



*Executive Director
Eric Erland*

MARQUETTE HOUSING COMMISSION

316 Pine Street Marquette, Michigan 49855 (906) 226-7559

BOARD OF COMMISSIONERS

William Jeeves, President

Marion Scullion, Vice President

Sue Burcar

Caroline Jordan

Penni Zoller

Meeting Minutes February 22, 2011

- Call to Order:** The meeting was called to order by Scullion at 5:15pm.
- Members Present:** Scullion, Burcar, Jordan, Zoller
- Members Absent:** Jeeves
- In Attendance:** Jack Thornton, Eric Erland
- Quorum:** Yes
- Approval of Minutes:** Motion by Burcar seconded by Zoller to approve the January, 22, 2011, regular meeting minutes. Motion carried unanimously.
- Public Comment:** Jack Thornton. Pine Ridge Resident. Mr. Thornton identified he wanted to comment on a personnel issue at the Commission. Vice President Scullion informed him that it would not be appropriate for the Commission to respond to this issue.. Mr. Thornton then changed topics and identified that he has concerns over late night activity at Pine Ridge and stated the Marquette Police Department has been to Pine Ridge multiple times for one specific unit and he asked Director Erland if he was aware of this. Erland responded he was not aware and invited Mr. Thornton to come to the Pine Ridge office on Wednesday morning to more fully discuss the allegations and concerns. Mr. Thornton declined. Erland responded that if Mr. Thornton has this information, which may affect the safety of the community, Mr. Thornton would hopefully be forthcoming with information to the Project Manager. Mr. Thornton commented he though former Director Pelto did a great job and did not feel that was the case with current Director Erland. Vice President Scullion

and Erland thanked Mr. Thornton for his comments.

Bills:

Zoller asked Erland why she has not been contacted to sign checks for almost two months because it is her job to do this. Erland responded that he has asked President Jeeves to sign recent checks due to the fact Erland had questions for President Jeeves. Erland also noted that not one Board member has this sole responsibility and brought up again the idea of having one dedicated Board member alternating each month to be responsible for check signings in between Board meetings so that MHC can pay bills timely. Zoller remarked, 'are you sure it is not because I ask questions?' Erland responded that staff does not have time to respond to questions about each specific payment Zoller poses when she has signed the checks at the administrative offices and Erland also noted that the Board meeting is the mechanism to pose those questions and moreover that questions Zoller may ask will be in front of the full board and may spark follow up questions from other Board members and for those reasons, it is the best forum to ask questions. Zoller had questions on multiple checks. Erland responded to Zoller's questions regarding HCV checks, a lock change charge at LSV and a Lawyer that MHC has utilized for services and Ryan Veith, (MHC's fee accountant), who was at MHC for training, (as Identified on the check listing). Motion by Burcar and seconded by Zoller to approve and authorize payment of January, 2011 bills as follows: \$94,979.71 for the general fund and \$15,597 for the Housing Choice Voucher program. Motion carried unanimously.

Reports

Cash Position Statement:

Erland noted that he has contacted River Valley, who has yet to respond, regarding the balance inquiry on the savings account. Motion by Zoller seconded by Jordan to accept and place on file the 02/22//2011 Cash Position Statement. Motion carried unanimously.

Operating Statements:

Erland asked the Board if there were any questions on the operating statements. No questions were posed. Motion by Zoller and seconded by Burcar to accept and place into record the December 2010 Operating Statements. Motion carried unanimously.

TAR Reports:

No recommended write offs to the Board for this reporting period Zoller had questions about the table report on page 5 covering delinquencies. Zoller specifically wanted to know "how" the data was determined. Erland responded that at there are historical reports in the HDS software and, this information comes from the TARS report. Erland also noted that these delinquencies cover a

hierarchy of payments and identified those hierarchies. Zoller wanted to know if the temp. Worker at LSV was working on any of this and Erland responded she was not and moreover the Interim Project Manager and Pine Ridge Project Manager are working in coordination to review all tenant ledgers. Erland noted to Zoller and the Board the temp. Worker at LSV is there to greet walk ins and answer the phones at present.

**Summary of
Project
Performance:**

Erland went through the main body of the Board report. Erland identified that the Occupancy rate at Pine Ridge is satisfactory but the rate at LSV remains too low.. Erland noted the unit turn rate at LSV increased in the month of January in spite of the Project bringing in a temporary worker. Erland reminded the Board that during the December meeting, Erland had noted that it was his belief that the unit turn rate at LSV was increasing due to inefficient Management at the Project. Jordan inquired if Erland had provided support to the Project Manager and, if so, how. Erland responded that issues are discussed at the Project Management meetings. Erland also noted that when those topics and issues arise, he has provided Direction to the Project Managers however, if the P.M. does not implement the direction, the situation will not improve. Erland also reminded the Board that the Project Manager at LSV was inappropriately utilizing exempt days and he explained to the Board why the exempt days could not be used and Erland also noted the response of the Project Manager when she was informed of same. Erland also noted that this tool being removed from inapplicable and inappropriate use has revealed the true turn rate at LSV. Erland also provided an example of corrective action shared with the LSV Project Manager regarding routine work orders and how those should be processed in order to ensure staff is not taken out of unit turns to be bouncing around the Property to fix routine items, as has been the case. Erland reminded the Board that unit turns and a high turn rate are demonstrative of a lack of coordinated effective and efficient management at the project and it is probably one of the most important singular metrics to assess how a property is being managed. Zoller asked a question about the training for that Project Manager. Erland responded that it is his understanding the LSV Project Manager has the “formal” training and the industry certification and that along with the on the job experience which is more than adequate to ensure the Property is performing at a high level and thus, there are other underlying issues contributing to the performance at LSV. Erland also noted to the Board the maintenance staff is doing a great job on abating emergency work orders FYTD.

Erland reported that the Pine Ridge Project Manager has rolled up

four months in a row of no delinquencies and no write offs. Erland also reported the Project Manager has identified her appreciation to the residents in the monthly newsletter and acknowledged their support in this success. Scullion responded that is a good example of 'teamwork'. Zoller had specific questions about how a family is identified and Erland responded that MHC incorporates the definition of family under Fair Housing and HUD interpretation. Zoller wanted to know "how" many people reside at Lake Superior Village. Erland responded that there is a unit portfolio of 113 but he could not tell her "exactly" how many residents in terms of occupants at LSV. Zoller also asked Erland if he knew "exactly" how many four, three and two bedroom units there are at LSV and Erland responded he could not tell her for sure. Zoller also asked about data on page three of the main report, specifically paragraph two, line four. Erland responded that it 'should' read "four" bedroom, not "two" bedroom. Erland also reported that the ad placed in the Mining Journal for LSV ran in both hard print and online and there has been great response to this ad which is needed to bolster that waiting list. Erland reported to the Board that the conference call with HUD went well and they are satisfied to date with MHC's progress. Zoller asked the name of the HUD Representative and Erland responded he knew her first name, (Yvonne), but didn't recall her last name at that moment but informed Zoller she is a HUD Financial Analyst. Motion by Zoller seconded by Burcar and carried unanimously to accept and place on file the January, 2011 summary of Project –Program Performance for Pine Ridge, Lake Superior Village and the Housing Choice Voucher program.

**Executive
Directors Report**

Erland reported Anderson Tackman had been onsite to audit but has not yet completed the audit. He noted there was additional information needed for the CapFund and ARRA portion of the audit and former Director Pelto has provided Erland with the location of that information. Erland noted that the January Financials were received but not in time for the Board report this month. Erland reported that MHC is now writing all checks out of the HDS system. Erland reported that one of the Projects has recorded more bad debt than has been Board approved and this is a very serious matter and he has responded to it proportionately and reasonably.

<u>Miscellaneous</u>	Jordan brought up a letter written by a former MHC employee. Scullion responded she felt the timing of the letter in light of other events was questionable. Scullion also mentioned that MHC has policies and protocols in tact for this and other issues related to personnel matters and she didn't feel this former employee either
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	identified what policy or protocol was followed while under MHC employment. Zoller remarked she appreciated the letter and affirmed the right of the person to write the letter.
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<i>Adjourned</i>	6:10pm
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Respectfully submitted, Eric Erland