



AGENDA
NRHA Commissioners' Meeting
Thursday, September 16, 2021
555 East Main Street
Norfolk, VA 23501
9:00 a.m.

WELCOME AND REMARKS BY THE CHAIR OF THE BOARD

I. **APPROVAL OF MINUTES OF COMMISSIONERS' MEETING** **Pg. 3**
July 15, 2021 Board of Commissioners' Minutes

II. **REMARKS**
Executive Director's Comments
Commissioners' Comments

III. **FINANCE AND ADMINISTRATIVE OPERATIONS** **Pg. 15**

- 1) Previous Month's Activities
 - a) Contract Activities
 - b) Anticipated Requests for Proposals, Qualifications, or Quotations and Invitations for Bids
 - c) Cash Advance Report
- 2) Electronic Signature Policy
Presented by: Kathleen Mosley
Director of Procurement
- 3) Resolution Authorizing the Creation and Implementation of Policy Guidance for the use of Electronic Signatures
- 4) FY2021 4th Quarter Charge Offs
- 5) Orientation and High-level look at July 2021 Financial Statements
Presented by: Scott Pontz
Chief Financial Officer

IV. **DEVELOPMENT** **Pg. 78**

V. **HOUSING OPERATIONS** **Pg. 86**

- 1) Housing Operations Division Quarterly Report – FY2021 4th Quarter
Presented by: Donna Mills
Chief Housing Officer

VI. **COMMUNITY ENGAGEMENT**

VII. **NEW BUSINESS**

VIII. COMMITTEE MEETING NOTES Pg. 120

- 1) Housing and Safety Committee minutes and attachments
- 2) HCV Committee minutes and attachments
- 3) Budget and Finance Committee minutes

IX. CLOSED SESSION

- 1) Personnel matters involving the assignment, appointment, promotion, demotion, performance, salaries, or resignation of employees of the Authority, as authorized by Section 2.2-3711(A)(1) of the Act.
- 2) Consultation with the Authority's legal counsel regarding probable or actual litigation requiring the provision of legal advice by counsel as authorized by Section 2.2-3711(A)(7) of the Act."

X. COMMITTEE NOTES AND UPDATES

- 1) Choice Neighborhood Initiative Update (CNI) Update
- 2) Tidewater Gardens Relocations Efforts Update – 8/31/2021
 - a. Tidewater Gardens Relocations Dashboard
 - b. Tidewater Gardens Vacancy Map
- 3) Communications and Government Relations Update
- 4) Families First Update

FUTURE MEETINGS

BOC HCV Committee Meeting
Tuesday, September 21, 2021 at 11:00 a.m.
555 East Main Street

BOC Housing and Safety Committee Meeting
Monday, September 27, 2021 at 9:30 a.m.
555 East Main Street

BOC Meeting
Thursday, October 21, 2021 at 9:00 a.m.
555 East Main Street

MINUTES OF MEETING

The Commissioners (the “Commissioners” or the “Board”) of the Norfolk Redevelopment and Housing Authority (the “Authority” or “NRHA”) met in a regular monthly meeting at 555 East Main Street in Norfolk, Virginia (the “City”) on Thursday, July 15, 2021.

The meeting was called to order at 9:09 a.m. by Chairman Donald Musacchio. Those Commissioners present and absent were as follows:

Present: Mr. Alphonso Albert (*arrived at 9:21 a.m.*)
 Ms. Rose Arrington
 Mr. Kenneth R. Benassi (*arrived at 9:26 a.m.*)
 Mr. Joe W. Dillard, Jr.
 Mr. Richard Gresham
 Mr. Donald Musacchio
 Ms. Suzanne Puryear (*attended virtually*)

Also present were Ronald Jackson, Secretary, Delphine Carnes, Attorney, and various staff members, as well as the following individuals who participated by telephone: Tom Gallas and Troy McGhee from Torti Gallas, William Milligan III from The Livas Group, and John Majors from Brinshore Development. LLC.

Welcome and Remarks by the Chairman of the Board

Chairman Musacchio welcomed the Commissioners and thanked them for their participation in today’s meeting. He announced that today’s agenda will include two presentations: (1) John Majors from Brinshore Development will discuss the current work and design concepts for the Tidewater Blocks in the Choice Neighborhood Initiative (“CNI”) Housing Plan and resident input from the July 10, 2021 community outreach event and (2) Yilla Smith, Client Services Director, will present NRHA’s request to Hampton Roads Ventures, L.L.C. (“HRV”) for funding.

Chairman Musacchio noted that today’s meeting is still using a virtual platform that allows remote participation, but reminded the Commissioners that the Governor’s State of Emergency is expiring and therefore, the August Commissioners’ meeting and all subsequent meetings will take place in person and will no longer be available over NRHA’s virtual Go-To-Meeting format. He reported that on June 22, 2021, the Norfolk City Council reappointed Mr. Gresham, Mr. Albert and Mr. Dillard to serve on the Board for additional four-year terms beginning August 1, 2021 and ending July 31, 2025. Chairman Musacchio expressed his appreciation to each of the reappointed Commissioners for the commitment and expertise that they bring to the Board and thanked them

for their continued service to the agency and the clients NRHA serves.

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I. Approval of Minutes of Board of Commissioners' Meeting

Chairman Musacchio presented for approval the minutes of the June 10, 2021 Board of Commissioners' meeting. Upon motion of Mr. Gresham, seconded by Mr. Dillard, the minutes of the June 10, 2021 Board meeting were unanimously approved by all of the Commissioners with the exception of Mr. Albert and Mr. Benassi who had not yet arrived at the meeting. Chairman Musacchio then presented for approval the minutes of the June 24, 2021 Board of Commissioners' meeting. Upon motion of Mr. Gresham, seconded by Mr. Dillard, the minutes of the June 24, 2021 Board meeting were unanimously approved by all of the Commissioners with the exception of Mr. Albert and Mr. Benassi who had not yet arrived at the meeting.

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II. Remarks

Executive Director Comments

1. Mr. Jackson reported that NRHA, at the request of the Board, hired Invariant, a marketing firm located in Washington, D.C., to work on the St. Paul's transformation initiative. Mr. Jackson noted that this firm not only is well qualified, but also is familiar with CNI and other public housing programs and experienced in advising public housing authorities. He announced that there will be a kick-off meeting next Friday and Invariant representatives have already started conversations with staff to discuss their approach for effective marketing of NRHA's CNI efforts.

2. Mr. Jackson acknowledged that NRHA has had some bad publicity with its redevelopment projects recently, including an unfavorable Bloomberg article and a segment on BET entitled "Disrupt and Dismantle." He noted that, in light of this, NRHA is taking a more proactive approach that includes reaching out to civic groups to provide comprehensive information and to dispel the misinformation and rumors that have circulated in NRHA's communities. Mr. Jackson indicated that NRHA staff has spoken to civic groups from Downtown, Ocean View, Ghent, Fairmount Park and East Little Creek, and also met with the group Christians United for Social Change ("CUSC") to discuss the CNI redevelopment plan and how it may have been unfairly tainted by past history. He stated that NRHA has stressed that the current approach is transparent and open, as opposed to some of the gentrification projects that occurred in the past. Mr. Jackson indicated that the CUSC representatives were appreciative of the information they received and wrote a favorable Op-Ed in *The Daily Press* a few days ago, noting their availability to help and their plans to continue to monitor the situation. Mr. Gresham asked Mr. Jackson to

identify the leaders of CUSC. Mr. Jackson responded that Ophelia Whatley was the primary contact, but Norfolk staff spoke with other individuals affiliated with the group who indicated that they would use their connections to reach out to landlords to promote the Housing Choice Voucher (“HCV”) program. Mr. Jackson observed that it was a very positive interaction. [*Mr. Albert arrived at 9:21 a.m.*]

3. Mr. Jackson noted that NRHA’s Property Management staff members are the face of NRHA and often the “first responders” to whom residents turn for assistance. He reported that some of these staff members have been upset about how they have been portrayed in the media, including in the BET segment, and have been accused of not being responsive to maintenance requests. Mr. Jackson indicated that, with the help of the Communications Department, NRHA will be publishing profiles of its property management and maintenance staff, highlighting their activities in the community, and showcasing their ongoing commitment to NRHA’s residents. Mr. Albert observed that miscommunication often comes from skirting issues rather than addressing them directly. He stated that he would like staff to be very specific about the concerns that are being raised and to provide more detailed information about how those issues are being resolved. Mr. Jackson noted that the BET video allegations regarding the smoke detector maintenance issue and urine leakage in one unit were simply untrue. He emphasized the need for residents to take responsibility for accurately reporting any problems.

4. Mr. Jackson addressed the recent wave of violence and shootings in NRHA’s communities and throughout the City. [*Mr. Benassi arrived at 9:26 a.m.*] He emphasized that the police investigations are ongoing and that NRHA still does not have much information about the incidents. Mr. Jackson confirmed that NRHA staff members have made themselves available to assist the affected families. He also observed that this is a nationwide phenomenon that is tied to many factors, including the availability of guns. Mr. Jackson reported that the National Night Out events will begin on August 3 and are designed to build better partnerships between community safety officers and residents. He mentioned that the Norfolk Police Department (“NPD”) is currently having issues with recruitment and therefore is not always able to staff events and address crime as comprehensively as would be ideal. Mr. Jackson stated that NRHA continues to have its routine meetings with the NPD, noting that the next meeting is scheduled for Monday, July 19. Mr. Gresham asked if Karen Rose, NRHA’s Security Programs Manager, thinks that these recent criminal activities are primarily gang related. Mr. Gresham also observed that he laments not only the deaths, but also the trauma that impacts all community members who fear for their safety and the safety of their families. Mr. Jackson responded that gangs are active in NRHA’s communities. He added that the recent incidents are still under investigation but there is a possibility that a gang connection will be identified.

Commissioner Comments

1. Mr. Dillard mentioned that later in the agenda the Board will consider its request to HRV for funding of various public engagement initiatives. He suggested that the Board might increase the dollar amount of the request to include safety initiatives as well. Mr. Dillard also

commended Mr. Jackson and Jennifer Moore, NRHA's Communications and Government Relations Director, for their excellent communication work, as described more fully in the Board Packet. He stressed the need for NRHA to tell its story effectively, rather than worrying about arguments related to individual maintenance issues, including those mentioned in the BET segment. Mr. Dillard also recommended that future meetings continue to be made available for remote participation by members of the public, even if the Commissioners themselves need to physically meet in person now that the State of Emergency in Virginia has expired. Ms. Carnes indicated that it would be possible to do this, but there are associated costs. Despite the expense, Chairman Musacchio commented that he is in favor of providing as many alternatives for the public to access the meetings as possible.

2. Ms. Arrington asked for more specific information in terms of the resources that NRHA provides following a significant criminal event or community tragedy. Mr. Jackson responded that staff facilitates the provision of counseling services for affected families and residents, as well as counseling for staff as needed, for example when staff members witness a shooting or other tragedy. He also reported that NRHA tries to stay in contact, and build relationships, with residents through community events, e.g. Mr. Muhammad's Stop the Violence initiative. Chairman Musacchio indicated that the Commissioners should be made aware of these community events so they have the opportunity to participate and show their support.

3. Mr. Gresham complimented Mr. Jackson on the WAVY-TV segment related to the early reopening of the community basketball court in which Mr. Jackson demonstrated his athletic skills.

4. Mr. Benassi asked whether a marketing firm has been retained to work on the St. Paul's transformation. Mr. Jackson responded that the D.C. firm, Invariant, has been hired, as discussed earlier in the meeting.

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III. Finance and Administrative Operations

1) Previous Month's Activities

Chairman Musacchio announced that the Previous Month's Activities Reports are included in the Board Packet. There were no questions from the Commissioners regarding these reports.

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IV. Development

1) St. Paul's Tidewater Gardens Choice Neighborhood Initiative (CNI)
Transformation – Tidewater Gardens Blocks

John Majors, Vice President of Development for Brinshore, provided a progress update on the Tidewater Gardens Blocks of the St. Paul's transformation. He began by introducing Tom Gallas and Troy McGhee from Torti Gallas, who were both on the line, as well as Billy Milligan from The Livas Group. Mr. Majors reported that Blocks 19 and 20 will break ground this year, and then Blocks 17 and 18, which are located south of the transit station, will be developed. He noted that all of these blocks will eventually be given individual names. Mr. Majors told the Commissioners that today's presentation is designed to give an overview of the plans for the Tidewater Gardens site, including the variety of building types, designated green spaces and family-oriented amenities. Mr. McGhee thanked the Board for the opportunity to address them today, noting that Torti Gallas has been involved in this transformation process for a long time, even dating back to before NRHA and the City were awarded the CNI Grant.

Mr. McGhee indicated that the charrette that took place in July 2018 was one of many events where community input was gathered. He noted that residents consistently emphasized their desire for safe recreational areas for children, parks and play areas that are visible from the individual units, and a variety of facilities to support lifestyle goals. Mr. McGhee observed that the plans have been developed with the environmental context in mind, as well as a street configuration that ties to the larger community so that residents are not isolated or cut off from other downtown areas. He added that the plans are pedestrian-oriented and include a variety of housing types to give people choices and to achieve a mix of incomes. Mr. McGhee also described programs, including job training, that promote employment opportunities that can generate an increase in wealth. Mr. Gallas reviewed the slide showing an aerial view of the neighborhood that currently consists of barracks-style housing and compared it to another slide that illustrates the anticipated plan with a range of housing styles and choices to meet the needs of Tidewater Gardens families.

Mr. McGhee reviewed the Tidewater Gardens site plan slide and commented that the connections between the various blocks will make the area function and feel like a cohesive neighborhood. Mr. McGhee explained that the different colors on the slide show the different housing types and styles, which were designed by several architectural firms that collaborated on the project. He noted that the amenities are also located very purposefully throughout the neighborhood. Mr. McGhee described the bungalows, which are primarily for residents who need single-story homes, as well as the carriage-style residences that have parking on the ground level. He then showed examples of 2-, 3-, 4- and 5- bedroom configurations in a variety of styles that will allow residents to choose a home reflective of their personal taste and will promote a sense of community pride. Mr. McGhee explained that larger buildings have been placed at corners and the plans include both walk-up and elevator apartment buildings. He indicated that in Blocks 16, 9 and 6 the structures will provide a transition from Church Street, which is a main artery, to the lower density residential area. Mr. McGhee described the placement of community areas and

greenspaces as a “bracelet” that wraps around the community and is within walking distance of each home. Mr. Milligan reviewed the tree-save areas slide, observing that the natural elements will be enhanced with water features, bike trails and other amenities.

Mr. McGhee then turned to the slide related to Blocks 6 and 9, where various commercial and retail elements are located; the layout of this area was based on a number of studies, including studies using local examples such as Selden Market, as well as feedback from residents on potential designs. He reviewed the slide that shows photographs from the community block party at which residents of all ages had an opportunity to discuss the various housing plans and proposed amenities, such as the bike trail and community garden. Mr. McGhee emphasized that the goal is to create a safe and healthy neighborhood that reflects the residents’ desire to see more green space than concrete. He indicated that he was very pleased with the level of engagement and feedback. Mr. McGhee stated that all comments received will be considered in designing the community. He noted that the process already appears to be on the right track by offering a variety of housing choices, lower density, community amenities and environmental elements that preserve green space and take flooding issues into account.

Ms. Puryear asked Mr. Majors to refresh the Board’s memory regarding bedroom sizes since that will be an important factor for residents in choosing their housing. Mr. McGhee responded that some 4-bedroom units will be in townhome configurations and others will be accessible units, located on a single floor. He explained that some of the 3-story buildings include accessible units on the ground floor and then a 2-story unit on the upper floors. Mr. McGhee observed that accessible units will be available in every bedroom-size category of residence. Mr. Dillard inquired how many families are expected to reside in the renovated Tidewater Gardens community. Mr. McGhee replied that, of the 710 units that are part of the overall development, approximately 400 units will be located on the Tidewater Gardens site.

Mr. Gresham asked about the interaction between the streets and the buildings and whether front porches and fenced-in areas have been included, as well as provisions to address potential flooding. Mr. McGhee stated that all of those items have been taken into consideration, including the incorporation of balconies and porches, which some residents have indicated that they would like. He explained that the buildings will be located close to the street, in keeping with City guidelines, and confirmed that all first floors will be constructed to be out of the flood plain. He added that yards would be available with the townhouse-style units. Mr. Majors indicated that he checked the housing plan and reported that there will be 380 households on the Tidewater Gardens site. He confirmed that there will be 330 units in Blocks 17, 18, 19 and 20, which are located on the west side of Church Street, and there will be 380 units on the east side of Church Street.

Mr. McGhee reported that there will be play yard areas throughout the neighborhood, some of which will be for private use and others open to all community residents. He noted that the green spaces have been conceived to avoid the necessity of crossing a busy street to access them and added that the renovated neighborhood will include community gardens. Mr. Dillard noted that he is concerned that history is repeating itself. He stated that his primary concern is the fact that thousands of families are waiting for units and the immediate need for additional housing

seems more important than dog parks or green space. He asked if the plan could accommodate more density by replacing green space with additional units. Mr. McGhee noted that the CNI housing plan approved by the U.S. Department of Housing and Urban Development (“HUD”) is for a specific number of units, namely 226 Project-Based Voucher (“PBV”) units, 232 Low-Income Housing Tax Credit (“LIHTC”)-only units, and 252 market-rate units.

Steve Morales, Project Director, indicated that NRHA has 83 off-site PBV units that are part of the CNI plan. He added that the Authority is also working on 23 PBV units in the Riverside Station development. Mr. Morales explained that increased density might house more families, but it would not create the kind of neighborhood in which people want to live. He stated that NRHA has other affordable units that are not “counted” in the CNI effort, but are critical because they provide opportunities for the Authority’s HCV holders; these include Market Heights across the street from NRHA’s Low Income Public Housing (“LIPH”) community and St. Paul’s Apartments. Mr. Morales emphasized that NRHA’s PBV RFP process is part of a concerted effort to grow the agency’s inventory of affordable housing. He added that another consideration is the flood plain, which precludes building in certain areas. Mr. Morales confirmed that NRHA’s families will have first preference for the 541 new affordable on-site units.

Mr. Benassi asked if additional community engagement is planned. Mr. Majors responded in the affirmative. He noted that they were able to increase attendance at last Saturday’s event by piggy-backing on the Block Party, and hope to use a similar approach in planning future events. He added that they will be meeting with the Architectural Review Board (“ARB”) on July 23 and will have a community engagement event in advance of that meeting to solicit additional input. Mr. Majors explained that it has been helpful to have the ability to use the City’s online services to publish the presentation and provide a survey that can be completed online. He observed that this was particularly useful in soliciting and gathering feedback with regard to Blocks 17 and 18.

Mr. Albert stated that he has a global concern about the approach that is being utilized. He commented that the tendency is to develop a plan first and then see if residents support it. Mr. Albert noted that he is very involved in community engagement and planning and therefore understands why this approach is failing. He mentioned that he agreed with Mr. Benassi’s suggestion about “resetting” and starting over with the community on board from the very outset. Mr. Albert stressed that it is not effective to try to get residents involved after a plan has already been formulated and noted that the Board has to keep this in mind going forward.

Mr. Morales commented that the planning process has been ongoing since 2005 and began with community discussions that indicated residents wanted a mixed-income community with lower-density, porches, front and back doors, green space and various other amenities. He stated that the overall community concept came from these initial conversations and is the direct result of resident input. Mr. Morales acknowledged that planners bring concepts and designs to the community to get feedback specific to those designs. He noted that the concepts are not written in stone, giving the example of Grandy Village where residents were not happy with the initial plan and indicated a desire for townhomes; NRHA scratched the initial concept and entirely redesigned the neighborhood based on community feedback, and built the townhomes residents

had asked for. Mr. Albert stated that you lose credibility when the engagement process is not ongoing. Mr. Morales agreed and observed that COVID hurt the process because NRHA was forced to discontinue its monthly in-person meetings with residents. He reported that meetings related to Blocks 17 and 18 took place online and NRHA actually received more survey results and feedback from the remote sessions than from the in-person meetings. Mr. Morales confirmed that the overall density of the redeveloped community is set because of the CNI parameters, but NRHA is committed to “checking all of the boxes” in terms of what families are looking for in housing types and related amenities. He commented that NRHA has designed the community with the types of units that residents have requested and continues to gather feedback and revise the design based on ongoing resident input.

Mr. Dillard expressed his concern with the statement that “density is set.” He emphasized that Tidewater Gardens needs to be completely rebuilt rather than “restitched” to be incorporated as part of a larger neighborhood plan. Mr. Dillard further noted that Tidewater Gardens, and the needs of its residents, need to be the primary focus, rather than analyzing the redevelopment only as a segment of a larger community. Mr. Morales responded that ten years ago Tidewater Gardens was cut off from downtown by a shopping center; part of the current effort is to re-connect the community so there is no longer a break that results in Tidewater Gardens’ isolation from the rest of the downtown area. He added that residents have uniformly expressed their support of this reconnection of Tidewater Gardens into the larger community, which will be realized, in part, by the realignment of Church Street. Mr. Morales concluded by saying that perhaps NRHA needs to improve its messaging, but there is no doubt that the agency is truly taking into account all of the input it has received from residents to ensure the community will meet their needs and aspirations. Chairman Musacchio observed that this has been a very informative discussion and reiterated the importance of resident input in the planning and implementation of the redevelopment plan. He thanked all of the participants, including the representatives of Brinshore, Torti Gallas and The Livas Group.

2) Development Activities Report

Chairman Musacchio noted that the Previous Month’s Activities reports are included in the Board Packet. The Commissioners did not have any questions regarding these reports.

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V. Housing Operations

1) Hampton Roads Ventures Funding Application

Yilla Smith gave a PowerPoint presentation on NRHA’s application for \$700,000 in funding from HRV. She reviewed the slides and pointed out the pie chart illustrating the funding breakdown that includes \$100,000 for Adult Workforce Development, \$201,600 for Youth Programs, \$58,400 for Community Engagement, \$315,000 for Community Improvement, and

\$25,000 for Staff Training. Ms. Smith noted that the Adult Workforce Development Program, previously funded by Opportunity, Inc. and its successor, has been tremendously successful by providing, among other things, vocational training, transportation, childcare subsidies and stipends for residents training with employers with whom NRHA partners. She then spoke about funding for the Youth Program that represents about 29% of the total request. Ms. Smith indicated that these funds will cover salaries for youth program coordinators as well as transportation expenses to facilitate participation in summer camps. She also commented on the College Here We Come initiative, which would receive funding under this request. Ms. Smith reviewed the items that will be covered under the Community Engagement and Community Improvement categories. She mentioned that she heard Mr. Dillard's comment regarding safety and she plans to work with her team to incorporate more safety initiatives with this funding. Ms. Smith also mentioned that the financing from HRV will allow more public forums, the completion of the NSU mural project, resident council training, and community beautification initiatives. She concluded by noting that the monies designated for staff training will allow for cross-training in the areas of Rental Assistance Demonstration ("RAD"), HCV and rent calculation, as well as help with succession planning.

Mr. Benassi mentioned that \$700,000 is a significant amount of money and noted how impactful HRV's support is for the Authority. He also commented that these funds are slated to cover a myriad of activities and acknowledged that there is a lot of work to do in spending the HRV monies effectively and efficiently. Chairman Musacchio agreed and emphasized that the activities covered by the HRV funds, including transportation costs, are extremely important to NRHA.

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VI. Communications and Government Relations

The following items are included in the Board Packet: Marketing Collateral, News Release & Advertising Report for June 2021; NRHA Media Coverage Report for June 2021; Property Management Staff Profiles; Letter from 7-year old prompting early reopening of Oakleaf Forest basketball court; and NRHA Public Reopening Strategy. There were no comments or questions from the Commissioners regarding these reports.

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VII. New Business

None.

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VIII. Committee Meeting Notes

There were no comments regarding the Committee Meeting Notes included in the Board Packet.

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Chairman Musacchio reminded members of the public participating remotely to click the “raise hand” icon on their screens or type a comment in the comment box to be recognized. Ms. Moore stated that there was one hand raised on the online platform. The participant introduced herself as Monique and stated that there is mold in the Tidewater Gardens units and NRHA should be ashamed about it. She claimed that the BET segment did not mischaracterize maintenance issues and asked NRHA to stop insinuating that the residents had lied about the situation. She also mentioned that there is a cockroach problem in the community. No other hands were raised online.

Raytron White, who was physically present at the meeting, addressed the Board and stated that he currently serves as President of the Tenant Management Council (“TMC”) at Grandy Village. He commented that he was appalled by the favorable comments and recognition of NRHA property management and maintenance staff earlier in the meeting when the residents, rather than staff, should be NRHA’s first priority. Mr. White indicated that, in his opinion, the agency should have received a score of 2 out of 10 for poor performance over the last year. He observed that he does a lot in the community and gets no recognition, yet NRHA staff members continue to be praised for their efforts even when resident requests are often not addressed for several years. Mr. White asked why the community center at Grandy Village has yet to reopen and indicated that this is just one example of staff members’ failure to provide a straight answer. He indicated that staff always says “we’re working on it,” an unacceptable response that shows disrespect of the residents’ needs.

Mr. White noted that there is virtually no interaction between NRHA and the TMCs. He emphasized that NRHA should forge a close partnership with the TMCs, which serve as the core of each community. Mr. White mentioned that the Community Resource Officer at Grandy Village left two years ago and has yet to be replaced. He implored NRHA to meet with the TMCs to discuss their needs before the relationship is completely broken. Mr. White reported that the mid-rises have no security officers, the residents do not feel supported and racism is still an ongoing issue that adversely impacts the community. He concluded by indicating that Grandy Village is suffering and it is critical for NRHA staff members to increase their participation in, and support of, the community and to attend community events to better understand residents’ needs and concerns.

Chairman Musacchio stated that the Board understands Mr. White’s frustration. Mr. White responded that having the opportunity to spend time at the recreation center when he was young saved his life and he wants to be sure that NRHA understands the importance of supporting and helping the youth who live in the agency’s communities. Mr. Albert mentioned that Mr. White

had called him about his concerns and Mr. Albert asked Mr. White to come and discuss these issues directly with the entire Board. Mr. Musacchio thanked Mr. White for his comments.

The online platform and lobby were checked again to be sure that there were no other members of the public who wished to speak; there were none.

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IX. Closed Meeting

At 11:15 a.m. upon motion of Mr. Dillard, seconded by Mr. Gresham the following resolution was unanimously approved by all Commissioners in attendance:

RESOLUTION 9469

BE IT RESOLVED, that the Authority will convene in a closed meeting pursuant to the Virginia Freedom of Information Act, as amended (the "Act"), to discuss the following matters which are specifically exempted from public disclosure by the code section referred to below:

Resolution Convening a Closed Meeting on July 15, 2021 for:

1) "Personnel matters involving the assignment, appointment, promotion, demotion, performance, salaries, or resignation of employees of the Authority, as authorized by Section 2.2-3711.A.1 of the Act."

Discussion of the Operational and Organizational Assessment prepared TAG Associates, Inc.

2) "Consultation with the Authority's legal counsel regarding probable litigation requiring the provision of legal advice of counsel as authorized by Section 2.2-3711.A.7 of the Act."

Discussion of ongoing St. Paul's and Waterside litigation. *[Mr. Gresham left the meeting at 11:16 a.m.]*

At 12:12 p.m. upon motion of Mr. Dillard, seconded by Mr. Benassi, the following resolution was read by Chairman Musacchio and unanimously approved by all of the Commissioners, with the exception of Mr. Albert and Mr. Gresham who had left the meeting.

RESOLUTION 9470

WHEREAS, the Authority has convened a closed meeting on this date pursuant to an affirmative recorded vote and in accordance with the provisions of the Virginia Freedom of Information Act; and

WHEREAS, Section 2.2-3712.D of the 1950 Code of Virginia, as amended, requires a certification by this Authority that such closed meeting was conducted in conformity with Virginia law;

NOW, THEREFORE, upon motion duly made and seconded, BE IT RESOLVED, that the Authority hereby certifies that, to the best of each Commissioner's knowledge, (i) only public business matters lawfully exempted from open meeting requirements by Virginia law were heard, discussed or considered in the closed meeting, and (ii) only such public business matters as were identified in the motion convening the closed meeting were heard, discussed or considered by the Authority.

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X. **Board of Commissioner Updates**

None.

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Before adjourning, staff checked to be sure that there were no members of the public waiting to speak either online or in person; there were none. There being no further business, the regular meeting was adjourned at 12:14 p.m.

Secretary

Chair



COMMISSIONERS' MONTHLY CONTRACT REPORT –

Meeting Date: September 16, 2021

As set forth in Resolution No. 8053 adopted January 23, 1995, the below listed contracts, change orders, and bid activities are for the **Commissioners' information only, and no** vote is required.

August 31, 2021

New contracts issued between \$30,000 and \$99,999:	Contract Ceiling	A	B	C
1. PO-20318 – Power Mechanical (Youngs Boiler Re-Tubing)	37,940.00	C		FF
New contracts issued for \$100,000 and over:	Contract Ceiling	A	B	C
1. F1012 – Sentry Force Security (Midrise Guard Services)	786,088.16	O		FF
2. F1013 – Carr Contracting Services (Renovation Services)	120,000.00	C	M3	IF
3. F1014 – Masters Touch (Renovation Services)	120,000.00	C	M3	IF
4. F1015 – Coast to Coast (Renovation Services)	120,000.00	C		IF
5. F1016 – Soscia & Company, Inc (Appraisal Services)	250,000.00	P		IF
6. F1017 – Thomas Tye (Appraisal Services)	250,000.00	P		IF
New task orders issued for \$30,000 and over:	Contract Ceiling	A	B	C
1. F1012 - TO 0003 – Dominion Bldrs (914 Oaklawn Renov.)	\$51,844.00	C	M3	FF
2. F1011 – TO 0004 – K-Kontractors (3714 Lenoir Renovation)	\$51,702.00	C	MW3	FF
New Interagency Agreements for \$30,000 and over:	Contract Ceiling	A	B	C
1. F1020 – Norfolk Police Department (Police Patrol)	500,000.00	O		FF
Change orders issued for \$30,000 and over:	Contract Ceiling	A	B	C
1. None				
Options exercised for \$30,000 and over:	Contract Ceiling	A	B	C
1. C1017 – The Communities Group (Mixed Finance Services)	250,000.00	P		IF
2. C1018 – TAG, Inc (Mixed Finance Services)	250,000.00	P		IF
3. C1019 – Cohn Reznick, LLP (Mixed Finance Services)	250,000.00	P		IF

A. KEY to contract type:

C – Construction

P – Professional Services

O – Other than Professional Services

G – Goods, Equipment, Materials, etc.

B. KEY to ownership type, new contracts only:

M – Minority owned

3 – Section 3

W – Woman owned

C. KEY to Funding:

FF – Fully Funded

IF – Incrementally Funded

BID ACTIVITY FOR CONTRACTS \$100,000 AND ABOVE
FOR THE MONTH ENDING August 31, 2021

None.



COMMISSIONERS' CASH ADVANCES STATUS REPORT

As set forth in Resolution No. 9043 adopted November 15, 2010, listed below are
disbursed balances advanced for approved budgeted activities
Commissioner's information only, and no vote is required.

		August 31, 2021						
Outstanding Uses		Drawn, Funding in Transit	To Be Drawn	Other Program Earnings/ Reserves	Total Amount	Projected Repayment Date	Repayment Source	
Development Division Disbursements								
1	Home	\$ 45,610	90,709	-	136,319	a	Sep-21	Reimbursement Request - City Contract
2	City General Fund & Capital Improvement	466,666	-	-	466,666	b	Sep-21	Reimbursement Request - City Contract
3	Coronavirus Relief Funds	182,523	73,456	-	255,979	c	Sep-21	Reimbursement Request - City Contract
Housing Division Initiatives								
4	VA Dept of Rail & Public Transportation	-	-	6,439	6,439		Jun-22	Earnings from Other Programs Budgeted
5	Out of School Youth	-	6,550	-	6,550		Sep-21	Reimbursement Request - Hampton Roads Workforce Council
Other								
6	Executive Director Contingency Fund	-	-	18,778	18,778		Jun-22	Earnings from Other Programs Budgeted
7	Core Business Services	-	-	226,482	226,482		Jun-22	Earnings from Other Programs Budgeted
8	Communications & Govt. Relations	-	-	43,124	43,124		Jun-22	Earnings from Other Programs Budgeted
9	CNI	-	244,465	-	244,465		Sep-21	Reimbursement Request - HUD
10	Earnings from other programs	-	-	-294,823	-294,823			Merrimack & Oakmont
Total Outstanding Advances		\$ 694,799	415,180	0	1,109,979	d	**	

a Prior & current year contracts for the Home program.

b Prior year & current year contracts for CIP programs.

c Current year contract for Coronavirus Relief Fund program.

d Other temporary advances also exists, ie. A/R Diggs Phase 1 Relocation- \$20,047, A/R Diggs Phase 1 Temp Construction loan 413,225, A/R ROI -\$92,600 , A/R CIP - \$573,158 A/R Pleasant Ave & Pretty Lake Ave - \$1,028.904, A/R Tidewater Gardens \$ 21,500, A/R Hunton YMCA - \$30,830 - **TOTAL \$2,180,264**

Additional commitments totaling \$151,551 have been made for these initiatives.



NRHA Electronic Signature, Transmission, and Storage Policy

Norfolk Redevelopment
and Housing Authority

Effective September 16, 2021

Forward

March 2020, Norfolk Redevelopment and Housing Authority, along with the entire world was adversely impacted by COVID-19 (Coronavirus). This pandemic resulted in the NRHA work environment temporarily transitioning to Telecommuting work status due to a “Stay-at-Home” order issued by the governor of Virginia. In the context of social distancing, the means to obtain electronic signatures became more prevalent. This Policy is created to support the use (receipt and execution) of electronic signatures throughout the agency. This Policy is further enhanced to include direction on paperwork reduction and electronic files storage and file sharing.

Electronic signatures and scanned document electronic records with signatures carry the same weight and legal effect as traditional paper documents and handwritten signatures. The Norfolk Redevelopment and Housing Authority (NRHA) will not deny the legal effect or enforceability of a document solely because it is in electronic form with an electronic signature affixed.

The Electronic Signatures in Global and National Commerce Act (ESIGN, 2000) and the Uniform Electronic Transactions Act (UETA, 1999) govern that NRHA will accept scanned documents to verify contract, application and/or program information. If at any time, NRHA has reason to believe that documents have been altered or contain fraudulent information, NRHA may request additional documentation to verify program information.



NRHA Electronic Signature, Transmission and Storage Policy

Introduction

The Norfolk Redevelopment and Housing Authority (NRHA) is responsible for defining and managing its' digital/electronic signature infrastructure. NRHA's Signature Infrastructure consists of all of the Commonwealth of Virginia's collections of electronic signing mechanisms and the entities and tools that enable the valid use of these forms of signatures.

While there will undoubtedly be a rapidly evolving electronic signature technology, NRHA expects that the underlying business processes and legal principals will be relatively constant across the variety of technical solutions that come to be used. The procedures defined within this document shall govern the full range of electronic signature solutions.

NRHA's guidance for the use of electronic signatures was established on May 26, 2020, by HUD's Office of Multifamily Housing. Notice H 2020-4, the "*Electronic Signature, Transmission and Storage – Guidance for Multifamily Assisted Housing Partners*" is technical in nature and is oriented to owners and management agents of HUD multifamily assisted housing properties. Some provisions, however, are relevant for residents and advocates. The HUD Notice and its' references are incorporated throughout this entire policy.

Background

The Electronic Signatures Act ([Public Law No: 106-229](#)) went into effect on October 1, 2000 and gives electronic contracts the same weight as those executed on paper. The act has some specific exemptions or preemptions. Although the act enables documents to be signed electronically, the option to do so lies solely with the consumer. The act specifically avoids stipulating any 'approved' form of electronic signature, instead leaving the method open to interpretation by the marketplace. Any numbers of methods are acceptable under the act. Methods include simply pressing an *I Accept* button, digital certificates, smart cards, and biometrics.

E-signatures may be implemented using various methodologies depending on the risks associated with the transaction. Examples of transaction risks include: fraud, non-repudiation, and financial loss. The quality and security of the e-signature method should be commensurate with the risk and needed assurance of the authenticity of the signer. Authentication is a way to ensure that the user who attempts to perform the function of an electronic signature is in fact who they say they are and is authorized to "sign".

Electronic Signature is the broad umbrella category under which all electronic signatures fall.

The legality and use of Electronic Signatures are governed by federal and state law. (See 15 U.S.C. §§7001, et seq. [U.S. Federal Electronic Signatures in Global and National Commerce Act].



Contents:

- 1.0 Purpose
- 2.0 Applicability
- 3.0 Definitions and Goals for eSignature
- 4.0 Policy
- 5.0 Electronic Signature
- 6.0 Electronic Transmission
- 7.0 Electronic Storage
- 8.0 Policy Compliance Exceptions
- 9.0 Implementation
- 10.0 Authority

1.0 PURPOSE

This policy establishes the Norfolk Redevelopment and Housing Authority's approach for adopting electronic signature technology and best practices to ensure electronic signatures applied to official Agency documents are legally valid and enforceable. The guidance in this Policy does not apply to Public and Indian Housing programs or the HOME program; for these programs the offices of HUD have not released guidance on the use of electronic documents, signatures or storage.

An electronic signature is a paperless method used to authorize or approve documents which indicates that a person adopts or agrees to the meaning or content of the document.

The purpose of the *NRHA Electronic Signature Policy* is to provide guidance on electronic signatures, of documents and forms required by NRHA and thereby, HUD's Office of Asset Management and Portfolio Oversight (OAMPO) in the office of Multifamily Housing Programs. The policy shall be used to increase productivity and ensure convenient, timely and appropriate access to Agency information by using electronic signature technology to collect and preserve signatures on documents quickly, securely, and efficiently. In addition to increasing productivity and efficiency, this Policy furthers the Housing Authority's Paperwork Reduction goals by reducing the consumption and storage of paper documents and the maintenance and supply of multi-function devices and printers.

This Policy establishes when electronic signature technology may replace a hand-written signature, with the goal of encouraging the use of paperless, electronic documents whenever appropriate and allowed by law. This Policy applies to all signatures used in processing various Agency documents and assumes the NRHA signer has been given the authority to sign as determined by Agency/ Department business process.

While the use of electronic signatures is suggested and encouraged, this Policy does not require any NRHA department to use electronic signatures, nor can NRHA mandate that any third party signing a document use electronic signature. Wet signatures, with pen and ink, may continue to be used. This policy does not change the nature or use of required documents as all such guidance remains the same.



Except for regulatory requirements, references to original signature, original documents, the transmission of submission of documents, and file maintenance in HUD established guidance may be interpreted and implemented through electronic means. Note that in the case of wet (i.e. original) signatures, the acceptable electronic equivalent must meet the criteria set forth in the Electronic Signatures section of this policy (Section 5.0).

2.0 APPLICABILITY

This policy applies to all employees of NRHA, its' Commissioners, affiliates, partners, contractor's, and governs all uses of electronic signatures and electronic records used to conduct the official business of Norfolk Redevelopment and Housing Authority. Such business shall include, but not be limited to electronic communications, transactions, contracts, grant applications and documents for other NRHA official purposes.

This policy is applicable to the following; NRHA programs and pertains to all applicants, assisted tenants, internal NRHA documents working with NRHA programs, interagency partners working with NRHA programs, and general NRHA documents. This policy pertains to all HUD forms and NRHA created documents relating to OAMPO's asset management, occupancy policies, and NRHA operations. Any such forms and documents that comply with HUD guidelines may be signed, transmitted, and stored electronically. Types of forms and documents other than official HUD forms include, but are not limited to the following:

- a. Documents transmitted among NRHA, HUD and other service providers;
- b. Documents submitted by and provided to applicants or tenants;
- c. Documents submitted by third-party verifiers to NRHA; and
- d. Documents used for NRHA business purposes.

While not required by HUD, note that some state and local laws or entities may require the use of wet signatures on some forms, such as:

- a. HUD-50059, "Owner's Certification of Compliance with HUD's Tenant Eligibility and Rent Procedures";
HUD-9887 "Document Package for Applicant's/Tenant's Consent"
- b. Documents submitted by third-party verifiers to NRHA; and
- c. PHA leases and lease addenda.

3.0 DEFINITIONS AND GOALS FOR ESIGNATURE

3.1 Definitions.

- An "***approved electronic signature***" method is one that has been approved by the Deputy Executive Director, Administrative, in accordance with this policy and all applicable state and federal laws, and which specifies the form of the electronic signature, the systems and Procedures used with the electronic signature, and the significance of the use of the electronic signature.
- "***Authentication***" - To establish as genuine and to verify the identity of the person providing an electronic signature.

- A **"certificate"** is an electronic document used to identify an individual, server, a company, or some other entity and to associate that identity with a public key. A certificate provides generally recognized proof of a person's identity.
- A **"Credential"** is an object that is verified when presented to the verifier in an authentic transaction.
- **"Digital Signatures"** are encrypted data produced by a mathematical process applied to a record using a hash algorithm and public key cryptography. Digital signatures are considered the most "secure" type of electronic signature. They include a certificate of authority to ensure the validity of the signatory (the signature's author and owner). Digital signatures are sometimes used as an electronic signature, as part of a process to authenticate a person or device, and to verify the integrity of the record.
- **"Digitized Signature"** is a digital image of a handwritten signature. The image can be as simple as a scanned image of an ink-based signature handwritten on paper. In some cases, the image is created by the signer using a special computer input device, such as a digital pen and pad, to write out his or her name in a manner that is captured and stored digitally. A digital image of a handwritten signature is sometimes used as an electronic signature.
- **"Electronic"** relates to technology having electrical, digital, magnetic, wireless, optical, electromagnetic, or similar capabilities.
- An **"electronic record"** is a record created, generated, sent, communicated, received, or stored by electronic means.
- An **"electronic signature"** is an electronic sound, symbol, or process, attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign a record.
- An **"electronic transaction"** is a transaction conducted or performed, in whole or in part, by electronic means or electronic records.
- **"Public-key infrastructure"** (PKI) is a form of information encryption that uses certificates to prevent individuals from impersonating those who are authorized to electronically sign an electronic document. A "public key" is a value provided by some designated authority as a key that, combined with a "private key" derived from the public key, can be used to effectively encrypt messages and digital signatures.
- A **"private key"** is an encryption/decryption key known only to the party or parties that exchange messages. In traditional private key cryptography, a key is shared by the communicators so that each can encrypt and decrypt messages.
- A **"record"** is information that is inscribed on a tangible medium or that is stored in an electronic or other medium and is retrievable in perceivable form. Financial and other documents or forms are records.
- A **"Signature"** whether electronic or on paper ("wet"), is the means by which a person indicates an intent to associate himself/herself with a document in a manner that has legal significance. It constitutes legally binding evidence of the signer's intention regarding a document.
- **"Wet Signatures"** are created when a person physically marks a document. In some cultures, this is done by writing a name in a stylized, cursive format on a piece of paper. The word "wet" implies that the signature requires time to dry, as it was made with ink. ("original signatures" have the same meaning as wet signatures.)

3.2 Intended Goals for eSignature.

- **Security and Legal Compliance:** The use of e-signature provides a secure method of signing and transferring documents electronically. A document cannot be altered after the signer has completed the e-signature. Additionally, a history of any changes made to the document prior to the signature is kept with the document and cannot be changed or deleted. When electronic signatures are used, hash values are attached to the document to verify the authenticity of a document during any transfer for added security.
- **Integration into business processes:** The eSignature process may fit into pre-existing business practices, provide automated processes, retrieve documents, use standard Application Program Interfaces (API), generate reminders and expiration settings, and allow multiple people to view a document and track its progress.
- **Simplified workflow:** E-signatures eliminate resource-intensive processes that require agencies, the public, and staff to manually sign documents. Features of the e-signature process include automation of simple forms, ability to track and review changes, vary the recipient roles, tag signatures, etc.
- **Cost benefits:** There is a potential cost-savings from not having to print, file, scan, and store paper copies. The agency will save also on certified mail, postage, printing, ink, envelopes, and paper.

4.0 POLICY

A digital signature is an acceptable substitute for a wet signature on any intra-organization document or correspondence, with the exception of those noted within this policy.

The Deputy Executive Director, Administration or his/her designee will maintain an organization-wide list of the types of documents and correspondence that are not covered by this policy.

Digital signatures must apply to individuals only. Digital signatures for roles, positions, or titles (e.g the CFO) are not considered valid.

NRHA allows the use of electronic signatures as an acceptable alternative to an original signature for those documents requiring signature or acknowledgement in accordance with minimum standards. This policy is intentionally flexible, allowing staff, supervisors, managers, directors and chiefs, applicable, to approve implementation of electronic signatures.

This Policy applies to documents requiring a signature of any person where the signature is intended to show authorship, approval, authorization, or certification, as allowed by law. It is the goal of NRHA to encourage the use of electronic signatures in all internal and external activities, documents, and transactions where it is operationally feasible to do so, where existing technology permits, and where it is otherwise appropriate based on the Department's preferences. In such situations, affixing an electronic signature to the document in a manner consistent with this Policy shall satisfy NRHA's requirements for signing a document. As used in this Policy, the term "signature" includes using initials on the signature line of a document instead of a signature.



The intent of this Policy is to allow for e-signature use at NRHA by means of methods that are practical, secure, and balance risk and cost. It is not the intent of this policy to eliminate all risk but rather to provide a process that gives parties assurance that appropriate analysis was completed prior to implementation of e-signature, and that the level of user authentication used is reasonable for the type of transaction conducted.

An e-signature may be accepted in all situations if requirement of a signature/approval is stated or implied. **This policy does not supersede situations where laws specifically require a written signature.** This policy cannot limit the right or option to conduct the transaction on paper or in non-electronic form and the right to have documents provided or made available on paper at no charge. The e-signature must be protected by reasonable security measures as applicable to established computer functions of the NRHA.

5.0 ELECTRONIC SIGNATURE (eSIGNATURE)

In a paper-based transaction, the most used form of signature is a person's name, written with ink and in his or her own handwriting (i.e., a wet signature). To comply with requirements set forth in the Fair Housing Amendments Act and Section 504 of the Rehabilitation Act, use of alternative methods (e.g., signature stamps) may also be acceptable, as long as such use complies with legal requirements.

Agency/Department Discretion: Each Department has discretion to decide whether to permit the use of electronic signatures in the work processes. When questionable, departments should work with NRHA Legal Counsel to determine where applicable laws permit an electronic signature to be used. In addition, each Department that opts to use electronic signatures must adopt/amend their business practices to support the requirements of this Policy.

The E-Transaction laws similarly recognize that electronic signatures can take many forms and can be created by many different technologies, as long as the signing process satisfies the other requirements identified above and further described below. Examples of commonly used electronic forms of signature include:

1. Symbols such as:

- Type, printed name (e.g., typed at the end of an e-mail message by the sender or typed into a signature block on a website form by a party);
- A digitized image of a handwritten signature that is attached to an electronic record;
- A shared secret (e.g., a secret code, password or PIN) used by a person to sign the electronic record. ("Shared" means that the secret is known both to the user and to the system);
- A unique biometrics-based identifier (e.g., a fingerprint, voice print or a retinal scan);
- Use of signing tool software, like DocuSign; or
- A thumbprint affixed via an authentication device

2. Sounds such as:



- A sound recording of a person's voice expressing consent;
- Processes such as using a mouse to click a button (such as clicking an "I Agree" button); and
- Using a private key and applicable software to apply a "digital signature" or scanning and applying a finger print.

This is not an exhaustive list, but it illustrates the variety of options available for use as an electronic form of signature. As technology advances, future methods may be adopted.

5.1 Requirements of eSignature: The use of electronic signatures is permitted and shall have the same force and effect as the use of a “wet” or manual signature if the following criteria are met:

- The electronic signature is unique to the person using it;
- The electronic signature is capable of verification;
- The electronic signature is under the sole control of the person using it; and
 - Email notifications requesting electronic signatures must not be forwarded.
 - These requirements prohibit the use of proxy signatures (sign on someone’s behalf)
- The electronic signature is linked to the data in such a manner that if the data is changed after the electronic signature is affixed, the electronic signature is invalidated.

5.2 Digital Signature vs. Electronic Signature.

Digital Signature vs. Electronic Signature Examples	
Digital Signature	Electronic Signature
	
A verified digital signature has been authenticated by verifying the signatory’s identity, either in advance or at the time of signing.	A wet signature is captured by writing your signature. This can be done using a stylus or finger on a touchscreen or trackpad. The signatory’s identify is not necessarily verified

Digital Signature	Electronic Signature
Secures a document	Verifies a document
Authorize and regulated	Not authorized
Compromised of more security features	Comprised of less security features
Common types of digital signatures are based on Adobe and Microsoft	Main type of electronic signature includes hand signature, checkbox and others
Can be verified	Cannot be verified
Preferred more than electronic signature due to high levels of authenticity.	Easy to use but less authentic
Particularly concerned for securing the document	Shows intent to sign the contract

	Digital Signature	Electronic Signature
Do you need an audit trail?	Yes	No
Do you need a digital certificate to encrypt the final document?	Yes	No
Would you ever need to prove the signature is authentic?	Yes	No
Is the signature for internal use only?	Yes	Yes
Does the document need to be secure?	Yes	No

5.3 Intent to Sign.

In electronic transactions, merely applying a person's name, a digital signature, or any other sound, symbol, or process to an electronic record does not necessarily qualify it as a legally binding signature. For an electronic form of signature to be legally effective as an electronic signature, it must be executed or adopted by the signer with an intent to sign. Intent is the critical component of any legally binding signature. The existence of intent to sign is determined by what a signer would have reasonably believed under the circumstances when the electronic form of signature was applied, assuming that he or she was not being coerced.

Following are some examples:

- "By signing below, I agree to the foregoing contract terms";
- "By checking this box, I agree to the terms of use"
- "Click to agree";
- "By signing below, I attest that the information provided is true and agree to allow NRHA to verify such information", and
- "I hereby certify that..."

5.4 Association of Signature to the Record.

In a paper-based transaction, a document is typically signed by writing one's name directly on the document to be signed. Writing one's name on a blank sheet of paper, for example, will not qualify as a signature for any specific document. By its very nature, signing a document requires putting the signature directly on the document. The same requirement is carried over to electronic records.

The E-Transaction laws require that the electronic form of signature be made a part of the record being signed. Specifically, in order to be legally significant, the signature must be attached to or logically associated with the record being signed. "Association" means:

- The process must be clear to the signer as to exactly what it is that he or she is signing;
- The signer must have an opportunity to review the record before signing it and to clearly understand the parameters of the record he or she is signing; and
- The electronic form of the signature applied by the signer must be linked to the record being signed.

The association must be done in a manner that allows someone to later determine that the record has been signed. The data constituting the electronic form of signature must be stored in a way that permanently associates it with the electronic record that was signed.

5.5 Identification and Authentication of the Signer.

By definition, a signature must be the act of a specific signer. If the alleged signer denies signing, the signature will usually be unenforceable, unless there is proof that the alleged signer did sign. If it is ever necessary to prove the validity of an electronic signature in court, it will be necessary to prove "who" signed. Meeting this burden of proof requires establishing a link between an identified person and the signature.

While authentication of the signer's identity is an important part of the signing process, it may or may not be the electronic form of signature that provides proof of identity. As long as the overall signing process addresses identity and authentication, it is acceptable.

The E-Transaction laws do not require the use of any method to identify or authenticate a party as long as the method selected satisfies the requirement that it be as reliable as appropriate for the purpose in question. It does not need to be part of the same step or process that indicates the signer's intent as long as the person's identity and intent can be reliably correlated to the record he or she is signing.

5.6 Integrity of the Signed Record.

The usability, admissibility, and provability of a signed electronic record requires that procedures be undertaken to ensure the continuing integrity of both the electronic record and its electronic signature, following completion of the signing process. It is a matter of providing appropriate data security for both the record and the signature.

Data integrity is concerned with the accuracy and completeness of electronic information communicated over the Internet or stored in an electronic system. Data integrity ensures that no unauthorized alterations are made to such information either intentionally or accidentally. Ensuring integrity requires guarding against information modification or destruction for the full retention period of the record.

Industry professionals utilizing e-signatures must ensure that documents signed electronically cannot be altered. If changes to the document are made, the electronic process must be designed to provide an "audit trail", showing all alterations, the date and time they were made, and the identity of the person who made them.

5.7 Requirements for Systems with Digital Signatures.

As explained above Section 3 above, a digital signature varies from other electronic forms of signature, as it is "Encrypted data produced by a mathematical process applied to a record using a hash algorithm and public key cryptography". Any computer system or application that uses a username and password or multi-factor authentication would contain digital signatures. A digital signature is a way to ensure that an electronic document or record is authentic. "Authentic" means that you know who created the document and you know that it has not been altered in any way since that person created it. A username and password are the most common form of authentication.

Many Industry professionals likely use computer systems or applications that contain digital signatures. For these digital signatures to be considered a legal form of electronic signature, the system or application must conform to the National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) Digital Signature Standard 186-4 and other Federal Government digital signature regulations and guidance. Compliant software programs will contain a security feature that ensures that the digital signature is unique and protected and that only the "owner" of the signature maintains control of its use.



5.8 Signature Required by NRHA Policy.

Where a NRHA policy or procedure requires that a record have the signature of a responsible person, that requirement is met when the electronic record has associated with it an electronic signature using an approved electronic signature method.

Where a NRHA policy or procedure requires a written document, that requirement is met when an electronic record has associated with it an electronic signature using an approved electronic signature method.

5.9 Signature required by Law.

Where there is a legal requirement, beyond NRHA policy, that a record have the signature of a responsible person, that signature requirement is met when the electronic record has associated with it an electronic signature using an approved electronic signature method which complies with Virginia state law or Federal law.

Where a legal requirement, beyond NRHA policy, requires a written document, that requirement is met when an electronic record has associated with it an electronic signature using an approved electronic signature method, which complies with NRHA policy, State law or Federal law.

The signing of a record using an approved electronic signature method does not mean that the record has been signed by a person authorized to sign or approve that record. Appropriate procedures must be used to confirm that the person signing the record has the appropriate authority.

This policy applies only to transactions between parties each of which has agreed to conduct transactions by electronic means.

If parties have agreed to conduct a transaction by electronic means and a law requires a person to provide, send, or deliver information in writing to another person, the requirement is satisfied if the information is provided, sent, or delivered, as the case may be, in an electronic record capable of retention by the recipient at the time of receipt. An electronic record is not capable of retention by the recipient if the sender or its information processing system inhibits the ability of the recipient to print or store the electronic record.

Respective NRHA departments will consult with legal counsel and obtain necessary information about state and local requirements for these types of documents.

5.10 Documents Involving Other Parties.

In the case of contracts or transactions which must be signed by outside parties, each party to the agreement must agree in advance to the use of an electronic signature. No party to a contract or other document may be forced to accept an electronic signature; they must be permitted to decide either way. Such consent may be withdrawn by the other party at any time such that future documents must be signed in hardcopy format. When a document is electronically signed by all parties, NRHA will provide a copy of the electronically-signed document to the other parties in an electronic format that is capable of being retained and printed by the other parties.



6.0 ELECTRONIC TRANSMISSION

6.1 NRHA Documents.

This Policy permits electronic transmission of NRHA-approved or required documents when local, state, or federal law permits. It does not provide guidance on documents required by lenders, state or local government agencies, or other private concerns. Note: Relevant program files or information can be transferred in a format that is acceptable to both parties, whether that is electronic or paper.

a. Documents sent to HUD or a CA.

HUD and its CA may offer certain electronic transmission methods for documents. Departments/divisions should contact the local HUD office to determine submission options and/or transmission preferences.

b. Documents Sent NRHA.

NRHA staff may electronically transmit HUD forms and documents to NRHA or to each other as state, local, or federal laws permit. As noted above, adequate security measures and choice of transmission method must ensure the security of sensitive information included in such documents.

6.2 Applicants and Tenants Documents.

a. Submission to NRHA.

If a Department/Division chooses to utilize electronic communication procedures, applicants and tenants may also choose to communicate electronically with NRHA. Their choice must be made affirmatively (not assumed with an opt-out procedure). (See E-SIGN Act, 15 U.S.C. 7001(c)(1)(A)). They may complete most documents online or by hand and then transmit and/or scan and email them electronically. Applicants and tenants may also submit information and documents using other methods, such as online systems, tablet or smart phone apps, email, or other electronic media. NRHA may designate specific methods as acceptable for electronic transmission. However, applicants and tenants must have the opportunity (if they desire) to provide information and documents in paper copy, including both before they have provided any information or documents electronically or after they have done so and wish to discontinue.

b. Transmission to Applicants and Tenants.

NRHA may provide documents and notices electronically or make such documents available in an electronic format when state and local laws permit. Should departments/division choose to provide documents electronically, Applicants must first be informed of their option to receive such documents in paper form.

If required notices, forms, and brochures are distributed electronically, it is recommended to request an electronic acknowledgement of receipt. Where HUD does not specifically require



applicant or tenant acknowledgement of receipt, departments/ divisions should nonetheless maintain records showing that they provided applicants or tenants with the electronic file or the electronic address used to access the document.

When providing documents, forms, or notices electronically, NRHA shall be sure to comply with tenant notification requirements in Handbook 4350.3, HUD program Notices, and state and local laws, and regulations. When local, state, federal laws or regulations require that specific documents be provided by first class mail, delivered in person, or other specified means, this document must be provided using the stated required procedures and may not be solely transmitted electronically. (Refer to Section 8.2 of this Policy.)

6.3 Transmission Methods.

When transmitting documents electronically, NRHA shall comply with National Institute of Standards and Technology (NIST) compliant methods. Examples include putting the documents inside an encrypted wrapper, such as a password- protected DOC, PDF, or ZIP file. Passwords should not be included in the same transmission as the documents. It is preferable to provide the recipient with the password by calling, texting, or in a separate email. HUD strongly recommends using an encrypted transfer mechanism such as a shared link with an encrypted cloud storage service, an encrypted mail service, or web encrypted transfer tools.

When transmitting and storing Enterprise Income Verification (EIV) system data, vendors must adhere to NIST compliant standards. Handbook 4350.3 REV-1, Chapter 9-21(C)(1)(a)). EIV data stored electronically must be in a restricted access directory or, if placed on portable media, labeled appropriately and encrypted using a NIST Compliant Cryptographic Module. Similarly, all emails containing EIV data must be encrypted using a NIST compliant cryptographic module.

Other possible methods for transmitting electronic documents and data must comply with HUD's security requirements. They may include but are not limited to the following:

- Removable electronic media, such as thumb drives or SD cards;
- Direct access (i.e., providing login information to a system in order to access electronically signed and/or stored documents); and
- Other compliant technology as developed.

6.4 Personally Identifiable Information (PII).

All documents containing or conveying PII must be encrypted or transmitted in a secure manner in order to safeguard this information.

- a. When faxing sensitive PII, use the date stamp function; confirm the fax number, verify that the intended recipient is available and confirm that he/she has received the fax. Ensure that none of the transmission is stored in memory on the fax machine, and that all paper waste is disposed of properly (shredded). If possible, use a fax machine that uses a secure transmission line.



- b. If a secure line is not available, contact the recipient's office prior to faxing to inform them that information is coming. Next, contact the recipient's office following transmission to ensure they received it. For each event, the best course of action is to limit access of PII only to those individuals authorized to handle it and create a paper trail and verify that information reached its destination.
- c. When sending sensitive PII via email or via an unsecured information system, make sure the information and any attachments are encrypted.
- d. Do not place PII on shared drives, multi-access calendars, on Intranet, or the Internet unless they are compliant with the terms of this Policy, including Section 7.0.
- e. Do not let documents with PII sit on a printer, scanner, or fax machine where unauthorized employees or contractors can have access to the information.

6.5 Privacy Act Violations.

The Privacy Act (5 U.S.C. Sec. 552a(g) and (i)) specifically provides civil remedies, including damages, and criminal penalties for violations of the Act. In the case of criminal violations, the Privacy Act limits these penalties to misdemeanors. An officer or employee of an agency may be fined up to \$5,000 for, when "knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it," as may "[a]ny person who knowingly and willfully requests or obtains any record concerning an individual from an agency under false pretenses.

7.0 ELECTRONIC STORAGE

7.1 File and Document Storage.

HUD forms and NRHA created forms or documents used for the management of NRHA property may be stored electronically when state and local laws permit. To utilize e-storage policies, Departments/Divisions may do the following:

- Maintain paper files, electronic files, or a combination of both; and
- Convert paper files to electronic format.

When information is stored electronically, data must be encrypted using a NIST compliant encryption solution.

7.2 Accessibility of Electronic Media.

- a. Industry professionals must provide all notices and communications discussed in this Policy consistent with Section 504 of the 1973 Rehabilitation Act and HUD's Section 504 regulations, and Titles II or III of the Americans with Disabilities Act (ADA) and its implementing regulations. These statutes also require effective communication with individuals with disabilities and prohibit Electronic and Information Technology (EIT)

imposed barriers to accessing information, programs, and activities by persons with disabilities.

Industry professionals must provide appropriate auxiliary aids and services necessary to ensure effective communication, which includes ensuring that information is provided in appropriate accessible formats as needed, e.g., Braille, audio, large type, assistive listening devices, sign language interpreters, accessible websites and other electronic communications. In the event that a person with a disability is unable to use an electronic system or file that meets federal accessibility standards, NRHA shall provide reasonable accommodations to afford users an equal opportunity to participate (e.g., in completing and signing documents or submitting documents in paper copy). (See 24 CFR 8.6; 28 CFR 35.160, 36.303.)

- b. Section 508 of the 1973 Rehabilitation Act requires federal agencies to ensure, when developing, procuring, maintaining, or using EIT, that the EIT allows persons with disabilities to access and use information and data comparably to those without disabilities, unless an undue burden would result to the Federal agency. NRHA has adopted the goals and objectives of Section 508 by ensuring comparable access whenever EIT is used.
- c. In accordance with Executive Order 13166 (E.O. 13166), NRHA maintains responsibility to ensure that effective communication of electronic media includes reasonable steps taken to ensure meaningful access for persons with Limited English Proficiency (LEP) across technological platforms. Such formats may include, but are not limited to, multilingual websites and other electronic media.

7.3 Security and Risk.

Departments/divisions that choose to use electronic signatures must ensure a proper level of security and ability to link the signed document with the signer. This policy does not supersede any law or scenario wherein a written signature is specifically required (see below for specific exceptions).

- a. Data and information stored electronically must be maintained and used in ways that ensure the security, protection, and confidentiality of any information as required by federal, state, or local law. Data security management is a way to maintain the integrity of electronic data and to make sure that the electronic data are not accessible by unauthorized parties or susceptible to corruption.
- b. To ensure appropriate security, Industry professionals must comply with the following practices:
 1. Comply with any specific data security requirements of NRHA and HUD programs, relating to such activities and media as the following:
 - Encryption both at transmission and at rest;
 - Use and disclosure of data;
 - Passwords for all employees or agents/contractors;
 - Using and accessing electronic data and systems, backing up data, and data

- protection;
 - Use of emails, message content, encryption, and file retention;
 - Mobile devices - ensure they are secure, used appropriately, and protected from theft;
 - Unauthorized access;
 - Reporting malicious malware in the event it is inadvertently imported;
 - Audit and access logs; and
 - Data Destruction.
2. Report any breach to the integrity of any electronic data that contains either sensitive information or information pertaining to electronic signatures to the entity that owns or administers the data. Such security policies should comply with federal, state or local laws, regulations, and guidance.
 3. Utilize a method to track electronic activity associated with sensitive documents and information. In the event of a data breach, Industry professionals should have a method to facilitate disclosure to those affected by the breach. Such tracking methods should also be designed in such a way as to allow security audits of the electronic data when requested by federal or state agencies. Such audits must be permissible and conducted within the protections of the Privacy Act and other privacy and confidentiality laws and regulations.

Various technologies support different levels of security, authentication, record integrity and record retention. Solutions for making an electronic signature trustworthy it must address the following security:

Function	Provides
Confidentiality	Protects content from unauthorized access so that only the intended audience can view it
Authenticity	Assures that the document truly comes from the signer
Integrity	Detects unintentional or malicious alteration and prevent signer from refuting an electronic signature document
Security	Maintains security of document from origination through the entire business process
Accessibility	Allows access to document across all platforms

7.4 Retention.

NRHA's Records Retention Policy, establishes protocol for retaining electronic data information for operational or regulatory compliance needs. Industry professionals must comply with established program-specific document retention requirements. Retention requirements are the same for both paper and electronic documents and records. Additionally, like paper documents and records, electronically stored and/or signed documents and records must be kept within a document management system where access is limited based on function and need to know. This



is also the case when records and documents are stored in a central location using document management software and when a secured version of a form is attached to a specific tenant or NRHA record.

7.6 Data and File Destruction.

Data destruction is the process of destroying electronic data stored on tapes, hard disks, and other forms of electronic media, so that it is completely unreadable and cannot be accessed or used for unauthorized purposes. NRHA's Information Technology Department shall ensure that policies and procedures in place to destroy records and data and must document when and how records and data are destroyed.

a. Electronic Data.

Industry professionals must have policies and procedures in place to destroy electronic data and must document when and how records and data are destroyed. Procedures must ensure that records and documents cannot be accessed once they have been destroyed. The type of destruction method used should correlate to the sensitivity of the data and HUD's or other federal/state/local government requirements.

b. Paper File Destruction.

Departments/Divisions must dispose of paper files in a manner that will prevent any unauthorized access to personal information, e.g., burn, pulverize, shred, etc. When converting paper files/documents to electronic format and prior to destroying the paper format, NRHA must check local and state laws and practices to determine if hard-copy documents with wet signatures must be retained or whether a print-out of an electronic document with a verifiable electronic signature is acceptable.

8.0 POLICY COMPLIANCE EXCEPTIONS.

E-Sign and UETA contain exceptions to the general standard that electronic signatures are afforded full legal effect. These exceptions indicate when an electronically signed document is not afforded the same legal standing as a handwritten signature. Most of these exceptions would not apply to the RF. In general, a handwritten signature may be required for documents or notices pertaining to:

- the transfer of real property
- eviction and foreclosure
- cancellation of health insurance
- the Uniform Commercial Code

8.1 Non-Compliance.

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination.



8.2 Regulatory Restrictions.

Sections of HUD's regulations for multifamily housing programs (found in 24 Code of Federal Regulations (CFR)) require some notices to tenants be sent by first class mail, delivered directly to tenants or their units, or posted in public spaces. In these situations, electronic communication (email, posting on a website, etc.) does not satisfy the requirement. NRHA and industry professionals must comply with current and future regulatory requirements. Regulatory requirements supersede the administrative requirements provided in this Notice and other HUD Multifamily Housing handbooks and notices.

These include but are not limited to the following types of Notices:

- Termination notice (§247.4(b));
- Change in leasing and/or occupancy requirements, e.g., proposed pet rules (§5.353(f)).
- Increase in Maximum Permissible Rents (Section 245.310);
- Conversion of a project from project-paid utilities to tenant-paid utilities, or a reduction in tenant utility allowances (§ 245.410);
- Conversion of residential units in a multifamily housing project to a nonresidential use or to condominiums, or the transfer of the project to a cooperative housing mortgagor corporation or association (§ 245.410);
- A partial release of mortgage security (except for any release of property from a mortgage lien with respect to a utility easement or a public taking of such property by condemnation or eminent domain) (§ 245.410); and
- Making major capital additions to the project. (The term "major capital additions" includes only those capital improvements that represent a substantial addition to the project. Upgrading or replacing existing capital components of the project does not constitute a major capital addition to the project.) (§ 245.410).

8.2 Storage of Tenant Notices.

If maintaining electronic tenant files, NRHA department/divisions must scan and store an electronic file of the tenant notification in the tenant's file, when the tenant is provided a notice in paper form.

9.0 IMPLEMENTATION.

Technology Guidelines

When selecting and implementing the use of electronic signatures, the technology approach selected should support the minimum standards outlined in this policy. When choosing a technology, consider the significance of the business requirement as it relates to electronic signatures. For instance, applying an electronic signature to an e-mail might be fine, but additional validation or security in other situations may necessitate password protection or encryption. A combination of technologies may be warranted to mitigate risks.

Examples of technology that support digital signatures that may work for various RF related projects or documents include:

Technology Approach	Provides that signer or signature is ...
Click Through or Click Wrap	asked to click a button to demonstrate intent
Personal Identification Number (PIN) or Password	asked to enter identifying information
Signature Dynamics	authenticated through automated analysis
Biometrics	authenticated by physical characteristics prior to applying his or her signature (handwritten)
Shared Private Key (Symmetric) Cryptography	authenticated by using a single cryptographic key (encrypts and decrypts message). This method should only be used if the keys are changed regularly to ensure a higher level of security
Public/Private or Asymmetric Cryptography (PKI) – Digital Signature	authenticated by using two cryptographic keys one private and one public (encrypts and decrypts message)

Note: Other methods may be developed which incorporate applicable minimal standards, this list is not meant to be inclusive.

9.1 Maintenance and Review Requirements.

Recordkeeping - A formal record of the risk assessment evaluation, e-signature method selection, and justification will be maintained by the Information Technology Department. At this time NRHA has a technology security plan and infrastructure implemented.

Security - Software and/or hardware that is required for e-signatures, such as Public Key Infrastructure (PKI) certificates, will be provided by NRHA Information Technology. The IT Department will also ensure that appropriate controls and monitoring of the software/hardware are in place.

Periodic Review - A review of each e-signature implementation will be conducted periodically, but no less than every three years, by the IT Department. This will include an evaluation of the e-signature use to determine whether any applicable legal, business, or data requirements have changed. A determination will be made as to the continued appropriateness of the risk assessment and e-signature implementation method.

A record of this review will be documented and filed as part of the official record for this e-signature implementation maintained by the IT Department. If as a result of the periodic review the risk level changes, a new risk assessment must be completed, including review and approval.

9.2 Consent to do business electronically

Most e-signature laws require some form of consent to do business electronically. Many enterprise e-signature solutions have some form of this consent built into the e-signature workflow, so you don't need to alter your documents. However, when allowing documents for electronic signing,



departments should include additional language, so consider adding a consent clause to your agreements. For example, agreements could include the following clause right above your signature block:

***Please read the following information:** By signing this document, you are agreeing that you have reviewed the following consumer disclosure information and consent to transact business using electronic communications, to receive notices and disclosures electronically, and to utilize electronic signatures in lieu of using paper documents. You are not required to receive notices and disclosures or sign documents electronically. If you prefer not to do so, you may request to receive paper copies and withdraw your consent at any time.*

9.3 Opt-out clause.

Signers are given an opportunity to opt out of signing an agreement electronically. If a signer does not wish to execute electronically, NRHA will return to or utilize a paper-base system.

The use of e-Signature is intended to make NRHA business practices more efficient. The process eliminates the need to print, file, and store paper copies of documents that can now be authenticated digitally and stored electronically.

10.0 AUTHORITY.

Various Federal rules and regulations establish the authority for use of electronic signatures. The following laws were enacted to support the use of electronic signatures:

The *Electronic Signatures in Global and National Commerce Act* enacted on June 30, 2000 (S761, HR 1320 IH, commonly known as the ESIGN) established the validity of electronic records and signatures.

The *Uniform Electronic Transactions Act (UETA)* provides a legal framework for electronic transactions. It gives electronic signatures and records the same validity and enforceability as manual signatures and paper-based transactions. UETA was adopted by Oregon in 2001 and created legal recognition for most electronic transactions and parallels the legal recognition for paper transactions conducted in Oregon. (Uniform Electronic Transactions Act Chapter 84 (HB 2112) and OAR 125-600-0000.)

Family Educational Rights and Privacy Act (FERPA): 34 CFE Part 99; Final Rule. These final regulations provide general guidelines for accepting “signed and dated written consent” under FERPA in electronic format.

Those choosing an electronic signature method can be assured that the electronic signature will be given full legal effect under federal and state law if the signature method conforms to the standards outlined in the policy.



10.1 References. Note that these references were used as guidance in the creation of this policy.

- A U.S. Overview of Electronic Signatures
- A Global Overview of Electronic Signatures
- Digital Signature Standard 186-4, <https://nvlpubs.nist.gov/nistpubs/fips/nist.fips.186-4.pdf>; National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS)
- Electronic Signatures in Global and National Commerce Act (E-SIGN) (15 U.S.C. § 7001 et. seq., effective October 1, 2000)
- The Uniform Electronic Transactions Act (UETA)
- US Department of Housing and Urban Development Notice H 20-4, May 26, 2020; Electronic Signature Transmission and Storage – Guidance for Multifamily Assisted Housing Industry professionals



Resolution Item NRHA Board of Commissioners

Subject: Resolution Authorizing the Creation and Implementation of Policy Guidance for the use of Electronic Signatures

Executive Contact: Virginia Mack, Deputy Dir. Admin.

Date: September 16, 2021

BACKGROUND

March 2020, Norfolk Redevelopment and Housing Authority (NRHA), along with the entire world became adversely impacted by COVID-19 (Coronavirus). This pandemic resulted in the NRHA work environment temporarily transitioning to "Telecommuting" **work status due to a "Stay-at-Home" order issued by Governor** Ralph Northam of Virginia.

NRHA does not have a policy in place for the acceptance of- or authorization to use, electronic signature technology.

Electronic signatures & scanned document electronic records and signatures carry the same weight and legal effect as traditional paper documents and handwritten signatures. NRHA will not deny the legal effect or enforceability of a document solely because it is in electronic form with an electronic signature affixed.

"Electronic signature" is defined as, "any signature in electronic form, attached to or logically associated with an electronic record".

As technology has progressed, more and more business is done electronically. Electronic signatures have become commonplace, and are an accepted form of signature, not only in state government, but in federal government as well.

May 6, 2020 HUD's **Office of Asset Management and Portfolio Oversight (OAMPO)** in the Office of Multifamily Housing Programs released *Notice H 20-4* which **permits PHA's to use electronic signatures, electronically transmit, and electronically store files.** The guidance of this policy, **as will NRHA's, does not apply to Public and Indian housing programs or the HOME program;** for these programs the offices of HUD have not released guidance on the use of electronic signatures or storage.

In the context of **an increased "work from home" environment and** social distancing, the means to obtain electronic signatures has become more prevalent. This Policy is created to authorize and support the use of electronic signatures throughout the agency. Procedure for the use of electronic signatures on official form documents shall be governed by the department/division initiating the form.

Recommendation: Authorize the use of electronic signatures for agency-wide documents. Approve policy for NRHA to affix and accept electronic signatures to applicable official documents, **where previously, a "wet" signature is required.**



Narrative of Significant Accounts Charge Offs for the Quarter Ending June 30, 2021

Young Terrace had the largest write-off for \$4,201.77 - \$3,530.00 rent and \$671.77 in other charges. The tenant's monthly rent was \$734.00 and the tenant skipped out. Young Terrace had the second largest write-off for \$3,301.00 all for rent. The tenant's monthly rent was \$466.00 and the tenant skipped out. Young Terrace had the fourth largest write off for \$1,901.00 all for rent. The tenant's monthly rent was \$944.00 and the tenant moved out. Young Terrace also had the fifth largest write-off for \$1,315.00 all for rent. The tenant's monthly rent was \$308.00 and the tenant skipped out.

Calvert Square had the third largest write-off for \$2,124.08 - \$2,065.00 rent and \$59.08 in other charges. The tenant's monthly rent was \$954.00 and the tenant moved out.

Tidewater Gardens had the sixth largest write-off for \$1,051.00 - \$1,014.00 rent and \$37.00 for other charges. The tenant's monthly rent was \$388.00 and the tenant was evicted for criminal activity.

Accounts were written-off for the following reasons: 8 rented elsewhere, 4 skipped, 6 received HCV, 2 for criminal activity, and 1 is deceased.

Write-off Analysis per Community

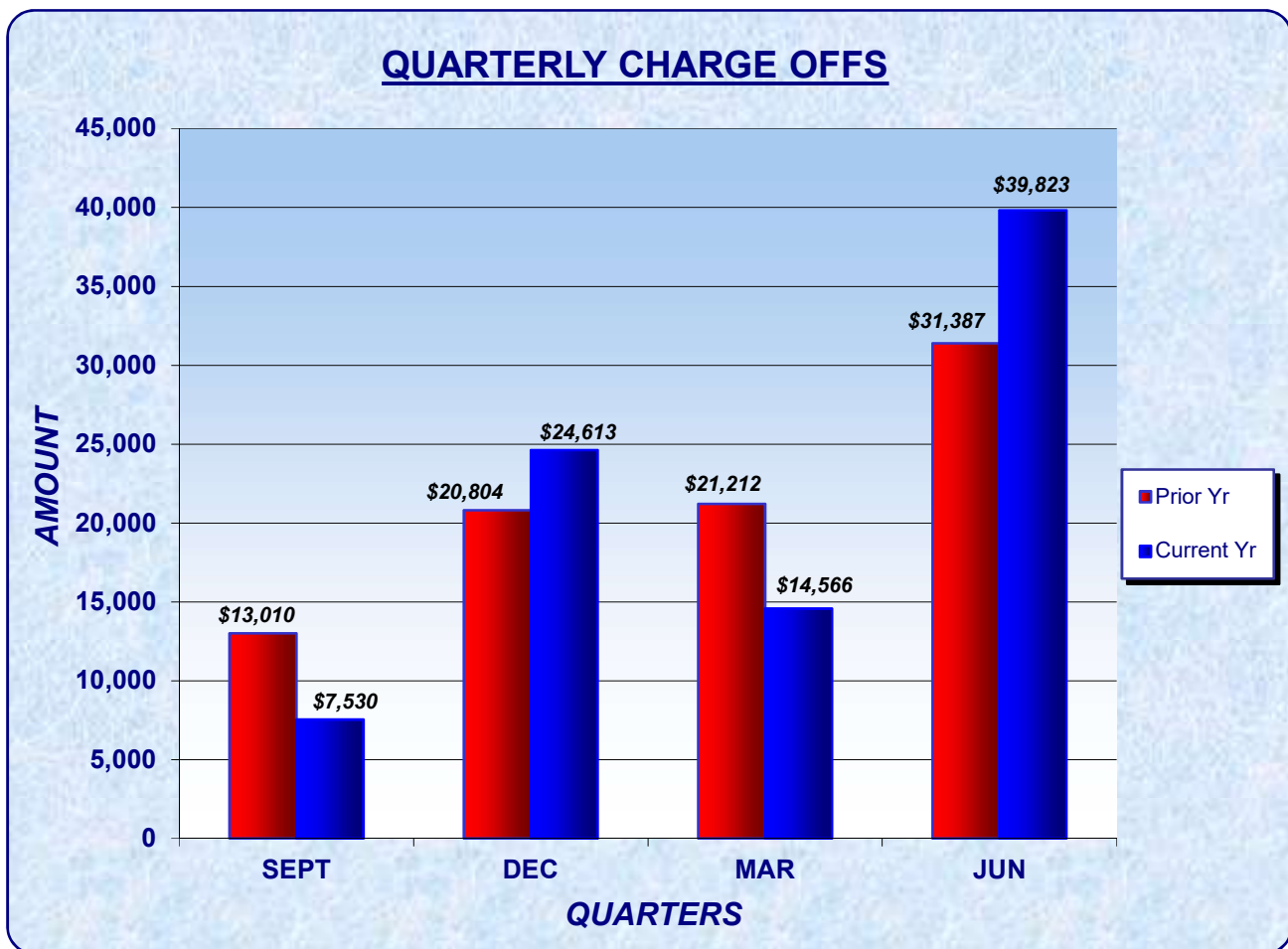
Community	#Of Units	# Of Write-Offs	Amount	Avg. Write-off
Tidewater Gardens	618	6	\$23,721.61	\$3,953.60
Diggs Town	422	1	\$17.89	\$17.89
Grandy Village	371	2	\$1,200.00	\$600.00
Young Terrace	746	6	\$11,553.77	\$1,925.63
Calvert Square	310	2	\$2,353.08	\$1,176.54
Oakleaf Forest	257	-	-	-
Partrea Midrise	114	1	\$206.56	\$206.56
Huntersquare Midrise	91	-	-	-
Bobbitt Midrise	84	-	-	-
Sykes Midrise	84	1	\$175.00	\$175.00
North Wellington	25	1	\$299.50	\$299.50
Scattered Sites	15	-	-	-
Franklin Arms	100	1	\$295.72	\$295.72
Cottage Bridge	47	0	-	-
Total		21 Write-offs	\$39,823.13	\$1,896.34

The write-off breakdown is as follows:

Over \$1,000	\$35,180.54	8
\$901-1,000	\$913.00	1
\$801-900	\$0	0
\$701-800	\$0	0
\$601-700	\$694.00	1
\$501-600	\$1,155.92	2
\$401-500	\$0	0
\$301-400	\$0	0
\$201-300	\$1,592.78	6
\$101-200	\$175.00	1
Under \$100	\$111.89	2
Total	\$39,823.13	21

NRHA Tenant Accounts Receivable Charge Offs For The Quarter Ending June 30, 2021

TOTAL OF INDIVIDUAL BALANCES :	AMOUNT	NUMBER OF TENANTS
\$00.00 to \$499.99	\$ 1,879.67	9
\$500.00 to \$1,999.99	\$ 7,029.92	7
\$2,000.00 and Above	<u>\$ 30,913.54</u>	<u>5</u>
TOTAL CHARGE OFFS FOR THE QUARTER	<u>\$ 39,823.13</u>	<u>21</u>

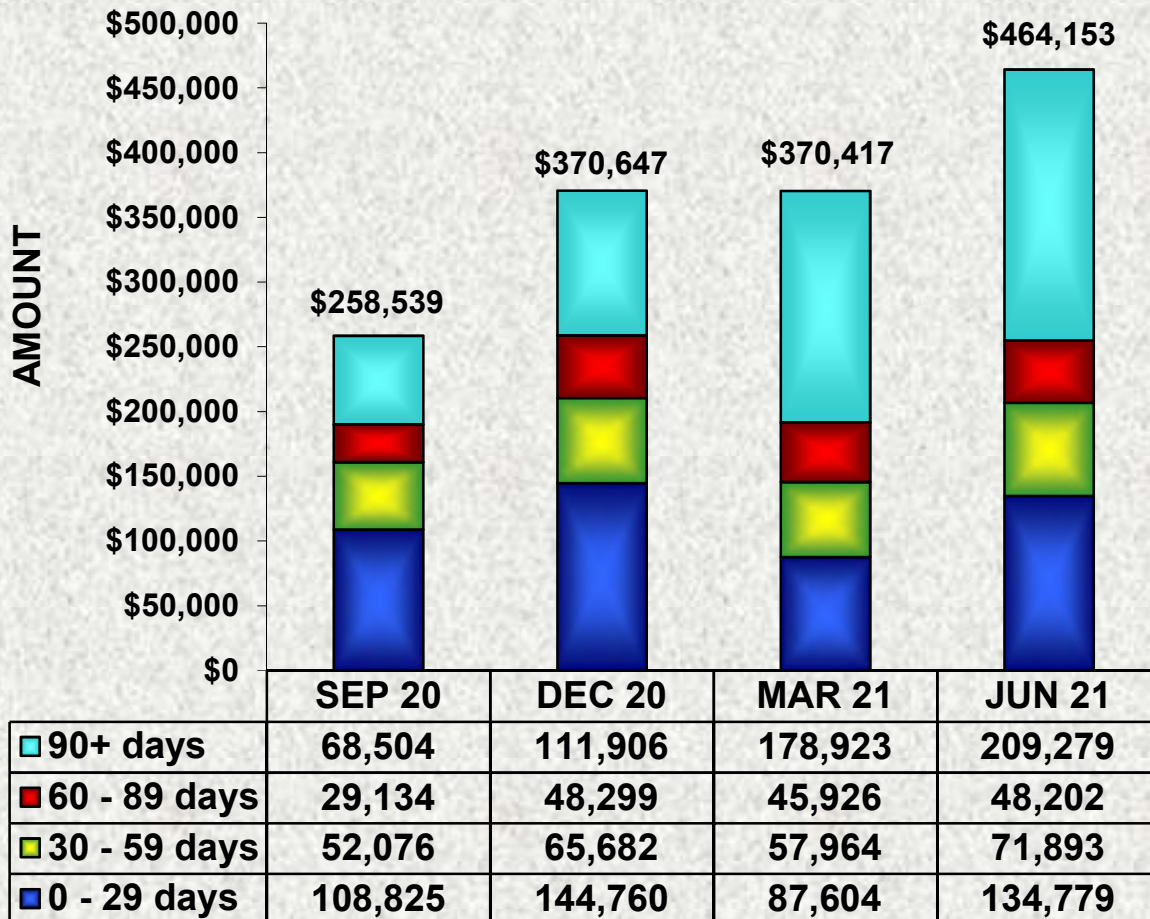


Comments :

- 1) Gross write-offs for FY2020 (\$86,413) were 0.88% of total tenant revenue (\$9,829,337).
Gross write-offs as of 4th qtr-FY2021 (\$86,532) are 0.95% of total tenant revenue (\$9,083,082).
- 2) FY2020 recoveries amounted to \$61,415 or 71% of total write-offs of \$86,413.
FY2021 year-to-date recoveries amount to \$17,844 or 21% of total write-offs of \$86,532.

**PUBLIC HOUSING & PROJECT BASED ACCOUNTS RECEIVABLE
AT JUNE 23, 2021**

AGED ACCOUNTS RECEIVABLES




Comments :

- 0-29 days consists of excess utilities, maintenance charges, late fees, warrants and any outstanding rent for the previous month. The resident is responsible for paying the late fees, warrant and maintenance charges on the first of the following month.
- 30-59 days consist of late fees, warrant fees, maintenance charges and rent past due that has not been collected for the past 2 months.
- 60-89 days consist of late fees, warrant fees, and rent past due for the past 3 months. At this point we are able to move on possession of the unit if awarded by the Court.
- 90+ days consists of some residents who have been evicted and some that are still in occupancy for debts not collected for the past 4 months or longer. The amount of Aged Accounts Receivables in the "90+ days" category will normally be written off in the following quarter. However, the actual amount written off will be lower.



To: Board of Commissioners

From: D. Scott Pontz, Chief Financial Officer 

CC: Ronald Jackson, Executive Director, Virginia Mack, Deputy Executive Director

Subject: Financial Reporting for the Months of June and July 2021

Date: September 13, 2021

Financial Highlights

June 30, 2021

The NRHA finance staff has completed and submitted the un-audited financial statements for June 30, 2021. This submission is in the form of an internet upload to the Department of Housing and Urban Development's Real Estate Assessment Center (REAC). The submission will be reviewed by HUD staff and either approved, approved conditionally (with further clarification provided later with the audit), or returned to NRHA for clarification or correction.

Jump Perry and Co, CPAs are scheduled to begin work on the FY 2021 NRHA audit during the second week of October. They will send a team on site this year to perform compliance testing work that week. Staff will be prepared and is working on compiling the first reports for the audit team.

Financial Highlights

July 31, 2021

As this is the first month for providing the Board financial operating statements I will provide a brief overview of the statements in format and content. Each area of statement presented shows the reader information on budget and actual performance for the Period to

Date (PTD) and Year to Date (YTD) including variance to budget. The annual budget is also provided. Information is presented in a high-level format where many like operating categories are combined for the simplicity of review. A group of staff from the Accounting and Budget departments have and will review the statements in advance of publication to the Board. A detailed explanation of the format and content of the statements is below in the section "Walk through of financial statements".

Statements provided for July are: Housing Choice Voucher Program (Section 8) administration, RAD communities in summary and individually, Tax Credit Partnerships in summary and individually, Merrimack Landing, Oakmont North, City View Tower, Public Housing communities in summary and individually.

We have the ability to provide these statements for any and all operating instruments of the authority. It was decided for this first run to stay with operating projects. To print them all would be voluminous and may distract from the goal at this time which is to have the members of the Board review and understand the format and then provide any guidance the Board would like concerning what areas the Board would wish to see as we move forward.

Below, and as a central piece of this information to be provided monthly you will find a narrative outlining the financial highlights of the agency for the period covered. This is intended as an attempt to answer your questions in advance and provide you with the background information needed to understand the content of the statements as provided.

Please note that revenue numbers are shown as negative numbers as a function of the agency's accounting system. This can be changed going forward should that be the Board's desire.

Walk through of financial statements

In an effort to provide clarity to the format and content of the statements I would direct your attention to the statement for Young Terrace, which is the last statement in the package.

Headings across the top for the statement are to define the time frames contained within the statements. The "PTD" columns will always reflect the most recent month as a stand-alone. Actual columns denote the revenue and expenses recorded for the month, while the budget column denotes 1/12 of the annual approved operating budget. The YTD columns reflect the timeframe of the fiscal period to the date of the statements. The YTD column for December as an example would denote six months of operations and a pro-rated 6/12 of the annual approved operating budget. As July is the first month of our year these columns will show identical figures to the "PTD" columns. We have shaded the "YTD" columns blue to

have them stand apart from the “PTD”.

The “variance” columns are extremely important as they show how the project performed during the period shown. In the case of the first line in Young Terrace, “Operating Subsidy”, the variance indicates that NRHA received \$2,597 more than expected. Positive numbers in the variance column are always “good”. Negative values in this column indicate that revenue was below budget, or expenses were above. This is the first step staff takes in review, determine if variances in particular lines are sufficient to produce a detailed review.

In an effort to clarify what is in each row I have worked up the below highlights.

- Operating subsidy denotes funds received for operations from an outside entity. Usually HUD, but in some cases this would be from the City or even from NRHA itself in the cases of RAD and LIHTC projects.
- Other revenue is the miscellaneous category. It covers any revenue not picked up specifically in other lines. In the case of Young Terrace it was a forfeiture of FSS and rent received from the food bank.
- Tenant Rent is precisely that. This line is not mingled with any other information. It must be noted that through HUD’s prescription to use accrual accounting methodology this shows charges, not collections.
- Tenant Revenue is where we capture all other charges paid to us by residents: damage charges, late fees etc.
- Admin Salary is also self-explanatory. The importance of this area dictates it not be mingled with any other expense.
- Fringe Benefits is also stand alone. In this line are: Health benefits, VRS retirement, etc.
- Fee expense is where we capture all fees that are paid either to our Central Office Cost Center or to outside managers. In the case of Young Terrace this is the HUD mandated safe harbor management, book keeping and asset management fees.
- General expense is a HUD defined category. Here you will find insurance, collection losses, interest expense, PILOT or real estate tax and other expenditures which in HUD’s definition do not fit anywhere else. You will note in Young Terrace this is the only area of the expense side showing a negative variance. These are the kinds of things I hope to explain in this narrative monthly. In this case the annual insurance bills are paid in July and thus for the fiscal year most of the insurance shows in the first month.
- Maintenance expense is the are for any expense for the routine maintenance of the property that is not salary.

- Maintenance salary is a line solely for salary expense as with administration above.
- Other administrative expenses encompass administrative cost that are not salary. It is the largest assembly of different items on the report. Examples of items within this line are: Legal, audit, telephone, office supply, copier leases, rents paid, court costs, bank fees etc.
- Protective Services denotes security expenses.
- Tenant Service is all labor, contracts, relocation and tenant organization expenses for a given project.
- Utility expense includes water and sewer, electricity, natural gas and waste disposal expenses.
- The “Other outflows” section will highlight items affecting the cash flow of a project while not being a traditional income or expenses. Items that will be found here include replacement reserve deposits, operating transfers, and on a future version, debt principle payments.
- The net income line is where the reader can note how a project is operating irrespective of budget. A negative number indicates revenues exceed expenses and the project is “in the black”. A positive number indicates the opposite and that the project is “in the red”. On this line the reader can determine two outcomes. First, how is the project doing? This is the figure on the net income line of the YTD actual columns. In Young Terrace a net income of \$191,913. Second, how is the project doing against budget? This is the figure on the net income line in the YTD variance column. In the case of Young Terrace \$208,331 better than budget.

General Notes across all projects

- Owing to HUD’s guidance on accrual of expenses the month of July tends to look “light” with respect to expenses. This is due to accruing expenses back to the previous year which takes place during the first two to three weeks of July depending on the date of service of invoices paid. HUD does NOT prescribe that this accrual methodology take place during the year so July tends to be light and June heavy with respect to expense recording. One area where this makes July look different is with regard to utility expenses. An estimate of one half of one month is shown on these expenses to represent our best guess at the amount of July utility payments. This will even out as we move into the year.
- Salary expense also appears light due to year end accruals. July payroll expense is

8 days short of a whole month as this expense was charged back to June. Payroll will appear light until the first month where we charge three payrolls. At that point it will stabilize.

Housing Choice Voucher Program Administration (HCVP)
For the month ended July 31, 2021

- The HCVP administrative revenue for July was \$233,953. This is slightly under projection but this is due to budget rationale noting further leasing and additional fees being earned throughout the year. It is the expectation of staff that we will meet and likely exceed administrative revenue for the year.
- The Authority received notice that our applications for 2021 shortfall funding were successful in two categories. \$2,500,440 in additional housing assistance payments is expected to be received by the agency in September. Of this funding \$2,000,00 is earmarked strictly for new lease-ups. The remainder is to make up for shortfalls noted through increased per unit month costs experienced due to the COVID pandemic.
- Expense categories are generally running well below budget owing to the factors explained in the general notes section above. One outlier is the general expense category which is high due to the insurance payments for the fiscal year which are recorded in the first month. This will even out over time.

Rental Assistance Demonstration (RAD)
For the month ended July 31, 2021

- Total RAD project rents and other revenues exceed budget for July by \$9,609. This is primarily a result of the figures from Franklin Arms. RAD rents are set by contract. Staff will be reviewing this area to determine if there are any budgetary changes required or if some specific situation resulted in excess revenue generation.
- Expense variances for the RAD properties are all in the positive owing to the factors noted in the general notes section above.

Low Income Housing Tax Credits

For the month ended July 31, 2021

- Reports generated for this category note one month of operations as the results are compared to the NRHA master budget on a fiscal basis. Reports for individual property investors are also prepared using investor approved budgets representing seven months of operations.
- Diggs Town Phase I
 - It is important to note with Diggs that since it is still in active rehab status operating budgets and results are very difficult to quantify. All revenue projections were done on a best guess method using presumed rehab timelines. Revenue results for July are in excess of budget.
 - Expense results are all under budget with one exception. Expenditure results are reflective of the factors explained in the general notes section above.
 - Other administrative expenses are in excess of budget due to the timing of the payment for audit and tax preparation. This is a one-time cost and will stabilize as we move further into the year.
- Grandy 70 LP
 - Revenue is in excess of budget due to adjustments made through the Section 8 program. This resulted in a higher than expected HAP payment for July. This is expected to stabilize during the year.
 - Expenses for the month are running \$25,534 below budget due mostly to the factors explained above.
 - The Grandy 70 project is currently in its break-even period. During this period the property must maintain a certain operating level in order to qualify for the final installment of equity from the limited partner. This installment is scheduled to pay off the construction loan. We note that due to utility usage and higher than expected maintenance costs the project is NOT meeting its expectations and the final installment of equity is as of this date not scheduled to be paid in.
- Grandy Village LP (Grandy Revite)
 - Revenue is in excess of budget due to adjustments made through the Section 8 program. This resulted in a higher than expected HAP payment for July. This is expected to stabilize during the year.
 - Expenses for the month are running \$120,297 below budget due mostly to the factors explained above.
 - This property is expected to operate more in line with the budget as the year progresses.
- Partrea LP (Cottage Bridge)

- Partrea is reporting a positive result of \$33,268. This is for the most part a result of the factors noted above.

Business Activities

For the month ended July 31, 2021

- Merrimack Landing
 - Merrimack reports a positive cash flow of \$111,001 for July. Rental income is falling short of projections. Staff will research and determine the cause for this shortage.
 - NRHA records salary by category while the property budget reflects all salary in one line. This results in skewed results for those two specific expense lines.
- Oakmont North
 - Oakmont is reporting apposite result of \$188,634 for July.
 - Maintenance expense is far under budget and is expected to stabilize toward the budgeted amount as the year progresses.
- City View Tower
 - The tower is showing a positive result for July of \$31,162.
 - This is primarily due to the parking garage work not yet beginning and the timing of tax payments to the City.
 - It should be noted that the rental income is exceeding the budget expectations. Should that continue the maintenance needs would result in a shortfall much lower than the \$500,000 budget.
 - 38% of rental income reported is coming from NRHA.

Low Income Housing Program

For the month ended July 31, 2021

- The revenues for the public housing program are slightly below expectation. Rent revenue is \$9,173 short of budget and is mostly due to a shortage at Oakleaf Forrest.
- Subsidy revenue is subject to appropriations but is less than 1% different from projections.
- Expense variances program wide are all positive due mostly to the factors discussed above.

- Several individual properties are showing a negative expense variance in the general expense category. This is due to the timing of the annual property and liability insurance payments.

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

HCVP

HCV Administration

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(233,953)	(243,208)	(9,255)	(233,953)	(243,208)	(9,255)	(2,918,501)
	Other Revenue	(61,656)	(1,040)	60,616	(61,656)	(1,040)	60,616	(12,484)
	Tenant Revenue	0	0	0	0	0	0	0
Total Revenue		\$ (295,609)	\$ (244,248)	\$ 51,361	\$ (295,609)	\$ (244,248)	\$ 51,361	\$ (2,930,985)
Expenses	Admin Salary	45,938	75,522	29,584	45,938	75,522	29,584	906,255
	Employee Benefits	36,327	38,314	1,987	36,327	38,314	1,987	459,751
	Fee Expense	74,256	76,286	2,030	74,256	76,286	2,030	915,424
	General Expense	8,103	5,958	(2,145)	8,103	5,958	(2,145)	71,501
	Housing Assistance Payments	59,013	0	(59,013)	59,013	0	(59,013)	0
	Maintenance Salary	13,051	28,162	15,111	13,051	28,162	15,111	337,941
	Other Administrative Expense	16,382	42,054	25,672	16,382	42,054	25,672	504,610
	Tenant Services Expense	0	8	8	0	8	8	100
Total Expenses		253,070	266,304	13,234	253,070	266,304	13,234	3,195,582
Other OutFlows	Operating Transfer in	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(42,539)	22,056	64,595	(42,539)	22,056	64,595	264,597

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

RAD – PBV

For the month ended July 31, 2021

		Franklin Arms	Grandy Ph V	North Wellington	YTD Actual	YTD Budget	YTD Variance	Annual Budget
Revenue	Operating Subsidy	(61,970)	(5,997)	(8,774)	(76,741)	(67,132)	9,609	(805,584)
	Other Revenue	(151)	(23)	(63)	(237)	(408)	(171)	(4,892)
	Tenant Rent	(23,156)	(6,439)	(8,723)	(38,318)	(39,058)	(740)	(468,699)
	Tenant Revenue	(40)	0	(8)	(48)	(440)	(392)	(5,279)
Total Revenue		\$ (85,317)	\$ (12,459)	\$ (17,568)	\$ (115,344)	\$ (107,038)	\$ 8,306	\$ (1,284,454)
Expenses	Admin Salary	2,767	333	27	3,126	6,522	3,396	78,250
	Capital Improvement	0		0	0	0	0	0
	Employee Benefits	3,558	718	171	4,448	5,196	748	62,307
	Fee Expense	8,117	1,310	2,047	11,475	12,780	1,305	153,356
	General Expense	5	1,064	1,013	2,083	8,033	5,950	96,402
	Maintenance Expense	6,895	1,158	1,982	10,034	48,925	38,891	587,064
	Maintenance Salary	2,312	438	290	3,040	4,881	1,841	58,572
	Other Administrative Expense	749	90	5	845	2,721	1,876	32,564
	Protective Services	6,268	56		6,324	6,674	350	80,093
	Tenant Services Expense	181	155	0	336	1,340	1,004	16,078
	Utility Expense	8,450	1,850	0	10,300	15,435	5,135	185,214
Total Expenses		\$ 39,302	\$ 7,173	\$ 5,536	\$ 52,010	\$ 112,507	\$ 60,497	\$ 1,349,900
Other OutFlows	Replacement Reserve	8,750	400	625	9,775	9,775	0	117,300
	Operating Transfer in		0	0	0	(5,453)	(5,453)	(65,446)
Total Other OutFlows		\$ 8,750	\$ 400	\$ 625	\$ 9,775	\$ 4,322	\$ (5,453)	\$ 51,854
Net (income) loss		(37,265)	(4,886)	(11,408)	(53,558)	9,791	63,349	117,300

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

RAD – PBV

Franklin Arms

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(61,970)	(55,372)	6,598	(61,970)	(55,372)	6,598	(664,463)
	Other Revenue	(151)	(144)	7	(151)	(144)	7	(1,725)
	Tenant Rent	(23,156)	(20,845)	2,311	(23,156)	(20,845)	2,311	(250,143)
	Tenant Revenue	(40)	(211)	(171)	(40)	(211)	(171)	(2,540)
Total Revenue		\$ (85,317)	\$ (76,572)	\$ 8,745	\$ (85,317)	\$ (76,572)	\$ 8,745	\$ (918,871)
Expenses	Admin Salary	2,767	4,967	2,200	2,767	4,967	2,200	59,599
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	3,558	3,669	111	3,558	3,669	111	44,011
	Fee Expense	8,117	9,064	947	8,117	9,064	947	108,763
	General Expense	5	5,436	5,431	5	5,436	5,431	65,236
	Maintenance Expense	6,895	30,860	23,965	6,895	30,860	23,965	370,299
	Maintenance Salary	2,312	3,140	828	2,312	3,140	828	37,680
	Other Administrative Expense	749	2,322	1,573	749	2,322	1,573	27,821
	Protective Services	6,268	6,270	2	6,268	6,270	2	75,243
	Tenant Services Expense	181	890	709	181	890	709	10,682
	Utility Expense	8,450	9,962	1,512	8,450	9,962	1,512	119,537
Total Expenses		39,302	76,580	37,278	39,302	76,580	37,278	918,871
Other OutFlows	Replacement Reserve	8,750	8,750	0	8,750	8,750	0	105,000
Total Other OutFlows		8,750	8,750	0	8,750	8,750	0	105,000
Net (income) loss		(37,265)	8,758	46,023	(37,265)	8,758	46,023	105,000

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

RAD – PBV

Grandy Ph V

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(5,997)	(3,690)	2,307	(5,997)	(3,690)	2,307	(44,281)
	Other Revenue	(23)	(73)	(50)	(23)	(73)	(50)	(870)
	Tenant Rent	(6,439)	(8,452)	(2,013)	(6,439)	(8,452)	(2,013)	(101,423)
	Tenant Revenue	0	(84)	(84)	0	(84)	(84)	(1,003)
Total Revenue		\$ (12,459)	\$ (12,299)	\$ 160	\$ (12,459)	\$ (12,299)	\$ 160	\$ (147,577)
Expenses	Admin Salary	333	835	502	333	835	502	10,011
	Employee Benefits	718	1,056	338	718	1,056	338	12,648
	Fee Expense	1,310	1,450	140	1,310	1,450	140	17,402
	General Expense	1,064	942	(122)	1,064	942	(122)	11,303
	Maintenance Expense	1,158	2,334	1,176	1,158	2,334	1,176	27,995
	Maintenance Salary	438	1,239	801	438	1,239	801	14,865
	Other Administrative Expense	90	286	196	90	286	196	3,398
	Protective Services	56	404	348	56	404	348	4,850
	Tenant Services Expense	155	355	200	155	355	200	4,261
	Utility Expense	1,850	5,341	3,491	1,850	5,341	3,491	64,093
Total Expenses		7,173	14,242	7,069	7,173	14,242	7,069	170,826
Other OutFlows	Replacement Reserve	400	400	0	400	400	0	4,800
	Operating Transfer in	0	(1,937)	(1,937)	0	(1,937)	(1,937)	(23,249)
Total Other OutFlows		400	(1,537)	(1,937)	400	(1,537)	(1,937)	(18,449)
Net (income) loss		(4,886)	406	5,292	(4,886)	406	5,292	4,800

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

RAD – PBV

North Wellington

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(8,774)	(8,070)	704	(8,774)	(8,070)	704	(96,840)
	Other Revenue	(63)	(191)	(128)	(63)	(191)	(128)	(2,297)
	Tenant Rent	(8,723)	(9,761)	(1,038)	(8,723)	(9,761)	(1,038)	(117,133)
	Tenant Revenue	(8)	(145)	(137)	(8)	(145)	(137)	(1,736)
Total Revenue		\$ (17,568)	\$ (18,167)	\$ (599)	\$ (17,568)	\$ (18,167)	\$ (599)	\$ (218,006)
Expenses	Admin Salary	27	720	693	27	720	693	8,640
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	171	471	300	171	471	300	5,648
	Fee Expense	2,047	2,266	219	2,047	2,266	219	27,191
	General Expense	1,013	1,655	642	1,013	1,655	642	19,863
	Maintenance Expense	1,982	15,731	13,749	1,982	15,731	13,749	188,770
	Maintenance Salary	290	502	212	290	502	212	6,027
	Other Administrative Expense	5	113	108	5	113	108	1,345
	Tenant Services Expense	0	95	95	0	95	95	1,135
	Utility Expense	0	132	132	0	132	132	1,584
Total Expenses		5,536	21,685	16,149	5,536	21,685	16,149	260,203
Other OutFlows	Replacement Reserve	625	625	0	625	625	0	7,500
	Operating Transfer in	0	(3,516)	(3,516)	0	(3,516)	(3,516)	(42,197)
Total Other OutFlows		625	(2,891)	(3,516)	625	(2,891)	(3,516)	(34,697)
Net (income) loss		(11,408)	627	12,035	(11,408)	627	12,035	7,500

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIHTC Partnership

For the month ended July 31, 2021

		Diggs Ph I	Grandy 70	Grandy Revite	Partrea LP	YTD Actual	YTD Budget	YTD Variance	Annual Budget
Revenue	Operating Subsidy	(125,302)	(86,230)	(126,833)	(33,780)	(372,145)	(346,943)	25,202	(4,163,305)
	Other Revenue	(198)	(0)	(3,677)	0	(3,876)	(7,844)	(3,968)	(94,106)
	Tenant Rent	(41,041)	(24,689)	(96,920)	(14,412)	(177,062)	(165,740)	11,322	(1,988,876)
	Tenant Revenue	(192)	48	(1)	(10)	(155)	(1,892)	(1,737)	(22,698)
Total Revenue		\$ (166,733)	\$ (110,871)	\$ (227,432)	\$ (48,202)	\$ (553,238)	\$ (522,419)	\$ 30,819	\$ (6,268,985)
Expenses	Admin Salary	4,370	1,462	5,489	820	12,140	29,819	17,679	357,815
	Capital Improvement	0	0	0	0	0	0	0	0
	Employee Benefits	11,710	3,172	13,387	716	28,985	35,454	6,469	425,396
	Fee Expense	8,315	6,317	22,304	2,406	39,342	53,140	13,798	637,678
	General Expense	0	467	14,073	0	14,540	47,645	33,105	571,696
	Maintenance Expense	9,231	3,312	25,642	1,890	40,075	93,623	53,548	1,123,420
	Maintenance Salary	11,134	1,941	10,260	1,227	24,561	40,227	15,666	482,721
	Other Administrative Expense	15,470	1,194	1,656	207	18,526	12,731	(5,795)	152,753
	Protective Services	871	1,829	5,156	3,614	11,469	25,561	14,092	306,723
	Tenant Services Expense	408	684	2,699	85	3,877	15,373	11,496	184,441
	Utility Expense	34,997	7,115	38,467	3,970	84,549	168,600	84,051	2,023,194
Total Expenses		\$ 96,506	\$ 27,492	\$ 139,132	\$ 14,934	\$ 278,064	\$ 522,173	\$ 244,109	\$ 6,265,837
Other OutFlows	Replacement Reserve	0	0	6,875	0	6,875	12,425	5,550	149,100
	Operating Transfer in			0		0	(45,557)	(45,557)	(546,688)
	Operating Transfer out		0			0	40,270	40,270	483,236
Total Other OutFlows		\$ -	\$ -	\$ 6,875	\$ -	\$ 6,875	\$ 7,138	\$ 263	\$ 85,648
Net (income) loss		\$ (70,227)	\$ (83,379)	\$ (81,424)	\$ (33,268)	\$ (268,298)	\$ 6,892	\$ 275,190	\$ 82,500

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIHTC Partnership

Diggs Ph I

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(125,302)	(140,530)	(15,228)	(125,302)	(140,530)	(15,228)	(1,686,360)
	Other Revenue	(198)	(57)	141	(198)	(57)	141	(681)
	Tenant Rent	(41,041)	(28,783)	12,258	(41,041)	(28,783)	12,258	(345,399)
	Tenant Revenue	(192)	(101)	91	(192)	(101)	91	(1,214)
Total Revenue		\$ (166,733)	\$ (169,471)	\$ (2,738)	\$ (166,733)	\$ (169,471)	\$ (2,738)	\$ (2,033,654)
Expenses	Admin Salary	4,370	11,009	6,639	4,370	11,009	6,639	132,107
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	11,710	13,895	2,185	11,710	13,895	2,185	166,725
	Fee Expense	8,315	18,224	9,909	8,315	18,224	9,909	218,685
	General Expense	0	7,071	7,071	0	7,071	7,071	84,844
	Maintenance Expense	9,231	13,666	4,435	9,231	13,666	4,435	163,974
	Maintenance Salary	11,134	15,886	4,752	11,134	15,886	4,752	190,632
	Other Administrative Expense	15,470	3,280	(12,190)	15,470	3,280	(12,190)	39,355
	Protective Services	871	6,669	5,798	871	6,669	5,798	80,034
	Tenant Services Expense	408	4,731	4,323	408	4,731	4,323	56,766
	Utility Expense	34,997	69,495	34,498	34,997	69,495	34,498	833,932
Total Expenses		96,506	163,926	67,420	96,506	163,926	67,420	1,967,054
Other OutFlows	Replacement Reserve	0	5,550	5,550	0	5,550	5,550	66,600
Total Other OutFlows		0	5,550	5,550	0	5,550	5,550	66,600
Net (income) loss		(70,227)	5	70,232	(70,227)	5	70,232	0

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIHTC Partnership

Grandy 70

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(86,230)	(61,173)	25,057	(86,230)	(61,173)	25,057	(734,075)
	Other Revenue	(0)	(1)	(1)	(0)	(1)	(1)	(9)
	Tenant Rent	(24,689)	(32,056)	(7,367)	(24,689)	(32,056)	(7,367)	(384,671)
	Tenant Revenue	48	(67)	(115)	48	(67)	(115)	(800)
Total Revenue		\$ (110,871)	\$ (93,297)	\$ 17,574	\$ (110,871)	\$ (93,297)	\$ 17,574	\$ (1,119,555)
Expenses	Admin Salary	1,462	3,268	1,806	1,462	3,268	1,806	39,217
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	3,172	4,085	913	3,172	4,085	913	49,003
	Fee Expense	6,317	6,344	27	6,317	6,344	27	76,134
	General Expense	467	10,418	9,951	467	10,418	9,951	124,999
	Maintenance Expense	3,312	2,076	(1,236)	3,312	2,076	(1,236)	24,920
	Maintenance Salary	1,941	4,707	2,767	1,941	4,707	2,767	56,489
	Other Administrative Expense	1,194	2,924	1,730	1,194	2,924	1,730	35,112
	Protective Services	1,829	3,605	1,776	1,829	3,605	1,776	43,258
	Tenant Services Expense	684	1,369	685	684	1,369	685	16,424
	Utility Expense	7,115	14,230	7,115	7,115	14,230	7,115	170,763
Total Expenses		27,492	53,026	25,534	27,492	53,026	25,534	636,319
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer out	0	40,270	40,270	0	40,270	40,270	483,236
Total Other OutFlows		0	40,270	40,270	0	40,270	40,270	483,236
Net (income) loss		(83,379)	(1)	83,378	(83,379)	(1)	83,378	0

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIHTC Partnership

Grandy Revite

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(126,833)	(112,000)	14,833	(126,833)	(112,000)	14,833	(1,343,995)
	Other Revenue	(3,677)	(7,785)	(4,108)	(3,677)	(7,785)	(4,108)	(93,407)
	Tenant Rent	(96,920)	(92,521)	4,399	(96,920)	(92,521)	4,399	(1,110,247)
	Tenant Revenue	(1)	(1,559)	(1,558)	(1)	(1,559)	(1,558)	(18,711)
Total Revenue		\$ (227,432)	\$ (213,865)	\$ 13,567	\$ (227,432)	\$ (213,865)	\$ 13,567	\$ (2,566,360)
Expenses	Admin Salary	5,489	13,019	7,530	5,489	13,019	7,530	156,219
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	13,387	16,292	2,905	13,387	16,292	2,905	195,494
	Fee Expense	22,304	25,563	3,259	22,304	25,563	3,259	306,750
	General Expense	14,073	16,959	2,886	14,073	16,959	2,886	203,504
	Maintenance Expense	25,642	66,800	41,158	25,642	66,800	41,158	801,581
	Maintenance Salary	10,260	18,830	8,570	10,260	18,830	8,570	225,955
	Other Administrative Expense	1,656	4,745	3,089	1,656	4,745	3,089	56,919
	Protective Services	5,156	11,672	6,516	5,156	11,672	6,516	140,057
	Tenant Services Expense	2,699	8,615	5,916	2,699	8,615	5,916	103,365
	Utility Expense	38,467	76,934	38,467	38,467	76,934	38,467	923,204
Total Expenses		139,132	259,429	120,297	139,132	259,429	120,297	3,113,048
Other OutFlows	Replacement Reserve	6,875	6,875	0	6,875	6,875	0	82,500
	Operating Transfer in	0	(45,557)	(45,557)	0	(45,557)	(45,557)	(546,688)
Total Other OutFlows		6,875	(38,682)	(45,557)	6,875	(38,682)	(45,557)	(464,188)
Net (income) loss		(81,424)	6,882	88,306	(81,424)	6,882	88,306	82,500

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIHTC Partnership

Partrea LP

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(33,780)	(33,240)	540	(33,780)	(33,240)	540	(398,875)
	Other Revenue	0	(1)	(1)	0	(1)	(1)	(9)
	Tenant Rent	(14,412)	(12,380)	2,032	(14,412)	(12,380)	2,032	(148,559)
	Tenant Revenue	(10)	(165)	(155)	(10)	(165)	(155)	(1,973)
Total Revenue		\$ (48,202)	\$ (45,786)	\$ 2,416	\$ (48,202)	\$ (45,786)	\$ 2,416	\$ (549,416)
Expenses	Admin Salary	820	2,523	1,703	820	2,523	1,703	30,272
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	716	1,182	466	716	1,182	466	14,174
	Fee Expense	2,406	3,009	603	2,406	3,009	603	36,109
	General Expense	0	13,197	13,197	0	13,197	13,197	158,349
	Maintenance Expense	1,890	11,081	9,191	1,890	11,081	9,191	132,945
	Maintenance Salary	1,227	804	(423)	1,227	804	(423)	9,645
	Other Administrative Expense	207	1,782	1,575	207	1,782	1,575	21,367
	Protective Services	3,614	3,615	1	3,614	3,615	1	43,374
	Tenant Services Expense	85	658	573	85	658	573	7,886
	Utility Expense	3,970	7,941	3,971	3,970	7,941	3,971	95,295
Total Expenses		14,934	45,792	30,858	14,934	45,792	30,858	549,416
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(33,268)	6	33,274	(33,268)	6	33,274	0

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

Business Activity

Merrimack Landing

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Other Revenue	(31)	0	31	(31)	0	31	0
	Tenant Rent	(406,870)	(470,594)	(63,724)	(406,870)	(470,594)	(63,724)	(5,647,127)
	Tenant Revenue	(7,014)	0	7,014	(7,014)	0	7,014	0
Total Revenue		\$ (413,914)	\$ (470,594)	\$ (56,680)	\$ (413,914)	\$ (470,594)	\$ (56,680)	\$ (5,647,127)
Expenses	Admin Salary	18,503	53,460	34,957	18,503	53,460	34,957	641,518
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	12,694	12,476	(218)	12,694	12,476	(218)	149,706
	Fee Expense	14,921	28,139	13,218	14,921	28,139	13,218	337,669
	General Expense	123,250	119,411	(3,839)	123,250	119,411	(3,839)	1,432,941
	Maintenance Expense	43,762	73,291	29,529	43,762	73,291	29,529	879,468
	Maintenance Salary	30,845	0	(30,845)	30,845	0	(30,845)	0
	Other Administrative Expense	17,103	9,326	(7,777)	17,103	9,326	(7,777)	111,905
	Protective Services	3,875	4,320	445	3,875	4,320	445	51,840
	Tenant Services Expense	0	558	558	0	558	558	6,692
	Utility Expense	37,959	36,632	(1,327)	37,959	36,632	(1,327)	439,588
Total Expenses		302,913	337,613	34,700	302,913	337,613	34,700	4,051,327
Other OutFlows	Operating Transfer in	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(111,002)	(132,981)	(21,979)	(111,002)	(132,981)	(21,979)	(1,595,800)

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

Business Activity

Oakmont North

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Other Revenue	(3,558)	0	3,558	(3,558)	0	3,558	0
	Tenant Rent	(345,344)	(375,038)	(29,694)	(345,344)	(375,038)	(29,694)	(4,500,451)
	Tenant Revenue	(6,003)	0	6,003	(6,003)	0	6,003	0
Total Revenue		\$ (354,905)	\$ (375,038)	\$ (20,133)	\$ (354,905)	\$ (375,038)	\$ (20,133)	\$ (4,500,451)
Expenses	Admin Salary	18,601	14,494	(4,107)	18,601	14,494	(4,107)	173,933
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	9,280	10,417	1,137	9,280	10,417	1,137	125,007
	Fee Expense	12,233	23,528	11,295	12,233	23,528	11,295	282,340
	General Expense	(13,883)	18,093	31,976	(13,883)	18,093	31,976	217,131
	Maintenance Expense	34,073	116,138	82,065	34,073	116,138	82,065	1,393,651
	Maintenance Salary	34,629	27,789	(6,840)	34,629	27,789	(6,840)	333,464
	Other Administrative Expense	11,043	13,225	2,182	11,043	13,225	2,182	158,696
	Protective Services	6,981	4,596	(2,385)	6,981	4,596	(2,385)	55,152
	Tenant Services Expense	0	548	548	0	548	548	6,576
	Utility Expense	52,263	49,690	(2,573)	52,263	49,690	(2,573)	596,281
Total Expenses		165,218	278,518	113,300	165,218	278,518	113,300	3,342,231
Other OutFlows	Operating Transfer in	(2,355)	0	2,355	(2,355)	0	2,355	0
Total Other OutFlows		(2,355)	0	2,355	(2,355)	0	2,355	0
Net (income) loss		(192,043)	(96,520)	95,523	(192,043)	(96,520)	95,523	(1,158,220)

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

Business Activity

City View Tower

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Other Revenue	0	(10,705)	(10,705)	0	(10,705)	(10,705)	(128,457)
	Tenant Revenue	(154,082)	(133,759)	20,323	(154,082)	(133,759)	20,323	(1,605,101)
Total Revenue		\$ (154,082)	\$ (144,464)	\$ 9,618	\$ (154,082)	\$ (144,464)	\$ 9,618	\$ (1,733,558)
Expenses	Capital Improvement	0	0	0	0	0	0	0
	Fee Expense	1,216	2,171	955	1,216	2,171	955	26,047
	General Expense	37,063	68,286	31,223	37,063	68,286	31,223	819,432
	Maintenance Expense	31,372	69,097	37,725	31,372	69,097	37,725	829,160
	Maintenance Salary	0	0	0	0	0	0	0
	Other Administrative Expense	694	677	(17)	694	677	(17)	8,123
	Protective Services	31,849	15,100	(16,749)	31,849	15,100	(16,749)	181,200
	Tenant Services Expense	0	42	42	0	42	42	500
	Utility Expense	20,726	30,758	10,032	20,726	30,758	10,032	369,096
Total Expenses		122,920	186,131	63,211	122,920	186,131	63,211	2,233,558
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer in	0	(41,667)	(41,667)	0	(41,667)	(41,667)	(500,000)
Total Other OutFlows		0	(41,667)	(41,667)	0	(41,667)	(41,667)	(500,000)
Net (income) loss		(31,162)	0	31,162	(31,162)	0	31,162	0

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

For the month ended July 31, 2021

		Bobbit Apts	Calvert Square	Diggs Town	Grandy Village	Hunter Square Apts	Oakleaf Forrest	Partrea Apts
Revenue	Operating Subsidy	(19,526)	(145,814)	(63,849)	(1,906)	(29,275)	(125,182)	(30,758)
	Other Revenue	(0)	(4,185)	(51)	0	(0)	(1)	(1)
	Tenant Rent	(26,781)	(80,464)	(33,413)		(24,856)	(43,512)	(32,900)
	Tenant Revenue	0	(1,823)	121		(30)	(117)	(42)
Total Revenue		\$ (46,307)	\$ (232,286)	\$ (97,191)	\$ (1,906)	\$ (54,161)	\$ (168,812)	\$ (63,700)
Expenses	Admin Salary	3,054	6,772	1,869		3,071	5,947	2,250
	Capital Improvement	0	0	0	0	0	0	
	Employee Benefits	3,206	15,361	5,759	0	2,721	12,728	1,974
	Fee Expense	6,879	24,935	8,127	0	7,452	20,820	9,264
	General Expense	2,441	12,703	12,045	511	1,889	14,186	3,293
	Maintenance Expense	7,593	56,370	18,995	0	7,668	43,901	18,708
	Maintenance Salary	1,788	14,083	3,952	0	2,132	9,060	1,350
	Other Administrative Expense	726	1,618	933	0	736	1,426	769
	Protective Services	0	1,007	573		0	1,036	0
	Tenant Services Expense	152	3,388	1,137		164	2,621	206
	Utility Expense	5,078	43,035	21,414	0	9,491	26,415	9,286
Total Expenses		\$ 30,918	\$ 179,271	\$ 74,804	\$ 511	\$ 35,324	\$ 138,139	\$ 47,100
Other OutFlows	Operating Transfer							
	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer in	0				0		0
	Operating Transfer out							
Total Other OutFlows		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Net (income) loss		\$ (15,390)	\$ (53,015)	\$ (22,387)	\$ (1,395)	\$ (18,837)	\$ (30,673)	\$ (16,601)

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Bobbit Apts

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(19,526)	(19,347)	179	(19,526)	(19,347)	179	(232,169)
	Other Revenue	(0)	(3)	(3)	(0)	(3)	(3)	(36)
	Tenant Rent	(26,781)	(27,453)	(672)	(26,781)	(27,453)	(672)	(329,435)
	Tenant Revenue	0	(496)	(496)	0	(496)	(496)	(5,949)
Total Revenue		\$ (46,307)	\$ (47,299)	\$ (992)	\$ (46,307)	\$ (47,299)	\$ (992)	\$ (567,589)
Expenses	Admin Salary	3,054	4,824	1,770	3,054	4,824	1,770	57,891
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	3,206	3,034	(172)	3,206	3,034	(172)	36,394
	Fee Expense	6,879	7,613	734	6,879	7,613	734	91,361
	General Expense	2,441	2,173	(268)	2,441	2,173	(268)	26,069
	Maintenance Expense	7,593	18,584	10,991	7,593	18,584	10,991	222,991
	Maintenance Salary	1,788	2,846	1,058	1,788	2,846	1,058	34,156
	Other Administrative Expense	726	1,826	1,100	726	1,826	1,100	21,903
	Protective Services	0	6,608	6,608	0	6,608	6,608	79,293
	Tenant Services Expense	152	665	513	152	665	513	7,979
	Utility Expense	5,078	10,155	5,077	5,078	10,155	5,077	121,863
Total Expenses		30,918	58,328	27,410	30,918	58,328	27,410	699,900
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer in	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(15,390)	11,029	26,419	(15,390)	11,029	26,419	132,311

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Calvert Square

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(145,814)	(144,807)	1,007	(145,814)	(144,807)	1,007	(1,737,679)
	Other Revenue	(4,185)	(4,195)	(10)	(4,185)	(4,195)	(10)	(50,337)
	Tenant Rent	(80,464)	(86,063)	(5,599)	(80,464)	(86,063)	(5,599)	(1,032,761)
	Tenant Revenue	(1,823)	(4,126)	(2,303)	(1,823)	(4,126)	(2,303)	(49,511)
Total Revenue		\$ (232,286)	\$ (239,191)	\$ (6,905)	\$ (232,286)	\$ (239,191)	\$ (6,905)	\$ (2,870,288)
Expenses	Admin Salary	6,772	13,836	7,064	6,772	13,836	7,064	166,024
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	15,361	16,263	902	15,361	16,263	902	195,159
	Fee Expense	24,935	28,097	3,162	24,935	28,097	3,162	337,166
	General Expense	12,703	7,303	(5,400)	12,703	7,303	(5,400)	87,622
	Maintenance Expense	56,370	59,610	3,240	56,370	59,610	3,240	715,289
	Maintenance Salary	14,083	20,753	6,670	14,083	20,753	6,670	249,033
	Other Administrative Expense	1,618	5,899	4,281	1,618	5,899	4,281	70,771
	Protective Services	1,007	7,520	6,513	1,007	7,520	6,513	90,238
	Tenant Services Expense	3,388	6,222	2,834	3,388	6,222	2,834	74,669
	Utility Expense	43,035	87,070	44,035	43,035	87,070	44,035	1,044,849
Total Expenses		179,271	252,573	73,302	179,271	252,573	73,302	3,030,820
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(53,015)	13,382	66,397	(53,015)	13,382	66,397	160,532

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Diggs Town

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(63,849)	(78,913)	(15,064)	(63,849)	(78,913)	(15,064)	(946,961)
	Other Revenue	(51)	(214)	(163)	(51)	(214)	(163)	(2,568)
	Tenant Rent	(33,413)	(26,328)	7,085	(33,413)	(26,328)	7,085	(315,940)
	Tenant Revenue	121	(1,816)	(1,937)	121	(1,816)	(1,937)	(21,795)
Total Revenue		\$ (97,191)	\$ (107,271)	\$ (10,080)	\$ (97,191)	\$ (107,271)	\$ (10,080)	\$ (1,287,264)
Expenses	Admin Salary	1,869	5,042	3,173	1,869	5,042	3,173	60,496
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	5,759	6,589	830	5,759	6,589	830	79,066
	Fee Expense	8,127	13,323	5,196	8,127	13,323	5,196	159,882
	General Expense	12,045	4,996	(7,049)	12,045	4,996	(7,049)	59,943
	Maintenance Expense	18,995	33,600	14,605	18,995	33,600	14,605	403,176
	Maintenance Salary	3,952	7,476	3,524	3,952	7,476	3,524	89,709
	Other Administrative Expense	933	2,828	1,895	933	2,828	1,895	33,928
	Protective Services	573	3,569	2,996	573	3,569	2,996	42,825
	Tenant Services Expense	1,137	2,320	1,183	1,137	2,320	1,183	27,842
	Utility Expense	21,414	42,828	21,414	21,414	42,828	21,414	513,938
Total Expenses		74,804	122,571	47,767	74,804	122,571	47,767	1,470,805
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(22,387)	15,300	37,687	(22,387)	15,300	37,687	183,541

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Grandy Village

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(1,906)	(6,615)	(4,709)	(1,906)	(6,615)	(4,709)	(79,385)
	Other Revenue	0	0	0	0	0	0	0
Total Revenue		\$ (1,906)	\$ (6,615)	\$ (4,709)	\$ (1,906)	\$ (6,615)	\$ (4,709)	\$ (79,385)
Expenses	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	0	0	0	0	0	0	0
	Fee Expense	0	0	0	0	0	0	0
	General Expense	511	655	144	511	655	144	7,859
	Maintenance Expense	0	853	853	0	853	853	10,242
	Maintenance Salary	0	0	0	0	0	0	0
	Other Administrative Expense	0	65	65	0	65	65	781
	Utility Expense	0	417	417	0	417	417	5,000
Total Expenses		511	1,990	1,479	511	1,990	1,479	23,882
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(1,395)	(4,625)	(3,230)	(1,395)	(4,625)	(3,230)	(55,503)

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Hunter Square Apts

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(29,275)	(29,073)	202	(29,275)	(29,073)	202	(348,871)
	Other Revenue	(0)	(3)	(3)	(0)	(3)	(3)	(39)
	Tenant Rent	(24,856)	(24,833)	23	(24,856)	(24,833)	23	(297,996)
	Tenant Revenue	(30)	(591)	(561)	(30)	(591)	(561)	(7,088)
Total Revenue		\$ (54,161)	\$ (54,500)	\$ (339)	\$ (54,161)	\$ (54,500)	\$ (339)	\$ (653,994)
Expenses	Admin Salary	3,071	5,388	2,317	3,071	5,388	2,317	64,661
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	2,721	2,659	(62)	2,721	2,659	(62)	31,903
	Fee Expense	7,452	8,248	796	7,452	8,248	796	98,974
	General Expense	1,889	1,127	(762)	1,889	1,127	(762)	13,529
	Maintenance Expense	7,668	20,162	12,494	7,668	20,162	12,494	241,935
	Maintenance Salary	2,132	3,031	899	2,132	3,031	899	36,374
	Other Administrative Expense	736	1,565	829	736	1,565	829	18,770
	Protective Services	0	6,447	6,447	0	6,447	6,447	77,360
	Tenant Services Expense	164	871	707	164	871	707	10,454
	Utility Expense	9,491	18,983	9,492	9,491	18,983	9,492	227,792
Total Expenses		35,324	68,481	33,157	35,324	68,481	33,157	821,752
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer in	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(18,837)	13,981	32,818	(18,837)	13,981	32,818	167,758

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Oakleaf Forrest

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(125,182)	(124,410)	772	(125,182)	(124,410)	772	(1,492,918)
	Other Revenue	(1)	(9)	(8)	(1)	(9)	(8)	(110)
	Tenant Rent	(43,512)	(52,219)	(8,707)	(43,512)	(52,219)	(8,707)	(626,628)
	Tenant Revenue	(117)	(902)	(785)	(117)	(902)	(785)	(10,839)
Total Revenue		\$ (168,812)	\$ (177,540)	\$ (8,728)	\$ (168,812)	\$ (177,540)	\$ (8,728)	\$ (2,130,495)
Expenses	Admin Salary	5,947	9,859	3,913	5,947	9,859	3,913	118,310
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	12,728	14,503	1,775	12,728	14,503	1,775	174,015
	Fee Expense	20,820	23,294	2,474	20,820	23,294	2,474	279,522
	General Expense	14,186	5,638	(8,548)	14,186	5,638	(8,548)	67,644
	Maintenance Expense	43,901	59,849	15,948	43,901	59,849	15,948	718,168
	Maintenance Salary	9,060	17,972	8,912	9,060	17,972	8,912	215,668
	Other Administrative Expense	1,426	6,124	4,698	1,426	6,124	4,698	73,476
	Protective Services	1,036	7,751	6,715	1,036	7,751	6,715	93,002
	Tenant Services Expense	2,621	5,801	3,180	2,621	5,801	3,180	69,623
	Utility Expense	26,415	50,609	24,195	26,415	50,609	24,195	607,304
Total Expenses		138,139	201,400	63,261	138,139	201,400	63,261	2,416,732
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(30,673)	23,860	54,533	(30,673)	23,860	54,533	286,237

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Partrea Apts

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(30,758)	(30,545)	213	(30,758)	(30,545)	213	(366,544)
	Other Revenue	(1)	(4)	(3)	(1)	(4)	(3)	(49)
	Tenant Rent	(32,900)	(32,957)	(57)	(32,900)	(32,957)	(57)	(395,479)
	Tenant Revenue	(42)	(800)	(758)	(42)	(800)	(758)	(9,591)
Total Revenue		\$ (63,700)	\$ (64,306)	\$ (606)	\$ (63,700)	\$ (64,306)	\$ (606)	\$ (771,663)
Expenses	Admin Salary	2,250	8,578	6,328	2,250	8,578	6,328	102,936
	Employee Benefits	1,974	3,908	1,934	1,974	3,908	1,934	46,909
	Fee Expense	9,264	10,332	1,068	9,264	10,332	1,068	123,990
	General Expense	3,293	2,716	(577)	3,293	2,716	(577)	32,582
	Maintenance Expense	18,708	19,447	739	18,708	19,447	739	233,353
	Maintenance Salary	1,350	2,411	1,061	1,350	2,411	1,061	28,936
	Other Administrative Expense	769	3,123	2,354	769	3,123	2,354	37,475
	Protective Services	0	6,877	6,877	0	6,877	6,877	82,529
	Tenant Services Expense	206	828	622	206	828	622	9,928
	Utility Expense	9,286	18,571	9,285	9,286	18,571	9,285	222,853
Total Expenses		47,100	76,791	29,691	47,100	76,791	29,691	921,491
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer in	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(16,601)	12,485	29,086	(16,601)	12,485	29,086	149,828

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Scattered Sites

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(2,078)	(2,074)	4	(2,078)	(2,074)	4	(24,883)
	Other Revenue	(0)	(1)	(1)	(0)	(1)	(1)	(6)
	Tenant Rent	(7,378)	(6,643)	735	(7,378)	(6,643)	735	(79,713)
	Tenant Revenue	0	(34)	(34)	0	(34)	(34)	(406)
Total Revenue		\$ (9,456)	\$ (8,752)	\$ 704	\$ (9,456)	\$ (8,752)	\$ 704	\$ (105,008)
Expenses	Admin Salary	480	695	215	480	695	215	8,344
	Employee Benefits	2,249	465	(1,784)	2,249	465	(1,784)	5,578
	Fee Expense	1,013	1,359	346	1,013	1,359	346	16,315
	General Expense	5,449	2,282	(3,167)	5,449	2,282	(3,167)	27,376
	Maintenance Expense	4,326	5,072	746	4,326	5,072	746	60,848
	Maintenance Salary	62	501	439	62	501	439	6,008
	Other Administrative Expense	3	60	57	3	60	57	722
	Tenant Services Expense	4,181	337	(3,844)	4,181	337	(3,844)	4,050
	Utility Expense	0	95	95	0	95	95	1,135
Total Expenses		17,763	10,866	(6,897)	17,763	10,866	(6,897)	130,376
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		8,307	2,114	(6,193)	8,307	2,114	(6,193)	25,368

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Sykes Apts

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(28,079)	(27,884)	195	(28,079)	(27,884)	195	(334,612)
	Other Revenue	(0)	(3)	(3)	(0)	(3)	(3)	(36)
	Tenant Rent	(21,470)	(21,971)	(501)	(21,470)	(21,971)	(501)	(263,653)
	Tenant Revenue	(296)	(652)	(356)	(296)	(652)	(356)	(7,819)
Total Revenue		\$ (49,845)	\$ (50,510)	\$ (665)	\$ (49,845)	\$ (50,510)	\$ (665)	\$ (606,120)
Expenses	Admin Salary	2,511	4,684	2,173	2,511	4,684	2,173	56,214
	Employee Benefits	2,792	3,001	209	2,792	3,001	209	36,002
	Fee Expense	6,447	7,613	1,166	6,447	7,613	1,166	91,361
	General Expense	1,844	1,235	(609)	1,844	1,235	(609)	14,818
	Maintenance Expense	28,713	25,265	(3,448)	28,713	25,265	(3,448)	303,153
	Maintenance Salary	2,027	2,837	810	2,027	2,837	810	34,047
	Other Administrative Expense	726	1,439	713	726	1,439	713	17,253
	Protective Services	0	6,264	6,264	0	6,264	6,264	75,170
	Tenant Services Expense	152	902	750	152	902	750	10,824
	Utility Expense	9,370	18,740	9,370	9,370	18,740	9,370	224,874
Total Expenses		54,582	71,980	17,398	54,582	71,980	17,398	863,716
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer in	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		4,737	21,470	16,733	4,737	21,470	16,733	257,596

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Tidewater Gardens

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(310,631)	(307,457)	3,174	(310,631)	(307,457)	3,174	(3,689,487)
	Other Revenue	(5)	(22)	(17)	(5)	(22)	(17)	(260)
	Tenant Rent	(73,318)	(71,597)	1,721	(73,318)	(71,597)	1,721	(859,168)
	Tenant Revenue	(48)	(3,274)	(3,226)	(48)	(3,274)	(3,226)	(39,290)
Total Revenue		\$ (384,002)	\$ (382,350)	\$ 1,652	\$ (384,002)	\$ (382,350)	\$ 1,652	\$ (4,588,205)
Expenses	Admin Salary	9,423	15,200	5,777	9,423	15,200	5,777	182,400
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	16,864	22,374	5,510	16,864	22,374	5,510	268,487
	Fee Expense	23,609	56,013	32,404	23,609	56,013	32,404	672,157
	General Expense	22,874	10,271	(12,603)	22,874	10,271	(12,603)	123,235
	Maintenance Expense	45,502	46,451	949	45,502	46,451	949	557,426
	Maintenance Salary	8,768	25,259	16,491	8,768	25,259	16,491	303,109
	Other Administrative Expense	2,474	7,807	5,333	2,474	7,807	5,333	93,685
	Protective Services	2,169	8,120	5,951	2,169	8,120	5,951	97,428
	Tenant Services Expense	4,226	7,344	3,118	4,226	7,344	3,118	88,125
	Utility Expense	81,075	162,150	81,075	81,075	162,150	81,075	1,945,800
Total Expenses		216,985	360,989	144,004	216,985	360,989	144,004	4,331,852
Other OutFlows	Operating Transfer	0	(104,026)	(104,026)	0	(104,026)	(104,026)	(1,248,316)
	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	(104,026)	(104,026)	0	(104,026)	(104,026)	(1,248,316)
Net (income) loss		(167,016)	(125,387)	41,629	(167,016)	(125,387)	41,629	(1,504,669)

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Young Terrace

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(375,804)	(373,207)	2,597	(375,804)	(373,207)	2,597	(4,478,489)
	Other Revenue	(3,867)	(185)	3,682	(3,867)	(185)	3,682	(2,226)
	Tenant Rent	(201,370)	(202,850)	(1,480)	(201,370)	(202,850)	(1,480)	(2,434,194)
	Tenant Revenue	(402)	(9,600)	(9,198)	(402)	(9,600)	(9,198)	(115,200)
Total Revenue		\$ (581,443)	\$ (585,842)	\$ (4,399)	\$ (581,443)	\$ (585,842)	\$ (4,399)	\$ (7,030,109)
Expenses	Admin Salary	15,830	25,589	9,759	15,830	25,589	9,759	307,068
	Employee Benefits	25,270	28,867	3,597	25,270	28,867	3,597	346,400
	Fee Expense	59,191	67,614	8,423	59,191	67,614	8,423	811,375
	General Expense	28,842	11,887	(16,955)	28,842	11,887	(16,955)	142,635
	Maintenance Expense	95,455	113,776	18,321	95,455	113,776	18,321	1,365,318
	Maintenance Salary	18,455	37,836	19,381	18,455	37,836	19,381	454,032
	Other Administrative Expense	3,287	10,088	6,801	3,287	10,088	6,801	121,051
	Protective Services	2,389	17,676	15,287	2,389	17,676	15,287	212,111
	Tenant Services Expense	1,404	10,113	8,709	1,404	10,113	8,709	121,366
	Utility Expense	139,407	278,814	139,407	139,407	278,814	139,407	3,345,754
Total Expenses		389,530	602,260	212,730	389,530	602,260	212,730	7,227,110
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(191,913)	16,418	208,331	(191,913)	16,418	208,331	197,001



Commissioners' Update NRHA Board of Commissioners

Subject: Tidewater Gardens Disposition Update

Executive Contact: Ronald Jackson

Date: September 16, 2021

BACKGROUND

NRHA and the City of Norfolk are proceeding with the St. Paul's/Tidewater Gardens Choice Neighborhood Initiative with the transformation of the Tidewater Gardens public housing community. To further the St. Paul's area effort, the City and NRHA applied for and were awarded a Choice Neighborhoods Initiative (CNI) implementation grant for \$30 million from HUD. The grant was awarded May 2019 and all grant funds must be expended by September 25, 2025

STATUS

CNI People, Housing and Neighborhood teams are working away to implement the the transformation of Tidewater Gardens into a mixed-income community and improve the lives of the current and former Tidewater Gardens residents. The attached report summarizes key elements of the ongoing work for the St. Paul's Area/Tidewater Gardens Choice Neighborhood Program.

FUTURE ACTION

- Complete Phase 2 Relocation and demolition
- Begin Construction on the on- and off-site apartments
- Continue People First work to support families thru the transformation
- Continue design work and begin first phase of the infrastructure improvements

St. Paul's Area/Tidewater Gardens CNI Project Update-September 2021

The Norfolk Redevelopment and Housing Authority (NRHA) and the City of Norfolk are partnering with Brinshore Development and Urban Strategies, Inc (USI) to implement a \$30 million Choice Neighborhood Initiative (CNI) Grant from the U.S. Department of Housing and Urban Development (HUD) for the transformation of the Tidewater Gardens public housing community.

The CNI grant was awarded in May 2019 and the grant must be expended with all housing completed by September 25, 2025. The following updates provide highlights on the efforts over the past year as it relates to People, Housing and Neighborhood.

PEOPLE

Recognizing that people are the greatest asset of our City, the CNI Plan puts "People First", and focuses on three inter-related areas – Education, Health, and Employment/Self-Sufficiency. Urban Strategies, Inc. (USI), is providing family coaching, job training, education, mobility and housing services as well as connections to health services and transformative human services to assist residents achieve self-sufficiency and economic mobility.

Relocation

NRHA and USI staff are focusing on phase 2 relocation and of the effort currently working with 101 families who need to be relocated over the next 1 to 4 months. In total, as of July 30, 2021, 376 families have relocated from Tidewater Gardens with 201 families (53%) using a housing choice voucher, 97 (26%) families have transferred to other NRHA units or project-based units, 46 families rented elsewhere electing to leave without rental assistance, 21 families have been evicted, or left without notice/prior to eviction (8%), 3 families have purchased homes and 8 head of households have died. Of the 376 families that have relocated 80% remain housed in the City of Norfolk, and 32% of families using section 8 vouchers have relocated into neighborhoods of opportunity (areas with poverty rate less than 40% and minority concentration of less than 62%).

All residents enrolled in family support services with People First USI receive group mobility counseling as well as individual mobility counseling sessions. These sessions are designed to assist residents in making the best choices for their family. People First USI implemented several strategies to support residents and staff with relocation, particularly targeted efforts to increase the number and percent of families relocating to neighborhoods of opportunity. Those strategies included Family Support Specialist utilizing a housing tool developed by the City of Norfolk staff to increase ease of housing search, increasing expectations for USI's Family Support/Mobility Specialists (FSS) staff in tracking and providing housing options to residents in neighborhoods of opportunity. USI has added another Lead Mobility Specialist. The result of the implementation of those strategies yielded a 6% increase (from 31% to 37%) for families supported by People First USI relocating to neighborhoods of opportunity in the second quarter.

People First USI staff continued to assist residents with service connections to address rental and utility arrears. During ongoing check ins with families, FSS staff continue to inquire about rental balances, utility balances, and payment arrangements. Working with NRHA, People First USI staff were able to conduct targeted outreach to residents living in public housing who had rental arrearages. A total of 3 events were held in May and June 2021 to provide information about available assistance programs

and/or to assist residents applying for assistance. People First USI Family Support/Mobility Specialists will continue to make service linkages, monitor payment plans, support application completion, and monitor payments from service linkages to ensure that arrearages are addressed.

On April 29th and 30th, NRHA held two events for Tidewater Gardens families to learn more about their Right to Return to the newly developed site. On April 29th, a conference call was held giving residents the opportunity to call in and get questions answered. On April 30th, an onsite event was held and information disseminated to residents about Right to Return. The objectives of both events were to educate Tidewater Gardens residents on their Right to Return to the new St. Paul's Area. All current and relocated Tidewater Gardens residents were invited. A total of about 100 participants joined the onsite event.

In August 2021, NRHA assigned 2 staff members to handle relocation of Tidewater Gardens residents into NRHA properties. This addition allows USI staff to focus on HCV moves and having internal NRHA staff handle relocation transfers

Key relocation challenges being faced:

Challenge 1: Large Family Relocation and Neighborhoods of Opportunity

Strategies: Landlord Incentive programs, additional hiring, education/outreach and advocacy

Challenge 2: Landlords have begun to give 60-day notices (creating second moves) to residents relocated through HCV due to making the decision to sell properties.

Strategies: Early identification, ongoing communication with landlords

Challenge 3: Rental or utility balances or arrears

Strategies: Partnership with Dominion Energy, United Way and STOP; barrier removal fund and Virginia Rent Relief program

Family Support

All residents enrolled in family support services with People First USI receive group mobility counseling as well as individual mobility counseling sessions. These sessions are designed to assist residents in making the best choices for their family. As of 06/31/2021, 570 HH (94%) or 1,502 people had signed up for family support services with People First USI. Of those, a total of 493 HH (87%) have completed assessments. USI Outreach Workers will continue to use targeted engagement strategy to make contact with families in later relocation phases who still need an initial assessment.

Economic Mobility

With Norfolk Works as a key partner, People First USI has also engaged over 20 additional employment partners including home health care, retail, warehouse and driver, customer service, food service, housekeeping, hospitality, government contractors, and CDL. In addition to employment relationships, People First USI is working with Tidewater Community College (TCC) who have numerous innovative programs designed to support students' short-and-long-term economic mobility goals. These include: the REV (Reemploying Virginians) Grant provides qualifying students free access to educational training for jobs that Virginia employers are eager to fill. The G3 at TCC connects students with training and resources to secure jobs in high-demand fields and support their families without the burden of student loan debt. Ten (10) interested residents were connected to TCC due to expressed program interest. Through the TCC partnership, workforce staff also engaged with the Dignity of Work program. This is a 5-week virtual program for residents interested in Construction and/or Section 3 job opportunities. This

program is self-paced, free (estimated as \$2500 training program), and provides computers and internet for residents where that is a barrier. Program Training includes: Construction Fundamentals, Forklift Certification, OSHA 10 Certification and Flagging Certification. 12 residents enrolled in the first cohort of the Dignity of Work program this quarter. Once complete, People First USI Workforce and/or Section 3 Coordinator will connect residents to employment and/or Section 3 employment opportunities as those become available.

Strategies utilized were the Workforce Specialist and Section 3 Coordinator collaborating with the FSS team to provide individual level support to job seekers, enrollment in programs to increase earning potential, and the engagement of workforce partners in a range of fields matched to resident interest. At the end of Q2, 71.9% of work-able residents (no SSI/SSDI) were employed. In the second quarter of 2021, USI assisted 46 individuals gain employment.

Health and Wellness

USI staff continue to connect residents to health care services to address trauma, chronic health conditions, and dental care. Through partnership with Kaleidoscope Counseling and Children's Hospital of King's Daughters, families have access to support around stress management and parenting. Both organizations expressed challenges with keeping residents engaged even with virtual options being made available. At the conclusion of the second quarter, 98.7% children and 88.8% of assessed adults have Health Insurance. For that same time period, 86% of Adults with chronic health conditions were connected to services to manage. USI's partnership with the People's Pharmacy have allowed residents access to ongoing education, disease management, medication management and connection to a primary care physician. In a time where COVID threats still exist, appropriate management of chronic health conditions, access to healthcare and having a primary care physician are crucial. At the conclusion of the second quarter, 81% of adults enrolled in family support services with People First USI were connected to a primary care physician.

Education

At the conclusion of the second quarter in 2021, 59.2% of children were enrolled in early learning and 30.9% youth enrolled in youth enrichment activities. The Education Specialist not only supported enrollment in summer school but collaborated with supportive service partners to ensure that a range of summer programs were available for interested youth. Arranged summer programming options include: Hurrah Players summer camp, Teens with a Purpose, Boys and Girls Club (starts after summer school ends), Young Investors Program (Financial literacy for youth funded through People First USI micro-grant program) Krestar Health (Focus on Agriculture and Social and Emotional Learning). Of the 236 service linkages made over Q2 2021, 59 (25%) were for youth services. There were 9 total High School graduates from the 2020-2021 school year. USI has received a \$50,000 award through the United Way of South Hampton Roads entitled Increasing Access, Family Engagement, and Dual-Generation Literacy Initiative that will allow 21 Tidewater Gardens parents with 26 children in obtaining access to early learning opportunities for their children as they move back to employment.

2. HOUSING

The CNI plan calls for 710 new housing units to be developed by Brinshore Development on and near Tidewater Gardens and within the CNI target area and 83 replacement units to be built off-site by other private developers. Two hundred and twenty-six (226) of the new units will have project-based (PBV) rental assistance and are replacement units for the demolished public housing, the other units will be a mix of market-rate and affordable (workforce) housing that will accept housing choice vouchers (section

8). The CNI project replaces all the units in Tidewater by either construction of new assisted apartments (309 units on and off-site) and the provision of 309 new housing choice vouchers. In total, there will be at least 541 new assisted or affordable apartments constructed as part of the CNI project on and off-site. In reality the number of affordable units is much greater as NRHA uses the project-based voucher program to leverage affordable units in private off-site developments. NRHA has already leveraged existing private projects that under construction or recently constructed that do not officially count as part of the CNI project such as Market Heights or St. Paul's Apartments. These are examples of projects that have been part of NRHA's efforts to increase the number of affordable housing in the city of Norfolk using NRHA's ability to leverage its project-based vouchers.

Brinshore Development has secured low income housing tax credits (LIHTC) for Blocks 19, 20 and 17 and is submitting block 18 this month. These first 4 projects include 330 total apartments in 4 buildings with 107 replacement units with project-based assistance, another 136 affordable units that will accept HCVs and 87 market rate apartments. Block 19 project with 70 units is a senior building, the other three projects are family projects with mix of 1, 2 and 3-bedroom units. Blocks 19 and 20 are slated for financial closing and construction start in January, 2022 with completion expected mid-2023. Blocks 17 & 18 will start construction next summer with completion expected late 2023. Riverside Station is the first official off-site project and is set to begin construction this fall. The project includes 236 total units with 23 supported with project-based vouchers and counted as CNI replacement units.

Brinshore and their architectural teams are currently designing the units on the Tidewater Gardens blocks and will go before the Architectural Review Board in September. For the Tidewater Gardens parcels (the footprint where the public housing stands), there will be 4 LIHTC applications in 2 phases. Those 2 phases of 9%/4% "Twin" deals are in the design phase and progressing on track towards LIHTC submissions in 2022 and 2023, with construction starts in 2023 and 2024, respectively. On July 10th, Brinshore's design team participated in a Summer Block Party hosted by People First, the People Implementation entity. Residents and community members from all ages had opportunity to engage with the design team and provide their feedback on the design direction.

Currently, the primary challenge to the Housing project is the volatility of pricing in the construction materials market – both in availability and pricing. This is an ongoing challenge and may continue to present itself for the foreseeable future. Brinshore is working with the General Contractor, Virginia Housing, and other stakeholders to take a multi-pronged approach to addressing cost issues.

Summary of Housing Program

	Replacement	Affordable	Market	Total
On-site New Units	226	232	252	710
Off-Site New Units	83	213*	0*	296*
Total New Units	309	445*	252*	1006*
New Housing Choice Vouchers	309 (Residents may use in new affordable or existing units)			

* To date – more affordable and market units will be added– does not include Market Heights or St. Paul's Apartments
CNI will provide at least 541 Replacement and affordable housing units that provide first preference for Tidewater Gardens residents

3. NEIGHBORHOOD

Demolition

NRHA has demolished 17 buildings and 124 units as of September 15, 2021. Demolition contractors are still on-site completing pile removal and clean-up of the site. They are anticipated to be completed by

November 2021. The McDonald's on the transit site was demolished this summer to prepare the site for the extension of Freemason Street across St. Paul's Boulevard. NRHA is finalizing the bid package for the end of September for the next phase of demolition that will include the demolition of 36 buildings with 285 apartments.

Infrastructure

Construction began on roadways, utility, and stormwater improvements along Wood Street and Posey Lane which border the site of the first two housing projects (blocks 19 and 20). Construction also started on the new pump station that will support the new housing with wastewater services. These two projects are a coordinated effort that will be complete in a year. The new pump station at Wood Street and Fenchurch will serve this entire area. Upon completion of the phase I demolition the City will begin construction of the Phase I infrastructure project that will include a realignment of Church Street between Wood and Mariner Street and the construction of Freemason Street crossing over St. Paul's Boulevard to meet the realigned Church Street. The City is in design for phase 2 infrastructure improvements along with the blue-greenway flood management areas. The infrastructure is supported by a \$14 million federal Build Grant.

Blue/Greenway-Flood Mitigation

The Moffatt and Nichol consultant design team produced a synthesis report on the 26-acre blue-greenway resilience park this quarter that included a refined design concept and detailed information on potential landscape assemblies, connections and gateways, flood mitigation and park features along different sections of the blue-greenway. Youth from Teens With a Purpose participated in a tree survey with the consultant team at Tidewater Park Elementary and the surrounding area to assist with significant tree preservation efforts. The teens measured the trees and learned about the different species in the neighborhood. Additionally, Moffatt and Nichol developed an internship position for a college student to work on the blue-greenway project to support the project's economic inclusion efforts. The design team continues to outreach to the public for design feedback and collaborate with utility companies and the infrastructure project management team to ensure alignment as the design work continues.

Historic/Cultural Trail

The St. Paul's Cultural & Public Art Master Planning volunteer committee that is developing the concept plan for the cultural trail that is one of the Critical Community Improvement (CCI) projects continues to meet monthly. The committee is divided into three subcommittees to focus on different aspects of the trail planning and align committee members with their respective areas of expertise: history, creative and logistics, and community experience. The history subcommittee will determine the significant moments in time, people, and stories to highlight along the trail. The creative and logistics subcommittee will develop recommendations for the physical features that will highlight and celebrate each significant moment. The community experience subcommittee will engage residents and ensure that the concept plan reflects the community's vision for the project. Each subcommittee was tasked with developing work plans and a structure for collaborating with their members this quarter. Each monthly meeting will be utilized for collaboration between the subcommittees. The target completion date for the concept plan is early 2022 as it will inform the infrastructure work.

Economic Inclusion

Phase I infrastructure work that has been released for bid and awarded included economic inclusion policy language, reporting documents, and required economic inclusion plans from each contractor

outlining goals of at least 12% minority-owned and 13.3% women-owned participation in the total contract that must be met. The city has hired a certified minority-owned construction management firm to oversee phase I and II construction work.

Additionally, the city hosted a virtual business opportunity forum on June 30th to share information with minority and women-owned businesses on the scope and schedules of upcoming construction contract opportunities associated with infrastructure, demolition, and housing. The forum included presentations on the city's procurement process and certifications required to participate in the opportunities, along with information from NRHA on section 3 and upcoming demolition project. Ninety (90) people attended the virtual session, and the recording was posted online at www.norfolk.gov/stpaulsoportunity for those that registered and couldn't attend. The city will host additional economic inclusion deep dive sessions to further engage with minority and women-owned businesses and provide resources in preparation for release of contracts related to the transformation project. The NRHA demolition is being performed by Anike construction which is a minority owned business and 75% of subcontracting work on Wood Street and Posey Lane is being awarded to certified small businesses and 76% of the subcontracting work on the pump station is being completed by 5 small businesses, 2 women-owned businesses, and 1 minority-owned business.

Hunton YMCA

The William A. Hunton YMCA is the nation's oldest independent, historically African American YMCA in the nation that has been serving the community since 1875. They provide childcare programming and meal service for numerous families in the neighborhood. The Hunton Y is located in a portion of the neighborhood that is a filled creek bed causing it to experience tidal and rainfall flooding regularly which stresses the already-aged building. Due to this location, it is best that the land on the site is incorporated into the blue-greenway to ensure the effectiveness of the flood mitigation function of the project. The city is working with the owners of the Hunton Y to ensure they are a part of the transformation and remain in the neighborhood to continue offering their programming to the same families. This process has been a challenge due to constrained funding needed for the city to acquire and relocate the YMCA to a more sustainable, long-term location. Without the funding, it is difficult to define a timeline for the relocation process which also impacts infrastructure and neighborhood planning on this site. The city will continue to seek external funding opportunities for relocation to another existing site, potential renovations of that site, and demolition of the current site. Additionally, the city's infrastructure team has remained flexible by incorporating various scenarios into their design plans to address this uncertainty until a final resolution is reached.



REAL ESTATE SERVICES REPORT

07/01/2021 - 08/31/2021

ACQUISITIONS

Block	Parcel	Tag	Address	BNO	Owner	Date	Amount
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No Acquisitions for July/August 2021

SALES (DISPOSITIONS)

Disposition #	Suffix	Address	Developer	Usage	Development Value	Settlement Date	Land Price
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No Sales for July/August 2021

FY2021 Dedications to the City of Norfolk

Usage

Church Street Redevelopment Project

901 Church Street

Development TBD

Downtown West Redevelopment Project

251 Waterside Drive

Right of way improvement

Fairmont Park Redevelopment Project

2601, 2605, 2609 Lafayette Blvd.,
3131, 3133 Lens Ave.

New Fire Station

South Brambleton Redevelopment Project

59 Individual parcels on Brown, Clay, Claiborne,
Reeves and Willoughby Streets

Development TBD



Agenda Item

NRHA Board of Commissioners

Subject: Housing Operations Division Quarterly Report

Executive Contact: Donna Mills, Chief Housing Officer

Date: September 16, 2021

BACKGROUND

The Housing Operations Division consists of six (6) departments: Housing Choice Voucher, Housing Program, Facilities Management, Property Management, Client Services, and Safety and Security Program. Quarterly reports are provided to the Board of Commissioners highlighting activities within each department.

Attached are the reports of each department for the quarter ending June 30, 2021.

1. The Housing Choice Voucher (HCV) program serves 3,845 participating households. Thirty (30) new landlords were added to the HCV program during the quarter. 1,757 HQS inspections conducted.
2. Housing Programs Director compiled and submitted the 2022 NRHA Annual Plan to HUD on June 16, 2021. The Office of Economic Opportunities conducted employment outreach for 11 job opportunities and 2 training opportunities for contractors.
3. The Facilities Management department completed repairs to water lines in several communities due to trench leaks. FMD staff continues to assist Property Management with turning vacant units and emptying vacant units in Tidewater Gardens.
4. Property management maintains 3,183 units with an occupancy rate of 83.04%, excluding Tidewater Gardens and Diggs Town the occupancy rate is 95.42%. Tenant account receivable are at 5.23% as of 6/30/2021, up from 1.76% in June 2020. There has been a total of 16 (.65%) evictions, terminations for this period. This number is lower as compared to 4th quarter FY2020 report - 50 (2.04%).
5. Clients Services received \$137,500 in grant funding from the Workforce Innovation and Opportunity Act (WIOA) to continue the Out of School Youth program. In partnership with the Housing Programs Director, Client Service staff assisted in three vaccination events to get 60 individuals vaccinated. As of June 2021, the Client Service department has assisted 14,428 individuals as part of the summer nutrition program.
6. The Safety and Security department focus continues to emphasize prevention and intervention as well as enforcement. With increased activities in our communities the Security Program Manager continues to coordinate additional safety features and protocols to be implemented. Staff continues to review the trespass ban listing and removed twenty-two (22) individuals from this list during the quarter.

In addition, you will find a report from Design and Construction Management Department as it relates to Capital Funding. The Capital Fund staff continues to work on RAD projects, finalizing site work in Grandy Village, and property renovations in Diggs Town.

The next quarterly report will highlight activities from July through September 2021.



Housing Operations Quarterly Report

July 2020 – June 2021

Pamela Jones-Watford - Housing Choice Voucher Program Director

Kimberly Thomas – Housing Programs Director

Rick Oneal - Facilities Maintenance Director

Donna Mills – Property Management Director

Clayton Odom - Design and Construction Management Director

Yilla Smith - Client Services Director

Karen Rose - Security Programs Manager

Donna Mills, Chief Housing Officer

September 16, 2021

HOUSING CHOICE VOUCHER PROGRAM

- The HCV Department and the Finance Department held monthly meetings to monitor HAP expenditures, funds in reserves, and determine utilization.
- HCV Director, Occupancy Specialist and State Rental Assistance Program (SRAP) Caseworker provided monthly reports to Virginia Department of Behavior Health and Science (VDBHS) and participated on monthly calls with VDBHS and other Housing Authority's that participate in the SRAP Program.
- BOC Housing Committee Meetings were held in April, May, and June; agenda items reviewed during this quarter:
 - Current program statistics,
 - Landlord Outreach Updates
 - USI Relocation efforts for Tidewater Gardens Residents
 - Financial Conditions
 - HCV Updates
- Lease-ups in Process for HCV Program during this quarter:
 - Mainstream Vouchers,
 - PBV and RAD as vacancies occur,
 - VASH,
 - SRAP Certificates,
 - Scattered Sites,
 - Tidewater Gardens residents,
 - Foster Youth TPV.
- NRHA published an "Unit Available Listing" which includes available rentals for the City of Norfolk. Property owners advertise their rental property on this listing until they request it to be removed from the listing. The listings are updated every week and located on NRHA's website; hard copies are available at the main office 555 E. Main St. and 910 Ballentine Blvd. As of June 30, 2021, there were 79 units posted on the unit available listing and 74 properties on our Standing Partner listening.

- Surveys were mailed out monthly to new program participants to glean their lease-up process to determine any needs for changes in the process to better serve our clients.
- 30 New landlords were added to the program during this quarter.
- NRHA received an allocation of 63 Emergency Housing Vouchers (EHV). Service fees from HUD accompany these vouchers based on lease up dates, which may be used for:
 - Security/Utilities Deposits,
 - Rental Application,
 - Owner recruitment & Outreach,
 - Owner incentives/retention payments,
 - Moving expenses,
 - Tenant-readiness services.
 - Essential household items,
 - Renter's insurance.

EHV Referrals will come from CoCs and in order to qualify for vouchers individuals must be:

- Homeless,
 - At risk of homelessness,
 - Fleeing domestic violence, dating violence, sexual assault, stalking, or human trafficking,
 - Recently homeless
- HCV Director viewed HUD webinar on Best Practices for Landlords During COVID on April 8, 2021
 - HCV Director viewed HUD webinar on Emergency Housing Vouchers on June 8, 2021
 - Several HCV participants are currently going through the Home-Net Program in order to purchase a home and use their voucher to as a subsidy for payment on their mortgage.
 - Several meetings were held to collaborate activities with USI to coordinate smooth transitions for Tidewater Garden's residents seeking housing through the voucher program.

TRAINING FOR HCV STAFF

- In house trainings held monthly on:
 - ✓ Income calculations
 - ✓ Income and asset verifications
 - ✓ Cash App verifications
 - ✓ Review of common errors noted by Compliance Specialist
 - ✓ Customer Service
- The Compliance Supervisor attended the HCV Case Specialist's Monthly Staff meetings each month.

CASE MANAGEMENT AS OF MARCH 31, 2021

Vouchers Total = 3,845 as of June 30, 2021	HCV/SRO/Regular PBV	RAD
Vouchers Leased (TBV, Gosnold SRO, PBV)	3,335	510
Outgoing payable ports	103	n/a
Vouchers Issued	48	n/a
New Vouchers Searching as of June 30, 2021	89	n/a
New Admissions	89	n/a
Lease-ups in low poverty areas	21	24% n/a
End of participations	34	n/a

SPECIAL PURPOSE VOUCHERS

Vouchers Totals	Allocation	Leased
VASH vouchers	168	151
NED vouchers	225	207
Homeownership Vouchers	Open	8
SRO – Gosnold Mod Rehab	60	55
Mainstream	40	8
Tidewater Gardens TPV	Open	172
Foster Youth TPV	10	1

PROJECT BASED VOUCHER (RAD)

Project Based Voucher Totals	Total Units	Leased
Grandy Village Revitalization	275	268
Grandy Village V	16	16
North Wellington	25	25
Franklin Arms	100	98
Diggs Town	222	103

PROJECT BASED VOUCHERS

Project Based Voucher Totals	Allocation	Leased
Crescent Square	10	10
Heron's Landing	6	6
South Bay	6	6
Banks of Berkley	5	5
Church Street Station	70	69
St. Paul's Apartments	13	12
Cottage Bridge (NRHA)	47	47
Grandy Village VI (NRHA)	70	69
The Retreat at Harbor Pointe	50	50

PROJECT BASED VOUCHER OBLIGATIONS (Non-RAD)

Complex Name	Location	Number of PBV's Obligated
PABP Apartments, L. P.	Norfolk	7
Riverside Station Apartments	Norfolk	23
Wood Street Senior Housing	Norfolk	22
Market Heights Apartments	Norfolk	20
Market Heights Apartments 4%	Norfolk	21
Holley Pointe	Portsmouth	5
The Wood at Yorktown	Yorktown	6
Block 20 Family Apartments (CNI)	Norfolk	37

STATE RENTAL ASSISTANCE PROGRAM (SRAP) CERTIFICATES

SRAP Referrals Received	53
SRAP Leased	36

WAIT LIST STATISTICS

HCV Wait List (Tenant Based Vouchers - Closed)	12,446
Banks of Berkley Wait List (Closed)	344
Church St Station Wait List (Open)	438 (homeless), 259 (not homeless)
Crescent Square Wait List (Closed)	402
Gosnold SRO Wait List (Closed)	384
Hérons Landing Wait List (Closed)	404
South Bay Wait List (Closed)	334
Cottage Bridge Wait List (Closed)	1,259
St. Paul's Apartment Wait List (Closed)	1,462
Grandy Village VI Wait List (Closed)	391
The Retreat at Harbor Pointe (Closed)	1,917

- NRHA RAD Wait Lists**

Diggs Town Wait List (Closed)	459
Franklin Arms Wait List (Closed)	209
Grandy Village Revitalization Wait List (Closed)	1,298
Grandy Village V 092 (Closed)	265
North Wellington (3-4 bed Open)	257

INSPECTIONS

NRHA	Number Inspections
Annuals	1,432
Initials	229
Complaints	26
SRAP Annuals/Initials	3
QA Inspections	2
Total	1,757

NRHA for Portsmouth Redevelopment & Housing	Number Inspections
Annuals	48
Initials	42
Total	90

LANDLORD REQUITMENT EFFORTS

- The monthly orientations were cancelled due to COVID-19
- Nine Landlord Packages were emailed to potential landlords which includes:
 - ✓ HCV Landlord Brochure,
 - ✓ HQS self-inspection checklist,
 - ✓ Things that must be included in the proposed lease,
 - ✓ Unit Availability landlord application.
- Social Media posts have gone out via Facebook and LinkedIn declaring the need for rental properties for the HCV Program.
- Telephone calls were made to 36 potential landlords in an effort to influence them to lease to voucher holders
- HCV Landlord Liaison, Iyana Pointer conducted rode through the below CNI-eligible census tract neighborhoods in search of rental property for lease for voucher holders:
 - Hollywood Homes,
 - Janaf,
 - Bromley.

HOUSING PROGRAMS

St. Paul's Transformation: Tidewater Gardens Relocation Dashboard as of June 30, 2021

- **359 families (58% vacancy) have transitioned out of Tidewater Gardens**
- **54% express a desire to return to the new community**
- **80% (288 households)** have selected housing options in Norfolk
- **88% (319 households)** remain in the Hampton Roads region
- **53% (190 households)** moved to private rental through the HCV program
- **31%** moved into defined Area of Opportunities as defined by HUD
- **5% (18 households)** eviction rate
- **Three (3) residents moved to homeownership**
- **592 youth (ages 0 to 18 years)** have relocated
- **58% (344)** youth moved to housing in the HCV program

ANNUAL PLAN

The Quality Housing Work Responsibility Act (QHWRA) of 1998 requires housing authorities to complete a five-year plan and an annual plan (PHA Plans). Norfolk Redevelopment and Housing Authority submitted a plan for fiscal year 2022 (July 1, 2021 – June 30, 2022) and the Five-Year Plan (July 1, 2021-June 30, 2026) unless otherwise designated by the Department of Housing and Urban Development (HUD).

The NRHA Annual Plan was submitted to the Department of Housing and Urban Development (HUD) on June 16, 2021. When approved, the plan will be in effect from July 1, 2021 to June 30, 2022.

ECONOMIC OPPORTUNITIES

The Office of Economic Opportunities connects Section 3 residents and certified contractors with economic opportunities that build competitive competencies and yield employment, training and contracts. All efforts are guided by the provisions set forth in 24 CFR 135 (Section 3 of the Housing and Urban Development Act of 1968, as amended) and inclusive of all constituents and components of the policy. While employment and training are principal components, Section 3 compliance is incomplete without inclusion of Section 3 certified contractors, resident entrepreneurs and minority and women businesses. Best practices are also shared with regional and national Section 3 professionals.

Outreach:

Ensures Section 3 Targeted Residents and certified contractors are included and receive preference for economic opportunities. The EO maintains a healthy working relationship with internal partners to ensure communication is fluid and outreach resources are accessible. These resources allow for expedient outreach and turnaround for employment, training and contract opportunities.

Contracts

- 8 Contract Opportunities and Other Resources
- 4 Section 3 Business Certifications
- 20 Lawson Realty Contracts

Employment

- 11 Job Opportunities

Training Outreach

- 2 Virtual workshops and training opportunities

Compliance Monitoring:

Ongoing assessments of Section 3 Work Plans submitted by NRHA developers, contractors and builders to ensure compliance, identify economic opportunities and conduct outreach.

Entrepreneurship:

We seek partnerships with organizations that help entrepreneurs realize their potential for success in business ownership. We support emerging and existing resident entrepreneurs with assessing the feasibility of new business ventures, growth potential, plan development and ongoing supportive services and referrals for 15 resident entrepreneurs in our current pipeline.

8 Business growth and development opportunities this quarter were shared with Section 3 contractors, NRHA resident entrepreneurs and potential entrepreneurs.

Numerous contractors and businesses were referred to the city for business development training and registration for the MWBE database.

Reporting:

- Monthly and Quarterly Reports/Housing Programs
- CNI contract and employment data

IMPACTS of COVID-19

Since Gov. Ralph Northam issued the mandatory stay at home order to the Commonwealth of Virginia and, subsequently, the City of Norfolk and NRHA closed all offices and buildings to public access, the ramifications have been immediate. The Housing Programs and Economic Opportunities departments have halted all person-to-person contact with residents, colleagues and contractors on a day-to-day basis.

Also, in-person community engagement activities have all ceased during this time of uncertainty. We have become more reliant on web-based communication platforms including video conferencing, emails and the utilization of all telecommunication devices. NRHA has worked diligent with the City of Norfolk, and other community partners, to provide information and access to resources and services that residents identified as high priority needs and essential services (e.g. food, health and hygienic products, transportation and access to the internet). The Housing Programs department remains open to providing services that are immediately responsive to adaptive change.

FACILITIES MANAGEMENT DEPARTMENT

MAJOR ACCOMPLISHMENTS

- Completed repairs to several leaks in the domestic cold and hot water heat lines in Tidewater Gardens and Calvert Square.
- Assisted Property Management staff in turning multiple vacant units.
- Continued to assist Property Management staff in emptying out vacant units in Tidewater Gardens to prepare for demolition.
- Completed major repairs to 1801 and 1893 Greenleaf Drive in Oakleaf Forest due to fire damage.

ONGOING ACTIVITIES

- Continued support of Tidewater Boat Builders training program for local youth.
- Continued ongoing program to repair/replace cracked ceilings in numerous communities.
- Worked with Norfolk Fire Department to conduct search and rescue training in a vacant building in Tidewater Gardens.

PROPERTY MANAGEMENT DEPARTMENT

ACTIVITIES

- Serving on the following teams: St. Paul's Redevelopment, Choice Neighborhood Implementation Grant, RAD Conversion – Diggs Town Phase I & II, Grandy Village Phase VI, Board of Commissioners Housing and Safety Committee, Eviction Mitigation Committee.
- Choice Neighborhood Implementation (CNI) grant – meeting weekly with City of Norfolk and Urban Strategies Inc. (USI) to coordinate relocation services to residents of Tidewater Gardens.
- Coordinating relocation efforts for Diggs Town RAD renovation. Attending meetings bi-weekly with Relocation and Site staff to review relocation process. Developing and providing investors with reports on lease up efforts.

OCCUPANCY

- Number of applicants on Public Housing Wait List – 411 and RAD PBV/PBV Wait List – 4,138
- Public Housing Wait List opened for two or more bedrooms for the family communities and all accessible unit bedroom sizes.
- With some of the CDC restrictions being lifted the Occupancy Department is now doing some in-person New Resident Orientation, Voucher Briefings and Appeals as well as conducting them via teleconferencing.

TRAINING

- Elite Training
- LIPH Eligibility Training
- PBV/HCV Eligibility Training
- Waitlist Update Training
- Monthly QC staff meeting to discuss any issues, concerns and training needs
- Attend monthly HCV meetings as requested to discuss errors and address any issues as needed
- Bi-weekly individual and team meetings with Donna

- Attended Acquisition/Rehab of LITCH Project training
- Monthly HCV meeting with Pamela
- Work Order Training
- Criminal Background Training
- Procurement Training

IMPACTS of COVID 19

- The COVID-19 pandemic continues to have an impact on operations. The Property Management offices, community rooms and common areas have reopened with limited access. All Property Management and 555 E. Main staff have returned to working normal business hours. Maintenance staff are now responding to all work orders, turning vacant units and picking up the grounds. Administrative staff are processing interim recertifications for residents seeing a decrease in income. NRHA's Property Management Division has seen a significant decrease in the number of positive COVID-19 tests reported or staff having to quarantine due to possible exposure to a staff member or some outside source during this quarter.

PROPERTY MANAGEMENT DEPARTMENT - Management Assessment Certification Fiscal Year FY2021 – 4th Quarter

Executive Summary			
SUB-INDICATOR NO.	SUB-INDICATOR TITLE	POINTS AVAILABLE	POINTS RECEIVED
1	Occupancy	16	10.8
2	Tenant Accounts Receivables	5	2.5
3	Accounts Payable	4	4
TOTAL MASS SCORE		25	17.3

MASS SUB-INDICATOR 1: OCCUPANCY - Total of 16 Points Possible				NRHA GOALS		NRHA RESULTS		
COMMUNITY	TOTAL UNITS	NON-DWELLING UNITS	TOTAL DWELLING UNITS	QUARTERLY DWELLING UNITS	QUARTERLY OCCUPIED UNITS	GROSS OCCUPANCY	NRHA Goal	POINTS
Diggs Town, 6-6	103	2	101	1,212	1,024	84.49%	16	0
Young Terrace, 6-10	746	3	743	8,916	8,185	91.80%	16	1
Calvert Square, 6-11	310	2	308	3,696	3,606	97.56%	16	12
Oakleaf Forest, 6-12	257	1	256	3,072	3,013	98.08%	16	16
Partrea Apartments, 6-18	114	0	114	1,368	1,347	98.46%	16	16
Hunter Square, 6-19	91	0	91	1,092	1,075	98.44%	16	16
Bobbitt Apartments, 6-20	84	0	84	1,008	997	98.91%	16	16
Sykes, Apartments, 6-21	84	0	84	1,008	965	95.73%	16	8
Scattered Sites, 6-24	15	0	15	180	176	97.78%	16	12
SUB-TOTAL	1,804	8	1,796	21,552	20,388	94.60%	16	10.8
Tidewater Gardens, 6-2 *	618	4	614	7,368	3,961	53.76%	*	*
Diggs Town, 6-110 *	228	0	228	2,736	971	35.49%	*	*
North Wellington, 6-22 **	25	0	25	300	290	96.67%	*	*
Franklin Arms, 6-25 **	100	0	100	1,200	1,190	99.17%	*	*
Cottage Bridge 6-90 **	47	0	47	564	551	97.70%	*	*
Grandy Village, 6-32 **	275	0	275	3,300	3,222	97.64%	*	*
Grandy Village, 6-92 **	16	0	16	192	192	100.00%	*	*
Grandy Village, 6-93 **	70	0	70	840	835	99.40%	*	*
TOTAL	3,183	12	3,171	38,052	31,600	83.04%		

MASS MEASURE	NRHA RESULTS
Total number of dwelling units.	1,796
Total number of dwelling units from 7/1/2020 through 06/30/2021	21,552
Total number of occupied units from 7/1/2020 through 06/30/2021	20,388
Gross Occupancy Rate.	94.60%
Points	10.8

* Tidewater Gardens and Diggs Town Phase 1 are under action with HUD approved vacancies that don't count toward occupancy rate.

**Project Based Voucher communities are not scored under the PHAS Interim Rule for Management Operations, therefore North Wellington (6-22), Franklin Arms (6-25), Cottage Bridge (6-90), Grandy Village (6-32), (6-92), and (6-93) are not included in the calculation for the MASS score.

MASS SUB-INDICATOR 2: TENANT ACCOUNTS RECEIVABLE - Total of 5 Points Possible				NRHA GOALS	NRHA RESULTS
COMMUNITY	TENANT ACCOUNTS RECEIVABLE *	TENANT CHARGES	ACCOUNTS RECEIVABLE	POINTS	POINTS
Tidewater Gardens, 6-2	\$41,849	\$1,121,993	3.73	5	0
Diggs Town, 6-6	\$21,802	\$ 300,483	7.26	5	0
Young Terrace, 6-10	\$175,111	\$2,220,586	7.89	5	0
Calvert Square, 6-11	\$70,960	\$ 1,008,995	7.03	5	0
Oakleaf Forest, 6-12	\$22,413	\$ 541,460	4.14	5	0
Partrea Apartments, 6-18	\$1,950	\$ 386,965	.50	5	5
Hunter Square, 6-19	\$1,489	\$ 295,539	.50	5	5
Bobbitt Apartments, 6-20	\$2,984	\$ 310,366	.96	5	5
Sykes, Apartments, 6-21	\$2,719	\$ 259,622	1.05	5	5
Scattered Sites, 6-24	\$252	\$ 86,625	.29	5	5
TOTAL	\$341,529	\$6,532,633	5.23	5	2.5
Franklin Arms, 6-25 *	\$ 1,089	\$275,164	.40	*	*
Diggs Town, 6-110 *	\$38,673	\$435,495	8.88	*	*
North Wellington, 6-22	\$ 1,192	\$112,108	1.06	*	*
Cottage Bridge 6-90*	\$ 2,296	\$168,603	1.36	*	*
Grandy Village, 6-92	\$4,763	\$ 87,361	5.45	*	*
Grandy Village, 6-32 *	\$66,407	\$1,153,741	5.76	*	*
Grandy Village, 6-93	\$14,912	\$317,679	4.69	*	*
TOTAL	\$470,861	\$9,082,785	5.19		

MASS MEASURE	NRHA RESULTS
Total tenant accounts receivables.	\$ 341,528
Total tenant charges.	\$6,532,633
Accounts Receivable Percentage.	5.23
Points	2.5

* Tenant Accounts Receivable total includes current maintenance and utility charges that have been posted however the residents have not been billed for. In addition, the Tenant Accounts Receivable includes balances from vacated tenants with charges due. At NRHA's year-end vacated balances are written off prior to calculation of this indicator.

Prior MASS Indicators

PRIOR MASS INDICATOR	MASS MEASURE – VACANT UNIT TURN TIME	NRHA GOALS	NRHA RESULTS
V12400	Total number of turnaround days – Public Housing.		43,094
V12700	Total number of vacant units turned around and lease in effect.		301
V12800	Average number of calendar day's units in down time.	0	7.59
V12900	Average numbers of calendar day's units in make ready time.	13	87.35
V13000	Average number of calendar day's units in lease up time.	2	48.23
V13100	Average unit turnaround days.	15	143.17

- Currently not a component measured under MASS. Data obtained from ECS Flex software and weekly vacant reports for units that have been re-housed.

MOVE-OUT SUMMARY REPORT - JULY 1, 2020 to JUNE 30, 2021			
MOVE-OUT REASON	NUMBER OF MOVE-OUTS	PERCENTAGE	AVERAGE TENURE (YEARS)
Unit Transfer	75	3.06%	7
Deceased	31	1.26%	13
Nursing Home	3	0.12%	11
Evictions *	8	0.33%	8
Moved Prior Eviction *	6	0.24%	6
Other	0	.00%	0
Rented Locally	98	3.99%	9
Purchased Locally	7	0.29%	8
RAD Relocation to Hotel Unit	0	.00%	0
Skipped Out	7	0.29%	8
Termination *	2	0.08%	7
Medical	6	0.24%	11
Moved to HCV	117	4.77%	8
Moved to PBV	43	1.75%	8
Unknown	3	0.12%	4
Total Move-outs	406	16.54%	8
* Total Terminations	16	0.65%	5

- Currently not a component measured under MASS. Data obtained from Public Housing vacancy reports, based on a total of 2,454 units.

* Total Termination move-outs include tenants that were evicted, moved prior to eviction, or received a termination notice.

CURRENT TENANT AVERAGE TENURE REPORT		
LENGTH OF TIME	TOTAL FAMILIES	PERCENTAGE OF FAMILIES
Past Year	299	14%
1+ to 2 Years	191	8%
2+ to 5 Years	490	21%
5+ to 10 Years	523	23%
10+ to 20 Years	418	18%
Over 20 Years	367	16%
Total Families	2,288	100%

- Data obtained from HUD PIC Resident Characteristic Report through June 30, 2021 (which includes Broad Creek but excludes the converted RAD PBV properties).

PRIOR MASS INDICATOR	MASS MEASURE – WORK ORDERS	NRHA GOALS	NRHA RESULTS
W10000	Total number of emergency work orders.		3,541
W10100	Total number of emergency work orders completed/abated w/in 24 hours.		3,537
W10200	Percentage of emergency work orders completed/abated w/in 24 hours.	100%	99.89%
W10500	Total number of non-emergency work orders.		14,054
W10600	Total number of days to complete non-emergency work orders.		75,675
W10800	Average completion days.	10	5.38
Proposed rating	Total number of tenant generated non-emergency work orders.		8,587
Proposed rating	Total number of days to complete tenant generate work orders.		24,645
Proposed rating	Average completion days.	3	2.87

- Currently not a component measured under MASS. Data obtained from ECS Flex software and Crystal report server.

PRIOR MASS INDICATOR	MASS MEASURE – UNIT INSPECTIONS	NRHA GOALS	NRHA RESULTS
A10000	Total number ACC units.		2,422
A10300	Total number units exempted for other reasons.		0
A10400	Total number units inspected using Uniform Physical Condition Standards.		2,422
A10550	Total number units inspected that did not require repairs.		385
A10600	Total number units where necessary repairs completed or work order issued		2,037
A10800	Percentage units inspected.	100%	100%

PRIOR MASS INDICATOR	MASS MEASURE – BUILDING INSPECTIONS	NRHA GOALS	NRHA RESULTS
A11100	Total number projects.		10
A11200	Total number projects exempted from inspection.		0
A11300	Total number projects where all systems inspected in accordance with UPCS.		10
A11400	Total number buildings.		268
A11500	Total number buildings exempted from inspection.		0
A11600	Total number buildings where all systems inspected in accordance with UPCS.		286
A11700	Number buildings where necessary repairs completed or work order issued.		109
A11800	Percentage projects completed.	100%	100%
A11900	Percentage buildings inspected.	100%	100%

- Currently not a component measured under MASS. Data obtained from contractor provided reports for Public Housing.

** Unit inspections for FY2021 were contracted out to U.S. Inspection Group (USIG). The contract began in October 2020 and 100 percent of the UPCS inspections were completed by June 2021.

DESIGN AND CONSTRUCTION MANAGEMENT DEPARTMENT UPDATE JULY 2020 – JUNE 2021

<p style="text-align: center;">Architectural Services</p> <ul style="list-style-type: none"> ○ Grandy Village Phase VI – project closed out ○ General Environmental Reviews – 4 ongoing ○ Diggs Town RAD Phase I and IIA – 90% complete ○ 5th to 7th Bay – all home construction completed ○ Pleasant Avenue – all lots awarded ○ Ocean View Scattered Sites – all lots awarded, three (3) started construction ○ 555 Main Street Upgrades –refining scope of work ○ Five (5) year environmental review – task order issued ○ Environmental Review for CNI and Riverside Station PBV – work completed ○ Grandy Site A Demo – all buildings demolished ○ Moton Circle – City’s site plan review committee ○ Oakleaf Forest boiler replacement task order issued. ○ Physical needs assessment all NRHA communities – awaiting proposal from A/E firm. ○ Tidewater Demo – 12 of 16 buildings demolished 	<p style="text-align: center;">Project Management</p> <ul style="list-style-type: none"> ○ Grandy Phase VI – project closed out ○ 5th – 7th Bay – housing construction nearing completion ○ Young Terrace Door Frames – project completed ○ Bobbitt Storm Drain upgrades – construction underway ○ Diggs Phase I Renovations - Ongoing ○ Calvert Exterior Storm Doors – project closed out ○ Young Terrace A/C – Quotes due 9/2/2021 ○ Grandy Village Site A – project closed out ○ Tidewater Demo Phase 1B & 1C – 12 of 16 buildings demolished ○ Bobbitt Windows – rebid for September 2021 ○ Huntersquare window replacement – underway, delivery due November 2021
<p style="text-align: center;">Engineering Systems</p> <ul style="list-style-type: none"> ○ Gas line operations and maintenance program ○ Grandy Village Phase VI utilities ○ Diggs Town RAD Phase I ○ Diggs Town Phase II planning ○ CO Detectors – received grant funding 	<p style="text-align: center;">Contract Administration</p> <ul style="list-style-type: none"> ○ Administer all contracts issued by the DCM Department <ul style="list-style-type: none"> ○ Bid advertisements ○ Plans and specifications ○ Contracts ○ Pay applications ○ Davis-Bacon certified payrolls ○ Correspondence ○ Daily reports ○ Change orders ○ Check requests ○ Contract close-out ○ CFP grant year accounting

CAPITAL FUND PROGRAM QUARTERLY REPORT																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
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ACTIVE CONTRACTS					
Property	Description of Work	Contract Amount	Contractor	Completion Date	Percent Complete
Calvert Square	Exterior Door Replacement	980,779	Contracting Soultions	06/07/21	100%
Grandy Village	Demolition of Two-Story Residential Building	725,000	East Coast Abatement	06/28/21	100%
Diggstown	Heat Plant Pump Replacement		Southeastern Mechanical, Inc.	02/13/21	100%
Tidewater Gardens	Demolition Phase 1B and 1C	1,316,950	Anike Group	10/05/21	40%
Tidewater Gardens	Abatement of Various BLDG as Needed	150,000	IDIQ Contract (3) contractors	07/14/22	as needed
Bobbitt Mid-Rise	Storm Drain Pipe Replacement	88,969.40	P & M Construction	08/31/21	75%
RAD					
Diggs Phase I	222-unit Renovations	18,785,000	Bridgeman Civil	01/27/21	90%
Non-CFP Funding					
Grandy Ph VI	70-Unit Townhouse-style Apartments	10,785,549	Hoy Construction	04/30/20	100%
			Architect/Engineer		
			RRMM		
Grandy	Site A Demolition	168,183	"		57%
Grandy	Additional CA	182,453	"		74%
Grandy	Phase VI Design and CA	418,000	"		95%
555	Renovations Phase II up to	211,000	"		
			VIA		
Diggs Town	Phase I Bid and Construction Admin	465,824	"		100%
Diggs Town	Phase II Bid and Construction Admin	596,378	"		57%
Diggs Town	Diggs IIA – new work	193,445	"		25%
			RFS		
Oakleaf Forest	Replacement of Biolers and Gas Lines	78,825	"		5%
Young Terrace	Storm Doors	24,750	"		100%
Calvert Square	Exterior Doors	27,750	"		100%
Bobbitt	Windows	28,500	"		53%
Huntersquare	Windows	29,750	"		51%
Partrea	Windows	28,500	"		
Guy Avenue	Exterior Renovations	19,550	"		74%
Diggs Town	Strategic Planning	225,000	"		
			Pennoni		
Diggs Town	Sub Division of Parcel F3 Pump Station	7,128	"		100%
			VHB		
NRHA Communities	5 Year Environmental Review Reports	62,000	"		1%
CNI Tidewater Gardens	CNI Tidewater Gardens ERR	494,853	"		71%
CNI Tidewater Gardens	TWGD Design and CA	1,321,820	"		51%
Projects that are reported as 100% complete on the current report will be removed from next Quarter's report					

CLIENT SERVICES PROGRAMS

Out of School Youth Program Grant Renewal

Hampton Roads Workforce Development Board (HRWDB) awarded NRHA \$137,500 in funding from the Workforce Innovation and Opportunity Act (WIOA) grant, extending NRHA's Youth Program Contract for the Out of School Youth (OSY) Program for another year. The OSY program, managed by the Client Services division, adopts initiatives to improve employment and earnings outcomes for at least 25 out-of-school youth residents, age 18 to 24 years, living in NRHA assisted and public housing. Initiatives to improve employment and earnings outcomes for youth residents of the Authority's include job readiness, employer linkages, job placement, financial literacy and other supportive services.

"The Talk"

The Family Self-Sufficiency (FSS) Team partnered with Attorney Elliott O. Moody with Moody & Associates Law Firm to host the first of a series of virtual workshops titled "The Talk." The first virtual workshop "Learn what to do when stopped by the police" was hosted on Wednesday, June 30th and provided participants with information on what to do if stopped by the police. Attorney Moody gave professional advice on how to conduct yourself if stopped in a general traffic stop, along with legal advice to cover searches of your home, as well as; what rights minors have if stopped by the police or school security officer. The workshop was interactive as Attorney Moody was great at relating to the participants, encouraged questions, and was very transparent with thought provoking scenarios. Participants felt empowered as they gained more knowledge of their rights and some even stated that they would definitely research other laws that were being implemented as of July 1, 2021. It was stated that the discussion was not anti-police, but actually pro-safety and accountability. Participants were thrilled to be able to have a conversation with an attorney and definitely gained knowledge for themselves as well as vital lifesaving information to share with family members and the community at large.

NRHA Wi-Fi Expansion Initiative

The Wi-Fi Expansion Initiative is a collaborate effort led by Client Services and the Information Technology division to upgrade the wireless infrastructure in NRHA communities, bringing free Wi-Fi access to nearly 5,800 residents housed in all six (6) midrise communities and five (5) Family communities.

The NRHA Wi-Fi Expansion Initiative kicked off in December 2020 with the instillation of free Wi-Fi access in the community room, property management office, main lobby, and office of the Advisory Council within Sykes midrise. Decals (pictured below) are

placed in all Wi-Fi accessible areas of the Sykes midrise. In addition, Client Services staff met with members of the Sykes Resident Advisory Council to provide digital trainings on how to access the Wi-Fi and assist residents with linking devices.

Wi-Fi access points were successful installed or replaced in designated areas within all remaining midrise and family communities (excluding Tidewater Garden due to planned demolition) between April 26 and April 30, to include the following locations:

- Property Management Offices
- Advisory Council Offices (Midrise only)
- Community Rooms (Midrise only)
- Calvert Square Envision Center
- Grandy Village Learning Center
- Oakleaf Family Investment Center

Youth Programs Summer Programs and Activities

Youth Program staff coordinated a series of events and activities for youth, addressing food insecurity, education, physical fitness, and health and wellness. The following events and activities were hosted throughout the Summer (June -September 2021):

Weekly pop up events

- Grab and Go Meals
- Book giveaway
- Activity packets

College Tours

- Old Dominion University
- Norfolk State University
- ECPI University
- Hampton University

Supportive Services Activities

- Camp Sponsorships
- Girl Scouts
- Soccer Camp/Health, Wellness, Nutrition and Community Engagement Series for Youth (held in Calvert every other Saturday starting 7/10/2021.8:00am- 10:00am)

Restorative Activities-Response to COVID19

- Coping and Relaxing (Yoga on the Beach)
- Empowerment Walk (Self Esteem-Dismal Swamp Canal Trail)
- Anger Stress Management (Destruction Room)
- Letting Go! (Lantern Release, coping with grief and loss. Beach Access)
- Who Are You (finding one's identity, where do you fit in? Planetarium)

Family Vaccination Clinics

NRHA partnered with the Hampton University Mobile Vaccination Clinic to host Family Vaccination Clinics in three family communities to include:

- Calvert Square on Tuesday, May 25,
- Oakleaf Forest on Wednesday, May 26, and
- Young Terrace on Thursday, May 27

Family Vaccination Clinics were hosted from 4pm-7pm in designated areas in each community. Event flyers were distributed door-to-door and outreach was conducted by Client Services staff before and during each event. Each day a host of community providers, including the Hampton Roads Community Health Dental Program, Norfolk Public Library, Sight to See, Up Center, and others engaged with residents offering free dental and eye exams, free books, and enrollment into a number of services. The Norfolk Police Department distributed free ice cream and residents engaged in fun games and activities. In addition, the FoodBank provided access to free and fresh produce at each site and distributed \$25 Food Lion gift cards to participating households. In total, 60 individuals age 12 and older were vaccinated during the three-day event in May, of which 92% returned in June to receive their second doses.

Workforce Development Program (ROSS)	1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
New Enrollments	4	3	3	3
Total Program Participants (Duplicated)	134	131	132	133
Newly Employed Participants (FT and PT Employment)	13	10	9	12
Employment Fairs (Organized and Facilitated by ROSS)	1	6	2	0
Number of Attendees at Employment Fair	11	15	40	0
Family Self Sufficiency Program (FSS)	1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
New Enrollments	24	29	12	6
Total Program Participants	254	241	253	252
Newly Employed Participants (FT and PT Employment)	7	5	2	3
Number of Program Exits	11	7	4	7
Successful Graduates	100%	100%	100%	85%
Total Escrow Distribution (Successful Graduates and Interi Disbursement)	\$62,070.71	\$41,057.48	\$34,587	\$29,348

Youth Programs	1st Qtr July-Sept	2nd Qtr Oct-Dec	3rd Qtr Jan-Mar	4th Qtr Apr-Jun
GED Program Participants	4	2	3	5
Youth Executive Council	1	8	4	7
Out of School Youth Program	19	18	17	17
College Here We Come	25	15	15	28
After School Homework Assistance	10	0	0	0
Total Number of Youth Program Participants (Duplicated)	59	43	39	57

Out of School Youth Program Outcomes				
Number of Participants in work Experience	7	7	9	7
Total Work Experience Hours Earned	470	940	480	420
Total Compensation For Work Experience (Compensated at \$8.50 per/hr.)	\$3,995	\$7,990	\$4,080	\$3,570
Percent Attainment of Degree or Certification at Exit (Target 70%)	20%	0%	0%	55%
Placement in Education or Employment at Exit (Target 70 %)	100%	100%	100%	67%
Measurable Skills Gain at Exit (Target 70%)	20%	75%	100%	77%
College Here We Come				
College Tours	3	2	1	0
Number of Attendees at College Tours	9	9	5	0
College Application, FASFA, or Scholarship Applications Assistance	3	0	7	7
Incentive Programs				
Recreation Connect - Recreation Cards	0	0	0	0
Cultural Enrichment Field Trips and Activities	0	0	0	0
Seasonal Programs				
NRHA Scholarship - Request Received/Awarded	1			7
E.L. Hamm Scholarships - Submitted/finalist/awarded				2/2/1
Summer Camp Enrollment	0			10
Summer Nutrition Program - Number of attendees (Duplicated)	2,031	24,400		14,428

SECURITY PROGRAMS DEPARTMENT

COMMUNITY ENGAGEMENT INITIATIVES

DATE	DESCRIPTION OF EVENT	VENUE	COMMUNITY-MIDRISE	COMMUNITY PARTNERS IF APPLICABLE	ATTENDEES#
Ongoing	Focus Group Recruitment	All Family sites	All Family sites	n/a	n/a
Ongoing	Strategy to Address Crime	All PH sites	All PH sites	NPD	n/a
Ongoing	NPD collaboration and education on NRHA COVID-19 safety protocols	All PH sites	All PH sites	NPD	n/a
Ongoing	Community CARE TMC /Advisory Councils / Focus Group Phone Engagement	All PH sites	All PH sites	TMC /Advisory Councils	n/a
04/10/21	Community Wellness & Fitness	Purpose Park	All City	Non-profits, City of Norfolk	n/a
04/29/21	Right to Return Event	Tidewater Gardens	Tidewater Gardens	USI, City of Norfolk	n/a
05/01/21	Community Wellness & Fitness	Purpose Park	All City	Non-profits, City of Norfolk	n/a
05/xx/21	Vaccine Events	Oakleaf Forest, Calvert Square, Young Terrace	Oakleaf Forest, Calvert Square, Young Terrace	HU, VDH	n/a
05/22/21	Fuse Fest	Purpose Park	City of Norfolk	Non-profits, City of Norfolk	n/a
06/19/21	Community Street Mural	Tidewater Gardens - Charlotte St.	Tidewater Gardens	City of Norfolk	n/a
06/19/21	Diggs Town / Oakleaf Forest Community Day	Diggs Town	Diggs Town & Oakleaf Forest	TMC	n/a
06/10/21 06/24/21	SPAC Workgroup on Violence	Virtual	St. Paul's Area	City, non-profits	n/a

TRESPASS / BAN POLICY REVIEWS

REQUESTED REVIEWS FROM RESIDENTS - BANNED INDIVIDUALS	REMAIN ON LIST FROM REQUESTED REVIEW FROM RESIDENTS -	STAFF INITIATED BAN REVIEWS	REMAIN ON LIST FROM STAFF INITIATED BAN REVIEW	CONDITIONAL BAN LETTERS ISSUED
21	5	7	0	1

- 16 removed from list from resident requests and 6 removed from list from staff initiated = 22 total removed from the list

ADMINISTRATIVE / ENFORCEMENT ACTIVITIES

155

HCV REFERRALS / POLICE INQUIRY INVESTIGATIONS	10
PROGRAMS / PRESENTATIONS	9
SURVEYS / SURVEILLANCE / NARCOTICS INVESTIGATIONS	18
INCIDENT REPORTS	9
SCHOOL VISITS	0
FRAUD HOT LINE CALLS / HOT SPOT CARDS	0
REQUEST FOR TRANSFER INVESTIGATIONS	34
VAWA CERTIFICATION INVESTIGATIONS	2
EMPLOYEE RELATED INVESTIGATIONS	0
SIGNIFICANT EVENT NOTIFICATIONS	18
TENANT PATROLS RECRUITMENT EFFORTS	0
COMMUNITY PARTNERS (NEW)	0
COMMUNITY PARTNERS (EXISTING)	10
INFORMAL HEARING – Public Housing and HCV	30
CRITICAL INCIDENT READINESS PROTOCOL INITIATIVES (STAFF MEETINGS/SITE ASSESSMENTS)	15

COURT CASE APPEARANCES /CRIMINAL BACKGROUND RESEARCH		104
Young Terrace		9
Tidewater Gardens		5
Calvert Square		11
Grandy Village		5
Oakleaf Forest		19
Diggs Town		4
Broad Creek		2
Sykes Midrise		6
Cottage Bridge		2
Partrea Midrise		2
Franklin Arms		0
HCV / Occupancy		0
Marriage License Research / Fraud Investigations		3
Juvenile Court Case Dispositions		17
Gang Suppression Meetings with Residents		19
Evictions		0
Special Events Application Review		0

LEASE REVIEW FOR CONTINUED OCCUPANCY		117
Young Terrace		24
Tidewater Gardens		9
Calvert Square		27
Grandy Village		14
Oakleaf Forest		26
Diggs Town		11
Sykes Midrise		6
Cottage Bridge		0
Partrea Midrise		0
Bobbitt		0
Franklin Arms		0

TENANT FOLDER ASSESSMENT REVIEW FOR CONSIDERATION OF LEASE CANCELLATION / CIVIL	117
FIRE / POLICE REPORTS / ENVIRONMENTAL PROBLEMS	0
PROGRAMS / PRESENTATIONS ATTENDED:	9
TRAININGS:	5

04/04/21	Code Red Messaging System
04/16/21	VRLTA Training (Rose, Boone, Salmond)
05/27/21	Code Red Messaging System
06/09/21	Code Red Messaging System
06/23/21	Community Violence Intervention (CVI) Evidence-Based Theory & Research (Virtual) Rose



Commissioners' Update NRHA Board of Commissioners

Subject: Tidewater Gardens Relocation Efforts

Executive Contact: Donna Mills, Chief Housing Officer

Date: September 16, 2021

BACKGROUND

NRHA and City of Norfolk are partnering on the redevelopment of the expanded St. Paul's Area, which includes Tidewater Gardens. The City committed funding for the "*People First*" program for supportive case management services and for physical relocation and demolition. On May 13, 2019 HUD announced the award of a \$30 million Choice Neighborhood Implementation (CNI) Grant to assist with the goal of transforming the expanded St. Paul's area, focusing on Tidewater Gardens.

STATUS

As the relocation efforts progress NRHA has compiled the attached Tidewater Gardens Relocation Dashboard to provide ongoing updates on resident statistics. The dashboard includes data on the following areas:

- Resident relocation choice
- Resident desire to return to the St. Paul's Area after development
- Vacant Unit Numbers by Phases
- People First Empowered by Urban Strategies, Inc. Case Management
- Vacancy Attrition Reasons
- Number of Relocations by Subsidy Type
- Number of Relocations by Census Tract
- Number of Relocations by City
- Tidewater Gardens Demographic Relocation data

FUTURE ACTION

The Tidewater Gardens Relocation Dashboard will be updated and provided to the NRHA Board of Commissioners on a monthly basis.



Tidewater Gardens Relocation Dashboard - 8/31/2021

Resident Relocation Choices by Phase

Phases	Total Units	TPV Choice	LIPH/PBV Choice	Total Current Relocation Choices	Change from Prior Report
Phase 1	187	132	47	179	0
Phase 2	262	157	64	221	0
Phase 3	116	54	5	59	+1
Phase 4	53	29	8	37	0
Grand Total	618	372	124	496	+1

* Phase 1 = 179 + 4 prior move-outs + 2 deceased + 2 evictions = 187 total units

Residents Desire to Return to St. Paul's Area

Phases	Total Units	Total Choices	Total Residents	Return	Desire to	Percentage Residents Desire to Return	Change from Prior Report
Phase 1	187	179		82		45.81%	0
Phase 2	262	221		129		58.37%	0
Phase 3	116	59		34		57.63%	+1
Phase 4	53	37		25		67.57%	0
Grand Total	618	496		270		54.44%	+1

Vacancy Statistics by Phase

Phases	Total Units	Total Vacant Units	Total Occupied Units	Percentage	Vacant Units	Change from Prior Report
Phase 1	187	167	20	89.30%		+1
Phase 2	262	150	112	57.25%		+7
Phase 3	116	45	71	38.79%		0
Phase 4	53	24	29	45.28%		+2
Grand Total	618	386	232	62.46%		+10

People First Empowered by Urban Strategies, Inc. Case Management

Household Served by Phase	Change Prior Report	Service and Assessments	Total	Change from Prior Report
Phase 1	182	-2	Service linkages July 2021	81
Phase 2	232	0	Total number of household assessments completed	501
Phase 3	107	0	Collaborative housing stability interventions	62
Phase 4	54	0		
Grand Total	575	-2		

Reason for Vacancy

Reason for Vacancy	Total Count	Percentage by Move Out Reason
Moved to Housing Choice Voucher	206	53%
Unit Transfer	58	15%
Rented Elsewhere	47	12%
Moved to Project Based Housing	41	11%
Purchased Home	3	1%
Eviction	19	5%
Termination	1	0%
Deceased	9	2%
Moved Without Notice	2	1%
Grand Total	386	100%

Relocation by City

Relocation City	Count of City	Percentage by Relocation City
Norfolk, Virginia	306	79%
Chesapeake, Virginia	12	3%
Hampton, Virginia	1	0%
Newport News, Virginia	1	0%
Portsmouth, Virginia	6	2%
Suffolk, Virginia	1	0%
Virginia Beach, Virginia	18	5%
Arlington, Virginia	1	0%
Columbia, Maryland	1	0%
Fort Still, Oklahoma	1	0%
Greensboro, North Carolina	1	0%
Grovetown, Georgia	1	0%
Peach Tree Corners, Georgia	1	0%
Pensacola, Florida	1	0%
Eviction/Termination	20	5%
Deceased	9	2%
No Forwarding Address	5	1%
Grand Total	386	100%

CNI Areas of Opportunity

Reason for Vacancy	Total	Count
Housing Choice Voucher	206	74
Rented Elsewhere	47	15
Project Based Voucher	41	5
Family Splits	19	6
Purchased Home	3	2
Second Moves	12	4
Total	328	106

Youth Relocation

Total Youth Relocation	618
Youth Relocated to HCV	361
Youth Relocated to LIPH/Project Based	257

* < 62% mi concentration and <40% poverty 32%
 <40% poverty 269 82%
 <20% poverty 122 37%



Tidewater Gardens Relocation Dashboard - 6/30/2021

Resident Relocation Choices by Phase

Phases	Total Units	TPV Choice	LIPH/PBV Choice	Total Current Relocation Choices	Change from Prior Report
Phase 1	187	132	47	179	0
Phase 2	262	157	64	221	0
Phase 3	116	54	4	58	+4
Phase 4	53	29	8	37	+2
Grand Total	618	372	123	495	+6

* Phase 1 = 179 + 4 prior move-outs + 2 deceased + 2 evictions = 187 total units

Residents Desire to Return to St. Paul's Area

Phases	Total Units	Total Choices	Total Residents Desire to Return	Percentage Residents Desire to Return	Change from Prior Report
Phase 1	187	179	82	45.81%	0
Phase 2	262	221	129	58.37%	0
Phase 3	116	58	33	56.90%	+2
Phase 4	53	37	25	67.57%	0
Grand Total	618	495	269	54.34%	+2

Vacancy Statistics by Phase

Phases	Total Units	Total Vacant Units	Total Occupied Units	Percentage Units Vacant	Change from Prior Report
Phase 1	187	165	22	88.24%	0
Phase 2	262	132	130	50.38%	+10
Phase 3	116	43	73	37.07%	0
Phase 4	53	19	34	35.85%	0
Grand Total	618	359	259	58.09%	+10

People First Empowered by Urban Strategies, Inc. Case Management

Household Served by Phase	Change Prior Report	Service and Assessments	Total	Change from Prior Report
Phase 1	181	-2	Service linkages June 2021	86
Phase 2	226	-3	Total number of household assessments completed	493
Phase 3	109	-2	Collaborative housing stability interventions	62
Phase 4	54	+2		
Grand Total	570	-5		

Reason for Vacancy

Reason for Vacancy	Total Count Vacancy Reason	Percentage by Move Out Reason
Moved to Housing Choice Voucher	190	53%
Unit Transfer	54	15%
Rented Elsewhere	43	12%
Moved to Project Based Housing	40	11%
Purchased Home	3	1%
Eviction	18	5%
Termination	1	0%
Deceased	8	2%
Moved Without Notice	2	1%
Grand Total	359	100%

Relocation by City

Relocation City	Count of City	Percentage by Relocation City
Norfolk	288	80%
Virginia Beach, VA	16	4%
Chesapeake, VA	10	3%
Portsmouth	3	1%
Newport News	1	0%
Arlington, VA	1	0%
Fort Still, Oklahoma	1	0%
Greensboro, NC	1	0%
Pensacola, FL	1	0%
Columbia, Maryland	1	0%
Suffolk, VA	1	0%
Eviction/Termination	19	5%
Deceased	8	2%
No Forwarding Address	5	1%
Hampton	1	0%
Peach Tree Corners, Georgia	1	0%
Grovetown, Georgia	1	0%
Grand Total	359	100%

CNI Areas of Opportunity

Reason for Vacancy	Total	Count
Housing Choice Voucher	190	66
Rented Elsewhere	43	11
Project Based Voucher	40	5
Family Splits	19	6
Purchased Home	3	2
Second Moves	11	3
Total	298	93

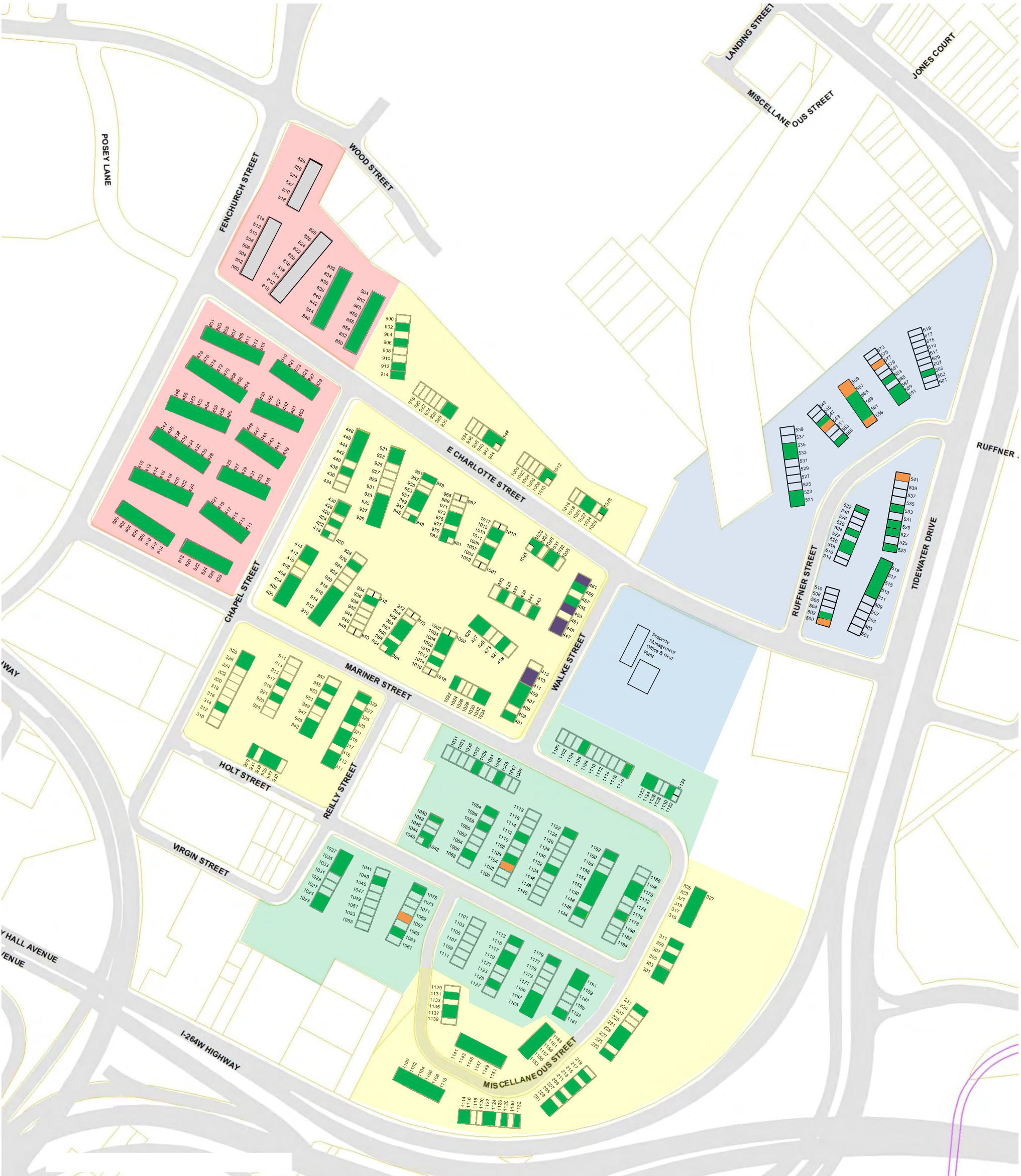
Youth Relocation

Total Youth Relocation	Count
Youth Relocated to HCV	344
Youth Relocated to LIPH/Project Based	248

* < 62% mi concentration and <40% poverty 31%
 <40% poverty 242 81%
 <20% poverty 118 40%

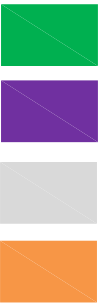
Vacancy Tracking Map

For Tidewater Gardens



Legend

- Vacant Units
- People First Offices
- Demolished Units
- Re-occupied Units



June 30, 2021 Status Update				
Demolition Sequence	Total Units	Vacant Units	Demolished Units	Occupied Units
Demo Seq 1	124	100	24	0
Demo Seq 2	285	160		125
Demo Seq 3	133	46		87
Demo Seq 4	76	29		47
	618	335	24	259



Committee Notes

NRHA Board of Commissioners

Committee: Public Housing and Safety Committee	Meeting Date: July 26, 2021
Subject: Monthly Meeting Minutes	Executive Contact: Donna Mills

Committee Agenda and Attendees

Attendees: Don Musacchio, Alphonso Albert, Donna Mills, Lysandra Shaw, Steve Morales, Karen Rose, and Yilla Smith

Agenda:

- I. COVID 19 Updates – Ron Jackson
- II. Diggs Town RAD Redevelopment – Lysandra Shaw
- III. St. Paul's Transformation/Choice Neighborhood Implementation Grant – Steve Morales
- IV. Community Engagement Updates – Kim Thomas
- V. Client Services Update – Yilla Smith
- VI. Property Management Updates – Donna Mills
- VII. Significant Events – Karen Rose

Policy Discussion

Donna Mills:

Good morning, everyone. We are going to start the Board of Commissioner's Housing & Safety Committee Meeting. We have with us in the room Mr. Don Musacchio, our Chair of the Board, Yilla Smith, Karen Rose, Karen Thomas, Steve Morales and Lysandra Shaw. Ron is unfortunately unable to join us, so we're going to skip over that first item, and head right on into to Lysandra, for your update on the Digg's Town redevelopment.

Diggs Town Redevelopment

Lysandra Shaw:

I want to give you guys a big construction update. Currently we have 28 buildings completed, which leaves us with seven more buildings for renovation. Sort of hard to see but, buildings 33 and 34, which are right on the corner of Goodman and Melon, are the last ones that are completed. And then we're expecting buildings 30 and 70 to come right behind those, and those are right along Goodman Street as well.

What I wanted to say is, if we look at our renovation schedule, you'll notice the buildings in yellow, they're at the bottom. The progression is going to be buildings 35, 36, and followed by 37, and then we'll finish up those last two buildings right there, in the bottom left hand corner. Based on the current renovation schedule, we are able to move along with demo ... Well, at least get the abatement ready to start demolition for building 28 there, which is right on Thurgood. So we're ready to start demo, and getting that ready for abatement.

All the other buildings that are pictured in black, are actually vacant, and we can move forward with those as well. Except for building 40. If you look down towards the bottom of the map there, it's right on Goodman Street. We still have a resident in that building, that's waiting on us to complete another building, for her to be relocated. Even though we'll be doing some abatement, we plan on actually started demo around September.

Based on the current schedule, our contractor says that we'll be completed in October. We're still looking good for that. I'll continue to keep you guys updated. On another note, we have completed a messaging letter for the residents. We had several residents with questions about Digg's Town Phase Two. We've completed it, we have not put it in the newsletter yet, we're getting it. Our communications team is getting those templates together, to put it in our newsletter, to send out. Hopefully that will be done this week, and we'll get those sent out. Essentially, to tell people in the Digg's Town Phase Two, that we haven't forgotten about them. We're trying to get together some funding streams, and thinking about what to do for Phase Two, but we will contact them, and they will be involved in the process for Phase Two.

Are there any questions?

Don Musacchio:

When I went to psychology class, they used to have a thing called, "Psychodrama" where you pretend you're the other person, so pretend I'm Rose. And what kind of questions would I ask you about Digg's Town?

Lysandra Shaw:

I think one of the biggest concerns is, "You guys told us you were doing something in Phase Two. You guys told us in Phase Two, we would get vouchers," and so those are the things we want to address in that letter to the residents. So thank you, Rose.

Don Musacchio:

I mean, I know she is a former resident of Digg's Town, she's very focused on what's going on there. Because I'm sure the people call Lysandra on a regular basis to ask those kinds of questions.

Donna Mills:

Thank you, Lysandra. We're going to shift over to CNI St. Paul and Steve Morales is going to start us off.

St. Paul's Transformation/Choice Neighborhood Implementation Grant

Steve Morales:

I'm going to talk about three things today; the demolition, the relocation, and the new construction that's coming up.

The first part is with demolition. We are still in Phase One of the demolition. We have a contract out right now for 16 buildings. It's 118 units. We already demolished the one building with six units. In that current contract, we've demolished at least four buildings so far, so four of the 16, so 12 still to go. The demo contractor is in a phase mostly, where it's abatement, so their abatement crews are working in the 12 buildings, and as they've become abated, they'll be turned over for actual, physical demolition. So for that contract, it is set to be completed by October of this year. I will say that they're running a little bit behind, but the design construction team is working with them, to get them back on schedule.

We completed the demolition of the four buildings. Up here I should say, the buildings are down, they're still doing demolition in that area. The other 12 down, between Chapel Street and Fenchurch, from Charlotte to Mariner, those are in abatement right now. And as they move downward from Charlotte Street and Mariner Street, they will be the teams abating and then you'll see the demo contractors in there.

One issue that we do have, is that the four buildings that are on the north side of Charlotte Street, between Fenchurch, and really on the edge of the demo area, those buildings are on piles. We also have one building, just South of Charlotte, that's also on piles. They're first working on trying to take the piles out, or have been a little bit unsuccessful, so the design construction teams are working with the demo contractor, on some other methods, in order to pull the piles out. These are 40-foot piles that have been in there since the 1950s of course, when they built the buildings, so we're having some fun with that portion of the project.

Don Musacchio:

There are other ones where they've just sawed them off 20 feet below and put the dirt back on them.

Steve Morales:

That was our hope to do, but the City has asked us to remove the entire pile. If they relocate Church Street to come through, basically the middle of this area, we thought that it wouldn't be a problem with the road construction however the City felt that it may be. The other issue that we face is, with the developer coming back in, they will be buildings in this area, and they will be also driving piles. So driving a pile on a pile will be problematic, so we had to pull it all out.

And all these should be down by, sometime, mid-October, at this point. Right next to that, is sort of the Phase Two area, and actually also, then down a little bit further. We are working with USI right now, to prioritize the families that are in the buildings that are right next to the demolition area, to make sure that we get those families out.

One of our intentions was to have a focus on that, so we'd have really a line of buildings that almost act as a buffer between the rest of the community and the demolition. So USI staff is focusing in on the remaining families in four buildings, that again, abut the demolition at this time. And then after that, their next focus is the areas that are north of Charlotte Street. That area is kind of critical. The City needs it for a sedimentation basin for the road construction. Talked a little bit about that earlier, as you walk in about the City talking about the new roads that are going in, so as part of that project, they need an area basically for a sanitation basin. And this area north of Charlotte Street, has been identified for that, so we're working closely with those families.

There's another area down here, that's kind of the focus of relocation. This is the area along Tidewater Drive and City Hall Avenue. Again, this is another area where the City is looking for a sedimentation basin, up in this area, so we've also got to focus with a couple buildings over there, for relocation.

We initially had thought that relocation to those areas, that most of those families, would be out by October. We're finding that's taking a little bit longer. So again, we're okay, but with the schedule with that, what it does mean is that we are absolutely, much more focused on the relocation with USI staff, on which buildings that they are working with, and are going to be timing it a little more closely, between the relocation event happening and then ultimately, with the demolition contractors coming in with abatement and demolition. So we're trying to give ourselves a little more time with that, but that will be a little bit on top of each other.

But that's all built for pricing. Our designing construction is actually working on the demolition documents now, for the Phase Two area, and we're hoping to do the bids with that in September. I know Clayton Odom is looking at actually doing that in a variety of different ways. I think in one, there will be an overall demolition contract for a number of the buildings, but then he's also looking to do some individual buildings, with an individual basic contractor and an individual demo contractor, perhaps spreading out the work a little bit. And so, be very

proactive in how they get the work done.

Finally, we don't need to look at this map anymore but, for the construction itself, we knew eventually COVID would have an impact. The impact that we are starting to find with COVID is ... And I think everybody's feeling this, no matter whether you're a homeowner, or building an apartment complex, it's the cost or materials, as well as the payment for the crews and stuff, everything's kind of gone through the roof. So our construction prices that the developer has, have also escalated a little. Not crazily, but enough that it puts a pinch on us, on getting this project closed when we had hoped to, by the end of August, early September. So they are already working with VHDA, on additional credits, to cover cost increases.

Right now, we don't think we're going to have a gap. There's enough debt and enough credits to support the development, but because the developer's going back to the VHDA for some additional credits, it does delay the quote. So right now, it looks like we're late October, early November, for close and construction start. So that sets it back a couple of months, about two months if they get into a new bond issuance, from VHDA, which would occur in November. We're already working and already talking about that. We're still in pretty good shape with that, we're just hoping to get these things under construction.

It does mean that we're still looking at a late 2022 opening for Block 19, but now that, that's all gotten flipped back into 2023 also, so early 2023 with Block 20, probably be in mid-2023 opening, to late 2023 opening. But we're encountering obstacles or various issues, and each one, that we're finding our way to move past that. So like I say, the schedule we're still okay with that respect, the demolition, relocation and construction. We're still okay, but we're certainly using up all the play in our schedule that we had, as we're start to see more and more effect of ultimately, the indirect effects of COVID.

Don Musacchio:

Okay. Just a couple comments. One is, every time there are vacant buildings, we have concerns about them being used for crime and everything. If we could just make sure that somebody's monitoring it, so that we don't allow them to become dens of inequity.

Steve Morales:

One of the things that Clayton Odom, with Design and Construction, is looking to do, is as more and more buildings become vacant, and even if we're not ready to do a full demolition wave, to get an abatement contractor in there and get the building abated, and then get the building taken down to its foundation, so we'll start to see that they're working out that now, so that probably late Fall and early next year, you'll start to see more of that. If a building basically is vacated, that we're in there cutting off utilities, abating the building, and then getting it down a lot faster. Just down to the foundation. And then the rest of the demolition will catch up to it, and pull out the foundation and any piles that are underneath it.

Don Musacchio:

One of the things that we're hearing, not just with us, with every place that has vacant buildings, that they become havens for problems. The second thing would be, encouraging USI to deal with the people who have children, and school age children, so that they don't go to this school for three weeks, and then have to go to that school, because they've moved. That does seem to be one of the real anxieties and concerns, that are in the neighborhood, that, "Where is my kid going to go to school," and that kind of issue. I mean, maybe they are, but at some point, we want to be able to say, "Yes," we focused on them first, and make sure that we minimize the disruption as much as we can, particularly for school age kids.

It's different if you have a different house but the same school, but you have a different house

and a different school, it becomes a little more of a problem.

Steve Morales:

Absolutely, we'll look at that. We will talk to them a bit further, around some of our planning.

Donna Mills:

Kim would you want to go on into the dashboard?

Kim Thomas:

The dashboard is included in the packet that's been printed and handed out, but just quickly going over the dashboard, we're at a 58% vacancy rate right now. In Tidewater Gardens, 359 units are currently vacant throughout the community. We are also looking at really staying on trend, in terms of how folks are relocating outside of the community, with about 63%, or 190 households using this Housing Choice Voucher Program, to go to their new community of choice, their new residence of choice.

About 15% of the folks who are leaving Tidewater Gardens, are transferring to other NRHA communities, and then we rounded out that number with a good portion of the residents moving out, renting elsewhere. Renting elsewhere could really mean that a lot of folks are moving without any kind of subsidiary or voucher being in play, so that's a number that we're watching slowly, as we see more and more of our families are saying they're prepared to move, and really just need the relocation assistance to move. But depending on how optimistic you want to be, it may be a good trending number, that we are seeing more folks move without the subsidies.

And then also the project-based voucher program, where there's NRHA communities and non-NRHA communities, we have about 11% of the community residents moving, using that program. Steve asked a question earlier and I'll just reiterate it. We've only seen about two additional evictions in the community, from the last quarter, and those were all criminal related. Not related to non-payment of rent, since we're still under the confines of the rent moratorium, for now. We will wait to see how we are able to adjust. USI reports that they are working with the families in the communities, as well as those who have moved out of the community, to make sure that we don't have a rush on eviction filings and things of that nature, once the moratorium is lifted.

I'd also point out that on this dashboard in the bottom left corner, you'll see CNI areas of opportunities, data given. This was something that was added, Donna and Makiesa had painstakingly recalibrated numbers so that we could make sure that we are reporting information, because this was something that continues to come up when we talk about areas of opportunity. So not only do we have the count based on the type of movement that a person did, whether it's with a housing choice voucher or renting on their own, but we also show that total count in relation to if that family went to an area of opportunity.

For example, under housing choice voucher, we show that 190 families have used the voucher program, and of that 190, 66 have actually landed in what defined as HUD's Area of Opportunity. So I think that as we continue to move through the process, this will be a number that we will try to communicate effectively. And we've also been able to show the family splits. And a family split is basically when a household was an intact household in Tidewater Gardens, decides to move, and there are one or more adult members in that household, who create two or more households, outside of Tidewater. So this could have been a head of household with adult children, or an adult child. When they moved to Tidewater, at least two folks from that household created their own household, moving out of Tidewater Gardens.

I just want to add, because it's something that came up to me, kind of like a little whisper in my ear from someone from our St. Paul's meeting. We are working very diligently. Donna has property management staff working very diligently, as well as training USI, to ask the questions that help us get folks out of the community as intact families. And what I mean by that is, even though we have addressed it early on and we haven't seen a lot of it come up lately in conversation, we know that there are situations where families are not always lease compliant, in terms of who's in the community. And we're extending ourselves, in every way possible, to get families lease compliant, with the tenants who are in that unit, so that when that family moves, we're not disrupting a system or we're not adding to a system of homelessness, which is really the big goals. We don't want to see people become homeless.

And although they may not have been right on paper, during their tenure in Tidewater Gardens, we want to make sure that we can help them get right, so that when they're moving out, no one becomes homeless. I think that it's going to be as long as education requests is something that folks are going to ask more and more about, so short of amnesty, we want folks to know that they can basically get their situation right sided, before they move, and then we still assist the families, as we're required to do so, under the regulations.

Any questions about the dashboard that you see? All right.

And one key thing, I'm supposed to remind everyone that our council member said so, 80% of families relocating out of Tidewater Gardens, remain in the City of Norfolk. So we're still at an 80% mark too, we're not porting people into other cities, we're keeping them right here in Norfolk, where they feel comfortable, and a lot of folks have expressed that they have their support system in the City of Norfolk, for employment reasons, and even school reasons, they're choosing to stay in Norfolk, and rather than moving into other areas.

All right, so I can segue on.

There's a couple of updates, just to keep you in the loop of information, such as Fast 'N Furious, as we speak. Just on the People First efforts, USI reports that they have helped or signed up, 570 households, for services. This is as of their June report. They report a high number of folks receiving assistance for stability intervention, which basically means helping folks with late payments on rents and utilities, and this could be folks who are in Tidewater, as well as folks who relocated, and they are also showing significant case management work behind youth services, at about 23% of folks that they're engaging with, and then basic and emergency services, tend to be the two key areas that they're deploying most of their case management services in this last quarter.

Just this morning, switching gears, I received an email. I've been in conversation with a local group, the St. Paul Community Development Corporation. They sent to me a news release that will come out, this last week, about a grant that they received for \$95,000, as part of a food pharmacy program, basically as an attempt to fill in some of the gaps of the ecosystem of food and food insecurities. Their desire is to work with NRHA to target a community where this program can be implemented. More to come on that, I haven't had the time of sitting down with them to talk about the particulars and how this would work and what they envision, but I think this would deserve or warrant, at least, another conversation with some key folks at first, before we commit to anything. But just putting on the table, there is going to be an ask that, this be delivered directly out of one of our communities, so I'll see what they are talking about.

And lastly, I will end with, the City of Norfolk is working hard to get their Bank On classes, back online and in person. They want to start having classes in September. Bank On is a financial literacy program that really teaches residents about the importance of finances, credit, et cetera, and savings. Their goal is to start classes in September. It will be a five month class.

They want to market this next session to residents in St. Paul, and this would be all residents, including NRHA and non-NRHA residents. We're working with them, Yilla and I have been talking with them a lot lately, about getting classes set up over at Calvert Square & Vision Center, so if all works, September, they estimate having a class between 10 to 15 people, with the graduation sometime in early 2022. And they are looking for volunteers, so if you're not busy and want something else to add to your plate, let me know. They are looking for instructors to teach the classes, and to be coaches and champions with residents, in terms of sticking to their plan and helping with their financial literacy goal.

And that's what I have.

Don Musacchio:

You gave a pretty good presentation at the St. Paul's Advisory Committee, and then the lady handed out a little brochure. A one pager that said, "Here's the kinds of things that would help us; A, money, B, volunteers, C, money and volunteers.

Kim Thomas:

There you go.

Don Musacchio:

So I mean, I think it was pretty nice. If we can get one of those, it might be good to cut and paste some of the things that they've said. So, there was a bunch of things other than teaching the class, being volunteers.

Kim Thomas:

Yes. Will do.

Donna Mills:

Okay. Thank you, Kim. Ms. Smith, you are up next. Client service update.

Client Services Updates

Yilla Smith:

During the last board meeting I presented the HRV funding request and we spoke about incorporating additional funds for community safety initiatives therefore we have increased our request of \$700,000 to \$750,000. It includes \$50,000 for community safety initiatives. Those initiatives would include things like very efficient goals, considering Norfolk Police Department is understaffed. But we would like for them to host some summer camp opportunities. I forget what they're called, but like young cadet camp, as they've done in Young Terrace in the past. We also talked about increasing some marketing and community engagement, through communications of materials focused on domestic violence and sexual assault, sex trafficking, those types of things.

Anyhow, in front of that, producing some things that say, "We know that this may happen, and while we may not know of it, here's who you can call or here's how you can help." So we would like to get more marketing materials out, as it relates to some of those heavy issues or traumatic events that happen in our community.

We are in the process to draft a transmittal letter for Ron to submit to HRV and hopefully we will have an answer in the near future, so that we can start with the planning and implementing programs based on the amount requested.

We also are dealing with our summer community program and activity hours. We had a little bit

of a low attendance once the kids went back for summer school, but we're expecting for it to pick up upon summer school. This is the last week of summer school, so next week we're expecting for it to pick back up and the idea is the staff will continue with activity hours.

We also are planning a unity walk, which is August 21 in Calvert Square. We'll start in Calvert Square and we'll go through this amazing maze of a route that this gentleman has created, but it is in partnership with a few organizations, Teresa Brown, the Tidewater group that threw the block party, and AAMF. They've gotten some commitments from some local bands. They're still working on Booker T. and the band's live, so we're hoping that the police department, community advocates, and you all, will be actively involved in particularly what the community needs right now. And we're excited about bringing a good space experience to the community.

It will end with some community resources, local announcements from local public schools, the Norfolk Health Department. We are really asking anybody who has resources to help kids get back into school to come, to be available. So that's August 21. Teresa Brown and her camp will be handling communications, but as soon as I get a flyer, you'll receive it. You can expect to hear it on your radio station. Since they are doing an outreach in the communities, the groups have agreed to kind of break off and meet with local football teams and soccer coaches, trying to get some more investment into kids in the community. So, they've been doing some outreach over the weekend as well.

Kim mentioned that Bank On will start at Calvert, mid-September, hopefully. And then I thought she was going to mention we have a summer camp coming to us, out of Grandy Village, from a New Cycle Counseling Service. They have agreed to work with youth, males, ages eight to 10. There will be a group of 10 for a week-long mentorship program, where they'll help them strengthen their leadership, communication, how to tie a tie, those types of things. So that is set to kick off on August 21, out in Grandy Village when National Night Out is also scheduled to happen.

I do have a request. We have some steel drums performers that have been with the summer camp that we're hosting in Calvert. They practice every Wednesday so were hoping to maybe during the September board meeting, if there's a way for us to even videotape it and show it during the board meeting, they would love to have an opportunity to show you their talents. We also have a young group that is working with some youth in Tidewater Gardens that would be in the video as well. So we can work with Communications to get it recorded.

Property Management Updates

Donna Mills:

I am doing the property management updates.

A couple of things I wanted to mention today. One is, I included in the information we sent out, a newsletter/article that the communications department helped draft, regarding the eviction moratorium, set to expire the end of this month. I don't know if you have had a chance to review it and whether you have any comments.

The focus of the article is that we are here to help you but the resident has to communicate with us. If you don't communicate with us by August 1st and set up some type of arrangement, that we could proceed with eviction proceedings against you.

We have quite a few residents that have applied for rent relief, it's just taking awhile to get that money in, but we have assisted them with applying. We still have a number of residents who have just not contacted us, they're not responding to any of our outreach efforts, doorknockers,

going to their unit, calling, letters, so those are going to be the ones we're going to look at taking some action against. One thing I have shared with staff is that no one will be evicted without me looking at it first, and then it will be based on a case by case basis.

When you get a chance to look over the article, if you have any feedback about those articles, let me know.

Alphonso Albert:

I have just a comment on that, and I don't want it to sound as if I'm speaking for the board. I'm not. It's just my personal perspective on this, because I think sometimes, what I'm about to say, sometimes the result of something can really kind of damage staff morale. Here's what I want to say at it. Again, this is my personal perspective on it. I really think it's a mistake, for us to apologize for doing what we are hired, mandated and required to do. And that's managing our properties, and to follow the policies that are set in place. I'm saying that because I think staff has been kind of jerked around, in a lot of different ways, because of the eviction moratorium, because of the politicians and other appointed people, are getting involved in this process, of this being insensitive or that being wrong and end up almost apologizing for managing effectively. I think that sort of thing. And I think the thing that really kind of touches me the most, or I'm inclined towards, is just effective management, so that we are not given to arbitrary decisions, either way. Either for or against our customers.

And I think when that happens, to give the board better footing to stand on. We can defend the actions better, we can stand behind staff if we are doing what we do. I was trying to find the cleaner or better way of articulating this, but it's just troubling to me that, we've allowed public sentiment to kind of drive, some of what we do. And I think there are instances where, as a body, we ought to be sensitive to circumstances around how we implement public policies. Maybe when we start getting at the level of people who have to make decisions about who's being evicted for what reasons, we need to let them do their job properly, and not have them feeling like they did something wrong by following policy.

And I think you guys have done a really great job, in trying to balance that, but I also know that you've been strained in trying to do that job. One of those situations where you're damned if you do, damned if you don't. I've seen it. And so, just know that, these kinds of things, I am 100% willing to stand up. I mean, there are instances where I actually have. If they're doing what they're there supposed to do and anything above that, let it come through a new policy, or just give them some solid footing.

I don't know if you all understand what I'm saying, but ... This work, when you work with people the way we do, it's difficult.

And it's difficult because all too often we are doing what we do, in spite of the fact that, we have emotion sensitives and concern for other humans, and the plight for the things they go through. I've had the misfortune of loaning a lot of my family members money, and some legitimately have a real need, and when it's time for them to pay it back, they have some really good stories. So if I press too hard, "I want my money back," I'm the villain, but my lesson is, when you come back, I just say, "No." And I say that to say, there are instances where we can be in a position where we're trying to do the right thing, and get nailed for it.

So I just wanted to say that. I know that ... and again, I'm not speaking for the board, but I just wanted to say.

Donna Mills:

That's helpful, Mr. Albert, and it has been challenging for all of us throughout this whole

pandemic and, we're having to look at our families and trying to treat them as best as we can. But they play a role as well, and they need to be part of that conversation. If we get through the end of this month, and the moratorium goes away and as of the 14th of July, we had 343 families that owed more than one month rent and we can't evict 343 families either. We have to manage staff workloads related to vacancy, so there are several moving parts here, and so we're trying to make sure that the residents have everything they need, in order to set up whatever repayment agreement can be made, to get them back on track. But there's going to be some residents where that's not going to happen. We know that. We've already had folks tell us, "I'm not paying and when the eviction moratorium ends, I'm going to move out." Or, "You're going to have to evict me." They've already said that, so we're going to have those families.

But if there's some that are delinquent because of extenuating circumstances, we're going to work with them as much as we can, but they've got to do their part. And if they're not communicating with us, we can't do anything for them. So we got to balance that, we've got to balance perception, we've got to balance workload too, because we're understaffed already, and if I end up having to evict 200 people next month, that doesn't help anybody. Doesn't help us, doesn't help the residents, so we got to manage all of that. And so that's why I'm going to be very involved in how we move forward, even though the staff should be able to do that, but we have to really work together. I hear what you're saying, I agree, but it's just a difficult situation that we're in.

Don Musacchio:
It is.

Alphonso Albert:
Yeah.

Don Musacchio:
Again, as I've said 100 times, at some point, we have to say that, despite our efforts, this is where we are. And again, I think if we keep a record of how many times we called them, how many times we went to their house, how many letters we sent, and hopefully somewhere along there, there will be something to help the person, so that whether that's through us, or to bring them in with religious groups, or other groups, but at some point, you're right. We're going to have to say, "despite all of this, we can't solve this problem."

The other thing that is going to be something we probably need to focus on, is the actual mental health of the staff.

Don Musacchio:
Because they would catch the brunt. There was a thing in the paper this weekend, about air travel and flights being canceled, and basically what they said is, the people are the angriest when they talk to the person, who in front of them, can give them the least to do with their situation, and can do the most to help them. They're the ones who catch hell, that's the counter people, when you go to rebook. And I think that's going to happen to the staff, who will be the face of, "I'm sorry, but at some point, you got to go."

So again, whatever resources are available, in case people do get to that spot where they just say, "I've had enough of this."

Alphonso Albert:
I think now, to something you said earlier, on the other side of the equation, one of the reasons I said what I said because I think that we get too involved in that, in asserting influence on

staff, one way or the other. These are trends that kind of influence a leniency move, or trying to influence a stand your ground move. I think there are instances where we are too involved, when it's not necessarily a policy decision. And so, I think we have to kind of manage ourselves too.

Because we have perspectives or opinions on these things. Someone asked me, "Does Yilla do good work?" Right? What am I supposed to say? I think I answered it with great.

Don Musacchio:

You can do the Bill Clinton, it all depends on what your definition of good is.

Alphonso Albert:

But yeah, I think that's where we kind of stick our nose in. We do it in a way that – you've reminded me of a Board meeting with another staff member. We do it in a way that staff can't defend themselves. So we say it in a public forum, at a place, at a time that, what can they say?

Don Musacchio:

We know you've got a challenge. You meaning the staff and we also believe that you're up to it. So we'll let it play out.

Donna Mills:

And we'll keep you posted.

Don Musacchio:

Thank you so much.

Donna Mills:

You're welcome. I've mentioned briefly, staffing. I've shared with you a couple times, we are struggling with staffing, especially in property management area. We have about 10 vacancies in the maintenance area, and I think it's three or four in the administrative side. The maintenance is concerning. We don't have staff in place to get to everything timely, so I've been communicating with HR quite regularly on some efforts to help. Last week I was told the magnetic signs that we had talked about before, are finally done, so hopefully they're on the vehicles now, and they'll be driving around the city to advertise we are hiring.

Alphonso Albert:

So Donna, does the violence in communities, does that impact maintenance at all?

Donna Mills:

I'm sure it does.

Alphonso Albert:

Someone that gets the job, keeps the job, and stays on the job.

Donna Mills:

Yes. I don't think we've lost anybody because of the violence, but it is very concerning for staff and we do get resources out for them. We've had some incidents where it happened right in front of the staff, mainly the maintenance employees, so we have HR and EAP out talking to them if they need some assistance. But we don't know if that's part of the reason. And it's not just NRHA. We've talked with other housing authorities locally, and they're having the same staffing struggles.

We've talked about maybe trying to do signing bonuses, because a lot of businesses are doing those.

We've been hesitant in the past to do those, because of the current staff and we're paying people to come onboard, but we're at a point where we've got to do something. The staff is tired because they're trying to manage all of the work with a limited number of people, so we're continuing to work on it.

Alphonso Albert:

What's the general morale like?

Donna Mills:

It's probably not it's best. Between short staff, the organizational assessment, people weren't really sure what's going to come out of that, I think it could use some improvement.

Alphonso Albert:

Oh, okay.

Donna Mills:

We did all get a COLA, our raise- last week, so I think that helps a little bit.

Alphonso Albert:

Anything that we can do?

Donna Mills:

I need some people.

Alphonso Albert:

No, I mean, other than that.

Donna Mills:

Recognizing that staff is important. And I know that we did the article about the Tidewater Garden staff, but I'm going to talk to Ron because my thought was that it'd be more recognition, instead of you just seeing an article. I would like to see them recognized in person at the Board meeting. As well as the TMC. We really need to do a recognition for the TMC and their work, so I'd like to see more recognition and not just, "Here's some information about the staff or the TMC and what they do."

Don Musacchio:

People get more out of something if a person does it, versus a piece of paper. There's actually a guy down in Camp Lejeune. He was a CO and he'd gotten started in the federal government with what's now called, On the Spot Awards. I think you guys have a different name. But he would ride around with \$50. If he saw somebody doing a good job, he would actually get out of his car and give them the \$50. And he would actually do it, and people loved that more than getting a \$200 bonus. Because a person in authority acknowledged their work. I would say that either bring them to the meeting or have a meeting and we'll go to them. Because that's what people really take in, is that somebody recognized them versus you got whatever this award is.

Alphonso Albert:

I think that's a big deal, right there. I really do. Especially when we talk about, maybe more housing than development but, maybe not. But I know the agency. I felt like it's a big deal because you guys have taken some hits lately.

One more thing, and I'll be through. I was reading the paper this weekend, and I see an article

written by another appointed official, who makes a statement about a position, and then articulates what the Authority's position probably is on that.

And then once he makes the decision on what the Authority's position probably is on this, then he goes on to rip that position apart, based on the fact that he's saying that this is what the authority's position probably is on this. And then he finishes by saying, "That's why we can't get such and so, such and so." Now, he brought the premise, he brought the perspective, he brought the response and the articulation of the premise. Then he gave what the anticipated response to the premise was by identifying us, and then the responsive thing, how do you allow that kind of writing to get that ... I mean, he literally took the authority to task on something that he said the authority probably will say.

Donna Mills:

Okay. We're moving on.

The last thing I have, and then I'll turn it over to Karen. We signed up for HUD's demonstration program, called NSPIRE, which is going to be the replacement of the REAC inspections, the physical inspections of our properties. So for two of our properties, Digg's Town Phase Two, which is the original public housing, and Broad Creek - Bowling Green Three, they are now under this demonstration program. They are scheduled to come do an inspection of both communities on August 10th and August the 11th, and we'll find out how this new inspection protocol will work. There will be no score released for the two properties. There'll just be a listing of findings, but we'll get more information about how this new inspection protocol is going to roll out, when it eventually comes to all of the properties. We'll keep you posted on that one as well.

Okay, and that is all I have. I'm going to turn it over lastly, to Karen Rose, for significant events.

Significant Events

Karen Rose:

During our last reporting period, we had four significant events, two in Young's Terrace, where two individuals were shot. They received non-life-threatening injuries, which I was very thankful of. And both of those victims were also previously banned from our communities. We had one over in Calvert Square, the 900 block of Bagnall Road, where the individual received again, non-life-threatening injuries, he was shot in the leg. Not very cooperative. We do know he was not a resident.

And lastly, unfortunately, we had a homicide over in Diggs Town that occurred on July 13th. There was three teens shot in total, one unfortunately expired. He was a resident aged 15 years old. The other two individuals had been previously banned from our community. I did get clearance from NPD and it looks like we are providing some services, or offered services, to the family, and we will continue to do so. I'm also assisting that resident with some additional requests. Any questions on that, thus far?

All right. Thank you. I'm going to move on to National Night Out. We will be celebrating in a condensed form again this year. We did not start planning and get the okay until after the restrictions were lifted in July, so we really had a short window to work with. However, the managers are moving quickly trying to make sure that we put something in place. We thought this was very important. At this time, we're just starting to open back up and we had the uptick in violence. To get these residents now, out of their apartments, get the police involved, try to get as many non-profits and the TMCs and Advisory Councils involved in the events. So you will

be receiving a flyer, as you did the year before last. The events are spread out between Tuesday and Friday, there again the same concept as we had before, year before last, so we're able to utilize our resources to kind of spread those all around. I'll be happy to answer any questions in response to that, if you have any.

Okay, good. And right now, we're just waiting on finalization for Young Terrace and their event. Donna so graciously, got permission for us to be able to use the rec center, so I'm waiting to get an update from the manager, and see what those plans are. All the sites are doing something a little bit different. Like I said, it's not going to be on a very large scale like we had before, but we're still excited that we're making an attempt. Residents have been told that we're going to be doing things coming in the fall, so I look forward to that as well.

That is really all I have for the moment, unless someone has questions for me.

Donna Mills:

Thank you, Karen. Does anyone have anything to talk about, before I talk about next meeting?

August's meetings are canceled, the board meeting and the committee meeting. Our next meeting is September 27th and we are going to Partrea and Cottage Bridge. We'll be in the Partrea facility – they have the larger community room. It'll be 9:30.

Well, if no one has anything else? We are adjourned.

Attachments and Handouts

- Agenda with St. Pauls Guiding Principles
- Diggs Town Phase I – Construction Status
- Diggs Town Redevelopment Map
- Tidewater Gardens Relocation Dashboard – 6/30/2021
- Vacancy Tracking Map for Tidewater Gardens – 6/30/2021
- Eviction Moratorium rent delinquency article
- Significant Events 6/21/2021 – 7/20/2021



BOC Public Housing and Safety Committee Meeting
555 E. Main Street – 16th Floor Board Room
Monday, July 26, 2021 - 9:30 a.m.

Agenda

- I. COVID-19 Updates – Ronald Jackson
- II. Diggs Town RAD Updates – Lysandra Shaw
- III. St. Paul's Transformation/Choice Neighborhood Implementation Grant – Steve Morales
- IV. Community Engagement Updates – Kim Thomas
- V. Client Services Updates – Yilla Smith
- VI. Property Management Updates – Kim Thomas
- VII. Significant Events – Karen Rose

Next Meeting: 8/23/2021 – cancelled
9/27/2021 – Partrea/Cottage Bridge – 9:30 a.m.

St. Paul's Guiding Principles:

Annual Plan – it will be essential to respect and recognize the needs of each individual resident. To that end, NRHA will undertake this effort in adherence with the following guiding principles:

- Community redevelopment decisions shall be **family-focused** and family priorities will be paramount in service delivery and relocation decisions;
- **Honoring the housing choices** of families affected by the redevelopment of their communities shall be the highest priority;
- Collaborative partnerships shall be pursued to implement a **human development plan** that will include high quality supportive services in the areas of employment, education, public safety, housing services and health;
- Economic development benefits can mitigate costs but **not outweigh** family-focused decision making;
- Revitalization strategies shall strive to have **positive impacts on surrounding neighborhoods**; and
- Decision making will reflect **continuous input, transparency** and feedback from residents and all other stakeholders.

Peoples First Information Hotline: 314-2000
www.stpaulsdistrict.org



Diggs Town Phase I - Construction Status

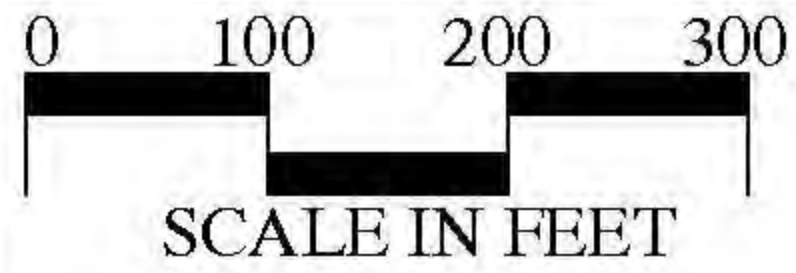
As of July 2021, the construction status for Diggs Town Phase I is as follows:

Project Summary

Total number of buildings:	43	Total number of units:	272
Buildings to be renovated:	35	Units to be renovated:	222 (6 combined)
Buildings to be demolished:	8	Units to be demolished:	44

Current Status:

Buildings completed:	28	Units completed:	170
Buildings under renovation:	7	Units under renovation:	52



DIGGS TOWN, VA6-6

NOT TO SCALE

Revised 03/11/08



- Completed and Occupied
- Under Renovation
- To Be Demolished



UNIT NUMBER
UNIT ADDRESS
BUILDING NUMBER



Tidewater Gardens Relocation Dashboard - 8/31/2021

Resident Relocation Choices by Phase

Phases	Total Units	TPV Choice	LIPH/PBV Choice	Total Current Relocation Choices	Change from Prior Report
Phase 1	187	132	47	179	0
Phase 2	262	157	64	221	0
Phase 3	116	54	5	59	+1
Phase 4	53	29	8	37	0
Grand Total	618	372	124	496	+1

* Phase 1 = 179 + 4 prior move-outs + 2 deceased + 2 evictions = 187 total units

Residents Desire to Return to St. Paul's Area

Phases	Total Units	Total Choices	Total Residents	Return	Desire to	Percentage Residents Desire to Return	Change from Prior Report
Phase 1	187	179		82		45.81%	0
Phase 2	262	221		129		58.37%	0
Phase 3	116	59		34		57.63%	+1
Phase 4	53	37		25		67.57%	0
Grand Total	618	496		270		54.44%	+1

Vacancy Statistics by Phase

Phases	Total Units	Total Vacant Units	Total Occupied Units	Percentage	Vacant Units	Change from Prior Report
Phase 1	187	167	20	89.30%		+1
Phase 2	262	150	112	57.25%		+7
Phase 3	116	45	71	38.79%		0
Phase 4	53	24	29	45.28%		+2
Grand Total	618	386	232	62.46%		+10

People First Empowered by Urban Strategies, Inc. Case Management

Household Served by Phase	Change Prior Report	Service and Assessments	Total	Change from Prior Report
Phase 1	182	-2	Service linkages July 2021	81
Phase 2	232	0	Total number of household assessments completed	501
Phase 3	107	0	Collaborative housing stability interventions	62
Phase 4	54	0		
Grand Total	575	-2		

Reason for Vacancy

Reason for Vacancy	Total Count	Percentage by Move Out Reason
Moved to Housing Choice Voucher	206	53%
Unit Transfer	58	15%
Rented Elsewhere	47	12%
Moved to Project Based Housing	41	11%
Purchased Home	3	1%
Eviction	19	5%
Termination	1	0%
Deceased	9	2%
Moved Without Notice	2	1%
Grand Total	386	100%

Relocation by City

Relocation City	Count of City	Percentage by Relocation City
Norfolk, Virginia	306	79%
Chesapeake, Virginia	12	3%
Hampton, Virginia	1	0%
Newport News, Virginia	1	0%
Portsmouth, Virginia	6	2%
Suffolk, Virginia	1	0%
Virginia Beach, Virginia	18	5%
Arlington, Virginia	1	0%
Columbia, Maryland	1	0%
Fort Still, Oklahoma	1	0%
Greensboro, North Carolina	1	0%
Grovetown, Georgia	1	0%
Peach Tree Corners, Georgia	1	0%
Pensacola, Florida	1	0%
Eviction/Termination	20	5%
Deceased	9	2%
No Forwarding Address	5	1%
Grand Total	386	100%

CNI Areas of Opportunity

Reason for Vacancy	Total	Count
Housing Choice Voucher	206	74
Rented Elsewhere	47	15
Project Based Voucher	41	5
Family Splits	19	6
Purchased Home	3	2
Second Moves	12	4
Total	328	106

Youth Relocation

Total Youth Relocation	618
Youth Relocated to HCV	361
Youth Relocated to LIPH/Project Based	257

* < 62% mi concentration and <40% poverty 32%
 <40% poverty 269 82%
 <20% poverty 122 37%



Tidewater Gardens Relocation Dashboard - 6/30/2021

Resident Relocation Choices by Phase

Phases	Total Units	TPV Choice	LIPH/PBV Choice	Total Current Relocation Choices	Change from Prior Report
Phase 1	187	132	47	179	0
Phase 2	262	157	64	221	0
Phase 3	116	54	4	58	+4
Phase 4	53	29	8	37	+2
Grand Total	618	372	123	495	+6

* Phase 1 = 179 + 4 prior move-outs + 2 deceased + 2 evictions = 187 total units

Residents Desire to Return to St. Paul's Area

Phases	Total Units	Total Choices	Total Residents Desire to Return	Percentage Residents Desire to Return	Change from Prior Report
Phase 1	187	179	82	45.81%	0
Phase 2	262	221	129	58.37%	0
Phase 3	116	58	33	56.90%	+2
Phase 4	53	37	25	67.57%	0
Grand Total	618	495	269	54.34%	+2

Vacancy Statistics by Phase

Phases	Total Units	Total Vacant Units	Total Occupied Units	Percentage Units Vacant	Change from Prior Report
Phase 1	187	165	22	88.24%	0
Phase 2	262	132	130	50.38%	+10
Phase 3	116	43	73	37.07%	0
Phase 4	53	19	34	35.85%	0
Grand Total	618	359	259	58.09%	+10

People First Empowered by Urban Strategies, Inc. Case Management

Household Served by Phase	Change Prior Report	Service and Assessments	Total	Change from Prior Report
Phase 1	181	-2	Service linkages June 2021	86
Phase 2	226	-3	Total number of household assessments completed	493
Phase 3	109	-2	Collaborative housing stability interventions	62
Phase 4	54	+2		
Grand Total	570	-5		

Reason for Vacancy

Reason for Vacancy	Total Count Vacancy Reason	Percentage by Move Out Reason
Moved to Housing Choice Voucher	190	53%
Unit Transfer	54	15%
Rented Elsewhere	43	12%
Moved to Project Based Housing	40	11%
Purchased Home	3	1%
Eviction	18	5%
Termination	1	0%
Deceased	8	2%
Moved Without Notice	2	1%
Grand Total	359	100%

Relocation by City

Relocation City	Count of City	Percentage by Relocation City
Norfolk	288	80%
Virginia Beach, VA	16	4%
Chesapeake, VA	10	3%
Portsmouth	3	1%
Newport News	1	0%
Arlington, VA	1	0%
Fort Still, Oklahoma	1	0%
Greensboro, NC	1	0%
Pensacola, FL	1	0%
Columbia, Maryland	1	0%
Suffolk, VA	1	0%
Eviction/Termination	19	5%
Deceased	8	2%
No Forwarding Address	5	1%
Hampton	1	0%
Peach Tree Corners, Georgia	1	0%
Grovetown, Georgia	1	0%
Grand Total	359	100%

CNI Areas of Opportunity

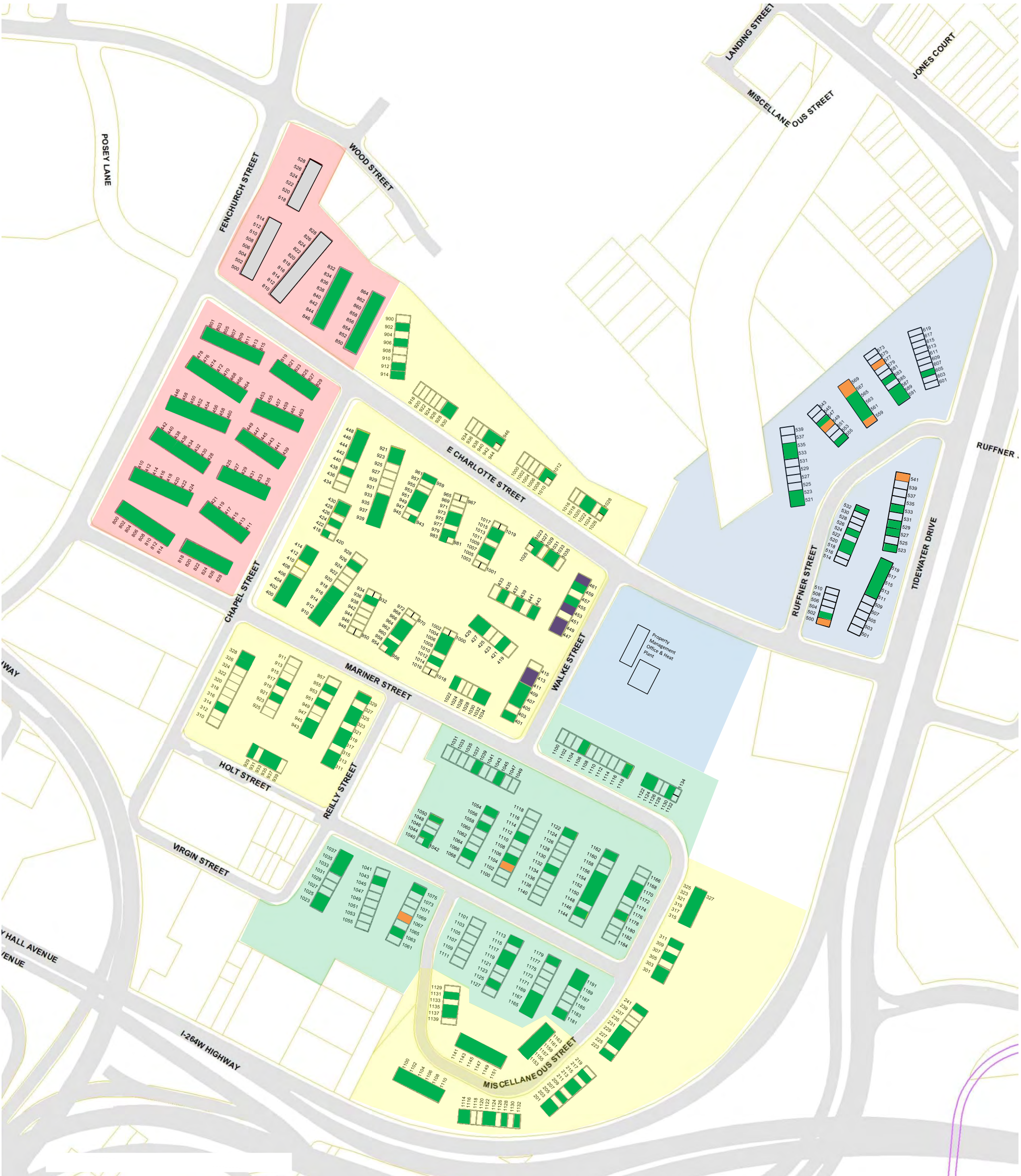
Reason for Vacancy	Total	Count
Housing Choice Voucher	190	66
Rented Elsewhere	43	11
Project Based Voucher	40	5
Family Splits	19	6
Purchased Home	3	2
Second Moves	11	3
Total	298	93

Youth Relocation

Total Youth Relocation	Count
Youth Relocated to HCV	344
Youth Relocated to LIPH/Project Based	248

* < 62% mi concentration and <40% poverty 31%
 <40% poverty 242 81%
 <20% poverty 118 40%

Vacancy Tracking Map For Tidewater Gardens



Legend

- Vacant Units
- People First Offices
- Demolished Units
- Re-occupied Units



June 30, 2021 Status Update				
Demolition Sequence	Total Units	Vacant Units	Demolished Units	Occupied Units
Demo Seq 1	124	100	24	0
Demo Seq 2	285	160		125
Demo Seq 3	133	46		87
Demo Seq 4	76	29		47
	618	335	24	259

Significant Events 11/20/2020 - 01/09/2021

#	Date	Community	Location	Type of event	Victim PH	Suspect PH	Arrest Info	Status Update History
1	7/1/2021	Calvert Square	900 blk. Bagnall Rd.	shooting	N	Unk	N	Victim sustained non-life-threatening injuries. No additional info available.
2	7/11/2021	Young Terrace	900 blk. St. Pauls' Blvd.	shooting	N	Unk	N	Police officers responded to a gunshot victim with non-life threatening injuries. The victim was banned from all NRHA properties.
3	7/13/2021	Diggstown	1700 blk. Thurgood St.	shooting x 3	Y (1)	Unk	N	3 teens shot (1 expired -resident - Kristopher Edmonds 15); other 2 surviving teens are banned from NRHA property. Clearance for service provision by Sgt. Vernon 7/17/21.
4	7/14/2021	Young Terrace	500 blk. Nicholson St.	shooting	N	Unk	N	Victim sustained non-life-threatening injuries and is banned from NRHA properties.
5								
6								



Committee Notes

NRHA Board of Commissioners

Committee: Housing Choice Voucher Committee	Date: July 20, 2021
Subject: Monthly Meeting Minutes	Executive Contact: Donna Mills

Committee Agenda and Attendees

Attendees: Suzanne Puryear, Joe Dillard, Rose Arrington, Ronald Jackson, Donna Mills, Pamela Jones-Watford, Kristie Stutler, Steve Morales, Scott Pontz and Iyana Pointer.

Agenda:

- I. Current Statistics
- II. Landlord Outreach Updates
- III. Financial Conditions
- IV. CNI/Tidewater Gardens Relocation

Policy Discussion

Donna Mills:

I did get an email from Suzanne Puryear that she would be probably running a little bit late from coming from another meeting. I don't want to hold everybody else up and I know several of us have a St. Paul's Advisory Committee meeting that starts at noon. So we're going to go ahead and get started. And we have in the room with us today myself, Donna Mills, Chief Housing Officer. Mr. Joe Dillard, Commissioner and representative on this committee. Scott Pontz, our Finance Director. Steve Morales our Neighborhood Program Director. Ms. Rose Arrington, one of our Commissioners and Committee member. Ms. Suzanne Puryear, Commissioner and Committee member. Iyana Pointer, our Landlord Liaison; And Pamela Jones-Watford our Housing Choice Voucher Director, and we're going to start with her.

Current Statistics

Pamela Jones-Watford:

All right. Good morning everyone. Hope you can understand me well. Just to start off, I would like to introduce, Iyana. We did introduce her last month, but this is your first time seeing her. We're so happy to have her to assist us in getting landlords. We need landlords, we need landlords, we need them. So I'm just going to say it over, over and over again. We really do in our programs.

Donna emailed you the statistics. I won't read them, but just give an overview. Current month total vouchers 3,845, and we have a breakdown with tenant-based vouchers of 3,061. Our project-based vouchers are 271, and our RAD public housing communities that are now PBV is at 510. During the month of June, we issued 15 vouchers. We have a total of 89 voucher holders that are searching, which is a good number. And we're getting ready to start issuing vouchers again. So that is my point for saying we do need landlords.

We had 16 EOPs during the month of June. The other information is provided on our special purpose vouchers that we have and our SRO allocations. We have our project-based vouchers

and these are our RAD NRHA owned vouchers. The statistics show the program allocations, the current month number of persons leased, and the previous month allocation. Next, we have our project based non-RAD, these are communities that have been developed by private developers where we allocated PBV's. Next, we have our obligations, and these are upcoming PBV obligations, these are all non-RAD. Coming up soon is the PABP Apartments early fall, September and Market Heights Apartments coming up before the end of the year.

Next, we have our waiting list numbers including the RAD wait list for our public housing communities. These are the number of people that are currently on our waiting list as of June 30th. The Housing Choice Voucher Wait List is closed at this time. We do have 12,446 persons on that list and we pulled individuals from that list last week. We're also sending out letters to update our waiting list.

Next, you have your information on our State Rental Assistance Program, our certificate that is funded by the Department of Behavioral Health and the State of Virginia. Our lease-up currently in process includes mainstream vouchers, SRAP certificates, VASH vouchers, PBV RAD communities, foster youth and scattered sites. I did mention last meeting, about the new emergency housing vouchers, 63 housing vouchers we received. We had met with our partners and are completing our referral application process and sending that to them this week. And the partners anticipate within the next two weeks to begin sending referrals to us.

Suzanne Puryear:

Pamela, I'm sorry. Is there a sense that they won't have any trouble finding 63 people, or what's your sense about how challenging it's going to be?

Pamela Jones-Watford:

Per the CoC they have ample people to accept the voucher however, in our meeting Friday they said that they did not have owners identified. Community Service Board advised that getting units and getting landlords would not be an issue. We have some service fee and with service fee, we can view some of the things that we'll be receiving from HUD to give landlord incentives for this program, specifically the marketing, as well as expenses and helping the families find landlords that we're hoping to use for this.

Our landlord recruitment efforts, our landlord orientation that we were previously doing, we are looking at starting that back again in September. We will of course, look at the numbers and also even look at the number of people that will be able to register because of COVID. We did have 10 new landlords in the month of June. Our landlord summit is being planned for September 29th to be held at the Norfolk Scope. During the month of June, the certifications for tenant-based vouchers was 831, completed annual re-exams were 322, interim re-exams with changes in income were 152. And for our RAD properties, there were 18 annual re-exams processed and 29 interim's re-exams processed. Any questions?

Joe Dillard:

I have one questions for you, Ma'am. You mentioned last week you guys pulled to start issuing, how many did you guys issue?

Pamela Jones-Watford:

Yes, we did not issue any. We basically pulled people from the waiting list. We pulled 70 from the waiting list, to send them an appointment letter so that we could start their process. Our

goal is to starting in August to be able to issue at least 35 people per month. Typically, to reach 35 people, you have to at least issue 70.

Joe Dillard:

Okay, thank you.

Pamela Jones-Watford:

You're welcome.

Donna Mills:

Any other questions for panelists? Okay. Then we're going to go ahead and turn it over to Iyana. And she's going to give us an update on her landlord recruitment efforts.

Landlord Outreach Updates

Iyana Pointer:

Good morning, everyone. Nice to officially meet you all in person. So, for our landlord recruitment effort, I have been going out to low property neighborhoods, including Hollywood homes, Janaf and Broadway, between Military Highway and Newtown Road area. And it's been very hard. There are not a lot of for rent signs out there. I have been driving around to apartment complexes to introduce myself to the property manager and also tell them about our program as well.

I also sent out emails about our standing partners list to property management companies in the area. I haven't got any contacts about that, but I do follow up with phone calls as well. I have been cold calling landlords who posts their properties on Zillow, Hot Patch, and Trulia to inform them about our HCV landlord listing as well to see if they will be interested in posting their property there. And that's just so that our HCV participants, when they're looking, they know what apartments are available that are not currently on that list. I am also working with the communications team to construct a landlord recruitment and retention plan. And that was something that was actually in the works before I came on, but we are currently going through different activities that could be implemented. So right now, we're working on a social media campaign to promote the referral listing itself. Beforehand, there was an ad that went out about the need for landlords. But I thought that for us to promote this free advertising tool would also be a carrot for landlords as well. So we're working on that.

We're also going to do a landlord survey so that we can promote those statistics and other benefits of the HCV program and where there's a lot of stigmas about the HCV program and we just want to get rid of those and show why landlords love to be a part of the program so that we could persuade others that this would be a good fit for them.

Currently, last month we had a total of 67 properties on the referral listing. We added 18 and there were eight removals. And then we also added seven property management companies, to our standing partners listing. And those properties that were added had become available between July and September. So those are some other property management companies that our participants can reach out to you as well. Any other questions?

Rose Arrington:

Has any of the resident voiced their opinion about maybe going to another state or something like that?

Iyana Pointer:

No, not to me. I actually have been getting calls more about portability coming to the city, coming to Norfolk. Not anyone having concerns or questions about moving away from the city.

Pamela Jones-Watford:

But if they do, that option is available. They have to put in a request form if they do decide to move out. We of course have to honor that as well.

Rose Arrington:

I know you honored that request, but I was wondering, do you try to find, if they say, well, I want to go to Raleigh, NC, do you try to find them a place that they can go to help them that way?

Iyana Pointer:

I haven't, I'm not sure.

Pamela Jones-Watford:

We typically don't. If they request to go to Raleigh, we will assist them in finding a contact. Basically, the program preference is their choice. So, if they desire to move to Raleigh, we wouldn't say, well, we can't really say, for you to stay here, or what have you. We can give them the contact information and then we will work the certification and send their documents to Raleigh housing authority. And if they come back, we take them back. And start given them referral listings so they can locate some place in Raleigh.

Rose Arrington:

Okay. I understand.

Donna Mills:

Any other questions for Iyana? Okay. Thank you, Iyana. Hey Scott, you want to give an update on the financial conditions.

Financial Conditions

Hello everyone. Good to see all of you after 16 months. I wanted to jump back where Pamela said we were issuing vouchers and explain that a moment from the financial standpoint. The update that I provided you said that we're fully utilizing the program. And we are, however, the two-year tool that we continue to talk about has got forecasted increases in it and we have decided to put a small group, the four of us in here, and have taken a much deeper dive into that from the aspect of reality versus forecasting. And we've determined that since, and this is really the key thing, that after all of the COVID increases we saw we're seeing that the per unit cost is stabilizing and should it continue to be stable, we're going to have money to issue. So that's where we're working off the standpoint of what they're actually sending us versus a forecasted budget authority, if you will. And then the fact that our per unit costs are down, stable I should say, that we have got the ability to now use the program and get more vouchers on the street, which is pretty good news for everybody.

And the other thing I wanted to point out, I think this is the third update in a row that I've told you, that we have sent three set aside applications, and I know I'm dying to hear just like

everyone else is. We contacted HUD last week, they told us that they are forecasting that awards are going to be issued in early or mid-August. So cross your fingers. We had money in for increased unit costs for 2020, increased unit cost for 2021, and then the real exciting one is money that is earmarked to additional lease up and that helps the program grow. So we're hoping for a good outcome on all three of those applications. Unless anyone had any questions, that's the extent of what I wanted to update on.

Donna Mills:

Any questions? Okay. Then we're going go ahead and move over. Thank you, Scott. To CNI Tidewater Gardens starting off with Steve Morales.

CNI/Tidewater Gardens Relocation

Really not a lot of updates from last month, in particular with the HCV program we've had in for the last couple of months, a request to HUD, for additional tenant-based vouchers that we will draw down as we move the project forward. We are hoping to have those in, I believe it's September and October. So, that's another 60 vouchers. And as the projects move forward, the actual construction project will again draw down additional vouchers from the program in order to fund those also. But right now, we're in the process of awaiting HUD allocation of additional vouchers. Now I think if you're going to talk more about the re-locations, we are currently in wave two. We're in the midst of wave one demolition area and we're in wave two relocation. And we anticipate that will be completed originally, we thought it would be later this fall, but it will probably slip into early next year and that's okay. We're managing it through our other programs so we're still fine, but it's all continuing to move forward. So again, our process is issuing the vouchers, work with the families, get them out there and continue to draw down vouchers from HUD as needed. HUD we're finding, due probably to backlogs in other areas as well, as well as staffing issues, we have to give them longer time frames for all of our approvals. That's something that you typically maybe think about one or two months, or probably three or four months, with everything we do with HUD. Any questions on CNI projects?

Suzanne Puryear:

I do have couple of questions and it may not be directly related to this, but kind of is. So I see in the tiny train here, we had two evictions. Now that the eviction moratorium has been lifted I'm wondering what we're seeing? And this may not be the time to discuss that, it may be a peoples first thing and maybe other things, but related to this, I'm concerned because if you were evicted, you forfeit your right to return. So, I'm struggle with this. This is the right thing to do, I'm not struggling with that today. Just struggling again with this and are we seeing anything now we're two months and two weeks into the moratorium lift.

Donna Mills:

So, I'll go ahead and then I'm going to have Kristie probably join in as well. So, the two evictions you're referencing Ms. Puryear at the top. There's actually a total if you go down to the bottom. The two is just for phase one. Down at the bottom, you'll see that we've actually to date we've had 18 evictions and one termination. The majority of those were either pre COVID for rent or they were criminal or other activity. We have not done or forced any rent eviction since COVID started. Right now, my last review of the aged receivables, I know we have two families in Tidewater that have over a \$4,000 balance. They have applied for the relief program, the managers' working with them and I know USI is working with them. And then we have some other residents that have smaller balances, but do have balances. And so Kristie, if I

could put you on the spot, if you can talk a little bit about USIs work with the residents and those that have a balance.

Kristie Stutler:

Yes, absolutely Donna, thank you. So I was prepared to talk about this today. Because I do know that we've been having an ongoing conversation about this and is a concern for us as well, to make sure that families are connected. So, I know that when we, I think it was about two months ago, when we started talking about this, we were working with about 44 families who had past due balances in Tidewater. That number's down to about 23. So there have been movement on people getting connected to resources, to be able to pay those rental arrearages. People engaging in creating repayment plans as well. Our FSS staff are not only connecting people to the local organizations, but also then to the state rent relief programs under Virginia housing. So everybody who has a balance we're asking them to complete an application for that.

We have two family support specialists who are working specifically, and we'll be probably through August working specifically on making sure that everybody gets an application submitted, everybody who has a past due balance. So we have been and continue to work with families around getting connected to the resources that are available in the community, working with them around working out payment plans.

One of the things that came up, I think it was, I can't remember who spoke about it, but at the very beginning, but one of the biggest things that came up for us or came up for our families is that people actually could have completed requests to have their rent adjusted and they didn't do that. And so some of the arrearage has been, as we're digging in, recognizing that people need to fill out and request that their rent be adjusted when they lost income. So our service linkages in about 15% of our service linkages in June were around basic and emergency services specifically for this. And we will continue those efforts to ensure that people have access to funding that won't lead to eviction. So, we're working furiously with families to make sure that that happened.

Suzanne Puryear:

Thank you, Kristie.

Rose Arrington:

Can I ask you a question please?

Kristie Stutler:

Oh yes.

Rose Arrington:

If they did not come in tell you that they were not working and they could have gotten their rent lower. So you are going to adjust their rent accordingly to the time they didn't report it?

Donna Mills:

Well, I'm going to take that one Kristie because that's not something USI will do but something that we would do. And normally we do not backdate rent adjustments. So, we would have to look at each on a case by case basis. They're required to report changes within so many days of the rent change and it's effective the following month after they reported it. That's what our

policy says. So we will be looking at them case by case as that comes up, if that's been an issue.

Rose Arrington:

So, there is a chance you will back date.

Donna Mills:

Yes.

Rose Arrington:

Okay.

Donna Mills:

We will, if there's legitimate reason, then we will look at that as an option. Yes ma'am.

Suzanne Puryear:

That was a really good question. I'm glad that you're doing case by case. It calls for it. And I think it will, I'd be really interested in why folks didn't do that? Cause I think that could give us even better information. Do they not have a good relationship with the property manager and they didn't do it? Did they not know about it and didn't do it or did they just not do it. But I mean because it gives us the opportunity to maybe address those issues. If they didn't know it could do a better job of communicating, if their relationship with the property manager isn't good can we work on those skills on both sides? You know what I mean? So, and how many of these people, how many families are we talking about?

Donna Mills:

I think what Kristie said was they are down to 23 families. I don't know how many are those that have said they've had adjustments in their income and have not reported it. One of the things we've done since day one, every month, is put in the newsletter. So, we have really tried to blanket that information on our website and our newsletters. I'm working with our communications team right now. We're drafting an article that's going out in the next month's newsletter with the eviction moratorium expiring. We sent letters out to all of our residents in May, that you have 30 days to contact us, to make some type of arrangement or have some discussion with us on your status and your situation. And if you failed to do so, then we will have to take the next step, which is legal action.

What I have directed all of the property managers is that, nothing happens until I see it and I've reviewed it. So, if we have a number of residents that we've done all this, we've sent the letters, and they've just been non-responsive then we'll have to make the decision again, it's going to be everything on a case by case basis. But we'll get feedback as much as we can. Some of what I've heard from the property managers, is some residents are saying, I'm just going to wait until it's over and then I'll move when the eviction turns over and I'm not paying you anything. So, we've heard a variety of things. And so, but we'll get a better feel for that and let you know where we're at the end of this month.

Kristie Stutler:

Yes. I would say the same thing to reiterate what Donna said. It's been a variety of circumstances. I think the other part of what has existed that has been real for families is the tremendous amount of stress with the pandemic and all of the shifts and changes in things that happened. School going to online, parents supporting NCI, people lost employment. I mean the plethora of things that came along with the pandemic that has kept people in situations of fight,

flight, freeze, right? Just emotionally and I've talked about this with some of our supportive service partners around some of the utilization rate of mental health services and available counseling services. The utilization rate dipped really low. And it isn't because people can benefit from that. It's because people were literally in survival mode as a result of all of the stress and pressure of the pandemic.

So, I do think it's largely individualized. I don't think we can discount the amount of stress that came with all of the uncertainty unfolding and families really being kind of in that state of fight, flight, freeze, as Donna was saying of people reporting that they were just going to not pay anything. And then they were going to vacate the property when the moratorium was lifted. I think the circumstances probably vary from one family to another, but that stress and that uncertainty definitely I think, has played a critical part in this.

Suzanne Puryear:

Yeah. I don't know what that balance is of holding folks accountable. I mean, people are adults, I assume that again there's a balance with that versus the balance with these extraordinary circumstances for families who already face extraordinary challenges many times. And sometimes you just don't think your way clearly through some of those things.

Kristie Stutler:

Absolutely. That part of your brain shuts down. Right. That rational part of your brain shuts down. That's physiology.

Suzanne Puryear:

Thanks Donna.

Donna Mills:

Oh, you're welcome. So, I'm going to cover the dashboard, just hit a couple highlights there and then I'll come back to Kristie and she can give you an update on her people first USI report. But just some of the highlights from the dashboard that is through June 30th. We've had 269 residents that have indicated their desire to come back to the redeveloped area. We're about a little less than 55% of the residents at this point. We have 259 occupied units, so our vacancy rate is about 58%. So, well, more than half of the property at this point. Our numbers continue to be high for those families going to the voucher program at 190 or 53%. And again, the Norfolk numbers remain high at 288 or 80%. So most of them are staying in Norfolk, but there are some that have ported and you'll see those listed on some of the locations that the Tidewater Garden residents have ported to.

And then as far the areas of opportunity, if we look at just the CNI definition, we have 93 families out of the 298 that move to certain areas. So, we're at 31% that have moved to the CNI definition of those areas. Just looking at the poverty rates, we have 242 families or 81% that moved to areas with less than 40% poverty. And then less than 20% poverty, we've had 118 families or 40%.

And then you also have a copy of the map. And this goes back to some of Steve's comments, the demo sequence one, which is the pink reddish high lights. Those are all the buildings that are either demolished and are vacant, ready to be scheduled for demolition, 124 total units there. And then you'll see sequence two, which is the area he referenced that we're focusing on now with relocation. We have 160 vacancies in that area to date with 125 families that we're

currently working with USI on for relocation efforts. And our main focus is really those buildings that front the demolition area right off Chapel. So, you see about four buildings there that are right across the street from the demo area. That's our first priority right now is trying to get those families relocated because they're right there with their construction and all that work's happening. So, any questions on any of that information before I turn it over to Kristie?

Okay. Hearing none, Kristie, would you like to go over your report please?

Kristie Stutler:

Sure. So, we have 570 households or 1,502 people enrolled in services. This is a decrease from last month, those numbers were where we dismissed people who had been evicted and I think there was one household also deceased who had not been previously dismissed. So our rate of engagement, originally there were 609 households so it's about 94% of people are enrolled, eligible households are involved in services with people first and 87% of the households that are enrolled have had an initial assessment. We're continuing to prioritize that phase and order of relocation. There were exactly 86 service linkages in June. 15% of those were for basic and emergency services, as I said, continuing to work around rental balances, addressing those with our family.

23% of those service linkages were for youth services. So, as we moved into summer school, we were really working to get children connected to summer school opportunities and also to use engagement and enrichment activities throughout the summer. 30% of our service linkages were for employment. And I just want to touch on that a little bit because we've made some pretty significant headway in regards to supporting people in moving back to work. So, in total, from January until June, there've been 63 jobs obtained with support for our families who are enrolled in services. And in May there were 18 and in June there were 20. So, our workforce specialists and section three coordinator have really been working with families to move individuals back to work. One of the things that we have recognized as being a barrier to that is childcare for families. So, you get kind of caught in this weird place where even if you would qualify for subsidy through department of human services, you can't apply for that subsidy for childcare unless you're employed.

So, we applied for a United Way Grant and were awarded that in June early July. And that will support specifically families accessing early learning opportunities for children in order for them to go back to employment. So, we have 21 households, 21 parents with 26 children who need early learning services. They can't access subsidy because they're in kind of that weird place of not employed and thereby won't qualify. So, this funding will help support them in moving back to employment to allow them the opportunity then to access the childcare subsidy that's available through DHS.

So, we're really working with families around barriers to get people moved back to employment. If they've lost employment due to COVID or get people who were underemployed, re-employed. And over the last quarter from April through June, about 86% of families who are relocating have done that with the support of People First USI. So, the majority of families who are relocating are being supported by our family support specialists through that process as well. So, I'm going to take a full stop there and see if anybody has any questions for me.

And I apologize for not being there in person. I didn't realize it was an in-person meeting, so I appreciate the phone opportunity, but I'm in Norfolk and could have actually attended today.

Donna Mills:

Well we will definitely hopefully see you the next time Kristie, if you're in town.

Steve Morales:

Hopefully we'll see her in about 20 minutes.

Donna Mills:

Well, some of us will see you shortly as well.

Kristie Stutler:

I will see you in church.

Next Meeting

Donna Mills:

Okay. So, that is our agenda. I did want to have a conversation about our next meeting. My understanding is that we're not going to be meeting in August.

Ronald Jackson:

Yes. I'm going to clear it with Don. I didn't mention it to him before and I know even with council, they have a recess in August. We don't have anything to bring to the board. So, I was just going to run it by Don that we'll cancel the board meetings and also the committee meetings for August.

Donna Mills:

Are you okay with that?

Ronald Jackson:

Like I said, I cleared with Don and I already spoke with him before, but he was okay with that.

Joe Dillard:

I'm fine with it, I was going on vacation anyway.

Ronald Jackson:

Yes, and most people will take vacations, things like that. Like I said, council is taking a recess as well

Donna Mills:

So, staff will still be here. If you have a concern or question, feel free to reach out to me or the team. That means our next meeting for this committee will be on September the 21st at 11:00.

And Ron and I had a meeting yesterday with the Nusbaum team, and they have offered to allow us to have some of our meetings at their communities. And St. Paul's Apartments being one of them we thought it would be a good opportunity for you to see one of our communities that we've provided project-based vouchers. And I would like to propose if it's agreeable, that we have our September meeting at the St. Paul's Apartments in their community room.

Suzanne Puryear and Rose Arrington:

Yes, I like it.

Donna Mills:

If that works for you I will reach back out to them and we'll get that on the calendar. I will not send you a meeting invite for August. I'll send you one for September. Does anybody have anything else for discussion today?

Suzanne Puryear:

Anything that we should have asked that we didn't?

Donna Mills:

I think the questions you asked were the main ones, right. Rent collections and resources, I think that's kind of what our main focus has been here lately. So, I can't think of anything else.

Pamela Jones-Watford:

As Donna was saying, about people that didn't report their change, we are doing the same thing, on a case by case. Basically, most of them we do the change, when they report it, I know I had one last month that had some changes and I went back and did three months.

Donna Mills:

Okay. And we are finished for the day. I will see many of you over at St. Mary's church. The rest of you enjoy the rest of your afternoon and week. Thank you.

Attachments and Handouts

- Agenda with St. Paul's Guiding Principles
- Housing Choice Voucher Program Current Statistics
- Landlord Recruitment Efforts
- NRHA Financial Tracking Procedure
- Tidewater Gardens Relocation Dashboard – 6/30/2021
- Tidewater Gardens Vacancy Map – 6/30/2021
- People First Empowered by Urban Strategies, Inc. Dashboard



BOC Housing Choice Voucher Committee Meeting
555 E. Main Street – 16th Floor Board Room
Tuesday, July 20, 2021 – 11:00 a.m.
Agenda

- | | | |
|------|--------------------------------|--|
| I. | Current Statistics and Updates | Pamela Jones-Watford |
| II. | Landlord Outreach Updates | Iyana Pointer |
| III. | Financial Conditions | Scott Pontz |
| IV. | CNI/Tidewater Gardens | Steve Morales
Donna Mills
Kristie Stutler, USI |

Next Meeting: Tuesday, August 17, 2021 – 11:00 a.m.

St. Paul's Guiding Principles:

Annual Plan – it will be essential to respect and recognize the needs of each individual resident. To that end, NRHA will undertake this effort in adherence with the following guiding principles:

- Community redevelopment decisions shall be **family-focused** and family priorities will be paramount in service delivery and relocation decisions;
- **Honoring the housing choices** of families affected by the redevelopment of their communities shall be the highest priority;
- Collaborative partnerships shall be pursued to implement a **human development plan** that will include high quality supportive services in the areas of employment, education, public safety, housing services and health;
- Economic development benefits can mitigate costs but **not outweigh** family-focused decision making;
- Revitalization strategies shall strive to have **positive impacts on surrounding neighborhoods**; and
- Decision making will reflect **continuous input, transparency** and feedback from residents and all other stakeholders.

Peoples First Information Hotline: 314-2000
www.stpaulsdistrict.org



NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY
HOUSING CHOICE VOUCHER PROGRAM COMMITTEE MEETING
July 20, 2021
Current Statistics as of June 30, 2021

Overview	Current Month	Last Month	Change
Total Vouchers	3,845	3,855	-10
Tenant Based Vouchers	3,061	3,087	-26
Project Based Vouchers (PBV)	274	270	+4
RAD PBV	510	498	+12
Outgoing Payable Portables	78	95	-17
Vouchers Issued in June	15	17	-2
New Vouchers Searching	89	81	+8
End of participations month June	16	9	7

Special Purpose & SRO Vouchers (*included in tenant-based vouchers total*)

Vouchers Totals	Allocation	Current Month Leased	Previous Month Leased	Change
VASH vouchers	168	151	150	+1
NED vouchers	225	207	209	-2
Homeownership voucher(s)	Open	8	7	+1
SRO (Gosnold Mod Rehab)	60	55	56	-1
Main Stream	40	8	8	-0-
Tidewater Gardens TPV		172	165	+7
Foster Youth TPV	10	1	1	-0-

Project Based Vouchers (RAD NRHA Owned)

NRHA Owned RAD Property	Total Units	Current Month Leased	Previous Month Leased	Change
Grandy Village 092	16	16	16	-0-
Grandy Village 032	275	268	269	-1
North Wellington	25	25	25	-0-
Franklin Arms	100	98	99	-1
Diggs Town	222	103	89	+14

Project Based Vouchers (Non-RAD)

Project Based Voucher	Total Units	Current Month Leased	Previous Month Leased	Change
Crescent Square (Virginia Beach)	10	10	9	+1
Heron's Landing (Chesapeake)	6	6	6	-0-
South Bay (Portsmouth)	6	6	6	-0-
Cottage Bridge (Norfolk) NRHA Owned	47	47	47	-0-
Banks of Berkley (Norfolk)	5	5	5	-0-
Church Street Station (Norfolk)	70	69	67	+2
St. Paul's Apartments (Norfolk)	13	12	13	-1
Grandy VI (Norfolk) NRHA Owned	70	69	68	+1
The Retreat at Harbor Pointe (Norfolk)	50	50	50	-0-

Project Based Voucher Future Obligations (Non-RAD)

Complex Name	Location	Number of PBV's Obligated
PABP Apartments, L. P. (Cigar Factory)	Norfolk	7 AHAP executed
Riverside Station Apartments (CNI)	Norfolk	23
Wood Street Senior Housing (CNI)	Norfolk	22
Market Heights Apartments (CNI)	Norfolk	20 AHAP executed
Market Heights Apartments 4% (CNI)	Norfolk	21 AHAP executed
Holley Pointe	Portsmouth	5 AHAP executed
Block 20 Apartments (CNI)	Norfolk	37
Woods at Yorktown	Yorktown	6
Broad Creek Resyndication Phase 1	Norfolk	121
Ansell	Portsmouth	5
Cross Creek NC	Portsmouth	8
Woods at Yorktown	Yorktown	8
Block 17 Apartments (CNI)	Norfolk	34
Block 18 Apartments (CNI)	Norfolk	25
Newport Garden Apartments	Norfolk	8
Cross Creek Rehab	Portsmouth	8

RAD Wait List

Diggs Town Wait List (CLOSED)	459
Franklin Arms Wait List (CLOSED)	209
Grandy Revitalization 032 Wait List (2-4 BR (CLOSED)	1298
Grandy Revitalization (Phase V 092) (CLOSED)	265
Grandy Village (Phase VI093) (CLOSED)	391
North Wellington (3-4 BR CLOSED)	257

Wait List

HCV Wait List (CLOSED)	12,446
Banks of Berkley Wait List (CLOSED)	344
Church St Station Wait List (OPEN)	438 (homeless) 259 (not homeless)
Crescent Square Wait List (CLOSED)	402
Gosnold SRO Wait List (CLOSED)	384
Hérons Landing Wait List (CLOSED)	404
South Bay Wait List (CLOSED)	334
Cottage Bridge Wait List (CLOSED)	1259
St. Paul's (CLOSED)	1462
The Retreat at Harbor Pointe (CLOSED)	1,917

State Rental Assistance Program (SRAP) Certificates

SRAP Referrals Received	53
SRAP Leased	36

LEASE-UP CURRENTLY IN PROCESS

- Mainstream Vouchers,
- SRAP Certificates,
- VASH,
- Tidewater Gardens residents,
- PBV's and RAD as vacancies occur,
- TPY Foster Youth,
- Scattered Sites.

EMERGENCY HOUSING VOUCHERS

- 63 Emergency Housing Vouchers - all applicant referrals will come from CoC,
- Service fees from HUD accompany these vouchers based on lease up dates.

LANDLORD REQUITMENT EFFORTS

- The monthly orientations are temporarily cancelled due to COVID-19, we are looking into starting the orientations back again in September.
- Social Media posts have gone out via Facebook and LinkedIn announcing the need for rental properties for the HCV Program,
- Upcoming possibility of doing a video for landlord training and information to be placed on the website; and Facebook live post for recruitment for landlords,
- 10 New Landlords leased to program participants during the month of June,
- Landlord Summit is being planned for September 29, 2021 at the Norfolk Scope
- The referral unit availability listing is updated weekly.

HCV 50058 Certification for June 2021

Tenant Based Vouchers

Count of Certification Type	
Certification Type	Total
Annual HQS Inspection Only	270
Annual Reexamination	322
Annual Reexamination Searching	1
Expiration of Voucher	1
Historical Adjustment	1
Interim Reexamination	152
Issuance of Voucher	27
New Admission	24
Portability Move-in	8
Portability Move-out	3
Port-Out Update (Not Submitted	7
Void	15
Grand Total	831

Annual Reexamination	322
Interim Reexamination	152
Total	474

NRHA Managed Voucher Properties

Count of Certification Type	
Certification Type	Total
Annual HQS Inspection Only	26
Annual Reexamination	18
Interim Reexamination	29
New Admission	22
Void	3
Grand Total	98

Annual Reexamination	18
Interim Reexamination	29
Total	47





July 2021

Norfolk Redevelopment and Housing Authority
HCVP Financial

An analysis of the HUD two-year tool indicates we are fully utilizing the program from a financial standpoint. We are using and are forecasted to use all the calendar 2021 operating funding and the program reserves available to us. The tool indicates that the increase in monthly per unit cost have stabilized for the time being. A meeting was held to assure that all Tidewater related relocation vouchers are accounted for in the two-year tool.

NRHA was also notified of our prospective eligibility for set-aside funds authorized in the 2021 omnibus funding bill. We have applied under three distinct categories. NRHA was notified this week that awards are scheduled to be announced in early to mid-August

HCV BOC COMMITTEE JUNE REPORT
June 20, 2021
LANDLORD RECRUITMENT EFFORTS

TASKED PERFORMED	#
EMAILED HCV PACKET TO OWNERS	6
EXECUTED PHONE CALLS	36
REFFERAL LISTING ADD-ONS	18
PROPERTY LISTING REMOVALS	8
TOTAL NUMBER OF UNITS ON REFERRAL LISTING	67
STANDING PARTNER LISTING ADD-ONS	7
NEW ADMISSION SURVEY MAILED	15

RECRUITMENT EFFORTS

1. NEIGHBORHOOD CANVASING IN LOW-POVERTY CENSUS TRACT NEIGHBORHOODS (HOLLYWOOD HOMES, JANAF, AND BROMLEY)
2. INTRODUCTION OF THE HCV PROGRAM TO PROPERTY MANAGEMENT COMPANIES VIA MAIL
3. COLD-CALLING LANDLORDS WITH AVAILABLE UNITS TO INFORM ABOUT THE HCV REFERRAL LISTING
4. CONSTRUCTED A HCV LANDLORD MARKETING PLAN WITH THE COMMUNICATIONS DEPARTMENT TO INCLUDE RECRUITMENT AND RETENTION EFFORTS

If you are behind on your rent
You need to contact your Property Manager Now

The Eviction Moratorium did not free tenants from the need to pay rent. **Rent has been and is still due and payable on the first of each month.**

The current Eviction Moratorium ends on July 31. **By August 1, you must pay all current and past-due rent.**

If you know you will have trouble paying past-due rent in a lump sum, contact your Property Manager immediately to work out a repayment plan. NRHA will take your current economic situation into consideration to work out a plan that is affordable for you. By the same token, if you have experienced a job loss or a significant loss of income, notify your Property Manager immediately so that we can make the necessary adjustment to your rent.

If you do not pay all the rent you owe and have not contacted your Property Manager to create a payment plan by August 1, NRHA will begin eviction proceedings that will result in the termination of your assistance.

We know families have been impacted tremendously by the COVID-19 pandemic. Even with COVID on the decline, we know that many of our residents are still facing serious challenges. Please contact your Property Manager now to develop a plan that will work best for you. NRHA's first priority is making sure our residents are able to stay in their homes – and NRHA is ready, willing and able to work with you to make sure that happens.



Signed up for Services so Far:

1502 People (includes children)

570 Households

Phase 1- 181 Households

Phase 2- 226 Households

Phase 3- 109 Households

Phase 4- 54 Households

HH Change Prior Report -5

Service Linkages in **June 2021**:

86 Total (See Breakdown Below)

NRHA/People First-USI Collaborative Housing
Stability Interventions: **62**

Total number of household assessments
completed: ***493 – unduplicated number**
Change Prior Report +6

**(Assessment details on Page 2)*

Regular Activities & Updates: Salient Client Needs and Service Linkages

Based on Overall Needs Assessment : Service Linkages in **June 2021** by Type

- **Adult education: 1 (2%)**
- **Asset Building: 12 (14%)**
- **Basic and Emergency Services: 13 (15%)**
- **Early Childhood Services: 7 (8%)**
- **Employment: 26 (30%)**
- **Health and Family Services: 7 (8%)**
- **Senior Services: 0 (0%)**
- **Youth Services: 20 (23%)**

Adult Assessment - Responses as of 6/30/21 (End Date)

Participants with Adult Assessment	493		
Participants with Adult Assessment, 18+	493		
Younger than 65 with Adult Assessment	443		
18-64, No SSI/SSDI with Adult Assessment	345		
Households with Adult Assessment	488	Percentage	Demoninator
Has disability 18-64 (demographic)	78	17.6%	443
Receives SSI or SSDI; 18-64	97	21.9%	443
Limited English language proficiency	0	0.0%	493
Receive food stamps or WIC (households)	331	67.8%	488
Employment, no SSI/SSDI, 18 to 64	236	68.4%	345
Employed, <18	0	n/a	
Employed, SSI/SSDI or 65+	18	n/a	147
Working for the past 6 months, no SSI/SSDI, 18 to 64	191	55.4%	236
Working more than 32 hrs/week, no SSI/SSDI, 18 to 64	150	63.6%	236
Has no HS degree, ages 25+	176	37.9%	464
Enrolled in higher education, 18 to 64	14	3.2%	443
Enrolled in vocational school, 18 to 64	1	0.2%	443
Enrolled in job training or workforce development, 18 to 64	1	0.2%	443
Has health insurance	438	88.8%	493
Has primary care doctor	402	81.5%	493
Has seen a doctor within the past 12 months	404	81.9%	493
Has Medicare or Medicaid	398	80.7%	493
Has a chronic health condition	226	45.8%	493
Connected to appropriate service to manage chronic condition	193	85.4%	226
Has asthma	42	8.5%	493
Reporting stress or psychological distress	164	33.3%	493
Has bank account	256	51.9%	493
Applied for EITC	209	42.4%	493
Feels safe in home	397	80.5%	493
Feels safe in neighborhood	316	64.1%	493
Reporting good physical health	235		
Unable to work due to health restriction, <65 (SSA certified)	97		



BOC Budget and Finance Committee Meeting

Monday, September 13, 2021 – 2:00 p.m.

GoToMeeting

Agenda

- I. July 2021 Financial Statement Review
- II. TAG Recommendation Status and Reporting

Next Meeting: Monday, October 11, 2021 @ 2:00 PM

Location - Go to meeting



To: Board of Commissioners

From: D. Scott Pontz, Chief Financial Officer 

CC: Ronald Jackson, Executive Director, Virginia Mack, Deputy Executive Director

Subject: Financial Reporting for the Months of June and July 2021

Date: September 13, 2021

Financial Highlights

June 30, 2021

The NRHA finance staff has completed and submitted the un-audited financial statements for June 30, 2021. This submission is in the form of an internet upload to the Department of Housing and Urban Development's Real Estate Assessment Center (REAC). The submission will be reviewed by HUD staff and either approved, approved conditionally (with further clarification provided later with the audit), or returned to NRHA for clarification or correction.

Jump Perry and Co, CPAs are scheduled to begin work on the FY 2021 NRHA audit during the second week of October. They will send a team on site this year to perform compliance testing work that week. Staff will be prepared and is working on compiling the first reports for the audit team.

Financial Highlights

July 31, 2021

As this is the first month for providing the Board financial operating statements I will provide a brief overview of the statements in format and content. Each area of statement presented shows the reader information on budget and actual performance for the Period to

Date (PTD) and Year to Date (YTD) including variance to budget. The annual budget is also provided. Information is presented in a high-level format where many like operating categories are combined for the simplicity of review. A group of staff from the Accounting and Budget departments have and will review the statements in advance of publication to the Board. A detailed explanation of the format and content of the statements is below in the section "Walk through of financial statements".

Statements provided for July are: Housing Choice Voucher Program (Section 8) administration, RAD communities in summary and individually, Tax Credit Partnerships in summary and individually, Merrimack Landing, Oakmont North, City View Tower, Public Housing communities in summary and individually.

We have the ability to provide these statements for any and all operating instruments of the authority. It was decided for this first run to stay with operating projects. To print them all would be voluminous and may distract from the goal at this time which is to have the members of the Board review and understand the format and then provide any guidance the Board would like concerning what areas the Board would wish to see as we move forward.

Below, and as a central piece of this information to be provided monthly you will find a narrative outlining the financial highlights of the agency for the period covered. This is intended as an attempt to answer your questions in advance and provide you with the background information needed to understand the content of the statements as provided.

Please note that revenue numbers are shown as negative numbers as a function of the agency's accounting system. This can be changed going forward should that be the Board's desire.

Walk through of financial statements

In an effort to provide clarity to the format and content of the statements I would direct your attention to the statement for Young Terrace, which is the last statement in the package.

Headings across the top for the statement are to define the time frames contained within the statements. The "PTD" columns will always reflect the most recent month as a stand-alone. Actual columns denote the revenue and expenses recorded for the month, while the budget column denotes 1/12 of the annual approved operating budget. The YTD columns reflect the timeframe of the fiscal period to the date of the statements. The YTD column for December as an example would denote six months of operations and a pro-rated 6/12 of the annual approved operating budget. As July is the first month of our year these columns will show identical figures to the "PTD" columns. We have shaded the "YTD" columns blue to

have them stand apart from the “PTD”.

The “variance” columns are extremely important as they show how the project performed during the period shown. In the case of the first line in Young Terrace, “Operating Subsidy”, the variance indicates that NRHA received \$2,597 more than expected. Positive numbers in the variance column are always “good”. Negative values in this column indicate that revenue was below budget, or expenses were above. This is the first step staff takes in review, determine if variances in particular lines are sufficient to produce a detailed review.

In an effort to clarify what is in each row I have worked up the below highlights.

- Operating subsidy denotes funds received for operations from an outside entity. Usually HUD, but in some cases this would be from the City or even from NRHA itself in the cases of RAD and LIHTC projects.
- Other revenue is the miscellaneous category. It covers any revenue not picked up specifically in other lines. In the case of Young Terrace it was a forfeiture of FSS and rent received from the food bank.
- Tenant Rent is precisely that. This line is not mingled with any other information. It must be noted that through HUD’s prescription to use accrual accounting methodology this shows charges, not collections.
- Tenant Revenue is where we capture all other charges paid to us by residents: damage charges, late fees etc.
- Admin Salary is also self-explanatory. The importance of this area dictates it not be mingled with any other expense.
- Fringe Benefits is also stand alone. In this line are: Health benefits, VRS retirement, etc.
- Fee expense is where we capture all fees that are paid either to our Central Office Cost Center or to outside managers. In the case of Young Terrace this is the HUD mandated safe harbor management, book keeping and asset management fees.
- General expense is a HUD defined category. Here you will find insurance, collection losses, interest expense, PILOT or real estate tax and other expenditures which in HUD’s definition do not fit anywhere else. You will note in Young Terrace this is the only area of the expense side showing a negative variance. These are the kinds of things I hope to explain in this narrative monthly. In this case the annual insurance bills are paid in July and thus for the fiscal year most of the insurance shows in the first month.
- Maintenance expense is the are for any expense for the routine maintenance of the property that is not salary.

- Maintenance salary is a line solely for salary expense as with administration above.
- Other administrative expenses encompass administrative cost that are not salary. It is the largest assembly of different items on the report. Examples of items within this line are: Legal, audit, telephone, office supply, copier leases, rents paid, court costs, bank fees etc.
- Protective Services denotes security expenses.
- Tenant Service is all labor, contracts, relocation and tenant organization expenses for a given project.
- Utility expense includes water and sewer, electricity, natural gas and waste disposal expenses.
- The “Other outflows” section will highlight items affecting the cash flow of a project while not being a traditional income or expenses. Items that will be found here include replacement reserve deposits, operating transfers, and on a future version, debt principle payments.
- The net income line is where the reader can note how a project is operating irrespective of budget. A negative number indicates revenues exceed expenses and the project is “in the black”. A positive number indicates the opposite and that the project is “in the red”. On this line the reader can determine two outcomes. First, how is the project doing? This is the figure on the net income line of the YTD actual columns. In Young Terrace a net income of \$191,913. Second, how is the project doing against budget? This is the figure on the net income line in the YTD variance column. In the case of Young Terrace \$208,331 better than budget.

General Notes across all projects

- Owing to HUD’s guidance on accrual of expenses the month of July tends to look “light” with respect to expenses. This is due to accruing expenses back to the previous year which takes place during the first two to three weeks of July depending on the date of service of invoices paid. HUD does NOT prescribe that this accrual methodology take place during the year so July tends to be light and June heavy with respect to expense recording. One area where this makes July look different is with regard to utility expenses. An estimate of one half of one month is shown on these expenses to represent our best guess at the amount of July utility payments. This will even out as we move into the year.
- Salary expense also appears light due to year end accruals. July payroll expense is

8 days short of a whole month as this expense was charged back to June. Payroll will appear light until the first month where we charge three payrolls. At that point it will stabilize.

Housing Choice Voucher Program Administration (HCVP)
For the month ended July 31, 2021

- The HCVP administrative revenue for July was \$233,953. This is slightly under projection but this is due to budget rationale noting further leasing and additional fees being earned throughout the year. It is the expectation of staff that we will meet and likely exceed administrative revenue for the year.
- The Authority received notice that our applications for 2021 shortfall funding were successful in two categories. \$2,500,440 in additional housing assistance payments is expected to be received by the agency in September. Of this funding \$2,000,00 is earmarked strictly for new lease-ups. The remainder is to make up for shortfalls noted through increased per unit month costs experienced due to the COVID pandemic.
- Expense categories are generally running well below budget owing to the factors explained in the general notes section above. One outlier is the general expense category which is high due to the insurance payments for the fiscal year which are recorded in the first month. This will even out over time.

Rental Assistance Demonstration (RAD)
For the month ended July 31, 2021

- Total RAD project rents and other revenues exceed budget for July by \$9,609. This is primarily a result of the figures from Franklin Arms. RAD rents are set by contract. Staff will be reviewing this area to determine if there are any budgetary changes required or if some specific situation resulted in excess revenue generation.
- Expense variances for the RAD properties are all in the positive owing to the factors noted in the general notes section above.

Low Income Housing Tax Credits

For the month ended July 31, 2021

- Reports generated for this category note one month of operations as the results are compared to the NRHA master budget on a fiscal basis. Reports for individual property investors are also prepared using investor approved budgets representing seven months of operations.
- Diggs Town Phase I
 - It is important to note with Diggs that since it is still in active rehab status operating budgets and results are very difficult to quantify. All revenue projections were done on a best guess method using presumed rehab timelines. Revenue results for July are in excess of budget.
 - Expense results are all under budget with one exception. Expenditure results are reflective of the factors explained in the general notes section above.
 - Other administrative expenses are in excess of budget due to the timing of the payment for audit and tax preparation. This is a one-time cost and will stabilize as we move further into the year.
- Grandy 70 LP
 - Revenue is in excess of budget due to adjustments made through the Section 8 program. This resulted in a higher than expected HAP payment for July. This is expected to stabilize during the year.
 - Expenses for the month are running \$25,534 below budget due mostly to the factors explained above.
 - The Grandy 70 project is currently in its break-even period. During this period the property must maintain a certain operating level in order to qualify for the final installment of equity from the limited partner. This installment is scheduled to pay off the construction loan. We note that due to utility usage and higher than expected maintenance costs the project is NOT meeting its expectations and the final installment of equity is as of this date not scheduled to be paid in.
- Grandy Village LP (Grandy Revite)
 - Revenue is in excess of budget due to adjustments made through the Section 8 program. This resulted in a higher than expected HAP payment for July. This is expected to stabilize during the year.
 - Expenses for the month are running \$120,297 below budget due mostly to the factors explained above.
 - This property is expected to operate more in line with the budget as the year progresses.
- Partrea LP (Cottage Bridge)

- Partrea is reporting a positive result of \$33,268. This is for the most part a result of the factors noted above.

Business Activities

For the month ended July 31, 2021

- Merrimack Landing
 - Merrimack reports a positive cash flow of \$111,001 for July. Rental income is falling short of projections. Staff will research and determine the cause for this shortage.
 - NRHA records salary by category while the property budget reflects all salary in one line. This results in shewed results for those two specific expense lines.
- Oakmont North
 - Oakmont is reporting appositive result of \$188,634 for July.
 - Maintenance expense is far under budget and is expected to stabilize toward the budgeted amount as the year progresses.
- City View Tower
 - The tower is showing a positive result for July of \$31,162.
 - This is primarily due to the parking garage work not yet beginning and the timing of tax payments to the City.
 - It should be noted that the rental income is exceeding the budget expectations. Should that continue the maintenance needs would result in a shortfall much lower than the \$500,000 budget.
 - 38% of rental income reported is coming from NRHA.

Low Income Housing Program

For the month ended July 31, 2021

- The revenues for the public housing program are slightly below expectation. Rent revenue is \$9,173 short of budget and is mostly due to a shortage at Oakleaf Forrest.
- Subsidy revenue is subject to appropriations but is less than 1% different from projections.
- Expense variances program wide are all positive due mostly to the factors discussed above.

- Several individual properties are showing a negative expense variance in the general expense category. This is due to the timing of the annual property and liability insurance payments.

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

HCVP

HCV Administration

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(233,953)	(243,208)	(9,255)	(233,953)	(243,208)	(9,255)	(2,918,501)
	Other Revenue	(61,656)	(1,040)	60,616	(61,656)	(1,040)	60,616	(12,484)
	Tenant Revenue	0	0	0	0	0	0	0
Total Revenue		\$ (295,609)	\$ (244,248)	\$ 51,361	\$ (295,609)	\$ (244,248)	\$ 51,361	\$ (2,930,985)
Expenses	Admin Salary	45,938	75,522	29,584	45,938	75,522	29,584	906,255
	Employee Benefits	36,327	38,314	1,987	36,327	38,314	1,987	459,751
	Fee Expense	74,256	76,286	2,030	74,256	76,286	2,030	915,424
	General Expense	8,103	5,958	(2,145)	8,103	5,958	(2,145)	71,501
	Housing Assistance Payments	59,013	0	(59,013)	59,013	0	(59,013)	0
	Maintenance Salary	13,051	28,162	15,111	13,051	28,162	15,111	337,941
	Other Administrative Expense	16,382	42,054	25,672	16,382	42,054	25,672	504,610
	Tenant Services Expense	0	8	8	0	8	8	100
Total Expenses		253,070	266,304	13,234	253,070	266,304	13,234	3,195,582
Other OutFlows	Operating Transfer in	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(42,539)	22,056	64,595	(42,539)	22,056	64,595	264,597

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

RAD – PBV

For the month ended July 31, 2021

		Franklin Arms	Grandy Ph V	North Wellington	YTD Actual	YTD Budget	YTD Variance	Annual Budget
Revenue	Operating Subsidy	(61,970)	(5,997)	(8,774)	(76,741)	(67,132)	9,609	(805,584)
	Other Revenue	(151)	(23)	(63)	(237)	(408)	(171)	(4,892)
	Tenant Rent	(23,156)	(6,439)	(8,723)	(38,318)	(39,058)	(740)	(468,699)
	Tenant Revenue	(40)	0	(8)	(48)	(440)	(392)	(5,279)
Total Revenue		\$ (85,317)	\$ (12,459)	\$ (17,568)	\$ (115,344)	\$ (107,038)	\$ 8,306	\$ (1,284,454)
Expenses	Admin Salary	2,767	333	27	3,126	6,522	3,396	78,250
	Capital Improvement	0		0	0	0	0	0
	Employee Benefits	3,558	718	171	4,448	5,196	748	62,307
	Fee Expense	8,117	1,310	2,047	11,475	12,780	1,305	153,356
	General Expense	5	1,064	1,013	2,083	8,033	5,950	96,402
	Maintenance Expense	6,895	1,158	1,982	10,034	48,925	38,891	587,064
	Maintenance Salary	2,312	438	290	3,040	4,881	1,841	58,572
	Other Administrative Expense	749	90	5	845	2,721	1,876	32,564
	Protective Services	6,268	56		6,324	6,674	350	80,093
	Tenant Services Expense	181	155	0	336	1,340	1,004	16,078
	Utility Expense	8,450	1,850	0	10,300	15,435	5,135	185,214
Total Expenses		\$ 39,302	\$ 7,173	\$ 5,536	\$ 52,010	\$ 112,507	\$ 60,497	\$ 1,349,900
Other OutFlows	Replacement Reserve	8,750	400	625	9,775	9,775	0	117,300
	Operating Transfer in		0	0	0	(5,453)	(5,453)	(65,446)
Total Other OutFlows		\$ 8,750	\$ 400	\$ 625	\$ 9,775	\$ 4,322	\$ (5,453)	\$ 51,854
Net (income) loss		(37,265)	(4,886)	(11,408)	(53,558)	9,791	63,349	117,300

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

RAD – PBV

Franklin Arms

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(61,970)	(55,372)	6,598	(61,970)	(55,372)	6,598	(664,463)
	Other Revenue	(151)	(144)	7	(151)	(144)	7	(1,725)
	Tenant Rent	(23,156)	(20,845)	2,311	(23,156)	(20,845)	2,311	(250,143)
	Tenant Revenue	(40)	(211)	(171)	(40)	(211)	(171)	(2,540)
Total Revenue		\$ (85,317)	\$ (76,572)	\$ 8,745	\$ (85,317)	\$ (76,572)	\$ 8,745	\$ (918,871)
Expenses	Admin Salary	2,767	4,967	2,200	2,767	4,967	2,200	59,599
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	3,558	3,669	111	3,558	3,669	111	44,011
	Fee Expense	8,117	9,064	947	8,117	9,064	947	108,763
	General Expense	5	5,436	5,431	5	5,436	5,431	65,236
	Maintenance Expense	6,895	30,860	23,965	6,895	30,860	23,965	370,299
	Maintenance Salary	2,312	3,140	828	2,312	3,140	828	37,680
	Other Administrative Expense	749	2,322	1,573	749	2,322	1,573	27,821
	Protective Services	6,268	6,270	2	6,268	6,270	2	75,243
	Tenant Services Expense	181	890	709	181	890	709	10,682
	Utility Expense	8,450	9,962	1,512	8,450	9,962	1,512	119,537
Total Expenses		39,302	76,580	37,278	39,302	76,580	37,278	918,871
Other OutFlows	Replacement Reserve	8,750	8,750	0	8,750	8,750	0	105,000
Total Other OutFlows		8,750	8,750	0	8,750	8,750	0	105,000
Net (income) loss		(37,265)	8,758	46,023	(37,265)	8,758	46,023	105,000

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

RAD – PBV

Grandy Ph V

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(5,997)	(3,690)	2,307	(5,997)	(3,690)	2,307	(44,281)
	Other Revenue	(23)	(73)	(50)	(23)	(73)	(50)	(870)
	Tenant Rent	(6,439)	(8,452)	(2,013)	(6,439)	(8,452)	(2,013)	(101,423)
	Tenant Revenue	0	(84)	(84)	0	(84)	(84)	(1,003)
Total Revenue		\$ (12,459)	\$ (12,299)	\$ 160	\$ (12,459)	\$ (12,299)	\$ 160	\$ (147,577)
Expenses	Admin Salary	333	835	502	333	835	502	10,011
	Employee Benefits	718	1,056	338	718	1,056	338	12,648
	Fee Expense	1,310	1,450	140	1,310	1,450	140	17,402
	General Expense	1,064	942	(122)	1,064	942	(122)	11,303
	Maintenance Expense	1,158	2,334	1,176	1,158	2,334	1,176	27,995
	Maintenance Salary	438	1,239	801	438	1,239	801	14,865
	Other Administrative Expense	90	286	196	90	286	196	3,398
	Protective Services	56	404	348	56	404	348	4,850
	Tenant Services Expense	155	355	200	155	355	200	4,261
	Utility Expense	1,850	5,341	3,491	1,850	5,341	3,491	64,093
Total Expenses		7,173	14,242	7,069	7,173	14,242	7,069	170,826
Other OutFlows	Replacement Reserve	400	400	0	400	400	0	4,800
	Operating Transfer in	0	(1,937)	(1,937)	0	(1,937)	(1,937)	(23,249)
Total Other OutFlows		400	(1,537)	(1,937)	400	(1,537)	(1,937)	(18,449)
Net (income) loss		(4,886)	406	5,292	(4,886)	406	5,292	4,800

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

RAD – PBV

North Wellington

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(8,774)	(8,070)	704	(8,774)	(8,070)	704	(96,840)
	Other Revenue	(63)	(191)	(128)	(63)	(191)	(128)	(2,297)
	Tenant Rent	(8,723)	(9,761)	(1,038)	(8,723)	(9,761)	(1,038)	(117,133)
	Tenant Revenue	(8)	(145)	(137)	(8)	(145)	(137)	(1,736)
Total Revenue		\$ (17,568)	\$ (18,167)	\$ (599)	\$ (17,568)	\$ (18,167)	\$ (599)	\$ (218,006)
Expenses	Admin Salary	27	720	693	27	720	693	8,640
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	171	471	300	171	471	300	5,648
	Fee Expense	2,047	2,266	219	2,047	2,266	219	27,191
	General Expense	1,013	1,655	642	1,013	1,655	642	19,863
	Maintenance Expense	1,982	15,731	13,749	1,982	15,731	13,749	188,770
	Maintenance Salary	290	502	212	290	502	212	6,027
	Other Administrative Expense	5	113	108	5	113	108	1,345
	Tenant Services Expense	0	95	95	0	95	95	1,135
	Utility Expense	0	132	132	0	132	132	1,584
Total Expenses		5,536	21,685	16,149	5,536	21,685	16,149	260,203
Other OutFlows	Replacement Reserve	625	625	0	625	625	0	7,500
	Operating Transfer in	0	(3,516)	(3,516)	0	(3,516)	(3,516)	(42,197)
Total Other OutFlows		625	(2,891)	(3,516)	625	(2,891)	(3,516)	(34,697)
Net (income) loss		(11,408)	627	12,035	(11,408)	627	12,035	7,500

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIHTC Partnership

For the month ended July 31, 2021

		Diggs Ph I	Grandy 70	Grandy Revite	Partrea LP	YTD Actual	YTD Budget	YTD Variance	Annual Budget
Revenue	Operating Subsidy	(125,302)	(86,230)	(126,833)	(33,780)	(372,145)	(346,943)	25,202	(4,163,305)
	Other Revenue	(198)	(0)	(3,677)	0	(3,876)	(7,844)	(3,968)	(94,106)
	Tenant Rent	(41,041)	(24,689)	(96,920)	(14,412)	(177,062)	(165,740)	11,322	(1,988,876)
	Tenant Revenue	(192)	48	(1)	(10)	(155)	(1,892)	(1,737)	(22,698)
Total Revenue		\$ (166,733)	\$ (110,871)	\$ (227,432)	\$ (48,202)	\$ (553,238)	\$ (522,419)	\$ 30,819	\$ (6,268,985)
Expenses	Admin Salary	4,370	1,462	5,489	820	12,140	29,819	17,679	357,815
	Capital Improvement	0	0	0	0	0	0	0	0
	Employee Benefits	11,710	3,172	13,387	716	28,985	35,454	6,469	425,396
	Fee Expense	8,315	6,317	22,304	2,406	39,342	53,140	13,798	637,678
	General Expense	0	467	14,073	0	14,540	47,645	33,105	571,696
	Maintenance Expense	9,231	3,312	25,642	1,890	40,075	93,623	53,548	1,123,420
	Maintenance Salary	11,134	1,941	10,260	1,227	24,561	40,227	15,666	482,721
	Other Administrative Expense	15,470	1,194	1,656	207	18,526	12,731	(5,795)	152,753
	Protective Services	871	1,829	5,156	3,614	11,469	25,561	14,092	306,723
	Tenant Services Expense	408	684	2,699	85	3,877	15,373	11,496	184,441
	Utility Expense	34,997	7,115	38,467	3,970	84,549	168,600	84,051	2,023,194
Total Expenses		\$ 96,506	\$ 27,492	\$ 139,132	\$ 14,934	\$ 278,064	\$ 522,173	\$ 244,109	\$ 6,265,837
Other OutFlows	Replacement Reserve	0	0	6,875	0	6,875	12,425	5,550	149,100
	Operating Transfer in			0		0	(45,557)	(45,557)	(546,688)
	Operating Transfer out		0			0	40,270	40,270	483,236
Total Other OutFlows		\$ -	\$ -	\$ 6,875	\$ -	\$ 6,875	\$ 7,138	\$ 263	\$ 85,648
Net (income) loss		\$ (70,227)	\$ (83,379)	\$ (81,424)	\$ (33,268)	\$ (268,298)	\$ 6,892	\$ 275,190	\$ 82,500

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIHTC Partnership

Diggs Ph I

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(125,302)	(140,530)	(15,228)	(125,302)	(140,530)	(15,228)	(1,686,360)
	Other Revenue	(198)	(57)	141	(198)	(57)	141	(681)
	Tenant Rent	(41,041)	(28,783)	12,258	(41,041)	(28,783)	12,258	(345,399)
	Tenant Revenue	(192)	(101)	91	(192)	(101)	91	(1,214)
Total Revenue		\$ (166,733)	\$ (169,471)	\$ (2,738)	\$ (166,733)	\$ (169,471)	\$ (2,738)	\$ (2,033,654)
Expenses	Admin Salary	4,370	11,009	6,639	4,370	11,009	6,639	132,107
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	11,710	13,895	2,185	11,710	13,895	2,185	166,725
	Fee Expense	8,315	18,224	9,909	8,315	18,224	9,909	218,685
	General Expense	0	7,071	7,071	0	7,071	7,071	84,844
	Maintenance Expense	9,231	13,666	4,435	9,231	13,666	4,435	163,974
	Maintenance Salary	11,134	15,886	4,752	11,134	15,886	4,752	190,632
	Other Administrative Expense	15,470	3,280	(12,190)	15,470	3,280	(12,190)	39,355
	Protective Services	871	6,669	5,798	871	6,669	5,798	80,034
	Tenant Services Expense	408	4,731	4,323	408	4,731	4,323	56,766
	Utility Expense	34,997	69,495	34,498	34,997	69,495	34,498	833,932
Total Expenses		96,506	163,926	67,420	96,506	163,926	67,420	1,967,054
Other OutFlows	Replacement Reserve	0	5,550	5,550	0	5,550	5,550	66,600
Total Other OutFlows		0	5,550	5,550	0	5,550	5,550	66,600
Net (income) loss		(70,227)	5	70,232	(70,227)	5	70,232	0

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIHTC Partnership

Grandy 70

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(86,230)	(61,173)	25,057	(86,230)	(61,173)	25,057	(734,075)
	Other Revenue	(0)	(1)	(1)	(0)	(1)	(1)	(9)
	Tenant Rent	(24,689)	(32,056)	(7,367)	(24,689)	(32,056)	(7,367)	(384,671)
	Tenant Revenue	48	(67)	(115)	48	(67)	(115)	(800)
Total Revenue		\$ (110,871)	\$ (93,297)	\$ 17,574	\$ (110,871)	\$ (93,297)	\$ 17,574	\$ (1,119,555)
Expenses	Admin Salary	1,462	3,268	1,806	1,462	3,268	1,806	39,217
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	3,172	4,085	913	3,172	4,085	913	49,003
	Fee Expense	6,317	6,344	27	6,317	6,344	27	76,134
	General Expense	467	10,418	9,951	467	10,418	9,951	124,999
	Maintenance Expense	3,312	2,076	(1,236)	3,312	2,076	(1,236)	24,920
	Maintenance Salary	1,941	4,707	2,767	1,941	4,707	2,767	56,489
	Other Administrative Expense	1,194	2,924	1,730	1,194	2,924	1,730	35,112
	Protective Services	1,829	3,605	1,776	1,829	3,605	1,776	43,258
	Tenant Services Expense	684	1,369	685	684	1,369	685	16,424
	Utility Expense	7,115	14,230	7,115	7,115	14,230	7,115	170,763
Total Expenses		27,492	53,026	25,534	27,492	53,026	25,534	636,319
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer out	0	40,270	40,270	0	40,270	40,270	483,236
Total Other OutFlows		0	40,270	40,270	0	40,270	40,270	483,236
Net (income) loss		(83,379)	(1)	83,378	(83,379)	(1)	83,378	0

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIHTC Partnership

Grandy Revite

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(126,833)	(112,000)	14,833	(126,833)	(112,000)	14,833	(1,343,995)
	Other Revenue	(3,677)	(7,785)	(4,108)	(3,677)	(7,785)	(4,108)	(93,407)
	Tenant Rent	(96,920)	(92,521)	4,399	(96,920)	(92,521)	4,399	(1,110,247)
	Tenant Revenue	(1)	(1,559)	(1,558)	(1)	(1,559)	(1,558)	(18,711)
Total Revenue		\$ (227,432)	\$ (213,865)	\$ 13,567	\$ (227,432)	\$ (213,865)	\$ 13,567	\$ (2,566,360)
Expenses	Admin Salary	5,489	13,019	7,530	5,489	13,019	7,530	156,219
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	13,387	16,292	2,905	13,387	16,292	2,905	195,494
	Fee Expense	22,304	25,563	3,259	22,304	25,563	3,259	306,750
	General Expense	14,073	16,959	2,886	14,073	16,959	2,886	203,504
	Maintenance Expense	25,642	66,800	41,158	25,642	66,800	41,158	801,581
	Maintenance Salary	10,260	18,830	8,570	10,260	18,830	8,570	225,955
	Other Administrative Expense	1,656	4,745	3,089	1,656	4,745	3,089	56,919
	Protective Services	5,156	11,672	6,516	5,156	11,672	6,516	140,057
	Tenant Services Expense	2,699	8,615	5,916	2,699	8,615	5,916	103,365
	Utility Expense	38,467	76,934	38,467	38,467	76,934	38,467	923,204
Total Expenses		139,132	259,429	120,297	139,132	259,429	120,297	3,113,048
Other OutFlows	Replacement Reserve	6,875	6,875	0	6,875	6,875	0	82,500
	Operating Transfer in	0	(45,557)	(45,557)	0	(45,557)	(45,557)	(546,688)
Total Other OutFlows		6,875	(38,682)	(45,557)	6,875	(38,682)	(45,557)	(464,188)
Net (income) loss		(81,424)	6,882	88,306	(81,424)	6,882	88,306	82,500

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIHTC Partnership

Partrea LP

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(33,780)	(33,240)	540	(33,780)	(33,240)	540	(398,875)
	Other Revenue	0	(1)	(1)	0	(1)	(1)	(9)
	Tenant Rent	(14,412)	(12,380)	2,032	(14,412)	(12,380)	2,032	(148,559)
	Tenant Revenue	(10)	(165)	(155)	(10)	(165)	(155)	(1,973)
Total Revenue		\$ (48,202)	\$ (45,786)	\$ 2,416	\$ (48,202)	\$ (45,786)	\$ 2,416	\$ (549,416)
Expenses	Admin Salary	820	2,523	1,703	820	2,523	1,703	30,272
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	716	1,182	466	716	1,182	466	14,174
	Fee Expense	2,406	3,009	603	2,406	3,009	603	36,109
	General Expense	0	13,197	13,197	0	13,197	13,197	158,349
	Maintenance Expense	1,890	11,081	9,191	1,890	11,081	9,191	132,945
	Maintenance Salary	1,227	804	(423)	1,227	804	(423)	9,645
	Other Administrative Expense	207	1,782	1,575	207	1,782	1,575	21,367
	Protective Services	3,614	3,615	1	3,614	3,615	1	43,374
	Tenant Services Expense	85	658	573	85	658	573	7,886
	Utility Expense	3,970	7,941	3,971	3,970	7,941	3,971	95,295
Total Expenses		14,934	45,792	30,858	14,934	45,792	30,858	549,416
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(33,268)	6	33,274	(33,268)	6	33,274	0

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

Business Activity

Merrimack Landing

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Other Revenue	(31)	0	31	(31)	0	31	0
	Tenant Rent	(406,870)	(470,594)	(63,724)	(406,870)	(470,594)	(63,724)	(5,647,127)
	Tenant Revenue	(7,014)	0	7,014	(7,014)	0	7,014	0
Total Revenue		\$ (413,914)	\$ (470,594)	\$ (56,680)	\$ (413,914)	\$ (470,594)	\$ (56,680)	\$ (5,647,127)
Expenses	Admin Salary	18,503	53,460	34,957	18,503	53,460	34,957	641,518
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	12,694	12,476	(218)	12,694	12,476	(218)	149,706
	Fee Expense	14,921	28,139	13,218	14,921	28,139	13,218	337,669
	General Expense	123,250	119,411	(3,839)	123,250	119,411	(3,839)	1,432,941
	Maintenance Expense	43,762	73,291	29,529	43,762	73,291	29,529	879,468
	Maintenance Salary	30,845	0	(30,845)	30,845	0	(30,845)	0
	Other Administrative Expense	17,103	9,326	(7,777)	17,103	9,326	(7,777)	111,905
	Protective Services	3,875	4,320	445	3,875	4,320	445	51,840
	Tenant Services Expense	0	558	558	0	558	558	6,692
	Utility Expense	37,959	36,632	(1,327)	37,959	36,632	(1,327)	439,588
Total Expenses		302,913	337,613	34,700	302,913	337,613	34,700	4,051,327
Other OutFlows	Operating Transfer in	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(111,002)	(132,981)	(21,979)	(111,002)	(132,981)	(21,979)	(1,595,800)

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

Business Activity

Oakmont North

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Other Revenue	(3,558)	0	3,558	(3,558)	0	3,558	0
	Tenant Rent	(345,344)	(375,038)	(29,694)	(345,344)	(375,038)	(29,694)	(4,500,451)
	Tenant Revenue	(6,003)	0	6,003	(6,003)	0	6,003	0
Total Revenue		\$ (354,905)	\$ (375,038)	\$ (20,133)	\$ (354,905)	\$ (375,038)	\$ (20,133)	\$ (4,500,451)
Expenses	Admin Salary	18,601	14,494	(4,107)	18,601	14,494	(4,107)	173,933
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	9,280	10,417	1,137	9,280	10,417	1,137	125,007
	Fee Expense	12,233	23,528	11,295	12,233	23,528	11,295	282,340
	General Expense	(13,883)	18,093	31,976	(13,883)	18,093	31,976	217,131
	Maintenance Expense	34,073	116,138	82,065	34,073	116,138	82,065	1,393,651
	Maintenance Salary	34,629	27,789	(6,840)	34,629	27,789	(6,840)	333,464
	Other Administrative Expense	11,043	13,225	2,182	11,043	13,225	2,182	158,696
	Protective Services	6,981	4,596	(2,385)	6,981	4,596	(2,385)	55,152
	Tenant Services Expense	0	548	548	0	548	548	6,576
	Utility Expense	52,263	49,690	(2,573)	52,263	49,690	(2,573)	596,281
Total Expenses		165,218	278,518	113,300	165,218	278,518	113,300	3,342,231
Other OutFlows	Operating Transfer in	(2,355)	0	2,355	(2,355)	0	2,355	0
Total Other OutFlows		(2,355)	0	2,355	(2,355)	0	2,355	0
Net (income) loss		(192,043)	(96,520)	95,523	(192,043)	(96,520)	95,523	(1,158,220)

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

Business Activity

City View Tower

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Other Revenue	0	(10,705)	(10,705)	0	(10,705)	(10,705)	(128,457)
	Tenant Revenue	(154,082)	(133,759)	20,323	(154,082)	(133,759)	20,323	(1,605,101)
Total Revenue		\$ (154,082)	\$ (144,464)	\$ 9,618	\$ (154,082)	\$ (144,464)	\$ 9,618	\$ (1,733,558)
Expenses	Capital Improvement	0	0	0	0	0	0	0
	Fee Expense	1,216	2,171	955	1,216	2,171	955	26,047
	General Expense	37,063	68,286	31,223	37,063	68,286	31,223	819,432
	Maintenance Expense	31,372	69,097	37,725	31,372	69,097	37,725	829,160
	Maintenance Salary	0	0	0	0	0	0	0
	Other Administrative Expense	694	677	(17)	694	677	(17)	8,123
	Protective Services	31,849	15,100	(16,749)	31,849	15,100	(16,749)	181,200
	Tenant Services Expense	0	42	42	0	42	42	500
	Utility Expense	20,726	30,758	10,032	20,726	30,758	10,032	369,096
Total Expenses		122,920	186,131	63,211	122,920	186,131	63,211	2,233,558
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer in	0	(41,667)	(41,667)	0	(41,667)	(41,667)	(500,000)
Total Other OutFlows		0	(41,667)	(41,667)	0	(41,667)	(41,667)	(500,000)
Net (income) loss		(31,162)	0	31,162	(31,162)	0	31,162	0

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

For the month ended July 31, 2021

		Bobbit Apts	Calvert Square	Diggs Town	Grandy Village	Hunter Square Apts	Oakleaf Forrest	Partrea Apts
Revenue	Operating Subsidy	(19,526)	(145,814)	(63,849)	(1,906)	(29,275)	(125,182)	(30,758)
	Other Revenue	(0)	(4,185)	(51)	0	(0)	(1)	(1)
	Tenant Rent	(26,781)	(80,464)	(33,413)		(24,856)	(43,512)	(32,900)
	Tenant Revenue	0	(1,823)	121		(30)	(117)	(42)
Total Revenue		\$ (46,307)	\$ (232,286)	\$ (97,191)	\$ (1,906)	\$ (54,161)	\$ (168,812)	\$ (63,700)
Expenses	Admin Salary	3,054	6,772	1,869		3,071	5,947	2,250
	Capital Improvement	0	0	0	0	0	0	
	Employee Benefits	3,206	15,361	5,759	0	2,721	12,728	1,974
	Fee Expense	6,879	24,935	8,127	0	7,452	20,820	9,264
	General Expense	2,441	12,703	12,045	511	1,889	14,186	3,293
	Maintenance Expense	7,593	56,370	18,995	0	7,668	43,901	18,708
	Maintenance Salary	1,788	14,083	3,952	0	2,132	9,060	1,350
	Other Administrative Expense	726	1,618	933	0	736	1,426	769
	Protective Services	0	1,007	573		0	1,036	0
	Tenant Services Expense	152	3,388	1,137		164	2,621	206
	Utility Expense	5,078	43,035	21,414	0	9,491	26,415	9,286
Total Expenses		\$ 30,918	\$ 179,271	\$ 74,804	\$ 511	\$ 35,324	\$ 138,139	\$ 47,100
Other OutFlows	Operating Transfer							
	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer in	0				0		0
	Operating Transfer out							
Total Other OutFlows		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Net (income) loss		\$ (15,390)	\$ (53,015)	\$ (22,387)	\$ (1,395)	\$ (18,837)	\$ (30,673)	\$ (16,601)

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Bobbit Apts

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(19,526)	(19,347)	179	(19,526)	(19,347)	179	(232,169)
	Other Revenue	(0)	(3)	(3)	(0)	(3)	(3)	(36)
	Tenant Rent	(26,781)	(27,453)	(672)	(26,781)	(27,453)	(672)	(329,435)
	Tenant Revenue	0	(496)	(496)	0	(496)	(496)	(5,949)
Total Revenue		\$ (46,307)	\$ (47,299)	\$ (992)	\$ (46,307)	\$ (47,299)	\$ (992)	\$ (567,589)
Expenses	Admin Salary	3,054	4,824	1,770	3,054	4,824	1,770	57,891
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	3,206	3,034	(172)	3,206	3,034	(172)	36,394
	Fee Expense	6,879	7,613	734	6,879	7,613	734	91,361
	General Expense	2,441	2,173	(268)	2,441	2,173	(268)	26,069
	Maintenance Expense	7,593	18,584	10,991	7,593	18,584	10,991	222,991
	Maintenance Salary	1,788	2,846	1,058	1,788	2,846	1,058	34,156
	Other Administrative Expense	726	1,826	1,100	726	1,826	1,100	21,903
	Protective Services	0	6,608	6,608	0	6,608	6,608	79,293
	Tenant Services Expense	152	665	513	152	665	513	7,979
	Utility Expense	5,078	10,155	5,077	5,078	10,155	5,077	121,863
Total Expenses		30,918	58,328	27,410	30,918	58,328	27,410	699,900
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer in	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(15,390)	11,029	26,419	(15,390)	11,029	26,419	132,311

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Calvert Square

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(145,814)	(144,807)	1,007	(145,814)	(144,807)	1,007	(1,737,679)
	Other Revenue	(4,185)	(4,195)	(10)	(4,185)	(4,195)	(10)	(50,337)
	Tenant Rent	(80,464)	(86,063)	(5,599)	(80,464)	(86,063)	(5,599)	(1,032,761)
	Tenant Revenue	(1,823)	(4,126)	(2,303)	(1,823)	(4,126)	(2,303)	(49,511)
Total Revenue		\$ (232,286)	\$ (239,191)	\$ (6,905)	\$ (232,286)	\$ (239,191)	\$ (6,905)	\$ (2,870,288)
Expenses	Admin Salary	6,772	13,836	7,064	6,772	13,836	7,064	166,024
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	15,361	16,263	902	15,361	16,263	902	195,159
	Fee Expense	24,935	28,097	3,162	24,935	28,097	3,162	337,166
	General Expense	12,703	7,303	(5,400)	12,703	7,303	(5,400)	87,622
	Maintenance Expense	56,370	59,610	3,240	56,370	59,610	3,240	715,289
	Maintenance Salary	14,083	20,753	6,670	14,083	20,753	6,670	249,033
	Other Administrative Expense	1,618	5,899	4,281	1,618	5,899	4,281	70,771
	Protective Services	1,007	7,520	6,513	1,007	7,520	6,513	90,238
	Tenant Services Expense	3,388	6,222	2,834	3,388	6,222	2,834	74,669
	Utility Expense	43,035	87,070	44,035	43,035	87,070	44,035	1,044,849
Total Expenses		179,271	252,573	73,302	179,271	252,573	73,302	3,030,820
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(53,015)	13,382	66,397	(53,015)	13,382	66,397	160,532

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Diggs Town

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(63,849)	(78,913)	(15,064)	(63,849)	(78,913)	(15,064)	(946,961)
	Other Revenue	(51)	(214)	(163)	(51)	(214)	(163)	(2,568)
	Tenant Rent	(33,413)	(26,328)	7,085	(33,413)	(26,328)	7,085	(315,940)
	Tenant Revenue	121	(1,816)	(1,937)	121	(1,816)	(1,937)	(21,795)
Total Revenue		\$ (97,191)	\$ (107,271)	\$ (10,080)	\$ (97,191)	\$ (107,271)	\$ (10,080)	\$ (1,287,264)
Expenses	Admin Salary	1,869	5,042	3,173	1,869	5,042	3,173	60,496
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	5,759	6,589	830	5,759	6,589	830	79,066
	Fee Expense	8,127	13,323	5,196	8,127	13,323	5,196	159,882
	General Expense	12,045	4,996	(7,049)	12,045	4,996	(7,049)	59,943
	Maintenance Expense	18,995	33,600	14,605	18,995	33,600	14,605	403,176
	Maintenance Salary	3,952	7,476	3,524	3,952	7,476	3,524	89,709
	Other Administrative Expense	933	2,828	1,895	933	2,828	1,895	33,928
	Protective Services	573	3,569	2,996	573	3,569	2,996	42,825
	Tenant Services Expense	1,137	2,320	1,183	1,137	2,320	1,183	27,842
	Utility Expense	21,414	42,828	21,414	21,414	42,828	21,414	513,938
Total Expenses		74,804	122,571	47,767	74,804	122,571	47,767	1,470,805
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(22,387)	15,300	37,687	(22,387)	15,300	37,687	183,541

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Grandy Village

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(1,906)	(6,615)	(4,709)	(1,906)	(6,615)	(4,709)	(79,385)
	Other Revenue	0	0	0	0	0	0	0
Total Revenue		\$ (1,906)	\$ (6,615)	\$ (4,709)	\$ (1,906)	\$ (6,615)	\$ (4,709)	\$ (79,385)
Expenses	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	0	0	0	0	0	0	0
	Fee Expense	0	0	0	0	0	0	0
	General Expense	511	655	144	511	655	144	7,859
	Maintenance Expense	0	853	853	0	853	853	10,242
	Maintenance Salary	0	0	0	0	0	0	0
	Other Administrative Expense	0	65	65	0	65	65	781
	Utility Expense	0	417	417	0	417	417	5,000
Total Expenses		511	1,990	1,479	511	1,990	1,479	23,882
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(1,395)	(4,625)	(3,230)	(1,395)	(4,625)	(3,230)	(55,503)

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Hunter Square Apts

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(29,275)	(29,073)	202	(29,275)	(29,073)	202	(348,871)
	Other Revenue	(0)	(3)	(3)	(0)	(3)	(3)	(39)
	Tenant Rent	(24,856)	(24,833)	23	(24,856)	(24,833)	23	(297,996)
	Tenant Revenue	(30)	(591)	(561)	(30)	(591)	(561)	(7,088)
Total Revenue		\$ (54,161)	\$ (54,500)	\$ (339)	\$ (54,161)	\$ (54,500)	\$ (339)	\$ (653,994)
Expenses	Admin Salary	3,071	5,388	2,317	3,071	5,388	2,317	64,661
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	2,721	2,659	(62)	2,721	2,659	(62)	31,903
	Fee Expense	7,452	8,248	796	7,452	8,248	796	98,974
	General Expense	1,889	1,127	(762)	1,889	1,127	(762)	13,529
	Maintenance Expense	7,668	20,162	12,494	7,668	20,162	12,494	241,935
	Maintenance Salary	2,132	3,031	899	2,132	3,031	899	36,374
	Other Administrative Expense	736	1,565	829	736	1,565	829	18,770
	Protective Services	0	6,447	6,447	0	6,447	6,447	77,360
	Tenant Services Expense	164	871	707	164	871	707	10,454
	Utility Expense	9,491	18,983	9,492	9,491	18,983	9,492	227,792
Total Expenses		35,324	68,481	33,157	35,324	68,481	33,157	821,752
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer in	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(18,837)	13,981	32,818	(18,837)	13,981	32,818	167,758

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Oakleaf Forrest

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(125,182)	(124,410)	772	(125,182)	(124,410)	772	(1,492,918)
	Other Revenue	(1)	(9)	(8)	(1)	(9)	(8)	(110)
	Tenant Rent	(43,512)	(52,219)	(8,707)	(43,512)	(52,219)	(8,707)	(626,628)
	Tenant Revenue	(117)	(902)	(785)	(117)	(902)	(785)	(10,839)
Total Revenue		\$ (168,812)	\$ (177,540)	\$ (8,728)	\$ (168,812)	\$ (177,540)	\$ (8,728)	\$ (2,130,495)
Expenses	Admin Salary	5,947	9,859	3,913	5,947	9,859	3,913	118,310
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	12,728	14,503	1,775	12,728	14,503	1,775	174,015
	Fee Expense	20,820	23,294	2,474	20,820	23,294	2,474	279,522
	General Expense	14,186	5,638	(8,548)	14,186	5,638	(8,548)	67,644
	Maintenance Expense	43,901	59,849	15,948	43,901	59,849	15,948	718,168
	Maintenance Salary	9,060	17,972	8,912	9,060	17,972	8,912	215,668
	Other Administrative Expense	1,426	6,124	4,698	1,426	6,124	4,698	73,476
	Protective Services	1,036	7,751	6,715	1,036	7,751	6,715	93,002
	Tenant Services Expense	2,621	5,801	3,180	2,621	5,801	3,180	69,623
	Utility Expense	26,415	50,609	24,195	26,415	50,609	24,195	607,304
Total Expenses		138,139	201,400	63,261	138,139	201,400	63,261	2,416,732
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(30,673)	23,860	54,533	(30,673)	23,860	54,533	286,237

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Partrea Apts

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(30,758)	(30,545)	213	(30,758)	(30,545)	213	(366,544)
	Other Revenue	(1)	(4)	(3)	(1)	(4)	(3)	(49)
	Tenant Rent	(32,900)	(32,957)	(57)	(32,900)	(32,957)	(57)	(395,479)
	Tenant Revenue	(42)	(800)	(758)	(42)	(800)	(758)	(9,591)
Total Revenue		\$ (63,700)	\$ (64,306)	\$ (606)	\$ (63,700)	\$ (64,306)	\$ (606)	\$ (771,663)
Expenses	Admin Salary	2,250	8,578	6,328	2,250	8,578	6,328	102,936
	Employee Benefits	1,974	3,908	1,934	1,974	3,908	1,934	46,909
	Fee Expense	9,264	10,332	1,068	9,264	10,332	1,068	123,990
	General Expense	3,293	2,716	(577)	3,293	2,716	(577)	32,582
	Maintenance Expense	18,708	19,447	739	18,708	19,447	739	233,353
	Maintenance Salary	1,350	2,411	1,061	1,350	2,411	1,061	28,936
	Other Administrative Expense	769	3,123	2,354	769	3,123	2,354	37,475
	Protective Services	0	6,877	6,877	0	6,877	6,877	82,529
	Tenant Services Expense	206	828	622	206	828	622	9,928
	Utility Expense	9,286	18,571	9,285	9,286	18,571	9,285	222,853
Total Expenses		47,100	76,791	29,691	47,100	76,791	29,691	921,491
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer in	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(16,601)	12,485	29,086	(16,601)	12,485	29,086	149,828

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Scattered Sites

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(2,078)	(2,074)	4	(2,078)	(2,074)	4	(24,883)
	Other Revenue	(0)	(1)	(1)	(0)	(1)	(1)	(6)
	Tenant Rent	(7,378)	(6,643)	735	(7,378)	(6,643)	735	(79,713)
	Tenant Revenue	0	(34)	(34)	0	(34)	(34)	(406)
Total Revenue		\$ (9,456)	\$ (8,752)	\$ 704	\$ (9,456)	\$ (8,752)	\$ 704	\$ (105,008)
Expenses	Admin Salary	480	695	215	480	695	215	8,344
	Employee Benefits	2,249	465	(1,784)	2,249	465	(1,784)	5,578
	Fee Expense	1,013	1,359	346	1,013	1,359	346	16,315
	General Expense	5,449	2,282	(3,167)	5,449	2,282	(3,167)	27,376
	Maintenance Expense	4,326	5,072	746	4,326	5,072	746	60,848
	Maintenance Salary	62	501	439	62	501	439	6,008
	Other Administrative Expense	3	60	57	3	60	57	722
	Tenant Services Expense	4,181	337	(3,844)	4,181	337	(3,844)	4,050
	Utility Expense	0	95	95	0	95	95	1,135
Total Expenses		17,763	10,866	(6,897)	17,763	10,866	(6,897)	130,376
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		8,307	2,114	(6,193)	8,307	2,114	(6,193)	25,368

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Sykes Apts

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(28,079)	(27,884)	195	(28,079)	(27,884)	195	(334,612)
	Other Revenue	(0)	(3)	(3)	(0)	(3)	(3)	(36)
	Tenant Rent	(21,470)	(21,971)	(501)	(21,470)	(21,971)	(501)	(263,653)
	Tenant Revenue	(296)	(652)	(356)	(296)	(652)	(356)	(7,819)
Total Revenue		\$ (49,845)	\$ (50,510)	\$ (665)	\$ (49,845)	\$ (50,510)	\$ (665)	\$ (606,120)
Expenses	Admin Salary	2,511	4,684	2,173	2,511	4,684	2,173	56,214
	Employee Benefits	2,792	3,001	209	2,792	3,001	209	36,002
	Fee Expense	6,447	7,613	1,166	6,447	7,613	1,166	91,361
	General Expense	1,844	1,235	(609)	1,844	1,235	(609)	14,818
	Maintenance Expense	28,713	25,265	(3,448)	28,713	25,265	(3,448)	303,153
	Maintenance Salary	2,027	2,837	810	2,027	2,837	810	34,047
	Other Administrative Expense	726	1,439	713	726	1,439	713	17,253
	Protective Services	0	6,264	6,264	0	6,264	6,264	75,170
	Tenant Services Expense	152	902	750	152	902	750	10,824
	Utility Expense	9,370	18,740	9,370	9,370	18,740	9,370	224,874
Total Expenses		54,582	71,980	17,398	54,582	71,980	17,398	863,716
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
	Operating Transfer in	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		4,737	21,470	16,733	4,737	21,470	16,733	257,596

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Tidewater Gardens

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(310,631)	(307,457)	3,174	(310,631)	(307,457)	3,174	(3,689,487)
	Other Revenue	(5)	(22)	(17)	(5)	(22)	(17)	(260)
	Tenant Rent	(73,318)	(71,597)	1,721	(73,318)	(71,597)	1,721	(859,168)
	Tenant Revenue	(48)	(3,274)	(3,226)	(48)	(3,274)	(3,226)	(39,290)
Total Revenue		\$ (384,002)	\$ (382,350)	\$ 1,652	\$ (384,002)	\$ (382,350)	\$ 1,652	\$ (4,588,205)
Expenses	Admin Salary	9,423	15,200	5,777	9,423	15,200	5,777	182,400
	Capital Improvement	0	0	0	0	0	0	0
	Employee Benefits	16,864	22,374	5,510	16,864	22,374	5,510	268,487
	Fee Expense	23,609	56,013	32,404	23,609	56,013	32,404	672,157
	General Expense	22,874	10,271	(12,603)	22,874	10,271	(12,603)	123,235
	Maintenance Expense	45,502	46,451	949	45,502	46,451	949	557,426
	Maintenance Salary	8,768	25,259	16,491	8,768	25,259	16,491	303,109
	Other Administrative Expense	2,474	7,807	5,333	2,474	7,807	5,333	93,685
	Protective Services	2,169	8,120	5,951	2,169	8,120	5,951	97,428
	Tenant Services Expense	4,226	7,344	3,118	4,226	7,344	3,118	88,125
	Utility Expense	81,075	162,150	81,075	81,075	162,150	81,075	1,945,800
Total Expenses		216,985	360,989	144,004	216,985	360,989	144,004	4,331,852
Other OutFlows	Operating Transfer	0	(104,026)	(104,026)	0	(104,026)	(104,026)	(1,248,316)
	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	(104,026)	(104,026)	0	(104,026)	(104,026)	(1,248,316)
Net (income) loss		(167,016)	(125,387)	41,629	(167,016)	(125,387)	41,629	(1,504,669)

NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY

LIPH

Young Terrace

For the month ended July 31, 2021

		PTD Actual	PTD Budget	Variance	YTD Actual	YTD Budget	Variance	Annual Budget
Revenue	Operating Subsidy	(375,804)	(373,207)	2,597	(375,804)	(373,207)	2,597	(4,478,489)
	Other Revenue	(3,867)	(185)	3,682	(3,867)	(185)	3,682	(2,226)
	Tenant Rent	(201,370)	(202,850)	(1,480)	(201,370)	(202,850)	(1,480)	(2,434,194)
	Tenant Revenue	(402)	(9,600)	(9,198)	(402)	(9,600)	(9,198)	(115,200)
Total Revenue		\$ (581,443)	\$ (585,842)	\$ (4,399)	\$ (581,443)	\$ (585,842)	\$ (4,399)	\$ (7,030,109)
Expenses	Admin Salary	15,830	25,589	9,759	15,830	25,589	9,759	307,068
	Employee Benefits	25,270	28,867	3,597	25,270	28,867	3,597	346,400
	Fee Expense	59,191	67,614	8,423	59,191	67,614	8,423	811,375
	General Expense	28,842	11,887	(16,955)	28,842	11,887	(16,955)	142,635
	Maintenance Expense	95,455	113,776	18,321	95,455	113,776	18,321	1,365,318
	Maintenance Salary	18,455	37,836	19,381	18,455	37,836	19,381	454,032
	Other Administrative Expense	3,287	10,088	6,801	3,287	10,088	6,801	121,051
	Protective Services	2,389	17,676	15,287	2,389	17,676	15,287	212,111
	Tenant Services Expense	1,404	10,113	8,709	1,404	10,113	8,709	121,366
	Utility Expense	139,407	278,814	139,407	139,407	278,814	139,407	3,345,754
Total Expenses		389,530	602,260	212,730	389,530	602,260	212,730	7,227,110
Other OutFlows	Replacement Reserve	0	0	0	0	0	0	0
Total Other OutFlows		0	0	0	0	0	0	0
Net (income) loss		(191,913)	16,418	208,331	(191,913)	16,418	208,331	197,001

Norfolk Redevelopment and Housing Authority

Sustainable Budget Plan

Type	Priority	Program Description	Description	Fund Source	Champion	Approach	Amount
Internal Operations	A	COCC Specialized Maintenance	COCC Specialized Maintenance	Privately Managed Reserves	Donna Mills	Task Order TAG	1,117,143
		COCC Specialized Maintenance Total					1,117,143
		Federally Aided	Federally Aided	Federally Aided Reserves	Donna Mills	Internal Analysis	1,248,316
		Federally Aided Total					1,248,316
	A Total						2,365,459
	B	COCC Administration	Core Business Services	Administrative Equipment Fund	Virginia Mack	Internal Analysis	145,680
				Privately Managed Earnings	Virginia Mack	Internal Analysis	678,952
			ED Contingency Fund	Privately Managed Earnings	Virginia Mack	Internal Analysis	408,418
			Government Relations	Privately Managed Earnings	Virginia Mack	Internal Analysis	426,592
			NRHA Rent Project	Privately Managed Earnings	Virginia Mack	Internal Analysis	73,090
			Project Development Financing	Privately Managed Earnings	Mike Clark	Task Order TAG	419,448
		COCC Administration Total					2,152,180
		Development Admin	Broad Creek Village Center	Privately Managed Earnings	Mike Clark	Internal Analysis	60,000
			Development Admin	Land Sales Proceeds	Mike Clark	Task Order TAG	122,910
			Diggs & Grandy Construction Ser	Privately Managed Earnings	Mike Clark	Task Order TAG	255,593
			Disposition Support	Privately Managed Earnings	Mike Clark	Task Order TAG	30,000
			HomeNet	Land Sales Proceeds	Mike Clark	Internal Analysis	106,149
		Development Admin Total					574,652
	B Total						2,726,832
	C	Housing Choice Voucher Admin	HCV Administration	Privately Managed Earnings	Donna Mills	Resident Portal October	264,596
			HCV SRO	Privately Managed Earnings	Donna Mills	Resident Portal October	40,657
		Housing Choice Voucher Admin Total					305,253
	C Total						305,253
Internal Operations Total							5,397,544
Project Operations	A	Grandy V	Grandy V	Grandy V Operating Reserves	Lysandra Shaw	Internal Analysis Underway	23,249
		Grandy V Total					23,249
		Grandy Village Revitalization	Grandy Village Revitalization	Grandy Revite Operating Reserve	Lysandra Shaw	Internal Analysis Underway	271,117
		Grandy Village Revitalization Total					271,117
		Residential Options Inc. (ROI)	Residential Options Inc. (ROI)	Privately Managed Earnings	Mike Clark	Meeting Scheduled	96,674
		Residential Options Inc. (ROI) Total					96,674
	A Total						391,040
Project Operations Total							391,040
Grand Total							5,788,584
Savings Target Calculation							
Reserve Type	Fund Source	Program Description	Amount				
Discretionary	Land Sales Proceeds	Development Admin	229,059				
	Privately Managed Earnings	COCC Administration	2,006,500				
		Development Admin	345,593				
		Housing Choice Voucher Admin	305,253				
		Residential Options Inc. (ROI)	96,674				
	Privately Managed Reserves	COCC Specialized Maintenance	1,117,143				
Discretionary Total			4,100,222	Target Savings 1/3 per year \$1.4M			
Program Specific	Administrative Equipment Fund	COCC Administration	145,680				
	Federally Aided Reserves	Federally Aided	1,248,316				
	Grandy Revite Operating Reserves	Grandy Village Revitalization	271,117				
	Grandy V Operating Reserves	Grandy V	23,249				
Program Specific Total			1,688,362				
Grand Total			5,788,584				



Commissioners' Update

NRHA Board of Commissioners

Subject: Communications Report – July & August 2021

Executive Contact: Jennifer Moore

Date: September 16, 2021

STATUS

The attached Communications Report provides a summary of the work conducted by the Communications Department in July and August 2021.

FUTURE ACTION

The Communications Report is provided to the Board of Commissioners each month.

Communications Report

July & August 2021

Major Projects

- Reopening strategy – chaired Reopening Committee that was tasked with identifying key concerns and developing solutions, resulting in:
 - Staff survey
 - Phase 2 Reopening Proposal
 - Updated signage
 - Development of messaging, including an COVID-19 update for community newsletters, news release and draft of Executive Director’s communications to staff
- Development of HCV Communications Plan focusing on landlord recruitment
- Completed Employee Orientation video for Human Resources, including selection of videographer, script development, shooting locations and sequence, voice over and final editing

SPA / CNI

Continued work on St. Paul’s Area Transformation project, focusing on messaging, proactive media engagement, reactive media engagement, community and resident engagement, web and social media.

Support Provided to NRHA Departments

- As a special gift for two longtime residents of Tidewater Gardens, created a shadow box framing their actual address plaque with a sepia-toned photo of the community



- Wrote articles, edited and formatted newsletters for all NRHA communities
- Website backend user support for departments
- St. Paul's vision survey support
- Directed freelance writer, edited and designed Property Management Profiles and TMC Profiles
- Provided support for the "College Here We Come" students' tour of Hampton University

Collateral

- Wrote and designed final COVID-19 Resident Newsletter
- Designed and printed office and community signage for NRHA's Reopening Phases 1 & 2
- Designed flyers for community National Night Out events
- Designed flyer for Back to School Event
- Created flyers for Soccer Camp
- Created landlord recruitment graphic

News Releases

- Ashton Apartments Waitlist Open
- August 2021 NRHA Board of Commissioners Meeting Canceled
- Holley Point & Market Heights Waitlist Open
- NRHA Continues to Ease COVID Restrictions for In-Person Meetings
- NRHA Hosts Summer Activities for Youth

CodeRED texts

- 7/14/21 – Active shooter in Young Terrace. Shelter in place until all clear.
7/14/21 – Young Terrace is now clear. Resume normal operations.
- 7/28/21 – Active shooter in Young Terrace. Shelter in place until all clear.
7/28/21 – Young Terrace is now clear. Resume normal operations.
- 8/11/21 – All internet, email and phone lines are currently down at all NRHA work sites. This includes VPN. Staff is working to restore access and will update you via text.
8/11/21 – Internet, email and phone lines are now working at all NRHA work sites. VPN capabilities are also restored.

Advertising

- Ashton Apartments Waitlist Open
- Holley Point & Market Heights Waitlist Open



NRHA COVID-19 UPDATE

► NEWSLETTER



NRHA HAS REOPENED FOR BUSINESS LETTER FROM LEADERSHIP

It's been a very long 15 months since our lives were upended by the COVID-19 pandemic. Perhaps most challenging for NRHA were the extraordinary social restrictions imposed on all of us that forced NRHA to keep residents and staff safe and healthy by limiting our operations.

Now that the pandemic is on a decline in Virginia, I am very happy to tell you that **NRHA has reopened to the public**. As of July 15:

- All NRHA rental offices and gathering places are **open for in-person meetings**, appointments and walk-ins
- **Face-to-face appointments** and meetings are resuming at NRHA's offices at 555 E. Main Street
- **Maintenance service** is back to normal
- All **social distancing restrictions are lifted**
- **Extracurricular activities** and programs are again taking place
- **NRHA'S COVID-19 Hotline is closed**

However, to continue to safeguard everyone's health, we don't want to move too quickly as we reopen. Therefore, NRHA is following CDC and state guidelines by maintaining the following practices:

- Regardless of vaccination status, **face masks are still required** for all visitors and staff during in-person meetings
- **Face masks are still required** in NRHA's headquarters at 555 E. Main St., all rental offices, FICs and meeting rooms
- **In-person events and gatherings will resume** with limited seating capacity as needed

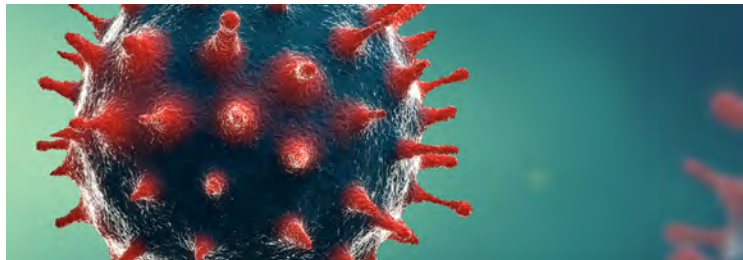
As we know, the situation with COVID-19 remains fluid which may result in changes to NRHA's new protocols. We'll keep you updated as needed.

My thanks to all of you for working with us as we made our way through these tough times together. We would not have withstood this crisis without your understanding, patience and support.

Ron Jackson, Executive Director

What's Inside

- Rental Assistance Programs
- COVID-19 Vaccination Information
- Utility Assistance
- Notice Regarding Rental Payment Obligation
- NRHA Contact Information



Need help paying your rent?

Virginia Rent Relief Program

The Virginia Rent Relief Program provides financial assistance for rent payments for eligible households. This includes financial assistance for rent payments past due from April 1, 2020, to the present, with the opportunity for renewal based on availability of funding and the household's need for additional assistance and continued eligibility. For more information and to apply: www.dhcd.virginia.gov/rmrp.

Housing Crisis Hotline 757-587-4202

The Housing Crisis Hotline offers help to people struggling with rent, mortgage or utility payments because of a loss of employment income due to the COVID-19 pandemic. Call the hotline at 757-587-4202.

City of Norfolk Eviction Prevention Assistance

Low-income Norfolk residents with dependent children may be eligible for rent assistance. To apply for eviction prevention assistance, go to www.norfolk.gov/evictionprevention. You can also call 757-664-7368 or email evictionprevention@norfolk.gov.

Looking for a Vaccination Clinic near you?

Everyone in Virginia age 12 or older is now eligible for the COVID-19 vaccine. Preregistration is no longer required. To find vaccination clinics near you go to www.vaccines.gov or call Vaccinate Virginia at 877-829-4682. They're open Mon – Fri from 8 a.m. to 6 p.m.

Need help with water or electric bills?

Emergency Water Utility Assistance

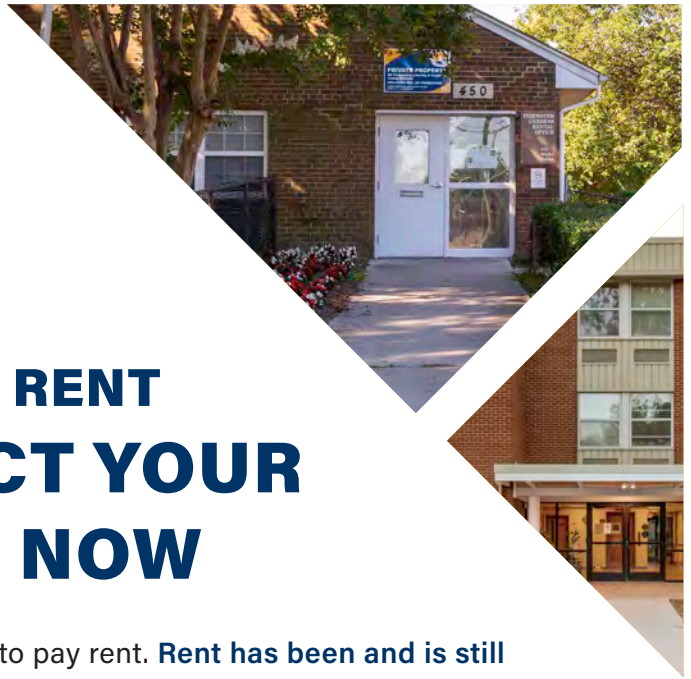
The City of Norfolk's Emergency Water Utility Payment Program provides a one-time payment to help low-income households prevent the disconnection of their water service due to non-payment. Go here for information or to apply: www.norfolk.gov/humanservices or call 757-664-6035.

EnergyShare Utilities Assistance

EnergyShare is a crisis program of last resort that helps pay energy bills for those who qualify. Apply for EnergyShare assistance through the Salvation Army at 757-543-8100.

Summer Cooling Assistance

The Virginia Department of Social Services provides qualifying households with cooling assistance during the summer months. Applications are being accepted through Monday, August 16 by calling the Enterprise Customer Service Center at 855-635-4370, visiting commonhelp.virginia.gov, or by contacting your local department of social services.



IF YOU ARE BEHIND ON YOUR RENT YOU NEED TO CONTACT YOUR PROPERTY MANAGER NOW

The Eviction Moratorium did not free tenants from the need to pay rent. **Rent has been and is still due and payable on the first of each month.**

The current Eviction Moratorium ends on July 31. **By August 1, you must pay all current and past-due rent.**

If you know you will have trouble paying past-due rent in a lump sum, **contact your Property Manager immediately to work out a repayment plan.** NRHA will take your current economic situation into consideration to work out a plan that is affordable for you. By the same token, if you have experienced a job loss or a significant loss of income, notify your Property Manager immediately so that we can make the necessary adjustment to your rent.

If you do not pay all the rent you owe and have not contacted your Property Manager to create a payment plan by August 1, NRHA will begin eviction proceedings that will result in the termination of your assistance.

We know families have been impacted tremendously by the COVID-19 pandemic. Even with COVID on the decline, we know that many of our residents are still facing serious challenges. Please contact your Property Manager now to develop a plan that will work best for you. See [page 4](#) for a list of all property management office phone numbers.

NRHA's first priority is making sure our residents are able to stay in their homes – and NRHA is ready, willing and able to work with you to make sure that happens.





NRHA CONTACT INFORMATION

NRHA Main Line

Phone Number

NRHA Automated Main Office Number	757.623.1111
After-Hours Maintenance Line (<i>public housing communities</i>)	757.623.5266

Property Management/Maintenance

Phone Number

Email

Calvert Square	757.624.8611	kbritt@nrha.us
Cottage Bridge Midrise	757.314.4214	csaunders@nrha.us
Diggs Town	757.624.8606	jduso@nrha.us
Eulalie Bobbitt Midrise	757.624.8616	vhamlin@nrha.us
Franklin Arms	757.314.1520	lassiter@nrha.us
Grandy Village	757.624.8608	bffleming@nrha.us
Hunter Square Midrise	757.624.8619	ytate@nrha.us
North Wellington	757.624.8616	vhamlin@nrha.us
Oakleaf Forest	757.624.8612	rmassey@nrha.us
Robert Patrea Midrise	757.314.4214	csaunders@nrha.us
Sykes Apartments	757.624.8617	tcross@nrha.us
Tidewater Gardens	757.314-2055	sjackson@nrha.us
Young Terrace	757.624.8610	ywiggins@nrha.us
Scattered site locations	757.624.8617	tcross@nrha.us

NRHA Programs

Phone Number

Email

Public Housing and Section 8 Wait List Information	757.314.2665	----
Public Housing/Occupancy (<i>case managers and application processing</i>)	757.624.8615	rrich@nrha.us
Resident Programs and Services, (<i>including FSS and workforce programs</i>)	757.314.2068	ysmith@nrha.us
Section 8/Housing Choice Vouchers (<i>case managers and inspections</i>)	757.533.4688	chegwood@nrha.us
Homeownership Center	757.314.4202	lfortes@nrha.us

Other NRHA Departments

Phone Number

Administrative Services	757.314.2672
Construction Management	757.314.2003
Finance Payables	757.314.1671
Housing Operations	757.314.1484
Human Resources	757.314.2674
Media Relations	757.314.2009



WELCOME!

**Visitors
must wear
masks during
appointment**



**Thank you for helping
to keep our staff safe!**



Please answer the following questions before attending your appointment.

- 1. Do you have any COVID-19-like symptoms that you can't attribute to another known health condition?**
- 2. Is anyone in your household experiencing any COVID-19-like symptoms?**
- 3. Have you been in close contact of anyone who has been diagnosed with the COVID-19 virus within the past 14 days?**

If YES to any of these questions, **DO NOT ENTER and call 757-623-1111 to conduct your appointment virtually.**



Thank you for helping to keep our staff safe!



Indoor and outdoor common areas are now open, but are

NOT SANITIZED

STAY HEALTHY!

- **No gathering in groups**
 - **No lingering**
 - **Practice good hygiene**
 - **Wash your hands**
 - **Wipe down areas after use**
-



Masks are still required regardless of vaccination status.



FACE MASKS REQUIRED

REGARDLESS OF VACCINATION STATUS



POLICE-COMMUNITY PARTNERSHIPS

Get to know your neighbors and members of the
NORFOLK POLICE DEPARTMENT!

AUGUST 3

Oakleaf Forest 2-4pm

AUGUST 4

Franklin Arms 11am-3:30pm

Bobbitt Midrise 2-3:30pm

Partrea/Cottage Bridge Midrise 1-4pm

Calvert Square 4-6pm

Young Terrace 4-6pm (tentative)

AUGUST 5

Tidewater Gardens 12-1:30pm

Grandy Village 1-4pm

Diggs Town 3-5pm

AUGUST 6

Sykes Midrise 12-3pm

Hunter Square 5:30-8pm



Families First
BUILDING SAFE & HEALTHY COMMUNITIES





POLICE-COMMUNITY PARTNERSHIPS

Get to know your neighbors and members of the
NORFOLK POLICE DEPARTMENT!

AUGUST 3

Oakleaf Forest 2-4pm

AUGUST 4

Franklin Ave

CANCELED

..... 2-4pm

Hunter Square 4-6pm

Young Terrace 4-6pm (tentative)

AUGUST 5

Tidewater Gardens 12-1:30pm

Grandy Village 1-4pm

Diggs Town 3-5pm

AUGUST 6

Sykes Midrise 12-3pm

Hunter Square 5:30-8pm



Families First
BUILDING SAFE & HEALTHY COMMUNITIES





Back-to-School Giveaway

Get ready for in-person learning! Join us
August 25 | 5 - 7 pm | Corner of Charlotte St. and Walke St.



DRIVE BY/WALK UP EVENT!

Free school supplies* | Educational resources | Drive-up Vaccination Clinic**
Give your input on the new design of homes, parks and roads in the redevelopment!

QUESTIONS? CONTACT 757-663-7047 | FACE MASKS REQUIRED

PEOPLE FIRST
EMPOWERED BY
URBAN STRATEGIES, INC.

*Supplies limited

**Vaccinations available for people ages 12+. Minors must have parent or guardian present. Register for vaccinations at:
<https://www.peoplespharmacyrx.com/covid-19-vaccine>



Come Have A Ball

NRHA Soccer Camp

July 24, Aug. 7 and Aug. 21 | 8:30 - 10:00 am
Calvert Square, 975 Bagnall Rd., Norfolk, VA

Get out of the house this summer and have fun learning basic skills! Exclusively for NRHA youth residents up to age 17. No registration required. Come wearing shorts, short-sleeve tops and athletic sneakers.



***For more
information,
call Julius
Norman at
757-314-1695.***



Come Have A Ball

NRHA

CANCELED

Port Square, 975 Bagnall Rd., Norfolk, VA

Get out of the house this summer and have fun learning basic skills! Exclusively for NRHA youth residents up to age 17. No registration required. Come wearing shorts, short-sleeve tops and athletic sneakers.



**For more
information,
call Julius
Norman at
757-314-1695.**



**Attention Landlords,
Get Listed for Free!
Contact ipointer@nrha.us**



Commissioners' Update NRHA Board of Commissioners

Subject: NRHA Launches New Website

Executive Contact: Jennifer Moore

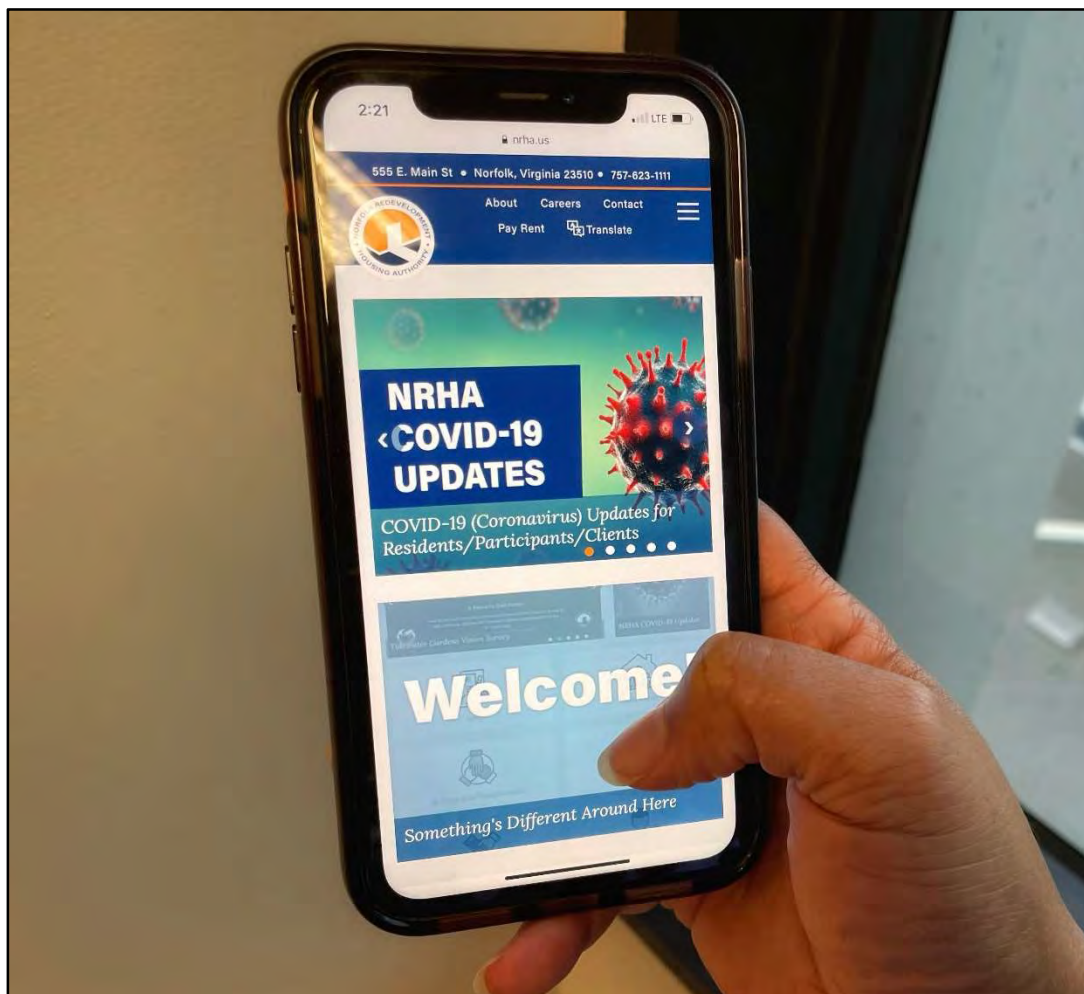
Date: September 16, 2021

BACKGROUND

NRHA's former website was built on a content management framework that became significantly outdated, causing technical glitches and an increasingly unstable site. As a result, NRHA made the decision to complete a full website redesign.

STATUS

NRHA launched its new website in August. The responsive design and user-friendly interface can be accessed by any smart phone, tablet or desktop computer. The new streamlined website allows visitors to easily find the information they're looking for.



555 E. Main St • Norfolk, Virginia 23510 • 757-623-1111

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A Place to Call Home

How do you want your new community to look and feel? Take our survey to help refine the vision for the Tidewater Gardens redevelopment in the

St. Paul's Area Community Surveys

www.norfolk.gov/TidewaterGardensVision



Welcome!

Something's Different Around Here

[Apply](#)[Client Corner](#)[St Paul's Area Transformation](#)[Housing Choices](#)[Doing Business](#)[Landlord Portal](#)[Events](#)[Board of Commissioners](#)[Plans, Policies and Disclaimers](#)[Photo Archive](#)



Commissioners' Update NRHA Board of Commissioners

Subject: NRHA Media Coverage – July & August 2021

Executive Contact: Jennifer Moore

Date: September 16, 2021

STATUS

The NRHA Media Coverage Report provides information on all mentions of NRHA in the news during July & August 2021.

FUTURE ACTION

The NRHA Media Coverage Update is provided to the Board of Commissioners each month.

NRHA Media Coverage - July & August 2021

Date	Headline	Publication	Reach	Sentiment
7/1/21	Mix of Affordable Housing Properties Capture Novogradac Honors	StamfordAdvocate.com	294,338	Neutral
7/5/21	Public housing remains unaffected by Virginia's new marijuana laws	13NewsNow.com	537,913	Neutral
7/8/21	Summer Blast brings fun and celebration to Tidewater Gardens	City of Norfolk, Virginia	151,200	Neutral
7/8/21	Federal rules prevent Virginia public housing authorities from allowing marijuana	Yahoo news	66,088,198	Neutral
7/8/21	Federal rules prevent Virginia public housing authorities from allowing marijuana	13NewsNow.com	537,913	Neutral
7/12/21	'Like You're Celebrating Getting Rid Of Something': Norfolk Holds Festival As Tidewater Gardens Clears Out	WHRO	N/A	Negative
7/12/21	S.L. Nusbaum Realty Co., 115 years Anniversary issue	The Virginian-Pilot	820,568	Neutral
7/12/21	Letters for July 13: Citizens must keep an eye on the St. Paul's redevelopment project	The Virginian-Pilot	820,568	N/A
7/13/21	15-year-old boy dies, two other teenagers hurt after shooting in Norfolk	13NewsNow.com	537,913	Negative
7/14/21	Norfolk police investigating shooting in Young Terrace	13NewsNow.com	537,913	N/A
7/14/21	Norfolk Is Building Climate Resilience Through Data Infrastructure	Medium	83,900,724	Positive
7/18/21	Person shot on E. Brambleton Ave. in Norfolk	Wavy.com	2,102,177	N/A
7/23/21	Norfolk school board member says St. Paul's plan makes it harder to serve children	Yahoo news	66,088,198	Negative
7/23/21	Norfolk school board member says St. Paul's plan makes it harder to serve children	The Virginian-Pilot	820,568	Negative
7/29/21	Scott Secures Funding for Hampton Roads, Students, and Workers In Appropriations Bill	U.S. House of Representa	3,774,622	Positive
8/2/21	Local steelpan drum orchestra and its 'De Panyard' inspire underserved communities	WAVY-TV	893,660	Positive
8/2/21	St. Paul's community in Norfolk receiving two grants to help with food insecurities in area	WTKR.com	456,419	N/A
8/4/21	Norfolk housing officials work to help residents with payment plans so debt doesn't mount up	WAVY-TV	966,651	N/A
8/18/21	Norfolk housing authority to accept applications for Ashton Apartments Project Based Voucher/Tax Credit Program	WAVY-TV	966,651	Neutral
8/20/21	15-year-old boy shot in Young Terrace section of Norfolk	13 News Now	537,913	N/A
8/24/21	Residents provide feedback on latest design for St. Paul's area housing	WAVY-TV	966,651	N/A
8/30/21	NRHA accepting applications on select apartments for limited time only	WTKR.com	456,419	Neutral



Commissioners' Update NRHA Board of Commissioners

Subject: Families First Update

Executive Contact: Kimberly Thomas, Chief Community
Engagement Officer

Date:
September 16, 2021

BACKGROUND

The Families First initiative continues to evolve and offer a platform for NRHA to provide opportunities for community engagement in our public housing communities. The Families First initiative promotes effective community engagement and collective impact programming that fosters and supports safe and healthy communities. Access to resources and community collaboration are key elements for the successful implementation of this initiative.

STATUS

Funding distributed to NRHA from Hampton Roads Ventures (HRV) has allowed for the implementation of programs and events that support the Families First initiative. These programs and events provide specific opportunities to transform our communities. Program spending incorporates initiatives in workforce development, youth services and community engagement. The funding allows staff to address barriers in our communities, close gaps in services and creatively and effectively support community engagement.

Maintaining strong community partnerships has been essential to effective programming. These events highlight our most recent efforts:

- Collaborative community engagement programming with the Norfolk Police Department and the Norfolk Department of health to further the charge of supporting and fostering safe and healthy communities
- Local collaborations and partnerships with local agencies to provide low cost or no cost enrichment programs.
- Requests for Proposals received from local community organizations for youth services and community engagement initiatives.

NRHA seeking residents and participants for the FY2022 Resident Advisory Board (RAB)

NRHA is accepting applications from public housing residents and housing choice voucher (HCV) participants for membership to the FY 2022 Resident Advisory Board (RAB).

The RAB strives to reflect and represent the residents and participants housed by NRHA. NRHA invites residents and participants to serve on the RAB to provide representation of diverse races, ethnicities, special populations and abilities.

The major roles and responsibilities of the Resident Advisory Board are to assist NRHA in compiling the Annual and Five Year Plans, to assist NRHA with advocating and applying for resources to serve residents/participants and to provide input to the NRHA Board of Commissioners on various aspects of the Authority's operations.

Potential RAB members must:

- Be at least 18 years old
- Be on a lease as a resident in a NRHA assisted community or Housing Choice Voucher program (HCV)
- Committed to effective CHANGE in your community

NRHA staff members have been asked to help disseminate this opportunity to residents and participants and assist with application submission, as needed. RAB meetings will begin in October 2021.

NRHA Public Housing and HCV Participants

JOIN OUR Resident Advisory Board

Contact your rental office or HCV case manager to get your membership application.

ABOUT

The NRHA Resident Advisory Board (RAB) meets to discuss issues that effect our communities. From safety to curb appeal, we need your feedback! Please join us.

ELIGIBILITY

- ✓ Current public housing resident
- ✓ Current HCV participant
- ✓ At least 18 years old
- ✓ Committed to effective CHANGE

For more info call :
(757)314-1624

Meetings start in Fall 2021

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Community Back to School events

Back to school supply events were hosted in several NRHA communities in August. Many of the events were hosted by community partners. In Grandy Village and Diggstown events were hosted by the Tenant Management Councils (TMC). Hot lunches and cool treats were also available to residents.

An event in Oakleaf Forest was hosted by NRHA staff from property management, Safety and Security and Client Services. This event also provided an opportunity for staff to talk to residents about any concerns and needs that they may have. Several home visits were scheduled with residents that attended the event to provide more information regarding resources available to address specific household issues.

In addition to the community support activity, **NRHA's Oakleaf Forest Property Management, Safety and Security, Diggstown TMC, and Client Services will be a part of the Campostella STEM Academy's Welcome Back Team, greeting students as they enter on the first day of school on Wednesday, September 8.** We will provide pencils, crayons, mask and hand sanitizer to youth that may be without these essential items.



Keeping Your Kids Safe

We're experiencing an uptick in reports from the police department of unattended youth engaging in negative conduct. All of us want to make sure our kids are safe. We have provided information for our newsletters so parents and guardians have an understanding of the City of **Norfolk's "Curfew and Truancy for Minors" regulation to solicit their assistance in addressing violations in their communities.**

WE NEED YOUR HELP to improve safety and reduce crime in your neighborhood. NRHA is committed to the safety of our residents and the reduction of crime in our **communities. But we can't do this without** your understanding of community concerns regarding crime and recommendations for strengthening our security measures. Residents are invited to **share their thoughts with NRHA's Security Programs Manager. Meetings** can be scheduled in-person meeting, virtually, or by phone. Meetings will be private and confidential. Each community has been provided a Date for scheduling. Resource information will also be provided. Safety depends on every one of us doing our part.

Security Project Install Updates

- Tidewater Gardens (pending start date after equipment delivery date is confirmed)
- **Oakleaf Forest "hot spot" locations (pending review)**
- Oakleaf Forest Computer Resource Center (pending quote)
- Research of Cellular Cameras (in progress)
- **Young Terrace "hot spot" locations (pending quote)**
- Calvert Square Envision Center (quote for additional coverage pending)
- Completed Projects:
 - ✓ Young Terrace
 - ✓ Calvert Square Envision Center
 - ✓ **Calvert Square "hot spot" locations**
 - ✓ Diggstown
 - ✓ Oakleaf Forest
 - ✓ Oakleaf Forest FIC
 - ✓ Grandy Village
 - ✓ Grandy Village Learning Center

National Night Out (All Events Cancelled due to updated COVID restrictions.

Safe Zone Initiative

- Planning discussions pending to identify locations and community partners for safe zone / resource locations in public housing communities.
- Planning will include resource development specific to community concerns regarding safety.

Private Security Company PR1677-690-21 Uniformed Armed Guard Services for Public Housing Communities

Evaluations completed. Procurement pending scoring for award. We will advise when this process is completed.

FUTURE ACTION

It is the commitment of the Families First Initiative to provide programming and services that render documented outcomes and results. Staff continues to strive to deliver programs with tangible outcomes in exchange for soft-target outputs. We want to offer opportunities to work with our residents in our communities in the areas of prevention, intervention and enforcement as it relates to fostering safe and healthy communities. Some anticipated outcomes include:

- a reduction in crime
- a better quality of life
- a greater sense of security, responsibility, and personal control
- building community pride and unity
- helping others and ourselves in our community
- providing law enforcement agencies with volunteer support year round
- **becoming the extra "eyes and ears" of law enforcement personnel and therefore reducing law enforcement's burden**
- physical well-being, mental health, or stress levels
- emotional and social well-being such as self-esteem, social interaction, empathy for others, and self-confidence
- a reduction in deviant behaviors
- life skills such as educational attainment, acquisition of knowledge, problem solving ability, and cognitive processing