

**Small PHA Plan Update
Annual Plan for Fiscal Year: 2001**

Milan Housing Authority

Milan, Tennessee

Ruth Drake

Executive Director

**PHA Plan
Agency Identification**

PHA Name: Milan Housing Authority

**PHA Number: TN031
(Standard Performer)**

PHA Fiscal Year Beginning: 01/2001

PHA Plan Contact Information:

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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

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
- Main administrative office of the local, county or 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)

PHA Programs Administered:

- Public Housing and Section 8 Section 8 Only Public Housing Only

Annual PHA Plan
Fiscal Year 2001
[24 CFR Part 903.7]

i. Table of Contents

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

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- Attachment A : Supporting Documents Available for Review
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 - Included in PLAN – **Pages 11-16**
 - Attachment tn031a01: Resident Survey Follow-Up Plan
 - Attachment tn031a04: Mission & Goal Progress

ii. Executive Summary

[24 CFR Part 903.7 9 (r)]

At PHA option, provide a brief overview of the information in the Annual Plan

1. Summary of Policy or Program Changes for the Upcoming Year

In this section, briefly describe changes in policies or programs discussed in last year's PHA Plan that are not covered in other sections of this Update.

1. The Admissions and Continued Occupancy Policy (ACOP) and Lease have been revised to comply with the de-concentration and income mix requirements; thereby, encouraging higher income families in the developments. Although the Housing Authority has provided incentives for higher income families, based on the projections of extremely low income and very low income families in Gibson County, the emphasis will continue to house families in these income levels.
2. The ACOP and Lease have been revised to include the Community Service requirements of the residents. The existing Housing Authority staff will implement and administer the program.
3. The Housing Authority is meeting the income targeting mix requirement of the Regulations and Law for all of its developments.
4. The Housing Authority has established and implemented ceiling rents based on the Operating Budget.
5. The Housing Authority will continue to be involved in activities to provide greater economic self-sufficient through the State of Tennessee "Families First" welfare to work reform.
6. The Housing Authority has a Resident on the Board of Commissioners that provides for resident participation. The Resident will continue to be appointed by the Mayor. The Resident Board member is not elected. In addition, the Housing Authority has established a Resident Advisory Board that has been involved in the development of the Agency Plans.
7. The Housing Authority is providing decent, safe, and sanitary housing through the effective and efficient utilization of the CIAP funds. Since HUD funding for the capital improvements program was not provided until July 2000, the Housing Authority has only been able to implement two of the activities (repair sidewalks and install address lights at front porches) of the FY 2000 Agency Plan.
8. The Housing Authority will continue utilization of a pest control contractor to reduce and eliminate pests, including cockroaches.
9. The Housing Authority does not have a HUD funded Drug Elimination Grant. However, the Housing Authority has a partnership with the local law enforcement agency to implement crime prevention activities that promotes crime prevention through a partnership with the local law enforcement agency.
10. The Resident Advisory Board consists of three members. They represent the two sites of the development.
11. The Public Hearing Notice was published August 15, 2000 and the Public Hearing was held on October 10, 2000.
12. The Resident Services and Satisfaction Follow-up Plan (attachment 01) identifies comments by residents and proposed corrective actions by the Milan Housing Authority.
13. The de-concentration goal of racial mix to increase the white population in Westwood Manor was accomplished.

2. Capital Improvement Needs

[24 CFR Part 903.7 9 (g)]

Exemptions: Section 8 only PHAs are not required to complete this component.

A. Yes No: Is the PHA eligible to participate in the CFP in the fiscal year covered by this PHA Plan?

B. What is the amount of the PHA's estimated or actual (if known) Capital Fund Program grant for the upcoming year? \$ 191,455.

C. Yes No Does the PHA plan to participate in the Capital Fund Program in the upcoming year? If yes, complete the rest of Component 7. If no, skip to next component.

D. Capital Fund Program Grant Submissions

(1) Capital Fund Program 5-Year Action Plan

The Capital Fund Program 5-Year Action Plan is provided on pages 15 and 16 of Plan.

(2) Capital Fund Program Annual Statement

The Capital Fund Program Annual Statement is provided on pages 11-14 of Plan.

3. Demolition and Disposition

[24 CFR Part 903.7 9 (h)]

Applicability: 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 next component ; if “yes”, complete one activity description for each development.)

4. Voucher Homeownership Program

[24 CFR Part 903.7 9 (k)]

A. 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 next component; if “yes”, describe each program using the table below (copy and complete questions for each program identified.)

5. Safety and Crime Prevention: PHDEP Plan

[24 CFR Part 903.7 (m)]

Exemptions Section 8 Only PHAs may skip to the next component PHAs eligible for PHDEP funds must provide a PHDEP Plan meeting specified requirements prior to receipt of PHDEP funds.

A. Yes No: Is the PHA eligible to participate in the PHDEP in the fiscal year covered by this PHA Plan?

B. What is the amount of the PHA’s estimated or actual (if known) PHDEP grant for the upcoming year? \$ _____

C. Yes No Does the PHA plan to participate in the PHDEP in the upcoming year? If yes, answer question D. If no, skip to next component.

D. Yes No: The PHDEP Plan is attached at Attachment _____

6. Other Information

[24 CFR Part 903.7 9 (r)]

A. Resident Advisory Board (RAB) Recommendations and PHA Response

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 Attached at Attachment (File name)
3. In what manner did the PHA address those comments? (select all that apply)
 - The PHA changed portions of the PHA Plan in response to comments
A list of these changes is included
 - Yes No: below or
 - Yes No: at the end of the RAB Comments in Attachment
 - Considered comments, but determined that no changes to the PHA Plan were necessary. An explanation of the PHA's consideration is included at the at the end of the RAB Comments in Attachment _____.
 - Other: (list below)

B. 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: **State of Tennessee**
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.
 - 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 specific initiatives contained in the Consolidated Plan. (list such initiatives below)
 - Preserve existing affordable housing stock.
 - Promote economic self-sufficiency/welfare to work
 - Promote crime prevention, security and safety.
 - Insure equal housing and employment opportunities.
 - Provide housing for special needs persons.
 - Promote and conserve energy resources.

Other: (list below)

3. PHA Requests for support from the Consolidated Plan Agency

Yes No: Does the PHA request financial or other support from the State or local government agency in order to meet the needs of its public housing residents or inventory? If yes, please list the 5 most important requests below:

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

- State of Tennessee has reviewed the PHA Plans and has found them to be consistent with the State of Tennessee 2000 Consolidated Plan.

B. Criteria for Substantial Deviation and Significant Amendments:

Substantial Deviation and Significant Amendments were addressed in the 2000 Agency Plan.

1. Amendment and Deviation Definitions

24 CFR Part 903.7(r)

PHAs are required to define and adopt their own standards of substantial deviation from the 5-year Plan and Significant Amendment to the Annual Plan. The definition of significant amendment is important because it defines when the PHA will subject a change to the policies or activities described in the Annual Plan to full public hearing and HUD review before implementation.

A. Substantial Deviation from the 5-year Plan: None

B. Significant Amendment or Modification to the Annual Plan: None

Attachment A
Supporting Documents Available for Review

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

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Related Plan Component
X	PHA Plan Certifications of Compliance with the PHA Plans and Related Regulations	5 Year and Annual Plans
X	State/Local Government Certification of Consistency with the Consolidated Plan (not required for this update)	5 Year and Annual Plans
X	Fair Housing Documentation Supporting Fair Housing Certifications: 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
X	Housing Needs Statement of the Consolidated Plan for the jurisdiction/s in which the PHA is located and any additional backup data to support statement of housing needs in the jurisdiction	Annual Plan: Housing Needs
X	Most recent board-approved operating budget for the public housing program	Annual Plan: Financial Resources
X	Public Housing Admissions and (Continued) Occupancy Policy (A&O/ACOP), which includes the Tenant Selection and Assignment Plan [TSAP]	Annual Plan: Eligibility, Selection, and Admissions Policies
X	Any policy governing occupancy of Police Officers in Public Housing <input checked="" type="checkbox"/> check here if included in the public housing A&O Policy	Annual Plan: Eligibility, Selection, and Admissions Policies
	Section 8 Administrative Plan	Annual Plan: Eligibility, Selection, and Admissions Policies
X	Public housing rent determination policies, including the method for setting public housing flat rents <input checked="" type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Rent Determination
X	Schedule of flat rents offered at each public housing development <input checked="" type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Rent Determination

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Related Plan Component
	Section 8 rent determination (payment standard) policies <input type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Rent Determination
X	Public housing management and maintenance policy documents, including policies for the prevention or eradication of pest infestation (including cockroach infestation)	Annual Plan: Operations and Maintenance
X	Results of latest binding Public Housing Assessment System (PHAS) Assessment	Annual Plan: Management and Operations
X	Follow-up Plan to Results of the PHAS Resident Satisfaction Survey (if necessary)	Annual Plan: Operations and Maintenance and Community Service & Self-Sufficiency
	Results of latest Section 8 Management Assessment System (SEMAP)	Annual Plan: Management and Operations
	Any required policies governing any Section 8 special housing types <input type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Operations and Maintenance
X	Public housing grievance procedures <input type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Grievance Procedures
	Section 8 informal review and hearing procedures <input type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Grievance Procedures
X	The HUD-approved Capital Fund/Comprehensive Grant Program Annual Statement (HUD 52837) for any active grant year	Annual Plan: Capital Needs
	Most recent CIAP Budget/Progress Report (HUD 52825) for any active CIAP grants	Annual Plan: Capital Needs
	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
	Self-evaluation, Needs Assessment and Transition Plan required by regulations implementing §504 of the Rehabilitation Act and the Americans with Disabilities Act. See, PIH 99-52 (HA).	Annual Plan: Capital Needs
	Approved or submitted applications for demolition and/or disposition of public housing	Annual Plan: Demolition and Disposition
	Approved or submitted applications for designation of public housing (Designated Housing Plans)	Annual Plan: Designation of Public Housing
	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, Section 22 of the US Housing Act of 1937, or Section 33 of the US Housing Act of 1937	Annual Plan: Conversion of Public Housing
	Approved or submitted public housing homeownership programs/plans	Annual Plan: Homeownership
	Policies governing any Section 8 Homeownership program (section _____ of the Section 8 Administrative Plan)	Annual Plan: Homeownership

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Related Plan Component
	Cooperation agreement between the PHA and the TANF agency and between the PHA and local employment and training service agencies	Annual Plan: Community Service & Self-Sufficiency
	FSS Action Plan/s for public housing and/or Section 8	Annual Plan: Community Service & Self-Sufficiency
	Section 3 documentation required by 24 CFR Part 135, Subpart E	Annual Plan: Community Service & Self-Sufficiency
	Most recent self-sufficiency (ED/SS, TOP or ROSS or other resident services grant) grant program reports	Annual Plan: Community Service & Self-Sufficiency
	The most recent Public Housing Drug Elimination Program (PHDEP) semi-annual performance report	Annual Plan: Safety and Crime Prevention
	PHDEP-related documentation: <ul style="list-style-type: none"> · Baseline law enforcement services for public housing developments assisted under the PHDEP plan; · Consortium agreement/s between the PHAs participating in the consortium and a copy of the payment agreement between the consortium and HUD (applicable only to PHAs participating in a consortium as specified under 24 CFR 761.15); · Partnership agreements (indicating specific leveraged support) with agencies/organizations providing funding, services or other in-kind resources for PHDEP-funded activities; · Coordination with other law enforcement efforts; · Written agreement(s) with local law enforcement agencies (receiving any PHDEP funds); and · All crime statistics and other relevant data (including Part I and specified Part II crimes) that establish need for the public housing sites assisted under the PHDEP Plan. 	Annual Plan: Safety and Crime Prevention
X	Policy on Ownership of Pets in Public Housing Family Developments (as required by regulation at 24 CFR Part 960, Subpart G) <input type="checkbox"/> check here if included in the public housing A & O Policy	Pet Policy
X	The results of 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
	Troubled PHAs: MOA/Recovery Plan	Troubled PHAs
	Other supporting documents (optional) (list individually; use as many lines as necessary)	(specify as needed)

**Annual Statement/Performance and Evaluation Report
Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part 1: Summary**

PHA Name:Milan Housing Authority	Grant Type and Number Capital Fund Program: TN43PO3150101 Capital Fund Program Replacement Housing Factor Grant No:	Federal FY of Grant: 2001
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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
1	Total non-CFP Funds				
2	1406 Operations	\$191,455			
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				
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	1498 Mod Used for Development				
19	1502 Contingency				
20	Amount of Annual Grant: (sum of lines 2-19)	\$191,455			
21	Amount of line 20 Related to LBP Activities				
22	Amount of line 20 Related to Section 504 Compliance				
23	Amount of line 20 Related to Security				

Annual Statement/Performance and Evaluation Report
Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/CFPRHF) Part 1: Summary

PHA Name:Milan Housing Authority		Grant Type and Number Capital Fund Program: TN43PO3150101 Capital Fund Program Replacement Housing Factor Grant No:		Federal FY of Grant: 2001	
<input checked="" type="checkbox"/> Original Annual Statement <input type="checkbox"/> Reserve for Disasters/ Emergencies <input type="checkbox"/> Revised Annual Statement (revision no:) <input type="checkbox"/> Performance and Evaluation Report for Period Ending: <input type="checkbox"/> Final Performance and Evaluation Report					
Line No.	Summary by Development Account	Total Estimated Cost		Total Actual Cost	
24	Amount of line 20 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: Milan Housing Authority		Grant Type and Number Capital Fund Program #: TN43P03150101 Capital Fund Program Replacement Housing Factor #:				Federal FY of Grant: 2001		
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost		Total Actual Cost		Status of Proposed Work
				Original	Revised	Funds Obligated	Funds Expended	
HA-Wide	Operations	1406	1 LS	\$191,455				

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

PHA Name:Milan Housing Authority		Grant Type and Number Capital Fund Program #: TN43PO3150101 Capital Fund Program Replacement Housing Factor #:				Federal FY of Grant: 2001	
Development Number Name/HA-Wide Activities	All Fund Obligated (Quart Ending Date)			All Funds Expended (Quarter Ending Date)			Reasons for Revised Target Dates
	Original	Revised	Actual	Original	Revised	Actual	
PHA-Wide	6/30/2002			12/31/2004			

Capital Fund Program 5-Year Action Plan

Complete one table for each development in which work is planned in the next 5 PHA fiscal years. Complete a table for any PHA-wide physical or management improvements planned in the next 5 PHA fiscal year. Copy this table as many times as necessary. Note: PHAs need not include information from Year One of the 5-Year cycle, because this information is included in the Capital Fund Program Annual Statement.

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement		
Development Number	Development Name (or indicate PHA wide)	
TN031-002A	Northside Terrace	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Site Improvements	\$ 15,000	1/2002
Roofs, decking, etc.(30)	45,000	1/2002
Interior Painting (25)	30,000	1/2002
Site Improvements (landscaping, top trees, sewers)	45,000	1/2003
Interior Painting (25)	30,000	1/2003
Roofs, decking, etc. (25)	37,500	1/2004
Site Improvements (sewer & water lines)	34,000	1/2004
Interior Painting (20)	24,000	1/2004
Site Improvements (landscaping, parking, sidewalks, etc.)	10,000	1/2005
Roofs and associated accessories (15)	22,500	1/2005
Interior Painting (25)	30,000	1/2005
Total estimated cost over next 5 years	\$323,000	

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement		
Development Number	Development Name (or indicate PHA wide)	
TN031-002B	Westwood Manor	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Site Improvements (sidewalks and sewers)	\$ 9,000	1/2002
Roofing, decking, etc.(15)	22,500	1/2002
Interior Painting (10)	12,000	1/2002
Site Improvements 9landscaping and trees)	20,000	1/2003
Interior Painting (10)	12,000	1/2003
Site Improvements 9water lines) (30)	30,000	1/2004
Interior Painting (10)	12,000	1/2004
Site Improvements (landscaping, sidewalks, parking, etc.)	20,000	1/2005
Roofs and associated accessories (15)	22,500	1/2005
Interior Painting (5)	6,000	1/2005
Total estimated cost over next 5 years	\$166,000	

**MILAN HOUSING AUTHORITY'S
RESIDENT SERVICES AND SATISFACTION
FOLLOW-UP PLAN**

January 1, 2001-2002 – Attachment tn031a01

In Fiscal Year 2000, the HUD Real Estate Assessment Center (REAC) conducted a Resident Services and Satisfaction Survey of the residents of the Milan Housing Authority, TN031. As a result of the Survey of the residents, the Housing Authority is required to prepare a Resident Satisfaction Follow-up Plan for two (2) of the five (5) Sections/Factors reflected in the Survey.

The two Sections/Factors that the Housing Authority received the lowest scores were Communications with a score of 76.9 percent and Neighborhood Appearance with a score of 75.2 percent. These scores were based on the survey being sent to 48 of the 100 residents (48.0 percent of the total residents) and a response of only 17 residents of the 48 surveyed or 35.4 percent. These 17 residents, however, only represent 17.0 percent of the total families of the Housing Authority.

The following is an evaluation of the various scores of the survey for Communications and Neighborhood Appearance:

COMMUNICATIONS:

Based on the resident survey results, there were four concerns of the residents under the Communications Section/Factor that was below 80 percent. All other questions received scores ranging from 81.4 percent to 100 percent. The four areas below 80 percent (although the Housing Authority does not know what developments may have been effected since HUD could not provide the information by development) were as follows:

1. The residents believe that management could provide more information concerning maintenance, repairs, and modernization activities. This question received a score of 71.2 percent out of 100.
2. Residents generally reported that meeting and events were not conveyed to them. The Housing Authority received a score of 75 percent for this response.
3. The residents indicated that management was not supportive of the resident organization. The Housing Authority received a score of 68.8 percent. The residents were also asked if they were involved in a resident organization. The Housing Authority received a score of zero for this question. No resident is involved in a resident organization since no organization exists. If no resident organization exists then how can the Housing Authority receive a score that they are supportive and/or non-supportive of the resident organization?

NEIGHBORHOOD APPEARANCE:

Based on the resident survey results, the concerns of the residents under the Neighborhood Appearance Section/Factor, although the Housing Authority does not know what development/site may be effected since HUD could not provide the information by development, were as follows:

1. The residents believed that the upkeep of the exterior of the buildings could be improved with a score of 77.3 percent.
2. They believed that the recreation areas could be improved with a score of 77.1 percent.
3. The residents also believed that the upkeep of the parking areas could be improved with a score of 75.0 percent.
4. The residents reported that abandon cars was a concerns with a score of 69.6 percent.
5. The residents identified broken glass and trash/litter was a concern with score of 67.3 and 66.1 percent, respectively.
6. The residents identified noise as a concern with score of 69.6 percent.
7. The residents also identified a concern with rodents/insects inside of the units with a score of 73.2 percent.

The remaining factors under this Section received scores ranging from 84.1 percent to 85.4 percent.

PLAN ACTIONS:

In an attempt to improve the Resident Services and Satisfaction concerns of

the residents, the following actions will be implemented before and during the coming Fiscal Year as the Housing Authority's Resident Services and Satisfaction Follow-up Plan:

COMMUNICATIONS:

1. The Housing Authority will hold meetings and discuss the concerns of the residents before submission of the Public Housing Agency Plans.
2. The Housing Authority's Management received the lowest scores for resident organization. However, there is no resident organization for the Housing Authority to be supportive of. In a effort to organize a resident organization, the Housing Authority will request whether the residents want to have an organization.
3. The Housing Authority will continue to post notices of meetings at the Housing Authority office.
4. Since the residents were concerned about receiving information concerning maintenance, repairs and modernization, the Housing Authority will begin providing notices to the residents in order to solve this concern.

NEIGHBORHOOD APPEARANCE:

1. The Housing Authority will hold meetings and discuss the concerns of the residents before submission of the Public Housing Agency Plans.
2. The Housing Authority may also implement the stipend program for any resident that wishes to participate in the upkeep of the development/sites in order to remove the residents concerns.. This will provide an incentive for the residents to keep the development free of trash and broken glass. In addition, since the job description of the maintenance staff does not include picking up the development/sites, the Housing Authority will use the Community Service requirements to assist in improving the appearance of the development/sites.
3. The Housing Authority will determine the locations of the parking areas where improvements are needed and include in the Capital Fund program.
4. The Housing Authority will evaluate the implementation of the pest control contract to determine its effectiveness. If improvements are not seen, the contract will be terminated and another pest control contract will be solicited.
5. Noise was identified as a concern but the Housing Authority is not aware of what type of noise the residents are concerned with. The noise could be automobiles on the streets or other residents.

Without knowing the specifics of the concerns, it is difficult to determine what actions can be undertaken to resolve the concerns.

These activities outlined above will be documented and summarized in the next year Agency Plan.

Required Attachment: tn031a02 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: Ms Edith Dyer

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

- Elected
 Appointed

C. The term of appointment is (include the date term expires): Re appointed 3/19/00 – 3/19/2005

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

- 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: 3/19/2001

C. Name and title of appointing official(s) for governing board (indicate appointing official for the next position): George Killebrew, Mayor of Milan

Required Attachment tn031a03: Membership of the Resident Advisory Board or Boards

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.)

Betty Lee, Charlie Clark, Margaret Johnson

Attachment tn031a04

Mission and Goal Progress:

The PHA has responded to the Resident Services and Satisfaction Survey (attachment tn031a01) identifying efforts to increase customer satisfaction within the developments.

Efforts to improve management functions are included in the amendments to the ACOP and Lease as well as implementation of the Community Service Program and Pet Policy.

Capital improvement activities identified in the FY 2000 Agency Plan have not been totally implemented since HUD did not notify and provide the funding until July 2000, seven months after approval of the FY 2000 Agency Plan.

De-concentration within the two developments is being accomplished by implementation of ACOP revisions and admissions criteria. Racial mix to increased the white population in Westwood Manor was accomplished.

Security improvements have been increased by installation of lighted numbers on each unit as well as amending the ACOP to allow police officers to reside in the developments

Increasing the number and percentage of employed persons in the developments is being accomplished by a preference for working families included in the revised ACOP.

Based on the PHA's waiting list the goals to ensure equal opportunity in Housing for all Americans are being met.

**MILAN HOUSING AUTHORITY'S
RESIDENT SERVICES AND SATISFACTION
FOLLOW-UP PLAN**

January 1, 2001-2002 – Attachment tn031a01

In Fiscal Year 2000, the HUD Real Estate Assessment Center (REAC) conducted a Resident Services and Satisfaction Survey of the residents of the Milan Housing Authority, TN031. As a result of the Survey of the residents, the Housing Authority is required to prepare a Resident Satisfaction Follow-up Plan for two (2) of the five (5) Sections/Factors reflected in the Survey.

The two Sections/Factors that the Housing Authority received the lowest scores were Communications with a score of 76.9 percent and Neighborhood Appearance with a score of 75.2 percent. These scores were based on the survey being sent to 48 of the 100 residents (48.0 percent of the total residents) and a response of only 17 residents of the 48 surveyed or 35.4 percent. These 17 residents, however, only represent 17.0 percent of the total families of the Housing Authority.

The following is an evaluation of the various scores of the survey for Communications and Neighborhood Appearance:

COMMUNICATIONS:

Based on the resident survey results, there were four concerns of the residents under the Communications Section/Factor that was below 80 percent. All other questions received scores ranging from 81.4 percent to 100 percent. The four areas below 80 percent (although the Housing Authority does not know what developments may have been effected since HUD could not provide the information by development) were as follows:

1. The residents believe that management could provide more information concerning maintenance, repairs, and modernization activities. This question received a score of 71.2 percent out of 100.
2. Residents generally reported that meeting and events were not conveyed to them. The Housing Authority received a score of 75 percent for this response.
3. The residents indicated that management was not supportive of the resident organization. The Housing Authority received a score of 68.8 percent. The residents were also asked if they were involved in a

resident organization. The Housing Authority received a score of zero for this question. No resident is involved in a resident organization since no organization exists. If no resident organization exists then how can the Housing Authority receive a score that they are supportive and/or non-supportive of the resident organization?

NEIGHBORHOOD APPEARANCE:

Based on the resident survey results, the concerns of the residents under the Neighborhood Appearance Section/Factor, although the Housing Authority does not know what development/site may be effected since HUD could not provide the information by development, were as follows:

1. The residents believed that the upkeep of the exterior of the buildings could be improved with a score of 77.3 percent.
2. They believed that the recreation areas could be improved with a score of 77.1 percent.
3. The residents also believed that the upkeep of the parking areas could be improved with a score of 75.0 percent.
4. The residents reported that abandon cars was a concerns with a score of 69.6 percent.
5. The residents identified broken glass and trash/litter was a concern with score of 67.3 and 66.1 percent, respectively.
6. The residents identified noise as a concern with score of 69.6 percent.
7. The residents also identified a concern with rodents/insects inside of the units with a score of 73.2 percent.

The remaining factors under this Section received scores ranging from 84.1 percent to 85.4 percent.

PLAN ACTIONS:

In an attempt to improve the Resident Services and Satisfaction concerns of the residents, the following actions will be implemented before and during the coming Fiscal Year as the Housing Authority's Resident Services and Satisfaction Follow-up Plan:

COMMUNICATIONS:

1. The Housing Authority will hold meetings and discuss the concerns of the residents before submission of the Public Housing Agency Plans.
2. The Housing Authority's Management received the lowest scores for resident organization. However, there is no resident organization for the Housing Authority to be supportive of. In an effort to organize a resident organization, the Housing Authority will request whether the residents want to have an organization.
3. The Housing Authority will continue to post notices of meetings at the Housing Authority office.
4. Since the residents were concerned about receiving information concerning maintenance, repairs and modernization, the Housing Authority will begin providing notices to the residents in order to solve this concern.

NEIGHBORHOOD APPEARANCE:

1. The Housing Authority will hold meetings and discuss the concerns of the residents before submission of the Public Housing Agency Plans.
2. The Housing Authority may also implement the stipend program for any resident that wishes to participate in the upkeep of the development/sites in order to remove the residents concerns.. This will provide an incentive for the residents to keep the development free of trash and broken glass. In addition, since the job description of the maintenance staff does not include picking up the development/sites, the Housing Authority will use the Community Service requirements to assist in improving the appearance of the development/sites.
3. The Housing Authority will determine the locations of the parking areas where improvements are needed and include in the Capital Fund program.
4. The Housing Authority will evaluate the implementation of the pest control contract to determine its effectiveness. If improvements are not seen, the contract will be terminated and another pest control contract will be solicited.
5. Noise was identified as a concern but the Housing Authority is not aware of what type of noise the residents are concerned with. The noise could be automobiles on the streets or other residents. Without knowing the specifics of the concerns, it is difficult to determine what actions can be undertaken to resolve the concerns.

These activities outlined above will be documented and summarized in the next year Agency Plan.

Required Attachment: tn031a02 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: Ms Edith Dyer

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

Elected

Appointed

C. The term of appointment is (include the date term expires): Re appointed 3/19/00 – 3/19/2005

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

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: 3/19/2001

C. Name and title of appointing official(s) for governing board (indicate appointing official for the next position): George Killebrew, Mayor of Milan

Required Attachment tn031a03: Membership of the Resident Advisory Board or Boards

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.)

Betty Lee, Charlie Clark, Margaret Johnson

Attachment tn031a04

Mission and Goal Progress:

The PHA has responded to the Resident Services and Satisfaction Survey (attachment tn031a01) identifying efforts to increase customer satisfaction within the developments.

Efforts to improve management functions are included in the amendments to the ACOP and Lease as well as implementation of the Community Service Program and Pet Policy.

Capital improvement activities identified in the FY 2000 Agency Plan have not been totally implemented since HUD did not notify and provide the funding until July 2000, seven months after approval of the FY 2000 Agency Plan.

De-concentration within the two developments is being accomplished by implementation of ACOP revisions and admissions criteria. Racial mix to increased the white population in Westwood Manor was accomplished.

Security improvements have been increased by installation of lighted numbers on each unit as well as amending the ACOP to allow police officers to reside in the developments

Increasing the number and percentage of employed persons in the developments is being accomplished by a preference for working families included in the revised ACOP.

Based on the PHA's waiting list the goals to ensure equal opportunity in Housing for all Americans are being met.

PHA Public Housing Drug Elimination Program Plan