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ANN ARBOR HOUSING COMMISSION

BOARD OF DIRECTORS

MAY 2006 - APRIL 2007

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Visit us on the Web:  
[www.A2gov.org/housing](http://www.A2gov.org/housing)

**Building Closures**

- Good Friday, Friday, April 6, 2007 from 12 pm to 5 pm
- Memorial Day, Monday, May 28, 2007
- Independence Day, Wednesday, July 4 2007

**Monthly Meetings**

- RAB Meetings, every third Monday of the Month
- Board of Commissioners Meetings, every third Wednesday of the Month.

Ann Arbor Housing Commission 's

**Mission Statement**

*Ann Arbor Housing Commission (AAHC) seeks to provide desirable housing and related supportive services for low-income individuals and families on a transitional and/or permanent basis. AAHC will partner with housing and service providers to build healthy residential communities and promote an atmosphere of pride and responsibility.*

**Round Town**

**RASS Customer Service and Satisfaction Survey**

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It's that time of year again... HUD is issuing the Annual Customer Service and Satisfaction Survey beginning May 1, 2007 through July 3, 2007. All Public Housing residents throughout the nation will be included in the survey process. However, not all resident will receive a survey. Residents will be chosen randomly using a computer program.

Remember, this survey is not conducted by Ann Arbor Housing Commission, the survey is conducted by HUD. Therefore, the Housing Commission will not have any part in resident selection. The survey is used to determine how satisfied residents are with the living conditions at their property.

The survey will inquire your overall opinion of how well your property is maintained regarding five areas: Maintenance and Repair, Services, Communication, Safety, and Appearance. Here at the Housing Commission we want your honest opinion. The survey answers will be confidential and anonymous. If you receive a

Customer Service and Satisfaction Survey, please take the time to fill it out. Surveys will be conducted starting May 1, 2007 through July 3, 2007. Results will be available beginning July 26, 2007. If you have any question regarding the RASS Customer Service Satisfaction Survey please contact the Technical Assistance Center at 1-888-245-4860.

Last year, Customer Service and Satisfaction Survey scores, were lower than anticipated. As a result of those scores, AAHC is becoming more involved with your concerns to better serve you and enhance your living experience.

Your feedback is important to us. AAHC has committed to providing you and your family desirable housing and service to build a healthy community that creates a sense of pride.



**2007 Playground Safety Poster & Essay Contest**

Learn to play it safe!

The Housing Authority Insurance Group is holding it's Annual Playground Safety Poster & Essay Contest. The contest promotes playground safety. Sharing playground rules like sharing, avoiding danger, talking to strangers and informing adults of strange objects is the best way to play it safe.

Children ages 6-14 and residents of AAHC may enter. Registration deadline is April 6, 2007. All essays and posters should be on the topic of playground safety. The contest will be held April 23-27, 2007. The National contest will be held May 21-25, 2007. There are three prize levels contact Weneshia for more information at 734-994-4928.

## AAHC Kudos

Peace Neighborhood Center has fifteen new volunteers from U of M's Michigan Community Scholars Program assisting as tutors.

A BIG Thanks goes to Mike Conboy, Mike delivers books at Peace Neighborhood Center for the Serendipity Book Club.

As always, a huge thanks to all of the staff, parents, and volunteers at Peace Neighborhood Center for their diligent work with our children and families.



Food Gathers provides food once a month to several of our families. Residents are able to select the food of their choice from a designated distribution site. Residents also participate in the distribution, set-up, and clean-up. Thank You Food Gathers!

Thanks, CAN (Community Action Network) for all of your involvement and dedication to our residents and families. CAN has fulfilled wishes and encouraged dreams through their resources and communication efforts.

AAHC would also like to thank the YMCA, AAPS, and Residents.

## AAHC: What's the Word

### What's the Word: Community

A **community** usually refers to a sociological group in a large place sharing an environment. If the sense of community exists, both freedom and security exist as well. The community then takes on a life of its own, as people become free enough to share and secure enough to get along.

AAHC will be facing new changes with the conversion of Asset Management beginning July 1, 2007. You may see some changes in staff roles, organization, and structure. Changes may also occur with the appearance and operation of our sites and procedures. These changes will occur to enhance the service and living qualities within the community provided by the Housing Commission. We want your experience here to be one of your best housing experiences.

So, what are you doing in your community to make your quality of living better...

(wikipedia.com)



## Resident Organization: How Can You Help

Over the years, our properties have been less than appealing. Though, you make maintenance calls regarding your home, you can make calls to maintenance about commons areas and ground keeping as well. With reduced funding and limited staff, it becomes a bit more challenging for workers to notice and become aware of repairs and concerns. But, you can help. If you would like to begin a Resident Organization just call and let us know.

We can help you begin your process. Residents matter! Your support and participation is vital to the success to

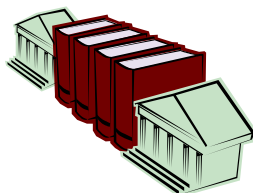
the Housing Commission. Promoting resident participation in the community can make your living experience better. You can help us identify your needs and by becoming involved in Resident Organizations. Identifying local community leaders and developing smaller leadership organizations are a vital resource for learning community needs. We need your help to address these needs. If you are interested in developing a Resident Organization call us at 734-994-4928. Together we can make a better Housing Commission.

## Agency Plan on Display: Public Hearing March 21st

The Ann Arbor Housing Commission has developed its Annual Agency Plan for Fiscal Year 2007, and it is available for review by the public until March 21, 2007. Companies are available weekdays at the Commission's administrative office located at 727 Miller Avenue, from 8:00 AM. to 5:00 PM. Additional copies are available at the City Clerk's Office, 2nd Floor, Guy C. Larcom Jr. Building, 100 North Fifth Avenue, and at the Reference Desk of the Ann Arbor District Library, 343

South Fifth Avenue, 2nd Floor.

A Public Hearing will be held on March 21, 2007, in the Miller Manor Community Room, 727 Miller Avenue at 6:00 PM., and all are invited to speak to the Commissioner at this meeting.



**FOOD GATHERS DISTRIBUTION**  
  
**WHITE STATE & HENRY**  
  
**EVERY OTHER FRIDAY OF THE MONTH**  
  
**AT**  
  
**NOON**  
  
**CONTACT BERTHA PRYOR**

### KEEPING OUR SITES CLEAN

Appearance they say... is everything. Lets keep our grounds clean, please refrain from throwing your trash and cigarettes on the ground. Waste baskets are located throughout the sites. If you have a pet it is your responsibility to remove your pet's waste from the grounds. Pets should be cared for properly. Take your dog outside regularly for potty breaks. Take part in keeping our sites clean...

**" One person can help many, but together we can help each other, ourselves and our community"**

## Ann Arbor Housing Commission would like to Welcome; Priscilla Fleming

Priscilla Fleming is the new Resource Coordinator at Baker Commons. Priscilla has taken the place of John Schippers who was with the Housing Commission for quite some time. John has gone on to further his career. Priscilla comes to the Housing Commission with great experience and ambition. So, as we say farewell and good luck to John Schippers and thank you for all that you have done. We would like to give a warm and inviting welcome to Priscilla Fleming. Priscilla will work with you at a time that is more accommodating and flexible to you and your needs. Thanks Priscilla for joining the team.