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6 JACKSONVILLE HOUSING AUTHORITY BOARD OF COMMISSIONERS
7 ASSET MANAGEMENT COMMITTEE MEETING
8
9
10 TAKEN: Monday, April 17, 2023
11 TIME: 2:00 p.m. to 3:00 p.m.
12 PLACE: Jacksonville Housing Authority
13 1300 North Broad Street
14 Jacksonville, Florida 32202
15 Taken by Carol DeBee Martin, court reporter.
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19
20 Carol DeBee Martin
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1 APPEARANCES:
2 DWAYNE ALEXANDER, PRESIDENT/CEO
3 CHAIRMAN CHRISTOPHER WALKER
4 COMMISSIONER HARRIET BROCK
5 COMMISSIONER CRAIG SHOUP
6 KORTE PARDE, ESQUIRE
7 EVANN MORRIS
8 ANTONIO PEREZ
9 LINDA SIMS
10 DENNIS LOHR, CFO
11 DANIEL MITCHELL
12 GREGORY WILLIAMS
13 MICHAEL EDGAR
14 COLENE ORSINI
15 TODD AUBUCHON
16 REYNOLD PETERSON
17 VANESSA DUNN
18 LAILA DARBY
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1 PROCEEDINGS
2 April 17, 2023 2:00 p.m.
3 CHAIRMAN WALKER: All right. Good afternoon,
4 everybody. By my count and my watch, it is
5 2:00 p.m. It is time to kick off the
6 Jacksonville Housing Authority Asset Management
7 Committee Meeting.
8 Welcome, Commissioners.
9 Thanks, everybody, for your patience.
10 Sorry about the mix-up in timing. That is my
11 fault. I got excited and wanted to be here early
12 for a change, not that I didn't want to be with
13 y'all, but just because typically I'm running
14 30 minutes behind.
15 With that said, I'll call the meeting to
16 order.
17 Do we have any public comments today on the
18 Asset Management Committee reports?
19 Any public comments?
20 I'll open it up.
21 (no response)
22 CHAIRMAN WALKER: One day.
23 Hearing none I'll close public comments.
24 Next I don't see it on here, but we do have
25 meeting minutes. So I'll go ahead. I already

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1 took a look at the meeting minutes. I don't think
2 we technically need -- well, I guess we should,
3 for proper posture, approve them.
4 COMMISSIONER SHOUP: Yes.
5 CHAIRMAN WALKER: I did review the meeting
6 minutes. Thank you, of course, to Carol,
7 as always.
8 Does anybody have any questions on the
9 meeting minutes or comments?
10 (no response)
11 CHAIRMAN WALKER: Hearing none, could I get a
12 motion to approve the prior meeting minutes?
13 COMMISSIONER BROCK: I make a motion,
14 Mr. Chair.
15 CHAIRMAN WALKER: I have a motion.
16 COMMISSIONER SHOUP: Second.
17 CHAIRMAN WALKER: Thank you.
18 We don't have a lot of options today.
19 Commissioner Shoup, we don't have a lot of
20 options.
21 I have a motion and a second.
22 Is there any comment?
23 (no response)
24 CHAIRMAN WALKER: Hearing none or debate
25 I'll call the question.

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<p>1 All those in favor of approving the 2 March 16th, 2023 Asset Management Committee 3 Meeting's minutes signify by saying, "Aye." 4 COMMISSIONER BROCK: Aye. 5 COMMISSIONER SHOUP: Aye. 6 CHAIRMAN WALKER: Motion passes. 7 Thank you very much. 8 Mr. Alexander, we're already to you. 9 CEO: Thank you. 10 CHAIRMAN WALKER: Thank you. 11 CEO: Good afternoon, Commissioners. 12 COMMISSIONER BROCK: Good afternoon. 13 CEO: Before I get started, I just want to 14 put out that we got some good news about a 15 week-and-a-half ago for our Section 8. 16 We got an additional 4.7 million dollars. 17 So, typically, most housing authorities got 18 that money, because most agencies were complaining 19 about the fair market rents not being high enough. 20 And, as you know, this board approved 21 \$2,000,000, which increased the payment standards 22 by 5 percent, and now the fair market rents came 23 out in October. 24 So our utilization is up to about 95 25 percent. So we really want to push the button.</p>	<p>1 the year, but this time they did it midyear. 2 CHAIRMAN WALKER: Okay. Great. 3 COMMISSIONER BROCK: Mr. Chair? 4 CHAIRMAN WALKER: Commissioner. 5 COMMISSIONER BROCK: Mr. Alexander, before we 6 go any further -- because I know Mr. Chair asked 7 you about the money -- let me ask you a question. 8 Would that come in effect to the residents 9 -- their annual -- or is it in effect now? 10 CEO: So, no. It's not in effect now. 11 We talked it over with finance. We'll probably 12 come back to the board and increase the payment 13 standards and ask the board to approve similar to 14 what we did before, to approve the payment 15 standards, because basically that's what the money 16 is basically used for. 17 COMMISSIONER BROCK: So you haven't broke it 18 down like in percentage. Like he was saying, 19 we get a 5 percent to everybody. So you haven't 20 broke it down. 21 CEO: No. Typically, from what we did 22 before, \$2,000,000 ended up being like 5 percent 23 right across the board -- 24 COMMISSIONER BROCK: Right. 25 CEO: -- which increased not the fair</p>
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<p>1 We received that 4.7 million dollars. 2 CHAIRMAN WALKER: So, Mr. Alexander, 3 the 4.7 -- refresh my recollection. 4 Those are funds coming from HUD to offset the 5 increase we previously approved? 6 CEO: No. 7 CHAIRMAN WALKER: No. 8 CEO: No, no. We had the money to approve 9 that before. 10 CHAIRMAN WALKER: Right. Okay. 11 CEO: Typically, what HUD does every year is 12 they do a proration. So they may allot a certain 13 amount of money to all of the different housing 14 authorities, and, when they don't use it, 15 they have money left over. Then they go back and 16 allocate it to all the other housing authorities 17 as additional money. 18 CHAIRMAN WALKER: So, does this go to 19 central office, or where does it go? 20 CEO: It goes strictly for our Secion 8 21 Program. 22 CHAIRMAN WALKER: Okay. 23 CEO: We acquire some administration fees 24 from it, but it's specifically for the program. 25 And, typically, they normally do it at the end of</p>	<p>1 market rent, but it increased the payment 2 standards. 3 COMMISSIONER BROCK: Right. 4 CEO: And, fortunately, since we're at 5 95 percent, it would be fabulous if we were at 6 89, and we were struggling. That would be a big 7 boost for us, but we are in a good position right 8 now. 9 And it's very critical, because we're coming 10 to the end of the fiscal year where the 11 allocations they will be giving you next year is 12 based on your utilization for this year. 13 CHAIRMAN WALKER: So, is this a -- sorry, 14 Commissioner. 15 Is this a use-it-or-lose-it? 16 CEO: No, not necessarily. It is just that 17 they just give you that proration. They always 18 give that money based on what's left over. 19 CHAIRMAN WALKER: Okay. 20 COMMISSIONER BROCK: Thank you. 21 CEO: You're welcome. 22 COMMISSIONER BROCK: Thank you, 23 Mr. Chair. 24 CHAIRMAN WALKER: Thank you. 25 CEO: So each month we go through the five</p>

<p style="text-align: right;">Page 9</p> <p>1 key performance indicators, and, basically, 2 the Asset Management Meeting or Committee 3 is to really let the board understand what is 4 going on with the organization operational-wise 5 in rent collection, recertification, vacant unit 6 turnaround, work orders and inspections. 7 "Rent Collection." As we see in the 8 previous reports, our rent collection was down. 9 It was very low, and, as you see on the screen 10 here, last month it got up to 95.43 percent. 11 And that surpasses -- as you see in the last 12 quarter, January was at 93.5 or basically 94. 13 February it went up to 93.8, and you see March is 14 at 95.3. 15 So overall it's at 94.27 percent, which is a 16 major increase considering just five months ago we 17 were at 88 percent. 18 CHAIRMAN WALKER: And, Mr. Alexander, 19 this is percentage of rent billed, correct -- 20 CEO: Yes -- 21 CHAIRMAN WALKER: -- not total occupancy? 22 CEO: -- no. 23 CHAIRMAN WALKER: Okay. 24 CEO: That's the percentage that's billed and 25 collected.</p>	<p style="text-align: right;">Page 11</p> <p>1 CHAIRMAN WALKER: -- and I didn't see in here 2 the new single-family homesites. 3 Did I miss them? 4 CEO: No, you did not miss them. You did not 5 miss them. We didn't put them on there. 6 They will be on there next month, but they are 7 the ones that we closed on, the 20 we closed. 8 They're 100-percent occupied. 9 CHAIRMAN WALKER: Congratulations to you and 10 your team. That's amazing. That's fantastic. 11 (Everyone clapped.) 12 CEO: Thank you. We want to thank Ms. Dunn 13 and her team -- 14 CHAIRMAN WALKER: That's awesome. 15 CEO: -- who are very diligent. 16 MS. DUNN: Thank you. 17 CEO: We did sit back, and we went through 18 the finances on these things, which I don't want 19 to just go all of the way in. But it's very 20 unique that we leased up these units so fast. 21 We were able to use a Section 8 voucher on it. 22 And we went back, and we thought about it. 23 It happens on a whole other level, because, 24 technically, we have these units for low-income 25 families. And, when we went back and we thought</p>
<p style="text-align: right;">Page 10</p> <p>1 CHAIRMAN WALKER: Great. That's a good 2 question. 3 "Occupancy." So, in public housing, 4 our occupancy rate is 99.61. Affordable housing 5 is 99.20. We went up just a little bit. 6 Last month we were at 99.20. So we just went up 7 a little bit. We had 99.41. 8 What it is is that basically folks are 9 doing everything to stay in their units. 10 They're staying in compliance to stay in their 11 units. 12 It is very challenging times with units out 13 there. So we haven't had a whole lot of turnover. 14 As you see right there, the occupancy rates 15 are just about 100 at every single site. 16 In the real world, that's what determines 17 if you need to do some building. In the real 18 world, they do that based on the absorption rate. 19 If the absorption rate is very high, 20 it's time to build. If the absorption rate 21 goes down and it's low, that's time to give out 22 concessions. 23 CHAIRMAN WALKER: Mr. Alexander, on this 24 point -- sorry. I actually reviewed these -- 25 CEO: Yes.</p>	<p style="text-align: right;">Page 12</p> <p>1 about it, there's a lot of possibilities since we 2 acquired these units. 3 One, we had these at 30 percent AMI. 4 We can actually go to 40 and 50 and really 5 increase our turnaround, as far as getting money 6 back. And then we can go from 40 to 50, 7 and, in some cases, we can go to 60 percent. 8 The other thing is that we were sitting down 9 talking to the financial advisors that we thought 10 about it, but we didn't really think about it. 11 We can actually them as they are, and, after we 12 close on this other 30 and package them 13 all together, we can actually automatically use 14 our Faircloth on them and then package them as 15 RAD. 16 CHAIRMAN WALKER: Oh, that's interesting. 17 CEO: Yes, which would bring us a higher fair 18 market rent. 19 CHAIRMAN WALKER: Mr. Alexander, Commissioner 20 Brock, or Commissioner Shoup and then Commissioner 21 Brock. 22 COMMISSIONER SHOUP: Commissioner Brock. 23 CHAIRMAN WALKER: Commissioner Brock. 24 COMMISSIONER BROCK: Okay. Mr. Alexander, 25 on those units, was there a credit score that a</p>

<p style="text-align: right;">Page 13</p> <p>1 resident had to have to get those units? 2 CEO: Yes. We use the bottom of like -- 3 what is it, like 500? 4 MS. DUNN: 590. 5 CEO: 590 credit score. Yes. 6 Basically, you still have to be in a 7 situation to be able to get electric in your name. 8 So it wasn't a real like, "You've got to have 9 650," or anything like that. We used the 10 bare minimum, which is basically for 11 identification purposes, as well. 12 COMMISSIONER BROCK: Okay. Thank you, 13 Mr. Chair. 14 CHAIRMAN WALKER: Thank you. 15 Mr. Alexander, thank you. 16 CEO: Thank you. 17 "JHA Unit Turnaround Time." 18 If you look at this chart, we are at 19 11 days. Last month we were at 12 days. 20 We are actually moving down this path of going 21 back to where we normally would be. 22 The grade of 10 days or less is an A, 23 and we're just one day away. And, if you look at 24 the scoring, every single one of our units either 25 has an A or a B.</p>	<p style="text-align: right;">Page 15</p> <p>1 organization. It's a private management company 2 that manages that property. 3 They own the property, and years ago they had 4 a Consent Agreement that they had to have a 5 certain amount of low-income housing in that 6 development. 7 The problem is that they typically will put 8 someone in that development who knows how to 9 manage affordable housing, but they don't know how 10 to manage low-income housing. And they're good on 11 one side of the coin. 12 We have -- I think it's 84 or 87 -- 13 MS. DUNN: 84. 14 CEO: -- 84 units over there, and they are 15 struggling with the recertifications. 16 And they want to use two leases there when there 17 only should be one lease. 18 And the manager there now is probably maybe 19 the fifth or sixth manager -- depending -- 20 over the years, and she is by far the best one. 21 And, if you can recall several months ago, 22 it was up to 100-and-something days, and she has 23 worked diligently to bring those numbers down. 24 You can see a big change in the numbers. 25 She's very smart, and she's very aggressive.</p>
<p style="text-align: right;">Page 14</p> <p>1 We only have one F, and that F belongs to 2 Lindsey Terrace. And we had a young lady from 3 Lindsey Terrace today in our office for about 4 an hour-and-a-half giving them one of the most 5 inspiring pep talks there could be about these 6 units. 7 And she was very receptive towards it, 8 because she hasn't been able to get the support 9 from her own team. So she always comes to us for 10 support. 11 But, if we get that turned around, 12 I mean it's basically an honor roll, 13 all As and Bs. So we have 11 days, 14 but that 57 days is really putting a dent in our 15 efforts. But that's a long path away from the 16 24 days where we were just five months ago. 17 COMMISSIONER SHOUP: Mr. Alexander, 18 real quick on that. 19 CEO: Yes. 20 COMMISSIONER SHOUP: What are our options 21 if they continue to sit in that F range at 22 Lindsey Terrace? 23 Are we able to sub that contractor out, 24 or what are our options there? 25 CEO: Well, that agreement is with another</p>	<p style="text-align: right;">Page 16</p> <p>1 And she is solid. So we are very impressed with 2 her. 3 CHAIRMAN WALKER: Who owns it? 4 CEO: Highmark. It used to be owned by 5 Vestcor years ago. 6 CHAIRMAN WALKER: Why don't we? 7 CEO: Yes. I agree. Yes, yes. 8 CHAIRMAN WALKER: I mean all joking aside 9 I mean it sounds as if we got Faircloth 10 allocation. 11 Yes? 12 CEO: Yes. 13 CHAIRMAN WALKER: 84 of, how many units? 14 CEO: 335. 15 CHAIRMAN WALKER: So let's call it -- 16 we're about 23-ish percent of the total unit 17 count. 18 We do not manage it? 19 CEO: No, we don't manage it. 20 CHAIRMAN WALKER: I mean, not in a bad way, 21 but I mean is there a different opportunity to be 22 had? 23 Maybe talking with the current ownership 24 group, and saying, "You know, hey. Look. 25 This Faircloth is already here. It's not going</p>

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<p>1 anywhere. We have some different standards. 2 "Either we want to manage, or we want to own 3 it." 4 Is that worth a conversation? 5 CEO: It could be, but that property needs a 6 lot of work at this point. 7 CHAIRMAN WALKER: Okay. 8 CEO: And that's because of years of 9 neglect. They had some real serious issues 10 there, because -- one of the conversations was 11 that, in this agreement, the housing authority 12 is supposed to provide some maintenance. 13 And I said, "You are correct. We provide 14 some maintenance in the form of inspections and 15 in the form of helping out with small things. 16 We're not in the business of doing capital 17 improvements." 18 If the ownership did their capital 19 improvements, then we can help them maintain it, 20 but that's from the lack of them fully 21 understanding the relationship between us. 22 CHAIRMAN WALKER: So then let me go down this 23 rabbit hole. 24 Right? 25 What I just heard -- and I'm not saying --</p>	<p>1 to the vice president, and I've spoken to the 2 president. 3 Because, as I mentioned before, these units 4 were in the 100-day turnaround aspect, 5 and we knew REAC was coming almost four years ago. 6 And, because of the pandemic, it slowed it up. 7 So we were pretty much worried about the REAC 8 inspection, because most of our UPCS inspections 9 were around 52, 62, 72. 10 So I had several conversations with the 11 president and CEO, and they seemed to be able 12 to provide some assistance to the site. 13 But it's like any other thing, if you don't 14 get good managers there -- and I think finally, 15 finally, after this long path, they finally got 16 somebody that knows exactly what they're doing and 17 works very well with our staff. 18 CHAIRMAN WALKER: I think my bigger concern, 19 though, is it sounds like you can do a lot with 20 management, but, at some point, it comes down to 21 injecting money into a property. 22 CEO: There you go. 23 CHAIRMAN WALKER: And so I think I'd like to 24 understand what their plan is for that, because, 25 you know, due respect, that's 84 units of</p>
Page 18	Page 20
<p>1 I want to make sure I heard it correctly -- 2 is our units are presumably up to our standards? 3 CEO: No, no. 4 CHAIRMAN WALKER: Okay. 5 CEO: Well, it's not even our units. 6 It's their units, and we have -- 7 CHAIRMAN WALKER: Yes. When I say, 8 "our units," I mean the units that we're providing 9 our subsidy on. 10 They're not even up to our standards 11 realistically. 12 CEO: No. Right. 13 CHAIRMAN WALKER: Okay. So I'll open this up 14 to the other commissioners here. 15 Where I'd like to see this go is maybe an 16 actual sit-down with current ownership, 17 not management, saying, "Hey, look. You know, 18 this is not your laissez-faire housing authority 19 anymore. We're paying attention, and it's kind of 20 an eyesore that we're subsidizing this property 21 with our Faircloth allocation. And you're not 22 even meeting the bare minimum standards that we 23 would expect for our units." 24 CEO: Right. So, Commissioner, we have 25 really put our foot down on them. I've spoken</p>	<p>1 Faircloth allocation -- that, if it's not decent, 2 safe housing with the improvements being made to 3 the property we expect to see, we should look into 4 putting it somewhere else. 5 CEO: Yes. For sure. 6 CHAIRMAN WALKER: Okay. If you wouldn't mind 7 following up with them, that would be great. 8 Commissioner Shoup? 9 COMMISSIONER SHOUP: Talking about the 10 deferred maintenance on that, was the maintenance 11 deferred by Vestcor or by this current owner -- 12 CEO: So it appears that -- 13 COMMISSIONER SHOUP: -- or a combination of 14 both? 15 CEO: -- both. 16 COMMISSIONER SHOUP: Okay. 17 CEO: Some of it was done -- some of the 18 stuff they needed -- years ago, but they sort of 19 kicked the can down the road. 20 And, typically, right before you sell these 21 properties you do all the surface cleaning to get 22 it all spruced up, and that's what happened. 23 They did a spruce-up deal, but it's back in some 24 challenging -- 25 COMMISSIONER SHOUP: I would be curious to</p>

Page 21	<p>1 know if they have any interest in divesting 2 themselves from the property. 3 You know, I guess a bigger question to me, 4 though, more than that is, how do you feel about 5 the idea of taking over that property from 6 an ownership perspective? 7 Let me get out of the operational hat and 8 into our governance hat. 9 How do you feel from your team? 10 CEO: So -- 11 COMMISSIONER SHOUP: Would you want to take 12 that on, or no? 13 CEO: -- well, to be honest with you, 14 I have said that several times, and I reached out 15 to them several times short of just shouting it at 16 them. 17 But, typically, what we always do is say, 18 "Hey, if you have a problem managing, we will 19 managing anything for a small fee." 20 That's my thought process, because one of our 21 other strategies is doing some third-party 22 management to be able to generate some money for 23 this agency. 24 But, yes. We're always looking for 25 opportunities to do some third-party management,</p>	Page 23	<p>1 question -- if I can, Commissioner, I want to 2 piggyback off of this. 3 So, to me, do we know what this property got 4 on the REAC? 5 CEO: Yes. 6 CHAIRMAN WALKER: Did it fail? 7 CEO: No. 8 CHAIRMAN WALKER: Did they get a one-year 9 pass or a three-year pass? 10 CEO: Three-year pass. 11 CHAIRMAN WALKER: How? 12 CEO: Because of the skill sets of 13 Mr. Daniel Mitchell and a couple other folks. 14 They have gotten that property through there. 15 We were totally shocked that their last previous 16 UPCS inspection was a 42 -- 17 MR. MITCHELL: 44. 18 CEO: -- 44. And we just knew it was going 19 to fail, and, when they told me that the site 20 got a 90, I almost passed out. 21 CHAIRMAN WALKER: Yes. I think where I'm 22 going with this, Mr. Alexander, from a governance 23 perspective is, if we are aware of a project 24 that may be suffering from capital needs 25 requirements or we are aware of a property where</p>
Page 22	<p>1 to answer your question. 2 COMMISSIONER SHOUP: I mean, even more than 3 managing, how do you feel about owning it? 4 CEO: That's even better. Another good 5 point -- let me go down that path a little bit -- 6 we're always looking for opportunities to acquire 7 properties, and, actually, we have a couple deals. 8 As you know, the board approved us doing some 9 construction on some deals, and then we had some 10 deals where we acquired these units, such as the 11 JWB units. We acquired those, and the Chase 12 Properties is going through development. 13 And we have literally sat in this building 14 and got emotional when we see these folks moving 15 into these new homes, and you sort of get addicted 16 to it. 17 And just a thought. We'd like to do some 18 real quick acquisitions, because we know what 19 happens down the road in terms of development. 20 So I think that we should be focusing on two 21 things, development and acquisition, development 22 and acquisition, because you get a good bang for 23 your buck when you acquire those properties 24 immediately like that. 25 CHAIRMAN WALKER: So, to a governance</p>	Page 24	<p>1 we have tenants that are there where we're getting 2 into questionable circumstances -- I think, 3 from a governance policy perspective previously, 4 the board was sending out the nice letters. 5 "Give us the information. Tell us about 6 your plan. Otherwise, we're going to get into a 7 subpoena type situation." 8 I think, Commissioner Shoup and Commissioner 9 Brock, that seems to be a more appropriate 10 function of this committee, to make 11 recommendations to the board. 12 In the sense that we are an Asset Management 13 Committee, we are looking at these assets, 14 which includes these 84 units that are -- 15 quote/unquote -- "assets." 16 I would think that this may be one, 17 Mr. Alexander, where you give them a polite 18 reach-out, and say, "You know, the board is now 19 interested in what your plan is for this asset. 20 Where are the capital improvements? What are you 21 going to be doing?" 22 And, if they do not cooperate, you know, 23 please report back to us, and we can, you know, 24 make a decision and recommendation for the rest of 25 the board.</p>

Page 25	<p>1 CEO: Okay.</p> <p>2 CHAIRMAN WALKER: I mean I don't know about</p> <p>3 the other commissioners. I want to know what</p> <p>4 their plan is.</p> <p>5 CEO: Yes.</p> <p>6 CHAIRMAN WALKER: Because it sure sounds like</p> <p>7 they have a lot of deferred capital needs.</p> <p>8 CEO: Yes. I agree. I'll follow up with</p> <p>9 that tomorrow.</p> <p>10 COMMISSIONER SHOUP: If you're interested,</p> <p>11 even the possibility of a, you know, tools and</p> <p>12 tool kit -- a unrequested offer on the property.</p> <p>13 If it's something we want to do as an</p> <p>14 organization and you think it's the right idea and</p> <p>15 you're on board with something like that,</p> <p>16 the idea of just making an unsolicited offer,</p> <p>17 figure out an appraisal on it and do the due</p> <p>18 diligence.</p> <p>19 "Hey, we'll just come in and buy the whole</p> <p>20 dadgum thing from you. Get out of our way."</p> <p>21 And, like we've all talked about,</p> <p>22 Jacksonville Housing Authority needs to lead this</p> <p>23 area.</p> <p>24 CHAIRMAN WALKER: Yes.</p> <p>25 COMMISSIONER SHOUP: "And so, if you're not</p>	Page 27	<p>1 Again, as you see from October of 2022,</p> <p>2 we were up to almost 21 days, and now we're down</p> <p>3 to 11 days, which is a significant change in terms</p> <p>4 of unit turnaround and revenue. It makes a big</p> <p>5 difference.</p> <p>6 "Moveouts." We have 31 for the month.</p> <p>7 We have 171 for the year. Most of these folks</p> <p>8 end up -- we only had six evictions with lease</p> <p>9 violations. Most of them skip and move for</p> <p>10 various different reasons. So we track that all</p> <p>11 the time.</p> <p>12 "Work Orders." We had 3,176 amazingly.</p> <p>13 We had 2.7 days, and all emergency work orders</p> <p>14 were done within 24 hours.</p> <p>15 We did have some issues with that,</p> <p>16 in the past, and making sure that we follow-up</p> <p>17 on that, especially with our inspections,</p> <p>18 making sure that we follow up the staff addressing</p> <p>19 those inspections within 24 hours. We're down to</p> <p>20 2.7 days.</p> <p>21 But, because of, "Applied Time," you can see</p> <p>22 back in January how this study went down from</p> <p>23 January to February. We were at 1.7 down to</p> <p>24 1.1 and now to 1.2. So it's an average of</p> <p>25 3.1. So it actually went down.</p>
Page 26	<p>1 -- you can either lead with us, or get out of our</p> <p>2 way and let us do it and do it better than</p> <p>3 anyone else in the region."</p> <p>4 CEO: That's right.</p> <p>5 CHAIRMAN WALKER: And I'll go one further ...</p> <p>6 Is anybody from OGC here?</p> <p>7 The statute does provide for eminent domain.</p> <p>8 So, if they're not going to play ball, a little</p> <p>9 used power in the statute sure does.</p> <p>10 COMMISSIONER BROCK: Yes.</p> <p>11 CHAIRMAN WALKER: Specifically authorized,</p> <p>12 Commissioner.</p> <p>13 COMMISSIONER SHOUP: Giddyup. Let's go.</p> <p>14 CHAIRMAN WALKER: I know.</p> <p>15 So, again, we're not trying to be</p> <p>16 difficult, but the point is exactly what</p> <p>17 Commissioner Shoup said.</p> <p>18 "Lead with us, or we will leave you."</p> <p>19 CEO: That is right. I like that.</p> <p>20 CHAIRMAN WALKER: I think we have beaten that</p> <p>21 proverbial dead horse.</p> <p>22 COMMISSIONER SHOUP: Yes.</p> <p>23 CHAIRMAN WALKER: Sorry, Mr. Alexander.</p> <p>24 We went down the rabbit hole.</p> <p>25 CEO: Thank you.</p>	Page 28	<p>1 And then you actually see the increase in the</p> <p>2 work orders completed, the 2,612, 2,687 and 3,176,</p> <p>3 and most of that normally happens when you focus</p> <p>4 on applied time. And you make sure you monitor</p> <p>5 them, and the staff knows you're monitoring and</p> <p>6 following up on them.</p> <p>7 It's remarkable that you're able to get</p> <p>8 another 500 work orders out of them, and the work</p> <p>9 order time is shorter.</p> <p>10 So, again, for the month, we had an average.</p> <p>11 The foremen is 7.5. The mechanics are at 7.0,</p> <p>12 and the utility work is at 7.2.</p> <p>13 And, typically, you always have to have a</p> <p>14 reminder. The foremen -- we have working</p> <p>15 foremens. They're just not someone to just sit</p> <p>16 back and just be taking it easy. The best skilled</p> <p>17 person in the Maintenance Team should be the</p> <p>18 maintenance foreman.</p> <p>19 And this also shows you the applied time</p> <p>20 going through each month and each position for the</p> <p>21 last three months.</p> <p>22 "Recertifications." There were 224 done for</p> <p>23 the month, which is what makes the individual in</p> <p>24 these subsidized homes qualify on an annual</p> <p>25 basis. So we had 224 for the month.</p>

<p style="text-align: right;">Page 29</p> <p>1 "Late Recertifications," you had 16 or 14, 2 and these typically are not people not showing up. 3 It's ones that didn't submit their information in 4 a timely fashion or may have been out for whatever 5 specific reason, and then we end up sending them 6 notification. 7 CHAIRMAN WALKER: Mr. Alexander, Commissioner 8 Brock. 9 COMMISSIONER BROCK: Mr. Chair to 10 Mr. Alexander. On this here, I wanted to know 11 what are we going to do about residents that 12 struggles with -- because I know that we went 13 digital. 14 What are we going to do about the residents 15 that struggle with computers and not being able to 16 do their recertification online? 17 How are we going to target that? 18 Because I've had a couple of residents that 19 did call me -- was upset -- because they couldn't 20 do their certification paperwork online and submit 21 their documents. 22 So, how are we going to target that with 23 residents that struggle in that area? 24 CEO: So that's a very small percentage, 25 and anyone having a problem with doing their</p>	<p style="text-align: right;">Page 31</p> <p>1 what our REAC inspections are. 2 We had an 86.47, and it's done by a 3 third-party vendor. Where our housekeeping 4 inspections are done by ourselves, we don't grade 5 it. We just make sure they're done by a 6 third-party inspector that does these inspections, 7 and we ended up with an 86, which is pretty good. 8 "Housing Choice Vouchers." The key is, 9 you know, that we have our regular vouchers. 10 The utilization is 95 percent, which we think is 11 getting up there pretty high, especially when we 12 have six months left in the fiscal year. 13 The FUP Program is at 94. You only have 78 14 of them. So you have a couple of them that need 15 to be leased up. 16 VASH went up a couple points. We're at 76, 17 which is still a challenge, and -- 18 COMMISSIONER SHOUP: That VASH is the 19 Veterans one, correct? 20 CEO: -- yes. 21 COMMISSIONER SHOUP: So I know we're not 22 supposed to be operational, but, just for the 23 folks, I've had some conversations with 24 Congressman Rutherford's office and conversation 25 with the staff about the lack of response from the</p>
<p style="text-align: right;">Page 30</p> <p>1 recertification online is more than welcome to come 2 to the office. And we will help, whether it's 3 Section 8 or public housing. 4 We understand that some people have 5 limitations, and we're here to provide them good 6 customer service. 7 COMMISSIONER BROCK: Okay. 8 CEO: So there's a very small percentage, 9 but we all clearly understand that we have to 10 provide those services. 11 COMMISSIONER BROCK: Okay, okay. Thank you. 12 CEO: "Inspections." For the month -- 13 housekeeping inspections -- 289 for the month, 14 which we do inspections every single quarter. 15 And we can't overemphasize the importance of 16 inspections. 17 If you do the inspections -- if you do the 18 inspections every quarter, it cuts down on the 19 work orders. It cuts down on the work orders, 20 and it cuts down on these massive capital needs 21 which are outside of the normal wear and tear 22 in the system expirations. So 289. The backbone 23 of the program is housekeeping inspections. 24 "UPCS Inspections." We didn't have any 25 for February. That's really a precursor for</p>	<p style="text-align: right;">Page 32</p> <p>1 VA. 2 And Congressman Rutherford's office is ready 3 to step in the gap with us and force them to the 4 table, and, if they won't, go up into D.C. 5 hierarchy to make them get to the table. 6 So just so that's out there. 7 CHAIRMAN WALKER: Thank you, Commissioner 8 Shoup. 9 Mr. Alexander, you know, perhaps follow up 10 with Commissioner Shoup in the next week or so, 11 and, if you don't get that kind of response on 12 this, I would say it's time that we go ahead and 13 make our voices heard. 14 CEO: Yes, yes. 15 COMMISSIONER BROCK: Yes. 16 CEO: It's very funny you mention that. 17 I attended a couple meetings with the city, 18 and it was amazing that some of the folks for the 19 city didn't realize the power that we have within 20 those statutes. And they didn't understand what's 21 been going on for years. 22 "How is it now that we just found this out, 23 that the housing authority had this power?" 24 And they didn't understand why we weren't 25 getting notifications.</p>

<p style="text-align: right;">Page 33</p> <p>1 And I have to be clear with this, Ms. Carol, 2 we were not getting notifications on the real 3 estate. 4 And I asked why we weren't getting the 5 notifications. They said they were sending them. 6 They were sending them to personnel, but I haven't 7 seen them since I've been here. And they put us 8 on the list for real estate. 9 And I clearly put out there that, 10 as the housing authority is the housing wing of 11 the city, why is it that the housing authority 12 doesn't get first right of refusal of all of the 13 properties that they have that they give to the 14 nonprofits? 15 CHAIRMAN WALKER: I'll save -- that reminds 16 me, but I'll save that until my comment section. 17 Go ahead, Mr. Alexander. 18 CEO: Okay. Yes. VASH is our challenge at 19 76. EHV is at 98, and Mainstream is at 100. 20 And here's where it's so critical with the 21 VASH being at 76. We're getting As in everything 22 else, but that 76 is a C to me. 23 We'd like to be able to ask for more VASH 24 vouchers. The higher the utilization the 25 easier it is to ask for more vouchers.</p>	<p style="text-align: right;">Page 35</p> <p>1 The landlord would get that payment and not notify 2 the housing authority they got that payment. 3 We have to find out a couple months later, 4 after we paid them a couple times, that they 5 skipped and moved, and they got that money. 6 So what we do is, if they have any other 7 properties on a program, we do not allow them to 8 get paid. So that's a quick way to get it, 9 or, if we have to, we send them a strong letter to 10 make sure that they pay us our money. 11 So the grand total year to date is \$25,000. 12 \$25,000 total, and paid to date is 91,000 -- 13 almost \$100,000. 14 In terms of GovDeals, we still take our 15 old surplus equipment and sell it off so there is 16 no discrepancy with that. We let each individual 17 who has a concern with buying any of our equipment 18 -- to keep us ethically sound, we send it to 19 GovDeals. 20 Our Audits and compliance -- we have 57, 21 which was public housing. 42 for Section 8. 22 Special referrals -- there's two in public housing 23 and three in Section 8. 24 The Compliance Department acts as our own 25 internal OIG or OGC to make sure that the files</p>
<p style="text-align: right;">Page 34</p> <p>1 COMMISSIONER BROCK: Right. 2 CEO: It's hard to ask for an additional 3 50 or 100 vouchers when you're at 76. 4 "Human Resources." We currently have 5 194 employees. Temporary employees -- we have 8. 6 Current vacancies is 36. We had 14 job 7 classifications posted. New jobs posted -- 5. 8 Applications received is 626. Interviews 9 scheduled is 89. Applicants Pre-screened -- 19. 10 Offers of employment is 22. New hires -- 13. 11 Promotions is 2, and year to date we have promoted 12 11 people overall. For the last two years, 13 we promoted 21 employees. 14 So, again, I always say, "The Jacksonville 15 Housing Authority does not have a glass ceiling." 16 In terms of compliance, we have fraud for 17 the month, and we had the bad debt plus public 18 housing. We collected more than \$10,000. 19 In our Section 8 -- 5,000. So we collected 20 \$15,000 for fraud, and, for bad debt, we collected 21 \$9,000. 2500 for public housing, and 6,000 for 22 landlords. 23 Typically, the landlords get this \$6900. 24 We spend more than \$5,000,000 a month on 25 landlords, and sometimes tenants skip a move.</p>	<p style="text-align: right;">Page 36</p> <p>1 are in place to make sure that we are in 2 compliance in case we get audited from anybody. 3 It would show we're in compliance. 4 "FSS Program." They delivered more than 5 1,000 deliveries. That should be March, 2023, 6 but we have 370 active public housing and 7 Section 8 participants. And we just approved -- 8 or accepted grant money that we received, 9 which was more than \$400,000. 10 But our FSS Program is the lifeline of this 11 housing authority. It provides all of the 12 services, the rent case management, 90-day 13 follow-up, new enrollment, closed out, 14 and the graduates totaling \$38,000. 15 Folks get to stay on the program for five 16 years and achieve their goals. Some of them -- 17 new house, new car, graduate from school. 18 And, when they graduate, all of the money that 19 they put in escrow -- they get that money back. 20 Forfeiture at \$17,000. For some strange 21 reason, they fall out of the program. That money 22 stays in the program to help people in the program 23 that do not have goals as it relates to money. 24 So folks that are in the program that 25 may be going to school and they may have a problem</p>

<p style="text-align: right;">Page 37</p> <p>1 with their car but they don't have any money in 2 escrow. So we take that forfeiture money. 3 HUD gave approval for that a couple years 4 ago, to be able to use that forfeiture money. 5 So it's not like it comes back to us. It's being 6 able to use it within that program. 7 The "Self-Sufficiency ROSS Program." 8 We had 319 active participants. 76 direct case 9 management. 90-day follow ups. 10 That whole ROSS Program is a grant program. 11 It helps the residents out. It's the core of our 12 business, making sure that our residents have all 13 the services. 14 And I'm sure Commissioner Brock will tell you 15 that, because she frequents all of the meetings 16 and activities. Our Resident Services Department 17 is extremely well in managing these programs. 18 That's also a grant program, as well. 19 COMMISSIONER BROCK: Yes. 20 CEO: Section 3 -- we always advocate for 21 a Section 3 Program. They just recently had a 22 conference, or Mr. Murray just attended a 23 conference. 24 And we just had three days of training and 25 facilitating activities up at Southwind,</p>	<p style="text-align: right;">Page 39</p> <p>1 So, regardless if the security guard is there 2 or not, they can get in the building. So I just 3 want to thank Ms. Evann and her team in getting 4 those key fobs. 5 (Everyone clapped.) 6 CEO: And we sort of took the same state of 7 the art equipment that they were using over at 8 Hogan Creek for it. 9 "Procurement." The total contracts is more 10 than \$24,000,000. The key point here is that the 11 M and W and the DBE is more than \$1,000,000, 12 and the minority participation is 7.3 percent. 13 We typically try to push this out there, 14 but what normally happens -- normally happens is 15 the fact that most of the folks that we use are 16 unit turnaround. 17 We're trying to get other craftsmanships and 18 other organizations to get involved more so than 19 just that unit turn. 20 We are at 39 current contracts. We have 21 tree trimming and pruning and floor overlay at 22 Durkeeville, the window replacement, the Internet 23 service provider and VoIP services and development 24 services. So we have a couple of solicitations 25 out there.</p>
<p style="text-align: right;">Page 38</p> <p>1 but we always try to make sure that folks get 2 inside our Section 3 Program. 3 It's one of the best programs in the country, 4 not ours, per se, but this program, if utilized, 5 is one of the best in the country. 6 "IT." We went out to several of these 7 properties. Me and Ms. Dunn and several of the 8 staff members went out to these properties and 9 found out that most of these folks at these 10 properties complained. 11 We go to Brentwood. There's a big complaint 12 at Brentwood about the security guard leaving, 13 and the elderly people cannot get in the 14 building. 15 We go to Hogan Creek -- same issue. 16 We go to all these different sites, 17 especially Centennial Towers. 18 So we spoke about this before, and we tasked 19 Ms. Evann Morris and her department to get the key 20 fobs for these sites. Because we went out and met 21 with them so we can get these key fobs at the 22 sites. 23 And we are proud to say that they have 24 already started to appoint them, and a couple 25 sites have already received their key fobs.</p>	<p style="text-align: right;">Page 40</p> <p>1 "Upcoming Bid." We had the HVAC, 2 pest control, lift station. Recent awarded 3 contract was Lewis Walker Roofing. 4 Kubas Kellar was our fee accountant, 5 and CGS Advisors are our financial advisors. 6 We piggybacked on both of those contracts from 7 other housing authorities. 8 And that concludes the Asset Management 9 Report. 10 Any questions? 11 CHAIRMAN WALKER: Commissioner Brock, 12 do you have something? 13 COMMISSIONER BROCK: No. I don't have any 14 questions, per se, but I didn't see her in the 15 room, our Director from Resident Service. 16 I just wanted to say that, on last Wednesday, 17 it was around five o'clock, because she was in a 18 meeting with us, the RAD Board, and there was a 19 resident that 1300 sent over to Hogan Creek to see 20 Ms. Parker. 21 Of course, the resident was in distress, 22 pregnant, the whole 9 yards, and no lights on. 23 And we were able to resolve her problem and get 24 her some lights on, got her some food, got her 25 some services. We stayed to make sure that she</p>

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<p>1 was secure.</p> <p>2 And I didn't know if you knew, Mr. Alexander,</p> <p>3 about it. But we made sure she was secure,</p> <p>4 and I think, if I make no mistake, she was from</p> <p>5 Lindsey Terrace.</p> <p>6 COMMISSIONER SHOUP: Oh, wow.</p> <p>7 CEO: Oh, yes, yes, yes, yes, yes.</p> <p>8 That was good.</p> <p>9 CHAIRMAN WALKER: Commissioner Shoup?</p> <p>10 COMMISSIONER BROCK: So I wanted to just</p> <p>11 give Ms. Parker a hand in her absence of how</p> <p>12 she diligently took care of that situation along</p> <p>13 with me.</p> <p>14 CEO: I would say, Commissioner,</p> <p>15 that Ms. Parker is our longest tenured employee</p> <p>16 here. I keep saying, "38 years," and she keeps</p> <p>17 trying to push it back to 35 years.</p> <p>18 But we have several employees that she</p> <p>19 mentored and provided services that are currently</p> <p>20 working for the housing authority now with more</p> <p>21 than 20 years. That's how far she goes back.</p> <p>22 She's committed to her craft.</p> <p>23 CHAIRMAN WALKER: Commissioner Shoup,</p> <p>24 anything?</p> <p>25 COMMISSIONER SHOUP: Not on that, but,</p>	<p>1 -- and we talk about these in our meetings,</p> <p>2 because the last report that we received we had</p> <p>3 51,000 phone calls.</p> <p>4 Out of 51,000 phone calls, it was close to</p> <p>5 about 18,000 of them that ended up going to</p> <p>6 voicemail. So it was only like 6.6 thousand phone</p> <p>7 calls answered.</p> <p>8 And, what happens is we found out that it was</p> <p>9 a miscommunication because of the workload.</p> <p>10 Some folks were underneath the impression that</p> <p>11 they shouldn't answer the phone between 9:00 and</p> <p>12 three o'clock and just let them go to voicemail</p> <p>13 and not pick them up.</p> <p>14 Yes, yes.</p> <p>15 So they were not answering the phone calls</p> <p>16 between 9:00 and 3:00 and just answered them from</p> <p>17 3:00 to 5:00, which is insane. So we jumped on</p> <p>18 that.</p> <p>19 The other thing is that, along with the same</p> <p>20 customer service, you have some folks that will</p> <p>21 call repetitively. They will call you once and</p> <p>22 call you five times until you get it.</p> <p>23 So we made sure that each department --</p> <p>24 we went to every single department to make sure</p> <p>25 it's clear that folks have to answer that phone.</p>
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<p>1 just, in general.</p> <p>2 Is it possible --</p> <p>3 CHAIRMAN WALKER: Let me do one thing --</p> <p>4 COMMISSIONER SHOUP: -- yes.</p> <p>5 CHAIRMAN WALKER: -- if I can. Let me ask</p> <p>6 this.</p> <p>7 So I asked last month and I appreciate</p> <p>8 Ms. Morris putting together the call log.</p> <p>9 I see this. So this is a very, very telling</p> <p>10 data point.</p> <p>11 So, by my estimation, we're picking up less</p> <p>12 than -- by virtue of the call volume, we're only</p> <p>13 picking up about 20 percent of the calls,</p> <p>14 meaning answered or returned.</p> <p>15 Does that make sense?</p> <p>16 Just the back of the envelope. I know we</p> <p>17 talked about this last month.</p> <p>18 But, how are we getting better about</p> <p>19 responsiveness as an agency to these calls?</p> <p>20 And it can't -- I mean correct me if</p> <p>21 I'm wrong. You know, hiring 13 more people to</p> <p>22 answer phones does not seem to be the answer.</p> <p>23 CEO: Yes. Very good point, Commissioner.</p> <p>24 We have been getting accurate reports on a</p> <p>25 daily basis, and our last report that we received</p>	<p>1 On top of that, we're making sure that we get</p> <p>2 this report -- not once a month. It was too late.</p> <p>3 We want to see that report on a weekly basis.</p> <p>4 We want to see it every day, but, at the latest,</p> <p>5 on a weekly basis so we can talk about it.</p> <p>6 And we have to see an improvement on that,</p> <p>7 as well.</p> <p>8 CHAIRMAN WALKER: Is there anything that we</p> <p>9 can do as an asset management side or a board</p> <p>10 side, you know, directing resources, directing</p> <p>11 studies?</p> <p>12 Is there anything we can do to help?</p> <p>13 CEO: I think one of the -- just ask me</p> <p>14 personally from the temperature of the</p> <p>15 Senior Staff. One of the key things is the staff</p> <p>16 has to pick the phone up. That is the bulk of</p> <p>17 the issue.</p> <p>18 If they pick up the phone and answer the</p> <p>19 phone, then you can get a complete real analysis</p> <p>20 of what the issues are.</p> <p>21 But, as far as them not answering the phones</p> <p>22 and folks not answering the phone, it's a major</p> <p>23 problem.</p> <p>24 CHAIRMAN WALKER: Commissioner Brock and</p> <p>25 then Commissioner Shoup.</p>

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<p>1 COMMISSIONER SHOUP: Yes, whatever. 2 CHAIRMAN WALKER: Go ahead, 3 Commissioner Brock. 4 COMMISSIONER BROCK: Okay. Mr. Chair to 5 Mr. Alexander, as our Chair just asked that 6 question, is it anything we can do as a board? 7 Have you even thought about it, 8 Mr. Alexander? 9 Maybe that, if we could hire -- I don't know 10 -- maybe five people, six people just for phone 11 calls, just to take the calls -- 12 CEO: So -- 13 COMMISSIONER BROCK: -- so that the other 14 staff can continue to do what they are doing? 15 And maybe -- I don't know. I'm just asking a 16 question. 17 Could we do that? 18 CEO: -- very good point. We will have IT 19 looking into some solution into that issue. 20 We do have an answering service that answers our 21 phones after five o'clock and on weekends. 22 Now, in terms of having that during the week, 23 it still creates the same problem. We have set 24 up call centers other places. 25 If, in fact, we have a call center set up</p>	<p>1 leave a message, and then they immediately call 2 back, again. 3 So you're chasing your own self trying to 4 return all these voicemails from people who have 5 already called, and you start returning calls. 6 I'm sure some of these folks are, 7 "Oh, yes. I talked to somebody. I got through 8 finally, but I've already talked to them." 9 And so you're burning people. 10 We use an ACD call answering system where it 11 just puts them in a queue. 12 It says, "Hey, we'll have somebody to you as 13 soon as we can." 14 Yes. They may be on hold for a while, 15 but, if you wait on hold, you're going to get 16 somebody. 17 Just for me, it would not -- I do not have 18 any heartburn if there was no voicemail option. 19 If people want to hang up and then call back 20 later, they go back to the queue. It is what it 21 is. You can route it and all these things. 22 I'm sure that's some of the stuff that's going 23 out and all that. 24 We do the same thing in our office now. 25 We did it with the city through the system that</p>
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<p>1 during the daytime, you have to have very skilled 2 trained people who actually know our programs. 3 And, if the outside people call them and they 4 defer the phone call to me and I'm still not 5 answering the phone, we still have the same 6 problem. We're just paying more money than we did 7 before. 8 So the key is to address the issue of folks 9 not answering the phone -- 10 COMMISSIONER BROCK: Okay. 11 CHAIRMAN WALKER: Commissioner Shoup. 12 Sorry. 13 CEO: -- while looking for software to 14 address the issue. 15 COMMISSIONER SHOUP: So, to me, some of 16 this is operational versus governance. 17 CEO: Yes. 18 COMMISSIONER SHOUP: I'll toss out a couple 19 things from a guy who has run -- I ran the 20 Public Defender Call Center for a while, 21 and we have a small call center in our office. 22 It would not upset me if people can't leave a 23 voicemail during the day. It would not upset me, 24 because a lot of times -- I know, when we've done 25 that in the past, people call, can't get through,</p>	<p>1 was in-house in the Fire Department. 2 But it's just some comments there. 3 Like I say, it wouldn't upset me if you did not 4 have a voicemail option. You have options. 5 If it's that important, you can send an email 6 or maybe even go look at some options, if they're 7 answering the phone or have a couple people who 8 aren't answering the phone, then the online, 9 "Hey, do you want to chat with us," or something 10 like that. They can do that on a different way. 11 But I do agree trying to outsource it or hire 12 some part-time people to get in may get very 13 difficult to teach them everything. 14 You kind of get the workload resolved, 15 and then it takes a lot. It sounds like to me 16 that you guys have a plan to rectify it. 17 CEO: Okay. Yes. 18 CHAIRMAN WALKER: Thank you, 19 Commissioner Shoup. 20 I mean, Mr. Alexander, I'll go back to this 21 and say it would not hurt my feelings one bit if 22 we're the most technologically advanced and 23 highest user of IT services of any housing 24 authority in the U.S. So I'm a big fan of that. 25 CEO: Yes.</p>

<p style="text-align: right;">Page 49</p> <p>1 COMMISSIONER SHOUP: And we always have the 2 option -- look, again, we have to always take 3 care of the folks who aren't doing the IT thing. 4 They can come down and talk to somebody and do it 5 in-person. Sometimes that helps, too, but, yes. 6 CHAIRMAN WALKER: Okay. Anything else on the 7 report specifically? 8 Otherwise, we'll go to the resolution. 9 I think you're just looking for approval to take 10 this to the board, correct? 11 CEO: Yes. This is just a short approval. 12 We're just letting you know that it's something 13 that every housing authority has to have -- 14 a fair housing assessment. 15 We went out and procured Mosaic, who does -- 16 I hope I didn't butcher that name. 17 Did I say it right, Todd? 18 MR. AUBUCHON: Mosaic. 19 CEO: So we went out did an RFP, 20 and they were the one who did several other 21 housing authorities who came and did an 22 assessment. And I was very proud of the 23 assessment they did. We didn't have any issues. 24 An estimate of 122 households -- 30 percent 25 of the households in Duval County spend more than</p>	<p style="text-align: right;">Page 51</p> <p>1 Okay. I definitely did not see that. 2 I have no problem recommending this to the 3 board for their approval. I'd just like to review 4 it for my own edification. 5 CEO: Okay. For sure. 6 CHAIRMAN WALKER: I don't think we need a 7 formal ... 8 Any other comments or questions on this? 9 Commissioner Shoup, Commissioner Brock, 10 are you okay moving this to the board for approval 11 -- review and approval? 12 COMMISSIONER BROCK: Yes. 13 COMMISSIONER SHOUP: Yes. 14 CHAIRMAN WALKER: That will be so moved. 15 If you can, add that to the agenda for our next 16 board meeting. 17 Comments -- I do have a couple, but I'll open 18 it up first to Commissioner Brock or Commissioner 19 Shoup. 20 COMMISSIONER SHOUP: I've just got one kind 21 of request. 22 Is there a way -- I don't know. I'm still 23 the new guy around here. 24 Is there a way to have some more notice on 25 all these meetings?</p>
<p style="text-align: right;">Page 50</p> <p>1 30 percent of their income on housing. 2 An estimated 52,000 households spend -- 14 percent 3 spend more than 50 percent on their housing. 4 So they did a real good assessment, 5 and we're bringing it to the board so that we can 6 be in compliance with HUD moving forward. 7 CHAIRMAN WALKER: Do we have a copy of that 8 assessment? 9 I didn't see it. 10 CEO: Yes. 11 CHAIRMAN WALKER: Could you circulate it to 12 us? 13 CEO: Yes. 14 CHAIRMAN WALKER: That would be great. 15 Commissioner Shoup. 16 COMMISSIONER SHOUP: I was going to say 17 I read it in the packet. 18 CHAIRMAN WALKER: I didn't see it in the 19 packet. If I missed it, my apologies. 20 COMMISSIONER SHOUP: It had the logo in the 21 report. That's the reason I remember it. 22 CHAIRMAN WALKER: I don't see it in my 23 packet, but that's not to say -- 24 CEO: I can resend it to you. 25 CHAIRMAN WALKER: -- that would be great.</p>	<p style="text-align: right;">Page 52</p> <p>1 Like, when we get these calendared, 2 they're great, but like less than a week is 3 sometimes troublesome to me and the scheduling. 4 Even if they don't have any materials in the 5 calendar invite yet just to get them out, 6 as far out as we know that they're going to be, 7 where we can try and -- scheduling life is tough. 8 So, if we could, just get those further in 9 advance. 10 Even like I know the board meetings are 11 a certain day, but, if we could just get those 12 like as a calendar invite between now and 13 eternity would be fabulous. 14 And like these meetings and such I know 15 -- I think the Finance Meeting we got on 16 Wednesday. I got less than a week notice on that. 17 Just some of those things -- 18 CHAIRMAN WALKER: That's a great point, 19 Commissioner Shoup, and I think we're sort of 20 finally in our jive here. 21 Why don't we go ahead and let's just do a 22 recurring invite? 23 And I do apologize. This meeting he was 24 waiting on me to schedule because of my travel 25 plans. So I do apologize to the board for that.</p>

Page 53	<p>1 That is on me.</p> <p>2 But I think it's a fair assessment.</p> <p>3 Like the Asset Management Committee can meet the</p> <p>4 third Tuesday of every month. We can do that.</p> <p>5 Same with finance or if there are any other</p> <p>6 committees that need to meet, but that would be</p> <p>7 fine. That's a great point.</p> <p>8 Commissioner Brock.</p> <p>9 COMMISSIONER BROCK: Sorry. You said the</p> <p>10 third Tuesday?</p> <p>11 CHAIRMAN WALKER: I believe this is the third</p> <p>12 Tuesday. Yes. Normally, it's Tuesday, but I had</p> <p>13 to move it to today due to my travel plans.</p> <p>14 COMMISSIONER BROCK: So you want it on the</p> <p>15 third Tuesday?</p> <p>16 CHAIRMAN WALKER: Third Tuesdays.</p> <p>17 CEO: Yes.</p> <p>18 CHAIRMAN WALKER: That's normally roughly</p> <p>19 when we've been doing it -- trying to hit it.</p> <p>20 So --</p> <p>21 CEO: So what I'll do -- that's a very good</p> <p>22 point -- is I'll send the calendar invites out for</p> <p>23 the year, and, if anything changes, we can always</p> <p>24 adjust it.</p> <p>25 CHAIRMAN WALKER: We can modify it.</p>
Page 54	<p>1 CEO: At least we know. Even if you don't</p> <p>2 even have the documents, we can put the documents</p> <p>3 in as it gets closer.</p> <p>4 CHAIRMAN WALKER: Yes. Absolutely.</p> <p>5 CEO: At least you can schedule it and know</p> <p>6 when it is.</p> <p>7 CHAIRMAN WALKER: Okay. Commissioner Brock.</p> <p>8 COMMISSIONER BROCK: I do apologize.</p> <p>9 CHAIRMAN WALKER: You're fine.</p> <p>10 COMMISSIONER BROCK: I know you did ask.</p> <p>11 I did want to find out -- because I remember</p> <p>12 that we had approved about those -- the new trucks</p> <p>13 that we were going to get.</p> <p>14 CHAIRMAN WALKER: Yes.</p> <p>15 COMMISSIONER BROCK: I was just wondering</p> <p>16 if we was going to get service, and then,</p> <p>17 on the old trucks, do we have any documentation on</p> <p>18 how the services was kept up on them, you know,</p> <p>19 like getting the oil changes and things of that</p> <p>20 nature?</p> <p>21 Was it kept up on time?</p> <p>22 So that, you know, it can have a long time --</p> <p>23 you know what I mean, a long life -- living use.</p> <p>24 CHAIRMAN WALKER: Do you have that readily</p> <p>25 available, Mr. Alexander?</p>
Page 55	<p>1 CEO: We can pull that together to answer two</p> <p>2 questions. Yes. We have a plan in place to</p> <p>3 address it. That will be at the next board,</p> <p>4 because the committee approved it last time.</p> <p>5 It just never got to the board, because we didn't</p> <p>6 have a meeting.</p> <p>7 And the old trucks -- we do have</p> <p>8 documentation, as far as I know. We have the</p> <p>9 documentation, but it must have been something</p> <p>10 to hold those trucks together since 1998.</p> <p>11 So I know something is there.</p> <p>12 COMMISSIONER SHOUP: And we're not keeping</p> <p>13 the old trucks, right?</p> <p>14 CEO: No, no.</p> <p>15 COMMISSIONER SHOUP: They're going to</p> <p>16 GovDeals.</p> <p>17 CEO: Yes. We're going to GovDeals. Yes.</p> <p>18 COMMISSIONER BROCK: Yes. We are not keeping</p> <p>19 them.</p> <p>20 CHAIRMAN WALKER: Anything else,</p> <p>21 Commissioner?</p> <p>22 COMMISSIONER BROCK: No.</p> <p>23 CHAIRMAN WALKER: So I have just a couple of</p> <p>24 quick items.</p> <p>25 Mr. Alexander, I did notice -- and I'd like</p>
Page 56	<p>1 you to get with OGC on this, please -- there's a</p> <p>2 new Senate bill that looks like it's going to</p> <p>3 pass, which has to do with unlawful immigration</p> <p>4 practices, including criminal charges for people</p> <p>5 who now -- quote/unquote -- "harbor or provide</p> <p>6 housing," for illegal immigrants or unlawful</p> <p>7 immigrants.</p> <p>8 If you could, get with OGC and track that</p> <p>9 bill, and, if it passes, make sure that our credit</p> <p>10 checks or our backgrounds checks or whatever are</p> <p>11 compliant. I'd appreciate that.</p> <p>12 CEO: Okay.</p> <p>13 CHAIRMAN WALKER: That was number one on my</p> <p>14 list.</p> <p>15 Number two on my list -- this is just kind of</p> <p>16 tangentially related, but, if we could schedule an</p> <p>17 Acquisition Committee Meeting, I believe we've got</p> <p>18 a couple of those upcoming --</p> <p>19 CEO: Yes.</p> <p>20 CHAIRMAN WALKER: -- that would be great.</p> <p>21 And then I want to circle back to this.</p> <p>22 I apologize. The name of the property where we</p> <p>23 have the Faircloth allocations.</p> <p>24 COMMISSIONER BROCK: Lindsey Terrace.</p> <p>25 CHAIRMAN WALKER: What is it called?</p>

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<p>1 COMMISSIONER BROCK: Lindsey Terrace. 2 CHAIRMAN WALKER: What is it called? 3 COMMISSIONER BROCK: Lindsey Terrace. 4 CHAIRMAN WALKER: Lindsey Terrace. 5 CEO: Chair, we don't have a Faircloth 6 there. We just have sort of like that, 7 but they're not Faircloth. 8 CHAIRMAN WALKER: It's like a HAP? 9 CEO: Well, it's not even a HAP. It was just 10 an agreement where they provided us 84 units, 11 and we provide a subsidy on their units. Yes. 12 CHAIRMAN WALKER: So it's even worse in my 13 opinion then. I was just circling back with this. 14 If possible, I think I'd like somebody from -- 15 we should extend the invitation to the 16 City of Jacksonville to have somebody from 17 Code Compliance come once a quarter and advise 18 us on properties where they have residential 19 Code Compliance issues or that are outstanding 20 for more than 120 days and/or any property that 21 has -- and I'm making this up. You can select 22 your own criteria -- but more than ten outstanding 23 on an individual property. 24 Because, in my experience dealing with 25 clients, Code Compliance is so backed up,</p>	<p>1 oh, you mentioned third-party management. 2 Do we have any third-party contracts at this 3 point? 4 CEO: None. 5 CHAIRMAN WALKER: None. 6 CEO: And we have been looking at it, 7 but it's been -- I can honestly say that we 8 are making sure that we have everything in place. 9 Because here's what happens. We want to make 10 sure -- in spirit, we want to do many things. 11 I am glad you called this Acquisition Committee 12 Meeting and didn't call it before, because, 13 going through these closings and going through 14 this Development Agreement has been a long process 15 for some of us. 16 Because it takes a lot of work trying to 17 navigate through coordinating these first deals 18 especially. I figured that these first deals 19 would be a little slow. After that, we will be in 20 shape to be able to run with them. 21 And we have all these people reaching out to 22 us for these deals, and I try to make it 23 specifically clear. We have to close these two 24 deals out so that we can get to a point where we 25 can sit down and look at these new deals and make</p>
Page 58	Page 60
<p>1 those sit out there forever, and they don't get 2 addressed. And they never get around to doing 3 anything about it. 4 Being the vanguards that we are, 5 if we're aware of it, we can ask questions. 6 We can subpoena information, and I'm going to find 7 one -- the eminent domain -- before I roll off 8 this board just to see if it works. 9 That's fine, Commissioner Shoup. It takes a 10 two-thirds voice to the legislative body to remove 11 me. But, no. In all seriousness, I think that 12 that is something that we want to track. 13 And then I'd ask if you could put together 14 whoever you want to -- this seems like a coup -- 15 this seems like a coup type thing that we may want 16 to just put together some procedures around. 17 You know, again, ask nicely once. 18 "If you don't do it, we're going to send a 19 subpoena, and, if we don't like the answers 20 or you don't comply with our requests, 21 we'll just take it ourselves." 22 CEO: Yes. 23 CHAIRMAN WALKER: So that was the second 24 thing I wanted to talk through. 25 And then I forget my third point --</p>	<p>1 sure we're making the right decision on them. 2 And we want to make sure they go through the 3 process, the Rubric Score Card. 4 They did the RFQ. They did the Rubric Score 5 Card. Then we look at it in-house and have the 6 financial advisor look at it. If that is not 7 happening, then we're not doing the process. 8 We want to make sure we follow that path 9 prior to getting to the Acquisition Committee, 10 and we do have some deals coming -- or at least 11 people constantly coming at us with those deals. 12 CHAIRMAN WALKER: Okay. That's great. 13 Any other comments, Commissioners? 14 (no response) 15 CHAIRMAN WALKER: Mr. Alexander? 16 CEO: No. 17 I would say staff has been doing a very good 18 job. We have been very fortunate being the 19 frontrunners of these type of deals, and I will 20 mention it, again, that we have had -- 21 I'll go on record to say that Palm Beach Housing 22 Authority came to visit us a couple weeks ago 23 -- the development -- real estate development 24 officers, as well as the CEO. 25 We had conversations with Broward Housing</p>


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1 Authority with the CEO, and next Thursday the
 2 Lakeland Housing Authority CEO and the two
 3 vice presidents and the director of real estate
 4 development will be here to shadow us for a day.
 5 And, if any of the commissioners are around,
 6 we would love to bring them so you could sit down
 7 and talk to them and give them some insight.
 8 CHAIRMAN WALKER: When is that?
 9 CEO: Next Wednesday.
 10 CHAIRMAN WALKER: And, who will be here?
 11 CEO: The CEO and the two vice presidents
 12 and the director of real estate development for
 13 the Lakeland Housing Authority.
 14 CHAIRMAN WALKER: Could you --
 15 CEO: Send you an email?
 16 CHAIRMAN WALKER: -- that would be great,
 17 if you wouldn't mind copying --
 18 CEO: Yes. On Wednesday.
 19 CHAIRMAN WALKER: And then, if any other --
 20 yes. I'd like to attend that. If you could,
 21 block it out for me, and then, if any other
 22 commissioner attends, if you wouldn't just mind
 23 noticing the meeting just in case.
 24 CEO: Okay. For sure.
 25 And we've been providing technical assistance

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1 to the Virgin Island Housing Authority every
 2 Tuesday. They have a litany of issues over there
 3 that we have provided some expertise to.
 4 So we seem to be the go-to housing authority
 5 in the State of Florida and also around the
 6 country.
 7 CHAIRMAN WALKER: That's great.
 8 CEO: Yes.
 9 CHAIRMAN WALKER: Mr. Alexander, Team,
 10 I sincerely appreciate it.
 11 Absent any other comments, I'll go ahead and
 12 call this meeting adjourned.
 13 Thank you.
 14 CEO: Thank you.
 15 (Whereupon, the JHA BOC Asset Management
 16 Committee Meeting concluded at 3:00 p.m.)
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1 CERTIFICATE
 2 STATE OF FLORIDA)
 3 COUNTY OF DUVAL)
 4 I, Carol DeBee Martin, Certified Court
 5 Reporter and Notary Public, certify that I was
 6 authorized to and did stenographically report the
 7 foregoing proceedings and that the transcript to the
 8 best of my ability is a true and complete record of my
 9 stenographic notes.
 10 Dated this 26th day of April, 2023.
 11
 12 
 13
 14 Carol DeBee Martin
 15 Notary Public State of Florida
 16 My Commission: HH 038064
 17 Expires: 12-29-2024
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