

Waterloo Housing Authority

Public Housing Authority Agency Plan

Notice:

This document is provided as a resource document for the 2024 Annual Plan and the 2024-2028 5-Year Capital Fund Action Plan.

The Public Comment Period begins January 30, 2024 and ends March 15, 2024.

Copies of these plans are available at:

- **Waterloo City Hall at the City Clerk's office**
- **Waterloo Housing Authority office**
- **Waterloo Public Library**
- **The City of Waterloo's website (<http://cityofwaterlooia.com>) under "Departments, Housing Authority, PHA Plans"**

If anyone has questions concerning this plan, please refer them to the Waterloo Housing Authority at 319-233-0201.

2024 Public Housing Authority

Annual Plan

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Streamlined Annual PHA Plan <i>(High Performer PHAs)</i>	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 03/31/2024
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA’s operations, programs, and services, including changes to these policies, and informs HUD, families served by the PHA, and members of the public of the PHA’s mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. The Form HUD-50075-HP is to be completed annually by **High Performing PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, HCV-Only PHA, Small PHA, or Qualified PHA do not need to submit this form.

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers and was designated as a high performer on both the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, and that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceed 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceed 550, and that was designated as a standard performer in the most recent PHAS or SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined and is not PHAS or SEMAP troubled.

A. PHA Information.															
A.1	PHA Name: <u>Waterloo Housing Authority</u> PHA Code: <u>JA050</u> PHA Type: <input checked="" type="checkbox"/> High Performer PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>07/2024</u> PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Public Housing (PH) Units <u>50</u> Number of Housing Choice Vouchers (HCVs) <u>1091</u> Total Combined <u>1141</u> PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission														
	Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.														
	<input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)														
	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program <table border="1"> <tr> <th>PH</th> <th>HCV</th> </tr> <tr> <td colspan="2">Lead PHA:</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	PH	HCV	Lead PHA:							
	PH	HCV													
Lead PHA:															

B.	Plan Elements
B.1	<p>Revision of Existing PHA Plan Elements.</p> <p>(a) Have the following PHA Plan elements been revised by the PHA since its last Annual PHA Plan submission?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Financial Resources.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Rent Determination.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Safety and Crime Prevention.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Pet Policy.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Significant Amendment/Modification</p> <p>(b) If the PHA answered yes for any element, describe the revisions for each element below:</p> <p>Financial Resources fluctuate each year based on funding, projected leasing, etc. A revised statement of financial resources is provided as an attachment.</p> <p>Rent Determinations in both the Public Housing and Housing Choice Voucher programs have been updated in our Administrative Plan and ACOP to reflect changes due to HOTMA (Housing Opportunity through Modernization Act). Both of these documents are also attached with changes highlighted. Changes to both documents will be effective with our implementation date, which is unknown at this time, due to software compliance, etc.</p> <p>(c) The PHA must submit its Deconcentration Policy for Field Office Review.</p>
B.2	<p>New Activities.</p> <p>(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Hope VI or Choice Neighborhoods.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Mixed Finance Modernization or Development.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Demolition and/or Disposition.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Conversion of Public Housing to Tenant Based Assistance.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Conversion of Public Housing to Project-Based Rental Assistance or Project-Based Vouchers under RAD.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Project Based Vouchers.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Units with Approved Vacancies for Modernization.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants).</p> <p>(b) If any of these activities are planned for the current Fiscal Year, describe the activities. For new demolition activities, describe any public housing development or portion thereof, owned by the PHA for which the PHA has applied or will apply for demolition and/or disposition approval under section 18 of the 1937 Act under the separate demolition/disposition approval process. If using Project-Based Vouchers (PBVs), provide the projected number of project-based units and general locations, and describe how project basing would be consistent with the PHA Plan.</p>
B.3	<p>Progress Report.</p> <p>Provide a description of the PHA's progress in meeting its Mission and Goals described in the PHA 5-Year Plan.</p> <p>Administrative:</p> <ul style="list-style-type: none"> The Waterloo Housing Authority's success rate for those issued vouchers from the waiting list has fallen to 51%, despite increases in our payment standards, and the allowance of receipts for repair items that cannot be completed within 30 days. Many landlords are refusing to accept Section 8, but also have increased their background checks, which often harms our voucher holders. Even with this low success rate we were told by HUD to stop issuing vouchers after October, due to the likelihood of shortfall in 2024. The impact of the pandemic on our leasing is still being felt, as we never seem to be able to catch up. Hopefully, over time this will abate. For our part, we continue to issue as many vouchers as we can, utilizing the 2-year-tool to analyze future issuances. The Housing Authority hired a part-time receptionist effective 7/1/23 which has alleviated some of the strain on our bookkeeper/administrative assistant. Therefore, some financial/other reports have become her responsibility, rather than that of the Director, in preparation for the Director's retirement 1/31/24.

	<ul style="list-style-type: none"> As stated above, there will be a new Director as of 2/1/24, or shortly thereafter. At the time of the Board's approval of this document, the hiring process has not been completed. The current Director, although not able to work alongside the new hire (from outside), has offered to come in a few hours each week during the month of February in order to acclimate the new person. Ridgeway Towers has been nearly 100% leased during the past fiscal year. At most, we have had 2 vacancies in one month, and most have been filled within 39-60 days. The Waterloo Housing Authority has 19 VASH vouchers (13 of which are currently under lease, 9 current FYI vouchers (4 of which are leased), and 15 EHV's (all 15 currently leased). The 15 Emergency Housing Vouchers are not counted in the total of 1141 units listed above. <p>Programmatic:</p> <ul style="list-style-type: none"> The Housing Authority resumed its Homebuyer Education group classes in October of 2023. These will now be offered quarterly, in January, April, July and October of each year. Completed our landscaping project at Ridgeway Towers which included new rock beds and edging around the perimeter of the building, and the replacement of several sidewalk panels. Implemented the public housing over-income rule from HOTMA effective 7/1/23. Began work toward implementing HOTMA (see above) by making required changes to our Administrative Plan and ACOP, including any discretionary policies. Our Administrative Plan and ACOP are attachments to this plan with all changes highlighted. Notified all participating landlords on 11/1/23 of upcoming changes to inspection requirements due to NSPIRE. The Waterloo Housing Authority plans to fully implement NSPIRE on 10/1/24 to allow software compliance (we have a mobile inspections module), as well as staff training.
B.4.	<p>Capital Improvements. Include a reference here to the most recent HUD-approved 5-Year Action Plan in EPIC and the date that it was approved. See HUD Form 50075.2 approved by HUD on April 21, 2023 (submitted through EPIC).</p>
B.5	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, please describe:</p>
C.	<p>Other Document and/or Certification Requirements.</p>
C.1	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) have comments to the PHA Plan?</p> <p>Y N <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p>
C.2	<p>Certification by State or Local Officials.</p> <p><u>Form HUD-50077-SL</u>, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
C.3	<p>Civil Rights Certification/Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.</p> <p><u>Form 50077-ST-HCV-HP</u>, <i>PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed</i> must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>

C.4	<p>Challenged Elements. If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.</p> <p>(a) Did the public challenge any elements of the Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>If yes, include Challenged Elements.</p>
D.	<p>Affirmatively Furthering Fair Housing (AFFH).</p>
D.1	<p>Affirmatively Furthering Fair Housing.</p> <p>Provide a statement of the PHA's strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.</p> <p>**NOT REQUIRED AT THIS TIME</p>

EXECUTIVE SUMMARY

The Waterloo Housing Authority (WHA) Annual Plan is a comprehensive agency plan that summarizes the planned activities and policies of the WHA for fiscal year 2024 (July 1, 2024 thru June 30, 2025). The plan was developed in complete cooperation with the residents, resident advisory council, staff, and commissioners of the WHA. The Waterloo Housing Authority has revised its policies to accommodate HUD regulation, rules and notices. Copies of the revised policies have been provided to the local HUD field office and are available for inspection and copying by the general public. The Board of Commissioners of the WHA has adopted the annual plan.

**FINANCIAL RESOURCES
PLANNED SOURCES AND USES**

Sources	Planned \$\$\$	Planned Uses
1. Federal Grants (FY 2024 – estimated)		
a. Public Housing Operating Fund	\$ 55,000.00	Operation of public housing
b. Public Housing Capital Fund	\$ 83,000.00	Capital improvements for public housing
c. HOPE VI Revitalization		
d. HOPE VI Demolition		
e. Annual Contributions for Section 8 Tenant-Based Assistance	\$ 7,020,000.00	Housing Assistance Payments to landlords & Administration
f. Resident Opportunity and Self-Sufficiency Grants		
g. Community Development Block Grant		
h. HOME		
i. Other Federal Grants (list below)		
2. Prior Year Federal Grants (list below)		
a. Capital Fund Formula Grant 2023 (remaining amount)	\$ 86,168.00	This, and the next several years, will be used for re-modeling kitchens in all 50 apartments and the Community Room
3. Public Housing Dwelling Rental Income	\$ 210,000.00	Operation of public housing
4. Other Income (list below)		
a. Laundry income	\$ 6,500.00	Operation of public housing
b. Cable and Wi-Fi Fees	\$ 19,000.00	Payment toward bulk cable/wi-fi in public housing
5. Interest	\$ 20,000.00	Remain invested for needed uses in HCV and Public Housing
6. Non-federal sources (list below)		
b. Landlord & tenant Reimbursements	\$ 18,000.00	Administration of HCV program
Total Resources	\$ 7,517,668.00	

ATTACHMENT A

DESIGNATED HOUSING

The Waterloo Housing Authority has a Designated Housing Plan for Ridgeway Towers senior citizen apartments as a development for elderly families only. HUD approved the extension of this designation in 2022. The designated housing plan was originally approved by HUD on April 24, 2000, and is to be reviewed (and extended) every two (2) years. This action was consistent with our needs assessment and the Consolidated Plan for the City of Waterloo.

ATTACHMENT B

FURTHER CIVIL RIGHTS AND AFFIRMATIVELY FURTHER FAIR HOUSING ACTION CERTIFICATION

The Waterloo Housing Authority does hereby agree and certify that it will carry out and is in compliance with all applicable civil rights action requirements and will affirmatively further fair housing in its HCV and FSS programs. In particular, we will comply with Title VI of the Civil Rights Act of 1964, the Fair Housing Act, Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act of 1990. This continues our long-standing anti-discrimination tradition. Discrimination is prohibited in public facilities, in government, and in employment; making it illegal to compel segregation of the races in housing. If any individual with a disability believes any agency has failed, or refused to comply, with the provisions of a contract with the United States related to housing or the employment of individuals with disabilities, such individual may file a complaint with the Department of Labor or Civil Rights Commission.

ATTACHMENT C

DECONCENTRATION POLICY

The Waterloo Housing Authority promotes the deconcentration of poverty in both its public housing (Ridgeway Towers), and in the Housing Choice Voucher Program.

Admission and selection procedures for Ridgeway Towers ensure that, to the extent possible, at least 40% of new admissions fall below 30% of AMI (Average Median Income). As this public housing complex is located in a low-poverty census tract, many applicants fall between 30-50% of AMI, and some above 50%. When vacancies occur, the Housing Authority contacts (by date and time), those applicants below 30% of AMI first, and then moves on to those between 30-50% of AMI (by date and time). If both of these income groups are exhausted, then those between 50% and 80% of AMI will be offered an apartment (by date and time). Applicants whose income is over 80% of AMI are considered ineligible. Ridgeway Towers currently has a good mix of all 3 income groups, with a very small percentage paying the flat rent. Waterloo Housing Authority flat rents are equal to the payment standard for the corresponding bedroom size in the Housing Choice Voucher Program.

In the Housing Choice Voucher Program, admission and selection procedures adhere to HUD income targeting requirements, whereby 75% of all new admissions fall below 30% of average median income. After admission, the Waterloo Housing Authority encourages the deconcentration of poverty by counseling participants as to the benefit of renting in areas of low poverty concentration; offers contact information for owners renting properties in these areas, and maintains a bulletin board in the office which includes available units throughout our jurisdiction, including those areas of low-poverty concentration.

ATTACHMENT D

ANNUAL AUDIT

In compliance with the instructions of the Interim Rule on preparing the Agency Plan, our annual audit is not being submitted with this document, because HUD has already received a copy of the audit. The Waterloo Housing Authority is audited with the City of Waterloo under the Single Audit Act. If anyone wants to view the annual audit of the City of Waterloo, including the Waterloo Housing Authority, they may do so by going to Waterloo City Hall (located at 715 Mulberry Street, Waterloo, Iowa) during regular business hours, and requesting to see it.

ATTACHMENT E

SECTION 8 HOUSING CHOICE VOUCHER (HCV) PROGRAM 2024 ANNUAL PLAN AND ADMINISTRATIVE PLAN CHANGES

A. ANNUAL PLAN

1. The PHA will maximize the number of families assisted with available resources by:
 - a. Streamlining processes so delivery of service is more efficient, yet maintaining high quality customer service;
 - b. Lease up units within funding limits;
 - c. Review annual payment standards/market conditions
2. The PHA will continue to counsel program participants as to the location of units outside of areas of high poverty or minority concentration. The PHA will also assist in finding these units.
3. The PHA will continue to partner with community organizations to increase the knowledge of community resources available to participants.
4. The PHA will continue to participate in and/or organize outreach programs for potential landlords and participants.
5. The PHA will work to increase the number of families working towards self-sufficiency, which may include homeownership through our Down Payment Assistance Program and Voucher Homeownership Program.
6. The PHA will work with the Iowa City, IA VAMC, in conjunction with the Cedar Rapids VA Community Resource and Referral Center to lease all 19 awarded HUD-VASH vouchers by September 30, 2019.
7. The PHA will lease up to 9 Foster Youth to Independence Vouchers (FYI) through a Memorandum of Understanding with the Iowa State Department of Human Services.
8. The PHA will work with the Iowa Balance of State Continuum of Care, in conjunction with our local Coordinated Entry program, to keep all 15 Emergency Housing Vouchers (EHV) leased.

B. ADMINISTRATIVE PLAN

Regulatory

1. Implemented Section 103 of HOTMA for over-income tenants in public housing effective July 1, 2023, per HUD's requirements. The Waterloo Housing Authority's ACOP was amended with the following Section:

15.9 OVER-INCOME TENANTS

- A. Per HUD regulation (24CFR 960.507), the over-income limit is set by multiplying the very-low income level by a factor of 2.4 (120% of AMI).

B. Current limits are as follows:

1. 1-person household: \$69,720
2. 2-person household: \$79,680
3. 3-person household: \$89,640

C. Following determination as an over-income family, the family will be given a 24-month grace period, during which time they must recertify annually. The family will continue to pay their choice of flat or income-based rent, and will maintain all rights of a public housing tenant.

D. After the 24-month grace period, the Waterloo Housing Authority will terminate the tenancy of the over-income family no later than 180 days following the final notification.

E. If a family falls below the OI limit at any time during the 24 consecutive month grace period.

1. The family's status as a public housing program participant remains unchanged.
2. The WHA will conduct an interim reexamination to lower the family's rent amount (for those choosing income-based rent).

If the family becomes OI again, they will be entitled to a new 24 consecutive month grace period.

F. The Waterloo Housing Authority will give OI families adequate notice of their change in status.³ notices will be sent, each following an income reexamination as follows.

1. The initial determination of OI status, which will notify the family of their right to request a grievance hearing.
2. The conclusion of the first 12-months of the grace period, which will give another opportunity to request a grievance hearing.
3. The conclusion of the 24-month grace period, which will include the final opportunity to request a grievance hearing.

All notices will be provided in writing and will state that tenancy will be terminated 180 days following the 24 consecutive month grace period.

G. During the 6 months (180 days) prior to termination the family may request an income reexamination.

Although this change may reduce the tenant's rent burden, a reexamination after the 3rd notice cannot allow the family to remain in the public housing program beyond the period before termination.

2. Made numerous changes to both the Administrative Plan and ACOP based on Sections 102 and 104 of HOTMA. Both documents are attached electronically to this plan, and all changes have been highlighted. The effective date of these changes will be with our compliance date on or before January 1, 2025 (as yet to be determined)

Discretionary

No discretionary changes were made during the past fiscal year.

ATTACHMENT F

FOSTER YOUTH TO INDEPENDENCE (FYI) PROGRAM

The Waterloo Housing Authority has been issued 9 Foster Youth to Independence (FYI) vouchers from the Department of Housing and Urban Development. As of January 31, 2024, there are 4 of these vouchers under lease, with 3 additional pending. A Memorandum of Understanding has been signed between the WHA and the Iowa Department of Human Services for referrals. Per our local DHS office, there continues to be a need for these vouchers for youth that are aging out of the foster care system in Black Hawk County, Iowa in addition to the supportive services provided by the Department of Human Services. The Waterloo Housing Authority has updated its Administrative Plan to include FYI vouchers under its "Special Admissions" section, as well as added a new section to the plan for this program.

WHA will assist these youth in our community with the 3-year FYI voucher, and will provide one of our allocated vouchers to these persons at the end of the 3 years, if they are still in need of assistance, and the Housing Authority has vouchers available.

ATTACHMENT G

EMERGENCY HOUSING VOUCHERS (EHV)

The Waterloo Housing Authority was authorized 15 Emergency Housing Vouchers through the American Rescue Plan. A Memorandum of Understanding has been signed between the WHA and the Iowa Balance of State Continuum of Care for the local Coordinated Entry system to provide referrals for this program. In addition, WHA will use the service and other fees provided to pay for housing search assistance, security deposits, utility arrears and deposits, and beds (1 per family member). As of October 31, 2023, all 15 of these vouchers have been leased.

Should there be any remaining EHV participants after funding ceases in 2030, the Waterloo Housing Authority will provide an all-purpose Housing Choice Voucher to each, as long as the Housing Authority has vouchers available.

**TO: Section 8/Public Housing Residents
(Resident Advisory Board)**

**FROM: Julie Dawson
Executive Director**

**WHAT: Request for Input from Section 8 and
Public Housing Residents**



As I am not certain if we will be having a resident meeting at Ridgeway Towers in February, and to encourage comments from all of our Section 8 participants as well, the Housing Authority is requesting that all interested residents/participants please give comments on the below:

Discussion of the Section 8/Public Housing Program's mission and to get input from participants. This discussion will be used to shape the Comprehensive Agency Annual Plan. Issues to think about are:

- **The Authority needs to know if you feel that the housing needs of low income families, and elderly/disabled individuals, are being met. What areas could use improvement?**
- **What suggestions do you have for enhancing the image of Ridgeway Towers and/or the Section 8 program?**
- **Are you satisfied/dissatisfied with the communication line between the Waterloo Housing Authority and tenants?**

Please give your feedback on the above by no later than January 26, 2024. You may provide written comments to our office at 620 Mulberry Street, Waterloo, Iowa 50703, or by contacting Julie Dawson (Executive Director) at 319-233-0201 (press "0" and ask for Julie) or by email at julie.dawson@waterloo-ia.org.

Ridgeway Towers residents are welcome to stop by during my regular office hours on Tuesday, January 16th or Tuesday, January 23rd between 10:00 a.m. and 11:00 a.m. if they would like to provide comments in person.

Comments from PHA Plan mailing:

SECTION 8 COMMENTS (IN PERSON, BY MAIL, AND BY EMAIL)

1. Would like to be qualified on current cost burden not just income; also provide immediate cash assistance to households who qualify. Create an incentive program to repair older lower rent housing. Be more specific when sending out letters as to whether the programs are mandatory or not.
2. Several phone calls to the office indicated that we are doing an excellent job and they are very satisfied. One even stated "Section 8 is just GREAT." Other phone calls, as well as one in-person commenter stated that everything was "fine" and they "are good" with the program.
3. One caller was concerned that communication was difficult last summer/fall when 2 of our 4 Housing Coordinators was out. Although they understood the difficulty with our 2 remaining coordinators handling everything, they thought that they could have received better service during that 4-5 month period.
4. Another individual has been in his unit for 20+ years and was concerned that no regular maintenance (such as painting or carpet replacement) had occurred during that time. I did indicate to the caller that our inspection protocol looks for issues regarding health and safety only, rather than appearances. I did tell him to mention it to our inspector the next time he is out, because we can "strongly" suggest to the landlord that these things be done.
5. An email received stated that although the Housing Authority does a great job, a lot of the units they are living in are old and would be considered sub-par in terms of "thin walls, faulty plumbing, no regular maintenance upkeep." This caller was also satisfied with the communication line between the Housing Authority and tenants.
6. The father of one of our disabled clients responded (he is her landlord) and stated that everyone is doing a good job based on their experience and expectations.
7. Finally, an email response indicated that the Housing Authority could be more helpful to those who have no support and are on their own; more understanding. She stated she is somewhat satisfied, but that we could be more attentive to the tenants' needs.

RIDGEWAY TOWERS (PUBLIC HOUSING) COMMENTS (BY MAIL AND EMAIL)

1. The handwritten letter from one of the tenants indicated that we should enhance or smoking "shed" to encourage residents to smoke even further away from the entrances (although technically it is 25 feet). Additionally, he stated that he has had problems with the keys to the security doors and his mailbox on occasion.
2. The Housing Authority should arrange for transportation assistance to the grocery store, medical appointments, etc. Also more referral services could be provided as needed by the residents. This same resident is definitely not a fan of the popcorn machine we recently purchased to make popcorn on Friday afternoons for the residents. She stated that it is smelly, and dangerous for residents with no teeth. She suggested we should get vending machines instead. Rather than purchasing a new pool table (which we are in the process of doing), she suggested blocking off that area to create an exercise space for residents. Also, she would like to have new drapes in the common areas, and for us to hire a cleaning service for those areas as well, rather than having our maintenance person clean. Finally, she believes that communication could be enhanced by encouraging contact with the new Director by email, or through written notes provided at the time of rent collection. Office hours should also be continued.

2024-2028 5-Year Capital Fund Action Plan

Capital Fund Program - Five-Year Action Plan

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
2577-0274
02/28/2022

Status: Draft

Approval Date:

Approved By:

Part I: Summary

PHA Name : Waterloo Housing Authority

PHA Number: IA050

Locality (City/County & State)
☒ Original 5-Year Plan

☐ Revised 5-Year Plan (Revision No:)

A.	Development Number and Name	Work Statement for				
		Year 1 2024	Year 2 2025	Year 3 2026	Year 4 2027	Year 5 2028
	RIDGEWAY TOWERS (IA050000050)	\$86,168.00	\$86,168.00	\$86,168.00	\$86,168.00	\$86,168.00

Capital Fund Program - Five-Year Action Plan

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
2577-0274
02/28/2022

Part II: Supporting Pages - Physical Needs Work Statements (s)

Work Statement for Year 1 2024				
Identifier	Development Number/Name	General Description of Major Work Categories	Quantity	Estimated Cost
	RIDGEWAY TOWERS (IA050000050)			\$86,168.00
ID0014	Operations(Operations (1406))	Maintenance and/or repairs		\$16,966.00
ID0020	Kitchen remodels(Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Kitchen Sinks and Faucets,Dwelling Unit-Interior (1480)-Other,Non-Dwelling Interior (1480)-Common Area Kitchens)	Kitchen remodels to apartments and Community Room		\$69,202.00
	Subtotal of Estimated Cost			\$86,168.00

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Work Statement for Year 2 2025

Identifier	Development Number/Name	General Description of Major Work Categories	Quantity	Estimated Cost
	RIDGEWAY TOWERS (IA050000050)			\$86,168.00
ID0018	Operations(Operations (1406))	Maintenance and/or repairs		\$16,966.00
ID0025	Kitchen remodels(Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Kitchen Sinks and Faucets,Dwelling Unit-Interior (1480)-Flooring (non routine))	Kitchen remodels to apartments		\$69,202.00
	Subtotal of Estimated Cost			\$86,168.00

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Work Statement for Year 3		2026		
Identifier	Development Number/Name	General Description of Major Work Categories	Quantity	Estimated Cost
	RIDGEWAY TOWERS (IA050000050)			\$86,168.00
ID0021	Operations(Operations (1406))	Maintenance and/or repairs		\$16,966.00
ID0022	Repair/replace Roof(Non-Dwelling Exterior (1480)-Roofs)	The flat roof is original to the building. Major repair was completed 2 years ago, but we know that the entire roof will need to be replaced within 5-10 years. Would like to begin saving for this approximately \$200,000 project now.		\$3,606.00
ID0028	Kitchen remodels(Dwelling Unit-Interior (1480)-Flooring (non routine),Dwelling Unit-Interior (1480)-Kitchen Cabinets,Dwelling Unit-Interior (1480)-Kitchen Sinks and Faucets)	Finish kitchen remodels		\$65,596.00
	Subtotal of Estimated Cost			\$86,168.00

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Work Statement for Year 4 2027				
Identifier	Development Number/Name	General Description of Major Work Categories	Quantity	Estimated Cost
	RIDGEWAY TOWERS (LA050000050)			\$86,168.00
ID0026	Operations(Operations (1406))	Maintenance and/or repairs		\$16,966.00
ID0027	Repair/replace Roof(Non-Dwelling Exterior (1480)-Roofs)	The flat roof is original to the building. Major repair was completed 2 years ago, but we know that the entire roof will need to be replaced within 5-10 years. Would like to begin saving for this approximately \$200,000 project now.		\$69,202.00
	Subtotal of Estimated Cost			\$86,168.00

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Part II: Supporting Pages - Physical Needs Work Statements (s)

Work Statement for Year 5		2028		
Identifier	Development Number/Name	General Description of Major Work Categories	Quantity	Estimated Cost
	RIDGEWAY TOWERS (LA050000050)			\$86,168.00
ID0029	Operations(Operations (1406))	Maintenance and/or repairs		\$16,966.00
ID0030	Repair/replace Roof(Non-Dwelling Exterior (1480)-Roofs)	The flat roof is original to the building. Major repair was completed 2 years ago, but we know that the entire roof will need to be replaced within 5-10 years. Would like to begin saving for this approximately \$200,000 project now.		\$69,202.00
	Subtotal of Estimated Cost			\$86,168.00