

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 on Monday, November 24, 2025.

I. CALL TO ORDER – ROLL CALL

Chair Carr called the meeting to order at 3:00 p.m. and declared a quorum was present.

PRESENT: Commissioners Coles, Jennings, Karney, Walker, Wright, Chair Carr, Vice Chair Carter

ABSENT: None

OFFICER PRESENT: Mr. David Bustamante, Secretary-Treasurer

ALSO PRESENT: Mark Loftis, Legal Counsel; Joel Shank, VP of Operations; Tina Bousman, Human Resources Manager, Meghan Castañeda, Administrative Manager/Executive Assistant; Frederick Gusler, Director of Redevelopment and Revitalization; Brenda Prieto, Manager of PR/MKTG/SM; Chasidy Blankenship, Recruiter/Human Resources Assistant; Wayne Leftwich, Planning Manager for the City of Roanoke; Todd Jackson, Managing Editor for Roanoke Rambler; Katherine Gibson-Cromer, Morningside Manor Resident; Hannah Abdullah, Lansdowne Park Resident;

Chair Carr welcomed everyone to today's meeting and introduced Wayne Leftwich, Planning Manager for the City of Roanoke.

II. REPORTS

1. Presentation: City Zoning Revisions

Mr. Wayne Leftwich provided an overview of the City's zoning changes adopted in 2024 as part of the broader "Zoning for Housing" initiative. He explained this work stemmed from the comprehensive plan adopted in 2020, which emphasized the need for complete neighborhoods, a wider range of housing types, and expanded opportunities for affordable and accessible housing throughout the city. A 2022 housing study identified an estimated deficit of 4,000 units and showed 26% of homeowners and 47% of renters were cost-burdened.

Mr. Leftwich reported the first phase of the initiative focused on allowing accessory dwelling units (ADUs) by right in all residential districts. To promote their use, the City partnered with AARP to conduct a design competition, resulting in four buildable ADU plans now available on the City's website.

He then described the 2024 zoning text amendments, which aimed to remove barriers to "missing middle" housing such as duplexes, triplexes, townhomes, and small apartment buildings. The amendments introduced differentiated density allowances for interior lots and corner lots, based on observed development patterns in older neighborhoods where higher-density buildings were historically located on corners with better access to parking and alleys.

Mr. Leftwich reviewed examples showing how the amendments adjusted maximum unit counts in various districts. He also summarized initial development outcomes from March 2024 to March 2025. During that period, 123 single-family homes were permitted or under construction, and 16 projects took advantage of the new zoning allowances. He noted most of the resulting units came from new duplex construction rather than conversions, and one larger multifamily project in an RM-2 district accounted

for a significant portion of the overall unit count. The total increase in units aligned with the City of Roanoke's initial estimate of approximately 40 units per year from these changes.

Mr. Leftwich addressed concerns regarding ADUs operating as Airbnb-type rentals, clarifying in residential districts short-term rentals must meet the "homestay" definition, which requires an on-site resident. He also remarked while not all homeowners may wish to become landlords, the ordinance simply provides the option rather than imposing requirements. In response to questions about affordability, he noted missing-middle units tend to be smaller and therefore less expensive than single-family homes, though the amendments were primarily intended to increase overall supply rather than directly produce deeply subsidized units.

Commissioners asked about parking requirements, alley access, and potential environmental impacts. Mr. Leftwich stated ADUs currently have no parking requirement, but staff is evaluating whether changes may be needed. He confirmed the City of Roanoke encourages the use of alleys for parking and continues to offer storm water credits for tree planting. He noted landscaping requirements apply to new developments and help address canopy concerns.

Questions were also raised regarding tiny homes. Mr. Leftwich explained tiny homes have always been permitted if placed on permanent foundations and built to code. He added the new cottage court development option may make such projects more feasible. When asked whether tiny homes would need to match existing neighborhood character, he stated compatibility considerations still apply and would need to be evaluated based on site context.

Mr. Leftwich concluded his presentation by pointing out the zoning changes represent one tool for addressing the City of Roanoke's housing shortage and noting staff is continuing to review potential refinements, including adjustments to minimum square footage standards and supplemental regulations.

2. Executive Report

Mr. Bustamante reported the federal government shutdown ended on November 12, after 43 days, the longest in U.S. history. A continuing resolution is in effect through January 30, 2025, leaving the agency without a finalized budget for the current fiscal year, which began on October 1. He noted conducting operations is challenging without knowing funding levels. Between now and January 30, Congress will need to approve the remaining nine spending bills; otherwise, another continuing resolution or government shutdown could occur.

Mr. Bustamante highlighted potential impacts of the House and Senate budget proposals, including significant reductions in assistance for families. In Roanoke, either budget scenario may underfund housing developments and the Housing Choice Voucher program. He reminded the board the Housing Choice Voucher wait list was opened in 2022, and over 4,600 families originally applied. Of those applicants, 600 have been given the opportunity to qualify and secure housing, leaving approximately 4,000 still awaiting assistance. Public housing wait lists remain full, and voucher issuance is currently on hold due to the continuing resolution, which only provides funding for current voucher utilization.

In response to a list of questions from Chair Carr, Mr. Bustamante addressed several operational matters. Regarding the impact of HUD staffing cuts on RRHA

operations, Mr. Bustamante explained HUD field office staffing in Richmond has decreased from six to two. He acknowledged there have been some delays as this field office covers 43 housing authorities, but none have caused complaints. He reported no additional information regarding the FY26 Transportation, Housing and Urban Development (THUD) bill and explained recent changes in the Continuum of Care (CoC) Notice of Funding Availability (NOFA) have reduced funding for permanent housing and introduced new program requirements, creating a risk that individuals who were previously homeless and housed through CoC assistance may lose support. As a result, these households may be required to apply to public housing wait lists, potentially increasing overall demand for limited housing resources.

Vice Chair Carter asked about Indian Rock Village units in the floodway and relocation plans given current funding constraints. Mr. Bustamante explained the City of Roanoke received a grant to support the transfer and demolition of affected units. He added a relocation plan has been developed, allowing families to move into other public housing or receive Transitional Portable Vouchers (TPVs) to find units in the community. Public housing units are being prepared to accommodate families, and the units at Indian Rock Village scheduled for demolition are being left vacant if families move. He added the board will be updated throughout the process.

Mr. Bustamante noted applications for Jobs Plus and FSS programs have been submitted, and HUD has confirmed receipt. However, award status is still pending. Regarding environmental reviews, the City of Roanoke hired Urban Design Ventures to approve assessments, and Mr. Bustamante met with them to review processes. The new housing director for the City of Roanoke is expected to start during the first week of

December.

Mr. Bustamante confirmed flyers for the expungement clinic mentioned by Councilman Nash have not yet been received. In response to a final question from Chair Carr, he added vouchers may be used anywhere within a 50-mile radius of RRHA's Central Office.

Mr. Bustamante acknowledged he had considered canceling the Annual Holiday Luncheon in December due to the current circumstances and funding uncertainties. However, he received an email from Vice Chair Carter requesting he reconsider the decision in order to recognize the dedication and hard work of staff who have persevered in those same circumstances. It was decided the Annual Staff Holiday Luncheon will be held at 12:00 PM on December 12, at Melrose Towers. He added the event will take place with catered food and an opportunity for staff to gather and celebrate.

Commissioner Coles asked about distinctions between homeless and chronically homeless definitions. Mr. Bustamante explained the distinction is primarily for funding purposes; all qualifying families receive preference on wait lists. Commissioner Walker inquired about voucher distribution for homeless individuals and the relocation of 24 families from the flood zone. Mr. Bustamante confirmed the program being operated by the City of Roanoke Homeless Assistance Team (HAT) is functioning effectively and relocation plans are in place for the families affected by the Section 18 project at Indian Rock Village.

3. Staff Reports

Chair Carr asked for staff reports. There were none.

4. Committee Reports

Chair Carr asked for committee reports. There were none.

5. Commissioner Comments

Chair Carr asked for commissioner comments. Vice Chair Carter reported the previous week, she had attended a meeting of Roanoke Indivisible to provide an update on the HUD funding situation. She explained, with the government reopening, residents had received their food stamp benefits. However, because the state had issued a first-week stipend from a budget surplus, some individuals had received amounts exceeding their actual benefits. Vice Chair Carter cautioned, in the coming months, the SNAP office would not account for the state-issued surplus when reviewing benefits, which could result in penalties through reduced future payments. She emphasized recipients needed to be careful not to spend the extra funds to avoid financial hardship when benefits were later adjusted.

Vice Chair Carter further noted Beth Macy had been present at the Roanoke Indivisible meeting and had requested she gather feedback from public housing residents on how these changes had affected them and the stress it had caused. She stated, while her own situation was mitigated by living at Melrose Towers and receiving additional health benefit support, she intended to seek input from residents of other housing units who relied solely on SNAP and food box programs from the Local Office on Aging and Feeding America. She scheduled an interview with residents for the following day at 2:00 PM at Melrose Towers and encouraged anyone aware of impacted residents to have them attend.

Commissioner Wright asked for clarification regarding the sequence of government payments. Vice Chair Carter explained the state of Virginia had used surplus funds to issue a weekly stipend through the Virginia Emergency Nutrition Assistance program, which represented a portion of recipients' actual benefits. When the federal government reopened, a partial benefit deposit was made, followed by the remainder of the regular benefit. She clarified the state-issued stipend and federal benefits would not be separated when reviewing accounts, meaning future payments could be reduced. Vice Chair Carter reiterated residents who spent the extra funds without monitoring their accounts could face shortfalls when adjustments were made.

6. City Council Liaison Comments or Discussion

Chair Carr asked for comments from the City Council Liaison. There were none.

7. Residents or other community members to address the Board

Chair Carr asked for comments from community members. Ms. Abdullah introduced herself as Rabbi Hannah Abdullah and noted she lived at Lansdowne. She expressed her gratitude for the recently renovated kitchen, explaining her previous cabinets had been falling apart and had been temporarily braced with wood. She described the new kitchen as "gorgeous" and conveyed her appreciation, noting she wanted to thank the board and staff because residents often do not express enough gratitude for the improvements and support provided at Lansdowne.

CONSENT AGENDA

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

Monday, October 27, 2025.

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

C-2 Monthly Operations Report for the month of October 2025.

RECOMMENDED ACTION: File as submitted.

Commissioner Karney introduced a motion to approve the Consent Agenda.

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

AYES: Commissioners Coles, Jennings, Karney, Walker, Wright, Chair Carr, Vice Chair Carter

NAYS: None

REGULAR AGENDA

1. Resolution No. 4269

Mr. Bustamante requested the board's approval of Resolution 4269 to ratify the submission to HUD of the Section Eight Management Assessment Program (SEMAP) score, which determines whether the agency is designated as a high performer, standard performer, or troubled housing authority. He noted the agency had consistently scored 100 percent in recent years. The SEMAP submission is a self-assessment HUD reviews to verify the accuracy of the documentation before issuing a designation letter. He commended the Section 8 Department for their outstanding work and stated board approval would be in the agency's best interest. With no board questions, Vice Chair

Carter introduced Resolution 4269, and Commissioner Walker seconded the motion.

Upon roll call, the following vote was recorded:

AYES: Commissioners Coles, Jennings, Karney, Walker, Wright, Chair Carr, Vice Chair Carter

NAYS: None

Chair Carr thereupon declared said motion carried and Resolution No. 4269 was adopted as introduced.

RESOLUTION OF THE CITY OF ROANOKE REDEVELOPMENT AND HOUSING AUTHORITY RATIFYING THE SUBMISSION OF SECTION 8 MANAGEMENT ASSESSMENT PROGRAM CERTIFICATION TO THE UNITED STATES DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

WHEREAS, the City of Roanoke Redevelopment and Housing Authority (RRHA) currently administers two thousand seventy-seven (2,077) units of Section 8 Housing; and

WHEREAS, pursuant to 24 Code of Federal Regulations (CFR), Part 985, RRHA is mandated to submit to the U.S. Department of Housing and Urban Development (HUD) a Section 8 Management Assessment Program (SEMAP) Certification concerning its performance in key Section 8 Program areas; and

WHEREAS, the purpose of the Certification is to allow HUD to objectively identify and measure RRHA's compliance with the Section 8 Program requirement, which measure is accomplished through the rating of performance indicators; and

WHEREAS, RRHA is required to submit this SEMAP Certification within sixty (60) days after the end of the fiscal year on September 30, 2025, resulting in a submission deadline of November 29, 2025; and

WHEREAS, the Section 8 staff complies with RRHA's written policies and procedures for the SEMAP performance indicators in the administration of the Section 8 Program. The staff conducts monitoring reviews of the following indicators and certifies to the Board of Commissioners that the information included on the SEMAP certification form is accurate and complete:

1. Selection from the Waiting List
2. Reasonable Rent

1. Determination of Adjusted Income
2. Utility Allowance Schedules
3. Housing Quality Standard (Quality Control Inspection)
4. Housing Quality Standard Enforcement
5. Expanding Housing Opportunities
6. Fair Market Rent Limit and Payment Standard
7. Annual Re-examinations
8. Correct Tenant Rent Calculations
9. Pre-contract Housing Quality Standards Inspections
10. Annual Housing Quality Standard Inspections
11. Lease-up
12. Family self-sufficiency (N/A)

NOW, THEREFORE, BE IT RESOLVED by the Commissioners of the City of Roanoke Redevelopment and Housing Authority that the Executive Director is authorized to submit the Section 8 Management Assessment Program (SEMAP) Certification containing information listed on the attached form to the U.S. Department of Housing and Urban Development.

EXPLANATION: RRHA's SEMAP scores for the past 5 years are as follows:

<u>Fiscal Year</u>	<u>SEMAP Score</u>
2020	100%
2021	100%
2022	100%
2023	100%
2024	100%

2. Resolution No. 4270

Mr. Shank reported the Authority had been unsuccessful in several attempts to obtain grant funding to upgrade the security camera systems at Melrose Towers and Morningside. As a result, security guard services had been used on weekends and after hours to support the properties, a measure residents had requested to help them feel more secure. Because the current contract was set to expire at the end of November, the Authority issued a solicitation for bids on September 21. Seven firms responded, and the lowest bid was within the Authority's cost estimate. After reviewing the proposals and checking references, staff determined American Global Security, Inc. had

submitted the lowest responsive and responsible bid in the amount of \$362,978.08 for both Melrose Towers and Morningside for a one-year term with two option years.

Vice Chair Carter, speaking as a resident of Melrose Towers, noted the existing guards primarily checked IDs and signed visitors in and out but had not been able to patrol floors or respond to issues occurring in stairwells or side entrances. She stated this limited capacity had made residents question the effectiveness of the service.

Mr. Bustamante acknowledged the concern and explained Melrose Towers had nine floors but the Authority could afford only one guard. He stated if the guard left the main entrance to walk the building, the front area would be left unattended, creating additional risk. He emphasized the service was funded by Melrose Towers' operating funds rather than capital funds and stated, while cameras would serve as an important deterrent, resources were limited. He noted staff would meet with the new company the following day to discuss expectations and to determine whether more visibility and coverage could be achieved under the new contract.

In response to questions, staff clarified the service was an after-hours and weekend security-guard presence and was unrelated to the camera system. Commissioners discussed the cost structure, with Chair Carr noting the new contract represented a reduction compared to the current weekly cost. Commissioners emphasized cost savings should not result in reduced service, and staff agreed.

Vice Chair Carter described the guards' current duties when residents or visitors arrived after 5 p.m., and staff confirmed the camera system in the building had not been fully operational. Mr. Shank stated the Authority continued to pursue funding to upgrade the cameras, noting the system was not actively monitored and was used only for

incident review.

Commissioner Jennings asked how the proposals had been evaluated. Mr. Shank explained all firms had been evaluated against the scope of services in the RFP and the selection was based on the required service level and price, though all proposals had been reviewed in full.

Several commissioners and residents asked about police presence, including whether officers could occasionally patrol or station vehicles at the properties. Staff noted a prior police presence had been funded through a grant had since expired. Mr. Bustamante stated the Authority could contact the police department to request occasional walk-throughs but emphasized residents should report suspicious activity directly to the police and notify site management the following day. Residents also discussed concerns about the timing of security coverage, noting incidents often occurred late at night, and one resident from Morningside reiterated safety during early-morning hours had remained a longstanding concern among tenants. Chair Carr asked if there were any further questions. There were none. The motion was introduced by Commissioner Karney and seconded by Vice Chair Carter. Upon roll call, the following vote was recorded:

AYES: Commissioners Coles, Jennings, Karney, Walker, Wright, Chair Carr, Vice Chair Carter

NAYS: None

Chair Carr thereupon declared said motion carried and Resolution No. 4270 was adopted as introduced.

RESOLUTION OF THE CITY OF ROANOKE REDEVELOPMENT AND
HOUSING AUTHORITY AWARDDING A CONTRACT FOR SECURITY

GUARD SERVICES AT MELROSE TOWERS AND MORNINGSIDE
MANOR TO BE FUNDED FROM PUBLIC HOUSING OPERATING FUNDS

WHEREAS, RRHA has applied for a grant to repair and upgrade the existing camera systems at these sites; however, the funding has not yet been approved; and

WHEREAS, Security Guard Services are needed at Melrose Towers and Morningside Manor to deter unauthorized activity and entrance on the premises; and

WHEREAS, both properties are home to elderly and disabled residents who have expressed that they feel more comfortable and secure with security personnel on site; and

WHEREAS, the current contract of the City of Roanoke Redevelopment and Housing Authority (RRHA) for provision of Security Guard Services at Melrose Towers and Morningside Manor expires November 30, 2025; and

WHEREAS, RRHA issued an Invitation for Bid for Security Guard Services on July 27, 2025, with bids being due on September 21, 2025; and

WHEREAS, RRHA received seven (7) responsive bids to the invitation which were opened for consideration, such bids being as follows:

<u>Bidder</u>	<u>Total Bid Amount</u>
Professional Security Service	\$369,312.00
Counter Measures Direct CMD Foundation Unlimited LLC	\$643,362.00 (Amended to \$555,762.00)
American Global Security, Inc	\$362,978.08
B3 Security Group, LLC	\$386,433.60
Georgetown Protective Services	\$493,632.00 (Amended to \$484,032.00)
A&A Associates, Inc. dba A&A Security Group	\$375,398.90 (Amended to \$379,156.36)
Enterprise Security Services Corp.	\$400,845.00

WHEREAS, the amount of the bid submitted by American Global Security, Inc., was determined to be fair and reasonable for the work specified when compared to the amount of the independent cost estimate based on previous contract costs for Security Guard services; and

WHEREAS, review, evaluation, and confirmation of bid documentation has been completed and American Global Security, Inc. has been found to be capable and in all other respects acceptable to RRHA; and

WHEREAS, the Vice President of Operations recommends an award to American Global Security, Inc.; and

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

WHEREAS, RRHA's Procurement Policy requires that all contracts having a dollar value of \$200,000.00 or more must be submitted to the Board of Commissioners for review and approval prior to awarding a contract.

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

- (1) The bid submitted by American Global Security, Inc. be and hereby is accepted;
- (2) The Executive Director be and hereby is authorized and directed to execute RRHA's standard contract for services, which by reference is inclusive of the scope of services, addenda and related project documents, between American Global Security, Inc. and RRHA for the fixed price of \$362,798.08 for a one-year term with two option years effective December 1, 2025;
- (3) The Executive Director be and hereby is authorized to take such other actions as may be necessary to fulfill the intent of this Resolution.

III. **ADJOURNMENT**

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

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

AYES: Commissioners Coles, Jennings, Karney, Walker, Chair Carr, Vice Chair Carter

NAYS: None

ABSENT: Commissioner Wright

Chair Carr declared the meeting adjourned at 4:19 p.m.

Tom Carr

Thomas Carr, Chair

David Bustamante

David Bustamante, Secretary-Treasurer

Exhibits from October 27, 2025 Minutes previously circulated