



**SPECIAL BOARD MEETING
FEBRUARY 16, 2022**



BOARD OF COMMISSIONERS

Dr. Ana "Cha" Guzmán Olga Kauffman Gilbert Casillas Dalia Contreras Loren D. Dantzler Gabriel Lopez Ignacio Perez
Chair Vice Chair Commissioner Commissioner Commissioner Commissioner Commissioner

PRESIDENT & CEO

Ed Hinojosa, Jr.

SAN ANTONIO HOUSING AUTHORITY
***SPECIAL BOARD MEETING**

Call In Phone Number: (346) 248-7799
Meeting ID: 93839434337# Passcode: 654170#
818 S. Flores St., San Antonio, TX 78204
2:00 p.m., Wednesday, February 16, 2022

At least four Commissioners will be physically present at this location, but up to three other Commissioners may attend by videoconferencing, as permitted by Tex. Gov't Code Section 551.127. The Presiding officer will also be present at this location.

MEETING CALLED TO ORDER

1. The Board of Commissioners or its Committee may hold a closed meeting pursuant to Texas Government Code § 551.071-076 for consultation concerning attorney-client matters, real estate, litigation, personnel, and security matters. The Board or Committee reserves the right to enter into closed meeting at any time during the course of the meeting.

PUBLIC COMMENT

2. **Public Comment at approximately 2:00 p.m.** (may be heard after this time) Citizens are provided up to three minutes each to speak to any agenda items. Citizens wishing to speak to items posted on the agenda should personally request to be placed on the Public Comment roster prior to 1:45 p.m. at 818 S. Flores St., San Antonio, TX 78204 or register online and access Phone Number: **(346) 248-7799** and enter Meeting ID: **93839434337#** and Passcode: **654170#**, prior to 1:45 p.m. A Spanish/English translator will be available to citizens needing translation.

Now is the time for public comments. The Board asks the public to address concerns related to SAHA matters and policy and not include statements that may be considered defamatory of any individual. The Board encourages members of the public to direct specific concerns or problems to SAHA staff for more prompt resolution. The Board will not discuss the comments of speakers or respond to speakers during the public comment portion of the agenda.

INDIVIDUAL ITEM

3. Consideration and approval regarding Resolution 6127, authorizing the San Antonio Housing Facility Corporation to approve an inducement resolution for the Vista at Silver Oaks, a proposed 9% low income housing tax credit project (Timothy E. Alcott, Chief Real Estate and Asset Management Officer)

DISCUSSION ITEMS

4. Discussion regarding Alazan update by Master Planner (Able City)

5. Discussion regarding planned development pipeline and activities (Ed Hinojosa, President and CEO; Timothy E. Alcott, Chief Real Estate and Asset Management Officer)
6. Discussion regarding SAHA recruitment and staffing update (Aiyana Longoria, Interim Director of Human Resources)
7. Discussion regarding resident concerns
8. *Closed Session

Real Estate/Consultation with Attorney

Deliberate the management, purchase, exchange, lease or value of certain real properties and obtain legal advice regarding related legal issues pursuant to Texas Government Code Sec. 551.072 (real property) and Texas Government Code Sec. 551.071 (consultation with attorney).

- Consultation with attorney regarding acquisition of limited partnership interests in San Juan II

Consultation with Attorney

Deliberate and obtain legal advice regarding legal issues pursuant to Texas Government Code Sec. 551.071 (consultation with attorney)

- Consultation with Attorney regarding eviction moratoriums
- Consultation with Attorney regarding security update

Personnel/Consultation with Attorney

Deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee or to hear a complaint or charge against an officer or employee and obtain legal advice regarding legal issues pursuant to Texas Government Code Sec. 551.074 (personnel) and Texas Government Code Sec. 551.071 (consultation with attorney).

- Consultation with attorney regarding President and CEO performance evaluation process

REPORTS

- Procurement Activity Report
- Quarterly Demographic Procurement Report
- FHP Quarterly Report

RESOURCE

- Schedule of Units Under Development

9. Adjournment

*Note: Whenever the Texas Open Meetings Act (Section 551.001 et seq. of the Texas Government Code) provides for a closed meeting in matters concerning legal advice, real estate, contracts, personnel matters, or security issues, the Board may find a closed meeting to be necessary. For convenience of the citizens interested in an item preceded by an asterisk, notice is given that a closed meeting is contemplated. However, the Board reserves the right to go into a closed meeting on any other item, whether it has an asterisk, when the Board determines there is a need and a closed meeting is permitted.

“Pursuant to § 30.06, Penal Code, (trespass by holder license holder with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not attend this meeting with a concealed handgun.”

“Pursuant to § 30.07, Penal Code, (trespass by holder license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not attend this meeting with a handgun that is carried openly.”

SAN ANTONIO HOUSING AUTHORITY

February 16, 2022

BOARD OF COMMISSIONERS
Special Board Meeting

RESOLUTION 6127, AUTHORIZING THE SAN ANTONIO HOUSING FACILITY CORPORATION TO APPROVE AN INDUCEMENT RESOLUTION FOR THE VISTA AT SILVER OAKS, A PROPOSED 9% LOW INCOME HOUSING TAX CREDIT PROJECT

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Ed Hinojosa, Jr.
 President and CEO

DocuSigned by:

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Timothy E. Alcott
 Chief Real Estate and Asset Management Officer

REQUESTED ACTION:

Consideration and approval regarding Resolution 6127, authorizing the San Antonio Housing Facility Corporation to approve an inducement resolution for the Vista at Silver Oaks, a proposed 9% low income housing tax credit project.

FINANCIAL IMPACT:

None at this time. However, by authorizing us to submit an application early, this project has a greater chance of being constructed, which could mean additional revenue.

SUMMARY:

Today we are seeking authority to file an application with the Texas Department of Housing and Community Affairs ("TDHCA") relating to a potential 2022 9% tax credit project, the Vista at Silver Oaks Apartments, an approximately 76-unit multifamily housing project located at approximately the intersection of Silver Oaks and Brazil Drive in San Antonio (the "Project"), to be developed by Atlantic Pacific Communities ("Atlantic Pacific"). The 9% tax credit program is highly competitive and not all projects that apply will receive an allocation. Whether a project receives an allocation depends on how well it scores according to various metrics established by TDHCA.

Accordingly, we are asking you to authorize this action so that Atlantic Pacific may begin the tax credit application process with TDHCA, but ***we are not asking you to specifically approve or be bound to this project. This is a non-binding Resolution.*** This will enable us to move forward, make an application for tax credits, and begin to put financing together and negotiate the specific terms of the deal, which we will bring back to you for approval.

The Project will be new construction and will target families at 60% or below of the area median income. All of the units will be two- and three-bedroom units. The San Antonio Housing Facility Corporation will own the land and create a single member limited liability company to serve as the general partner of the tax credit partnership, which will own the project.

The attached Resolution authorizes the San Antonio Housing Facility Corporation to approve an inducement Resolution for the Project.

RESIDENT FOCUSED OUTCOMES:

- SAHA residents have a sufficient supply of affordable housing options
- SAHA residents live in quality affordable housing

SAN ANTONIO HOUSING AUTHORITY

February 16, 2022

ATTACHMENTS:

Resolution 6127

Resolution 22FAC-02-16

Presentation

**San Antonio Housing Authority
Resolution 6127**

RESOLUTION 6127, AUTHORIZING THE SAN ANTONIO HOUSING FACILITY CORPORATION TO APPROVE AN INDUCEMENT RESOLUTION FOR THE VISTA AT SILVER OAKS, A PROPOSED 9% LOW INCOME HOUSING TAX CREDIT PROJECT

WHEREAS, one of the strategic goals of the San Antonio Housing Authority (the “Authority”) is to expand the supply of affordable housing; and

WHEREAS, one financing mechanism for new affordable housing is the 9% low-income housing tax credit; and

WHEREAS, the 9% tax credit program is highly competitive, and not all projects that apply will receive an allocation of tax credits; and

WHEREAS, staff has proposed financing the Vista at Silver Oaks Apartments, an approximately 76-unit multifamily project to be located at approximately the southern side of the intersection of Silver Oaks and Brazil Drive, San Antonio, Bexar County, Texas 78213 (the “Project”); and

WHEREAS, it is necessary to make an application for tax credits for the Project; and

WHEREAS, it is proposed that the San Antonio Housing Facility Corporation (“SAHFC”) create a limited liability company to serve as the general partner of the partnership, which will own the Project; and

WHEREAS, SAHFC will pass resolutions to induce the Project authorizing the application needed to finance the Project and to negotiate the terms of such financing, which will be brought back to the Board for final consideration.

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of the San Antonio Housing Authority, hereby:

- 1) Approves Resolution 6127, authorizing the San Antonio Housing Facility Corporation to approve an inducement resolution for the Vista at Silver Oaks, a proposed 9% low income housing tax credit project.
- 2) Approves Resolution 22FAC-02-16 of SAHFC inducing the Project and authorizing the application necessary and the negotiation of the terms of the financing.
- 3) Authorizes the President and CEO, or any other Officer or Commissioner of the Authority, to execute all necessary documents associated therewith.

Passed and approved on the 16th day of February 2022.

Attested and approved as to form:

Ana M. “Cha” Guzman
Chair, Board of Commissioners

Ed Hinojosa, Jr.
President and CEO

CERTIFICATE FOR RESOLUTION 22FAC-02-16

The undersigned officer of the San Antonio Housing Facility Corporation, a Texas nonprofit corporation created pursuant to the laws of the State of Texas (“SAHFC”) hereby certifies as follows:

1. In accordance with the bylaws of SAHFC, the Board of Directors of SAHFC (the “Board”) held a meeting on February 16, 2022 (the “Meeting”) of the duly constituted officers and members of the Board, at which a duly constituted quorum was present. Whereupon among other business transacted at the Meeting, a written

RESOLUTION 22FAC-02-16, INDUCING THE VISTA AT SILVER OAKS APARTMENTS TRANSACTION, INCLUDING THE EXECUTION OF ALL DOCUMENTATION NECESSARY TO OBTAIN THE FINANCING FOR SUCH TRANSACTION; AND AUTHORIZING ALL FILINGS AND AGREEMENTS WITH TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS IN CONNECTION WITH APPLICATIONS FOR LOW INCOME HOUSING TAX CREDITS; AND OTHER MATTERS IN CONNECTION THEREWITH

(the “Resolution”) was duly introduced for the consideration of the Board and discussed. It was then duly moved and seconded that the Resolution be adopted; and, after due discussion, said motion, carrying with it the adoption of the Resolution, prevailed and carried by a majority vote of the Board.

2. A true, full, and correct copy of the Resolution adopted at the Meeting is attached to and follows this Certificate; the Resolution has been duly recorded in the Board’s minutes of the Meeting; each of the officers and members of the Board was duly and sufficiently notified officially and personally, in advance, of the time, place, and purpose of the Meeting; and the Meeting was held and conducted in accordance with the Articles of Incorporation and the Bylaws of SAHFC.

SIGNED AND SEALED this 16th day of February 2022.



Ed Hinojosa, Jr.
Secretary/Treasurer

**San Antonio Housing Facility Corporation
Resolution 22FAC-02-16**

RESOLUTION 22FAC-02-16, INDUCING THE VISTA AT SILVER OAKS APARTMENTS TRANSACTION, INCLUDING THE EXECUTION OF ALL DOCUMENTATION NECESSARY TO OBTAIN THE FINANCING FOR SUCH TRANSACTION; AND AUTHORIZING ALL FILINGS AND AGREEMENTS WITH TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS IN CONNECTION WITH APPLICATIONS FOR LOW INCOME HOUSING TAX CREDITS; AND OTHER MATTERS IN CONNECTION THEREWITH

WHEREAS, the Housing Authority of the City of San Antonio, Texas (the “Authority”), has, pursuant to the Texas Public Facility Corporations Act, Chapter 303, Texas Local Government Code, as amended (the “Act”), approved and created the San Antonio Housing Facility Corporation, a nonstock, nonprofit public facility corporation (“SAHFC”); and

WHEREAS, SAHFC, on behalf of the Authority, is empowered to finance the costs of public facilities that will provide decent, safe, and sanitary housing at affordable prices for residents of the City of San Antonio; and

WHEREAS, Atlantic Pacific Communities or its affiliate (the “User”), has filed an Application for financing (the “Application”), requesting that (i) SAHFC participate in the acquisition, construction, and equipping of a proposed 76-unit multifamily housing facility to be located at approximately the southern side of the intersection of Silver Oaks and Brazil Drive, San Antonio, Bexar County, Texas 78213 and to be known as the Vista at Silver Oaks Apartments (the “Project”); and

WHEREAS, the User intends to finance the Project in part with 9% housing tax credits and possibly a direct loan competitively procured from the Texas Department of Housing and Community Affairs (“TDHCA”); and

WHEREAS, this Resolution shall constitute SAHFC’s preliminary, non-binding commitment, subject to the terms hereof, to proceed; and

WHEREAS, the User has requested that SAHFC create a single-member limited liability company to serve as a general partner of the User; and

WHEREAS, the User has requested authorization to make all filings necessary to obtain and maintain equity and debt financing for the Project, including 9% tax credits and a direct loan from the TDHCA; and

WHEREAS, the members of the Board of Directors of SAHFC (collectively, the “Board”) and their respective offices are as follows:

<u>Name of Directors/Officers</u>	<u>Position</u>
Dr. Ana M. “Cha” Guzman	President and Director
Olga Kauffman	Vice President and Director
Ignacio Perez	Director
Dalia Contreras	Director

Gilbert Casillas	Director
Gabriel "Gabe" Lopez	Director
Loren D. Dantzler	Director
Ed Hinojosa, Jr.	Secretary/Treasurer
Diana Fiedler	Assistant Secretary/Treasurer
Timothy E. Alcott	Assistant Secretary/Treasurer
Muriel Rhoder	Assistant Secretary/Treasurer
Brandee Perez	Assistant Secretary/Treasurer
Michael Reyes	Assistant Secretary/Treasurer
Richard Milk	Assistant Secretary/Treasurer

WHEREAS, the Board has determined that it is in the public interest and to the benefit of the citizens and residents of San Antonio for the various entities to enter into the transactions described above so that the User may construct the Project; and

WHEREAS, this Board has reviewed the foregoing and determined that the action herein authorized is in furtherance of the public purposes of SAHFC.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the San Antonio Housing Facility Corporation, hereby:

Section 1. Subject to the terms hereof, SAHFC agrees that it will, acting in either its own capacity or as the party controlling the general partner of the User:

(a) cooperate with the User with respect to the Project, and, if arrangements therefore satisfactory to the User and SAHFC can be made, take such action and authorize the execution of such documents and take such further action as may be necessary or advisable for the authorization, execution, and delivery of any applications, notices, contracts or agreements deemed necessary and desirable by the User or SAHFC in connection with the Project, specifically including any applications, agreements, documents, certificates and instruments necessary to obtain tax credits and a direct loan from the TDHCA (collectively, the "Contracts"), providing among other things for financing, acquisition, construction, equipping, and improvement of the Project; and use, operation, and maintenance of the Project, all as shall be authorized, required, or permitted by law and as shall be satisfactory to SAHFC and the User;

(b) if requested by the User, work with a Historically Underutilized Business, including sharing ownership in the general partnership of the User, sharing developer fees and cash flow of the User to enable the Project to be competitive;

(c) own the real estate and serve as the general contractor for the Project to obtain tax exemptions;

(d) take or cause to be taken such other actions as may be required to implement the aforesaid undertakings or as it may deem appropriate in pursuance thereof.

Neither the State of Texas (the "State"), the Authority, nor any political subdivision or agency of the State shall be obligated to pay any debt or other obligation of the User or the Project and that

neither the faith and credit nor the taxing power of the State, the Authority, or any political subdivision or agency thereof is pledged to any obligation relating to the Project.

Section 2. It is understood by SAHFC, and the User has represented to SAHFC, that in consideration of SAHFC's adoption of this Resolution, and subject to the terms and conditions hereof, the User has agreed that

(a) the User will (1) pay all Project costs which are not or cannot be paid or reimbursed from the proceeds of any debt and (2) indemnify and hold harmless SAHFC and the Authority against all losses, costs, damages, expenses, and liabilities of whatsoever nature (including, but not limited to reasonable attorneys' fees, litigation and court costs, amounts paid in settlement, and amounts paid to discharge judgments) directly or indirectly resulting from, arising out of or related to the Project, or the design, construction, equipping, installation, operation, use, occupancy, maintenance, or ownership of the Project (other than claims arising from the gross negligence or willful misconduct of SAHFC or the Authority); and

Section 3. This Resolution shall be deemed to constitute the acceptance of the User's proposal that it be further induced to proceed with providing the Project. **Provided that neither the User nor any other party is entitled to rely on this Resolution as a commitment to enter into the proposed transaction, and SAHFC reserves the right not to enter into the proposed transaction either with or without cause and with or without notice, and in such event SAHFC shall not be subject to any liability or damages of any nature. Neither the User nor anyone claiming by, through or under the User, nor any investment banking firm or potential purchaser shall have any claim against SAHFC whatsoever as a result of any decision by SAHFC not to enter into the proposed transaction.**

Section 4. The Board authorizes the President, Vice President, Secretary/Treasurer, or Assistant Secretary/Treasurer of the Board to execute any Contracts and take any and all actions required to obtain tax credits, equity financing and debt financing (including a direct loan from the TDHCA).

Section 5. The recitals contained in the preamble hereof are hereby found to be true, and such recitals are hereby made a part of this Resolution for all purposes and are adopted as a part of the judgment and findings of the Board.

Section 6. All resolutions, or parts thereof, which are in conflict or inconsistent with any provision of this Resolution are hereby repealed to the extent of such conflict, and the provisions of this Resolution shall be and remain controlling as to the matters resolved herein.

Section 7. If any provision of this Resolution or the application thereof to any person or circumstance shall be held to be invalid, the remainder of this Resolution and the application of such provision to other persons and circumstances shall nevertheless be valid, and the Board hereby declares that this Resolution would have been enacted without such invalid provision.

Section 8. This Resolution shall be construed and enforced in accordance with the laws of the State of Texas and the United States of America.

Section 9. This Resolution shall be in force and effect from and after its passage.

Passed and approved the 16th day of February 2022.

Ana M. "Cha" Guzman
Chair, Board of Directors

Attested and approved as to form:

Ed Hinojosa, Jr.
Secretary/Treasurer

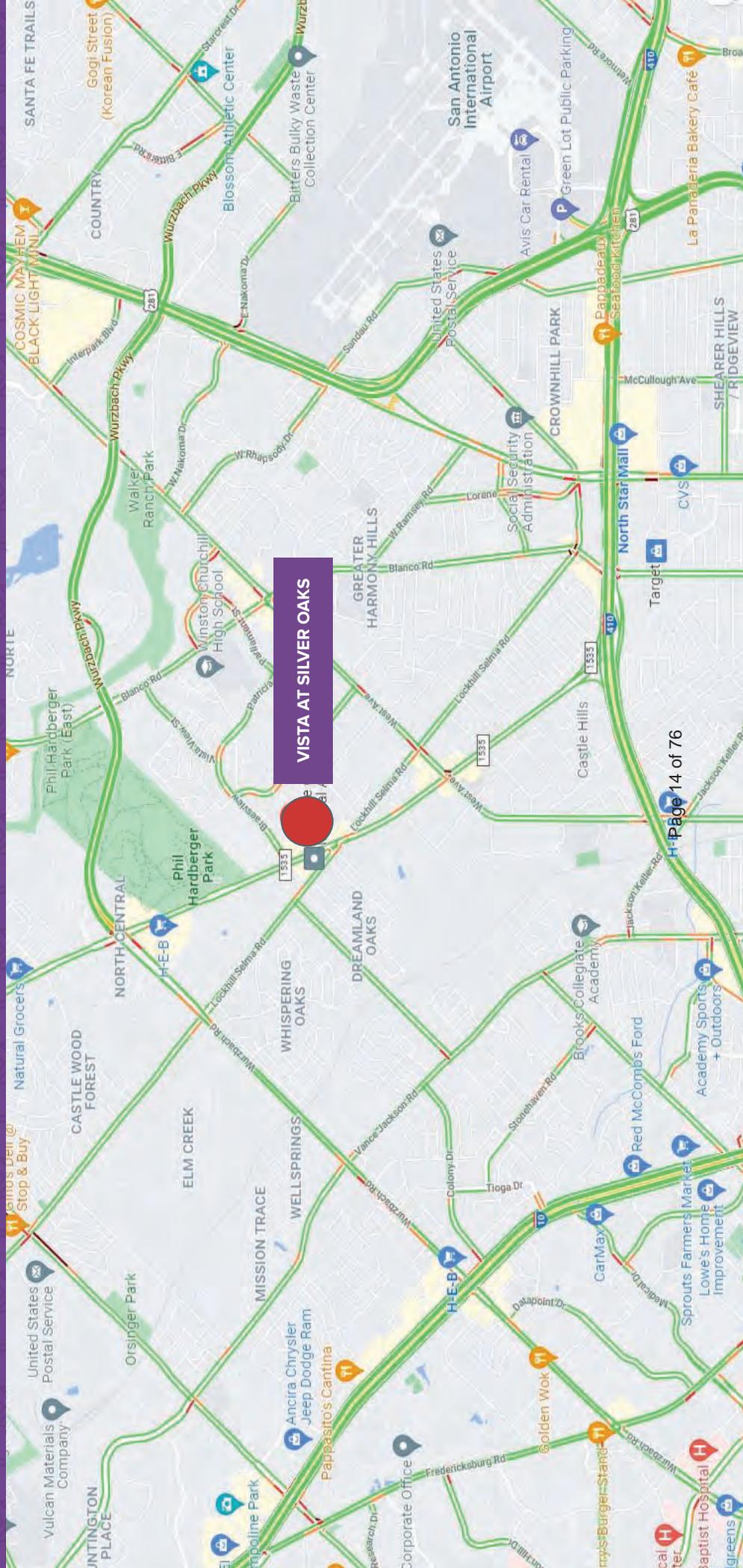


VISTA AT SILVER OAKS

Timothy E. Alcott, Chief Real Estate and Asset Management Officer
Lorraine Robles, Director of Development Services and
Neighborhood Revitalization

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VISTA AT SILVER OAKS



REGIONAL CENTERS

PHASE 1 CENTERS

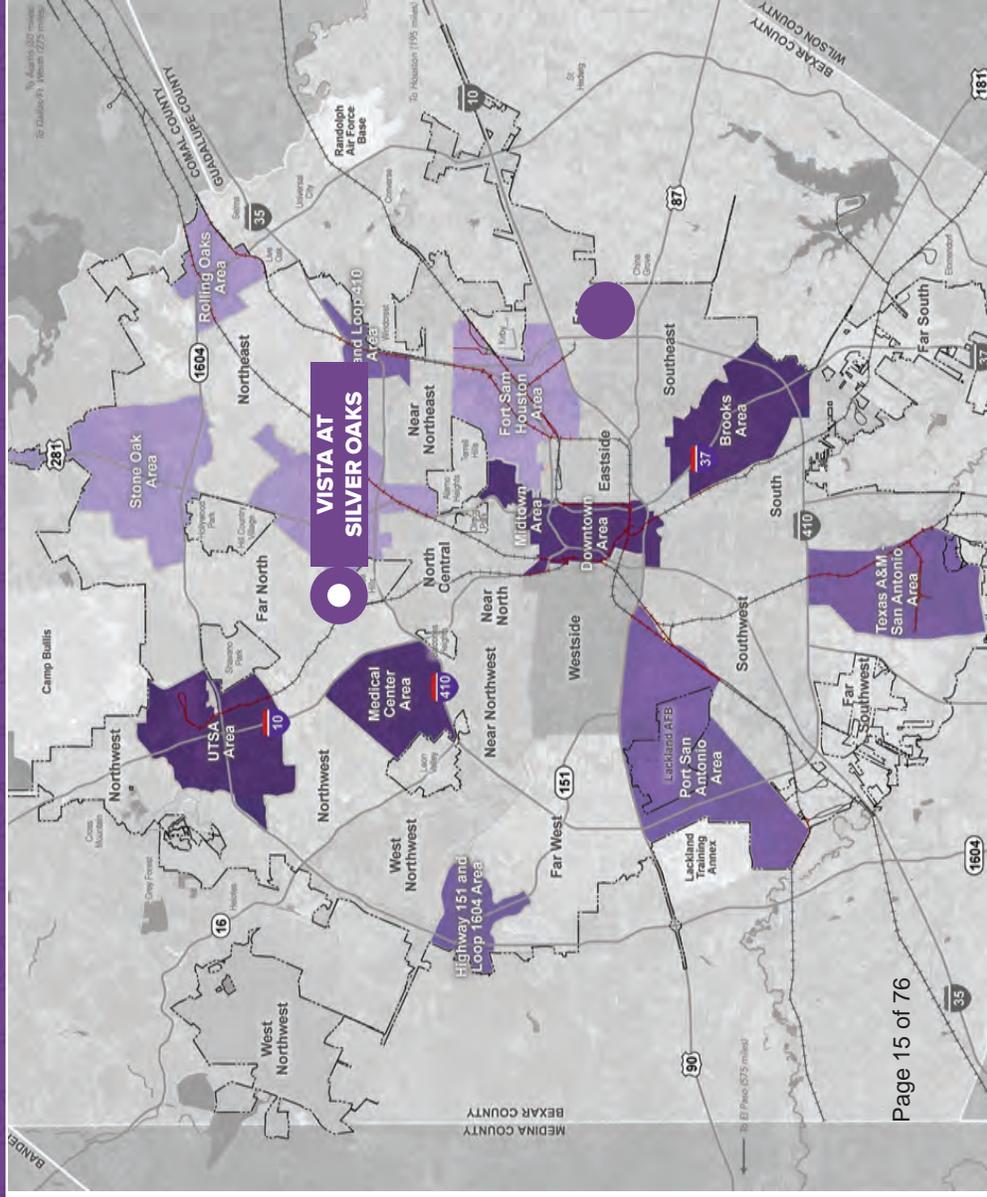
- Downtown
- Medical Center
- UTSA
- Midtown
- Brooks

PHASE 2 CENTERS

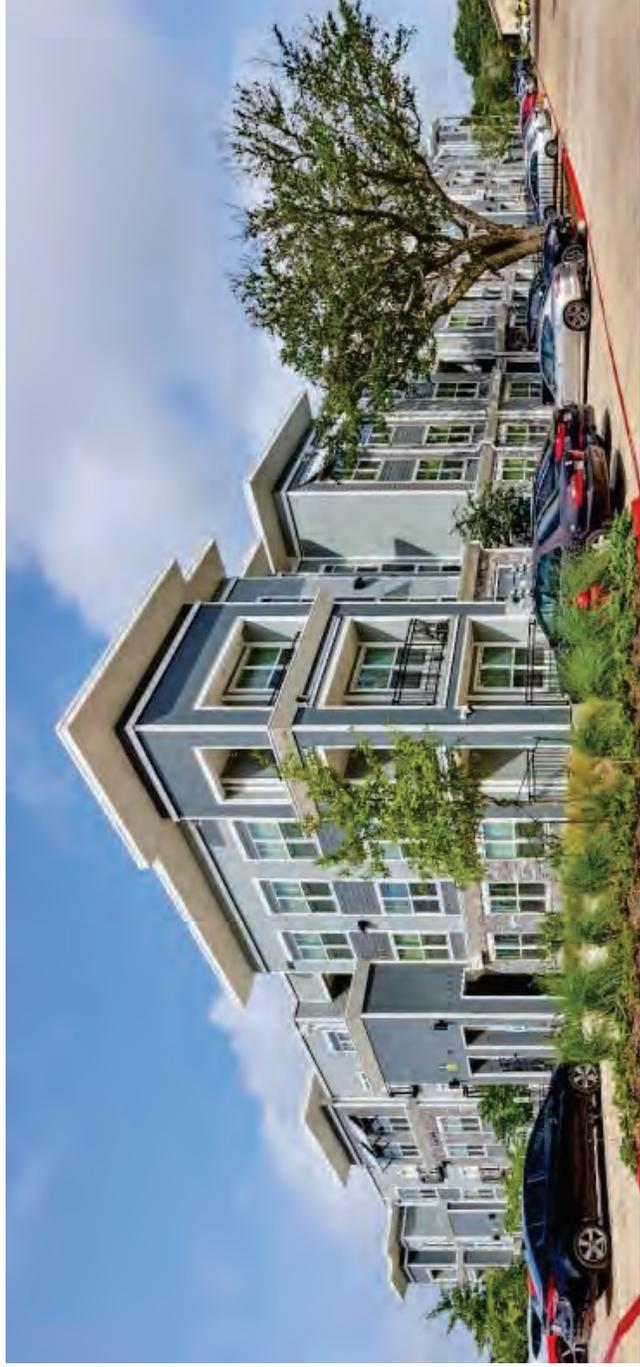
- NE I-35 and Loop 410
- Highway 151 and Loop 1604
- Texas A&M — San Antonio
- Port San Antonio

PHASE 3 CENTERS

- Greater Airport Area
- Fort Sam Houston
- Rolling Oaks
- Stone Oak



VISTA AT SILVER OAKS



- ❖ City Council District 9
- ❖ North East ISD
- ❖ 76 Units
 - 30% AMI - 8
 - 50% AMI - 23
 - 60% AMI - 45
- ❖ 9% Tax Credit Deal
- ❖ Total Development Cost:
\$24,183,403.00

Vista At Silver Oaks-Proforma Breakdown	
Use of Funds	Permanent
Acquisition Costs	\$5,050,000.00
Construction Hard Cost Contingency	\$619,735
Construction Costs	\$12,836,257.00
Architect/Engineering	\$398,000.00
Permits & Fees	\$448,256.00
Title & Survey	\$240,897.00
Construction Period Expenses	\$47,500.00
Financing Costs	\$1,319,276.00
Professional Services	\$465,885.00
Tax Credit Fees	\$80,000.00
Development Fee	\$2,307,314.00
Reserves & Other	\$370,283.00
Total	\$24,183,403.00

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QUESTIONS?

OPPORTUNITY LIVES **HERE**
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RECRUITMENT UPDATE

Fiscal Year Activity: July 1, 2021 - January 31, 2022

AGENDA

- ☐ Year To Date FY 21 22
 - ☐ Total Headcount
 - ☐ Variance
 - ☐ Actual Vacancies

- ☐ Department Activity FY 21 22

- ☐ Promotions / Interim / Working Out of Class

- ☐ Temporary Status Employees

TOTAL HEADCOUNT

DESCRIPTION	07/01/21	07/01/21 through 01/31/22
FT Headcount On 07/01/2021	518	518
New Hires	0	87
Departures	0	-76
Total Headcount	518	529

VARIANCE



DESCRIPTION	07/01/21	07/01/21 through 01/31/22
Current Budgeted Positions	652	661
Current Total Headcount	-518	-529
Variance	134	132

ACTUAL VACANCIES

DESCRIPTION	07/01/21	07/01/21 through 01/31/22
Variance	134	132
Positions On Hold	-43	-43
Temp Status, WOCs, Interims, PreScreen Process	-35	-39
Actual Vacancies	56	50

TOTAL STAFF BY DEPARTMENT 07/01/2021 through 01/31/2022

TOTALS FOR THE PERIOD 07/01/21 through 01/31/22													
Department	FT HC ON 07/01/2021	FT HIRES	TRANSFERS IN	TRANSFERS OUT	TRANSFERS C&D	FT TERMS	CURRENT FT HC	BUDGETED FT	BUDGET VARIANCE	HOLDS	TEMP/WOC OR PRE-HIRE	BUDGET VACANCIES	
Asset Management	2	1	1	0	4	0	4	4	0	0	0	0	
Assisted Housing Programs	78	11	5	-1	93	-18	75	93	18	0	-8	10	
Beacon	85	26	2	-1	112	-9	103	156	53	-34	-9	10	
Community Development Initiatives	43	13	1	-1	56	-9	47	57	10	-2	-4	4	
Construction	12	1	0	0	13	-1	12	14	2	-1	-1	0	
DSNR	8	0	0	-1	7	0	7	9	2	0	-1	1	
Executive	8	0	1	0	9	-1	8	9	1	-1	0	0	
Finance and Accounting	20	1	0	-1	20	0	20	24	4	-4	0	0	
General Services	6	0	1	-1	6	-1	5	6	1	-1	0	0	
Human Resources	9	0	0	0	9	0	9	10	1	0	0	1	
Innovative Technology	9	2	0	0	11	0	11	12	1	0	0	1	
Internal Audit	4	0	1	0	5	0	5	5	0	0	0	0	
Legal	2	0	0	0	2	0	2	2	0	0	0	0	
Policy And Planning	4	0	0	0	4	0	4	4	0	0	0	0	
Procurement	7	0	0	0	7	-1	6	7	1	0	0	1	
Public Affairs	6	1	0	0	7	0	7	7	0	0	0	0	
Public Housing	206	30	3	-8	231	-36	195	233	38	0	-16	22	
Regulatory Oversight	4	0	0	0	4	0	4	4	0	0	0	0	
Risk Management	2	0	0	0	2	0	2	2	0	0	0	0	
Security	3	1	0	-1	3	0	3	3	0	0	0	0	
TOTAL	518	87	15	-15	605	-76	529	661	132	-43	-39	50	



RECRUITMENT ACTIONS

07/01/2021 to 01/31/2022



Promotions

- 30 Formal Promotions
- 7 Current Working Out of Class (WOC)
- 2 Current Interims

Temporary Status Activity

- 23 Active Temporary Status Employees
- 40 Transitions from Temporary Status to FT Hires
- 101 Total Temporary Assignments - Filled To Date

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QUESTIONS?

OPPORTUNITY LIVES **HERE**
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WORKFORCE DEMOGRAPHICS

February 16, 2022

WORKFORCE DEMOGRAPHICS

Overview

Selected Demographic Charts

- Gender
- Ethnicity
- Age
- Tenure
- Job Classification

Data pulled from filled full-time positions as of 1/31/2022

- 529 employees at the time of report

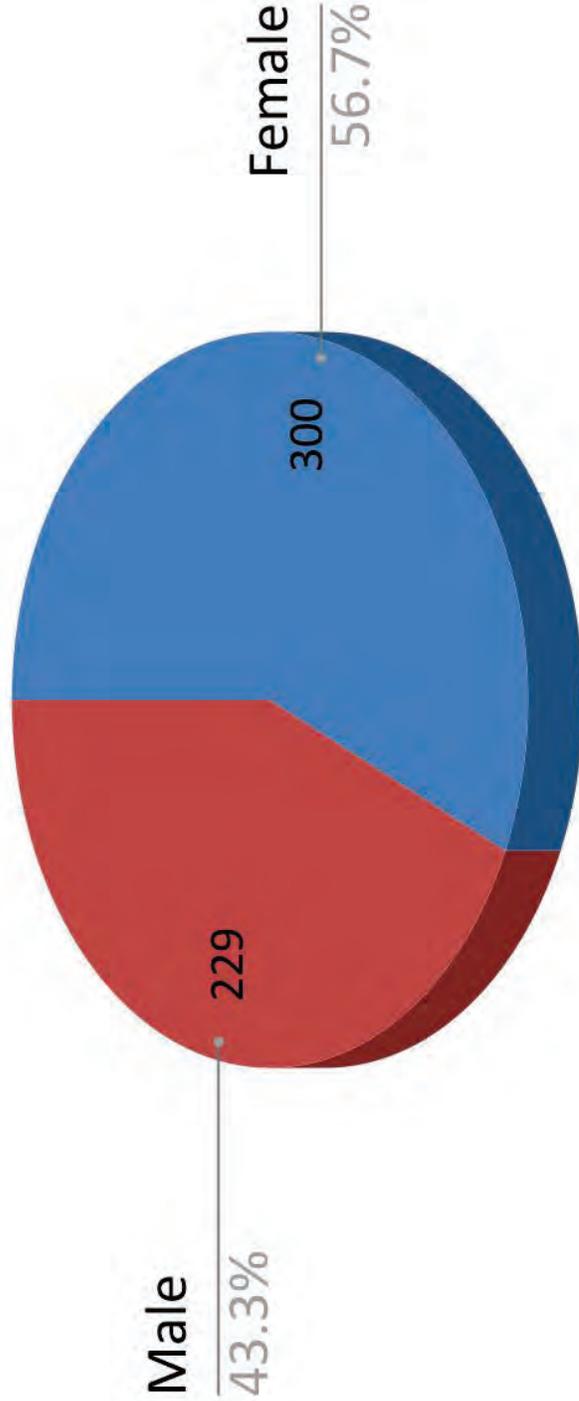
EMPLOYEE DEMOGRAPHICS BY GENDER

3

Employees by Gender

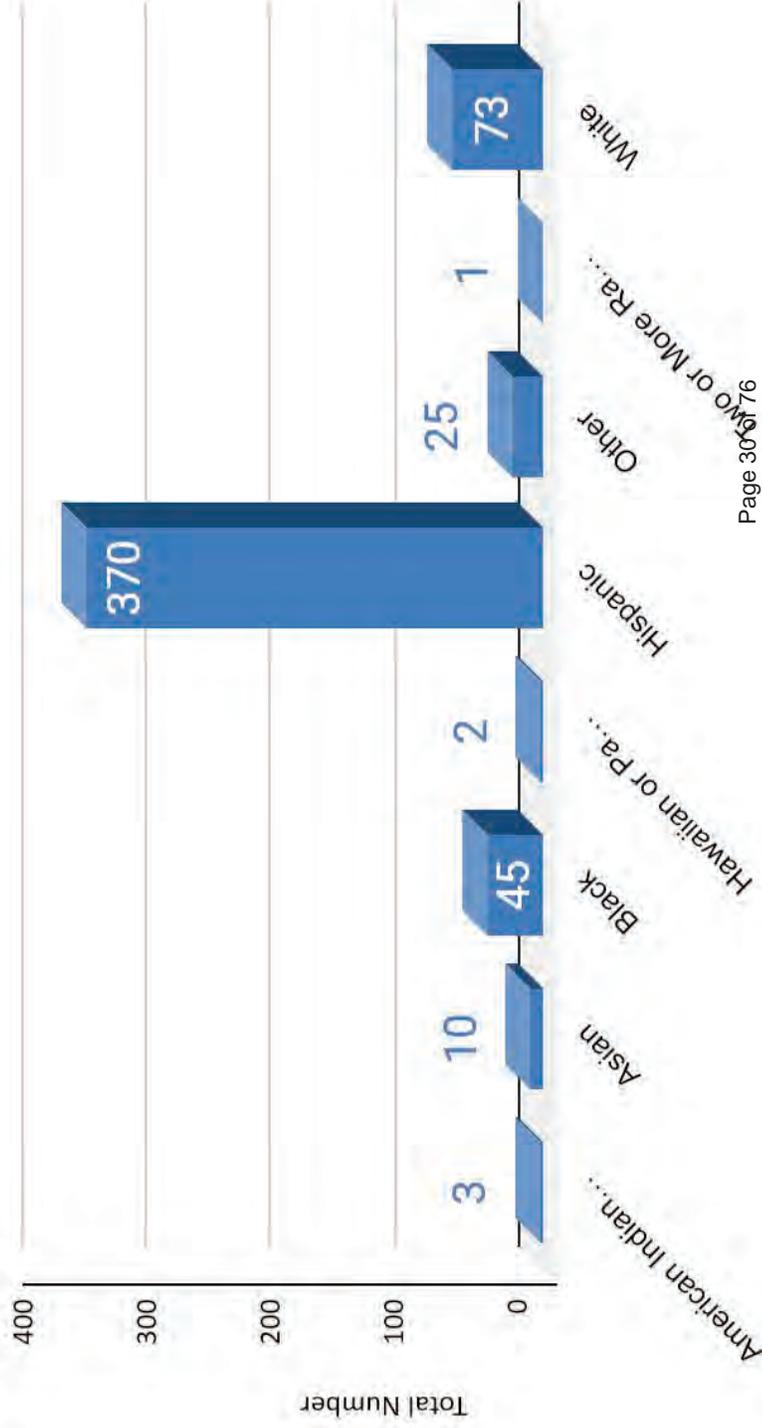
1/31/22
Total Employees = 529
Female = 56.7%
Male = 43.3%

9/31/21
Total Employees = 512
Female = 57.4%
Male = 42.6%



EMPLOYEE DEMOGRAPHICS BY ETHNICITY

Ethnicity



Total Employees = 529
American Indian = 0.6%
Asian = 1.9%
Black = 8.5%
Hawaiian or Pacific Islander = 0.4%
Hispanic = 69.9%
Other = 4.7%
Two or More = 0.2%
White = 13.8%

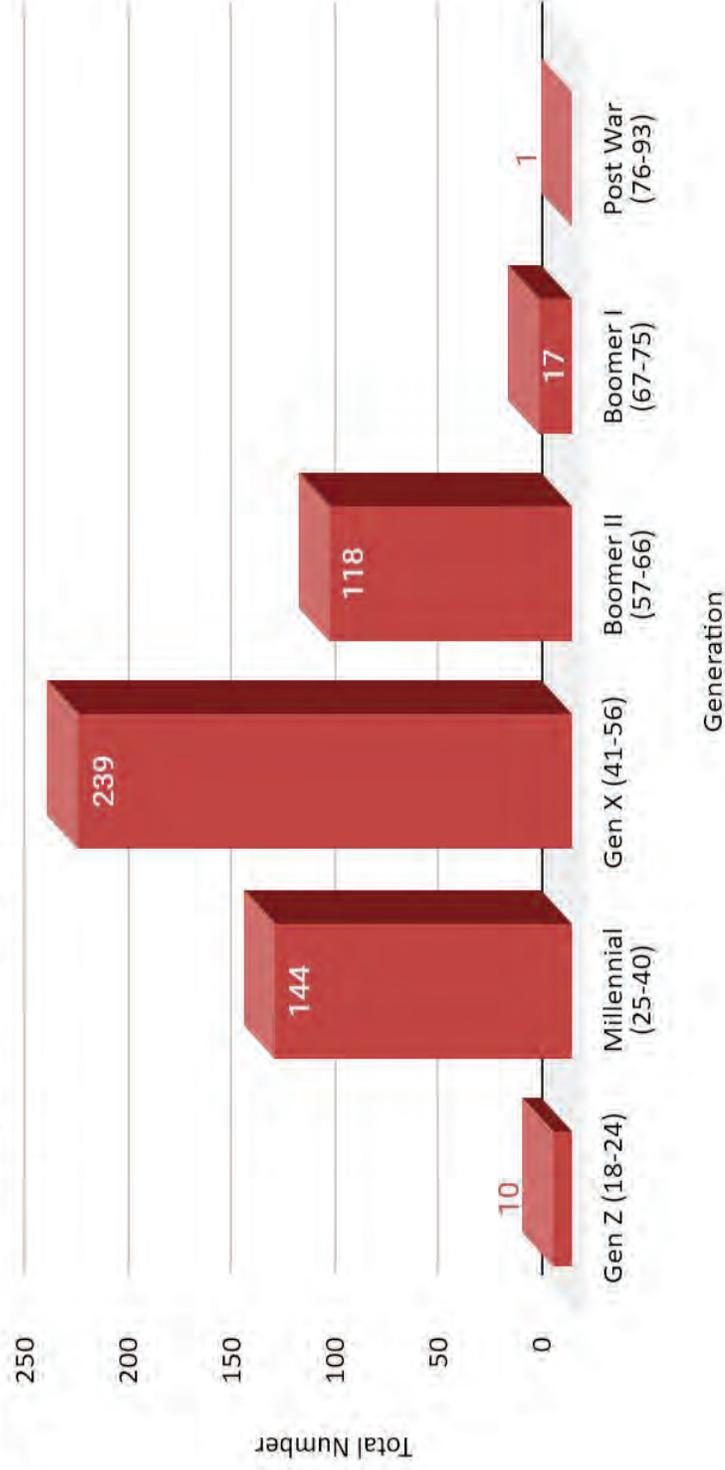


EMPLOYEE DEMOGRAPHIC AGE

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(BY GENERATION)

Employee Age as of 1/31/2022



Total Employees = 529

18-24 = 1.9%

25-40 = 27.2%

41-56 = 45.2%

57-66 = 22.3%

67-75 = 3.2%

76-93 = 0.2%

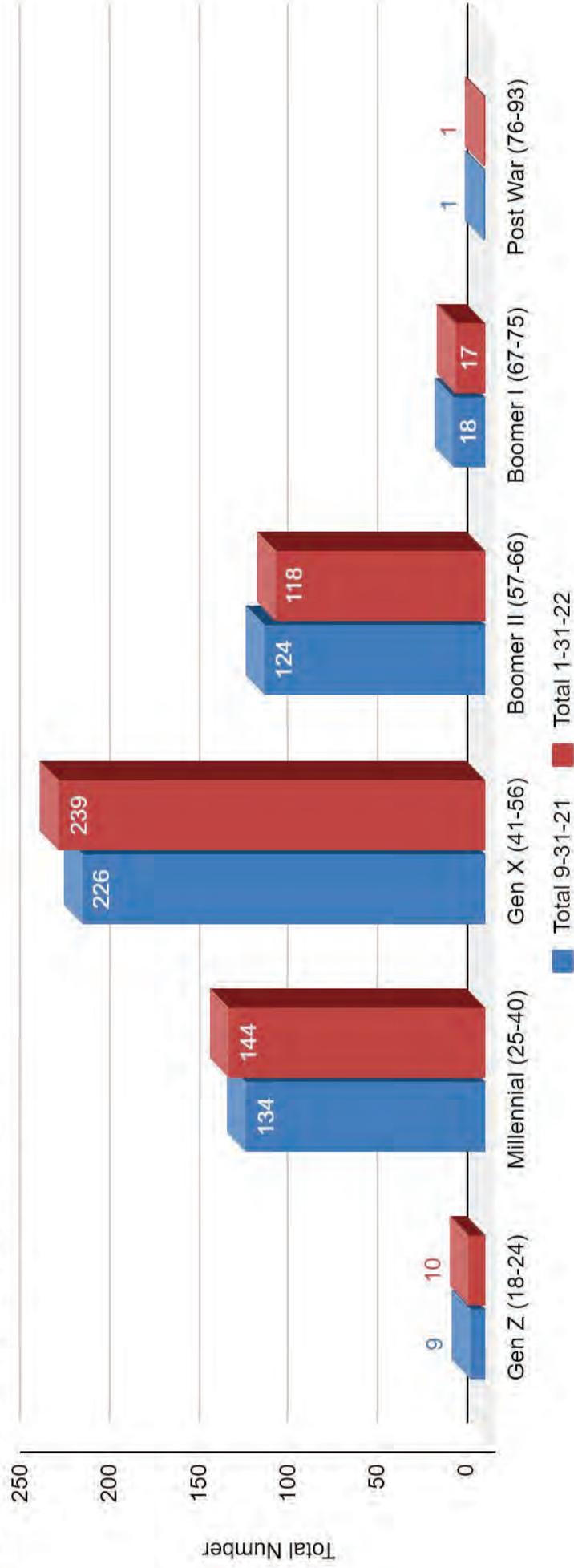
Youngest Employee = 20

Oldest Employee = 81

Average Age = 48

COMPARISON

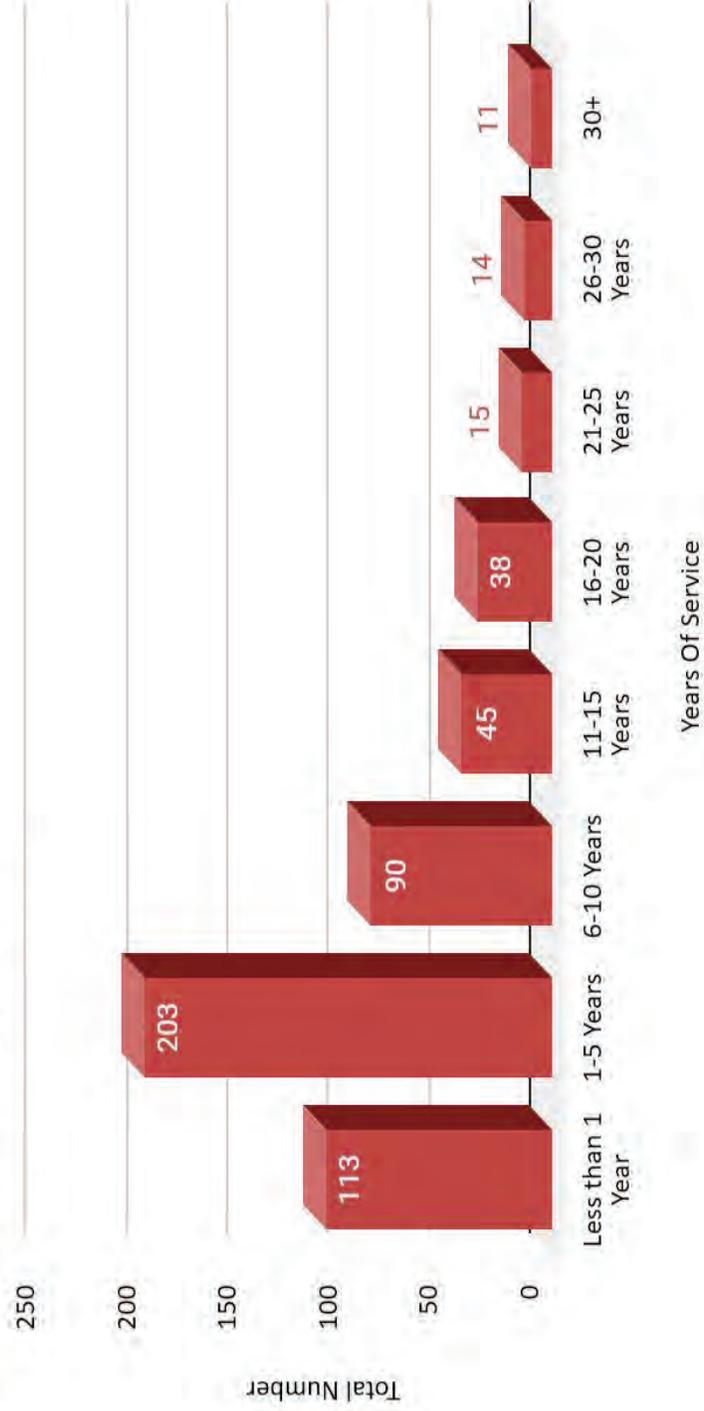
Employee Age by Generation



EMPLOYEE DEMOGRAPHICS BY TENURE



Tenure as of 1/31/2022



Total Employees = 529

Less than 1 Year = 21.4%

1-5 Years = 38.4%

6-10 Years = 17.0%

11-15 Years = 8.5%

16-20 Years = 7.2%

21-25 Years = 2.8%

26-30 Years = 2.7%

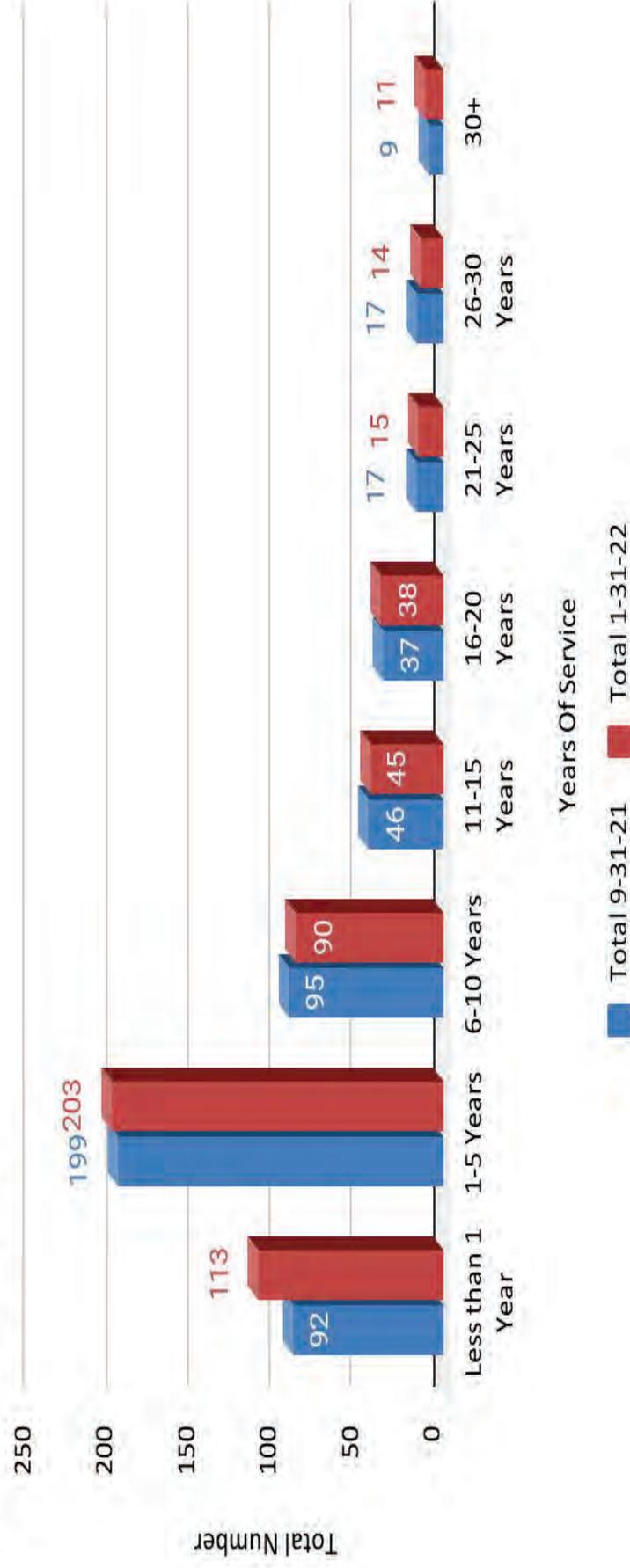
30 or more Years = 2.0%

Oldest Tenure = 38 Years

Average Tenure = 8 Years

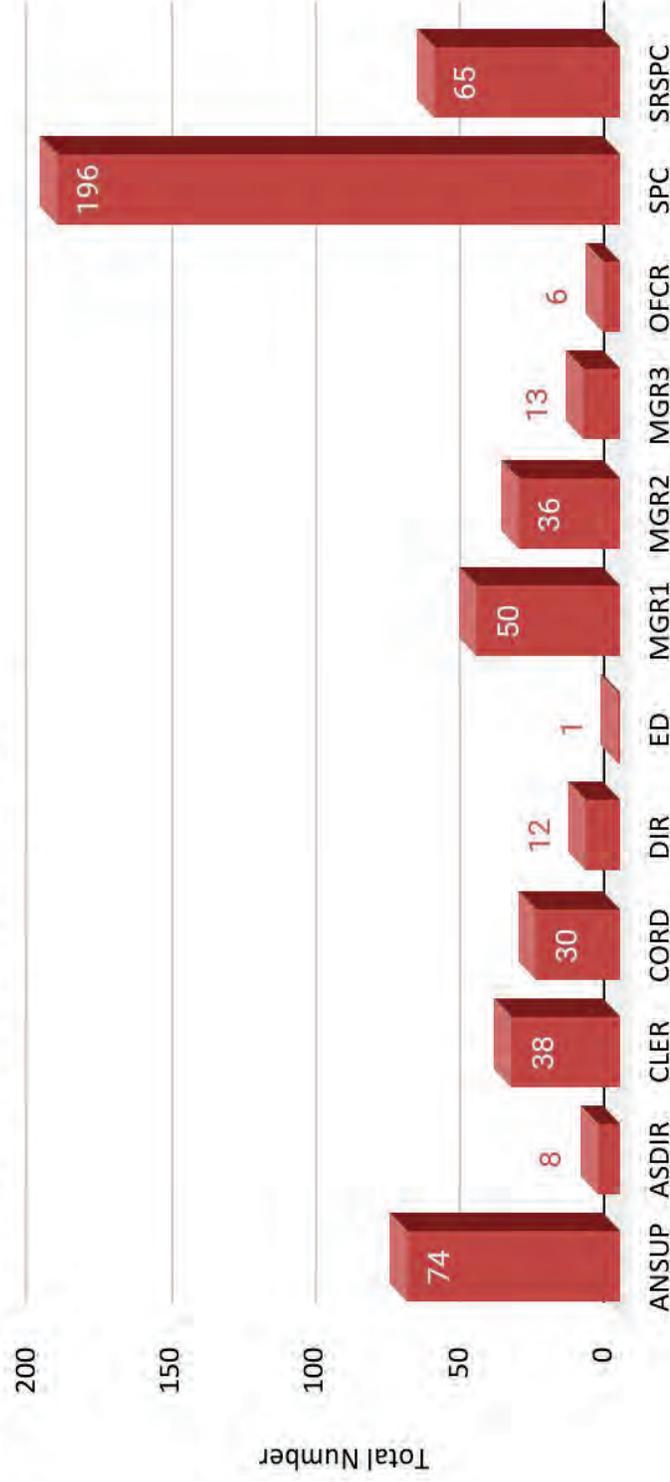
EMPLOYEE TENURE COMPARISON

Years of Service



EMPLOYEE COUNT BY JOB CLASSIFICATION

Employees by Job Classification



Analyst Supervisor = 14%
Assistant Director = 1.5%
Clerical = 7.2%
Coordinator = 5.7%
Director = 2.3%
Executive Director = 0.2%
Manager 1 = 9.5%
Manager 2 = 6.8%
Manager 3 = 2.5%
Officer = 1.1%
Specialist = 37.1%
Senior Specialist = 12.3%

Job Classifications

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AVERAGE BY GENDER AND JOB CLASSIFICATION

Average Salary by Gender



Classification
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QUESTIONS?

OPPORTUNITY LIVES **HERE**
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SAN ANTONIO HOUSING AUTHORITY

February 16, 2022

MEMORANDUM

To: Board of Commissioners

From: Ed Hinojosa, Jr., President and CEO

Presented by: George M. Ayala, Director of Procurement

RE: Procurement Activity Report

SUMMARY:

Through the fourth calendar quarter ending December 31, 2021, the San Antonio Housing Authority's Procurement Department issued 34 formal and 23 informal solicitations, receiving a total of 222 responses. This resulted in an average number of responses per formal solicitation of 4.08 and 3.60 responses per informal solicitations, for an overall average response rate of 3.89 per solicitation. New contracts awarded through the fourth calendar quarter ending December 31, 2021, were \$19,501,976.95; contract renewals in the amount of \$11,976,375.02, and \$6,065,000.00 in blanket awards, which resulted in a grand total awarded of \$37,543,351.97. Of this total, \$22,181,738.03 or 59.08 percent was awarded to Small, Women-Owned and Minority Business Enterprises (SWMBE), and \$11,133,250.26 or 29.65 percent was awarded to Section 3 business concerns.

Through the calendar quarter ending on December 31, 2021, SAHA contractors reported:

Current section 3 workers	46
Current targeted section 3 workers	2
Non-section 3 workers	129
Non-targeted section 3 workers	0
New section 3 workers	85
New targeted section 3 workers	2

Of the total number of workers which is: 264; 135 of the new hires qualified as Section 3 individuals; of that number, 2 of the new hires qualified as Targeted Section 3 individuals. In total, 51% percent of all hires have a Section 3 designation.

The labor hours breakdown by category is as follows:

2,728.90	Total Current Section 3 Workers labor hours
146	Total Current Targeted Section 3 Workers labor hours
2,732.65	Total New Section 3 Workers labor hours
62.25	Total New Targeted Section 3 Workers labor hours

Through the calendar quarter ending December 31, 2021, SAHA has hired 6 Section 3 employees into full-time positions within the agency.

Current Solicitations: There are two Invitation For Bids, one Quick Quote, and three Request for Proposals currently being advertised. The Invitation for Bids are for Make Ready Repair Services at Victoria Plaza, and Purchase of Stone, Sand, and Gravel Readvertisement; the Quick Quote is

SAN ANTONIO HOUSING AUTHORITY**February 16, 2022**

for Laundry Room Upgrades-Raymundo Rangel; and the Request for Proposals are for Compensation and Classification Study, Turnkey WiFi Expansion for Additional Properties, and Executive and Management Coaching.

Closed/Pending Solicitations: There are six solicitations that have closed and are currently being evaluated. The solicitations are for Financial Audits of Tax Returns for Partnerships, Siding Repair and Replacement at the Villa De Valencia Apartments, Construct a Wooden Deck at 14015 Green Jay, Exterior and Interior Painting, Utility Billing Services for Master Metered and Sub-Metered Units, and Foundation Stabilization at Two Locations.

Solicitations in Development: Procurement is currently working on a number of solicitations for advertisement. These include: Purchase and installation of Blown-in Insulation at Homestead Apartments; Repair of Concrete Balconies and Stairways at Villa Tranchese Apartments; Aerial Photography; Build San Antonio Green (BSAG) Professional Services; Build San Antonio Green (BSAG) Rater; Commercial Real Estate Broker; Investors for Debt/Equity; Parcel Lockers; Fair Market Rent Survey; Electronic Benefits Enrollment Platform; Videography Services; Purchase and Installation of Metal Canopy at Fair Avenue; Refresh Signs; Abatement of Hazardous Materials; Concrete and Asphalt Maintenance; Debt Collection Services; and Foundation Repairs, Plumbing, and Structural Improvements.

Blanket Awards:

Contract Title	Number of Awards	Amount of Blanket Award	Projects Awarded 4th Quarter 2021
Architectural and Engineering Services	8	\$1,500,000.00	\$84,560.01
Architectural and Engineering and Other Forensic Consulting Services	4	\$1,500,000.00	\$0.00
Backflow Inspection, Maintenance, Repair, and Installation	2	\$70,000.00	\$0.00
Automated and Manual Bulk Pick Up Services	2	\$500,000.00	\$91,014.14
Carpet and Flooring Purchase, Replacement, and Installation	2	\$325,000.00	\$124,582.32
Consulting and Guidance on HUD and Other Affordable Housing Programs	2	\$100,000.00	\$0.00
Disaster Restoration of Operation Services	3	\$250,000.00	*Belfor \$1,477,292.95 *Gerloff

SAN ANTONIO HOUSING AUTHORITY

February 16, 2022

			\$13,221.37 Blackmon Mooring \$14,013.94 *Please Note: Amounts above pending 100% reimbursement for the claim.
Electrical Maintenance and Repair	2	\$500,000.00	\$130,478.34
Engineering, Professional	3	\$1,500,000.00	\$83,514.53
HVAC, Residential Style Systems	3	\$1,200,000.00	\$285,116.15
Land Surveyor Services	3	\$75,000.00	\$3,246.10
Legal Services	9	\$500,000.00	\$6,798.00
Bond/Mixed Finance Counsel	5	1% of Bond of Issue	\$249,892.00
Special Counsel Board Matters	1	\$125,000.00	\$13,115.97
Make Ready Services for Public Housing	3	\$2,200,000.00	\$545,778.87
Mowing and Grounds Maintenance for Beacon Communities	4	\$500,000.00	\$106,665.35
Mowing and Grounds Maintenance for Public Housing	4	\$1,000,000.00	\$192,906.78
Painting Services for Beacon Communities	2	\$200,000.00	\$97,115.80
Pest Control for Beacon Communities	2	\$220,000.00	\$83,016.59
Pest Control for Various SAHA Public Housing and Administrative Properties	2	\$500,000.00	\$21,267.00
Plumbing and Related Maintenance Services	2	\$2,200,000.00	\$547,887.25
Public Relations Consulting			

SAN ANTONIO HOUSING AUTHORITY**February 16, 2022**

Services	2	\$150,000.00	\$44,987.00
On Call Real Estate Appraisal Services	2	\$250,000.00	\$7,350.00
Real Estate Broker Services, Commercial	6	Maximum 6% fee; \$200/consulting and market analysis	\$0.00
Real Estate Broker Services, Residential	2	\$250,000.00	\$14,550.00
Security Services, Various	3	\$1,060,000.00	\$263,906.44
Shingle roof repair and limited replacement	1	\$250,000.00	\$100,054.85
Temporary and Contract Personnel Services	4	\$3,089,060.00	\$402,353.11

PROPOSED ACTION:

None at this time.

FINANCIAL IMPACT:

Amounts paid according to award provisions.

STRATEGIC OUTCOME:

Supports all strategic outcomes.

ATTACHMENT:Procurement Activity Report
Presentation

Procurement Activity Report as of January 31, 2022

Solicitations Currently being Advertised

SAHA Department	Type	Solicitation Name	Bidders Conference	Closes
Human Resources	RFP	Compensation and Classification Study	N/A	02/03/2022
Public Housing	QQ	Laundry Room Upgrades-Raymundo Rangel	N/A	02/04/2022
Innovative Technologies	RFP	Turnkey WiFi Expansion for Additional Properties		02/09/2022
Agency Wide	RFP	Executive and Management Coaching	N/A	02/09/2022
Construction Services	IFB	Make Ready Repair Services at Victoria Plaza		02/18/2022
Public Housing	IFB	Purchase of Stone, Sand, and Gravel - Readvertisement	N/A	02/22/2022

SAHA Department	Type	Solicitation Name	Date Closed	
		Procurement has no items that will be presented		February 16, 2022 Operations and Real Estate Committee Meeting and March 2, 2022 Regular Board Meeting

Solicitations Under Evaluation

Finance and Accounting	RFP	Financial Audits of Tax Returns for Partnerships	01/04/2022	Negotiations Due Diligence Procurement Evaluation
Beacon Communities	QQ	Siding Repair and Replacement at the Villa De Valencia Apartments	01/06/2022	
Public Housing	QQ	Construct a Wooden Deck at 14015 Greenjay	01/17/2022	
Agency Wide	IFB	Exterior and Interior Painting	01/20/2022	
Beacon Communities	IFB	Utility Billing Services for Master Metered and Sub-Metered Units	01/20/2022	
Public Housing	QQ	Foundation Stabilization at Two Locations	01/31/2022	

Future Solicitations	Solicitation Name	Anticipated Month of Release
Beacon Communities	Purchase and Installation of Blown-in Insulation at Homestead Apartments	Department Hold

DSNR	Build San Antonio Green (BSAG) Professional Services	February 2022
	Build San Antonio Green (BSAG) Rater	February 2022
	Commercial Real Estate Broker	March 2022
	Investors for Debt/Equity	March 2022
	Parcel Lockers	March 2022

Federal Housing Programs	Fair Market Rent Survey	February 2022
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Human Resources	Electronic Benefits Enrollment Platform	March 2022
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Public Affairs	Videography Services	February 2022
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Public Housing	Purchase and Installation of Metal Canopy at Fair Avenue	February 2022
	Refresh Signs	February 2022
	Repair of Concrete Balconies and Stairways at Villa Tranchese Apartments	Department Hold

Agency Wide	Abatement of Hazardous Materials	February 2022
	Concrete and Asphalt Maintenance, Repair and Replacement	February 2022
	Debt Collection Services	Department Hold
	Foundation Repairs, Plumbing, and Structural Improvements	Department Hold

Categories of Procurements

SAHA Department	Solicitation Name	Vendor	Amount	Date
Awards Under President and CEO Expanded Authority				
Community Development Initiatives	Resident Council Redevelopment Consulting Services	The Simon Firm	\$60,625.00	1/11/2022
Public Housing	Security Cameras and Intrusion Prevention System for Lincoln Heights	Johnson Controls Security Solutions through Sourcewell	\$63,999.75	1/13/2022
Awards Under Contracting Officer Authority				
Public Housing	Purchase and Installation of Liftgate	Cobalt Truck Equipment	\$4,565.00	01/04/2022
Public Housing	Purchase of Heavy Duty Stainless Screen Wire	Edward J Darby & Sons	\$4,280.00	01/06/2022
Beacon Communities	Flooring at Woodhill	Raza Flooring	\$7,562.90	01/10/2022
Beacon Communities	Dumpster Corral and Fence Repair at Costa de Valencia	Texcon	\$5,900.00	01/14/2022
Assisted Housing Programs	Maintenance of Rent Reasonableness Software	Emphasys	\$28,323.00	01/18/2022
Public Housing	Repairs of fencing at scattered site 5735 Champion Hill	De la Garza Fence and Supply	\$9,271.70	01/26/2022
Public Housing	Repairs to 2819 Cherry Field	BR General Contractors	\$37,425.90	01/28/2022
IT Purchases (Resolution 6010 authorizing the use of Cooperative Purchasing Contracts and General Administration (GSA Federal Supply Schedules))				
Procurement	Bonfire eSourcing cloud based platform for Procurement	Bonfire	\$20,700.00	01/14/2022



Procurement Report

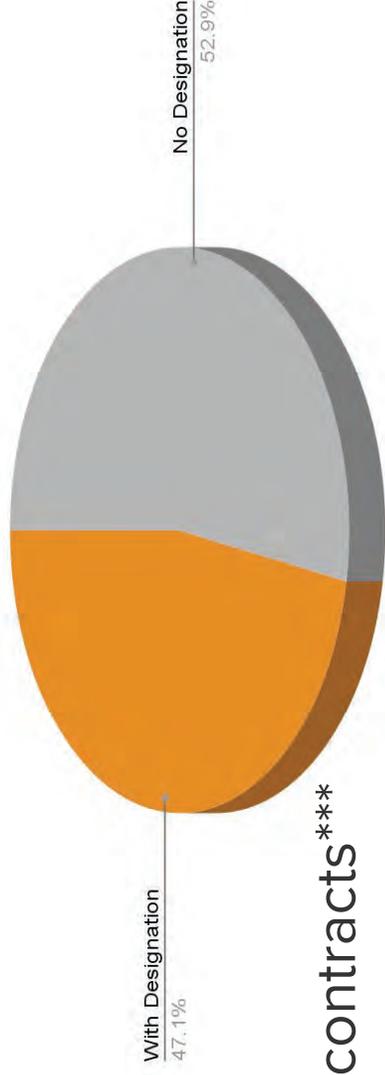
Business Enterprise Designations

January - December 2021

OVERVIEW

- 57 solicitations*
 - 34 formal
 - 23 informal
- 222 total responses**
 - 53% have a designation***
- 133 responses were awarded contracts***
 - 47.1% have a designation

Award Breakdown

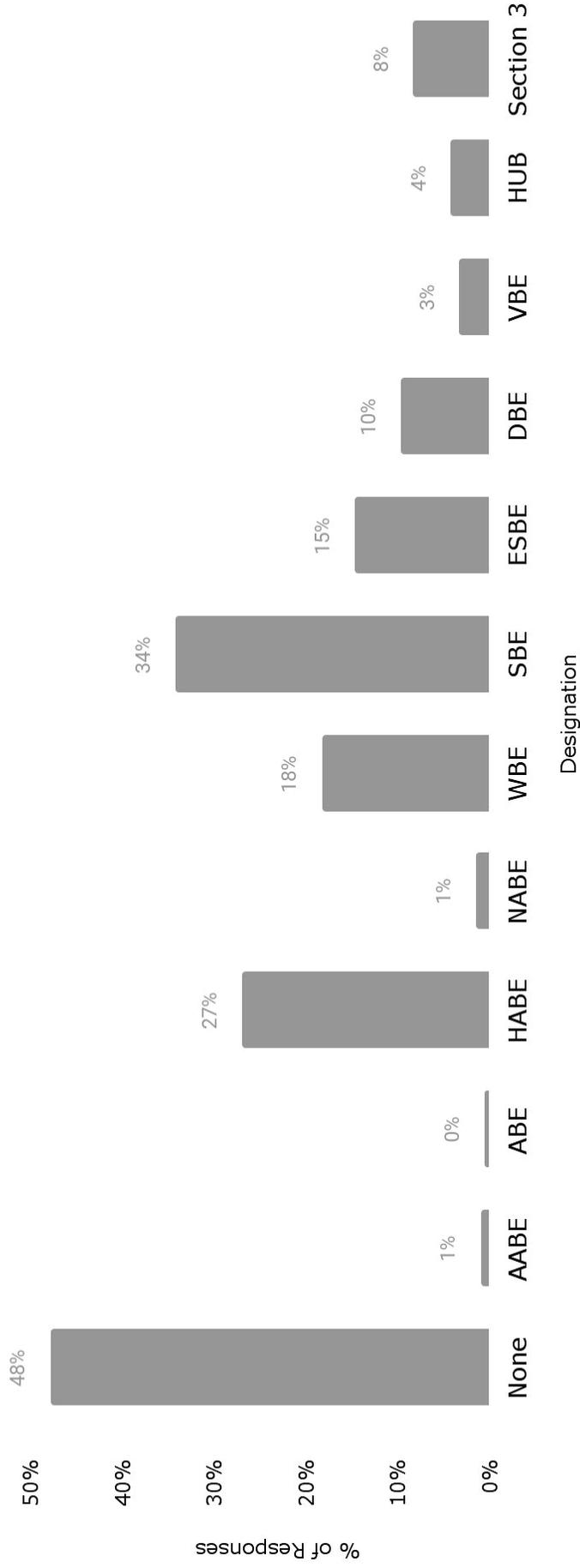


*Solicitations that were also awarded during the reporting period

**Includes vendors who responded to more than one solicitation, each response is counted separately

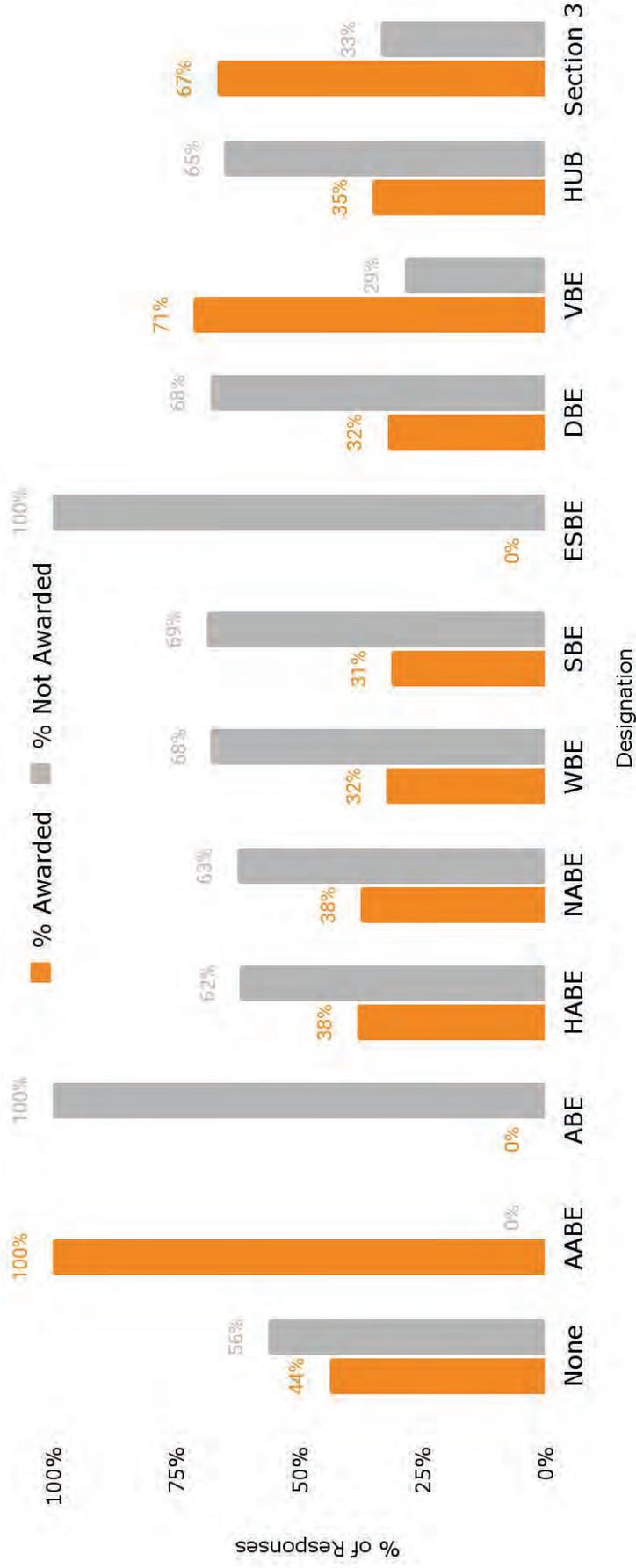
***Includes multiple awards per solicitation, each awarded response is counted separately

RESPONSES BY DESIGNATION



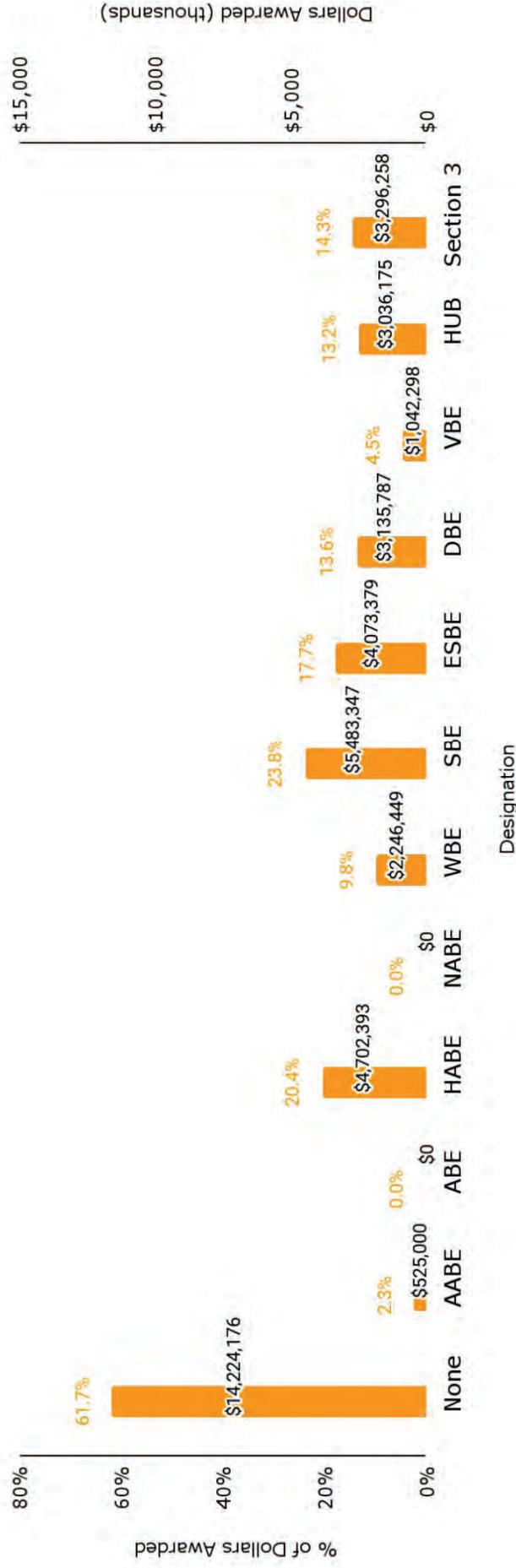
*Percentages do not total to 100% because responders can have multiple designations.

RESPONSE OUTCOMES BY DESIGNATION



*Percentages do not total to 100% because responders can have multiple designations

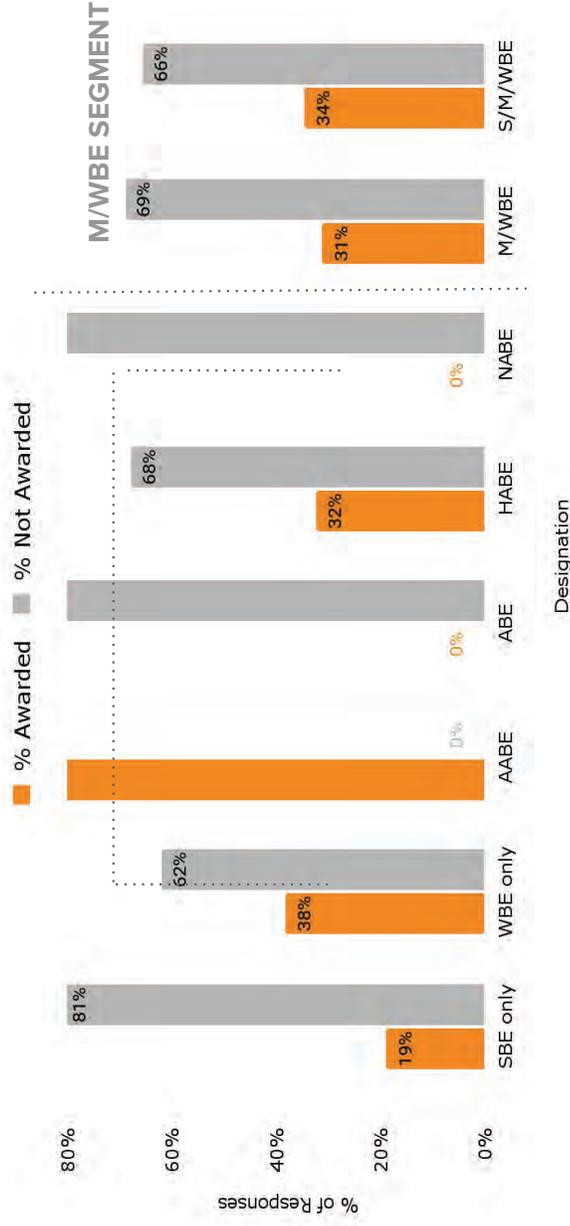
AWARDED AMOUNT BY DESIGNATION



*Percentages do not total to 100% because responders can have multiple designations

RESPONSE OUTCOMES BY S/M/WBE

34% of responses awarded a contract were Small, Minority, and/or Woman Owned Enterprises (S/M/WBE)



*Percentages do not total to 100% because responders can have multiple designations

DESIGNATIONS

Designation	Acronym
African American Business Enterprise	AABE
Asian American Business Enterprise	ABE
Native American Business Enterprise	NABE
Hispanic American Business Enterprise	HABE
Woman Business Enterprise	WBE
Veteran Business Enterprise	VBE
Small Business Enterprise	SBE
Emerging Small Business Enterprise	ESBE
Disadvantaged Business Enterprise	DBE
Historically Underutilized Business	HUB
Section 3	Section 3

For more information: <https://www.sanantonio.gov/SBO/Media-Resource-Center/Acronyms>

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QUESTIONS?

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FHP QUARTERLY UPDATE REPORT

Fiscal Year 2021–22

Q2: October–December 2021

FHP WAITLIST REPORT

HOUSING CHOICE VOUCHER WAITLIST

4,941

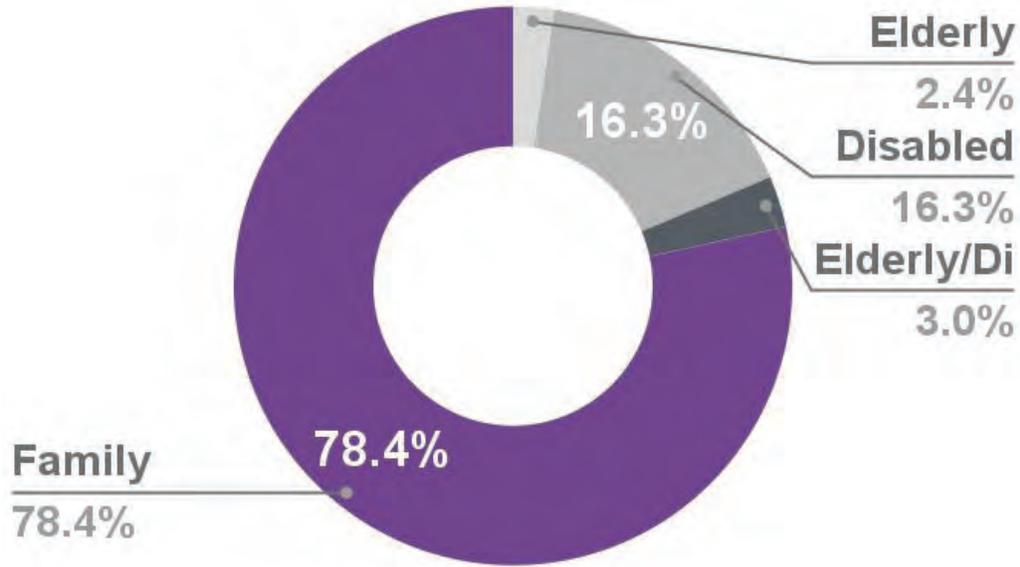
Total of Current Applicants on Waitlist

3,060

Total of Applicants Selected Oct-Dec

1,054

Total Number of Applicants Removed from Waitlist



TOP REASONS FOR REMOVAL

- Expired Voucher
- Applicant Requested Removal
- No Response

LEASE-UP SUCCESS RATE

The lease-up success rate decreased from 88.6% in FY22-Q1 due to families having difficulty finding suitable units. Voucher search times were regularly extended to allow families more time to find a unit.

85.6%

FHP WAITLIST REPORT PUBLIC HOUSING WAITLIST

52,442

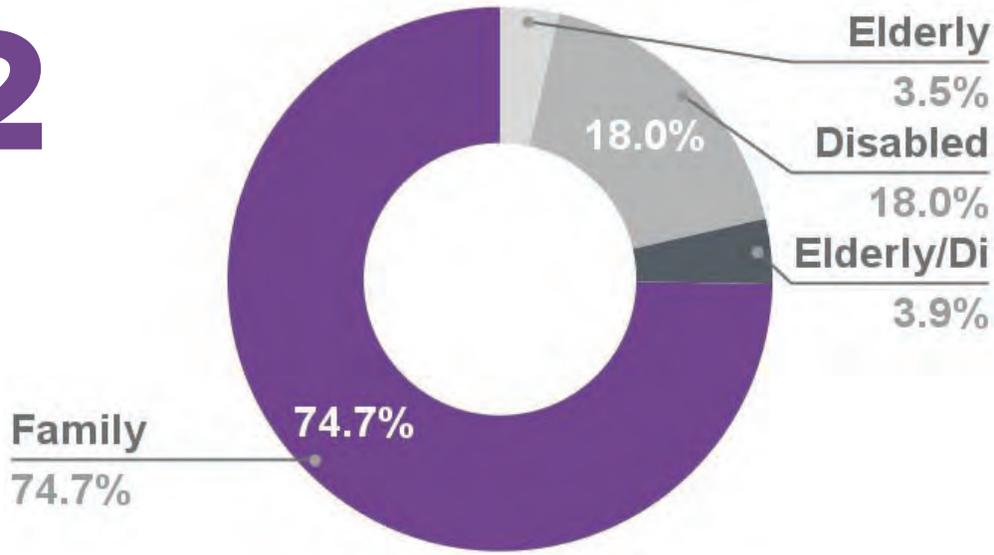
Total of Current Applicants on Waitlist

2,412

Total of Applicants Selected Oct-Dec

4,437

Total Number of Applicants Removed from Waitlist



TOP REASONS FOR REMOVAL

- No Response
- Letter Returned Undeliverable
- Applicant Requested Removal

LEASE-UP SUCCESS RATE

The lease-up success rate for Public Housing decreased from 4.6% in FY22-Q1. This decrease is likely due to a delay in returned criminal history verifications toward the end of the year.

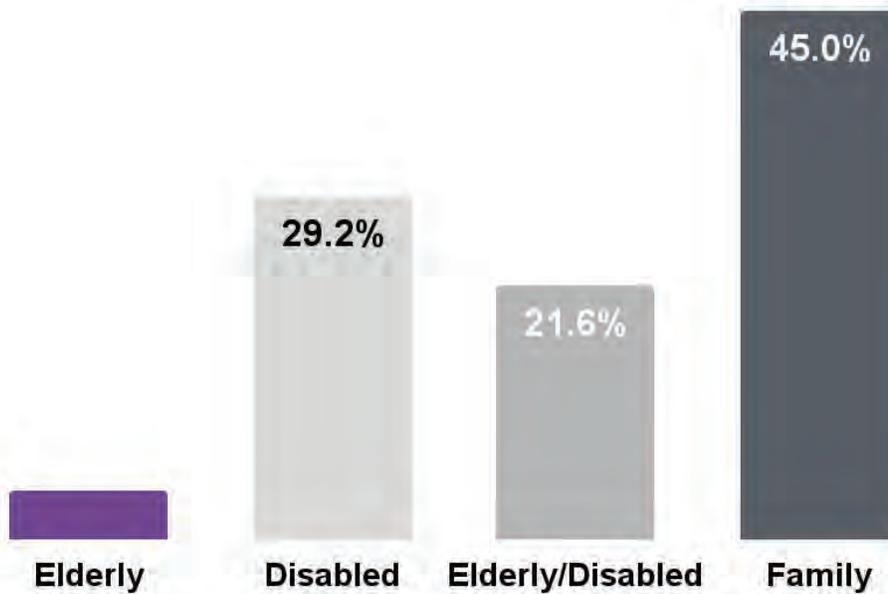
3.2%

FHP DEMOGRAPHICS REPORT

ASSISTED HOUSING PROGRAMS

11,733

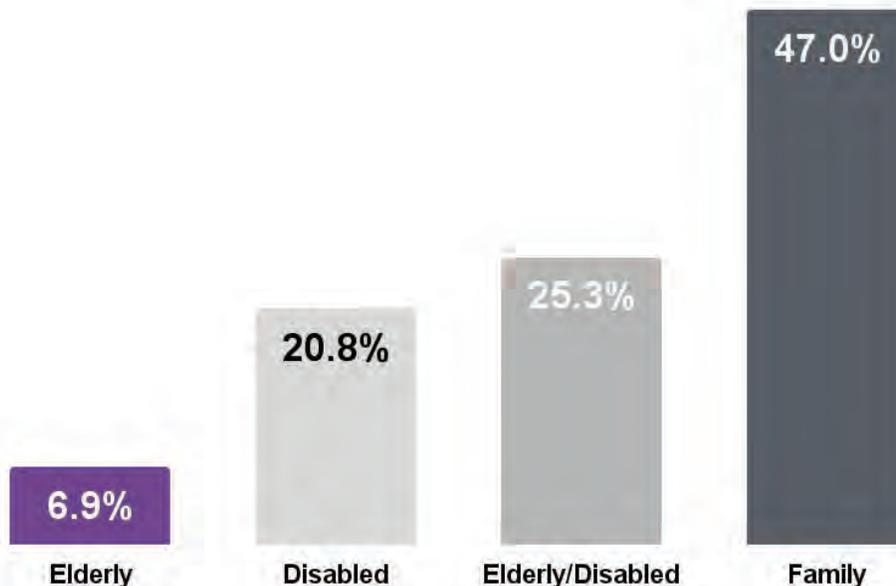
Total Number of Families in AHP



PUBLIC HOUSING PROGRAM

5,554

Total Number of Families in PH

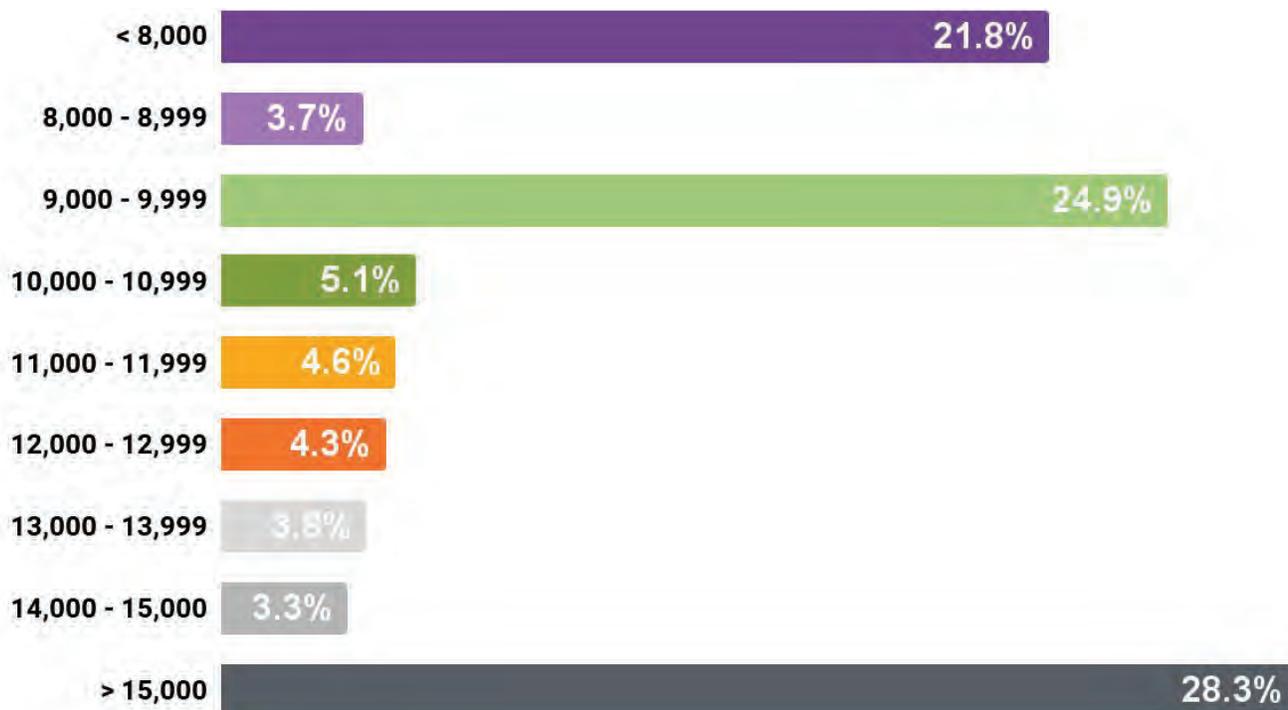


FHP INCOME REPORT

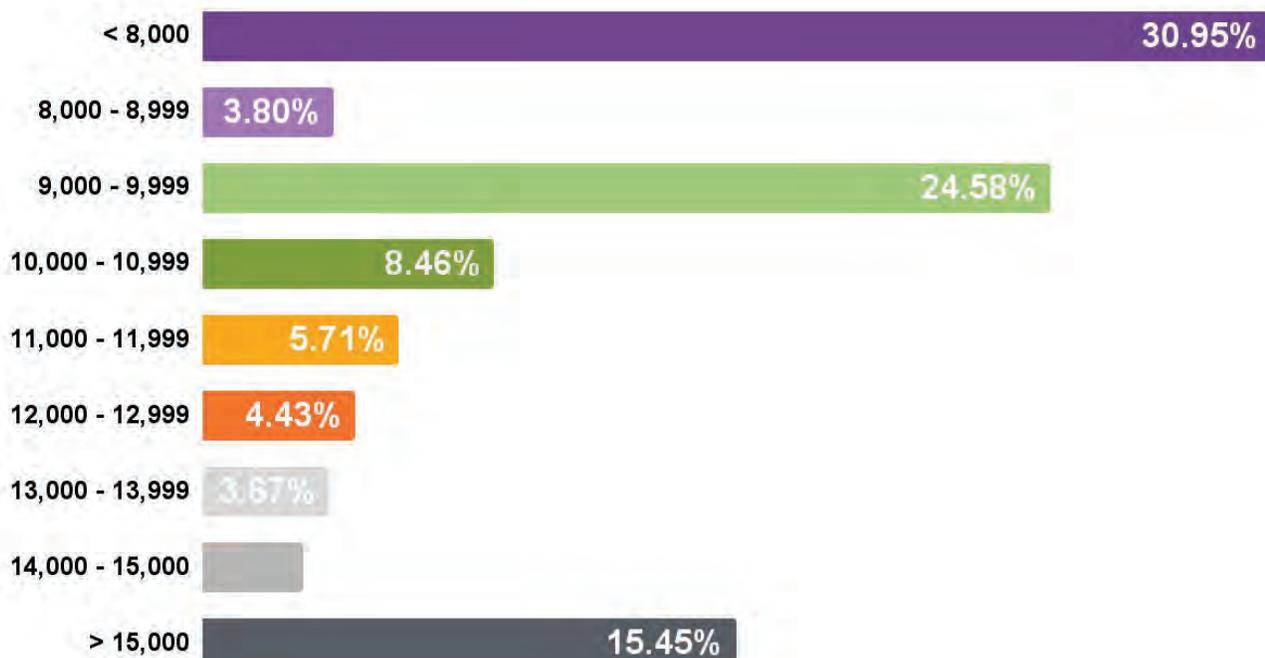
\$9,656

**FHP MEDIAN
GROSS INCOME**

AHP PERCENTAGE OF HOUSEHOLDS BY GROSS INCOME



PH PERCENTAGE OF HOUSEHOLDS BY GROSS INCOME



AHP UTILIZATION REPORT

ACC* UTILIZATION

83.7%

Units Available per ACC: 13,140



MONTH	OCT	NOV	DEC
UNITS LEASED	11,113	10,946	10,916
PERCENTAGE	84.6%	83.3%	83.1%

MTW UTILIZATION

89.6%

Units Available per MTW: 12,240



MONTH	OCT	NOV	DEC
UNITS LEASED	11,089	10,916	10,881
PERCENTAGE	90.6%	89.2%	88.9%

*Units available under the Annual Contributions Contract (ACC) reflect the number of vouchers available for leasing under HUD's funding commitment to the housing choice voucher program. Units available under the MTW baseline reflect the number of vouchers the Agency is obligated to serve under its MTW agreement. As an MTW Agency, SAHA is authorized to utilize HUD funding under the ACC for HUD approved non-leasing activities that support MTW initiatives.

PH OCCUPANCY REPORT

**AVERAGE
OCCUPANCY RATE
95.3%**



MONTH	OCT	NOV	DEC
UNITS LEASED	5,777	5,767	5,767
UNITS AVAILABLE	6,030	6,070	6,070
PERCENTAGE	95.8%	95.0%	95.0%

AVERAGE NUMBER OF VACANCIES

The average number of vacancies increased from 238 in FY22-Q1 likely due to difficulties in obtaining supplies to make units ready and lack of staff to facilitate move ins.



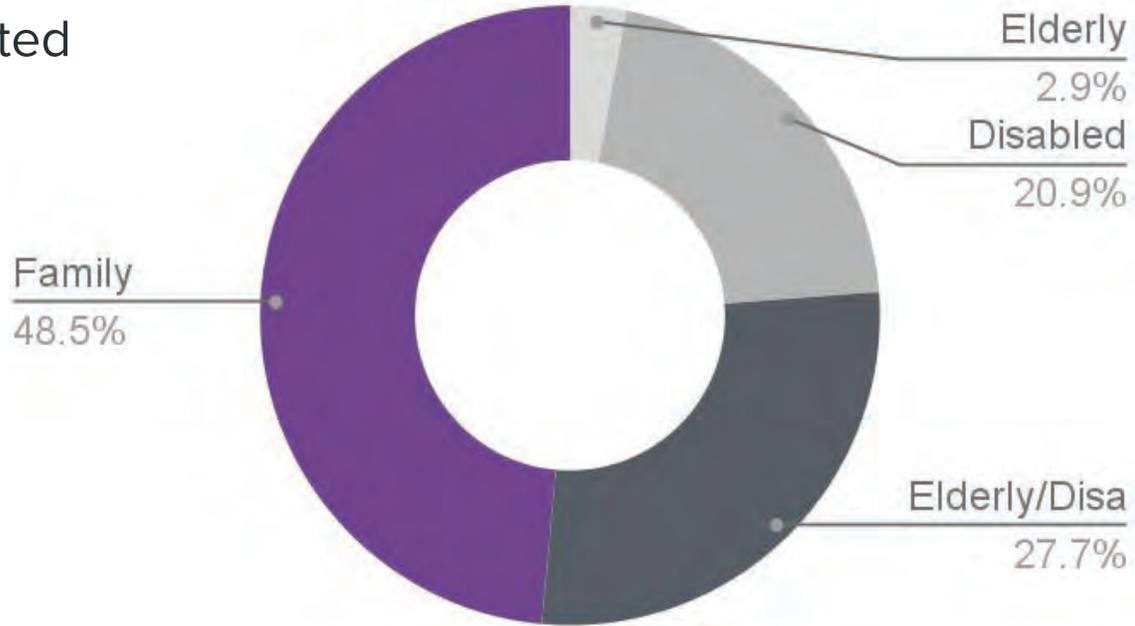
286

FHP PROGRAM EXITS REPORT

HOUSING CHOICE VOUCHER EXITS

Total Number of
AHP Families Exited

206



TOP EXIT REASONS

Deceased: 23.3%

End of Participation: 16.5%

Missed Inspections: 13.6%

6.9 Years

Average Tenure
of Clients Exited

FHP PROGRAM EXITS REPORT

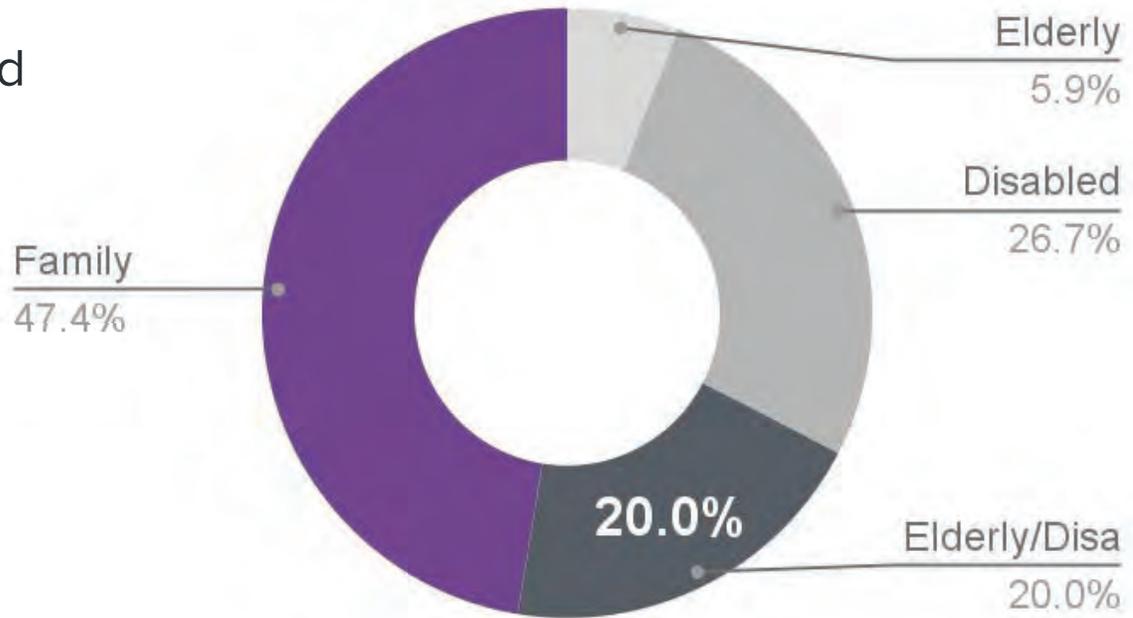
PUBLIC HOUSING EXITS

Total Number of PH Families Exited

135

Evictions Through Court

7



TOP EXIT REASONS

Deceased: 22.2%

30-Day Notice Given Without Reason: 17.8%

Moved to Section 8: 11.9%

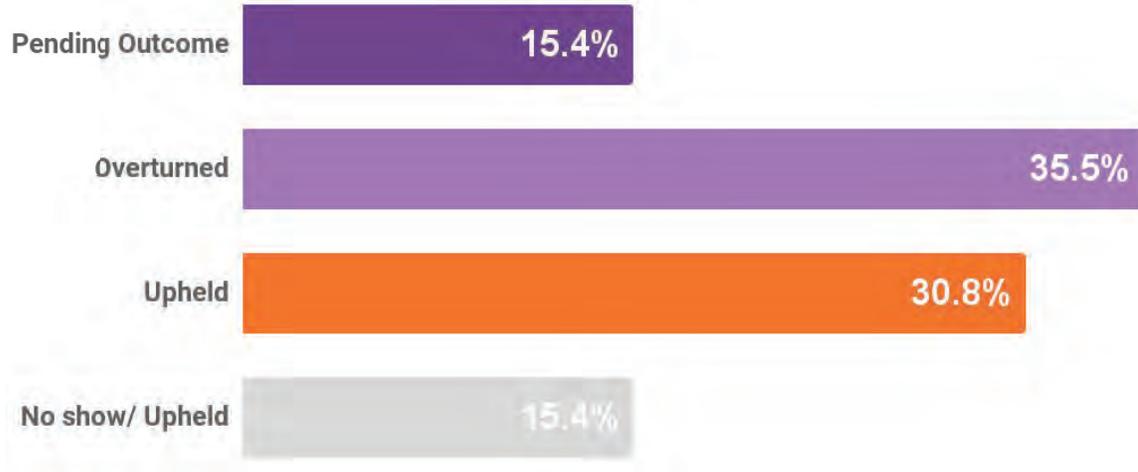
5.3 Years

Average Tenure of Clients Exited

FHP INFORMAL REVIEW/HEARING REPORT HOUSING CHOICE VOUCHER PROGRAM

Total Number of AHP Applicant Informal Reviews

13



Total Number of AHP Family Informal Hearings

42



Top Reasons for Informal Review (Applicants)

- Expired Voucher: 38.5%
- Criminal History Record: 23.1%
- Missed Appointment: 15.4%

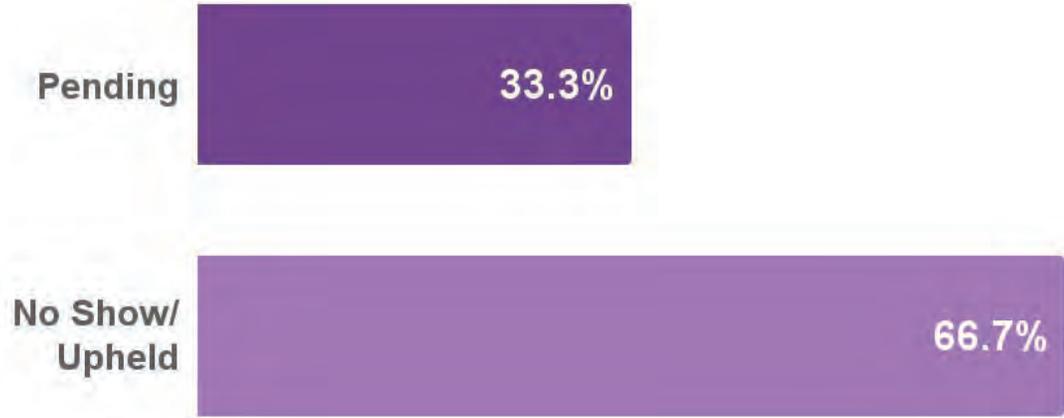
Top Reasons for Informal Hearing (Families)

- Missed Inspections: 38.1%
- No Response to Recertification by Mail: 28.6%
- Expired RAD-10: 14.3%

FHP INFORMAL REVIEW/HEARING REPORT PUBLIC HOUSING PROGRAM

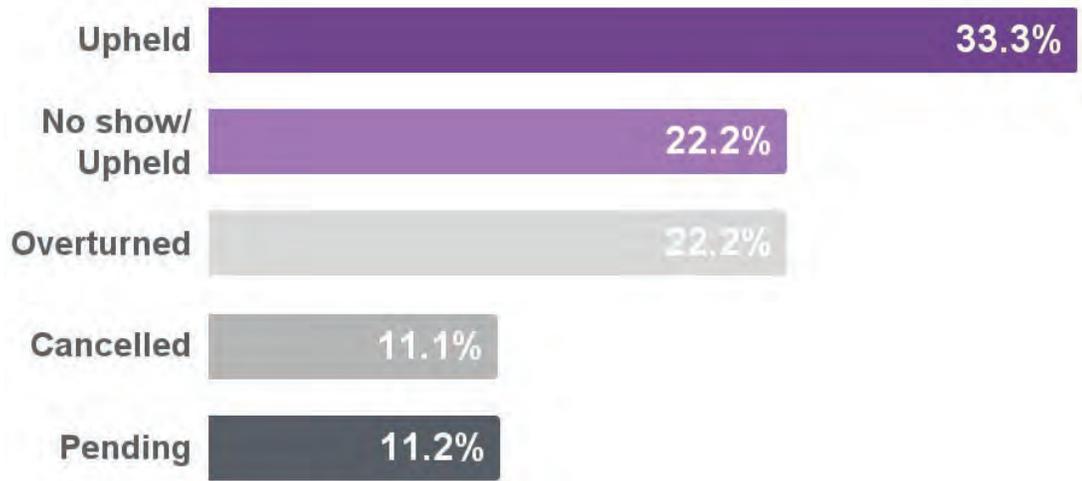
Total Number of PH *Applicant* Informal Hearings

3



Total Number of PH *Resident* Informal Hearings

9



Top Reasons for Informal Hearing (*Applicants*)

Failure to Complete Eligibility: 100%

Top Reasons for Informal Hearing (*Residents*)

Transfer List Withdrawal: 33.0%

Dispute Charges: 33.0%

30-Day NTV Repeated/Serious Violations: 22.2%

SAFMR REPORT

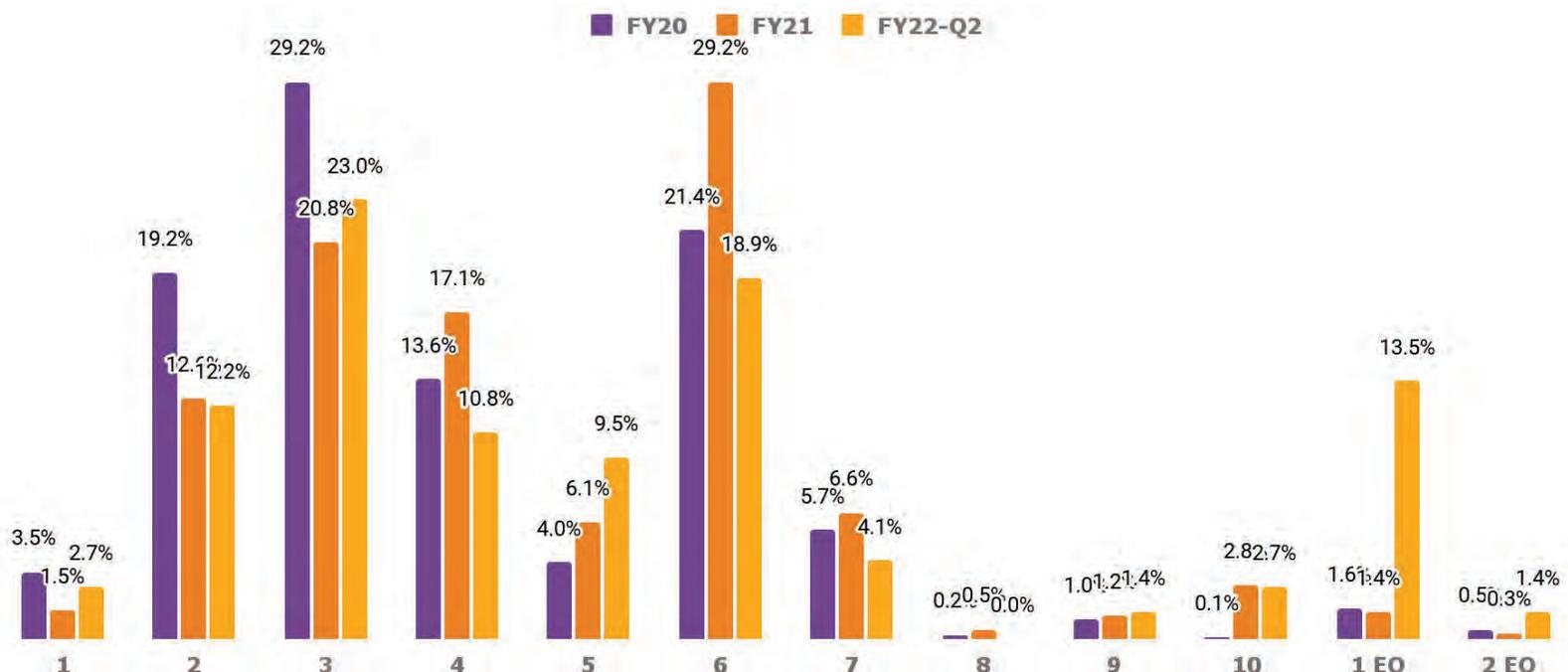
MTW SAFMR

	FY22-Q1	FY22-Q2
Average HAP	\$657.50	\$644.00
Average Contract Rent	\$900.50	\$946.50

SAHA's implementation of Small Area Fair Market Rents (SAFMRs) breaks up area zip codes into 10 groups to reflect local neighborhood rental markets. This methodology advances SAHA's long-term goal of providing families with the opportunity to move to their preferred neighborhoods.

New Admissions

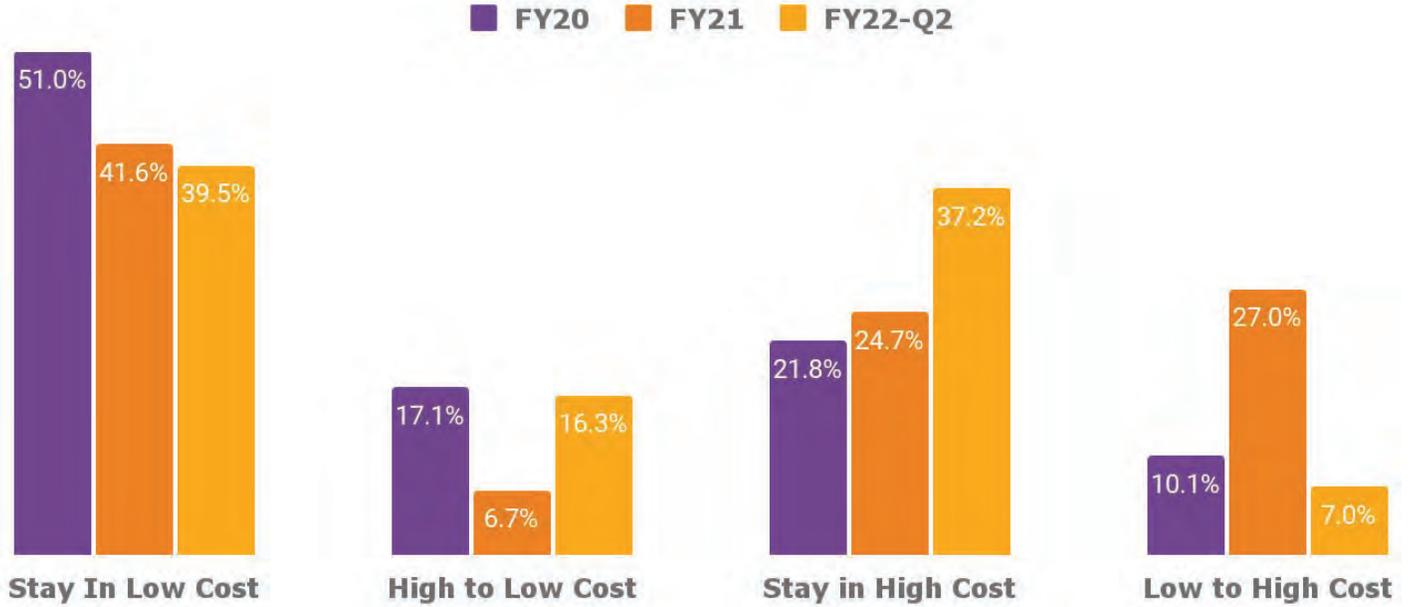
The graph below shows a comparison of new admissions between FY20, FY21 and FY22-Q2 by Groups. In FY22-Q2, there were a total of 74 new admissions.



SAFMR REPORT

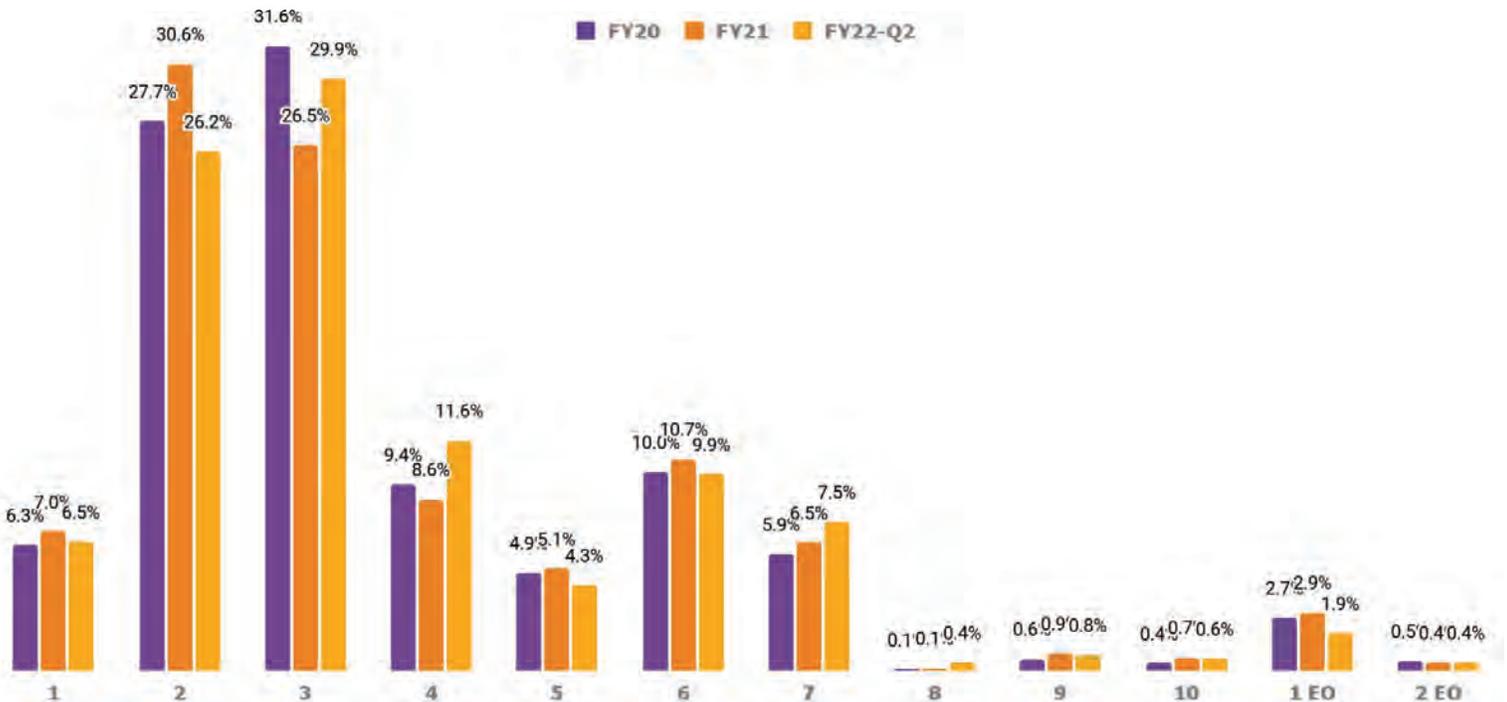
Moves

The graph below shows a comparison of the geographic distribution of moving families between low-cost and high-cost neighborhoods. In FY22-Q2, a total of 43 families moved at the time of their annual reexamination.



In Place

The chart below shows a comparison of in-place families by Groups. In FY22-Q2, a total of 1,254 families stayed in place at the time of their annual reexamination.



PH RENT PAYMENTS

SAHA's eviction moratorium for non-payment of rent has been extended through February 2022. Public Housing residents have been continually informed that SAHA is not evicting at this time due to non-payment of rent, *although rent is still due each month.*

Staff are taking every opportunity to update residents' income to lower their rent payment, if they have experienced any income decreases or hardships, and are also setting up new repayment agreements with extended time frames for residents to make payments toward any debt.

RENT PAYMENT STATUSES

Through staff efforts to communicate all rent payment options to residents, and continually assist with paying back rent and avoiding future debt, we have seen an improvement in the overall number of residents who are able to pay their rent or other charges.

- In September 2021, an estimated average of **74%** residents were able to make their monthly rent payments.
- As of December 2021, an estimated average of **77%** residents were able to make their monthly rent payments, an increase of 5.3%. The total amount of rent owed was reduced by 18.1%.
- SAHA continued to advertise the City of San Antonio's Emergency Rental Assistance Program to all residents with instructions on how to apply for additional rental assistance.
- Staff assisted families in setting up repayment agreements as needed.

FY22-Q1 DEPARTMENT TRAINING

Below is a recap of the various department-wide training courses administered or coordinated by the Operations Support Department during FY22-Q2.

Public Housing Programs

- Reasonable Accommodation Training
- Understanding the Elite Tenant AR Ledger & How to Read the Tenant Ledger

Assisted Housing Programs

- Application Updates Training

ANTICIPATED TRAINING

Below are training topics estimated to be presented to staff during FY22-Q3.

- Methods of Verification Refresher (FHP Operations)
- Digital Client File Refresher (AHP Operations)
- EIV Common Errors (FHP Operations)
- Trauma Informed Care (All Staff)

ON THE HORIZON

OTHER PROGRAM UPDATES

- Establishing PH Eligibility Team at Central Office
 - Hired three CSS staff to the Admissions & Terminations Team
 - Establishing pre-eligibility process for PH
- Updating lobby queuing systems to allow for text check-in and more
 - Installing tablet check-in system in the main lobby
- Implementing a formal process for Informal Conferences at PH properties prior to an Informal Hearing
- Updating Internal Audit Quality Control procedures for AHP and PH
- Working on Electronic Recertification process for AHP and PH



RESIDENT SERVICES REPORT

Fiscal Year 2021–22

Q1-Q2: June – December 2021

FHP SUMMARY REPORT

The Semiannual Client Services Report includes inquiries from Public Housing (PH) residents, Assisted Housing Programs (AHP) families and landlords, and applicants to both programs. This report provides a breakdown of inquiries, received from the months of June 2021 through December 2021, to the Federal Housing Programs (FHP) Client Services team.

22,792

Total Number of
FHP Calls Answered

4,646

Total Number of
FHP Emails Received

8,275

Total Number of FHP
Voicemails Received
(option when wait
times are high)

COVID-19 IMPACT

The number of calls received continues to be extremely high as SAHA's offices are closed. There are currently eight staff members providing guidance and support to residents: four in the lobby and four on phones.

SERVICE LOG

Client Services staff submit all transaction information manually through a data collection log. Staff used these numbers, in conjunction with reporting provided by our RingCentral phone system, to obtain the numbers noted in this report.

FHP APPLICANT INQUIRIES

9,505 Total Number of Applicant Inquiries

The highest number of inquiries received in the call center came from applicants requesting their status on the waitlist. Those inquiries made up more than half of the overall calls received from applicants during this period.

TOP INQUIRIES

1	Waitlist Status	5,040
2	Program Information	1,871
3	Submit New Application/Re-apply	699

OVERVIEW

Staff have continued to receive calls from families affected by the pandemic who were reaching out to SAHA for program information. The Call Center also received requests from applicants who needed help submitting a new application or to reapply if they were withdrawn from the waitlist.

ASSISTED HOUSING PROGRAMS

TOP INQUIRIES

33,091

**Total Number of
AHP Inquiries**

TOP INQUIRIES

1	Recertification	2,587
2	Inspection Status	2,082
3	Housing Assistance Payment Status	1,945

OVERVIEW

The Landlord Liaison received and responded to 2,975 emails from participating landlords, an increase of 620 emails compared to the last reporting period. Inquiries included status information on housing assistance payments (HAP), interest in becoming a participating landlord, requests for rent increases, tenancy approvals, inspection updates, and lease violations. A total of 46 new owners joined in the Assisted Housing Program during this period and leased units to voucher holders.

PUBLIC HOUSING

TOP INQUIRIES

729 Total Number of PH Inquiries

HIGHEST NUMBER OF INQUIRIES

1 Alazan 2 Cassiano 3 Cross Creek

TOP INQUIRIES

1	Transfer/Request Status	388
2	Maintenance/Work Orders	51
3	Customer Service	46

OVERVIEW

Requests for transfers were due to emergency situations surrounding unit issues, medical and health conditions, and safety reasons. A total of 39 requests were due to VAWA cases and 74 were threat assessment transfers.

UPDATES REGARDING COVID-19

FEDERAL HOUSING PROGRAMS

- The lobby staff have seen a high volume of walk-in visits during this 6-month reporting period after the FHP lobby announced it re-opened for business in June 2021.
- Residents visited the lobby to determine the status of their recertification, status of their inspection, request program information, inquire about pending Housing Assistance Payments to landlords, and determine the status on portability requests.

ASSISTED HOUSING PROGRAMS

- The CS Team is working to establish a balance to support all AHP and PH residents as requests in the lobby have increased and the number of incoming calls remains high.
- 2,975, of the total 4,646 emails received, were from SAHA-partnered landlords/owners.
- Residents and landlords inquired about unpaid HAP due to recertifications not being processed timely, which was a result of residents not submitting documents required and a backlog in processing due to the number of vacant desks in Operations.

UPDATES REGARDING COVID-19

PUBLIC HOUSING

- Residents continue to call for rental assistance and are connected with City of San Antonio for their rental assistance program.
- Residents who qualified for City of San Antonio rental assistance have reached out to CS staff to ask for assistance completing required forms and were connected to property staff, if additional help was needed.

FUTURE IMPROVEMENTS

LOBBY SOFTWARE

Staff are working to implement lobby software that will allow for residents to receive text message alerts at their appointment time from the Assisted Housing Programs (AHP) lobby. A QR code will be available for residents to check in from their cellular device and remain in their vehicle. This feature is to reduce crowding in the lobby and keep social distancing measures in place for the safety of our residents and staff. Residents will receive a text message at the time of their appointment to enter the building for assistance.

RINGCENTRAL DASHBOARD

Although RingCentral has streamlined some interactions and processes, the reporting capabilities remain limited, so the Client Services team must continue manually tracking data to ensure numbers reported are accurate. Staff are continually working with RingCentral to improve reporting in order to establish a dashboard with data reporting features.

