

**AGENDA**  
REGULAR MEETING  
BOARD OF COMMISSIONERS  
RIVER FALLS HOUSING AUTHORITY  
**Wednesday, November 10, 2021 at 6:30 pm**

ROLL CALL

MINUTES OF REGULAR MEETING – September 08, 2021

There was no October board meeting

TENANT COMMENTS

MISSION STATEMENT

River Falls Housing Authority manages, maintains, and facilitates affordable housing in accordance with Federal and State statute. Our mission is to partner with the community to assess housing needs and opportunities and to be proactive, creative, and collaborative in the development and delivery of fair, safe, sustainable, and inclusive programs.

ACTION ITEMS

1. Review and Approve Payment of Bills and Budget Report

REPORTS

1. Vacancy and Re-rental Report

DISCUSSION ITEMS

1. Employee Raise Options
2. Wage comparison/analysis
3. Transfer Vouchers to WHEDA
4. Insurance Renewal

CHAIR AND COMMISSIONERS REPORT

ANY OTHER BUSINESS THAT MAY PROPERLY COME BEFORE THE BOARD

ADJOURN

Minutes of the Regular Meeting of the River Falls Housing Authority September 08, 2021, Chair Todd Bierstadt called the meeting to order at 6:30.

Present: Todd Bjerstedt, Nick Carow, Matt Fitzgerald, Jacqueline Niccum, Amy Peterson

Absent: None

Also Present: Peggy Chukel-Interim Director

Minutes: M/S/C Peterson/Fitzgerald to Approve Minutes of August 11, 2021.

Tenant Comments:

No tenants were present

#### **ACTION ITEMS**

2. M/S/C Peterson/Niccum to Approve Payment of Bills and Budget Report
3. M/S/C Fitzgerald/Carow to Approve Job Description for Senior Property Manager
4. M/S/C Niccum/Fitzgerald to Approve Job Description for Senior Property Manager Assistant

#### **DISCUSSION ITEMS**

1. Tenant Requesting Therapy Otter was sent letter of denial on August 27, 2021. No further communications have been received on the subject.
2. A variety of options for giving raises were discussed. Progressive Raise, wherein staff would know what to expect over the next "few" years; COLA plus merit;

Chukel will gather data on average wages in our region for all the staff positions at RFHA

#### **REPORTS**

1. Rock the Block: Chukel stated that contributors continue to sign on. RFHA & Habitat Staff will meet Friday morning to compare notes & hammer out further details. Peterson stated that (many) City employees have also volunteered.
2. Vacancy and Re-rental Report: Chukel reported that there are 8 move-ins & 3 move-outs between Sept & Oct (& 5 MI's in Nov).

**ADJOURN** - MSC: Peterson/Carow

## MEMO

TO: River Falls Housing Authority Board of Commissioners  
FROM: Peggy Chukel, Interim Director  
RE: November Board of Commissioners Meeting  
DATE: Nov 10, 2021

### ACTION ITEMS

1. Review and Approve Payment of Bills and Budget Report (Attachment 1)

### REPORTS

1. Vacancy and Re-rental Report (Attachment 2)

### DISCUSSION ITEMS

1. Employee Raise Options - Options included:
  - a. No Change: Employees felt this was OK, but offered no real incentive to perform better throughout the year
  - b. Progressive: Employees felt knowing what they would get, regardless of performance, or extra efforts was no incentive to try hard at all.
  - c. COLA, plus an annual or (their favorite) semi-annual merit bonuses: Employees thought this was an excellent idea. They all agreed that a reasonable COLA increase in January with an anticipated bonus up to a certain percent, depending on quality of work & extra efforts was "Very Exciting". Plus with the semi-annual version, if they didn't do as well as they'd hoped in the first half, they still have a chance to improve in the second half of the year. My issues with this option are:
    - i. 2 reviews a year – both right before year-ends.
    - ii. Figuring out what they would have earned by that point if they'd gotten a raise in January and determine how much of that they have earned as a bonus.
  - d. Their final comments were – let's try option C & if it doesn't work we can always go back to the way it was.
2. Wage comparison/analysis: the entire country's wages are in flux right now. McDonald's minimum wage is \$15/hr & Treasure Island pays Maint Staff get \$24/hr to start. However, I have attached a "current" wage comparison, based on job descriptions as close to what we do as I could get (Attachment 3)
3. It has been suggested that the Voucher program be "transferred to WHEDA. (Attachment 4)
  - It is a multi-month process with some specific deadlines on when & how things must happen.
  - Administering the program is complicated & time consuming. Most Landlords have a very poor opinion of the program, the tenants & by default, The Housing Authority.
  - We currently put about \$17.75K a year of actual work (cost of wages/benefits) into the program & we charge back \$35K.
  - We charge Voucher apx \$31K/yr for their share of office expenses. Some of these costs, like copier lease, phone, internet, IT service, Admin equipment, etc. will not go down because Voucher goes away. Those costs would have to be reallocated to the other projects, some of whom are already "tight".
  - Is getting rid of a bad reputation worth \$40K/yr
  - We could hire a part time person to handle just vouchers. While Sue & I would still play our roles, everything Sam does at a value of \$32/hr would now be handled by someone making \$18-\$20 an hour (no benefits beyond FICA). They would work roughly 7 hrs a wk. Their entire check would be allocated to Voucher, and we would be able to allocate more of other types of expenses to collect the \$4500+/- Admin fee every month.

4. Insurance Renewal: I will forward the official proposal paperwork as soon as I get it, but in a nutshell:
  - a. Health is going up about 10% (expected & budgeted)
  - b. We found a really great deal on Vision & Dental which will cost The Company about \$150.00/mo (based on a 50/50 split with employees). Employees are very excited, and being able to add that to our list of benefits will entice future employees

HOUSING AUTHORITY BUDGET REPORT FOR Nov 2021 Board Meeting					
Year Ending October 2021					
June		4		Months at: 33%	
	HUD/RVM	E/B	OAKPK	4PLX	WMP FYE 12/2020 33%
<b>Income</b>					
Budget	594,497	480,366	155,209	34,622	205,388
To Date	158,583	159,247	50,311	12,140	192,745
Percent	<b>26.68%</b>	<b>33.15%</b>	<b>32.42%</b>	<b>35.06%</b>	<b>93.84%</b>
<b>Admin</b>					
Budget	182,058	161,829	55,010	10,348	34,722
To Date	38,940	55,811	17,932	3,491	31,270
Percent	<b>21.39%</b>	<b>34.49%</b>	<b>32.60%</b>	<b>33.74%</b>	<b>90.06%</b>
<b>Maint</b>					
Budget	194,084	108,261	36,300	4,614	43,900
To Date	77,742	29,156	12,866	1,826	33,935
Percent	<b>40.06%</b>	<b>26.93%</b>	<b>35.44%</b>	<b>39.58%</b>	<b>77.30%</b>
<b>Ins/Taxes</b>					
Budget	44,150	47,510	14,575	2,390	7,924
To Date	14,696	13,472	3,951	592	6,833
Percent	<b>33.29%</b>	<b>28.36%</b>	<b>27.11%</b>	<b>24.77%</b>	<b>86.23%</b>
<b>Utilities</b>					
Budget	105,600	87,850	20,200	9,425	21,262
To Date	25,248	22,230	3,785	2,160	17,460
Percent	<b>23.91%</b>	<b>25.30%</b>	<b>18.74%</b>	<b>22.92%</b>	<b>82.12%</b>
<b>Mortgage &amp; Fees</b>					
Budget		-	2,546	4,868	103,044
To Date		-	849	1,623	100,500
Percent			<b>33.33%</b>	<b>33.33%</b>	<b>97.53%</b>
<b>Trx to Reserves</b>					
Budget		61,285	24,924	1,915	8,683
To Date		20,428	8,308	638	8,683
Percent		<b>33.33%</b>	<b>33.33%</b>	<b>33.33%</b>	<b>100.00%</b>
<b>Net</b>	1,957	18,150	2,620	1,810	(5,936)
<b>Investments</b>					
Operating	128,113	87,133	2,253	19,535	42,909
Reserve		288,837	67,419	14,444	105,839
Other	7,257	31,089	9,547	1,461	52,741
Sec Dep	25,870	27,001	8,623	2,085	8,100
CFP 2021	122,609				
Mgmt Fund	360,000				

Vacancy and Re-Rental Activity Report Sep-Oct 2021						
STATUS	ADDRESS	UNIT TYPE	MOVE OUT	MOVE IN	OFFERS	COMMENTS
Yotter-Linehan	B106	1E	09/30/21	11/01/21	3	
Linneman	B111	1E	09/30/21	11/01/21	3	
Murphy R/S	B116	2E	07/31/21	09/01/21	3	
Emerson	B202	1E	09/30/21	11/01/21	3	
Mailatyr	B206	1E	08/31/21	10/01/21	0	TRX
Nelson	B208	1E	05/31/21	09/01/21	1	
Vandalen	B210	1E	07/31/21	09/01/21	4	
May	B214	1E	09/30/21	11/01/21	2	
Hancock	E103	1ADA	07/31/21	10/01/21	1	
Beltran	G412	2F	08/31/21	10/01/21	5	
Choate	K429	2F	08/31/21	10/01/21	5	
Seifert	R107	1E	08/31/21	10/01/21	4	
Beardmore	R110	1E	09/30/21	11/01/21	4	
KEYS IN	K433	2F	10/31/21	12/01/21		Bght MH
KEYS IN	R102	1E	10/31/21	12/01/21		Term-Lse Vltm
	R105	1E	08/31/21	12/15/21		OFFLINE
KEYS IN	R202	1E	10/31/21	12/01/21		Grp Home
ELDERLY/DISABLED APARTMENT TURNOVER BY MONTH						
FY 2018	FY 2019	FY 2020	7/21	8/21	9/21	10/21
15	22	26	4	2	5	2
FAMILY APARTMENT TURNOVER BY MONTH						
FY 2018	FY 2019	FY 2020	7/21	8/21	9/21	10/21
11	9	10	1	2	0	1
VOUCHER LEASING BY MONTH						
FY 2018	FY 2019	FY 2020	7/21	8/21	9/21	10/21
9	7	13	1	2	2	1
HUD VACANT UNITS BY MONTH (RVM & Family)						
9/20	10/20	11/20	7/21	8/21	9/21	10/21
1 (1 offline)	2 (1 offline)	3	0	2	4 (1 offline)	4 (1 offline)
OCCUPANCY REPORT						
FAMILY	RVM	EW	BW	OP	WMP	
100%	97%	98%	100%	96%	96%	
WAITING LIST REPORT						
ELDERLY 1 BR LIST	RVM	EW	BW	OP	WMP	
Total on list	66	54	51	50	83	
Denied	1	0	0	0	0	
Approved for move in	2	1	7	0	2	
Non-disabled - RVM only	28	0	0	0	0	
In Process	0	0	4	0	0	
Housed	0	3	1	0	0	
ELDERLY 2 BR LIST	RVM	EW	BW	OP	WMP	
Total on list		5	1	3		
Approved		1	1	0		
In Process		0	5	0		
Housed		0	1	0		
FAMILY	1 BR	2 BR	3 BR	4 BR		
Total on list	15	15	22	1		
Denied	0	0	0	0		
Approved	0	4	1	0		
In Process	0	3	0	0		
Housed	0	1	0	0		
VOUCHER						
WAITING LIST	10		UNDER CONTRACT			63

ISSUED & SEARCHING	0	NUMBER FUNDED	63
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**Wage Analysis For the River Falls Area**

Receptionist/Office Asst: Answer Phones, Prep Paperwork for PMs, Manage Parking Spaces/Entry System Codes/Key Fobs, Filing, Data Entry, \$12 - \$20

Property Mgr, Sr – Move Ins/Move Outs, Annual/Interim Recertifications, Lease compliance, enter data into software, submit reports online for multiple propertied & programs, Maintain Social Media, Back up other Admin staff & Assist E.D. as needed \$21.60 – 27.50

Property Mgr: Move Ins/Move Outs, Annual/Interim Recertifications, Lease compliance, enter data into software, submit reports online \$16.80 - \$20

Facilities Mgr: (s/b) Handle all Maintenance related contracts & procurement, supervise staff, Monitor & maintain buildings, grounds, equipment & curb appeal, Maintain schedule of unit turns & schedule Trades, Monitor work orders for timely completion, maintain adequate inventory of supplies & materials, Monitor budget \$25.38 - \$25

Maintenance Tech I: Moderate level of skill in repair/maintenance of electrical, plumbing, sheetrock, carpentry, & mechanical \$20 - \$25

Maintenance Tech II: Ability to change lightbulbs, unclog drains/toilets, maintain grounds & equipment \$15 - \$20

Description	Hrs/Yr	Cost/Yr	S8Portion/Yr	
Processing applications / mainting files / other clerical	18.00	378.00	3,276.00	Sue
Inspections takes approx. 45-60 minutes at each inspection. Avg. 65 vouchers per year	56.00			
Biannual LL survey – 515. Time to prep labels, Surveys, Print, stuff, & Stamp; then and prep the survey once returned	50.00			
HAPS: takes 2 hours to complete each month. When there are banking problems with LL or URP's then we must contact account owner to update accounts which can take more time.	24.00			
Move ins/Move Outs & Recertification's: Trying to get completed forms back from tenants can be challenging, if they don't send it back then I must terminate them, then they appeal and it takes more time away from other work. Landlords are unresponsive most of the time and fail to return rent changes timely even though they have been given the opportunity to increase rents 75 days in advanced. Then I must undo all my work and redo it with the correct rent amount. This sometimes effects HAPS and RFHA will owe the LL back rent. I spend 1+ hour on each recertification. Plus the paper & postage of mailing.	100.00			
PIC reporting: New hire reports show incorrect info which I still need to follow up on to make sure tenants are not lying about income. Tenants don't always respond right away so I must continue to make attempts to reach them. Errors will appear on PIC reports that I must contact Tenmast to correct. Errors are not always something we did, it can be the way Tenmast coded the submission. Tenmast takes up to 5 business days to respond sometimes.	20.00			
Conflicts between LL's and tenants. I usually do not get involved in these but sometimes the tenant will request an interim inspection. Or the LL will reach out because the tenant is violating the lease and they need me to get involved. When this occurs I could spend days reaching out to County agencies like ADRC or adult protection.	20.00			
Interims: I perform on average 6-10 interim rent changes per month. Those interims could take up to 1 hour to complete each month. Sometimes I must wait for voucher tenants to provide me with pay stubs because employers will not cooperate in providing information. Then we have to wait for their last 3 paystubs which could take over a month which we lose out on money.	96.00	\$11,854.74	16,842.80	Sam
Processing LL checks /uploading to Bank & emailing notificatons	60.00			
Dealing with Tnt/LL issues	12.00			
Prepping VMS reports & financials for Hawkins then reviewing everything before they submit to HUD	30.00			
Prepping 2 yr Tool, reading notifications, etc	12.00	\$5,472.00	14,976.00	Peggy
		<b>\$17,704.74</b>	<b>\$35,094.80</b>	
		Actual		
		Cost		

LL's willing to accept vouchers is declining. Recently Timber Ridge and Red Cedar Estates stopped accepting vouchers. Many private LL's don't accept it because of the bad reputation it has. Many LL's don't need to offer vouchers to fill units due to college students. LL's don't like to have RFHA involved in their rentals. I have marketed the vouchers and spoke with LL's to try to change their mind, but I have a hard time even getting LL's to call me back.

When to issue vouchers? We must go through our HUD contact who has us complete a report prior to letting us know how many we can issue. It's stressful not knowing if RFHA will have enough funding from HUD to pay for HAPS. If we don't have enough leased up then we get marked down on PIC. There is a very fine line between too much and not enough. It makes it more difficult when current vouchers rents are constantly changing due to job loss/changes.

VASH – VASH participants can have felonies. We do not screen VASH vouchers. We get their info from the VA who does their screening. Once we get their paperwork we must issue them a voucher and send them out to find a unit. The lack of screening on our end is concerning.