

PHAPlans

5YearPlanforFiscalYears2000 -2004

AnnualPlanforFiscalYear10/ 01/2003 –09/ 30/2004

Hendersonville Housing Authority Hendersonville,NC

(nc027v02)

**THISPHAPLANSTEMPLATE(HUD50075)ISTOBECOMPLETEDINACCORDANCE
WITHINSTRUCTIONSLOCATEDINAPPLICABLEPIHNOTICES**

**PHA Plan
Agency Identification**

PHAName: Hendersonville Housing Authority

PHANumber: NC027

PHAFiscalYearBeginning:(mm/yyyy)10/2003

Public Access to Information

Information regarding any activities outlined in this plan can be obtained by contacting:(select all that apply)

- ☒ Main administrative office of the PHA
- ☐ PHA development management offices
- ☒ PHA local offices

Display Locations For PHA Plans and Supporting Documents

The PHA Plans (including attachments) are available for public inspection at: (select all that apply)

- ☒ Main administrative office of the PHA
- ☐ PHA development management offices
- ☐ PHA local offices
- ☐ Main administrative office of the local government
- ☐ Main administrative office of the County government
- ☐ Main administrative office of the State government
- ☐ Public library
- ☐ PHA website
- ☐ Other (list below)

PHA Plan Supporting Documents are available for inspection at: (select all that apply)

- ☒ Main business office of the PHA
- ☐ PHA development management offices
- ☐ Other (list below)

5-YEAR PLAN
PHAF ISCAL YEARS 2000 -2004
[24CFRPart903.5]

A.Mission

State the PHA's mission for serving the needs of low -income, very low income, and extremely low -income families in the PHA's jurisdiction. (select one of the choices below)

- ☐ The mission of the PHA is the same as that of the Department of Housing and Urban Development: To promote adequate and affordable housing, economic opportunity and a suitable living environment free from discrimination.
- ☒ The PHA's mission is: (state mission here)

The Mission of the Hendersonville Housing Authority is to be leader in providing affordable housing for very -low, low and moderate -income persons through effective management and wise stewardship of public funds and partnerships with our residents and others to enhance the quality of life in our communities.

B.Goals

The goals and objectives listed below are derived from HUD's strategic Goals and Objectives and those emphasized in recent legislation. PHA may select any of these goals and objectives as their own, or identify other goals and/or objectives. Whether selecting the HUD-suggested objectives or their own, **PHAS ARE STRONGLY ENCOURAGED TO IDENTIFY QUANTIFIABLE MEASURES OF SUCCESS IN REACHING THEIR OBJECTIVES OVER THE COURSE OF THE 5 YEARS.** (Quantifiable measures would include targetssuch as: numbers of families served or PHAS scores achieved.) PHA should identify these measures in the space to the right of or below the stated objectives.

HUD Strategic Goal: Increase the availability of decent, safe, and affordable housing.

- ☐ PHA Goal: Expand the supply of assisted housing
Objectives:
- ☐ Apply for additional rental vouchers:
 - ☐ Reduce public housing vacancies: Reduce to less than 3%
 - ☐ Leverage private or other public funds to create additional housing opportunities: 5 units - Homeownership Opportunities
 - ☐ Acquire or build units or developments
 - ☐ Other (list below)
- ☐ PHA Goal: Improve the quality of assisted housing
Objectives:
- ☐ Improve public housing management: (PHAS score) Become High Performer
 - ☐ Improve voucher management: (SEMAP score)
 - ☐ Increase customer satisfaction: Improve PHAS Customer Services score to over 90%

- ☐ Concentrate one effort to improve specific management functions:
(list; e.g., public housing finance; voucher unit inspections)
- ☐ Renovate or modernize public housing units: 12 per year
- ☐ Demolish or dispose of obsolete public housing:
- ☐ Provide replacement public housing:
- ☐ Provide replacement vouchers:
- ☐ Other: (list below)

☐ PHA Goal: Increase assisted housing choices

Objectives:

- ☐ Provide voucher mobility counseling:
- ☐ Conduct outreach effort to potential voucher landlords
- ☐ Increase voucher payment standards
- ☐ Implement voucher homeownership program:
- ☐ Implement public housing or other homeownership programs: 5 in 5 years
- ☐ Implement public housing site-based waiting lists:
- ☐ Convert public housing to vouchers:
- ☐ Other: (list below)

HUD Strategic Goal: Improve community quality of life and economic vitality

☐ PHA Goal: Provide an improved living environment

Objectives:

- ☐ Implement measures to deconcentrate poverty by bringing higher income public housing households into lower income developments:
- ☐ Implement measures to promote income mixing in public housing by assuring access for lower income families into higher income developments:
- ☐ Implement public housing security improvements: Provide supplemental after hours Police coverage in all developments.
- ☐ Designate developments or buildings for particular resident groups (elderly, persons with disabilities)
- ☐ Other: (list below)

HUD Strategic Goal: Promote self-sufficiency and asset development of families and individuals

☐ PHA Goal: Promote self-sufficiency and asset development of assisted households

Objectives:

- ☐ Increase the number and percentage of employed persons in assisted families:
- ☐ Provide or attract support services to improve assistance recipients' employability:
- ☐ Provide or attract support services to increase independence for the elderly or families with disabilities.

☐ Other:(listbelow)

HUD Strategic Goal: Ensure Equal Opportunity in Housing for all Americans

- ☐ PHA Goal: Ensure equal opportunity and affirmatively further fair housing
Objectives:
- ☐ Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion, national origin, sex, familial status, and disability:
 - ☐ Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion, national origin, sex, familial status, and disability:
 - ☐ Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required: Improve 3 units to reduce 504 complaints.
 - ☐ Other:(listbelow)

Other PHA Goals and Objectives:(listbelow)

GOAL NO.1: ENHANCE THE ATTRACTIVENESS AND MARKETABILITY OF THE HOUSING STOCK AND NEIGHBORHOODS IN ORDER TO ATTRACT WORKING FAMILIES.

Objectives:

- By January, 2001, the Board of Commissioners will establish priorities for the Hendersonville Housing Authority (HHA) in removing the stigma from the communities through supportive marketing efforts and establishing preferences that will best suit the residents of the city.
- By June, 2001, the HHA staff, in consultation with the Resident Council and neighborhood representatives, will draft and promote neighborhood improvement plans for each development.
- By September, 2001, the role of residents in achieving maximum neighborhood appeal will be established.
- By June, 2002, the Executive Director and the HHA staff will develop methods of enforcing model neighbor standards, marketing strategies and a marketing plan for future success.
- By September, 2002, the Board, the Executive Director and the Maintenance Department will initiate, implement, and maintain a preventive maintenance and landscaping plan which includes upgrading the park and playground areas with seasonal flower planting and creating attractive and consistent signage for the properties.

GOAL NO.2:IMPROVETHEPUBLICANDCOMMUNITYIMAGEOFTHE HENDERSONVILLEHOUSINGAUTHORITY(HHA)BYDEVE LOPINGAND IMPLEMENTINGACOMPREHENSIVEPUBLICRELATIONSPLAN.

Objectives:

- BySeptember,2001,theBoardofCommissionersandtheExecutiveDirectorwill establishparametersforasuperiorPublicRelationsProgramfortheHHA.
- ByJune,2002,theBoard ofCommissionersandtheExecutiveDirectorwill designateaPublicAffairsOfficerwhowillpromotetheHHAonacommunity widebasis.
- Routinely,thePublicAffairsOfficerwillparticipateincollaborativeeffortsfor communitygrowth.Theparticipatio nwillbedocumentedinquarterlyreportsto theBoardofCommissioners.
- BySeptember,2001,theExecutiveDirectorwithassistancefromtheHHAstaff willdevelopamailinglistformarketingandoutreachmaterialsandassessand makerecommendationsfor efficienttelecommunicationstoensurecomplaintsare minimized.
- BySeptember,2001,theMaintenanceDepartmentwillprovideaworkforcewith aprofessionalimagebyconductingandparticipatingincommunityefforts, includingcontractingmaintenancese rvicesasnecessary,topromotethebenefits andbeatificationoftheCity.

GOALNO.3:IMPROVEEMPLOYEESERVICESSANDSUPPORTSYSTEMS

Objectives:

- BySeptember,2001,theExecutiveDirectorandtheBoardofCommissionerswill developstrategiestopromo temaximumefficiencyandemployeemoraleamong theHHAstaff.
- ByJune,2001,theExecutiveDirectorandHHAstaffwillassessadequacyand currentcapabilitiesofthecomputersystem,identifytheneedforcrossand specializedstafftraininganddevelop aplanforsuchtrainingofemployees.
- ByDecember,2001,theExecutiveDirectorandHHAstaffwillidentify organizationalneedssuchasstaffing,adequateofficespace,andstorage.The ExecutiveDirectorwillsubsequentlyidentifyamethodforrecogn izing outstandingemployees.
- ByJune,2002,theMaintenanceSuperintendent,inconsultationwiththe ExecutiveDirector,willestablishandimplementethicalandprofessional departmentstandardswhichwilldictateatrackedplanofimprovementatall performancelevels.

- By September, 2002, the Executive Director will identify sources of funding to improve employee services and support systems.

GOAL NO. 4: THE HENDERSONVILLE HOUSING AUTHORITY (HHA) WILL INCREASE THE LEVEL OF RESIDENTS SATISFACTION RELATIVE TO MAINTENANCE DURING THE NEXT TWO FISCAL YEARS

- By September, 2001, the Executive Director and the HHA staff will establish a baseline of residents satisfaction with maintenance services by the implementation of a residents satisfaction survey.
- By March, 2002, the HHA staff will develop and begin implementing a plan to enhance residents satisfaction based on the initial results of the survey.
- By September, 2002, follow-up residents satisfaction surveys will be issued to the residents to determine the increased level of residents satisfaction relative to maintenance services.
- By March, 2003, the Maintenance Plan will be modified to enhance the quality of services if warranted.

AnnualPHAPlan
PHAFiscalYear200 3
[24CFRPart903.7]

i. AnnualPlanType:

SelectwhichtypeofAnnualPlanthePHAwillsubmit.

☐ **StandardPlan**

StreamlinedPlan:

- ☒ **HighPerformingPHA**
☐ **SmallAgency(<250PublicHousingUnits)**
☐ **AdministeringSection8Only**

☐ **TroubledAgencyPlan**

ii. ExecutiveSummaryoftheAnnualPHAPlan

[24CFRPart903.79(r)]

ProvideabriefoverviewoftheinformationintheAnnualPlan,includinghighlightsofmajorinitiativesanddiscretionarypolicies thePHAhasincludedintheAnnualPlan.

The Hendersonville Housing AuthorityhaspreparedthisAnnualPlanincompliancewith Section511oftheQualityHousingandWorkResponsibilityActof1998andtheensuing HUDrequirements.

Wehaveadopted thefollowingmissionstatementtoguidetheactivitiesofthe Hendersonville HendersonvilleHousingAuthority .

TheMissionoftheHendersonvilleHousingAuthorityistobeleaderin providing affordable housing for very -low, low and moderate -income persons through effective management and wise stewardship of public funds and partnerships with our residents and others to enhance the qualityoflifeinourcommunities.

Wehavealsoadoptedthefollowinggoalsandobjectives .

GOALNO.1:ENHANCETHEATTRACTIVENESSANDMARKETABILITY OFTHEHOUSINGSTOCKANDNEIGHBORHOODSINORDERTO ATTRACTWORKINGFAMILIES.

Objectives:

- ByJanuary,2001,theBoardofCommissionerswillestablishprioritiesforthe HendersonvilleHousingAuthority(HHA)inremovingthes tigmafromthe communitiesthroughsupportivemarketingeffortsandestablishingpreferences thatwillbestsuittheresidentsofthecity.

- By June, 2001, the HHA staff, in consultation with the Resident Council and neighborhood representatives, will draft and promote neighborhood improvement plans for each development.
- By September, 2001, the role of residents in achieving maximum neighborhood appeal will be established.
- By June, 2002, the Executive Director and the HHA staff will develop methods of enforcing model neighbor standards, marketing strategies and a marketing plan for future success.
- By September, 2002, the Board, the Executive Director and the Maintenance Department will initiate, implement, and maintain a preventive maintenance and landscaping plan which includes upgrading the park and playground areas with seasonal flower planting and creating attractive and consistent signage for the properties.

GOAL NO. 2: IMPROVE THE PUBLIC AND COMMUNITY IMAGE OF THE HENDERSONVILLE HOUSING AUTHORITY (HHA) BY DEVELOPING AND IMPLEMENTING A COMPREHENSIVE PUBLIC RELATIONS PLAN.

Objectives:

- By September, 2001, the Board of Commissioners and the Executive Director will establish parameters for a superior Public Relations Program for the HHA.
- By June, 2002 , the Board of Commissioners and the Executive Director will designate a Public Affairs Officer who will promote the HHA on a community wide basis.
- Routinely, the Public Affairs Officer will participate in collaborative efforts for community growth. The participation will be documented in quarterly reports to the Board of Commissioners.
- By September, 2001, the Executive Director with assistance from the HHA staff will develop a mailing list for marketing and outreach materials and assess and make recommendations for efficient telecommunication to ensure complaints are minimized.
- By September, 2001, the Maintenance Department will provide a workforce with a professional image by conducting and participating in community efforts, including contracting maintenance services as necessary, to promote the benefits and beautification of the City.

GOAL NO. 3: IMPROVE EMPLOYEE SERVICES AND SUPPORT SYSTEMS

Objectives:

- By September, 2001, the Executive Director and the Board of Commissioners will develop strategies to promote maximum efficiency and employee morale among the HHA staff.
- By June, 2001, the Executive Director and HHA staff will assess adequacy and current capabilities of the computer system, identify the need for cross and specialized staff training and develop a plan for such training of employees.
- By December, 2001, the Executive Director and HHA staff will identify organizational needs such as staffing, adequate office space, and storage. The Executive Director will subsequently identify a method for recognizing outstanding employees.
- By June, 2002, the Maintenance Superintendent, in consultation with the Executive Director, will establish and implement ethical and professional department standards which will dictate a tracked plan of improvement at all performance levels.
- By September, 2002, the Executive Director will identify sources of funding to improve employee services and support systems.

GOAL NO. 4: THE HENDERSONVILLE HOUSING AUTHORITY (HHA) WILL INCREASE THE LEVEL OF RESIDENTS SATISFACTION RELATIVE TO MAINTENANCE DURING THE NEXT TWO FISCAL YEARS

- By September, 2001, the Executive Director and the HHA staff will establish a baseline of residents satisfaction with maintenance services by the implementation of a residents satisfaction survey.
- By March, 2002, the HHA staff will develop and begin implementing a plan to enhance residents satisfaction based on the initial results of the survey.
- By September, 2002, follow-up residents satisfaction surveys will be issued to the residents to determine the increased level of residents satisfaction relative to maintenance services.
- By March, 2003, the Maintenance Plan will be modified to enhance the quality of services if warranted.

Our Annual Plan is based on the premise that if we accomplish our goals and objectives we will be working towards the achievement of our mission.

The plans, statements, budget summary, policies, etc. set forth in the Annual Plan all lead towards the accomplishment of our goals and objectives. Taken as a whole, they outline a comprehensive approach towards our goals and objectives and are consistent with the Consolidated Plan. Here are just a few highlights of our Annual Plan.

Summary of Program Changes

For the ensuing fiscal year, we made numerous changes to our policies and/or programs based on changes in statutes and/or HUD regulations that have occurred in the past year. HUD mandated all of these.

Public Housing Admissions and Continued Occupancy Policy:

- Implementation of Community Service Requirements:

The Hendersonville Housing Authority suspended enforcement of the 8-hour community service requirement for the fiscal year ending September 30, 2003. The Housing Authority has reinstated enforcement of this provision of our Admissions and Continued Occupancy Policy in accordance with HUD Notice PIH 2003-17 issued on June 20, 2003. All residents have been notified of the community service requirements.

- We have updated our Admissions and Continued Occupancy Policy to include the HUD required welfare assistance language and definition.
- We have revised Section 8.2(c)(1) to include the following: "or a citizen of the Republic of the Marshall Islands, the Federated States of Micronesia, or the Republic of Palau. However, people in the last category are not entitled to housing assistance in preference to any United States citizen or national resident within Guam."

We have also made the following discretionary changes.

Public Housing Dwelling Lease:

- We have updated our Public Housing Dwelling Lease to be in conformance with our revised Admissions and Continued Occupancy Policy.

Management Policies:

- We have updated our Procurement Policy formal bidding requirements for contracts of \$100,000 or more.
- We have updated our Disposition Policy to provide additional clarification regarding the sale of personal property.
- We have clarified and updated our Grievance Procedures
- We have updated our Pet Policy
- We have updated our Flat Rents and Ceiling Rents

The Housing Authority is including a Statement of Progress in meeting the mission, goals and objectives outlined in the 5 Year Plan.

The Housing Authority is requesting significant revisions to the Capital Fund Program open grants for Fiscal Years 2001 and 2002. A major contributing factor to the need for revisions is the Housing Authority's inability to proceed with planned site acquisition and expansion of the maintenance building. This is because we have been unable to secure zoning and special use permit approval from the City of Hendersonville. These planned work items will be deferred until the building permit is obtained and other much needed work items have been substituted in order to obligate and expend the grant funds in a timely manner.

iii. Annual Plan Table of Contents

[24C FR Part 903.79(r)]

Provide a table of contents for the Annual Plan, including attachments, and a list of supporting documents available for public inspection.

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Attachments

Indicate which attachments are provided by selecting all that apply. Provide the attachment's name (A, B, etc.) in the space to the left of the name of the attachment. Note: If the attachment is provided as a **SEPARATE** file submission from the PHA Plans file, provide the filename in parentheses in the space to the right of the title.

Required Attachments:

- ☒ **Attachment E**: Deconcentration Policy
- ☒ **Attachment A**: Capital Fund Program FY2003 Annual Statement
- ☐ Most recent board -approved operating budget (Required Attachment for PHAs that are troubled or at risk of being designated troubled ONLY)

Optional Attachments:

- ☒ **Attachment B**: Capital Fund Program 5 Year Action Plan
- ☐ Public Housing Drug Elimination Program (PHDEP) Plan
- ☐ Comments of Resident Advisory Board or Boards (must be attached if not included in PHA Plan text) (Included in text)
- ☒ Other (List below, providing each attachment name)

Attachment C: Capital Fund Program FY2002 P&E Report

Attachment D: Capital Fund Program FY2001 P&E Report

Attachment F: Resident Member on the PHA Governing Board

Attachment G: Membership of the Resident Advisory Board

Attachment H: Definition of Substantial Deviation and Significant Amendment or Modification

Attachment I: Deconcentration and Income Mixing

Attachment J: Pet Policy Statement

Attachment K: Implementation of Community Service Requirements

Attachment L: Statement of Progress in Meeting Mission, Goals and Objectives

Attachment M: FY2002 Resident Survey Follow Up Plan

Supporting Documents Available for Review

Indicate which documents are available for public review by placing a mark in the "Applicable & On Display" column in the appropriate rows. All listed documents must be on display if applicable to the program activities conducted by the PHA.

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
X	PHA Plan Certifications of Compliance with the PHA Plans and Related Regulations	5 Year and Annual Plans
X	State/Local Government Certification of Consistency with the Consolidated Plan	5 Year and Annual Plans
X	Fair Housing Documentation: Records reflecting that the PHA has examined its programs or proposed programs, identified any impediments to fair housing choice in those programs, addressed or is addressing those impediments in a reasonable fashion in view of the resources available, and worked or is working with local jurisdiction to implement any of the jurisdictions' initiatives to affirmatively further fair housing that require the PHA's involvement.	5 Year and Annual Plans
X	Consolidated Plan for the jurisdiction/s in which the PHA is located (which includes the Analysis of Impediments to Fair Housing Choice (AI)) and any additional backup data to support statement of housing needs in the jurisdiction	Annual Plan: Housing Needs
X	Most recent board -approved operating budget for the public housing program	Annual Plan: Financial Resources;
X	Public Housing Admissions and (Continued) Occupancy Policy (A&O), which includes the Tenant Selection and Assignment Plan [TSAP]	Annual Plan: Eligibility, Selection, and Admissions Policies
NA	Section 8 Administrative Plan	Annual Plan: Eligibility, Selection, and Admissions Policies
X	Public Housing Deconcentration and Income Mixing Documentation: 1. PHA board certifications of compliance with deconcentration requirements (section 16(a) of the US Housing Act of 1937, as implemented in the 2/18/99 <i>Quality Housing and Work Responsibility Act Initial Guidance</i> ; Notice and any further HUD guidance) and 2. Documentation of the required deconcentration and income mixing analysis	Annual Plan: Eligibility, Selection, and Admissions Policies
X	Public housing rent determination policies, including the methodology for setting public housing flat rents <input checked="" type="checkbox"/> check here if included in the public housing	Annual Plan: Rent Determination

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
	A&O Policy	
X	Schedule of flat rents offered each public housing development <input type="checkbox"/> check here if included in the public housing A&O Policy	Annual Plan: Rent Determination
NA	Section 8 rent determination (payment standard) policies <input type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Rent Determination
X	Public housing management and maintenance policy documents, including policies for the prevention or eradication of pest infestation (including cockroach infestation)	Annual Plan: Operations and Maintenance
X	Public housing grievance procedures <input type="checkbox"/> check here if included in the public housing A&O Policy	Annual Plan: Grievance Procedures
NA	Section 8 informal review and hearing procedures <input type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Grievance Procedures
X	The HUD -approved Capital Fund/Comprehensive Grant Program Annual Statement (HUD 52837) for the active grant year	Annual Plan: Capital Needs
NA	Most recent CIAP Budget/Progress Report (HUD 52825) for any active CIAP grant	Annual Plan: Capital Needs
X	Most recent, approved 5 Year Action Plan for the Capital Fund/Comprehensive Grant Program, if not included as an attachment (provided at PHA option)	Annual Plan: Capital Needs
NA	Approved HOPE VI applications or, if more recent, approved or submitted HOPE VI Revitalization Plans or any other approved proposal for development of public housing	Annual Plan: Capital Needs
NA	Approved or submitted applications for demolition and/or disposition of public housing	Annual Plan: Demolition and Disposition
NA	Approved or submitted applications for designation of public housing (Designated Housing Plans)	Annual Plan: Designation of Public Housing
NA	Approved or submitted assessments of reasonable revitalization of public housing and approved or submitted conversion plans prepared pursuant to section 202 of the 1996 HUD Appropriations Act	Annual Plan: Conversion of Public Housing
NA	Approved or submitted public housing home ownership programs/plans	Annual Plan: Homeownership
NA	Policies governing any Section 8 Homeownership program <input type="checkbox"/> check here if included in the Section 8 Administrative Plan	Annual Plan: Homeownership
NA	Any cooperative agreement between the PHA and the TANF agency	Annual Plan: Community Service & Self-Sufficiency
NA	FSS Action Plan/s for public housing and/or Section 8	Annual Plan: Community Service & Self-Sufficiency
NA	Most recent self-sufficiency (ED/SS, TOP or ROSS or other resident services grant) grant program reports	Annual Plan: Community Service & Self-Sufficiency
NA	The most recent Public Housing Drug Elimination Program (PHDEP) semi-annual performance report for any open grant and most recently submitted PHDEP application (PHDEP Plan)	Annual Plan: Safety and Crime Prevention

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
X	The most recent fiscal year audit of the PHA conducted under section 5(h)(2) of the U.S. Housing Act of 1937 (42 U.S.C. 1437c(h)), the results of that audit and the PHA's response to any findings	Annual Plan: Annual Audit
NA	Troubled PHAs: MOA/Recovery Plan	Troubled PHAs
X	Other supporting documents (optional) (list individually; use as many lines as necessary) Policy on Administration of Community Service Requirements Deconcentration and Income Mixing Documentation	(specify as needed) ACOP/Annual Plan ACOP/Annual Plan

1. Statement of Housing Needs

[24 CFR Part 903.79(a)]

A. Housing Needs of Families in the Jurisdiction/s Served by the PHA

Based upon the information contained in the Consolidated Plan/s applicable to the jurisdiction, and/or other data available to the PHA, provide a statement of the housing needs in the jurisdiction by completing the following table. In the "Overall" Needs column, provide the estimated number of renter families that have housing needs. For the remaining characteristics, rate the impact of that factor on the housing needs for each family type, from 1 to 5, with 1 being "no impact" and 5 being "severe impact." Use N/A to indicate that no information is available upon which the PHA can make this assessment.

Housing Needs of Families in the Jurisdiction * by Family Type							
Family Type	Overall	Afford-ability	Supply	Quality	Access-ibility	Size	Loca-tion
Income ≤ 30% of AMI	1,603	4	3	2	3	3	4
Income > 30% but ≤ 50% of AMI	1,188	3	3	3	3	3	3
Income > 50% but < 80% of AMI	1,841	2	4	4	3	3	3
Elderly	1,387	4	3	3	4	3	3
Families with Disabilities	NA	4	3	3	4	3	3
Black/Non-Hisp	155	3	3	3	3	3	3
Race/Ethnicity - Hispanic	50	3	3	3	3	3	3
Race/Ethnicity - White	4,340	3	3	3	3	3	3
Race/Ethnicity							

*Henderson County

What sources of information did the PHA use to conduct this analysis? (Check all that apply; all materials must be made available for public inspection.)

- ☐ Consolidated Plan of the Jurisdiction/s
Indicate year: 2000
- ☒ U.S. Census data: the Comprehensive Housing Affordability Strategy ("CHAS") dataset (CHAS Table 1C – 2002 projection data)
- ☐ American Housing Survey data
Indicate year:
- ☐ Other housing market study
Indicate year:
- ☐ Other sources: (list and indicate year of information)

B. Housing Need of Families on the Public Housing and Section 8 Tenant-Based Assistance Waiting Lists

State the housing need 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 Need of Families on the Waiting List			
Waiting list type: (select one)			
<input type="checkbox"/> Section 8 tenant-based assistance			
<input checked="" type="checkbox"/> Public Housing			
<input type="checkbox"/> Combined Section 8 and Public Housing			
<input type="checkbox"/> Public Housing Site-Based or sub-jurisdictional waiting list (optional)			
If used, identify which development/subjurisdiction:			
	# of families	% of total families	Annual Turnover
Waiting list total	67		50 units
Extremely low income <= 30% AMI	53	79%	
Very low income (> 30% but <= 50% AMI)	13	19%	
Low income (> 50% but < 80% AMI)	1	2%	
Families with children	24	36%	
Elderly families	8	12%	
Families with Disabilities	16	24%	
Race/ethnicity - White	40	60%	
Race/ethnicity - Black	15	22%	
Race/ethnicity - Hispanic	12	18%	

Housing Needs of Families on the Waiting List			
Race/ethnicity			
Characteristics by Bedroom Size (Public Housing Only)			
0 and 1 BR	40	60%	12 units
2 BR	16	24%	12 units
3 BR	9	13%	23 units
4 BR	2	3%	2 units
5 BR	0		1 unit
5+ BR	0		
Is the waiting list closed (select one)? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes If yes: How long has it been closed (# of months)? Does the PHA expect to reopen the list in the PHA plan year? <input type="checkbox"/> No <input type="checkbox"/> Yes Does the PHA permit specific categories of families on the waiting list, even if generally closed? <input type="checkbox"/> No <input type="checkbox"/> Yes			

C. Strategy for Addressing Needs

Provide a brief description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list **IN THE UPCOMING YEAR**, and the Agency's reasons for choosing this strategy.

(1) Strategies

Need: Shortage of affordable housing for all eligible populations

Strategy 1. Maximize the number of affordable units available to the PHA within its current resources by:

Select all that apply

- ☒ Employ effective maintenance and management policies to minimize the number of public housing units off -line
- ☒ Reduce turnover time for vacated public housing units
- ☒ Reduce time to renovate public housing units
- ☐ Seek replacement of public housing units lost to the inventory through mixed financed development
- ☐ Seek replacement of public housing units lost to the inventory through section 8 replacement housing resources
- ☐ Maintain or increase section 8 lease -up rates by establishing payment standards that will enable families to rent throughout the jurisdiction
- ☒ Undertake measures to ensure access to affordable housing among families assisted by the PHA, regardless of unit size required
- ☐ Maintain or increase section 8 lease -up rates by marketing the program to owners, particularly those outside of areas of minority and poverty concentration

- ☐ Maintain or increase section 8 lease -uprates by effectively screening Section 8 applicants to increase owner acceptance of program
- ☐ Participate in the Consolidated Plan development process to ensure coordination with broader community strategies
- ☐ Other (list below)

Strategy 2: Increase the number of affordable housing units by:

Select all that apply

- ☐ Apply for additional section 8 units should they become available
- ☐ Leverage affordable housing resources in the community through the creation of mixed -finance housing
- ☐ Pursue housing resources other than public housing or Section 8 tenant -based assistance.
- ☐ Other: (list below)

Need: Specific Family Types: Families at or below 30% of median

Strategy 1: Target available assistance to families at or below 30% of AMI

Select all that apply

- ☐ Exceed HUD federal targeting requirements for families at or below 30% of AMI in public housing
- ☐ Exceed HUD federal targeting requirements for families at or below 30% of AMI in tenant -based section 8 assistance
- ☒ Employ admissions preferences aimed at families with economic hardships
- ☒ Adopt rent policies to support and encourage our work
- ☐ Other: (list below)

The following is an extract from our adopted Admissions and Continued Occupancy Policy.

10.3 Selection From the Waiting List

The Hendersonville Housing Authority shall follow the statutory requirement that at least 40% of newly admitted families in any fiscal year be families whose annual income is at or below 30% of the area median income. To insure this requirement is met we shall annually monitor the incomes of newly admitted families and the incomes of the families on the waiting list. If it appears that the requirement to house extremely low -income families will not be met, we will skip higher income families on the waiting list to reach extremely low -income families.

Need: Specific Family Types: Families at or below 50% of median

Strategy 1: Target available assistance to families at or below 50% of AMI

Select all that apply

- ☒ Employment admissions preferences aimed at families who are working
- ☒ Adopt rent policies to support and encourage work
- ☐ Other: (list below)

Need: Specific Family Types: The Elderly

Strategy 1: Target available assistance to the elderly:

Select all that apply

- ☐ Seek designation of public housing for the elderly
- ☐ Apply for special -purpose voucher targeted to the elderly, should they become available
- ☒ Other: (list below)

The following is an extract from our adopted Admissions and Continued Occupancy Policy.

Buildings Designed for the Elderly and Disabled: Preference will be given to elderly and disabled families. If there are no elderly or disabled families on the list, preference will then be given to near -elderly families. If there are no near -elderly families on the waiting list, units will be offered to families who qualify for the appropriate bedroom size using these priorities. All such families will be selected from the waiting list using the preferences as outlined above.

Need: Specific Family Types: Families with Disabilities

Strategy 1: Target available assistance to Families with Disabilities:

Select all that apply

- ☐ Seek designation of public housing for families with disabilities
- ☐ Carry out the modifications needed in public housing based on the section 504 Needs Assessment for Public Housing
- ☐ Apply for special -purpose voucher targeted to families with disabilities, should they become available
- ☐ Affirmatively market to local non -profit agencies that assist families with disabilities
- ☒ Other: (list below)

The following is an extract from our adopted Admissions and Continued Occupancy Policy.

Accessible Units: Accessible units will be first offered to families who may benefit from the accessible features. Applicants for these units will be selected utilizing the same preference system as outlined above. If there are no applicants who would benefit from the accessible features, the units will be offered to other applicants in the order that their names come to the top of the waiting list. Such applicants, however, must sign a release form stating they will accept a transfer (at

their own expense) if, at a future time, a family requiring an accessible feature applies. Any family required to transfer will be given a 30-day notice.

Need: Specific Family Types: Races or ethnicities with disproportionate housing needs

Strategy 1: Increase awareness of PHA resources among families of races and ethnicities with disproportionate needs:

Select if applicable

- ☐ Affirmatively market to races/ethnicities shown to have disproportionate housing needs
- ☐ Other: (list below)

Strategy 2: Conduct activities to affirmatively further fair housing

Select all that apply

- ☐ Counsel section 8 tenants as to location of units outside of areas of poverty or minority concentration and assist them to locate those units
- ☐ Market the section 8 program to owners outside of areas of poverty/minority concentrations
- ☒ Other: (list below)

The following is an extract from our adopted Admissions and Continued Occupancy Policy.

1.0 FAIRHOUSING

It is the policy of the Hendersonville Housing Authority to fully comply with all Federal, State and local nondiscrimination laws; the Americans with Disabilities Act; and the U. S. Department of Housing and Urban Development regulations governing Fair Housing and Equal Opportunity. The Hendersonville Housing Authority shall affirmatively further fair housing in the administration of its public housing program.

No person shall, on the grounds of race, color, sex, religion, national or ethnic origin, familial status, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under the Hendersonville Housing Authority's programs.

To further its commitment to full compliance with applicable Civil Rights laws, the Hendersonville Housing Authority will provide Federal/State/local information to applicants/tenants of the Public Housing Program regarding discrimination and any recourse available to them if they believe they may be victims of discrimination. Such information will be made available with the application, and all applicable Fair Housing Information and Discrimination Complaint Forms will be made available at the Hendersonville Housing Authority

office. In addition, all written information and advertisements will contain the appropriate Equal Opportunity language and logo.

The Hendersonville Housing Authority will assist any family that believes they have suffered illegal discrimination by providing them copies of the appropriate housing discrimination forms. The Hendersonville Housing Authority will also assist them in completing the forms if requested, and will provide them with the address of the nearest HUD Office of Fair Housing and Equal Opportunity.

Other Housing Needs & Strategies: (list needs and strategies below)

(2) Reasons for Selecting Strategies

Of the factors listed below, select all that influenced the PHA's selection of the strategies it will pursue:

- ☒ Funding constraints
- ☒ Staffing constraints
- ☐ Limited availability of sites for assisted housing
- ☒ Extent to which particular housing needs are met by other organizations in the community
- ☒ Evidence of housing needs as demonstrated in the Consolidated Plan and other information available to the PHA
- ☒ Influence of the housing market on PHA programs
- ☒ Community priorities regarding housing assistance
- ☐ Results of consultation with local or state government
- ☐ Results of consultation with residents and the Resident Advisory Board
- ☐ Results of consultation with advocacy groups
- ☐ Other: (list below)

2. Statement of Financial Resources

[24CFR Part 903.79(b)]

List the financial resources that are anticipated to be available to the PHA for the support of Federal public housing and tenant-based Section 8 assistance programs administered by the PHA during the Plan year.

Note: the table assumes that Federal public housing or tenant-based Section 8 assistance grant funds are expended on eligible purposes; therefore, uses of these funds need not be stated. For other funds, indicate the use for those funds as one of the following categories: public housing operations, public housing capital improvements, public housing safety/security, public housing supportive services, Section 8 tenant-based assistance, Section 8 supportive services or other.

Financial Resources: Planned Sources and Uses		
Sources	Planned \$	Planned Uses
1. Federal Grants (FY 2003 grants)		
a) Public Housing Operating Fund	800,588	
b) Public Housing Capital Fund	651,648	
c) HOPEVI Revitalization	0	
d) HOPEVI Demolition	0	

FinancialResources: PlannedSourcesandUses		
Sources	Planned\$	PlannedUses
e) AnnualContributionsforSection 8Tenant -BasedAssistance	0	
f) PublicHousingDrugElimination Program(includinganyTechnical Assistancefunds)	0	
g) ResidentOppor tunityandSelf - SufficiencyGrants	0	
h) CommunityDevelopmentBlock Grant	0	
i) HOME	0	
OtherFederalGrants(listbelow)	0	
2.PriorYearFederalGrants (unobligatedfundsonly)(list below)		
CFPFY2002CapitalFund	314,569	Modernization
3.PublicHousingDwellingRental Income		
DwellingRentalPublicHousing	803,496	Operations
4.Otherincome (listbelow)		
InvestmentIncome	15,000	Operations
ExcessUtilities	5,400	Operations
OtherIncome	20,000	
4.Non -federalsources (list below)		
Totalresources	2,610,701	

3.PHAPoliciesGoverningEligibility,Selection,andAdmissions

[24CFRPart903.79(c)]

A.PublicHousing

Exemptions:PHAsthatdonotadministerpublichousingarenotrequiredto completesubcomponent3A.

(1)Eligibility

a. WhendoesthePHAverifyeligibilityforadmissiontopublichousing?(selectallthat apply)

- ☐ When families are within a certain number of being offered a unit: (state number)
- ☐ When families are within a certain time of being offered a unit: (state time)
- ☒ Other: (describe) Upon Application

b. Which non-income (screening) factors does the PHA use to establish eligibility for admission to public housing (select all that apply)?

- ☒ Criminal or Drug-related activity
- ☒ Rental history
- ☒ Housekeeping
- ☒ Other (describe)

The following is an extract from our adopted Admissions and Continued Occupancy Policy.

8.3 Suitability

- A. Applicant families will be evaluated to determine whether, based on their recent behavior, such behavior could reasonably be expected to result in noncompliance with the public housing lease. The Hendersonville Housing Authority will look at past conduct as an indicator of future conduct. Emphasis will be placed on whether a family's admission could reasonably be expected to have a detrimental effect on the development environment, other tenants, Hendersonville Housing Authority employees, or other people residing in the immediate vicinity of the property. Otherwise eligible families will be denied admission if they fail to meet the suitability criteria.
- B. The Hendersonville Housing Authority will consider objective and reasonable aspects of the family's background, including the following:
 - 1. History of meeting financial obligations, especially rent;
 - 2. Ability to maintain (or with assistance would have the ability to maintain) their housing in a decent and safe condition based on living or housekeeping habits and whether such habits could adversely affect the health, safety, or welfare of other tenants;
 - 3. History of criminal activity by any household member involving crimes of physical violence against persons or property and any other criminal activity including drug-related criminal activity that would adversely affect the health, safety, or well being of other tenants or staff or caused damage to the property;
 - 3. History of disturbing neighbors or destruction of property;
 - 4. Having committed fraud in connection with any Federal housing assistance program, including the intentional misrepresentation of information related to their housing application or benefits derived therefrom; and

5. History of abusing alcohol in a way that may interfere with the health, safety, or right to peaceful enjoyment by others.

C. The Hendersonville Housing Authority will ask applicants to provide information demonstrating their ability to comply with the essential elements of the lease. The Hendersonville Housing Authority will verify the information provided. Such verification may include but may not be limited to the following:

1. A credit check of the head, spouse and co-head;
2. A rental history check of all adult family members;
3. A criminal background check on all adult household members, including live-in aides. This check will be made through State or local law enforcement or court records in those cases where the household member has lived in the local jurisdiction for the last three years. Where the individual has lived outside the local area, the Hendersonville Housing Authority may contact law enforcement agencies where the individual had lived or request a check through the FBI's National Crime Information Center (NCIC);
4. A home visit. The home visit provides the opportunity for the family to demonstrate their ability to maintain their home in a safe and sanitary manner. This inspection considers cleanliness and care of rooms, appliances, and appurtenances. The inspection may also consider any evidence of criminal activity; and
5. A check of the State's lifetime sex offender registration program for each adult household member, including live-in aides. No individual registered with this program will be admitted to public housing.

- c. ☒ Yes ☐ No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?
- d. ☒ Yes ☐ No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?
- e. ☐ Yes ☒ No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC - authorized source)

(2) Waiting List Organization

- a. Which methods does the PHA plan to use to organize its public housing waiting list (select all that apply)

- ☒ Community-widelist
- ☐ Sub-jurisdictionallists
- ☐ Site-basedwaitinglists
- ☐ Other(describe)

b. Wheremayinterestedpersonsapplyforadmissiontopublichousing?

- ☒ PHAmainadministrativeoffice
- ☐ PHAdevelopmentssitemanagementoffice
- ☐ Other(listbelow)

c. IfthePHAplanstooperateoneormoresite-basedwaitinglistsinthecomingyear, answereachofthefollowingquestions;ifnot,skiptosubsection **(3)Assignment**

1. Howmanysite-basedwaitinglists willthePHAoperateinthecomingyear?

2. ☐ Yes ☐ No: AreanyorallofthePHA'ssite-basedwaitinglistsnewforthe upcomingyear(that is, theyarenotpartofapreviously HUD-approvedsitebasedwaitinglistplan)? Ifyes, howmanylists?

3. ☐ Yes ☐ No: Mayfamiliesbeonmorethanonelists simultaneously? Ifyes, howmanylists?

4. Wherecaninterestedpersonsobtainmoreinformationaboutandsignuptobeon thesite-basedwaitinglists(selectallthatapply)?

- ☐ PHAmainadministrativeoffice
- ☐ AllPHAdevelopmentmanagementoffices
- ☐ Managementofficesatdevelopmentswithsite-basedwaitinglists
- ☐ Atthedevelopmentto whichtheywouldliketoapply
- ☐ Other(listbelow)

(3)Assignment

a. Howmanyvacantunitchoicesareapplicantsoordinarilygivenbeforetheyfalltothe bottomoforareremovedfromthewaitinglist?(selectone)

- ☐ One
- ☐ Two
- ☒ ThreeorMore

b. ☒ Yes ☐ No: Isthispolicyconsistentacrossallwaitinglisttypes?

c. Ifanswertobisno, listvariationsforanyotherthantheprimarypublichousing waitinglist/sforthePHA:

(4)AdmissionsPreferences

a. Incometargeting:

☐ Yes ☒ No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 40% of all new admissions to public housing to families at or below 30% of median area income?

b. Transfer policies:

In what circumstances will transfer take precedence over new admissions? (list below)

- ☒ Emergencies
- ☐ Overhoused
- ☐ Underhoused
- ☒ Medical justification
- ☒ Administrative reasons determined by the PHA (e.g., to permit modernization work)
- ☐ Resident choice: (state circumstances below)
- ☐ Other: (list below)

c. Preferences

1. ☒ Yes ☐ No: Has the PHA established preferences for admission to public housing (other than date and time of application)? (If "no" is selected, skip to subsection **(5) Occupancy**)

2. Which of the following admission preference s does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences:

- ☐ Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- ☐ Victims of domestic violence
- ☐ Substandard housing
- ☐ Homelessness
- ☐ High rent burden (rent is > 50 percent of income)

Other preferences: (select below)

- ☒ Working families and those unable to work because of age or disability
- ☐ Veterans and veterans' families
- ☒ Residents who live and/or work in the jurisdiction
- ☐ Those enrolled currently in educational, training, or upward mobility programs
- ☐ Households that contribute to meeting income goals (broad range of incomes)
- ☐ Households that contribute to meeting income requirements (targeting)
- ☐ Those previously enrolled in educational, training, or upward mobility programs
- ☐ Victims of reprisals or hate crimes
- ☒ Other preference(s) (list below)

The following is an extract from our adopted Admissions and Continued Occupancy Policy.

10.0 Tenant Selection and Assignment Plan

10.1 Preferences

The Hendersonville Housing Authority will select families based on the following preferences within each bedroom size category based on our local housing needs and priorities:

- A. Applicants living in Henderson County with an adult family member currently working twenty (20) or more hours a week. This preference is also extended equally to all elderly families and all families whose head or spouse is receiving income based on their inability to work.**
- B. Applicants not living in Henderson County with an adult family member currently working twenty (20) or more hours a week. This preference is also extended equally to all elderly families and all families whose head or spouse is receiving income based on their inability to work.**
- C. Applicants living in Henderson County, with no adult family member currently working.**
- D. Applicants not living in Henderson County, with no adult family member currently working.**
- E. All other applicants.**

Based on the above preferences, all families in preference A will be offered housing before any families in preference B, preference B families will be offered housing before any families in preference C, and preference C families will be offered housing before any families in preference D and preference D families will be offered housing before any families in preference E.

The date and time of application will be noted and utilized to determine the sequence within the above prescribed preferences.

Notwithstanding the above, families who are elderly, disabled, or displaced will be offered housing before other single persons.

3. If the PHA will employ admissions preferences, please prioritize by placing a "1" in the space that represents your first priority, a "2" in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a points system), place the same number next to each. That means you can use "1" more than once, "2" more than once, etc.

Date and Time

Former Federal preferences:

Involuntary Displacement (Disaster, Government Action, Action of Housing

Owner, Inaccessibility, Property Disposition)
Victims of domestic violence
Substandard housing
Homelessness
High rent burden

Other preferences (select all that apply)

- ☒ 1 Working families and those unable to work because of a physical or mental disability
- ☐ Veterans and veterans' families
- ☒ 1 Residents who live and/or work in the jurisdiction
- ☐ Those enrolled currently in educational, training, or upward mobility programs
- ☐ Household that contribute to meeting income goals (broad range of incomes)
- ☐ Household that contribute to meeting income requirements (targeting)
- ☐ Those previously enrolled in educational, training, or upward mobility programs
- ☐ Victims of reprisals or hate crimes
- ☒ Other preference(s) (list below)

The following is an extract from our adopted Admissions and Continued Occupancy Policy.

10.0 Tenant Selection and Assignment Plan

10.1 Preferences

The Hendersonville Housing Authority will select families based on the following preferences within each bedroom size category based on our local housing needs and priorities:

- B. Applicants living in Henderson County with an adult family member currently working twenty (20) or more hours a week. This preference is also extended equally to all elderly families and all families whose head or spouse is receiving income based on their inability to work.**
- B. Applicants not living in Henderson County with an adult family member currently working twenty (20) or more hours a week. This preference is also extended equally to all elderly families and all families whose head or spouse is receiving income based on their inability to work.**
- E. Applicants living in Henderson County, with no adult family member currently working.**
- F. Applicants not living in Henderson County, with no adult family member currently working.**
- E. All other applicants.**

Based on the above preferences, all families in preference A will be offered housing before any families in preference B, preference B families will be offered

housing before any families in preference C, and preference C families will be offered housing before any families in preference D and preference D families will be offered housing before any families in preference E.

The date and time of application will be noted and utilized to determine the sequence within the above prescribed preferences.

Notwithstanding the above, families who are elderly, disabled, or displaced will be offered housing before others single persons.

4. Relationship of preference to income targeting requirements:

- ☐ The PHA applies preferences within income tiers
- ☒ Not applicable: the pool of applicant families ensure that the PHA will meet income targeting requirements

(5) Occupancy

a. What reference materials can applicants and residents use to obtain information about the rules of occupancy of public housing (select all that apply)

- ☒ The PHA - resident lease
- ☒ The PHA's Admissions and (Continued) Occupancy policy
- ☒ PHA briefing seminars or written materials
- ☒ Other source (list)

Newsletter

b. How often must residents notify the PHA of changes in family composition? (select all that apply)

- ☒ At an annual reexamination and lease renewal
- ☒ Anytime family composition changes
- ☐ At family request for revision
- ☐ Other (list)

(6) Deconcentration and Income Mixing

This section intentionally left blank in accordance with Notice HUDPIH99 -51. See Attachment I.

- a. ☐ Yes ☐ No: Did the PHA's analysis of its family (general occupancy) developments to determine concentrations of poverty indicate the need for measures to promote deconcentration of poverty or income mixing?

b. ☐ Yes ☐ No: Did the PHA adopt any changes to its **admissions policies** based on the results of the required analysis of the need to promote deconcentration of poverty or to assure income mixing?

c. If the answer to b was yes, what changes were adopted? (select all that apply)

☐ Adoption of site based waiting lists
If selected, list targeted developments below:

☐ Employing waiting list "skipping" to achieve deconcentration of poverty or income mixing goals at targeted developments
If selected, list targeted developments below:

☐ Employing new admission preferences at targeted developments
If selected, list targeted developments below:

☐ Other (list policies and development targeted below)
Deconcentration Policy which applies to all Authority developments.

d. ☐ Yes ☐ No: Did the PHA adopt any changes to **other** policies based on the results of the required analysis of the need for deconcentration of poverty and income mixing?

e. If the answer to d was yes, how would you describe these changes? (select all that apply)

☐ Additional affirmative marketing
☐ Actions to improve the marketability of certain developments
☐ Adoption or adjustment of ceiling rents for certain developments
☐ Adoption of rent incentives to encourage deconcentration of poverty and income mixing
☐ Other (list below)
Adjustment of flat rents

f. Based on the results of the required analysis, in which developments will the PHA make special efforts to attract or retain higher -income families? (select all that apply)

☐ Not applicable: results of analysis did not indicate a need for such efforts
☐ List (any applicable) developments below:

g. Based on the results of the required analysis, in which developments will the PHA make special efforts to assure access for lower -income families? (select all that apply)

☐ Not applicable: results of analysis did not indicate a need for such efforts
☐ List (any applicable) developments below:

B. Section 8 -NA

Exemptions: PHAs that do not administer section 8 are not required to complete sub -component 3B. Unless otherwise specified, all questions in this section apply only to the tenant -based section 8 assistance program (vouchers, and until completely merged into the voucher program, certificates).

(1) Eligibility

a. What is the extent of screening conducted by the PHA? (select all that apply)

- ☐ Criminal or drug -related activity only to the extent required by law or regulation
- ☐ Criminal and drug -related activity, more extensively than required by law or regulation
- ☐ More general screening than criminal and drug -related activity (list factors below)
- ☐ Other (list below)

b. ☐ Yes ☐ No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?

c. ☐ Yes ☐ No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?

d. ☐ Yes ☐ No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC - authorized source)

e. Indicate what kinds of information you share with prospective landlords? (select all that apply)

- ☐ Criminal or drug -related activity
- ☐ Other (describe below)

(2) Waiting List Organization

a. With which of the following program waiting lists is the section 8 tenant -based assistance waiting list merged? (select all that apply)

- ☐ None
- ☐ Federal public housing
- ☐ Federal moderate rehabilitation
- ☐ Federal project -based certificate program
- ☐ Other federal or local program (list below)

b. Where may interested persons apply for admission to section 8 tenant -based assistance? (select all that apply)

- ☐ PHA main administrative office
- ☐ Other (list below)

(3) Search Time

a. ☐ Yes ☐ No: Does the PHA give extensions on standard 60 -day period to search for a unit?

If yes, state circumstances below:

(4) Admissions Preferences

a. Income targeting

- ☐ Yes ☐ No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 75% of all new admission to the section 8 program to families at or below 30% of median area income?

b. Preferences

1. ☐ Yes ☐ No: Has the PHA established preferences for admission to section 8 tenant-based assistance? (other than date and time of application) (if no, skip to subcomponent **(5) Special purposes section 8 assistance programs**)

2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences

- ☐ Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
☐ Victims of domestic violence
☐ Substandard housing
☐ Homelessness
☐ High rent burden (rent is > 50 percent of income)

Other preferences (select all that apply)

- ☐ Working families and those unable to work because of age or disability
☐ Veterans and veterans' families
☐ Residents who live and/or work in your jurisdiction
☐ Those enrolled currently in educational, training, or upward mobility programs
☐ Households that contribute to meeting income goals (broad range of incomes)
☐ Households that contribute to meeting income requirements (targeting)
☐ Those previously enrolled in educational, training, or upward mobility programs
☐ Victims of reprisals or hate crimes
☐ Other preference(s) (list below)

3. If the PHA will employ admissions preferences, please prioritize by placing a "1" in the space that represents your first priority, a "2" in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a points system), place the same number next to each. That means you can use "1" more than once, "2" more than once, etc.

Date and Time

Former Federal preferences

Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
Victims of domestic violence

Substandard housing
Homelessness
High rent burden

Other preferences (select all that apply)

- ☐ Working families and those unable to work because of age or disability
- ☐ Veterans and veterans' families
- ☐ Residents who live and/or work in your jurisdiction
- ☐ Those enrolled currently in educational, training, or upward mobility programs
- ☐ Households that contribute to meeting income goals (broad range of incomes)
- ☐ Households that contribute to meeting income requirements (targeting)
- ☐ Those previously enrolled in educational, training, or upward mobility programs
- ☐ Victims of reprisals or hate crimes
- ☐ Other preference(s) (list below)

4. Among applicants on the waiting list with the equal preference status, how are applicants selected? (select one)

- ☐ Date and time of application
- ☐ Drawing (lottery) or other random choice technique

5. If the PHA plans to employ preferences for "residents who live and/or work in the jurisdiction" (select one)

- ☐ This preference has previously been reviewed and approved by HUD
- ☐ The PHA requests approval for this preference through this PHA Plan

6. Relationship of preferences to income targeting requirements: (select one)

- ☐ The PHA applies preferences within income tiers
- ☐ Not applicable: the pool of applicant families ensures that the PHA will meet income targeting requirements

(5) Special Purpose Section 8 Assistance Programs

a. In which documents or other reference materials are the policies governing eligibility, selection, and admission to any special -purpose section 8 program administered by the PHA contained? (select all that apply)

- ☐ The Section 8 Administrative Plan
- ☐ Briefing sessions and written materials
- ☐ Other (list below)

b. How does the PHA announce the availability of any special -purpose section 8 programs to the public?

- ☐ Through published notices

☐ Other(list below)

4.PHARentDeterminationPolicies

[24CFRPart903.79(d)]

A.PublicHousing

Exemptions:PHAthatdonotadministerpublichou singarenotrequiredto completesub -component4A.

(1)IncomeBasedRentPolicies

Describe the PHA's income based rent setting policy/ies for public housing using, including discretionary (that is, not required by statute or regulation) income disregard sand exclusions, in the appropriate spaces below.

a. Use of discretionary policies: (select one)

☒ The PHA will not employ any discretionary rent -setting policies for income based rent in public housing. Income -based rents are set at the higher of 30% of adjusted monthly income, 10% of unadjusted monthly income, the welfare rent, or minimum rent (less HUD mandatory deductions and exclusions). (If selected, skip to sub -component (2))

---or---

☐ The PHA employs discretionary policies for determining income based rent (If selected, continue to question b.)

b. Minimum Rent

1. What amount best reflects the PHA's minimum rent? (select one)

- ☐ \$0
☐ \$1-\$25
☒ \$26-\$50

2. ☐ Yes ☒ No: Has the PHA adopted any discretionary minimum rent hardship exemption policies?

3. If yes to question 2, list these policies below :

c. Rents set at less than 30% than adjusted income

1. ☐ Yes ☒ No: Does the PHA plan to charge rents at a fixed amount or percentage less than 30% of adjusted income?

2. If yes to above, list the amounts or percentages charged and the circumstances under which these will be used below:

d. Which of the discretionary (optional) deductions and/or exclusions policies does the PHA plan to employ (select all that apply)

- ☐ For the earned income of a previously unemployed household member
- ☐ For increases in earned income
- ☐ Fixed amount (other than general rent -setting policy)
If yes, state amount/s and circumstances below:
- ☐ Fixed percentage (other than general rent -setting policy)
If yes, state percentage/s and circumstances below:
- ☐ For household heads
- ☐ For other family members
- ☐ For transportation expenses
- ☐ For the non-reimbursed medical expenses of non-disabled or non-elderly families
- ☐ Other (describe below)

e. Ceiling rents

1. Do you have ceiling rents? (rents set at a level lower than 30% of adjusted income) (select one)

- ☒ Yes for all developments
- ☐ Yes but only for some developments
- ☐ No

2. For which kinds of developments are ceiling rents in place? (select all that apply)

- ☒ For all developments
- ☐ For all general occupancy developments (not elderly or disabled or elderly only)
- ☐ For specified general occupancy developments
- ☐ For certain parts of developments; e.g., the high-rise portion
- ☐ For certain size units; e.g., larger bedroom sizes
- ☐ Other (list below)

3. Select the space or spaces that best describe how you arrive at ceiling rents (select all that apply)

- ☐ Market comparability study
- ☐ Fair market rents (FMR)
- ☐ 95th percentile rents
- ☐ 75 percent of operating costs
- ☒ 100 percent of operating costs for general occupancy (family) developments

- ☐ Operating costs plus debt service
- ☐ The "rental value" of the unit
- ☐ Other (list below)

f. Rentre -determinations:

1. Between income reexaminations, how often must tenants report changes in income or family composition to the PHA such that the changes result in an adjustment to rent? (select all that apply)

- ☒ Never
- ☐ At family option
- ☐ Anytime the family experiences an income increase
- ☐ Anytime a family experiences an income increase above a threshold amount or percentage: (if selected, specify threshold) _____
- ☐ Other (list below)

g. ☐ Yes ☒ No: Does the PHA plan to implement individual savings accounts for residents (ISAs) as an alternative to the required 12 month disallowance of earned income and phasing in of rent increases in the next year?

(2) Flat Rents

1. In setting the market -based flat rents, what sources of information did the PHA use to establish comparability? (select all that apply.)

- ☐ The section 8 rent reasonableness study of comparable housing
- ☐ Survey of rents listed in local newspaper
- ☐ Survey of similar unassisted units in the neighborhood
- ☒ Other (list/describe below)

100% of the operating costs.

B. Section 8 Tenant -Based Assistance -NA

Exemptions: PHA that do not administer Section 8 tenant -based assistance are not required to complete sub-component 4B. **Unless otherwise specified, all questions in this section apply only to the tenant -based section 8 assistance program (vouchers, and until completely merged in to the voucher program, certificates).**

(1) Payment Standards

Describe the voucher payment standards and policies .

a. What is the PHA's payment standard? (select the category that best describes your standard)

- ☐ At or above 90% but below 100% of FMR

- ☐ 100% of FMR
- ☐ Above 100% but at or below 110% of FMR
- ☐ Above 110% of FMR (if HUD approved; describe circumstances below)

b. If the payment standard is lower than FMR, why has the PHA selected this standard?
(select all that apply)

- ☐ FMRs are adequate to ensure success among assisted families in the PHA's segment of the FMR area
- ☐ The PHA has chosen to serve additional families by lowering the payment standard
- ☐ Reflects market or submarket
- ☐ Other (list below)

c. If the payment standard is higher than FMR, why has the PHA chosen this level?
(select all that apply)

- ☐ FMRs are not adequate to ensure success among assisted families in the PHA's segment of the FMR area
- ☐ Reflects market or submarket
- ☐ To increase housing options for families
- ☐ Other (list below)

d. How often are payment standards reevaluated for adequacy? (select one)

- ☐ Annually
- ☐ Other (list below)

e. What factors will the PHA consider in its assessment of the adequacy of its payment standard? (select all that apply)

- ☐ Success rates of assisted families
- ☐ Rent burdens of assisted families
- ☐ Other (list below)

(2) Minimum Rent

a. What amount best reflects the PHA's minimum rent? (select one)

- ☐ \$0
- ☐ \$1-\$25
- ☐ \$26-\$50

b. ☐ Yes ☐ No: Has the PHA adopted any discretionary minimum rent hardship exemption policies? (if yes, list below)

5. Operations and Management

[24CFR Part 903.79(e)]

Exemptions from Component 5: High performing and small PHAs are not required to complete this section. Section 8 only PHAs must complete parts A, B, and C (2)

The Hendersonville Housing Authority is a High Performing Agency for the Fiscal Year ended September 30, 2002 and is not required to complete this section.

A. PHA Management Structure

Describe the PHA's management structure and organization.

(select one)

- ☐ An organization chart showing the PHA's management structure and organization is attached.
- ☐ A brief description of the management structure and organization of the PHA follows:

B. HUD Programs Under PHA Management

List Federal programs administered by the PHA, number of families served at the beginning of the upcoming fiscal year, and expected turnover each. (Use "NA" to indicate that the PHA does not operate any of the programs listed below.)

Program Name	Units or Families Served at Year Beginning	Expected Turnover
Other Federal Programs (list individually)		
Section 8 New Construction		

C. Management and Maintenance Policies

List the PHA's public housing management and maintenance policy documents, manuals and handbooks that contain the Agency's rules, standards, and policies that govern maintenance and management of public housing, including a description of any measures necessary for the prevention or eradication of pest infestation (which includes cockroach infestation) and the policies governing Section 8 management.

(1) Public Housing Maintenance and Management: (list below)

(2) Section 8 Management: (list below)

6. PHA Grievance Procedures

[24CFRPart903.79(f)]

Exemptions from component 6: High performing PHAs are not required to complete component 6. Section 8-Only PHAs are exempt from sub -component 6A.

The Hendersonville Housing Authority is a High Performing Agency for the Fiscal Year ended September 30, 2002 and is not required to complete this section.

A. Public Housing

1. ☐ Yes ☐ No: Has the PHA established any written grievance procedures in addition to federal requirements found at 24CFRPart966, Subpart B, for residents of public housing?

If yes, list additions to federal requirements below:

2. Which PHA offices should residents or applicants to public housing contact to initiate the PHA grievance process? (select all that apply)

- ☐ PHA main administrative office
☐ PHA development management offices
☐ Other (list below)

B. Section 8 Tenant -Based Assistance

1. ☐ Yes ☐ No: Has the PHA established informal review procedures for applicants to the Section 8 tenant -based assistance program and informal hearing procedures for families assisted by the Section 8 tenant -based assistance program in addition to federal requirements found at 24 CFR 982?

If yes, list additions to federal requirements below:

2. Which PHA offices should applicants or assisted families contact to initiate the informal review and informal hearing processes? (select all that apply)

- ☐ PHA main administrative office
☐ Other (list below)

7. Capital Improvement Needs

[24CFRPart903.79(g)]

Exemptions from Component 7: Section 8 only PHAs are not required to complete this component and may skip to Component 8.

A. Capital Fund Activities

Exemptions from sub -component 7A: PHAs that will not participate in the Capital Fund Program may skip to component 7B. All other PHAs must complete 7A as instructed.

(1)CapitalFundProgramAnnualStatement

Using parts I, II, and III of the Annual Statement for the Capital Fund Program (CFP), identify capital activities the PHA is proposing for the upcoming year to ensure long-term physical and social viability of its public housing developments. This statement can be completed by using the CFP Annual Statement tables provided in the table library at the end of the PHA Plan template **OR**, at the PHA's option, by completing and attaching a properly updated HUD -52837.

Select one:

☒ The Capital Fund Program Annual Statement is provided as an attachment to the PHA Plan at Attachment (state name) **Attachment A:**

☐ The Capital Fund Program Annual Statement is provided below: (if selected, copy the CFP Annual Statement from the Table Library and insert there)

(2)Optional 5 -Year Action Plan

Agencies are encouraged to include a 5 -Year Action Plan covering capital work items. This statement can be completed by using the 5 Year Action Plan table provided in the table library at the end of the PHA Plan template **OR** by completing and attaching a properly updated HUD -52834.

a. ☒ Yes ☐ No: Is the PHA providing an optional 5 -Year Action Plan for the Capital Fund? (if no, skip to sub-component 7B)

b. If yes to question a, select one:

☒ The Capital Fund Program 5 -Year Action Plan is provided as an attachment to the PHA Plan at Attachment (state name) **Attachment B**

-or-

☐ The Capital Fund Program 5 -Year Action Plan is provided below: (if selected, copy the CFP Optional 5 Year Action Plan from the Table Library and insert there)

B. HOPE VI and Public Housing Development and Replacement Activities (Non -Capital Fund)

Applicability of sub-component 7B: A II PHA administering public housing. Identify any approved HOPE VI and/or public housing development or replacement activities not described in the Capital Fund Program Annual Statement.

☐ Yes ☒ No: a) Has the PHA received a HOPE VI revitalization grant? (if no, skip to question c; if yes, provide responses to question b for each grant, copying and completing as many times as necessary)
b) Status of HOPE VI revitalization grant (complete one set of questions for each grant)

1. Development name:

2. Development (project) number:

3. Status of grant: (select the statement that best describes the current status)

- ☐ Revitalization Plan under development
☐ Revitalization Plan submitted, pending approval
☐ Revitalization Plan approved
☐ Activities pursuant to an approved Revitalization Plan underway

☐ Yes ☒ No: c) Does the PHA plan to apply for a HOPE VI Revitalization grant in the Plan year?
 If yes, list development name/s below:

☐ Yes ☒ No: d) Will the PHA be engaging in any mixed -financed development activities for public housing in the Plan year?
 If yes, list developments or activities below:

☐ Yes ☒ No: e) Will the PHA be conducting any other public housing development or replacement activities not discussed in the Capital Fund Program Annual Statement?
 If yes, list developments or activities below:

8. Demolition and Disposition

[24CFR Part 903.79(h)]

Applicability of component 8: Section 8 only PHAs are not required to complete this section.

1. ☐ Yes ☒ No: Does the PHA plan to conduct any demolition or disposition activities (pursuant to section 18 of the U.S. Housing Act of 1937 (42 U.S.C. 1437p)) in the plan Fiscal Year? (If "No", skip to component 9; if "yes", complete one activity description for each development.)

2. Activity Description

☐ Yes ☐ No: Has the PHA provided the activities description information in the **optional** Public Housing Asset Management Table? (If "yes", skip to component 9. If "No", complete the Activity Description table below.)

Demolition/Disposition Activity Description
1a. Development name:
1b. Development (project) number:
2. Activity type: Demolition <input type="checkbox"/> Disposition <input type="checkbox"/>
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/>

Planned application <input type="checkbox"/>
4. Date application approved, submitted, or planned for submission: ()
5. Number of units affected:
6. Coverage of action (select one)
<input type="checkbox"/> Part of the development
<input type="checkbox"/> Total development
7. Timeline for activity:
a. Actual or projected start date of activity:
b. Projected end date of activity:

9. Designation of Public Housing for Occupancy by Elderly Families or Families with Disabilities or Elderly Families and Families with Disabilities

[24CFR Part 903.79(i)]

Exemptions from Component 9; Section 8 only PHAs are not required to complete this section.

1. ☐ Yes ☒ No: Has the PHA designated or applied for approval to designate or does the PHA plan to apply to designate any public housing for occupancy only by the elderly families or only by families with disabilities, or by elderly families and families with disabilities or will apply for designation for occupancy by only elderly families or only families with disabilities, or by elderly families and families with disabilities as provided by section 7 of the U.S. Housing Act of 1937 (42 U.S.C. 1437e) in the upcoming fiscal year? (If "No", skip to component 10. If "yes", complete one activity description for each development, unless the PHA is eligible to complete a streamlined submission; PHAs completing streamlined submissions may skip to component 10.)

2. Activity Description ☐ Yes ☐ No: Has the PHA provided all required activity description information for this component in the **optional** Public Housing Asset Management Table? If "yes", skip to component 10. If "No", complete the Activity Description table below.

Designation of Public Housing Activity Description
1a. Development name:
1b. Development (project) number:
2. Designation type:
Occupancy by only the elderly <input type="checkbox"/>
Occupancy by families with disabilities <input type="checkbox"/>
Occupancy by only elderly families and families with disabilities <input type="checkbox"/>
3. Application status (select one)
Approved; included in the PHA's Designation Plan <input type="checkbox"/>
Submitted, pending approval <input type="checkbox"/>

Planned application <input type="checkbox"/>
4. Date this designation approved, submitted, or planned for submission: (DD/MM/YY)
5. If approved, will this designation constitute a (select one) <input type="checkbox"/> New Designation Plan <input type="checkbox"/> Revision of a previously-approved Designation Plan?
6. Number of units affected: 7. Coverage of action (select one) <input type="checkbox"/> Part of the development <input type="checkbox"/> Total development

10. Conversion of Public Housing to Tenant -Based Assistance

[24CFR Part 903.79(j)]

Exemptions from Component 10; Section 8 only PHAs are not required to complete this section.

A. Assessment of Reasonable Revitalization Pursuant to Section 202 of the HUD FY1996 HUD Appropriations Act

1. ☐ Yes ☒ No: Have any of the PHA's developments or portions of developments been identified by HUD or the PHA as covered under Section 202 of the HUD FY1996 HUD Appropriations Act? (If "No", skip to component 11; if "yes", complete one activity description for each identified development, unless eligible to complete as streamlined submission. PHAs completing streamlined submissions may skip to component 11.)

2. Activity Description

- ☐ Yes ☐ No: Has the PHA provided all required activity description information for this component in the **optional** Public Housing Asset Management Table? If "yes", skip to component 11. If "No", complete the Activity Description table below.

Conversion of Public Housing Activity Description
1a. Development name: 1b. Development (project) number:
2. What is the status of the required assessment? <input type="checkbox"/> Assessment underway <input type="checkbox"/> Assessment results submitted to HUD <input type="checkbox"/> Assessment results approved by HUD (if marked, proceed to next question) <input type="checkbox"/> Other (explain below)
3. <input type="checkbox"/> Yes <input type="checkbox"/> No: Is a Conversion Plan required? (If yes, go to block 4; if no, go to block 5.)
4. Status of Conversion Plan (select the statement that best describes the current status) <input type="checkbox"/> Conversion Plan in development

<input type="checkbox"/> Conversion Plans submitted to HUD on: (DD/MM/YYYY) <input type="checkbox"/> Conversion Plan approved by HUD on: (DD/MM/YYYY) <input type="checkbox"/> Activities pursuant to HUD - approved Conversion Plan underway
5. Description of how requirements of Section 202 are being satisfied by means other than conversion (select one) <input type="checkbox"/> Units addressed in a pending or approved demolition application (date submitted or approved:) <input type="checkbox"/> Units addressed in a pending or approved HOPE VI demolition application (date submitted or approved:) <input type="checkbox"/> Units addressed in a pending or approved HOPE VI Revitalization Plan (date submitted or approved:) <input type="checkbox"/> Requirements no longer applicable: vacancy rates are less than 10 percent <input type="checkbox"/> Requirements no longer applicable: site now has less than 300 units <input type="checkbox"/> Other: (describe below)

B. Reserved for Conversions pursuant to Section 22 of the U.S. Housing Act of 1937

C. Reserved for Conversions pursuant to Section 33 of the U.S. Housing Act of 1937

11. Homeownership Programs Administered by the PHA

[24 CFR Part 903.79(k)]

A. Public Housing

Exemptions from Component 11A: Section 8 only PHAs are not required to complete 11A.

1. ☐ Yes ☒ No: Does the PHA administer any homeownership programs administered by the PHA under an approved section 5(h) homeownership program (42 U.S.C. 1437c(h)), or an approved HOPE I program (42 U.S.C. 1437aaa) or has the PHA applied or plan to apply to administer any homeownership programs under section 5(h), the HOPE I program, or section 32 of the U.S. Housing Act of 1937 (42 U.S.C. 1437z -4). (If "No", skip to component 11B; if "yes", complete one activity description for each applicable program/plan, unless eligible to complete a streamlined submission due to **small PHA** or **high performing PHA** status. PHAs completing streamlined submissions may skip to component 11B.)

2. Activity Description

- ☐ Yes ☐ No: Has the PHA provided all required activity description information for this component in the **optional** Public Housing Asset Management Table? (If "yes", skip to component 12. If "No", complete the Activity Description table below.)

Public Housing Homeownership Activity Description (Complete one for each development affected)
1a. Development name: 1b. Development (project) number:
2. Federal Program authority: <input type="checkbox"/> HOPEI <input type="checkbox"/> 5(h) <input type="checkbox"/> Turnkey III <input type="checkbox"/> Section 32 of the USHA of 1937 (effective 10/1/ 99)
3. Application status: (select one) <input type="checkbox"/> Approved; included in the PHA's Homeownership Plan/Program <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application
4. Date Homeownership Plan/Program approved, submitted, or planned for submission: (DD/MM/YYYY)
5. Number of units affected: 6. Coverage of action: (select one) <input type="checkbox"/> Part of the development <input type="checkbox"/> Total development

B. Section 8 Tenant Based Assistance

1. ☐ Yes ☒ No: Does the PHA plan to administer a Section 8 Homeownership program pursuant to Section 8(y) of the U.S.H.A. of 1937, as implemented by 24 CFR part 982? (If "No", skip to component 12; if "yes", describe each program using the table below (copy and complete questions for each program identified), unless the PHA is eligible to complete a streamlined submission due to high performer status. **High performing PHAs** may skip to component 12.)

2. Program Description:

a. Size of Program

- ☐ Yes ☐ No: Will the PHA limit the number of families participating in the section 8 homeownership option?

If the answer to the question above was yes, which statement best describes the number of participants? (select one)

- ☐ 25 or fewer participants
☐ 26- 50 participants
☐ 51 to 100 participants
☐ more than 100 participants

b. PHA established eligibility criteria

- ☐ Yes ☐ No: Will the PHA's program have eligibility criteria for participation in its Section 8 Homeownership Option program in addition to HUD criteria?
If yes, list criteria below:

12. PHA Community Service and Self-Sufficiency Programs

[24CFR Part 903.79(l)]

Exemptions from Component 12: High performing and small PHAs are not required to complete this component. Section 8 - Only PHAs are not required to complete sub-component C.

The Hendersonville Housing Authority is a High Performing Agency for the Fiscal Year ended September 30, 2002 and is not required to complete this section.

A. PHA Coordination with the Welfare (TANF) Agency

1. Cooperative agreements:

- ☐ Yes ☐ No: Has the PHA entered into a cooperative agreement with the TANF Agency, to share information and/or target supportive services (as contemplated by section 12(d)(7) of the Housing Act of 1937)?

If yes, what was the date that agreement was signed? DD/MM/YY

2. Other coordination efforts between the PHA and TANF Agency (select all that apply)

- ☐ Client referrals
- ☐ Information sharing regarding mutual clients (for rent determinations and otherwise)
- ☐ Coordinate the provision of specific social and self-sufficiency services and programs to eligible families
- ☐ Jointly administer programs
- ☐ Partner to administer a HUD Welfare-to-Work voucher program
- ☐ Joint administration of other demonstration program
- ☐ Other (describe)

B. Services and programs offered to residents and participants

(1) General

a. Self-Sufficiency Policies (Not Applicable)

Which, if any of the following discretionary policies will the PHA employ to enhance the economic and social self-sufficiency of assisted families in the following areas? (select all that apply)

- ☐ Public housing rent determination policies
- ☐ Public housing admissions policies
- ☐ Section 8 admissions policies
- ☐ Preference in admission to section 8 for certain public housing families
- ☐ Preferences for families working or engaging in training or education programs for non-housing programs operated or coordinated by the PHA
- ☐ Preference/eligibility for public housing homeownership option participation

- ☐ Preference/eligibility for section 8 homeownership option participation
- ☐ Other policies (list below)

b. Economic and Social self-sufficiency programs

- ☐ Yes ☐ No: Does the PHA coordinate, promote or provide any programs to enhance the economic and social self-sufficiency of residents? (If "yes", complete the following table; if "no" skip to sub-component 2, Family Self Sufficiency Programs. The position of the table may be altered to facilitate its use.)

Services and Programs				
Program Name & Description (including location, if appropriate)	Estimated Size	Allocation Method (waiting list/random selection/specific criteria/other)	Access (development office/ PHA main office/ other provider name)	Eligibility (public housing or section 8 participants or both)

(2) Family Self Sufficiency program/ s

a. Participation Description

Family Self Sufficiency (FSS) Participation		
Program	Required Number of Participants (start of FY 2000 Estimate)	Actual Number of Participants (As of: DD/MM/YY)
Public Housing		
Section 8		

- b. ☐ Yes ☐ No: If the PHA is not maintaining the minimum program size required by HUD, does the most recent FSS Action Plan address the steps the PHA plans to take to achieve at least the minimum program size?
- If no, list steps the PHA will take below:

C. Welfare Benefit Reductions

1. The PHA is complying with the statutory requirements of section 12(d) of the U.S. Housing Act of 1937 (relating to the treatment of income changes resulting from welfare program requirements) by: (select all that apply)

- ☐ Adopting appropriate changes to the PHA's public housing rent determination policies and training staff to carry out those policies

- ☐ Informing residents of new policy on admission and reexamination
- ☐ Actively notifying residents of new policy at times in addition to admission and reexamination.
- ☐ Establishing or pursuing a cooperative agreement with all appropriate TANF agencies regarding the exchange of information and coordination of services
- ☐ Establishing a protocol for exchange of information with all appropriate TANF agencies
- ☐ Other: (list below)

D. Reserved for Community Service Requirement pursuant to section 12(c) of the U.S. Housing Act of 1937

See Attachment K: Implementation of Community Service Requirements

13. PHA Safety and Crime Prevention Measures

[24CFR Part 903.79(m)]

Exemptions from Component 13: High performing and small PHAs not participating in PHDEP and Section 8 Only PHAs may skip to component 15. High performing and small PHAs that are participating in PHDEP and are submitting a PHDEP Plan with this PHA Plan may skip to sub-component D.

The Hendersonville Housing Authority is a High Performing Agency for the Fiscal Year ended September 30, 2002 and is not required to complete this section.

A. Need for measures to ensure the safety of public housing residents

1. Describe the need for measures to ensure the safety of public housing residents (select all that apply)

- ☐ High incidence of violent and/or drug -related crime in some or all of the PHA's developments
- ☐ High incidence of violent and/or drug -related crime in the area surrounding or adjacent to the PHA's developments
- ☐ Residents fearful for their safety and/or the safety of their children
- ☐ Observed lower -level crime, vandalism and/or graffiti
- ☐ People on waiting list unwilling to move into one or more developments due to perceived and/or actual levels of violent and/or drug -related crime
- ☐ Other (describe below)

2. What information or data did the PHA use to determine the need for PHA action to improve safety of residents (select all that apply).

- ☐ Safety and security survey of residents
- ☐ Analysis of crime statistics over time for crimes committed "in and around" public housing authority
- ☐ Analysis of cost trends over time for repair of vandalism and removal of graffiti
- ☐ Resident reports
- ☐ PHA employee reports
- ☐ Police reports

- ☐ Demonstrable, quantifiable success with previous or ongoing anti-crime/anti-drug programs
- ☐ Other (describe below)

3. Which developments are most affected? (list below)

B. Crime and Drug Prevention activities the PHA has undertaken or plan to undertake in the next PHA fiscal year

1. List the crime prevention activities the PHA has undertaken or plan to undertake: (select all that apply)

- ☐ Contracting with outside and/or resident organizations for the provision of crime and/or drug -prevention activities
- ☐ Crime Prevention Through Environmental Design
- ☐ Activities targeted to at -risk youth, adults, or seniors
- ☐ Volunteer Resident Patrol/Block Watchers Program
- ☐ Other (describe below)

1. Which developments are most affected? (list below)

C. Coordination between PHA and the police

1. Describe the coordination between the PHA and the appropriate police precincts for carrying out crime prevention measures and activities: (select all that apply)

- ☐ Police involvement in development, implementation, and/or ongoing evaluation of drug -elimination plan
- ☐ Police provide crime data to housing authority staff for analysis and action
- ☐ Police have established a physical presence on housing authority property (e.g., community policing office, officer in residence)
- ☐ Police regularly testify in and otherwise support eviction cases
- ☐ Police regularly meet with the PHA management and residents
- ☐ Agreement between PHA and local law enforcement agency for provision of above-baseline law enforcement services
- ☐ Other activities (list below)

2. Which developments are most affected? (list below)

D. Additional information as required by PHDEP/PHDEP Plan

PHA eligible for FY2000 PH DEP funds must provide a PHDEP Plan meeting specified requirements prior to receipt of PHDEP funds.

- ☐ Yes ☒ No: Is the PHA eligible to participate in the PHDEP in the fiscal year covered by this PHA Plan?
- ☐ Yes ☒ No: Has the PHA included the PHDEP Plan for FY2002 in this PHA Plan?
- Not Applicable

☐ Yes ☐ No: This PHDEP Plan is an Attachment. (Attachment Filename: ____)
Not Applicable

14. RESERVED FOR PET POLICY

[24CFR Part 903.79(n)]

See Attachment J: Pet Policy

15. Civil Rights Certifications

[24CFR Part 903.79(o)]

Civil rights certifications are included in the PHA Plan Certification of Compliance with the PHA Plans and Related Regulations .

16. Fiscal Audit

[24CFR Part 903.79(p)]

1. ☒ Yes ☐ No: Is the PHA required to have an audit conducted under section 5(h)(2) of the U.S. Housing Act of 1937 (42 U.S.C. 1437c(h))?
(If no, skip to component 17.)
2. ☒ Yes ☐ No: Was the most recent fiscal audit submitted to HUD?
3. ☐ Yes ☒ No: Were there any findings as the result of that audit?
4. ☐ Yes ☐ No: If there were any findings, do any remain unresolved?
If yes, how many unresolved findings remain? ____
5. ☐ Yes ☐ No: Have responses to any unresolved findings been submitted to HUD?
If not, when are they due (state below)?

17. PHA Asset Management

[24CFR Part 903.79(q)]

Exemptions from component 17: Section 8 Only PHAs are not required to complete this component. High performing and small PHAs are not required to complete this component.

The Hendersonville Housing Authority is a High Performing Agency for the Fiscal Year ended September 30, 2002 and is not required to complete this section.

1. ☐ Yes ☐ No: Is the PHA engaging in any activities that will contribute to the long-term asset management of its public housing stock, including how the Agency will plan for long-term operating, capital investment, rehabilitation, modernization, disposition, and other needs that have **not** been addressed elsewhere in this PHA Plan?
2. What type of asset management activities will the PHA undertake? (select all that apply)
☐ Not applicable
☐ Private management
☐ Development-based accounting

- ☐ Comprehensive stock assessment
☐ Other:(list below)

3. ☐ Yes ☐ No: Has the PHA included descriptions of asset management activities in the **optional** Public Housing Asset Management Table?

18. Other Information

[24CFR Part 903.79(r)]

A. Resident Advisory Board Recommendations

1. ☒ Yes ☐ No: Did the PHA receive any comments on the PHA Plan from the Resident Advisory Board/s?

2. If yes, the comments are: (if comments were received, the PHA **MUST** select one)

☐ Attached as Attachment (Filename)

☒ Provided below:

The RAB recommended installing vanities in the bathrooms in NC027 -2;
The RAB commented that they were pleased that storm doors were being installed at NC027 -1

3. In what manner did the PHA address those comments? (select all that apply)

☒ Considered comments, but determined that no changes to the PHA Plan were necessary.

☐ The PHA changed portions of the PHA Plan in response to comments
List changes below:

☐ Other:(list below)

B. Description of Election process for Residents on the PHA Board

1. ☐ Yes ☒ No: Does the PHA meet the exemption criteria provided in section 2(b)(2) of the U.S. Housing Act of 1937? (If no, continue to question 2; if yes, skip to sub-component C.)

2. ☐ Yes ☒ No: Was there a resident who serves on the PHA Board elected by the residents? (If yes, continue to question 3; if no, skip to sub-component C.)

See Attachment F: Resident on the Governing Board

3. Description of Resident Election Process

a. Nomination of candidates for place on the ballot: (select all that apply)

☐ Candidates were nominated by resident and assisted family organizations

- ☐ Candidates could be nominated by any adult recipient of PHA assistance
- ☐ Self-nomination: Candidates registered with the PHA and requested a place on ballot
- ☐ Other: (describe)

b. Eligible candidates: (select one)

- ☐ Any recipient of PHA assistance
- ☐ Any head of household receiving PHA assistance
- ☐ Any adult recipient of PHA assistance
- ☐ Any adult member of a resident or assisted family organization
- ☐ Other (list)

c. Eligible voters: (select all that apply)

- ☐ All adult recipients of PHA assistance (public housing and section 8 tenant assistance) -based
- ☐ Representatives of all PHA resident and assisted family organizations
- ☐ Other (list)

C. Statement of Consistency with the Consolidated Plan

For each applicable Consolidated Plan, make the following statement (copy questions as many times as necessary).

1. Consolidated Plan jurisdiction: (provide name here) Asheville Regional Housing Consortium Consolidated Housing and Community Development Plan ; State of North Carolina

2. The PHA has taken the following steps to ensure consistency of this PHA Plan with the Consolidated Plan for the jurisdiction: (select all that apply)

- ☒ The PHA has based its statement of needs of families in the jurisdiction on the needs expressed in the Consolidated Plan/s. (CHAS Table 1C)
- ☐ The PHA has participated in any consultation process organized and offered by the Consolidated Plan agency in the development of the Consolidated Plan.
- ☐ The PHA has consulted with the Consolidated Plan agency during the development of this PHA Plan.
- ☐ Activities to be undertaken by the PHA in the coming year are consistent with the initiatives contained in the Consolidated Plan. (list below)
- ☐ Other: (list below)

4. The Consolidated Plan of the jurisdiction supports the PHA Plan with the following actions and commitments: (describe below)

The Asheville Regional Housing Consortium Consolidated Housing and Community Development Plan and the State of North Carolina Consolidated Plan has committed to the enhancement of the quality of life in our area by implementing programs to diversify economic development, improve community streets and public transportation,

development of supportive housing, increase comprehensive planning, improve safety in city neighborhoods, and construct more recreational facilities for the youth and elderly.

D. Other Information Required by HUD

Use this section to provide any additional information requested by HUD.

The final Agency Plan Rule contains a requirement in 24 CFR 903.7 that an agency plans contain a locally derived definition of “substantial deviation” and “significant amendment or modification.”

The Hendersonville Housing Authority has adopted a definition of substantial deviation and significant amendment or modification. It is found in Attachment H: Definition of Substantial Deviation and Significant Amendment or Modification.

Attachments

Use this section to provide any additional attachments referenced in the Plans.

Attachment A: Capital Fund Program FY2003 Annual Statement

Attachment B: Capital Fund Program 5 – Year Action Plan

Attachment C: Capital Fund Program FY2002 P&E Report

Attachment D: Capital Fund Program FY2001 P&E Report

Attachment F: Resident Member on the PHA Governing Board

Attachment G: Membership of the Resident Advisory Board

Attachment H: Definition of Substantial Deviation and Significant Amendment or Modification

Attachment I: Deconcentration and Income Mixing

Attachment J: Pet Policy Statement

Attachment K: Implementation of Community Service Requirements

Attachment L: Statement of Progress in Meeting Mission, Goals and Objectives

Attachment M: FY2002 Resident Survey Follow Up Plan

AttachmentA

AnnualStatement/PerformanceandEvaluationReport					
CapitalFundProgramandCapitalFundProgramReplacementHousingFactor(CFP/CFPRHF)PartI:Summary					
PHAName: HendersonvilleHousingAuthority		GrantTypeandNumber CapitalFundProgram GrantNo: NC06P02750103 ReplacementHousingFactorGrantNo:			FederalFYofGrant: 2003
<input checked="" type="checkbox"/> OriginalAnnualStatement <input type="checkbox"/> ReserveforDisasters/Emergencies <input type="checkbox"/> RevisedAnnualStatement (revisionno:) <input type="checkbox"/> PerformanceandEvaluationReportforPeriodEnding: <input type="checkbox"/> FinalPerformanceandEvaluationReport					
Lin e No.	SummarybyDevelopmentAccount	TotalEstimatedCost		Total ActualCost	
		Original	Revised	Obligated	Expended
1	Totalnon -CFPFunds				
2	1406Operations	30,000			
3	1408ManagementImprovements				
4	1410Administration	41,490			
5	1411Audit				
6	1415LiquidatedDamages				
7	1430FeesandCosts	22,000			
8	1440SiteAcquisition				
9	1450SiteImprovement	25,000			
10	1460DwellingStructures	373,158			
11	1465.1DwellingEquipment — Nonexpendable				
12	1470NondwellingStructures	160,000			
13	1475NondwellingEquipment				
14	1485Demolition				
15	1490ReplacementReserve				
16	1492MovingtoWorkDemonstration				
17	1495.1RelocationCosts				
18	1499DevelopmentActivities				

Annual Statement/Performance and Evaluation Report					
Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part I: Summary					
PHAName: Hendersonville Housing Authority		Grant Type and Number Capital Fund Program GrantNo: NC06P02750103 Replacement Housing Factor GrantNo:			Federal FY of Grant: 2003
<input checked="" type="checkbox"/> Original Annual Statement <input type="checkbox"/> Reserve for Disasters/Emergencies <input type="checkbox"/> Revised Annual Statement (revision no:)					
<input type="checkbox"/> Performance and Evaluation Report for Period Ending: <input type="checkbox"/> Final Performance and Evaluation Report					
Lin e No.	Summary by Development Account	Total Estimated Cost		Total Actual Cost	
		Original	Revised	Obligated	Expended
19	1501 Collateralization or Debt Service				
20	1502 Contingency				
21	Amount of Annual Grant: (sum of lines 2 – 20)	651,648			
22	Amount of line 21 Related to LBP Activities				
23	Amount of line 21 Related to Section 504 compliance				
24	Amount of line 21 Related to Security – Soft Costs				
25	Amount of Line 21 Related to Security – Hard Costs				
26	Amount of line 21 Related to Energy Conservation Measures				

Annual Statement/Performance and Evaluation Report
Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF)
Part II: Supporting Pages

PHAName: HendersonvilleHousingAuthority		GrantTypeandNumber CapitalFundProgramGrantNo: NC06P02750103 ReplacementHousingFactorGrantNo:				FederalFYofGrant: 2003		
Development Number Name/HA-Wide Activities	GeneralDescriptionofMajor WorkCategories	Dev.Acct No.	Quantity	TotalEstimatedCost		TotalActualCost		Statusof Work
				Original	Revised	Funds Obligated	Funds Expended	
HAWide	Operations	1406						
	ResidentServicesCoordinator salariesand benefits		LumpSum	30,000				
	SubtotalAcct1406			30,000				
	Administration	1410						
HAWide	Prorationofsalariesandbenefits foradministrationofCFP		LumpSum	41,490				
	SubtotalAcct1410			41,490				
	Feesand Costs	1430						
HAWide	A&Efees;reimbursablecosts		LumpSum	12,000				
HAWide	CapitalFundProgramandAnnual PlanUpdateFees ;legalfees		LumpSum	10,000				
	SubtotalAcct1430			22,000				

Annual Statement/Performance and Evaluation Report Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part II: Supporting Pages								
PHAName: Hendersonville Housing Authority			Grant Type and Number Capital Fund Program Grant No: NC06P02750103 Replacement Housing Factor Grant No:			Federal FY of Grant: 2003		
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost		Total Actual Cost		Status of Work
				Original	Revised	Funds Obligated	Funds Expended	
	<u>Site Improvements</u>	1450						
HA Wide	Repairs sidewalks ; add fencing		Lump Sum	25,000				
	Subtotal Acct 1450			25,000				
	<u>Dwelling Structures</u>	1460						
NC027-2 Scattered Sites	Replace existing electric service with 100 amp service (Phase 2)			6,000				
NC027-6 Dermid	Replace existing electric service with 100 amp service (as needed)			4,427				
NC027-2 Scattered Sites	Cover existing wood siding with Hardy Plank siding			72,731				

Annual Statement/Performance and Evaluation Report Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part II: Supporting Pages								
PHAName: Hendersonville Housing Authority			Grant Type and Number Capital Fund Program Grant No: NC06P02750103 Replacement Housing Factor Grant No:			Federal FY of Grant: 2003		
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost		Total Actual Cost		Status of Work
				Original	Revised	Funds Obligated	Funds Expended	
NC027-5 Lincoln Circle	Comprehensive interior renovation: including replacing studs, ceiling joist, electrical circuits, plumbing, sheetrock, interior doors, cabinets, sinks, faucets, lavatories, commodes, fixtures, interior painting and floor tile (Phase 4)			225,000				
NC027-6 Dermid	Replace roofs as needed			35,000				
NC027-6 Dermid	Replace exterior furnace room doors		60 units	30,000				
	Subtotal Acct 1460			373,158				
	<u>Non Dwelling Structures</u>	1470						
HA Wide	Expand maintenance building by 5,400 S/F		Lump Sum	160,000				
	Subtotal Acct 1470			160,000				

Annual Statement/Performance and Evaluation Report Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part II: Supporting Pages								
PHAName: Hendersonville Housing Authority			Grant Type and Number Capital Fund Program Grant No: NC06P02750103 Replacement Housing Factor Grant No:			Federal FY of Grant: 2003		
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost		Total Actual Cost		Status of Work
				Original	Revised	Funds Obligated	Funds Expended	
	<u>Grand Total</u>			651,648				

Annual Statement/Performance and Evaluation Report Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part III: Implementation Schedule							
PHA Name: Hendersonville Housing Authority			Grant Type and Number Capital Fund Program No: NC06P02750103 Replacement Housing Factor No:				Federal FY of Grant: 2003
Development Number Name/HA-Wide Activities	All Fund Obligated (Quarter Ending Date)			All Funds Expended (Quarter Ending Date)			Reasons for Revised Target Dates
	Original	Revised	Actual	Original	Revised	Actual	
HA Wide	09/30/05			09/30/07			
NC027-1							
NC027-2	09/30/05			09/30/07			
NC027-3	09/30/05			09/30/07			
NC027-4							
NC027-5	09/30/05			09/30/07			
NC027-6	09/30/05			09/30/07			

AttachmentB
CapitalFundProgramFive -YearActionPlan
PartI:Summary

PHAName:Hendersonville HousingAuthority				<input checked="" type="checkbox"/> Original5 -YearPlan <input type="checkbox"/> RevisionNo:	
Development Number/Name/H A-Wide	Year1	WorkStatementforYear2 FFYGrant:2004 PHAFY:10/01/04	WorkStatementforYear3 FFYGrant:2005 PHAFY:10/01/05	WorkStatementfor Year4 FFYGrant:2006 PHAFY:10/01/06	WorkStatementfor Year5 FFYGrant:2007 PHAFY:10/01/07
	Annual Statement				
HAWide		76,490	106,648	171,648	501,648
NC027-1		162,158	200,000	452,500	0
NC027-2		125,000	72,500	10,000	0
NC027-3		63,000	72,500	0	150,000
NC027-4		0	0	0	0
NC027-5		225,000	200,000	7,500	0
NC027-6		0	0	10,000	0
CFPFunds Listedfor5 -year planning		651,648	651,648	651,648	651,648
Replacement HousingFactor Funds					

CapitalFundProgramFive -YearActionPlan
PartII:SupportingPages —WorkActivities

Activities for Year1	ActivitiesforYear:___ <u>2</u> ___ FFYGrant:2004 PHAFY:10/01/04			ActivitiesforYear:___ <u>3</u> ___ FFYGrant:2005 PHAFY:10/01/05		
	Development Name/Number	MajorWork Categories	EstimatedCost	Development Name/Number	MajorWork Categories	EstimatedCost
		<u>Operations(1406)</u>			<u>Operations(1406)</u>	
	HAWide	ResidentServices Coordinator	30,000	HAWide	ResidentServices Coordinator	30,000
See		<u>Administration (1410)</u>			<u>Administration (1410)</u>	
Annual	HAWide	Prorationofsalaries andbenefitsfor administrationof CFP	41,490	HAWide	Prorationofsalaries andbenefitsfor administrationof CFP	41,490
Statement		<u>FeesandCosts (1430)</u>			<u>FeesandCosts (1430)</u>	
	HAWide	A&Efees; reimbursablecosts	2,000	HAWide	A&Efees; reimbursablecosts ; radontesting	7,158
	HAWide	CapitalFund Programand AnnualPlanUpdate Fees	3,000	HAWide	CapitalFund Programand AnnualPlanUpdate Fees	3,000
		SubtotalHAWide	76,490	HAWide	<u>NonDwelling Equipment(1475)</u>	
					Purchasenew maintenancevehicle	25,000

		<u>Dwelling Structures(1460)</u>			SubtotalHAWide	106,648
	NC027-1 ScatteredSites	Removeexisting andinstallnew resilienttilein148 units	162,158			
		SubtotalNC027 -1	162,158		<u>Dwelling Structures(1460)</u>	
				NC027-1 ScatteredSites	Replacesteel windowanddoor sections	200,000
		<u>Dwelling Structures(1460)</u>			SubtotalNC027 -1	200,000
	NC027-2 ScatteredSites	Installnewinsulated windows	125,000			
		SubtotalNC027 -2	125,000		<u>Dwelling Structures(1460)</u>	
				NC027-2 ScatteredSites	Convertefficiency unitstoone - bedroomunits	72,500
		<u>Dwelling Structures(1460)</u>			SubtotalNC027 -2	72,500
	NC027-3 ScatteredSites	Installnewinsulated windows	63,000			
		SubtotalNC027 -3	63,000		<u>Dwelling Structures(1460)</u>	
				NC027-3 RobinsonTerrace	Convertefficiency unitstoone - bedroomunits	72,500
		<u>Dwelling Structures(1460)</u>			SubtotalNC027 -3	72,500

	NC027-5 LincolnCircle	Comprehensive interiorrenovation: includingreplacing studs,ceilingjoist, electricalc ircuits, plumbing, sheetrock,interior doors,cabinets, sinks,faucets, lavatories, commodes, fisxtures,interior paintingandfloor tile(Phase 5)install roofs	225,000			
		SubtotalNC027 -5	225,000		<u>Dwelling Structures(1460)</u>	
				NC027-5 LincolnCirc le	Comprehensive interiorrenovation: includingreplacing studs,ceilingjoist, electricalcircuits, plumbing, sheetrock,interior doors,cabinets, sinks,faucets, lavatories, commodes, fisxtures,interior paintingandfloor tile(Phase 6) replaceroofs	200,000

					SubtotalNC027 -5	200,000
TotalCFPEstimatedCost			651,648			651,648

CapitalFundProgramFive -YearActionPlan
PartII:SupportingPages —WorkActivities

ActivitiesforYear :__ 4__ FFYGrant:2006 PHAFY:10/01/06			ActivitiesforYear: _5__ FFYGrant:2007 PHAFY:10/01/07		
Development Name/Number	MajorWork Categories	EstimatedCost	Development Name/Number	MajorWork Categories	EstimatedCost
	<u>Operations(1406)</u>			<u>Operations(1406)</u>	
HAWide	ResidentServices Coordinator	30,000	HAWide	ResidentServices Coordinator	30,000
	<u>Administration (1410)</u>			<u>Management Improvements (1408)</u>	
HAWide	Prorationofsalaries andbenefitsfor administrationof CFP	41,490		Computerhardware andsoftware upgrades	20,000
	<u>FeesandCosts (1430)</u>			<u>Administration (1410)</u>	
HAWide	A&Efees; reimbursablecosts	2,000	HAWide	Prorationofsalaries andbenefitsfor administrationof CFP	41,490
HAWide	CapitalFund Programand AnnualPlanUpdate Fees	3,000		<u>FeesandCosts (1430)</u>	
	<u>Dwelling Structures(1460)</u>		HAWide	A&Efees; reimbursablecosts	2,000

HAWide	Replace closet doors as needed	10,158	HAWide	Capital Fund Program and Annual Plan Update Fees	3,000
	<u>Dwelling Equipment(1465)</u>		HAWide	Interior Painting	50,000
HAWide	Purchase new appliances (100 refrigerators and 50 ranges)	60,000	HAWide	Replace closet doors as needed	20,000
	<u>NonDwelling Equipment(1475)</u>		HAWide	Install air conditioning in units	317,158
HAWide	Purchase new maintenance vehicle	25,000			
	Subtotal HAWide	171,648			
	<u>Dwelling Structures(1460)</u>			<u>NonDwelling Equipment(1475)</u>	
NC027-1 Scattered Sites	Replace kitchen cabinets	352,500	HAWide	Replace tractor	18,000
NC027-1 Scattered Sites	Install new insulated windows	100,000		Subtotal HAWide	501,648
	Subtotal NC027 -1	452,500			
	<u>Dwelling Structures(1460)</u>			<u>Dwelling Structures(1460)</u>	
NC027-2 Scattered Sites	Install new vanities in the bathrooms	10,000	NC027-3 Robinson Terrace	Renovate Bathrooms	150,000
	Subtotal NC027 -2	10,000		Subtotal NC027 -3	150,000

	<u>Dwelling Structures(1460)</u>				
NC027-5 LincolnCircle	Replacegutteringat allbuildings	7,500			
	SubtotalNC027 -5	7,500			
	<u>Dwelling Structures(1460)</u>				
NC027-6 Dermid	Replacegutteringat allbuildings	10,000			
	SubtotalNC027 -6	10,000			
TotalCFPEstimatedCost		651,648			651,648

Attachment C

Annual Statement/Performance and Evaluation Report					
Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part I: Summary					
PHAName: Hendersonville Housing Authority		Grant Type and Number Capital Fund Program GrantNo: NC19P02750102 Replacement Housing Factor GrantNo:			Federal FY of Grant: 2002
<input type="checkbox"/> Original Annual Statement <input type="checkbox"/> Reserve for Disasters/Emergencies <input checked="" type="checkbox"/> Revised Annual Statement (revision no: 1)					
<input checked="" type="checkbox"/> Performance and Evaluation Report for Period Ending: 03/31/03 <input type="checkbox"/> Final Performance and Evaluation Report					
Line No.	Summary by Development Account	Total Estimated Cost		Total Actual Cost	
		Original	Revised	Obligated	Expended
1	Total Non - CFP Funds				
2	1406 Operations	0	15,000	0	0
3	1408 Management Improvements				
4	1410 Administration	41,490	41,490	41,490	20,745.00
5	1411 Audit				
6	1415 Liquidated Damages				
7	1430 Fees and Costs	31,500	3,000	0	0
8	1440 Site Acquisition				
9	1450 Site Improvement	7,500	7,500	0	0
10	1460 Dwelling Structures	479,303	524,658	235,589	225,873.24
11	1465.1 Dwelling Equipment — Nonexpendable	60,000	60,000	60,000	20,226.82
12	1470 Non dwelling Structures				
13	1475 Non dwelling Equipment				
14	1485 Demolition				
15	1490 Replacement Reserve				
16	1492 Moving to Work Demonstration				
17	1495.1 Relocation Costs				
18	1499 Development Activities				

Annual Statement/Performance and Evaluation Report					
Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part I: Summary					
PHA Name: Hendersonville Housing Authority		Grant Type and Number Capital Fund Program Grant No: NC19P02750102 Replacement Housing Factor Grant No:			Federal FY of Grant: 2002
<input type="checkbox"/> Original Annual Statement <input type="checkbox"/> Reserve for Disasters/Emergencies <input checked="" type="checkbox"/> Revised Annual Statement (revision no: 1)					
<input checked="" type="checkbox"/> Performance and Evaluation Report for Period Ending: 03/31/03 <input type="checkbox"/> Final Performance and Evaluation Report					
Line No.	Summary by Development Account	Total Estimated Cost		Total Actual Cost	
		Original	Revised	Obligated	Expended
19	1501 Collateralization or Debt Service				
20	1502 Contingency	31,855	0		
21	Amount of Annual Grant: (sum of lines 20) –	651,648	651,648	337,079	266,845.06
22	Amount of line 21 Related to LBP Activities				
23	Amount of line 21 Related to Section 504 compliance				
24	Amount of line 21 Related to Security – Soft Costs				
25	Amount of Line 21 Related to Security – Hard Costs				
26	Amount of line 21 Related to Energy Conservation Measures				

AnnualStatement/PerformanceandEvaluationReport
CapitalFundProgramand CapitalFundProgramReplacementHousingFactor(CFP/CFPRHF)
PartII:SupportingPages

PHAName: HendersonvilleHousingAuthority		GrantTypeandNumber CapitalFundProgramGrantNo: NC19P02750102 ReplacementHousingFactor GrantNo:				FederalFYofGrant: 2002		
Development Number Name/HA-Wide Activities	GeneralDescriptionofMajor WorkCategories	Dev.Acct No.	Quantity	TotalEstimatedCost		TotalActualCost		Statusof Work
				Original	Revised	Funds Obligated	Funds Expended	
	Operations	1406	LumpSum					Hiring
HAWide	ResidentServicesCoordinator salaryandbenefits			0	15,000	0	0	
	SubtotalAcct1406			0	15,000	0	0	
	Administration	1410						50%
HAWide	Prorationofs alariesandbenefits foradministrationofCFP		LumpSum	41,490	41,490	41,490	20,745.00	
	SubtotalAcct1410			41,490	41,490	41,490	20,745.00	
	FeesandCosts	1430						
HAWide	A&Efees;reimbursablecosts		LumpSum	24,000	0			
HAWide	CapitalFundProgramandAnnual PlanUpdateFeesandCosts		LumpSum	7,500	3,000	0	0	
	SubtotalAcct1430			31,500	3,000	0	0	

Annual Statement/Performance and Evaluation Report Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part II: Supporting Pages								
PHAName: Hendersonville Housing Authority			Grant Type and Number Capital Fund Program Grant No: NC19P02750102 Replacement Housing Factor Grant No:			Federal FY of Grant: 2002		
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost		Total Actual Cost		Status of Work
				Original	Revised	Funds Obligated	Funds Expended	
	<u>Site Improvements</u>	1450						Planning
HA Wide	Replace existing clotheslines		30	7,500	7,500	0	0	
	Subtotal Ac ct 1450			7,500	7,500	0	0	
	<u>Dwelling Structures</u>	1460						
HA Wide	Interior Painting		50	50,000	50,000	9,700	6,858.69	
NC027-1 Scattered Sites	Replace existing electrical service with 100 amp service		148 units	160,500	85,000	0	0	
NC027-2 Scattered Sites	Replace existing electrical service with 100 amp service (Phase 1)		18 units	14,254	11,000	529.00	529.00	

Annual Statement/Performance and Evaluation Report Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part II: Supporting Pages								
PHAName: Hendersonville Housing Authority			Grant Type and Number Capital Fund Program Grant No: NC19P02750102 Replacement Housing Factor Grant No:			Federal FY of Grant: 2002		
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost		Total Actual Cost		Status of Work
				Original	Revised	Funds Obligated	Funds Expended	
NC027-4 Etowah/Fletcher	Wrap of fits and fascias with vinyl; replace gutters		2,480 LF	5,233	7,500	360.00	332.38	
NC027-4 Etowah/Fletcher	Cover wood siding with hardy board		6,475 LF	13,727	50,000	35,000	34,606.05	
NC027-5 Lincoln Circle	Comprehensive interior renovation: including replacing studs, ceiling joist, electrical circuits, plumbing, sheetrock, interior doors, cabinets, sinks, faucets, lavatories, commodes, fixtures, interior painting and floor tile (Phase 3) ; replace roofs as needed		10	235,589	294,158	190,000	183,547.12	
NC027-4 Etowah/Fletcher	Install heavy duty security screens		32 units	0	27,000	0	0	
	Subtotal A cct 1460			479,303	524,658	235,589	225,873.24	
	<u>Dwelling Equipment</u>	1465.1						
HA Wide	Refrigerators		100	37,500	37,500	37,500	13,298.55	

AnnualStatement/PerformanceandEvaluationReport CapitalFundProgramand CapitalFundProgramReplacementHousingFactor(CFP/CFPRHF) PartII:SupportingPages								
PHAName: HendersonvilleHousingAuthority			GrantTypeandNumber CapitalFundProgramGrantNo: NC19P02750102 ReplacementHousingFactor GrantNo:			FederalFYofGrant: 2002		
Development Number Name/HA-Wide Activities	GeneralDescriptionofMajor WorkCategories	Dev.Acct No.	Quantity	TotalEstimatedCost		TotalActualCost		Statusof Work
				Original	Revised	Funds Obligated	Funds Expended	
	Ranges		50	22,500	22,500	22,500	6,928.27	
	SubtotalAcct1465.1			60,000	60,000	60,000	20,226.82	
	<u>Contingency</u>	1502						
HAWide	Contingencyforcostoverruns		5%	31,855	0			
	SubtotalAcct1502			31,855	0			
	GrandTotal			651,648	651,648	337,079	266,845.06	

Annual Statement/Performance and Evaluation Report
Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF)
Part III: Implementation Schedule

PHAName: Hendersonville Housing Authority			Grant Type and Number Capital Fund Program No: NC19P02750102 Replacement Housing Factor No:			Federal FY of Grant: 2002	
Development Number Name/HA-Wide Activities	All Fund Obligated (Quarter Ending Date)			All Funds Expended (Quarter Ending Date)			Reasons for Revised Target Dates
	Original	Revised	Actual	Original	Revised	Actual	
HA Wide	08/21/04			08/21/06			Per HUD ACCA Amendment
NC027-1	08/21/04			08/21/06			
NC027-2	08/21/04			08/21/06			
NC027-3	08/21/04			08/21/06			
NC027-4	08/21/04			08/21/06			
NC027-5	08/21/04			08/21/06			
NC027-6	08/21/04			08/21/06			

Attachment D

Annual Statement/Performance and Evaluation Report					
Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part I: Summary					
PHAName: Hendersonville Housing Authority		Grant Type and Number Capital Fund Program GrantNo: NC19P02750101 Replacement Housing Factor GrantNo:			Federal FY of Grant: 2001
<input type="checkbox"/> Original Annual Statement <input type="checkbox"/> Reserve for Disasters/Emergencies <input checked="" type="checkbox"/> Revised Annual Statement (revision no: 2)					
<input checked="" type="checkbox"/> Performance and Evaluation Report for Period Ending: 03/31/2003 <input type="checkbox"/> Final Performance and Evaluation Report					
Line No.	Summary by Development Account	Total Estimated Cost		Total Actual Cost	
		Original	Revised	Obligated	Expended
1	Total Non - CFP Funds				
2	1406 Operations				
3	1408 Management Improvements				
4	1410 Administration	41,490.00	41,490.00	41,490.00	41,490.00
5	1411 Audit				
6	1415 Liquidated Damages				
7	1430 Fees and Costs	12,000.00	9,245.00	9,245.00	9,245.00
8	1440 Site Acquisition	70,000.00	50,000.00	19,649.00	19,648.52
9	1450 Site Improvement	75,000.00	117,628.00	70,435.12	70,434.12
10	1460 Dwelling Structures	272,760.00	422,736.00	272,760.00	262,749.56
11	1465.1 Dwelling Equipment — Nonexpendable				
12	1470 Non dwelling Structures	152,994.00	0		
13	1475 Non dwelling Equipment	5,000.00	25,000.00	25,000.00	24,293.96
14	1485 Demolition				
15	1490 Replacement Reserve				
16	1492 Moving to Work Demonstration				

Annual Statement/Performance and Evaluation Report Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part I: Summary					
PHAName: Hendersonville Housing Authority		Grant Type and Number Capital Fund Program GrantNo: NC19P02750101 Replacement Housing Factor GrantNo:			Federal FY of Grant: 2001
<input type="checkbox"/> Original Annual Statement <input type="checkbox"/> Reserve for Disasters/Emergencies <input checked="" type="checkbox"/> Revised Annual Statement (revision no: 2) <input checked="" type="checkbox"/> Performance and Evaluation Report for Period Ending: 03/31/2003 <input type="checkbox"/> Final Performance and Evaluation Report					
Line No.	Summary by Development Account	Total Estimated Cost		Total Actual Cost	
		Original	Revised	Obligated	Expended
17	1495.1 Relocation Costs				
18	1499 Development Activities				
19	1501 Collateralization or Debt Service				
20	1502 Contingency	36,855.00	0		
21	Amount of Annual Grant: (sum of lines 20 – 20)	666,099.00	666,099.00	563,607.12	427,861.16
22	Amount of line 21 Related to LBP Activities				
23	Amount of line 21 Related to Section 504 compliance				
24	Amount of line 21 Related to Security – Soft Costs				
25	Amount of Line 21 Related to Security – Hard Costs				
26	Amount of line 21 Related to Energy Conservation Measures				

Annual Statement/Performance and Evaluation Report
Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF)
Part II: Supporting Pages

PHAName: Hendersonville Housing Authority		Grant Type and Number Capital Fund Program Grant No: NC19P02750101 Replacement Housing Factor Grant No:				Federal FY of Grant: 2001		
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost		Total Actual Cost		Status of Work
				Original	Revised	Funds Obligated	Funds Expended	
	<u>Administration</u>							
HA Wide	Administrative Salaries	1410	Lump Sum	41,490.00	41,490.00	41,490.00	41,490.00	complete
	Subtotal Acct 1410			41,490.00	41,490.00	41,490.00	41,490.00	
	<u>Fees and Costs</u>	1430						
HA Wide	A&E Fees		Lump Sum	5,000.00	180.00	180.00	180.00	complete
	Comprehensive Grand Update Fees			7,000.00	9,065.00	9,065.00	9,065.00	complete
	Subtotal Acct 1430			12,000.00	9,245.00	9,245.00	9,245.00	
	<u>Site Acquisition</u>	1440						
HA Wide	Site Acquisition		Lump Sum	50,000.00	25,000.00	0	0	
	Condemnation Expense		Lump Sum	20,000.00	25,000.00	19,649.00	19,648.52	

Annual Statement/Performance and Evaluation Report Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part II: Supporting Pages								
PHA Name: Hendersonville Housing Authority			Grant Type and Number Capital Fund Program Grant No: NC19P02750101 Replacement Housing Factor Grant No:			Federal FY of Grant: 2001		
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost		Total Actual Cost		Status of Work
				Original	Revised	Funds Obligated	Funds Expended	
	Subtotal Acct 1440			70,000.00	50,000.00	19,649.00	19,648.52	
	<u>Site Improvements</u>	1450						
HA Wide	Install downspouts/gutters		8,000 LF	0				
HA Wide	Replace existing 3' sidewalks		Lump Sum	52,556.00	74,000.00	46,807.00	46,807.00	63%
	Replace existing 3' sidewalks (site D)		87 LF	0				
	Replace existing 3' sidewalks (site E)		72 LF	0				
	Replace existing 3' sidewalks (site F)		356 LF	0				
	Replace existing 3' sidewalks (site G)		14 LF	0				
	Replace existing 3' sidewalks (site H)		680 LF	0				
	Replace existing 3' sidewalks (site J)		260 LF	0				

Annual Statement/Performance and Evaluation Report Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part II: Supporting Pages								
PHA Name: Hendersonville Housing Authority			Grant Type and Number Capital Fund Program Grant No: NC19P02750101 Replacement Housing Factor Grant No:			Federal FY of Grant: 2001		
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost		Total Actual Cost		Status of Work
				Original	Revised	Funds Obligated	Funds Expended	
	Replace existing 3' sidewalks (site L)		162 LF	0				
	Replace existing 3' sidewalks (site M)		32 LF	0				
	Replace existing 3' sidewalks (site O)		18 LF	0				
NC027-4 Etowah/Fletcher	Repave parking lot and roadway		32,215 LF	22,444.00	42,444.00	22,444.00	22,444.00	
HA Wide	Replace clotheslines			0	895.00	895.00	895.00	complete
NC027-3	Install fence gate			0	289.00	289.00	289.00	complete
	Subtotal Acct 1450			75,000.00	117,628.00	70,435.12	70,434.12	
	<u>Dwelling Structures</u>							
NC027-1 Scattered Sites	Replace front and rear heavy duty storm doors		300 doors	82,500.00	52,736.00	0	0	
PHA Wide	Remove existing and replace incandescent light fixtures in kitchens and bathrooms			60,000.00	60,000.00	41,000.00	40,908.56	

Annual Statement/Performance and Evaluation Report Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part II: Supporting Pages								
PHA Name: Hendersonville Housing Authority			Grant Type and Number Capital Fund Program Grant No: NC19P02750101 Replacement Housing Factor Grant No:			Federal FY of Grant: 2001		
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost		Total Actual Cost		Status of Work
				Original	Revised	Funds Obligated	Funds Expended	
NC027-5 Lincoln Circle	Comprehensive interior renovation including replacing studs, ceiling joist, electrical circuits, plumbing, sheetrock, interior doors, cabinets, sinks, faucets, lavatories, commodes, fixtures, interior painting and floor tile (Phase 2)			130,260.00	310,000.00	231,760.00	221,841.00	
	Subtotal Acct 1460			272,760.00	422,736.00	272,760.00	262,749.56	
	<u>Non Dwelling Structures</u>	1470						
HA Wide	*Expand Maintenance Building by 5,400 SF			152,994.00	0			*Deferred
	Subtotal Acct 1470			152,994.00	0			
	<u>Non Dwelling Equipment</u>	1475						
HA Wide	Upgrade complete computer system with new equipment			5,000.00	25,000.00	25,000.00	24,293.96	

Annual Statement/Performance and Evaluation Report
Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF)
Part II: Supporting Pages

PHA Name: Hendersonville Housing Authority		Grant Type and Number Capital Fund Program Grant No: NC19P02750101 Replacement Housing Factor Grant No:				Federal FY of Grant: 2001		
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost		Total Actual Cost		Status of Work
				Original	Revised	Funds Obligated	Funds Expended	
	Subtotal Acct. 1475			5,000.00	25,000.00	25,000.00	24,293.96	
	<u>Contingency</u>	1502						
HA Wide	Contingency for cost overruns			36,855.00	0			
	Subtotal Acct 1502			36,855.00	0			
	Grand Total			666,099.00	666,099.00	563,607.12	427,861.16	

* Bid offered for Maintenance Building to be cancelled. Zoning and special use permit issues regarding land acquisition unresolved and not within Housing Authority Control. This activity is being deferred pending resolution of issues.

Annual Statement/Performance and Evaluation Report
Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF)
Part III: Implementation Schedule

[illegible]

AttachmentE
HendersonvilleHousingAuthority
AnnualPlan
FiscalYear10/01/2003 –09/30/2004

DeconcentrationPolicy

The following is an extract from our adopted Admissions and Continued Occupancy Policy.

DECONCENTRATION POLICY

It is the Hendersonville Housing Authority policy to provide for deconcentration of poverty and encourage income mixing by bringing higher income families into lower income developments and lower income families into higher income developments. Toward this end, we will skip families on the waiting list to reach other families with a lower or higher income. We will accomplish this in a uniform and non-discriminating manner.

The Hendersonville Housing Authority will affirmatively market our housing to all eligible income groups. Lower income residents will not be steered toward lower income developments and higher income people will not be steered toward higher income developments.

Prior to the beginning of each fiscal year, we will analyze the income level of families residing in each of our developments, and the income levels of the families on the waiting list. Based on this analysis, we will determine the level of marketing strategies and deconcentration incentives to implement.

DECONCENTRATION INCENTIVES

The Hendersonville Housing Authority may offer one or more incentives to encourage applicant families whose income classification would help to meet the deconcentration goals of a particular development.

Various incentives may be used at different times, or under different conditions, but will always be provided in a consistent and non-discriminatory manner.

OFFER OF A UNIT

When the Hendersonville Housing Authority discovers that a unit will become available, we will contact the first family on the waiting list who has the highest priority for this type of unit or

development and whose income category would help to meet the deconcentration goal and/or the income targeting goal.

The Hendersonville Housing Authority will contact the family first by telephone to make the unit offer. If the family cannot be reached by telephone, the family will be notified of a unit offer via first class mail. The family will be given five (5) business days from the date the letter was mailed to contact the Hendersonville Housing Authority regarding the offer.

The family will be offered the opportunity to view the unit. After the opportunity to view the unit, the family will have two (2) business days to accept or reject the unit. This verbal offer and the family's decision must be documented in the tenant file. If the family rejects the offer of the unit, the Hendersonville Housing Authority will send the family a letter documenting the offer and the rejection.

REJECTION OF UNIT

If in making the offer to the family the Hendersonville Housing Authority skipped over other families on the waiting list in order to meet their deconcentration goal or offered the family any other deconcentration incentive and the family rejects the unit, the family will not lose their place on the waiting list and will not be otherwise penalized.

If the Hendersonville Housing Authority did not skip over other families on the waiting list to reach this family, did not offer any other deconcentration incentive, and the family rejects the unit without good cause, the family will forfeit their application's date and time. The family will keep their preferences, but the date and time of application will be changed to the date and time the unit was rejected.

If the family rejects with good cause any unit offered, they will not lose their place on the waiting list. Good cause includes reasons related to health, proximity to work, school, and childcare (for those working or going to school). The family will be offered the right to an informal review of the decision to alter their application status.

ACCEPTANCE OF UNIT

The family will be required to sign a lease that will become effective no later than three (3) business days after the date of acceptance or the business day after the day the unit becomes available, whichever is later.

Prior to signing the lease, all families (head of household) and other adult family members will be required to attend the Lease and Occupancy Orientation when they are initially accepted for occupancy. The family will not be housed if they have not attended the orientation. Applicants who provide prior notice of an inability to attend the orientation will be rescheduled. Failure of an applicant to attend the orientation, without good cause, may result in the cancellation of the occupancy process.

The applicant will be provided a copy of the lease, the grievance procedure, utility allowances, utility charges, the current schedule of routine maintenance charges, and a request for reasonable accommodation form. These documents will be explained in detail. The applicant will sign a certification that they have received these documents and that they have reviewed them with Housing Authority personnel. The certification will be filed in the resident's file.

AttachmentF

Hendersonville HousingAuthority

AnnualPlan

FiscalYear10/01/2003 –09/30/2004

RequiredAttachment:ResidentMemberonthePHAGoverning Board

1. ☒ Yes ☐ No: Does the PHA governing board include at least one member who is directly assisted by the PHA this year? (if no, skip to #2)

A. Name of resident member(s) on the governing board:

Gonzalez Torres

B. How was the resident board member selected: (select one)?

- ☐ Elected
☒ Appointed

C. The term of appointment is (include the date term expires): **5 Year term expiring May 9, 2006**

2. A. If the PHA governing board does not have at least one member who is directly assisted by the PHA, why not? -NA

- ☐ the PHA is located in a State that requires the members of a governing board to be salaried and serve on a full time basis
☐ the PHA has less than 300 public housing units, has provided reasonable notice to the resident advisory board of the opportunity to serve on the governing board, and has not been notified by any resident of their interest to participate in the Board.
☐ Other (explain):

B. Date of next term expiration of a governing board member: **July 28, 2003**

C. Name and title of appointing official(s) for governing board (indicate appointing official for the next position):

Mayor Fred Niehoff

AttachmentG
Hendersonville HousingAuthority
AnnualPlan
FiscalYear10/01/2003 –09/30/2004

Required Attachment: Membership of the Resident Advisory Board or Boards

- i. List members of the Resident Advisory Board or Boards: (If the list would be unreasonably long, list organizations represented or otherwise provide a description sufficient to identify how members are chosen.)

Ms. Eva Arriaga
44 Dermid Avenue
P.O. Box 507
Dana, NC 28724

Mr. Victor Williams
816 B Robinson Terrace
Hendersonville, NC 28792

Mr. J. T. Roland
611 B Third Avenue west
Hendersonville, NC 28739

Ms. Valerie Thomas
208 B Justice Street
Hendersonville, NC 28739

Ms. Hilda Whitmire
121 Fanning Bridge Road #4
Fletcher, NC 29732

Ms. Bernice Bocchino
553 B Adams Street
Hendersonville, NC 28792

Ms. Roseanna Sandoval
1515 Lincoln Circle
Hendersonville, NC 28792

Mr. Carl Stover
Misty Mountain Road Building 65 #15
Etowah, NC 28729

AttachmentH
Hendersonville HousingAuthority
AnnualPlan
FiscalYear10/01/2003 –09/30/2004

**DefinitionofSubstantialDeviationandSignificantAmendmentor
Modification**

Thefollowingactionsaredefinedassubstantialdeviationandsignificantamendmentor modification.

SubstantialDeviationfromthe5 –YearPlan:

A“SubstantialDeviation”fromthe5 –YearPlanisanoverallchangeinthedirectionofthe HousingAuthoritypertainingtotheAuthority’sGoalsandObjectives.Thisincludeschanging theAuthority’sGoalsandObjectives.

SignificantAmendmentorModificationtotheAnnualPlan:

A“SignificantAmendmentorModification”totheAnnualPlanisachangeinapolicyor policiespertainingtotheoperationoftheHousingAuthority.Thisincludesthefollowing:

- Changestorentoradmissionspoliciesororganizationofthewaitinglist.
- Additionsofnon -emergencyworkitemsover\$25,000(itemsnotincludedinthecurrent AnnualStatementor5 –YearActionPlan)orchangeinuseofreplacementreservefunds undertheCapitalFundProgram.
- Anychangewithregardtodemolitionordisposition,designation,homeownership programsorconversionactivities.

Anexceptiontotheabovedefinitionwillbemadeforanyoftheabovethatareadopted toreflect changesinHUDregulatoryrequirementssince suchchangesarenotconsideredsignificant amendmentsbyHUD.

AttachmentI

Hendersonville Housing Authority

Annual Plan

Fiscal Year 10/01/2003 – 09/30/2004

Component 3, (6) Deconcentration and Income Mixing

- a. ☒ Yes ☐ No: Does the PHA have any general occupancy (family) public housing developments covered by the deconcentration rule? If no, this section is complete. If yes, continue to the next question.
- b. ☒ Yes ☐ No: Do any of these covered developments have average incomes above or below 85% to 115% of the average incomes of all such developments? If no, this section is complete.

If yes, list these developments as follows:

Deconcentration Policy for Covered Developments			
Development Name:	Number of Units	Explanation (if any) [see step 4 at §903.2(c)(1)(iv)]	Deconcentration policy (if no explanation) [see step 5a §903.2(c)(1)(v)]
NC027-6	60 units	*See Below	See Below

*Bedroom Adjustment Factor Per Development Based on Occupied Units

Our calculation of average annual incomes conducted on 05/28/03 indicates that one covered family development has an average income that falls outside 85% to 115% of the average incomes of all such developments as follows.

Development	Income Range
NC027-6	123%

The Area Median Income for Henderson County, NC is \$50,500.

Current HUD guidelines state that public housing developments with average annual incomes that are less than 30% of the Area Median Income are exempt from Deconcentration and Income Mixing requirements. Our analysis indicates that all of the public housing developments are significantly below 30% of the Area Median Income for Henderson County. The development with the highest average income is at 26% of the Area Median Income. All of the public housing developments owned and operated by the Hendersonville Housing Authority are currently exempt from the deconcentration and income mixing requirements.

AttachmentJ

HendersonvilleHousingAuthority

AnnualPlan

FiscalYear10/01/2003

–09/30/2004

PetPolicy

I. Purpose

The Housing Authority will permit residents of housing projects to own and keep common household pets in their apartment. This policy sets forth the conditions and guidelines under which pets will be permitted. This policy is to be adhered to at all times.

The purpose of the policy is to ensure that pet ownership will not be injurious to persons or property, or violate the rights of all residents to clean, quiet, and safe surroundings.

Common Household Pets are Defined as Follows:

Birds: Including canary, parakeet, finch and other species that are normally kept caged; birds of prey are not permitted.

Fish: Tanks or aquariums are not to exceed 20 gallons in capacity. Poisonous or dangerous fish are not permitted. Only one (1) tank or aquarium is permitted per apartment.

Dogs: Not to exceed twenty (20) pounds at time of maturity. All dogs must be neutered or spayed

prior to moving the pet into the unit. No exceptions.

Cats: All cats must be neutered or spayed prior to moving the pet into the unit. No exceptions.

Exotic pets such as poisonous snakes, monkeys, exotic birds, ferrets, iguanas, etc. and rabbits are not allowed.

2. Registration

Every pet must be registered with the Housing Authority's management prior to moving the pet into the unit and updated annually thereafter. Registration requires the following:

- a. A certificate signed by a licensed veterinarian, or a state or local authority empowered to inoculate animals (or designated agent of such authority), stating that the animal has received all inoculations required by the state and local law, if applicable (dogs, cats).
- b. Proof of current license, if applicable (dogs, cats).
- c. Identification tag bearing the owner's name, address, and phone number (dogs, cats.)
- d. Proof of neutering/spaying, if applicable (dogs, cats.)
- e. Photograph (no smaller than 3x5) of pet or aquarium.

f. The name, address, and phone number of a responsible party that will care for the pet if the owner becomes temporarily incapacitated.

g. Fish - size of tank or aquarium must be registered.

3. Licenses and Tags

Every dog and cat must wear the appropriate local animal license, a valid rabies tag and a tag bearing the owner's name, address and phone number. All licenses and tags must be current.

4. Density of Pets

Only one (1) dog or cat will be allowed per apartment. Only two (2) birds will be allowed per apartment. The Housing Authority only will give final approval on type and density of pets.

5. Visitors and Guests

No visitor or guest will be allowed to bring pets on the premises at any time. Residents will not be allowed to Pet Sit or House a Pet without fully complying with this policy.

Feeding or caring for stray animals is prohibited and will be considered keeping a pet without permission.

6. Pet Restraints

a. All dogs must be on a leash when not in the owner's apartment. The leash must be no longer than three (3) feet.

b. Cats must be in a caged container or on a leash when taken out of the owner's apartment.

c. Birds must be in a cage when inside of the resident's apartment or entering or leaving the building.

7. Liability

yy

Residents owning pets shall be liable for the entire amount of all damages to the Housing Authority premises caused by their pet and all cleaning, defleaing and deodorizing required because of such pet. Pet owners shall be strictly liable for the entire amount of any injury to the person or property of other residents, staff or visitors of the Housing Authority caused by their pet, and shall indemnify the Housing Authority for all costs of litigation and attorney's fees resulting from such damage. Pet liability insurance can be obtained through most insurance agents and companies.

8. Sanitary Standards and Waste Disposal

- a. Litter boxes must be provided for cats with use of odor-reducing chemicals.
- b. Fur-bearing pets must wear effective flea collars at all times. Should extermination become necessary, cost of such extermination will be charged to pet owner.
- c. Pet owners are responsible for immediate removal of the feces of their pet and shall be charged in instances where damages occur to Authority property due to pet removal of pet feces by staff.
 - (i) All pet waste must be placed in a plastic bag and tied securely to reduce odor and placed in designated garbage container and/or trash compactor.
 - (ii) Residents with litter boxes must clean them regularly. Noncompliance may result in removal of the pet. The Housing Authority reserves the right to impose a mandatory twice weekly litter box cleaning depending on need. Litter box garbage shall be placed in a plastic bag and deposited outside the building in the garbage container and/or trash compactor.
- d. All apartments with pets must be kept free of pet odors and maintained in a clean and sanitary manner. Pet owner's apartments may be subject to inspections once a month.

9. General Rules

The resident agrees to comply with the following rules imposed by the Housing Authority:

- a. No pet shall be tied up anywhere on Authority property and left unattended for any amount of time.
- b. Pet owners will be required to make arrangements for their pets in the event of vacation or hospitalization.
- c. Dog houses are not allowed on Authority property.

10. PetRuleViolationandPetRemoval

- a. If it is determined on the basis of objective facts, supported by written statement, that a pet owner has violated a rule governing the pet policy, the Housing Authority shall serve a notice of pet rule violation on the pet owner. Serious or repeated violations may result in pet removal or termination of the pet owner's tenancy, or both.
- b. If a pet poses a nuisance such as excessive noise, barking, or whining which disrupts the peace of other residents, owner will remove the pet from premises upon request of management within forty-eight (48) hours. Nuisance complaints regarding pets are subject to immediate inspections.

- c. If a pet owner becomes unable either through hospitalization or illness to care for the pet and the person so designated to care for the pet in the pet owner's absence refuses or is unable physically to care for the pet, the Housing Authority can officially remove the pet. The Authority accepts no responsibility for pet's removal.

11. Rule Enforcement

Violation of these pet rules will prompt a written notice of violation. The pet owner will have seven (7) days to correct the violation or request an informal hearing at which time the Authority's Grievance Procedure will be followed.

12. Grievance

Management and resident agree to utilize the Grievance Procedure described in the Lease Agreement to resolve any dispute between resident and management regarding a pet.

13. Damage Deposit

A "Pet Damage Deposit" will be required for dogs and cats only, however, all pet owners must comply with registration rules for all other pets. The "Pet Damage Deposit" must be paid in advance and is to be used to pay reasonable expenses directly attributable to the presence of the pet in the project including (but not limited to) the cost of repairs and replacements to, and fumigation of, the resident's dwelling unit. The amount of the "Pet Damage Deposit" will be \$200.00.

14. Exception

This policy does not apply to animals that are used to assist persons with disabilities. This exclusion applies to animals that reside in the development, as well as animals used to assist persons with disabilities that visit the development. Pets used for the purpose of aiding residents with disabilities must have appropriate certification. The Authority shall maintain a list of agencies that provide and/or train animals to give assistance to individuals with disabilities.

AttachmentK

Hendersonville Housing Authority

Annual Plan

Fiscal Year 10/01/2003 – 09/30/2004

Implementation of Public Housing Resident Community Service Requirements

The Department of Veteran Affairs and Housing and Urban Development, and Independent Agencies Appropriations Act, 2002, at Section 432, provides that: "None of the funds made available by this Act may be used to implement or enforce the requirement relating to community service, except with respect to any resident of a public housing project funded with any amount provided under section 24 of the United States Housing Act of 1937, as amended, or any predecessor program for the revitalization of severely distressed public housing (HOPE VI).

Under this provision, Housing Authorities were precluded from implementing or enforcing community service requirements using Federal funds. HUD further permitted Housing Authorities to immediately suspend enforcement of the requirements.

The Hendersonville Housing Authority suspended enforcement of the 8-hour community service requirement for the fiscal year ending September 30, 2003. The Housing Authority has reinstated enforcement of this provision of our Admissions and Continued Occupancy Policy in accordance with Notice HUD PIH 2003 -17 issued on June 20, 2003.

All residents have been notified of the reinstatement of the community service requirements.

The Hendersonville Housing Authority has taken the following administrative steps to implement the Public Housing Resident Community Service Requirements.

Public Housing Dwelling Lease

Our Public Housing Dwelling Lease has been revised to incorporate the changes to the Admission and Occupancy Requirements in the Public Housing Program final rule that was published on March 29, 2000. Lease termination provisions include "failure to perform required community service or to be exempted therefrom."

AdmissionandContinuedOccupancyPolicy

OuradoptedAdmissionsandContinuedOccupancyPolicyincorporatesthechangestothe AdmissionandOccupancy RequirementsinthePublicHousingProgramfinalrulethatwas publishedonMarch29,2000andincludesadetaileddescriptionofthePublicHousingResident CommunityServiceRequirements.Thefollowingarehighlightsofthepertinentsectionsofour policy:

- General:“Inordertobeeligibleforcontinuedoccupancy,eachadultfamilymembermust either(1)contributeeighthoursofcommunityservice(notincludingpolitical activities),or(2)participateinaneconomicself-sufficiencyprogram ,or(3)performeight hourspermonthofcombinedactivitiesunlesstheyareexemptfromthisrequirement.
- Exemptionsarelistedinourpolicy.
- Notifications:The HendersonvilleHousingAuthority willidentifyalladultfamilymembers whoareapparently notexemptfromthecommunityservicerequirement.Thenotification willadvisefamilymembersthattheircommunityserviceobligationwillbeginupon admissionand/ortheeffectivedateoftheirfirstannualreexamination.
- VolunteerOpportunities :The HendersonvilleHousingAuthority willcoordinatewithsocial serviceagencies,localschools,andtheHumanResourcesOfficeinidentifyingalistof volunteercommunityservicepositions.
- TheProcess :The HendersonvilleHousingAuthority processinclude sprovidingalistof volunteeropportunities,informationaboutsuitablevolunteerpositions,providingavolunteer timesheet,assigningfamilymemberstoavolunteercoordinatorandannuallydetermining whethereachapplicablefamilymemberisincompliancewiththecommunityservice requirements.
- NotificationofNon-compliance:Anyfamilymemberfoundinnon-compliancewillbe advisedofthedeterminationandthatthedeterminationissubjecttothegrievanceprocedure. Unlessthefamilymember(s)enterintoanagreementto comply,thelaseewillnotbe renewedorwillbeterminated.
- Opportunityforcure: Familymemberswillbeofferedtheopportunityto complywithany delinquencyincommunityservicerequirementhoursbyenteringintoanagreement. Any applicablemembersnotacceptingthetermsoftheagreementordoesnotfulfilltheir obligationsunderthetermsoftheagreementissubjecttoleasetermination.
- Prohibitionagainstreplacementofagencyemployees: OurHousingAuthoritywillnot substitutecommunityserviceactivitiesperformedbyresidentsforworkordinarilyperformed byouremployees.

- Termination: The Hendersonville Housing Authority will not renew the lease of any family that is not in compliance with the community service requirement or an approved Agreement to Cure.

Cooperative Agreement with TANF Agency

The Hendersonville Housing Authority currently does not have a cooperation agreement with our TANF Agency.

Program Administration

The Hendersonville Housing Authority is a small agency and will administer the program.

Programmatic Aspects

The City of Hendersonville is a small community and the types of activities available for residents subject to the community service requirements are limited. As our Admissions and Continued Occupancy Policy states, we will make every effort to coordinate with the City of Hendersonville, local schools, hospitals and service agencies in order to develop volunteer opportunities for residents.

AttachmentL

HendersonvilleHousingAuthority

AnnualPlan

FiscalYear10/01/2003 –09/30/2004

StatementofProgressinMeetingthe5 -YearPlanMissionand Goals

Thefollowingtablereflectstheprogresswehavemadeinachievingourgoalsandobjectives:

GoalNo.1:Enhancetheattractivenessandmarketabilityofthehousingstockand neighborhoodsinordertoattractworkingfamilies	
Objective	Progress
ByJanuary,2001,theBoardofCommissioners willestablishprioritiesfortheHendersonville HousingAuthority(HHA)inremovingthe stigmafromthecommunitiesthrough supportivemarketingeffortsandestablishing preferencesthatwillbestsuittheresidentsof thecity.	We have established local preferences with first preference for working families who are living in Henderson County. This preference is also extended equally to all elderly families and all families whose head or spouse is receiving income based on their inability to work. We have developed a flyer promoting our housing programs which is continually updated. We also meet regularly with the Henderson County coalition of service agencies, benevolent organizations, League of Women Voters and other groups to promote our programs. This objective has been accomplished.
ByJune,2001,theHHAstaff,inconsultation withtheResidentCouncilandneighborhood representatives,willdraftandpromote neighborhoodimprovementplansforeach development.	OurCapitalFundProgramhasbeendeveloped inconsultationwiththeResidentAdvisory Board.We have identified capital improvements for all developments which include comprehensive modernization of units and buildings. Site improvements include landscaping, signage, fencing, sidewalks and resurfacing of parking areas. We will continue to update our plans for upgrading properties in consultation with residents. This objective has

	been accomplished.
By September, 2001, the role of residents in achieving maximum neighborhood appeal will be established.	We have established a Resident Advisory Board. We meet periodically with the Board throughout the year. We have established an annual beautification contest for our elderly and family developments that is very successful. This objective has been accomplished.
By June, 2002, the Executive Director and the HHA staff will develop methods of enforcing model neighbor standards, marketing strategies and a marketing plan for future success.	All new residents receive a packet of materials and information that outlines requirements and standards for continued eligibility, inspections, use and care of the dwelling unit and grounds as well as other Housing Authority policies and rules governing their tenancy. Residents are advised regarding penalties for failure to comply with lease provisions and Housing Authority policies and procedures. Marketing strategies and plans are discussed elsewhere in this statement. This objective has been accomplished.
By September, 2002, the Board, the Executive Director and the Maintenance Department will initiate, implement, and maintain a preventive maintenance and landscaping plan which includes upgrading the park and playground areas with seasonal flower planting and creating attractive and consistent signage for the properties.	Through our capital improvement program we have installed attractive signage for all of our developments, except our scattered sites for which signage is not appropriate. Playground equipment and facilities require continual maintenance and upgrading on an annual basis. All of our common areas have adequate landscaping which requires perpetual maintenance and upgrading. Our annual budget includes funds for replacement of shrubs and landscaping Housing Authority wide. This objective has been accomplished.

Goal No. 2 : Improve the public and community image of the Hendersonville Housing Authority (HHA) by developing and implementing a comprehensive Public Relations Plan	
Objective	Progress
By September, 2001, the Board of Commissioners and the Executive Director will establish parameters for a superior Public Relations Program for the HHA.	While we have not developed a formal Public Relations Plan, the Executive Director and staff, as appropriate, participate regularly with county and local governments, social organizations, faith-based organizations, and other groups to promote the Housing Authority and its programs. This objective has been

	accomplished.
By June, 2002, the Board of Commissioners and the Executive Director will designate a Public Affairs Officer who will promote the HHA on a community-wide basis.	The Executive Director serves as the principle spokesperson for the Housing Authority on all media and public affairs matters including meeting with service agencies, organizations and groups to promote Housing Authority program. As appropriate, other staff may be designated to represent the Housing Authority. This objective has been accomplished.
Routinely, the Public Affairs Officer will participate in collaborative efforts for community growth. The participation will be documented in quarterly reports to the Board of Commissioners.	We meet regularly with the Henderson County Coalition of Service Agencies. A faith-based coalition, Faith-Link has recently been organized and we will be participating in that organization on a regular basis. All activities pertaining to community growth and services that benefit our residents are reported to the Board of Commissioners at each meeting. This objective is being accomplished.
By September, 2001, the Executive Director with assistance from the HHA staff will develop a mailing list for marketing and outreach materials and assess and make recommendations for efficient telecommunication to ensure complaints are minimized.	Marketing and outreach materials are provided to service agencies, organizations and groups on a periodic basis. Materials are available for all visitors to the Housing Authority office. We have provided all maintenance staff with radios in their trucks, beepers and cell phones. We always have someone on call 24 hours a day to respond to complaints or needs for assistance. All complaints, regardless of the source are appropriately and promptly handled. We have established relationships with the County and local police official and the local fire department. Information regarding criminal activities is exchanged with law enforcement officials. This objective has been accomplished.
By September, 2001, the Maintenance Department will provide a workforce with a professional image by conducting and participating in community efforts, including contracting maintenance services as necessary, to promote the benefits and beautification of the City.	The Maintenance Department contracts for all painting and redecorating; electrical and plumbing work when appropriate and necessary. We coordinate with city public works officials on streets, sidewalks and infrastructure issues when appropriate. Our community facilities are made available to local organizations and to service agencies that involve our residents. This objective has been accomplished.

Goal No.3 : Improve employee services and support systems	
Objective	Progress
By September, 2001, the Executive Director and the Board of Commissioners will develop strategies to promote maximum efficiency and employee morale among the HHA staff.	We have been designated as a High Performer agency for the fiscal years ended September 30, 2001 and 2002. We have adjusted our work week to provide a three day weekend; we provide an excellent benefits package for employees. We are a small agency and all staff work well together. There are no morale problems. This objective has been accomplished.
By June, 2001, the Executive Director and HHA staff will assess adequacy and current capabilities of the computer system, identify the need for cross and specialized staff training and develop a plan for such training of employees.	We have completely upgraded our computer system, including hardware and software. Staff have received training in the software programs. We intend to provide training opportunities to further enhance computer program skills as it becomes available. This objective has been accomplished.
By December, 2001, the Executive Director and HHA staff will identify organizational needs such as staffing, adequate office space, and storage. The Executive Director will subsequently identify a method for recognizing outstanding employees.	We have recently completed reorganization of offices including meeting room for residents and additional office space. Employees receive merit salary increases when deserved. This objective has been accomplished
By June, 2002, the Maintenance Superintendent, in consultation with the Executive Director, will establish and implement ethical and professional department standards which will dictate a tracked plan of improvement at all performance levels.	Maintenance Department employees are employed and classified according to their abilities and skills. Employees that demonstrate ability to perform work at a higher skill level are promoted to a higher classification when there are opportunities for such promotions. We utilize the HUD classification standards. HUD wage rates are utilized as a minimum standard and we also compare the HUD rates with City rates which are consistently higher. We are currently utilizing the City rates for our maintenance employees. This objective has been accomplished.
By September, 2002, the Executive Director will identify sources of funding to improve employee services and support systems.	To date, the only source of funding available to improve employee services and support systems is from HUD. We will consider any

	opportunities for additional funding that might be appropriate. This objective has been accomplished.

Goal No. 4 : The HHA will increase the level of residents satisfaction relative to maintenance during the next two fiscal years	
Objective	Progress
By September, 2001, the Executive Director and the HHA staff will establish a baseline of residents satisfaction with maintenance services by the implementation of a residents satisfaction survey.	HUD has implemented annual Resident Satisfaction Surveys. The surveys are mailed directly to the residents for their direct response to HUD. We received 7 out of 10 possible points for this element of the PHAS system for our fiscal year ended September 30, 2002. We have been designated as an overall High Performer for the past fiscal year. A major element of the survey, Maintenance and Repairs received a score of 88% this past year. Surveys are conducted annually by HUD. We have determined that conducting our own surveys would be redundant. Our objective for the future is to obtain the highest possible score for this element of the Public Housing Assessment System. This objective has been accomplished.
By March, 2002, the HHA staff will develop and begin implementing a plan to enhance residents satisfaction based on the initial results of the survey.	See Above. We discuss all elements of the HUD Resident Assessment Survey with our Resident Advisory Board and solicit comments and recommendations for improvement in each of these sections of the Survey. We have implemented capital improvement plans to enhance residents satisfaction and address any concerns. We have implemented a Resident Assessment Follow-up Plan to address areas of concern based on the results of the most recent Survey. We will do this on an annual basis as appropriate. This objective has been accomplished.
By September, 2002, follow-up resident satisfaction surveys will be issued to the residents to determine the increased level of residents satisfaction relative to maintenance services.	This objective is being deleted. The HUD Resident Assessment Survey is conducted on an annual basis.
By March, 2003, the Maintenance Plan will be	To date, we have not developed a formal

modified to enhance the quality of services if warranted.	maintenance plan. We intend to begin development of a plan during the ensuing fiscal year.

Attachment M

Hendersonville Housing Authority

Annual Plan

Fiscal Year 10/ 01/2003 –09/30/2004

Follow Up Plan for the PHAS FY2002 2 Resident Survey

OVERVIEW/BACKGROUND

The results of the Public Housing Assessment System (PHAS) FY2002 Resident Service and Satisfaction Survey are as follows.

<u>Section:</u>	<u>Score:</u>
Maintenance and Repair	88%
Communication	74.2%
Safety	71.9%
Services	94.4%
Neighborhood Appearance	76.4%

The PHAS criteria requires that a Housing Authority must develop a Follow up Plan for all indicators that receive a score below 75%. As a result, the Hendersonville Housing Authority must address the Communication and Safety sections and include a Resident Assessment Follow up Plan as a part of the PHA Annual Plan for the Fiscal Year that begins on October 1, 2003.

Our Authority is interested in addressing any and/or real or perceived concerns that the residents may have regarding all elements of the PHAS Resident Assessment Survey including communications, neighborhood appearance, services, maintenance and repair and safety. We continually strive to make any necessary and appropriate improvements to our management operations, our maintenance policies and practices and in our modernization plans that are in the best interests of our residents, the Housing Authority and the community.

RESIDENT SURVEY

We determined that our best course of action is to discuss all five (5) of the elements of the Resident Service and Satisfaction Survey with the residents that are in attendance at the Resident Advisory Board meetings held as a part of our Annual Plan development process as well as at other meetings throughout the year.

GOALS AND OBJECTIVES

The Housing Authority has adopted goals and objectives that include, but are not limited to, resident concerns. They are included as a part of the Annual Plan and are repeated here for reference.

GOAL NO. 1: ENHANCE THE ATTRACTIVENESS AND MARKETABILITY OF THE HOUSING STOCK AND NEIGHBORHOODS IN ORDER TO ATTRACT WORKING FAMILIES.

Objectives:

- By January, 2001, the Board of Commissioners will establish priorities for the Hendersonville Housing Authority (HHA) in removing the stigma from the communities through supportivemarketing efforts and establishing preferences that will best suit the residents of the city.
- By June, 2001, the HHA staff, in consultation with the Resident Council and neighborhood representatives, will draft and promote neighborhood improvement plans for each development.
- By September, 2001, the role of residents in achieving maximum neighborhood appeal will be established.
- By June, 2002, the Executive Director and the HHA staff will develop methods of enforcing model neighbor standards, marketing strategies and a marketing plan for future success.
- By September, 2002, the Board, the Executive Director and the Maintenance Department will initiate, implement, and maintain a preventive maintenance and landscaping plan which includes upgrading the park and playground areas with seasonal flower planting and creating attractive and consistent signage for the properties.

GOAL NO. 2: IMPROVE THE PUBLIC AND COMMUNITY IMAGE OF THE HENDERSONVILLE HOUSING AUTHORITY (HHA) BY DEVELOPING AND IMPLEMENTING A COMPREHENSIVE PUBLIC RELATIONS PLAN.

Objectives:

- By September, 2001, the Board of Commissioners and the Executive Director will establish parameters for a superior Public Relations Program for the HHA.
- By June, 2002, the Board of Commissioners and the Executive Director will designate a Public Affairs Officer who will promote the HHA on a community-wide basis.

- Routinely, the Public Affairs Officer will participate in collaborative efforts for community growth. The participation will be documented in quarterly reports to the Board of Commissioners.
- By September, 2001, the Executive Director with assistance from the HHA staff will develop a mailing list for marketing and outreach materials and assess and make recommendations for efficient telecommunication to ensure complaints are minimized.
- By September, 2001, the Maintenance Department will provide a workforce with a professional image by conducting and participating in community efforts, including contracting maintenance services as necessary, to promote the benefits and beautification of the City.

GOAL NO.3: IMPROVE EMPLOYEE SERVICES AND SUPPORT SYSTEMS

Objectives:

- By September, 2001, the Executive Director and the Board of Commissioners will develop strategies to promote maximum efficiency and employee morale among the HHA staff.
- By June, 2001, the Executive Director and HHA staff will assess adequacy and current capabilities of the computer system, identify the need for cross and specialized staff training and develop a plan for such training of employees.
- By December, 2001, the Executive Director and HHA staff will identify organizational needs such as staffing, adequate office space, and storage. The Executive Director will subsequently identify a method for recognizing outstanding employees.
- By June, 2002, the Maintenance Superintendent, in consultation with the Executive Director, will establish and implement ethical and professional department standards which will dictate a tracked plan of improvement at all performance levels.
- By September, 2002, the Executive Director will identify sources of funding to improve employee services and support systems.

GOAL NO.4: THE HENDERSONVILLE HOUSING AUTHORITY (HHA) WILL INCREASE THE LEVEL OF RESIDENTS SATISFACTION RELATIVE TO MAINTENANCE DURING THE NEXT TWO FISCAL YEARS

- By September, 2001, the Executive Director and the HHA staff will establish a baseline of residents satisfaction with maintenance services by the implementation of a residents satisfaction survey.
- By March, 2002, the HHA staff will develop and begin implementing a plan to enhance residents satisfaction based on the initial results of the survey.
- By September, 2002, follow-up residents satisfaction surveys will be issued to the residents to determine the increased level of residents satisfaction relative to maintenance services.
- By March, 2003, the Maintenance Plan will be modified to enhance the quality of services if warranted.

Our progress toward achievement of the Goals and Objectives is reported in Attachment L: Statement of Progress in Meeting the Mission, Goals and Objectives.

ACTION ITEMS

Communications (74.2 %)

- The Housing Authority will continue to seek resident involvement in the development of both an annual and long-range plan for the modernization of its public housing units and site improvements.
- We continually update our written policies and procedures, including the Admissions and Continued Occupancy Policy, Grievance Procedure and Dwelling Lease to ensure compliance with current HUD Regulations. We have adopted a Pet Policy for our public housing family units. The Resident Advisory Board is given the opportunity to provide comments and recommendations regarding each of the policies. All aspects of the Dwelling Lease are discussed at admission. Residents are provided additional handouts that explain rules and procedures regarding their tenancy they are expected to comply with.
- We attempt to hold periodic meetings with residents and with our Resident Advisory Board to discuss their concerns. We discuss all elements of the survey including maintenance and repair, communication, safety, services, and neighborhood appearance. Residents are encouraged to express their concerns. Residents will continue to be encouraged to actively participate in activities that promote the overall well-being of the development.
- We prepare and mail a monthly Housing Newsletter to all residents regarding Housing Authority policies and procedures, and current activities and services available to resident families. We are always receptive to residents suggestions, concerns and requests and residents are invited to provide comments on how we

can better serve the community and ways we can improve the Housing Newsletter to address the concerns of the communities.

Safety(71.9%)

- The Housing Authority has budgeted for numerous physical improvements that will enhance neighborhood appearance and improve resident perception of security and safety. The following are a few of the improvements that have been accomplished or are planned over the next five years.
 1. Site improvements including fencing around high traffic areas and exterior lighting;
 2. Comprehensive modernization of dwelling units ;
 3. Sidewalk replacement;
 4. Install heavy duty storm doors;
- All criminal activities known to the Housing Authority are reported to local police authorities. Residents are encouraged to report criminal activities to the local police and the Housing Authority.
- In addition to the normal services provided by the Hendersonville Police Department, we have a contractual agreement with the Henderson County Sheriff's Department for the services of three fulltime officers. They provide a visible support to our residents and handle any criminal activity or vandalism that occurs on Housing Authority property. Residents have a direct line to the Sheriff's Department as well as being able to contact the Housing Authority office for assistance or to report illegal or suspicious activity.
- We are considering establishing a police substation in one of our developments.
- We are in the process of developing a Community Watch Program with the assistance of the Henderson County Sheriff's Department.
- We make every effort to maintain full occupancy in our public housing units; the exceptions are those units scheduled for comprehensive modernization.
- We have established strict applicant and resident screening requirements in our Admissions and Continued Occupancy Policy which denies admission and continued occupancy to individuals who do not meet the legal criteria established by HUD and the suitability criteria established by the Board of Commissioners. Applicant families and residents are evaluated to determine whether, based on their recent behavior, such behavior could reasonably be expected to result in noncompliance with the public housing lease. The Housing Authority looks at past conduct as a n indicator of future conduct.

Emphasis is placed on whether a family's admission could reasonably be expected to have a detrimental effect on the development environment, other tenants, Housing Authority employees, or other people residing in the immediate vicinity of the property. Otherwise eligible families are denied admission if they fail to meet the suitability criteria.

- The Housing Authority's goals are to address the needs of all population groups by enforcing the Authority's zero tolerance policy through enhanced security services, and drug alternative activities. Partners in the Authority's drug elimination efforts include the Housing Authority's Board of Commissioners, Local Law Enforcement Officials, organized resident groups and local service providers .
- Hendersonville police officers, Henderson County Sheriff's Department officers, partnering agencies and Housing Authority staff monitor and provide statistical information to the Housing Authority Management staff for processing, evaluation and maintenance of collected data and information. We follow up on the incidents listed in the police reports and take appropriate action to enforce lease requirements.
- Our public housing Dwelling Lease defines safe behavior for residents and outlines policies for termination for failure to abide by such policies.
- We shall continue to work with the Resident Advisory Board and other residents in the provision of services to residents.
- Residents are encouraged to report neighborhood appearance problems such as litter and vandalism. The Housing Authority will continue to work with the City of Hendersonville to improve the appearance of the neighborhoods surrounding our public housing developments with emphasis on eliminating those elements that may affect the safety and security of our residents .
- The Housing Authority has a policy for eliminating graffiti within 24 hours of discovery.

In summary, the Housing Authority is striving to improve the quality of life for its residents. In addition, we will continue to address all aspects of the residents survey including maintenance and repair, safety, communication, neighborhood appearance and services in our operations and administration of the public housing program and in our periodic meetings and other forms of communication with our residents. **Our ultimate goal is to achieve a level of customer satisfaction that gives the agency the highest score possible in this element of the Public Housing Assessment System.**