

MINUTES OF A REGULAR MEETING OF THE COMMISSIONERS  
OF THE  
CITY OF ROANOKE REDEVELOPMENT AND HOUSING AUTHORITY

The Commissioners of the City of Roanoke Redevelopment and Housing Authority met for a regular session on Monday, October 27, 2014, in the offices of the City of Roanoke Redevelopment and Housing Authority, 2624 Salem Turnpike, NW, in the City of Roanoke, Virginia.

I. CALL TO ORDER – ROLL CALL

Chair Witten called the meeting to order at 3:03 p.m. and declared that a quorum was present.

PRESENT: Commissioners Anguiano, Burruss, Butler, Garner, Karnes, Witten

ABSENT: Commissioner Smith

OFFICER PRESENT: Glenda Edwards Goh, Secretary-Treasurer

ALSO PRESENT: Jackie Austin, VP of Finance/CFO; Christina Back, Executive Assistant; Kathy Beveridge, Compliance and Quality Assurance Manager; David Bustamante, VP of Housing; Gloria Charlton, Family Self-Sufficiency Coordinator, Nick Conte, Legal Counsel; Jessica Farmer, Housing Choice Voucher Client Specialist; Dawn Fields, HR Director; Crystal Hall, Community Support Services Director; John Prillaman, General Counsel; Lisa Reynolds, Site Manager; Desi Wynter, Director of Redevelopment and Modernization

Chair Witten welcomed everyone to today's meeting.

## II. REPORTS

### 1. Financial Report

Chair Witten stated that Mrs. Austin provided a Financial Narrative along with the Financial Report and asked if there were any comments or questions.

Commissioner Garner stated that he would like to congratulate the staff for a job well done in handling the constraints within which RRHA was operating, maintaining financial stability and keeping expenses to a minimum, while operating at almost 100% occupancy. This is a tremendous accomplishment and a job well done.

Mrs. Goh stated that having nearly 100% occupancy levels has certainly been helpful, as well as the staff focusing on ways to reduce expenses in a tight funding environment.

Commissioner Garner asked if very much change is anticipated to the budget due to receipt of subsequent vendor billing.

Ms. Austin stated that there will be some changes once depreciation is recorded and accruals are posted.

Commissioner Garner stated that, overall, this is a job well done.

Chair Witten asked if there were any additional questions or comments. There were none.

### 2. Executive Director's Report

Chair Witten asked for the Executive Director's report.

Mrs. Goh stated that HUD has approved both RRHA's application for the Capital Fund Financing Program and the development plans, allowing RRHA to move forward

with development of replacement housing. This will allow for construction of fifteen additional scattered site units. The deadline for approval was September 29, 2014, and the approvals were received on September 26, 2014, which was a Friday. RRHA was very pleased to receive the necessary approvals. RRHA will be moving forward with the loan through Freedom First Credit Union which allows for the leveraging requirements to be met. Contracts have been executed for construction of the single family units and duplex units that will comprise the fifteen replacement units.

Mrs. Goh stated that a document has been provided to Commissioners regarding the Boot Camp workshop related to the Veterans Homelessness Initiative. This was briefly discussed at the last Board meeting. Tim Corriher, RRHA Housing Choice Voucher Specialist, participated in the Boot Camp. The Roanoke Team participants included Salem VA, City of Roanoke, Council of Community Services, TAP, Rescue Mission, Trust House, Virginia Wounded Warrior Program, and RRHA. The document provided is the product of the 2 day workshop that includes the goals established.

Mrs. Goh stated that Jessica Farmer will transfer effective December 20, 2014, to the HCV Manager position. Helen Champine will retire in January after 30 years of service.

Mrs. Goh stated that the NAHRO Conference was held in Baltimore on October 17 through 19, 2014 and was a bit more upbeat than in recent years. This may be attributable to the fact that there is a new HUD Secretary and, when that role changes, people immediately try to get the new person to see what the needs are so it gives a little more positive focus. Secretary Castro spoke at the conference. He was formerly mayor of San Antonio, and he has nominated the CEO of the San Antonio Housing

Authority as the new Assistant Secretary for Public and Indian Housing. Having people in these roles who have an understanding of the challenges of managing housing programs at the local level may also have contributed to increased optimism reflected in the tone of the conference. Mrs. Goh stated that the sessions focused on updates of legislative and policy issues began with acknowledgment that the topics would be the same as last year because very little action has occurred relative to these issues in the past year. The sessions also included discussion of possible impact of the midterm elections on issues and initiative important to the housing industry.

Mrs. Goh stated that Commissioner Karnes also attended the NAHRO conference and asked whether he would like to share any observations.

Commissioner Karnes stated that he attended an interesting workshop featuring two speakers. One came to the United States from Finland and has researched extensively about housing, class, and race. The other presenter was from Princeton and wrote a book, *Climbing Mount Laurel*, about a public housing community that was built in New Jersey, in the face of much resistance. The book was written about the effects of that housing on the surrounding community, and it was much more on the positive side than people imagined. He stated that he has ordered the book and will share additional information in the future.

Mrs. Goh stated that Housing Development Legal Institute also had a one day seminar as part of the NAHRO Conference and RRHA General Counsel, John Prillaman, attended.

Mrs. Goh stated that the REAC physical inspections have been scheduled for several of the Public Housing sites, including Bluestone Park, Hunt Manor, Scattered

Sites Lease Purchase Homes, Jamestown Place, Morningside Manor, and Lansdowne Park. The inspections are scheduled between January 26, 2015, and January 30, 2015. The staff members at those sites have been preparing and will continue to prepare up until the last week of January 2015.

Mrs. Goh stated that Desi Wynter will share a presentation that was requested by Commissioners last month on the Choice Neighborhoods Transformation Plan. A copy of the plan has been provided and Mr. Wynter will provide an overview. Only one printed version was provided to RRHA and the appendices are in a separate document that is rather larger and, although it was not copied due to size, it is available for review by Commissioners.

Chair Witten asked if there were any additional comments or questions. There were none.

### 3. Staff Reports

Chair Witten asked if there were any staff reports.

Chair Witten introduced Desi Wynter, Director of Redevelopment and Modernization, and stated that he will be providing a presentation on the Loudon-Melrose/Shenandoah West Neighborhood Transformation Plan.

Mr. Wynter stated that it has been almost 2 years since RRHA was notified of the award of the Choice Neighborhoods Planning Grant. Commissioners have been provided copies of the Transformation Plan (the Plan), which is a lengthy document of over 160 pages. The Plan explains the integrated process that involved the community in identifying goals and strategies to strengthen and improve the community. Mr. Wynter stated that his presentation would provide an overview of the Plan by providing a brief

synopsis of each of the 9 sections. The first section, Section 1, Our Plan, provides a road map of how to read the plan, including a map of the target area. Page 5 describes how to interpret the Plan while pages 6 and 7 describe the three goals of the Plan. The Choice Neighborhoods Transformation Plan is centered around three goals; Housing, People, and Neighborhood. Section 2, About Our Plan, discusses how the plan was developed, which includes partnering with residents and many community partners. Section 3, About the Neighborhood, begins on page 16, and contains information about the community and the City of Roanoke. It includes lots of maps and charts of community demographics and offers an analysis regarding how this community can be transformed. This section also integrates the City's various existing community plans. The City already had several plans that are currently utilized for neighborhood development and aspects of those plans were incorporated into this Transformation Plan. Section 4, Road Map, begins on page 40 and describes the various community meetings and how the Plan was developed. One of the things members of the community appeared to really enjoy was when the architect visited and had a visual preference workshop. The architects also had community participants play a Choice Investments game, which was similar to Monopoly. Attendees were provided chips, and they decided the relative value of creating supportive services, improving the neighborhood, and constructing houses. Section 5, Community Snapshot, begins on page 56 and discusses the data collection part of the Transformation Plan. This section explains the processes for the Resident Survey, Business Survey, and Needs Assessment. A house by house assessment was completed with housing partners, TAP, Habitat, and Rebuilding Together, to evaluate the condition of those houses. This

section also summarizes the 5 focus areas of the people plan: education, health, employment, safety, and disability. One of the things required in the Plan was to complete a market study, and that is addressed in this section. Section 6, Places to Live, begins on page 74 and addresses the housing goals of the community. There are 3 housing goals: decrease concentration of public housing while maintaining one-for-one replacement of housing units; maintain affordability and offer opportunities for increased homeownership to strengthen the neighborhood; and design housing developments to support community health and safety and to include choice amenities. On page 79, Table 6: Development Program, shows a total development of 797 units. The section labeled Replacement Housing references Lansdowne Park with 300 Units and Melrose Towers with 212 units. In addition to the replacement units, the plan is to provide 285 additional units, within the Shenandoah West community and in the City of Roanoke, including downtown Roanoke. These are titled Non-Replacement. In addition to one-for-one replacement of Public Housing units, additional housing is included.

Mrs. Goh asked for an elaboration of details as to what is proposed in the Plan for Melrose Towers and Lansdowne Park.

Mr. Wynter referred to page 81 and stated that there is a map of the target area that shows the Plan phases. The development program calls for 60 units. Lansdowne Park will be constructed of 254 units. Horton Park will also be developed with approximately 86 units. Centre Avenue will have approximately 34 units, Loudon-Melrose area will have approximately 88 units, and Melrose Towers will have a reduction in total units from 212 to approximately 157 units.

Mrs. Goh stated that decrease is the result of making some of the efficiency units

larger and improving accessibility features.

Commissioner Burruss asked how Lansdowne's current size would change in the Plan.

Mr. Wynter stated that Lansdowne Park currently has 300 units and this will change to 212 units.

Mrs. Goh stated that the proposal is for 254 units on the site but only 100 of those will be Public Housing units. It is proposed as a mixed-income site.

Mr. Wynter stated that the plan is to reduce poverty concentration within that area with a goal of fostering development of a mixed-income community. Section 7, Supporting Our People, begins on page 96 and includes 5 focus areas: education, health and mental health, safety and security, employment, and disabilities. Various meetings were held with stakeholders and residents to develop this section, which discusses the supportive services needed to help families thrive in the community. Houses can be built but, if the community does not attract jobs or is not a healthy community, then community does not thrive.

Commissioner Garner asked how United Way was chosen as the lead for Education.

Mr. Wynter stated that United Way has transitioned from a focus in recent years on health to focus on education this year, making United Way a well-positioned agency to take the lead in the area of education.

Mrs. Goh stated that, since the focus of the Plan is cradle to career education, United Way was considered a strong lead, with the Roanoke City Public Schools as an integral partner.



Commissioner Anguiano asked, with all the different organizations involved, what is the process as to making sure that everyone is on the same page and integrated.

Mr. Wynter stated that it was like a screening process, beginning with a lot of information and having multiple meetings. In the meetings, everyone would focus on certain areas and massage that information, then bring it back to the community for input. It was a lengthy process, but eventually goals and strategies were developed.

Commissioner Anguiano asked how it will work moving forward.

Mr. Wynter stated that there are lead organizations for the 3 sections. The Council for Community Services has agreed to be the lead for the people section. The City has agreed to be the lead organization for the neighborhood. RRHA will be the lead on housing. Within each area, the lead organizations will work with multiple community partners. Each community lead will keep the task forces on target based on the goals that were established. There is also a small group that meets just to make sure the Plan is being implemented.

Mr. Wynter stated that Section 8, Improving Our Neighborhood, begins on page 124, and focuses on the second goal. This section addresses those neighborhood amenities needed for communities to thrive, such as functional parks, walkable streets, community spaces, and access to stores. One of the clear priorities identified through resident input was a grocery store within the community. This is one of things that is being actively pursued with the City Economic Development Department. Other opportunities are also being pursued to create business opportunities within the community that will foster job creation. Section 9, The Path Forward, begins on page 140 and describes the plan for implementation. It details phase by phase steps for this 5

to 10 year plan and provides an estimate of what each phase involves. The total estimated cost of all phases is approximately \$108 million of investment needed in order to fully implement the plan. This amount includes improvements to the neighborhood, supportive services, and new home construction.

Commissioner Garner asked if there is breakdown for each of the focus areas.

Mr. Wynter stated that costs are broken down by phase. On page 143, the phase one estimates include \$11.2 for housing, \$3.8 million for neighborhood, and \$1 million for supportive services. Total cost for the first phase is estimated at 16 million. When all of the phases are combined, the total is approximately \$108 million. This is a community plan and in order for this plan to work, residents and organizations really had to be vested in the process. Many of the meetings were led by the community. The plan is still being tweaked. The deadline for submission to HUD was met; however, the plan is still being polished a bit with the consultants. Once finished, a final copy will be provided.

Commissioner Garner asked if there is confidence in the availability of financial resources.

Mr. Wynter stated that this is a multi-year plan, and all of the necessary resources are not available today. The plan will have to be adjusted according to the level of success in securing financial resources. RRHA has a very good history of securing development funds.

Commissioner Garner asked whether there is priority for CDBG funds since the City is an integral partner in the plan.

Mrs. Goh stated that the City's plans to have this be the next target area for the

use of CDBG funds which will help with some of the streetscape and neighborhood infrastructure improvements. In addition, expansion of the library is already budgeted. The community organizations working as partners in the people area of the plan will also pursue resources for provision of supportive services. HUD is offering a Jobs Plus Pilot program grant, and a RRHA staff member is currently working on that application. Lansdowne Park is an eligible site based on the criteria of unemployment and income. By having needs identified and a plan in place, RRHA and partner organizations are better positioned for pursuit of funding opportunities. In addition to that, RRHA plans to apply for an implementation grant from HUD which would be particularly helpful in the costly redevelopment of the Public Housing sites. That is the biggest monetary single financial challenge, since many other aspects of the plan can be addressed by funding from various directions. The City is pursuing Promise Zone Designation, which would provide an advantage in the implementation grant application process. Another critical source of investment is local private developers who get engaged in helping improve the neighborhood. It will be necessary to get people invested in the neighborhood beyond the City, RRHA, and HUD in order for the long term change to take place.

Commissioner Burruss asked if there is currently any activity related to the no cost items such as a curfew at Lansdowne.

Mrs. Goh stated that the lead organizations such as Council of Community Services should be moving forward to implement the items that can be implemented without cost as well as seeking out resources for other items. There are organizations that have committed to move forward with the implementation of the goals in each of these areas as established in the plan. Because the Transformation Plan was just

submitted to HUD on October 11, 2014 the implementation phase is not in full throttle yet.

Commissioner Burruss stated that it is important to keep the energy alive for such a plan.

Mr. Wynter stated that there is still one more meeting. The focus of that meeting will be the implementation strategy for the plan. We are transitioning from the planning phrase to the implementation phase now.

Commissioner Burruss asked if that meeting has been scheduled yet.

Mr. Wynter stated that it will be scheduled sometime in November.

Mrs. Goh stated that once it is scheduled, the Commissioners will be notified in case they are interesting in attending.

Commissioner Garner asked if the Council of Community Services will be leading the entire plan.

Mrs. Goh stated the Council of Community Services will lead the people section. There is a Governing Committee comprised of the Executive Directors of each of the lead agencies and other partners. The Governing Committee will continue to meet periodically to ensure that implementation is moving forward.

Commissioner Garner asked about the timeframe of this plan.

Mr. Wynter stated that this is a ten year plan.

Chair Witten asked is this plan has gone to City Council.

Mrs. Goh stated that it has not as of yet. Chris Morrill, City Manager, has said that he plans to present it to Council. The City may also adopt this as the updated neighborhood plan.

Commissioner Anguiano stated that there is a great deal of sensitivity around community involvement and that RRHA has done a nice job with that aspect of the planning.

Chair Witten thanked Mr. Wynter for the presentation and asked if there were any additional questions or comments. There were none.

4. Committee Reports

Chair Witten asked if there were any committee reports. There were none.

5. Commissioner Comments

Chair Witten asked if there were any Commissioner comments. There were none.

6. Residents or other community members to address the Board.

Chair Witten asked if there were any residents or other community members who would like to address the Board. There were none.

III. CONSENT AGENDA

C-1 Minutes of the Regular Meeting of the Board of Commissioners held Monday, September 22, 2014.

RECOMMENDED ACTION: Dispense with the reading thereof and approve as recorded.

C-2 Monthly Operations Report for the month of September 2014.

RECOMMENDED ACTION: File as submitted

Commissioner Garner introduced a motion to approve the Consent Agenda. The motion was seconded by Vice-Chair Butler and upon roll call the following vote was recorded:

AYES: Commissioners Anguiano, Burruss, Butler, Garner, Karnes, Witten

NAYS: None

Chair Witten thereupon declared said motion carried as introduced.

IV. **REGULAR AGENDA**

1. Resolution No. 3816

Mrs. Fields asked for approval of Resolution No. 3816 approving a revised Personnel Policy regarding Internet, Email, and Social Media. The original policy was written in January 2009 and has never been revised. At that time the policy addressed only internet and email usage. This revision will expand the policy to address appropriate and responsible uses for all RRHA electronic communication devices, email, internet usage, and social media by RRHA employees. The revision has been reviewed by legal counsel and has been determined to be in compliance with legal requirements.

Commissioner Anguiano asked if the revision included the protocol for employees reporting misuse.

Mrs. Fields stated that it is not included in this policy that would be encompassed in the ethics policy which requires employees to report anything unethical.

Mrs. Goh stated that the employee reporting can be added to the procedures, which will not require Board approval again. Mrs. Goh stated that this would be a good expectation to place on employees. This can be added under the monitoring section to state that employees will have a responsibility to report if they notice misuse.

Chair Witten asked if there were any other comments or questions. There were none.

Commissioner Burruss introduced Resolution No. 3816 and moved its adoption as introduced:

RESOLUTION OF THE CITY OF ROANOKE REDEVELOPMENT AND HOUSING AUTHORITY APPROVING A REVISED PERSONNEL POLICY REGARDING INTERNET, EMAIL, AND SOCIAL MEDIA

WHEREAS, the City of Roanoke Redevelopment & Housing Authority (RRHA) has undertaken a review of its personnel policies to ensure they are relevant, meet the needs of the agency and are legally compliant; and

WHEREAS, RRHA has reviewed and is proposing revisions to Personnel Policy No. 414 regarding Internet, Email, and Social Media, dated January 1, 2009, to better reflect current requirements and practices; and

WHEREAS, proposed revisions to Personnel Policy No. 414 include changing the title from Internet and Email Policy to Internet, Email, and Social Media Policy; and

WHEREAS, the proposed revised policy has been reviewed by RRHA's legal counsel and determined to be in compliance with legal requirements applicable to RRHA; and

WHEREAS, the Personnel Committee of the RRHA Board of Commissioners supports and recommends approval of this revised policy.

NOW, THEREFORE, BE IT RESOLVED by the Commissioners of the City of Roanoke Redevelopment and Housing Authority that the attached revised Personnel Policy No. 414, Internet, Email, and Social Media is approved effective November 1, 2014.

The motion was seconded by Commissioner Garner and upon roll call the following vote was recorded:

AYES: Commissioners Anguiano, Burruss, Butler, Garner, Karnes, Witten

NAYS: None

Chair Witten thereupon declared said motion carried and Resolution No. 3816 adopted as introduced.

2. Resolution No. 3817

Mr. Bustamante asked for approval of Resolution No. 3817 approving a revised

Admissions and Continued Occupancy Policy for the Public Housing Program. One of the major changes is the revisions of the waitlist policy in which applicants will be required to apply electronically. The only difference between the Public Housing and Section 8 departments is that Public Housing will not be selecting based on lottery since Public Housing waitlists are dynamic and stay open for prolonged periods of time and are sometimes opened by bedroom size. Selection will continue to be by time and date. Homelessness has been added as one of the preferences.

Chair Witten asked if there were any other comments or questions. There were none.

Commissioner Burruss introduced Resolution No. 3817 and moved its adoption as introduced:

**RESOLUTION OF THE CITY OF ROANOKE REDEVELOPMENT AND HOUSING AUTHORITY TO APPROVE A REVISED ADMISSIONS AND CONTINUED OCCUPANCY POLICY FOR THE PUBLIC HOUSING PROGRAM**

WHEREAS, the Roanoke Redevelopment and Housing Authority's (RRHA) Board of Commissioners and staff are committed to providing safe and affordable housing to eligible individuals and families, including persons with disabilities; and

WHEREAS, the United States Department and Housing and Urban Development has authorized Public Housing Agencies (PHA) to administer a Public Housing Program, through the use of its Admissions and Continued Occupancy Policy (ACOP); and

WHEREAS, the ACOP must state the PHA's policies on matters for which the PHA has discretion to establish local policies; and

WHEREAS, a PHA is required to revise its ACOP as necessary to remain in compliance with the Department of Housing and Urban Development (HUD) regulations as set forth in 24 CFR 5, 8, 902, 903, 945, 960, 965 and 966; and

WHEREAS, the current ACOP of the RRHA, dated July 28, 2014 states that RRHA will review and update the ACOP at least once a year; and



WHEREAS, RRHA staff have reviewed the ACOP and made revisions to reflect changes in regulations and RRHA operations; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of the City of Roanoke Redevelopment and Housing Authority that:

1. The Revised Admissions and Continued Occupancy Policy for Public Housing Program, with revised chapters in substantially the form circulated to the Board, is approved.
2. The Executive Director be and hereby is authorized and directed to make minor procedural changes as necessary between annual updates.

The motion was seconded by Commissioner Garner and upon roll call the following vote was recorded:

AYES: Commissioners Anguiano, Burruss, Butler, Garner, Karnes, Witten

NAYS: None

Chair Witten thereupon declared said motion carried and Resolution No. 3817 adopted as introduced.

3. Resolution No. 3818

Mr. Bustamante asked for approval of Resolution No. 3818 approving a revised Administrative Plan for the Section 8 Housing Choice Voucher Program. One of the proposed revisions is that zero income families will not be required to come in every quarter to report a zero income. Instead, HUD's EIV reports will be used to validate annually and this will help to reduce some of the administrative burden.

Chair Witten asked if there were any other comments or questions. There were none.

Commissioner Garner introduced Resolution No. 3818 and moved its adoption as introduced:

RESOLUTION OF THE CITY OF ROANOKE REDEVELOPMENT AND HOUSING AUTHORITY TO APPROVE A REVISED ADMINISTRATIVE PLAN FOR THE SECTION 8 HOUSING CHOICE VOUCHER PROGRAM

WHEREAS, the Roanoke Redevelopment and Housing Authority's (RRHA) Board of Commissioners and staff are committed to providing safe and affordable housing to eligible individuals and families, including persons with disabilities; and

WHEREAS, the United States Department and Housing and Urban Development (HUD) has authorized Public Housing Agencies (PHA) to administer a Housing Choice Voucher (HCV) program, through the use of the PHA's Administrative Plan; and

WHEREAS, the Administrative Plan must state the PHA's policies on matters for which the PHA has discretion to establish local policies; and

WHEREAS, a PHA is required to revise its Administrative Plan as necessary to remain in compliance with the Department of Housing and Urban Development (HUD) regulations as set forth in 24 CFR 5, 8, 35, 92, 882, 887, 888, 903, 908, 982, 983, 984 and 985; and

WHEREAS, the current Administrative Plan for the Section 8 HCV Program of the RRHA, dated September 22, 2014 states that RRHA will review and update the Administrative Plan at least once a year; and

WHEREAS, RRHA staff have reviewed the Administrative Plan and made revisions to reflect changes in regulations and RRHA operations.

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of the City of Roanoke Redevelopment and Housing Authority that:

3. The Revised Administrative Plan for the RRHA Section 8 HCV Program, with revised chapters in substantially the form circulated to the Board, is approved.
4. The Executive Director be and hereby is authorized and directed to make minor procedural changes as necessary between annual updates.

The motion was seconded by Commissioner Anguiano and upon roll call the following vote was recorded:

AYES: Commissioners Anguiano, Burruss, Butler, Garner, Karnes, Witten

NAYS: None

Chair Witten thereupon declared said motion carried and Resolution No. 3818

adopted as introduced.

4. Resolution No. 3819

Mr. Bustamante asked for approval of Resolution No. 3819 awarding a contract for purchase of vehicles for Lansdowne Park, Villages at Lincoln, and Jamestown Place using Public Housing Operating Reserve funds. This is a not-to-exceed contract to Hall Automotive Fleet for the purchase of 3 one-ton dump trucks for Lansdowne Park, Villages at Lincoln and Jamestown Place. The current dump trucks have been around since 1998 and are used regularly to dispose of bulk items left in units and are in critical need of replacement.

Chair Witten asked if there were any other comments or questions. There were none.

Vice-Chair Butler introduced Resolution No. 3819 and moved its adoption as introduced:

RESOLUTION OF THE CITY OF ROANOKE REDEVELOPMENT AND HOUSING AUTHORITY AWARDING A CONTRACT FOR PURCHASE OF VEHICLES FOR LANSDOWNE PARK, VILLAGES AT LINCOLN, AND JAMESTOWN PLACE USING PUBLIC HOUSING OPERATING RESERVE FUNDS

WHEREAS, purchase of vehicles for City of Roanoke Redevelopment and Housing Authority Public Housing operations is an allowable use of operating reserves; and

WHEREAS, the need to purchase replacement dump trucks has been identified at VA11-1 Lansdowne Park (AMP 201), VA 11-2 Villages at Lincoln (AMP 202), and VA 11-7 Jamestown Place (AMP 207); and

WHEREAS, AMPs 201, 202, and 207 have sufficient operating reserves to fund purchase of three replacement dump trucks; and

WHEREAS, RRHA issued an Invitation for Bid on September 24, 2014, for three (3) Truck Cab and Chassis 4X4 with Landscape Dump, with bids being due on October 10, 2014; and

WHEREAS, RRHA received six (6) responsive bids to the invitation which were opened for consideration, such bids being as follows:

<u>Bidder</u>	<u>Total Bid Amount</u>
Sheehy Ford of Richmond	\$160,560.00
Highview Motors Inc.	\$152,651.94
Pinkerton Chevrolet	\$148,683.00
Colonial Ford Truck Sales	\$143,698.65
R K Chevrolet	\$142,740.00
Hall Automotive Fleet	\$136,272.00

WHEREAS, the lowest bid, submitted by Hall Automotive Fleet, was determined to be responsive; and

WHEREAS, the bid amount of \$136,272 submitted by Hall Automotive Fleet was determined to be fair and reasonable for the vehicles specified when compared to the amount of the independent cost estimate; and

WHEREAS, review, evaluation, and confirmation of bid documentation has been completed, and Hall Automotive Fleet has been found to be capable and in all other respects acceptable to RRHA; and

WHEREAS, the Vice President of Housing recommends an award to Hall Automotive Fleet; and

WHEREAS, the Executive Director has determined that this procurement complies with RRHA's Procurement Policy and that it is in the best interest of RRHA to accept such bid and execute an appropriate contract.

NOW, THEREFORE, BE IT RESOLVED by the Commissioners of the City of Roanoke Redevelopment and Housing Authority that:

- (1) The bid submitted by Hall Automotive Fleet be and hereby is accepted;
- (2) The Executive Director be and hereby is authorized and directed to execute a standard contract, which by reference is inclusive of all specifications, addenda and related documents between Hart Automotive Fleet and RRHA for the not to exceed amount of \$136,272.
- (3) The use of Public Housing Operating Reserves in the amount of \$136,272 is authorized for this purchase.
- (4) The Executive Director be and hereby is authorized to take such other actions as may be necessary to fulfill the intent of this Resolution.

The motion was seconded by Commissioner Garner and upon roll call the following vote was recorded:

AYES: Commissioners Anguiano, Burruss, Butler, Garner, Karnes, Witten

NAYS: None

Chair Witten thereupon declared said motion carried and Resolution No. 3819 adopted as introduced.

V. **ADJOURNMENT**

There being no further business to come before the Board, Commissioner Garner moved that the meeting be adjourned.

The motion was seconded by Commissioner Karnes and upon roll call the following vote was recorded:

AYES: Commissioners Anguiano, Burruss, Butler, Garner, Karnes, Witten

NAYS: None

Chair Witten declared the meeting adjourned at 3:54 p.m.

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Timothy Witten, Chair

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Glenda Edwards Goh, Secretary-Treasurer

Policy No. 414  
Date: January 1, 2009  
Revised: November 1, 2014

## **INTERNET, EMAIL, AND SOCIAL MEDIA POLICY**

### **I. PURPOSE**

To facilitate communications and help ensure the appropriate, responsible and safe use of electronic communications and social media by employees in support of goals of the Roanoke Redevelopment & Housing Authority (RRHA), and to help avoid potential risks associated with such use.

### **II. SCOPE**

This policy covers all RRHA owned or issued computers or other electronic communication devices, email addresses, and Internet access provided by RRHA, regardless of time or location of use, including email and/or internet access obtained through RRHA issued devices such as cell phones and personal devices.

### **III. POLICY**

Use of the Internet, E-mail, and social media by employees is permitted and encouraged where such use supports the RRHA Mission and Vision. Appropriate use should always be legal, ethical, reflect community values, and maintain public confidence in RRHA.

Employee access to computers and network resources owned by RRHA imposes certain responsibilities and obligations, and is granted subject to RRHA policies and applicable federal, state and local laws.

Employees should have no expectation of privacy with respect to the use of any RRHA owned or issued computer, electronic communications device, or network resources.

Employees must recognize that RRHA computers and networks may be subject to review under the Freedom of Information Act (FOIA). FOIA provides that any person has a right, enforceable in court, to request and obtain access to any RRHA record.

Employees are reminded that information posted or communicated by email and/or social media is accessible by virtually anyone with internet access. This may include RRHA Board of Commissioners, other RRHA employees, as well as RRHA residents. Therefore, RRHA employees are encouraged to use good judgment when using these forms of communication.

The Board of Commissioners has established this policy and delegates responsibility for establishing or modifying procedures for implementation of the policy to the Executive Director. Current procedures are detailed below.

### **IV. PROCEDURE**

#### Prohibited Uses

Employees may not engage in misuse of RRHA computers or other electronic communication devices, RRHA provided Internet, and/or email access.

Examples of misuse include, but are not limited to:

- visiting Internet sites that contain obscene, hateful, pornographic or illegal material
- the unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material on the internet
- using RRHA's electronic communications systems to send (upload), receive (download) or otherwise transmit or convey confidential or classified information, copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior written authorization
- accessing and/or downloading unauthorized commercial software or any copyrighted materials without the express permission of the owner
- transmitting copyrighted materials without permission, and/or using the computer to perpetrate any form of fraud, or software, film, music or other media piracy
- creating, transmitting, forwarding, downloading or storing material that might be perceived as defamatory, offensive, abusive, pornographic, obscene, profane, discriminatory, harassing, fraudulent, or that otherwise is prohibited by RRHA policies, and/or federal, state or local law
- using the Internet and/or email for any purpose that is contrary to RRHA's best interest or is for the employee's personal gain or advancement of his/her individual views including, but not limited to, undertaking deliberate activities that waste staff effort or networked resources
- introducing any form of computer virus or malware into the RRHA network
- gambling
- use of RRHA systems for personal gain including outside employment as set forth in the "Outside Employment" policy, self-employment, to set up personal businesses or sending chain letters
- forwarding confidential RRHA proprietary materials or resident information to external locations or systems
- attempting to defeat any RRHA security mechanisms, breaking into RRHA's or another organization's system or unauthorized use of a password/mailbox
- impersonating another person or reading, intercepting, copying or deleting or attempting to read, intercept, copy, or delete information sent or received by other users
- soliciting or promoting commercial ventures, religious or political causes, outside organizations, or other non-job-related ventures
- broadcasting unsolicited personal views on social, political, religious or other non-business related matters
- transmitting unsolicited commercial or advertising material
- viewing or accessing files on other employees' computers or networks that are not directly related to the employee's job
- creation and/or distribution of any offensive, threatening or disruptive messages such as those containing threats of violent acts, sexual implications, racial or religious slurs, offensive gender-specific comments, or any other comment that offensively addresses someone's race, gender, religion, ethnicity, age, national origin, disability, or other protected status. Such messages are strictly prohibited and will be dealt with in accordance with the RRHA harassment policy

#### Monitoring

RRHA accepts that the use of the Internet and email are valuable business tools; however, misuse of these resources can have a negative impact upon employee productivity and the reputation of the agency.

RRHA's Internet and email related resources are provided for business purposes only. The Agency reserves and intends to exercise the right to review, audit, intercept, access, record, and

disclose any or all information created, transmitted, received or otherwise communicated via the Company's electronic communications systems for any purpose and without prior notice. The contents of electronic communications may be disclosed within the Agency or otherwise, as deemed necessary and/or appropriate by RRHA, without the consent or knowledge of the employee. Therefore, the agency maintains the right to monitor any and all aspects of its electronic communications system, including employee email, and internet usage to ensure compliance with this policy. The volume of Internet and network traffic, together with the Internet sites visited and specific content of all email transactions may be monitored. Authorized staff has the right to access any material in employee email or on employee computers at any time.

The agency also reserves the right to use monitoring software in order to review the use and content of emails. Such monitoring is for legitimate purposes only and will not be utilized unless there is a suspicion of improper use.

### Security

The use of passwords for security purposes does not guarantee confidentiality. Employees do not have any greater right to privacy or otherwise diminish the agency's right of access by using passwords or other security measures on the agency's computer systems.

All agency wide e-mail communications distributed via the RRHA electronic communications system must be approved in advance by the appropriate Division V.P.

All communications and information transmitted by, received from, or stored in the agency's system are considered RRHA records and the property of the agency. All documents, files, and other records are subject to disclosure under the Freedom of Information Act and/or subpoena.

### Social Media

RRHA recognizes the increasing use of social media as a communication tool and acknowledges that some employees may choose to use social media on their own time for personal purposes. Such use of social media is considered an individual interaction, not a corporate communication.

#### Using social media at work

Employees should refrain from using social media while on work time or on equipment provided by RRHA unless it is work-related, as authorized by an employee's manager or otherwise consistent with Agency Policy. Employees shall not use RRHA email addresses to register on social networks, blogs or other online tools utilized for personal use.

### Content

Before creating online content, employees should consider some of the risks and rewards that are involved. Employees must keep in mind that any conduct that adversely affects an employee's job performance, the performance of fellow employees, or otherwise adversely affects employees, customers, suppliers, people who work on behalf of RRHA or RRHA's legitimate business interests may result in disciplinary action up to and including termination of employment. As such, all standards of ethics and codes of conduct as dictated by RRHA policy apply to all work related social media communications.

Further, employees should express only their personal opinions. An employee must never represent his or herself as a spokesperson for RRHA. If the Agency is a subject of the content an employee is creating, the employee must be clear and open about the fact that he/she is an employee and make it clear that the views expressed do not represent those of RRHA, fellow employees, clients, suppliers or people working on behalf of the Agency. If an employee wishes



to express his/her opinion about any RRHA business, the employee must identify him/herself, his/her role in the agency, and include the following disclaimer: "The postings on my site are my own and do not necessarily represent the City of Roanoke Redevelopment and Housing Authority's positions, strategies, or opinions."

RRHA considers the term "social media" to include, but not be limited to:

- personal websites
- web logs ("blogs") or microblogs (e.g., "Twitter")
- "wikis"
- social networking websites (e.g., "Facebook", "LinkedIn")
- online media sharing websites (e.g. "YouTube," "Instagram", "Flickr")
- online forums, message boards, or bulletin boards.

Employees are prohibited from using social media in any manner that violates any RRHA policy including but not limited to harassment, discrimination, retaliation, and confidentiality. Specifically, RRHA asks that employees read these policies and ensure that any postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject employees to disciplinary action up to and including termination of employment.

RRHA asks that employees be fair and courteous to fellow associates, clients, suppliers or people who work on behalf of the Agency. RRHA further suggests that work-related complaints may be more likely to be resolved by speaking directly with co-workers or by utilizing the Agency's Grievance Policy than by posting complaints to a social media outlet. Nevertheless, if any employee decides to post complaints or criticism, he/she should avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage clients, fellow employees or suppliers, or that might constitute harassment or bullying.

Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

RRHA further asks that employees be as honest and accurate as possible when posting information or news, and if a mistake is made, it is corrected quickly. RRHA further advises that employees should be open about any previous posts that have been altered and remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Finally, employees should never post any false information or rumors about RRHA, fellow employees, clients, suppliers, or people working on behalf of the Agency or competitors.

When posting, employees must maintain the confidentiality of RRHA's trade secrets and private or confidential information. Trades secrets may include resident information or information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Employees are also prohibited from creating a link from their blog, website or other social networking site to a RRHA website without identifying themselves as an Agency employee.

## VI. COMPLIANCE

All employees will be required to sign a Network Use Agreement prior to gaining access or authorized use to RRHA's computers, email, or Internet. This agreement will be held in the employee's personnel file.

## VII. RETALIATION

RRHA prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination of employment.

## VIII. SANCTIONS

Failure to comply with these guidelines will result in sanctions ranging from disciplinary action up to and including termination of employment.

Policy No. 414  
Date: January 1, 2009

## **INTERNET AND E-MAIL POLICY**

### **I. PURPOSE**

To facilitate communications in support of goals of the Roanoke Redevelopment & Housing Authority.

### **II. SCOPE**

Use of the Internet and E-mail by employees of RRHA is permitted and encouraged where such use supports the goals and objectives of the business.

### **III. POLICY**

RRHA has a policy for the use of the Internet and E-mail whereby employees must ensure that they:

- comply with current legislation
- use these resources in an acceptable way
- do not create unnecessary business risk to the agency by their misuse

#### Internet -- Unacceptable behavior

In particular the following is deemed unacceptable use or behavior by employees:

- visiting Internet sites that contain obscene, hateful, pornographic or other illegal material
- using the computer to perpetrate any form of fraud, or software, film or music piracy
- using the Internet to send offensive or harassing material to other users
- downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such license
- hacking into unauthorized areas
- creating or transmitting defamatory material
- undertaking deliberate activities that waste staff effort or networked resources
- introducing any form of computer virus into the agency's network

#### Internet -- Monitoring

RRHA accepts that the use of the Internet is a valuable business tool; however, misuse of this resource can have a negative impact upon employee productivity and the reputation of the business.

In addition, all of the agency's Internet-related resources are provided for business purposes only. Therefore, the agency maintains the right to monitor the volume of Internet and network traffic, together with the Internet sites visited. The specific content of any transactions may be monitored when there is a suspicion of improper use.

#### E-MAIL -- Unacceptable behavior

- use of company communications systems to set up personal businesses or send chain letters
- forwarding of company confidential messages to external locations

- distributing, disseminating or storing images, text or materials that might be considered indecent, pornographic, obscene or illegal
- distributing, disseminating or storing images, text or materials that might be considered discriminatory, offensive or abusive, in that the context is a personal attack, sexist or racist, or might be considered as harassment
- accessing copyrighted information in a way that violates the copyright
- breaking into the company's or another organization's system or unauthorized use of a password/mailbox
- broadcasting unsolicited personal views on social, political, religious or other non-business related matters
- transmitting unsolicited commercial or advertising material
- undertaking deliberate activities that waste staff effort or networked resources
- introducing any form of computer virus or malware (software designed to infiltrate or damage a computer system without the owner's informed consent) into the corporate network
- Any emails that discriminate against employees by virtue of any protected classification including race, gender, nationality, religion, and so forth, are strictly prohibited and will be dealt with according to the harassment policy.

#### E-MAIL -- Monitoring

All communications and information transmitted by, received from or stored in the agency's e-mail system are RRHA's records and the property of the agency. Authorized staff has the right to access any material in employee email or on employee computers at any time. Employees should not consider their electronic communication, storage or access to be private if it is created or stored at RRHA. RRHA is bound by Virginia statutes regarding public information access; therefore, electronic records may be a matter of public record.

Employees do not have any greater right to privacy or otherwise diminish the agency's right of access by using passwords or other security measures on the agency's computer systems. RRHA accepts that the use of email is a valuable business tool; however, misuse of this resource can have a negative impact upon employee productivity and the reputation of the business.

In addition, all of the agency's email resources are provided for business purposes only. Therefore, the agency maintains the right to examine any systems and inspect any data recorded in those systems.

In order to ensure compliance with this policy, the agency also reserves the right to use monitoring software in order to check upon the use and content of emails. Such monitoring is for legitimate purposes only and will not be monitored unless there is a suspicion of improper use.

#### E-MAIL – Broadcast Messaging

All agency wide e-mail communications must be approved in advance by the appropriate Division V.P.

#### Blogging

External and internal blogging are individual interactions, not corporate communications. When blogging about work, the employee must identify him/herself, his/her role in the agency, and include the following disclaimer: "The postings on this site are my own and don't necessarily represent the Roanoke Redevelopment & Housing Authority's positions, strategies, or opinions."

All standards of ethics and codes of conduct as dictated by RRHA policy apply to employee blogging about work. When blogging about work, employees must respect the agency's confidentiality and proprietary information. When blogging about work, employees must be respectful to the agency, employees, customers, partners, suppliers and competitors. Employees must ensure that blogging activity does not interfere with their work commitments.

If employees have any questions about what is appropriate to include in a blog, they should consult with their supervisor.

#### IV. SANCTIONS

Failure to comply with these guidelines will result in sanctions ranging from disciplinary action up to and including termination.

## Proposed ACOP Revisions 10-27-14

Proposed revisions to the RRHA Admissions and Continued Occupancy Policy (ACOP) are summarized below. Note that the summary only includes substantive revisions. Corrections to spelling or grammar and updated references to regulations and HUD notices are not listed. All revisions are highlighted in the separate redlined document provided to Commissioners for review.

Revised Chapter	Summary of Proposed ACOP Revisions
2	Added information in 2-III.B. regarding access to oral interpretation services upon request. Added information regarding RRHA's Language Assistance Plan.
4	<p>Revised text in 4-I.B. to describe web-based application system, including process for applicants to update their information online.</p> <p>Added description of method for placement on the waiting list in 4-II.D.</p> <p>Added information in 4-III.A. regarding types of admission to the Public Housing Program.</p> <p>Added statement in 4-II.E. regarding encouraging applicants to use online system to provide updated information.</p> <p>Added homelessness to local preferences under 4-III.B.</p>
6	<p>Updated list of amounts excluded from annual income by federal statute in 6-I.L.</p> <p>Deleted statement in 6-III.E. regarding there being no utility allowance relative to flat rents. Added subsection - Phasing in Flat Rents Notice PIH 2014-12.</p>
8	Deleted bullet regarding lead-based paint pamphlet in 8-I.B. because this is not applicable to Public Housing.
9	<p>Changed references from "family share of the rent" to "tenant rent" throughout Chapter 9 to improve clarity.</p> <p>Reworded paragraph regarding how RRHA handles additions of new household members when unit size is affected in 9-III.B. to improve clarity.</p> <p>Revised 9-III.C. to remove requirement of quarterly interim reexaminations for families reporting zero income since RRHA can verify this information through HUD's EIV system.</p>
10	<p>Revised title of Part I from "Assistance Animals" to "Service Animals and Assistance Animals"</p> <p>Revised 10-I.A. to define the difference between service animals and assistance animals as explained in FHEO 2013-1 and to clarify that requests for service animals in Public Housing are evaluated under both the ADA and the Fair Housing Act.</p> <p>Revised 10-I.B. to clarify the factors considered for approval of a service animal or assistance animal.</p> <p>Changed references from "Assistance Animals" to "Service Animals and Assistance Animals" in 10-I.C.</p>

12	Added "sexual assault" to list of factors considered in evaluating transfer requests in 12-III.F.
16	<p>Added information regarding persons with disabilities requesting higher utility allowances as a reasonable accommodation in 16-I.E.</p> <p>Added information in 16-II.B. explaining changes in flat rent policies in accordance with HUD PIH Notice 2014-12.</p> <p>Added sexual assault to list of types of documentation requiring specific management protocols in 16-V.C.</p> <p>In 16-VII.B., moved definition of "Affiliated Individual" to alphabetize list of definitions in the Violence Against Women Act (VAWA).</p> <p>Added sexual assault to list for VAWA rights and protections in 16-VII.C.</p> <p>Added sexual assault to victims protected by VAWA in Exhibit 16-1 and moved VAWA definition of sexual assault.</p>

## Proposed Administrative Plan Revisions 10-27-14

Proposed revisions to the RRHA Administrative Plan are summarized below. Note that the summary only includes substantive revisions. Corrections to spelling or grammar and updated references to regulations and HUD notices are not listed. All revisions are highlighted in the separate redlined document provided to Commissioners for review.

Revised Chapter	Summary of Proposed Administrative Plan Revisions
2	Added information in 2-III.B. regarding access to oral interpretation services upon request. Added information regarding RRHA's Language Assistance Plan.
6	Added statement under 6-I.L. clarifying federal requirements that certain student assistance be included in annual income.  Updated list of amounts excluded from annual income by federal statute in 6-I.M.
8	Expanded description of HUD Housing Quality Standards (HQS) requirements for space in living units in 8-I.F.
11	Revised 11-II.C. to remove requirement of quarterly interim reexaminations for families reporting zero income since RRHA can verify this information through HUD's EIV system.
12	Added sexual assault to list under limitations on Violence Against Women Act protections in 12-II.E.
Glossary	Glossary updated throughout with formatting corrections and the following:  Under A. Acronyms, added AIDS, FHEO, HA, LEP, OGC, PASS, SWICA, and UFAS, and changed date of VAWA. Under B. Terms, added Affiliated individual; updated Drug- related criminal activity; deleted Drug trafficking; updated Family; added Gender identity; deleted Immediate family member; changed Imputed income to Imputed asset income; added Living/Sleeping Room, Overcrowded, Sexual assault, Sexual orientation, Utilities, Veteran, Violence Against Women Reauthorization Act (VAWA) of 2013, and Waiting list.



Attachments to Resolution No. 3817 and No. 3818 are not included due to size of the attachments.

Attachments to Resolution No. 3817 and No. 3818 are retained in the Official Executive Office Board Meeting files.