



## **REGULAR BOARD MEETING**

**May 26, 2021**

6:00 p.m.

Zoom Conference

### **AGENDA**

1. Approve Minutes of the COC Board Meeting of April 28, 2021
2. Public Comment
3. Board Committee Reports
  - HR Committee Meeting
  - Operations Committee Meeting
  - Finance Committee Meeting
4. Report from Executive Director
5. Strategic Briefing on Community Initiatives
6. Board Discussion – Occupancy Reporting
  - Should staff prepare a regular report to the Board on occupancy?
  - What data would be of interest?
  - Are there categories we should look at separately, such as market rate vs affordable units?
  - How often should we review the data?
7. Resolutions:
  - 21-13 Acceptance of Charter Oak Communities Write-Off of Tenant Accounts Receivable Balances Over \$5,000.
  - 21-14 Approve 2021 Congregate Fee and Rent Increases for Wormser Congregate
  - 21-15 Approve the Housing Choice Voucher (HCV) Program Administrative Plan
  - 21-16 Approve Family Centers Contract for Resident Services, Family Self-Sufficiency & Relocation Services.
8. Executive Session
  - Legal Matters, Real Estate Items, Personnel Items

**Agenda**

**Human Resources Committee Meeting**

**May 25, 2021**

**4:15 p.m.**

1. Recruitment Update
2. Employee Recognition and Engagement
3. Code of Ethics Policy Review – Chapter #106
4. Phase 2 of the Reopening Office Plan
5. Development of Annual Performance Reviews in ADP Module

**Agenda**

**Operations Committee Meeting**

**May 26, 2021**

**5:15 PM**

1. Rent Relief Programs
2. May Accounts Receivable Status
3. Covid-19 Testing and Vaccinations
4. COC Childcare Stipend Program
5. Wormser Rent Increase Resolution
6. Housing Choice Voucher Program Administrative Plan Update
7. Crime and Drug Safety Security Grant
8. Police Engagement

**Agenda**

**Finance Committee Meeting**

**May 25, 2021**

**5:30 p.m.**

1. Review the 3/31/21 Financial Report (Ratio-focused)
2. Review the A/R Write-offs (over \$5K) Board Resolution
3. Other Items

**HOUSING AUTHORITY OF THE CITY OF STAMFORD  
D/B/A CHARTER OAK COMMUNITIES**

22 Clinton Avenue  
Stamford, CT 06901

**Board Meeting Date:** May 26, 2021

**Resolution Number:** 21-13

**RESOLUTION**

**Subject:** Acceptance of Charter Oak Communities Write-Off of Tenant Accounts Receivable Balances Over \$5,000.

**Background:** Authorize Charter Oak Communities to write-off resident receivables for \$64,182.63. This balance is comprised of seven resident accounts with balances deemed uncollectable by Property Management for Quintard Manor LLC, Oak Park, Stamford Manor, Wormser Congregate and Lawnhill Terrace Phase 2.

**Resolution:** Be it resolved by the Commissioners of the Housing Authority of the City of Stamford d/b/a Charter Oak Communities that the uncollectible funds of \$64,182.63 be written off to reduce current A/R balances.

**Natalie Coard**  
**Executive Director**



Date: 05/20/2021

To: COC Board Members

From: Property Management

Re: Uncollectible Accounts Receivable

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Charter Oak Communities has two unpaid rental accounts that are over \$5,000 and over 120 days old. A significant amount of staff time has been devoted to the closing of these accounts. The residents whose accounts are delinquent were given the opportunity to discuss their accounts and request payment plans as needed or are deceased with no next of Kin. It is unlikely that the remaining balances will be paid, however payments may still be accepted after the accounts have been written-off. There are seven tenant accounts per the property list below that represent \$64,182.63 to be written-off.

**Brief Background:**

Quintard Manor: For this property there is 1 tenant who is deceased. Tenant family member refused to vacate the unit and was living in the unit unauthorized. This continued for several months until a small claims case was entered in the courts against the family member. Family member moved out of state and small claims case was withdrawn. Unit was held for 30 additional days for potential family to come forward in lieu of the deceased tenant referral.

Oak Park: For this property there are 2 tenants that had income changes due to the pandemic in which they advised of financial hardship. The first tenant was sent to legal due to income discrepancies and non-payment which lead to eviction. The second tenant had an interim to adjust rent but after falling ill with Covid he was unable to keep up with rent. He was enrolled in RR 2.0 for assistance however he felt he needed to move.

Lawnhill Terrace Phase 2: For this property there are 2 tenants that had past due balances and were in legal prior to pandemic. Due to the court closures there were significant delays in processing stipulations and evictions. The court delays and payment arrangements not being met. Tenants vacated units earlier this year when legal was finalized.

Stamford Manor: For this property there is 1 tenant that was in legal for non-payment. Eviction executed and tenant has vacated.

Wormser Congregate: For this property there is 1 tenant who is deceased. Due to the conservatorship terminating upon her death next of kin was notified of the procedures to release the unit back to COC. After the family failed to release the unit prior to the pandemic this would eventually be on hold after courts closed. A remote hearing was granted and a Judge assigned a probate attorney to the deceased tenant therefore allowing the unit to be released to COC.

**Write off of Tenants Accounts Receivable  
As of 05/20/2021**

<u>Property</u>	Tenant Balances	Require BOC Approval	Total
	Less Than \$5K	Tenant Balances	
	<u>Amount</u>	Greater Than \$5K	<u>Write-off</u>
		<u>Amount</u>	
Lawnhill Terrace Phase 2		\$ 15,737.61	\$ 15,737.61
Lawnhill Terrace Phase 2		\$ 10,303.63	\$ 10,303.63
Oak Park		\$ 9,194.88	\$ 9,194.88
Oak Park		\$ 6,285.11	\$ 6,285.11
Quintard Manor LLC		\$ 5,246.99	\$ 5,246.99
Stamford Manor		\$ 5,387.41	\$ 5,387.41
Wormser Congregate		\$ 12,027.00	\$ 12,027.00
		\$ -	\$ -
<b>Grand Total</b>	<b>\$ -</b>	<b>\$ 64,182.63</b>	<b>\$ 64,182.63</b>

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

Note: The Executive Director is Authorizing that the Tenant Balances Less Than \$5,000 may be Written-Off as uncollectible



**HOUSING AUTHORITY OF THE CITY OF STAMFORD  
D/B/A CHARTER OAK COMMUNITIES**

22 Clinton Avenue  
Stamford, Connecticut 06901

**Board Meeting Date:** May 26, 2021

**Resolution Number:** 21 - 14

**RESOLUTION**

**Subject:** Approve 2021 Congregate Fee and Rent Increases for Wormser

**Background:** To continue providing high-quality services to the residents of the Wormser Congregate facility, Charter Oak Communities (COC) is proposing to the Department of Housing (DOH) a monthly rent increase of \$50.00. The increase includes a rent increase of \$50.00 and a congregate fee/core service increase of \$0.00. The current monthly charge per resident is \$1,719 and the proposed monthly charge would be \$1,769.

A special meeting for the proposed increase was held on May 10, 2020. The notice was hand-delivered to each household in advance of the meeting date and was presented to the residents and sponsors in accordance with DOH requirements.

**Resolution:** Be it resolved by the Commissioners of the Housing Authority of the City of Stamford d/b/a Charter Oak Communities that the monthly rent increase of \$50.00 for Wormser Congregate is adopted effective July 1, 2021 and continuing thereafter, subject to final approval by the Connecticut Department of Housing.

**Jamie Perna**  
Staff Member Submitting Resolution



WEEKLY MEETING

PROPERTY MANAGEMENT & RESIDENT SERVICE COORDINATORS



DATE: MAY 10, 2021

RECORDER: BRITTANY LAWRENCE

PROPERTIES: WORMSER CONGREGATE

AGENDA/ACTIONS

MANDATORY AGENDA ITEMS	DISCUSSION/ACTIONS
ANNUAL RECERTIFICATION	DOCUMENTS FOR ANNUAL RECERTIFICATION ARE CURRENTLY DUE. TENANTS WERE INFORMED THAT THEY MUST SUBMIT THE DOCUMENTS NEED TO COMPLETE THEIR JULY 1 <sup>ST</sup> RECERTIFICATION AS SOON AS POSSIBLE
BUILDING IMPROVEMENTS	FOR THE CURRENT BUDGET YEAR 2020-2021 THE FOLLOWING BUILDING IMPROVEMENTS WERE MADE AT WORMSER. UPDATES INCLUDED A NEW IRRIGATION SYSTEM AND TREE CUTTING DUE TO STORM DAMAGE, UPDATES TO THE SECURITY CAMERA SYSTEM AND INTERNET SERVICE, KITCHEN GREASE TRAP REPLACEMENT, STRIPPING AND WAXING FLOORS, TEMPORARY ATTENDANTS, AND INCREASED CLEANING & SANITIZING DUE TO COVID-19. FOR THE 2021-2022 BUDGET YEAR WORMSER LOOKS TO INCLUDE DINING ROOM FURNITURE AND BUILDING INTERIOR PAINTING IN THE COMMON AREAS AND HALLWAYS, OFFICE RENOVATIONS AND LANDSCAPING.
RENT INCREASE	RESIDENTS WERE INFORMED OF THE \$50 INCREASE TO THE RENT PROTION OF THE CONGREGATE FEES. IN THE PAST THE INCREASE WAS \$60 TOTAL WHICH INCLUDED INCREASES ON BOTH FEE \$40 RENT AND \$20 CONGREGATE SERVICES. RESIDENTS WERE NOTIFIED OF THIS INCREASE BEING PRESENTS TO THE BOARD IN APRIL 2021.
DINING ROOM RE-OPENING	RESIDENTS WERE INFORMED OF THE DINING ROOM REOPENING ON MAY 17, 2021. MANAGEMENT PRESENTED TWO LUNCH SHIFTS TO EACH SESSION AND ASKED RESIDENTS IN ATTENDANCE AND ASK RESIDENTS TO SUBMIT THEIR PREFERENCE TO THE RSC. RESIDENTS WHO DO NOT WISH TO EAT IN THE DINING ROOM WERE INFORMED THAT THEY WOULD HAVE TO PICK UP THEIR LUNCH AND BRING THEIR FOOD TO THEIR UNIT TO EAT.
FAMILY CENTERS	ALEXA GRIFFIN, RSC, INTRODUCED THE NEW FAMILY CENTERS INTERN, HANNA. ALEXA ALSO PROVIDED AND RESULTS OF THE RESIDENT ACTIVITY SURVEY. PER THE SURVEY, THE TOP ACTIVITIES THAT RESIDENTS FEEL COMFORTABLE RESUMING INCLUDE: BINGO, FITNESS, COMMUNION AND TEA TIME ( PAUSED DUE TO LOGISTICS). GROUPS WILL BE SIGN UP ONLY BEGINNING THE END OF MAY.
QUESTION AND ANSWER	RESIDENTS ASKED HOW THE RENT INCREASE WOULD AFFECT THEIR OUT-OF-POCKET COST. MAMANGEMENT WILL PROVIDE COMPARISION TO THOSE WHO INQUIRE. RESIDENT ALSO INQUIRED ABOUT REIMBURSEMENT OF CONGREGATE FEES DUE TO INTERMINT HALT OF HOUSEKEEPING. MANAGEMENT INFORMED RESIDENTS THAT ALTHOUGH HOUSEKEEPING SERVICE HAS NOT BEEN AS OFTEN AS THEY WOULD LIKE DUE TO COVID-19, COSTS DID INCREASE ON THE CONGREGATE SERVICE DUE TO HIRED STAFFED AND INCREASES MEAL

		DUTY AND CLEANING & SANITIZING. FEES HAVE NOT INCREASE FOR THE FOLLOWING BUDGET YEAR BUT REIMBURSEMENTS WILL NOT BE PERMITTED.
	PM	

ADDITIONAL AGENDA ITEMS		FOLLOW-UP

**FOLLOW-UP ITEMS**

AGENDA ITEM		FOLLOW-UP

PLEASE FEEL FREE TO ADD AN ADDITIONAL PAGE IF NEEDED.



CHARTER OAK  
COMMUNITIES

May 12, 2021

**VIA EMAIL & CERTIFIED REGISTERED MAIL**

Pho Tawny  
Department of Housing  
505 Hudson Street  
Hartford, CT 06106

Re: Wormser Notification of Base Rent Increase

Dear Ms. Tawny,

The Housing Authority of the City of Stamford d/b/a Charter Oak Communities ("COC") hereby submits formal notice of its intent to increase the base rent at Wormser Senior Congregate Housing.

Please note COC has reviewed the current financial outlook for Wormser and is anticipating additional improvements in the following areas: dining and community room painting, interior painting of the hallways and common areas, office renovation, and landscaping enhancements.

Accordingly, COC is proposing an increase to the rent and congregate fee effective July 1, 2021 as follows:

- A \$50 increase to the base/operations portion (Use and Occupancy, also referred to as Rent)
- A \$0 increase to the congregate portion

Unit Size	Current Monthly Housing Charges	Proposed Monthly Housing Charges Effective July 1, 2021	Dollar Amount of Proposed Increases
One Bedroom	<b>\$1,719</b> \$891 Rent \$788 Congregate Fee	<b>\$1,769</b> \$941 Rent \$828 Congregate Fee	<b>\$50 Total Increase</b> \$50 Rent Increase \$0 Congregate Fee Increase



CHARTER OAK  
COMMUNITIES

COC has notified residents at Wormser of the anticipated Base Rent increase and has scheduled tenant meetings as appropriate. We will send CHFA copies of any resident notices.

If you have any questions, please do not hesitate to contact me at 203-977-1400 ext. 3161.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Jamilah Alexander', written in black ink.

Jamilah Alexander, Property Manager

cc: Natalie Coard, Executive Director, Charter Oak Communities  
Jamie Perna, Operations Manager, Charter Oak Communities



CHARTER OAK  
COMMUNITIES

May 10, 2021

Attention Wormser residents

## **Wormser Resident Meeting**

**Monday, May 10<sup>th</sup> at 2:00 pm**

In the dining room

All residents are encouraged to attend!

**\*\*\*Agenda\*\*\***

- Annual Recertification
- Improvements
  - 2020-2021
  - 2021-2022
- Rent Increase
  - \$50- Use/Occupancy
  - \$0- Congregate fee
- Board presentation: April 2021
- Any questions/comments, please submit to Property Management office no later than 5/17.
- Dining room reopening: 5/17 (meal pickup at kitchen if you do not plan on returning to the dining room)
- Family Centers update:
  - Resident Survey

Wormser  
Management

Wormser Special Meeting 1st floor Session 1

TOM KESSEL

Jane Lione

P C

Bessie Norton

1 R

Annalia Masia

2 H

George Donnell

M. Capone 1 D  
1 N



May 10, 2021

Attention Wormser residents

## **Wormser Resident Meeting**

**Monday, May 10<sup>th</sup> at 3:15 pm**

In the dining room

All residents are encouraged to attend!

**\*\*\* Agenda \*\*\***

- Annual Recertification
- Improvements
  - 2020-2021
  - 2021-2022
- Rent Increase
  - \$50- Use/Occupancy
  - \$0- Congregate fee
- Board presentation: April 2021
- Any questions/comments, please submit to Property Management office no later than 5/17.
- Dining room reopening: 5/17 (meal pickup at kitchen if you do not plan on returning to the dining room)
- Family Centers update:
  - Resident Survey

Wormser  
Management



Wormser Special meeting 2nd floor Session 2

Mary LaFol

Kikki + Vicki Alton

Philomena Szepesi

Dary Matz

Dorothy Reed 2P

Leticia Weinberg 2I

M Carol Kalkam 2H

Philomena Dimariand

Yolanda Acosta 2L

Ransua Cabrera 2R

**HOUSING AUTHORITY OF THE CITY OF STAMFORD  
D/B/A CHARTER OAK COMMUNITIES**

22 Clinton Avenue  
Stamford, Connecticut 06901

**Board Meeting Date:** May 26, 2021

**Resolution Number:** 21 - 15

**Resolution**

**Subject:** Approve the Housing Choice Voucher (HCV) Program  
Administrative Plan

**Background:** The Administrative Plan is Charter Oak Communities' (COC) written statement of policies used to carry out the HCV Program in accordance with federal law and regulations, and HUD requirements. In addition, the Administrative Plan contains policies that support the objectives contained in COC's Agency Plan.

All issues related to the HCV Program not addressed in this plan are governed by federal regulations, HUD handbooks and guidebooks, notices and applicable state and local laws. The policies in the Administrative Plan have been designed to ensure compliance with the consolidated ACC and all HUD-approved applications for program funding. COC is responsible for complying with all changes in HUD regulations pertaining to public housing. If such changes conflict with this plan, HUD regulations will take precedence.

**Resolution:** Be it resolved by the Commissioners of the Housing Authority of the City of Stamford d/b/a Charter Oak Communities that the updated Housing Choice Voucher Program Administrative Plan is hereby adopted, effective June 1, 2021.

**Jacqueline Figueroa**  
Staff Member

**Charter Oak Communities  
Housing Choice Voucher Administrative Plan  
Amendments/Significant Changes 5/2021**

<b>Chapter/Section</b>	<b>Section/Revised language/Policy</b>
Chapter 4 – Applications, Waiting List, and Tenant Selection <b>4-III.C. – Selection Method</b>	<b>Local Preference/COC Policy</b> – Updated policy language to include 25% AMI preference language for implementation of new construction or rehabilitation.
Chapter 7 – Verifications <b>7-II.H. Verification of Preference Status</b>	<b>COC Policy</b> – Added language regarding verification requirements for new preference.