

Norfolk Redevelopment and Housing Authority Board of  
Commissioners' Meeting  
9:00 am Thursday, March 14, 2024  
555 E. Main Street, Norfolk, VA 23501

A graphic featuring the text "SPRING FORWARD" in a white and pink font, centered within a white rectangular frame. The frame is decorated with several pink daisy flowers with yellow centers. The background is a light blue textured surface with a darker blue geometric pattern on the right side.

**SPRING  
FORWARD**





**AGENDA**  
**NRHA Commissioners' Meeting and Annual Plan Public Hearing**  
Thursday, March 14, 2024  
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. 4**

February 7, 2024 Board of Commissioners' Minutes

**II. PUBLIC COMMENTS**

**III. RESOLUTIONS      Pg. 20**

- Resolution of the Norfolk Redevelopment and Housing Authority Authorizing for the Creation of a Non-Profit Entity  
Presented by Steve Morales, Chief Development Officer
- Resolution Accepting the Revision of the NRHA Property Disposition Policy  
Presented by Steve Morales, Deputy Executive Director
- Resolution for Board approval for NRHA participation in Park Place Development  
Presented by Steve Morales, Chief Development Officer

**IV. PRESENTATIONS      Pg. 30**

- People's First Impact Report  
Presented by Nicole Brown, Operations Director of Urban Strategies, Inc. (USI)

**V. EXECUTIVE DIRECTOR COMMENTS**

**VI. DEPARTMENTAL UPDATES      Pg. 51**

**VII. BOARD COMMITTEE UPDATES      Pg. 72**

**VIII. COMMISSIONER COMMENTS**

**VIII. CLOSED SESSION      Pg. 78**

- 1) 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."
- 2) Discussion and consideration of the disposition of publicly held real property as authorized by Section 2.2-3711(A)(3) of the Act.

## **FUTURE MEETINGS**

### **Annual Plan Public Hearing**

Thursday, March 14, 2024 at 11:00 am  
555 E. Main St.

### **Board of Commissioners' Meeting**

Thursday, April 11, 2024 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, February 7, 2024.

The meeting was called to order at 9:01 a.m. by Chairman Alphonso Albert. Those Commissioners present were as follows:

Present:           Mr. Alphonso Albert  
                      Ms. Rose Arrington (*arrived at 9:19 a.m.*)  
                      Mr. Terreon Conyers  
                      Mr. Earl Fraley, Jr.  
                      Mr. Elbert Louis  
                      Dr. Philip Smith

Absent:            Mr. Adam Casagrande  
                      Ms. Amy Chudzinski  
                      Ms. Suzanne Puryear

Also present were Nathan Simms, Executive Director and Secretary, Delphine Carnes, Attorney, and various other NRHA staff members.

. . .

### **Welcome and Remarks by the Chairman of the Board**

Chairman Albert welcomed the Commissioners and thanked them for their participation.

. . .

### **I.     Approval of Minutes of Commissioners’ Meetings**

Chairman Albert presented for approval the minutes of the January 11, 2024 Board of Commissioners’ meeting. Upon motion of Dr. Smith, seconded by Mr. Louis, the minutes of the January 11, 2024 Board meeting were unanimously approved by all of the Commissioners present.

. . .



## **II. Resolutions**

### **1) Resolution of Gratitude for Donald J. Musacchio**

Chairman Albert recognized Mr. Musacchio, who was in attendance, and presented him with an official framed copy of the following Resolution of Gratitude. On behalf of the Board, Chairman Albert thanked Mr. Musacchio for his leadership and for all of the contributions he has made to the community during his tenure on the Board. Mr. Musacchio thanked the Commissioners and NRHA staff members for their support. He mentioned that he saw an article yesterday reporting that more than 70 employees of the New York City Housing Authority were arrested for taking bribes. Mr. Musacchio mentioned that he was thankful for the staff members at NRHA who consistently conduct operations honestly and with integrity so as not to harm the agency or generate bad publicity.

### **RESOLUTION 9564**

WHEREAS, Donald J. Musacchio has served as Commissioner of Norfolk Redevelopment and Housing Authority (the “Authority”) since July 31, 2012, and as Chairman of the Board of the Authority since December 14, 2017;

WHEREAS, throughout his service as Commissioner and as Chairman of the Board, Don has demonstrated an unwavering support for the Authority’s mission of providing decent, safe, affordable housing, as well as related essential services, for the citizens of Norfolk;

WHEREAS, Don has been a strong advocate of opportunities for the residents of the Authority’s communities and a consistent voice for the equitable treatment of all such residents, regardless of race, age, or economic circumstance;

WHEREAS, Don has provided exceptional leadership by listening to the concerns of residents, guiding the Board through many challenges facing the Authority and the community throughout his tenure, and working with staff to create innovative solutions to improve the Authority’s structure and processes;

WHEREAS, Don’s career with the federal government, including as the Assistant Deputy Administrator for Management of the USDA’s Food Safety and Inspection Service, and his extensive experience with mediation as well as policy formulation and implementation in the areas of human resources, civil rights, emergency planning, and administrative services, made him uniquely qualified to lead the Board;

WHEREAS, Don's patience, thoughtful decision-making, respect for all employees and residents, reasonable voice and unparalleled sense of humor have served as a model of compassionate service, pragmatic leadership and professional conduct; and

WHEREAS, Don has consistently carried out his responsibilities as Commissioner and as Chairman of the Board with integrity, pragmatism and perseverance.

NOW, THEREFORE, BE IT RESOLVED, that we, the Commissioners of the Authority, do hereby take this opportunity to express our sincere appreciation for Don's service and many contributions to the Authority;

BE IT FURTHER RESOLVED, that the Chairman of the Board of Commissioners of the Authority is hereby directed to provide a copy of this Resolution to Donald J. Musacchio, and cause a copy of said Resolution to be placed on record in the office of the Authority.

2) Resolution of Gratitude for Michael G. Clark

Chairman Albert then acknowledged Mr. Clark and presented him with a framed copy of the following Resolution of Gratitude for his service to NRHA. Chairman Albert observed that Mr. Clark led the agency through some rocky times and stated that he hoped Mr. Clark would continue to "grace the Authority with his leadership." On behalf of the Board, Chairman Albert thanked Mr. Clark for his many contributions to NRHA. Mr. Clark thanked the Board for its support and recognition.

**RESOLUTION 9565**

WHEREAS, Michael J. Clark has served as Interim Executive Director of Norfolk Redevelopment and Housing Authority (the "Authority") since March 2023 and has been an employee of the Authority since 1985;

WHEREAS, throughout his career and his service as Interim Executive Director, Mike has demonstrated an unwavering support for the Authority's mission of providing decent, safe, affordable housing, as well as related essential services, for the citizens of Norfolk;

WHEREAS, Mike has been a strong advocate of empowerment opportunities for the citizens of Norfolk through his understanding, empathy and untiring dedication to the needs of NRHA's residents;

WHEREAS, Mike has provided exceptional leadership by creating solutions to improve the Authority's processes, and has worked tirelessly to resolve routine as well as unexpected challenges;

WHEREAS, Mike's calm demeanor, quiet strength, thoughtful and careful consideration, sincerity, inherent fairness and reasonable voice prevailed in times of strife and served as a model of appropriate professional conduct; and

WHEREAS, Mike has consistently carried out his responsibilities as an employee of the Authority and as Interim Executive Director with integrity, dedication and perseverance.

NOW, THEREFORE, BE IT RESOLVED, that we, the Commissioners of the Authority, do hereby take this opportunity to express our sincere appreciation for Mike's service and many contributions to the Authority;

BE IT FURTHER RESOLVED, that the Chairman of the Board of Commissioners of the Authority is hereby directed to provide a copy of this Resolution to Michael G. Clark, and cause a copy of said Resolution to be placed on record in the office of the Authority.

3) Resolution of the Norfolk Redevelopment and Housing Authority Authorizing and Approving the Issuance of up to \$56,800,000 Multifamily Revenue Bonds for Lexington Park Apartments

Mr. Pontz introduced a resolution to approve the issuance of Multifamily Revenue Bonds in an amount of up to \$56,800,000. He explained that the bond issuance for this project was previously approved in 2021; the authorizations have expired and therefore the bond issuance needs to be approved again. Mr. Pontz commented that this project involves scattered sites and will generate approximately \$70,000 in fees annually. He added that bond counsel from McGuireWoods is participating in today's meeting online and is available to answer any questions the Commissioners may have. Both Mr. Pontz and Dr. Smith indicated that the Finance Committee has reviewed the specifics of this project. Dr. Smith confirmed that the bond issuance will not expose the Authority to any liability and will generate income on an annual basis for NRHA. He stated that the Finance Committee recommends approval of the following Resolution. Mr. Fraley agreed.

Mr. Louis asked if the Commissioners could get copies of the renderings of the project. Ms. Carnes confirmed that those could be obtained. Anne Curtis Saunders, bond counsel, and Steven Kahn, who represents the developer, Standard Communities, were both participating remotely by video and stated that they would provide renderings. Mr. Kahn explained that this

project involves extensive interior renovations of existing properties and assured the Commissioners that the improvements will be of high quality and will include, among other things, new roofs, windows and HVAC systems. Chairman Albert thanked Mr. Louis for his insightful questions. The floor was opened for public comment, but there were no members of the public present in person or online who wished to make any statements or ask any questions.

Upon motion of Dr. Smith, seconded by Mr. Conyers, the following Resolution was unanimously approved by all of the Commissioners present.

### **RESOLUTION 9566**

The Norfolk Redevelopment and Housing Authority (the “Authority”) is empowered, pursuant to the Virginia Housing Authorities Law, Chapter 1, Title 36 (the “Act”) of the Code of Virginia of 1950, as amended (the “Virginia Code”), to issue its bonds for the purpose, among others, of financing the Plan of Finance (as hereinafter defined), located within the territorial boundaries of the City of Norfolk, Virginia (the “City”).

To further the Act’s purposes, at the request of Standard Lexington Park Venture LP, a Virginia limited partnership (the “Applicant”), the Authority has determined to issue and sell its Multifamily Revenue Bonds in a principal amount not in excess of \$56,800,000 (the “Bonds”), pursuant to the Act, for the purpose of assisting the Applicant or an entity affiliated with and controlled by, or under common ownership with, the Applicant (the Applicant or such resulting ownership entity hereinafter referred to as the “Borrower”) in financing or refinancing a portion of the costs of acquiring, constructing, renovating, rehabilitating and equipping a multifamily residential rental housing project to be known as Lexington Park Apartments, to consist of a scattered site multifamily residential rental housing project consisting of 60 one-bedroom units, 92 two-bedroom units, 82 three-bedroom units and 26 four-bedroom units, to be located on approximately 9.8 acres of land located at (i) 1225 Tidewater Drive in Norfolk, Virginia 23504, (ii) 1412 Berkley Avenue in Norfolk, Virginia 23523, and (iii) 3412 Colonial Avenue in Norfolk, Virginia 23508 (the “Project”), including the financing of reserve funds as permitted by applicable law and the costs of issuance incurred in connection with the issuance of the Bonds. Based on representations of the Applicant, the Project is structured to meet the requirements of a qualified residential rental project within the meaning of Section 142(d) of the Internal Revenue Code of 1986, as amended. The Applicant has represented that the Project will be owned by the Borrower.

Based on the representations of the Applicant and the information submitted concerning the Project, the Authority has determined that the issuance and sale of the Bonds will benefit the inhabitants of Norfolk, Virginia and the Commonwealth by promoting their health, welfare, convenience and prosperity.



NOW, THEREFORE, BE IT RESOLVED BY THE NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY OF NORFOLK, VIRGINIA THAT:

1. The foregoing recitals are approved by the Authority and are incorporated in, and deemed a part of, this resolution.

2. Based on the representations of the Applicant and the information submitted concerning the Project, it is hereby found and determined that the Project will further the public purposes of the Act by promoting the health and welfare of the Commonwealth, the City of Norfolk, Virginia and their citizens.

3. Based on the representations of the Applicant and the information concerning the Project, it is hereby found and determined that the facilities which are the subject of the Project will constitute facilities for use primarily as safe and affordable single or multifamily residences, as described in the Act.

4. To induce the Borrower to acquire, construct, renovate, rehabilitate and equip the facilities which are the subject of the Project as safe and affordable single or multifamily residences within the meaning of the Act, the Authority hereby agrees, subject to approvals required by applicable law, to assist the Borrower in financing the Project by undertaking the issuance of (and hereby declares its official intent to issue) the Bonds in an aggregate principal amount not to exceed \$56,800,000 upon terms and conditions as shall be mutually agreeable to the Authority and the Borrower. The Bonds will be issued pursuant to documents as shall be satisfactory to the Authority and its counsel. The Bonds may be issued in one or more series at one time or from time to time, with the first series to be issued in no event later than February 13, 2025, pursuant to the terms of a subsequent resolution or resolutions adopted by the Authority.

5. It having been represented by the Applicant to the Authority that it is necessary to proceed with the financing of the Project, the Authority hereby agrees that the Borrower may proceed with the plans for the Project, enter into contracts related to the financing of the Project and take such other steps as it may deem appropriate in connection therewith, provided that nothing herein shall be deemed to authorize the Borrower to obligate the Authority without its consent in each instance to the payment of any moneys or the performance of any acts in connection with the Project or any portion thereof. The Authority agrees that the Borrower may be reimbursed from the proceeds of the Bonds for all expenditures and costs so incurred by it, provided such expenditures and costs are properly reimbursable under the Act and applicable federal laws.

6. The Authority hereby designates McGuireWoods LLP, Tysons, Virginia, to serve as bond counsel and hereby appoints such firm to supervise the proceedings and approve the issuance of the Bonds.

7. As a condition of the issuance of the Bonds by the Authority, the Borrower shall agree in the Bond Documents to indemnify and save harmless the Authority, its commissioners, officers, directors, employees and agents from and against all liabilities, obligations, claims, damages, penalties, losses, costs and expenses in any way connected with the issuance and sale of the Bonds.

8. All costs and expenses in connection with the financing of the Project, including the fees and expenses of the Authority (including, without limitation, any application fee and origination fee or annual fee, as applicable), bond counsel, and counsel for the Authority shall be paid from the proceeds of the Bonds (but only to the extent permitted by applicable law) or from moneys provided by the Borrower. If for any reason the Bonds are not issued, it is understood that all such fees and expenses shall be paid by the Borrower and that the Authority shall have no responsibility therefor.

9. In adopting this resolution the Authority intends to evidence its “official intent” to reimburse Project expenditures with proceeds from the issuance of the Bonds within the meaning of Treasury Regulations Section 1.150-2.

10. The Chair, the Vice Chair, the Secretary/Treasurer of the Authority, any Assistant Secretary of the Authority, or the designee of any of them, any of whom may act alone, are hereby authorized to request an allocation or allocations of the State Ceiling (as defined in Section 15.2-5000 of the Virginia Code) in accordance with the applicable provisions of the Virginia Code and any regulations or executive orders issued thereunder. All costs incurred by the Authority, if any, in connection with such proceeding shall be paid for by the Borrower.

11. No bonds may be issued pursuant to this resolution until such time as (a) the issuance of the bonds has been approved by the City Council of Norfolk, Virginia and (b) the bonds have received an allocation or allocations of the State Ceiling in accordance with the applicable provisions of the Virginia Code and any regulations or executive orders issued thereunder.

12. The Bonds shall be limited obligations of the Authority and shall be payable solely out of revenues, receipts and payments specifically pledged therefor. Neither the commissioners, directors, officers, agents or employees of the Authority, past, present and future, nor any person executing the Bonds, shall be liable personally on the Bonds by reason of the issuance thereof. The Bonds shall not be deemed to constitute a general obligation debt or a pledge of the faith and credit of the Commonwealth or any political subdivision thereof, including the Authority or the Council of the City (the “City Council”) (and the Bonds shall so state on their face), and neither the Commonwealth nor any such political subdivision thereof shall be generally liable thereon, nor in any event shall the Bonds be payable out of any funds or properties other than the special funds and sources provided therefor. Neither the faith and credit nor the taxing power of the Commonwealth, or any political subdivision thereof, shall be pledged to the payment of the

principal of the Bonds or the interest thereon or other costs incident thereto. The Bonds shall not constitute an indebtedness within the meaning of any constitutional or statutory debt limitation or restriction.

13. The Authority (including its commissioners, officers, directors, employees and agents) shall not be liable and hereby disclaims all liability to the Borrower and all other persons or entities for any damages, direct or consequential, resulting from the issuance of the Bonds or failure of the Authority to issue the Bonds for any reason. The Authority's agreement to exercise its powers to issue the Bonds as requested by the Borrower is contingent upon the satisfaction of all legal requirements and the Authority shall not be liable and hereby disclaims all liability to the Borrower for any damages, direct or consequential, resulting from the Authority's failure to issue Bonds for the Project for any reason, including but not limited to, the failure of the City Council to approve the issuance of the Bonds.

14. The Applicant, by receiving the benefit of this resolution, has agreed that the Borrower will cause the documents executed in connection with the issuance of the bonds to contain a covenant, in form and substance satisfactory to the Authority and its counsel, substantially to the effect that the Borrower will agree to pay to the Authority an annual administrative fee which shall be due and payable on the date of issuance of the Bonds and on each annual anniversary date thereof until payment in full of the Bonds, which shall be 1/8 of 1% of the outstanding principal amount of the Bonds.

15. The Authority recommends that the City Council approve the issuance of the Bonds.

16. No Bonds may be issued pursuant to this resolution until such time as the issuance of the Bonds has been approved by the City Council.

17. The approval of the issuance of the Bonds does not constitute an endorsement to a prospective purchaser of the Bonds of the creditworthiness of the Project or the Borrower.

18. This resolution shall take effect immediately upon its adoption.

. . .

### **III. Public Comments**

No members of the public were present in person at the meeting to speak, nor were there any online questions or online comments in the NRHA chat box. The hallways were checked to confirm that no individuals were waiting to address the Commissioners.

. . .

#### **IV. Executive Director Comments**

Mr. Simms reported that he continues to be very busy. He noted that he has been meeting with members of the Norfolk City Council and recently engaged in some very good conversations with Councilwomen Royster and Johnson. Mr. Simms commented that he is working to strengthen the relationship between NRHA, the City Administration and the members of Norfolk City Council in order to discuss and help facilitate the agency's plans for development and resident services. He indicated that Mr. Morales, Chief Community Development Officer, will speak about NRHA's development plans later in the meeting. Mr. Simms expressed appreciation for the City's interest in NRHA's activities and projects.

Mr. Simms observed that technological improvements remain a focus for the Authority. He mentioned that there have been a lot of discussions, within agency departments and Board committees, about the services and support that NRHA needs to deliver to its residents and about how to formulate a budget that will sustain the agency and enable it to meet its goals. Mr. Simms reported that work is ongoing on the Authority's strategic plan and added that both the Board and NRHA staff have articulated goals and created timelines for accomplishing those goals. He stressed the importance of leveraging partnerships with other community organizations and drafting plans that reflect engagement with, and inclusion of, those partners. *[Ms. Arrington arrived at 9:19 a.m.]*

Mr. Simms announced that he and some other staff members are still slated to go to Tampa. He also indicated that Julius Norman, Client Services Director, and his team are in contact with the Atlanta Housing Authority to benefit from that agency's talent and expertise. Mr. Simms concluded by stating that NRHA wants to get a lot of things done and is determined to work towards these goals. He added that it is critical to focus on the ship itself and its journey, rather than just on the ultimate destination.

Dr. Smith asked if there are plans for the Board to get together to review the strategic plan, and if so, will this involve a retreat. Mr. Simms confirmed that both a Board retreat and a staff retreat will be scheduled, most likely in the spring. He commented that the goals formulated at the last retreat are very good, but it is still important to drill down on the details and work on implementation of the earlier established framework for moving forward. Chairman Albert asked if any of the Board members will be involved in planning the retreat. Mr. Simms responded that the Board will be represented in the planning process and added that NRHA is still looking for a good facilitator. Chairman Albert suggested that discussions begin as soon as possible to talk about next steps. He also mentioned that he appreciates the fact that Mr. Simms, as the new Executive Director, has "hit the ground running." Mr. Simms thanked the Commissioners for their support.

. . .



**V. Departmental Updates**

Scott Pontz, Deputy Executive Director, directed the Commissioners to his memorandum contained in the previously circulated Board Packet. He reported that NRHA staff and the Finance Committee met on Monday and reviewed the financials for December. Mr. Pontz observed that they are taking a very close look at the budget in order to make it a helpful planning tool for staff. He commented that NRHA has had discussions with six national consultants to assist in this process, one of whom has taken steps to look at best industry practices on spending levels and will provide a pro forma plan to take the agency into the future. Mr. Pontz indicated that all of these consultants have significant experience with other large public housing authorities.

Mr. Pontz commented that the budget process is moving forward and a first draft will be available for committee review in March; it will be presented to the full Board in April, with approval scheduled for the Board's June meeting. Mr. Fraley commented that the process has been very efficient and noted that he has nothing more to add to Mr. Pontz's presentation. Dr. Smith agreed and asked Mr. Pontz to comment on staffing. Mr. Pontz stated that NRHA needs to get smaller as an agency and the right way to accomplish this is through careful planning. He noted that the accounting and financial planning departments are merging and will be converting to a new software platform over the next 18 months. Mr. Pontz explained that he is no longer quite as involved in the day-to-day planning and has taken on the role of being "Nathan's wingman." He indicated that he is excited to visit Atlanta and get some good pointers on best practices. Mr. Pontz noted that NRHA has a great staff that works well together to overcome any challenges the agency may face.

Dr. Smith commented that he appreciates NRHA's willingness to streamline its operations to make them more effective. He said that he is looking forward to hearing what the staff learns in Atlanta about best practices. Mr. Pontz observed that, with regard to the Central Office Cost Center ("COCC"), the consultants' knowledge base will be very valuable. Mr. Louis asked Mr. Pontz if his department is fully staffed. He responded in the affirmative but observed that he is working eleven hours a day to transition from day-to-day oversight to serving in more of an overall management capacity. Mr. Pontz confirmed that he has enough staff members and explained that the organizational structure has changed; he used to be Director of Finance and retained many of those duties when he became CFO and then Deputy Executive Director. Mr. Pontz stated that he is responsible for training the members of his department. He reported that his department currently includes 9 staff members, as opposed to 15 in the past, but concluded that 9 is an appropriate number for an agency the size of NRHA. Mr. Louis stated that he remembers when the department was larger and noted that he is interested to see how things will work as more staff members get trained and promoted. Mr. Pontz indicated that it is a delicate process of refining how the work is assigned and carried out to make operations more streamlined and efficient.

Mr. Fraley asked how the audit currently being performed by Jump Perry is going. Mr. Pontz responded that it is a challenging process, but the agency's numbers look good. Dr. Smith stated that NRHA's recent computer issue impacted the process. Mr. Pontz agreed that this issue did slow things down a bit, but assured the Commissioners that everything is now on track.

Ms. Arrington asked Mr. Pontz how long the transition would take. Mr. Pontz explained that good training is an ongoing process that never ends; NRHA will continuously be training its staff to improve efficiency and the quality of services the agency provides. He mentioned that sustainability is targeted for three years from now. Dr. Smith acknowledged that Mr. Pontz is currently working 11-hour days but hoped that increased operational efficiency will allow him to work a regular 40-hour week. Mr. Pontz stated that he is also hopeful that will be the case.

Mr. Morales addressed the Commissioners. He mentioned that the Development Committee will be meeting on Monday and has a full agenda of items to discuss. Mr. Morales announced that the Developers Forum is scheduled for March 28 at the Kroc Center; this forum, organized in collaboration with the City, will highlight opportunities available on NRHA properties as well as elsewhere in the City. He observed that the goal of the forum is to generate interest from a broader cross section of developers from this region and beyond. Mr. Morales indicated that individual projects will be initiated after the forum takes place. Dr. Smith asked about the proposed agenda for the forum. Mr. Morales commented that NRHA is still working on that with the City but it is close to being finalized. He mentioned that his memorandum in the Board Packet is a continuation of last month's report and noted that the current report also includes non-assisted properties. Mr. Morales stated that he would be happy to answer any questions that the Commissioners might have.

Ms. Arrington asked why there are so many vacancies in NRHA's Low Income Public Housing ("LIPH") communities. Mr. Morales responded that he is not the best person to answer that question but mentioned that he does know NRHA is working on this issue from an occupancy group standpoint to get the units turned faster and maintenance handled more efficiently. He observed that there are a significant number of vacancies in Young Terrace and added that, with NRHA's privately managed properties, the Authority works with the property managers to improve turnover of units. Mr. Clark addressed the Young Terrace situation. He explained that Yvette Thompson, Chief Housing Officer, spoke to the Commissioners about the unit turn crews at last month's Board meeting. Mr. Clark noted that the Authority is using these dedicated crews to improve the turnover process. He indicated that unoccupied units are boarded up for safety so they do not get vandalized. Mr. Clark emphasized that there is a concerted effort to get units ready for occupancy as quickly as possible. He commented that Leslie Hannah is NRHA's Occupancy Director; she schedules weekly meetings to provide comprehensive occupancy updates.

Chairman Albert stated that he was told that there are currently 100 vacant and boarded-up units in Young Terrace. Mr. Simms explained that at some point there were 100 vacancies in that

community, but those units were not all boarded up. He observed that Mr. Clark is absolutely correct in his description of efforts to turn units faster. Mr. Simms commented that one challenge lies in the fact that some households on the waitlist are not interested in moving to Young Terrace. Chairman Albert expressed his understanding that the vacancies were the function of a planning issue. Mr. Clark explained that there are a variety of reasons for the vacancies, including the time it takes to handle necessary renovations once a household moves out, as well as a misperception that Young Terrace is a high crime area. He noted that crime statistics have actually improved in the community. Mr. Clark emphasized that the best thing NRHA can do to address the vacancy problem is to reduce the time it takes for units to be renovated and ready for move in. He concluded by saying that NRHA has made good strides towards this goal.

Karen Rose, Security Programs Manager, added that there is a prevalent street culture that promotes ongoing discussion of criminal activities and safety issues, even when those events occurred years in the past. She indicated that her department continues to work on publicizing current statistics, which have been more favorable. Ms. Rose also noted that NRHA has implemented a new system for addressing maintenance issues more efficiently, not just in Young Terrace but throughout the Authority's communities. She reiterated Mr. Clark's comments regarding crime in Young Terrace; criminal activity has significantly decreased, and a variety of safety resources have been put in place, even if they are not all apparent.

Mr. Conyers stated that Ms. Rose made a very good point - NRHA needs to create its narrative and get the accurate story out so that residents know what efforts are being made to improve the quality and safety of the Authority's communities. He added that people need to know about the new integrated maintenance process and the installation of call boxes. Mr. Conyers again emphasized the importance of publicizing NRHA's initiatives and successes. Mr. Louis added that he would like NRHA to institute a marketing campaign, and perhaps form a committee to oversee the formulation and implementation of such a campaign. He suggested that the campaign could start by focusing on a specific neighborhood such as Young Terrace. Mr. Clark indicated that earlier this week he and Mr. Simms discussed how to market NRHA's communities to the public. He mentioned that they also spoke specifically about Young Terrace and will be getting back to the Board shortly with more details. Mr. Louis noted that it is critical to get this effort underway as soon as possible. Chairman Albert stated that if you just let the results speak for you, rather than having a detailed narrative, things can happen in a neighborhood to change perceptions. He recommended that the Authority provide marketing messages on an ongoing basis and tailor them to the current status as it evolves.

Dr. Smith commented that marketing these days is all about social media. Mr. Simms indicated that just today NRHA posted the job opening for a Marketing and Government Relations Director. He mentioned that it is important to "just look out the window" and concentrate on the positives of NRHA's downtown units. Mr. Simms observed that some of the negative opinions circulating are just a matter of perception; NRHA staff knows that crime is down, but it is essential

to make sure that the community has that information as well. Dr. Smith mentioned that NRHA currently has only 10,000 followers on Facebook. Mr. Simms stated that NRHA is working on expanding its presence on social media and publicizing its programs through other outlets. Mr. Morales noted that, as renovations are made in the communities, the Authority is making sure that it communicates the status of those renovations through its bulletin boards and grass-root organizations in the community. Mr. Fraley asked what mechanism is used by NRHA to communicate with its residents. Mr. Simms responded that the primary vehicle for sharing information is a periodic newsletter and additional mailings.

Mr. Morales reported on the status of the Choice Neighborhoods Initiative (“CNI”). He commented that the Reunion and Origin facilities have received their Certificates of Occupancy; residents are moving into Reunion right now and will be moving into Origin next month. Mr. Morales announced that the former Willis Building is being renovated by a private developer and is set to open in May; this apartment building will include Project Based Voucher (“PBV”) units.

Dr. Smith asked about the Developers Forum and inquired whether the Board needs to be involved in that effort. Mr. Morales responded that it would be wonderful if some of the Commissioners could attend the forum. He mentioned that a Save-the-Date notice will go out in the next few days.

Mr. Conyers asked if NRHA tracks the image, perception and cohesion of the CNI communities, as well as what type of training is provided for the residents. Mr. Morales confirmed that resident input is carefully tracked and added that NRHA works with Urban Strategies Inc. (“USI”) on training. He mentioned that Ms. Puryear is not in attendance today, but reported that he is working with her to bring representatives of USI to a future Board meeting to report to the Commissioners and give them a chance to ask any questions. Mr. Conyers commented that it is critical to be successful in administering CNI. He noted that, just as in Broad Creek, NRHA needs to take an active role in preparing residents to succeed. Mr. Louis observed that he previously was involved in relocation and explained that detailed information would be prepared and circulated to residents on a variety of topics, including how to be a good neighbor, how to participate in community activities, etc.

Pamela Jones-Watford, Housing Choice Voucher Program Director, addressed the Commissioners and directed them to her report, which is included in the Board Packet. She explained that NRHA also helps residents use their vouchers for homeownership. Ms. Jones-Watford indicated that her department is currently working on staff training. She added that many staff members participated in a three-day training program through Nan McKay and several took the exam to become certified rent calculation specialists. Ms. Jones-Watford reported that there is a rolling PBV Request for Proposals (“RFP”) out for private developments and noted that Tidewater Gardens residents will have first priority for PBV units. She concluded by observing that her team is working hard to manage its programs, including customer service, effectively.



Chairman Albert stated that he hears a lot about “workforce” housing and what is considered affordable. He asked Ms. Jones-Watford if she gets any information from the U.S. Department of Housing and Urban Development (“HUD”) on these issues. She responded that NRHA works on this through its payment standard, which currently is 110% for Housing Choice Vouchers (“HCVs”). Ms. Jones-Watford also mentioned that the Authority has small market area payment standards for two specific zip codes to increase opportunities for its HCV participants. Chairman Albert stated that he is asking because Mr. Simms, in his application interview, commented that NRHA hasn’t kept up with the market. Mr. Simms clarified that the problem is not just internally with NRHA, rather it is about the broader issue of limited renting power in a very tight market. He stressed that NRHA needs to continue to look at its market and work with HUD so that its participants have better chances to find units. Mr. Simms explained that, for some zip codes, the agency raises its payment standards to penetrate more markets. Mr. Conyers asked how that works. Ms. Jones-Watford responded that HUD actually just told NRHA that the agency will be able to use small area fair market rents (“FMR”) for other zip codes and will have the ability to use between 90% and 110% of FMR. She observed that NRHA uses 110% to give families more opportunities. Ms. Jones-Watford also reported that landlords consistently ask for rent increases every year, if not more often, and NRHA processes those adjustments if they are reasonable.

Mr. Louis commented that, in the waitlist summary included in the Board Packet, the colors run together making it difficult to decipher. Ms. Jones-Watford noted that she will ask Joni Anderson to adjust it. Mr. Louis asked Ms. Jones-Watford to identify the numbers in the summary’s disabled category since it is difficult to read. Ms. Jones-Watford adjusted the coloring of the pie chart on Mr. Louis’s iPad so that the information was legible.

.. . . .

## **VI. Committee Updates**

### ***1) Low-Income Public Housing Committee***

Mr. Louis reported that the Low-Income Public Housing (“LIPH”) Committee met yesterday and he is very excited about the work the committee will be doing. He thanked Ms. Thompson for her assistance and also thanked Ms. Rose for reporting on neighborhood safety issues and crime incidents for the last part of 2023. Mr. Louis was concerned about reports of a number of shootings but was glad to hear that crime appears to be trending down. He mentioned that Ms. Thompson reported on the call center for maintenance work orders, which is starting in Oakleaf Forest as a pilot program and will be expanded to other neighborhoods. Mr. Louis added that the work order information will be closely tracked. Mr. Simms commented that Ms. Shirley Broom, Self Sufficiency Program Supervisor, also participated in the LIPH Committee meeting; Ms. Broom worked closely with Mr. Louis for many years.

*2) Safety and Community Engagement Committee*

Dr. Smith reported that the Safety and Community Engagement Committee met last Friday and engaged in extensive discussions about the interplay between safety and community engagement. He indicated that Ms. Rose gave an overview of the current collaboration between the Norfolk Police Department and Norfolk City Public Schools on the issue of safety. She also spoke about NRHA's networking efforts to reduce crime and promote safety in its communities. Mr. Norman spoke about financial education and employment opportunities for residents, as well as food insecurity and mental health issues. Dr. Smith observed that it is critical to consider all of these issues when trying to build healthy, well-functioning communities. Dr. Smith announced that the Safety and Community Engagement Committee will meet on the first Friday of each month and will concentrate on developing a dashboard of activities.

*3) Finance Committee*

Dr. Smith reported that the Finance Committee will meet each month prior to the Board meeting. He indicated that the committee discussed NRHA's organizational chart as well as the audit and budget process. Dr. Smith added that the committee also reviewed NRHA's inventory of properties and discussed development of a policy for the disposition of those properties. Mr. Fraley agreed with Dr. Smith's summary and stated that he had nothing to add.

*4) Development Committee*

Mr. Conyers announced that the Development Committee did not meet this month prior to the Board meeting, but an update will be presented at the March Board meeting. Mr. Fraley commented that he is looking forward to the discussions with the Tampa Housing Authority and seeing what initiatives that agency is implementing. He noted that a full report on lessons learned from the visit will be presented to the Board at an upcoming meeting.

. . . .

**VII. Commissioner Comments**

Dr. Smith applauded Mr. Simms on his efforts to cultivate a good relationship with City Council early in his tenure. Dr. Smith observed that this relationship is critical, as is a close relationship with City staff.

Mr. Louis agreed with Dr. Smith's comment and mentioned that Mr. Simms attended a recent forum for African-American males. Mr. Louis noted that it was a very good and informative event. He reiterated that he would like to see the renderings for the development to be funded by the bond issuance that was approved at today's meeting and he would also like more information on marketing efforts for the Young Terrace units.

Mr. Conyers commended NRHA on its initiatives, including price control on Norfolk housing units. He observed that it is expensive to live in Norfolk, but NRHA's fair market rents for Park Terrace and Mission College are very reasonable. Mr. Conyers thanked the Authority staff for continuing to fight for more affordable housing in our communities. He noted that he attended the St. Paul's Advisory Committee meeting and is delighted to hear about efforts to include small and minority contractors in the development process. Mr. Conyers added that he was happy to see Mr. Simms at the meeting. He indicated that the Board is very pleased with Mr. Simms's energy and commitment and thanked him, as well as the rest of the NRHA staff. Mr. Conyers concluded by stating that "there is a lot of synergy in this room."

Chairman Albert reported that the annual Martin Luther King breakfast meeting was held on January 15 with the goal of raising community awareness and reporting on progress being made with respect to the availability of affordable housing. He announced that the event was very well attended this year with more than 1,400 participants. Chairman Albert commented that the Urban League presented an award to NRHA, and he felt very proud of the agency and its staff when Mr. Simms accepted the award.

. . . .

There being no further business, the meeting was adjourned at 10:36 a.m.

---

Secretary

---

Chair

. . . .



## Resolution Item

### NRHA Board of Commissioners

**Subject:** RESOLUTION AUTHORIZING THE CREATION BY NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY OF A NON-PROFIT CORPORATION

**Executive Contact:** Nathan Simms

**Date:** March 14, 2024

#### BACKGROUND

The Authority has provided and continues to provide affordable housing opportunities as well as educational, employment and recreational services and activities to residents of the City of Norfolk, even though federal, state and local funding for such services has been drastically decreasing over the last 20 years. The Authority wishes to continue its activities and desires to (i) provide educational, employment and recreational opportunities for residents of the Authority's communities, (ii) apply for grants and other funding to support the Authority's mission, and (iii) participate in various development activities that further the mission of the Authority and enhance the quality of life for the residents of the City of Norfolk.

The creation of a non-profit entity would enable the Authority to apply for certain grants and other funding sources that are not otherwise available to housing authorities. The Authority desires to create such a non-profit entity and apply for tax-exempt status to facilitate access to funding and development opportunities.

The Virginia Code allows housing authorities to create additional entities, subject to approval by City Council. Upon adoption of this Resolution, the Authority plans to request City Council approval for the creation of a new non-profit entity.

There is no adverse effect to the Authority as a result of the proposed Resolution.

**Recommendation:** Adopt resolution.

**RESOLUTION AUTHORIZING THE CREATION BY  
NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY  
OF A NON-PROFIT CORPORATION**

WHEREAS, the Board of Commissioners of the Norfolk Redevelopment and Housing Authority (the “Authority”) has determined that it is desirable to continue to (i) provide educational, employment and recreational opportunities for residents of the Authority’s communities, (ii) apply for grants and other funding to support the Authority’s mission, and (iii) participate in various development activities that further the mission of the Authority and enhance the quality of life for the residents of the City of Norfolk (collectively, the “Activities”);

WHEREAS, the creation of a non-profit entity would facilitate participation by the Authority in the Activities and access to certain types of funding for such Activities;

WHEREAS, pursuant to Section 36-19(12) of the Virginia Housing Authorities Law, Chapter 1, Title 36, Code of Virginia of 1950, as amended, the Authority, with the approval of the local governing body, is authorized to form corporations, partnerships, limited liability companies, or other legal entities or combinations thereof; and

WHEREAS, the Authority plans to apply to the Internal Revenue Service (“IRS”) to obtain tax-exempt status under the Internal Revenue Code (the “Code”) for such entity, once created.

NOW, THEREFORE, be it resolved by the Board of Commissioners of the Norfolk Redevelopment and Housing Authority as follows:

1. Subject to the approval of the Norfolk City Council, the formation by the Authority of a non-profit corporation to facilitate the participation of the Authority in planning, developing, funding, and supporting the Activities, is hereby authorized and approved.
2. The Executive Director, or his designee, is hereby authorized to prepare, execute, and submit the necessary application to the IRS to request tax-exempt status for the new non-profit entity under the Code;
3. The Executive Director, or his designee, is hereby authorized to execute and deliver any and all agreements, instruments and other documents as may be necessary or desirable to consummate the transactions contemplated by this Resolution, and to take such other action as he may deem necessary or desirable to carry out the intent of this Resolution.
4. All actions heretofore taken by the Executive Director and other officers of the Authority in connection with the transactions contemplated by this Resolution are hereby approved, adopted, ratified and confirmed in all respects.
5. This Resolution shall take effect immediately upon its adoption.



## Resolution Item

### NRHA Board of Commissioners

**Subject:** Resolution Authorizing Approval of 2024 Revised NRHA Property Disposition Policy

**Executive Contact:** Steve Morales

**Date:** March 14, 2024

#### BACKGROUND

As a redevelopment and housing agency, Norfolk Redevelopment and Housing (NRHA) is legally permitted to acquire property for residential or commercial reuse, or to eradicate blight for creation of housing opportunities. The NRHA Board of Commissioners authorizes the Executive Director of the Authority to dispose of real property. The disposition of property owned by NRHA will also be governed by the Policy Concerning the Sale or Other Disposition of Real Estate to commissioners and Employees of NRHA and to Elected Public Officials, adopted June 16, 2003 (Commissioners' Resolution 8665).

The purpose of the 2004 Disposition Policy (Policy) was to provide a uniform and consistent approach for the sale, lease or other disposition of real estate now owned or hereafter acquired by NRHA. The revisions included in the 2024 policy seek to clarify and expand on the manner in which property can be sold to a developer or conveyed to the City.

Recommendation: Approve Resolution



**NRHA Property Disposition Policy**  
**Adopted March 2004**  
**Revised March 2024**

The Norfolk Redevelopment and Housing (NRHA) is legally permitted to acquire property located within approved conservation and redevelopment areas in addition to designated special service districts for the purpose of redeveloping said property for residential or commercial uses, or without a redevelopment plan for the purpose of removing blight to create housing opportunities. The purpose of this Disposition Policy (Policy) is to provide a uniform and consistent approach for the sale, lease or other disposition of real estate now owned or hereafter acquired by NRHA.

The NRHA Board of Commissioners authorizes the Executive Director of the Authority to dispose of real property. While return of the investment is important, it is not the sole factor in the determination of the process or the selection of the purchaser. The impact of the proposed redevelopment and the capability of the purchaser to fulfill the development obligations are the prime factors. At all times, the Disposition Policy seeks to:

- ensure a consistent, open process by which NRHA sells or releases its real estate for redevelopment,
- maximize NRHA's ability to promote redevelopment opportunities relative to its real estate holdings,
- minimize the level of public investment required to acquire and redevelop real estate,
- minimize the period of time that real estate is held by the NRHA before it is sold or otherwise released for redevelopment,
- maximize the resources available for future real estate acquisition and redevelopment, and
- provide equal opportunity for all minorities, women and small businesses to purchase Authority-owned real estate.

Several real property disposition processes are available under law to the Authority. The Executive Director and NRHA staff determine which one best fits each parcel and transaction. Some of those processes include:

- Request for Proposals/Qualifications. Typical cases where this process is used include:
  - More than one developer has expressed interest and it is in the best interest of the Authority to seek competition.
  - Special development expertise is required.
- Direct negotiation with a single developer. Typical cases where this process is used include:
  - The property is within a master planned area,
  - The developer has control of adjacent land
  - The specific purpose of the redevelopment is to allow for one developer to assemble a critical amount of land.
  - The developer is one of a number of developers pre-qualified for a specific project.
- Direct transfer to the City. Typical cases where this process is used include:
  - There is a public reuse designated.
  - Redevelopment of the property will result in a completely non-residential use, i.e., industrial or manufacturing.
  - Through Memorandum of Agreement, City designates NRHA to act as its' real estate agent with the understanding that the acquired property would convey to City.

**NRHA Property Disposition Policy**  
**Adopted March 2004**  
**Revised March 2024**  
**cont.**

- Auction or lottery. Typical cases where this process is used include:
  - There are more buyers than parcels available for disposal.
  - The property has not generated interest and the Authority desires to immediately dispose of the Property.

For large projects or group land dispositions (in excess of \$500,000 in land value), the Executive Director advises the Board of Commissioners which process will be used and then, based on that process, advises the Board which Developer will be selected.

The Executive Director reports to the Board of Commissioners on disposition activities of each previous month. That report includes purchaser name, price, date, and location.

The NRHA Web site has a link to available property.

The intent to dispose of property through a public process such as Request for Proposals (RFP), auction, lottery, will be announced to the Board of Commissioners and widely advertised in the newspaper, on the NRHA Web site/social media pages, and to Realtor and builder groups.

The disposition of property owned by NRHA will also be governed by the Policy Concerning the Sale or Other Disposition of Real Estate to commissioners and Employees of NRHA and to Elected Public Officials, adopted June 16, 2003 (Commissioners' Resolution 8665). This policy is restated below:

*To avoid prohibited conflicts of interest, and the appearance of impropriety in connection with the disposition of real estate owned by the Authority, it has been, and continues to be, the stated public policy of the Authority not to sell, lease, grant, convey or otherwise dispose of Authority-owned real estate to any Commissioner or employee of the Authority, or to federal, state or local elected public officials or to members of their immediate families (defined as spouse, children, parents, brothers and sisters, and any other person living in the same household) or to any organizations, businesses or other entities in which any of the foregoing have a financial or ownership interest.*

*A Commissioner, public official or other person or entity seeking an exception to this Policy shall file a written request with the Executive Director of the Authority setting forth the reasons why an exception should be granted. No exception to the general prohibition shall be granted except upon the affirmative, recorded vote of no fewer than five (5) members of the Board of Commissioners of the Authority at a duly convened public meeting of the Commissioners. The person seeking the exception may appear at such meeting in person, or by counsel, to make a case why an exception should be granted. To the extent that the property in question has been acquired by the Authority with federal, state or City of Norfolk funds, the Commissioners of the Authority, upon advice of counsel and in their sole discretion, may also condition their approval upon the applicant also obtaining consent to the transaction from the federal, state, or local government which provided the funds with which the property in question was acquired by the Authority.*

This revised Policy supplements the NRHA Property Disposition Policy Adopted March 2004 and shall take effect March 14, 2024 subject to NRHA Board Approval.





## NRHA Property Disposition Policy

Adopted March 2004

The Board of Commissioners delegates to the Executive Director of the authority to dispose of real property.

The goal of property disposition is to affect redevelopment of that property that is consistent with City-designated land use, including the Conservation and Redevelopment Plan for the neighborhood in which the property is located. While return on investment is important, it is not the sole factor in the determination of the process or the selection of the purchaser. The impact of the proposed redevelopment and the capability of the developer are the prime factors.

Several real property disposition processes are available under law to the Authority. The Executive Director and NRHA staff determine which one best fits each parcel and transaction. Some of those processes include:

1. Direct negotiation with a single developer. Typical cases where this process is used include:
  - The property is within a master planned area,
  - The developer has control of adjacent land
  - The specific purpose of the redevelopment is to allow for one developer to assemble a critical amount of land.
  - The developer is one of a number of developers pre-qualified for a specific project.
2. Request for Proposals/Qualifications. Typical cases where this process is used include:
  - More than one developer has expressed interest and it is in the best interest of the Authority to seek competition.
  - Special expertise is required.
3. Direct transfer to the City. Typical cases where this process is used include:
  - There is a public reuse designated.
  - A City department has the lead role in the redevelopment of the property.
4. Auction or lottery. Typical cases where this process is used include:
  - There are more buyers than parcels available for disposal.
  - The property has not generated interest and the Authority desires to immediately dispose of the property.

For large projects or group land dispositions (in excess of \$500,000 in land value), the Executive Director advises the Board of Commissioners which process will be used and then, based on that process, advises the Board which Developer will be selected.

The Executive Director reports to the Board of Commissioners on disposition activities of each previous month. That report includes purchaser name, price, date, and location.

The NRHA Web site has a link to available property.

The Intent to dispose of property through a public process like an auction or lottery will be announced to the Board of Commissioners and widely advertised in the newspaper, on the Web site, and to Realtor and builder groups.

The disposition of property owned by NRHA will also be governed by the Policy Concerning the Sale or Other Disposition of Real Estate to Commissioners and Employees of NRHA and to Elected Public Officials, adopted June 16, 2003 (Commissioners' Resolution 8665). This policy is restated below:

To avoid prohibited conflicts of interest, and the appearance of impropriety in connection with the disposition of real estate owned by the Authority, it has been, and continues to be, the stated public policy of the Authority not to sell, lease, grant, convey or otherwise dispose of Authority-owned real estate to any Commissioner or employee of the Authority or to federal, state or local elected public officials or to members of their immediate families (defined as spouse, children, parents, brothers and sisters, and any other person living in the same household) or to any organizations, businesses or other entities in which any of the foregoing have a financial or ownership interest.

A Commissioner, public official or other person or entity seeking an exception to this Policy shall file a written request with the Executive Director of the Authority setting forth the reasons why an exception should be granted. No exception to the general prohibition shall be granted except upon the affirmative, recorded vote of no fewer than five (5) members of the Board of Commissioners of the Authority at a duly convened public meeting of the Commissioners. The person seeking the exception may appear at such meeting in person, or by counsel, to make a case why an exception should be granted. To the extent that the property in question has been acquired by the Authority with federal, state or City of Norfolk funds, the Commissioners of the Authority, upon advice of counsel and in their sole discretion, may also condition their approval upon the applicant also obtaining consent to the transaction from the federal, state or local government which provided the funds with which the property in question was acquired by the Authority.

This Policy shall take effect March 15, 2004.

###



## Resolution Item

### NRHA Board of Commissioners

**Subject:** RESOLUTION AUTHORIZING THE ENTERING INTO A PARTNERSHIP WITH THE HANSON COMPANY FOR REDEVELOPMENT OF 436 W. 31ST

**Executive Contact:** Nathan Simms

**Date:** March 14, 2024

#### BACKGROUND

The Authority supports private development and redevelopment of property in the City of Norfolk to enhance communities and provide needed housing for the residents of Norfolk. The Hanson Company is looking to partner with NRHA in the redevelopment of 436 W. 31<sup>st</sup> Street. The Hanson company owns the site and plans to pursue the development of affordable senior housing.

The Hanson company proposes to partner with NRHA for the redevelopment. NRHA will have limited decision-making rights with the Hanson company being responsible for all pre-development and project financing. NRHA would not have financial risk in the project. NRHA will assist the developer with Government and Community relations around the project. NRHA may support the project through its section 8 program and bonding authority.

The proposed resolution would authorize the executive director to enter into a partnership with the Hanson company for the redevelopment of 436 W. 31 Street. As the project moves forward and is financially feasible, the Executive Director will bring back before the board the creation of a limited liability company for the 30% ownership interest in the rental managing member portion of the project. The Virginia Code allows housing authorities to create additional entities, subject to approval by City Council.

NRHA will benefit with additional affordable housing for low to moderate income senior residents on our waiting lists and will receive a portion of the developer fees.

**Recommendation:** Adopt resolution.

**RESOLUTION AUTHORIZING THE PARTICIPATION OF  
NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY  
IN THE REDEVELOPMENT OF PROPERTY  
LOCATED AT 436 W. 31<sup>ST</sup> STREET**

WHEREAS, Norfolk Redevelopment and Housing Authority (the “Authority”) desires to promote the development of affordable housing, including by participating in redevelopment efforts undertaken by private developers;

WHEREAS, the Authority has reviewed a proposal from The Hanson Company (“Hanson”) to redevelop a site located at 436 W. 31<sup>st</sup> Street in the City of Norfolk, Virginia and containing approximately 0.8594 acres (the “Site”) into a mixed-use project that will include approximately sixty (60) units of affordable rental housing for seniors as well as commercial space (collectively, the “Project”);

WHEREAS, Hanson and the Authority plan to negotiate a development agreement and anticipate creating an entity to serve as managing member of the owner of the Project, with the Authority acquiring a 30% membership interest in said managing member entity and receiving a portion of the developer fee;

WHEREAS, Hanson is expected to serve as the primary developer of the Project and will be responsible for all aspects of the Project, including obtaining the necessary pre-development, construction and permanent financing, providing all the necessary financial guaranties, and overseeing the design and construction of the Project; and

WHEREAS, the Authority is expected to have a limited role in the Project, which will primarily consist in facilitating government approvals and community relations, as well as providing assistance with applications for Low-Income Housing Tax Credits and/or tax-exempt bonds and access to rental subsidy through the Section 8 program.

NOW, THEREFORE, be it resolved by the Board of Commissioners of the Norfolk Redevelopment and Housing Authority as follows:

1. The participation of the Authority in the Project is hereby authorized and approved.
2. The Executive Director, or his designee, is hereby authorized to negotiate a development agreement with Hanson for the Project;
3. The Executive Director, or his designee, is hereby authorized to execute and deliver any and all agreements, instruments and other documents as may be necessary or desirable to consummate the transactions contemplated by this Resolution, and to take such other action as he may deem necessary or desirable to carry out the intent of this Resolution.

4. All actions heretofore taken by the Executive Director and other officers of the Authority in connection with the transactions contemplated by this Resolution are hereby approved, adopted, ratified and confirmed in all respects.
5. This Resolution shall take effect immediately upon its adoption.



## Agenda Item

### NRHA Board of Commissioners

**Subject: St. Paul's/Tidewater Gardens CNI People Update**

**Executive Contact: Steve Morales**

**Date: March 14, 2024**

#### BACKGROUND

NRHA and the City of Norfolk continue implementation of the St. Paul's/Tidewater Gardens Choice Neighborhood Initiative the transformation of the Tidewater Gardens public housing community. The City and NRHA were awarded a \$30 million Choice Neighborhoods Initiative (CNI) implementation grant from HUD in 2019 and another \$10 million CNI supplemental grant in 2023. The initial award has a congressional expenditure date of September 25, 2025, the supplemental grant has a HUD expenditure date of September 25, 2026.

Urban Strategies, Inc (USI) is the People lead and is providing case management and other supportive services for the former Tidewater Gardens residents. Nicole Brown, Operations Director for Norfolk's USI team and leads the CNI "People First" effort will present to the Board an update on progress of Tidewater Residents and USI's work.

Attachments: 2023 4-Year Impact Report



PEOPLE  FIRST



EMPOWERED BY  
URBAN STRATEGIES, INC.

YEAR



# TIDEWATER GARDENS IMPACT REPORT



July 1, 2022 – June 30, 2023





# TABLE OF CONTENTS

Letter from Mayor Kenneth Cooper Alexander, Ph.D.....	1
Letter from Councilwoman Danica J. Royster and Councilman John Paige .....	2
Letter from NRHA Interim Executive Director Michael Clark.....	3
Letter from Urban Strategies, Inc., President & CEO Esther Shin.....	4
About People First <sup>USI</sup> and the Year Four Impact Report .....	5
Resident Spotlight: Nettie Bond .....	6
Partner Profile: The Up Center .....	7
Year Four by the Numbers .....	8-9
Housing Stability: Stronger Together.....	10
Education: Head of the Class .....	11
Economic Mobility: The Making of a Merchant Marine.....	12
Health & Wellness: Waist Not, Want Not.....	13
Resident Spotlight: Shawnetta Dennis.....	14
Year Four People First <sup>USI</sup> Partners .....	15
Resident Spotlight: Natalie Lino.....	16
Year Four in Photos .....	17
Looking Ahead: Year Five Results and Outcomes .....	Back cover



Knida Randall, center, with her son Quory Randall and daughter Syri'Asia McAllister



"As we move forward, we eagerly anticipate the return of former Tidewater Gardens residents to the new community known as Kindred, where they will find a welcoming and supportive environment."

– Mayor Kenneth Alexander



## PEOPLE FIRST<sup>US</sup> TEAM

Esther Shin, President

Donovan Duncan,  
Executive Vice President

Alicia Walter, Vice President

Tyronda Minter, Vice President,  
Educational Initiatives

Nicole Brown, Operations Director

Thomasine Norfleet,  
Associate Project Manager

Kashira Wilson,  
Lead Family Support Specialist

Kimi Smith, Lead Mobility Specialist

Chamika Johnson, Education Specialist

Brittany Sutton,  
Workforce Specialist/Data Manager

Jayla Carrington, Outreach Specialist

Natalie Lino, Outreach Specialist

Pamela Blount, Family Support Specialist

Marcus Clarke, Family Support Specialist

Dominique Hoskins,  
Family Support Specialist

Amber Swain, Family Support Specialist

Meisha Calloway, Family Support Specialist

Aaron White, Family Support Specialist

Brittney Anderson,  
Family Support Specialist

Darlene Andrade,  
Administrative Assistant

## CITY OF NORFOLK, DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

Dr. Susan Perry, Director

Marcia McGill, Assistant Director

Flor Noble, Senior Project Manager –  
People First

Mark Matel, Senior Project Manager –  
Redevelopment

Ha Chau, Project Manager

Krystle Aponte, Management Analyst

Barbara Hamm Lee, Consultant

## NORFOLK REDEVELOPMENT AND HOUSING AUTHORITY (NRHA)

Michael Clark, Interim Executive Director

Scott Pontz, Chief Financial Officer

Kimberly Thomas, Chief Community  
Engagement Officer

## FROM MAYOR ALEXANDER

### DEAR RESIDENTS AND FRIENDS:

As we conclude year four of the St. Paul's transformation project in our great city, I am pleased to address you with immense pride and gratitude. Our guiding principle, People First, has been instrumental in driving community development and economic resilience, and it is heartening to witness the remarkable progress we have achieved with the unwavering determination of our residents, complemented by the invaluable assistance of Urban Strategies, Inc.

In our FY 2023 annual report, we celebrate numerous milestones that reflect the positive impact of our collective efforts. It brings me joy to share some of the highlights:

1. Housing: Through concerted efforts, residents have successfully relocated to neighborhoods of opportunity, offering them enhanced living conditions and new opportunities.
2. Income growth: I am delighted to report that the average household income has shown a substantial increase, signifying improved economic prospects for our families.
3. Health insurance: Ensuring the well-being of our community has been a priority, and I am proud to announce that 95% of adults and 100% of children now have access to essential health insurance coverage.
4. Education: Our commitment to education has yielded significant results as we witness a remarkable number of individuals who have graduated from high school or college. Their achievements inspire us all.

Furthermore, the completion of our first two buildings, Reunion, a senior-living building featuring 72 apartment homes, and Origin Circle, a multi-family-living complex offering 120 apartment homes, stands as a testament to our dedication to providing quality housing options for all.

As we move forward, we eagerly anticipate the return of former Tidewater Gardens residents to the new community known as Kindred, where they will find a welcoming and supportive environment.

None of this progress would have been possible without the continued commitment and support of the Norfolk City Council, which has maintained its \$3M yearly commitment to funding the People First Empowered by USI program. The success stories of our residents provide ample evidence of the program's effectiveness and the positive impact it has had on their lives.

I would also like to express my heartfelt appreciation to the citizens of our city who volunteer their time and talents as members of the St. Paul's area Advisory Committee (SPAC). This year, I had the privilege of appointing Councilman John "JP" Paige, representing Ward 4, as co-chair of SPAC. He works alongside Councilwoman Danica Royster and their dual leadership ensures that every decision made during the transformation process remains grounded in prioritizing the needs and well-being of our people. To them, the committee members, Urban Strategies, Inc., and the NHRA and City of Norfolk staff, we extend our sincere thanks for exemplary leadership and guidance.

Our city takes immense pride in the transformation of the Tidewater Gardens St. Paul's community, which is evolving into a vibrant neighborhood where individuals of diverse backgrounds, ages, incomes, and cultures can not only coexist but also thrive. Together, we have demonstrated the true spirit of community, making Norfolk a place we are all proud to call home.

Sincerely,



KENNETH COOPER ALEXANDER, PH.D.  
Mayor



# FROM COUNCILMEMBERS ROYSTER AND PAIGE



DEAR RESIDENTS, STAKEHOLDERS, COLLEAGUES AND FRIENDS:

We bring you greetings on behalf of the St. Paul's area Advisory Committee (SPAC)! We are a group of 18 dedicated and diverse citizens appointed by Mayor Kenneth Alexander to "promote leadership and work collaboratively with residents, City Council, the City of Norfolk, and Norfolk Redevelopment & Housing Authority (NRHA) on the revitalization of the St. Paul's area."

It is exciting to see the first two new apartment homes being built in the former Tidewater Gardens area of the St. Paul's community. It is even more exciting to watch our families continue to thrive and succeed in the areas of housing stability, economic mobility, healthcare and education as they await the opportunity to move back into their neighborhood now known as Kindred! Our mission has never wavered – People First in all that we do.



Thanks to the determination, tenacity and grit of our residents, along with the guidance and assistance of People First Empowered by Urban Strategies, Inc. (USI), we are proud to announce continued improvement in key outcomes, especially in economic mobility. When the transformation project started, the average annual household income of Tidewater Gardens residents working full-time was \$11,900; today, that income is \$24,029. For households with persons working part-time, the average annual income is \$15,761.

You will find more details about the work of People First Empowered by USI within this fourth-year report. Celebrate with us the achievements of our residents and be inspired by the personal stories of triumph over adversity.

And a bit of news concerning the leadership of SPAC – we have a new co-chair! Ward 4 Councilman John "JP" Paige was appointed co-chair of SPAC and immediately focused his expertise on continuing to ensure diversity, equity and inclusion in the contracting process. This year, we've held minority- and women-owned vendor fairs to engage small-business contractors on available opportunities as well as focus groups to determine ways to eliminate barriers in the bidding process.

In the very near future, residents will begin to move back into Kindred, and People First Empowered by USI will be with them every step of the way. And SPAC will be there also, offering guidance and direction, always remembering People First!

Yours in service,

A handwritten signature in black ink that reads "Danica J. Royster".

COUNCILWOMAN DANICA ROYSTER  
Superward 7 Co-Chair  
St. Paul's Advisory Committee

A handwritten signature in black ink that reads "John 'JP' Paige".

COUNCILMAN JOHN "JP" PAIGE  
Ward 4 Co-Chair  
St. Paul's Advisory Committee



# FROM NRHA EXECUTIVE DIRECTOR CLARK

## DEAR NORFOLK COMMUNITY:

After serving more than 37 years with the Norfolk Redevelopment and Housing Authority (NRHA), I can truly say we have embraced a new era in how we transform communities. The Tidewater Gardens initiative is a sterling example that replacing outdated units with modern housing and neighborhood amenities is only successful when you put people first.

We've come a long way in the last four years, from announcing the plan to transform Tidewater Gardens and beginning the first relocations, to becoming a national model for how to create new affordable housing developments while respecting and welcoming people who lived there before.

Perhaps, that's why "Kindred" is such a perfect name for what was formerly known as Tidewater Gardens. It will be a place where individuals with a kindred sense of family and community can live, work, and enjoy nature.

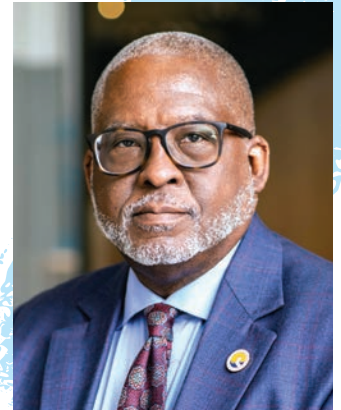
Thanks to our committed partners, the City of Norfolk; Urban Strategies, Inc.; and the People First<sup>USI</sup> team of family support specialists, we have made providing support to former Tidewater Gardens residents in the areas of education, health and wellness, economic mobility, and housing stability as much of a priority as we have on building a quality development.

After reading what we accomplished in our Year Four Impact Report, I hope you will agree.

Yours in community,



MICHAEL CLARK  
Interim Executive Director  
Norfolk Redevelopment and Housing Authority





# FROM USI PRESIDENT/CEO SHIN



USI | URBAN STRATEGIES, INC.  
*Families at the Center of Results*

## DEAR FRIENDS OF USI:

As a national non-profit leader for the past 45 years, we have seen communities across the country thrive with intentional and intense family supportive services, collaborative private and community partners, and strong community leadership.

For Norfolk residents of the newly named Origin Circle and Reunion Senior Living communities at Kindred, these changes are a welcomed promise made possible through highly aligned partnerships and high-action commitments of resilient residents, dedicated members of the People First Empowered by USI team, our critical partners, and stakeholders throughout the Hampton Roads peninsula.

Over this year, PFUSI has strengthened our relationships as citizens, neighbors, and partners while addressing some of the deeply rooted challenges affecting families within our shared community. Our data-driven and equity-centered work has seen 96.4 percent of the 611 original, eligible Tidewater Gardens families remain engaged with the People First<sup>USI</sup> services, and the increased average income of households that is now \$24,029, up from the \$21,037 reported in the year-three report.

As we study year four with our partners, we remain boldly committed to promoting investment and scalable innovations for the people of Kindred to continually move families forward along their pathways toward their desired success.

We are proud to present this report to the Norfolk community to celebrate the gains and critical collaboration necessary to support stable and thriving Virginians.

Your partner,

A handwritten signature in blue ink, appearing to read 'Esther Shin'.

ESTHER SHIN  
President & CEO  
Urban Strategies, Inc.



The People First<sup>USI</sup> team of Year Four, left to right: Aaron White, Jayla Carrington, Amber Swain, Kashira Wilson, Thomasine Norfleet, Meisha Calloway, Nicole Brown, Dominique Hoskins, Chamika Johnson, Brittney Anderson, Kimi Smith, Natalie Lino, Aimee Barrett-Battle (former member), Marcus Clarke and Pam Blount. Not pictured: Brittany Sutton, Gabrielle "Gabi" Robinson, Brandi Bailey and Matthew Vinson.

# ABOUT PEOPLE FIRST<sup>USI</sup>

Since 2019, the Norfolk-based team of People First Empowered by Urban Strategies Inc. (People First<sup>USI</sup>) has worked closely with Tidewater Gardens residents to support and prioritize their housing choices and follow through on other commitments during the community transformation.

The People First<sup>USI</sup> initiative was developed by the City of Norfolk and Norfolk Redevelopment and Housing Authority (NRHA) in collaboration with residents. The City hired USI for its expertise in implementing neighborhood and human-service programs in communities undergoing transitions like that in St. Paul's. Partnering with residents, the City, NRHA, the St. Paul's Advisory Committee, and a vast network of social service, business, education, corporate, and nonprofit providers, People First<sup>USI</sup> connects residents to supportive economic, housing, education and health-related resources.

Now, with the successful relocation of all Tidewater Gardens residents to make way for construction of the new Kindred community, People First<sup>USI</sup> specialists have assured families "we are HERE 4U" as they organize community-engagement



events, oversee individual and family-focused goal-setting, assist former residents in overcoming daily challenges, and remain connected to individuals and families they have come to know over the years.

This past year, People First<sup>USI</sup> and partners organized programs and

workshops to help prepare families for future success. Courses were offered on healthy eating, how to repair credit and establish a household budget, first-time homebuyer education, and tenant rights and responsibilities when renting from private landlords, to name a few topics.

The City and NRHA are committed to keeping people first. The City is investing \$3 million a year to continue changing lives through the vital work of the People First<sup>USI</sup> initiative.

## YEAR FOUR SEES FAMILY RELOCATIONS COMPLETED

What started as a vision and promise to keep the well-being of families at the heart of the Tidewater Gardens transformation has become a reality as our fourth year of working with the community comes to a close. The City of Norfolk partnered with Urban Strategies, Inc., to implement People First<sup>USI</sup> to carry out the shared mission, and has it ever.

At the beginning of 2023, a major milestone was accomplished with the relocation of all remaining households impacted by the redevelopment of Tidewater Gardens. Of the 611 original households, People First<sup>USI</sup> has engaged with or provided direct support to 592 of the households.

As this report highlights, in year four, former Tidewater Gardens residents continued to advance in each of the four priority areas with the support of People First<sup>USI</sup> and its vast network of business, non-profit and civic-minded partners. For example, more than 76% of residents age 18 to 64 have wage income, compared to 47% before the program began. In addition, 97% of residents had health insurance by the end of year four, and more than 50% of preschoolers were enrolled in early-childhood education programs. More than 40% of households relocated to single- or multi-family homes in neighborhoods with a poverty rate of less than 20%, and

more than 90% relocated to neighborhoods with a poverty rate of less than 40%.

The family success stories in year four underscore the valuable work of People First<sup>USI</sup> and the commitment of the City and Norfolk Redevelopment and Housing Authority (NRHA) to the people affected by one of the most transformative public housing redevelopments in modern history. The new community, named Kindred, will offer affordable, contemporary living in a mixed-income environment that is welcoming and inclusive of individuals from diverse backgrounds.

Although all of the former Tidewater Gardens residents have now moved, People First<sup>USI</sup> will continue to engage with them until Kindred is completed and everyone who wants to come back to the new community has returned. To date, 54% have indicated they will move back. Whatever decision a household makes, the People First<sup>USI</sup> team will work tirelessly with the city, the NRHA, and its partners to help strengthen and stabilize families so that they thrive for years to come.

Putting people first in the midst of a transformation is essential.

# Moving on Up



Nettie Bond is living a life most people only dream of: She is debt-free.

The exact moment her debt dropped to zero is etched in her mind: January 3, 2023, the day she paid off her last bill in the amount of \$81.93. Ms. Bond had been paying \$25 per month through a bill-consolidation plan, which was all she could afford on a

monthly basis. But she was determined to begin the year not owing anything to anyone.

"I said, I don't care if I don't have any money left at all. I paid the whole \$81.93 in full," said Ms. Bond.

Although her outstanding debt was less than \$1,000, living on a fixed income didn't give the former Tidewater Gardens resident much money to pay outstanding medical bills, past-due utility bills, and back rent. At the encouragement of her People First<sup>USI</sup> family support specialist, Ms. Bond worked with a financial agent at The Up Center to consolidate her bills, pay the debt, and build credit.

Ms. Bond, 62, had lived in Tidewater Gardens for 11 years before moving out in September 2021, when construction began to redevelop the community. When she went to The Up Center for financial advice, she learned that some of the \$1,000 she thought she owed had been erased after seven years. That dropped her debt to \$595.93, which she planned to pay off in \$25 monthly increments.

"Sometimes, if I had a little extra, I paid \$50," Ms. Bond said.

When she accomplished her goal of paying off her bills, Ms. Bond and her counselor at The Up Center contacted the three major credit bureaus to update her credit score. She also managed to save \$300 for emergencies. Now Ms. Bond is ready to tackle another goal of getting her GED, something she's wanted to do since she dropped out of high school in 10th grade.

"My mom was going through difficult times and was working two jobs, so I had to stay home to help take care of my sisters and brothers," said Ms. Bond, referring to her four siblings.

She also wants to purchase her first car. "While I'm sitting here waiting for my transcript, I'm studying for my driver's license. I've got a bus ticket, but I'm getting me a car," she said with excitement. "I know how to be responsible and independent and pay my bills like I'm supposed to."



# Putting a Focus on Finances

Nettie Bond is one of nearly 100 former Tidewater Gardens residents who obtained financial and housing education and counseling support from The Up Center, a nonprofit formed as Norfolk United Charities in 1883 – 140 years ago – to help impoverished Norfolk residents improve their quality of life. Over the decades, the organization was restructured and renamed until it was branded, in 2008, as The Up Center.

In July 2020, The Up Center partnered with People First Empowered by Urban Strategies, Inc., to help Tidewater Gardens families who were being relocated during the neighborhood redevelopment become creditworthy. The purpose of the partnership is to assist Tidewater Gardens residents with improving their long-term financial stability and transition to permanent housing. So far, 94 former Tidewater Gardens residents have participated.

Program participants receive valuable information about their rights and responsibilities as renters, many of whom secured private versus public housing in neighborhoods of choice as a result of the redevelopment. The Up Center helps mediate landlord/tenant disputes over fair-housing issues, for example, a service Tidewater Gardens residents have benefitted from.

**“When People First has someone who is having trouble paying their rent or they’re having issues with their landlord, we work with them to find a resolution that benefits the client,” said Ms. Tritch.**

Participants also obtain tips on creating a realistic budget so they can stay current on their rent and other household expenses. Residents are encouraged to improve their credit by paying off debts and, eventually, opening savings accounts and secured credit cards to raise their FICO scores.

Individuals attend one-on-one counseling sessions and workshops at The Up Center’s Norfolk offices. The Up Center also offers a 16-week course for first-time homebuyers, as residents become eligible to purchase.



In January 2023, the center began offering anyone who completes the course a \$250 incentive to stay in the program. The money is not given to the participant; instead, the center sends it directly to the designated creditor. To date, two Tidewater Gardens residents have earned the incentive for completing the program.

**“Our goal is to get them through the program in four months,” said Tiffany Tritch, program manager for The Up Center’s Housing and Financial Counseling department. “The ultimate goal is to get them mortgage-ready. We saw a lot of interest in people wanting to build wealth. The best way to build wealth is through homeownership so we wanted to help with that.”**

# YEAR FOUR BY THE NUMBERS

Data based on People First<sup>USI</sup> enrolled and assessed population.

## PEOPLE FIRST<sup>USI</sup> ENGAGEMENT

By the end of Year Four, 592, or 96.8%, of the original 611 eligible Tidewater Gardens households had engaged with People First<sup>USI</sup>.

**96.8%**  
**ENGAGED**  
with People First<sup>USI</sup>

## Housing Stability



**100%** OF THE ORIGINAL  
611 HOUSEHOLDS

are relocated from Tidewater Gardens. Also, 100% of households enrolled with People First<sup>USI</sup> are eligible for the RIGHT TO RETURN. Since Year One, among the former residents:

**31%**

relocated to a Neighborhood of Opportunity as defined by HUD (<40% poverty and <62% minority concentration)

**91%**

relocated to a neighborhood with <40% poverty but >62% minority concentration

**54%**

**SAY THEY  
WILL RETURN**  
to the newly named  
Kindred community

**42%**

relocated to a neighborhood with <20% poverty

**23%**

relocated to other  
NRHA public housing

## Education



**47%**  
(61 of 147)

of resident children  
ages 0-5 participated  
in center-based or formal  
home-learning programs

**77%**  
(121 of 157)

of eligible resident  
children are receiving  
early-childhood-  
development screening

**53%**  
(37 of 71)

of children ages 0-3 were  
enrolled in early-learning  
programs for the 2022-23  
school year

**91%**  
(21 of 23)

of People First<sup>USI</sup>-  
enrolled high school  
seniors graduated



## Economic Mobility

	Baseline	Year 1	Year 2	Year 3	Year 4	% over Y3
Percent of residents ages 18-64 with wage income (employed)	47% (152 of 323)	74% (199 of 269)	73% (255 of 349)	73% (297 of 407)	76% (323 of 425)	8.75%
Average annual wage income	\$14,177	\$18,005	\$18,826	\$21,037	\$24,029	14.22%
Full-time employment (30+ hours)	N/A	71.20%	77%	80.50%	81.4%	1.12%
Of-age/able-bodied unemployed	89%	25%	27%	27%	26%	-3.7%
Of-age/able-bodied <30 hours	N/A	29.80%	27%	27.30%	26.4%	-3.3%



## Health & Wellness



**85%**  
(499 of 589)

of adult residents secured a healthcare provider they regularly go to for care

**97%**  
(573 of 589)

of adult residents obtained health insurance

**100%**  
(763 of 763)

of children have health insurance

**93%**  
(232 of 250)

of individuals with chronic health conditions connected with services to manage the conditions



# Stronger Together

When Victoria Almond moved into an apartment in a neighborhood she selected after living in Tidewater Gardens for 10 years, she had no idea she'd have to dodge raindrops.

"The rain was literally coming in the window. I had to have a bucket because the rain was coming in," recalled Ms. Almond, who moved to the complex in 2021 while the Tidewater Gardens redevelopment was underway.

Caring for her three young grandnieces — ages 4, 5 and 6 — who she's had custody of since they were born, left little time for Ms. Almond to haggle with the landlord about making the necessary repairs to the roof. Frustrated, she decided not to renew the lease even though she dreaded looking for another apartment.

The setback had a silver lining.

After Ms. Almond reached out to the People First<sup>USI</sup> team to explain her dilemma, family-support specialists stepped in to help out. They worked with her to identify single-family homes that would accommodate a family of four and that were close to schools and childcare. They met with the landlord at a home Ms. Almond qualified for and liked, and who would accept a housing choice voucher from the Norfolk Redevelopment and Housing Authority (NRHA).

Throughout the Tidewater Gardens relocation process, the Lead Mobility and Family Support staff at People First<sup>USI</sup> have developed relationships with local landlords and property owners to eliminate barriers and trepidation some of them might have about renting to people with vouchers. The team persuaded Ms. Almond's landlord to install new kitchen appliances before she moved in. The landlord also installed new floors and a washer and dryer.

People First<sup>USI</sup> specialists reviewed the lease agreement with Ms. Almond to ensure she read and understood the fine print. The City and NRHA paid for her moving expenses.

Today Ms. Almond, 58, lives with her three girls in a comfortable three-bedroom, two-story home with a fenced backyard in a neighborhood she personally selected because of the amenities.

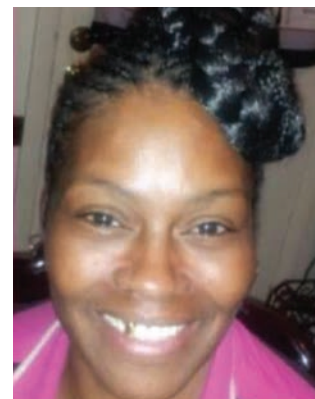
"It's my dream home. I live on a very quiet street and there's a park a block away. It's perfect," said Ms.

Almond, who's lived there for three months. "People First took a lot of pressure off of me having to move. I don't know how I would have done it without their help."

Whether she stays there or returns to the new Kindred community when it opens for occupancy remains to be seen. Ms. Almond has a bad back that has made her disabled; walking up and down stairs several times a day to keep up with youngsters could eventually take its toll. At Kindred, she would qualify for a unit with one floor.

"I guess it depends on how my body does here with the stairs," she said, "but I love my house."

The City and NRHA's right-to-return policy enables Ms. Almond and other relocated Tidewater Gardens residents to return to the new community when it's completed. People First<sup>USI</sup> will assist her with whatever decision she makes.





# Head of the Class

If success was a person, her name might be 18-year-old Ty'Jenya Pinkney, the oldest of eight children who lived for years in Tidewater Gardens with her mother and siblings.

Ty'Jenya recently received a full, four-year scholarship from the Posse Foundation to attend William & Mary in Williamsburg based on sweat, hard work, and exceptional academic achievements. She will enroll as an undergraduate this fall before going on to medical school, where she plans to become a pharmacist or pediatrician.

"At first I didn't believe it. I thought they were playing," said Ms. Pinkney, recalling her surprise when her school counselor informed her on a Zoom call that she had been accepted at William & Mary and awarded a scholarship.

When she realized it wasn't a joke, happy tears flowed from her eyes and those of her mom, Tinesha Pinkney, 38. Ty'Jenya will be the first in her family to attend college. Her Posse scholarship will cover tuition, housing, and supplies. Tuition and fees for in-state students such as Ty'Jenya start at \$23,970 a year at William & Mary. Even though the school is about one hour from home, Ty'Jenya will live on campus.

"The only thing I'll have to pay for is my meals," Ty'Jenya said happily.

Founded in 1989, the Posse Foundation supports outstanding students from diverse backgrounds who are often overlooked by Ivy League schools. Posse scholars are placed in groups of 10 and receive mentoring and support throughout their college years. Scholars have a 90% graduation rate, a success attributed to having students in small groups, forming bonds and sharing experiences. The program grooms future leaders and has awarded more than \$2 billion in scholarships to 12,000 students at 63 participating colleges and universities. William & Mary and the University of Virginia are the participating schools in Virginia. Of Posse scholars, 57% are families' first-generation college students like Ty'Jenya.

Ty'Jenya started taking college courses in 11th grade at Virginia Beach Technical and Career Center (VOTECH) while attending Norview High School. Pharmacy technician training at VOTECH let her experience what pharmacy work is like.



Tinesha Pinkney, left, and her daughter Ty'Jenya

"I got to work in a real, live clinical hospital and was able to label prescriptions. I was like, I really like this," she said.

People First<sup>USI</sup> family-support specialists helped Ty'Jenya move into her dorm. Her mother's van was broken, so the team packed one of their vans with Ty'Jenya's belongings and drove her to college. They also helped fill her room with essentials.

Ty'Jenya's graduation and scholarship aren't all her family is celebrating. Her mother is still singing praises for People First<sup>USI</sup> about the five-bedroom home she and the children moved into after leaving Tidewater Gardens. It's located in what the U.S. Department of Housing and Urban Development designates as a Neighborhood of Opportunity, one without a large concentration of people living in poverty.

"People First helped us find a place to live, they paid the deposit on the home, and they hired movers to help us move," said Ms. Pinkney. "It's such a blessing."



# The Making of a Merchant Marine



Yonyea Evans is on course to do great things. Two years ago, he was a 21-year-old juggling two jobs to support his mother, twin sister, and himself. Although he acted as the head of household in their Tidewater Gardens apartment, he was drifting, always looking for a better job when his 5 a.m. to 1 p.m. shift at Dunkin' Donuts ended and before he reported to work at Walmart.

Things soon changed for the better. When the family moved to Hampton Boulevard near Naval Station Norfolk, a new opportunity opened for Mr. Evans.

Brittany Sutton, a People First<sup>USI</sup> workforce specialist was already working intensely with Yukeeta Evans, Mr. Evans' mother, to help her find employment in the health care industry. After completing the "Thriving Tuesdays" program offered by People First<sup>USI</sup> to assist residents in their job search, Ms. Evans did indeed secure a job. With his mother working, Mr. Evans was able to carve out time to obtain a Transportation Worker Identification Credential (TWIC) card required for workers who need access to restricted areas at maritime facilities and vessels.

Having the TWIC card was the first step on Mr. Evans' path to becoming a seaman in the Merchant Marines, a position Ms. Sutton told him about and encouraged him to apply for.

"I was just trying to do something with my life. The merchant seaman opportunity came along, and I read some research about it and decided to go ahead," said Mr. Evans.

Ms. Sutton introduced him to an instructor at the Mid-Atlantic Maritime Academy in Norfolk, the vocational training center for merchant mariners. After completing a 160-hour course that taught him the basics about the duties and responsibilities of a seaman, Mr. Evans passed the exam that followed and graduated on May 9. In the audience cheering him on were his mother, Yukeeta Evans, and Ms. Sutton.

"I'm glad she came," Mr. Evans said of Ms. Sutton. "I couldn't thank her enough for helping me get this position. I'm so grateful for everything she has done."

Mr. Evans went on to an internship at Nauticus, the City's maritime discovery center, where he received 80 hours of training on the battleship USS Wisconsin. As soon as he gets a work assignment, he'll be ready to set sail.

"I'm looking forward to this new experience," said Mr. Evans, now 23. "My intentions for doing this are bigger than me. I just want to do good and help my family and support myself."

His mother named him after an artist in the popular R&B group "Boyz II Men," and Mr. Evans believes he's finally living up to the name by finding a career path that will open new horizons.

"My mom is so proud; she can't stop talking about it," he said.





# Waist Not, Want Not

A good diet is hard to find, and even harder to choose from if the smorgasbord of weight-loss plans on the market is any indication. From Keto to Atkins, from Flexitarian to Volumetrics and Small Change, there's something for every appetite. But the temptation to cheat is often only a meal away.

That's why the research team at Eastern Virginia Medical School in Norfolk prefers to use the words "portion control" in a study the school is conducting in collaboration with WelFore Health, co-founded by Ed and Ann-Marie Stephens.

"The goal of the program is to help people change their diet while still eating culturally relevant food and flavors so they can both lose weight and improve their metabolic health," said Jordan Pettaway, a research associate at the school.

The study is open to African Americans between the ages of 25 to 55. The first phase of the pilot began in November 2022; the second phase is scheduled to begin in September 2023.

Through WelFore's partnership with People First<sup>USI</sup>, former Tidewater Gardens residents were given an opportunity to participate. To date, four have enrolled.

Healthy eating is one of many aspects of the People First<sup>USI</sup> health and wellness initiative, and health and wellness is just one priority area of assistance for impacted families. The others are housing stability, economic mobility, and education.

The WelFore-led study consists of health screenings, online resources, and in-person cooking demonstrations. Participants keep food diaries and talk to nutritionists about food choices, meal plans, and shopping lists. Each person is given a divided plate to take the guesswork out of meal portions.

The research team won't have results from the study until Phase 2 is completed; so far, participants are sticking with it.

"We've gotten a lot of feedback that people like the tools to control how much they eat. They also like writing in a food diary," said Mr. Pettaway.



# On Her Own



When Shawnetta Dennis received a letter from the Norfolk Redevelopment and Housing Authority (NRHA) notifying her that she was no longer eligible to live in Tidewater Gardens, she wanted to jump for joy. The letter confirmed what she already knew: Her income was too high to remain in public housing.

After moving to the community in the St. Paul's quadrant 15 years ago with her three sons, Ms. Dennis accomplished her goal of earning a bachelor's degree in accounting and business management from Norfolk State University in May 2022. She did it after earning two associate degrees while her children were in school, and being awarded a two-year scholarship to attend Norfolk State.

Graduating from college at age 50 was a big deal for Ms. Dennis. Graduating from college the same day as her youngest son, Maleik Watkins, 23, was an even bigger deal. The fact that she outranked him academically was huge.

"I graduated with higher honors than him," Ms. Dennis said, laughing. "I graduated one week and I moved out of Tidewater Gardens the next week."

Ms. Dennis initially moved to Tidewater Gardens when her children were young and she was struggling to make ends meet. The rent was affordable and the location was near schools, swimming and karate classes, which her sons enjoyed. But there were drawbacks.

"The flooding was really bad," she remembers, which happened whenever it rained hard. "We had break-ins and people stole food from the freezer."

And then there were the gunshots. "I was so scared," Ms. Dennis said.

After earning her associate degrees, Ms. Dennis got a job at ADP. She was promoted earlier this year to a leadership role.

Finding a place to live in today's real estate market proved challenging. But with the help of People First<sup>USI</sup> and \$2,800 from NRHA for moving expenses, Ms. Dennis eventually selected a two-bedroom, one-bath home with a shed and a yard in a neighborhood that is just 10 minutes from her job.

Ms. Dennis couldn't be happier and believes her life has come full-circle. "For me, Tidewater Gardens was a place to get on your feet," she said. "It shouldn't be a place to live permanently."

People First<sup>USI</sup> collaborates with its network of partners to help families move from just surviving to thriving. One of the priorities in the area of housing and economic stability is to provide residents like Ms. Dennis who no longer need public housing assistance with resources for asserting their tenant rights, building credit, and purchasing a home.



## YEAR FOUR PARTNERS



Bank On Hampton Roads

Basilica of Saint Mary of the Immaculate Conception

Boys & Girls Clubs of Southeast Virginia

Brinshore Development

Children's Health Investment Program (CHIP) of South Hampton Roads

City of Norfolk Community Services Board

City of Norfolk Department of Housing and Community Development

City of Norfolk Department of Human Services

City of Norfolk Department of Parks and Recreation

Dollar Bank

EVMS (Minus 9 to 5)

Foodbank of Southeastern Virginia and the Eastern Shore

Gethsemane Community Fellowship

Greater Hampton Roads Diaper Bank

Hampton Roads Community Health Center

Hampton Roads Transit

Hunton YMCA

Kaleidoscope Counseling & Case Management, LLC

Legal Aid Society of Eastern Virginia

Marine Corps Reserve Toys for Tots Program

Next Steps To Success

Norfolk Public Library

Norfolk Public Health

Norfolk Public Schools

Norfolk Redevelopment & Housing Authority (NRHA)

Norfolk State University

Norfolk Works/Norfolk Department of Economic Development

NRHA HomeNet Homeownership Center

Old Dominion University: Institute for Innovation & Entrepreneurship

Peoples Pharmacy, LLC

PMI Virginia/CENTURY 21 Nachman Realty

Teens with a Purpose

The Franklin Johnston Group

The Planning Council

The Salvation Army

The Up Center

Tidewater Community College

St. Paul's Advisory Committee (SPAC)

Seven Venues

Shands Therapeutic Solutions, LLC

Silver Care, LLC

Southside Boys & Girls Club

STOP, Inc.

United Way of South Hampton Roads

Virginia Zoo

Welfore Health

WIC Program / City of Norfolk Public Health

YMCA South Hampton Roads

YWCA South Hampton Roads

## RESIDENT SPOTLIGHT

# 'Blessed and Highly Favored'

Years ago, when Natalie Lino's life was spiraling out of control, the odds of her stopping the downward trajectory were as low as her winning the lottery.

Using drugs and harboring an illegal boarder resulted in Ms. Lino being evicted from Tidewater Gardens, where she had lived for nine years. The drug addiction led to homelessness. Her husband was sent to prison. She had nowhere to go, except to a shelter. Ms. Lino hit rock bottom, but she eventually cleaned up her act and moved back to Tidewater Gardens in 2013 with two of her five children.

Living in the four-bedroom unit brought a sense of stability to Ms. Lino and her family. "This time I was substance-abuse-free," she said proudly.

In 2021, during the Tidewater Gardens community redevelopment, the People First Empowered by Urban Strategies team helped Ms. Lino and her children move into a three-bedroom townhouse in a neighborhood of her choosing. The unit is subsidized with a housing choice voucher (HCV) from the Norfolk Redevelopment and Housing Authority (NRHA).

Ms. Lino was a familiar face at People First<sup>USI</sup> offices, where she visited regularly to get information, educational and economic support services, and other resources. Brittany Sutton, a workforce specialist at People First<sup>USI</sup>, told Ms. Lino about a job opening at Urban Strategies that involved working with other Tidewater Gardens families on relocation and family support initiatives.

Ms. Lino applied for the position and was hired in February 2023. She is now officially an outreach specialist at People First<sup>USI</sup>. Her job is to make sure former residents know about current events and construction updates for the new community, which has been renamed Kindred.

"God is really blessing me," said Ms. Lino, who gets emotional when reminiscing about how far she's come.

The blessings didn't stop there.



Natalie Lino, far left, shows her Thriving Tuesday completion certificate. She is joined, left to right, by former Tidewater Gardens resident Zycura English, People First<sup>USI</sup> Workforce Specialist Brittany Sutton, and former Tidewater Gardens residents Toinetta Hayes and Reginald Clary, also Thriving Tuesday graduates.

Thomasine Norfleet, Ms. Lino's supervisor and associate project manager, asked Ms. Lino if she would be interested in serving on the board of directors for the Hampton Roads Community Health Center, which has partnered with USI to provide health, wellness, and mental health services to Tidewater Gardens families impacted by the redevelopment. Ms. Lino was skeptical, but she applied anyway and went to the next board meeting when new members would be elected.

"With me coming from the person I used to be, when I went in there I made sure I looked my best," Ms. Lino said. "There was so much power in that room. Everyone had initials from A to Z behind their names. They were either a lawyer or a doctor and then there was me. Just a blessed and highly favored woman by the man upstairs."

Her nomination to the board was readily approved.

"My life, oh my Lord, my life has changed," said Ms. Lino, who is preparing for yet another lifestyle change. When Origin Circle at Kindred opens, she plans to move back with her youngest child, who is 12.

"I will definitely move back to the new community," she said. "I was the first one who put in an application at Origin Circle."



# YEAR FOUR IN PICTURES





## LOOKING AHEAD: YEAR FIVE RESULTS AND OUTCOMES

Year Five will give People First Empowered by USI the opportunity to meet former Tidewater Gardens residents where they are, whether as residents of the new Kindred community or in other communities they have selected as home. We will continue to provide supportive services as the core of our commitment to assist families as needed.



**HOUSING:** To ensure that all former Tidewater Gardens residents remain stably housed, People First<sup>USI</sup> will:

- Welcome and support the families returning to the redeveloped site.
- Continue to support the Tidewater Gardens families who have chosen not to return.
- Provide additional workshops on housekeeping tips to increase housing stability.
- Strengthen families' capacity to optimize their housing choice vouchers.



**HEALTH & WELLNESS:** To optimize residents' quality of life, we will continue to:

- Focus on increasing the number of residents participating in annual preventive health screenings.
- Address chronic health conditions and connect individuals to services to appropriately manage those conditions.
- Support families in obtaining health insurance.
- Support, educate, and connect families to innovative programs and resources for self-care to help build safety in their surroundings, mastery in their lives, and connection to others.



**EDUCATION:** We will continue working with our families and education partners on our aligned goals to ensure that all children are kindergarten-ready, proficient in core academics, and graduating on time, college or career-ready. We will:

- Increase parents' capacity to support their children's educational needs through school participation.
- Build support networks for children returning to schools in the redeveloped site.
- Create programming to support the ongoing learning loss due to the pandemic.
- Create activities for parents to support and lead their children's education and two-generational programming.
- Focus on early-learning enrollment to increase the number of children safely enrolled in high-quality early-learning programs.
- Increase programming for out-of-school activities.



**ECONOMIC MOBILITY:** We will build on successes to date to help:

- Increase the earning capacity for employed residents with wage income and full-time employment.
- Collaborate with partners to increase homeownership opportunities for former Tidewater Gardens families.
- Increase educational or on-the-job training opportunities for former Tidewater Gardens families.
- Increase entrepreneurial opportunities for former Tidewater Gardens families.



[facebook.com/St.PaulsNFK](https://facebook.com/St.PaulsNFK)



[stpaulsdistrict.org](https://stpaulsdistrict.org)



[stpaulstransformation@norfolk.gov](mailto:stpaulstransformation@norfolk.gov)



1130 B Tabb St., Norfolk VA 23504



757-390-4625

# Monthly Performance Reports

## for month ending February 29, 2024

### Contents

- Performance of Operations
  - Public Housing
  - HCV
  - Other Housing
- Development
- Finance Activities
- Other

Housing Operations  
Public Housing Programs

5  
New Admissions

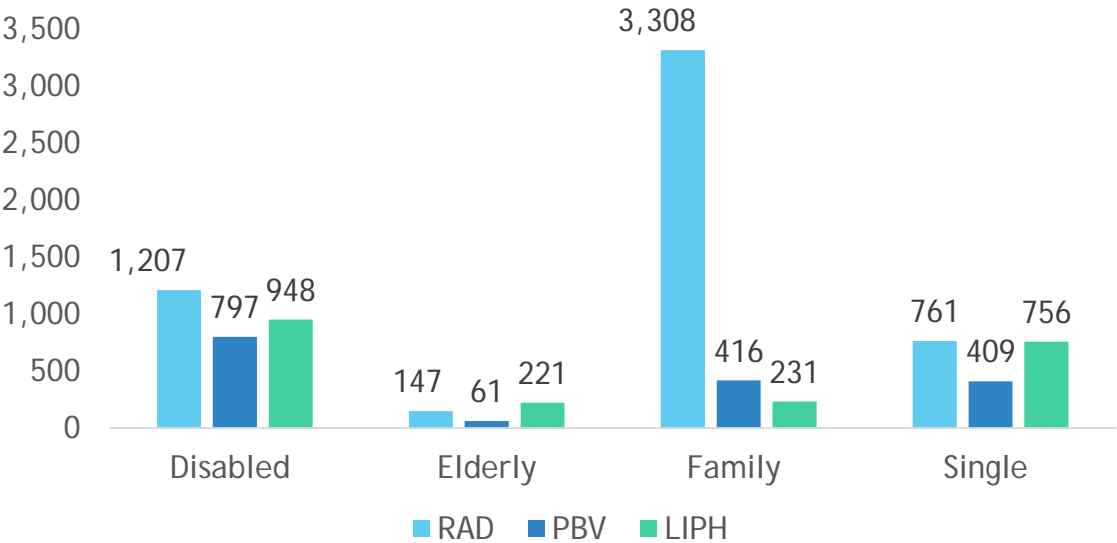
89.78%\*  
Occupancy

\* HUD requires at least 96% occupancy for Public Housing Units

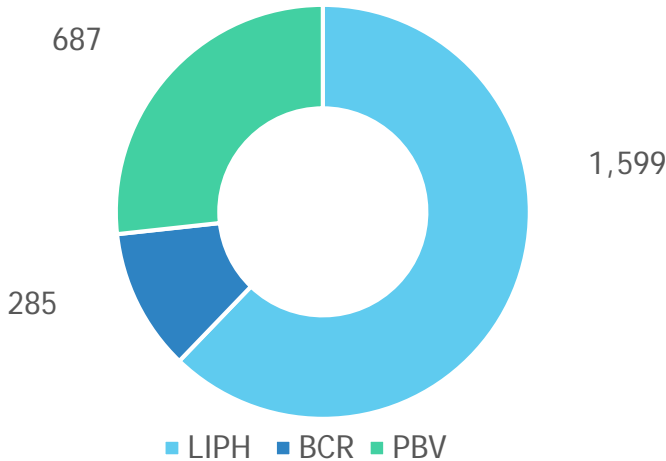
Occupied Units by Community

Community	Total Units	Units Occupied	Percentage
Diggs Town	103	96	94.7%
Young Terrace	746	622	84.4%
Calvert Square	310	289	93.8%
Oakleaf Forest	257	247	96.7%
Partre Midrise	114	101	90.7%
Huntersquare	91	89	96.8%
Bobbitt Midrise	84	83	96.8%
Sykes Midrise	84	72	86.2%

Applicants on the Waitlist



Occupied Units by Program



## Housing Operations Public Housing Programs

### Emergency Work Orders by Zones

Zone 1	Opened	Closed	Not Closed in 24 hrs.	% Completed
Oakleaf Forest	61	60	1	98.36
Partrea Apartments	7	7	0	100
Bobbitt Apartments	3	3	0	100
Sykes Apartments	11	7	4	63.64
Grandy Village	52	41	11	80.00
Total Per Zone:	134	118	16	88.40

Zone 2	Opened	Closed	Not Closed in 24 hrs.	% Completed
Diggs Town	7	7	0	100
Young Terrace	41	38	3	92.68
Calvert Square	30	28	2	93.33
Hunter Square	5	5	0	100
Franklin Arms	12	12	0	100
Cottage Bridge	2	2	0	100
Diggs Town Phase 1 and Hotel Units	7	7	0	100
Total Per Zone:	104	99	5	95.19

### Move Out Report

Reason for Vacating Unit	Count
Unit Transfer	0
Moved to HCV	0
Moved to PBV	0
Rented Elsewhere	2
Home Ownership	0
Medical	0
Deceased	0
Skipped Out	0
Eviction	0
Criminal Activity	0
Moved Prior to Eviction	0

### Total Emergency Work Orders

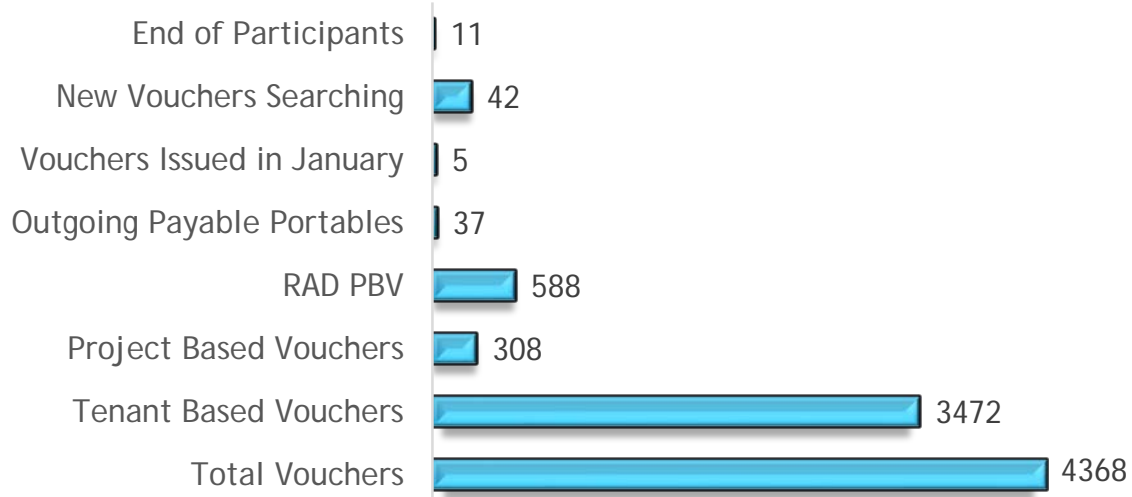


## Housing Operations Housing Choice Voucher

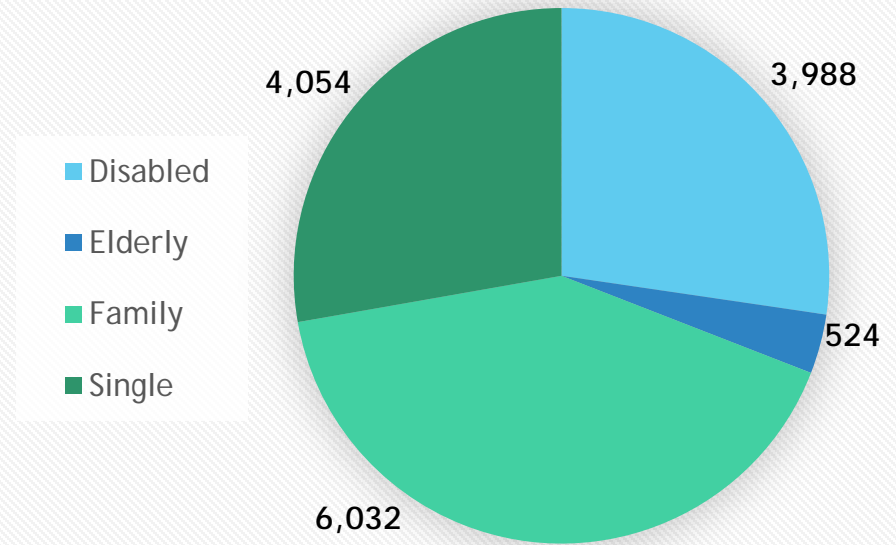
6

New Admissions

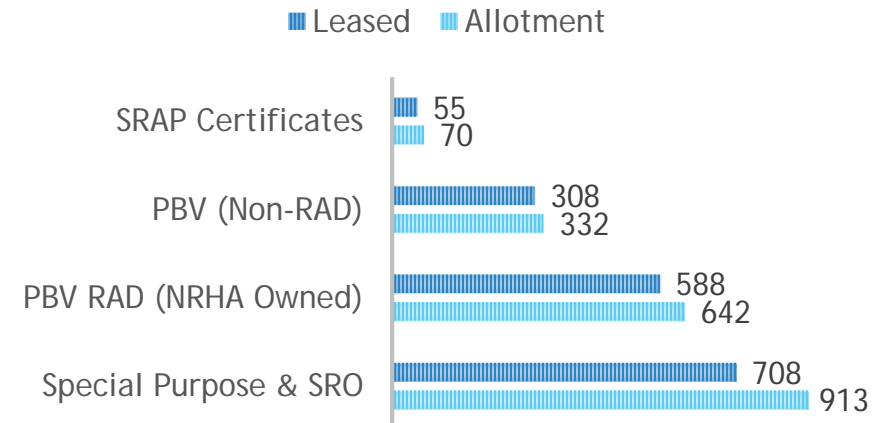
### Current Statistics



## Waitlist Summary

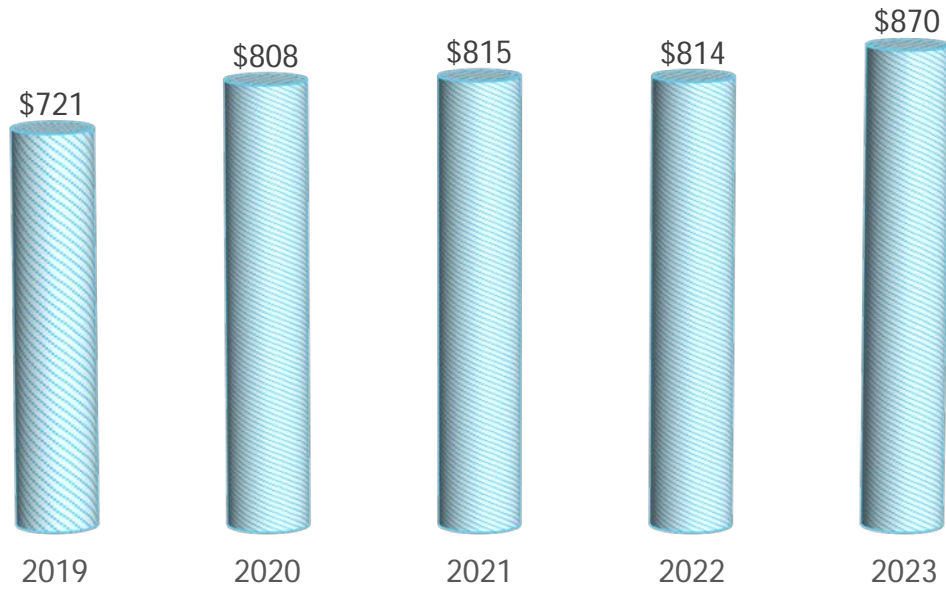


## PEOPLE SERVED BY PROGRAM

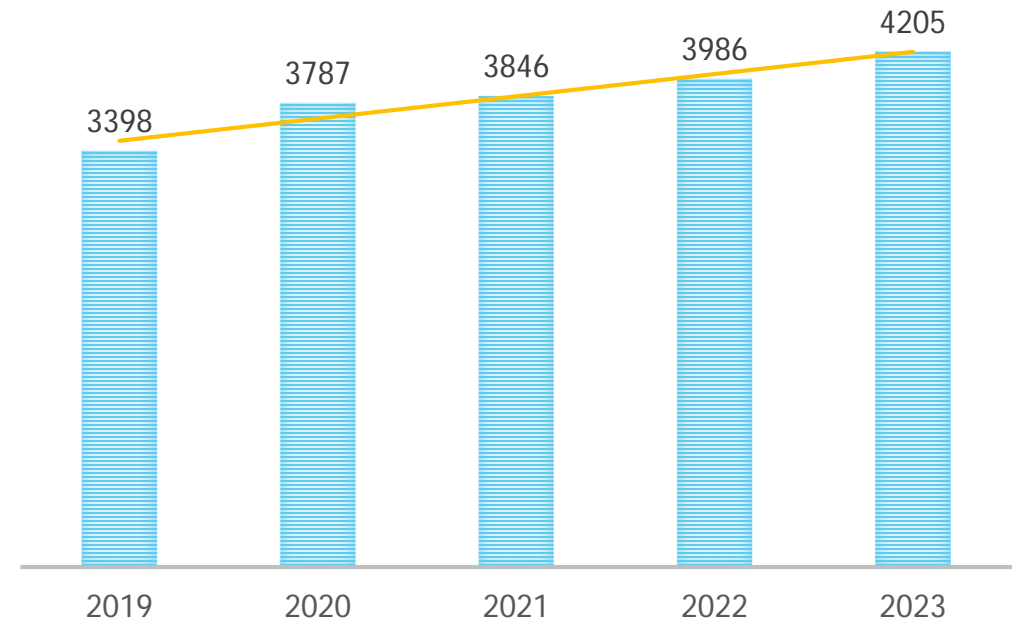


## Housing Operations Housing Choice Voucher

### AVERAGE MONTHLY HAP PER UNIT, YTD



### AVERAGE HCV UNITS LEASED PER MONTH



## Housing Operations Landlord Recruitment Efforts

	Previous Month	Current Month
HCV Packets to Property Owners	6	8
Phone Calls to Property Owners	14	20
Referral Listing Add-ons	36	28
Standing Partner Listing Add-ons	3	2
New Admission Surveys Mailed	6	12

7  
New  
landlords

8  
Landlord  
Orientation  
Attendees



## Development Report: Capital Fund

HUD provides Capital Funds annually, to Public Housing Agencies (PHAs) for the development, financing, and modernization of public housing developments and for management improvements. The funds may not be used for luxury improvements, direct social services, cost funded by other HUD programs, and ineligible activities as determined by HUD on a case-by-case basis.

NRHA COMMUNITY SITES CAPITAL FUNDS AND EXPENDITURES BUDGET SUMMARY					
2022		2023		2023 ESSG	
DEVELOPMENT NAME	ESTIMATED BUDGET	DEVELOPMENT NAME	ESTIMATED BUDGET	DEVELOPMENT NAME	ESTIMATED BUDGET
TIDEWATER GARDENS	\$ 328,000.00	TIDEWATER GARDENS	\$ 50,000.00	HUNTER SQUARE	\$ 76,125.00
DIGGSTOWN	\$ 969,640.00	DIGGSTOWN	\$ 377,249.10	PARTREA	\$ 97,750.00
YOUNGS TERRACE	\$ 960,000.00	YOUNGS TERRACE	\$ 1,038,888.22	SYKES	\$ 76,125.00
CALVERT SQUARE	\$ 907,505.00	CALVERT SQUARE	\$ 1,029,284.20		
OAKLEAF FOREST	\$ 1,577,098.00	OAKLEAF FOREST	\$ 3,725,911.13		
PARTREA	\$ 2,381,698.99	PARTREA	\$ 1,384,929.07		
HUNTER SQUARE	\$ 335,249.00	HUNTER SQUARE	\$ 436,251.33		
BOBBITT	\$ 222,099.01	BOBBITT	\$ 416,639.10		
SYKES	\$ 252,202.00	SYKES	\$ 372,816.45		
AUTHORITY WIDE	\$ 2,286,751.00	AUTHORITY WIDE	\$ 1,536,885.40		
BROAD CREEK PHASE BG III	\$ 92,180.00				
BROAD CREEK PHASE MM III	\$ 92,180.00				
TOTAL BUDGET	\$ 10,404,603.00	TOTAL BUDGET	\$ 10,368,854.00	TOTAL BUDGET	\$ 250,000.00
TOTAL OBLIGATED	\$ 9,457,420.08	TOTAL OBLIGATED	\$ -	TOTAL OBLIGATED	\$ -
TOTAL EXPENDED	\$ 1,619,155.33	TOTAL EXPENDED	\$ -	TOTAL EXPENDED	\$ -



# Development Report: DCM Projects

DESIGN AND CONSTRUCTION MANAGEMENT DEPARTMENT PROJECT STATUS					
PROJECT LOCATION	SCOPE OF WORK	CONTRACTOR	COST	COMPLETION DATE	% Complete
1072 Hugo Street	New Home Construction	Richardson Homes Inc.	N/A	N/A	20%
1300 Little Bay Ave	New Home Construction	Asfari Homes Inc.	N/A	N/A	0%
Bobbit & Hunter Sq.	RE-Bid Elevator Upgrades ( G1067 )	Contracting Solutions	\$ 1,241,041.92	4/21/2024	25%
Bobbitt Mid Rise	Replace Building Water Fountains	Joint Resources	\$ 15,600.00	TBD	0%
Bobbitt Mid-Rise	Exterior Metal Door Replacements	Doors Engineering Corporation	\$ 11,125.84	TBD	0%
Bobbitt/Sykes	Mid-Rise Common Area Flooring Replacement (H1048)	Continental Flooring Company	\$ 274,630.00	5/21/2024	60%
Calvert Square	Envision Center Exterior Improvements(H1046)	Divergent Construction Mgmt. Group	\$ 238,465.00	5/7/2024	90%
Calvert Square	Calvert Envision Center Interior Lighting Upgrades (H1065)	Blackout Electric Inc.	\$ 29,900.00	4/20/2024	5%
Calvert Square	Calvert Envision Center Walkway Cover Replacement (H1064)	Powermovement General Contractors	\$ 941,180.00	5/20/2024	75%
Diggs Town	PHC Roof Replacements (H1047)	Integral Contracting LLC	\$ 425,640.00	3/5/2024	Complete
Diggs Town	UFAS Handrail Installation (H1057)	Mid-Atlantic Metals	\$ 40,035.00	4/20/2024	10%
Diggstown	PHC Ramp Project (H1071)	Powermovement General Contractors LLC	\$ 20,467.00	TBD	0%
Diggstown	Recreation Center Fire/Security System Replacement (H1070)	VSC Fire and Safety Inc.	\$ 14,551.80	TBD	5%
Hunter Square	Common Area Lighting Replacement and Exterior Lighting Upgrades	Blackout Electric Inc.	\$ 75,000.00	TBD	0%
Hunters/Partrea	Mid-Rise Common Area Flooring Replacement (H1066)	NRBC Enterprises	\$415,996	5/29/2024	5%
Mid-Rise Locations	Rebid NRHA Call To Aid Systems Replacement (G1043)	Lundquist Associates Integrated Systems	\$ 402,715.81	2/28/2024	Complete
Oakleaf	Door and Porch Light Installations (G1042)	Dominion Builders Contracting Inc.	\$ 1,123,877.75	2/28/2024	Completed
Oakleaf	Building 23 HVAC Replacement(H1060)	Dominion Builders Contracting Inc.	\$ 256,500.00	TBD	0%
Oakleaf	Window and Roof Replacements Phase I (H1062)	Dominion Builders Contracting Inc.	\$ 2,185,000.00	TBD	0%
Oakleaf Forest Bungalows	Re-bid Bungalow Repair and ADA Conversion (H1068)	Rebid Date 03/12/2024	TBD	TBD	0%
Partrea	Elevator Upgrades and Additions (H1044)	VIRTEXCO	\$4,642,000.00	7/18/2025	5%
Sykes	Eleveator Upgrades and Additions ( H1049 )	VIRTEXCO	\$1,986,000.00	10/9/2024	10%
Young Terrace	Recreation Center/Rental Office Roof Replacement (H1023)	Roof Systems of Virginia Inc.	\$ 605,121.05	1/19/2024	Complete
Young Terrace	Tender Agreement Re-Bid Young Terrace Unit Renovation Completion (H1069)	M&M Eterprises II Inc.	\$ 345,450.00	6/25/2024	5%
A&E CONTRACTS					
Mission College	Entrance Stairway Condition Report	Saunders & Crouse	\$ 17,415.00		COMPLETED
Moton Circle	Moton Cicle Development Study	VHB	\$ 122,700.00	5/28/2024	0%
Oakleaf	Mini Split Design	Vansant-Gustlar	\$27,610.00		COMPLETE
Oakleaf	Fire Damage Apartment Building Rebuild Design	VHB	\$ 147,250.00	4/26/2024	0%
Oakleaf	Fire Damage Apartment Building Renovation Design	VHB	\$ 116,625.00	4/26/2024	0%
Partrea Mid Rise	PTAC Unit Replacements	Vansant-Gusler	\$ 42,070.00	3/15/2024	0%
Young Terrace	Laundry Facility Design	RFS	\$ 129,225.00	9/22/2023	95%
DCM CONSTRUCTION PROJECTS					
Bobbitt Mid Rise	Replace Laundry Room Drain Lines	TBD	TBD	TBD	0%
Calvert Square	Install Building Exterior Water Service Cut-Off- Valves	TBD	TBD	TBD	0%
Diggs Town	Install New Playground Equipment	TBD	TBD	TBD	0%
Diggs Town	Paint Exterior of PHC Buildings	TBD	TBD	TBD	0%
Sykes Mid Rise	Replace Unit Door Bells	TBD	TBD	TBD	0%



## Norfolk CNI: Tidewater Gardens Transformation

Budget Status as of 02/29/2024

BLI #	BLI Description	CNI Grant Budget	CNI Grant Expended	CNI Grant Balance
1405	Supportive Service	4,232,920.00	(3,618,633.85)	614,286.15
1408	Management Improvements	636,270.00	(617,706.21)	18,563.79
1410	Administration	1,500,000.00	(838,150.40)	661,849.60
1430	Fees and Costs	6,457,157.00	(5,586,700.72)	870,456.28
1450	Site Improvement	1,084,412.00	(850,000.00)	234,412.00
1460	Dwelling Structures	21,709,729.00	(4,144,833.93)	17,564,895.07
1480	Critical Community Improvements	2,250,000.00	-	2,250,000.00
1485	Demolition	1,229,229.00	(1,229,229.00)	-
1495	Relocation Costs	900,283.00	(523,407.76)	376,875.24

Phase 3 (TWG A-Name) – financial close and construction start are delayed due to need to rebid City Phase 2 infrastructure project

Phase 3 Housing requires critical infrastructure work in order to close and begin construction

Targeting January 2025 for Phase 3 close, will push back delivery of new units until 2026.

CNI Construction Status Update	Status	Total Units	Replacement Units	Affordable Units	Market Units	Completion Schedule
Phase I (Blocks 19/20) Reunion and Unity	Complete	192	61	90	41	Lease-up
Phase II (Blks 17/18)-Unity	Under Construction	140	48	49	43	Fall 2025
Phase III (TWG A)	Planned Finance Close summer 2024	191	73	96	22	*****
Phase IV-TWG B1 & B2	Finalizing Design	191	78	43	70	Fall 2026
Off-Site-Riverside Station	Complete	120	23	97	0	March 2023
Off-Site-Aspire	Under Construction	85	21	64	0	Summer 2024
78 at St. Paul's	In Design	259	8	44	207	TBD
Remaining Off-site		18	18			TBD
Totals		1196	330	483	383	



## Development Report: HOME Program

The HOME Investment Partnership Program, known as HOME, was implemented by the City of Norfolk and NRHA to expand the supply of decent affordable housing to low-to-moderate income households who choose to purchase a home in Norfolk. This program provides up to \$60,000 in down payment and closing cost assistance to first-time homebuyers with household incomes at or below 80 percent area medium income who are purchasing a home in Norfolk.

Home FY 24 YTD Stats	Qrt 1	Qrt 2	Qrt 3 (Jan-Feb)	Totals to-date
New Applications	7	20	9	36
In-process	25	19	4	48
6-month Eligibility Period	4	3	5	12
Under Contract	2	3	2	7
Closings	1	4	3	8
Cancellations	1	1	0	2

HOME Budget Balances				
HOME Fiscal Year	Balance 1/31/24	Balance 2/22/2024	Closings	Cancellations
FY2020	\$ -	\$ -	20	4
FY2020	\$ -	\$ -	13	3
FY2021	\$ -	\$ -	17	3
FY2022	\$ 600,188.39	\$ 534,492.39	15	4
FY2023	\$ 783,367.00	\$ 783,367.38	11	2
FY2024	\$ 1,014,729.00	\$ 1,014,729.00	8	2
	\$ 2,398,284.39	\$ 2,332,588.77	84	14



# Development Report: HomeNet Program

**The HomeNet Homeownership Center** functions as a 'one-stop shop' to assist prospective clients in overcoming barriers and obstacles on their journey to achieving and maintaining homeownership. We offer a comprehensive range of services, including one-on-one pre- and post-purchase housing counseling, financial coaching, credit counseling, foreclosure prevention and various workshops. Our services include:

**HomeWard Norfolk \$40,000 Grant (HWN):** HomeNet administers and underwrites the HWN down payment and closing cost grant for households with incomes between 80-120% (AMI).

**Workshops:** HomeNet offers these classes:

- 16-Month Homebuyers Club
- Monthly First-Time Homebuyer Training Classes
- 'Lunch and Learn' sessions tailored for City Employees
- 12-Month NetWorth Club, which focuses on passing down generational wealth and estate planning

**Homeownership Housing Choice Voucher Program (HCV):** Enables HCV participants to transition from renting to homeownership. Ensures that the voucher holder is eligible to transfer their voucher to homeownership.

**Technical Assistance:** Provide technical assistance to help individuals with various aspects of the home buying process, including obtaining a mortgage, navigating the purchase agreement, handling the inspection process, securing insurance, accessing and preparing for the \$60,000 grant, and the closing process.

HomeNe's FY 24 YTD Stats	Qrt 1	Qrt 2	Qrt 3	Totals To Date
<b>Clients Purchased</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>12</b>
<i>Utilized HOME</i>	1	4	3	8
<i>HCV</i>	1	1	0	2
<i>Public Housing Resident</i>	0	0	1	1
<i>HomeWard Norfolk</i>	0	0	1	1
<b>Under Contract</b>				
<i>Under Contract w/HOME</i>	1	3	3	7
<i>Referred to HOME</i>	10	28	6	44
<i>Under Contract HomeWard Norfolk</i>	0	1	2	3
<b>New Clients Enrolled</b>				
<i>HCV Participants</i>	48	10	4	62
<i>Public Housing</i>	10	0	0	10
<i>Tidewater Residents</i>	2	0	0	2
<i>Clients</i>	201	34	30	265
<b>Total Applications Processed</b>	<b>182</b>	<b>237</b>	<b>220</b>	<b>639</b>
<b>HomeWard Norfolk Grant Balance</b>	<b>\$411,700.00</b>	<b>\$411,700.00</b>	<b>\$371,000.00</b>	<b>\$371,000.00</b>

**E** Edward Scott  
6 reviews

★★★★★ a month ago

This program helped my wife and I purchase our home. Everyone whom we had contact with was always willing to help in any fashion to get us into our home. I really can't say enough because without Sydney, LaShawn and the rest of the staff our dream wouldn't have been possible. Everyday I tell someone of the Home Net program and how it can help them achieve home ownership. Thank You All Again.



March 2024

## Development Report: Repositioning/Transformation

NRHA will plan and implement mixed-finance transactions to achieve the transformation of its assisted housing communities. The range of strategies aimed at transforming the physical environment will include but not be limited to: modernization of housing units; enhancements to open space and infrastructure; improvements to accessibility; demolition of selected units and construction of new units; introduction of market rate and for-sale units; acquisition and development of new units within or outside NRHA properties; and complete redevelopment. Financing strategies will include: the pursuit of federal, state and local grants; utilization of tax credit equity for low income housing, historic properties and new markets; public and private debt; and exploration of conversions between traditional public housing funding, Project-Based voucher (PBV), and the Housing Choice Voucher (HCV) program.

NRHA will plan and implement mixed-finance transactions to achieve the transformation of its assisted housing communities. The range of strategies aimed at transforming the physical environment will include but not be limited to: modernization of housing units; enhancements to open space and infrastructure; improvements to accessibility; demolition of selected units and construction of new units; introduction of market rate and for-sale units; acquisition and development of new units within or outside NRHA properties; and complete redevelopment. Financing strategies will include: the pursuit of federal, state and local grants; utilization of tax credit equity for low income housing, historic properties and new markets; public and private debt; and exploration of conversions between traditional public housing funding, Project-Based voucher (PBV), and the Housing Choice Voucher (HCV) program.

### Projects Underway

Meeting with Sykes Residents	Kick-off community engagement for RAD Conversion/LIHTC renovation	12/20/2023
Meeting with Partrea Residents	Kick-off community engagement for RAD Conversion/LIHTC renovation	1/24/2024
Broad Creek	Regular community update meeting	3/14/2024
Moton Circle	Architect and Engineers Updating Concepts/CIP Funding Request	on-going
Demonstration Project-Youth Build/Modular	Team being assembled/Grant submitted	on-going

<b>Assembling and Review NRHA Land Inventory</b>	Reviewing Properties with CSG Advisors	in-process
--	--	------------

<b>Developers Forum</b>	Scheduled for March 27th and 28th	3/27/2024
-------------------------	-----------------------------------	-----------

Request for Qualifications for Developers	RFQ to create a Developers Pool for future projects	Late March
---	---	------------





Real Estate Report  
07/01/2023 – 2/29/2024

ACQUISITIONS				
Address	Owner	Date	Amount	
9634 13 <sup>th</sup> View Street	City of Norfolk Auction	2/15/2024	\$211,200*	
9638 13 <sup>th</sup> View Street	City of Norfolk Auction	2/15/2024	\$186,500*	
1283 Little Bay Avenue	City of Norfolk Auction	2/15/2024	\$120,000*	
V Funds to acquire Willoughby properties from City of Norfolk – CIP Agree			TOTAL ACQUISTIONS	\$517,700*

SALES (DISPOSITIONS)						
Community	Address	Developer	Usage	Development Value	Settlement Date	Sales Price
Norview ROI property	1072 Hugo Street	Richardson/Viridian Homes	Mkt rate single family	\$425,000	2/09/2024	\$ 85,000*
Scattered Site property	1074 Johnstons Road	NRHA	LM single family home	\$190,000	8/16/2023	\$190,000
<u>East Ocean View Redevelopment/ East Beach</u>		(as per the East beach LLDC, sales price reflects 5% of sales price)				
Lots 7-07	4180 East Beach Drive	Mr. Tushaw Shah	Single family home	\$720,000.00	7/01/2023	\$20,250
V Proceeds of Disposition were returned to VA. Housing per ROI Agreement				TOTAL DISPOSTIONS	\$295,250	

Pending Sales:	
1300 Little Bay Avenue, Willoughby to developer Asfari Homes for \$100,000 (single family home)	
108 W. 29 <sup>th</sup> Street, Park Place to developer Monticello 2907, LLC for \$8,500 (non-conforming lot for adjacent development)	



Monthly Reporting for Privately Managed Properties					
					Mar-24
Property	Merrimack Landing	Mission College	Oakmont North	Park Terrace	Totals
Total Units	492	260	407	81	1240
Occupancy	97%	98%	97%	97%	97%
Vacant Units	15	5	12	2	34
Pre leased	15	5	9	1	30
Last Rehab	2017	2009	N/A	early 2000's	
Current rents					
1 bedroom	\$815	\$856-934			
2 bedroom	\$910-935	\$1026-1091	\$900-\$1050	\$874-\$1109	
3 bedroom	\$1,020	\$1108-\$1203	\$1015-\$1165		
4 bedroom	\$1300-\$1400	\$1309-\$1357			
Needs	BMP repair/Sewer pipes/Roof repairs	Metal Stairs in Breezeways, Community issues-lighting-Security cameras	Renovation, Too many vehicles	Unit Renovation, Roofs, Lighting Security cameras	



**To:** Board of Commissioners

**From:** D. Scott Pontz, Deputy Executive Director for Administration 

**CC:** Nathan F. Simms Jr., Executive Director,

**Subject:** Administrative Highlights for Month ended January 31, 2024

**Date:** March 11, 2024

---

## **Financial Highlights**

### **January Financial Results**

The results for January have generally been positive.

The CFO has reviewed the individual ledgers at January 31 and noted no significant changes from December.

The Central Office (COCC) is still poised to use only discretionary revenues and no reserves to stay balanced for the fiscal year to date.

The HCV program has received administrative subsidy to bring us whole for leasing improvements that have taken place during the past 12 to 18 months. This will allow the program to finish 2024 with a surplus.

Oakmont and Merrimack continue to outperform the 2024 budgeted projections. This is allowing us some flexibility in reacting to any forthcoming COCC changes in the second half of the year.

Staff continues to assess the operations of the Low-Income Public Housing Program to ascertain correct staffing levels and to be flexible when confronting day to day challenges

within this area.

## **Other Administrative Updates**

### **2023 Financial Audit**

The firm of Jump Perry and Co. CPA's continues to work on the 2023 financial audit.

Field work on file compliance was completed on site in October. The audit of the agency's financial records takes place electronically from their Toms River NJ office. The audit is due to HUD no later than March 31, 2024 and we have no concerns about meeting that deadline.

### **Conversion to ADP Payroll processing**

NRHA will convert to outside payroll processing during the second quarter of the calendar year. This will allow us to be more flexible with inside staffing assignments and cement savings generated by retirements of Accounting staff in previous years.

### **2025 Operating Budget Preparation**

Staff completed the first draft of the 2025 operating budget. Work at the Executive level has commenced to refine the budget before it is brought to departmental levels.

HUD has been very timely this year and we are in possession of the presumptive calendar 2024 public housing operating subsidy figures. This is key information in preparing a working draft of the budget.

We continue to anticipate briefing the committee in the March and April Committee meetings and then presenting to the full Board at a public hearing in May. Our plan is to bring a resolution for passage of the budget to the regular June meeting avoiding the need for a special called meeting as has been past practice.

### **Establishment of Project Development Advance Fund**

We are again reporting on the creation of the development advance fund. We anticipate with the refinement of the 2025 operating budget we can quantify this fund further and bring to the Board for approval. The narrative below is copied from the previous month.

Beginning in the early 2000's NRHA used what was termed a "Working Fund" to advance funds where needed for directed initiatives. This ended up being used for City funded projects and was reconciled and discontinued during the Pandemic.

Staff wishes to segregate up front costs for new development initiatives and establish a dedicated funding source within NRHA. We would be using these funds solely for advances needed on NRHA initiatives and would expect complete reimbursement from individual initiatives.

Funds earned through developer and bond fees would augment this fund helping it grow in size over time to become an income source for the agency.

Staff is now working to determine the appropriate amount to provide as an opening contribution. This determination will be part of the finalization of the 2025 budget.

## Procurement Activity Update – 2/1 – 2/29/2024 (February, 2024)

Executive Contact: Kathy Mosley, Director of Procurement and Admin Services

Date: **March, 14, 2024**

### Staff

- Director
- 1-Senior Contracts Specialist
- 2-Procurement Specialist

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.

### **Purchase Orders**

Number of Stock or Standard POs initiated in February 2024: **97**

Total Value: **\$807,011.55**

Bobbitt Apartments	0.....	\$0
Calvert Square	11 .....	\$28,435.80
Cottage Bridge Apartments	9.....	\$1,482.71
Diggstown	13 .....	\$18,936.75
Franklin Arms Apartments	5.....	\$17,527.35
Grandy Village	11 .....	\$16,354.14
Housing Operations (Specialized)	9.....	\$32,426.37
Hunter Square Apartments	3.....	\$6,416.38
Oakleaf Forest	8.....	\$11,074.64
Partrea Apartments	0.....	\$0.00
Sykes Apartments	2.....	\$12,512.00
Young Terrace	17 .....	51,876.25
Information Systems	8.....	\$609,296.16
HomeNET	1.....	673.00
Totals	<b>97 .....</b>	<b>\$807,011.55</b>

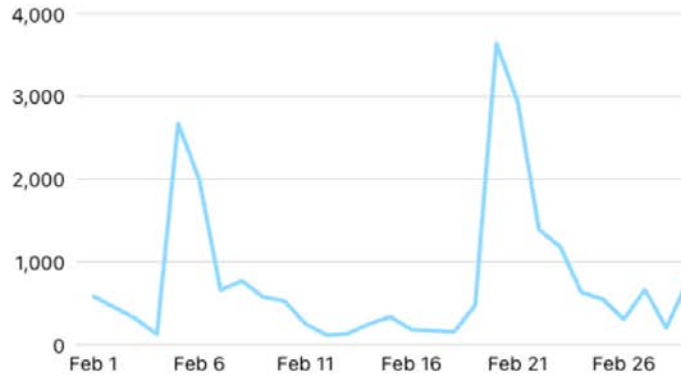
### **Purchase Requisitions for Contracts, Purchase Orders and Task Orders**

Contracts (New)	0.....	\$0.00
Change Orders	1.....	\$31,572.00
Options to Renew	0.....	\$0.00
Task Orders	2.....	\$14,875.00
Unit Turns	1.....	\$1,160.00

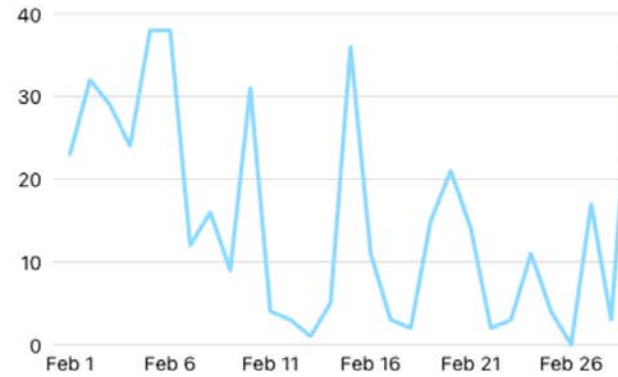


## Social Media Updates

### Facebook reach



### Instagram reach



Facebook Reach Feb. 2024

15,500  
↑ 141.7%

Instagram Reach Feb. 2024

177  
↓ 12.4%

### Facebook reach



### Instagram reach



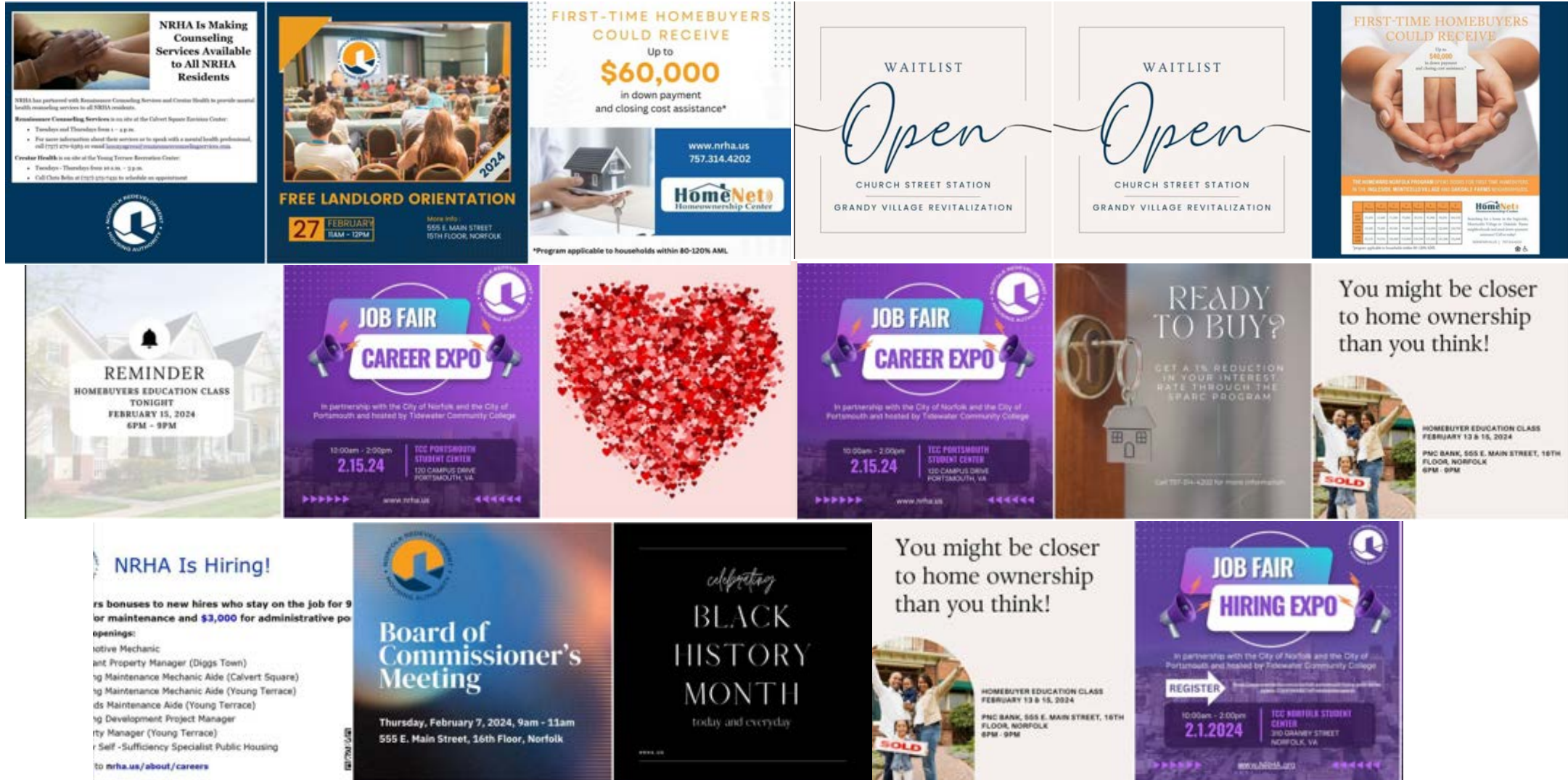
Facebook Reach Jan. 2024

6,026  
↑ 92.9%

Facebook Reach Jan. 2024

185  
↑ 35%

# Social Media February 2024 Posts



## Social Media Information



17

Posts for the month

10,403

Followers



17

Posts for the month

92

Followers



1

Post for the month

94

Subscribers

# Follow us

ON SOCIAL MEDIA



@nofolkhousingassistance



Norfolk Redevelopment and Housing Authority



YouTube nrhava

*Subscribe, follow, like and share!*





## Commissioners' Update

### NRHA Board of Commissioners

**Subject:** Property Management Update

**Executive Contact:** Yvette Thompson

**Date:** March 14, 2024

#### BACKGROUND

Updates as of 02/29/2024

#### STATUS

We sent out a survey to every occupied unit. This survey will help us to better assist our residents with the services they require. We received an overwhelming response and look forward to reporting the needs as well as our plans to accommodate next month.

The call center is up and running at our Oakleaf community only and is running well. We are averaging approximately 440 work orders per month which amounts to approximately 15 work orders per day. In April 2024 we will add another community to the call center. This community is to be determined.

Our compliance consultant is doing a very good job keeping us in line with our eligibility files as they audit and report findings. We have added our annual recertifications to this audit and look forward to the monthly report to update our files accordingly.

We will host an open house at Grandy Village on March 9, 2024 to try and fill our PBV vacant units. We sent this information to the top 100 applicants pulled from the PBV waitlist. Our occupancy team, community rental office team and compliance staff will be on scene to process applicants who come with all required documentation. Refreshments will be served and four raffles will be held throughout the event to win a \$50.00 gift card with completed paperwork.

#### Attachments and Handouts



## Commissioners' Update NRHA Board of Commissioners

**Subject:** Housing Choice Voucher Update

**Executive Contact:** Pamela Jones-Watford

**Date:** March 14, 2024

### BACKGROUND

The Housing Choice Voucher (HCV) program provides affordable, decent, and sanitary housing for low and low to moderate income families, the elderly and the disabled to afford decent, safe housing in the private market.

### STATUS

The HCV program still continues to process lease-ups for HCV Tenant Based Vouchers, Mainstream Vouchers, SRAP Certificates, VASH Vouchers, Tidewater Gardens Residents, RAD Communities, PBV's, and Emergency Housing Vouchers. Additionally, we are absorbing all port-ins.

A large number of Port-Ins and VASH voucher holders from other HA localities continue to port into Norfolk.

January 9<sup>th</sup> – 11<sup>th</sup>, all HCV and PBV Specialist received Combo HCV/LIPH Rent Calculation training with HOTMA updates from Nan McKay and Associates.

The Finance Department and HCV Department continue to meet monthly to review the HUD Two-year tool and other fiscal matters for the HCV Program.

The HCV Inspectors continue to complete biennial, initial, complaint inspections for NRHA's voucher holders, and also for HA owned properties for Suffolk Redevelopment and Housing Authority

There have been weekly meetings with representatives from the City of Norfolk, Urban Strategies, and NRHA to facilitate the smooth moves for former Tidewater Gardens Residents.

The HCV Landlord Advisory Board which consists of six (6) landlords, and three (3) HCV Specialist quarterly meeting was held led by NRHA's Landlord Liaison. The below topics were discussed:

- Utilizing advisory group members to identify landlord groups
- Utilizing current landlords to identify new landlords/property managers
- Advertising landlord testimonial on NRHA social media
- Developing a landlord step-by-step guide
- Sending HCV information to landlord organizations to be shared with members
- Developing a streamlined process



**WAIT LIST:**

Wait list totals:

Tenant Based -3,297  
Banks of Berkley- 35  
Church Street Station (Homeless)- 925  
Church Street Station (Not Homeless)- 84  
Cottage Bridge- 1,135  
Crescent Square- 195  
Diggs Phase 1 RAD- 528  
Franklin Arms- 554  
Gosnold-600  
Grandy Phase V092 RAD-254  
Grandy Phase VI- 363  
Grandy Village Revit RAD- 1,697  
Heron's Landing- 216  
Holley Point Apartments- 528  
Market Heights Apartments- 1,148  
Market Heights Apartments- Tidewater - 16  
North Wellington – 190  
Origin Circle at Kindred- 1,066  
Origin Circle at Kindred- Tidewater- 2  
Reunion Senior Living at Kindred- 152  
Riverside Station – 1,330  
South Bay PBV- 295  
St. Paul's Apartments- 93  
The Ashton – 120  
The Retreat at Harbor Point (2& 3 Bedroom Only) – 254

**Landlord Outreach**

We continue to market for new landlords and additional properties for the program to lease to voucher holders. New Landlord Orientation was held on February 26th and there were eight (8) landlords present. There were seven (7) new landlords in February that leased to voucher holders.

**PROJECT BASED VOUCHERS UPDATE**

NRHA announced a rolling PBV request for proposals for property owners and developers for new housing developments in Norfolk and neighboring jurisdictions with applications due on February 8<sup>th</sup>, there were no applications submitted.

We continue to work with the developers of proposed PBV communities with regards to establishing rents, preparing revised letters of intent, ensuring that the SLR and ER are processed appropriately, and that the units will be decent and affordable.

**FUTURE ACTION**

HOTMA training and implementation inclusive of updates needed for the Administrative Plan effective 07/01/2024.

NSPIRE training and implementation inclusive of updates needed for the Administrative Plan effective 07/01/2024. NSPIRE to be implemented 10/01/2024, NSPIRE inspections focus on deficiencies deemed to be the most important indicators of housing quality. NSPIRE prioritizes



health, safety, and functional defects over appearance. The major inspectable areas under NSPIRE are (1) units, (2) inside, and (3) outside. The inside component includes common areas, building systems, and anything within the building that is not in a unit. Outside includes the site, exterior components, and any building systems located outside, such as a playground, sidewalk, or air-conditioning unit.

During an NSPIRE inspection, a rating system will be used that includes four categories, each with a designated response time: (1) life-threatening (24 hours), (2) severe (24 hours or 30 days), (3) moderate (30 days), and (4) low (60 days). A score will be calculated based on the number of deficiencies in each of the four categories found in each of the three inspectable areas. The score will be on a scale of 0–100 and a fail will be a score of 59 or less, as it was with the previous REAC system. If a property loses more than 30 points in the units alone, it will be an automatic fail.

**SAFMR** effective 10/01/2024, all of Norfolk zip codes will be impacted due to HUD designating NRHA as a metropolitan area required the use of SAFMRs. This will be helpful in providing voucher holders greater access to low-poverty and/or high-opportunity neighbourhoods.

#### **Project Based Voucher Future Obligations (Non-RAD)**

481 allocated units with 220 of the units CNI. The AHAP agreement has been executed for 80 allocated units.

### **Program Update**

<b>Program Overview</b>	<b>January 2024</b>
Total Vouchers	4,368
Tenant Based Vouchers	3,538
Project Based Vouchers (PBV) TH	308
RAD PBV	588
Outgoing Payable Portables JTS	37
Vouchers Issued in January	5
New Vouchers Searching	42
New VASH Vouchers Searching	14
SRAP Certificates Searching	4
End of participations for December	11

#### **Special Purpose Vouchers**

<b>Vouchers Totals</b>	<b>Allocation</b>	<b>Current Month Leased</b>
VASH vouchers CW	168	159
NED vouchers	225	163
Homeownership voucher(s)	open	11
Homeownership voucher VASH	Open	1
SRO (Gosnold Mod Rehab)	60	45
Main Stream DJ	40	13
Park Terrace FD	47	30
Tidewater Gardens TPV KS	312	277
FYI TPV SM	10	5
Scattered Sites	15	4
SRAP Certificates		55

**Project Based Vouchers (RAD NRHA Owned)**

NRHA Owned RAD Property	Total Units	Current Month Leased
Grandy Village 092	16	15
Grandy Village 032	275	237
Grandy Rev NT	4	4
North Wellington	25	24
Franklin Arms	100	99
Diggs Town	222	209
Total	642	588

**Project Based Vouchers (Non-RAD)**

Project Based Voucher	Total Units	Current Month Leased
Crescent Square (Virginia Beach)	10	5
Heron's Landing (Chesapeake)	6	5
South Bay (Portsmouth)	6	5
Cottage Bridge (Norfolk) NRHA Owned	47	42
Banks of Berkley (Norfolk)	5	3
Church Street Station (Norfolk)	70	56
St. Paul's Apartments (Norfolk)	13	13
Grandy VI (Norfolk) NRHA Owned	70	62
The Retreat at Harbor Pointe (Norfolk)	50	46
The Ashton	7	7
Holley Pointe	5	5
Riverside Station/ Curlew Apartments	23	19
Market Heights Apartments (CNI)	20	20
Market Heights Apartments 4%	21	21

**Project Based Voucher Future Obligations (Non-RAD)**

Complex Name	Location	Number of PBV's Obligated
Reunion Senior Housing (CNI) (Dec. & Jan. lease-up)	Norfolk	22 AHAP executed
Origin Apartments (CNI) February lease-up	Norfolk	37 AHAP executed
Woods at Yorktown	Yorktown	6
Broad Creek Resyndication Phase 1	Norfolk	121
Ansell	Portsmouth	9
Cross Creek NC	Portsmouth	8
Block 17 Apartments (CNI)	Norfolk	34
Block 18 Apartments (CNI)	Norfolk	25
Newport Garden Apartments	Norfolk	8
Cross Creek Rehab	Portsmouth	8
ASPIRE Apartments Willis Bldg. (CNI)	Norfolk	21 AHAP executed
TWG A Apartments on site Tidewater CNI	Norfolk	73
Seventy-Eight @ St. Paul Scope Lot?	Norfolk	8
Gosnold II Apartments	Norfolk	20
TWG B1 Apartments	Norfolk	32
TWG B2 Apartments	Norfolk	49



## Commissioners' Update NRHA Board of Commissioners

**Subject: Client Services**

**Executive Contact: Julius A. Norman**

**Date:** March 14, 2024

### BACKGROUND

Client Services continues to create a strong foundation for growth and collaboration. Healthy communities thrive on collaboration and support. Whether its through mentorship programs, volunteer initiatives, or simply lending a hand, these, communities create a culture of support that uplifts and empowers each member.

### STATUS

- Intergenerational program geared towards bringing all ages together in their communities to enhance their social skills and build positive relationships with neighbors.
- Youth Executive Council –Leadership development series.
- FSS Currently 234 enrolled in the program 83% of our participants are working. In the month of February \$14,325.89 in escrow was disbursed.
- HRCEA sponsored community engagement meetings began.
- Mental Health Providers with immediate response to critical and traumatic incidents.

### Attachments and Handouts



## Resolution Item

### NRHA Board of Commissioners

**Subject:** Resolution Convening a Closed Session

**Executive Contact:** Nathan F. Simms, Jr., Executive Director    **Date:** March 14, 2024

#### BACKGROUND

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:

- 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 and consideration of the disposition of publicly held real property as authorized by Section 2.2-3711(A)(3) of the Act.