

‘Round Town

Volume 5, Issue 6

Summer 2006

Please Note:

The office will be closed for Labor Day on Monday, September 4th, Veteran’s Day Friday, November 10th, and Thanksgiving weekend on Thursday, November 23rd, and Friday, November 24th.

Board of Commissioners Meeting (AAHC Conference Room):

- September 20
- October 18
- November 15

RAB Meeting (Baker Commons)

- September 18
- October 16
- November 15

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RASS Results

This Spring, 296 AAHC Public Housing residents received a Resident Satisfaction survey from HUD, and 103 of the surveyed residents filled out and returned their surveys. This 37% response rate far exceeds the 23% national response rate. By responding to the survey, our residents were able to say how well they feel AAHC is doing in five main areas— Maintenance and Repair, Communication, Safety, Services, and Neighborhood Appearance.

This was the seventh year of HUD’s survey and, for the most part AAHC steadily raised its scores in all area each year since 2000. However, 2005 saw a slip 1-2% overall, and 2006 had a more dramatic drop off of 2-6% in four of the five categories – Maintenance and Repair, Communication, Services, and Neighborhood Appearance. The category, Safety, remained steady.

Though, the AAHC staff is continuing the effort to improve service, the survey results help identify areas needing more focused attention. While results from single site projects like Baker

Commons and Miller Manor offer clearer results, multi-site projects; Project 1, which includes eight different locations and Project 3, which has three locations are more difficult to interpret. We will try to hold site meetings during 2006 – 2007 fiscal year to hear from each site about their specific concerns. Therefore, we continue to look at you, our residents, for greater understanding.

While AAHC continues to undergo staffing changes and declining federal funding our effort to improve in all service areas is our main concern. Communication both listening and responding to as well as generating and sharing more information will be focused on. Another major change that will be implemented between September 2006 and July 2007:

- Two newly defined projects: Miller Manor, which will serve the eight apartment communities on the westside and Baker Commons serving the seven apartment communities on the eastside.

- Each site management office will operate with a site manager and support staff responsible for: maintenance, site appearance, lease compliance and renewals, lease-ups, recertifications, financial performance, and unit turns.
- Site managers will also work directly with Resident Councils and support organizations to improve service.

Again, our goal is to improve and maintain our residents satisfaction. Your patience and support is appreciated. Engagement opportunities for you, our residents include:

- Involvement in site based Residential Council
- Participation with the agency-wide Resident Advisory Board; or
- Attendance monthly Board of Commission meetings.

If you have suggestions about what we can do to improve in the areas of maintenance and repair, communication, safety, services, and neighborhood appearance, we welcome your suggestions.

United Way Day of Caring



The
Washtenaw United Way
will kickoff its Twelfth

Annual Day of Caring on Thursday, September 14, 2006. The Day of Caring project is a volunteer effort and collaboration of various residents, companies, and employees working together to beautify a designated neighborhood or community.

This years volunteers from Sears will be working at

Hillside Apartments located at Pennsylvania Ave. between South Maple and Stadium – improving the landscape and painting of the site signage. Volunteers from Washtenaw County will also work at Mallets Creek completing landscape.

Come on out and enjoy a day in the sun, and help.

Welcome, Weneshia Brand

Join us in welcoming Weneshia Brand. Weneshia is the new Management Assistant to Executive Director, Elizabeth “Betsy” Lindsley. She is replacing Eileen Goldman, who retired in June after more than 20 years of service to the city.

We’re rolling out the red carpet



REAC Inspections

Annual HUD Inspections are scheduled for Sept 25-27th.

Homes are selected randomly:

September 25th


- Miller Manor & Baker Commons

September 26th

- White/State/Henry, Platt Colonial, Garden Circle, and Broadway Terrace.

September 27th

- Hikone, GBC, North & South Maple, S. Seventh,
- W. Washington, Oakwood, & Platt Rd.

 **Don't get struck by Late Charges**
Rent payments are due the 1st of the Month. Rent payments must be received no later than 5pm by the 5th of the month. If the 5th falls on a weekend or holiday, your rent is due by 5pm the following business day. A fee of \$10 will be charged if payments are not made by the 5th of the month by 5pm.

Say, Farewell to Cynthia

Telfer. After twenty-four years of dedicated and unprecedented work to the Housing Commission, Cynthia Telfer is leaving.

Pursuing her passion of establishing her own training and consulting business with other Housing Authority employees around the country, she will continue to share her expertise in HUD programs.

Cindy began her employment with AAHC at a mere 20 years of age as a temporary receptionist. Her diligence, expertise, and professionalism enabled her to progress through numerous positions to the position of Housing Manager.

So, help us wish Cindy a joyous farewell and prosperous endeavor.

Neighborhood News

Do you Need to make a Call to Maintenance?

Before you make a call to maintenance, there are some things you must know.

AAHC is obligated to charge tenants for any damages deemed the responsibility of the tenant. *All units are inspected after a tenant moves out; the status of your unit may result in a cost to the tenant.*

When calling maintenance, be sure to tell us the following:

- Leaseholders Name
- Address of unit
- Phone number
- Describe you problem in detail

All repairs will be completed as soon as possible. Incomplete messages or lack of information will result in delayed service.

We must enter your home to complete repairs, help us serve you better:

- Make arrangement if necessary
- Pets must be secured or removed
- Make arrangements for your home alarm
- Move any furniture if necessary

If your request is not completed in a timely fashion or to your satisfaction, please contact us. With your help, we can efficiently and promptly take care of your needs.

Listed are some commonly charged items. *This list is not all-inclusive; some items are not listed.*

- Lockout after 5pm...\$25
- Toilet clogs from foreign objects...Actual charge from contractor
- Jammed garbage disposal from foreign objects...\$10
- Toilet replacement or pulling...\$75/\$35
- Missing/bent toilet paper holder or towel bars ...\$10
- Keys or proximity cards...\$3
- Deadbolt replacement or re-keying...\$50/\$20
- Door handles missing or damaged...\$10
- Broken window...Actual charge from glass shop
- Screens...Based on screen size
- Smoke detectors missing/damaged...\$10
- Storm door closer...\$10
- Security dowels/window pin locks...\$3 per window
- Electrical switch plates replacement/missing...\$7/\$3
- Light covers...\$15
- Basement pull chain light fixture...\$10
- Ceiling fan replacement...\$30
- Drywall...\$10 per sq. ft. (minimum \$10)
- Damage to unit after move-out...COST OF REPAIR
- Removing items after move-out...\$20 per hour-per worker

All charges are subject to a \$20 labor charge, plus additional charges for materials.

Community Action Network Thanks you!



BBQ July 31

Great food & good attendance.

Resident Council

Council members; Joan

Lowenstein, Wendy Woods, Leigh

Greden, Stephen Rapundalo.

Council candidates; Steven

Kunselman & Alice Ralph.

Hikone

Rotary Club Ann Arbor North

For building a playground and upcoming outdoor community grill!

Green Baxter Court

Special Thanks

Lisa Ferguson, Resident Council

President for mobilizing several

community events including

community BBQ on July 31.

Hikone & C.A.N.

Professor Marti Bombyk

EMU professor, for assisting with

last academic year GBC by-laws

and serving as a liaison with

GBC and EMU students, who

organized several community

events; including a movie night

and Bingo night.

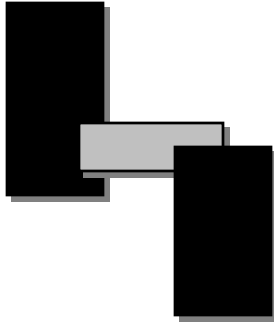
Green Baxter Court



Joan M. Doughty

***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.



**Ann Arbor
Housing Commission
Board of Commissioners**

May 2006 – April 2007

Larry French
Chairperson

Deborah Gibson
Vice Chairperson
Resident Commissioner

James Jackson
Commissioner

Alan Levy
Commissioner

David Parent
Commissioner

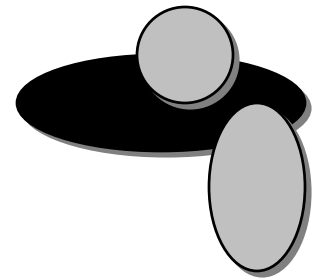
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Got Any News.....

If you would like to
announce an
achievement, event, or
just post a word in the
Round Town newsletter,
call us
734-994-4926



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