Staff will further analyze and complete a cost/benefit analysis of hiring a collection agency to collect past due rent, and make a determination that will be included in the update to the policy.

**Recommendation #2 – Account Transfer Activity Procedure.** The PHA agrees with the recommendation and will include the recommended language in the update to the internal accounting procedure.

## **HOUSING CHOICE VOUCHERS:**

### **Concern #4 – Tenant File Review:**

The HAFC has corrected the three tenant files that contained errors and conducts supervisor and quality control reviews on a regular basis.

**Deliverable(s):** Enclosed, as requested are the following documents; Deliverable 20 - HCV monitoring database 11.28.17, Deliverable #21 - Intake Self-Monitoring Checklist, and Deliverable #22 - Certification Self-Monitoring Checklist.

### **Concern #5 – Payment Standards:**

The PHA's Payment Standards Schedule was updated October 12, 2017. A copy of the schedule is enclosed as Deliverable #23 - Payment Standard Memo Eff 10.1.2017. The PHA will also update the Board Approved Administrative Plan to include more specific procedures that will ensure a memo is written to staff on an annual basis and indicates to staff if the payment standards are to be changed or will remain the same. The report indicates that the payment standards should be approved by the Boards. There is no HUD Guidance or regulations that specifically indicate that the payment standards need to be individually approved by the Boards as long as they are within the required 90% - 110% of FMRs. The PHA regularly shares information about Payment Standards with the Boards when changes are necessary and will continue to get Board approval of the Administrative Plan that contains procedures regarding the Payment Standards.

### **Concern #6 – Unfunded Pension Liability**

The PHA agrees with the recommendation and is correcting the entries for 2017. This concern will be corrected before year-end.

### **Concern #7 – FSS**

In regards to the missing documentation of monthly contacts, Individual Training, and Services Plans for some of the enrollees/participants in the physical file, the concern is noted and well received. The information was digitally stored; however, the information was not printed and placed in the file prior to the file being audited.

Action has been taken to place all existing documentation that was digitally stored, related to monthly contacts and program progression, back into the original FSS case file for all enrollees/participants.

We have adjusted quality assurance monitoring for FSS moving forward to ensure that all files are in an organized order. We have revisited our existing case management and monitoring tools to ensure that all FSS enrollees/participants have monthly contacts, at minimum. In addition, all enrollees/participants with or without an escrow are being monitored for progress and retention and updated monthly. The FSS Coordinator has received in-housing training on new procedures for case management and file monitoring. The FSS Coordinator recently attended a structured “FSS Academy” for Service Coordinator Professional Certification Program in October 2017 and is now certified in the FSS program.

## **PUBLIC HOUSING:**

### **Concern #8 - Ineligible Use of Operating Funds**

The PHA agrees with the recommendation and has since repaid the Operating Fund for the ineligible expense. This concern has been corrected.

### **Concern #9 - Non-Competitive Proposals greater than \$150,000**

The PHA agrees with the recommendation and has trained staff on the need to receive HUD’s approval before issuing a non-competitive procurements greater than \$150,000. This language has also been included in the Agency’s internal Procurement Procedures Manual. This concern has been corrected.

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Mr. Gerard R. Windt, Director  
Office of Public Housing  
U.S. Department of Housing and Urban Development  
San Francisco Regional Office – Region IX  
One Sansome Street Ste 1200  
San Francisco, CA 94104-4430

January 4, 2018

RE: PIH Compliance Monitoring Review Report Transmittal for the Housing Authority  
of the City of Fresno (HACF)

Dear Mr. Windt,

This letter is in response to the Compliance Monitoring Review Report received on December 19, 2017 for the review conducted from August 14 – 18, 2017 by the U.S. Department of Housing and Urban Development (HUD) which resulted in eleven findings and eight concerns. Attached you will find our responses to the findings, including the deliverables. You will also find general responses to the concerns and recommendations even though they were not listed as required corrective actions, except where noted.

Our mission continues to be to *create and sustain vibrant communities throughout Fresno County*. We are confident our ongoing efforts align with this mission and with the established guidelines that continue to meet the needs of our residents.

If you have additional questions, please do not hesitate to contact either myself or Tracewell Hanrahan, Deputy Executive Director.

Sincerely,



Preston Prince  
CEO

## RESPONSES TO FINDINGS

### CORRECTIVE ACTION RESPONSES:

#### **Finding #1 – Board Approved Admissions and Continued Occupancy Policy (ACOP) and Agency Policies, Non-Compliance with HUD Directives.**

**Corrective action(s):** The PHA has revised and received Board approval for the 2018 ACOP in compliance with all current HUD directives and mandates. The PHA will submit updated SOP to conform with policies. The PHA will ensure that all Board-approved policies are properly implemented, with all staff trained on all current and updated PHA policies and HUD directives. The PHA has assessed staff training needs and will provide training in those areas.

**Deliverable(s):** Enclosed as Deliverable #1 – HUD PHA Plan Approval letter, Deliverable #1a -#1c – County Board Resolution for ACOP, Agency Plan, and Administrative Plan, Deliverable #2 – Fresno Housing Training Plan (HMD) Sample, Deliverable #3 – HMD Program Matrix Sample

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**Corrective action:** The PHA has prepared a draft updated Lease with grievance policy requirements and procedures, which was presented to the Board in December and expected to be submitted for Board approval in the first quarter of 2018. Staff is in the process of incorporating comments from the Boards and members of the public..

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## **PUBLIC HOUSING:**

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## BOARD MEMO

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[www.fresnohousing.org](http://www.fresnohousing.org)

**TO:** Boards of Commissioners

Fresno Housing Authority

**FROM:** Preston Prince

CEO/Executive Director

**DATE:** January 17, 2018

**BOARD MEETING:** January 23, 2018

**AGENDA ITEM:** 11c

**AUTHOR:** Angie Nguyen,  
Chief of Staff

**SUBJECT:** Follow-Up Response to Public Comment Concerns, re:  
Renaissance at Santa Clara and West Fresno Community

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### Executive Summary

Staff will provide a follow-up response to public comment from concerned citizens regarding the conditions created by homeless individuals surrounding the Renaissance at Santa Clara property.

### Recommendation

No recommendation at this time. Informational only.

### Fiscal Impact

Not applicable at this time.

### Background Information

On December 19, 2017, two residents of Southwest Fresno community and members of the Golden West Planning Committee, Mr. Bob Mitchell and Ms. Debbie Darden, approached the Board of Commissioners during Unscheduled Public Comment period regarding their concerns of the conditions created by homeless individuals surrounding the Renaissance at Santa Clara property located at G and Santa Clara Streets.

## BOARD MEMO


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**TO:** Boards of Commissioners

Fresno Housing Authority

**FROM:** Preston Prince   
CEO/Executive Director

**DATE:** January 18, 2018

**BOARD MEETING:** January 23, 2018

**AGENDA ITEM:** 11d

**AUTHOR:** Christina Husbands

**SUBJECT:** Real Estate Development Update

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### Executive Summary

Staff will present an overview of current real estate activities.

### Recommendation

None at this time. Informational only.

## BOARD MEMO

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**TO:** Boards of Commissioners

Fresno Housing Authority

**FROM:** Preston Prince  
CEO/Executive Director



**DATE:** January 19, 2018

**BOARD MEETING:** January 23, 2018

**AGENDA ITEM:** 12a

**AUTHOR:** Jeremy Matthews

**SUBJECT:** Consideration of Authorization to Sell Home Ownership Program (HOP) Homes

---

### Executive Summary

The purpose of this memo is to request the authorization from the Boards of Commissioners to sell one of the five remaining homes owned by the Fresno Housing Authority as part of a discontinued HUD program called the Home Ownership Program (HOP).

Throughout 2017 staff provided a series of updates to the Boards of Commissioners on a variety of assets held by the Fresno Housing Authority including the HOP Homes. The Boards of Commissioners directed staff to proceed with the appropriate analysis and sale of the HOP Homes.

Staff received an offer from a qualified buyer for the property at 2340 S. Backer Ave, Fresno CA 93725 and is requesting authorization by the Board of Commissioners to complete the transaction.

### Fiscal Impact

The contracted price of the home is \$183,000. The agency has procured a real estate agent to complete the transaction for a commission of 5%, that is equal to industry standard. Proceeds will be available for the housing authority to use for the purposes relating to low-income housing.

### Recommendation

It is recommended that the Boards of Commissioners authorize Preston Prince, CEO/Executive Director, Tracewell Hanrahan, Deputy Executive Director, Angelina Nguyen, Chief of Staff, and/or their designee to execute sales agreements and any related documents for 2340 S. Backer Ave.

### Background

In 1982 the Housing Authority (HA) of the City of Fresno created a homeownership program for residents residing in public housing called the Home Ownership Program (HOP). This program is authorized under section 5(h) of the United States Housing Act (USHA) of 1937. Section 6(c) 4(d) of the USHA authorizes the Secretary to prescribe requirements for development by

the HA of viable HOP for lower income families capable of assuming the responsibilities of homeownership. The HA entered into a 5(h) Implementing Agreement with HUD in 1993, and subsequent HOP agreements and sales contracts were created with homebuyers. In September of 1999, HUD promulgated a new rule in 24 CFR Part 906 that offers a replacement for the prior HOP programs allowing for the sale of the homes.

There are currently five homes in the City of Fresno. Three of the homes are occupied and two are vacant. Residents in the occupied units continue to work towards obtaining enough down payment and proof of income to qualify to purchase the home. The two vacant homes are marketed to low income families and will be sold to buyers who meet minimum eligibility requirements, which include income eligibility requirements of no more than 80% of area median income.

**RESOLUTION NO. \_\_\_\_\_**

**BEFORE THE BOARD OF COMMISSIONERS OF THE**

**HOUSING AUTHORITY OF THE CITY OF FRESNO**

**RESOLUTION AUTHORIZING THE SALE OF A HOMEOWNERSHIP PROGRAM (HOP)  
HOME AT 2340 BACKER AVENUE**

WHEREAS, the Housing Authority of the City of Fresno (the “Agency”) administered a Homeownership Program (HOP) to make public housing dwelling units, public housing projects, and other housing projects available for purchase by low-income families, and

WHEREAS, the Agency owns and has listed for sale 2340 S. Backer Ave, Fresno CA 93725 (the “Home”); and

WHEREAS, the Agency will sell the Home to buyers who meet minimum eligibility requirements, which include income eligibility requirements of no more than 80% of area median income; and

WHEREAS, the Agency has accepted an offer for \$183,000.00 from Virgilio Antonio, an eligible buyer;

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of the City of Fresno do hereby approve the Agency to execute sales agreements and any related documents to sale the Home to eligible buyers and authorize Preston Prince, CEO/Executive Director, Tracewell Hanrahan, Deputy Executive Director, Angelina Nguyen, Chief of Staff, and/or their designee to execute all documents in connection therewith.

PASSED AND ADOPTED THIS 23<sup>rd</sup> DAY OF JANUARY, 2018. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

---

Preston Prince, Secretary of the Boards of Commissioners

## BOARD MEMO


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**TO:** Boards of Commissioners

Fresno Housing Authority

**FROM:** Preston Prince   
CEO/Executive Director

**DATE:** January 17, 2018

**BOARD MEETING:** January 23, 2018

**AGENDA ITEM:** 12b

**AUTHOR:** Sheila Scheitrum

**SUBJECT:** Award of General Contractor/Construction Manager (GCCM)

Contracts: Chinatown Housing Development and Blackstone & Simpson Housing Development

### Executive Summary

In September 2017 staff issued a Request for Proposals (RFP) for General Contractor/Construction Management (GCCM) Services, including pre-construction consulting for the Chinatown Housing Development and the Blackstone and Simpson Housing Development.

In December, 2017 staff submitted a Transformative Climate Communities (TCC) application for the Chinatown Housing Development Project. In January 2018, staff submitted AHSC and IIG funding applications for both projects, and is anticipating the submission of a low-income housing tax credits application if the aforementioned grant applications are successful.

A total of 5 proposals were received for the subject sites in response to the solicitation. The review panel was comprised of Fresno Housing (FH) staff, along with three external panel members. Upon evaluation of the initial scoring, the 3 top ranked proposals were invited to participate in a panel interview.

After a comprehensive review, staff is recommending Johnston Contracting for the Chinatown Housing Development project and Brown Construction for the Blackstone & Simpson Housing Development project. The proposals were ranked based on firm history, capability, track record and relevant experience, project team, project schedule, fee structure and economic opportunities outreach. The final ranking of the top 3 proposals is as follows:

Name of Proposer	Round 1 Average Ranking	Round 2 Average Ranking	Firm Location
Brown Construction	57	58	1465 Enterprise Blvd, Sacramento CA
Johnston Contracting	57	58	7511 N. Palm Bluffs, Fresno CA

Name of Proposer	Round 1 Average Ranking	Round 2 Average Ranking	Firm Location
Quiring Construction	52	53	5118 E Clinton Way, #202, Fresno, CA
Zumwalt Construction	46	--	5520 E Lamona Ave, Fresno, CA
Seals Construction	41	--	9410 W Placer Ave, Visalia, CA

### Recommendation

It is recommended that the Boards of Commissioners award the General Contractor/Construction Management Services Contracts to:

1. Johnston Contracting for the Chinatown Housing Development, at \$115,000 for pre-construction consultancy services and for an amount not to exceed 12.75% of construction costs for General Contracting services
2. Brown Construction for the Blackstone & Simpson project, at \$20,000 for pre-construction consultancy services and for an amount not to exceed 14.0% of construction costs for General Contracting services

It is further recommended to authorize Preston Prince, CEO/Executive Director, Tracewell Hanrahan, Deputy Executive Director, Angelina Nguyen, Chief of Staff, or their designee to negotiate and execute the contracts subject to satisfactory review and approval by legal counsel.

### Fiscal Impact

The Chinatown Housing Development contract will be worth 12.75% of the total construction costs in the project budget, or approximately \$2,100,000 based on preliminary construction estimates, and will be paid from the project budget. Pre-construction consultancy services will be provided at a cost of \$115,000.

The Blackstone & Simpson contract will be worth 14.0% of the total construction costs in the project budget, or approximately \$1,620,000 based on preliminary construction estimates, and will be paid from the project budget. Pre-construction consultancy services will be provided at a cost of \$20,000.

RESOLUTION NO. \_\_\_\_\_

BEFORE THE BOARD OF COMMISSIONERS OF THE

HOUSING AUTHORITY OF CITY OF FRESNO, CALIFORNIA

**RESOLUTION APPROVING AWARD OF GENERAL CONTRACTOR/CONSTRUCTION  
MANAGEMENT SERVICES FOR THE BLACKSTONE & SIMPSON PROJECT**

WHEREAS, the Housing Authority of City of Fresno, California (the "Authority") seeks to expand the development and availability of low-income housing to residents in the City of Fresno and Fresno County (the "County"); and,

WHEREAS, the Authority is working to secure funding for the project at 3039 N Blackstone Avenue, Fresno, California ("Blackstone & Simpson"); and

WHEREAS, the Authority released a request for proposals for General Contractor/Construction Management ("GC/CM") Services; and,

WHEREAS, Brown Construction was the highest rated firm with the capacity to accept an award of the submitted proposals;

WHEREAS, the Authority desires to enter into a contract with Brown Construction for the services specified in their proposal, at a cost of \$20,000 for pre-construction consultancy services and for a fee not to exceed 14% of the construction budget for the work to be completed between the Project closing and the completion of construction;

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of the City of Fresno, California, hereby authorizes Preston Prince, CEO/Executive Director, Tracewell Hanrahan, Deputy Executive Director, Angelina Nguyen, Chief of Staff, or their designee, to negotiate and execute a GC/CM contract with Brown Construction for the Blackstone & Simpson project.

PASSED AND ADOPTED THIS 23rd DAY OF JANUARY, 2018. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

---

Preston Prince, Secretary of the Boards of Commissioners

RESOLUTION NO. \_\_\_\_\_

BEFORE THE BOARD OF COMMISSIONERS OF THE

HOUSING AUTHORITY OF THE CITY OF FRESNO, CALIFORNIA

**RESOLUTION APPROVING AWARD OF GENERAL CONTRACTOR/CONSTRUCTION  
MANAGEMENT SERVICES TO JOHNSTON CONTRACTING FOR THE CHINATOWN  
HOUSING DEVELOPMENT PROJECT IN FRESNO, CALIFORNIA**

WHEREAS, the Housing Authority of the City of Fresno, CA (the "Authority") seeks to expand the development and availability of low-income housing to residents in the City of Fresno (the "City"); and,

WHEREAS, the Authority is working to secure funding for the project at 1101 F Street, Fresno, California ("Chinatown Housing Development"); and

WHEREAS, the Authority released a request for proposals for General Contractor/Construction Management ("GC/CM") Services for the Project; and,

WHEREAS, Johnston Contracting was the highest rated firm with the capacity to accept an award; and

WHEREAS, the Authority desires to enter into a contract with Johnston Contracting for the services specified in their proposal, at a cost of \$115,000 for pre-construction consultancy services and for a fee not to exceed 12.75% of the construction budget for the work to be completed between the Project closing and the completion of construction;

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of the City of Fresno, California, hereby authorizes Preston Prince, CEO/Executive Director, Tracewell Hanrahan, Deputy Executive Director, Angelina Nguyen, Chief of Staff, or their designee, to negotiate and execute a GC/CM contract with Johnston Contracting for the Chinatown Housing Development project.

PASSED AND ADOPTED THIS 23<sup>rd</sup> DAY OF JANUARY, 2018. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

---

Preston Prince, Secretary of the Boards of Commissioners

## BOARD MEMO

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**TO:** Boards of Commissioners  
Fresno Housing Authority  
**FROM:** Preston Prince  
CEO/Executive Director

**DATE:** January 18, 2018  
**BOARD MEETING:** January 23, 2018  
**AGENDA ITEM:** 12c  
**AUTHOR:** Tammy Townsend

**SUBJECT:** Acceptance of Housing Relinquished Fund Corp. Line of Credit

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### Executive Summary

The purpose of this agenda item is to request that the Boards of Commissioners consider approving a temporary line of credit from the Housing Relinquished Fund Corporation (HRFC) in the event that no continuing resolution or Federal budget is approved by January 19, 2018.

As a reminder, the start of the new budget year for the Federal government is October 1<sup>st</sup>. For the 2018 Federal budget, lawmakers did not anticipate having an approved budget by the end of September, so they passed a "Continuing Resolution" (CR) which would maintain the 2017 budget through December 8, 2017. As that date approached, the focus of lawmakers was on tax reform and another continuing resolution was passed to extend the deadline for a Federal budget to January 19, 2018. As of today, there is no approved Federal budget and no approved Continuing Resolution.

A Federal budget and the resulting funding is the backbone of the Housing Choice Voucher program. The Fresno Housing Authority fully intends, to the best of our ability, to continue the core operations of providing services to residents and public partners. However, once the government "shuts down", primary funders may be unable to authorize normal funding distributions due to the suspension of operations at the Federal level. While distributions will be released once legislation is adopted, there may be a need to utilize short-term alternatives to essentially "cover" the funds held in suspense due to federal closure. While the Agency has operated in a fiscally prudent manner, building up reserves for these types of situations, the impact of HUD's requirement to transfer program reserves to the Treasury has reduced financial flexibility to absorb funding delays.

To increase available working capital, the Agency is seeking approval to utilize funds from the Housing Relinquished Fund Corp. as needed until funding streams are restored.

### Recommendation

It is recommended that the Boards of Commissioners accept an interest-free line of credit of up to \$4.2 million to the Housing Authorities of the City and County of Fresno, operating jointly as the Fresno Housing Authority, for purposes of temporarily funding core operations should a government shutdown occur.

**Fiscal Impact**

There will be no permanent fiscal impact as the line of credit will not accrue interest.

**Background Information**

The Fresno Housing Authority (FH) Board approved the Agency's 2018 Operating Budget at the Board of Commissioners' meeting on December 19, 2017.

**BEFORE THE BOARD OF COMMISSIONERS OF THE  
HOUSING AUTHORITY OF THE CITY OF FRESNO  
RESOLUTION NO: \_\_\_\_\_**

**RESOLUTION TO ACCEPT A LINE OF CREDIT FROM THE HOUSING  
RELINQUISHED FUND CORP.**

WHEREAS, the Federal Fiscal Year typically begins annually on October 1<sup>st</sup>; and

WHEREAS, a Federal Budget or Continuing Resolution must be in place prior to the beginning of each Federal Fiscal Year to appropriate and authorize Federal expenditures; and

WHEREAS, a Federal Budget or Continuing Resolution has not yet been approved beyond January 19, 2018; and

WHEREAS, beginning January 20, 2018 without legislation in place there will be a government shutdown; and

WHEREAS, a government shutdown may delay normal ongoing funding distributions to the Housing Authority of the City of Fresno; and

WHEREAS, delays in said funding distributions may create the need for additional working capital in order for the Fresno Housing Authority to continue its core operations.

NOW, THEREFORE, BE IT RESOLVED that Preston Prince, as CEO/Executive Director of the Housing Authorities of the City and County of Fresno, or his designee, is hereby empowered and authorized to utilize up to \$4.2 million of Housing Relinquished Fund Corp. funds as an additional line of credit on an as-needed basis should a federal government shutdown occur. Said line of credit shall accrue interest at 0% per annum.

PASSED AND ADOPTED THIS 23<sup>rd</sup> day of January 2018. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following

vote, to-wit:

AYES:

NOES:

ABSTAIN:

ABSENT:

---

Preston Prince, Secretary of the Boards of Commissioners

**BEFORE THE BOARD OF COMMISSIONERS OF THE  
HOUSING AUTHORITY OF THE COUNTY OF FRESNO  
RESOLUTION NO: \_\_\_\_\_**

**RESOLUTION TO ACCEPT A LINE OF CREDIT FROM THE HOUSING  
RELINQUISHED FUND CORP.**

WHEREAS, the Federal Fiscal Year typically begins annually on October 1<sup>st</sup>; and

WHEREAS, a Federal Budget or Continuing Resolution must be in place prior to the beginning of each Federal Fiscal Year to appropriate and authorize Federal expenditures; and

WHEREAS, a Federal Budget or Continuing Resolution has not yet been approved beyond January 19, 2018; and

WHEREAS, beginning January 20, 2018 without legislation in place there will be a government shutdown; and

WHEREAS, a government shutdown may delay normal ongoing funding distributions to the Housing Authority of the County of Fresno; and

WHEREAS, delays in said funding distributions may create the need for additional working capital in order for the Fresno Housing Authority to continue its core operations.

NOW, THEREFORE, BE IT RESOLVED that Preston Prince, as CEO/Executive Director of the Housing Authorities of the City and County of Fresno, or his designee, is hereby empowered and authorized to utilize up to \$4.2 million of Housing Relinquished Fund Corp. funds as an additional line of credit on an as-needed basis should a federal government shutdown occur. Said line of credit shall accrue interest at 0% per annum.

PASSED AND ADOPTED THIS 23<sup>rd</sup> day of January 2018. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES:

NOES:

ABSTAIN:

ABSENT:

---

Preston Prince, Secretary of the Boards of Commissioners


## BOARD MEMO

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**TO:** Boards of Commissioners  
Fresno Housing Authority

**FROM:** Preston Prince   
CEO/Executive Director

**DATE:** January 18, 2017

**BOARD MEETING:** January 23, 2018

**AGENDA ITEM:** 12d

**AUTHOR:** Alicia M. Jones

**SUBJECT:** Resolution Authorizing Submission of Section Eight Management Assessment Program (SEMAP) Certification to the U.S. Department of Housing and Urban Development (City)

---

### Executive Summary

The U.S. Department of Housing and Urban Development (HUD) established the Section Eight Management Assessment Program (SEMAP) to measure management capabilities and identify deficiencies of agencies administering the Housing Choice Voucher Program. HUD uses this tool to measure performance levels by assessing a point value to each of the 14 Indicators, for a total maximum of 135 points. Housing authorities must document compliance or noncompliance in these key areas and submit the information electronically to HUD. The total point value earned under SEMAP translates into a rating of high performer (90% or above), standard (60% to 89%), or troubled (below 60%).

The Housing Authority received a rating of “High” performer based on achieving 135 points or 93%. The 13 Indicators, 2014 through 2016 comparisons, and related points and ratings are shown in the attached table.

Please note that the 14<sup>th</sup> indicator, FSS Enrollment and FSS Escrow accounts does not apply to the City program as all FSS activities have transitioned to the County Program. The City program successfully completed all mandatory requirements set forth in the HUD agreement and did not renew the FSS contract.

Rent Reasonableness improved 2.4% since 2016 from 95.6% to 98%; therefore, the Housing Authority will receive the maximum 20 points for this indicator.

### Recommendation

It is recommended that the Board of Commissioners of the Housing Authority of the City of Fresno adopt the attached resolution authorizing the Executive Director to submit the SEMAP certification to HUD by the deadline date of March 1, 2018.

<b>SEMAP Indicator</b>	<b>Maximum Points</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
1. Selection from the Waiting List	15	15	15	15	15
2. Reasonable Rent	20	20	20	15	20
3. Determination of Adjusted Income	20	15	20	20	20
4. Utility Allowance Schedule	5	5	5	5	5
5. Housing Quality Standards (HQS) Quality Control Inspections	5	5	5	5	5
6. HQS Enforcement	10	10	10	10	10
7. Expanding Housing Opportunities	5	5	5	5	5
8. Payment Standards	5	5	5	5	5
9. Annual Reexaminations	10	10	10	10	10
10. Correct Tenant Rent Calculations	5	5	5	5	5
11. Pre-contract HQS Inspections	5	5	5	5	5
12. Annual HQS Inspections	10	10	10	10	10
13. Lease Up	20	20	20	20	20
14. FSS Enrollment and Escrow Accounts	N/A	N/A	N/A	N/A	N/A
<b>Total Points Earned</b>	<b>135</b>	<b>130</b>	<b>135</b>	<b>130</b>	<b>135</b>
<b>Rating</b>		<b>High</b>	<b>High</b>	<b>High</b>	<b>High</b>

**BEFORE THE BOARD OF COMMISSIONERS  
OF THE HOUSING AUTHORITY OF THE CITY OF FRESNO**

**RESOLUTION NO. \_\_\_\_\_**

**RESOLUTION AUTHORIZING SUBMISSION OF THE 2017  
SECTION EIGHT MANAGEMENT ASSESSMENT PROGRAM CERTIFICATION  
TO THE U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**

WHEREAS, the U.S. Department of Housing and Urban Development (HUD) has established the Section Eight Management Assessment Program (SEMAP); and

WHEREAS, this program provides a system for measuring the Housing Choice Voucher Program performance using 14 criteria; and

WHEREAS, HUD requires each housing authority to provide a certification as to the accuracy of data according to these criteria.

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of the City of Fresno hereby authorizes the Executive Director to submit the SEMAP certification to HUD by the deadline date of March 1, 2018.

PASSED AND ADOPTED this 23<sup>th</sup> day of *January, 2018*, by the following vote, to wit:

AYES:

NOES:

ABSENT:

## BOARD MEMO

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**TO:** Boards of Commissioners

Fresno Housing Authority

**FROM:** Preston Prince   
CEO/Executive Director

**DATE:** January 18, 2018

**BOARD MEETING:** January 23, 2018

**AGENDA ITEM:** 12e

**AUTHOR:** Adam Smith

**SUBJECT:** Resolution Authorizing Submission of Section Eight Management Assessment Program (SEMAP) Certification to the U.S. Department of Housing and Urban Development (County)

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### Executive Summary

The U.S. Department of Housing and Urban Development (HUD) established the Section Eight Management Assessment Program (SEMAP) to measure management capabilities and identify deficiencies of agencies administering the Housing Choice Voucher Program. HUD uses this tool to measure performance levels by assessing a point value to each of the 14 Indicators, for a total maximum of 145 points. Housing authorities must document compliance or noncompliance in these key areas and submit the information electronically to HUD. The total point value earned under SEMAP translates into a rating of high performer (90% or above), standard (60% to 89%), or troubled (below 60%).

Based on the 145 points earned out of a possible 145 points, or 100%, the Housing Authority received a rating of "High" performer. The 14 Indicators, 2014 through 2016 comparisons, and related points and ratings are shown in the attached table.

Indicator 2 Rent Reasonableness improved 2% since 2016 from 96% to 98% therefore; the Housing Authority will receive the maximum 20 points for this indicator.

Indicator 14 – To receive full points Housing Authority must meet or exceed the minimum requirement of 80% for FSS enrollment. The Housing Authority will receive the maximum 10 points for an enrollment percentage of 89 percent. This was a 14% improvement from the 2016 percentage of enrollment.

### Recommendation

It is recommended that the Board of Commissioners of the Housing Authority of the County of Fresno adopt the attached resolution authorizing the Executive Director to submit the SEMAP certification to HUD by the deadline date of March 1, 2018.

<b>SEMAP Indicator</b>	<b>Maximum Points</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
1. Selection from the Waiting List	15	15	15	15	15
2. Reasonable Rent	20	20	20	15	20
3. Determination of Adjusted Income	20	0	20	20	20
4. Utility Allowance Schedule	5	5	5	5	5
5. Housing Quality Standards (HQS) Quality Control Inspections	5	5	5	5	5
6. HQS Enforcement	10	10	10	10	10
7. Expanding Housing Opportunities	5	5	5	5	5
8. Payment Standards	5	5	5	5	5
9. Annual Reexaminations	10	10	10	10	10
10. Correct Tenant Rent Calculations	5	5	5	5	5
11. Pre-contract HQS Inspections	5	5	5	5	5
12. Annual HQS Inspections	10	10	10	10	10
13. Lease Up	20	20	20	20	20
14. FSS Enrollment and Escrow Accounts	10	10	10	8	10
<b>Total Points Earned</b>	<b>145</b>	<b>125</b>	<b>145</b>	<b>138</b>	<b>145</b>
<b>Rating</b>		<b>Standard</b>	<b>High</b>	<b>High</b>	<b>High</b>

**BEFORE THE BOARD OF COMMISSIONERS  
OF THE HOUSING AUTHORITY OF FRESNO COUNTY**

**RESOLUTION NO. \_\_\_\_\_**

**RESOLUTION AUTHORIZING SUBMISSION OF THE 2017  
SECTION EIGHT MANAGEMENT ASSESSMENT PROGRAM CERTIFICATION  
TO THE U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**

WHEREAS, the U.S. Department of Housing and Urban Development (HUD) has established the Section Eight Management Assessment Program (SEMAP); and

WHEREAS, this program provides a system for measuring the Housing Choice Voucher Program performance using 14 criteria; and

WHEREAS, HUD requires each housing authority to provide a certification as to the accuracy of data according to these criteria.

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of Fresno County hereby authorizes the Executive Director to submit the SEMAP certification to HUD by the deadline date of March 1, 2018.

PASSED AND ADOPTED this 23<sup>th</sup> day of *January, 2018*, by the following vote, to wit:

AYES:

NOES:

ABSENT:



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## ***Section 8 Management Assessment Program: SEMAP***

*Board of Commissioners Meeting  
January 23, 2018*

# SEMAP

- Remotely measures PHA performance and administration of the Housing Choice Voucher Program
- Uses HUD's national database of tenant information, and information from audits conducted annually by independent auditors

# Overall Performance Ratings

Status:

Scoring

- |                      |            |
|----------------------|------------|
| • High Performer     | 90% – 100% |
| • Standard Performer | 60% - 89%  |
| • Troubled Performer | below 60%  |

# SEMAP Indicators (City – CA006)

<b>1. Selection from the Waiting List</b>	<b>100%</b>	<b>15</b>
<b>2. Rent Reasonableness</b>	<b>98%</b>	<b>20</b>
<b>3. Determination of Adjusted Income</b>	<b>91%</b>	<b>20</b>
<b>4. Utility Allowance</b>	<b>Yes</b>	<b>5</b>
<b>5. Housing Quality Standard (HQS) Quality Control Inspections</b>	<b>100%</b>	<b>5</b>
<b>6. HQS Enforcement</b>	<b>100%</b>	<b>10</b>
<b>7. Housing Opportunity</b>	<b>Yes</b>	<b>5</b>
<b>8. Payment Standards</b>	<b>Yes</b>	<b>5</b>
<b>9. Annual Re-examinations*</b>	<b>100%</b>	<b>10</b>
<b>10. Correct Tenant Rent Calculations*</b>	<b>100%</b>	<b>5</b>
<b>11. Pre-contract HQS Inspections*</b>	<b>100%</b>	<b>5</b>
<b>12. Annual HQS Inspections*</b>	<b>100%</b>	<b>10</b>
<b>13. Lease –Up*</b>	<b>100%</b>	<b>20</b>
<b>14. FSS Enrollment and Escrow Accounts*</b>	<b>N/A</b>	<b>N/A</b>
<b>Total Points:</b>		<b>135</b>

\*Based on data transmissions

# SEMAP Indicators (County – CA028)

<b>1. Selection from the Waiting List</b>	<b>100%</b>	<b>15</b>
<b>2. Rent Reasonableness</b>	<b>98%</b>	<b>20</b>
<b>3. Determination of Adjusted Income</b>	<b>90%</b>	<b>20</b>
<b>4. Utility Allowance</b>	<b>Yes</b>	<b>5</b>
<b>5. Housing Quality Standard (HQS) Quality Control Inspections</b>	<b>100%</b>	<b>5</b>
<b>6. HQS Enforcement</b>	<b>100%</b>	<b>10</b>
<b>7. Housing Opportunity</b>	<b>Yes</b>	<b>5</b>
<b>8. Payment Standards</b>	<b>Yes</b>	<b>5</b>
<b>9. Annual Re-examinations*</b>	<b>100%</b>	<b>10</b>
<b>10. Correct Tenant Rent Calculations*</b>	<b>100%</b>	<b>5</b>
<b>11. Pre-contract HQS Inspections*</b>	<b>100%</b>	<b>5</b>
<b>12. Annual HQS Inspections*</b>	<b>100%</b>	<b>10</b>
<b>13. Lease –Up*</b>	<b>100%</b>	<b>20</b>
<b>14. FSS Enrollment and Escrow Accounts*</b>	<b>89%</b>	<b>10</b>
<b>Total Points:</b>		<b>145</b>

\*Based on data transmissions

## 2017 City SEMAP Certification

- City HCV program received “High” performer status with an overall score of 93%
- Indicator 2 – Rent Reasonableness improved 2.4% since 2016 from 95.6% to 98%; therefore on this indicator we received the maximum allowable of 20 points
- Indicator 14 – FSS Enrollment does not apply to the program as a HUD agreement was not renewed due to successful completion of prior year mandatory requirements

# 2017 County SEMAP Certification

- County HCV program received “High” performer status with overall score of 93%
- Indicator 2 – Rent Reasonableness improved 2% since 2016 from 96% to 98%; therefore on this indicator we received the maximum allowable of 20 points
- Indicator 14 – FSS Enrollment increased as the number of families enrolled is now at 89% of the mandatory enrollment requirement. On this indicator we will receive the maximum of 10 points

Questions?

## BOARD MEMO

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**TO:** Boards of Commissioners

Fresno Housing Authority

**FROM:** Preston Prince



CEO/Executive Director

**DATE:** January 19, 2018

**BOARD MEETING:** January 23, 2018

**AGENDA ITEM:** 12f

**AUTHOR:** Blanca Navarro, Quality  
Assurance Analyst

**SUBJECT:** Proposed Standard Lease, Public Housing Addenda, and Grievance  
Procedure (*Continued from December 19, 2017; to be continued to February 27,*  
*2018*)

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**Please note: this item was continued from the Boards of Commissioners meeting held on December 19, 2017. It is the request of Staff that this item be continued to the next Boards of Commissioners meeting scheduled for February 27, 2018.**

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## EXECUTIVE DIRECTOR'S REPORT

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**TO:** Boards of Commissioners  
 Fresno Housing Authority  
**FROM:** Preston Prince  
 CEO/Executive Director  
**SUBJECT:** Directors Report- January 2018

**DATE:** January 18, 2018  
**BOARD MEETING:** January 23, 2018  
**AGENDA ITEM:** 13  
**AUTHOR:** Staff

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### Executive Summary

The Boards of the Fresno Housing Authority have established the four strategic goals as: Place, People, Public, and Partnership. In addition, the following have been outlined as the management goals: Sustainability, Structure, and Strategic Outreach. The following report demonstrates the efforts of the Executive Leadership and Staff to progress towards the realization of these goals.

### PLACE

#### Overview

*Fresno Housing seeks to develop and expand the availability of quality affordable housing options throughout the City and County of Fresno by growing and preserving appropriate residential assets and increasing housing opportunities for low-income residents.*

The matrix below outlines the Development Pipeline and status of each project.

#### Development Project Overview

Name of Property	Status	Description/Type	Total Units
541 @ South Tower and Cedar Heights	Stabilization	541 N. Fulton St and 4532 E. Hamilton Ave, Fresno, CA	45

Feníx @ Glenn/ Fenix @ Calaveras	Stabilization	240-250 N. Calaveras Street and 146 N. Glenn Avenue, Fresno, CA	30
Legacy Commons Phase I	Stabilization	Walnut/Edison West Fresno, CA	64
Cueva de Oso at William Shockley Plaza	Stabilization	1445 Peach Street, Selma, CA	48
Paseo 55	Stabilization	1233 & 1245 G St, Reedley, CA	55
Renaissance at Parc Grove	Under Construction	Clinton and Angus, Fresno, CA	40
Legacy Commons Phase II	Under Construction	2255 S. Plumas, Fresno, CA	64
Memorial Village	Under Construction	302 K St, Sanger, CA	48
Magill Terrace	Under Construction Closed December 2017	401 Nelson, Fowler, CA	60
Oak Grove	Pre-Dev March 2018 Closing	595 Bigger Street, Parlier, CA	56
Chinatown Project	Pre-Dev December 2017 TCC Application January 2018 IIG Application	1101 F Street, Fresno, CA	57
Blackstone/Simpson Project	Pre-Dev Jan. 2018 AHSC Application January 2018 IIG Application	3039 N. Blackstone, Fresno, CA	45
North Fulton Street Project	Pre-Dev Planning and entitlement phases underway in anticipation of AHSC funding application next available round	1331 Fulton Street, Fresno, CA	127

## HMD Update

City of Fresno						
Property	Total # of Units	Total Vacant	Current Occupancy	Notice to Vacate	Approved Apps	Net Occupancy
CITY AMP 1 (SW Fresno)						
Sequoia Courts	60	0	100%	0	0	100%
Sequoia Courts Terrace	76	1	99%	0	0	99%
Monte Vista Terrace	44	1	98%	0	0	98%
CITY AMP 2 (SW Fresno)						
Sierra Plaza	70	2	97%	1	0	96%
Fairview Heights	74	1	99%	1	0	97%
Sierra Terrace	26	0	100%	2	0	92%
Desoto II	27	0	100%	0	0	100%
HOP Scattered	7	4	43%	0	0	43%
Mixed Family (Fresno)						
Garland Gardens	50	2	96%	2	3	98%
Cedar Courts & Inyo	191	5	97%	1	1	97%
Viking Village	39	1	97%	0	0	97%
Pacific Garden	55	0	100%	0	0	100%
Yosemite Village	68	3	96%	0	0	96%

City of Fresno Continued						
Property	Total # of Units	Total Vacant	Current Occupancy	Notice to Vacate	Approved Apps	Net Occupancy
CO AMP 1 (Pinedale/Highway City)						
Pinedale Apartments 28-24	50	2	96%	2	0	92%
Pinedale Apartments 28-32	30	0	100%	1	0	97%
DeSoto Gardens	40	0	100%	1	0	98%
Marcelli Terrace	24	0	100%	0	0	100%

Special Programs						
Property	Total # of Units	Total Vacant	Current Occupancy	Notice to Vacate	Approved Apps	Net Occupancy
(Fresno)						

Trinity	20	0	100%	0	0	100%
Alta Monte	29	1	97%	0	0	97%
Santa Clara	69	1	99%	0	0	99%
Sierra Terrace (RAD)	46	0	0%	0	0	RAD To Legacy
Mariposa Meadows	40	0	100%	0	0	100%
Emergency Housing	30	0	100%	0	0	100%
<b>Fresno County</b>						
<b>Property</b>	<b>Total # of Units</b>	<b>Total Vacant</b>	<b>Current Occupancy</b>	<b>Notice to Vacate</b>	<b>Approved Apps</b>	<b>Net Occupancy</b>
<b>CO AMP 2 (Selma/Sanger/Fowler/Del Rey)</b>						
Magill Terrace	19	9	53%	0	0	RAD
Del Rey Complex	29	1	97%	0	0	97%
Laton Apartments	20	0	100%	0	0	100%
Wedgewood Commons	64	0	100%	0	0	100%
Sanger HOP	7	2	71%	0	0	71%
<b>CO AMP 3 (Reedley/Parlier/Orange Cove)</b>						
Sunset Terrace	20	0	100%	0	0	100%
Oak Grove Apts	49	4	92%	0	0	RAD
<b>CO AMP 4 (Firebaugh)</b>						
Mendoza Terrace	50	2	96%	1	0	94%
Mendoza Terrace II	39	0	100%	0	0	100%
Firebaugh Elderly	30	0	100%	2	0	93%
Cardella Courts	32	0	100%	1	0	97%
<b>CO AMP 5 (Kerman/Biola/Mendota)</b>						
Helsem Terrace	40	0	100%	0	0	100%
Biola Apartments	12	1	92%	0	0	92%
<b>CO AMP 6 (Huron/San Joaquin)</b>						
Cazares Terrace	24	1	96%	0	0	96%
Cazares Terrace II	19	2	89%	0	0	89%
Huron Apartments	20	3	85%	0	0	85%
<b>County of Fresno Continued</b>						
Taylor Terrace	28	1	96%	0	0	96%
San Joaquin Apartments	20	1	95%	1	0	90%
<b>Mixed Family &amp; Special Programs (County)</b>						
Cueva de Oso	47	0	100%	0	0	100%
Paseo 55	55	0	100%	0	0	100%
Memorial Village	0	0	0%	0	0	Under Construction
Sunset Terrace II Mkt.	20	6	70%	0	0	70%
Orange Cove RAD	87	3	97%	0	0	97%
Citrus Gardens	30	3	90%	2	0	83%
Orchard Apartment (F/L)	40	2	95%	1	0	93%
Parlier Migrant Center	131	130	1%	0	0	Seasonal
Mendota RAD	123	1	99%	0	0	99%

Mendota Farm Labor	60	1	98%	0	0	98%
Granada Commons	15	1	93%	0	1	100%
Rio Villas	29	0	100%	0	0	100%
Firebaugh Family Apts	34	0	100%	1	0	97%
Maldonado Plaza	64	22	66%	0	0	Seasonal
Parkside Apts	50	2	96%	2	1	94%

## HMD OPERATIONS

DeSoto Gardens – Every year, the Southwest Police District selects a family to receive Christmas gifts. This year Officer Steve Hunt selected the Yanez family who lives at DeSoto Gardens. The Yanez family has lived at DeSoto Gardens since May 2016. Officer Hunt received donations from other officers and Housing Authority staff. They were able to provide everything the children had put on their Christmas list. Mrs. Yanez is very active; she has participated in all events that Lucinda Walls, Resident Service Coordinator, and the Fresno Police Department have held at the site. She assists with distributing flyers and attempts to motivate her neighbors to participate as well. This year she also joined the Resident Advisory Board (RAB).

Paseo 55 – We celebrated the Grand Opening of Paseo 55 in Downtown Reedley. The property was 100% leased as of December 1, 2017.

Magill Terrace - During the month of December, Quality Assurance (QA) collaborated with Planning and Community Development on the closing of Magill Terrace RAD LP in Fowler. Existing families were relocated to temporary housing for the duration of the construction period. They will return to the newly constructed property once completed.

## PEOPLE

### Overview

*Fresno Housing works to respect community needs and knowledge – by listening, learning and researching – and respond to issues compassionately, intelligently, intentionally – by developing exceptional programs based on shared expectations.*

### Housing Choice Voucher (HCV) Leasing Update

During the month of December, the following leasing activity took place for the HCV City and County programs.

#### HCV City

- 192 applicants attended initial eligibility interviews from the draws done in November.
- 210 families attended briefings to receive their vouchers.
- There were 185 City participants who leased up in December.
- A final draw was completed and there were 5,000 applicants selected for the City Waiting List. All other applicants were notified that they were not selected and to reapply in the spring of 2018.
- In the month of December, 500 City applicants were randomly selected and scheduled to attend criminal background checks from December 18<sup>th</sup>, 19<sup>th</sup>, 21<sup>st</sup> and 27<sup>th</sup>. A total of 261 or 52%, of applicants attended.

#### HCV County

- 28 families attended briefings to receive their vouchers.
- There were 124 County participants who leased up in December.
- A final draw was completed and there were 5,000 applicants selected for the County Waiting List. All other applicants were notified that they were not selected and to reapply in the spring of 2018.
- In the month of December, no draws from the county waiting list were completed.

The focus remains on leasing as we move into 2018. The team worked hard all year long, conducted approximately 2,635 initial interviews resulting in 1,817 HCV City/County vouchers issued.

We ended the year successfully entering all HAP contracts that were effective through December 1, 2017 by the end of the year's final pay-out date.

### **Holiday Book Give Away**

Site(s): Villa Del Mar, Yosemite Village, Inyo Terrace, Cedar Courts, Fultonia West, Cedar Heights and Viking Village

This holiday season youth and parents were invited at various FH sites to enjoy hot cocoa, cookies, and view a holiday movie. There were approximately 112 residents combined that participated; 84 of which were youth that received a wrapped gift of youth books to take home and read.

### **Senior Activities**

Site(s): Rio Villas

In the month of December, The Salvation Army of Firebaugh hosted a free nutritious dinner and a weekly session of evening fun with physical & crafty activities. Sessions included rock painting, crocheting, arts & crafts, movie night, Zumba and much more. Dinners were offered each Wednesday evening and activities were offered every Thursday. Residents were able to share their ideas and creativity as they engage with each other during these activities.



### **Beautiful Feet Project**

Site(s): Mariposa Meadows

The Current Church in Fresno sponsored Mariposa Meadows as the site to kick off their 1<sup>st</sup> Annual Beautiful Feet Project. The project targeted children ages 3-17 residing in farm labor or migrant communities. Church members sponsored children within the age range with socks and shoes. They

individually wrapped each shoebox and personally delivered their special gift right before the holidays. Sixty-two (62) children received the gift of socks and shoes just in time for Christmas. Families were very grateful and excited for their gifts.



### **Resident Appreciation Dinner**

Site(s): Bridges at Florence

On December 20<sup>th</sup>, a Resident Appreciation holiday dinner was offered to residents at Bridges at Florence. The meal was hosted by the Fresno Housing Authority and catered by Peachy's Catering, a business owned by current residents of Fultonia West. Residents of Bridges at Florence enjoyed a full menu of turkey, chicken, dressing, mash potatoes and gravy, corn and caramel pound cake. The dinner allowed residents to celebrate the holidays, community, friendship, and service. The residents shared personal stories and did a reflection of the positive things that happened in 2017.



### **19<sup>th</sup> Annual Hell's Angels Fresno Bike Giveaway**

On December 2nd, Westcare, Inc. coordinated the 19<sup>th</sup> Annual Hell's Angel Fresno Bike Giveaway at Chukchansi Park. Youth ages 4-12 were recommended from collaborating agencies to receive a bicycle

right before the holidays. Over 1,000 bicycles were collected, purchased and assembled by the Hells Angels Motorcycle Club of Fresno and donated to children. One-hundred (100) FH youth received a bicycle.



## **Renaissance Festivities**

### **Renaissance at Trinity**

On December 21<sup>st</sup> a holiday celebration occurred and residents enjoyed a meal, dessert, and played games. Each resident received a stocking full of goodies.

### **Renaissance at Alta Monte and Santa Clara**

On December 14<sup>th</sup> a holiday celebration occurred and residents enjoyed a meal with dessert to celebrate. Each resident received a stocking full of goodies.

### **Emergency Housing**

On December 20<sup>th</sup>, PAL was on site and arranged for families to have a makeover, haircut, family portrait, a meal was served, and Santa distributed a gift for each child.

### **Stories From the Front**

A gentleman moved into Renaissance at Alta Monte right before the Christmas holidays. He indicated his brother was in the hospital and he wanted to visit him, but expressed concern that if he came back too late, he would have to sleep on the streets. Property management explained to him this was his apartment, he could return as late as he wished. At this point the gentleman began crying, stating a “great weight” had been lifted off his shoulders – he could visit his brother and still have a place to sleep at night.

## **PUBLIC**

### **Overview**

*Fresno Housing seeks to build support for housing as a key component of vibrant, sustainable communities through public information, engagement, and advocacy that promotes affordable housing and supports the advancement of Fresno’s low-income residents.*

Effort in this area are ongoing and will be reported as outcomes are achieved.

## **PARTNERSHIP**

### **Overview**

*Fresno Housing seeks to collaborate to strengthen its ability to address the challenges facing Fresno communities.*

Fresno Housing is exploring several partnerships in the course of pre-development activities.

Project	Organization	Role
Renaissance at Parc Grove	WestCare	Partner in the provision of services to property residents
Highway City multifamily housing development/ Community Center	Highway City CDC Central Community Church Granville Central Unified School District Economic Opportunities Commission	Planning partners, potential development partner, potential service providers
Department of Community Services and Development - Low Income Weatherization Program	Association for Energy Affordability GRID Alternatives	Partners in portfolio assessment, project planning and design, and incentive approval
Permaculture at Yosemite Village and Santa Clara	Fresno Metro Ministries Natural Resources Conservation Service	Partners in the development of the community gardens and a permaculture farm - grant fund acquisition and program management
Transformative Climate Communities: Solar and Energy Efficiency	GRID Alternatives Fresno EOC	Partners in the submission of TCC funding applications
Car Sharing Program	Fresno Black Metro Chamber of Commerce Shared Mobility Center Latino Equity Advocacy Policy (LEAP) Stantec Inspiration Transportation	Partners in the submission of a TCC funding application and the design of a multiple stakeholder car sharing network

TCC Planning Grant	Southwest Fresno Community Development Corporation Fresno Council of Governments	Partners in the submission of the TCC planning grant
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### **Assisted Housing Division – Landlord Open House December 14, 2017**

On December 14, 2017, the Assisted Housing Division hosted a landlord open house event. Owners were provided information on Inspections, Owner Services, Homeless programs, and Resident Services to name a few. In addition, the Department of Public Health provided information on Lead-Based Paint and abatement; a representative from the California Apartment Association provided information on their services, as well.

This event served as prelude for a more formal landlord event to be held sometime in the first quarter of 2018. The purpose of the December 14th event was to provide landlords with the opportunity to meet staff, offer their input and feedback related to some of the challenges they have faced as a partner and how we can improve their customer service experience with the agency. Survey responses indicated that landlords wanted training in areas such as inspections, rent reasonableness, lease enforcement, and resident services. Twenty-six surveys were returned. The department's overall customer service rating given by landlords on a scale from 1-5 was 4.19. Forty-one landlords attended the event.

### **Fresno Madera Continuum of Care 2018 Point In Time Count**

The Fresno Madera Continuum of Care (FMCoC) 2018 Point in Time (PIT) Count will occur Tuesday, January 23rd thru Thursday, January 25th. On Tuesday and Wednesday, PIT activities will take place from 5 pm – 12 midnight; Thursday 7 am – 4 pm. Thus far, 192 volunteers have signed up to participate in Fresno; 62 in Madera.

## **MANAGEMENT GOALS**

*The goals of management include our efforts to stabilize, focus, and extend activities to meet the mandate of our mission through good decision making related to Sustainability (staffing, finances, effectiveness, evaluation, technology, facilities); Structure (governance); and Strategic Outreach (communications, image, visibility, public affairs, policy).*

### **Sustainability**

*Build and maintain an innovative, engaged, visible, and sustainable organization, committed to its mission of providing housing for low-income populations.*

### **Human Resources**

On Thursday, January 25, 2018, we will have our first Lunch-N-Learn presented by Humana, "Partnering with Your Doctor." This presentation will be the perfect way to kick off a healthy year. Employees will learn many tips and suggestions on questions to ask your doctor to prepare them for 2018 and any

upcoming procedures. They will find out how to work with their doctor to meet their needs and stay healthy.

Then on Wednesday, January 31, 2018, the Training and Development Department will be providing the second wave of leadership training on the topic of Giving Feedback. Topics that will be covered include:

1. As leaders and as employees, what is the relationship we have had with “feedback” in our careers?
2. What are some of the best and often missed, opportunities to give employees feedback?
3. How do we effectively give, and participate in feedback with our direct reports in a way that develops relationships, builds trust, and sets up the performance evaluation discussion for success?

In addition, the Human Resources Department is currently recruiting for positions within the Housing Management Department.

New Hire/Promotions:

- Nicole Diaz, Controller (new hire)
- Bianca Garcia, IT Intern from Fresno State (new hire)
- Terrie Stress, Payroll Coordinator (promotion)
- Sheng Xiong, Administrative Coordinator (promotion)

## **IT**

### **Information Technology**

The IT and Resident Services departments are very proud to announce a new partnership with *59daysofcode*, the non-profit arm of Bitwise. With funding from Comcast, *59daysofcode* has committed to providing digital literacy training to over 250 Fresno Housing residents in 2018.

### **Administrative Services & Procurement**

The Procurement staff has partnered with the Housing Management and Facilities Departments to finalize the scope of work for a Request for Proposal (RFP) for Janitorial Services. The Agency is seeking proposals from qualified, licensed, and insured entities to provide Janitorial Services for regular cleaning of the Agency’s buildings. The Agency will solicit this opportunity for 3-6 weeks and evaluate proposals in February. The Facilities staff has started the year off on a great note. The agency received a donation of office furniture that included cubicles, desks, file cabinets, wall hangings, and a variety of other office related items that will be put to good use.

## **Structure**

*Maintain a committed, active, community-based Boards of Commissioners.*

Effort in this area are ongoing and will be reported as outcomes are achieved.

## **Strategic Outreach**

*Heighten agency visibility, facilitate community dialogue about housing solutions; and build support for the agency and quality affordable housing.*

Effort in this area are ongoing and will be reported as outcomes are achieved.

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# Addendums

## January 23, 2018



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## *HR Internship*

*Matthew Falcon*

## About Me

- Currently attending California State University Fresno - Craig School of Business.
- 111/120 units completed toward Bachelor of Science: Business Administration- HR Option Degree.
- Graduating May 18<sup>th</sup> 2018.
- Plan on returning to California State Fresno in the Fall of 2018 as a grad student to pursue an MBA on a part time basis.



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## Career Goals

- Short Term
  - Graduate with BS Degree.
  - Obtain an entry level position in the HR field.
  - Apply (and get accepted) to graduate program.



## Career Goals

- Long Term
  - Graduate from MBA program.
  - Utilize MBA Degree to obtain an HR Manager position.
  - HR Director.

## Learning Objective: Recruitment

- Participated in recruitment effort at California State University Fresno Career Fair.
- Observed in panel interviews.
- Screened resumes using Applicant Tracking Software system.
- Conducted phone screens for external and internal candidates.
- Scheduled interviews and helped facilitate new hire orientation.
- Proctored written tests for maintenance workers.

## Learning Objective: HRIS Utilization

- Used Human Resource Information System to:
  - Completed employment verifications.
  - Find employee address to send out benefit information, and other important documents.
  - Set up direct deposit for new hires.
  - Update employee contact information.

## Learning Objective: Professionalism

- Utilized Outlook to communicate with other departments and complete daily tasks.
- Attended department meetings and observed how to communicate ideas in a constructive manner.
- Met with all FH Directors to discuss their roles within the agency and how they got there.

# Thoughts on Internship

- Dynamic, and collaborative work environment that facilitates growth.
- Everyone was open to answering questions and offering help/demonstrations.
- Very beneficial, to have such a wide variety of HR function exposure.



**Thank you for your time!**



# ***Update on HUD Compliance Monitoring Review***

*Boards of Commissioners Meeting*

*January 23, 2018*

# Overview

- March 2017: HUD informed the agency of the review and requested extensive documentation
- Review Areas
  - Governance and Management
  - Financial Management and Analysis
  - Maintenance and Procurement
  - Housing Choice Vouchers
  - Public Housing
- April and May: Staff prepared the required documentation
- June 5<sup>th</sup>: Required information to HUD for remote review
- August 14<sup>th</sup>: On-site review
- December 19<sup>th</sup>: Received Final Report
- Finding and Concerns
  - County: 11 Findings and 9 Concerns
  - City: 11 Findings and 8 Concerns

## Governance

- Finding #1: ACOP (Public Housing Governance Document)
  - Need separate resolution for Board approval of ACOP
    - Received and included in deliverables
  - ACOP not always available for public viewing
    - Public notice will be posted at every site indicating location of copies including online and hard copies
  - Staff should receive additional training
    - Comprehensive Training Plan started and some training already completed

## Governance

- Finding #2: Public Housing Lease and Grievance Procedure
  - Staff has prepared draft lease with legal counsel
  - Brought initial draft to the Boards in December and will continue to review incorporating public comments
  - Will return to Boards in February for consideration

## Governance

- Finding #3: EIV (Enterprise Income Verification System)
  - HUD recommended that agency fully utilize EIV System
  - All staff has received “refresher” training in August
  - Additional comprehensive training was completed in August and will continue for new employees and as part of the annual training cycle for all staff

## Governance

- Finding #4: Safeguarding Personally Identifiable Information (PII)
  - Staff is committed to protecting PII and is refocusing efforts to do so
  - Staff receives annual security awareness training required by HUD in Q1 every year
  - Auditors visited two sites during the review and limited issues were actually found

## Governance

- Finding #5: Appropriate VAWA language not included in lease and tenant files
  - Staff is updating lease and will be presenting to the Boards again in February
  - Notification to residents has been provided and copies have been placed in files

# Housing Choice Vouchers

- Finding #6: HQS Inspections
  - All late inspections have been updated and performed where necessary
  - A small amount of inspections were actually late
    - Total of 3% in the two agencies combined
    - Less than 0.5% were actually late with the remaining late inspections being data entry or system errors from HUD

## Public Housing

- Finding #7: Determination of Adjusted Income
  - Staff will receive additional training throughout the year
  - An updated procedure will be provided to HUD by March 2018

## Public Housing

- Finding #8: Resident Allowances for Utilities
  - Staff was implementing utility allowances (UA) correctly but UA notices were not placed in tenant files
  - Appropriate notice was delivered to residents in their December Statements and then copies were placed in each tenant file
  - Notice of Individual Relief of Allowances was included in the December Statement as well
  - Draft policy has been developed and will be part of the 2019 ACOP

## Public Housing

- Finding #9: Systemic File Errors
  - Management agrees that there were numerous errors in files
  - SOPs have been drafted and submitted
  - Training has been scheduled, delivered and reinforced
    - Two training coordinators are working with staff throughout the department
  - QA will be following up with checklists and audits to provide additional support

## Public Housing

- Finding #10: General HUD Program Requirements
  - Staff updated the lease with all relevant issues addressed
  - Staff has implemented a new annual inspections protocol
  - Staff will be updated continuously on HUD requirements in new comprehensive training plan

## Public Housing

- Finding #11: Internal Controls
  - QA has revised their SOPS and implemented new audit check lists and protocols
  - QA will increase the file reviews and actively monitor at ALL initial files and at least 10% of annual file reviews

# Housing Choice Vouchers

- Concerns and Recommendations
  - Tenant File Review
  - Payment Standards
  - FSS

# Financial Management and Analysis

- Concerns and Recommendations (including LIPH and HCV)
  - Bank Reconciliation
  - Check Signing Policy
  - Collection Agency Use
  - Account Transfer Activity Procedure
  - Unfunded Pension Liability
  - Ineligible Use of Operating Funds

## Procurement

- One Minor Concern
  - Did not follow internal policy on one non-competitive justification
    - Item was approved by HUD following the contract date and not in advance



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***Response to Public Comment  
Regarding Renaissance at Santa  
Clara & West Fresno Community***

*Board of Commissioners*

*January 23, 2018*

*By Angie Nguyen*

## Conversations w/ Partners in Ventura & G Street Area

- 11/28/17- meeting called by Fresno Rescue Mission included Fresno Housing, Poverello House, Fresno Police Dept, WestCare, & Councilmember Brandau
  - Challenges with tents on sidewalk
  - FPD actions & enforcement
  - Illegal Encampment criteria
  - Increase due to holidays
  - Obtain & review By-Name List (BNL) data

## Reconvened on 12/6/17

- FPD cleared the area and few tents remained
- Fresno Rescue Mission suggested contracting armed security
- Group reviewed data from By-Name List
- Concern raised that homeless will drift to Chinatown District
- Preston invited to Chinatown Partners meeting to discuss security concerns

## Public Comment on 12/19/17

- Golden Westside Planning Committee representatives Ms. Debbie Darden and Mr. Bob Mitchell provided public comment
- Expressed health and safety concerns posed by the homeless in the surrounding area of our Renaissance at Santa Clara property
- Their comments were appreciated and staff planned to have a thorough and thoughtful conversation with them outside the Board Meeting.

## Clarification

- We obtained clarification from FPD on our rights as an owner of property in the area
- Property vs. Public Space

## Follow-Up Conference Call 1/4/18

- Included WestCare, Poverello House, and Poverello House to discuss options
  - Enhance Security
  - Leverage Poverello's Men's Program security
  - Invest in Housing Navigator to w/BNL only
- As a sub-grantee for MAP Point, Poverello House agreed to shift scheduling of staff to cover hours when most people set up their tents
- Agreed to explore this option before pursuing others

## Follow-Up with Mr. Bob Mitchell 1/4/18

- Provided progress overview and systems map (housing types, outreach, BNL), and our role in local & national initiative
- Reviewed local data & influencing factors
- Efforts to advocate for more affordable and supportive housing
- Community discussions about an emergency shelter

## Work in Progress

- We appreciate the public expressing their concerns and keep this important topic front & center
- We will continue our conversations with partners
- Seek balance between the needs of our community while respecting and maintaining the dignity of the homeless in our community

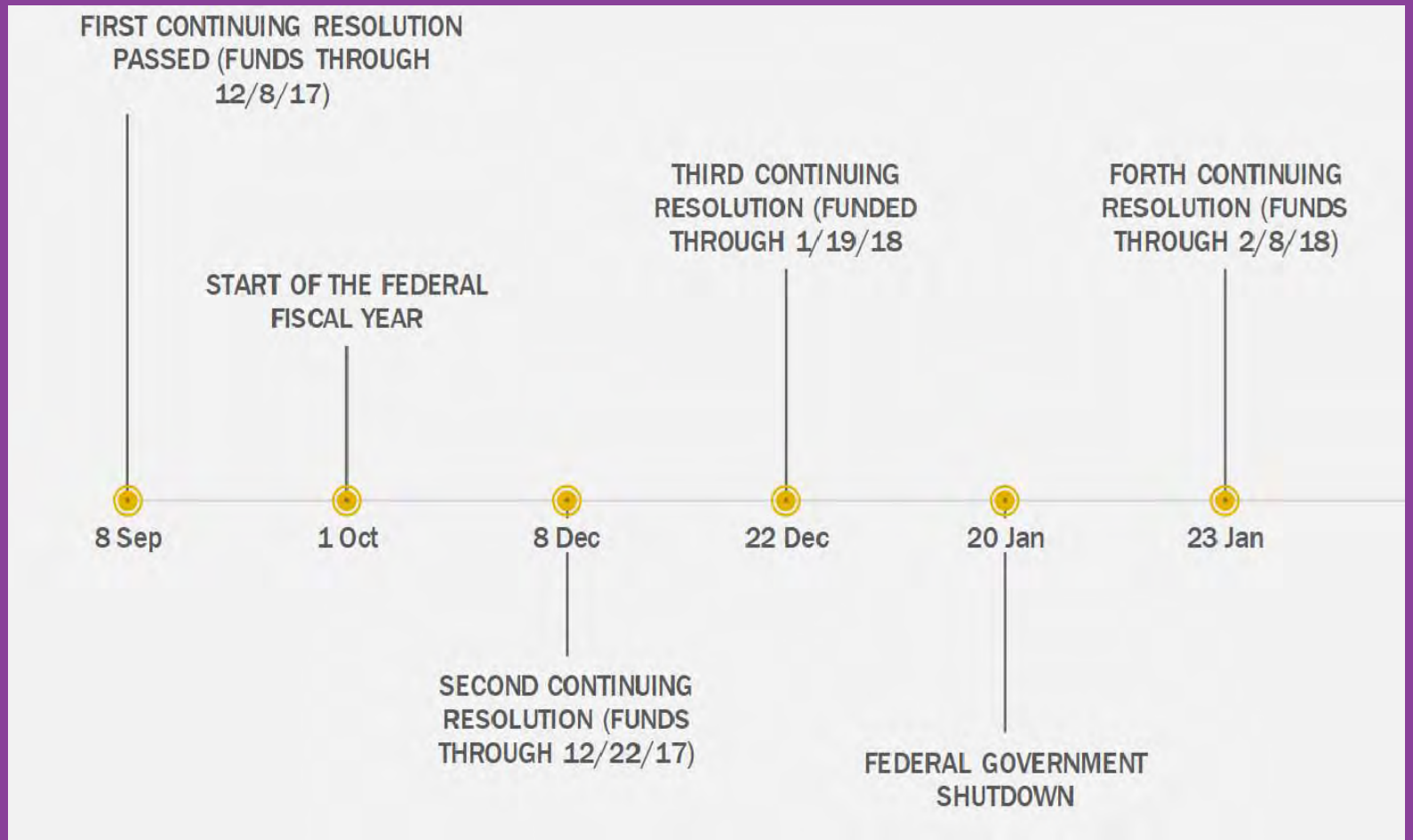


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## ***Acceptance of Housing Relinquished Fund Corp. Line of Credit***

*January 23, 2018*

# 2018 Federal Budget Timeline





## Vulnerable without HUD Funding: Housing Assistance Payments

- Average monthly payments to landlords
  - \$6.2 million
- Reserves Available
  - PHA HAP Reserve levels
    - \$2.1 million
  - Unrestricted (PHA) Reserves
    - \$3.7 million
  - HRFC Reserve levels
    - \$8.8 million

- 
- Questions?
  - Staff requests the Boards vote to authorize up to \$4.2 million in HRFC funds as an additional line of credit should a Federal government shutdown occur

**BEFORE THE BOARD OF COMMISSIONERS OF THE  
HOUSING AUTHORITY OF THE CITY OF FRESNO  
RESOLUTION NO: \_\_\_\_\_**

**RESOLUTION TO ACCEPT A LINE OF CREDIT FROM THE HOUSING  
RELINQUISHED FUND CORP.**

WHEREAS, the Federal Fiscal Year typically begins annually on October 1<sup>st</sup>; and

WHEREAS, a Federal Budget or Continuing Resolution must be in place prior to the beginning of each Federal Fiscal Year to appropriate and authorize Federal expenditures; and

~~WHEREAS, a Federal Budget or Continuing Resolution has not yet been approved beyond January 19, 2018; and~~

~~WHEREAS, beginning January 20, 2018 without legislation in place there will be a government shutdown; and~~

**[WHEREAS, a federal budget or Continuing Resolution may not be approved during this fiscal year, which would cause a government shutdown; and]**

WHEREAS, a government shutdown may delay normal ongoing funding distributions to the Housing Authority of the City of Fresno; and

WHEREAS, delays in said funding distributions may create the need for additional working capital in order for the Fresno Housing Authority to continue its core operations.

NOW, THEREFORE, BE IT RESOLVED that Preston Prince, as CEO/Executive Director of the Housing Authorities of the City and County of Fresno, or his designee, is hereby empowered and authorized to utilize up to \$4.2 million of Housing Relinquished Fund Corp. funds as an additional line of credit on an as-needed basis should a federal government shutdown occur. Said line of credit shall accrue interest at 0% per annum.

PASSED AND ADOPTED THIS 23<sup>rd</sup> day of January 2018. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES:

NOES:

ABSTAIN:

ABSENT:

---

Preston Prince, Secretary of the Boards of Commissioners

**BEFORE THE BOARD OF COMMISSIONERS OF THE  
HOUSING AUTHORITY OF THE COUNTY OF FRESNO  
RESOLUTION NO: \_\_\_\_\_**

**RESOLUTION TO ACCEPT A LINE OF CREDIT FROM THE HOUSING  
RELINQUISHED FUND CORP.**

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WHEREAS, delays in said funding distributions may create the need for additional working capital in order for the Fresno Housing Authority to continue its core operations.

NOW, THEREFORE, BE IT RESOLVED that Preston Prince, as CEO/Executive Director of the Housing Authorities of the City and County of Fresno, or his designee, is hereby empowered and authorized to utilize up to \$4.2 million of Housing Relinquished Fund Corp. funds as an additional line of credit on an as-needed basis should a federal government shutdown occur. Said line of credit shall accrue interest at 0% per annum.

PASSED AND ADOPTED THIS 23<sup>rd</sup> day of January 2018. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES:

NOES:

ABSTAIN:

ABSENT:

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Preston Prince, Secretary of the Boards of Commissioners



## ***Section 8 Management Assessment Program: SEMAP***

*Board of Commissioners Meeting  
January 23, 2018*

# SEMAP

- Remotely measures PHA performance and administration of the Housing Choice Voucher Program
- Uses HUD's national database of tenant information, and information from audits conducted annually by independent auditors

# Overall Performance Ratings

Status:

Scoring

- High Performer 90% – 100%
- Standard Performer 60% - 89%
- Troubled Performer below 60%

# SEMAP Indicators (City – CA006)

<b>1. Selection from the Waiting List</b>	<b>100%</b>	<b>15</b>
<b>2. Rent Reasonableness</b>	<b>98%</b>	<b>20</b>
<b>3. Determination of Adjusted Income</b>	<b>91%</b>	<b>20</b>
<b>4. Utility Allowance</b>	<b>Yes</b>	<b>5</b>
<b>5. Housing Quality Standard (HQS) Quality Control Inspections</b>	<b>100%</b>	<b>5</b>
<b>6. HQS Enforcement</b>	<b>100%</b>	<b>10</b>
<b>7. Housing Opportunity</b>	<b>Yes</b>	<b>5</b>
<b>8. Payment Standards</b>	<b>Yes</b>	<b>5</b>
<b>9. Annual Re-examinations*</b>	<b>100%</b>	<b>10</b>
<b>10. Correct Tenant Rent Calculations*</b>	<b>100%</b>	<b>5</b>
<b>11. Pre-contract HQS Inspections*</b>	<b>100%</b>	<b>5</b>
<b>12. Annual HQS Inspections*</b>	<b>100%</b>	<b>10</b>
<b>13. Lease –Up*</b>	<b>100%</b>	<b>20</b>
<b>14. FSS Enrollment and Escrow Accounts*</b>	<b>N/A</b>	<b>N/A</b>
<b>Total Points:</b>		<b>135</b>

\*Based on data transmissions

# SEMAP Indicators (County – CA028)

<b>1. Selection from the Waiting List</b>	<b>100%</b>	<b>15</b>
<b>2. Rent Reasonableness</b>	<b>98%</b>	<b>20</b>
<b>3. Determination of Adjusted Income</b>	<b>90%</b>	<b>20</b>
<b>4. Utility Allowance</b>	<b>Yes</b>	<b>5</b>
<b>5. Housing Quality Standard (HQS) Quality Control Inspections</b>	<b>100%</b>	<b>5</b>
<b>6. HQS Enforcement</b>	<b>100%</b>	<b>10</b>
<b>7. Housing Opportunity</b>	<b>Yes</b>	<b>5</b>
<b>8. Payment Standards</b>	<b>Yes</b>	<b>5</b>
<b>9. Annual Re-examinations*</b>	<b>100%</b>	<b>10</b>
<b>10. Correct Tenant Rent Calculations*</b>	<b>100%</b>	<b>5</b>
<b>11. Pre-contract HQS Inspections*</b>	<b>100%</b>	<b>5</b>
<b>12. Annual HQS Inspections*</b>	<b>100%</b>	<b>10</b>
<b>13. Lease –Up*</b>	<b>100%</b>	<b>20</b>
<b>14. FSS Enrollment and Escrow Accounts*</b>	<b>89%</b>	<b>10</b>
<b>Total Points:</b>		<b>145</b>

\*Based on data transmissions

## 2017 City SEMAP Certification

- City HCV program received “High” performer status with an overall score of 93%
- Indicator 2 – Rent Reasonableness improved 2.4% since 2016 from 95.6% to 98%; therefore on this indicator we received the maximum allowable of 20 points
- Indicator 14 – FSS Enrollment does not apply to the program as a HUD agreement was not renewed due to successful completion of prior year mandatory requirements

## 2017 County SEMAP Certification

- County HCV program received “High” performer status with overall score of 93%
- Indicator 2 – Rent Reasonableness improved 2% since 2016 from 96% to 98%; therefore on this indicator we received the maximum allowable of 20 points
- Indicator 14 – FSS Enrollment increased as the number of families enrolled is now at 89% of the mandatory enrollment requirement. On this indicator we will receive the maximum of 10 points