

**Monthly Department Head Report/Update**  
**Housing Department, Robert Pacheco, Director**  
**4/13/2011**

Action Items/ongoing:

**PRIORITY**

- ~~Develop and implement a unit turn-around plan, to reduce vacancies.~~
  - ~~Update 12/9/2009 – Monitoring. No changes at this time.~~
  - ~~Update 1/13/2010 – Conducted SWOT analysis and will implement new direction in the coming month.~~
  - ~~Update 2/10/2010 – Vacancies have been reduced for 2009. Maintenance team working on implementation plan for 2010.~~
  - ~~Update 3/17/2010 – Maintenance team working on implementation plan for 2010.~~
  - ~~Update 4/14/2010 – effective April 1, 2010, all unit turnaround are complying with HUD “Management Operations Certification” indicators that allow 15 day to make a unit ready.~~
  - ~~Update 5/12/2010 – same as 4/14/2010.~~
  - ~~Update 6/9/2010 – On going.~~
  - ~~Update 7/14/2010 – Problems occurred that will affect PHAS indicators for FY 2011. Four modernization units (3,4 and 5 bedrooms) had extensive damage to the water and gas lines discovered when the utilities were turned on and that prevented the unit from being ready for occupancy in June. Coupled with the unpopular location of the units, this exacerbated the situation.~~
  - ~~Update 8/11/2010 – All modernization s are occupied. All units turnaround are now complying with HUD “Management Operations Certification” indicators that allow 20 day to make a unit ready.~~
  - ~~Update 9/8/2010 – same as last month.~~
  - ~~Update 10/13/2010 – Vacancies are at 97% occupied units.~~
  - ~~Update 11/10/2010 – Vacancies are at 98% occupied units.~~
  - ~~Update 12/8/2010 – This indicator is complete. The HA has met this goal.~~
  
- **Attract, retain and develop qualified staff. Provide training on all policies.**
  - Update 12/9/2009 – Monitoring. No changes at this time.
  - Update 1/13/2010 - Conducted SWOT analysis and will implement new direction in the coming month.
  - Update 2/10/2010 - No change.
  - Update 3/17/2010 – All staff attending training with NM NAHRO in Ruidoso in April.
  - Update 4/14/2010 – Training schedule for April 13-17 2010.
  - Update 5/12/2010 - Training completed. Will commence weekly training on FHEO and ACOP policies.

- Update 6/9/2010 – On going.
- Update 7/14/2010 – Management is contemplating switching/trading work assignments to ensure crossover training for Housing Managers.
- Update 8/11/2010 – Cross training of Housing Managers now in effect. Training will be alternated between the Housing Managers every other month on Fridays.
- Update 9/8/2010 – Same as last month.
- Update 10/13/200 – New training topics discussed at Staff Meeting. ACOP training schedule for Wednesday at 8:00 am weekly.
- Update 11/13/2010 – Currently working on a “Succession Plan” with City and HR.
- Update 12/8/2010 – No change from last month.
- Update 1/12/2011 - No change from last month.
- Update – 2/9/2011 – Certification of Housing Managers is high priority. We currently have two maintenance employees enrolled at Luna Community College.
- Update 3/8/2011 - HUD to conduct FHEO/ADA training on March 11, 2011. Update 5/11/2011 – No change from last month.
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- Update 4/13/2011 - Training of staff schedule for June 2011 through Southwest NAHRO and New Mexico NAHRO.
- Update 6/8/2011 – No change from last month

- **Increase our rent roll by modernizing fifteen units that are vacant due to REMOD status which will reduce our unit turn around management scores.**

- Update 12/8/2009 – Bid approval schedule for Special Board meeting on 12/16/2009.
- Update 1/13/2010 – Board approved bid on 10 unit remodel to AHD Construction.
- Update 2/10/2010 – Construction ongoing.
- Update 3/17/2010 – Construction ongoing.
- Update 4/14/2010 – Construction ongoing.
- Update 5/12/2010 – Construction schedule to be completed late June 2010.
- Update 6/9/2010 – On going.
- Update 7/14/2010 – modernization complete.

- **Modernize twenty units that are currently designated “Homeownership” and put them back on our rent roll to increase income and reduce dependency on Capital Funds.**

- Update 12/19/2009 - HA in process of identifying and inspecting units to be included in Five Year Plan for remodel.
- Update 1/13/2010 – Five Year Plan updated to change from twenty to fifteen which is achievable within five years.

- Update 1/13/2010 – Five Year Plan updated - achievable within THREE years (June 30 2013). SWOT implementation plan forthcoming.
  - Update 3/17/2010 – Meeting with staff and Engineer to identify 7 units for modernization was held today. Seven units identified .
  - Update 4/14/2010 – Ongoing.
  - Update 5/12/2010 - On going.
  - Update 6/9/2010 – On going.
  - Update 7/14/2010 – Waiting for asbestos removal of 4 units.
  - Update 8/11/2010 – Pre construction meeting schedule in next few days. Asbestos removal to occur within the next week.
  - Update 9/8/2010 – Construction of six units now underway.
  - Update 10/13/2010 – Construction scheduled to be completed by December 2010.
  - Update 11/10/2010 – No change from last month.
  - Update 12/8/2010 – No change from last month.
  - Update 1/12/2011 - No change from last month.
  - Update 2/9/2011 - Punch list provided to contractor. Awaiting completion of projection by 2/21/2011.
  - Update - 3/8/2010 – Awaiting “Certificate of Occupancy” from Engineer and contractor.
  - Update 4/13/2011 – Units are now complete and occupied. PHA to review the next phase.
  - Update 5/11/2011 – No change from last month.
  - Update 6/8/2011 – No change from last month.
- **Develop a process to review MOA progress.** Comply with the HUD monitor review to determine the troubled status designation.
    - Update 1/13/2010 - Conducted SWOT analysis and will implement new direction in the coming month.
    - Update 2/10/2010 – No change. Implementation plan forthcoming.
    - Update 3/17/2010 – SWOT analysis implemented. Deputy Director and Executive Director meet weekly to review MOA and document correction/action taken.
    - Update 4/14/2010 – Ongoing.
    - Update 5/12/2010 - Ongoing.
    - Update 6/9/2010 – On going.
    - Update 7/14/2010 – Once PHAS/MASS submission by 8/31/2010, Deputy Director and ED will complete MOA to ensure all documentation is complete.
    - Update 8/11/2010 – No change from July report.
    - Update 9/8/2010 – MOA is being documented and worked on by Executive Director and Deputy Director. Documentation being kept on file drawer for review.
    - Update 10/8/2010 – on going.
    - Update 11/10/2010 – on going.

- Update 12/8/2010 – No change from last month.
  - Upgrade 1/12/2011 - No change from last month.
  - Upgrade 2/9/2011 - – MOA is being documented and worked on by Executive Director and Deputy Director. Documentation being kept on file drawer for review.
  - Update 3/8/2011 – On going.
  - Update 4/13/2011 – Deputy Director working on documentation.
  - Update 5/11/2011 – No change from last month.
  - Update 6/8/2011 – No change from last month.
- **Continue to work closely with the Las Vegas Police Department to improve security and enforce the “One Strike You’re Out Policy.”**
    - Update 1/13/2010 – Meetings with PD ongoing.
    - Update 2/10/2010 – Meetings with PD ongoing.
    - Update 3/17/2010 - Meetings with PD ongoing.
    - Update 4/14/2010 – Ongoing.
    - Update 5/12/2010 – Ongoing.
    - Update 6/9/2010 – On going.
    - Update 7/14/2010 – HA staff and PD meet weekly to discuss problems and issues.
    - Update 8/11/2010 - HA staff and PD meet weekly to discuss problems and issues.
    - Update 9/8/2010 - HA staff and PD meet once a month to discuss problems and issues. PD to deliver presentation to HA board quarterly.
    - Update 10/13/2010 – PD indicated interest in housing a law enforcement officer. Will present the idea to the board
    - Update 11/10/2010 – Resolution to house a police office scheduled for board approval on 11/16/2010.
    - Update 12/8/2010 – Pending HUD approval.
    - Update 1/12/2011 – HUD approved house a police officer in three sites. HA staff and PD meet monthly.
    - Update – 2/9/2011 - One police officers has moved in.
    - Update 3/8/2011 – HA staff is meeting with PD montly. Calendar updated to remind PD of quarterly presentation.
    - Update 4/13/2011- PD quarterly report schedule for May 2011 (Board Meeting).
    - Update 5/11/2011 – No change from last month.
    - Update 6/8/2011 – Deputy Chief gave Board a presentation at last month meeting. Communications were set up with new Commander to expedite police reports.

- **Develop a plan to increase opportunities for self-sufficiency and home ownership for our clientele.**
  - Update 1/13/2010 – This plan is on hold until HA gets out of “Trouble Status.”
  - Update 2/10/2010 – No change at this time.
  - Update 3/17/2010 – No change at this time.
  - Update 4/14/2010 – No change at this time.
  - Update 5/12/2010 - Waiting for Housing Study, no change at this time.
  - Update 6/9/2010 – On going. Waiting for Housing Study, no change at this time.
  - Update 7/14/2010 - On going. Waiting for Housing Study, no change at this time.
  - Update 8/11/2010 – No change from July report.
  - Update 9/8/2010 - Waiting for meeting with City Manager, MFA and Housing Director to be set up.
  - Update 10/13/2010 – Met with MFA and they approved \$10K. Additional funds needed . Call USDA (Josie) and waiting for return call. NOTE: This plan is on hold until HA gets out of “Trouble Status.”
  - Update 11/10/2010 – This plan on hold until HA gets out of “Trouble Status.”
  - Update 12/8/2010 – No change from last month.
  - Update 1/12/2011 - No change from last month.
  - Update 2/9/2011 - FSS program is being developed “in house” Housing Advisory Committee has agreed to be the oversight committee. Pending approval at next Housing Board Meeting.
  - Update 3/8/2011 – Housing board tables approval until further information could be presented. Scheduled for March 16 board meeting.
  - Update 4/13/2011 – Housing Study on gong and FSS job description pending approval.
  - Update 5/11/2011 – No change from last month.
  - Update 6/8/2011 - No change from last month.
  
- **Develop a plan to replace the HOPE VI units at the Marcario Gonzalez site or possibly make a park at the site and find alternative locations for HOPE VI units. (New)**
  - Update 12/9/2009 - City Manager/Executive Director starting planning process. Met with HUD, developers and financials to outline plan of action.
  - Update 1/13/2010 – No change since last update.
  - Update 2/10/2010 – No change at this time.
  - Update 3/17/2010 – Mayor requested possibility of making a park in the area. No change since last update.
  - Update 4/14/2010 - Once the Master Plan is completed a Housing Market Study needs to be conducted. The Housing Authority will work closely

with Tim and Elmer on this project. The Housing Authority will look into obtaining MFA Funds for the Market Study.

- Update 5/12/2010 - No change at this time.
  - Update 6/9/2010 - Waiting for Housing Study, no change at this time.
  - 7/14/2010 - On going. Waiting for Housing Study, no change at this time.
  - Update 8/11/2010 – No change from July report.
  - Update 9/8/2010 – No change from last month.
  - Update 10/13/2010 – Met with MFA and they approved \$10K. Additional funds needed . Call USDA (Josie) and waiting for return call.
  - Update 11/10/2010 - Board resolution approving contract agreement with MFA and RFP on 11/16/2010.
  - Awaiting contract signatures from MFA.
  - Update 1/12/2011 – Pending RFP for Housing Market Study.
  - Update 2/9/2011 – No change from last month.
  - Update 3/8/2011 – Housing Study consultant awaiting board approval this board meeting.
  - Update 4/13/2011 - Housing Study ongoing. Completion estimated August 2011.
  - Update 5/11/2011 – No change from last month.
  - Update 6/8/2011 – No change from last month.
- **Develop a plan to return funds from the unauthorized sale of the Church.**
    - Update 12/9/2009 – City Manager/Executive Director starting planning process. Met with HUD to outline plan of action.
    - Update 1/13/2010 – No change since last update.
    - Update 2/10/2010 – No change since last update.
    - Update 3/17/2010 – No change at this time.
    - Update 4/14/2010 – No change at this time.
    - Update 5/12/2010 – No change at this time.
    - Update 6/9/2010 - No change at this time.
    - Update 6/9/2010 – No change at this time.
    - Update 8/11/2010 – No change from July report.
    - Update 9/8/2010 – No change from August report.
    - Update 10/13/2010 - Arts and Council indicated interest in using building. Waiting for more information.
    - Update 11/15/2010 – Awaiting draft review by City Manager of MOA with Nat Gold Players.
    - Update 12/8/2010 – No change from last month.
    - Upgrade 1/12/2011 - No change from last month.
    - Update 2/9/2011 - Met Pierce Runnels (WH Pacific) who may provided assistance to resolve the environmental issues with contamination.
    - Update – 3/8/2011 – Communications with WH Pacific ongoing to re-test area.
    - Update 4/13/2011 – Testing completed. Awaiting results.
    - Update 5/11/2011 – No change from last month.

- Update 6/8/2011 – ED working on a “RFP” to advertise for the use of the building.
- **Improve curb appeal throughout the sites.**
  - Update 1/13/2010 - Conducted SWOT analysis and will implement new direction in the coming month.
  - Update 2/10/2010 - Implementation plan forthcoming.
  - Update 3/17/2010 – Plan is to use 2010 CFP funding or ARRA funding if additional funds provided.
  - Update 4/14/2010 – Will be using 2008 CFP Funds to address this need and will fund it with additional Five Year Capital Improvement funds.
  - Update 5/12/2010 – Same as 4/14/2010 update.
  - Update 6/9/2010 – Same as 4/14/2010 update.
  - Update 7/14/2010 – New Mexico Avenue/Church Street site targeted for stucco, sidewalk, windows and curb appeal improvements.
  - Update 8/11/2010 – No change from July report.
  - Update 9/8/2010 – New Mexico Avenue/Church Street site targeted for stucco, sidewalk, windows and curb appeal improvements. Meeting schedule for later this month to began planning process.
  - Update 10/13/2010 – Met with Engineer and Staff. Planning for the exterior stucco and re-model phase one in effect.
  - Update 11/10/2010 – on going.
  - Update 12/8/2010 – No change from last month.
  - Upgrade 1/12/2011 - No change from last month.
  - Upgrade 1/12/2011 - No change from last month.
  - Update – 2/9/2011 – Contract modification for improvements at Site 7-1 awaiting board approval.
  - Update – 3/8/2011 – Contract modification approved. Plans are underway to start project at Site 7-1.
  - Update 4/13/2011 – Engineering working on specs.
  - Update 5/11/2011 – No change from last month. Asbestos testing completed on 5/9/2011. Awaiting results.
  - Update 6/8/2011 – Asbestos removal ongoing.

**Department Goals – short term (next 3 months): (Priority)**

- Conduct an on-site inspection of all units with Maintenance Supervisor.
  - Update 9/2/2009 – All units inspected. Will start developing a master plan to address each unit and each site for improvements.
  - Update 1/13/2010 - Conducted SWOT analysis and will implement new direction in the coming month.
  - Update 4/14/2010 – Working with maintenance department to identify units.
  - Update 5/12/2010 – On going.
  - Update 6/9/2010 – Units are being identified to schedule remod by outsourcing to a contractor – to start in July 2010.

- Update 7/14/2010 – Units identified need further planning. Annual Inspections will be conducted with a comprehensive look at REMOD status.
  - Update 8/11/2010 – No change from July report.
  - Update 9/8/2010 – inspection on going. Identified remod units to be listed on Capital Improvement List end of the month.
  - Update 10/13/2010 – Inspection of units on going.
  - Update 11/10/2010 – Inspections completed. Staff will prioritize work items on the CIP at next staff meeting 11/17/2010.
  - Update 12/8/2010 - Re-inspection of some units required. New target date is December 31, 2010.
  - Upgrade 1/12/2011 - No change from last month. New target date is Jan 31, 2011.
  - Update 2/9/2011 – Notices have been sent to residences that HA staff will be conducting re-inspections. New target date is 2/28/2011.
  - Update – Inspections completed.. Will become part of Capital Improvement Plan.
  - Update 4/13/2011 – Units are being prioritize to determine greatest need for remodeling.
  - Update 5/11/2011 – No change from last month.
  - Update 6/8/2011 – No change from last month.
- Establish Resident Council (**New**)
    - Update 8/11/2010 – Pending board approval for placement of Highlands University student to spearhead organization efforts.
    - Update 9/8/2010 – Student on board and working on by-laws.
    - Update 10/13/2010 – First Resident Council meeting scheduled for October 21 @ 3:00 pm. Articles, Mission and By-Laws are completed.
    - Update 8/11/2010 – Resident Council efforts ongoing. Next meeting will be 11/18/2010.
    - Update 12/8/2010 – Election of officers are being implemented this month.
    - Upgrade 1/12/2011 - No change from last month. Student schedule to return on Jan 19, 2010 to continue efforts.
    - Update 2/9/2011 – Efforts are on going. Director and Deputy Director schedule for a “meet and greet” residence at the community center on 2/16/2011.
    - Update 3/8/2011 – Efforts ongoing.
    - Update 4/13/2011 – No much progress to report. Tenants do not appear interested. Will keep efforts ongoing.
    - Update 5/11/2011 – No change from last month.
    - Update 6/8/2011 – No change from last month.

Department Goals – long term (next 12 months):

- **Hire a home-ownership administrator to re-start the program.**
  - Update 12/9/2009 - City Manager/Executive Director starting planning process. Met with HUD to outline plan of action.
  - Update 1/13/2010 - This goal on hold until HA gets out of “Trouble Status”.
  - Update 2/10/2010 – No change since last update.
  - Update 3/17/2010 – No change since last update.
  - Update 4/14/2010 – No change since last update.
  - Update 5/12/2010 – No change since last update.
  - Update 6/9/2010 – No change since last update.
  - 7/14/2010 - Update - No change since last update.
  - Update 8/11/2010 - No change since last update.
  - Update 9/8/2010 – No change.
  - Update 10/13/2010 – No change.
  - Update 11/10/2010 – No change.
  - Update 12/8/2010 – No change from last month.
  - Upgrade 1/12/2011 - No change from last month.
  - Update 2/9/2011 - A Family Self-Sufficiency program is being implemented that will be closely linked to this program on long term basis.
  - Update 3/8/2011 – Job description is being prepared and funding sources are being explored for new FSS position.
  - Update 4/13/2011 – on-going.
  - Update 5/11/2011 – No change from last month. Job description pending board approval.
  - Update 6/8/2011 – Job description approved. Pending advertisement.

Professional Services Contracts & contracts: (under your department)

- Jeff Lowery, Engineer,
- Gary Gaylord, Fee Accountant.