

## WINTER PARK HOUSING AUTHORITY BOARD MEETING MINUTES

Tuesday, February 8, 2022

8:00 A.M.

Winter Park Community Center

721 West New England Ave

Winter Park, FL 32789

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

**Commissioners Absent:**

**Staff Present:** LaShanda Lovette, Executive Director, Becky Hahn, Human Resources Manager, Rohan Wallace, Project Manager, Laneshia Church, Portfolio Manager, Alicia Walker, Meadows-Tranquil Manager, and Tarena Grant, Resource Coordinator

### I. Call to Order

Chair George called the meeting to order at 8:02 a.m. and announced a quorum.

### II. Approval of Minutes (January 2022)

There was a motion provided by Commissioner Goodwin to approve the January 2022 minutes as written. Commissioner Jacobs provided a second to the motion. The motion was passed unanimously.

### III. Public Comment

### IV. Actionable Items Requiring Vote

- Resolution 02082022-Authorizing an Amendment to the Contract with Florida Express Maintenance Services, LLC For Exterior Painting & Necessary Repairs at Meadows at Margaret Square Apartments In the amount of \$1,950
  - Mr. Wallace discusses the immense water damage that caused the wood to become dry, brittle, and have termites due to the lack of sheeting between the wood and stucco. The team removed the old wood and studs and installed treated plywood and then the stucco around the building to correct the issue. A temporary awning was built to prevent water damage on some units and the newer roofs have more e-vents. The residents were moved out when the work was taking place. We are at the end of the project, and we need to increase the contract by 1,950.
  - Chair George proposed a sporadic check at each building with a moisture meter to detect any issue with the walls.
  - There was a motion provided by Commissioner Jacobs and Commissioner O’Rawe provided a second to the motion. The motion was passed unanimously.

## V. **Informational Items:**

### ➤ Resource Coordinator (ROSS) monthly recap

- January was all about a safe return back into our normal Resident Services. We kicked off the month of January with COVID Testing on-site. We served the following communities: The Plymouth, Tranquil Terrace, and The Meadows at Margaret Square. We tested about 135 WPHA Residents, Staff, and Friends. Of those tested, we had a total of 6 positive cases. Our partners at Mobile Labs Express were able to offer follow-up testing for all positive cases. We did postpone many of our resident functions to allow for preplanning, restocking, and preparing. Both Senior Property Food Pantries are restocked and ready for ER Pantry needs. We concluded the month with two resident events at The Plymouth: Nutrition Class by UF/IFAS Family Nutrition Program and Tech Day by Winter Park Public Library.
- Upcoming Events - Upcoming Events for our WPHA Properties: Nutrition Classes, Fresh Bus Events, Second Harvest Co-op Program. The Community Partner Events include Care Bags & Lunch, Free Haircuts & Hairstyles, Household & Essential Items, Wellness Wednesdays, Affordable Concierge Services, and Doctor Day Initiative

### ➤ **Executive Director Report**

#### • **Issuance of RFP for Management Services & Additional things to consider**

- Mrs. Lovette discuss that there is a meeting is scheduled for Friday, February 11 to review the RFP with Sherry. She wants to check the insurance and identification to ensure we are insured. Once completed, we will move forward in the traditional process.
- Mrs. Lovette addressed the board that she believed she missed providing more time to the board to educate them with what this process would look like and the impact it was going to have on them. Mrs. Lovette stated that she was fully prepared to walk into this, knowing she would continue to have issues and complaints about the residents and disgruntled employees but does not believe the board was prepared for these issues. Mrs. Lovette discussed that she should have spent more time working and educating the board.
- Mrs. Lovette also brought up why she wanted to do this first place and provided the two main reasons. One was the complete abandonment from the management company when COVID hit. We had no assistance from them, and every policy, production, and decision lay on Mrs. Lovette. When they stopped hiring staff, Mrs. Lovette had to take on the property manager role for the public housing. At that point, Mrs. Lovette started to internalize that the business model we had in place had grown in the public housing portfolio. Mrs. Lovette ask Alisa Walker, public housing Property Manager to be here today and speak about her

experience in the industry and her perspective of being an employee who has transitioned with us and being the person who works with our residents on a day-to-day basis. Ms. Walker summarized her experience as the property manager for the public housing properties.

- **Impact of COVID-19 on the agency and Agency Climate Control Update**

- Ms. Hahn introduced herself and her background as a human resource specialist. In December of 2021, it was decided to have everyone tested for an in-person event and found out that we had 3 positive cases, 2 cases that resulted in quarantine due to exposure, and 24 unaffected employees. In January of 2022, there were 10 positive cases, 2 quarantine/waiting results/exposed, 4 working from home, and 10 unaffected. Every property was affected due to COVID 19. February 2022, we have 7 positive cases and 6 that were quarantined, 10 that had to work from home because they were exposed, 13 that were unaffected. In total 88% of our staff had been affected due to COVID 19.
- Ms. Church discussed from the Operational standpoint the policy, procedures, and technology resources that were in place to allow staff to work safely in the office and remotely. She created a monthly newsletter and remote events. A suggestion box was made at Plymouth for the residents. All properties have been updated with signage with required employee phone numbers.
- It was brought up that complaints have been received from the residents about their inability to reach anyone in the office. Ms. Church explained one of the issues is that many residents are not use to limited contact with the staff and the staff has encouraged residents to call Ms. Church and the maintenance supervisor. Ms. Church also explained that staff in the month of February had been affected by COVID 19. Mrs. Lovette explained that we learned the need to transfer phone lines of sick staff temporarily to someone who was not sick.
- Ms. Hahn discussed efforts done for the agency climate control. An anonymous quarterly employee stratification survey was issued and 19 out of 26 employees responded. Since this survey has been issued, the employees mentioned that they appreciate that their voice has been heard. Ms. Hahn explained will also work on training and development for employees to grow. Ms. Hahn also expressed that research shows that it takes 365 days to get acclimated into an environment and emphasized that we will succeed if given more time.
- The Board asked about the PHAS Scores. Mrs. Lovette stated that we will be discussing this topic in an upcoming meeting. The Board also asked how the checks are being signed at this moment. Mrs. Lovette proposed that while the new assistant is onboarding one of the board members should sign off on checks. Commissioner Regner volunteered to