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, September 28, 2026.

I. CALL TO ORDER – ROLL CALL

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

PRESENT:	Commissioners Carr, Jennings, Karney, Wright, Chair Carter, Vice Chair Coles
ABSENT:	Commissioner Walker
OFFICER PRESENT:	Mr. David Bustamante, Secretary-Treasurer
ALSO PRESENT:	Mark Loftis, Legal Counsel; Jackie Austin, VP of Finance; 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, PR/Marketing/Social Media Manager; Michelle Rhame, Property Manager II; Hannah Abdullah, Lansdowne Park, Resident Council Vice President; Katherine Gibson-Cromer, Morningside Manor Resident; Joseph Rock, Morningside Manor Resident;

Chair Carter welcomed everyone to today's meeting.

II. REPORTS

1. Executive Report

Mr. Bustamante stated RRHA was in the final month of its fiscal year and staff

had been working to complete reports, increase occupancy, and address recertifications. He also noted RRHA had undergone five NSPIRE inspections during the preceding three months.

Mr. Bustamante reported the President signed the Continuing Appropriations and Extension Act of 2027 on September 2, 2026. The legislation provided level funding through December 11, 2026. He explained the continuing resolution included provisions affecting Emergency Housing Vouchers. HUD had previously approved merging the Authority's Emergency Housing Vouchers with its regular vouchers to keep participating families housed. Under the continuing resolution, HUD was expected to issue tenant protection vouchers for those families. This will allow RRHA to house the affected families without using its HAP funds and preserve those funds for housing individuals from the waiting list.

Mr. Bustamante added a continuing resolution delayed implementation of the Office of Management and Budget guidance affecting the future review of grants. Those policies will not affect RRHA's grants through December 11, 2026. The status of the guidance after that date remained uncertain.

Mr. Bustamante informed the Board he had forwarded an email from Commissioner Carr to various senators, including Senator Kaine, and thanked Commissioner Carr for his effort. He reported he had received a telephone call from Congressman Ben Cline's office congratulating RRHA on receiving a Housing-Related Hazards grant. The grant will support mold remediation in public housing, as well as radon testing and remediation. RRHA will begin implementing the funds upon receipt of the official HUD notification. In response to Chair Carter's question, Mr. Bustamante

clarified the grant was separate from the City's Lead Hazard Reduction Grant. Chair Carter thanked Mr. Bustamante for his report and asked if there were any further questions. There were none.

2. Staff Reports

Chair Carter asked for staff reports. There were none.

Committee Reports

Chair Carter asked for committee reports. There were none.

3. Commissioner Comments

Chair Carter asked for commissioner comments. There were none.

4. City Council Liaison Comments or Discussion

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

5. Residents or other community members to address the Board

Ms. Abdullah reported the Lansdowne Resident Council held its first children's movie afternoon on Sunday, September 20, 2026. Fifteen children attended. The event included popcorn, slushies, cookies, and goodie bags for two children who shared the moral of the movie. Ms. Abdullah reported children had been asking when the next movie event would take place. The next event was scheduled for Sunday, October 18, 2026, at 3:25 p.m., and a volunteer had offered to take photographs. Chair Carter expressed interest in attending. Ms. Abdullah said all were welcome and volunteers were appreciated, but the children would be responsible for sharing the moral of the story. She reported interest in the events are growing as more children learned about them.

CONSENT AGENDA

C-1 Minutes of the Regular Meeting of the Board of Commissioners held Monday, August 24, 2026.

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

C-2 Monthly Operations Report for the month of August 2026.

RECOMMENDED ACTION: File as submitted.

Commissioner Carr introduced a motion to approve the Consent Agenda. The motion was seconded by Commissioner Karney and upon roll call, the following vote was recorded:

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

NAYS: None

REGULAR AGENDA

1. Resolution No. 4293

Chair Carter introduced Resolution No. 4293 requesting Board approval of the consolidated operating budget for Fiscal Year ending September 30, 2027. Ms. Austin stated the resolution sought Board approval of the consolidated operating budget for the fiscal year ending September 30, 2027. She explained RRHA is required to submit a Board resolution approving the annual consolidated operating budget to HUD before the

beginning of the fiscal year. A public hearing was held on August 24, 2026, to receive comments on the FY 2027 operating budgets. Ms. Austin confirmed the two changes discussed at that meeting had been completed. Chair Carter asked if there were any questions. There were none. With no further discussion, Commissioner Carr introduced Resolution No. 4293 and moved its adoption as introduced. The motion was seconded by Commissioner Wright, and upon roll call the following vote was recorded:

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

NAYS: None

Chair Carter thereupon declared said motion carried and Resolution No. 4293 was adopted as introduced.

RESOLUTION OF THE CITY OF ROANOKE REDEVELOPMENT AND HOUSING AUTHORITY APPROVING THE CONSOLIDATED OPERATING BUDGET FOR FISCAL YEAR ENDING SEPTEMBER 30, 2027

WHEREAS, the City of Roanoke Redevelopment and Housing Authority has prepared a Consolidated Operating Budget for fiscal year ending September 30, 2027, covering the following programs: Central Office, Public Housing, HCV, Hackley, Private Management, CDBG/HOME, Homeownership Opportunities (HOP), ROSS Grant, City Activities, and Capital Fund Grants; and

WHEREAS, RRHA is required to submit a Board resolution approving the annual operating budget for U.S. Department of Housing and Urban Development (HUD) funded programs to HUD within 60 days of the beginning of the fiscal year; and

WHEREAS, the Board of Commissioners having reviewed the Consolidated Operating Budget has determined that the budget presented is a fair representation of projected operating revenues and expenditures for fiscal year ending September 30, 2027.

NOW, THEREFORE, BE IT RESOLVED by the Commissioners of the City of Roanoke Redevelopment and Housing Authority that the Consolidated Operating Budget is approved for the fiscal year ending September 30, 2027.

2. Resolution No. 4294

Chair Carter introduced Resolution 4294 seeking Board authorization to modify Contract No. 900-2502-1-5 with Cantey Tech Consulting for information technology services using public housing funds. Mr. Shank explained the modification would support upgrades to the security of the Authority's information technology system and prepare for future document management services. Cantey Tech Consulting had provided a proposal for the necessary software changes totaling $41,744. Mr. Shank noted contract modifications exceeding $25,000 required Board approval before implementation. Chair Carter asked if there were any questions for Mr. Shank. There were none. With no further discussion, Commissioner Karney introduced Resolution No. 4294 and moved its adoption as introduced. The motion was seconded by Commissioner Wright, and upon roll call the following vote was recorded:

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

NAYS: None

Chair Carter thereupon declared said motion carried and Resolution No. 4294 was adopted as introduced.

RESOLUTION OF THE CITY OF ROANOKE REDEVELOPMENT AND HOUSING AUTHORITY AUTHORIZING THE MODIFICATION OF CONTRACT 900-2502-1-5 USING PUBLIC HOUSING OPERATING FUNDS

WHEREAS, IT Services are essential to the overall operation and security of information of RRHA; and

WHEREAS, the Executive Director was authorized and directed to execute a contract for IT Managed Services based on the number of workstations and servers and additional IT related projects that arise each year between Cantey Tech Consulting, LLC. and RRHA with a not to exceed amount of $654,288.00 with a five-year contract term, by

the Board of Commissioners in Resolution No. 4233 on December 16, 2024; and

WHEREAS, Contract 900-2502-1-5 was executed between Cantey Tech Consulting, LLC. and RRHA with a not to exceed amount of $654,288.00 with a term of one (1) year beginning January 10, 2025, with four (4) option years ending January 9, 2030; and

WHEREAS, RRHA underestimated the Not-to-Exceed amount at the time the contract was executed; and

WHEREAS, Board approval was given under Resolution No. 4268 on October 27, 2025 to add an additional $160,000.00 to the not-to-exceed amount under Contract Modification #1; and

WHEREAS, RRHA was notified by Virginia Risk Sharing Association of a cyber-vulnerability caused exposing End of Life Exchange Servers to the internet that increases RRHA's risk of compromise due to the lack of security update availability; and

WHEREAS, RRHA is required to prioritize a migration plan by upgrading to the latest Exchange Server Subscription Edition and installing the latest Security Update or to migrate to Microsoft 365; and

WHEREAS, included in RRHA's 2025 – 2029 Strategic Plan, the Agency will improve operational efficiency by implementing a document management system and going paperless; and

WHEREAS, Microsoft 365 Business Premium licensure will both eliminate the cyber-vulnerability and be essential to the initiative to go paperless; and

WHEREAS, Cantey Technology Consulting, LLC provided a quote for $21,900.00 for Office 365 Email Migration Software and labor; and

WHEREAS, the monthly subscription cost of Microsoft 365 Business Premium (nonprofit pricing) for eighty eight (88) users is $484.00 per month, and

WHEREAS, there are forty one (41) months remaining on the contract; and

WHEREAS, the total cost for Microsoft Business Premium for the remainder of the contract totals $19,844.00; and

WHEREAS, the total amount of the Quotes submitted by Cantey Technology Consulting, LLC is $41,744.00; and

WHEREAS, RRHA has sufficient Public Housing Operating Funds to obligate for the contract modification; and

WHEREAS, it was imperative to mitigate the cyber-vulnerability and more financially advantageous to cover the incurred costs under the FY2026 Operating Budget; and

WHEREAS, the Executive Director has determined that this contract modification complied 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, RRHA's Procurement Policy states, "For all contracts of $200,000 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."

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

(1) The quotes submitted by Cantey Technology Consulting, LLC with a total amount of $41,744.00 be and hereby are accepted;

(2) The Executive Director be and hereby is authorized and directed to execute a contract modification where by referenced, is inclusive of all the quotes submitted by Cantey Tech Consulting, LLC for Office 365 Email Migration Software, the monthly subscription cost of Microsoft Business Premium for eighty eight (88) users for forty one (41) months, and the cost for labor which will increase the Not-to-Exceed amount of Contract #900-2502-1-5 from $814,288.00 to $856,032.00.

(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.

3. Resolution No. 4295

Chair Carter introduced Resolution No. 4295, requesting Board approval to award a contract for electronic document management and workflow software using operating funds. Mr. Shank explained the Request for Proposals had been issued during the previous year and five proposals had been received. Following extensive evaluation, the committee narrowed the field to two firms, Companion Data Services LLC - DocFinity Division and FileVision USA LLC. Both firms were invited to submit

best and final offers, and their revised proposals were evaluated. The evaluation committee reached a consensus that FileVision USA offered the best match for the Authority's needs.

Mr. Shank stated the proposed contract included a one-year term with four option years, at a cost of $277,515.90. The proposal included an initial setup cost, including the scanning of existing documents into electronic form, of $91,319.11 and $9,600 for training. Going forward, documents will be maintained electronically. Mr. Shank noted FileVision USA had completed substantial work for housing authorities. Mr. Bustamante stated he was familiar with the company's work on a similar project in Miami but could not confirm the company's central office location.

In response to Commissioner Carr's question about the impact on residents and the application process, Mr. Shank indicated implementation would occur while RRHA remained operational. Mr. Bustamante explained the Authority already had an online application system. The proposed software would primarily improve internal file management, including recertifications and the conversion of paper tenant files to digital records. He stated RRHA currently used rooms to store boxes of files. Digitizing records was expected to free storage space and reduce paper use. Documents would be scanned as staff worked with tenants and applicants.

Commissioner Carr asked whether the initiative would eventually allow commissioners to use electronic devices and support a paperless process. Mr. Bustamante clarified Resolution No. 4295 addressed the Authority's internal transition from paper files to electronic records and did not include electronic devices for commissioners. Chair Carter asked whether recertifications would eventually be

completed online. Mr. Bustamante confirmed this was the plan. In response to a question about online rent payments, he stated RRHA was also working toward that capability but needed to proceed incrementally. With no further discussion, Commissioner Carr introduced Resolution No. 4295 and moved its adoption as introduced. The motion was seconded by Commissioner Jennings, and upon roll call the following vote was recorded:

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

NAYS: None

Chair Carter thereupon declared said motion carried and Resolution No. 4295 was adopted as introduced.

RESOLUTION OF THE CITY OF ROANOKE REDEVELOPMENT AND HOUSING AUTHORITY AWARDING A CONTRACT FOR ELECTRONIC DOCUMENT MANAGEMENT/WORKFLOW SOFTWARE UNDER OPERATING FUNDS.

WHEREAS, RRHA's 2025-2029 Strategic Plan includes the initiative to improve operational efficiency by implementing an electronic document management system; and

WHEREAS, RRHA issued a Request for Proposals ("RFP") on November 9, 2025 with Proposals being due on December 16, 2025; and

WHEREAS, RRHA received five (5) Proposals in response to the RFP from the following companies:

- Companion Data Services, LLC (DocFinity);
- DataBank IMX LLC;
- FileVision USA LLC;
- I3-ImageSoft LLC;
- Yardi Systems, Inc.; and

WHEREAS, the Executive Director assigned an Evaluation Panel comprised of five (5) RRHA staff members; and

WHEREAS, the Evaluation Panel reviewed and evaluated proposals according to the following evaluation criteria, which was published in the RFP:

- Vendor Qualifications and Experience – 20 points
- Technical Solution and Functionality – 30 points
- Implementation Plan and Support – 20 points
- Cost Proposal – 20 points
- Added Value/Innovation – 10 points

WHEREAS, the Evaluation Panel rating for each firm's proposal based on the published evaluation criteria were as follows:

- DocFinity 93.40 points
- DataBank IMX, LLC 67.60 points
- FileVision USA, LLC 93.40 points
- I3-ImageSoft, LLC 74.20 points
- Yardi Systems, Inc. 89.80 points; and

WHEREAS, the Evaluation Panel determined that DocFinity and FileVision USA, LLC submitted the proposals most likely to be awarded a contract, and therefore, established a competitive range of 90 or higher; and

WHEREAS, DocFinity and FileVision provided demonstrations of their software on May 19, 2026; and

WHEREAS, a final demonstration was presented by FileVision on June 4, 2026 and by DocFinity on August 12, 2025; and

WHEREAS, FileVision was notified that their firm was rated within the competitive range and was invited to provide their best and final offer rates. A reduction of 5% in the cost of scanning and indexing of backfile conversions was offered; and

WHEREAS, the original cost provided by DocFinity was already the lowest priced proposal and a best and final offer was not requested; and

WHEREAS, the Evaluation Panel reevaluated the proposals of DocFinity and FileVision and came to the consensus that FileVision should be awarded the contract due to their extensive experience working with Public Housing Agencies, competitive pricing, and software setup that will provide ease of use due to a format that is similar in appearance to RRHA's paper files; and

WHEREAS, the Evaluation Panel recommended to the Executive Director that a contract be awarded to FileVision USA, LLC; 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

accept such qualification 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 Proposal submitted by FileVision USA, LLC be and hereby is accepted;

(2) The Executive Director be and hereby is authorized and directed to execute form a Contract between FileVision USA, LLC and RRHA for a term of one (1) year, with four (4) option years, in the not to exceed amount of $277,515.90, which includes the set up cost of $91,319.11 for scanning all tenant files and $9,600 for initial training.

(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.

If approved, this contract will be funded from the Operating Fund and will be allocated as services are utilized.

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 Carr, Jennings, Karney, Wright, Chair Carter, Vice Chair Coles

NAYS: None

Chair Carter declared the meeting adjourned at 3:18 p.m.

Debra Carter, Chair

David Bustamante, Secretary-Treasurer

Exhibits from August 24, 2026 Minutes previously circulated