

WINTER PARK HOUSING AUTHORITY BOARD MEETING MINUTES

Tuesday, November 15th, 2022

8:00 A.M.

Tranquil Terrace
845 Swoope Ave.
Winter Park, FL 32789

Commissioners Present: Board Chair; Hal George, Commissioner Tammie Holiday, Commissioner Kevin O’Rawe, and Commissioner Karen Jacobs.

Commissioners Remote:, Commissioner Dawn Ofodile, Vice-Chair Kenneth Goodwin

Commissioners Absent: Commissioner Joe Regner

Staff Present: LaShanda Lovette, Executive Director, Laneshia Church, Portfolio Manager, Felix Alicea, Maintenance Supervisor, and Tarena Grant, Resource Coordinator

I. **Call to Order**

Chair George called the meeting to order at 8:00am and announced a quorum.

II. **Approval of Minutes (October 2022)**

There was a motion provided by Commissioner Jacobs to approve October 2022 Minutes as written. Commissioner O’rawe provided a second to motion. The motion was passed unanimously.

III. **Actionable Items Requiring Vote**

There were no actionable items requiring a vote

IV. **Informational Items:**

➤ **Introduction of HR Consultant business partner Christine Winters**

- i. ED Lovette explained that our HR Consulting Partner, Christine Winters is no longer with ConsultHR. The Owner of the company is actively recruiting for a replacement. She confirmed that she would make sure the new HR consultant would be introduced once we filled the position. Chair George inquired about who is handling HR matters in the interim. ED Lovette confirmed that the owner, Jennifer and one of her associated Audrey, has been assisting. Commissioner Jacobs inquired about why Ms. Winters left. ED Lovette attempted to answer. Chair George asked for clarification as to if the contract was a Piggyback. ED Lovette confirmed that it is and that we take on the scope of work and the pricing from the contract we’re piggybacking from. Commissioner Jacobs mentioned she reached out to ConsultHR for clarification about why the previous Executive Assistant, Stephanie was required to give a month’s notice to resign from her position. Chair George asked what the outcome was on the ongoing HR issue regarding the previous Executive Assistant. ED Lovette confirmed that we paid the previous Executive Assistant what she was

owed, but we did not pay out the PTO since she did not meet the requirement for her notice, which was four weeks. We also paid out contributions to her retirement plan that she was owed. Commissioner O’Rawe asked what the amount was she was paid versus what she thought she should have been paid. ED Lovette confirmed the amount was roughly \$675. Commissioner O’Rawe expressed he felt the issue should have been brought to the board since it was minor. ED Lovette explained that since it was a personnel issue, it’s not something she would have brought before the board. Commissioner Jacobs asked for clarification as to why the Executive Assistant meet that requirement. Ed Lovette clarified that The Executive Assistant had previously requested PTO which was not approved. Therefore, her notice was only three weeks. Commissioner Jacobs asked what the process is for requesting PTO. In which ED Lovette explained that it is to be submitted through the time management system, Paycor for approval. Chair Hal asked what the turn around time is for PTO submission approvals. ED Lovette expressed that it is typically rather quick.

➤ **Resource Coordinator (ROSS) Monthly Recap**

- i. Mrs. Grant discussed the resident services for October 2022. She explained we served our communities from the Second Harvest Food Pantry. We had the following monthly activities; Nutrition Class, Wellness Wednesday Event, Fresh Stop Bus Events, and Free Lunch Events sponsored by partners. We have our partners who continued to come out and host ice cream socials. Florida Legacy Advisors hosted a tech Savvy class for resident at The Plymouth and hope to reschedule the class at Tranquil Terrace that was cancelled due to Hurricane Ian. Our community partners, Ensure Orlando hosted Coffee and muffins for our residents. Life Care Home Therapy did a Fall Party for the residents at The Plymouth, that included best customs and some take home projects. Mrs. Grant also gave an update on the ROSS Program. Explaining that we are currently serving 53 Households and she is currently meeting with new residents as they join our communities to let them know the ROSS Program is available to them as additional support. Commissioner O’Rawe, asked if residents are required to join the program. Mrs. Grant explained that they are not required to join and that goals vary depending on the needs of the participants as they sign up. We can potentially serve 171 households, should everyone decide to sign up. Commissioner O’Rawe, asked for clarification for whether The Meadows admin building has been turned into solely office space. ED Lovette confirmed that yes, the primary use is for housing staff. She explained she initially wanted to get a community center trailer to be placed in the back of the property near where the playground is. However, with the layout the playground project has taken on, we are currently looking for an ADA accessible area to place the community center within the community. Commissioner O’Rawe, asked for an update on the playground project. ED Lovette explained it is currently stalled because of labor shortages, rules with Duke Energy about placement because of the electric pole near the area and a leak in the basketball court area. Mrs. Grant continued with her report, explaining we are connected with Basket Brigade, St. Margaret Mary and Dawkins Outreach Ministry for the

month of November. They will be doing Thanksgiving Basket giveaways and we have also received a donation for us to be able to provide turkeys for our families. For the month of December, we have Adopt a Family at The Meadows and Adopt a Senior at The Plymouth. Commissioner Jacobs asked for clarification on Adopt a Family. Mrs. Grant explained that one of the members of the board expressed interest in doing some acts of service and that adopt a family would be a good opportunity to do so. She went on to explain that Adopt a Family allows ROSS participants at The Meadows to create a list of the top five items their child would like within a \$100 budget. Those who chose to adopt a family, typically wrap the gifts for the children and often opt to provide the parents with a \$50 Gift card, so they aren't left out. Commissioner Jacobs asked if we also provide dinner. Mrs. Grant explained, while we don't provide Christmas dinner, we are planning Breakfast with Santa. The Board agreed they would love to participate in this and asked that Mrs. Grant would send them an easy way to participate.

➤ **Executive Director Report**

i. Tranquil Terrace

- ED Lovette explained that one of the handouts in their board packet is a resident update, which was shared with the residents to give them an update on the concerns they'd expressed during the meet and greet with the ED and new Executive Assistant. She went on to highlight the community center is now open Mondays, Wednesday and Fridays. Next, she explained that we expressed that research was needed on the Resident Association, it's guidelines and how it is supposed to be ran. She explained that one of those things is that the election of the board members must be overseen by a third party. We are currently in contact with the League of Women Voters to assist us with this process. Chair George asked who is leading this initiative. ED Lovette explained that the Executive Assistant, Amaris, is who oversees this. Commissioner O'Rawe asked if there are other communities, that we could mirror and have as a coach. ED Lovette explained that we would have to mirror the Orlando Housing Authority. Commissioner O'Rawe went on to ask for clarification on if the community center is only open three days a week and why. Ed Lovette explained it is due to staffing. We are planning to have the HR consultant on site two days a week, to allow for an additional two days of the community center being open. Commissioner Jacobs asked what the procedure was prior to us self-managing. ED Lovette explained that the resident's had keys. Commissioner Jacobs asked why this changed. ED Lovette explained that this should have never been the case due to security and safety reasons. Commissioner Jacobs asked if we could assign a special key code to the door, since the community room belongs to the residents. ED Lovette explained, since this is considered government property, the space isn't

considered resident property. Commissioner O’Rawe asked for clarification as to why one of the eight staff members at The Meadows, couldn’t be placed at Tranquil Terrace permanently. Ed Lovette explained what positions were at The Meadows and explained why HR was who is elected to be at Tranquil Terrace. Commissioner O’Rawe asked what potential hurdles there are at getting a community space for The Meadows. Mr. Alicea explained that if an outdoor covered space is identified, we must ensure proper drainage, due to sitting water for two to three days at a time, since the property sits low. Commissioner O’Rawe asked if drained can be improved in these areas. Mr. Alicea attempted to answer. Commissioner O’Rawe suggested putting a budget together to remedy this issue.

➤ New Business/Public comment

- i. Commissioner O’Rawe opened the floor for public comment regarding Tranquil Terrace. The floor was opened to Ms. Sherry Jolly. Ms. Jolly explained the concerns of the residents. Their major concern is full access to the community center, management/property owner’s obstructing the resident association meetings or attending their meetings. Ms. Jolly went on to inquire as to if she’s still the president of the resident association to which ED Lovette explained the elections must be redone because it was not done according to HUDs guidelines of a third party. Ms Sherry inquired as to why things must change all of a sudden when it’s always been done this way. Commissioner O’rawe agreed he would like the space to be open to residents as much as possible and that he didn’t have a full knowledge of the election procedures. Following his comment, Ms. Jolly’s Daughter expressed sentiments of concern for lack of communication, and elevator safety. Mr. Alecia, our Maintenance Supervisor confirmed that resident safety is our number one priority. He also confirmed that the elevators are serviced every three months. Commissioner O’Rawe suggested that we had a bulletin board with updates. ED Lovette confirmed that many of the updates the residents are looking for are indeed on their resident portal.

- ii. Tuscany Balcony and Remediation Update

Ed Lovette explained there is a second meeting with Orange County within the week to assess the amount of monies left over from the grant. We also have a third- party vendor through our Architect to give us a balcony-by-balcony report. We are currently anticipating that we’ll have about \$400,000 left over from the grant. She explained that she is in the process of assessing Tuscany’s income and expenses and will present ways we can shore up the process after the meeting with Orange County. Chair George

asked if we were receiving any funds back from the previous vendor. ED Lovette confirmed our claim was denied. Commissioner Jacobs asked what the original grant amount was. ED Lovette explained it was approximately \$969,000. She went on to explain the grant was split between the balconies, stairs, exterior paint, and soffit repair. The previous vendor only completed the soffit and exterior painting, but there were no balconies have been completed. Chair George asked for clarification on the amount we'd spent, which ED Lovette attempted to answer. He also asked for clarification on why the bond company denied our claim, which ED Lovette explained we've consulted our legal counsel, and are awaiting the denial letter from the bond company, so that we can appeal the decision.

iii. Property Overview (October)

- ED Lovette explained Tuscany at Aloma is currently at 96% occupancy. There were no new incidents to report.

iv. Monthly Financial (September)

- ED Lovette explained anything that was over 10% has explanations in the report. There were no further questions.

v. Update on Budget Discussion

- ED Lovette explained we are at the end of our Fiscal Year. Patty is currently helping us our unaudited financials. Then she will assist with the audited financials, which typically takes place in January or February. After that is completed, she will provide an update as to when she can meet to discuss the budget.

➤ New Business

- i. Commissioner Jacobs brought up concerns about the web portal and the log change. She expressed disappointment in the email she received from the web developers because her questions were not addressed. Her main concerns were whether the old logo was ADA compliant, did it need to be changed and why the word "authority" was emitted. She went on to express her distaste for how the web developers responded directly to ED Lovette, instead of responding directly to her and still failed to answer her question about ADA compliance, but rather explained that the removal of the word "authority" was to help with public perception of the agency. Also, she felt like ED Lovette didn't consult with the board prior to making changes to the logo, which has been the same for 52 years. Commissioner O'rawe agreed that it didn't sit well with him, and he shared the same sentiments as Commissioner Jacobs. Ed Lovette explained that she didn't internalize that what she doing was "rebranding", but rather that she was trying to ensure we were ADA compliant to avoid any lawsuits. She apologized for not seeing it as a rebranding and looked at it as an accessibility issue, which felt like a day-to-day operation issue. She went on to explain that we are still conducting business as the Winter Park Housing Authority and that we are

still using our legal name in the same spaces. Nothing has changed. Commissioner O’rawe mentioned he would like to revisit the rebranding portion at a later meeting. Chair George commented that he would like to be copied on communication, as he feels that the board finds out information after the fact. He would like the board to have more direction in decisions that are to be made. Commissioner Goodwin commented that he’d heard discussions in the industry about websites needing to be adjusted and commended ED Lovette for being proactive. Ms. Jolly’s Daughter asked if it were possible to have resident volunteer to do shifts at the community center, so that the space is always manned. ED Lovette confirmed that option is on the table. There was no further business to discuss.

V. Adjournment

With there being no further business to come before the board, Chair George called for adjournment at 9:11 a.m.

Respectfully Submitted,

Hal George, Board Chair

LaShanda Lovette, Executive Director