

# PHA Plans

5 Year Plan for Fiscal Years 2000 - 2004

Annual Plan for Fiscal Year 10/01/2004 – 09/30/2005

# Hendersonville Housing Authority Hendersonville, NC

(nc027v01)

**THIS PHA PLANS TEMPLATE (HUD 50075) IS TO BE COMPLETED IN ACCORDANCE  
WITH INSTRUCTIONS LOCATED IN APPLICABLE PIH NOTICES**

**PHA Plan  
Agency Identification**

**PHA Name: Hendersonville Housing Authority**

**PHA Number: NC027**

**PHA Fiscal Year Beginning: (mm/yyyy) 10/2004**

**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**  
**PHA FISCAL YEARS 2000 - 2004**  
[24 CFR Part 903.5]

**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. PHAs 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 targets such as: numbers of families served or PHAS scores achieved.) PHAs should identify these measures in the spaces 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 Service score to over 90%

- Concentrate on efforts 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 efforts 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 supportive services to improve assistance recipients' employability:
  - Provide or attract supportive services to increase independence for the elderly or families with disabilities.

Other: (list below)

**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: (list below)

**Other PHA Goals and Objectives: (list below)**

**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: 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 telecommunications to ensure complaints are minimized.
- By September, 2001, the Maintenance Department will provide a work force with a professional image by conducting and participating in community efforts, including contracting maintenance services as necessary, to promote the benefits and beatification 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 RESIDENT 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 resident satisfaction with maintenance services by the implementation of a resident satisfaction survey.
- By March, 2002, the HHA staff will develop and begin implementing a plan to enhance resident satisfaction based on the initial results of the survey.
- By September, 2002, follow-up resident satisfaction surveys will be issued to the residents to determine the increased level of resident satisfaction relative to maintenance services.
- By March, 2003, the Maintenance Plan will be modified to enhance the quality of services if warranted.

**Annual PHA Plan  
PHA Fiscal Year 2004**

[24 CFR Part 903.7]

**i. Annual Plan Type:**

Select which type of Annual Plan the PHA will submit.

**Standard Plan**

**Streamlined Plan:**

- High Performing PHA**  
 **Small Agency (<250 Public Housing Units)**  
 **Administering Section 8 Only**

**Troubled Agency Plan**

**ii. Executive Summary of the Annual PHA Plan**

[24 CFR Part 903.7 9 (r)]

Provide a brief overview of the information in the Annual Plan, including highlights of major initiatives and discretionary policies the PHA has included in the Annual Plan.

The Hendersonville Housing Authority has prepared this Annual Plan in compliance with Section 511 of the Quality Housing and Work Responsibility Act of 1998 and the ensuing HUD requirements.

We have adopted the following mission statement to guide the activities of the Hendersonville Housing Authority.

**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.**

We have also adopted the following goals and objectives.

**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: 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 telecommunications to ensure complaints are minimized.
- By September, 2001, the Maintenance Department will provide a work force 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 RESIDENT 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 resident satisfaction with maintenance services by the implementation of a resident satisfaction survey.
- By March, 2002, the HHA staff will develop and begin implementing a plan to enhance resident satisfaction based on the initial results of the survey.
- By September, 2002, follow-up resident satisfaction surveys will be issued to the residents to determine the increased level of resident 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 and discretionary changes.

**Public Housing Admissions and Continued Occupancy Policy:**

- We have updated our Admissions and Continued Occupancy Policy to incorporate the “One Strike” provisions
- Increased our Security Deposit
- Increased our penalties for late rent payment
- Implemented an administrative fee for missed reexamination appointments

**Public Housing Dwelling Lease:**

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

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

### **iii. Annual Plan Table of Contents**

[24 CFR Part 903.7 9 (r)]

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

#### **Table of Contents**

	<u>Page #</u>
<b>Annual Plan</b>	
i. Executive Summary	6
ii. Table of Contents	10
1. Housing Needs	13
2. Financial Resources	19
3. Policies on Eligibility, Selection and Admissions	20
4. Rent Determination Policies	32
5. Operations and Management Policies	36
6. Grievance Procedures	37
7. Capital Improvement Needs	38
8. Demolition and Disposition	40
9. Designation of Housing	40
10. Conversions of Public Housing	41
11. Homeownership	43
12. Community Service Programs	44
13. Crime and Safety	46
14. Pets	48
15. Civil Rights Certifications (included with PHA Plan Certifications)	48
16. Audit	48
17. Asset Management	49
18. Other Information	49

#### **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 file name in parentheses in the space to the right of the title.

#### Required Attachments:

- Attachment F:** Deconcentration Policy
- Attachment A:** Capital Fund Program FY 2004 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 FY 2003 P & E Report (50103)

Attachment D: Capital Fund Program FY 2003 P & E Report (50203)

Attachment E: Capital Fund Program FY 2002 P & E Report

Attachment G: Resident Member on the PHA Governing Board

Attachment H: Membership of the Resident Advisory Board

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

Attachment J: Deconcentration and Income Mixing

Attachment K: Pet Policy Statement

Attachment L: Implementation of Community Service Requirements

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

Attachment N: FY 2003 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.

<b>List of Supporting Documents Available for Review</b>		
<b>Applicable &amp; On Display</b>	<b>Supporting Document</b>	<b>Applicable Plan Component</b>
<b>X</b>	PHA Plan Certifications of Compliance with the PHA Plans and Related Regulations	5 Year and Annual Plans
<b>X</b>	State/Local Government Certification of Consistency with the Consolidated Plan	5 Year and Annual Plans
<b>X</b>	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 jurisdictions to implement any of the jurisdictions’ initiatives to affirmatively further fair housing that require the PHA’s involvement.	5 Year and Annual Plans
<b>X</b>	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
<b>X</b>	Most recent board-approved operating budget for the public housing program	Annual Plan: Financial Resources;
<b>X</b>	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
<b>NA</b>	Section 8 Administrative Plan	Annual Plan: Eligibility, Selection, and Admissions Policies
<b>X</b>	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; Notice</i> and any further HUD guidance) and 2. Documentation of the required deconcentration and income mixing analysis	Annual Plan: Eligibility, Selection, and Admissions Policies
<b>X</b>	Public housing rent determination policies, including the methodology for setting public housing flat rents	Annual Plan: Rent Determination

<b>List of Supporting Documents Available for Review</b>		
<b>Applicable &amp; On Display</b>	<b>Supporting Document</b>	<b>Applicable Plan Component</b>
	<input checked="" type="checkbox"/> check here if included in the public housing A & O Policy	
<b>X</b>	Schedule of flat rents offered at each public housing development <input type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Rent Determination
<b>NA</b>	Section 8 rent determination (payment standard) policies <input type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Rent Determination
<b>X</b>	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
<b>X</b>	Public housing grievance procedures <input type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Grievance Procedures
<b>NA</b>	Section 8 informal review and hearing procedures <input type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Grievance Procedures
<b>X</b>	The HUD-approved Capital Fund/Comprehensive Grant Program Annual Statement (HUD 52837) for the active grant year	Annual Plan: Capital Needs
<b>NA</b>	Most recent CIAP Budget/Progress Report (HUD 52825) for any active CIAP grant	Annual Plan: Capital Needs
<b>X</b>	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
<b>NA</b>	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
<b>NA</b>	Approved or submitted applications for demolition and/or disposition of public housing	Annual Plan: Demolition and Disposition
<b>NA</b>	Approved or submitted applications for designation of public housing (Designated Housing Plans)	Annual Plan: Designation of Public Housing
<b>NA</b>	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
<b>NA</b>	Approved or submitted public housing homeownership programs/plans	Annual Plan: Homeownership
<b>NA</b>	Policies governing any Section 8 Homeownership program <input type="checkbox"/> check here if included in the Section 8 Administrative Plan	Annual Plan: Homeownership
<b>NA</b>	Any cooperative agreement between the PHA and the TANF agency	Annual Plan: Community Service & Self-Sufficiency
<b>NA</b>	FSS Action Plan/s for public housing and/or Section 8	Annual Plan: Community Service & Self-Sufficiency
<b>NA</b>	Most recent self-sufficiency (ED/SS, TOP or ROSS or other resident services grant) grant program reports	Annual Plan: Community Service & Self-Sufficiency
<b>NA</b>	The most recent Public Housing Drug Elimination Program (PHDEP) semi-annual performance report for any open grant and most recently submitted PHDEP application	Annual Plan: Safety and Crime Prevention

<b>List of Supporting Documents Available for Review</b>		
<b>Applicable &amp; On Display</b>	<b>Supporting Document</b>	<b>Applicable Plan Component</b>
	(PHDEP Plan)	
<b>X</b>	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
<b>NA</b>	Troubled PHAs: MOA/Recovery Plan	Troubled PHAs
<b>X</b>	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 903.7 9 (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.

<b>Housing Needs of Families in the Jurisdiction* by Family Type</b>							
<b>Family Type</b>	<b>Overall</b>	<b>Afford-ability</b>	<b>Supply</b>	<b>Quality</b>	<b>Access-ibility</b>	<b>Size</b>	<b>Loca-tion</b>
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 Needs of Families on the Public Housing and Section 8 Tenant- Based Assistance Waiting Lists

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

<b>Housing Needs of Families on the Waiting List</b>			
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	59		122 units
Extremely low income <=30% AMI	44	75%	
Very low income (>30% but <=50% AMI)	12	20%	
Low income (>50% but <80% AMI)	3	5%	
Families with children	21	36%	
Elderly families	5	8%	
Families with Disabilities	13	22%	
Race/ethnicity - White	46	78%	
Race/ethnicity - Black	9	15%	
Race/ethnicity -	3	5%	



Housing Needs of Families on the Waiting List			
Hispanic			
Race/ethnicity - Asian	1	2%	
Characteristics by Bedroom Size (Public Housing Only)			
0 and 1BR	33	56%	29 units
2 BR	18	30%	34 units
3 BR	7	12%	50 units
4 BR	1	2%	6 units
5 BR	0	0	3 units
5+ BR	0	0	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 onto 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 finance 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-up rates 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 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

- Employ admissions preferences aimed at families who are working
- Adopt rent policies to support and encourage work  
Flat Rents and Ceiling Rents
- 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 vouchers 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 (Mixed Population Developments):** 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 vouchers 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 FAIR HOUSING**

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 the family 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**

[24 CFR Part 903.7 9 (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.

<b>Financial Resources: Planned Sources and Uses</b>		
<b>Sources</b>	<b>Planned \$</b>	<b>Planned Uses</b>
<b>1. Federal Grants (FY 2004 grants)</b>		
a) Public Housing Operating Fund	712,772	
b) Public Housing Capital Fund	624,293	
c) HOPE VI Revitalization	0	

<b>Financial Resources: Planned Sources and Uses</b>		
<b>Sources</b>	<b>Planned \$</b>	<b>Planned Uses</b>
d) HOPE VI Demolition	0	
e) Annual Contributions for Section 8 Tenant-Based Assistance	0	
f) Public Housing Drug Elimination Program (including any Technical Assistance funds)	0	
g) Resident Opportunity and Self-Sufficiency Grants	0	
h) Community Development Block Grant	0	
i) HOME	0	
Other Federal Grants (list below)	0	
<b>2. Prior Year Federal Grants (unobligated funds only) (list below)</b>		
CFP FY 2002 Capital Fund	32,940	Modernization
CFP FY 2003 Capital Fund (103)	227,451	Modernization
CFP FY 2003 Capital Fund (203)	53,743	Modernization
<b>3. Public Housing Dwelling Rental Income</b>		
Dwelling Rental Public Housing	858,216	Operations
<b>4. Other income (list below)</b>		
Investment Income	14,400	Operations
Excess Utilities	5,400	Operations
Other Income	20,000	
<b>4. Non-federal sources (list below)</b>		
<b>Total resources</b>	<b>2,523,815</b>	

### **3. PHA Policies Governing Eligibility, Selection, and Admissions**

[24 CFR Part 903.7 9 (c)]

#### **A. Public Housing**

Exemptions: PHAs that do not administer public housing are not required to complete subcomponent 3A.

##### **(1) Eligibility**

a. When does the PHA verify eligibility for admission to public housing? (select all that 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 and any utility payments;
  - 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 cause 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 there from; 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, co-head, and any other adult family members;
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). This criminal background check will proceed after each adult household member has signed a consent form designed by the Hendersonville Housing Authority.

The information received as a result of the criminal background check shall be used solely for screening, lease enforcement and eviction purposes. The information derived from the criminal background check shall be shared only with employees of the Hendersonville Housing Authority who have a job-related need to have access to the information. The information shall be maintained confidentially, not misused or improperly disseminated, and destroyed once the purpose(s) for which it was requested has been accomplished and the period for filing a challenge to the Hendersonville Housing Authority's action has expired without a challenge or final disposition of any litigation has occurred;

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 household with an individual registered under a State sex offender registration will be admitted to public housing. The Hendersonville Housing Authority will check with our State registry and if the applicant has resided in another State(s), with that State(s)'s list.

If an applicant is about to be denied housing based on either the criminal check or the sex offender registration program, the applicant will be informed of this fact and given an opportunity to dispute the accuracy of the information before the denial or eviction occurs.

- 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-wide list
- Sub-jurisdictional lists
- Site-based waiting lists
- Other (describe)

b. Where may interested persons apply for admission to public housing?

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

c. If the PHA plans to operate one or more site-based waiting lists in the coming year, answer each of the following questions; if not, skip to subsection **(3) Assignment**

1. How many site-based waiting lists will the PHA operate in the coming year?

2.  Yes  No: Are any or all of the PHA's site-based waiting lists new for the upcoming year (that is, they are not part of a previously-HUD-approved site based waiting list plan)?  
If yes, how many lists?

3.  Yes  No: May families be on more than one list simultaneously?  
If yes, how many lists?

4. Where can interested persons obtain more information about and sign up to be on the site-based waiting lists (select all that apply)?

- PHA main administrative office
- All PHA development management offices
- Management offices at developments with site-based waiting lists
- At the development to which they would like to apply
- Other (list below)

### **(3) Assignment**

a. How many vacant unit choices are applicants ordinarily given before they fall to the bottom of or are removed from the waiting list? (select one)

- One
- Two
- Three or More

b.  Yes  No: Is this policy consistent across all waiting list types?

c. If answer to b is no, list variations for any other than the primary public housing waiting list/s for the PHA:

### **(4) Admissions Preferences**

a. Income targeting:

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 transfers 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 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 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 extract from our adopted Admissions and Continued Occupancy Policy lists all of our preferences in order of priority.

## 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 who is currently working twenty (20) or more hours a week and who has worked twenty (20) or more hours per week for 6 months prior to the application date.** 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 who is currently working twenty (20) or more hours a week and who has worked twenty (20) or more hours per week for 6 months prior to the application date.** 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 residency preference will not have the purpose or effect of delaying or otherwise denying admission to the program based on the race, color, ethnic origin, gender, religion, disability, or age of any member of an applicant family.

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 point system), place the same number next to each. That means you can use “1” more than once, “2” more than once, etc.

X Date and Time

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

Other preferences (select all that apply)

1 Working families and those unable to work because of age or 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
- 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 lists all of our preferences in order of priority.

- (1) **A. Applicants living in Henderson County with an adult family member who is currently working twenty (20) or more hours a week and who has been working twenty (20) or more hours a week for six (6) months prior to application date.** 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.
- (2) **B. Applicants not living in Henderson County with an adult family who is currently working twenty (20) or more hours a week and who has been working twenty (20) or more hours a week for six (6) months prior to application date.** 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.
- (3) **C. Applicants living in Henderson County, with an adult family member working for less than 6 months or with no adult family member currently working.**
- (4) **D. Applicants not living in Henderson County, with an adult family member working for less than 6 months or with no adult family member currently working.**
- (5) **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.

4. Relationship of preferences to income targeting requirements:

- The PHA applies preferences within income tiers
- Not applicable: the pool of applicant families ensures 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
- Any time family composition changes
- At family request for revision
- Other (list)

### **(6) Deconcentration and Income Mixing**

**This section intentionally left blank in accordance with Notice HUD PIH 99-51. See Attachment J.**

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 developments 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 admissions 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 purpose 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 point 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 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 admissions 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. PHA Rent Determination Policies**

[24 CFR Part 903.7 9 (d)]

#### **A. Public Housing**

Exemptions: PHAs that do not administer public housing are not required to complete sub-component 4A.

##### **(1) Income Based Rent Policies**

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 disregards and 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)
- 95<sup>th</sup> 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. Rent re-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
- Any time the family experiences an income increase
- Any time 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: PHAs 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 into 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**

[24 CFR Part 903.7 9 (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, 2003 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 in 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**

[24 CFR Part 903.7 9 (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, 2003 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 24 CFR Part 966, Subpart B, for residents of public housing?

If yes, list additions to federal requirements below:

2. Which PHA office 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 office 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**

[24 CFR Part 903.7 9 (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) Capital Fund Program Annual Statement**

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 here)



**(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 here)

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

Applicability of sub-component 7B: All PHAs 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-finance 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**

[24 CFR Part 903.7 9 (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.)

<b>Demolition/Disposition Activity Description</b>
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**

[24 CFR Part 903.7 9 (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.

<b>Designation of Public Housing Activity Description</b>
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**

[24 CFR Part 903.7 9 (j)]

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

### **A. Assessments of Reasonable Revitalization Pursuant to section 202 of the HUD FY 1996 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 FY 1996 HUD Appropriations Act? (If "No", skip to component 11; if "yes", complete one activity description for each identified development, unless eligible to complete a 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.

<b>Conversion of Public Housing Activity Description</b>
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 Plan 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: )

- Requirements no longer applicable: vacancy rates are less than 10 percent
- Requirements no longer applicable: site now has less than 300 units
- 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 903.7 9 (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.)

<p><b>Public Housing Homeownership Activity Description</b> (Complete one for each development affected)</p>
--

1a. Development name:

1b. Development (project) number:

2. Federal Program authority:

- HOPE I
- 5(h)
- Turnkey III
- 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**

[24 CFR Part 903.7 9 (1)]

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, 2003 and is not required to complete this section.**

**A. PHA Coordination with the Welfare (TANF) Agency**

1. Cooperative agreements:

Yes  No: Has the PHA has 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 train 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 L: Implementation of Community Service Requirements**

**13. PHA Safety and Crime Prevention Measures**

[24 CFR Part 903.7 9 (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, 2003 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 areas 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 used to determine the need for PHA actions 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 anticrime/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 plans to undertake in the next PHA fiscal year**

1. List the crime prevention activities the PHA has undertaken or plans 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**

PHAs eligible for FY 2000 PHDEP 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 FY 2002 in this PHA Plan?  
Not Applicable
- Yes  No: This PHDEP Plan is an Attachment. (Attachment Filename: \_\_\_\_)  
Not Applicable

**14. RESERVED FOR PET POLICY**

[24 CFR Part 903.7 9 (n)]

**See Attachment K: Pet Policy**

**15. Civil Rights Certifications**

[24 CFR Part 903.7 9 (o)]

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

## **16. Fiscal Audit**

[24 CFR Part 903.7 9 (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**

[24 CFR Part 903.7 9 (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, 2003 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 types 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**

[24 CFR Part 903.7 9 (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 at Attachment (File name)
  - Provided below:

Residents expressed appreciation for the capital fund improvements being made. Residents also said they appreciated the monthly newsletter.

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 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 the 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 G: 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-based assistance)
- 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: 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 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 FY 2004 Annual Statement**
- Attachment B: Capital Fund Program 5 – Year Action Plan**
- Attachment C: Capital Fund Program FY 2003 P & E Report (103)**
- Attachment D: Capital Fund Program FY 2003 P & E Report (203)**
- Attachment E: Capital Fund Program FY 2002 P & E Report**
- Attachment F: Deconcentration Policy**
- Attachment G: Resident Member on the PHA Governing Board**
- Attachment H: Membership of the Resident Advisory Board**
- Attachment I: Definition of Substantial Deviation and Significant Amendment or Modification**
- Attachment J: Deconcentration and Income Mixing**
- Attachment K: Pet Policy Statement**
- Attachment L: Implementation of Community Service Requirements**
- Attachment M: Statement of Progress in Meeting Mission, Goals and Objectives**
- Attachment N: FY 2003 Resident Survey Follow Up Plan**

**Attachment A**

<b>Annual Statement/Performance and Evaluation Report</b> <b>Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part I: Summary</b>					
<b>PHA Name: Hendersonville Housing Authority</b>		<b>Grant Type and Number</b> Capital Fund Program Grant No: NC06P02750104 Replacement Housing Factor Grant No:			<b>Federal FY of Grant:</b> <b>2004</b>
<input checked="" type="checkbox"/> <b>Original Annual Statement</b> <input type="checkbox"/> <b>Reserve for Disasters/ Emergencies</b> <input type="checkbox"/> <b>Revised Annual Statement (revision no:    )</b> <input type="checkbox"/> <b>Performance and Evaluation Report for Period Ending:</b> <input type="checkbox"/> <b>Final Performance and Evaluation Report</b>					
Lin e No.	Summary by Development Account	Total Estimated Cost		Total Actual Cost	
		Original	Revised	Obligated	Expended
1	Total non-CFP Funds				
2	1406 Operations	30,000			
3	1408 Management Improvements				
4	1410 Administration	41,490			
5	1411 Audit				
6	1415 Liquidated Damages				
7	1430 Fees and Costs	24,000			
8	1440 Site Acquisition				
9	1450 Site Improvement				
10	1460 Dwelling Structures	458,803			
11	1465.1 Dwelling Equipment— Nonexpendable	45,000			
12	1470 Nondwelling Structures				
13	1475 Nondwelling Equipment	25,000			
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: <b>Hendersonville Housing Authority</b>	Grant Type and Number Capital Fund Program Grant No: NC06P02750104 Replacement Housing Factor Grant No:	Federal FY of Grant: <b>2004</b>
---	---	-------------------------------------

**Original Annual Statement**  **Reserve for Disasters/ Emergencies**  **Revised Annual Statement (revision no:     )**  
 **Performance and Evaluation Report for Period Ending:**  **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				
21	Amount of Annual Grant: (sum of lines 2 – 20)	624,293			
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**

PHA Name: Hendersonville Housing Authority		Grant Type and Number Capital Fund Program Grant No: NC06P02750104 Replacement Housing Factor Grant No:			Federal FY of Grant: 2004			
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	
<b>HA Wide</b>	<b>Operations</b>	1406						
	Resident Services Coordinator salaries and benefits		Lump Sum	30,000				
	<b>Subtotal Acct 1406</b>			<b>30,000</b>				
	<b>Administration</b>	1410						
<b>HA Wide</b>	Proration of salaries and benefits for administration of CFP		Lump Sum	41,490				
	<b>Subtotal Acct 1410</b>			<b>41,490</b>				
	<b>Fees and Costs</b>	1430						
<b>HA Wide</b>	A & E fees; reimbursable costs		Lump Sum	20,000				
<b>HA Wide</b>	Capital Fund Program and Annual Plan Update Fees;		Lump Sum	4,000				
	<b>Subtotal Acct 1430</b>			<b>24,000</b>				
	<b>Dwelling Structures</b>	1460						

## 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: NC06P02750104 Replacement Housing Factor Grant No:				Federal FY of Grant: 2004		
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	
<b>HA Wide</b>	Remove existing and install new wall tile as needed			25,000				
<b>NC027-2 Scattered Sites</b>	Install new insulated windows		48 units	125,000				
<b>NC027-3 Scattered Sites</b>	Install new insulated windows		47 units	63,000				
<b>NC027-6 Dermid Meadows</b>	Replace roofs		60 units	150,000				
<b>NC027-3 Scattered Sites</b>	Replace water heaters		47 units	8,000				
<b>NC027-2 Scattered Sites</b>	Convert 4 efficiency units to 2 one-bedroom units			60,803				
<b>HA Wide</b>	Interior Painting, as needed			27,000				
	<b>Subtotal Acct 1460</b>			<b>458,803</b>				
	<b><u>Dwelling Equipment</u></b>	1465.1						
<b>HA Wide</b>	Replace ranges		50	15,000				
	Replace refrigerators		75	30,000				

**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: NC06P02750104 Replacement Housing Factor Grant No:			Federal FY of Grant: 2004			
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	
	<b>Subtotal Acct 1465.1</b>			<b>45,000</b>				
<b>HA Wide</b>	<b><u>Non Dwelling Equipment</u></b>	1475						
	Replace maintenance vehicle		L. S.	25,000				
	<b>Subtotal Acct 1475</b>			<b>25,000</b>				
	<b><u>Grand Total</u></b>			<b>624,293</b>				

**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: NC06P02750104 Replacement Housing Factor No:					Federal FY of Grant: 2004	
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	09/30/06			09/30/08				
NC027-1				09/30/08				
NC027-2	09/30/06			09/30/08				
NC027-3	09/30/06			09/30/08				
NC027-4								
NC027-5								
NC027-6	09/30/06			09/30/08				

**Attachment B  
Capital Fund Program Five-Year Action Plan  
Part I: Summary**

PHA Name : Hendersonville Housing Authority					<input checked="" type="checkbox"/> <b>Original 5-Year Plan</b>
					<input type="checkbox"/> <b>Revision No:</b>
Development Number/Name/H A-Wide	Year 1	Work Statement for Year 2 FFY Grant: 2005 PHA FY: 10/01/05	Work Statement for Year 3 FFY Grant: 2006 PHA FY: 10/01/06	Work Statement for Year 4 FFY Grant: 2007 PHA FY: 10/01/07	Work Statement for Year 5 FFY Grant: 2008 PHA FY: 10/01/08
	Annual Statement				
HA Wide		82,648	172,648	474,293	424,293
NC027-1		200,000	451,645		
NC027-2		281,645			30,000
NC027-3		60,000		150,000	
NC027-4					20,000
NC027-5					
NC027-6					
CFP Funds Listed for 5-year planning		624,293	624,293	624,293	624,293
Replacement Housing Factor Funds					

**Capital Fund Program Five-Year Action Plan**  
**Part II: Supporting Pages—Work Activities**

Activities for Year 1	Activities for Year : <u>2</u> FFY Grant: 2005 PHA FY: 10/01/05			Activities for Year: <u>3</u> FFY Grant: 2006 PHA FY: 10/01/06		
	Development Name/Number	Major Work Categories	Estimated Cost	Development Name/Number	Major Work Categories	Estimated Cost
		<b><u>Operations (1406)</u></b>			<b><u>Operations (1406)</u></b>	
	HA Wide	Resident Services Coordinator	30,000	HA Wide	Resident Services Coordinator	30,000
See		<b><u>Administration (1410)</u></b>			<b><u>Administration (1410)</u></b>	
Annual	HA Wide	Proration of salaries and benefits for administration of CFP	41,490	HA Wide	Proration of salaries and benefits for administration of CFP	41,490
Statement		<b><u>Fees and Costs (1430)</u></b>			<b><u>Fees and Costs (1430)</u></b>	
	HA Wide	A & E fees; reimbursable costs; radon testing	7,158	HA Wide	A & E fees; reimbursable costs	2,000
	HA Wide	Capital Fund Program and Annual Plan Update Fees	4,000	HA Wide	Capital Fund Program and Annual Plan Update Fees	4,000
		<b>Total HA Wide</b>	<b>82,648</b>		<b><u>Dwelling Structures (1460)</u></b>	
				HA Wide	Replace closet doors as needed	10,158
	NC027-1 Scattered Sites	<b><u>Dwelling Structures (1460)</u></b>			<b><u>Dwelling Equipment (1465)</u></b>	

		Replace steel window and door sections	200,000	<b>HA Wide</b>	Purchase new appliances (100 refrigerators and 50 ranges)	60,000
		<b>Subtotal NC027-1</b>	<b>200,000</b>		<b><u>Non Dwelling Equipment (1475)</u></b>	
				<b>HA Wide</b>	Purchase new maintenance vehicle	25,000
		<b><u>Dwelling Structures (1460)</u></b>			<b>Subtotal HA Wide</b>	<b>172,648</b>
	<b>NC027-2 Scattered Sites</b>	Convert 4 efficiency units to 2 one-bedroom units	60,000			
	Walnut Street units	Comprehensive interior/exterior renovation: including replacing studs, ceiling joist, electrical circuits, plumbing, sheetrock, interior doors, cabinets, sinks, faucets, lavatories, commodes, fixtures, interior painting and floor tile ; (30,000 per unit)	221,645	<b>NC027-1 Scattered Sites</b>	<b><u>Dwelling Structures (1460)</u></b>	
		<b>Subtotal NC027-2</b>	<b>281,645</b>		Replace kitchen cabinets	351,645
				<b>NC027-1 Scattered Sites</b>	Install new insulated windows	100,000
		<b><u>Dwelling Structures (1460)</u></b>			<b>Subtotal NC027-1</b>	<b>451,645</b>
	<b>NC027-3 Robinson Terrace</b>	Convert 4 efficiency units to 2 one-bedroom units	60,000			

	<b>Subtotal NC027-3</b>	<b>60,000</b>		
	<b>Total CFP Estimated Cost</b>	<b>624,293</b>		<b>624,293</b>



**Capital Fund Program Five-Year Action Plan  
Part II: Supporting Pages—Work Activities**

Activities for Year : <u>4</u> FFY Grant: 2007 PHA FY: 10/01/07			Activities for Year: <u>5</u> FFY Grant: 2008 PHA FY: 10/01/08		
<b>Development Name/Number</b>	<b>Major Work Categories</b>	<b>Estimated Cost</b>	<b>Development Name/Number</b>	<b>Major Work Categories</b>	<b>Estimated Cost</b>
	<b><u>Operations (1406)</u></b>			<b><u>Operations (1406)</u></b>	
<b>HA Wide</b>	Resident Services Coordinator	30,000	<b>HA Wide</b>	Resident Services Coordinator	30,000
	<b><u>Management Improvements (1408)</u></b>		<b>HA Wide</b>	<b><u>Management Improvements (1408)</u></b>	
	Computer hardware and software upgrades	20,000		Computer hardware and software upgrades	20,000
	<b><u>Administration (1410)</u></b>		<b>HA Wide</b>	<b><u>Administration (1410)</u></b>	
<b>HA Wide</b>	Proration of salaries and benefits for administration of CFP	41,490		Proration of salaries and benefits for administration of CFP	41,490
<b>HA Wide</b>	<b><u>Fees and Costs (1430)</u></b>		<b>HA Wide</b>	<b><u>Fees and Costs (1430)</u></b>	
	A & E fees; reimbursable costs	2,000		A & E fees; reimbursable costs	2,000
	Capital Fund Program and Annual Plan Update Fees	4,000		Capital Fund Program and Annual Plan Update Fees	4,000
<b>HA Wide</b>	<b><u>Dwelling Structures (1460)</u></b>		<b>HA Wide</b>	<b><u>Site Improvements (1450)</u></b>	
	Interior Painting	21,645		Sidewalks, fencing,	50,000
	Replace closet doors as needed		<b>HA Wide</b>	<b><u>Dwelling Structures (1460)</u></b>	

	Install air conditioning in units	317,158		Interior Painting	21,645
	<b><u>Non Dwelling Equipment (1475)</u></b>			Install air conditioning in units	150,000
<b>HA Wide</b>	Replace tractor	18,000		Exterior painting; replace siding; soffit and fascia replacement	105,158
	<b>Total HA Wide</b>	<b>474,293</b>		<b>Total HA Wide</b>	<b>424,293</b>
<b>NC027-3 Robinson Terrace</b>	<b><u>Dwelling Structures (1460)</u></b>		<b>NC027-2</b>	<b><u>Site Improvements (1450)</u></b>	
	Renovate Bathrooms	150,000		Repave parking lot	30,000
	<b>Subtotal NC027-3</b>	<b>150,000</b>		<b>Total NC027-2</b>	<b>30,000</b>
			<b>NC027-4</b>	<b><u>Site Improvements (1450)</u></b>	
				Resurface entrance road	20,000
				<b>Total NC027-4</b>	<b>20,000</b>
	<b>Total CFP Estimated Cost</b>	<b>624,293</b>			<b>624,293</b>

**Attachment C**

<b>Annual Statement/Performance and Evaluation Report</b>						
<b>Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part I: Summary</b>						
<b>PHA Name: Hendersonville Housing Authority</b>		<b>Grant Type and Number</b> Capital Fund Program Grant No: NC06P02750103 Replacement Housing Factor Grant No:			<b>Federal FY of Grant:</b> <b>2003</b>	
<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: 03/31/04 <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	
1	Total non-CFP Funds					
2	1406 Operations	30,000	30,000	30,000.00	30,00.00	
3	1408 Management Improvements					
4	1410 Administration	41,490	41,490	41,490.00	20,745.00	
5	1411 Audit					
6	1415 Liquidated Damages					
7	1430 Fees and Costs	22,000	4,000	275.00	275.00	
8	1440 Site Acquisition					
9	1450 Site Improvement	25,000	25,000	0	0	
10	1460 Dwelling Structures	282,060	395,060	221,334.18	220,773.65	
11	1465.1 Dwelling Equipment— Nonexpendable					
12	1470 Nondwelling Structures	120,000	25,000	0	0	
13	1475 Nondwelling 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**

<b>PHA Name: Hendersonville Housing Authority</b>	<b>Grant Type and Number</b> Capital Fund Program Grant No: NC06P02750103 Replacement Housing Factor Grant No:	<b>Federal FY of Grant:</b> <b>2003</b>
---	--	--

Original Annual Statement  Reserve for Disasters/ Emergencies  Revised Annual Statement (revision no: 1)  
 Performance and Evaluation Report for Period Ending: 03/31/04  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				
21	Amount of Annual Grant: (sum of lines 2 – 20)	520,550	520,550	293,099.18	271,793.65
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**

PHA Name: 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	
<b>HA Wide</b>	<b><u>Operations</u></b>	1406						100%
	Resident Services Coordinator salaries and benefits		Lump Sum	30,000	30,000	30,000	30,000	
	<b>Subtotal Acct 1406</b>			<b>30,000</b>	<b>30,000</b>	<b>30,000</b>	<b>30,000</b>	
	<b><u>Administration</u></b>	1410						50%
<b>HA Wide</b>	Proration of salaries and benefits for administration of CFP		Lump Sum	41,490	41,490	41,490	20,745.00	
	<b>Subtotal Acct 1410</b>			<b>41,490</b>	<b>41,490</b>	<b>41,490</b>	<b>20,745.00</b>	
	<b><u>Fees and Costs</u></b>	1430						
<b>HA Wide</b>	A & E fees; reimbursable costs		Lump Sum	12,000	0			Deleted
<b>HA Wide</b>	Capital Fund Program and Annual Plan Update Fees;		Lump Sum	10,000	4,000	0	0	
	<b>Subtotal Acct 1430</b>			<b>22,000</b>	<b>4,000</b>	<b>0</b>	<b>0</b>	

**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: 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	
	<b>Site Improvements</b>	1450						Planning
<b>HA Wide</b>	Repair sidewalks; add fencing		Lump Sum	25,000	25,000	0	0	
	<b>Subtotal Acct 1450</b>			<b>25,000</b>	<b>25,000</b>	<b>0</b>	<b>0</b>	
	<b>Dwelling Structures</b>	1460						
<b>NC027-1 Scattered Sites</b>	Replace existing electric service with 100 amp service (Phase 2)			5,450	0			See Below
<b>NC027-2</b>	Replace existing electric service with 100 amp service (as needed)			1,500	0			See Below
<b>HA Wide</b>	Replace existing electric service with 100 amp service (as needed)			0	7,500	0	0	Combined above
<b>HA Wide</b>	Cover existing wood siding with Hardy Plank siding			40,000	40,000	4,500.00	3,939.47	In progress

## 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: 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	
<b>NC027-5 Lincoln Circle</b>	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)			215,110	307,560	221,334.18	220,773.65	In progress
<b>NC027-6 Dermid</b>	Replace roofs as needed			20,000	0			Deferred
<b>NC027-3 &amp; 6 Robinson Terrace &amp; Dermid</b>	Replace exterior furnace room doors @ Robinson Terrace; replace storm doors @ both sites		108 units	0	40,000			Planning
	<b>Subtotal Acct 1460</b>			<b>282,060</b>	<b>395,060</b>	<b>221,334.18</b>	<b>220,773.65</b>	
	<b><u>Non Dwelling Structures</u></b>	1470						
<b>HA Wide</b>	Expand maintenance building by 5,400 S/F		Lump Sum	160,000	0			Deleted

**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: 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	
	Renovate and upgrade existing maintenance building			0	25,000	0	0	Planning
	<b>Subtotal Acct 1470</b>			<b>160,000</b>	<b>25,000</b>	<b>0</b>	<b>0</b>	
	<b>Grand Total</b>			<b>520,550</b>	<b>520,550</b>	<b>293,099.18</b>	<b>271,793.65</b>	



**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				

**Attachment D**

<b>Annual Statement/Performance and Evaluation Report</b>						
<b>Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part I: Summary</b>						
<b>PHA Name: Hendersonville Housing Authority</b>		<b>Grant Type and Number</b> Capital Fund Program Grant No: NC06P02750203 Replacement Housing Factor Grant No:			<b>Federal FY of Grant:</b> <b>2003</b>	
<input type="checkbox"/> <b>Original Annual Statement</b> <input type="checkbox"/> <b>Reserve for Disasters/ Emergencies</b> <input checked="" type="checkbox"/> <b>Revised Annual Statement (revision no: 1)</b> <input checked="" type="checkbox"/> <b>Performance and Evaluation Report for Period Ending: 03/31/04</b> <input type="checkbox"/> <b>Final Performance and Evaluation Report</b>						
<b>Lin e No.</b>	<b>Summary by Development Account</b>	<b>Total Estimated Cost</b>		<b>Total Actual Cost</b>		
		<b>Original</b>	<b>Revised</b>	<b>Obligated</b>	<b>Expended</b>	
1	Total non-CFP Funds					
2	1406 Operations					
3	1408 Management Improvements					
4	1410 Administration					
5	1411 Audit					
6	1415 Liquidated Damages					
7	1430 Fees and Costs					
8	1440 Site Acquisition					
9	1450 Site Improvement					
10	1460 Dwelling Structures	103,743	103,743	50,000.00	11,121.51	
11	1465.1 Dwelling Equipment— Nonexpendable					
12	1470 Nondwelling Structures					
13	1475 Nondwelling 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**

<b>PHA Name: Hendersonville Housing Authority</b>	<b>Grant Type and Number</b> Capital Fund Program Grant No: NC06P02750203 Replacement Housing Factor Grant No:	<b>Federal FY of Grant:</b> <b>2003</b>
---	--	--

Original Annual Statement 
  Reserve for Disasters/ Emergencies 
  Revised Annual Statement (revision no: 1) 
  Performance and Evaluation Report for Period Ending: 03/31/04 
  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				
21	Amount of Annual Grant: (sum of lines 2 – 20)	103,743	103,743	50,000.00	11,121.51
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**

PHA Name: Hendersonville Housing Authority		Grant Type and Number Capital Fund Program Grant No: NC06P02750203 Replacement Housing Factor Grant No:				Federal FY of Grant: <b>2003</b>		
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	
	<b><u>Dwelling Structures</u></b>	1460						
<b>NC027-5 Lincoln Circle</b>	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)			84,890	25,724.86	25,724.86	11,121.51	
<b>NC027-1 Scattered Sites</b>	Renovation of 519 Harris Street; conversion of a 4 BR unit to a 3 BR unit		1 unit	0	40,000.00	24,275.14	0	
<b>NC027-2 Scattered Sites</b>	Renovation of 508 Harris Street; conversion of a 4 BR unit to a 3 BR unit		1 unit	0	38,018.14	0	0	
<b>NC027-6 Dermid</b>	Replace roofs as needed			18,853	0			Deferred
	<b>Subtotal Acct 1460</b>			<b>103,743</b>	<b>103,743.00</b>	<b>50,000.00</b>	<b>11,121.51</b>	

**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: NC06P02750203 Replacement Housing Factor Grant No:			Federal FY of Grant: <b>2003</b>			
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	
	<b>Grand Total</b>			<b>103,743</b>	<b>103,743.00</b>	<b>50,000.00</b>	<b>11,121.51</b>	

**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: <b>2003</b>	
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		
NC027-1	02/12/06			02/12/08				
NC027-2	02/12/06			02/12/08				
NC027-5	02/12/06			02/12/08				
NC027-6	02/12/06		NA	02/12/08				

**Attachment E**

<b>Annual Statement/Performance and Evaluation Report</b>						
<b>Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part I: Summary</b>						
<b>PHA Name: Hendersonville Housing Authority</b>		<b>Grant Type and Number</b> Capital Fund Program Grant No: NC19P02750102 Replacement Housing Factor Grant No:			<b>Federal FY of Grant:</b> <b>2002</b>	
<input type="checkbox"/> <b>Original Annual Statement</b> <input type="checkbox"/> <b>Reserve for Disasters/ Emergencies</b> <input checked="" type="checkbox"/> <b>Revised Annual Statement (revision no: 2)</b> <input checked="" type="checkbox"/> <b>Performance and Evaluation Report for Period Ending: 03/31/04</b> <input type="checkbox"/> <b>Final Performance and Evaluation Report</b>						
<b>Lin e No.</b>	<b>Summary by Development Account</b>	<b>Total Estimated Cost</b>		<b>Total Actual Cost</b>		
		<b>Original</b>	<b>Revised</b>	<b>Obligated</b>	<b>Expended</b>	
1	Total non-CFP Funds					
2	1406 Operations	15,000	15,000.00	15,000.00	15,000.00	
3	1408 Management Improvements					
4	1410 Administration	41,490	41,490.00	41,490.00	41,490.00	
5	1411 Audit					
6	1415 Liquidated Damages					
7	1430 Fees and Costs	3,000	3,371.00	3,371.16	3,371.16	
8	1440 Site Acquisition					
9	1450 Site Improvement	7,500	13,000.00	0	0	
10	1460 Dwelling Structures	524,658	518,787.00	498,846.00	473,429.73	
11	1465.1 Dwelling Equipment— Nonexpendable	60,000	60,000.00	60,000.00	46,416.10	
12	1470 Nondwelling Structures					
13	1475 Nondwelling 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: <b>Hendersonville Housing Authority</b>	Grant Type and Number Capital Fund Program Grant No: NC19P02750102 Replacement Housing Factor Grant No:	Federal FY of Grant: <b>2002</b>
---	---	-------------------------------------

Original Annual Statement  Reserve for Disasters/ Emergencies  Revised Annual Statement (revision no: 2)  
 Performance and Evaluation Report for Period Ending: 03/31/04  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	0			
21	Amount of Annual Grant: (sum of lines 2 – 20)	651,648	651,648.00	618,708.00	579,706.99
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**

PHA Name: Hendersonville Housing Authority		Grant Type and Number Capital Fund Program Grant No: NC19P02750102 Replacement Housing Factor Grant No:				Federal FY of Grant: <b>2002</b>		
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	
	<b>Operations</b>	1406	Lump Sum					100%
<b>HA Wide</b>	Resident Services Coordinator salary and benefits			15,000	15,000.00	15,000.00	15,000.00	
	<b>Subtotal Acct 1406</b>			<b>15,000</b>	<b>15,000.00</b>	<b>15,000.00</b>	<b>15,000.00</b>	
	<b>Administration</b>	1410						100%
<b>HA Wide</b>	Proration of salaries and benefits for administration of CFP		Lump Sum	41,490	41,490.00	41,490.00	41,490.00	
	<b>Subtotal Acct 1410</b>			<b>41,490</b>	<b>41,490.00</b>	<b>41,490.00</b>	<b>41,490.00</b>	
	<b>Fees and Costs</b>	1430						
<b>HA Wide</b>	A & E fees; reimbursable costs		Lump Sum	0				Deleted
<b>HA Wide</b>	Capital Fund Program and Annual Plan Update Fees and Costs		Lump Sum	3,000	3,371.16	3,371.16	3,371.16	100%
	<b>Subtotal Acct 1430</b>			<b>3,000</b>	<b>3,371.16</b>	<b>3,371.16</b>	<b>3,371.16</b>	

**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		<b>Grant Type and Number</b> Capital Fund Program Grant No: NC19P02750102 Replacement Housing Factor Grant No:				<b>Federal FY of Grant: 2002</b>		
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	
	<b><u>Site Improvements</u></b>	1450						Planning
<b>HA Wide</b>	Replace existing clotheslines		30	7,500	13,000	0	0	
	<b>Subtotal Acct 1450</b>			<b>7,500</b>	<b>13,000</b>	<b>0</b>	<b>0</b>	
	<b><u>Dwelling Structures</u></b>	1460						
<b>HA Wide</b>	Interior Painting		50	50,000	18,406.37	17,000.00	13,875.50	56%
<b>NC027-1 Scattered Sites</b>	Replace existing electrical service with 100 amp service		148 units	85,000	18,500.00	8,000.00	5,710.00	41%
<b>NC027-2 Scattered Sites</b>	Replace existing electrical service with 100 amp service (Phase 1)		18 units	11,000	1,164.00	529.00	529.00	11%

**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		<b>Grant Type and Number</b> Capital Fund Program Grant No: NC19P02750102 Replacement Housing Factor Grant No:				<b>Federal FY of Grant: 2002</b>		
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	
<b>NC027-4 Etowah/Fletcher</b>	Wrap soffits and fascia with vinyl; replace gutters		2,480 LF	7,500	19,585.23	19,586.00	19,586.00	100%
<b>NC027-4 Etowah/Fletcher</b>	Cover wood siding with hardy board		6,475 LF	50,000	57,656.47	57,657.00	57,657.00	100%
<b>NC027-5 Lincoln Circle</b>	Comprehensive interior/exterior 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, guttering & drainage		10	294,158	384,364.77	376,074.00	376,073.53	98%
<b>NC027-4 Etowah/Fletcher</b>	Install heavy duty security screens		32 units	27,000	19,110.16	19,110.16	0	In progress
	<b>Subtotal Acct 1460</b>			<b>524,658</b>	<b>518,787.00</b>	<b>498,846.00</b>	<b>473,429.73</b>	
	<b>Dwelling Equipment</b>	1465.1						
<b>HA Wide</b>	Refrigerators		100	37,500	37,500	37,500	31,214.83	83%

**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: NC19P02750102 Replacement Housing Factor Grant No:				Federal FY of Grant: <b>2002</b>		
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	
	Ranges		50	22,500	22,500	22,500.00	15,201.27	68%
	<b>Subtotal Acct 1465.1</b>			<b>60,000</b>	<b>60,000</b>	<b>60,000.00</b>	<b>46,416.10</b>	
	<u>Contingency</u>	1502						
<b>HA Wide</b>	Contingency for cost overruns		5%	0				
	<b>Subtotal Acct 1502</b>			<b>0</b>				
	<b>Grand Total</b>			<b>651,648</b>	<b>651,648</b>	<b>603,708.00</b>	<b>564,706.99</b>	87%

**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: NC19P02750102 Replacement Housing Factor No:					Federal FY of Grant: <b>2002</b>
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 ACC 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 F**

### **Hendersonville Housing Authority**

#### **Annual Plan**

**Fiscal Year 10/01/2004 – 09/30/2005**

#### **Deconcentration Policy**

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 levels 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 INCENTIVE**

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 nondiscriminatory 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 seven (7) calendar days from the date the family was contacted by telephone or 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 one (1) business day 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.



# Attachment G

## Hendersonville Housing Authority

### Annual Plan

**Fiscal Year 10/01/2004 – 09/30/2005**

#### **Required Attachment: Resident Member on the PHA Governing 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:

Gonzaloz 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: **April 10, 2006**

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

Mayor Fred Niehoff

## **Attachment H**

### **Hendersonville Housing Authority**

#### **Annual Plan**

**Fiscal Year 10/01/2004 – 09/30/2005**

### **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

Ms. Toni Eddington  
447 East Dermid Avenue  
Hendersonville, NC 28792

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

# **Attachment I**

## **Hendersonville Housing Authority**

### **Annual Plan**

**Fiscal Year 10/01/2004 – 09/30/2005**

#### **Definition of Substantial Deviation and Significant Amendment or Modification**

The following actions are defined as substantial deviation and significant amendment or modification.

##### **Substantial Deviation from the 5-Year Plan:**

A “Substantial Deviation” from the 5-Year Plan is an overall change in the direction of the Housing Authority pertaining to the Authority’s Goals and Objectives. This includes changing the Authority’s Goals and Objectives.

##### **Significant Amendment or Modification to the Annual Plan:**

A “Significant Amendment or Modification” to the Annual Plan is a change in a policy or policies pertaining to the operation of the Housing Authority. This includes the following:

- Changes to rent or admissions policies or organization of the waiting list.
- Additions of non-emergency work items over \$25,000 (items not included in the current Annual Statement or 5 – Year Action Plan) or change in use of replacement reserve funds under the Capital Fund Program.
- Any change with regard to demolition or disposition, designation, homeownership programs or conversion activities.

An exception to the above definition will be made for any of the above that are adopted to reflect changes in HUD regulatory requirements since such changes are not considered significant amendments by HUD.

## Attachment J

### Hendersonville Housing Authority

### Annual Plan

### Fiscal Year 10/01/2004 – 09/30/2005

#### **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:

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

\* Based on Average Incomes

Our calculations of average annual incomes conducted on 04/19/04 indicate 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.

<b>Development</b>	<b>Income Range</b>
NC027-6	122%

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.

See Attachment F – Deconcentration Policy

# Attachment K

## Hendersonville Housing Authority

### Annual Plan

#### Fiscal Year 10/01/2004 – 09/30/2005

### Pet Policy

1. Purpose

In compliance with Section 227 of Title II of the Housing and Urban-Rural Recovery Act of 1983, and with 24 CFR Parts 5, 243, 842, and 942, Final Rule, 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. No exotic birds are allowed.

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.

Cats: All cats must be neutered or spayed and declawed.

Reptiles, rodents and rabbits: All animals of these types must be kept in cages. Cages must be kept clean at all times.

Exotic pets such as monkeys 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. At initial registration, 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). A certification signed by a licensed veterinarian or state or local authority official shall be annually filed with the Hendersonville Housing Authority to attest to the inoculations. This shall be provided at the time of the reexamination of the family.
- 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 and/or declawing, 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 anytime. 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. 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 or 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.

8. 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.

9. Pet Rule Violation and Pet Removal

- 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 pets so removed.

10. 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.

11. 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.

12. 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.

13. Exceptions

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.

\*\*\*\*\*

\_\_\_\_\_   
Type of animal

---

Resident Signature Date

---

Resident Signature Date

---

Official Signature

Date

---

Title

# **Attachment L**

## **Hendersonville Housing Authority**

### **Annual Plan**

**Fiscal Year 10/01/2004 – 09/30/2005**

## **Implementation of Public Housing Resident 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.”

### **Admission and Continued Occupancy Policy**

Our adopted Admissions and Continued Occupancy Policy incorporates the changes to the Admission and Occupancy Requirements in the Public Housing Program final rule that was published on March 29, 2000 and includes a detailed description of the Public Housing Resident Community Service Requirements. The following are highlights of the pertinent sections of our policy:

- **General:** “In order to be eligible for continued occupancy, each adult family member must either (1) contribute eight hours per month of community service (not including political activities), or (2) participate in an economic self-sufficiency program, or (3) perform eight hours per month of combined activities unless they are exempt from this requirement.
- Exemptions are listed in our policy.
- **Notifications:** The Hendersonville Housing Authority will identify all adult family members who are apparently not exempt from the community service requirement. The notification

will advise family members that their community service obligation will begin upon admission and/or the effective date of their first annual reexamination.

- Volunteer Opportunities: The Hendersonville Housing Authority will coordinate with social service agencies, local schools, and the Human Resources Office in identifying a list of volunteer community service positions.
- The Process: The Hendersonville Housing Authority process includes providing a list of volunteer opportunities, information about suitable volunteer positions, providing a volunteer time sheet, assigning family members to a volunteer coordinator and annually determining whether each applicable family member is in compliance with the community service requirements.
- Notification of Non-compliance: Any family member found in non-compliance will be advised of the determination and that the determination is subject to the grievance procedure. Unless the family member(s) enter into an agreement to comply, the lease will not be renewed or will be terminated.
- Opportunity for cure: Family members will be offered the opportunity to comply with any delinquency in community service requirement hours by entering into an agreement. Any applicable members not accepting the terms of the agreement or does not fulfill their obligations under the terms of the agreement is subject to lease termination.
- Prohibition against replacement of agency employees: Our Housing Authority will not substitute community service activities performed by residents for work ordinarily performed by our employees.
- 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.

# Attachment M

## Hendersonville Housing Authority

### Annual Plan

Fiscal Year 10/01/2004 – 09/30/2005

### Statement of Progress in Meeting the 5-Year Plan Mission and Goals

The following table reflects the progress we have made in achieving our goals and objectives:

<b>Goal No. 1: Enhance the attractiveness and marketability of the housing stock and neighborhoods in order to attract working families</b>	
<b>Objective</b>	<b>Progress</b>
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.	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. <b>This objective has been accomplished.</b>
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.	Our Capital Fund Program has been developed in consultation with the Resident Advisory 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. <b>This objective has</b>

	<b>been accomplished.</b>
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. <b>This objective has been accomplished.</b>
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. <b>This objective has been accomplished.</b>
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. <b>This objective has been accomplished.</b>

<b>Goal No. 2: Improve the public and community image of the Hendersonville Housing Authority (HHA) by developing and implementing a comprehensive Public Relations Plan</b>	
<b>Objective</b>	<b>Progress</b>
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. <b>This objective has been</b>

	<b>accomplished.</b>
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. <b>This objective has been accomplished.</b>
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. <b>This objective is being accomplished.</b>
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 telecommunications 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. <b>This objective has been accomplished.</b>
By September, 2001, the Maintenance Department will provide a work force with a professional image by conducting and participating in community efforts, including contracting maintenance services as necessary, to promote the benefits and beatification 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. <b>This objective has been accomplished.</b>



<b>Goal No. 3: Improve employee services and support systems</b>	
<b>Objective</b>	<b>Progress</b>
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. <b>This objective has been accomplished.</b>
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. <b>This objective has been accomplished.</b>
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.  <b>This objective has been accomplished</b>
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. <b>This objective has been accomplished.</b>
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. <b>This objective has been accomplished.</b>

<b>Goal No. 4: The HHA will increase the level of resident satisfaction relative to maintenance during the next two fiscal years</b>	
<b>Objective</b>	<b>Progress</b>
By September, 2001, the Executive Director and the HHA staff will establish a baseline of resident satisfaction with maintenance services by the implementation of a resident satisfaction survey.	We have determined that conducting our own surveys would be redundant HUD has implemented annual Resident Satisfaction Surveys. Surveys are conducted annually by HUD. 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 and fiscal year 2003. Our objective for the future is to obtain the highest possible score for this element of the Public Housing Assessment System. <b>This objective is being accomplished.</b>
By March, 2002, the HHA staff will develop and begin implementing a plan to enhance resident 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 the sections of the Survey. We have implemented capital improvement plans to enhance resident 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. <b>This objective has been accomplished.</b>
By September, 2002, follow-up resident satisfaction surveys will be issued to the residents to determine the increased level of resident satisfaction relative to maintenance services.	<b>This objective is being deleted.</b> The HUD Resident Assessment Survey is conducted on an annual basis.
By March, 2003, the Maintenance Plan will be modified to enhance the quality of services if warranted.	To date, we have not developed a formal maintenance plan. We intend to begin development of a plan during the ensuing fiscal year.

# Attachment N

## Hendersonville Housing Authority

### Annual Plan

Fiscal Year 10/01/2004 – 09/30/2005

#### Follow Up Plan for the PHAS FY 2003 Resident Survey

##### OVERVIEW/BACKGROUND

The results of the Public Housing Assessment System (PHAS) FY 2003 Resident Service and Satisfaction Survey are as follows.

<u>Section:</u>	<u>Score:</u>
Maintenance and Repair	88.7%
Communication	74.2%
Safety	79.5%
Services	91.5%
Neighborhood Appearance	75.9%

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 section 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, 2004.

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. Our progress toward achievement of the Goals and Objectives is reported in Attachment M: 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 resident 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.
- We are making a concerted effort to respond to telephone calls from residents in a timely manner.

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 resident 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 communications 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.**