

Charlottesville Redevelopment and Housing Authority

PHA Plan
Annual Agency Plan for Fiscal Year 2022- 2023



Approved: January 13, 2022

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I. PHA Information and Annual Plan Elements (HUD Form 50075-ST)

Annual PHA Plan (Standard PHAs or Troubled PHAs)	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires: xx/xx/xxxx
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, including changes to these policies, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families.

Applicability. The Form HUD-50075-ST is to be completed annually by **STANDARD PHAs** or **TROUBLED PHAs**. PHAs that meet the definition of a High Performer PHA, Small PHA, HCV-Only PHA or Qualified PHA do not need to submit this form.

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a high performer on both the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, or PHAS if only administering public housing.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceed 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceed 550, and that was designated as a standard performer in the most recent PHAS or SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined and is not PHAS or SEMAP troubled.

A.	PHA Information.
A.1	PHA Name: <u>Charlottesville Redevelopment and Housing Authority</u> PHA Code: <u>VA016</u> PHA Type: ☐ Standard PHA ☒ Troubled PHA PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>April 1, 2022</u> PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Public Housing (PH) Units <u>324</u> Number of Housing Choice Vouchers (HCVs) <u>590</u> Total Combined Units/Vouchers <u>914</u> PHA Plan Submission Type: ☒ Annual Submission ☐ Revised Annual Submission Availability of Information. PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. PHAs are also encouraged to provide each resident council a copy of their PHA Plans. CRHA's Public Outreach: This Notice was listed on both the Charlottesville Redevelopment and Housing Authority "CRHA", Public Housing Association of Residents "PHAR" and City of Charlottesville websites, as well as, mailed in rental statements. The Public Housing Association of Residents and Resident Advisory board have assisted in drafting this notice. Public Hearing Public Housing Agency (PHA) Annual Plan The Charlottesville Redevelopment & Housing Authority (CRHA) will hold a Public Hearing regarding the 2022 Annual Plan, as required by HUD under Section 511 of the Quality Housing and Work Responsibility Act of 1998. Due to the COVID-19 pandemic, the public hearing will be held

via an electronic meeting platform, Zoom, on Monday, December 20, 2021 at 5:00PM. Members of the public may participate by computer, tablet, or phone. Details for accessing this meeting will be included on CRHA's website. Individuals who need access to a printed copy of the plan may do so by emailing matthewsk@cvillerha.com or calling 434-326-4672 and asking to set up a time to view or check-out the copy of the draft which is housed at 1000 South First Street, Charlottesville, VA. The Annual Plan and supporting documents are available for public review at www.cvillerha.com and by appointment at 1000 South First Street, Charlottesville, VA 22902. Written comments will be accepted through December 10, 2021 and should be submitted to Kathleen Glenn-Matthews, Deputy Executive Director, PO Box 1405, Charlottesville VA 22902 or via email to matthewsk@cvillerha.com.

☐ **PHA Consortia:** (Check box if submitting a Joint PHA Plan and complete table below)

Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	
				PH	HCV
Lead PHA:					

B. Plan Elements

B.1 Revision of Existing PHA Plan Elements.

(a) Have the following PHA Plan elements been revised by the PHA?

Y N

- ☐ ☒ Statement of Housing Needs and Strategy for Addressing Housing Needs
- ☐ ☒ Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.
- ☐ ☒ Financial Resources.
- ☐ ☒ Rent Determination.
- ☒ ☐ Operation and Management.
- ☐ ☒ Grievance Procedures.
- ☐ ☒ Homeownership Programs.
- ☐ ☒ Community Service and Self-Sufficiency Programs.
- ☒ ☐ Safety and Crime Prevention.
- ☐ ☒ Pet Policy.
- ☐ ☒ Asset Management.
- ☐ ☒ Substantial Deviation.
- ☐ ☒ Significant Amendment/Modification

(b) If the PHA answered yes for any element, describe the revisions for each revised element(s):

- ☒ ☐ Operation and Management.
 - The CRHA adopted a Section 3 Policy please see Attachment C1
 - CRHA's Housing Choice Voucher Administrative Plan is being amended to include the option of Triennial Reexaminations for households with a fixed source of income. See attachment C3.
 - The CRHA worked with the RAB on a revised ACOP the draft which was posted on December 28, 2021, is attachment C3.

☒ ☐ Safety and Crime Prevention.

- The CRHA adopted a Policy on Security Cameras and Recording of Public Areas for Safety and Security Purposes Please see attachment please see Attachment C2.

(c) The PHA must submit its Deconcentration Policy for Field Office review.

CRHA complies with its obligation to promote the de-concentration of poverty in its covered housing developments. As mandated by, 24 CFR 903.1 and 903.2 Please see our policy below:

Deconcentration of Poverty and Income Mixing

The PHA's admission policy is designed to provide for de-concentration of poverty and income mixing by bringing higher income tenants into lower income communities and lower income tenants into higher income communities.

Gross annual income is used for income limits and admission and to review income-mix among various sites.

Skipping of a family on the waiting list specifically to reach another family with a lower or higher income is permitted to reach targeted thresholds.

The PHA will gather data and analyze, at least annually, the tenant characteristics of its public housing stock, including information regarding tenant incomes, to assist in the PHA's de-concentration efforts.

The PHA will use the tenant income information in an assessment of its public housing developments to determine the appropriate designation to be assigned to the development for the purpose of assisting the PHA in its de-concentration goals.

If the PHA's annual review of tenant incomes indicates that there has been a significant change in the tenant income characteristics of a particular development, the PHA will evaluate the changes to determine whether, based on the PHA methodology of choice, the development needs to be re-designated as a higher or lower income project or whether the PHA has met the de-concentration goals and the development needs no particular designation.

De-concentration and Income Mixing Goals

The PHA strives through its various economic self sufficiency and educational programs to achieve de-concentration of extremely poor families and any one site and income-mixing throughout its developments.

The PHA's income-mixing goal is a long-range goal which recognizes that the residents of its developments designated for the elderly maybe on fixed incomes which are not likely to be altered by HUD's income mixing goals.

The PHA will use its annual analysis of its public housing stock and tenant incomes to provide benchmarks for the PHA.

The PHA will target at least 40 percent of new admissions to public housing in each fiscal year to "extremely low-income families".

	Apart from the elderly high-rise development, CRHA's incomes for all projects fall within similar ranges. Where there is significant disparity in the percentages of very low-income and other extremely low-income families at the various developments, the size of the units, the presence of larger, multiple-income families appear to account for the disparity. The PHA will strive to achieve de-concentration of poverty and income-mixing through active pursuit of economic development opportunities for families which are designed to increase the total number of lower income families into higher income brackets.
B.2	New Activities. (a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year? Y N ☐ ☒ Hope VI or Choice Neighborhoods. ☒ ☐ Mixed Finance Modernization or Development. ☒ ☐ Demolition and/or Disposition. ☐ ☒ Designated Housing for Elderly and/or Disabled Families. ☐ ☒ Conversion of Public Housing to Tenant-Based Assistance. ☐ ☒ Conversion of Public Housing to Project-Based Rental Assistance or Project-Based Vouchers under RAD. ☐ ☒ Occupancy by Over-Income Families. ☐ ☒ Occupancy by Police Officers. ☐ ☒ Non-Smoking Policies. ☒ ☐ Project-Based Vouchers. ☐ ☒ Units with Approved Vacancies for Modernization. ☐ ☒ Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants). (b) If any of these activities are planned for the current Fiscal Year, describe the activities. For new demolition activities, describe any public housing development or portion thereof, owned by the PHA for which the PHA has applied or will apply for demolition and/or disposition approval under section 18 of the 1937 Act under the separate demolition/disposition approval process. If using Project-Based Vouchers (PBVs), provide the projected number of project-based units and general locations, and describe how project basing would be consistent with the PHA Plan. ☒ Mixed Finance Modernization or Development. 1) A description of any housing (including project number (if known) and unit count) for which the PHA will apply for Mixed Finance Modernization or Development; and 2) A timetable for the submission of applications or proposals. The application and approval process for Mixed Finance Modernization or Development is a separate process. See guidance on HUD's website at: https://www.hud.gov/program_offices/public_indian_housing/programs/ph/hope6/mfph#4 • The CRHA anticipates submitting a Mixed Finance Development application for the Sixth Street (AMP 3) development. We anticipate developing between 35-50 units on the site with a mixture of 1-3-bedroom units. The CRHA, the resident planners that live on the site and the Public Housing Association of Residents (PHAR) are currently planning the redevelopment. CRHA anticipates submitting the Mixed-Finance and Demolition/ Disposition application in mid-November, 2022. • The CRHA plans to build upon partnerships with the RAB/RC and other stakeholders to continue the implementation of public housing redevelopment. In the current Fiscal Year, CRHA anticipates that these activities will include redevelopment planning, community engagement, environmental study/ survey, Demolition/ Disposition submittal and approval, site plan development and approval, permitting of construction activities, construction and related activities. To enhance its redevelopment prospects, CRHA will also consider pursuing acquisition of new properties for its portfolio if any such opportunities arise. ☒ Demolition and/or Disposition. With respect to public housing only, describe any public housing development(s), or portion of a public housing development projects, owned by the PHA and subject to ACCs (including project number and unit numbers [or addresses]), and the number of affected units along with their sizes and accessibility features) for which the PHA will apply or is currently pending for demolition or disposition approval under section 18 of the 1937 Act (42 U.S.C. 1437p); and (2) A timetable for the demolition or disposition. This statement must be submitted to the extent that approved and/or pending demolition and/or disposition has changed as described in the PHA's last Annual and/or 5-Year PHA Plan submission. The application and approval process for demolition and/or disposition is a separate form HUD-50075-ST (03/31/2024)

process. Approval of the PHA Plan does not constitute approval of these activities. See guidance on HUD's website at: http://www.hud.gov/offices/pih/centers/sac/demo_dispo/index.cfm. (24 CFR §903.7(h))

- Consistent with the recommendation provided by CRHA, by the RAB/RC, in the current Fiscal Year, CRHA intends to explore the demolition and redevelopment of other Westhaven (AMP1).
- The CRHA is currently working with the Resident Planners and the Public Housing Association of Residents (PHAR) to redevelop the Sixth Street (AMP 3) community located at 715 Sixth Street SE Charlottesville VA 22902. The property currently has twenty-five 3-bedroom style townhouse units. The property contains 4 dwelling unit buildings and 1 non-dwelling unit building that is used as a community center and management office. The CRHA HCV department is the current leaseholder of the Community Center on the Sixth Street property. CRHA anticipates submitting a Low-Income Housing Tax Credit (LIHTC) application in March 2022, if we are awarded a tax credit allocation, we will submit a Demolition and Disposition application for the Sixth Street Community (AMP 3).
- The CRHA currently has a pending Demolition and Disposition application for the South First Street (AMP 3) Community located between 900- 1000 South First Street Charlottesville, VA 22902. The current plan is to demolish the 58 public units located on the site. The current site has one 1-bedroom unit, seventeen 2- bedroom units, fourteen 3-bedroom units, eighteen 4-bedroom units and eight 5-bedroom units. Of the 58 units 3 are UFAS Mobility Units (1-1bedroom unit, 1-2bedroom unit and 1-4bedroom unit).
- The CRHA has approved Disposition applications for a vacant parcel of land in AMP 3 and a 105-unit Senior and Disabled development located at 500 South First Street Charlottesville VA 22902.

☒ **Project-Based Vouchers.** Describe any plans to use Housing Choice Vouchers (HCVs) for new project-based vouchers, which must comply with PBV goals, civil rights requirements, Housing Quality Standards (HQS) and deconcentration standards, as stated in 983.57(b)(1) and set forth in the PHA Plan statement of deconcentration and other policies that govern eligibility, selection, and admissions. If using project-based vouchers, provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan (24 CFR §903.7(b)).

- The CRHA currently operates a PBV program of its Voucher program budget authority to provide housing for the homeless. We plan to expand the families we assist through the PBV program for families, senior's and the disabled at the new Mixed Financed developments at South First Street Phase 1 (Development Number VA16000010) and Crescent Halls Phase 1 (Development Number VA16000009). The CRHA will reduce or discontinue the issuance of new tenant-based vouchers so that the necessary PBV assistance is made available through attrition. The use of PBV's is consistent with CRHA's goal to explore, and where appropriate, convert Housing Choice Vouchers to Project Based Vouchers to support CRHA's redevelopment plans and objectives. The CRHA will also project base TPV's from replacement public housing units.
- In the current Fiscal Year, CRHA will work with the RAB/RC and other community stakeholders to continue determining the need for and designating for use certain project-based vouchers to assist in the redevelopment of CRHA's extremely- low income and very low-income housing portfolio.

B.3	Progress Report. Provide a description of the PHA's progress in meeting its Mission and Goals described in the PHA 5-Year and Annual Plan. CRHA 5 Year Plan Goals and Progress FY 2019- 2024 <u>Mission:</u> The Charlottesville Redevelopment and Housing Authority (CRHA) is resident-centered organization committed to excellence in providing affordable quality housing, revitalizing communities, and promoting upward mobility and self- sufficiency through partnerships in the public and private sectors. <i>CRHA Progress in Meeting Mission: Ongoing. CRHA through new management has begun to modernize their approach to providing services. Agency will continue to work to meet their missions and fulfill the needs of the people we serve in a rapidly evolving and complex world.</i> Goal 1. Provide Quality, Affordable Housing <u>Public Housing Program Goals:</u> A. In partnership with our Residents, Expand and Enhance Resident Engagement Opportunities - Partner with residents as equal partners in success of neighborhoods. This includes inviting more resident involvement in maintenance and agency operations planning. <i>Progress: Ongoing. The CRHA has strived to hire more residents as opportunities become available in the agency. The CRHA board has appointed a member to partner with staff to hold monthly Maintenance committee meetings to hear feedback from residents. These meetings will be primarily virtual during COVID-19 but then transition to rotating meetings at our sites. CRHA continues to participate with the Charlottesville Area Community Foundation Project Management Team (PMT)'s tri-party (City-CRHA-PHAR) collaboration which includes stipends for resident participants and assistance with hiring a Redevelopment Coordinator with funds provided by PMT.</i> - Work to provide community- wide internet access so that CRHA can better communicate with residents in social media and email <i>Progress: CRHA is working with Ting to incorporate free or low-cost high- speed fiber internet at all CRHA sites, starting with Crescent Halls, South First St. and Riverside Ave. platforms.</i> B. In Partnership with our Residents, Improve Asset Management to increase CRHA's Financial Sustainability. <i>Progress: CRHA has analyzed it's current contractual obligations to ensure all contracts are financially beneficial to the Agency. The CRHA has terminated its security contract, repurchased solid waste services and pest control. The CRHA has reinvested in the Maintenance Department to assist with turning the large number of vacancies in the CRHA portfolio. The CRHA has also worked to minimize TAR's Tenant Account Receivables by hiring an Eviction Prevention Coordinator who works with residents who are delinquent in rent.</i> - Strive for HUD High Performer status through ongoing improvements and monitoring of key property management indicators. <i>Progress: Management team is meeting regularly to ensure they keep on track towards PHAS goals.</i> - Provide ongoing staff training on performance and revised duties as it relates to increasing efficiency in rent collections, rent calculations, income verification, performance standards. <i>Progress: Increased utilization of HUD industry training companies for these</i>
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standards in the past calendar year and continued scheduling for Asset Management Team.

3. Maintain a 98% utilization rate and reduce tenant account receivables to at or below HUD best practices guideline of 3% of tenant revenue.

Progress: *Ongoing. Rental Office staff receiving additional training as we work towards this goal. We have begun an Eviction Diversion program that will allow residents who are behind in rent to enter into an education budget and finance program while crafting and executing a repayment agreement. Please see attachment I for staff training list.*

4. Concentrate efforts to improve lease enforcement and unit inspections.

Progress: *Ongoing. Opportunities are being created to do more resident training on CRHA policies. We are currently in the process of creating a maintenance plan which will incorporate a preventative maintenance plan and a housekeeping inspection policy and procedure.*

5. Maximize efficiencies through technology including the Yardi software.

Progress: *Updating Yardi platform and scheduling implementation of their interactive resident and tenant add-on features.*

6. Strategic use of Capital funds.

Progress: *Ongoing. Management Team reviews budget on regular basis and agency has hired a Modernization Manager and Redevelopment Coordinator.*

7. Provide ongoing staff training in customer service.

Progress: *Ongoing for all departments with a focus on continuous improvement.*

- C. In Partnership with our Residents, Institute Policies, Procedures and Practices that improve safety and security on all CRHA sites.

Progress: *The CRHA has enacted a Camera Policy after working with the Safety Committee, and canvassing the neighborhoods to discuss the potential policy. The Safety Committee is comprised of CRHA staff, residents, PHAR and 2 commissioners. The CRHA has now signed an agreement with a firm to install cameras on CRHA sites based upon the Camera policy.*

1. Partner with the Charlottesville Police Department and other organizations to develop and implement strategies to reduce crime.

Progress: *The CRHA will continue to work with their partners at PHAR and residents on strategies to improve the safety of our neighborhoods and partnerships with the local police department.*

2. When appropriate, utilize technology to help improve safety and security on CRHA sites.

Progress: *CRHA is now having Safety committee meetings every two weeks with residents and discussing cameras and other options. A subcommittee of the Resident Services Committee- Neighborhood Crisis Intervention is working with community partners on strategies.*

- D. In Partnership with our Residents, provide efficient, effective Property and Unit Maintenance.

1. Educate residents and staff on pest eradication, particularly roaches and bedbugs.

Progress: *Ongoing. Looking at using video opportunities on website.*

2. Improve curb appeal of properties.

Progress: *CRHA has hired a contractor to assist with landscaping needs.*

3. Achieve a score of 80 or above on the HUD Real Estate Assessment Center (REAC) physical inspection of all public housing communities.

Progress: *We hired full time maintenance technicians, and five Section 3*

employees to help us out to increase our REAC score, and to increase efficiency on our emergency requests.

4. Respond to maintenance requests within 72 hours and complete all emergency requests within 24 hours.

Progress: *By adding more labor into maintenance department we are able to turn vacant units more efficient and reduce drastically reduce turnover time. Also, we are utilizing help from local contractor to lower number of vacant units.*

5. Achieve a vacant unit turn time average of 15 days or better. Reduce turnover time for vacated public housing units by use of CRHA maintenance personnel, special teams/programs and/or outsourcing where appropriate.

Progress: *CRHA has tried several approaches including procuring repair contractor for our vacant units and setting up turn team in maintenance*

6. Develop an active list of business that can be subcontracted for repairs requiring skilled technicians.

Progress: *Ongoing and hope to start adding some Section 3 businesses as our Section 3 program grows.*

7. Use technology, including the Yardi software, to track work order completions and other projects.

Progress: *We are using Yardi system to track work order system.*

8. Employ effective maintenance and management policies to minimize the number of public housing units off-line.

Progress: *Maintenance department being rebuilt as we hire more staff and work on SOPs.*

9. Create online work order creation and tracking system for residents.

Progress: *Ongoing. Many improvements to YARDI entry have occurred this year with the Executive Director.*

10. Explore partnership with residents to support the creation of a resident-owned maintenance company.

Progress: *Ongoing as Section 3 program continues to be developed.*

Voucher Program Goals:

- E. Obtain "High Performer" rating for HCV Program

1. Maintain 95% or above reporting rate

Progress: *We are currently reporting at 100% and will continued to report at 95% or greater.*

2. Continued utilization of HUD forecasting tools to optimize voucher utilization.

Progress: *We are working with the HUD Field Office and our Fee Accountants to accurately capture our Utilization through VMS which translates to the Two-Year Forecasting Tool*

3. Maximize efficiencies through technology including the Yardi software

Progress: *We are in the process of updating Yardi to the latest version in order to implement Rent Cafe Resident and Applicant Portals.*

4. Process lease-ups within 100 days.

Progress: *Vouchers are valid for 60 days with the potential of an additional 60 days in extensions. Once a Request for Tenancy Approval is received the goal is to process all information within 14 days to allow for lease up will occur when the unit is available for move in.*

5. Process approvals and denials for tenancy approvals, new admissions and transfer moves

within five days

Progress: *Approval or denial of Tenancy for moves will continue to be processed within 5 days of all required documents being obtained.*

F. Continue to leverage private and/or other public funds to create additional housing opportunities.

1. Work with City of Charlottesville to maintain and possibly increase funding for the City funded housing vouchers.

Progress: Partnership with the City of Charlottesville will continue for the CSRAP program. **** This goal will be separated out when the new five-year plan is drafted as these are not federal funds.**

2. Apply for additional HCV units should they become available.

Progress: *Addition Voucher Programs have been applied for and new opportunities will continue to be explored.*

3. Apply for special- purpose vouchers targeted to families with disabilities, should they become available.

Progress: *40 Mainstream Vouchers have been applied for. This program will assist non-elderly participants where the head of household or a family member is disabled.*

4. Explore managing home ownership vouchers

Progress: *Homeownership program is part of new Admin plan and will be part of discussions with redevelopment efforts.*

G. Provide Professional, Courteous, Timely Customer Service

Progress: *Continued Customer Service trainings will be provided.*

H. Create more locally available units through landlord recruitment, education and incentives.

Progress: *Landlord Briefing Sessions being held. A New Landlord incentive program has been initiated this year using CARES funds.*

Goal 2: Revitalize Communities, Especially CRHA Communities, in Charlottesville
Redevelopment and Renovation Goals:

- A. In Partnership with our Residents, Plan and execute total renovation of Crescent Halls (AMP 2).**

Progress: *Crescent Halls renovation project has begun.*

- B. In Partnership with our Residents, Renovate and/or modernize public housing units at Riverside Dr., Michie Dr., and Madison Ave. (possibly using low-income housing tax credits, if appropriate). Pursue selected demolition to create more public space, parking and to construct replacement units.**

Progress: *The CRHA Parallel Track and Maintenance committee is planning to work on a roadmap after some further studies and resident engagement opportunities.*

- C. In Partnership with our Residents, continue to assess and implement options to fully redevelop Crescent Halls, Avon/Levy Ave., Westhaven, South First St. and 6th St properties.**

Progress: *Crescent Halls, South First Phase One and Two are in progress. Levy is going to temporarily become a maintenance location. Resident planning has begun at 6th Street and is being planned for Westhaven.*

- D. In Partnership with our Residents, pursue Demolition/Disposition of existing Public Housing properties in AMPS 1, 2, 3, and 4 (i.e.: Crescent Halls, South First St., Levy Ave., 6th St., Westhaven, Riverside Drive, Michie Drive, Madison Ave., and scattered site homes) to improve and increase the number of affordable housing units.**

Progress: Demo dispo has been submitted for Crescent Halls and South First Street Phase One. A demo dispo is being submitted currently for South First Street Phase Two.

E. Complete basic Environmental Surveys of CRHA properties.

Progress: Environmental surveys have been completed for Crescent Halls and South First St. in conjunction with both redevelopment projects. Sustainability study is beginning this fiscal year and will look at all sites. Please see attachment H for the projected timeline.

F. In Partnership with our Residents, Scope Rehabilitation and Redevelopment Projects that not only increase affordable housing in Charlottesville but that generate enough income to maintain these properties and provide for the long-term financial stability of the CRHA.

1. Develop necessary legal mechanisms needed to maximize funding for rehabilitation and redevelopment projects.

Progress: LLCs have been created for Crescent Halls and South First St. to serve as redevelopment vehicles for both projects

2. Operationalize a sister agency (instrumentality) that is a non-profit community development corporation.

Progress: Charlottesville Community Development Corporation has been established as an instrumentality of CRHA to serve as Developer for upcoming redevelopment projects.

3. Investigate and potentially use funding/redevelopment tools including LIHTC, mixed finance, Rental Assistance Demonstration funding, other HUD funding mechanisms, municipal bonds, grants, and private loans.

Progress: CRHA is utilizing mixed- finance development for the Crescent Halls and South First St. redevelopment projects, with a mix of LIHTC funding, City bonds, grants & donations, private loans, etc. **We do not envision utilizing RAD as a funding source for future projects.**

G. Provide Enhanced relocation and new development services for the Elderly and Disabled

1. Explore, and if appropriate implement, designation of public housing for the elderly.

Progress: Once fully renovated, Crescent Halls will continue to serve as public housing & project-based HCV housing for the elderly and disabled

2. Explore, and if appropriate apply for, special- purpose vouchers targeted to the elderly, should they become available

Progress: CRHA has successfully applied for mainstream vouchers to increase housing opportunities for vulnerable populations

Goal 3: Promoting upward mobility and self-sufficiency

A. In Partnership with our Residents, Advance Resident Independence & Stability.

1. Re-build the Family Self Sufficiency program in both Public Housing and HCV.

Progress: The HCV Program is exploring Self Sufficiency Programs to include FSS.

2. Continue to support the Nursing Clinics at Westhaven and Crescent Halls

Progress: Ongoing. The Clinic at Crescent Halls will be under renovation for the next year or so as work continues at Crescent Halls.

3. Provide or obtain partnerships to provide supportive services to increase lifestyle and economic independence for both the elderly and for families with disabled family members.

Progress: Ongoing. Staff have been focusing on increasing communication and partnership opportunities with local programs through DSS and other agencies.

4. Explore, and if appropriate, implement a HUD Moving to Work program.

Progress: To this date the agency has not seen support from this program from PHAR and may consider removing this goal as we focus instead on building our Section 3 program.

5. Provide or obtain partnerships to provide enhanced youth engagement/ youth activities.

Progress: Ongoing. As sites are redeveloped staff and resident partners are focusing on programming opportunities in community spaces.

6. Provide or obtain partnerships to provide enhanced senior activities.

Progress: Ongoing. Exploring ways to continue and enhance services during social distancing.

7. In partnership with the Legal Aid Justice Center and HUD, draft and adopt policies that support practices in public housing designed to serve those who are re-entering society

8. following periods of incarceration.

Progress: Ongoing. The RAB is working with CRHA staff as we redraft the Admin and ACOP policies.

- B.** In Partnership with our Residents, Develop a Section 3 oriented Economic Opportunities office

1. Build a CRHA workforce development/ Economic Opportunity program

Progress: CRHA has hired a Section 3 Coordinator, adopted a Section 3 plan and Section 3 hiring goals, and implemented a Section 3 training program in conjunction with the City's Office of Economic Development. Unfortunately, the city program has been on hold this past year and currently the Section 3 Department is working on other community partnerships to increase training opportunities.

2. Provide or obtain partnerships to provide supportive services to improve recipients' employability.

Progress: CRHA entered into an MOU with Piedmont Virginia Community College whereby the CRHA Section 3 Coordinator worked closely with PVCC's Network2Work program to help Section 3 participants secure employment-related support services. CRHA is also a partner with several local agencies in the establishment of a new Financial Opportunity Center for Charlottesville.

3. Provide or obtain partnerships to provide training and support for resident-owned businesses

Progress: Currently the CRHA is working with UVA Occupational Services, Goodwill, Network to Work and several other community partners.

Goal 4. Agency Governance and Management

- A.** Annual Board Retreat

Progress: Ongoing. The new Executive Director is working with the board as they have several new members.

- B.** New Board member orientation

Progress: The CRHA attorney has held several trainings with the board of

commissioners, and more are scheduled.

C. Annual ACOP review and update

Progress: *Members of the CRHA management team have been working with the RAB on an ACOP revision.*

D. Annual HCV Admin Plan review and update

Progress: *HCV Admin Plan will be continuously updated to include new PIH Notices and Federal Regulation changes*

E. Review and Update By-laws

Progress: *Executive Director is working with board to assist with education and review of Bylaws.*

F. Annual Review of personnel policies and procedures.

Progress: *Ongoing. Personnel Committee will be exploring redrafting the Personnel Policies over the next year.*

G. With a transformational goal of becoming a Resident managed organization, develop and implement processes by which CRHA Residents are strategically recruited, employed, trained and mentored in the management of CRHA.

Progress: *Ongoing. CRHA continues to focus on hiring staff with lived experience in public housing and voucher.*

CRHA Annual Plan Goals and Progress FY 2021- 2022

AGENCY WIDE GOALS	
1. Re-establish CRHA's FSS program following HUD "best practices" and guidelines. Report out to the Commission at Board meetings. Engage the FSS program with a Financial Opportunity Center.	CRHA does not qualify for the HUD NOFA for the second year in a row as it is renewal only. CRHA will continue to look at other funding opportunities.
2. Continue a process where CRHA will be responsible for producing an annual report with a summary of CRHA's financials.	CRHA has hired a Finance Director who will be updating reporting systems and SOPs
3. Improve customer service skills of all who work with CRHA (including staff and contractors) to ensure professional dealings with Residents and Public.	CRHA has purchased a resident portal, Yardi Rent Café. This portal will provide the participants and vendors real time access to their accounts, ability to communicate electronically with staff, submit work orders, and ease of electronic payments. Portal will go live beginning of 2022.
4. Support the goals and efforts of the Residents for Respectful Research.	CRHA staff have been assigned to this important committee.
5. Improve rent collections to improve financial viability. Reduce Tenant Accounts Receivable to less than 5%. Develop Eviction Prevention Program to assist participants in public housing with individual and family stabilization.	Received grant to hire Eviction Prevention Coordination
6. Revamp our website, social media, calendar and communications plan. Explore partnerships with IT organizations and non-profits. Create	Rent Café will assist with the goal of calendar and communications. Staff will be able to send bulk emails with all important information or select to send individual, or community specific messages. Staff will

	methods to enable Recertifications to be done online. Implement method by which rental payments can be received on- line.	implement training program for staff, PHAR, board and residents as they roll out the Rent Café program.
	7. Quarterly “Report-out” on HCV and Public Housing waiting list status in such a manner that increases the public’s understanding of wait list function and scope.	Rent Café will provide real time access to applications and waitlist status.
	8. Work to develop strong partnerships with the City of Charlottesville Council, Departments, and staff.	PCRHA Executive and Deputy Executive Directors continue to work on Project Management Team as part of Strengthening Systems grant at CACF with City and PHAR staff.
	9. In conjunction with PHAR, establish and manage a Section 3 program that provides job training and seek out employment opportunities for CRHA Public Housing residents, Voucher holders and other eligible individuals in our Community.	Rent Café can help with bulk mailing and email
	10. Implement a complete revision/update to CRHA’s Admissions and Continued Occupancy Policy in conjunction with the RAB/RC and Legal Aid Justice Center. These changes should be compatible with redevelopment goals and seek to “sync up” with policies affecting residents post-redevelopment.	Revision of the Admin plan is expected to be completed late September to early October and will be posted for public comment.
	11. Increase efforts to acquire funding through grants and other resources to enhance CRHA programs.	Nonprofit, use third party grant writing companies as a method to apply for grants
	12. Set up non-profit arm to assist in accessing more funding streams to help build more resident service opportunities.	CRHA Board of Commissioners are setting up work sessions to pursue this option. CRHA consul has submitted paperwork for a 501c3.
PUBLIC HOUSING PROGRAM GOALS		
	13. Continue with the implementation of a comprehensive maintenance plan. ● Improve the policy and procedure for reporting maintenance issues. ● Continue to renovate or modernize existing public housing units with specific consideration on air quality improvement. ● Improve the bi-annual inspection process. ● Landscape management improvements including common areas. ● Ensure that Maintenance training is	The Rent Café will allow residents to submit and receive notice of completed work orders in real time. Preventative maintenance and housekeeping inspections will be scheduled on a quarterly basis. Landscape contracts are being procured.

	provided and made available to staff. Develop, publish and implement a comprehensive Property Maintenance Plan for all CRHA communities.	
	14. Continue to improve on integrated pest management: (IPM) A broad-based approach that integrates practices for economic control of pests. IPM aims to suppress pest populations, particularly bed bugs, giving careful consideration of all available pest control techniques and subsequent integration of appropriate measures that discourage the development of pest populations and keep pesticides and other interventions to levels that are economically justified and reduced or minimize risks to human health and the environment.	Training materials are being obtained to share with residents. Virtual information sessions will be added to the CRHA FB and Website. Housekeeping inspections with follow through will be continued.
	15. Reduce public housing vacancies with a goal of 98% or better. Bring currently “off-line” units back in service within 6 months.	CRHA is working to decrease our vacancies across all sites. A turn team has been created to ensure turns are done timely. Current vacancy rate is WH 84%, Amp 3 93%, Amp 4 100%. Crescent Halls will be offline for Mod Rehab.
	16. In line with HUD’s Mission, continue to improve lease enforcement and ensure the safety and welfare of our residents. - Enforce Lease provisions. - Promptly notify Residents of Lease changes. - Regularly update and publish the CRHA Barment list. - Provide Barment training for staff and police personnel. - Conduct workshop on Barment Policy with residents. - Implement public housing security improvements. - Maintain a working relationship with the Police Department. - Pursue Security through alternative technology and security staffing. - Develop a recorded digital content policy. - Provide support for community safety initiatives to improve	Progress Safety Action Plan Worked with Residents on the Safety Committee to create a Camera Policy that was then passed by the Board. Neighborhood Crisis Intervention Team Installed Security cameras Completed a Security Site Assessment to determine ways to improve safety.

	resident involvement. Address supplemental lighting issues	
	17. Allow capital funding for Emergency Items, Deferred Maintenance, Sinks, Commodes, Faucets, Doors/Windows and related hardware, Shower pan/tub replacement, Vehicles, Bed Bug Treatment Equipment, Vacancy Reduction / off-line substantial rehab, other capital equipment needs/materials/services, support for Section 3 program.	Improving outside lighting on the properties, purchasing a couple of vehicles and boom truck, purchasing kitchen cabinets, flooring, plumbing fixtures and appliances for extensive remodeling apartments on Madison Ave, Michie dr, and River side. Parallel tracking for 6th street and West Haven. Procurement for electrical, plumbing, and Mechanical contractors as support services
	18. Hire and train residents in the management of their public housing authority. Explore on- the-job training and development opportunities.	This goal has now been plugged into CRHA's Section 3 program which partners with the maintenance department to maximize opportunities.
	19. Pursue relationships through which community center and computer lab usage can be enhanced.	Impact by redevelopment and covid. Will be pursuing opportunities to increase funds for soft costs.
	20. Increase CRHA's Administrative Office staff presence within CRHA communities.	CRHA PH staff is in the community on a daily basis. Staff door knocks for flyers, visits homes to assist in collecting recertification documents, walks the property to assess damages, and visits homes to hand deliver notices. CRHA staff has worked one on one with the residents of CH during the flood displacements and the relocation process.
	21. Enhance sense of community within CRHA neighborhoods through the facilitation of organized activities and community improvements. Services/activities for youth are key concern. Further, during times of relocation and construction, community activities should be increased.	Neighborhood Crisis Intervention Team has been meeting which is composed of CRHA staff and community partners.
	22. Bring services to each site by exploring various service providers offered through partnerships between CRHA and Resident Services Committee. Improve partnerships and cooperative programming opportunities to enhance services provided at CRHA's medical clinic facilities.	Hired Self Sufficiency Coordinator who is primarily focused on Section 3 but working on also setting up Resident Services programs with staff. Westhaven Clinic Advisory Team is meeting quarterly. Resident Services Committee is meeting monthly.
	VOUCHER PROGRAM GOALS	
	23. Continue to administer the City-funded Rental Assistance voucher- based program (CSRAP).	HUD has asked us to remove this goal as these are not federal funds being used for this program.
	24. Arrange Board/public/staff training on HCV program. Provide trainings on the HCV	Add goals: Think about TPV and Mainstream and anticipation of HCH payments instead of paper checks

Admin Plan in such a way that understanding is increased by HCV Participants, Board, Staff, Landlords and Community Partners.	
REDEVELOPMENT AND RENOVATION GOALS	
25. CRHA anticipates that we will intensify the on-going redevelopment effort within the next year and our intent is to explore/implement the various areas of this process.	CRHA is currently undergoing active redevelopment efforts with Contractors at Crescent Halls and Phase I of South 1 st Street. The CRHA has begun meeting with residents at 6 th Street to begin planning for that community and will soon begin meetings at Westhaven.
a. Relocation planning and operations.	Revising CH and SFS P2 working on 6 th ST for 707 building and possibly Westhaven 802 and 806. Relocation planning is now managed by our Housing Manager and will move under housing goals.
b. Complete the implementation of all required demolition and disposition activities and HUD applications needed to facilitate a redevelopment of Crescent Halls (Amp 2) and facilitate new development at AMP 3 (South First St/6 th Street). Consider and if appropriate submit demolition and disposition applications for remaining CRHA AMPs (1 & 4).	Ongoing, the CRHA had successfully submitted demo Dispo for Crescent Halls and South 1 st P1 and is now working on South First PII.
c. Plan for re-development of CRHA owned undeveloped parcels with re-development construction to begin by the close of calendar year 2021 (Avon-Levy site).	After careful thought the CRHA decided to push this project further down and focus on 6 th Street and Westhaven first while utilizing the garage at Avon/Levy for Maintenance as their shop at South 1 st has been torn down.
d. Initiate pre-development activities including entry into necessary MOUs and contracts with development firms/entities for AMPs 1 & 3.	Ongoing. The CRHA has worked with a panel of resident and community partners to interview and retain Architects and Engineers for projects.
e. Complete renovation of Crescent Halls	The completion date has been pushed back due to challenges with needing to replace more piping then originally estimated and COVID .
f. Assess all existing Public Housing stock to determine which communities should undergo either redevelopment or modernization.	The CRHA has contracted a firm to do a Sustainability study for all sites.
g. Add redevelopment skills to CRHA staff either through staffing or consultant services. Open such trainings to	Ongoing trainings with PBV, LIHTC and property management. To include training for PHAR, board and residents.

	residents.	
	h. Work in conjunction with and in support of the Charlottesville Community Development Corporation (CCDC) to facilitate CRHA's redevelopment activities.	Ongoing as CRHA continues to ramp up redevelopment activities.
	i. Explore, and where appropriate, convert Housing Choice Vouchers to Project Based Vouchers to support CRHA's redevelopment plans and objectives. Seek additional vouchers to support PBV purposes (VASH; Mainstream).	Ongoing. The CRHA continues to pursue opportunities to increase their voucher stock.
	j. In conjunction with PHAR continue to educate residents about redevelopment opportunities.	Ongoing, CRHA and PHAR have partnered this year in creative meeting planning to meet the challenges of safe meetings during COVID.
	26. In partnership with local agencies explore home ownership options and provide individual support for residents in accordance with the Resident's Bill of Rights for Redevelopment. Explore and implement a homeownership program utilizing a "land trust" model.	Ongoing, the CRHA plans to start conversations around homeownership programs this coming year.
	27. Continue working with TING to implement roll-out of internet access at sites.	Ongoing first work beginning at CH and South 1 st Street P1.
	28. Continue to explore the development of Single Room Occupancy units at CRHA sites.	CRHA is considering removing this and adding senior developments financed through Section 202 with nonprofit arm.
B.4	Capital Improvements. Include a reference here to the most recent HUD-approved 5-Year Action Plan in EPIC and the date that it was approved. Capital Fund 5 Year Action Plan in EPIC approved by HUD on 2/28/2022. Please see attachment A	
B.5	Most Recent Fiscal Year Audit. (a) Were there any findings in the most recent FY Audit? Y N ☒ ☐ If yes, please describe: There were deficiencies in the rent reasonableness process, HCVP voucher annual recertification process, HCVP voucher annual Housing Quality Standards (HQS) inspection process and submission of the Actual Modernization Cost Certificate (AMCC) which are all currently being addressed.	
C.	Other Document and/or Certification Requirements.	
C.1	Resident Advisory Board (RAB) Comments. (a) Did the RAB(s) have comments to the PHA Plan?	

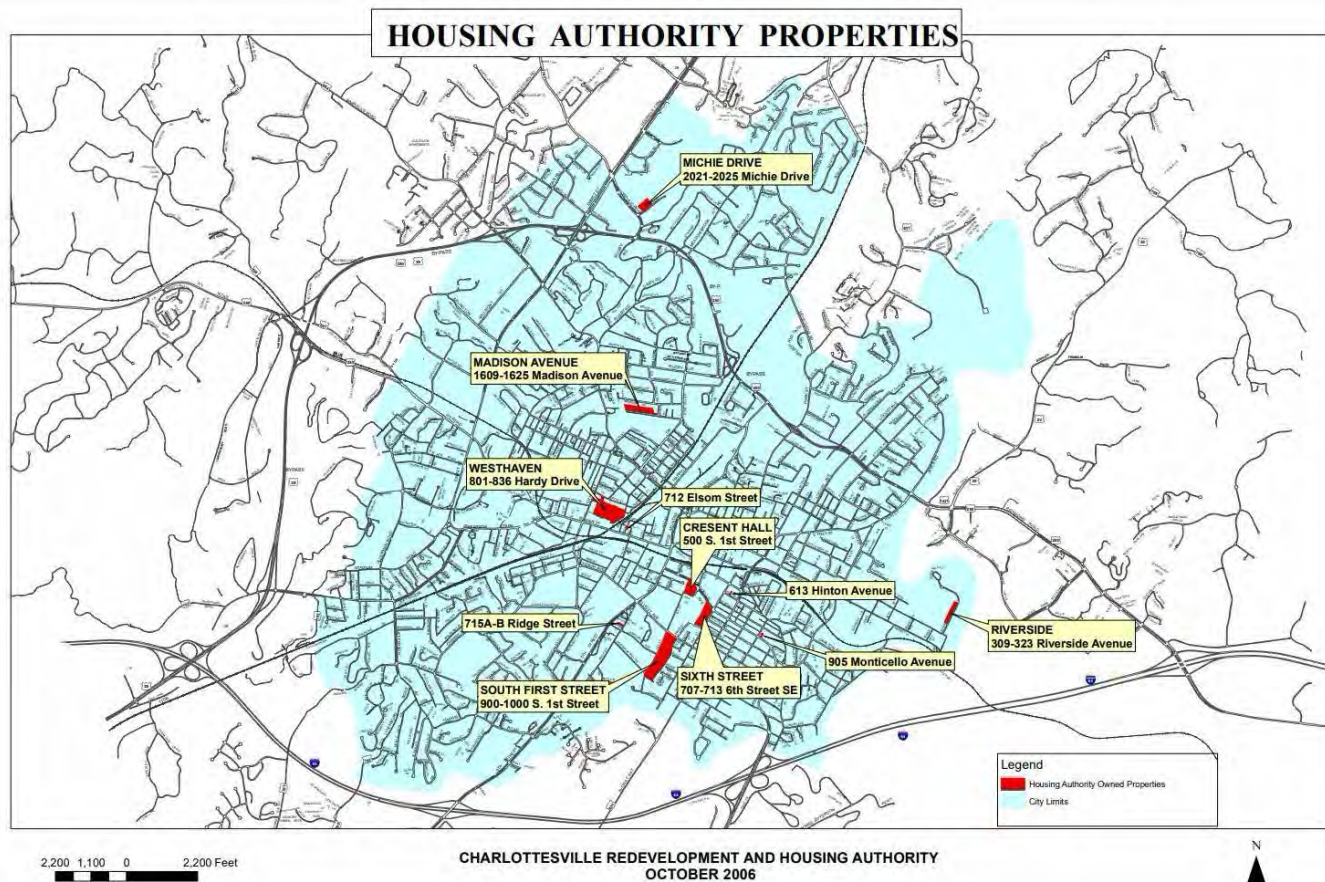
Charlottesville Redevelopment and Housing Authority (CRHA) Annual Agency Plan Fiscal Year 2022-2023

	Y N ☒ ☐ (b) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations. Please see Section IV C			
C.2	Certification by State or Local Officials. Form HUD 50077-SL, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.			
C.3	Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan. Form HUD-50077-ST-HCV-HP, <i>PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan. Please see Attachment C			
C.4	Challenged Elements. If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public. (a) Did the public challenge any elements of the Plan? Y N ☐ ☒ If yes, include Challenged Elements.			
C.5	Troubled PHA. (a) Does the PHA have any current Memorandum of Agreement, Performance Improvement Plan, or Recovery Plan in place? Y N N/A ☒ ☐ ☐ (b) If yes, please describe: Please see Attachment B: Recovery Agreement and Action Plan			
D.	Affirmatively Furthering Fair Housing (AFFH).			
D.1	Affirmatively Furthering Fair Housing (AFFH). CRHA is not required to complete this chart at this time. Provide a statement of the PHA's strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item. <table border="1"> <tr> <td> Fair Housing Goal: <u>Describe fair housing strategies and actions to achieve the goal</u> </td></tr> <tr> <td> Fair Housing Goal: <u>Describe fair housing strategies and actions to achieve the goal</u> </td></tr> <tr> <td> Fair Housing Goal: <u>Describe fair housing strategies and actions to achieve the goal</u> </td></tr> </table>	Fair Housing Goal: <u>Describe fair housing strategies and actions to achieve the goal</u>	Fair Housing Goal: <u>Describe fair housing strategies and actions to achieve the goal</u>	Fair Housing Goal: <u>Describe fair housing strategies and actions to achieve the goal</u>
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II. Housing Needs

A. Current Families in CRHA Public Housing and map

The CRHA will work to revise this map to include new sites at South First Street Phase One once they are completed.



Resident Characteristics Report As of August 31, 2021

Program type : **Public Housing**Level of Information : **Housing Agency within State VA**Effective Dates Included : **May 01, 2020 through August 31, 2021**

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NOTE: Percentages in each area may not total 100 percent due to rounding.

Units Information

HA	ACC Units	50058 Required	50058 Received
VA	15,061	13,147	10,841
VA016 - Charlottesville RHA	429	281	281

Income Information

Distribution of Average Annual Income as a % of 50058 Received

HA	Extremely Low Income, Below 30% of Median		Very Low Income, 50% of Median		Low Income, 80% of Median		Above Low Income, 81%+ of the Median		Geo-Coded Income Data Not Available In PIC Data Systems	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
VA	9,185	70	2,111	16	777	6	207	2	834	6
VA016 - Charlottesville RHA	215	76	40	14	9	3	0	0	18	6

Average Annual Income (\$)

HA	Average Annual Income
VA	12,643
VA016 - Charlottesville RHA	12,598

Distribution of Annual Income as a % of 50058 Received

HA	\$ 0	\$1 - \$5,000	\$5,000 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	Above \$25,000
VA	4	19	32	18	10	6	11
VA016 - Charlottesville RHA	1	20	33	16	13	5	12

Distribution of Source of Income as a % of 50058 Received ** Some families have multiple sources of income **

HA	With any wages	With any Welfare	With any SSI/SS/Pension	With any other Income	With No Income
VA	30	30	48	30	2
VA016 - Charlottesville RHA	28	48	44	34	1

TTP/Family Type Information

Distribution of Total Tenant Payment as a % of 50058 Received

HA	\$0	\$1 - \$25	\$26 - \$50	\$51 - \$100	\$101 - \$200	\$201 - \$350	\$351 - \$500	\$501 and Above
VA	0	1	14	8	12	38	12	15
VA016 - Charlottesville RHA	0	0	13	7	16	33	15	16

Charlottesville Redevelopment and Housing Authority (CRHA) Annual Agency Plan Fiscal Year 2022-2023

Average Monthly TTP (\$)	
HA	Average Monthly TTP
VA	297
VA016 - Charlottesville RHA	295

Distribution of Family Type as a % of 50058 Received

HA	Elderly, No Children, Non-Disabled		Elderly, with Children, Non-Disabled		Non-elderly, No Children, Non-Disabled		Non-elderly, with Children, Non-Disabled		Elderly, No Children, Disabled		Elderly, with Children, Disabled		Non-elderly, No Children, Disabled		Non-elderly, with Children, Disabled		Female Headed Household with Children	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
VA	1,056	8	54	0	1,806	14	5,734	44	1,794	14	59	0	1,881	14	730	6	6,177	47
VA016 - Charlottesville RHA	17	6	2	1	39	14	127	45	38	13	3	1	39	14	17	6	124	44

Average TTP by Family Type (\$)

HA	Elderly, No Children, Non-Disabled	Elderly, with Children, Non-Disabled	Non-elderly, No Children, Non-Disabled	Non-elderly, with Children, Non-Disabled	Elderly, No Children, Disabled	Elderly, with Children, Disabled	Non-elderly, No Children, Disabled	Non-elderly, with Children, Disabled	Female Headed Household with Children
VA	337	568	325	275	309	434	281	319	279
VA016 - Charlottesville RHA	326	500	224	296	297	498	300	343	282

Family Race/Ethnicity Information

Distribution by Head of Household's Race as a % of 50058 Received

HA	White Only	Black/African American Only	American Indian Or Alaska Native Only	Asian Only	Native Hawaiian/Other Pacific Islander Only	White, American Indian/Alaska Native Only	White, Black/African American Only	White, Asian Only	Any Other Combination
VA	20	79	0	0	0	0	0	0	0
VA016 - Charlottesville RHA	21	75	0	3	0	0	0	0	0

Distribution by Head of Household's Ethnicity as a % of 50058 Received

HA	Hispanic or Latino	Non - Hispanic or Latino
VA	2	98
VA016 - Charlottesville RHA	1	99

Charlottesville Redevelopment and Housing Authority (CRHA) Annual Agency Plan Fiscal Year 2022-2023

Household Information*Distribution by Household Members Age as a % of Total Number of Household Members*

HA	0 - 5		6 - 17		18 - 50		51 - 61		62 - 82		83+	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
VA	4,559	15	9,207	31	10,152	34	2,582	9	2,894	10	217	1
VA016 - Charlottesville RHA	118	16	243	33	240	33	71	10	62	8	2	0

Distribution by Household Size as a % of 50058 Received

HA	1 person	2 persons	3 persons	4 persons	5 persons	6 persons	7 persons	8 persons	9 persons	10+ persons
VA	41	23	17	10	5	2	1	0	0	0
VA016 - Charlottesville RHA	37	18	20	10	8	4	2	1	0	0

Total Household Members and Average Household Size

HA	Total Number of Household Members	Average Household Size	Total Number of Households
VA	29,610	2.3	13,114
VA016 - Charlottesville RHA	736	2.6	282

Distribution by Number of Bedrooms as a % of 50058 Received

HA	0 Bedrooms	1 Bedroom	2 Bedrooms	3 Bedrooms	4 Bedrooms	5+ Bedrooms
VA	3	29	37	24	6	1
VA016 - Charlottesville RHA	0	20	27	39	9	5

Length of Stay Information*Distribution by Length of Stay as a % of 50058 Received (currently assisted families)*

HA	Less than 1 year		1 to 2 years		2 to 5 years		5 to 10 years		10 to 20 years		Over 20 years	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
VA	2,321	18	1,510	12	3,292	25	2,780	21	1,998	15	1,212	9
VA016 - Charlottesville RHA	46	16	33	12	48	17	59	21	51	18	45	16

B. Public Housing Waitlist

Housing Needs of Families on the Waiting List			
Waiting List Type: (select one) ☐ Section 8 tenant-based assistance ☒ Public Housing ☐ Combined Section 8 and Public Housing ☐ Public Housing Site-Based or sub-jurisdictional waiting list (optional) Housing If used, identify which development/sub-jurisdiction:			
	# of families	% of total families	Annual Turnover
Waiting list total	1898		
Extremely low income (≤30% AMI)	431	22.7%	
Very low income (>30% but ≤50% AMI)	55	2.9%	
Low income (>50% but <80% AMI)	9	0.5%	
Families with children	874	46.1%	
Elderly families	132	7.0%	
Families with Disabilities	465	24.5%	
Race/ethnicity (White)	493	26.0%	
Race/ethnicity (Black)	1373	72.3%	
Race/ethnicity (Asian/Other)	112	5.9%	
Race/ethnicity (Hispanic)	98	5.2%	
Characteristics by Bedroom Size (PH Only)			
1 BR	366	19.3%	
2 BR	549	28.9%	
3 BR	494	26.0%	
4 BR	481	25.3%	
5 BR	8	0.4%	
5+ BR	0	0.0%	
Is the waiting list closed (select one)? ☒ No ☐ Yes If yes:			

C. Current Families participating in CRHA HCV Program

Resident Characteristics Report

As of August 31, 2021

Program type : All Voucher Funded Assistance

Level of Information : Housing Agency within State VA

Effective Dates Included : May 01, 2020 through August 31, 2021



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NOTE: Percentages in each area may not total 100 percent due to rounding.

Units Information

HA	ACC Units	50058 Required	50058 Received
VA	57,941	48,820	45,569
VA016 - Charlottesville RHA	611	380	412

Income Information

Distribution of Average Annual Income as a % of 50058 Received

HA	Extremely Low Income, Below 30% of Median		Very Low Income, 50% of Median		Low Income, 80% of Median		Above Low Income, 81%+ of the Median		Geo-Coded Income Data Not Available In PIC Data Systems	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
VA	0	0	0	0	0	0	0	0	45,569	100
VA016 - Charlottesville RHA	0	0	0	0	0	0	0	0	412	100

Average Annual Income (\$)

HA	Average Annual Income
VA	15,159
VA016 - Charlottesville RHA	15,104

Distribution of Annual Income as a % of 50058 Received

HA	\$ 0	\$1 - \$5,000	\$5,000 - \$10,000	\$10,001 - \$15,000	\$15,001 - \$20,000	\$20,001 - \$25,000	Above \$25,000
VA	4	9	29	21	13	8	16
VA016 - Charlottesville RHA	2	9	29	19	16	8	17

Distribution of Source of Income as a % of 50058 Received ** Some families have multiple sources of income **

HA	With any wages	With any Welfare	With any SSI/SS/Pension	With any other Income	With No Income
VA	32	23	57	26	3
VA016 - Charlottesville RHA	36	39	50	29	1

TTP/Family Type Information*Distribution of Total Tenant Payment as a % of 50058 Received*

HA	\$0	\$1 - \$25	\$26 - \$50	\$51 - \$100	\$101 - \$200	\$201 - \$350	\$351 - \$500	\$501 and Above
VA	1	0	8	4	9	41	16	21
VA016 - Charlottesville RHA	0	0	6	5	13	36	18	23

Average Monthly TTP (\$)

HA	Average Monthly TTP
VA	357
VA016 - Charlottesville RHA	357

Distribution of Family Type as a % of 50058 Received

HA	Elderly, No Children, Non-Disabled		Elderly, with Children, Non-Disabled		Non-elderly, No Children, Non-Disabled		Non-elderly, with Children, Non-Disabled		Elderly, No Children, Disabled		Elderly, with Children, Disabled		Non-elderly, No Children, Disabled		Non-elderly, with Children, Disabled	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
VA	3,191	7	218	0	6,263	14	15,957	35	7,260	16	468	1	8,730	19	3,482	
VA016 - Charlottesville RHA	17	4	0	0	74	18	164	40	61	15	2	0	77	19	17	

Average TTP by Family Type (\$)

HA	Elderly, No Children, Non-Disabled	Elderly, with Children, Non-Disabled	Non-elderly, No Children, Non-Disabled	Non-elderly, with Children, Non-Disabled	Elderly, No Children, Disabled	Elderly, with Children, Disabled	Non-elderly, No Children, Disabled	Non-elderly, with Children, Disabled	Female Headed Household with Children
VA	355	473	368	391	318	447	300	395	390
VA016 - Charlottesville RHA	385	0	341	392	304	306	305	483	385

Family Race/Ethnicity Information*Distribution by Head of Household's Race as a % of 50058 Received*

HA	White Only	Black/African American Only	American Indian Or Alaska Native Only	Asian Only	Native Hawaiian/Other Pacific Islander Only	White, American Indian/Alaska Native Only	White, Black/African American Only	White, Asian Only	Any Other Combination
VA	24	74	0	1	0	0	0	0	0
VA016 - Charlottesville RHA	19	79	0	1	0	0	0	0	0

<i>Distribution by Head of Household's Ethnicity as a % of 50058 Received</i>		
HA	Hispanic or Latino	Non - Hispanic or Latino
VA	3	97
VA016 - Charlottesville RHA	1	99

Household Information

<i>Distribution by Household Members Age as a % of Total Number of Household Members</i>												
HA	0 - 5		6 - 17		18 - 50		51 - 61		62 - 82		83+	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
VA	10,313	10	33,277	32	37,096	36	11,446	11	11,148	11	938	1
VA016 - Charlottesville RHA	102	11	281	31	300	33	133	15	80	9	3	0

<i>Distribution by Household Size as a % of 50058 Received</i>										
HA	1 person	2 persons	3 persons	4 persons	5 persons	6 persons	7 persons	8 persons	9 persons	10+ persons
VA	44	20	16	11	6	2	1	0	0	0
VA016 - Charlottesville RHA	44	22	17	9	6	1	1	0	0	0

<i>Total Household Members and Average Household Size</i>			
HA	Total Number of Household Members	Average Household Size	Total Number of Households
VA	104,221	2.3	45,569
VA016 - Charlottesville RHA	899	2.2	412

<i>Distribution by Number of Bedrooms as a % of 50058 Received</i>						
HA	0 Bedrooms	1 Bedroom	2 Bedrooms	3 Bedrooms	4 Bedrooms	5+ Bedrooms
VA	2	20	40	30	6	1
VA016 - Charlottesville RHA	8	15	37	38	2	0

Length of Stay Information

Distribution by Length of Stay as a % of 50058 Received (currently assisted families)													
HA	Less than 1 year		1 to 2 years		2 to 5 years		5 to 10 years		10 to 20 years		Over 20 years		
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
VA	7,325	16	3,572	8	8,291	18	8,930	20	13,093	29	4,181	9	
VA016 - Charlottesville RHA	117	28	17	4	61	15	94	23	74	18	43	10	

D. Families on the Housing Choice Voucher (HCV) Waitlist

Page 1

Waitlist: hcv_wl

B. Housing Needs of Families on Housing Choice Voucher Waiting Lists

State the housing needs of the families on the PHA's waiting list/s. Complete one table for each type of PHA-wide waiting list administered by the PHA. PHAs may provide separate tables for site-based or sub-jurisdictional public housing waiting lists at their option.

Housing Needs of Families on the Waiting List			
Waiting List Type: (select one)			
☒	Section 8 tenant-based assistance		
☐	Public Housing		
☐	Combined Section 8 and Public Housing		
☐	Public Housing Site-Based or sub-jurisdictional waiting list (optional) Housing		
If used, identify which development/sub-jurisdiction:			
	# of families	% of total families	Annual Turnover
Waiting list total	1034		
Extremely low income <=30% AMI	466	45.0%	
Very low income (>30% but <=50% AMI)	382	37.0%	
Low income (>50% but <80% AMI)	186	18.0%	
Families with children	470	45.5%	
Elderly families	64	6.2%	
Families with Disabilities	265	25.6%	
Race/ethnicity (White)	270	26.1%	
Race/ethnicity (Black)	755	73.0%	
Race/ethnicity (Asian/Other)	80	7.7%	
Race/ethnicity (Hispanic)	56	5.4%	
Characteristics by Bedroom Size (PH Only)			
1 BR	0	0.0%	
2 BR	0	0.0%	
3 BR	0	0.0%	
4 BR	0	0.0%	
5 BR	0	0.0%	
5+ BR	0	0.0%	
Is the waiting list closed (select one)? ☐ No ☒ Yes If yes:			
How long has it been closed (# of months)? 8 months			
Does the PHA expect to reopen the list in the PHA Plan year? ☒ No ☐ Yes			
Does the PHA permit specific categories of families onto the waiting list, even if generally closed? ☒ No ☐ Yes			

III. 2022-2023 Annual Plan Goals and Objectives

Goal	Tie in # with Five Year Plan	Mark if Ongoing From Previous Year
AGENCY WIDE GOALS		
1. Continue to pursue funding to re-establish CRHA's FSS program following HUD "best practices" and guidelines. Report out to the Commission at Board meetings. Engage the FSS program with a Financial Opportunity Center.	3	X
2. Continue a process where CRHA will be responsible for producing an annual report with a summary of CRHA's financials.	4	X
3. Improve customer service skills of all who work with CRHA (including staff and contractors) to ensure professional dealings with Residents and Public.	1	X
4. Support the goals and efforts of the Residents for Respectful Research.	1	X
5. Improve rent collections to improve financial viability. Reduce Tenant Accounts Receivable to less than 5%. Develop Eviction Prevention Program to assist participants in public housing with individual and family stabilization.	1	X
6. Continue to revamp our website, social media, calendar and communications plan. Explore partnerships with IT organizations and non-profits. Create methods to enable Recertifications to be done online. Implement method by which rental payments can be received on-line.	1	X
7. Quarterly "Report-out" on HCV and Public Housing waiting list status in such a manner that increases the public's understanding of wait list function and scope.	1	X
8. Continue to work to develop strong partnerships with the City of Charlottesville Council, Departments, and staff.	1, 3	X
9. In conjunction with PHAR, continue to promote a Section 3 program that provides job training and seek-out employment opportunities for CRHA Public Housing residents, Voucher holders and other eligible individuals in our Community.	1, 3	X
10. Implement a complete revision/update to CRHA's Admissions and Continued Occupancy Policy in conjunction with the RAB/RC and Legal Aid Justice Center. These changes should be compatible with redevelopment goals and seek to "sync up" with policies affecting residents post-redevelopment.	1, 4	X
11. Continue to increase efforts to acquire funding through grants and other resources to enhance CRHA programs.	2	X
12. Set up non-profit arm to assist in accessing more funding streams to help build more resident service opportunities.	2	X

13. Bring services to each site by exploring various service providers offered through partnerships between CRHA and Resident Services Committee. Improve partnerships and cooperative programming opportunities to enhance services provided at CRHA's medical clinic facilities. a. Strive to increase resident involvement in Resident Services Committee b. Survey resident as to what services they want to see in their neighborhoods. c. Pursue relationships through which community center, computer lab, green and garden space and other shared community spaces can be enhanced.	1, 3	X
HOUSING PROGRAM GOALS		
14. Continue with the implementation of a comprehensive maintenance plan. ● Improve the policy and procedure for reporting maintenance issues. ● Continue to renovate or modernize existing public housing units with specific consideration on air quality improvement. ● Improve the bi-annual inspection process. ● Landscape management improvements including common areas. ● Ensure that Maintenance training is provided and made available to staff. ● Develop, publish and implement a comprehensive Property Maintenance Plan for all CRHA communities.	1	X
15. Continue to improve on integrated pest management: (IPM) A broad-based approach that integrates practices for economic control of pests. IPM aims to suppress pest populations, particularly bed bugs, giving careful consideration of all available pest control techniques and subsequent integration of appropriate measures that discourage the development of pest populations and keep pesticides and other interventions to levels that are economically justified and reduced or minimize risks to human health and the environment.	1	X
16. Reduce public housing vacancies with a goal of 98% or better. Bring currently "off-line" units back in service within 6 months.	1	X
17. In line with HUD's Mission, continue to improve lease enforcement and ensure the safety and welfare of our residents. ● Enforce Lease provisions. ● Promptly notify Residents of Lease changes. ● Regularly update and publish the CRHA Barment list. ● Provide Barment training for staff and police personnel. ● Conduct workshop on Barment Policy with residents. ● Implement public housing security improvements.	1	X

• Maintain a working relationship with the Police Department. • Pursue Security through alternative technology and security staffing. • Develop a recorded digital content policy. • Provide support for community safety initiatives to improve resident involvement. • Address supplemental lighting issues		
18. Allow capital funding for Emergency Items, Deferred Maintenance, Sinks, Commodes, Faucets, Doors/Windows and related hardware, Shower pan/tub replacement, Vehicles, Bed Bug Treatment Equipment, Vacancy Reduction / off-line substantial rehab, other capital equipment needs/materials/services, support for Section 3 program.	1, 2	X
19. Hire and train residents in the management of their public housing authority. Explore on- the-job training and development opportunities.	1, 3, 4	X
20. Increase all staff including CRHA's Administrative Office staff presence within CRHA communities.	1	X
21. Enhance sense of community within CRHA neighborhoods through the facilitation of organized activities and community improvements. Services/activities for youth are key concern. Further, during times of relocation and construction, community activities should be increased.	1	X
22. Relocation planning a. Work with residents at sites undergoing redevelopment on relocation plans to submit to the board. b. Work in partnership with local service providers to coordinate resident Advisory Board and focus on needs of residents undergoing relocation.	2	
VOUCHER PROGRAM GOALS		
23. Arrange Board/public/staff training on HCV program. Provide trainings on the HCV Admin Plan in such a way that understanding is increased by HCV Participants, Board, Staff, Landlords and Community Partners.	1, 4	X
24. Landlord briefing and outreach every 6 months.	1, 4	
25. Implementation of the Homeownership Program in 2022.	1, 4	
26. HCV Program to seek resources with the Homeownership Program with Down Payment Assistance with VHDA, CBDG funds, Habitat for Humanity and other resources.	1, 4	
27. Contact Banking Resources for the HCV Program for Outreach for lending qualifications and network with VHDA.	1	
28. To obtain certification of Homeownership Counselor Certification	1	
29. Have the annual recertifications and inspections biannually. The year of the annual recertification will be conducted, and the next following year will be the annual inspection as a supplement of the	1, 4	

continued assistance.		
30. Elderly and Disable household communities, network with the family and property manager to prevent the hardship of new change with the software Rent Cafe with Training with Tax Credit Properties.	1, 4	X
REDEVELOPMENT AND RENOVATION GOALS		
31. CRHA anticipates that we will intensify the on-going redevelopment effort within the next year and our intent is to explore/implement the various areas of this process. a. Complete the implementation of all required demolition and disposition activities and HUD applications needed to facilitate a redevelopment of South First Phase II and facilitate LIHTC application for new development at 6th Street b. Begin process of engaging Westhaven Community for future LIHTC application. c. Complete renovation of Crescent Halls d. Assess all existing Public Housing stock to determine which communities should undergo either redevelopment or modernization. e. Continue to add redevelopment skills to CRHA staff either through staffing or consultant services. Open such trainings to residents. f. Continue to work in conjunction with and in support of the Charlottesville Community Development Corporation (CCDC) to facilitate CRHA's redevelopment activities. g. Explore, and where appropriate, convert Housing Choice Vouchers to Project Based Vouchers to support CRHA's redevelopment plans and objectives. Seek additional vouchers to support PBV purposes (VASH; Mainstream). h. In conjunction with PHAR continue to educate residents about redevelopment opportunities. i. Either independently or in partnership with local agencies explore home ownership programs and options. Explore and implement a homeownership program and consider utilizing a "land trust" model. j. Continue working with TING to implement roll-out of internet access at sites. k. Research possibilities with HUD Section 202 Supportive Housing for the Elderly Program potentially for future redevelopment.	2	X
32. In partnership with local agencies explore home ownership options and provide individual support for residents in accordance with the Resident's Bill of Rights for Redevelopment. Explore and implement a homeownership program utilizing a "land trust"	2, 3	X

model.		
33. Continue working with TING to implement roll-out of internet access at sites.	1	X

IV. Resident Advisory Board "RAB" Engagement

A. Meetings with RAB

1. August 18, 2021, Annual Plan Orientation and Kick off Planning with RAB, stakeholders and CRHA staff. Held virtually and also recorded and PowerPoint made available for printing for the RAB.

In attendance: Shelby Edwards (PHAR), A'Lelia Henry (Chair CRHA BOC), Consuela Knight (CRHA), Melinda Hite (CRHA), Brano Popovic (CRHA), Emily Dreyfus (LAJC), Joy Johnson (RAB), Mary Lou Hoffman (CRHA) and Kathleen Glenn-Matthews (CRHA)

2. September 15, 2021

CRHA FY 2022- 2023 Annual Plan Drafting Meeting with RAB

September 15, 2021, 5pm Zoom Meeting:

<https://zoom.us/j/99979139976?pwd=Yi9XemtqMnAzMW1uRkQwY0Y5dkk3Zz09>

One tap mobile: +13017158592,,99979139976# , Dial-in: +1 301 715 8592

Meeting ID: 999 7913 9976 Passcode: 450936

- I. Welcome and Introductions: In attendance-Joy Johnson (RAB Chair), Shelby Edwards (PHAR, John Sales (CRHA), Melinda Hite (CRHA), Consuela Knight (CRHA), Judy Sandridge (RAB), Moriah Wilkins (LAJC) and Kathleen Glenn-Matthews (CRHA)
- II. Goal Review
 - A. Review five-year plan goals and work so far on progress reporting- CRHA management team putting finishing touches on this
 - B. Review last year's AP FY 2021- 2022 goals and work so far on progress reporting
 - C. Review new goals proposed by CRHA so far and discuss edits and editions
 - D. Are we going to have a separate review with PHAR and if so, when?
- III. Next steps before we meet again
 - A. CRHA staff take notes from this meeting and work on final draft of goals in a shared doc with the RAB- GO WITH GOOGLE DOCS
 - RAB said they would like to have smaller RAB group go over and then they give bullet points to full RAB
 - Check in with Maddy at Sect 3 Advisory Team to see if she is good with plan going to BOC on
 - Not likely ACOP will be part of it. Try to get a bullet point on ACOP
 - Needs to think about what boxes we will check
 - B. CRHA staff work on finalizing a draft of the reformatted plan after checking in with HUD on guidance on a few areas that have changed this year. Goal to have this in a shared doc with RAB incorporating the goals we are all working on by the beginning of October.
- IV. Items for our next meeting
 - A. Public Meetings
 1. Set dates and times
 2. Talk about best way to have engagement during COVID times.- Maybe FB live and zoom see if city will help and we could have links at PHAR and CRHA
 - B. Discussion of 45 day posting process

1. Locations of post
 2. Locations of hard copy of draft- Maybe set hours of times you can view copy at locations, Westhaven and Clinic maybe 6th Street
 - C. Set virtual Hearing date and time- Make decision on timing as we closer to see if there is any items we need to dwell on.
- V. Timetable (Just keeping it on all our radar)**
- A. Annual Plan due 75 days prior to the PHA's Fiscal Year Beginning. Goal to have final draft posted NO LATER THEN 10/25
 - B. Sent Nelrod class link to Moriah, Joy and Shelby see if Ms. Carr can join too
 - C. Public Meetings and hearing before December Board of Commissioner meeting which is usually a week early due to the holidays
 - D. CRHA needs to submit to HUD by 1/15/2022

Thanks for being here! Next meeting: 5pm October 20th

3. October 20, 2021

CRHA FY 2022- 2023 Annual Plan Drafting Meeting with RAB

October 20, 2021, 5pm Zoom Meeting:

<https://zoom.us/j/99979139976?pwd=Yi9XemtqMnAzMW1uRkQwY0Y5dkk3Zz09>

One tap mobile: +13017158592,,99979139976# , Dial-in: +1 301 715 8592

Meeting ID: 999 7913 9976 Passcode: 450936

- VI. Welcome and Introductions.** In attendance: Dr. A'Lelia Henry (BOC), Joy Johnson (RAB), Ashley Freeman (RAB), Consuela Knight (CRHA), Katrina Cooper (RAB), Kelcee Jones (PHAR), Melinda Hite (CRHA), John Sales (CRHA), Moriah Wilkins (LAJC) and Kathleen Glenn-Matthews (CRHA)
- VII. Updates:**
- C. CRHA staff presented final draft to RAB in shared google doc 10/4/21.
 1. CRHA worked with HUD guidance on a few areas that have changed this year.
 - a. Section B1 Revision of Existing Plan Elements under the checked box for Operations and Management listed: *CRHA's Housing Choice Voucher Administrative Plan is being amended to include the option of Triennial Reexaminations for households with a fixed source of income. See attachment C3.*
 - b. Section B1 also added a note about the ACOP PHAR and CRHA are currently working on.
 2. Link to the google doc to Jeff Meyers consultant Cody Owens from D3G to give it one more look and make sure we have not missed anything we need to include for redevelopment.
 - D. RAB- Joy: Asked the group to scroll through the document so everyone could see it as we went over each of the RAB questions and requests. Several small edits were made:
 1. Under the Deconcentration of Poverty the word projects has been replaced with communities.
 2. After conversation with staff it was decided to uncheck the box for Units with Approved vacancies for modernization as that is not anticipated.
 3. Where new programs and initiatives such as Rent Café are rolled out it is asked that: Staff will implement training program for staff, PHAR, board and residents
 4. Conversation about removing Single Room Occupancy and focusing on pursuing other options such as Section 202 funding through non profit arm.

5. Mr. Sales is working on getting the latest draft of the Action Plan with the Recovery Agreement for us to attach.
6. Mr. Sales noted some updates that needed to occur with the HCV Waitlist attachment and they will work on getting these so we can attach.
7. Group reviewed goals for HCV Program to seek resources with the Homeownership Program with Down Payment Assistance with VHDA, CBDG funds, Habitat for Humanity and other resources. Also discussed possible homeownership through use of current properties, creation of land trust and acquiring new properties.
8. Discussed items to be attached once completed such as RAB comments, CRHA response, forms for BOC to sign, resolution, etc.
9. Went over dates for BOC work session, public meetings, hearing and December BOC meeting.

VIII. What's next

D. Kathleen will pull shared google doc and make formatting edits as needed

E. Public Meetings

1. Talk about best way to have engagement during COVID times.
2. Discussion of 45 day posting process:

The Charlottesville Redevelopment & Housing Authority (CRHA) will hold a Public Hearing regarding the 2022 Annual Plan, as required by HUD under Section 511 of the Quality Housing and Work Responsibility Act of 1998. Due to the COVID-19 pandemic, the public hearing will be held via an electronic meeting platform, Zoom, on Monday December 20, 2021, at 5:00PM. Members of the public may participate by computer, tablet, or phone. Details for accessing this meeting will be included on CRHA's website.

Individuals who need access to a printed copy of the plan may do so by emailing matthewsk@cvilleha.com or calling 434-326-4672 and asking to set up a time to view or check-out the copy of the draft which is housed at 1000 South First Street, Charlottesville, VA. Written comments will be accepted through December 10, 2021 and should be submitted to Kathleen Glenn-Matthews, Deputy Executive Director, PO Box 1405, Charlottesville VA 22902 or via email to matthewsk@cvilleha.com.

3. Volunteers to help with public meetings
 - a. 5pm Thursday, November 11, 2021- CRHA BOC work session
 - b. 4pm Wednesday, November 17, 2021- Public Meeting
 - c. 5pm Wednesday, November 17, 2021- Public Meeting

IX. Timetable (Just keeping it on all our radar)

- E. Annual Plan due 75 days prior to the PHA's Fiscal Year Beginning. Goal to have final draft posted around 10/25
- F. Public Meetings and hearing before December Board of Commissioner meeting which is usually a week early due to the holidays (estimated 12/20/21)
- G. CRHA needs to submit Plan with attachments, signed docs and BOC resolution to HUD by 1/15/2022

X. Other- Will BOC Meeting follow hearing on 12/20?

XI. Item(s) for our next meeting

- Planning for public Hearing on Monday, December 20, 2021, at 5:00PM.

Thanks for being here!

B. RAB Rooster

CRHA Resident Advisory Board Roster as of September 27, 2021		
	Name	Position
1.	Joy Johnson	Chairperson
2.	Katrina Cooper	Vice Chair
3.	Tina Washington	Secretary
4.	Audrey Oliver	Member
5.	Alice Washington	Member
6.	Harriet Carter	Member
7.	Judy Sandridge	Member
8.	Sonia Bell	Member
9.	Emily Dreyfuss	LAJC
10.	Moriah Wilkins	LAJC
11.	Shelby Edwards	PHAR

C. RAB Comments



Public Housing Association of Residents (PHAR)

1000 Preston Avenue, Suite B, Charlottesville, VA 22903

phone 434-984-3255

www.pharville.org

TO: CRHA Board of Commissioners
 FROM: PHAR Board of Directors
 RE: Annual Plan 2022-2023 Comment
 DATE: December 20, 2021

The Charlottesville Public Housing Association of Residents (PHAR) is the duly recognized Resident Advisory Board and jurisdiction-wide Resident Council for the residents of Charlottesville's public housing. We are offering the following points of consideration on the proposed Annual Plan for 2022-2023. We request that these comments and the Charlottesville Redevelopment and Housing Authority (CRHA) responses be included with the final submission of the Annual Plan. PHAR is impressed and enthusiastic with the collaboration and responsiveness of CRHA to residents and PHAR input into the plan and we welcome efforts to work with Mr. Sales and Ms. Glenn-Matthews on solidifying the plan. PHAR is generally supportive and enthusiastic about the Annual Plan Goals with a few minor exceptions outlined below.

Comments on Plan Elements by Section

Section I: PHA Information and Annual Plan Elements (HUD Form 50075-ST)

1. We know that CHRA has adopted a camera policy and they are being installed, however, our hope is that we can have future conversations about re-establishing an in person security service (including but limited to a doorperson once Crescent Halls is open and an outside security firm to help protect the sites).
2. We also appreciated having played a more active role in the review of Admissions and Continued Occupancy Policy (ACOP).

Section II: Housing Needs

1. No thoughts at this time.

Section III: 2022-2023 Annual Plan Goals and Objectives

1. Goal 5-PHAR is glad that CRHA is committed to providing resources to residents so that we can support residents in paying their rent and prevent evictions. We would like CRHA to commit to collaborating more with community partners and other advocates that engage in rent relief assistance such as TJACH and the Legal Aid Justice center. PHAR thinks a streamlined process of providing eviction assistance is imperative to serving the residents in an efficient and helpful manner. We think residents, CRHA staff, and advocates should know more on how to navigate and utilize RentCafe. We would like CRHA to commit to conducting training on Rent Cafe so that the residents are able to utilize that resource fully.
2. Goal 6- PHAR is looking forward to the prospect of residents having another means of paying their rent through the RentCafe Portal. However, we think it is important that CRHA commits to training
3. Goal 9- PHAR is excited about the Section 3 efforts and is excited to see its expansion.
4. Goal 10-PHAR is excited about redevelopment and is happy that CRHA has made efforts to keep PHAR and PHAR's members involved in the redevelopment process. In order to continue that commitment, we hope that CRHA makes efforts and plans to train not just CRHA staff on LIHTC but also the residents, advocates, and the boards (both PHAR and CRHA). We also hope that we have learned lessons from the first 3 developments (especially in relation to relocation) that will be applied to the future.
5. Goal 32- PHAR is interested in the idea of a "land trust" that will enable low-income residents to access homeownership. However, we would like more information on land trusts overall, how that ownership would work, and how owning property in a land trust differs from traditional homeownership. PHAR would like to ensure that residents are able to reap the benefits of homeownership fully and want to ensure that land trusts allow for that opportunity.



Public Housing Association of Residents (PHAR)

1000 Preston Avenue, Suite B, Charlottesville, VA 22903

phone 434-984-3255

www.pharcville.org

6. Deconcentration of Poverty- PHAR understands the importance of having mixed incomes in our communities however, we want to ensure that CRHA continues to prioritize individuals and families with the lowest incomes and that are the most at risk for displacement

Section IV: Resident Advisory Board "RAB" Engagement

1. No thoughts at this time.

Section V: Resident Engagement and Public Meetings

1. No thoughts at this time.

Section VI: Attachments

1. PHAR is very pleased with the updated demographics and Statement of Housing Needs. We encourage CRHA to continue to review and share this information with PHAR and the CRHA Board of Commissioners.

In conclusion, on behalf of the PHAR Board of Directors (who serve as the RAB), PHAR is hopeful that our feedback will be considered.

Respectfully on behalf of the PHAR Board of Directors,

Joy Johnson
Chair/President
Charlottesville Public Housing Association of
Residents (PHAR)

Shelby Edwards,
Executive Director
Charlottesville Public Housing Association of
Residents (PHAR)

D. CRHA Analysis of the RAB recommendations and decisions made on these:

CHARLOTTESVILLE REDEVELOPMENT & HOUSING AUTHORITY

P.O. BOX 1405

CHARLOTTESVILLE, VIRGINIA 22902

TELEPHONE/TTY/711: (434) 326-4672 FAX: (434) 971-4797

www.cvillerha.com



TO: PHAR Resident Advisory Board
Cc: CRHA Board of Commissioners
FROM: John Sales, Executive Director
RE: Annual Plan 2022-2023 RAB Comments
DATE: December 201 2021

The Charlottesville Redevelopment and Housing Authority "CRHA" Appreciates the Resident Advisory Board "RAB" at PHAR taking the time to comment on the CRHA's FY 2022- 2023 Annual Plan at our hearing last night. We have appreciated the partnership in the annual planning process. Please note our responses to comments in the table below:

RAB Comment	CRHA Response
<i>Section I: PHA Information and Annual Plan Elements (HUD Form 50075-ST)</i>	
1. We know that CHRA has adopted a camera policy and they are being installed, however, our hope is that we can have future conversations about re-establishing an in person security service (including but limited to a doorman once Crescent Halls is open and an outside security firm to help protect the sites). 2. We also appreciated having played a more active role in the review of Admissions and Continued Occupancy Policy (ACOP).	1. The CRHA will continue looking at ways to improve the safety on all sites. The security contract was originally canceled due to lack of funding. If CRHA continues to have a high tenant accounts receivable it will negatively impact the services CRHA is able to provide the families in our communities. 2. The CRHA will continue to have residents and PHAR at the table when making important decisions.
<i>Section III: 2022-2023 Annual Plan Goals and Objectives</i>	
1. Goal 5-PHAR is glad that CRHA is committed to providing resources to residents so that we can support residents in paying their rent and prevent evictions. We would like CRHA to commit to collaborating more with community partners and other advocates that engage in rent relief assistance such as TJACH and the Legal Aid Justice center. PHAR thinks a streamlined process of providing eviction assistance is imperative to serving the residents in an efficient and helpful manner. We think residents, CRHA staff and advocates should know more on how to navigate and utilize RentCafe. We would like CRHA to commit to conducting training on Rent Cafe so that the residents are able to utilize that resource fully. 2. Goal 6- PHAR is looking forward to the prospect of residents having another means of paying their rent through the RentCafe Portal. However, we think it is important that CRHA commits to training 3. Goal 9- PHAR is excited about the Section 3 efforts	1. The CRHA has engaged with the City of Charlottesville, Legal Aid, the Virginia Rent Relief Fund and Habitat for Humanity to address delinquent tenant accounts. The CRHA has committed to providing training opportunities to residents and stakeholders on RentCAFE. 2. The CRHA has committed to providing training opportunities to residents and stakeholders on RentCAFE. 3. The CRHA is excited to work in collaboration with PHAR to expand the Section 3 program. 4. When the CRHA identifies LIHTC trainings we will ensure PHAR is notified of the opportunity. 5. The CRHA has not committed to a particular



CRHA does not discriminate on the basis of race, color, sex, age, religion, national origin, disability, veteran status, or union affiliations in any of its federally assisted programs and activities.



and is excited to see its expansion. 4. Goal 10-PHAR is excited about redevelopment and is happy that CRHA has made efforts to keep PHAR and PHAR's members involved in the redevelopment process. In order to continue that commitment, we hope that CRHA makes efforts and plans to train not just CRHA staff on LIHTC but also the residents, advocates, and the boards (both PHAR and CRHA). We also hope that we have learned lessons from the first 3 developments (especially in relation to relocation) that will be applied to the future. 5. Goal 32- PHAR is interested in the idea of a "land trust" that will enable low-income residents to access homeownership. However, we would like more information on land trusts overall, how that ownership would work, and how owning property in a land trust differs from traditional homeownership. PHAR would like to ensure that residents are able to reap the benefits of homeownership fully and want to ensure that land trusts allow for that opportunity.	Homeownership model but we have begun looking at multiple. The land trust model provides opportunities for multiple families to become homeowners over the expected life cycle of the home. If the housing authority continues to have interest in the land it removes the land value from the home while also allowing the Housing Authority to use its interest to make the home more affordable to the next family. With the land trust model we have the opportunity to assist more families with becoming homeowners.
6. Deconcentration of Poverty- PHAR understands the importance of having mixed incomes in our communities however, we want to ensure that CRHA continues to prioritize individuals and families with the lowest incomes and that are the most at risk for displacement	6. The CRHA is committed to prioritizing the neediest families.
<i>Section VI: Attachments</i>	
1. PHAR is very pleased with the updated demographics and Statement of Housing Needs. We encourage CRHA to continue to review and share this information with PHAR and the CRHA Board of Commissioners.	1. The CRHA will continue including this information in the Annual Plan package.

In closing the RAB's feedback is an essential part of the CRHA's success in working towards our goals of being a resident-driven organization. We look forward to working together with PHAR in the new year.

Sincerely,

John Sales

Executive Director

Residents FIRST!

Residents FIRST! is grounded in the belief that those we serve have the knowledge, experience and power to drive the systemic change needed to sustain healthy communities and build bright futures.

V. Resident Engagement and Public Meetings

A. Posting

Public Hearing**Public Housing Agency (PHA) Annual Plan**

The Charlottesville Redevelopment & Housing Authority (CRHA) will hold a Public Hearing regarding the 2022 Annual Plan, as required by HUD under Section 511 of the Quality Housing and Work Responsibility Act of 1998. Due to the COVID-19 pandemic, the public hearing will be held via an electronic meeting platform, Zoom, on Monday December 20, 2021, at 5:00PM. Members of the public may participate by computer, tablet, or phone. Details for accessing this meeting will be included on CRHA's website. Individuals who need access to a printed copy of the plan may do so by emailing matthewsk@cvilleaha.com or calling 434-326-4672 and asking to set up a time to view or check-out the copy of the draft which is housed at 1000 South First Street, Charlottesville, VA.

- B. The Annual Plan and supporting documents are available for public review at www.cvilleaha.com and by appointment at 1000 South First Street, Charlottesville, VA 22902. Written comments will be accepted through December 10, 2021 and should be submitted to Kathleen Glenn-Matthews, Deputy Executive Director, PO Box 1405, Charlottesville VA 22902 or via email to matthewsk@cvilleaha.com.

C. Public Meetings on Annual Plan

1. 5pm Thursday November 11, 2021-CRHA Board of Commissioner Work session

**Charlottesville Redevelopment and Housing Authority
Authority Board of Commissioners Virtual Meeting**

Wednesday, November 11, 2021

Minutes

I. **Call to Order**

Board of Commissioners Meeting came to order at approximately 5:05 p.m.
On November 11, 2021.

Reading of Code 2.2-3708.3

Roll Call of Commissioner

	Present	Absent
Ms. Laura Goldblatt, Commissioner	X	
Ms. Maddy Green, Commissioner	X	
Dr. A'lelia Henry, Commissioner	X	
Ms. Wick, Commissioner	X	
Ms. Parker, Commissioner		X
Mayor Nikuyah Walker, Commissioner	X	

General Announcements

Public Meeting for Annual Plan Wednesday November 17th 4:00 p.m. & 5:00 p.m.

Annual Plan Hearing Monday, December 20th at 5:00 p.m.

CRHA Regular Board of Commissioner meeting for December will be one week early due to the holidays, meeting will be held virtually Monday December 20th at 6:00 p.m.

Annual Plan Presentation from DED

Kathleen Glenn-Matthews gave a brief overview on The PHA Plan.

- It's a step-by-step process. The PHA Plan process give the resident communities chance to get involved and ask questions and what they would like us to make any changes.
- The PHA Plan is due to HUD 75 days prior the PHA's fiscal year beginning (4-1-2022). CHRA needs to submit to HUD by 1-15-2022. We want to send it sooner in case the email doesn't go through.
- The RAB (Resident Advisory Board) meets monthly, the first meeting took place August 18, 2021. RAB has been working on the occupancy policy and would like to be completed by the end of the year.
- CFP Capital Fund Planning will really get going by the end of January beginning of February with public meeting.
- Deconcentration of Poverty & Income Mixing is provided by a policy to make sure opportunity for diversity. Bringing higher income tenants into lower income developments and lower income tenants into higher income developments. There was no update this year. The Deconcentration of Poverty & Income Mixing is reviewed annually.
- The Annual Plan, 5 Year Plan, Last Year Plan and this year draft is available on our website <http://cvillerha.com/keydocuments/>.

Discussion on Annual Plan by Commissioners

Dr. Henry question to Kathleen; you received feedback from the city and Alex Ikefuna was information incorporated or negotiated? Kathleen stated it can be negotiated.

Mayor Walker commented on Deconcentration of Poverty; however, we can continue to let HUD know that our neighborhoods are not segregated in the way larger cities are. Dr. Henry agreed with Mayor Walker, Dr. Henry states; you can't take an inner-city approach and put it in a small village, because were not a big city.

Public comment

No public comment

Reading into Closed Meeting

Reading of code 2.23712

	Ayes	Nays
Chair, Henry	X	
Mayor Walker	X	
Goldblatt, Commissioner	X	
Green, Commissioner	X	
Wick, Commissioner	X	
Parker, Commissioner	X	

Approval for closed meeting.

Roll Call and Adjournment

	Present	Absent
Ms. Laura Goldblatt, Commissioner		X
Ms. Maddy Green, Commissioner	X	
Dr. A'Lelia Henry, Commissioner	X	
Ms. Wick, Commissioner	X	
Ms. Parker, Commissioner		X
Mayor Nikuyah Walker, Commissioner	X	

Meeting was adjourned at 7:00 p.m.

2. 4pm Wednesday November 17, 2021- Public Meeting
CRHA Public Annual Plan Meetings 4pm November 17"2021

<https://zoom.us/j/99979139976?pwd=Yi9XemtqMnAzMW1uRkQwY0Y5dkk3Zz09>

One tap mobile: +13017158592,,99979139976# , Dial-in: +1 301 715 8592

Meeting ID: 999 7913 9976 Passcode: 450936

Community Feedback:

- In attendance were only CRHA staff Raquel Jackson, Consuela Knight and Kathleen Glenn Matthews.

3. 5pm Wednesday November 17, 2021-Public Meeting

Virtual Public Meeting for Annual Plan

Wednesday, November 17, 2021

Minutes

Call to Order

Kathleen Glenn- Matthews presented at the public meeting starting approximately 5:15 p.m.

Attendees

Syleethia Carr

Allexis Cooper

Dr. A'Lelia Henry, Board Chair

Joy Johnson

Moriah Wilkins

Staff Present:

Brandon Collins, Melinda Hite, Consuela Knight

Kathleen did a thorough review of the Annual Plan.

Public Comments

The public wanted to know will there be more information on the Rent Café. Melinda stated we can set up a meeting for more information.

Question was raised about the Housing Need of Families Waiting List. Where would the IRC Families be placed on the waiting list. Melinda stated that the IRC Families would be placed under Asian/other. Melinda explained the nationality that are listed are from the HUD 5058 form. Due to the language barrier with the IRC families Brandon is working on getting an interpreter.

Brandon stated were going to need property management certification with VHDA at some point. Brandon also stated the HUD need to know were not using their money to pay for our management of units that are not public housing program. Melinda agrees.

Dr. Henry asked if CRHA is administer live tech? Melinda stated yes and that live tech will be administered differently.

Dr. Henry concerns with Deconcentration of Poverty and Income Mixing, replacing poverty residents with low-income residents. Board of Commissioners asked that in the coming year we have conversations around our Deconcentration of Poverty and Income Mixing and what that looks like in a large city versus a small one like Charlottesville and what are ability is to make adaptations to reflect this. Might end up replacing poverty with low-income

Dr. Henry asked to have conversations soon about what a landtrust model might look like as part of homeownership.

Meeting Adjourned at 7:00 p.m.

D. Annual Plan Hearing

1. Edits to the CRHA 2022-2023 Annual Plan Draft to Finalize and in Response to Community and Board Feedback

Date and Source	Suggestion	Edit Made Y/N	CRHA Response
11.10.21 Alex Ikefuna, Interim Director, Office of Community Solutions, City of Charlottesville	The cover page says 2021 – 2022 but the header inside the pages, certification forms and transmitting email indicated 2022 to 2023. Which FY year does the plan represent?	Y	Date corrected on cover page to read 2022- 2023
	On page 8, under Goal 1/Public Housing Program Goals – A) This talks about partnership with residents and enhancing Residents Engagement Opportunities; however, it did not mention the partnership with the Community Foundation Project Management Team (PMT)'s tri-party (City-CRHA-PHAR) collaboration and hiring of residents with funds provided by PMT. Providing an overview of PMT activities and benefits to CRHA, PHAR and residents would indicate a substantial progress by CRHA/PHAR in terms of capacity building and partnership development.	Y	Changed progress notes on page 8, under Goal 1/Public Housing Program Goals – A) to add: CRHA continues to participate with the Charlottesville Area Community Foundation Project Management Team (PMT)'s tri-party (City-CRHA-PHAR) collaboration which includes stipends for resident participants and assistance with hiring a Redevelopment Coordinator with funds provided by PMT.
	Goal 1, B (page 8). It was noted that CRHA has reinvested in the Maintenance Department to assist with vacancy reduction. Data showing vacancy reduction outcomes would help to substantiate the investment and demonstrate progress. If the data is not available now, CRHA should consider adding such information in the future plans and reports.	Y	Edited on page 8 Goal 1B to add :At the beginning of the last fiscal year CRHA had 35 vacant units. Currently CRHA has 17 vacant units and anticipates having 0 vacant units by the end of the fiscal year. The CRHA regularly updates our Board and stakeholders through our monthly board packets.
	B #2 (page 8): Regarding staff training, it may be a good idea to consider listing the trainings that staff attended.	Y	Added on page 9: Please see attachment I for staff training list.

	On page 11, Goal 2; this section outlines progress on partnerships relative to redevelopment and renovation but did not mention the partnership with the City which includes substantial financial investments over the next five years in redevelopment, rental assistance and streamline of development review process. I believe the City will be providing about \$15 million to CRHA for redevelopment and rental assistance in the next 5 years. HUD encourages Grantees, Jurisdictions and Public Housing Authorities to leverage HUD funds to maximize outcomes. In the past few years, CRHA has accomplished a lot in both renovation and redevelopment planning, including leveraging of non-HUD funds for redevelopment activities but this section of the plan did not clearly discuss this milestone. The PMT funds has been a good source of capacity building activity for CRHA/PHAR but this was not mentioned in this part of the plan.	Y	Added on page 12, Goal 2 D: CRHA's partnership with the City of Charlottesville relative to redevelopment and renovation includes substantial financial investments over the next five years in redevelopment, rental assistance and streamline of development review process. The City will be providing about \$15 million to CRHA for redevelopment and rental assistance in the next 5 years which will help to leverage funds federal and non-federal funds to maximize outcomes for redevelopment activities. CRHA through participation in the Charlottesville Area Community Foundation Project Management Team (PMT)'s tri-party (City-CRHA-PHAR) was able to hire a Redevelopment Coordinator with funds provided by PMT.
11.11.21 BOC Work session	Inserted Notes for the meeting on page 38.	Y	Done
11.12.21	Heard from PHAR ED about change to PHAR Board so will edit RAB list to remove AF	Y	Removed
11.16.21 Alex Ikefuna, Interim Director, Office of Community Solutions, City of Charlottesville	I missed adding this to my comments. On page 12 of the draft (attached) you noted that Sustainability Study is beginning this fiscal year; excellent to add that update. I recommend adding the expected completion date. This is a good milestone.	Y	Added on page 12: Please see attachment H for the projected timeline.
11.17.21 Public AP Mtg	• Asked to put CSRAP in bold on page 11 • Inserted notes from 4pm meeting on page 40 • Inserted Notes form 5pm meeting on page 40	Y	This has been done This has been done
12.13.21 Consuela Knight	Sent updated HV Waiting list	Y	Inserted page 29
12.16.21	Attached original CAPs as we did not have updated version from HUD yet.	Y	Inserted attachment B

12.28.21	Updated table of contents	Y	Updated to reflect items
12.28.21	ACOP posted	Y	Attachment C3
12.30.21	Updated ACOP Draft	Y	Updated Attachment C3
1.13.21	Resolution by Board of Commissioners	Y	Attachment G

2. Notes from Public Hearing

Charlottesville Redevelopment and Housing Authority December 20, 2021 5pm Annual Plan Hearing via zoom

<https://zoom.us/j/99979139976?pwd=Yi9XemtqMnAzMW1uRkQwY0Y5dkk3Zz09>

Call to Order

Kathleen Glenn- Matthews presented at the public hearing starting approximately 5:05 p.m.

Attendees

Shelby Edwards, PHAR ED
Dr. A'Lelia Henry, CRHA Board Chair
Joy Johnson, PHAR Chair
Moriah Wilkins, LAJC
Brandon Collins, CRHA
Kenneth Martin
Sean Tubbs

- I. Welcomed group
- II. Introduction to Annual Plan and process- Kathleen did a thorough review of the Annual Plan Process for FY 2022- 2023
- III. Reviewed Edits to the CRHA 2022-2023 Annual Plan Draft to Finalize and in Response to Community and Board Feedback as of 12.20.21- Ms. Johnson asked that the CRHA in addition to having PHAR and stakeholders invited to available trainings also make them available to residents.
- IV. Reviewed Checklist of Final items needed for completion before submitting the plan to HUD
- V. Resident Advisory Board Comments- Ms. Edwards read the RAB letter dated 12.20.21.
- VI. Public Comments- There were none

Ms. Glenn-Matthews thanked the group for their partnership and said she looked forward to doing it all again this summer.

Meeting Adjourned at 6:35 p.m.

- VI. Attachments



U. S. Department of Housing & Urban Development

Richmond Public Housing Program Center
600 E. Broad Street, 3rd Floor
Richmond, VA 23219
1-800-842-2610

June 1, 2022

John Sales
Executive Director
Charlottesville Redevelopment and Housing Authority
P.O. Box 665
Jonesville, VA 24263

Dear Mr. Sales,

SUBJECT: Public Housing Agency Plan for Fiscal Year ("FY") Beginning April 1, 2022

This letter is to inform you that the Charlottesville Redevelopment and Housing Authority's (CRHA) PHA Plan submitted for FY beginning April 1, 2022, is approved.

HUD's approval of the Annual Plan does not constitute an endorsement of the strategies and policies outlined in the Plan. In providing assistance to families under programs covered by this Plan, the agency is to comply with the rules, standards, and policies established in its approved plan, as provided in 24 CFR Part 903 and other applicable regulations.

Your approved Plan and all required attachments and documents must be made available for review and inspection at the principal office of the agency during normal business hours.

If you have any questions, please call me at (804) 822-4898. If your staff requires any technical assistance, they should contact Wilma Henry, Public Management Specialist, at (804) 822-4897, or by electronic mail at wilma.j.henry@hud.gov.

Sincerely,

A handwritten signature in black ink that reads "Robert F. Davenport".

Digitally signed by:
ROBERT DAVENPORT
Date: 2022.06.01 08:55:
12 -04'00'

Robert Davenport
Director
Richmond Public Housing Program Center