

**MINUTES OF A REGULAR MEETING
OF THE BOARD OF COMMISSIONERS
OF THE MOLINE HOUSING AUTHORITY**

May 15, 2023

The regular meeting of the Board of Commissioners of the Moline Housing Authority was held at 5:30 PM in the Spring Valley Community Building located at 1150 41st Street, Moline, IL 61265.

Board members present were Chairperson Leslie Stange-Crotty, Vice-Chairperson Diane Fox, Raegan Jones and Melvin Grimes. Staff members present were Executive Director John Afoun and Recording Secretary Maria Nino. Legal counsel was in attendance. Also, in attendance was Tamika Roberts.

1. **Call to Order:** Chairperson Stange-Crotty called the meeting to order at 5:30 p.m.
2. **Approval of the Minutes of the Regular Meeting of April 17, 2023:** Minutes of the Regular Meeting of April 17, 2023 were reviewed. Motion was made, and seconded, to approve the minutes of the Regular Meeting of April 17, 2023, as presented. All voting members present voting "aye", none against; the Chairperson declared the motion carried.
3. **Executive Director's Report:** Verbal report provided by Mr. John Afoun.
 - a. **Resolution #1048:**

Resolution #1048 was to approve/authorize MHA's interest in the Manual Arts School Building. All voting members present voting "aye", none against, the Chairperson declared the motion carried unanimously.

Resolution #1049:

Resolution #1049 was to approve/authorize the Revised HOTMA Policy. All voting members present voting "aye", none against, the Chairperson declared the motion carried unanimously.

Resolution #1050:

Resolution #1050 was to approve/authorize the Bad Debt Write Offs. All voting members present voting "aye", none against, the Chairperson declared the motion carried unanimously.
 - b. **Approval of Financial Report:** The financial reports were still be processed by the fee accountants and will not be ready for review for two or three months from now.
 - c. **Section 8 Report:** The Board reviewed the Section 8 Report as presented. Mr. Afoun stated we have an opportunity to apply for additional vouchers as well as to apply for a case manager through the Family and Veterans Unification program. We have applied successfully for many grants as of late.
 - d. **Public Housing Report:** The Board reviewed the Public Housing Report as presented. There was a report for each AMP as well as one showing the information for both AMPs combined. This report gives a data analysis to track and report the statistics to the Board. Mr. Afoun mentioned a reason for lower occupancy rates is due to the bathtub project in Spring Valley.

Pest control and the report showing reasons for tenants vacating their unit as well as reasons for application denials were reviewed. A new Pest Control Technician was hired, Mr. James Cavanaugh.

- e. **Development/Maintenance Reports:** The Board reviewed the Capital Funds & Maintenance Progress Report, which showed current and future projects. The report also addressed work orders. Mr. Afoun talked about how legal counsel has been handling a lot of the discussion directly with the Spring Valley Bathtub Project contractor. We did make first initial payment and have not paid anything else since. Trotter, the contractor, did submit a second pay request, but this has not been paid per Board instructions. Trotter understands they are on the hook and want to make it right. Trotter brought in the manufacturer who believes they have a fix to swoop in and fix everything quickly and be done. Trotter had also put their subcontractor on notice that they were on default because they had failed to complete the contract. They proposed a fix and schedule saying they want to come in and do the work. We just want the work to be done right. Trotter has moved forward with the subcontractor. The manufacturer wanted to get paid, but Trotter was not comfortable with the way they were wanting to get paid. The subcontractor gave us an extended schedule. They are talking about August for completion of the project. In their plan they want to come in and do a couple tubs and make sure this fix will work, then they will come in and fix this. They showed up today and did work, but we don't have word yet on quality. They were here to fix tubs that had work done incorrectly. Trotter is in liquidated damages at this point and we have not indicated we are waiving any of those damages yet. We want to get in the units they did today and see how those turned out before opening up the door to further work.

Mr. Afoun addressed open work orders and talked about how he commends the maintenance staff for doing a tremendous job catching up as there are only 37 uncompleted work orders at this time.

The FSS Program statistics were reviewed. Mr. Afoun stated that we are very happy with the program and it is very successful. The ROSS Coordinator left the organization and we hope to get a replacement in shorter time period than before.

- 4 **Resident Advisory Board (RAB) Report:** No report provided.

There were no Resident Advisory Board members present.

- 5 **Any other business that may come before the Board including comments from the general public:**

Ms. Tamika Roberts stated that she is a Section 8 participant and has been in the program for 12 years. She stated she had just transferred her voucher back here and there has been a lot of miscommunication. She has concerns about recerts and reported documents. She said that certain things don't align with HUD's rules and regulations as far as what she is supposed to be doing. She gets put off in a disrespectful manner. If she has questions or concerns she doesn't feel it is open or welcome. She doesn't get support from her case worker, the person who handles her voucher. It makes her feel uncomfortable. Today she went back to the office and as soon as she got there Ms. Dana Munson started communicating in a negative way. She is sarcastic and gives no opportunity to talk to anyone. She then stated that everyone should not be in her conversation. She was trying to get clarity on certain information. Chairperson Stange-Crotty interjected stating she is very interested in her problems being solved. She asked if she had spoken with Mr. Afoun. Mr. Afoun then stated he is surprised Ms. Roberts came in without calling or letting him know.

Mr. Afoun said every concern she had he explained to her. A letter had a wrong date. The moment she left the office he called the Operations Manager and spoke to him. He emphasized to the Operations Manager to make sure Ms. Munson knew our emphasis is customer care. Mr. Afoun said he will look into the matter as to why she was treated unprofessionally. There are rules and regulations and our interpretation of the program is based on the government. He stated that Ms. Roberts led him to believe that she understood that. Chairperson Stange-Crotty said the reason she asked is to see how much communication she has. Chairperson Stange-Corty stated she sees Mr. Afoun is looking into everything. She wanted to have the knowledge that Ms. Robert's presence is here. We are policy makers and we do not involve ourselves in individual problems.

Ms. Roberts said she did not understand her situation and saying that any income is counted and goes toward her rent. They never stated what the rent was. While she was not working the only money she was receiving was her mother's help. She did not understand the policy or even how much her rent was. Mr. Afoun asked if she did not understand when he had met with her and asked why she did not come back and ask him to clarify further. Mr. Afoun is explaining to her the specifics of her case. He said that had he known she still did not understand he would have held a meeting with her, Ms. Munson, the Operations Manager and himself to all go through the calculations. Ms. Roberts replied yes you did explain but it is different when I communicate with the staff and they act like they can't even answer a question for the participant.

Chairperson Stange-Crotty said that Mr. Afoun has suggested the meeting with them all and she is confident that he will do this. The steps we are going to go through is you and Mr. Afoun are going to meet as suggested and that is it unless I hear something else from my fellow board members. Commissioner Grimes said it is not in our or your interest to intervene in staff issues that I have confidence that Mr. Afoun can handle. The idea is to make sure that there is a clear understanding. Some of those points and issues should have been brought to Mr. Afoun's attention, not at a board meeting to make sure he can make the necessary corrections. Vice-Chairperson Fox said I am a Section 8 recipient and I hear your problem. She said you need to go through Mr. Afoun and have that full meeting again. Make sure you get the answers that you understand clearly. Mr. Afoun asked if Ms. Roberts is available tomorrow. Ms. Roberts replied after 3:45pm. Mr. Afoun said I will make arrangements for myself, Mr. Albert Cueller, the Operations Manager, and Ms. Munson to meet with you tomorrow at 4pm. Chairperson Stange-Crotty said an action plan has been decided.

Mr. Afoun said should there be steady progress with this new arrangement for tubs can we make payment. The remaining amount of the contract should be paid incrementally as we go. Commissioner Grimes agreed that increments can be paid on basis of completion. Chairperson Stange-Crotty said you are suggesting we pay the contractor incrementally as they finish.

Motion was made, and seconded, to pay incrementally as successful repairs are made up to our standards for the Spring Valley Bathtub Restoration Project. All voting members present voting "aye", none against; the Chairperson declared the motion carried.

Mr. Afoun said our Section 8 program submitted SEMAP last year. We are supposed to submit every other year. Last time we submitted we were standard performer. We did the numbers and we would be high performers if we were to submit this year. Mr. Afoun said he will send out a phone poll to be able to submit this probably do this by the end of the week.

6. Adjournment:

There being no further business, a motion was made, and seconded, to adjourn the meeting. All voting members present voting "aye", none against; the Chairperson declared the meeting adjourned at 6:19 P.M.

Leslie Stange-Crotty, Chairperson