

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 28, 2019, 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 Anguiano called the meeting to order at 3:01 p.m. and declared that a quorum was present.

PRESENT:	Commissioners Anguiano, Garner, Burruss, Smith, Walker
ABSENT:	Commissioners Kepley, Witten
OFFICER PRESENT:	Mr. David Bustamante, Secretary-Treasurer
ALSO PRESENT:	Jackie Austin, VP of Finance/CFO; Betsy Crow, VP of Human Resources and Administration; Frederick Gusler, Director of Redevelopment and Revitalization; Crystal Hall, Community Support Services Director; Mark Loftis, Legal Counsel; Michelle Jackson, Senior Executive Assistant; Suzzette McCoy, Compliance & Quality Assurance Coordinator; Evangeline Richie, VP of Housing; Joel Shank, VP of Operations; Djuna Osborne, Roanoke City Council Liaison, Lucie Rowan, Executive Assistant

Chair Anguiano welcomed everyone to today's meeting.

II. REPORTS

1. Financial Report

Chair Anguiano asked if there were any financial reports. There were none.

Chair Anguiano asked if there were any questions for Mrs. Austin. There were none.

2. Executive Director's Report

Chair Anguiano asked for the Executive Director's Report.

Mr. Bustamante responded that in addition to his written report he had two additional items. The first was that we decided to have our holiday luncheon on December 13, 2019 from 1:00 – 3:00 p.m. at the Holiday Inn. Invitations will be sent out sometime after the meeting. He is hopeful that the members of the board will be able to attend. In addition to that, he and the Vice Presidents of the Roanoke Redevelopment and Housing Authority (RRHA) discussed bringing back our employee appreciation breakfast. This was something that was done in the past and it hasn't been done in a while. They have decided to start it again in November. The breakfast will be held on November 22, 2019, from 8:00 – 10:00 a.m. at Melrose Towers and it's in appreciation to all of our employees for their work throughout the year. It's close to Thanksgiving so it would be an appropriate time to hold it. He also mentioned that we need to thank the Resident Council at Melrose Towers who have volunteered to help cook the food for the event. We will be sending out invitations to the board for this event as well. Again, he is hopeful that all of the board can attend. Commissioner Burruss inquired about the meeting with the Mayor and City Mayor about the library and if he could give some details about the meeting. Mr. Bustamante responded that most of the details of the meeting would be discussed in the Executive Session. He said that Chair Anguiano was there as well and that the meeting was very positive. Chair Anguiano stated that his take on it was that it was really more about relationship building and making sure we

had open lines of communication with the city. We wanted to express what our interests were and that we are looking forward to working with the city on future events. Commissioner Garner asked about the announcement for the EnVision Center, when is it supposed to be. Mr. Bustamante responded that it is on November 13, 2019 from 1:00 – 2:00 p.m. and it will take place at RRHA in the board room. Commissioner Garner then asked about the Yardi software, in the section that Mr. Bustamante made mention that we will be working on going live with the tenant portal sometime later this month. He asked if this had been done. Mr. Bustamante explained that the tenant portal is going to allow the tenants to access their HCV specialists for re-certifications so they won't have to come in person and that the re-certifications will be able to be e-mailed. He explained that if someone needs a reasonable accommodation they will be able to e-mail and be able to communicate with the worker. Also, the tenant portal will allow for them to put in work orders when we have that module up and running and in addition to that it will also allow them to pay on line. They are opening it for tenants to register but the components of it are not totally built into that module as of yet. Commissioner Garner asked about vendors. If we are at the point where we have satisfied everyone and taken care of everyone that needs to be taken care of. Mr. Bustamante responded that the first month the landlords were very generous with us and understood what was going on and that we tried our best to get everyone paid. Mr. Bustamante stated that most if not all of our landlords have received payment and all of our tenants who qualified for utility allowances have received them. Commissioner Garner wanted to confirm that we are not violating any rules or regulations that HUD has stipulated. Mr. Bustamante responded that in the first month we spoke to a lot of

the landlords and let them know what our situation was and it was our priority to pay those landlords who only had one or two units because we knew that they needed their money a lot quicker. The landlords with larger portfolios worked with us and we were able to pay them mid-month. This is the third month and he believes we are right where we need to be. Chair Anguiano asked if there were any areas where it is not fully functional yet. Mr. Bustamante responded that our finance department has not converted to YARDI. Commissioner Garner mentioned that we have the auditors coming in December. Mrs. Austin responded, yes. Commissioner Garner asked if we are pretty confident and that we are not having any problems getting our reports to HUD. Ms. Austin responded that our Real Estate Assessment Center (REAC) submission is due November 30, 2019 and that we are in the process of converting our books from cash basis to a gap accrual basis accounting for the year and trying to make sure that we are on target to make the November 30, 2019 deadline. Commissioner Garner asked if this was a HUD requirement. Mrs. Austin answered yes.

Commissioner Garner asked about the HR report. How we are doing with HCV. He noticed that we lost the manager and a specialist. Mr. Bustamante responded that we have been able to interview for the majority of those positions and we are working to get those positions filled. We do have the candidates. He is hopeful that it will be something that will happen relatively soon. Commissioner Garner noted that he noticed that we are having quite a bit of turnover and asked if it was related to the stress of the software conversion. Mr. Bustamante responded that it could be the conversion. He then pointed out that the turnovers were individuals who are voluntarily leaving. Commissioner Garner asked if we had done a survey lately of a salary comparability to

determine if we are competitive salary wise. Ms. Crow answered that we have done that on individual positions and we are working on restructuring the maintenance staff. She went on to explain that she doesn't think our issue is related to the pay grades or where the pay grades are, but more related to where people are within those grades. We are looking at some options to rectify some of the problems there, she stated that she has exit interview data, it's a high number and we are working on a couple of different options to delve into that a little more fully. Commissioner Garner congratulated us on the training and made note of another big one on the way. He has noticed over the years that we really put the staff through training which is good. There are a couple of the trainings that he had questions about first, the PHA 296 that deals with failed inspections. Ms. Crow explained that Yardi comes with an online learning center and in that online learning center there is a host of courses. The managers approve those courses based on whether it's related to their job description before they take the online course. Ms. McCoy responded that from her understanding the PHA 296 course explains how to put a failed inspection into the system, so the specialist can see whether or not they need to put the payment on hold. Commissioner Garner asked what the difference between a medical claim and a lost work time claim and if that will impact our workers compensation insurance. Ms. Crow responded, yes it does. The medical claim only means that they went for medical care but they were sent back to work so of course if it's a lost work time that could end up being more costly. We did just get a nice little rebate back from workers comp. Commissioner Garner stated that we are doing really well and that it was down 7% which is excellent. Not many people filing at all which is good and that goes back to training that RRHA did. He went on to

talk about last month the External Records, completing the New W-4 Form is that Yardi related as well or do we have extensive changes from the IRS this year. Ms. Crow answered that it is an HR function to keep up to date on payroll and those forms. The form changed this year just because of the new tax laws. Commissioner Garner then asked about page 5, Section 3, the Employment and Job Training Activities, regarding job fairs we have 60 referrals, 214 YTD and on the activity for the month we had 4 referrals and YTD we had 52 and only had 8 enrolled and only 4 completed. Are we having a problem with that? Ms. Crow answered that her understanding is the referrals are just that, they give them the option to go to those and they try to encourage them to go and the other is the actual numbers once they enroll and complete those activities. Mrs. Hall stated that we have referrals all of the time for them to go over to the Virginia Career Work Center for job training through the Workforce Innovation and Opportunity Act (Wioa) but to get them to go and complete is a whole different matter, but we are trying. Chair Anguiano asked if there were any other questions for Mr. Bustamante, Commissioner Burruss responded yes, but first wanted to comment that we have been dealing with a really tight job market for several years now, everyone in the community is and it's just something that we are going to have to keep dealing with. The question that she wanted to ask is that with the EnVision Center there is no funding attached to that. Mr. Bustamante responded that is correct.

3. Staff Reports

Chair Anguiano asked if there were any staff reports. There were none.

4. Committee Reports

Chair Anguiano asked if there were any Committee reports. There were none.

5. Commissioner Comments

Commissioner Garner advised that Commissioner Witten wanted him to inform the board that he was having surgery today, otherwise he would be here. He regrets not being able to be here. Chair Anguiano wanted to commend Mr. Bustamante and Ms. Richie in meeting with the Mayor and the Vice Mayor, he thinks they were very professional and represented our interests and our aspirations and that is the type of communication that we need to continue.

6. City Council Liaison Comments or Discussion

Chair Anguiano recognized City Council liaison Ms. Osbourne. He asked if she had any comments or highlights. Ms. Osbourne apologized for not being at the meetings for some time. She had some personal work conflicts but now looks forward to attending the meetings more regularly. Her first comment is about the food desert, she has been working with the Community Solutions Center, Marion Ware and Cheryl Cobbs also with Sam and his efforts through Carilion, and them trying to get the corner market concept. She has also been meeting with Marion and Cheryl and their efforts in addressing the food desert. She was very pleased at the last Council meeting that a young gentleman named Yusef got zoning approval to create a grocery store. It will be located on Melrose Avenue. He has a family member whose son is autistic and a friend who has two autistic children so he is going to work with attorney to figure out some way for him to raise awareness for autism, perhaps using some of the proceeds from his grocery store on to some sort of foundation. This is really exciting. She feels that it will fill a much needed niche in this area. She also had the opportunity to attend resident of the month at the Villages at Lincoln with Vice Mayor Cobb and that was really great.

She looks forward to seeing more events like that. Chair Anguiano stated that we would love to have Ms. Osbourne attend the event for the EnVision Center opening. It's a little tough for us because we don't know what the parameters of the programs are going to be, but we do think it positions us well for the future. He said that part of the discussion that we had with the Mayor and the Vice Mayor was the importance of the library as a property. He wanted to express that we do have interest in that. We think there are a lot of reasons that we can offer services that maybe other partners would not be able to. Also, it fits well with the greater development plan that we've collaborated with the City in the past. Ms. Osbourne responded that the feeling is that we are strong candidates for it. Chair Anguiano asked if there were any other comments. Commissioner Walker responded that she was in the Council meeting and the address for the grocery store is 3805 Melrose Ave., right across from New Horizons Healthcare.

7. Residents or other community members to address the Board

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

CONSENT AGENDA

C-1 Minutes of the Regular Meeting of the Board of Commissioners held

Monday, September 23, 2019.

C-2 Monthly Operations Report for the month of September 2019.

RECOMMENDED ACTION: File as submitted

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

AYES: Commissioners Anguiano, Burruss, Garner, Smith, Walker

NAYS: None

Chair Anguiano thereupon declared said motion carried as introduced.

III. **REGULAR AGENDA**

1. **Resolution No. 4023**

Mr. Shank introduced Resolution No. 4023. We have a contract for Morningside for maintenance and repair on the two elevators at that facility as well as another contract for the elevators at Melrose Towers. The ones at Morningside were executed back in 2017. We generally have some repairs to do to the elevators during the course of the contract but what we have at Morningside is a situation where we have had some larger costs of repairs particularly since this summer. There are two controllers that control the elevators which are referred to as the drive units and those are what have failed. The elevators at Morningside were put in around 1993 or 1994. We had them in the five year capital plan out in the fourth or fifth year and we had planned to bring them back to the 2020 budget. The good news is the way the timing on the budget is this year we have them in the 2019 budget. He is in the process right now of working with an architectural firm to get those elevators replaced and get that bid out. In the meantime, what we have is a proposal from Southern Elevator in the amount of \$38,837.40 to replace the drive unit in the large elevator. The elevator is inoperable. We have had similar problems with the small elevator off and on and it's currently inoperable. The hope is replacing the drive unit will make the elevator operable and allow it to function long enough until we can get the elevators replaced. Our current policy says if that we have a modification for a contract that is over \$100,000.00, that we bring it to the board

for approval prior to execution of that modification. Commissioner Burruss responded saying she certainly understands the need for the elevators but given that we are replacing them, is it possible that we get one of the elevators repaired. Mr. Shank confirmed that is what we are trying to do with the work here, make it operable long enough until we can get the new elevators in place. Chair Anguiano asked what kind of accommodations we are making for the residents. Ms. Richie responded that this past weekend we made hotel accommodations for several of the residents and they are currently staying at an Extended Stay America. We also made accommodations through Ride Source for the individuals who are confined to wheel chairs to be able to get the proper transportation from Morningside Manor to the appropriate hotel facility. Commissioner Burruss asked for clarification on the signs that read do not use elevator in the event of fire. Mr. Shank responded that what happens in those situations where the fire alarm system goes off, the elevators automatically come generally to the bottom floor and lock down. They are generally there for the fire department to use in case they are able to do that. What we have in Melrose Towers and Morningside is that the emergency stair ways have a fire rating for an extended period of time and the landings in the those stairwells serve as a safe harbor for the people to go and wait for the fire department to come and take care of them. That is the way they are designed to work. Vice-Chair Smith commented that he received a lot of calls when the elevators were down and he wanted to applaud the staff for the work that was done and he noted that they were on it in a timely manner. He was reassuring the residents that housing was on top of everything and he did receive complimentary telephone calls afterward. He applauds the work that the staff did to make accommodations for the residents.

Commissioner Garner asked how long it would take to get this done. Mr. Shank responded it generally takes a day to two to get it in and test it and make sure that it operates. Mr. Bustamante pointed out that once this is approved the gentleman informed him that he would start in the morning and hopefully by tomorrow afternoon we should know. He also said that if it didn't work, he wasn't going to charge us for it.

Commissioner Garner asked if we had a back-up plan. Mr. Bustamante responded that we would have to continue to put the residents in an extended stay until we would be able to have the money available to replace both elevators. Mr. Shank responded that we have the money for both elevators, that we adjusted the capital fund budget to make the funds available to bid this out. He is working right now with the architectural review on the final drawings and the specifications for the project with the hope that we will advertise it this coming weekend. Chair Anguiano asked how many residents were affected. Mr. Shank answered about 100 and that there are 100 apartments on floors 2-6. Commissioner Garner responded that not all 100 are being affected and asked how many are being affected. Mr. Bustamante responded that 6-8 of them went to Extended Stay. Ms. Richie confirmed. Commissioner Walker asked if there was any way to transfer them to Melrose Towers. Mr. Bustamante responded if we had the availability we could but Melrose stays pretty full. Commissioner Burruss asked after we got the bids for the new elevators to go in, what sort of time frame are we looking at? Mr. Shank responded there is a process for making the elevators it generally takes 10 or 12 weeks to get the equipment in to be able to start the work. Commissioner Burruss commented about six months, Mr. Shank agreed.

Commissioner Garner introduced Resolution No. 4023 and moved its adoption as introduced:

RESOLUTION OF THE CITY OF ROANOKE REDEVELOPMENT AND HOUSING AUTHORITY (RRHA) AUTHORIZING EXECUTION OF A MODIFICATION TO A CONTRACT FOR ELEVATOR FULL MAINTENANCE AND REPAIR SERVICES AT MORNINGSIDE MANOR

WHEREAS, Southern Elevator Co., Inc. submitted the lowest responsive and responsible quotation in response to a Request for Quotations for Elevator Full Maintenance and Repairs Services at Morningside Manor under Public Housing Operating Funds; and

WHEREAS, the Executive Director executed a standard contract for Elevator Full Maintenance and Repair Services at Morningside Manor between Southern Elevator Co., Inc. and RRHA with a not to exceed amount of \$56,044.08, on June 14, 2017; and

WHEREAS, the large elevator at Morningside Manor was made inoperable due to a failed drive unit; and

WHEREAS, Southern Elevator Co., Inc. was requested to provide a proposal for replacing the failed drive unit; and

WHEREAS, the amount of the change proposal submitted Southern Elevator Co., Inc. was \$38,837.40; and

WHEREAS, the amount of the change proposal submitted by Southern Elevator Co., Inc. was determined to be fair and reasonable for the work specified when compared to the amount of the independent cost estimate, based on prior cost for similar elevator repairs, for the change proposal; and

WHEREAS, review, evaluation, and confirmation of change proposal documentation has been completed, and has been found to be in all respects acceptable to RRHA; and

WHEREAS, the Vice President of Operations recommends the acceptance of the change proposal submitted by Southern Elevator Co., Inc.; and

WHEREAS, the Executive Director has determined that this contract modification complies with RRHA's Procurement Policy and that it is in the best interests of RRHA to accept such change proposal and execute an appropriate contract modification; and

WHEREAS, a contract modification for Contract Number 208-1703-1-7, for the amount of \$10,000.00 for replacement of hoist motor sleeve bearings, was executed on October 4, 2017; and

WHEREAS, a contract modification for Contract Number 208-1703-1-7, for the amount of \$4,984.64 for replacement of elevator door clutch assembly, was executed on June 8, 2018; and

WHEREAS, a contract modification for Contract Number 208-1703-1-7, for the amount of \$21,576.13 for repairs to small elevator drive unit and four (4) extra preventative maintenance services to the large elevator, was executed on June 27, 2019; and

WHEREAS, a contract modification for Contract Number 208-1703-1-7, for the amount of \$77,592.13 for 40 weekly preventative maintenance services for the large elevator and the second attempt to repair the small elevator drive unit, was executed on July 26, 2019; and

WHEREAS, a contract modification for Contract Number 208-1703-1-7, for the amount of \$16,393.00 for replace the motor-generator set for the small elevator and reduce the preventative maintenance services to 30 weeks, was executed on October 22, 2019; and

WHEREAS, RRHA's Procurement Policy states, "For all contracts of \$100,000 or more, any and all change orders, contract modifications, and/or amendments having a dollar value of \$25,000 or more must be submitted to the Board of Commissioners for review and approval prior to executing the contract modification."

WHEREAS, RRHA has sufficient Public Housing Operating funds to obligate for this contract modification.

NOW, THEREFORE, BE IT RESOLVED by the Commissioners of the City of Roanoke Redevelopment and Housing Authority that the Executive Director is authorized to execute a modification, to be funded by Public Housing Operating Funds, to the contract between RRHA and Southern Elevator Co., Inc., increasing the not to exceed amount from \$186,589.98 to 225,427.38, a net increase of \$38,837.40, with all other terms remaining unchanged.

The motion was seconded by Vice-Chair Smith and upon roll call the following vote was recorded.

AYES: Commissioners Anguiano, Burruss, Garner, Smith, Walker

NAYS: None

Chair Anguiano thereupon declared said motion carried and Resolution No. 4023 adopted as introduced.

2. Executive Session

Vice-Chair Smith moved that the Commissioners enter into Executive Session for the purpose of consultation with legal counsel retained by RRHA regarding specific legal matters requiring the provision of legal advice by such counsel and discussion of specific personnel matters of RRHA in accordance with Virginia Code Section 2.2-3711 (A)(1), and (8).

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

AYES: Commissioners Anguiano, Burruss, Garner, Smith, Walker

NAYS: None

The Board of Commissioners entered into Executive Session at 3:34 p.m.

Certification

Commissioner Burress introduced a motion stating that the members of the Board of Commissioners hereby certify to the best of their knowledge that only public business matters lawfully exempted from open meeting requirements and only such public business matters as were identified in the motion by which the closed meeting was convened were heard, discussed or considered by the Board in the immediately preceding Executive Session.

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

AYES: Commissioners Anguiano, Burruss, Garner, Smith, Walker

NAYS: None

The Board reconvened into open session at 4:04 p.m.

IV. ADJOURNMENT

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

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

AYES: Commissioners Anguiano, Burruss, Garner, Smith, Walker

NAYS: None

Chair Anguiano declared the meeting adjourned at 4:05 p.m.



David Bustamante, Secretary-Treasurer



Andrew Anguiano, Chair

