

CITY OF POMONA HOUSING AUTHORITY
RESIDENT ADVISORY BOARD (RAB) COMMENTS RECEIVED AND RESPONSE TO
PUBLIC HOUSING AGENCY
FY 2017-2018 ANNUAL PLAN

BACKGROUND

The “Quality Housing Work Responsibility Act of 1998” (QHWRA) contains a provision whereby a Housing Agency must submit an Annual Plan. The Department of Housing and Urban Development (HUD) published the Annual Plan final rule on October 21, 1998. The rule was effective on November 22, 1999. The Annual Plan has two elements, a Five-Year Plan and an Annual Plan. The Annual Plan submission process is a continuing planning process. The Pomona Housing Authority (PHA) must submit an Annual Plan every year. Program participants and the public have an opportunity for input before each submission to HUD.

As part of the PHA’s outreach efforts, 500-program participant received invitation letters to participate in the Resident Advisory Board (RAB) in 2016. Fourteen (14) program participants responded. The PHA held an introductory meeting on September 7, 2016 to discuss proposed FY 2017-2018 changes and or service improvements. Comments came during RAB scheduled meetings. Comments received are addressed below. The PHA thanks the FY 2017-2018 RAB members for their comments and playing an important role in the development of the PHA’s Annual Plan process.

PURSUANT TO CODE OF FEDERAL REGULATIONS:

Resident participation in the Five-Year and Annual Plan process Code of Federal Regulations (CFR) provisions is as follows:

1. Section 903.13, (a) states: “...The role of the Resident Advisory Board...is to participate in the PHA planning process and to assist and make recommendations regarding the PHA plans.”
2. Section 903.13, (c) states: “The PHA must consider the recommendations of the Resident Advisory Board or Boards in preparing the final Five-Year and Annual Plan. In submitting the final plan to HUD for approval, the PHA must include a copy of the recommendations made by the Board or Boards and a description of the manner in which the PHA addressed these recommendations.”
3. Section 903.17 sets forth the public notification requirements: The Board of Commissioners “must conduct a public hearing to discuss the PHA plan...and invite public comment on the plan(s). The hearing must be conducted at a location that is convenient to the residents served by the PHA”.

The regulations also states that no later than 45 days before the public hearing is to take place, the PHA must:

4. Make the proposed plan(s) and all information relevant to the public hearing to be conducted available for inspection by the public at the principal office of the PHA during normal business hours; and
5. Publish a notice informing the public that the information is available for review and inspection, and that a public hearing will take place on the plan, and the date, time, and location of the hearing.

ANNUAL PLAN PUBLIC PROCESS

The PHA has made the Annual Plan submission and its approval process a public process. The PHA proved to go beyond the HUD requirements. The public process for the Annual Plan began in early September 2016 and continued through November 2016.

The PHA complied with regulations, its process included:

1. Final RAB members formed in September 2016 to participate in the PHA planning process.
2. Considered recommendations and comments from participants, the public, and the Resident Advisory Board(s) in the development of the Final Annual Plan
3. Published a Notice in local newspapers that the Annual Plan Draft was available for inspection at 505 S. Garey Ave. between the hours of 7:30 AM – 6:00 PM
 - a. PHA Published Notices regarding the Annual Plan Draft and the Public Hearing in the Inland Valley Daily Bulletin on January 17, 2017
 - b. Annual Plan Draft copies made available at the PHA main administrative office
 - c. Annual Plan Draft copies provided to all RAB members at RAB meetings
 - d. Assembled documentation relevant to the non-required sections of the Annual Plan and made it available for public inspection at PHA main administrative office effective January 17, 2017
4. Published a Notice regarding the Public Hearing and invited public comment
 - a. Published Notices regarding Public Hearing in: the Inland Valley Daily Bulletin
5. Conducted a Public Hearing on the Annual Plan Draft
 - a. The PHA Board of Commissioners conducted a Public Hearing regarding the Annual Plan Draft on March 6, 2017. The Public Hearing was not adjourned until everyone present who wished to make comments had the opportunity to speak.
6. The PHA considered all comments from the Public Hearing and the Resident Advisory Board, in drafting the Final Annual Plan.

COMMENTS ON THE PHA DRAFT FIVE-YEAR AND ANNUAL PLAN

During the 45-day Annual Plan comment period, the PHA welcomed oral and written comments on the Annual Plan Draft

- Written comments on the Annual Plan Draft were to be received at the PHA's main administrative office.
- Oral comments on the Annual Plan Draft were recorded via pen and paper notes during RAB Annual Plan-related meetings held September 7, 2016 through November 16, 2016. RAB meetings were held during this period at PHA main administrative office.

2017-2018 RESIDENT ADVISORY BOARD (RAB) MEMBERS

Christine Aguirre	Anna Garcia
Maxtla Barquero	Teresa Green
Sharon Castillo	Jerome James
Dorothy Clausen	Matthew Madore
Ted Carter	Tynisha Monterey
Graciela Duarte	Valerie Whitehurst
Annette Ferrer	Elaine Zuke

COMMENTS MADE BY RAB MEMBERS AND PHA RESPONSE:

• Rental Properties

Comment: Can the PHA encourage builders to build more properties in Pomona? PHA should encourage more complexes to join the HCV program and request that the city look into investors building more apartment complexes.

PHA response: There are quite a few complexes in Pomona, which our HCV participants are currently assisted in. The city is working on making the City of Pomona an investor's opportunity. There are new apartment complexes that have been built, for example the Parkside Family Apartments along Holt and the Olivera Senior Apartments that is opening in January 2017.

Comment: What does the PHA suggest participants to do, in order to obtain new units? It is very difficult to find rental properties.

PHA response: First impression always plays an important role in selling the program to the owners during the first meetings. Make all efforts to promote the HCV program and inform the owners of the benefits of having their property in the program. In addition, the PHA staff is available to assist you in any possible way.

- **Owner Outreach**

Comment: When will the next Owner Outreach meeting be held? There should be more owner outreach, to inform the owners of the rules for the HCV program and so they can better conform to the upkeep of the properties. Most owners get away with minimal repairs, which cause the units to have the same type of repairs year after year.

PHA response: Due to budget cuts and sequestration the PHA experienced in the past years, the outreach efforts had to be minimized and this prevented the PHA from hosting the tenant/ owner outreach. The PHA knows the importance of hosting these meetings, and has scheduled a tenant outreach for December 6th and 7th 2016 and the owner outreach is scheduled for January 18, 2017.

RESIDENT ADVISORY BOARD OVERALL SERVICE SATISFACTIONS

- ***Employee Service***

- ***Comments:***

Members continuously express their gratitude to the program for helping them create a better life for themselves and their children. The members also mentioned the RAB is another opportunity to express their concerns.

The members expressed the need for assistance in finding available units. The PHA made suggestions to the members on how to bring new owners to the program. Members suggested more apartment complexes to be built. The PHA has informed the members of the new buildings that were recently built. The members recommended that a tenant/ owner outreach meeting be held. The PHA informed the members that the meetings have been scheduled for December 2016 and January 2017.

PHA response: Thank you for all your time. Your presence in these meetings indicates your desire to be involved in the process of keeping the program's integrity and efficiency of service. We will continue giving the best service to all the HCV participants. The PHA staff makes every effort to deliver exceptional service. Your suggestions are extremely important and taken into consideration for future services being provided to the participants. We only request for your added patience and understanding. As always, we strongly suggest you submit any concerns in writing. Your case managers are always here to help with any questions.

SUMMARY OF PUBLIC PARTICIPATION

The PHA provided the public opportunities for input on the proposed programs and activities as follows:

Plan Development

As part of the outreach efforts by the PHA, 500-program participant received invitation letters to participate in the Resident Advisory Board (RAB) in 2016. Fourteen (14) program participants responded.

Public Hearing and/or Meetings

Five (5) RAB meetings held in the PHA main office in order to address participants' needs. All meetings held before the Annual Plan Draft was completed and subsequently adopted.

Public Notification

Published Notices regarding the FY 2017-2018 Annual Plan Drafts and the Public Hearing date published in the Inland Valley Daily Bulletin on January 17, 2017.

Access to Information/Availability to the Public

As required by Code of Federal Regulations the PHA assembled documentation relevant to the non-required sections of the Annual Plan and made it available for public inspection at PHA main administrative office effective January 17, 2017.

The PHA Board of Commissioners conducted a Public Hearing regarding the Draft Annual Plan on March 6, 2017. The Public Hearing adjourned until everyone present who wished to make comments had the opportunity to speak.

Comments Received During 45-Day Comment Period

The PHA did not receive any formal written comments during the 45-day comment period or any time thereafter, prior to the submission of the 2017-2018 Annual Plan. The PHA will continue to engage its stakeholders through comment periods in the future so that policies and procedures reflect the needs of the entire community.

The PHA's objective is to provide affordable, decent, safe, and sanitary housing for eligible very low and extremely low-income families and individuals.

PHA comments:

1. The PHA opened its HCV waiting list in July 2014 and received a total of 6,068 requests for HCV applications. Of those requests, 3,893 applications were received. The HCV waiting list currently consists of 1,864 total applicants.
2. PHA performs criminal background checks for all new admissions or family composition additions, ages 18 and over. Less than .5 percent of the background checks reported a drug-related or violent criminal activity on record.
3. Reasonable accommodations apply to all activities of the PHA in accordance with Federal law. In addition, the PHA Administrative Plan, Section 2, states its right and ability to, at its sole discretion, consider all circumstances surrounding a case when making a determination regarding termination or denial.