

MINUTES OF A REGULAR MEETING
- OPEN SESSION -
OF THE SPRINGFIELD HOUSING AUTHORITY
HELD ON April 16, 2019

The members of the Springfield Housing Authority met in Open Session at the Conference Room of the Springfield Housing Authority at 60 Congress St., Springfield, Massachusetts at 4:30 PM on April 16, 2019.

A copy of the Notice of Meeting, pursuant to Section 23B of Chapter 39 of the Massachusetts General Laws, as amended, with the Certificate as to Service of the Notice, was ordered spread upon the minutes of the meeting and filed for records.

NOTICE OF MEETING

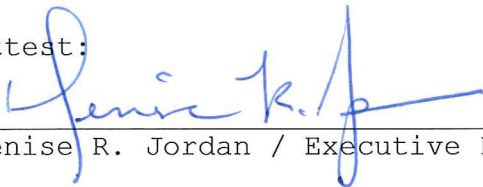
Notice is hereby given in accordance with Section 23B of Chapter 39 of the Massachusetts Laws, as amended, that an open Meeting of the Board of Commissioners of the Springfield Housing Authority will be held at 4:30 PM on Tuesday, April 16, 2019 in the Conference Room of the Springfield Housing Authority at 60 Congress Street, Springfield, MA 01104.

SPRINGFIELD HOUSING AUTHORITY
/s/Denise R. Jordan, Executive Director
April 11, 2019

CERTIFICATE AS TO SERVICE OF THE NOTICE OF MEETING

I, Denise R. Jordan, the duly appointed and qualified Secretary of the Springfield Housing Authority, do hereby certify that on April 11, 2019 I filed in the manner provided by Section 23B, Chapter 39 of the Massachusetts General Laws, as amended, with the Clerk of the City of Springfield, Massachusetts, a Notice of Meeting of which the foregoing is a true and correct copy.

Attest:



Denise R. Jordan / Executive Director/Secretary to the Board

Chairman Labonte called the meeting to order at 4:30 PM, and those present upon roll call were as follows:

PRESENT

Thomas Labonte
Jessica Quinonez
Willie Thomas
Raymond Warren

ABSENT

Angela Robles

ALSO PRESENT

Priscilla Chesky, Lyon & Fitzpatrick
Nicole Contois
Celina Correa
Richard Daigneault
Fidan Gousseynoff
Denise Jordan

Herminia Quiles
Marieli Roman
Jose Torres
JoAnn White

The Board reviewed the Minutes of April 2, 2019. Upon a motion made by Commissioner Thomas, seconded by Commissioner Quinonez it was unanimously

VOTED: to approve the Minutes of April 2, 2019.

Chairman Labonte commenced Board Meeting with item E-1- SHA District D Profile Report. Property Manager for District D Celina Correa introduced herself, the District Foreman Jose Torres and the District Assistant Manager Herminia Quiles.

Property Manager Correa discussed her report, addressing several items on her District Profile Questionnaire to include: (1) An overtime report dated April 1, 2018 to March 31, 2019 listing a dollar amount of \$38,245.36, categorizing the district as the second lowest of all districts. (2) The reason listed for overtime expenditure as preparation for REAC, the multiple scattered site vacancies and the emergency after hour calls.

Foreman Jose Torres discussed the nature of dealing with the scattered site vacancies, listing forty-two (42) across the city; the length of time to completely renovate the units and the challenges faced according to the damage or condition of these scattered site units. Foreman Torres addressed a challenge when prepping for REAC because REAC is strict in regulations and takes time from their day to day work as they have to continuously adjust to policy changes.

Chairman Labonte addressed the after-hour emergency call system, asking if Property Manager Correa has a difficult time obtaining responses from the district's Maintenance staff. Property Manager Correa described her system to include a contact attempt starting with a Mechanic II, following a contact attempt with a Mechanic III, leaving a contact attempt to Foreman Torres as the last step in contacts for after hour emergencies.

Commissioner Thomas inquired about the size of the district's maintenance staff. Foreman Torres replied that there are eight (8) full-time maintenance staff and two (2) pre-release assistants. Commissioner Warren added to discussion requesting a description of the total units included in the district. Foreman Torres responded a total of 42 scattered duplex unit sites across King Street and Hancock Street, the Tri Towers, Johnny Appleseed, the new family Central and Hogan. Property Manager Correa listed about 470 units in the District D's profile.

Property Manager continued discussion from her district's profile report listing a total of 122 current outstanding Work Orders, categorized as 2 Annuals; 2 painters; 2 vacancies; 11 electrician; 1 plumber; 1 extermination and 89 routine work orders. It was noted that the numbers stated had changed and were different from the numbers reported in their District Profile Report.

Property Manager Correa further continued discussion on vacancies for the district indicating 3 vacancies and a vacancy turnover rate averaging approximately twenty-five (25) days for a 1 bedroom elderly unit, and up to ninety (90) days for a scattered site duplex unit, dependent on the condition of the unit. Property Manager Correa stated the district is at about an eighty (80) percent completion rate for all the inherited scattered sites since 2012.

Commissioner Thomas delved into the Vacancy/ Vacancy turnover procedures for the District, addressing questions surrounding the amount of days in which the Maintenance staff is notified of vacancy, when the Trades and Painters are notified and scheduled to perform duties in the vacant units.

Property Manager Correa responded to Commissioner Thomas describing the Painter's scheduling method and stated it takes up to three (3) weeks to enter a unit. Foreman Torres further elaborated the Painters may take up to three (3) days to complete task, however, the Maintenance crew will perform on other tasks in the unit until the other departments, such as Painters arrive to unit.

Executive Director Denise Jordan discussed miscommunication and evaluation of time-management across the districts' maintenance crew, the trades' team and the Painters' Crew; this information derived from the Painters Crew log report that indicated little to no backup on unfinished units. Executive Director Jordan further noted the importance of finding the balance.

Foreman Torres described the current system on elaborating the vacancy turnover rate as just Maintenance time, when there are additional facets to this system, such as the Trades team and the Painters crew; further suggesting to possibly separating these distinctions when evaluating and managing vacancy turnover rates.

Executive Director Jordan suggested to Foreman Torres to address this distinction request at the next monthly Foremen meeting.

Property Manager Correa and Foreman Torres continued with the District's Profile Report on the transfer requests, the challenges and the goals for the district. A few of the challenges reported were the elevator issues at Saab Court, the damages from residents to units, and the safety issues with entrance /exit doors being prompt open.

Chairman Labonte followed up on the issue with safety of entrance/ exit doors being prompt open and inquired if the district has educational material, such as flyers, for the residents with instruction on procedure when they see a door prompt open. Property Manager Correa responded that there is a collaborative effort between herself and Tenant Council President Frida Venage on addressing the safety issue with the prompting of the entrance/exit doors.

Property Manager and Foreman Torres moved on to their wish list for the district. Property Manager Correa requested to have the security cameras updated; Foreman Torres requested a heating system in the garage at Saab Court, also requested a Bobcat in Saab Court as they are difficult to move from location to location.

Commissioner Warren inquired on the location and nature of the Garage. Foreman Torres responded that the Garage was just used to store maintenance equipment at Saab Court, and the heating system serves as preventive maintenance measure during the winter season.

Commissioner Thomas addressed the camera request and asked Property Manager Correa if her request entailed a new camera system or an upgrade. Property Manager Correa responded that an update to the system in place, describing the cameras as grainy. Commissioner Thomas proceeded to ask if there were camera signs posted in the district; Property Manager replied yes.

Public Safety Department Manager Michelle Ricker added the significant improvement on clarity of cameras with a cleaning as seen in other departments and indicated Saab court will be on the to-do list.

There were no further questions or suggestions on this matter.

Chairman Labonte applauded the good work coming out of District D. Property Manager Correa expressed gratitude and her approval of the shift of direction under the new management of the SHA.

Chairman Labonte proceeded with Agenda item E#2 to adopt resolution #9735 to accept DHCD Top Five (5) Compensation Form for FYE 3/31/19. Finance Director Joann White explained the difference for this FYE report to DHCD because of the change in administration before the end of the year as the Deputy Executive Director Nicole Contois performed under Acting Executive Director, therefore, the current Executive Director Denise Jordan is excluded and the Deputy as the highest paid staff member reported. Finance Director Joann White stated this form must be signed before submission to DHCD.

There were no further questions or suggestions on this matter.

Upon a motion made by Commissioner Warren, seconded by Commissioner Quinonez it was by a unanimously

VOTED: to approve Agenda item E #2 to adopt resolution #9735 to accept DHCD Top Five (5) Compensation Form for FYE 3/31/19

Chairman Labonte proceeded with the following agenda item F. Executive Director's Report.

Executive Director Jordan welcomed the new Human Resource Director Fidan Gousseynoff and discussed the work-in-progress projects within the Authority to include but not limited to: fire protocol with the Public Safety Department; Bike Share with PVPC and Attorney Priscilla Chesky; pest control with Capital Improvement & Procurement Department Director John Healy; roof replacement at Reed Village development; protocols and procedures for after-hour emergencies; preventive maintenance measures with Capital Improvement & Procurement Director John Healy and the SHA Maintenance Crew.

Executive Director Jordan updated the Chairman and Commissioners of the Service Dog and Emotional Support Animal training for SHA staff by Attorney Priscilla Chesky and the placement of updated handicap signs and issuance across the Authority.

Commissioner Warren discussed a notice letter issued by Springfield Water & Sewer Department informing Springfield residents of water contamination that is stated to remain safe to drink but emphasized precautions for the elderly and children. Commissioner Warren suggested the Authority look into this notice and post this information in our developments for our Elderly residents.

There were no further questions or suggestions on this matter.

Chairman Labonte proceeded to the next agenda item H- 1(a) Financial Accounts Payable Report.

Finance Director Joann White introduced the information on report and asked the Commissioners if there were any questions.

Chairman Labonte addressed Item 987818 on employee uniforms. Finance Director White replied that all uniform orders are on hold until policy evaluation and updates are complete. Executive Director Jordan added to response informing Chairman Labonte this item subject matter is a part union negotiations.

There were no further questions or suggestions on this matter.

Finance Director White proceeded to Agenda Item H-1(b) Financial Report and described the Authority in overall good standing.

Commissioner Warren inquired about the status of 60 Congress Street. Finance Director White replied we are doing better than budgeted because of reduced spending.

Finance Director White further updated the Board members of the concerns with reserves and a recapture. She stated she has reached out to other accountants involved in same matter, especially for Section 8. Finance Director White stated this is an issue before HUD.

Chairman Labonte thanked Finance Director White for her diligence in reporting.

There were no further questions or suggestions on this matter.

Chairman Labonte proceeded to the next agenda item H.2- Public Safety Update.

Public Safety Manager Ricker indicated the continuance of household boarder discoveries in March 2019 and April 2019 and its impact on the Authority. Public Safety Manager Ricker informed the Board members on the OSHA trainings for the Authority's maintenance crew; the work-in-progress for the goals of the Policy & Procedure Review Committee and the Safety Committee; as well as the ongoing and improved relationship between the Authority and the Springfield Police Department.

There were no further questions or suggestions on this matter.

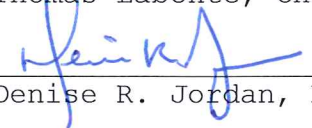
Chairman Labonte applauded Public Safety Manager Ricker on a job well done.

There being no further business to come before the members of the Springfield Housing Authority Board, upon a motion made by Commissioner Thomas, seconded by Commissioner Quinones, it was unanimously

VOTED: to adjourn the Open Session of the Springfield Housing Authority at 5:34 PM.

ATTEST:


Thomas Labonte, Chairman


Denise R. Jordan, Executive Director