

WINTER PARK HOUSING AUTHORITY BOARD MEETING MINUTES

Tuesday, April 11 ,2023

8:00 A.M.

**Tranquil Terrace
845 Swoope Ave.
Winter Park, FL 32789**

Commissioners Present: Board Chair; Hal George, Vice-Chair; Kenneth Goodwin, Commissioner Tammie Holiday, Commissioner Kevin O’Rawe, Commissioner Dawn Ofodile, and Commissioner Karen Jacobs.

Commissioners Remote: n/a

Commissioners Absent: Commissioner Joe Regner

Staff Present: LaShanda Lovette, Executive Director, Laneshia Church, Portfolio Manager, Amaris hunt, Executive Assistant, Tarena Grant, Resource Coordinator and Rachel Johnson w/ Malcolm Johnson

I. Call to Order

Chair George called the meeting to order at 8:09 am. and announced a quorum.

II. Additional Questions from Audit Report

Commissioner George changed the order of the meeting so that Rachel Johnson with Malcolm Johnson could address any additional questions.

He led with the first question asking if there were any additional findings. Rachel explained that the first finding has been changed to a management letter since we were able to produce the files after the audit. She reiterated that we must maintain files for up to 5 years and that documents must be readily available if requested. The second finding with financials was due to a mapping issue in Realpage. She also suggested that we need proper staffing in our accounting department, as it is currently understaffed.

Commissioner Jacobs asked who currently does the accounting for the company. Rachel explained that we have an in-house accountant, Melissa and that Patti Tilchin does our monthly reports. She went on to explain that we had an unreconciled deposit. ED Lovette clarified that the Financial side of Realpage does not talk to the Property Management side, thus the mapping issue occurred. Rachel explained that these sort of things need to be fixed prior to moving into third party management. She continued on by stating that another finding was that payments to tenants weren’t being made for several months. ED confirmed that we will pay the utility company instead of crediting tenant accounts. She also confirmed that the mapping issue has been fixed for 4 out of 6 of our properties. We are still working on Meadows and Tranquil Terrace.

Commissioner Goodwin asked how many staff members we have in accounting. ED

Lovette confirmed it is just one staff member. Commissioner Jacobs asked who can track errors and wants to know what checks and balances are in place. Rachel explained that if we would have done monthly, we would've caught errors. But because they were done at the end of the year, we're having to make adjustments. She went on to explain that 2021 end of year TARS adjustments was between \$1k - \$3k, which is normal. In comparison to 2022, which had adjustments of between \$98k - \$150k. This is what made it an automatic finding. Clarified adjustments are normal, just not this significant. Part of this is due to staff turnover. Therefore, the errors were not consistent month to month. Chair George asked how do we determine that we don't need a fraud audit. Rachel confirmed that the staff is confident that the issue is with mapping in Realpage. But we cannot be certain if there is fraud because of the way it was fixed. We could rebuild from 2021 or do our best to figure out what is real/fake and do a large adjustment to reconcile the property accounts and financials. She expressed concerns because it wasn't happening to all tenant accounts at all properties. Commissioner O'Rawe asked if Rachel could recommend anyone to take on the project to fix it. Rachel confirmed she'd share recommendations.

Chair Hal opened the floor for further questions. Commissioner Jacobs asked about the letter received last month referring to Debit/Credit Card reconciliation. Rachel explained that she recommended we close all debit cards, especially after the \$250k fraud attempt. The reason for the letter was because accounts weren't fully reconciled, and we were missing detailed itemized receipts. Chair Hal concluded that we weren't doing things correctly, our accounting department is not properly staffed and we may have possible findings in FYE 2023. But we can hire someone to fix things prior to moving to third party management.

III. Actionable Items:

- Resolution 04112023-A RESOLUTION OF THE BOARD OF COMMISSIONERS OF THE HOUSING AUTHORITY OF THE CITY OF WINTER PARK REOPENING THE REQUEST FOR PROPOSALS ISSUED FOR PROPERTY MANAGEMENT SERVICES ON APRIL 15, 2022, AND RECONSIDERING ALL RESPONSES RECEIVED
- Ms. Church asked if there is a probationary period for current employees. ED Lovette attempted to answer. Chair George expressed that we need to clean up things first. ED Lovette said she would begin the negotiations once given the OK to reopen. Chair George called to approve the resolution, Commissioner Goodwin provided a first and Commissioner Jacobs provided a second. The resolution was passed unanimously.
- Resolution 04112023-B RESOLUTION OF THE BOARD OF COMMISSIONERS OF THE HOUSING AUTHORITY OF THE

CITY OF WINTER PARK ACCEPTANCE OF THE
INSURANCE PROCEEDS IN THE AMOUNT OF \$48,577.94

- ED Lovette explained that this resolution is due to building damage suffered during the hurricane. Commissioner O’Rawe asked that the heading be amended to include the insurance company’s name and how much it will cost. Mr. Alicea attempted to answer. Commissioner O’Rawe asked what happened to the Tenant of the unit in question. Ms. Church explained the tenant was moved to a hotel, then a transitional unit, and has now been rehoused. Chair George called to approve the resolution, Commissioner Goodwin provided a first and Commissioner Jacobs provided a second. The resolution was passed unanimously.
- Resolution 04112023-C AUTHORIZING ACCEPTANCE OF A PROPOSAL FROM THE FLORIDA PUBLIC HOUSING SELF-INSURANCE FUND (FPHASIF) IN THE AMOUNT OF \$340,641.80 FOR ALL INSURANCE RELATED TO THE WINTER PARK HOUSING AUTHORITY PROPERTIES BEGINNING MAY 1, 2023, THROUGH APRIL 30, 2024
- Commissioner O’rawe asked who else insures PHA’s. ED Lovette said there is one other company, but they don’t hold the same benefits we currently have. Chair George moved to have the resolution approved. Commissioner Goodwin provided a first and Commissioner Jacobs provided a second. The resolution was passed unanimously.

➤ **ROSS Report**

- Mrs. Grant stated we continued our reoccurring events at each property. We are currently wrapping up the Rollins Spring Photo Class. We continued with Fresh Stop Bus at Winter Park Oaks and the Meadows. Also, we have a new grant that will offer telehealth appointments for residents.

➤ **Property Overview**

- Ms. Church opened the floor for questions. There were none.

➤ **Executive Director report**

- Financials

ED Lovette explained she’d provided the summary for review. She has the Monthly financials but needs to add notes prior to sharing with the board. Commissioner O’Rawe asked where we are with reserves. ED Lovette stated about a million dollars are in reserves. Commissioner O’Rawe asked if we could create a recap report of the last 3 years to track trends. Ed Lovette said she would add it to her list.

- Email Touch points

ED Lovette went on to explain that she wanted to provide updates on the feedback she'd received on her last performance review. The first thing being email touchpoints. Chair George stated he would like emails to come straight from the director and not the director's assistant. ED Lovette confirmed she'd reached out to the management companies as advised in the last board meeting and also is posting the RFP for a developer. Commissioner Jacobs asked how the new company will work with our current budget. ED Lovette explained it would need to be revised to include the cost of the management company, as we didn't foresee this when creating the budget. Chair George recommended postponing the upcoming budget workshop. All were in agreement.

IV. Adjournment

With there being no further business to come before the board, Chair George called for adjournment at 10:01 a.m.

Respectfully Submitted,

Hal George, Board Chair

LaShanda Lovette, Executive Director