

8-26-24 JHA BOC Committee Meeting

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<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6 JACKSONVILLE HOUSING AUTHORITY</p> <p>7 BOARD OF COMMISSIONERS MEETING</p> <p>8</p> <p>9</p> <p>10 TAKEN: Monday, August 26, 2024</p> <p>11 TIME: 2:15 p.m. to 4:20 p.m.</p> <p>12 PLACE: Jacksonville Housing Authority</p> <p>13 1300 North Broad Street</p> <p>14 Jacksonville, Florida 32202</p> <p>15 and via videoconference</p> <p>16</p> <p>17 Taken by Carol DeBee Martin, court reporter.</p> <p>18</p> <p>19</p> <p>20 Carol DeBee Martin</p> <p>21 Jacksonville Court Reporting, Inc.</p> <p>22 1620 Bartram Road, Apt. 6111</p> <p>23 Jacksonville, Florida 32207</p> <p>24 (904) 465-0787 (cell)</p> <p>25 debeemartin@aol.com</p>	<p>1 PROCEEDINGS</p> <p>2 August 26, 2024 2:15 p.m.</p> <p>3 CHAIRWOMAN HOROVITZ: Good afternoon.</p> <p>4 If everyone can find there way to their</p> <p>5 seats, please. Thank you, everyone.</p> <p>6 We are starting a few minutes after</p> <p>7 schedule. So thank you-all for your patience.</p> <p>8 It is August 26th. I'm just going to introduce</p> <p>9 the idea -- I see Commissioner Brock is not back</p> <p>10 yet, but thank you-all for being here.</p> <p>11 Just for some housekeeping, we are moving --</p> <p>12 for everyone who's just joining us now for the</p> <p>13 first time, we just concluded our HR Committee</p> <p>14 Meeting, and so we moved an agenda item the</p> <p>15 availability of the board for meetings to this</p> <p>16 meeting for the sake of time.</p> <p>17 So, shall we start there with an open</p> <p>18 discussion around availability?</p> <p>19 And, Commissioner Reyes ...</p> <p>20 Commissioner, you look confused.</p> <p>21 COMMISSIONER ROGERS: Sorry. I didn't</p> <p>22 hear what you said, Madam Chair. I heard you say</p> <p>23 we moved something.</p> <p>24 CHAIRWOMAN HOROVITZ: We moved board</p> <p>25 availability for meetings since we have a hard</p>
<p>1 APPEARANCES:</p> <p>2 CHAIRWOMAN HEATHER HOROVITZ</p> <p>3 COMMISSIONER ANDREA REYES</p> <p>4 COMMISSIONER CALEENA SHIRLEY</p> <p>5 COMMISSIONER HARRIET BROCK</p> <p>6 COMMISSIONER HANK ROGERS</p> <p>7 ANTONIO PEREZ</p> <p>8 HARRY M. "Reece" WILSON, IV, ESQUIRE (OGC)</p> <p>9 KORT PARDE, CAO</p> <p>10 ROSLYN MIXON-PHILLIPS, CEO</p> <p>11 MAMIE DAVIS, CFO</p> <p>12 ELAINE SPENCER</p> <p>13 LINDA FITZGERALD</p> <p>14 REYNOLD PETERSON</p> <p>15 CRYSTAL BLACKMER</p> <p>16 CORDELIA PARKER</p> <p>17 SATONIA HART</p> <p>18 DIARRA WEATHERS</p> <p>19 JOHN FINOTTI (Tucker Hall)</p> <p>20 ANTHONY PALMER (Kubas Keller)</p> <p>21 ROSHELL HOOVER</p> <p>22 CATHY MISSICK</p> <p>23</p> <p>24 VIA VIDEOCONFERENCE</p> <p>25 COMMISSIONER LISA STRANGE WEATHERBY</p> <p>JULIE ST. CLAIR</p> <p>ERICA THORPE</p> <p>DANIEL HERNANDEZ</p> <p>ALYCE DECKLER</p> <p>INEEDA JACOBS</p> <p>CHAD MOORE</p> <p>DENISHA PRESSLEY</p> <p>TERRY ANDREWS</p> <p>N'IEL GOMES</p> <p>PHYLLIS McCLENDON</p> <p>LEONA MITCHELL</p> <p>WAYSHAWN KAY-WILLIAMS</p>	<p>1 time scheduling. I believe Commissioner Reyes,</p> <p>2 our HR Committee Chair, would like to have more</p> <p>3 information on general availability.</p> <p>4 COMMISSIONER REYES: Do you want to table</p> <p>5 that until the end since I know we have so much to</p> <p>6 get through?</p> <p>7 CHAIRWOMAN HOROVITZ: There's a lot to get</p> <p>8 through, but Commissioner Brock isn't back.</p> <p>9 So I'm doing housekeeping now.</p> <p>10 COMMISSIONER REYES: Okay. Well, my computer</p> <p>11 decided to do an update. So give me 1 second.</p> <p>12 CHAIRWOMAN HOROVITZ: We'll table it.</p> <p>13 All right. I'll call the meeting to order.</p> <p>14 I'd like to move public comment to the end,</p> <p>15 because we have a couple of resolutions that got</p> <p>16 pushed off from finance because we didn't have</p> <p>17 a quorum. So I'll put that off, as well.</p> <p>18 Can I get a motion to approve last meeting's</p> <p>19 minutes?</p> <p>20 COMMISSIONER ROGERS: So moved.</p> <p>21 CHAIRWOMAN HOROVITZ: And a second?</p> <p>22 COMMISSIONER REYES: I second.</p> <p>23 CHAIRWOMAN HOROVITZ: All right.</p> <p>24 Is there any discussion about last meeting's</p> <p>25 minutes?</p>
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<p>1 We don't have a quorum, right?</p> <p>2 MR. REECE: We do. We do.</p> <p>3 MS. MIXON-PHILLIPS: You've got a quorum.</p> <p>4 CHAIRWOMAN HOROVITZ: Great. Okay.</p> <p>5 Was there any discussion? Questions?</p> <p>6 (no response)</p> <p>7 CHAIRWOMAN HOROVITZ: All right. In that</p> <p>8 case, all in favor of approving last meeting's</p> <p>9 minutes say, "Aye."</p> <p>10 COMMISSIONER BROCK: Aye.</p> <p>11 COMMISSIONER ROGERS: Aye.</p> <p>12 COMMISSIONER REYES: Aye.</p> <p>13 COMMISSIONER SHIRLEY: Aye.</p> <p>14 CHAIRWOMAN HOROVITZ: Aye.</p> <p>15 Okay. Can we please move to then our next</p> <p>16 item, the agency financial overview?</p> <p>17 And I believe Mr. Tony is going to be</p> <p>18 presenting.</p> <p>19 Thank you.</p> <p>20 MR. PALMER: Good afternoon.</p> <p>21 As you see on the screen, we have some</p> <p>22 financial --</p> <p>23 CHAIRWOMAN HOROVITZ: I'm sorry.</p> <p>24 Would you mind introducing yourself,</p> <p>25 just for the record?</p>	<p>1 and if I could give you just a couple minutes</p> <p>2 to say, "Hello."</p> <p>3 MS. MIXON-PHILLIPS: Hello.</p> <p>4 (People laughed.)</p> <p>5 MS. MIXON-PHILLIPS: First, thank you,</p> <p>6 Commissioners, for the opportunity to serve in</p> <p>7 this capacity on an interim basis, but there is</p> <p>8 real work that has to be done here.</p> <p>9 And one of the things that I shared with the</p> <p>10 Chair is that I'm going to be really focused on</p> <p>11 building a foundation for the future, not just for</p> <p>12 the agency, but for the employees and the</p> <p>13 residents, as well, making sure that we are moving</p> <p>14 forward with the overall objectives and the</p> <p>15 mission of the housing authority.</p> <p>16 And so I'm looking forward to it. I've got a</p> <p>17 few more comments whenever the time is</p> <p>18 appropriate. There is a lot of work to be done,</p> <p>19 and I'm attempting to assemble a team that will</p> <p>20 help us to get to where we need to be in pretty</p> <p>21 short order.</p> <p>22 (Commissioner Brock entered the room.)</p> <p>23 MS. MIXON-PHILLIPS: We are going to be</p> <p>24 setting some short-term goals. We think that</p> <p>25 there are some opportunities with what I would</p>
Page 6	Page 8
<p>1 MR. PALMER: -- oh, sorry. Yes.</p> <p>2 My name is Tony Palmer. I work with Kubas Keller</p> <p>3 & Associates. We were hired in May to oversee the</p> <p>4 Finance Department and are continuing that with</p> <p>5 helping --</p> <p>6 CHAIRWOMAN HOROVITZ: Ms. Mamie Davis --</p> <p>7 MR. PALMER: -- thank you.</p> <p>8 CHAIRWOMAN HOROVITZ: -- who we're very</p> <p>9 excited to have.</p> <p>10 (People laughed.)</p> <p>11 MR. PALMER: Sorry.</p> <p>12 In getting her brought up to speed and</p> <p>13 transferring information that we've figured out</p> <p>14 over the last few months and what needs to be</p> <p>15 addressed to get the Finance Department back to</p> <p>16 where it needs to be.</p> <p>17 CHAIRWOMAN HOROVITZ: Great. And, before you</p> <p>18 go, I'm sorry. I should have started with,</p> <p>19 "Welcome, Ms. Mixon-Phillips, to the agency.</p> <p>20 We are so grateful."</p> <p>21 And I'm sorry, because we just had another</p> <p>22 meeting. I want to make sure that all of that</p> <p>23 information that's necessary to be said in this</p> <p>24 meeting is.</p> <p>25 We're so grateful that you are here,</p>	<p>1 call, "low-hanging fruit," that we can address in</p> <p>2 the next 30 days.</p> <p>3 And then, with the longer plan, goals and</p> <p>4 objectives for 90 and 60 days out as we work</p> <p>5 towards stabilizing the organization. There are</p> <p>6 a lot of opportunities, and we are going to be</p> <p>7 working very diligently.</p> <p>8 CHAIRWOMAN HOROVITZ: If you wouldn't mind</p> <p>9 introducing Ms. Mamie Davis, that would be</p> <p>10 amazing.</p> <p>11 MS. MIXON-PHILLIPS: As a part of that team,</p> <p>12 that Transformation Management Team that I talked</p> <p>13 about in the HR Committee, we are very fortunate</p> <p>14 that Ms. Mamie Davis has agreed to work with us</p> <p>15 in the position of CFO.</p> <p>16 We met this morning with Mr. Anthony Palmer</p> <p>17 and started that transfer of information,</p> <p>18 and, as he said, and we'll be working with him</p> <p>19 throughout the rest of his contract in order to</p> <p>20 move some things forward.</p> <p>21 Mamie comes to us with, "a wealth --"</p> <p>22 Ms. Davis says "-- of experience."</p> <p>23 Not only is she a CPA, she's also a lawyer,</p> <p>24 has managed very, very large portfolios,</p> <p>25 larger than this agency's portfolio in the past,</p>

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Page 9	<p>1 and we are just very fortunate to have her.</p> <p>2 She also, in another lifetime, had a stint</p> <p>3 as the head of the IG for the field office here</p> <p>4 in Jacksonville. So a lot of experience with</p> <p>5 audits and looking at programs and agencies,</p> <p>6 and so we're thankful to have her.</p> <p>7 With her, seated next to her, is Elaine</p> <p>8 Spencer, who is a former Field Office Director</p> <p>9 with HUD, that has just a tremendous amount --</p> <p>10 over 30 years I think -- in public housing and</p> <p>11 working in operations, as well as just really a</p> <p>12 visionary in the area and working with affordable</p> <p>13 housing.</p> <p>14 And so we're happy that she's going to be</p> <p>15 joining our Management Transformation Team,</p> <p>16 as well. And so putting together -- we've got one</p> <p>17 more key piece, and that's the operations person,</p> <p>18 as I discussed in the HR Committee.</p> <p>19 And so we're very much looking forward to</p> <p>20 getting a baseline so that we can move forward</p> <p>21 the agency.</p> <p>22 CHAIRWOMAN HOROVITZ: Excellent. Thank you</p> <p>23 for that introduction.</p> <p>24 Welcome to the Jacksonville Housing</p> <p>25 Authority, and, Ms. Phillips, we're just so</p>	Page 11	<p>1 Comments?</p> <p>2 COMMISSIONER SHIRLEY: Through the Chair,</p> <p>3 I just wanted to say, "Welcome. Welcome,</p> <p>4 and thank you for you-all taking on the great task</p> <p>5 of supporting us and us supporting you, as well.</p> <p>6 So we look forward to working with you.</p> <p>7 Thank you."</p> <p>8 CHAIRWOMAN HOROVITZ: Commissioner Brock.</p> <p>9 COMMISSIONER BROCK: Madam Chair.</p> <p>10 Thank you, Ms. Elaine and Ms. Davis, for coming</p> <p>11 on board to assist our CEO, Ms. Phillips.</p> <p>12 Thank you so much for all that you're doing.</p> <p>13 Thank you for the work that you've been doing</p> <p>14 in our finance, as well. Thank you.</p> <p>15 CHAIRWOMAN HOROVITZ: Also, thank you,</p> <p>16 Tony.</p> <p>17 MR. PALMER: You're welcome.</p> <p>18 COMMISSIONER REYES: I feel like</p> <p>19 Commissioners Rogers would like to thank you.</p> <p>20 (People laughed.)</p> <p>21 COMMISSIONER ROGERS: Absolutely.</p> <p>22 Let me join the choir in thanking Ms. Phillips,</p> <p>23 again, for joining this team and taking on this</p> <p>24 challenge.</p> <p>25 Again, to you, Ms. Davis, thank you,</p>
Page 10	<p>1 excited about the experience that you're bringing</p> <p>2 to your Transformation Management Team.</p> <p>3 You know, I'm so supportive of that.</p> <p>4 Continue to surround yourself with people who have</p> <p>5 experience in this work, and I know that we will</p> <p>6 do great things.</p> <p>7 I'm just grateful for you, grateful for the</p> <p>8 staff that is in the room and in the field who</p> <p>9 has stuck with us through all of this transition.</p> <p>10 Thank you for all of the work that you</p> <p>11 do, and I'm just really excited to see the path</p> <p>12 that we're on.</p> <p>13 Were there any comments from the rest of the</p> <p>14 board?</p> <p>15 Commissioner Reyes.</p> <p>16 COMMISSIONER REYES: I just have a quick</p> <p>17 question, through the Chair to Ms. Phillips --</p> <p>18 really Mr. Palmer.</p> <p>19 Just so I understand, right, he started in</p> <p>20 May. The contract started in May. It's a</p> <p>21 six-month contract.</p> <p>22 It ends October, what?</p> <p>23 MS. MIXON-PHILLIPS: 31st.</p> <p>24 COMMISSIONER REYES: 31st. Okay. Thank you.</p> <p>25 CHAIRWOMAN HOROVITZ: Any other questions?</p>	Page 12	<p>1 as well.</p> <p>2 Ms. Spencer, thank you for also being a part</p> <p>3 of this team as we move Jacksonville Housing</p> <p>4 Authority to greater and better heights.</p> <p>5 Thank you so much.</p> <p>6 CHAIRWOMAN HOROVITZ: Awesome. Thank you.</p> <p>7 Mr. Palmer.</p> <p>8 MR. PALMER: All right. So the overview on</p> <p>9 the Central Office Call Center -- as you can see,</p> <p>10 the revenue is a little bit lower than our</p> <p>11 expenses through ten months of the fiscal year.</p> <p>12 If you look, though, at the percentage where</p> <p>13 we are compared to where we should be for the</p> <p>14 year, we're right about on target, though,</p> <p>15 with expenses being a little higher.</p> <p>16 Tony, if you would, go to the COCC tab for</p> <p>17 me, please. I just want to highlight a couple</p> <p>18 things.</p> <p>19 (Mr. Perez complied.)</p> <p>20 MR. PALMER: A little smaller.</p> <p>21 So a couple of things that we just recently</p> <p>22 did this month is this management fee for</p> <p>23 Section 8. There is two different approaches to</p> <p>24 that fee. One is either \$12 per unit leased</p> <p>25 per month, or you can do up to 20 percent of the</p>

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Page 13	<p>1 admin fee that that program earns. 2 Previously, it had been \$12 a month. 3 We switched that now cumulatively from the 4 beginning of the year to be 20 percent of the 5 admin fee that Section 8 earns. 6 Section 8, from an operations standpoint 7 is able to afford that, and we wanted to get 8 some more revenue into the COCC. Because there is 9 not a lot that the COCC can do to produce 10 revenue. 11 It relies on revenue from Section 8 and the 12 Public Housing Program, and this was something 13 I discussed earlier with the previous Acting CEO. 14 And we agreed to do it, and you can see that 15 cumulatively, for the year, is was about a 16 \$350,000 increase in the amount of fees that were 17 able to come in. 18 And that was all booked in the year. 19 That's why you see such a huge difference between 20 435- and the period, but it was only 98- down. 21 So that was because we put in additional fees to 22 have COCC earn some more revenue. 23 If you can, scroll down for me a little bit 24 Antonio. 25 CHAIRWOMAN HOROVITZ: I'm sorry.</p>	Page 15	<p>1 just a matter of time and people. 2 Obviously, with Mamie here, that will help. 3 You know, again, it's a procedure of what needs to 4 be done versus what can, you know, maybe get done 5 next month or the following month. 6 And one of the things is this miscellaneous 7 income that wasn't booked for the month. 8 So, basically, you know, just trying to show 9 you that, yes, while there is a deficit there, 10 there are some things that we know about that we 11 need to do that we're just a little bit behind on. 12 But there is concerted effort on all of our parts 13 to get us there. 14 If you can scroll down, again, into some of 15 the expenses. 16 (Mr. Perez complied.) 17 CHAIRWOMAN HOROVITZ: Just to pause you for a 18 second, because we're talking about miscellaneous. 19 And this is to Ms. Davis. 20 As you learn what the board likes to see, 21 one thing that we talk about a lot here is 22 miscellaneous income or expenses. It's something 23 that none of us really like very much. So let's 24 try to categorize things as it should be. 25 MS. DAVIS: I don't think accountants like</p>
Page 14	<p>1 MR. PALMER: Yes. 2 CHAIRWOMAN HOROVITZ: Mr. Palmer, is that 3 an industry standard, that change to have a 4 percent or to have a flat rate? 5 MR. PALMER: It's really -- well, you have 6 two choices. You either do the \$12 per unit 7 per month or the 20 percent, and it's up to the 8 agency to make that determination. 9 But you have to be one or the other for the 10 entire year. You can't do one for one month and 11 then switch it for the next month. It has to be 12 all the same for the entire fiscal year. 13 CHAIRWOMAN HOROVITZ: Okay. 14 MR. PALMER: It is also changeable after 15 every year. 16 Right? 17 You could go back to \$12 per unit, 18 if you wanted to, but it is ultimately up to the 19 housing authority to do so. 20 There are a couple things, again, 21 where we're still -- as well as we are doing in 22 getting caught up, we are still a little bit 23 behind in a couple of areas. 24 Some entries that need to be made aren't 25 getting made on a monthly basis, and it's really</p>	Page 16	<p>1 that either. 2 (People laughed.) 3 MR. PALMER: A couple of expenses that 4 I've highlighted that you can see are a lot larger 5 than what was budgeted for. We've had additional 6 costs in legal fees, auditing fees, consulting 7 fees, admin contracts -- I don't want to say it -- 8 and miscellaneous expense and some temporary admin 9 labor. 10 Some of these -- the auditing fee, right, 11 -- we know that we were going to be paying more 12 because of the length of our current audit. 13 That number will probably also go up a little bit 14 more, because I'm sure there is still a bill or 15 two out there. 16 However, I'd also like to look at the 17 allocation of that auditing fee. On the grand 18 scale of things, they spend little time auditing 19 the COCC and more time auditing public housing and 20 Section 8. 21 So I want to see how that had been allocated 22 in the past. So some of those expenses might be 23 able to go out. 24 Consulting -- we incurred some expenses for 25 I think the CEO search and a CFO search that had</p>

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Page 17	<p>1 been paid, and that is all going into COCC, 2 which really it wasn't budgeted for. So that's 3 why there is such a big discrepancy there. 4 (Interruption from someone on Teams.) 5 MR. PALMER: The miscellaneous -- 6 I would have to get -- 7 (Interruption from someone on Teams.) 8 MS. MIXON-PHILLIPS: Can you mute whoever 9 that is? 10 UNIDENTIFIED FEMALE: I'm in. 11 CHAIRWOMAN HOROVITZ: Okay. 12 MR. PALMER: The miscellaneous -- 13 to be honest with you, I would have to get a 14 little bit more detail on that, too, in order to 15 give you that detail. But, clearly, that's 16 something that is well above what we budgeted. 17 Your temporary admin labor -- I think that is 18 mostly the couple of temps that have been hired 19 in the Accounting Department over the last three 20 or four months to replace some of the folks that 21 left. So that budget is higher. 22 Scroll down a little bit more, Antonio. 23 (Mr. Perez complied.) 24 MR. PALMER: So I think those were the major 25 items. So, again, while you're showing a loss,</p>	Page 19	<p>1 (Mr. Perez complied.) 2 MR. PALMER: So next is public housing. 3 Public housing is all of your AMPs, your asset 4 management properties. \$123,000 is good. 5 The thing that I want to point out here is the 6 actual versus the target. 7 So, in revenue, the actual is 66 percent 8 of what we anticipated for the year. The biggest 9 thing there is operating subsidy. For a period of 10 about three-and-a-half months, we did not have the 11 ability to go in and draw operating subsidy. 12 Just in August, we got that ability, 13 and we drew close to 3.1 million dollars in August 14 for operating subsidy. So that target number 15 should go up significantly next month, 16 much more closer to where our target should be. 17 CHAIRWOMAN HOROVITZ: Can I pause you for 18 1 second? 19 MR. PALMER: Sure. 20 CHAIRWOMAN HOROVITZ: First, Commissioner 21 Reyes. 22 COMMISSIONER REYES: I'm so sorry. 23 Just a really quick question, and I do 24 apologize if it was answered in the Finance 25 Committee. I was not able to attend.</p>
Page 18	<p>1 I think there are some things that can still be 2 done to make that loss less and to get things 3 properly put in the right program. 4 So, ultimately though, a \$21,000 loss in your 5 COCC, you know, isn't horrible. 6 Right? 7 Obviously, we'd like to make money at every 8 program, but the COCC is your Upper Management 9 Team. And the ability for COCC to make money 10 to increase their revenue doesn't happen very 11 often, because there is just nowhere for them to 12 pull it from. 13 So that's where budgeting and allocating 14 expenses properly really come into play here. 15 You've got to make sure that everything is being 16 allocated correctly so that you don't see a huge 17 loss on COCC. 18 So, again, I think, if you looked at this 19 report versus probably the May report, I think 20 you'd see a drastic difference between what 21 was reported and what is now being reported. 22 We are making strides. We are getting there. 23 It's just taking some time. I mean it's just 24 something you can't fix overnight. 25 Can you go back to the summary tab, please?</p>	Page 20	<p>1 But, looking at the COCC budget comparison, 2 I see that legal expenses and consultants are 3 pretty high numbers in terms of variance. 4 In the past, the HR Committee had requested 5 the inventory for like our legal counsel to see 6 the possibility of bringing in one solid counsel 7 to help avoid some of these high charges. 8 Madam Chair, do you know the status of 9 that? 10 CHAIRWOMAN HOROVITZ: Yes. Thank you. 11 I've actually had that conversation with 12 Ms. Phillips, and it's on her list -- 13 COMMISSIONER REYES: Okay. Perfect. 14 CHAIRWOMAN HOROVITZ: -- to help draw 15 attention to that where we can realize some 16 synergy and savings around our legal expenses. 17 Thank you for raising that. 18 COMMISSIONER REYES: Thank you. 19 CHAIRWOMAN HOROVITZ: And, for your 20 awareness, we spent the entire Finance Committee 21 Meeting going over the audit and not the budget. 22 COMMISSIONER REYES: Okay. 23 CHAIRWOMAN HOROVITZ: We have Mr. Palmer 24 on-site the next two days or three days this week 25 --</p>

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Page 21	<p>1 MR. PALMER: Two-and-a-half.</p> <p>2 CHAIRWOMAN HOROVITZ: -- and we have a budget</p> <p>3 meeting scheduled for Wednesday.</p> <p>4 COMMISSIONER REYES: Okay.</p> <p>5 CHAIRWOMAN HOROVITZ: We'll have a thorough</p> <p>6 discussion around the budget.</p> <p>7 COMMISSIONER REYES: Okay. Thank you.</p> <p>8 CHAIRWOMAN HOROVITZ: Does anyone else have</p> <p>9 any questions?</p> <p>10 (no response)</p> <p>11 CHAIRWOMAN HOROVITZ: I'm sorry. I had a</p> <p>12 question.</p> <p>13 MR. PALMER: You forgot about yourself?</p> <p>14 (People laughed.)</p> <p>15 CHAIRWOMAN HOROVITZ: You were talking about</p> <p>16 the ability to draw down.</p> <p>17 Does everyone understand what that was and</p> <p>18 is?</p> <p>19 Do you have questions around our ability</p> <p>20 to access that funding, that subsidy?</p> <p>21 (no response)</p> <p>22 CHAIRWOMAN HOROVITZ: No questions.</p> <p>23 Thank you.</p> <p>24 MR. PALMER: The expenses, again --</p> <p>25 my issue is with the actual versus the target,</p>	Page 23	<p>1 That is what we use to pay all the folks who</p> <p>2 administer the program and run the program.</p> <p>3 So something that I think was not provided to you</p> <p>4 in the past was a breakdown of those two things.</p> <p>5 It was just, "Here is my number for the whole</p> <p>6 program."</p> <p>7 We're showing that there is plenty of</p> <p>8 income happening from the admin fee standpoint.</p> <p>9 Right?</p> <p>10 Whatever we're charging or whatever we're</p> <p>11 receiving from HUD is paying for our expenses,</p> <p>12 and that also includes that additional money</p> <p>13 that we've just sent over to COCC in the form of</p> <p>14 that management fee.</p> <p>15 That was one of the reasons why we decided</p> <p>16 to do it, because we saw how well it was doing</p> <p>17 from an admin standpoint.</p> <p>18 The bigger area of concern, which has been</p> <p>19 brought up by Ms. Phillips to me -- probably seven</p> <p>20 times so far today -- is the shortfall which</p> <p>21 I think everybody is aware of.</p> <p>22 We know that we're trying to address that and</p> <p>23 get that situated. That is just for this fiscal</p> <p>24 year. So through ten months we're about</p> <p>25 \$4,000,000 short.</p>
Page 22	<p>1 as far as percentage. I feel like as well of a</p> <p>2 job that we've done in getting invoices in the</p> <p>3 system to be paid to keep our vendors current,</p> <p>4 based on that number, it leads me to believe that</p> <p>5 there still may be some more catching up that</p> <p>6 needs to be done.</p> <p>7 Especially since we just drew \$3,000,000</p> <p>8 in August, I would assume that there are still</p> <p>9 some expenditures out there that aren't in the</p> <p>10 system yet.</p> <p>11 So I expect that number to go up, as well.</p> <p>12 We just have to see -- I'm going to do some other</p> <p>13 research just to see if we're missing something</p> <p>14 else somewhere else, but those two percentages</p> <p>15 made me go, "Like what is this?"</p> <p>16 And I just haven't really had the time to</p> <p>17 delve into what are some of those other possible</p> <p>18 reasons for the expenses being low in public</p> <p>19 housing.</p> <p>20 Housing Choice Voucher -- so, again,</p> <p>21 remember there are essentially two buckets of</p> <p>22 money in the Housing Choice Voucher Program.</p> <p>23 There is the HAP money, Housing Assistance</p> <p>24 Payments, and then there is the admin money.</p> <p>25 Right?</p>	Page 24	<p>1 I believe last year there is still about</p> <p>2 300,000 that we're still looking to collect from</p> <p>3 even last year. So, overall, it's about</p> <p>4 4.2- 4.3 million dollars in money that we've</p> <p>5 spent, that we've spent through the HAP contract</p> <p>6 that we haven't been reimbursed for.</p> <p>7 CHAIRWOMAN HOROVITZ: If I may --</p> <p>8 MR. PALMER: Yes.</p> <p>9 CHAIRWOMAN HOROVITZ: -- is everyone familiar</p> <p>10 with the HAP shortfall?</p> <p>11 COMMISSIONER REYES: Can we do a --</p> <p>12 COMMISSIONER ROGERS: Yes.</p> <p>13 CHAIRWOMAN HOROVITZ: -- yes. I'll give a</p> <p>14 little bit of color to that, and, if anyone else</p> <p>15 in the room wants to add, that would be fantastic.</p> <p>16 So, under the HAP contract, JHA pays a</p> <p>17 portion of our residents' rent, and so there is a</p> <p>18 shortfall when the rents are rising faster than</p> <p>19 that subsidy.</p> <p>20 And so, because it's based on history,</p> <p>21 as we continued to basically lease-up units,</p> <p>22 we got into a situation -- this is happening</p> <p>23 across public housing authorities -- that you're</p> <p>24 renting more than you have the dollars to</p> <p>25 support.</p>

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Page 25	<p>1 And so that's where you have a shortfall.</p> <p>2 I know that our team is working with</p> <p>3 HUD's Shortfall Team to solve this.</p> <p>4 The most effective way to solve it is to stop</p> <p>5 leasing, because you don't the funds to support</p> <p>6 the additional units.</p> <p>7 And, please, jump in, if I'm getting any</p> <p>8 of this wrong.</p> <p>9 And so we're working through that with</p> <p>10 our HUD local field office, and then the team</p> <p>11 is looking for how to get through this.</p> <p>12 Ms. Phillips, did I get anything wrong or</p> <p>13 miss anything?</p> <p>14 MS. MIXON-PHILLIPS: Just to make it clear,</p> <p>15 though, we are the agent, if you will,</p> <p>16 for Federal HUD. So whatever we expend they</p> <p>17 should make us whole at the end of the day.</p> <p>18 And we have to make sure that we are</p> <p>19 requesting those funds in a timely manner as well</p> <p>20 as documenting what those overages are that are</p> <p>21 creating the shortfall.</p> <p>22 CHAIRWOMAN HOROVITZ: Thank you.</p> <p>23 MS. MIXON-PHILLIPS: And so, at the end of</p> <p>24 the day, we ought to even out, but the onus is on</p> <p>25 us to make sure that we are providing them the</p>	Page 27	<p>1 But we have seen it a little bit better,</p> <p>2 as far as the amount of money that we are getting</p> <p>3 on a monthly basis, but it just seems like what</p> <p>4 we're spending just still continues to be more</p> <p>5 than even what they're now giving us now.</p> <p>6 So it's just we're constantly chasing our own</p> <p>7 tail.</p> <p>8 CHAIRWOMAN HOROVITZ: Commissioner Reyes.</p> <p>9 COMMISSIONER REYES: Through the Chair,</p> <p>10 to Mr. Palmer, I think you've probably already</p> <p>11 answered it.</p> <p>12 You said that we are submitting --</p> <p>13 I heard Ms. Phillips say that we're supposed to</p> <p>14 submit it on a monthly basis.</p> <p>15 So we are doing our part to do it on time?</p> <p>16 MR. PALMER: That's correct.</p> <p>17 COMMISSIONER REYES: Okay.</p> <p>18 MR. PALMER: Yes.</p> <p>19 COMMISSIONER REYES: So it's just an agency</p> <p>20 delay, government, bureaucratic -- like, what's</p> <p>21 the --</p> <p>22 MS. MIXON-PHILLIPS: There is a certain</p> <p>23 amount that they have already said is what they're</p> <p>24 going to give us for this year.</p> <p>25 And so, because we are spending more,</p>
Page 26	<p>1 documentation and the information.</p> <p>2 They have what they call, "the two-year</p> <p>3 tool," where you go in and do your projections and</p> <p>4 all of that to show what the shortfalls are going</p> <p>5 to be. But you have to request that money from</p> <p>6 them in order to get it, basically.</p> <p>7 MR. PALMER: This is an area that kind of</p> <p>8 peeves me a little bit, because, not only is there</p> <p>9 a two-year tool, there is a monthly submission</p> <p>10 through VMS, Voucher Management Systems.</p> <p>11 So they are, as far as I'm concerned --</p> <p>12 at least that Department of HUD should know that</p> <p>13 we are spending more money than we are getting</p> <p>14 every single month.</p> <p>15 So, while I understand that there might be a</p> <p>16 month delay or a two-month delay, you know,</p> <p>17 eventually, they should be catching up with this,</p> <p>18 because they are getting this information on a</p> <p>19 monthly basis from us that is showing this</p> <p>20 information.</p> <p>21 You know, why we have to go through this</p> <p>22 whole additional set of steps to get the money</p> <p>23 that we've spent in good faith gets under my skin</p> <p>24 a little bit, but I realize there is nothing</p> <p>25 I can do about it.</p>	Page 28	<p>1 as every housing authority is because the</p> <p>2 cost of housing has increased significantly,</p> <p>3 then we have to go back, and say that, you know,</p> <p>4 "We're spending more," even though we're reporting</p> <p>5 it on a monthly basis and request that they fund</p> <p>6 us at the level of that over expenditure,</p> <p>7 if you will, on what has been allocated.</p> <p>8 COMMISSIONER REYES: Got it. Okay.</p> <p>9 MS. MIXON-PHILLIPS: So we have to get,</p> <p>10 "additional allocations," I guess would be the</p> <p>11 terminology.</p> <p>12 CHAIRWOMAN HOROVITZ: Thank you.</p> <p>13 Commissioner Shirley.</p> <p>14 COMMISSIONER SHIRLEY: Through the Chair,</p> <p>15 given the criticalness of this, I'm assuming this</p> <p>16 is one of the --</p> <p>17 (inaudible crosstalk)</p> <p>18 COURT REPORTER: I can't hear.</p> <p>19 CHAIRWOMAN HOROVITZ: Commissioner Shirley,</p> <p>20 would you continue.</p> <p>21 COMMISSIONER SHIRLEY: -- I recall from the</p> <p>22 last meeting there is a goal of immediate items,</p> <p>23 and so we'll get those reports on that I'm sure.</p> <p>24 This is confirming to look for their --</p> <p>25 MS. MIXON-PHILLIPS: That's exactly right.</p>

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<p>1 We're spending a lot of time this week with 2 Mr. Palmer. I also have a meeting scheduled with 3 the field office representatives. And so, yes, 4 this is a Number One Priority. 5 COMMISSIONER SHIRLEY: Thank you. 6 CHAIRWOMAN HOROVITZ: Thank you. 7 Commissioner Reyes. 8 COMMISSIONER REYES: So sorry. I'm curious 9 to know, through the Chair, Ms. Phillips and 10 Mr. Palmer, how are the other housing agencies 11 dealing with this? 12 Are the housing authorities -- how are they 13 dealing with this? 14 I mean, if it's happening to us -- 15 MS. MIXON-PHILLIPS: They're in the same 16 situation we are. 17 COMMISSIONER REYES: -- okay. 18 MS. MIXON-PHILLIPS: Everybody has to go 19 through the same process in order to be able to 20 make themselves whole. 21 A big conversation at the FAHRO Conference 22 with the Southeast Area Office representatives 23 and folks from Federal HUD about the shortfall 24 and needing to make sure that we get those 25 requests in in a timely manner.</p>	<p>1 MR. PALMER: So this property is currently 2 showing that they are losing money. However, 3 this property is tied into our ability to draw 4 subsidy. It's a pass-through. 5 So, while this is not our AMP, they still 6 rely on the money that we get from this AMP. 7 So we get the money from HUD and then do a 8 pass-through to this property. 9 And, as you can see, the operating funds are, 10 you know, year to date \$221,000 less than what we 11 had budgeted. Those funds have also been drawn 12 for August. So they are up to date through 13 August. 14 They will be drawn, again, come September 15 1st. So I anticipate this property coming 16 much closer to break even, if not making a little 17 bit of money, as well. 18 So, you know, again, when we look at these 19 reports -- like variances -- they exist, 20 and they happen. And they're okay, as long as 21 there is an explanation for them. I mean I can 22 provide you with those explanations to set you 23 at ease a little bit. That's the issue with 24 Brentwood Lake. 25 CHAIRWOMAN HOROVITZ: Before you continue,</p>
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<p>1 COMMISSIONER REYES: Thank you. 2 CHAIRWOMAN HOROVITZ: I'm sorry, 3 Mr. Palmer. 4 MR. PALMER: So that's Section 8. 5 A couple of the other properties that we run 6 -- Gregory West is pretty much on target from an 7 income standpoint. The expenses are quite low 8 there, as well. Gregory West is actually managed 9 by a third party. So we get reports from them. 10 So researching those things are a little bit 11 more difficult, because we don't have those 12 records. We have a request in for a few items to 13 take a look at, but our hands are a little bit 14 tied there, as opposed to just being able to go 15 into our system to see what these details are. 16 So we're waiting to hear back on a couple of 17 those questions with them. 18 Jax Beach -- you know, very profitable 19 business. Well above its income target. 20 The expenses are also a little bit higher than 21 their target, but still making money. 22 Brentwood Lake ... 23 Can you go to Brentwood Lake for me, 24 please, down at the bottom? 25 (Mr. Perez complied.)</p>	<p>1 Commissioner Reyes. 2 COMMISSIONER REYES: Sorry. Thank you. 3 Through the Chair to Mr. Palmer, I'm looking 4 at Gregory West Apartments. 5 MR. PALMER: Yes. 6 COMMISSIONER REYES: You have on the last 7 page for that planned expenses at over half a 8 million -- 9 MR. PALMER: Yes. 10 Scroll down for me, Antonio. 11 (Mr. Perez complied.) 12 MR. PALMER: Keep going. 13 COMMISSIONER REYES: It's the only one that 14 was highlighted in Gregory. 15 MR. PALMER: Yes. 16 COMMISSIONER REYES: But, what does that 17 stand for? 18 MR. PALMER: That highlighting in this 19 instance means I don't know what that is. 20 COMMISSIONER REYES: Okay. 21 MR. PALMER: What is a planned expense that 22 can't be broken out into one of the 75 different 23 categories that are up above? 24 Now that's budgeted. So, again, I didn't do 25 your budget. Nobody here was involved in that</p>

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Page 33	<p>1 process at this point.</p> <p>2 So that is one of the questions that I have</p> <p>3 with them is to understand what that \$508,000</p> <p>4 is, and, again, that is the majority of why our</p> <p>5 budget versus our actual and percentage is</p> <p>6 probably low.</p> <p>7 COMMISSIONER REYES: Okay.</p> <p>8 MR. PALMER: But, yes. Thank you.</p> <p>9 Thank you for pointing that out. I did highlight</p> <p>10 it, and then I just forgot to --</p> <p>11 MS. MIXON-PHILLIPS: And the good thing</p> <p>12 is there are no expenses have been paid out of</p> <p>13 that.</p> <p>14 MR. PALMER: Currently, this year,</p> <p>15 there has been nothing posted to that account</p> <p>16 called, "Planned Expenses," but I don't know what</p> <p>17 that budget line item existed for. That's what</p> <p>18 we're trying to get answers to.</p> <p>19 COMMISSIONER REYES: Okay. And my follow-up</p> <p>20 question is, for the last property, Brentwood,</p> <p>21 is it?</p> <p>22 MR. PALMER: Brentwood Lakes.</p> <p>23 COMMISSIONER REYES: Brentwood -- so, again,</p> <p>24 miscellaneous.</p> <p>25 Right?</p>	Page 35	<p>1 Obviously, I'm assuming we paid it and coded</p> <p>2 it to the right place. So I'm sure that it</p> <p>3 happened at Brentwood.</p> <p>4 I would like to get more information on,</p> <p>5 "Okay. What happened here, and, you know, why?"</p> <p>6 And, if it was an unplanned expense --</p> <p>7 I mean, you know, stuff does happen that you don't</p> <p>8 plan for.</p> <p>9 MS. MIXON-PHILLIPS: Commissioner Reyes,</p> <p>10 as we are going through the reports this morning,</p> <p>11 Ms. Davis and myself and Tony -- he had a number</p> <p>12 of these things highlighted, and we highlighted a</p> <p>13 lot more of them.</p> <p>14 We added some to it that we are going to go</p> <p>15 back and do some more in-depth research.</p> <p>16 So, you know, the timing is such -- we are ten</p> <p>17 months in. This is through July -- they may not</p> <p>18 have even happened since Tony has been involved.</p> <p>19 They probably predate him, and so we'll be looking</p> <p>20 to identify --</p> <p>21 MR. PALMER: And the other thing, too,</p> <p>22 is the budget.</p> <p>23 You know, I mean, how accurate was that</p> <p>24 budget?</p> <p>25 Who did it?</p>
Page 34	<p>1 On the second to the last page, you have</p> <p>2 \$112,000 for miscellaneous contracts.</p> <p>3 Is that also --</p> <p>4 MR. PALMER: Can you click on Brentwood Lake,</p> <p>5 please?</p> <p>6 (Mr. Perez complied.)</p> <p>7 MR. PALMER: Scroll down, please.</p> <p>8 Keep going. Keep going.</p> <p>9 COMMISSIONER REYES: The last yellow --</p> <p>10 MR. PALMER: There you go.</p> <p>11 Yes. So, again, you know, it comes down to,</p> <p>12 how much -- how much detail do we -- do we get and</p> <p>13 do they record?</p> <p>14 You can have 100 different lines of</p> <p>15 contracts, right?</p> <p>16 I'd have to look into that -- that line item</p> <p>17 -- to see a little bit more in detail as far as</p> <p>18 what it is. That one concerns me less than the</p> <p>19 HVAC contracts.</p> <p>20 Right?</p> <p>21 That is \$70,000 off.</p> <p>22 So, you know, did something happen that we</p> <p>23 didn't plan on?</p> <p>24 Or, you know, what is the reasoning behind</p> <p>25 that variance?</p>	Page 36	<p>1 Why did they make this assumption versus that</p> <p>2 assumption?</p> <p>3 You know, that's all a lot harder to do when</p> <p>4 it has passed through a couple of hands.</p> <p>5 You know, if you have somebody who did the budget</p> <p>6 who then did all of the annual expenses at the end</p> <p>7 of the year, they can then talk about it.</p> <p>8 Obviously, that information would be a little</p> <p>9 bit more -- hopefully -- readily available in</p> <p>10 your head, and it just makes it a little more</p> <p>11 tougher in this situation. Because I didn't --</p> <p>12 wasn't a part of that budget. So ...</p> <p>13 MS. MIXON-PHILLIPS: And we've even</p> <p>14 identified some things in that original budget</p> <p>15 that were not as they should be, as far as how</p> <p>16 they were recorded. So we'll be sharing that as</p> <p>17 we learn more on that and get it to you.</p> <p>18 CHAIRWOMAN HOROVITZ: I believe Mr. Peterson</p> <p>19 has a response on the planned expense.</p> <p>20 Did you raise your hand to that?</p> <p>21 MR. PETERSON: Good afternoon, through the</p> <p>22 Chair, for Gregory West, we still have some</p> <p>23 initial discussions with the team there on some</p> <p>24 CapEx expenses.</p> <p>25 There are some design flaws with the</p>

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Page 37	<p>1 columns and the second floor decking. So we had</p> <p>2 to replace one earlier this year because of</p> <p>3 failure.</p> <p>4 So we're probably planning to change about</p> <p>5 seven of those out. It is a design flaw.</p> <p>6 So we've got it planned in there, because we have</p> <p>7 got to bring in architects and structurals to get</p> <p>8 those fixed.</p> <p>9 And then, also, they have got some localized</p> <p>10 flooding in one of the parking lots that's going</p> <p>11 to require some coordination with the City of</p> <p>12 Jacksonville. So those are some of those planning</p> <p>13 expenditures that they just put a budget line in</p> <p>14 there for, and we don't know the details of it</p> <p>15 yet.</p> <p>16 MR. PALMER: And nothing year to date has</p> <p>17 happened to those?</p> <p>18 MR. PETERSON: No.</p> <p>19 MR. PALMER: Okay. So that will be something</p> <p>20 that we should probably have in next year's</p> <p>21 budget, too, then?</p> <p>22 MR. PETERSON: That's correct.</p> <p>23 CHAIRWOMAN HOROVITZ: Thank you.</p> <p>24 MS. MIXON-PHILLIPS: That is good information</p> <p>25 to know.</p>	Page 39	<p>1 answered.</p> <p>2 But, as the Chair just mentioned,</p> <p>3 this is something that we've struggled with.</p> <p>4 So, if we can really get a commitment from both of</p> <p>5 you to ensure that our budget moving forward</p> <p>6 and our, you know, wonderful presentations</p> <p>7 moving forward have detailed budget items that are</p> <p>8 identifiable that are tangible that the board can</p> <p>9 understand.</p> <p>10 I think that would make this moving forward</p> <p>11 a lot easier. Thank you.</p> <p>12 CHAIRWOMAN HOROVITZ: And, just to comment --</p> <p>13 MS. MIXON-PHILLIPS: And it's October 1st.</p> <p>14 COMMISSIONER REYES: October 1st, yes.</p> <p>15 CHAIRWOMAN HOROVITZ: -- we've said it a</p> <p>16 lot in this room. We just need to be accounting</p> <p>17 for everything accurately, on time -- I can't say</p> <p>18 that enough -- and putting everything where it</p> <p>19 needs to be.</p> <p>20 As a follow-up to the comment around design</p> <p>21 flaw, is the agency responsible for repairing a</p> <p>22 design flaw?</p> <p>23 Are we looking into that?</p> <p>24 Why would we be bearing the entire cost?</p> <p>25 MR. PETERSON: So Gregory West I think was</p>
Page 38	<p>1 COMMISSIONER REYES: Thank you for that.</p> <p>2 CHAIRWOMAN HOROVITZ: I'm sorry. Just to --</p> <p>3 COMMISSIONER REYES: So --</p> <p>4 CHAIRWOMAN HOROVITZ: -- go ahead.</p> <p>5 You go first.</p> <p>6 COMMISSIONER REYES: -- I guess, if I can</p> <p>7 make a recommendation, given that we're going to</p> <p>8 have Mr. Palmer with us for --</p> <p>9 MR. PALMER: Ever.</p> <p>10 (People laughed.)</p> <p>11 COMMISSIONER REYES: -- at least until</p> <p>12 October 31st, would it be, through the Chair,</p> <p>13 to Ms. Phillips -- is it a realistic possibility</p> <p>14 to make a commitment that for Ms. Davis --</p> <p>15 for the new fiscal year, starting September 1st --</p> <p>16 that our budget items be really detailed and</p> <p>17 outlined?</p> <p>18 I have been on the board since November,</p> <p>19 and, when we started doing these meetings,</p> <p>20 this conversation has come up a lot regarding the</p> <p>21 miscellaneous explanations for what is what.</p> <p>22 And, up until very recently, the board was</p> <p>23 not getting answers on what these miscellaneous</p> <p>24 items were. So I'm sure we can go back to minutes</p> <p>25 where there are things that have not been</p>	Page 40	<p>1 built in the early eighties.</p> <p>2 CHAIRWOMAN HOROVITZ: Okay.</p> <p>3 MR. PETERSON: So I mean, you know,</p> <p>4 you're not going to go back and find the</p> <p>5 original architect or structural and shake them</p> <p>6 down.</p> <p>7 So it did last for plus or minus --</p> <p>8 CHAIRWOMAN HOROVITZ: Got it. Thank you.</p> <p>9 Commissioner Brock.</p> <p>10 COMMISSIONER BROCK: Madam Chair to</p> <p>11 Mr. Peterson, but Gregory West ...</p> <p>12 I'm sorry.</p> <p>13 COMMISSIONER REYES: We're on a roll today.</p> <p>14 COMMISSIONER BROCK: Madam Chair to</p> <p>15 Mr. Peterson, Gregory West is not our property</p> <p>16 right?</p> <p>17 I mean, you know what I mean.</p> <p>18 We sub that?</p> <p>19 MR. PETERSON: Gregory West is owned by the</p> <p>20 Jacksonville Housing Authority, and it is managed</p> <p>21 by a third party.</p> <p>22 COMMISSIONER BROCK: It's managed by a third</p> <p>23 party. Okay, okay. So that's --</p> <p>24 MR. PETERSON: And it's not federally funded.</p> <p>25 COMMISSIONER BROCK: -- huh?</p>

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<p>1 MR. PALMER: It is not a federally funded 2 project. It is essentially affordable housing. 3 It's market rate. 4 COMMISSIONER BROCK: Right. Okay. 5 So that's why we got to look at that structure 6 better -- the cost of that structure. 7 MR. PETERSON: (nodded head affirmatively) 8 CHAIRWOMAN HOROVITZ: Thank you. 9 MR. PALMER: Okay. If you go to the 10 Summary RAD tab for me, Antonio. 11 (Mr. Perez complied.) 12 MR. PALMER: There you go. Thank you. 13 The temp employee, Mark, has spent a lot of 14 time going through the RAD trial balances, 15 and he's done a very good job in getting them 16 up to date. 17 I believe the only one that is not is 18 Hogan Towers (sic). I believe he's working on 19 June right now with Hogan Towers. So we're in 20 pretty good shape there. 21 That was one of my bigger concerns 22 simply because there are outside investors 23 involved with them and monthly and quarterly 24 reporting requirements, and, obviously, they all 25 get individually audited, as well.</p>	<p>1 MR. PALMER: No. 2 And then Hogan Creek, too, please. 3 (Mr. Perez complied.) 4 MR. PALMERS: No. Okay. So that's good. 5 So, you know, knowing whether I highlighted 6 anything, it makes me think that nothing really 7 caught my eye of, "Oh, my gosh. What is this? 8 What is that?" 9 And, you know, we'll get there eventually 10 with vouchers and public housing, as well. 11 The last thing that I had added ... 12 If you can, click on the Westwood tab -- 13 July. 14 (Mr. Perez complied.) 15 MR. PALMER: I added this, because Heather 16 and I, the Board Chair, had some conversations 17 regarding -- this is the property that we used 18 bonds -- secured the bond funding for. 19 And I still think that there is some 20 additional conversations that need to be had on 21 this, obviously, but I just wanted to give you 22 information. 23 I don't have any budgets. 24 Right? 25 This property just started in February.</p>
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<p>1 So this was an area that I wanted to make 2 sure some attention was made originally. 3 They are a calendar year. So they are now 4 in the 58th percent of their year through July. 5 And, as you can see, Centennial Towers -- 6 all three of them are profitable through July. 7 Some of the actual versus the targets are 8 slightly off. They seem to be maybe a little bit 9 above where they should be with maybe the 10 exception being Centennial Towers expenditures. 11 There are probably still some things that 12 need to be reclassified, but, as far as you mentioned 13 earlier about timeliness, I would say 98 percent 14 of what needs to be recorded through July for 15 these programs has been recorded through July. 16 CHAIRWOMAN HOROVITZ: Good. 17 MR. PALMER: So we're definitely making 18 progress on these. Obviously, we're going to be 19 close to their year-end soon, as well, right? 20 Three more months. So these guys are in 21 pretty good shape. 22 If you could, click on Centennial Towers. 23 I just want to see if there is anything that 24 I highlighted. 25 (Mr. Perez complied.)</p>	<p>1 See that? 2 I am learning. 3 I could not locate any budgets in the files 4 that were there. They exist, but I could not 5 find them. So I only have actuals, and I did a 6 period to date and a year to date for July. 7 And that \$75 is there because I don't know 8 why I would have a Section 8 Port-In Admin Fee 9 here. That just is way out of line for that to be 10 there. So I've got to get an answer to that. 11 We can see from the revenue, right, 12 about 1.3 million dollars in tenant rental 13 revenue, and, currently, rental rate -- 14 86-percent are leased up? 15 86 percent at Westwood? 16 MR. PETERSON: That was the last report. 17 Yes, sir. 18 MR. PALMER: So we're not at 100-percent 19 lease-up yet, and we're generating 1.3. 20 This is for five months. 21 If you can, scroll down for me, please. 22 (Mr. Perez complied.) 23 MR. PALMER: From an expense standpoint, 24 one item that stuck out to me was just 25 unit turnaround, and that could be a number of</p>

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Page 45	<p>1 things or just a high unit turnover.</p> <p>2 But I also believe that, when we purchased</p> <p>3 this property, we also had to do some things to</p> <p>4 some of the units just to get them to be</p> <p>5 livable, you know, at the standard that we're</p> <p>6 required to.</p> <p>7 So the hope is that, over the next few months</p> <p>8 and the next few years, there won't be as big of</p> <p>9 a need there to put that dollar amount of</p> <p>10 improvements into these units. Because,</p> <p>11 hopefully, they're where they need to be,</p> <p>12 and we can keep them there.</p> <p>13 The main thing that I wanted to point out in</p> <p>14 the year to date column there is the other general</p> <p>15 expenses of \$4,000,000.</p> <p>16 Those are basically ...</p> <p>17 Scroll down a little bit more for me,</p> <p>18 Antonio.</p> <p>19 (Mr. Perez complied.)</p> <p>20 MR. PALMER: So I wanted to see that.</p> <p>21 Okay. Through seven months, we had a loss of</p> <p>22 3.2 million dollars.</p> <p>23 Okay?</p> <p>24 The large portion of that loss is due to</p> <p>25 that \$4,000,000 in other general expenses.</p>	Page 47	<p>1 "Hey, we did make our first interest payment."</p> <p>2 It was on time, with that included,</p> <p>3 but backing out our closing costs -- that one-time</p> <p>4 closing cost fee -- our operating revenue was now</p> <p>5 down to \$226,000 for the year.</p> <p>6 So it went from 970- or 950-, and now it's</p> <p>7 down to 226- -- okay -- which isn't bad when you</p> <p>8 consider that we just put out a million dollars in</p> <p>9 an expense.</p> <p>10 Right?</p> <p>11 So, if you do the math, if it was \$9,000,000</p> <p>12 and we paid 1,000,000, then you should have</p> <p>13 \$100,000, but we have 226-. That means we</p> <p>14 made roughly \$126,000 in that month.</p> <p>15 CHAIRWOMAN HOROVITZ: Okay.</p> <p>16 MR. PALMER: Go ahead.</p> <p>17 CHAIRWOMAN HOROVITZ: Thank you for all of</p> <p>18 that color.</p> <p>19 To Ms. Phillips and Ms. Davis, I challenge</p> <p>20 you to figure out how we can make the property</p> <p>21 profitable, exploring, you know, whatever</p> <p>22 creative ways that we need to to pursue in order</p> <p>23 to do that, including working with our financial</p> <p>24 advisor on anything that we need to do to make</p> <p>25 sure that we are making money -- not making money,</p>
Page 46	<p>1 So this operating income of 957- is what it's</p> <p>2 earned through five months. Approximately,</p> <p>3 \$200,000 a month.</p> <p>4 Those one-time closing costs was the</p> <p>5 acquisition of the property and bond closing and</p> <p>6 all the different fees that needed to be paid.</p> <p>7 This whole discussion started because every</p> <p>8 six months, starting in August, 2024, and now</p> <p>9 every six months after the fact, we're going to</p> <p>10 need to make a payment to begin to pay down</p> <p>11 interest and principal on the bond.</p> <p>12 Roughly 1.1 million dollars every six months.</p> <p>13 It escalates a little bit as you go forward,</p> <p>14 but this property has to make money. Otherwise</p> <p>15 it's not going to be able to make those payments.</p> <p>16 If you click on the August tab for me.</p> <p>17 (Mr. Perez complied.)</p> <p>18 MR. PALMER: So, while none of this is</p> <p>19 necessarily reconciled, I did want to just go</p> <p>20 through and provide you with the August numbers</p> <p>21 to show you that, you know, the dollar amount of</p> <p>22 interest ...</p> <p>23 So 1.6 in tenant revenue. 1.8 in total</p> <p>24 revenue. If you scroll down to the bottom,</p> <p>25 again, I highlighted the fact that,</p>	Page 48	<p>1 but not losing money.</p> <p>2 Thank you.</p> <p>3 For the sake of time, are there any further</p> <p>4 questions for Mr. Palmer?</p> <p>5 Again, he's here the next three days.</p> <p>6 We'll have a meeting with him on the budget on</p> <p>7 Wednesday.</p> <p>8 Did you have another question?</p> <p>9 COMMISSIONER REYES: No. I think I can save</p> <p>10 the questions.</p> <p>11 CHAIRWOMAN HOROVITZ: Thank you so much for</p> <p>12 being here and for all your support.</p> <p>13 MR. PALMER: My pleasure.</p> <p>14 COMMISSIONER REYES: Thank you.</p> <p>15 CHAIRWOMAN HOROVITZ: We'll move on to the</p> <p>16 resolutions.</p> <p>17 Ms. Phillips, would you like to present</p> <p>18 the resolutions?</p> <p>19 MS. MIXON-PHILLIS: The resolution before the</p> <p>20 board is Resolution No. 2024-JHA-27. Resolution</p> <p>21 2024-JHA-27 is to authorize the agency to enter an</p> <p>22 interlocal agreement using a piggyback with</p> <p>23 Gilson Housing Partners to establish a call center</p> <p>24 for improved public housing services.</p> <p>25 This is a contract for \$150,000 annual</p>

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Page 49	<p>1 value. This particular one is a piggyback. 2 It's being used by a number of public housing 3 authorities in other areas. 4 I had an opportunity to actually meet with 5 and talk with a representative with Gilson 6 when I was in Port Charlotte recently. 7 We receive 30,000-plus calls, 8 and our ability to answer those calls with the 9 existing staff in a timely manner is very 10 difficult. 11 Some of those are duplicated calls. 12 We have looked at them, and oftentimes people are 13 having to call back three and four times before 14 they can get in to our office to get an answer to 15 their issue. 16 And so this is a request to provide that 17 \$150,000 in annual funding and work with this call 18 center in order to get the calls answered and to 19 serve our customers, our residents and those who 20 are interested in being our residents in a more 21 timely manner. 22 They are currently working with hundreds of 23 other housing authorities. So they have a system 24 in place that we believe is a good system. 25 The calls -- I want to say it's about 50 cents per</p>	Page 51	<p>1 person can help you with that or either Kort or 2 technology. 3 There you go, Antonio. 4 MR. PEREZ: So, currently, we have 5 Smart City, who is our IP phone provider. 6 And, what was the rest of the question? 7 MS. MIXON-PHILLIPS: And it's just a regular 8 phone system where people are calling in directly 9 to a main line that is answered by staff upstairs. 10 Particularly, as it relates to the HVC. 11 MR. PEREZ: Yes, ma'am, and it also sends 12 emails to them. When anybody leaves a voicemail, 13 it will send an email directly to the inbox of 14 whoever they're trying to call. 15 MS. MIXON-PHILLIPS: As you might imagine, 16 if we have -- if someone can help me on the number 17 of people that we have that are answering these 18 lines at HVC of public housing -- you're talking 19 about hundreds of calls a day that are coming to 20 these lines while they are trying to get their 21 daily normal work completed, as well. 22 And so many of them are going to voicemail. 23 Many of them are not being returned in a timely 24 manner. 25 COMMISSIONER ROGERS: Through the Chair to</p>
Page 50	<p>1 call to answer these calls for us, and we'd like 2 for the board to favorably consider this and move 3 this forward. 4 If you have looked at reviews of our housing 5 authority, as I have, the most complaints that we 6 see in those reviews are relative to not being 7 able to get through our system to have calls 8 answered, and so this will address that concern 9 that our residents and potential residents have. 10 CHAIRWOMAN HOROVITZ: Thank you. 11 Can I get a motion for JHA-27? 12 COMMISSIONER REYES: I move. 13 COMMISSIONER BROCK: I second. 14 CHAIRWOMAN HOROVITZ: Commissioner Reyes 15 and then Commissioner Brock. 16 All right. Is there any discussion? 17 COMMISSIONER ROGERS: Maybe this has already 18 been answered, and I'll just put it on record 19 then. 20 What is our current system that we currently 21 have in place as it relates to handling the volume 22 of calls that we receive on a monthly basis? 23 What is the current -- 24 MS. MIXON-PHILLIPS: I'm going to defer 25 to someone on staff, and maybe our procurement</p>	Page 52	<p>1 the CEO and to staff, the only reason I raised 2 that question -- I don't see it in this document, 3 and I look forward to it probably in our next 4 board meeting -- the previous CEO has always 5 provided us with the Executive Reports. 6 In those reports, it always indicated the 7 number of calls we receive on a monthly basis, 8 and that's why I raised this question. 9 Because I thought we had something already in 10 place outside of this current system. 11 Therefore, my question to staff would be 12 the current system that we have in place -- 13 what is the cost of that? 14 And, are we replacing that with this? 15 And, are we eliminating that? 16 Or, is this on top of what we currently have? 17 MS. MIXON-PHILLIPS: It would be on top of is 18 my understanding. In addition, this is a 19 stand-alone call. What it will do is free up our 20 staff that is answering these calls in order to do 21 their daily work requirements and help them 22 to more timely be able to respond to the issues. 23 COMMISSIONER ROGERS: So I just want to make 24 sure I'm clear. 25 Thank you, Ms. Phillips.</p>

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Page 53	<p>1 I just want to make sure I'm clear.</p> <p>2 So the system that we currently have with this</p> <p>3 other company -- how much are we paying for that,</p> <p>4 or is there a cost?</p> <p>5 (inaudible crosstalk)</p> <p>6 CHAIRWOMAN HOROVITZ: I believe this is just</p> <p>7 our phone system.</p> <p>8 COMMISSIONER ROGERS: This is a regular phone</p> <p>9 system.</p> <p>10 CHAIRWOMAN HOROVITZ: We don't currently have</p> <p>11 a system, as I understand.</p> <p>12 MS. PARDE: Through the Chair, I might be</p> <p>13 able to enlighten you.</p> <p>14 It's through Smart City. That is just a</p> <p>15 regular phone company, and they're going to also</p> <p>16 categorize and can compute numbers. And that's</p> <p>17 why we can provide those reports to you.</p> <p>18 They could do the computational data.</p> <p>19 Ms. Dunn was looking at the entire time</p> <p>20 something. We do not have anything in place</p> <p>21 right now other than, when you call in here,</p> <p>22 it gives you a direct, "Press 1 to get to HVC.</p> <p>23 Press 2 ..."</p> <p>24 CEO Phillips is absolutely correct,</p> <p>25 that it's unfathomable that we expect people to</p>	Page 55	<p>1 they're providing, as far as reporting?</p> <p>2 "Are we getting two reports," is what</p> <p>3 I'm asking.</p> <p>4 MS. PARDE: Through the Chair --</p> <p>5 CHAIRWOMAN HOROVITZ: Yes.</p> <p>6 MS. PARDE: -- through the Chair, it would</p> <p>7 not be a duplication. It would not.</p> <p>8 COMMISSIONER ROGERS: Thank you.</p> <p>9 CHAIRWOMAN HOROVITZ: Commissioner.</p> <p>10 COMMISSIONER REYES: A couple questions.</p> <p>11 So, through the Chair to Ms. Phillips,</p> <p>12 I know you were not here last time,</p> <p>13 but I believe we talked about this.</p> <p>14 We talked about the application.</p> <p>15 That was one of the recommendations that we had</p> <p>16 made in the beginning was to have a service center</p> <p>17 application.</p> <p>18 Is that what this is going to be?</p> <p>19 As well, I see, it says, "... iResident</p> <p>20 Services App," where residents would be able to</p> <p>21 get text messages, emails and videos and links.</p> <p>22 MS. MIXON-PHILLIPS: Maybe Mr. Weathers can</p> <p>23 speak to that.</p> <p>24 MR. WEATHERS: Through the Chair, to clarify,</p> <p>25 no. That's a completely separate endeavor.</p>
Page 54	<p>1 simultaneoulsy answer the telephone as well as</p> <p>2 greet the clients that they're currently seeing.</p> <p>3 And that is why. The call volume is</p> <p>4 exorbitant. Also, we do have a lot of callbacks.</p> <p>5 So this will actually be able to ascertain</p> <p>6 what the breakdown of calls is.</p> <p>7 Are we not answering the calls, or are we</p> <p>8 just getting people who call seven times in a row,</p> <p>9 you know, because they're not getting a response?</p> <p>10 So this will be able to eliminate those</p> <p>11 calls that are unanswered, but, also, for us to be</p> <p>12 able to track who is and who is not responsible</p> <p>13 for returning their phone calls.</p> <p>14 COMMISSIONER ROGERS: Again, it goes --</p> <p>15 and thank you so much for that -- it goes back</p> <p>16 to my question.</p> <p>17 So we're hiring this company. We have</p> <p>18 Smart City, and Smart City is providing this</p> <p>19 agency with a report. And this company will be</p> <p>20 providing us with a report and doing live calls.</p> <p>21 I get what we're trying to get to.</p> <p>22 But my question then is, are we paying</p> <p>23 Smart City any dollars?</p> <p>24 If not, then I'm fine with that.</p> <p>25 If we are then, is this a duplication of what</p>	Page 56	<p>1 COMMISSIONER REYES: Okay.</p> <p>2 MR. WEATHERS: That would be a completely</p> <p>3 separate RFP. I believe you're referring to the</p> <p>4 previous Acting CEO, Ms. Dunn and Ms. Morris.</p> <p>5 We are at the process of developing a mobile</p> <p>6 app that would do exactly that, which would be</p> <p>7 able to provide alert texts to residents,</p> <p>8 as in the case of inclement weather, advise status</p> <p>9 updates regarding any particular issue they have</p> <p>10 if it's with the agency and that nature.</p> <p>11 So that's a completely different RFP that's</p> <p>12 not tied to this.</p> <p>13 COMMISSIONER REYES: Okay. And so, what does</p> <p>14 the iResident Services App do?</p> <p>15 MR. WEATHERS: I think that is kind of the --</p> <p>16 that was the vision that Ms. Dunn had for what</p> <p>17 that app would be. "iResident Services App,"</p> <p>18 as it would be titled.</p> <p>19 COMMISSIONER REYES: Okay.</p> <p>20 MR. WEATHERS: So we're currently in the</p> <p>21 process of developing the scope of work for the</p> <p>22 RFP. Quite honestly, since it's so technical</p> <p>23 and so involved, it will take a while before that</p> <p>24 actually comes to fruition from concept to</p> <p>25 actually being able to a board member to do it,</p>

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<p>1 because there is a lot of programming and research 2 that has to take place. 3 But, again, for the purposes of this 4 particular meeting, the answer to the question is 5 it's a different application, not tied to customer 6 service and inbound calls. 7 COMMISSIONER REYES: Okay. So this 8 iResident Services App that the Gilson Housing 9 Partners are mentioning is different from what 10 Ms. Dunn -- 11 MR. WEATHERS: Correct. 12 COMMISSIONER REYES: -- okay. Got it. 13 MR. WEATHERS: Gilson Housing Partners, 14 just for your information -- they have a number of 15 different products and services available as a 16 company, but these are two separate things. 17 COMMISSIONER REYES: Okay. Well, considering 18 that Gilson already offers a resident services 19 app, is that something we can look into to see if 20 we could use that? 21 That would reconcile what we're trying to 22 do with the JHA app. 23 MR. WEATHERS: We can. I'm giving you 24 upcoming value, what we anticipate the actual 25 process will cost. More than likely this</p>	<p>1 replaces, if there's further capability, 2 like an app, a chat function. I really do want 3 to help relieve the call volume, and I know it is 4 one of our Number One complaints that we get. 5 But I'm hearing that we should hold, 6 unless everyone is comfortable moving forward and 7 committing to the year that the contract is 8 calling for. 9 COMMISSIONER REYES: Through the Chair, 10 it's just I know that I had had extensive 11 conversations with the previous CEO, Ms. Dunn, 12 regarding the communication barriers and issues 13 with the agency, and I know that our residents 14 have vocalized that like on a continuous basis 15 as long as I've been on the board. That's been 16 something that I have heard from different, 17 you know, outlets. 18 And so this idea of having an application 19 I think would be very valuable to our residents, 20 who would be able to communicate, you know, 21 and login to a portal. 22 So I would love the idea of maybe exploring 23 this services app, because I see, "service app." 24 And I'm thinking, "Okay. This is going to be 25 a great mechanism for them to be able to</p>
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<p>1 solicitation, per our guides, will have to be a 2 public solicitation anyway. 3 COMMISSIONER REYES: Okay. 4 MR. WEATHERS: So, at that point, they would 5 be encouraged, if they felt capable and wanted to 6 participate in that, to actually put in their bid 7 proposal. 8 MS. MIXON-PHILLIPS: And maybe some 9 efficiency at looking at what they offer as an 10 add-on to what they're already doing with our 11 existing call center I think is maybe where you're 12 -- 13 COMMISSIONER REYES: Yes. 14 MR. WEATHERS: This is correct. That would 15 come into play in the evaluation phase if they 16 chose to actually submit a proposal for that. 17 CHAIRWOMAN HOROVITZ: Given that discussion 18 and Ms. Phillips has only been in the role for a 19 few days, I think that I'm inclined to table 20 this resolution and explore additional resources 21 that everybody can bring to the agency -- 22 COMMISSIONER REYES: Me, too. 23 CHAIRWOMAN HOROVITZ: -- and put this one on 24 hold. 25 I would like to learn more about what this</p>	<p>1 communicate with the agency." 2 So I would be in agreement to put this on 3 pause until we get more information about 4 that app to see if it reconciles with what we 5 were already paying to do with our existing app. 6 I believe we were creating it from scratch, 7 right? 8 MR. WEATHERS: Correct. 9 COMMISSIONER REYES: Yes. So that might 10 be a big undertaking, as well. 11 Commissioner Shirley. 12 COMMISSIONER SHIRLEY: I yield. 13 COMMISSIONER ROGERS: I guess my question, 14 through the Chair to staff, would be -- 15 and thank you for raising the app. Because, 16 if I understand it correctly -- I apologize. 17 I'm butchering it, but it's Cafe something. 18 CHAIRWOMAN HOROVITZ: Rent Cafe. 19 COMMISSIONER ROGERS: Rent Cafe. So I know, 20 with Rent Cafe, there is a -- I'm assuming there's 21 a feature where they can communicate with -- 22 COMMISSIONER BROCK: (nodded head 23 affirmatively) 24 COMMISSIONER ROGERS: -- so, how does 25 Rent Cafe work, and how would we align Rent Cafe</p>

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<p>1 to -- I guess the more questions I'm being --</p> <p>2 so, how would that all tie in?</p> <p>3 CHAIRWOMAN HOROVITZ: I think that --</p> <p>4 and I don't want the question to --</p> <p>5 but, for the sake of time, I think that we're --</p> <p>6 the scope is getting --</p> <p>7 COMMISSIONER ROGERS: It's not working.</p> <p>8 COMMISSIONER BROCK: It's not working.</p> <p>9 It's not working.</p> <p>10 CHAIRWOMAN HOROVITZ: -- thank you.</p> <p>11 So I think that on the table is, do we want</p> <p>12 to commit the 150,000 to have Gilson help field</p> <p>13 calls from our residents, or do we want to put it</p> <p>14 on hold for a month and explore further</p> <p>15 functionality this party or the other party?</p> <p>16 Commissioner Reyes.</p> <p>17 COMMISSIONER REYES: I would like to explore</p> <p>18 further functionalities just given the fact that</p> <p>19 this is something that we talked about earlier in</p> <p>20 the past.</p> <p>21 Our agency would be exerting a certain level</p> <p>22 of effort and funding and resources to build an</p> <p>23 app, and, if an agency already has it,</p> <p>24 then I think we need to explore how we reconcile</p> <p>25 the issues with Rent Cafe.</p>	<p>1 work and the development time is different</p> <p>2 for the two of them.</p> <p>3 So any mobile app discussion that we have --</p> <p>4 that particular application would probably need to</p> <p>5 be developed over the course of six to eight</p> <p>6 months, based on the input from IT.</p> <p>7 So any discussion on blending those</p> <p>8 with a particular call service provider --</p> <p>9 even if they have those services, they can't put</p> <p>10 the value of the contract per HUD guidelines.</p> <p>11 We have to put that out for public solicitation</p> <p>12 and HUD itself.</p> <p>13 So, essentially, in effect, what I'm saying</p> <p>14 is, if we table this in favor of blending the two,</p> <p>15 that would dramatically lengthen the ability to be</p> <p>16 able to offer the call services portion for our</p> <p>17 residents. Just to keep that in mind.</p> <p>18 CHAIRWOMAN HOROVITZ: Excellent feedback.</p> <p>19 Thank you so much.</p> <p>20 Commissioner Shirley.</p> <p>21 COMMISSIONER SHIRLEY: Through the Chair,</p> <p>22 just kind of feeling the room, I feel like this</p> <p>23 may have been something that we've gone through a</p> <p>24 process and have gone through creating the scope</p> <p>25 that got us to a procurement process that we then</p>
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<p>1 UNIDENTIFIED FEMALE: Are y'all going to</p> <p>2 close it down?</p> <p>3 CHAIRWOMAN HOROVITZ: Commissioner Reyes.</p> <p>4 COMMISSIONER REYES: So I think we would --</p> <p>5 I would table this for the next meeting.</p> <p>6 CHAIRWOMAN HOROVITZ: Thank you.</p> <p>7 Commissioner Shirley.</p> <p>8 COMMISSIONER SHIRLEY: I thought procurement</p> <p>9 was getting ready to talk.</p> <p>10 MR. WEATHERS: So I just want to make sure</p> <p>11 I was kind of clear on the direction.</p> <p>12 Because this sounds like now we're kind of</p> <p>13 consolidating two, very distinctly different</p> <p>14 services that we're looking to provide on behalf</p> <p>15 of the agency.</p> <p>16 So, are you saying that you want to table</p> <p>17 temporarily the call portion of offering the</p> <p>18 contract to Gilson Services in favor of exploring</p> <p>19 what other opportunities there are to blend</p> <p>20 a particular mobile app with call services?</p> <p>21 Just to make sure I'm clear on that.</p> <p>22 The only additional thing I would add for</p> <p>23 consideration for the board is for the mobile</p> <p>24 app application. These are two, distinctly</p> <p>25 different things, and the process of the scope of</p>	<p>1 vetted vendors to get to this end point.</p> <p>2 And it sounds like this is an issue that is</p> <p>3 of great concern, and, if we've already budgeted</p> <p>4 for this, which is why we put out the procurement,</p> <p>5 why would we not bring this on board for sake of</p> <p>6 researching more?</p> <p>7 I think that, if we've gotten to the point</p> <p>8 where we've got a vendor who has been vetted and</p> <p>9 selected, then we move forward and continue to</p> <p>10 allow staff to put together a more comprehensive</p> <p>11 communications packet that we may be able to look</p> <p>12 at in this upcoming budget.</p> <p>13 But it sounds like this was already budgeted</p> <p>14 for and well vetted for us to have gotten to</p> <p>15 this point; is that correct?</p> <p>16 MR. WEATHERS: Yes.</p> <p>17 COMMISSIONER BROCK: Yes.</p> <p>18 CHAIRWOMAN HOROVITZ: Thank you for that,</p> <p>19 Commissioner Shirley.</p> <p>20 I think, on this point, you make a great</p> <p>21 point.</p> <p>22 In general, I think that we should always</p> <p>23 have the opportunity to change direction</p> <p>24 especially when we're bringing in leadership who</p> <p>25 will identify opportunities to change direction.</p>

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Page 65	<p>1 So I don't always agree that the process</p> <p>2 that got us to this point is the path we should</p> <p>3 stay on, but I do think that, if the support from</p> <p>4 leadership is that we need to bring this on,</p> <p>5 I would be in favor.</p> <p>6 Commissioner Rogers.</p> <p>7 COMMISSIONER ROGERS: And, to Commissioner</p> <p>8 Shirley's point, I am in favor of moving this item</p> <p>9 forward. Yeah. I'm in for it. I'm in favor,</p> <p>10 but I do think there are some other conversations</p> <p>11 that need to be had, as well as it relates to</p> <p>12 other services that we provide to our residents,</p> <p>13 to make sure that their issues are being</p> <p>14 addressed and other issues are being addressed,</p> <p>15 as well, as it relates to communication with</p> <p>16 staff.</p> <p>17 So I'll make the motion to -- I'm not sure</p> <p>18 if the motion is already on the table, or if I</p> <p>19 need to second the motion. But I'm in favor of</p> <p>20 it. I do think further conversation needs to be</p> <p>21 had, as well.</p> <p>22 CHAIRWOMAN HOROVITZ: And then you may recall</p> <p>23 we had this conversation a few meetings ago.</p> <p>24 We want to make sure that we are getting feedback</p> <p>25 from our residents in the way that they're</p>	Page 67	<p>1 COMMISSIONER SHIRLEY: Aye.</p> <p>2 COMMISSIONER REYES: Aye.</p> <p>3 COMMISSIONER ROGERS: Aye.</p> <p>4 CHAIRWOMAN HOROVITZ: Aye. Thank you.</p> <p>5 All right. If we can quickly introduce</p> <p>6 then -- I think 28 and 30 can be taken together.</p> <p>7 MS. MIXON-PHILLIPS: Yes.</p> <p>8 CHAIRWOMAN HOROVITZ: Yes.</p> <p>9 MS. MIXON-PHILLIPS: As you know, with the</p> <p>10 change in leadership of both the CEO and the CFO</p> <p>11 levels, there are certain resolutions that need</p> <p>12 to take place that authorizes those current</p> <p>13 employees in these positions to be able to</p> <p>14 transact business on behalf of the agency.</p> <p>15 And Resolution 28 is a resolution for</p> <p>16 a Seacoast Corporate Authorization, and the other</p> <p>17 is for TD Bank, in order to authorize and allow</p> <p>18 myself, as CEO, and Ms. Mamie Davis, as CFO,</p> <p>19 to act as agents and signatories for the JHA</p> <p>20 accounts for a period of time.</p> <p>21 Apparently, there are certain documents that</p> <p>22 go back to even before Ms. Dunn that have not been</p> <p>23 changed over. And we need to make sure that we</p> <p>24 are in line, and, as we transact business,</p> <p>25 that we have the appropriate authorized signers</p>
Page 66	<p>1 comfortable.</p> <p>2 I think you made the point that it's</p> <p>3 accessible, but not everyone is comfortable with</p> <p>4 technology. So we do need to have multiple ways</p> <p>5 for the residents to be able to reach out,</p> <p>6 whether it's websites, phones, apps, so we can</p> <p>7 get that feedback and also be able to push</p> <p>8 notifications.</p> <p>9 That's important, and we've had outages</p> <p>10 recently. So we do need to be looking at it</p> <p>11 holistically.</p> <p>12 I believe the motion is on the table.</p> <p>13 Is everyone comfortable if we take a vote?</p> <p>14 COMMISSIONER REYES: Yes.</p> <p>15 CHAIRWOMAN HOROVITZ: All in favor?</p> <p>16 Sorry.</p> <p>17 COMMISSIONER SHIRLEY: I second your motion.</p> <p>18 CHAIRWOMAN HOROVITZ: I think we have two</p> <p>19 motions.</p> <p>20 MR. WILSON: Commissioner Reyes made the</p> <p>21 motion, and Commissioner Brock seconded it.</p> <p>22 So that motion is already on the table.</p> <p>23 CHAIRWOMAN HOROVITZ: Excellent.</p> <p>24 All in favor?</p> <p>25 COMMISSIONER BROCK: Aye.</p>	Page 68	<p>1 for these accounts.</p> <p>2 And so these two resolutions will allow for</p> <p>3 that with both Seacoast and with TD Bank.</p> <p>4 So it's Resolution No. 2024-JHA-28, Seacoast</p> <p>5 Corporate Authorization designating them and the</p> <p>6 depository of funds for the Jacksonville Housing</p> <p>7 Authority, for No. 28.</p> <p>8 And then, for No. 30, for TD Bank -- the same</p> <p>9 thing as our depository of funds authorizing both</p> <p>10 myself and Ms. Davis to act as agents on the</p> <p>11 signatory accounts for JHA at TD Bank.</p> <p>12 CHAIRWOMAN HOROVITZ: Thank you,</p> <p>13 Ms. Phillips.</p> <p>14 Can I get a motion to approve JHA-28 and</p> <p>15 JHA-30?</p> <p>16 COMMISSIONER BROCK: I make a motion.</p> <p>17 COMMISSIONER SHIRLEY: I second.</p> <p>18 COMMISSIONER REYES: I second.</p> <p>19 I mean Commissioner Shirley.</p> <p>20 CHAIRWOMAN HOROVITZ: I'm sorry.</p> <p>21 Do you have a question?</p> <p>22 COMMISSIONER ROGERS: I do. Thank you.</p> <p>23 I do have a question.</p> <p>24 It seems like I always have a question,</p> <p>25 right?</p>

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<p>1 Thank you, again, Ms. Phillips, for this. 2 However, my question on 28 -- I see it on 30 3 authorizing both the Interim CEO and the Interim 4 CFO, but, on 28, I only Ms. ... 5 Do we need to amend? 6 And I guess my question is to Mr. Wilson. 7 Do we need to amend 28 to include -- 8 because she's not included in 28, unless I'm 9 missing something. 10 MR. WILSON: That's correct. 11 COMMISSIONER ROGERS: Do we need to make a 12 -- 13 MR. WILSON: That's correct. I think the 14 Seacoast was prepared before Ms. Davis had joined 15 as interim. 16 So, if it is the will of the commission that 17 she be added, then we can amend this resolution to 18 just add her name along with Ms. Phillips'. 19 It's Resolution 28. 20 COMMISSIONER BROCK: Madam Chair, to our CEO, 21 Ms. Phillips, you need Ms. Davis on this one, 22 as well? 23 MS. MIXON-PHILLIPS: I was going to suggest, 24 if appropriate, because I need to make sure that 25 the former CFO was on the accounts.</p>	<p>1 seconded it. Thank you. 2 It's also important to know that we removed 3 any former signers on the account, and my 4 apologies for not noticing the Seacoast. 5 So many more of our transactions flow through 6 TD which is why it was such a high priority. 7 So thank you. 8 And, with that change, if there is no other 9 discussion -- 10 COMMISSIONER REYES: I do have a question, 11 through the Chair to Ms. Phillips. 12 So you did mention that there was some other 13 accounts where the previous -- 14 MS. MIXON-PHILLIPS: And that's why the 15 language was added, "any former names to be 16 removed." 17 COMMISSIONER REYES: -- okay. So all our 18 accounts have been cleared. All our accounts have 19 -- 20 MS. MIXON-PHILLIPS: They will be as of 21 this. 22 COMMISSIONER REYES: -- okay. Perfect. 23 Thank you. 24 CHAIRWOMAN HOROVITZ: Excellent. 25 Commissioner.</p>
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<p>1 COMMISSIONER ROGERS: He was. 2 MS. MIXON-PHILLIPS: He was on it. 3 If the CFO was previously on it then, yes. 4 We would need to add it. 5 CHAIRWOMAN HOROVITZ: Thank you. 6 Can we make that change? 7 MR. WILSON: Yes. 8 Commissioner Brock made the motion. 9 She can amend her motion to add Ms. Davis. 10 COMMISSIONER BROCK: I make a motion to add 11 Mr. Davis to Seacoast, right? 12 COMMISSIONER REYES: Uh-huh. 13 CHAIRWOMAN HOROVITZ: And I'm sorry. 14 Do we need to now separate these two, 15 or can we still have them together? 16 MR. WILSON: I think so. You just need a 17 second to the amendment. 18 CHAIRWOMAN HOROVITZ: Do I have a second? 19 COMMISSIONER SHIRLEY: I second. 20 COMMISSIONER REYES: Sure. I second. 21 CHAIRWOMAN HOROVITZ: Sorry. Commissioner 22 Shirley. 23 COMMISSIONER REYES: Commissioner Shirley was 24 first. 25 CHAIRWOMAN HOROVITZ: Commissioner Shirley</p>	<p>1 COMMISSIONER SHIRLEY: Through the Chair -- 2 and I just want to make sure we're following 3 proper order now. I may not be correct. 4 But I wasn't sure, on the last motion or in 5 the motions that we open up to any public 6 discussion, or we'll just hold public discussion 7 at the end? 8 Or, does the public comment on each? 9 CHAIRWOMAN HOROVITZ: We only need public 10 comment on a resolution that's not on the agenda. 11 Public comment -- 12 COMMISSIONER BROCK: That's not right. 13 MR. WILSON: We do need public comment 14 -- not on every resolution, but you can open 15 public comment at the end of the meeting. 16 CHAIRWOMAN HOROVITZ: So Commissioner Reyes 17 needed a public comment, because her resolution 18 was created during the meeting. Thank you. 19 COMMISSIONER SHIRLEY: Thank you. 20 CHAIRWOMAN HOROVITZ: Commissioner. 21 Ms. Phillips. 22 COMMISSIONER ROGERS: I think we called the 23 motion. 24 CHAIRWOMAN HOROVITZ: Yes. 25 So all in favor of JHA-28 with the amended</p>

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<p>1 language to add Ms. Davis, and approving also 2 JHA-30 say, "Aye." 3 COMMISSIONER BROCK: Aye. 4 COMMISSIONER ROGERS: Aye. 5 COMMISSIONER SHIRLEY: Aye. 6 COMMISSIONER REYES: Aye. 7 CHAIRWOMAN HORIVITZ: Aye. Excellet. 8 Thank you. 9 MS. MIXON-PHILLIPS: Madam Chair, 10 what Mr. Palmer just brought to my attention this 11 very moment -- there apparently is a third banking 12 relationship that's out there that is with 13 New York -- 14 MR. PALMER: Bank of New York. 15 MS. MIXON-PHILLIPS: -- Bank of New York. 16 And so we will need to take an action on that 17 at some point the future, but it may be that you 18 want -- you may want to consider, as of now, 19 you're in a resolution that would remove any 20 former individuals. 21 I don't know. Again, I'd have to get more 22 information. It was just brought to my attention. 23 I defer to our attorney as to how you might 24 address it. 25 CHAIRWOMAN HOROVITZ: So thank you.</p>	<p>1 favor of it. 2 COMMISSIONER BROCK: Right. 3 MS. MIXON-PHILLIPS: Because, as of right 4 now, those signatories are still active for the 5 Bank of New York, and so action today would avoid 6 those being -- 7 COMMISSIONER ROGERS: Compromised. 8 COMMISSIONER REYES: So I would further the 9 motion to remove all former parties from 10 signatories on any of our accounts. 11 COMMISSIONER ROGERS: Sorry. Point of 12 order. We've got several things going on. 13 We've got a motion on the table already. 14 CHAIRWOMAN HOROVITZ: Sorry. Yes. 15 All in favor of JHA -- 16 COMMISSIONER ROGERS: Before we of move that 17 -- because throughout this document I want to make 18 sure, because we have, "Acting ..." 19 To Mr. Wilson, I don't know if it matters, 20 but we have, "Acting CEO." And then, in some of 21 these documents, we've got, "Interim CEO." 22 Does it matter? 23 COMMISSIONER BROCK: (nodded head 24 affirmatively) 25 COMMISSIONER ROGERS: Can we just be</p>
Page 74	Page 76
<p>1 We have a motion to remove any former 2 employees who have any signing ability for any 3 JHA accounts. 4 Is that right? 5 MR. WILSON: Is that the motion? 6 I don't think we have that motion yet. 7 But, if a commissioner wants to make that 8 motion -- 9 COMMISSIONER BROCK: It's in there. 10 I thought it was in the resolution already. 11 CHAIRWOMAN HOROVITZ: So it only exists for 12 these specific entities, Seacoast and TD Bank. 13 So we're saying any relationship where we 14 have former employees as signatories on these 15 accounts that they be removed as we identify 16 them. 17 I'm in favor of this. 18 COMMISSIONER BROCK: Huh? 19 I think we have to bring that back as a 20 resolution, don't we? 21 CHAIRWOMAN HOROVITZ: Yes. 22 COMMISSIONER ROGERS: We would, but I'm in 23 favor of -- 24 COMMISSIONER BROCK: Oh, yeah. 25 COMMISSIONER ROGERS: -- I'm definitely in</p>	<p>1 consistent and just put in, "Interim," on all of 2 these documents or, "Acting," on all of the 3 documents? 4 Does that not matter? 5 COMMISSIONER REYES: No. You're right. 6 COMMISSIONER BROCK: It did. You're right. 7 MS. MIXON-PHILLIPS: There is some discussion 8 about that, Madam Chair, and I'll let our attorney 9 weigh in on that. 10 I believe the position is the position for 11 an interim period of time. So, in effect, 12 you're basically the CEO or the CFO, but, 13 in our case, for an interim period of time. 14 So I don't know that you have to put 15 the, "Interim," in front of it, but I'll leave 16 that to the attorney. But there is a difference 17 between, "Acting," and, "Interim." 18 COMMISSIONER ROGERS: And the reason why 19 I raised this is because, on 28, it says, 20 "Acting," and then, on 30, it says, "Interim." 21 So I want to make sure that throughout what we're 22 approving it's consistent with the recommendation, 23 but I'll yield. 24 MR. WILSON: Through the Chair, 25 that's something in the nature of really a</p>

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Page 77	<p>1 scrivener's error that we can correct when we get</p> <p>2 to the Chair for a final signature.</p> <p>3 CHAIRWOMAN HOROVITZ: Thank you.</p> <p>4 COMMISSIONER ROGERS: Thank you.</p> <p>5 CHAIRWOMAN HOROVITZ: Do we need to make an</p> <p>6 amendment, or is that --</p> <p>7 MR. WILSON: No. That's okay for that one.</p> <p>8 CHAIRWOMAN HOROVITZ: -- excellent.</p> <p>9 MR. WILSON: Is there a motion to remove --</p> <p>10 CHAIRWOMAN HOROVITZ: Yeah. But we have not</p> <p>11 voted yet.</p> <p>12 MR. WILSON: Okay.</p> <p>13 CHAIRWOMAN HOROVITZ: All in favor?</p> <p>14 COMMISSIONER REYES: Aye.</p> <p>15 COMMISSIONER BROCK: Aye.</p> <p>16 COMMISSIONER SHIRLEY: Aye.</p> <p>17 CHAIRWOMAN HOROVITZ: Aye.</p> <p>18 COMMISSIONER ROGERS: So I'm sorry.</p> <p>19 I'm not sure what we're voting on.</p> <p>20 We're voting on --</p> <p>21 CHAIRWOMAN HOROVITZ: 28 and 30. 28 also</p> <p>22 adding Ms. Davis, and then I will not sign this</p> <p>23 until there is the change to Interim CEO.</p> <p>24 COMMISSIONER ROGERS: Perfect.</p> <p>25 CHAIRWOMAN HOROVITZ: Separately --</p>	Page 79	<p>1 I wanted to make.</p> <p>2 Again, thank you to the board for the</p> <p>3 opportunity to work in this position.</p> <p>4 I do believe in the mission of affordable</p> <p>5 housing. I've worked in this area for the better</p> <p>6 part of my career, and I look forward to this</p> <p>7 agency being restored to the place where it should</p> <p>8 be relative to the work that's being done and</p> <p>9 improving the quality of life for the residents</p> <p>10 that we serve here in the community.</p> <p>11 I do believe that, with a lot of hard</p> <p>12 work from the staff here at JHA, working together</p> <p>13 with the Transformation Management Team,</p> <p>14 that we will be able to make some significant</p> <p>15 progress in a short period of time moving in the</p> <p>16 same direction.</p> <p>17 I have a few other things on here,</p> <p>18 but we've talked about many of them as we talked</p> <p>19 about the budget. There is, as I said,</p> <p>20 some, "low-hanging fruit," that we will be working</p> <p>21 toward.</p> <p>22 You will be hearing more about it and</p> <p>23 reporting at the next meeting, those things</p> <p>24 that we've been able to accomplish in the first</p> <p>25 30 days here, and then what our plan is moving</p>
Page 78	<p>1 and thank you.</p> <p>2 Can I get a motion to remove any former</p> <p>3 employees?</p> <p>4 COMMISSIONER REYES: Yes. I would move to</p> <p>5 remove all former parties as signatories of any</p> <p>6 of our JHA accounts.</p> <p>7 COMMISSIONER ROGERS: I second.</p> <p>8 CHAIRWOMAN HOROVITZ: I will open up for</p> <p>9 public comment.</p> <p>10 (no response)</p> <p>11 CHAIRWOMAN HOROVITZ: Is there any</p> <p>12 discussion?</p> <p>13 (no response)</p> <p>14 CHAIRWOMAN HOROVITZ: All in favor?</p> <p>15 COMMISSIONER REYES: Aye.</p> <p>16 COMMISSIONER SHIRLEY: Aye.</p> <p>17 COMMISSIONER BROCK: Aye.</p> <p>18 COMMISSIONER ROGERS: Aye.</p> <p>19 CHAIRWOMAN HOROVITZ: Aye. Thank you.</p> <p>20 I thank you-all for your patience.</p> <p>21 I realize that we're over the time, and that's my</p> <p>22 mismanagement.</p> <p>23 Ms. Phillips, if you will, give us a report.</p> <p>24 MS. MIXON-PHILLIPS: Just very briefly --</p> <p>25 and I think I've made all of the comments that</p>	Page 80	<p>1 forward in order to complete the goals that</p> <p>2 we've established.</p> <p>3 And so I'm not going to belabor it this</p> <p>4 afternoon. I will be working very closely with</p> <p>5 Federal HUD on the shortfall, which is very</p> <p>6 important, working with our consultant and our new</p> <p>7 CFO in order to get the financials in order as we</p> <p>8 move to close out the year, which is a priority.</p> <p>9 Because we do want to move to a place of</p> <p>10 stability with the agency, and that starts with</p> <p>11 getting our financial house in order.</p> <p>12 So thank you-all.</p> <p>13 CHAIRWOMAN HOROVITZ: Thank you.</p> <p>14 COMMISSIONER BROCK: Thank you.</p> <p>15 CHAIRWOMAN HOROVITZ: Commissioner.</p> <p>16 COMMISSIONER BROCK: Yes, Madam Chair.</p> <p>17 Under our resolutions, I do apologize,</p> <p>18 because I don't see the resolution on here that we</p> <p>19 had did in Resident Relations. It should have</p> <p>20 been on here so that it could have been approved</p> <p>21 by the board in this meeting.</p> <p>22 If you recall, Commissioner Rogers, who is my</p> <p>23 Co-chair -- that we had approved to bring to it</p> <p>24 the board as a resolution for Resident Relations.</p> <p>25 COMMISSIONER ROGERS: Commissioner Brock,</p>

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Page 81	<p>1 you have to -- I have 100 things going on in my 2 brain. So tell me what your resolution is. 3 COMMISSIONER BROCK: Okay, okay. We had to 4 put together a resolution for the refreshments 5 for Resident Relations. 6 COMMISSIONER ROGERS: That's correct. 7 COMMISSIONER BROCK: And it was supposed to 8 be in this board meeting that we approve it. 9 Also, we wanted to find out from this board 10 meeting -- because I didn't see any closing old 11 business on here. So that's why I'm bringing it 12 up. 13 Madam Chair, please forgive me for having to 14 bring it up, because I know you're trying to move 15 with the time. 16 But we also was trying to figure out if the 17 board wanted us to do a committee meeting before 18 the Resident Relations Meeting and do it all in 19 that one day or if they wanted us to break it out 20 and do it two separate days. We were trying to 21 get that. And, also, if the board wanted us to do 22 every other month or if they wanted us to do it 23 every month. 24 CHAIRWOMAN HOROVITZ: Thank you. I think 25 that gets to the board availability discussion</p>	Page 83	<p>1 shows your preferred time. It doesn't show when 2 you're actually available. 3 COMMISSIONER SHIRLEY: Those are my actual 4 times. 5 COMMISSIONER REYES: Okay. Got it. 6 So those are the only times that you're 7 available? 8 COMMISSIONER SHIRLEY: Yes. 9 COMMISSIONER REYES: Okay. Got it. 10 So then, yes. We would still be missing 11 Commissioner Rogers' and Commissioner Weatherby's. 12 But, just looking at what we have, honestly, 13 the only times that we have that synchronize 14 between all of us is Mondays from 2:00 to 4:00 15 p.m. and then Fridays pretty much from 9:00 a.m. 16 until 1:00 p.m. It's like the only time that all 17 of us are together at the same time. So that kind 18 of complicates our availability. 19 COMMISSIONER SHIRLEY: Through the Chair, 20 my availability was the ongoing, but, as there is 21 need, I can check case by case. But those are my 22 standing -- you know, that we needed to do 23 long-range planning. 24 COMMISSIONER REYES: So I have for you, 25 Commissioner Shirley -- I have for Mondays and</p>
Page 82	<p>1 that we keep on not finalizing. 2 It would be helpful, Kort, or someone on your 3 team, if you could identify all of the meetings 4 that we're proposing. And then the entire board 5 can share their availability so we can schedule 6 them with what makes the most sense for this team 7 and also for the staff. 8 MS. PARDE: Madam Chair, in the HR Committee 9 packet, it's in Tab No. 12 I believe. I did 10 identify the board meeting and then the committee 11 meetings that would be required. 12 CHAIRWOMAN HOROVITZ: Thank you. 13 So I believe it's just that we didn't all 14 complete ... 15 Can you send that around, again, Kort? 16 MS. PARDE: Yes. 17 COMMISSIONER REYES: So I didn't see -- 18 I think the only ones that did not provide 19 their answers were -- well, I am not sure. 20 Commissioner Shirley, you did provide some 21 preferences, but I don't know about the rest of 22 your availability. So I think Rogers, Shirley 23 and Weatherby need to redo theirs. 24 COMMISSIONER SHIRLEY: Redo the survey? 25 COMMISSIONER REYES: Yes. Because it just</p>	Page 84	<p>1 Fridays, correct? 2 COMMISSIONER SHIRLEY: Correct, and then case 3 by case through the week as needed. 4 COMMISSIONER REYES: Okay. 5 CHAIRWOMAN HOROVITZ: We should be able to 6 find some times in there that make sense. 7 Let's work with Kort and her team to 8 get those on the calendar, and it's a huge time 9 commitment, all of the different committee 10 meetings. The best that we can do to be engaged 11 is all we can ask. 12 COMMISSIONER REYES: I mean I like just given 13 that availability. I like the idea of keeping the 14 general board meetings for Mondays at 2:00, 15 2:00 to 3:30, and then Fridays for all the 16 committee meetings since that seems to be 17 everyone's consensus of availability. 18 COMMISSIONER BROCK: Madam Chair, I just 19 wanted to remind Commissioner Reyes. 20 Remember that it was brought to our attention 21 that Friday sometimes is bad for our staff trying 22 to do committee meetings on Fridays? 23 Because some of them, like our senior staff 24 -- some of them are off on Fridays. So I don't 25 know.</p>

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<p>1 But, again, we still needed to get a vote 2 from the board about Resident Relations. 3 Does it want to meet every other month, 4 or do y'all just want me to just call the shot? 5 Or, do you want the board to vote on it? 6 CHAIRWOMAN HOROVITZ: I think, as Chair, 7 you schedule what makes sense for your committee, 8 and we will try to attend as often as possible. 9 COMMISSIONER BROCK: Okay. Do you want it 10 one day where we have the committee meeting at one 11 time and then the Resident Relations meeting with 12 residents after that? 13 CHAIRWOMAN HOROVITZ: I think that would make 14 sense, and, if we need to change, if it's not 15 working, we can always be adaptable. 16 COMMISSIONER BROCK: Okay. All right. 17 CHAIRWOMAN HOROVITZ: Before final comments, 18 we do need to have a motion for that smaller 19 working group for the CEO search that was a 20 recommendation that came out of the HR Committee 21 Meeting prior to this meeting that we will have a 22 group of three members, our HR Chair, Commissioner 23 Reyes will be the board member on that committee 24 to avoid any sunshine violations, our CEO, 25 Ms. Phillips and then Ms. St. Clair, our</p>	<p>1 schedule them. 2 COMMISSIONER BROCK: But we needed approval 3 for our budget of Resident Relations. We had put 4 together a budget for Resident Relations for the 5 refreshment part. 6 CHAIRWOMAN HOROVITZ: Although I'm in favor 7 of discussing that, I feel like we should talk 8 about that in our budget meeting on Wednesday 9 first. 10 COMMISSIONER BROCK: Okay. Wednesday? 11 I thought it was Friday. 12 COMMISSIONER SHIRLEY: It is Friday. 13 CHAIRWOMAN HOROVITZ: Is it Friday? 14 I'm sorry. There are so many meetings. 15 MS. MIXON-PHILLIPS: It's Friday. 16 CHAIRWOMAN HOROVITZ: Thank you, thank you. 17 Does anyone have feelings about approving it 18 today? 19 I feel like we should take the whole budget 20 together. 21 Is everyone in favor? 22 COMMISSIONER REYES: Yes. I could agree with 23 that. 24 CHAIRWOMAN HOROVITZ: Excellent. 25 Is that all right, Commissioner?</p>
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<p>1 HR Manager, will be in that group. Any additional 2 members will be brought to the board for our 3 approval. 4 So, can I please get a motion to create this 5 smaller working group who will work with our team 6 who is going to be identifying our permanent CEO? 7 COMMISSIONER BROCK: I make a motion. 8 CHAIRWOMAN HOROVITZ: Can I get a second? 9 COMMISSIONER ROGERS: Second. 10 CHAIRWOMAN HOROVITZ: Any public comment 11 on this motion? 12 (no response) 13 CHAIRWOMAN HOROVITZ: Hearing none, 14 all in favor? 15 COMMISSIONER BROCK: Aye. 16 COMMISSIONER ROGERS: Aye. 17 COMMISSIONER REYES: Aye. 18 COMMISSIONER SHIRLEY: Aye. 19 CHAIRWOMAN HOROVITZ: Aye. Thank you. 20 And final -- oh, I'm sorry. 21 COMMISSIONER BROCK: Madam Chair, are you 22 going to do the same for the resolutions for 23 Resident Relations that they left off? 24 CHAIRWOMAN HOROVITZ: I'm sorry. 25 I thought that we decided that you were going to</p>	<p>1 COMMISSIONER BROCK: Oh, that's fine. 2 I just was trying to see -- 3 COMMISSIONER REYES: And you have your budget 4 already prepared? 5 Like that's already been submitted? 6 COMMISSIONER BROCK: -- yes -- well, we did a 7 resolution -- 8 COMMISSIONER REYES: Got it. 9 COMMISSIONER BROCK: -- from Resident 10 Relations in the committee meeting. 11 COMMISSIONER REYES: Okay. 12 COMMISSIONER BROCK: Yeah. So then it got to 13 come to the board for approval. 14 COMMISSIONER REYES: But we would be able to 15 vote on it on Friday then. 16 CHAIRWOMAN HOROVITZ: It would be the 17 recommendation coming out of that budget meeting 18 to then -- I think it should float into finance. 19 We're building our budgets. I feel like we 20 should have this discussion in the next few weeks 21 before it's finalized. 22 Ms. Phillips. 23 MS. MIXON-PHILLIPS: To Commissioner Brock, 24 through the Chair, when would the expenditure -- 25 is this something that you're trying to expend</p>

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Page 90	<p>1 COMMISSIONER BROCK: The previous --</p> <p>2 CHAIRWOMAN HOROVITZ: -- I'm sorry.</p> <p>3 I thought you were done. Please continue.</p> <p>4 COMMISSIONER BROCK: If you want me to,</p> <p>5 Madam Chair, I'll bring Ms. Phillips up to speed</p> <p>6 on what was the problem after the meeting,</p> <p>7 if you don't mind.</p> <p>8 MS. MIXON-PHILLIPS: Yes.</p> <p>9 CHAIRWOMAN HOROVITZ: I apologize.</p> <p>10 We had talked about how we could have,</p> <p>11 not savings, but look at all of our refreshments</p> <p>12 for all of our meetings as one total cost.</p> <p>13 I think that makes more sense, because,</p> <p>14 if we're going to say a warehouse to buy a bunch</p> <p>15 of sodas and waters, we should do that for</p> <p>16 even these meetings.</p> <p>17 I don't want you to push off having a</p> <p>18 Resident Relations meeting. So I would be in</p> <p>19 favor of approving whatever that would cost within</p> <p>20 reason not to push off having these meetings</p> <p>21 until we can get back together.</p> <p>22 COMMISSIONER BROCK: Okay. Because what</p> <p>23 you're saying about our committee meetings,</p> <p>24 I can get that, but our Resident Relations</p> <p>25 meeting with residents are totally different</p>	Page 92	<p>1 COMMISSIONER SHIRLEY: Do you have a not to</p> <p>2 exceed amount that we could put in place to make a</p> <p>3 motion so you don't have to delay the next</p> <p>4 meeting?</p> <p>5 COMMISSIONER REYES: And, to that,</p> <p>6 Commissioner Brock, remember, the reason we had</p> <p>7 this conversation was because you were purchasing</p> <p>8 these items like out of your pocket, and we were</p> <p>9 going to reimburse you.</p> <p>10 COMMISSIONER BROCK: Right.</p> <p>11 COMMISSIONER REYES: So, do you remember what</p> <p>12 you spent on the last one?</p> <p>13 COMMISSIONER BROCK: No. The last one the</p> <p>14 housing authority paid for it.</p> <p>15 COMMISSIONER REYES: Okay.</p> <p>16 COMMISSIONER BROCK: So I didn't.</p> <p>17 The housing authority did.</p> <p>18 COMMISSIONER REYES: The one before that,</p> <p>19 the one that --</p> <p>20 COMMISSIONER ROGERS: So, to Commissioner</p> <p>21 -- sorry. We want to move this along.</p> <p>22 To Commissioner Shirley's point,</p> <p>23 not to exceed \$300. That's was what we discussed</p> <p>24 in the committee, if I recall, but we had a whole</p> <p>25 budget around it.</p>

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<p>1 If it's the will of this committee --</p> <p>2 so we can move this -- I don't even know when our</p> <p>3 next meeting is.</p> <p>4 When is the next one?</p> <p>5 COMMISSIONER BROCK: I haven't scheduled it</p> <p>6 yet, Commissioner Rogers.</p> <p>7 COMMISSIONER ROGERS: So, if I can make a</p> <p>8 motion not to exceed \$250 for our next meeting</p> <p>9 until we can get this resolved, if it's okay with</p> <p>10 you, Commissioner Brock, not to exceed \$250 for</p> <p>11 our next Resident Relations meeting to address</p> <p>12 this.</p> <p>13 And then we'll bring the full budget before</p> <p>14 this board, and we'll have it resolved with that.</p> <p>15 CHAIRWOMAN HOROVITZ: Excellent.</p> <p>16 COMMISSIONER ROGERS: That would be my</p> <p>17 recommendation.</p> <p>18 CHAIRWOMAN HOROVITZ: Can I get a second?</p> <p>19 COMMISSIONER REYES: Okay. I second.</p> <p>20 CHAIRWOMAN HOROVITZ: Great.</p> <p>21 Is there any comment?</p> <p>22 (no response)</p> <p>23 CHAIRWOMAN HOROVITZ: All in favor?</p> <p>24 COMMISSIONER BROCK: Aye.</p> <p>25 COMMISSIONER SHIRLEY: Aye.</p>	<p>1 to online.</p> <p>2 Is there public comment in the room?</p> <p>3 MS. HANDY: Yes. Thank you. My name is</p> <p>4 Patricia Handy (phonetic), and I'm from Hogan</p> <p>5 Creek across the street.</p> <p>6 I have a situation in my place that has been</p> <p>7 there since the -- I came here on February 17th</p> <p>8 two years ago, and I have been complaining about</p> <p>9 water running in between the floors.</p> <p>10 No one has done anything. Now it's a</p> <p>11 situation where the water -- it's coming from the</p> <p>12 bathroom, the toilet where people -- the waste,</p> <p>13 the urine and the waste is now -- my -- my ceiling</p> <p>14 is brown.</p> <p>15 And it's -- now it's coming -- it's leaking</p> <p>16 all the way to where I sleep, and it's running --</p> <p>17 and it's running. Now it's over my bed,</p> <p>18 and it's all the way to my ceiling fan now.</p> <p>19 That is three property managers.</p> <p>20 I'm a gospel singer and a minister,</p> <p>21 and it's affecting my voice and my chest.</p> <p>22 I have a lot of complications now.</p> <p>23 My doctor has given me something for it,</p> <p>24 but I can't -- sometime I can't go and do what</p> <p>25 I have to do. I sing a lot, and I minister</p>
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<p>1 COMMISSIONER ROGERS: Aye.</p> <p>2 COMMISSIONER REYES: Aye.</p> <p>3 CHAIRWOMAN HOROVITZ: Aye.</p> <p>4 Ms. Phillips, do you have a question?</p> <p>5 MS. MIXON-PHILLIPS: No.</p> <p>6 CHAIRWOMAN HOROVITZ: Okay. Final comment?</p> <p>7 COMMISSIONER ROGERS: Don't forget our public</p> <p>8 comment.</p> <p>9 CHAIRWOMAN HOROVITZ: Of course, of course.</p> <p>10 September board meeting -- I believe all</p> <p>11 committee positions are open. I challenge</p> <p>12 everyone -- and, Commissioner Weatherby,</p> <p>13 thank you for joining us online -- to think about</p> <p>14 how you'd like to serve, if there are new ways</p> <p>15 that you'd like to get engaged.</p> <p>16 I know we're all working really hard in</p> <p>17 this room and behind the scenes to move this</p> <p>18 agency forward.</p> <p>19 So thank you for your service,</p> <p>20 and I'm looking forward to having conversations</p> <p>21 in our next board meeting around ways that we</p> <p>22 can all serve.</p> <p>23 So thank you very much.</p> <p>24 Opening it now to public comment.</p> <p>25 We'll start with in the room, and then we'll move</p>	<p>1 a lot.</p> <p>2 But now it's really getting to me,</p> <p>3 and I've been asking them to come and do something</p> <p>4 about it.</p> <p>5 Now we have another -- which we're on the</p> <p>6 third property manager, Ms. Missick, and I need</p> <p>7 something done about this.</p> <p>8 The ceiling look like it's about to cave in.</p> <p>9 My clothes are molded and mildewed. The place</p> <p>10 inside -- you can see -- everything is mildewed.</p> <p>11 I have a lot of clothes. I paid money for those</p> <p>12 clothes, and 3- or \$400 -- I mean come on.</p> <p>13 Something needs to be done. It needs to be</p> <p>14 done. I said --</p> <p>15 MS. MIXON-PHILLIPS: What's your unit</p> <p>16 number, Ms. Handy?</p> <p>17 COURT REPORTER: Who said that?</p> <p>18 CHAIRWOMAN HOROVITZ: Ms. Phillips.</p> <p>19 MS. HANDY: 1003, Apartment 1003.</p> <p>20 I even sing for the city. I sing all over.</p> <p>21 I've been as far as Baltimore, Maryland.</p> <p>22 I've been to the Florida Georgia Gospel of Fame.</p> <p>23 I don't just sing. I -- I do work for the Lord.</p> <p>24 And this is not just now. I need this done.</p> <p>25 I got a gospel anniversary coming up in two</p>

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<p>1 weeks, my 20th Golden Anniversary, but I've been 2 singing all my life. 3 I just -- you know, something needs to be 4 done for this. 5 I appreciate you. Thank you. 6 CHAIRWOMAN HOROVITZ: Thank you. 7 And, as the person is coming up, I just want 8 to remind everyone -- you may see that we don't 9 respond to public comment. 10 Our role is just to listen, and, if the staff 11 in the room can please be taking notes and making 12 sure that we're addressing the issues, thank you. 13 The next person? 14 COMMISSIONER BROCK: Tell them to state their 15 name. 16 CHAIRWOMAN HOROVITZ: Oh, yes. Please make 17 sure that you state your name so Ms. Carol can 18 capture that and where you're residing. 19 Thank you. 20 MS. SOVINE: Hey, y'all. I'm Theresa 21 (phonetic) Sovine. If you can't understand me, 22 just let me know. 23 In our hallways, I asked to turn the 24 air conditions on, and the manager says, 25 "Well, I'm going to keep them at 78, because I pay</p>	<p>1 MS. SOVINE: But we need something done, 2 you know? 3 And you don't treat just every floor every 4 (sic) month. You treat every floor every month, 5 not every so often. And it's been I think three 6 months since our floors have been treated. 7 But thank God I treat my own floor, my own 8 apartment. 9 And we got a German Shepherd in the 10 building. It likes to attack small dogs. 11 I was over at the football field. April the 28th 12 was a year ago. That German Shepherd attacked my 13 14-pound Yorkie. 14 The lady said she would pay the vet bills. 15 She has not paid not one penny. That dog needs 16 the maintain muzzle. 17 I know that y'all can't do nothing while it 18 is off the property, but, as long as it's on this 19 property, y'all can make it maintain muzzle. 20 I asked Ms. Taylor, when it happened. 21 "Make them maintain muzzle on that dog, because it 22 wants to go after the small dogs." 23 My fear is, when it goes after a small dog 24 and the little kids are around the little dog, 25 it's going to hurt one of the -- one of the</p>
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<p>1 the electric bill." 2 I tried to exercise. That's what I do to get 3 me going, because I have COPD. And I cannot walk 4 from the end of my hallway where I live to the 5 elevator without being out of breath. 6 If you going to keep our hallways on 7 78 degrees and hot, put the first floor on the 8 same thing, and let them live with what we got to 9 live with. 10 Number Two, I don't know how our windows 11 can be legal when the electric goes off, 12 and sometimes it's been off 20, 30 minutes. 13 We have no way of getting any air in there without 14 having a window that we can open, and we don't 15 have a window we can open. 16 And the pest control -- they do some floors 17 this month, some floors next month. You need to 18 go in -- anybody with common sense knows, 19 when pest control comes, they need to do every 20 floor at the same time. 21 Luckily, I only see maybe two or three 22 roaches here and there, but I treat my apartment 23 myself. Because I have a dog, and I don't want my 24 dog eating bugs. 25 UNIDENTIFIED FEMALE: Or that poison.</p>	<p>1 grandkids. 2 Something needs to be done about that dog, 3 and I mean I love dogs. I mean I just love dogs, 4 but something needs to be done about that dog. 5 She says, "It's an emotional support dog." 6 It is not an emotional support dog. 7 It is not trained. 8 COMMISSIONER BROCK: You're out of time. 9 CHAIRWOMAN HOROVITZ: And, ma'am, I did not 10 hear where you reside. 11 Did you capture it? 12 COURT REPORTER: No. 13 MS. SOVINE: Hogan Creek. 14 CHAIRWOMAN HOROVITZ: Thank you. 15 And, what unit? 16 MS. SOVINE: 413. 17 CHAIRWOMAN HOROVITZ: Thank you. 18 COMMISSIONER BROCK: Your name? 19 MS. SOVINE: Theresa Sovine. It's S-o-v, 20 like in, "Victor," i-n-e. I am from West Virginia 21 in case you have trouble understanding me. 22 CHAIRWOMAN HOROVITZ: Thank you so much. 23 MS. MOORE: My name is Charlene Moore. 24 I live at 410 Hogan Creek. My problem is we have 25 a bully, and her name is the property manager,</p>

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<p>1 Cathy Missick. She is a bully. She -- I don't 2 cause no trouble. I listen to my music between 3 7:00 and 10:00 p.m., because that don't disturb 4 y'all business and it don't disturb people coming 5 your way. 6 So we sit out there. We just listen to 7 music. 8 She put me on probation for 12 months, 9 and the dates that she said that I was out there 10 I was in the hospital -- and my son's birthday, 11 which I have proof and signatures -- 12 that the music don't bother them. 13 It only bothers her, because she only charges 14 me. It's other people be out there with big 15 boxes with the lights on. I have a small 16 Bluetooth speaker. 17 And she targets me every time. She is my 18 problem. So I want to know if there is something 19 I can do about it, because she is a bully. 20 CHAIRWOMAN HOROVITZ: Thank you. 21 UNIDENTIFIED MAN: (inaudible) 22 COURT REPORTER: I can't hear you. 23 MR. ADAMS: Eric (phonetic) Adams -- 24 UNIDENTIFIED FEMALE: Rent Cafe don't work. 25 MR. ADAMS: -- Hogan Creek -- yeah.</p>	<p>1 I got the whole printout from the time 2 I moved over there of my pay schedule. 3 UNIDENTIFIED FEMALE: Don't forget about the 4 water. 5 MR. ADAMS: Yeah. The barbecue pit in the 6 back -- this concerns all of us. Most of us from 7 Hogan Creek. Otherwise, we wouldn't be here. 8 It concerns safety. 9 We got a big barbecue pit. I asked her about 10 water, to put a faucet out there -- turn the water 11 off. I asked for outside utility plugs so we can 12 plug our music up or whatever, because we live 13 there. 14 And she tells us, "Oh, we can't do that. 15 I pay the water bill." 16 I done heard that before. She says she pays 17 the bills. 18 Anyway, she is a bully, but we're all -- 19 I mean the living conditions -- you got mold in 20 multiple rooms. When it rains, I might as well 21 put my furniture on stilts, because, behind the 22 air conditioner, half of the rain is in my 23 room. 24 Say, flood? 25 Yeah. Look at that 1407 with me mopping for</p>
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<p>1 UNIDENTIFIED FEMALE: For two months. 2 MR. ADAMS: Eric Adams, Hogan Creek, 1407. 3 This is a serious nature and concerns -- 4 not your budget, but my budget. Because I pay 5 rent on the 3rd. It's late on the 5th. It don't 6 goes into the system until the 8th. 7 So I'm already late 100 different \$35 late 8 fees that I just paid. I have receipts in here 9 printed out here from the computer. I think 10 I deserve my \$800 (phonetic) back, because I paid 11 everything. 12 But it's not my fault who strokes the keys to 13 the computer. It's my job to get my money order 14 paid on the 3rd, which is when Social Security pay 15 me, but it's not my job to make sure that my money 16 is posted on the correct date. It is management 17 fault. 18 Now I paid before I came here, because 19 I don't want to come begging nobody for nothing. 20 But that is my \$400 that I paid that didn't go 21 into the system until after the 5th, which says -- 22 5th -- late fee \$35. 23 So, how is I'm late when I paid on the 24 3rd, which is the same day I get paid, 25 and it's late and it ain't posted to the 8th?</p>	<p>1 two days, because I don't want mildew. I know 2 some people got mildew, and the whole ceiling 3 is black. 4 You breathe in them spores -- no good. 5 You got respiratory problems -- no good. 6 We 60 and above. We done paid our fee and put in 7 our time. 32 years of work. I didn't retire to 8 die in somebody's apartment, because it's not 9 my fault. 10 But my concern is my rent, and I mean 11 I'm saying this straight-faced. I want my \$400 12 back. 13 UNIDENTIFIED FEMALE: That's right. 14 MR. ADAMS: Because I paid. I didn't 15 complain. I paid it. 16 COMMISSIONER BROCK: You are out of time. 17 MR. ADAMS: And I have the receipts to prove 18 that. 19 CHAIRWOMAN HOROVITZ: Thank you. 20 COMMISSIONER BROCK: You're out of time. 21 MR. ADAMS: (inaudible crosstalk) 22 COMMISSIONER BROCK: You're out of time. 23 MR. ADAMS: I want my money back. 24 COMMISSIONER BROCK: Okay. You're out of 25 time.</p>

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<p>1 CHAIRWOMAN HOROVITZ: Thank you. 2 COMMISSIONER BROCK: Thank you. 3 CHAIRWOMAN HOROVITZ: Thank you. 4 ERNIE (phonetic): My name is Ernie (sic), 5 I'm at 301 Hogan Creek. 6 COURT REPORTER: I didn't hear his name. 7 CHAIRWOMAN HOROVITZ: Sir, sorry. 8 We can start his time over. 9 Can you say your name a little bit more 10 clearly, please? 11 ERNIE: What? 12 MS. MIXON-PHILLIPS: Your name. 13 CHAIRWOMAN HOROVITZ: State your name. 14 MR. WESLEY: Randy Wesley (phonetic). 15 I'm at 301 Hogan Creek. I've had my 16 air conditioner out there in my living room since 17 Memorial Day weekend. 18 I went down to the office. She called a guy 19 -- H2 (phonetic) -- out there, and he told her 20 what was wrong with it. But she didn't have 21 him fix it -- says she's going to fix it herself. 22 And they told me to buy a fan and go and use 23 my bedroom. So I had to use my bedroom for a 24 living room and bedroom both, which I shouldn't 25 have to do.</p>	<p>1 open so the girl can walk in. Well, she says 2 I leave my door open. 3 I'll take a lie detector test and prove my 4 door was locked every time. She accused me of 5 it. She wrote me up for that. 6 And I called them five times that day -- 7 Memorial Day weekend -- on that emergency number, 8 and nobody responded or called me back. I called 9 five times, 40 minutes in between each time, 10 and nobody responded. 11 Now I got the right to pay my rent to the 12 city. So I'm going to take my rent and pay it to 13 the city this month and have the city come out 14 here. 15 They won't get the rent money until my 16 AC gets fixed at the control of the city after 17 today. Because all she does -- she doesn't do 18 nothing but lie, just like the rest of them do. 19 Security got a little Mexican over here. 20 You can tell him about your air conditioning, 21 and he'll laugh in your face. He laughed in my 22 face several times. 23 So what they doing is abusing the power over 24 there, and somebody needs to stop that abusing 25 of the power.</p>
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<p>1 They fix everybody else's stuff, but, 2 when it comes to mine, they cancel out work orders 3 here. So maintenance don't care. They got two 4 guys driving around in a truck. One drives around 5 in a car and three to pick up paper. 6 But, when it comes to somebody's 7 air conditioning -- I got a medical problem. 8 I need that AC. 9 And then she told me two weeks ago, 10 "Well, we ordered a part." 11 "Well, how did you order a part when there 12 wasn't nobody up there even checking on it to see 13 what part was gone?" 14 So there is another incident she wrote me 15 up for, because this girl was staying with 16 me. And security lied and said that the neighbors 17 called in on the girl. 18 Well, the neighbors wasn't even there at my 19 end of the hall, and they all leave early in 20 the morning. 21 So she and security -- when we went in there 22 Monday to leave out of there, she told this other 23 girl -- said, "Well, I heard you while I was 24 walking down the hallway." 25 And then she's telling me I'm leaving my door</p>	<p>1 And my rent is going to the city this 2 month and every month until my air conditioner is 3 fixed. I shouldn't have to use my bedroom or 4 living room and a bedroom both at the same time. 5 UNIDENTIFIED FEMALE: I did that. 6 CHAIRWOMAN HOROVITZ: Thank you. 7 MS. KELLUM: Good day, evrybody. 8 My name is Kimberly Kellum (phonetic). 9 I'm from Hogan Creek Apartments. I'm speaking on 10 behalf of this lady named Vanessa Nelson. She was 11 not able to make it today. 12 But, also, she was complaining about her 13 ceiling is leaking in all her house. She scared 14 it's going to fall on her, and she have mold in 15 her house. And she can't breathe, and it's water 16 everywhere in her house. And she don't know what 17 to do. So I'm just speaking on behalf of her 18 of our complaints with Hogan Creek. Thank y'all. 19 CHAIRWOMAN HOROVITZ: I'm sorry. 20 While you're there, what unit are you 21 referring to, your friend's unit? 22 MS. KELLUM: What she say? 23 UNIDENTIFIED FEMALE: What room is Vanessa in 24 -- her apartment? 25 MS. KELLUM: 1604.</p>

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<p>1 CHAIRWOMAN HOROVITZ: Thank you. 2 MS. MIXON-PHILLIPS: And her last name -- 3 Vanessa -- 4 MS. KELLUM: Vanessa Nelson. 5 MS. MIXON-PHILLIPS: -- Nelson. 6 MS. KELLUM: Yes, ma'am. Thank you. 7 CHAIRWOMAN HOROVITZ: Thank you. 8 COMMISSIONER REYES: Thank you. 9 MR. BAILEY: Good afternoon. My name is 10 Michael Bailey. I have got -- I wrote a four-page 11 thing out, but I don't think I can read it in 12 3 minutes. 13 I've lived at Hogan Creek for two years. 14 A month after I got in, my apartment -- 15 COMMISSIONER BROCK: Speak up. 16 COMMISSIONER REYES: Can we adjust his mike? 17 Adjust the mike. There you go. 18 MR. BAILEY: -- I'm sorry -- sewage come out 19 of my kitchen sink. When it first comes out, 20 it blows out and blows all over everything. 21 And then it fills the sink up and all over the 22 counters, floor, everywhere. 23 It happened twice while I was sleeping at 24 night, and I get up in the morning to that. 25 I have to clean it up before I call maintenance,</p>	<p>1 Constitutional Right to due process of law. 2 UNIDENTIFIED MALE: Right. 3 MR. BAILEY: She can't be a complainant, 4 a judge and a jury. That's exactly what she did. 5 I hate living at Hogan Creek, and I lived for 6 a year-and-a-half on the streets. I lost 7 \$150,000 worth of property in Baker County. 8 They falsely arrested me, beat me up to cover it 9 up. 10 Actually, it was reversed. They beat me up, 11 and they falsely arrested me and covered it up and 12 got away with it. 13 I tried to file suit in federal court, 14 and the federal judges -- corrupt as they are -- 15 dismissed the case. Because I got dementia 16 problems. I can't remember stuff. 17 I am so sick of this sound -- 18 CHAIRWOMAN HOROVITZ: Thank you. 19 COMMISSIONER BROCK: Thank you. 20 CHAIRWOMAN HOROVITZ: Sir, if you don't mind, 21 would you, Ms. Phillips, like to take his paper, 22 if you wouldn't mind leaving it, and she can read 23 everything that you wrote? 24 MR. BAILEY: Of course, I would. 25 MS. MIXON-PHILLIPS: Thank you.</p>
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<p>1 because I don't want anybody to have to go through 2 that shit. 3 UNIDENTIFIED FEMALE: It stinks. It stinks. 4 MR. BAILEY: My room -- my apartment doesn't 5 have any cable in it. They covered it up in the 6 walls when they done the rehab probably, 7 and so I haven't been able to watch TV since 8 I've lived here. I've got two channels that 9 I can watch. 10 (inaudible crosstalk in the audience) 11 COURT REPORTER: I just need to hear one 12 person talking at a time. Thank you. 13 UNIDENTIFIED FEMALE: Why don't you talk a 14 little louder? 15 MR. BAILEY: That's kind of hard for me. 16 I'm hoarse. 17 UNIDENTIFIED FEMALE: He said, "wiring." 18 He can't get Internet, because the place isn't 19 wired. 20 MR. BAILEY: I just want to back up these 21 people that are saying what the apartment manager 22 there is like. 23 I know for a fact she's abused authority. 24 In Charlene's case, she acted as a judge, jury 25 and complainant, and that in itself violates the</p>	<p>1 CHAIRWOMAN HOROVITZ: Is there any other 2 public comment in the room? 3 COMMISSIONER SHIRLEY: Excuse me. 4 Through the Chair -- you didn't state your -- 5 COMMISSIONER BROCK: He -- 6 COURT REPORTER: Wait a minute. 7 I have to hear one at a time. 8 MR. BAILEY: My name is Michael Bailey, 9 and I live in 309 at Hogan Creek. 10 CHAIRWOMAN HOROVITZ: Thank you. 11 COMMISSIONER BROCK: Also, Madam Chair, 12 Ms. Phillips, our CEO -- can you give him a copy 13 of that so he can keep it for his records so he 14 won't say we didn't -- 15 MR. BAILEY: I've got it in my computer. 16 COMMISSIONER BROCK: Okay. He got it. 17 He say he got it. 18 COMMISSIONER ROGERS: Can the entire board 19 get a copy of the comments? 20 COMMISSIONER BROCK: Yes. 21 CHAIRWOMAN HOROVITZ: Go ahead, ma'am. 22 MS. OLIVER: Hi. My name is Gwendolyn Oliver 23 (phonetic), and the complaint that I have is about 24 the air conditioner in the hallways there. 25 They are awful.</p>

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<p>1 And sometimes, when you waiting on the 2 elevator, you can't hardly breathe, and a lot of 3 people have breathing problems. 4 And, also, I would like for us to have 5 somewhere, like when we waiting on rides or 6 waiting on the elevator -- if we can have 7 somewhere to sit. That's really my only 8 complaint, and the gnats, of course. 9 But everything else is okay, but that hallway -- 10 that air conditioner needs to be fixed. 11 CHAIRWOMAN HOROVITZ: And, ma'am, where do 12 you live? 13 MS. OLIVER: I'm sorry. 1610. 14 CHAIRWOMAN HOROVITZ: In Hogan Creek? 15 MS. OLIVER: Correct. 16 CHAIRWOMAN HOROVITZ: Thank you. 17 MR. BAILEY: Can I say something else? 18 CHAIRWOMAN HOROVITZ: Is there the ability to 19 do two public comments? 20 Is that allowed? 21 COMMISSIONER BROCK: It's not. 22 CHAIRWOMAN HOROVITZ: Sir, you can reach out 23 to Ms. Phillips, and she will address your 24 concerns. 25 Ms. Phillips, do you have a way for a</p>	<p>1 in the last three days, that I'm breathing real 2 bad, real heavy. 3 (inaudible crosstalk in the audience) 4 MR. WILLIAMS: I figured I go to my 5 cardiologist on the 28th. I was trying to wait 6 until I go to the cardiologist to see what was 7 going on. 8 In the meantime, this afternoon, I was 9 looking at my caps. I went to get one of my caps 10 off the wall, and I got a cap in here that's full 11 of mold. I got another one that I put in the 12 garbage can. 13 I looked at my table right next to my bed 14 -- full of mold. Code Enforcement came out 15 I think it was last week. I had called them, 16 and the officer came out. 17 I went and called them for Michelle. 18 I called them for the lady next to me, 19 and right where she got mold at it's coming 20 through in my apartment. 21 This is -- this is ridiculous. My breathing 22 is real bad now the last three days. 23 UNIDENTIFIED FEMALE: It's going to kill us. 24 MR. WILLIAMS: And somebody needs to do 25 something about this, and I thank you.</p>
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<p>1 resident to get in touch with you? 2 MS. MIXON-PHILLIPS: Yes. You can call me on 3 my telephone, which is -- 4 (People laughed.) 5 MS. MIXON-PHILLIPS: -- I believe it is 6 255-3803. 7 Does that sound right? 8 MR. BAILEY: Wait a minute. 9 MS. MIXON-PHILLIPS: Let me go and get it. 10 I will give it to you. 11 MR. BAILEY: Thank you. 12 CHAIRWOMAN HOROVITZ: If you have cards 13 already, I'm very impressed. 14 CHAIRWOMAN HOROVITZ: Sir, go ahead. 15 UNIDENTIFIED FEMALE: Shhhhhhhhhhh. 16 CHAIRWOMAN HOROVITZ: Sir, if you will, 17 say your name and where you live, please. 18 MR. WILLIAMS: My name is Willie Williams, 19 and I live in Hogan Creek in Apartment 305. 20 I have a mold problem. 21 (The microphone dropped.) 22 CHAIRWOMAN HOROVITZ: Can someone help him? 23 MR. WILLIAMS: I got a mold problem. 24 This occurs -- I'm 83 -- I'm 83 years old in 25 December. I got heart problems. I notice lately,</p>	<p>1 CHAIRWOMAN HOROVITZ: Thank you. 2 Is there any other comment in the room? 3 UNIDENTIFIED FEMALE: We just need help. 4 Thank y'all for listening. 5 COMMISSIONER REYES: Thank you. 6 CHAIRWOMAN HOROVITZ: Is there any comment 7 online? 8 UNIDENTIFIED FEMALE: Oh, and this meeting 9 was not posted in our hallways like normal 10 business meetins was posted for the building. 11 She did not post this meeting for the other 12 tenants to know that. It was word of mouth. 13 UNIDENTIFIED MALE: Right. 14 UNIDENTIFIED FEMALE: If it wasn't for the 15 commissioner, we wouldn't have knowed anything 16 about it. 17 UNIDENTIFIED FEMALE: Thank y'all for 18 listening. 19 UNIDENTIFIED FEMALE: Thank y'all for 20 listening. 21 CHAIRWOMAN HOROVITZ: All right. 22 Thank you-all for sharing. 23 PEOPLE: Thank you, thank you. 24 CHAIRWOMAN HOROVITZ: Commissioner, go ahead. 25 COMMISSIONER ROGERS: Through the Chair to</p>

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Page 117	<p>1 Ms. Phillips, but really to -- if we can get an 2 update on this situation but a follow-up on 3 Twin Towers and where we are with Twin Towers? 4 Twin Towers came with some concerns. 5 I went out to Twin Towers with the former 6 Acting CEO, along with Mr. Peterson, just to see 7 if those concerns were addressed and where we are 8 with that. 9 So I -- I am going to ask, as my closing 10 comments, through Ms. Phillips, if we can get an 11 update on what has occurred at Twin Towers. 12 What's the update on that for this board? 13 I can -- I will accept an email update 14 as it relates to Franklin Arms and where we're at 15 with Franklin Arms. 16 I know that was not included in the report. 17 If you can do that ... 18 And I will say this, being transparent, 19 I have been out to Hogan Creek three times under 20 now the last two CEOs, and the concerns have been 21 the same. And so my hope would be that we can now 22 really address these concerns. 23 I will also say this on the record that 24 concerns me and bothers me the multiple times -- 25 and all of it bothers me -- but the one thing</p>	Page 119	<p>1 to be addressed throughout. I'm glad that they 2 came to voice their opinion, and I look forward to 3 a real update in solutions. 4 Thank you so much. 5 CHAIRWOMAN HOROVITZ: Thank you. 6 Ms. Phillips, the plumbing issues at Twin 7 Towers -- I heard a couple things. 8 One, we have got to make sure that our 9 employees are treating our residents with 10 respect. We also talked about this a lot. 11 We need to make sure there is proper 12 communication. 13 It shouldn't have to get to this point where 14 our residents are so frustrated, and it shouldn't 15 be Commissioner Brock telling everyone that they 16 have to come here if they're going to be heard. 17 COMMISSIONER BROCK: That ain't what I -- 18 CHAIRWOMAN HOROVITZ: All I'm saying is 19 there have to be more effective ways to get and 20 allow our leadership -- and I understand their 21 frustrations have probably been building for 22 months -- but there has to be better ways to 23 address these issues and allow our employees 24 ... 25 And, if we don't have the right people,</p>
Page 118	<p>1 that I think is most disheartening to me when 2 I have been out there is the lobby. 3 And I have -- and they didn't know who I was, 4 but I have witnessed residents ... 5 It has gone off (referred to microphone). 6 I have witnessed our residents literally be 7 told that they cannot stand or sit in the lobby 8 area waiting for rides or waiting for family or 9 church buses. I have witnessed that. 10 So I hope we would do -- I hope we would take 11 a look at how we treat residents over there, 12 because it bothers me when I'm -- again, 13 they didn't know who I was. I was just standing 14 there. They thought I was just someone, 15 and I didn't even introduce myself. 16 But, to witness staff tell residents that 17 they either have to go outside or go back to 18 their units, because they cannot -- 19 "Oh, you cannot be in there. It looks --" 20 what was the term that they used "uninviting." 21 One individual sitting there waiting for the 22 church van but was told to go back to her unit 23 until the church van was to arrive, and she was 24 using a cane. 25 And so I do think a lot of those issues need</p>	Page 120	<p>1 we need to find the right people who can deal 2 with these issues so they don't get to this 3 point where it's just overflowing. 4 Commissioner Brock. 5 COMMISSIONER BROCK: Madam Chair, 6 let me correct you on something. 7 No. I didn't tell them to come here. 8 They asked me when was our next board meeting. 9 And, also, just as Commissioner Rogers just 10 said, I want to put it on record, because it is 11 already on record, that I have went to our former 12 CEO, Mr. Alexander, with these same complaints 13 that these residents are talking about. 14 And I asked him to look into it. I did. 15 I asked him to look into it, because they were 16 complaining about the windows not opening. 17 They was complaining about the mildew. 18 I did. I asked him. I told him many residents 19 had came to me. 20 I just wanted to say -- 21 CHAIRWOMAN HOROVITZ: So thank you. 22 And my heart breaks for all of these 23 tenants, and I feel terrible. And we have to 24 do better. 25 COMMISSIONER REYES: Yes.</p>

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1 CHAIRWOMAN HOROVITZ: And I think we all
 2 agree with that.
 3 COMMISSIONER REYES: Yes. And, if I can just
 4 add, it really concerns me to hear words like,
 5 "bully," and, "abuse of power," from a JHA
 6 employee.
 7 And so I -- you know, whether it's our
 8 Ms. St. Clair, to her HR Department and all that
 9 training, we need to look at that situation,
 10 because that is not who we are. That's not who
 11 we're going to be for our residents. They deserve
 12 better than that.
 13 CHAIRWOMAN HOROVITZ: Absolutely. We cannot
 14 treat our residents like things. It's not okay.
 15 So we have a lot to do.
 16 COMMISSIONER SHIRLEY: Real quick through the
 17 Chair to end on a high note, the client that
 18 came, Ms. Reba Smith, who was the cancer patient
 19 who was having AC issues -- I do report back
 20 that she emailed me that, after I visited,
 21 that she did get her a AC unit replacement.
 22 And she's very grateful and happy for the prompt
 23 response. So that issue was solved.
 24 CHAIRWOMAN HOROVITZ: Thank you.
 25 COMMISSIONER SHIRLEY: Thank you.

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1 CHAIRWOMAN HOROVITZ: And I know we were all
 2 --
 3 COMMISSIONER SHIRLEY: And Ms. Fitzgerald
 4 did a great job in assisting with that.
 5 CHAIRWOMAN HOROVITZ: -- thank you.
 6 Thank you for that update.
 7 Again, I apologize for going over.
 8 Thank you-all for all that you do.
 9 You're appreciated, and we're adjourned.
 10 (Whereupon, the proceedings in the
 11 above-titled cause concluded at 4:20 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
 7 to the best of my ability the foregoing proceedings
 8 and that the transcript is a true and complete record
 9 of my stenographic notes.
 10 Dated this 9th day of September, 2024.
 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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