

February 14, 2006

Board of Commissioners
Marin Housing Authority
Marin County Civic Center
San Rafael, CA 94903

**SUBJECT: Public Housing Assessment System (PHAS)
Management Operations Certification for Fiscal Year 2005**

RECOMMENDATION: Adopt the attached Resolution approving the 2005 Management Operations Certification and authorizing the Executive Director to sign it.

SUMMARY: The Public Housing Assessment System (PHAS) is HUD's tool to provide for the assessment of the physical condition, financial health, management operations and resident satisfaction in public housing. It is based on documented and measurable goals that are subject to an independent audit.

PHAS has four components, totaling 100 points:

- Physical Condition (PASS) 30 points
- Financial Condition (FASS) 30 points
- Resident Satisfaction (RASS) 10 points
- Management Operations (MASS) 30 points

Housing authorities with scores of 91+ merit a "high performer" designation, those with 60-90 are "standard performers" and those with scores of less than 60 are designated as "troubled." For 2004 we achieved a score of 83. For 2005 staff estimates scoring 82, so we would again be designated a standard performer. HUD releases the actual scores toward the end of the year after gathering data for each of the four components.

It is the Management Operations component that is before the Commission today. It is comprised of six sub-indicators:

1. Vacant unit turnaround time – measures the amount of time required to clean, repair and re-rent units that become vacant
2. Capital Fund – measures the timeliness of Capital Fund obligations and expenditure and the adequacy of contract administration
3. Work Orders – measures the number of emergency and non-emergency work orders and the time in which repairs were completed
4. Annual inspection of dwelling units and systems – measures the number of units that were inspected annually
5. Security – measures the tracking and reporting of crimes and the use of the "One-Strike" criteria in applicant screening and resident evictions
6. Economic self-sufficiency – measures the documented goals of family self-sufficiency programs

For 2004 we received 25 points for the Management Operations component. This year we expect to receive 26 points-- we lose four points for delays in turning around vacant units. Since we lose rental income when units are vacant, we are doing three things to address this. First, maintenance workers are being realigned to make vacancy turnover a top priority, with emergency work orders the only priority ahead of vacancy turnovers. Second, the two Program Managers for the Marin City and Elderly/Disabled projects are processing applications from the waiting lists themselves to assist the eligibility worker who is normally responsible for applications. Third, we have structured vacancy turnaround to be applicant driven rather than unit driven. This means that the Program Managers will inform the Maintenance Department of which units they need and when they need them in order to house applicants instead of having the Maintenance Department repair units according to its schedule and then inform Property Management when a unit, which may not meet the needs of the next applicant, is done. This is particularly important at Golden Gate Village because ready but empty units are often vandalized so must be repaired again if a tenant does not quickly move in.

Vacancy turnaround time is directly affected by the amount of HUD funding we receive. In December 2004 a maintenance worker in Marin City resigned but our budget did not allow us to re-fill his position, so for 2005 we were "down" one worker. Obviously, a reduction in staff has a direct effect on the amount of work that can be accomplished and the timing of completion. In December 2005 the lead maintenance worker in Marin City retired and to date we have not re-filled his position either. Staff is evaluating whether that position should be re-filled, but if it is a lower level staff position will be impacted. In addition, the time spent by maintenance workers in collecting garbage dumped around the Golden Gate Village complex averages almost 30 hours per week. Essentially, one FTE is devoted to garbage pick-up instead of other maintenance duties. Staff and the Resident Council each have recently included comments in their respective monthly newsletters about keeping the complex free of garbage but we have not noticed any improvement. We will continue to include such reminders in our newsletters and will follow up with any household we identify as having dumped garbage on the grounds of the complex.

FISCAL IMPACT: None

Very truly yours,

CHRISTINE GOUIG
Executive Director

Attachment: Resolution
Certification Form