

JACKSON TOWERS RESIDENT'S MEETING ON SMHA'S ANNUAL PLAN MEETING FOR 2019

Tuesday, October 1, 2019 at 2:00 p.m.

SMHA Staff: Judith J. Wells, Terri Frick, Joe Wagner

Attendance: Naomi Pat Clough, Norman Davidson, Wanda Patton, Lisa Perin, Theresa Proffitt, Martha Richards, Jewel Sandy, Angela Hensley, Carlene Stearns, Margaret Meier, Evelyn Thayer, Margaret Bowman, Thomas Boyden, Linda Smith, Sharon Long, Rhonda Mitchell, Vickie Freisthler

Judith Wells stated that the annual plan is a comprehensive guide to public housing policies, programs, operations, and strategies for meeting the housing authority needs. The five year plan always includes upgrades and maintenance on elevators, boilers, generators, roofs, intercom system, etc. Additional items they are putting in the plan include new flooring, patio doors, high rise toilets, replace back door in Maintenance Area and new cement patio pads at the dumpsters. Brick Repairs will be placed in the Annual Plan and in Capital Improvements. Maintenance will continue to mow, plow, etc. and in the process of setting up monthly Blood Pressure Checks by Ohio Living.

Judith Wells told those in attendance that the meeting was to receive input for the 2020 Annual Plan. She explained that the housing authority resident's community plays an important role in the development of the Public housing Authority Annual Plan. Wells advised the residents that we are here to give you the opportunity to become more directly involved in the issues at hand and we will discuss issues and concerns. Surveys were distributed for everyone to list their suggestions. Terri Frick explained that this is the same survey that they receive at recertification but to feel free to complete another survey in case you thought of something after the fact. She opened the floor to see what the residents might like to suggest or have addressed.

A few of the suggestions received included new carpets, new equipment in the laundry room, new kitchen cabinets, countertops, walk-in showers and tubs, and updated intercom system.

Other suggestions, questions, concerns, many of which are already being addressed under current procedures and in the goals of the next five year plan, are as follows:

Uneven pavement at dumpsters. Concerns about uneven pavement on the dumpster pads was expressed. Residents would like to see level pad and possibly a handrail to on hold on to. Or could the pad be widened and dumpsters turned around?

Wells advised the residents that the cement pad is already in the annual plan. Because of the way the trash trucks come in to empty the dumpsters, Wells didn't see a way to turn the dumpsters a different direction. Wells also stated that the pad gets damaged by the trucks and the dumpsters. SMHA will go out for bid the next time the trash contract comes around which she thought was 2020.

Laundry Room. Additional laundry machines desired. Concerns about clothes being left in machines.

Wells will check into it. She is also checking to see if newer or updated equipment was an option. Wells reminded residents that they were supposed to stay with their laundry. A comment was made that Home Health Aides do not stay with the laundry as they go back to

client and work. Wells stated that they needed to time their laundry then so that they can come retrieve their clothing. One resident complimented us on the laundry and its facilities. Stated she was a fairly new resident and did not have any issues or concerns with the building.

Carpet in the building needs to be cleaned or replaced.

Wells has flooring in the plan and that the issue would be resolved. Maintenance has spot cleaned areas when spills occur and will continue to maintain them until the carpets can be replaced. Wells reminded everyone that eating and drinking in the lobby is discouraged to avoid unnecessary spills. In addition it is discouraged to carry your coffee or sodas on your walkers or in the grocery carts. Maintenance will also be painting the interior of the building.

Parking problems. The Sunday football games have created parking issues. Last week a resident told someone that they could not park in the lot and the people ignored them and parked there anyways. It appears that the problem stems from the away teams. Home health aides also park in lot and take away from resident parking.

Wells stated that during the football the parking issue was addressed at sign-ups for the Saturday teams. Uncertain who to contact for the Sunday teams. It will then be the responsibility of the home to advise the away team about the parking. We will look into that. Wells is also looking into the possibility of parking decals for the residents, and making the lot for Residents only. It will be the resident's responsibility to tell home health, family, guests that the lot is resident parking only. Wells is also looking into additional and larger signage.

A question was asked about inoperable cars in the parking lot. According to the in-house rules and regulations and the Jackson Towers handbook, the parking lot rules were briefly reviewed. Unauthorized, uninsured, improperly parked, and inoperable vehicles will be towed away from the complex at the owner's expense. Vehicles that have expired license plates and/or no licenses or have been abandoned, will be removed from the property. Wells will address those residents who have vehicles that need to be removed.

Improvements on work orders being addressed in a timely manner.

Residents are required to report any maintenance needs (repairs or other items of attention) to the SMHA Office immediately. The reported request will be handled as soon as possible accordingly to Maintenance Department schedule and importance of the request. Emergencies are prioritized and completed as quickly as possible. Wells questioned if there was something in particular that needed to be done that hadn't been done. One resident advised management that the bench was loose out front, and Wells told her that we would be getting that repaired. Another resident questioned the uneven pavers out on the center patio. Wells will look into this to see what the best repair for this area will be. One resident was seeking answers about a screen door for her apartment. Wells advised her that the first contractor who rehabbed her unit dropped the ball but that replacement doors are on order. Joe Wagner will check on the current work orders that are outstanding. Wagner mentioned that he is working with Chill-Tech on the community room A/C. One individual questioned why we only had two maintenance employees and they felt it contributed to the timeliness of work orders. Wells advised that due to budget cuts we were operating on 78% of funds. The individual thought with the budget we should have at least one more maintenance man on staff. Wells explained that two maintenance men was in compliance with what HUD suggests

and that we also use contract work. Budgeting was one of the reason that there is no longer a full-time manager on the property. Someone would always be available for rent collection and at other times as needed.

A complaint was received about several residents who have family members residing with them.

Wells assured the tenants that we will look into this situation and that conferences will be with those individuals. If you are having overnight visitors, please report this to the office so that we know who is supposed to be in the building. Guest policy per the lease states visitors are permitted 14 days per year. Wells also explained the Visitors Policy; People who spend 80% of their time at the building are not considered guests. A visitor/guest is not a person who comes and stays for a day or two, leaves for an hour or a day or two, etc. A person doing something along those lines would be considered an unauthorized live-in or trespasser even if they have another address.

Camera System and Intercom System concerns. Strangers in the building, some in appearance are making residents feel unsafe. Several people are on the patio, strangers or guests, all hours of the day and night. And the intercom system many people buzz open without asking who it is.

Wells advised the residents that this year the security cameras had been updated. Right before entering the meeting she had placed a call to Low Voltage for a service call and to check on possibly adding another camera or two. Wells stated that individuals are to enter and exit through the lobby or the community room. The rear door may be used to dispose of your trash, but was not intended to be an exit door. When dumping trash, it is necessary to pull the door shut and know that the door has been securely latched. The replacement of these doors is in the plan. The propping open of any door is prohibited. If this is a guest, remember that you are responsible for the actions of your guests. If you know who is using these doors please report to Terri or Judy.

Wells advised that Intercom is in the five year plan. It is the originally intercom and it is very outdated. In the meantime, always ask who is there when using the system and do not just open the door. Please do not open the door for guests, they are required to buzz the appropriate unit. Please make certain you always ask who is there and know who you are letting in before buzzing the door open. When you enter and exit, make sure you know that the door has closed so that no one is following you in the building.

We have installed these security measures for your safety, but we can only make it safe when used properly. Judy advised the residents that the Sheriff continues to park in the lot several times at different times of the evening to keep an eye on the surroundings.

Questioned as to why guests are not parking in the bike rack, Wells advised that this has been addressed and that it is the responsibility of the residents to notify those who visit with bicycles. A resident whose guests were the individuals in question made a comment in regards to this and assured us that it wouldn't happen again. This individual requested a conference following the meeting to review a few issues.

Safety issues in the building were reviewed. Police had been called on two residents, however, it appeared to be a misunderstanding. Wells advised everyone that this was an

isolated incident, however, it is encouraged at all times to lock your apartment doors and use the peep holes.

Residents requested new carpets throughout the building. Complained of dirty spots caused by dirty shoes tracking things in, as well as off of wheelchairs and walkers.

Wells is aware that carpet is needed throughout the hallways in the building. The very first carpet the building had was the best commercial grade we ever had, since then the carpets haven't been near as good of grade. Obviously people need to have their walkers and wheelchairs, however there are other measures to help keep the carpets cleaner. Wipe your feet off, and don't eat or drink in the carpeted common areas. These spills that have been left unattended have created very dark spots that do not come up. In the future when carpet is scheduled for Jackson Towers, we will look at "squares", then when something happens and maintenance cannot get it out, we can replace a square. This is something that is being looked at for the future.

A resident questioned whether or not they could clean their own carpets. Both Wells and Wagner stated that this is discouraged mainly because of the possibility that all of the water is not pulled back up and then we could have issues with mold/mildew and/or damages. They did state that it was permissible to spot clean areas in your apartment.

Maintenance will get back to a monthly or every other monthly maintenance routine and cleaning schedule. Wells explained that HUD only allows one maintenance man for every 75 units, so priorities will always be completed first.

Then residents would like Home Health and Nursing Home to sponsor Bingo's and activities again. Maybe have health and educational programs. It was also suggested that maybe entertainment and music could be arranged at some future activities.

Wells advised the Resident Association/Tenant Alliance to schedule their activities through the office and on a month to month schedule. Wells advised the committee that she holds meetings in the community room, plans activities, people have it reserved, maintenance does cleaning, etc. and it is easier to work around monthly vs. yearly. Wells will let the residents know when her monthly meeting is scheduled as it is currently being reorganized.

Meeting Concluded at 3:51 p.m.