

## Attachment 2

Subject: City of Pensacola Housing Division Public Housing Agency 5-Year Plan

(FY2020-2024)

Council Meeting Date: June 13, 2019

<b>5-Year PHA Plan</b> <b>(for All PHAs)</b>	<b>U.S. Department of Housing and Urban Development</b> <b>Office of Public and Indian Housing</b>	<b>OMB No. 2577-0226</b> <b>Expires: 02/29/2016</b>
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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, 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.** Form HUD-50075-5Y is to be completed once every 5 PHA fiscal years by all PHAs.

A.	PHA Information.																										
A.1	<p><b>PHA Name:</b> City of Pensacola Housing Division <b>PHA Code:</b> FL092  <b>PHA Plan for Fiscal Year Beginning:</b> (MM/YYYY): 10/2020  <b>PHA Plan Submission Type:</b> <input checked="" type="checkbox"/> 5-Year Plan Submission <input type="checkbox"/> Revised 5-Year Plan Submission</p> <p><b>Availability of Information.</b> 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 on 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 websites. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p>The public may obtain copies of the Annual PHA Plan and the 5-Year Plan at the Housing Division Administrative Offices, 420 W. Chase Street, Pensacola, Florida, 32501.</p> <p>The 5 Year and Annual PHA Plan is also available online at <a href="http://www.cityofpensacola/housing/plans">www.cityofpensacola/housing/plans</a>.</p> <p>On Feb 1, 2019 all active voucher holders were designated as members of the Resident Advisory Board and were invited to respond to an online survey.</p> <p>A Public Hearing was held on Wednesday, May 1, 2019 at 3:00 p.m. in the City Housing Division training room, 420 W. Chase Street, Pensacola, Florida</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)</p> <table border="1"> <thead> <tr> <th rowspan="2">Participating PHAs</th> <th rowspan="2">PHA Code</th> <th rowspan="2">Program(s) in the Consortia</th> <th rowspan="2">Program(s) not in the Consortia</th> <th colspan="2">No. of Units in Each Program</th> </tr> <tr> <th>PH</th> <th>HCV</th> </tr> </thead> <tbody> <tr> <td>Lead PHA:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program		PH	HCV	Lead PHA:																	
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Lead PHA:																											

<b>B.</b>	<b>5-Year Plan.</b> Required for <u>all</u> PHAs completing this form.					
<b>B.1</b>	<p><b>Mission.</b> State the PHA's mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA's jurisdiction for the next five years. To support development of a diverse, viable community that provides decent, safe housing and a suitable living environment for low and moderate income families thereby enhancing the quality of life for area residents.</p>					
<b>B.2</b>	<p><b>Goals and Objectives.</b> Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years.</p> <p>See Attachment B.2</p>					
<b>B.3</b>	<p><b>Progress Report.</b> Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.</p> <p>See Attachment B.3</p>					
<b>B.4</b>	<p><b>Violence Against Women Act (VAWA) Goals.</b> Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking.</p> <p>See Attachment B.4</p>					
<b>B.5</b>	<p><b>Significant Amendment or Modification.</b> Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.</p> <p>A significant amendment or modification to the Annual Plan and Five-Year Strategic Plan is defined as changes of a significant nature to the Minimum Total Tenant Payment or to admissions policies or to the organization of the waiting list.</p>					
<b>B.6</b>	<p><b>Resident Advisory Board (RAB) Comments.</b></p> <p>(a) Did the RAB(s) provide comments to the 5-Year 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 5-Year PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> <p>See Attachment B.6</p>					
<b>B.7</b>	<p><b>Certification by State or Local Officials.</b></p> <p><a href="#">Form HUD 50077-SL</a>, <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>					

## Instructions for Preparation of Form HUD-50075-5Y 5-Year PHA Plan for All PHAs

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### A. PHA Information [24 CFR §903.23\(4\)\(e\)](#)

**A.1** Include the full **PHA Name**, **PHA Code**, **PHA Fiscal Year Beginning** (MM/YYYY), **PHA Plan Submission Type**, and the **Availability of Information**, specific location(s) of all information relevant to the hearing and proposed PHA Plan.

**PHA Consortia:** Check box if submitting a Joint PHA Plan and complete the table.

### B. 5-Year Plan.

**B.1 Mission.** State the PHA's mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA's jurisdiction for the next five years. ([24 CFR §903.6\(a\)\(1\)](#))

**B.2 Goals and Objectives.** Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years. ([24 CFR §903.6\(b\)\(1\)](#)) For Qualified PHAs only, if at any time a PHA proposes to take units offline for modernization, then that action requires a significant amendment to the PHA's 5-Year Plan.

**B.3 Progress Report.** Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. ([24 CFR §903.6\(b\)\(2\)](#))

**B.4 Violence Against Women Act (VAWA) Goals.** Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. ([24 CFR §903.6\(a\)\(3\)](#))

**B.5 Significant Amendment or Modification.** Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.

**B.6 Resident Advisory Board (RAB) comments.**

- (a) Did the public or RAB provide comments?
- (b) If yes, submit comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. ([24 CFR §903.17\(a\)](#), [24 CFR §903.19](#))

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This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the 5-Year PHA Plan. The 5-Year PHA Plan provides the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families and the progress made in meeting the goals and objectives described in the previous 5-Year Plan.

Public reporting burden for this information collection is estimated to average .76 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

**Privacy Act Notice.** The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.

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**Goals and Objectives for  
Fiscal Years 2020-2024**

**PHA GOAL: Increase the availability of decent, safe and affordable housing**

1. Apply for additional rental vouchers:

Apply for the maximum number of Housing Choice Vouchers (HCV) and VASH vouchers, as HUD makes them available. Add an average of 10 new vouchers per year over the next 5 years.

Apply for and utilize any funding should it become available for Tenant Based Rental Assistance (TBRA), in partnership with the local COC and area service providers that support our target population.

Coordinate efforts with our consortium partner Escambia County to expand opportunities for creation of affordable housing.

2. Leverage private or other public funds to create additional housing opportunities:

Support the Escambia/Pensacola Affordable Housing Advisory Committee, comprised of community professionals, meeting on a regular basis to review and recommend enhancements to plans and policies related to affordable housing.

Advocate for the City of Pensacola Housing Incentive Fund to allow for expansion of the City of Pensacola Housing Incentives Program (COPHIP) which currently provides down payment and closing cost assistance to purchasers within the city limits.

3. Encourage owners and landlords to participate in the HCV programs:

Conduct outreach to engage current and potential landlords in order to develop and enhance relationships and to increase the number of participating landlords and improve our program administration process.

Maximize the Housing Choice Voucher lease-up rates and budget utilization, subject to budget authority, by marketing the program to owners, particularly those outside of areas of minority and poverty concentration and establishing payment standards that will enable families to rent throughout the jurisdiction.

Provide a level of customer service that will encourage participating owners to remain active in the program. This includes continuing process improvement in all activities that may affect an owner's ability to lease a unit as rapidly as possible and establishing positive relationships between HQS Inspectors, Housing Representatives and Owners/Landlords.

Continue to provide office hours and appointment times to accommodate participant and landlords schedules.

Improve the Website to meet the need for a more robust, user friendly portal with enhanced features to help visitors find the information they need about affordable housing.

Establish Exception Payment Standards to be used when a participant selects a unit in a low poverty area. Define our low poverty areas and define how these low poverty areas will be evaluated and updated over time.

Continue to partner with Pensacola Association of Realtors which has proven beneficial to all participants in assisting with the search for available units and establishing rent reasonableness to ensure rents reflect market conditions.

**PHA GOAL: Improve the quality of assisted housing**

Make adjustments to the Housing Choice Voucher Program, both for process improvement and to conform to changing regulations. The Administrative Plan will be updated in a timely manner and to increase our efficiency we will update our program software which will allow for more electronic communication and real time updating for applicants, participants and landlords.

Expand software capabilities and move to an on-line application process for Housing Choice vouchers.

Expand the use of technology to improve the inspection process and educate and inform the participants and landlords in all aspects of the programs.

Ensure compliance to regulations, consistency in the provision of services and improvement in the quality of program management by requiring at least 75% of employees participate in webinars or in-person training annually.

Encourage participants to seek newer, more energy efficient rental units during both eligibility and recertification meetings.

Conduct annual review of the payment standards and the utility allowance schedules to ensure affordability for participants.

Continue to offer housing rehabilitation to local, low-income homeowners.

Partner with community agencies to affirmatively further fair housing to establish a baseline for assistance being provided. Track all referrals for legal aid and/or community services on a monthly basis.

**PHA GOAL: Promote self-sufficiency and asset development for families and individuals**

Continue to provide first time homebuyer and foreclosure prevention classes on a semi-monthly basis assisting families in improving their credit and knowledge, in order to prepare them to become homebuyers, as a natural progression toward self-sufficiency.

Develop and implement program guidelines for a HCV Homeownership program.

**Progress Report Goals and Objectives  
Fiscal Year 2015-2019**

**PHA GOAL:** Increase the availability of decent, safe and affordable housing

1. Apply for additional rental vouchers:

The City of Pensacola Housing Division will continue to apply for Housing Choice Vouchers (HCV) and VASH vouchers as HUD makes them available. Since the previous FY 2015 5-Year Plan the Housing Division has applied for and received 46 additional VASH vouchers bringing the total to 203. The Housing Division and the VA will continue to work together to acquire more vouchers. Under the NOFA for FUP vouchers Pensacola applied but was not granted additional vouchers.

The Housing Division will also apply for and utilize any funding should it become available for Tenant Based Rental Assistance (TBRA), in partnership with the local COC and area service providers. Since the previous FY 2015 5-Year Plan the Housing Division administered TBRA funding for 13 previously homeless families between September 2016 and December 2017. The previous agreement began in July 2013 ended in July 2016 assisting 33 families between October 2013 and June 2016. We advocated that all these participants enter our HCV waiting list during the time they had short term TBRA assistance. As of today, 7 of these participants now have HCV vouchers.

The Pensacola Housing Division entered into a two year Memorandum of Understanding (MOU) in August, 2017, with Fort Walton Beach Housing (FWB). It is scheduled to expire in August, 2019. Under the MOU we have authority to utilize 24 of their unfilled VASH vouchers through the portability process. To date we have worked with a total of ten VASH FWB participants under the MOU. Four are currently active, four are currently inactive (2 ended participation after one year and two were unsuccessful in getting under initial contract). At this time, 2 participants are in the recertification process.

Pensacola Housing also continues to work closely with the Santa Rosa County Housing Authority through portability, as well as Foley Housing Authority located in Baldwin County, Alabama as the VMAC in Pensacola also provides services to veterans in both jurisdictions.

After Hurricane Michael devastated the Florida panhandle on October 10, 2018, we worked closely with the Panama City and Springfield Housing Authorities to house some of their displaced participants. Overall we issued vouchers to 12 families, 10 HCV and 2 VASH.

Since the previous 5-year Plan, a 50 unit multifamily complex, Century Park Apartments was completed.



The Housing Division is continually making and considering adjustments to the Housing Choice Voucher Program, both for process improvement and to conform to changing regulations. Amendments have addressed legislative and programmatic changes implemented by the U.S. Department of Housing and Urban Development (HUD) to include the Housing Opportunity Through Modernization Act (HOTMA) of 2016; Public and Indian Housing (PIH) Notice 2016-05 Streamlining Administrative Regulations for Programs Administered by Public Housing Agencies; and PIH Notice 2015-19, Guidance for Public Housing Agencies (PHAs) and Owners of Federally - Assisted Housing on Excluding the Use of Arrest Records in Housing Decisions. In December, 2017 an updated Administrative Plan was approved by the Pensacola City Council.

2. Leverage private or other public funds to create additional housing opportunities:

The Escambia/Pensacola Affordable Housing Advisory Committee, comprised of community professionals, continues to meet on a regular basis to review and offer recommendations and enhancements to plans and policies related to affordable housing.

In September, 2015, the Florida Housing Coalition at the 28<sup>th</sup> Statewide Affordable Housing Conference in Orlando recognized the City of Pensacola for being a model for leveraging SHIP funds in the local community.

In April, 2016, Housing Administrator was recognized by the City of Pensacola for her contribution to the submission of a Federal Promise Zone designation which gives a community priority status when applying for federal grants and funding for designated high poverty, urban and rural neighborhoods. The application was completed in partnership with the University of West Florida, Pensacola State College, Escambia County, the Escambia County School District and the Escambia County Sheriff's Department.

During FY 2017 the City of Pensacola established the Housing Initiatives Fund. Proceeds allocated to this fund from the sale of underutilized city-owned property are being used to supplement existing and future adopted affordable housing initiatives. In FY 2018 the City of Pensacola Housing Incentive Program (COPHIP) was launched providing down payment and closing cost assistance to qualified purchasers within the city limits. In FY 2018 seven families were assisted and so far in FY19 six families have been awarded these funds with at least two more anticipated.

In 2018, seven census tracts in Escambia County were designated under the new federal Opportunity Zone program that encourages long-term investments to spur economic development and job creation in distressed communities by providing tax incentives for investors.

3. Encourage owners and landlords to participate in the HCV programs:

The Pensacola Housing Division works with owners and landlords to improve their rental experience through the assistance programs. The paperwork has been streamlined, as have the HAP payments through direct deposit and improvements have been made to inspection processes resulting in less burden to the owners/agents/landlords.

Computer software has been expanded for process improvement. The Housing Division has made available on the Housing website program information and forms that landlords utilize for participation including a landlord training video. Other informational items are offered through periodic mailings to prospective landlords highlighting the program's benefits. To improve customer satisfaction, the Housing Division will continue to provide office hours and appointment times to accommodate client and landlords schedules.

The Housing staff presented information on the HCV program to approximately 30 attendees of the Gulf Coast Real Estate Investors Association in September, 2016, to explain the program to potential landlords and hopefully obtain more available units for the rental assistance program. This is part of the ongoing effort to make outreach to the community. Housing also participates in the City's annual Citizen's Academy Program and presents about all the housing programs and their benefits.

A partnership with Pensacola Association of Realtors has proven beneficial to all participants in assisting with the search for available units and establishing rent reasonableness.

#### **PHA GOAL: Improve the quality of assisted housing**

The Housing Division conducts regularly scheduled quality control inspections by a qualified housing inspector, who provides routine feedback to the regular inspection team to ensure decent, safe housing for clients. Further, tenant request inspections are conducted upon tenant's request. Participants are encouraged to seek newer, more energy efficient rental units during both eligibility and recertification meetings. Rent Reasonableness reviews are conducted at the request of the property owner or manager to ensure rents reflect market conditions. Per program guidelines, the Division conducts an annual review of the payment standards and the utility allowance schedules ensuring affordability for participants.

The Housing Division continues to offer housing rehabilitation to local, low-income homeowners.

The availability of newly constructed, affordable units will continue to address the needs of participants in finding decent, affordable rentals.

Pensacola/Escambia County has new affordable developments coming on line:

Delphin Downs: This will be a 72 unit tax-credit family development, to be constructed in the City's Westside Redevelopment Area. The City's Community Redevelopment Agency and City Council worked closely with the developer to ensure a development that will be an enhancement to the area while continuing to address the need for affordable housing. Initial occupancy is expected in the spring 2020.

Brownsville Manor: An 87-unit elderly tax credit complex has been approved for financing by Florida Housing Finance Corporation. Construction is expected to begin in late summer 2020.

Garden District Cottages: Is a blended income, 26 unit single family development located in the Westside Redevelopment Area. Six of the lots are available for workforce housing development. One house has been completed and 3 others are currently under construction.

Century Park: A 50-unit family development located in the rural north end of Escambia County is providing much needed affordable housing to one of the poorest incorporated towns in the entire nation as well as to those impacted by Hurricane Michael and VASH clients.

### **PHA GOAL: Promote self-sufficiency and asset development for families and individuals**

The Pensacola Housing Division continues to provide first time homebuyer and foreclosure prevention classes on a semi-monthly basis, as well as assisting families in improving their credit and knowledge in order to prepare them to become homebuyer, as a natural progression toward self-sufficiency. The HCV and VASH participants are especially encouraged to work towards achieving self-sufficiency in order to progress to homeownership. Veterans are urged to enroll in vocational rehabilitation and the many GI Bill educational opportunities available to them.

Participants are also advised of the availability of TRIO, which assists college-ready students with enrollment, admissions, financial aid, educational and career guidance, as well as financial workshops. Trio is located on all campuses of Pensacola State College, and there is no charge for their services.

The Housing staff will continue to provide referrals to local agencies, colleges and universities, as well as vocational training institutes and on-line programs to support the self-sufficiency goals of the clients.

## **PHA 5 Year Plan Attachment (B.4)**

City of Pensacola Housing Division Administrative Plan  
Housing Choice Voucher Program  
November 2017 (excerpt)

### **Section 3.0 Fair Housing and Equal Opportunity**

#### **Part 3.4 The Violence Against Women Act (VAWA)**

In compliance with the Violence against Women and Department of Justice Reauthorization Act of 2005 (VAWA), as well as the Violence Against Women Reauthorization Act of 2013 (VAWA 2013), Pensacola Housing will not deny admission to the HCV program to any applicant who has been a victim of domestic violence, dating violence, stalking, or sexual assault, provided they have met the other admission requirements.

In addition, Pensacola Housing will adhere to the following guidelines when administering the HCV program to applicants or participants who are victims of domestic abuse:

1. Being a victim of domestic violence, dating violence, stalking, or sexual assault (collectively known as “abuse”) is not a basis for denial of assistance to HCV programs.
2. Incidents or threats of abuse will not be regarded as “serious or repeated violations of the lease” for termination of assistance, tenancy, or occupancy rights of a victim of abuse.
3. Criminal activity directly relating to abuse, engaged in by a member of a tenant’s household or any guest or other person under the tenant’s control, shall not be a cause for termination of assistance, tenancy, or occupancy rights if the tenant or an affiliated individual of the tenant is the victim or threatened victim of that abuse. VAWA 2013 defines an affiliated individual as a spouse, parent, brother, sister, or child of that individual; or an individual to whom that individual stands in loco parentis; or any individual, tenant, or lawful occupant living in the household of that individual.
4. The Housing Division or owner/manager may remove a household member from the voucher or from a lease without regard to whether the household member is a signatory to the lease, in order to evict, remove, terminate occupancy rights, or terminate assistance to any individual who is a lawful tenant or lawful occupant and who engages in criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking against an affiliated individual or other individual, without evicting,

removing, terminating assistance, or otherwise penalizing the victim of such activity, who is also a tenant or lawful occupant.

5. Such eviction, removal, termination of occupancy rights, or termination of assistance shall be effected in accordance with the procedures prescribed by federal, state, or local law for termination of leases or assistance. This federal statute authority takes precedence over any federal, state, or local law to the contrary; however, any eviction or removal or termination of assistance must be in accordance with procedures prescribed by federal, state, and local law (for example, the Landlord-Tenant Act, or HCV program regulations).

6. The family may request to move or port, in violation of the lease, if the family has met all other requirements and has moved out of the assisted unit to protect the health or safety of an individual who was the victim of abuse and who reasonably believed he or she was imminently threatened by further abuse if he or she remained in the unit.

In order to protect their ongoing assistance, participants who are victims of abuse may be asked to certify that incidences of abuse are bona fide. Form HUD-5382 may be used for this purpose. The certification must contain the name of the perpetrator, but only if the name of the perpetrator is known to the victim, and the name can be provided safely. Certification must be provided within 14 business days after Pensacola Housing's request for it. If the certification is not provided within this timeframe, Pensacola Housing may terminate assistance.

In lieu of the tenant completing form HUD-5382, Pensacola Housing will also accept documentation signed by an employee, agent, or volunteer of a victim service provider, an attorney, a medical professional, or a mental health professional, or a record from an administrative agency from which the victim has sought assistance, in which the professional or agency official attests under penalty of perjury that the incident(s) are bona fide. Federal, state, tribal, territorial or local police or court records will also be acceptable.

All information provided by the victim is confidential. Applicants and program participants will be informed of their rights under VAWA and VAWA 2013 at admission, during eligibility and recertification meetings, and in notifications informing them that assistance has been denied or terminated.

### **Analysis of RAB Survey/Comments**

This year we determined that for more participation in the planning process we would try a new approach to the Resident Advisory Board (RAB) process. As a HCV only agency, we designated all active participants on the last day of January, 2019 as RAB members. The Administrator sent letters to each participant explaining the purpose of the RAB and their role in the process. They were invited to participate in an online survey to express opinions about the program. We assured that the survey was user friendly for mobile devices, provided the link on the Housing website, and provided a link to the survey on the Kiosk computer station in the Housing Office. In addition, participants that were in the office anytime during the month of February were invited to respond to the survey while they were waiting for other services, either on the kiosk computer or on their mobile device.

With this new method we increased participation and we are pleased with the response rate. Overall, we received 98 responses to the RAB survey which was open the entire month of February. In previous years we held individual meetings at complexes located throughout the County and last year we received a total of 31 comments. Due to the increased level of participation, we plan to expand on this method of outreach in the future.

The survey was designed to solicit information about general satisfaction with the program, moving with continued assistance both inside and outside the jurisdiction, VAWA, hearing criteria, contingency plans for paying rent if federal funds became unavailable and the interest in a HCV homeowner program.

#### **Of the 98 survey respondents:**

72% were not planning on moving;

91% had never used a portability voucher;

73% knew about VAWA protections;

16% have a contingency plan for rent.

70% wanted to use their voucher to buy a home; and

79% were aware of the criteria for requesting a hearing.

We also solicited general comments and asked about the reasons for considering a move. The responses from last year indicated an enhanced interest in moving with continued assistance so we wanted to explore those details further this year to readily assist participants with portability and the moving process.

Of the total 98 survey responses, 54 people provided comments. 59% were positive or stated they had no additional comments/concerns; 17% wanted improved Landlord responsibilities; 11% were very interested in buying a home with their voucher and wanted more information; 6% thought we should offer more support services; 4%

wanted further improvements to the inspections process, and 4% offered other comments.

**The top three reasons provided for considering a move (besides other) were:**

- 1) Safer neighborhood and 1) more amenities (parks, street lights, sidewalks bike paths and transit facilities) (tied);
- 2) Maintenance issues and 2) more opportunities (jobs, more housing choices) (tied); and
- 3) Better schools.

We discovered that changing jobs and the landlord not renewing the lease were not a factor for anyone in deciding to move.

Moving out of the jurisdiction had slightly different priorities with: moving closer to their support network, safety of their current neighborhood/jurisdiction, and more amenities/opportunities cited as the top 3 reasons.

All responses were considered and what we learned was the participant's had a good understanding of VAWA and the informal hearing criteria. Moving forward with developing a HCV homeownership program would be of great interest. Only 28% of respondents expressed an interest in moving and only 9% had ever used a portability voucher.

As we reviewed the general comments we determined that there was a high percentage of satisfaction. Participants wanted their landlords to improve the overall quality of their properties as well as be willing to provide for more units that accept vouchers in all areas of the County. This was also true of the comments made by the 13 participants at the May 1, 2019 Public Hearing. They particularly liked survey format in lieu of meetings. Attendees were happy and satisfied with the staff and the program. They expressed that they wanted landlords to address issues in the common areas. In the survey, they also commented that unchecked drug use/enforcement and fear of consequences from complaining were areas where landlords could improve. Three people felt the inspections process could be further improved with shorter timeframes for inspection appointments and asking that inspectors pay more attention to detail in the overall quality of the property being inspected. In the area of additional support services, three people commented, wanting more help moving when a failed inspection requires a move, one wanted the program to pay for security deposits, and one felt that transportation should be provided for the search process.

Based on survey results proposed programmatic improvements for the next 5 year plan include a commitment to develop and implement program guidelines for an HCV Homeownership program, establish exception payment standards starting with defining the low poverty areas where these standards could be used, in order to support more units becoming available in those defined areas. We are committed to expanding the

## **PHA 5-Year Plan Attachment (B.6)**

use of technology to further improve the inspections process and continue to educate participants and landlords on process improvements. We are also planning to establish a baseline for quantifying efforts to affirmatively further fair housing.



# 2019 Pensacola Housing Resident Advisory Board Survey Results

## Responses Volume

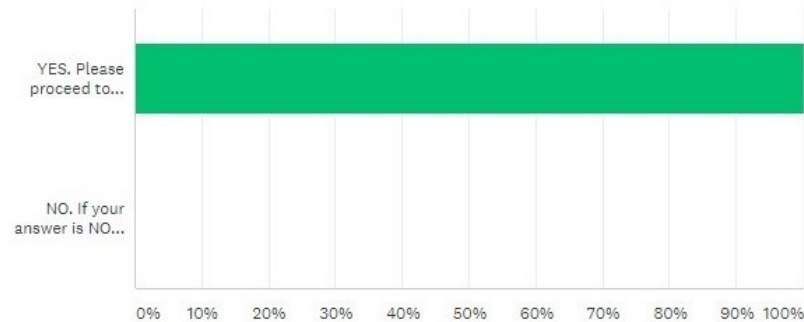


Page 1: 2019 Resident Advisory Board Survey

Q1

Are you a participant--that is, an active voucher holder--on Pensacola Housing's Section 8 Housing Choice Voucher (HCV) program?

Answered: 98    Skipped: 0



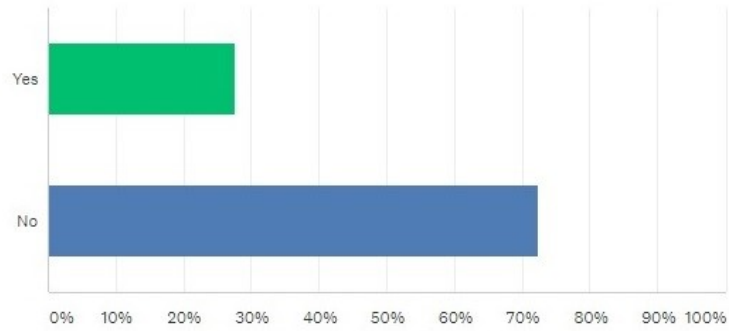
ANSWER CHOICES	RESPONSES
YES. Please proceed to Question 2.	100.00% 98
NO. If your answer is NO, please do not continue. This survey is for active voucher holders only--not landlords, applicants on our waiting list, or the general public. However, we welcome your feedback. Please email Karen Thompson at kthompson@cityofpensacola.com if you would like to provide feedback on our program.	0.00% 0
TOTAL	98

## 2019 Pensacola Housing Resident Advisory Board Survey Results

Q2

Are you considering a move in the next 12 months?

Answered: 98 Skipped: 0



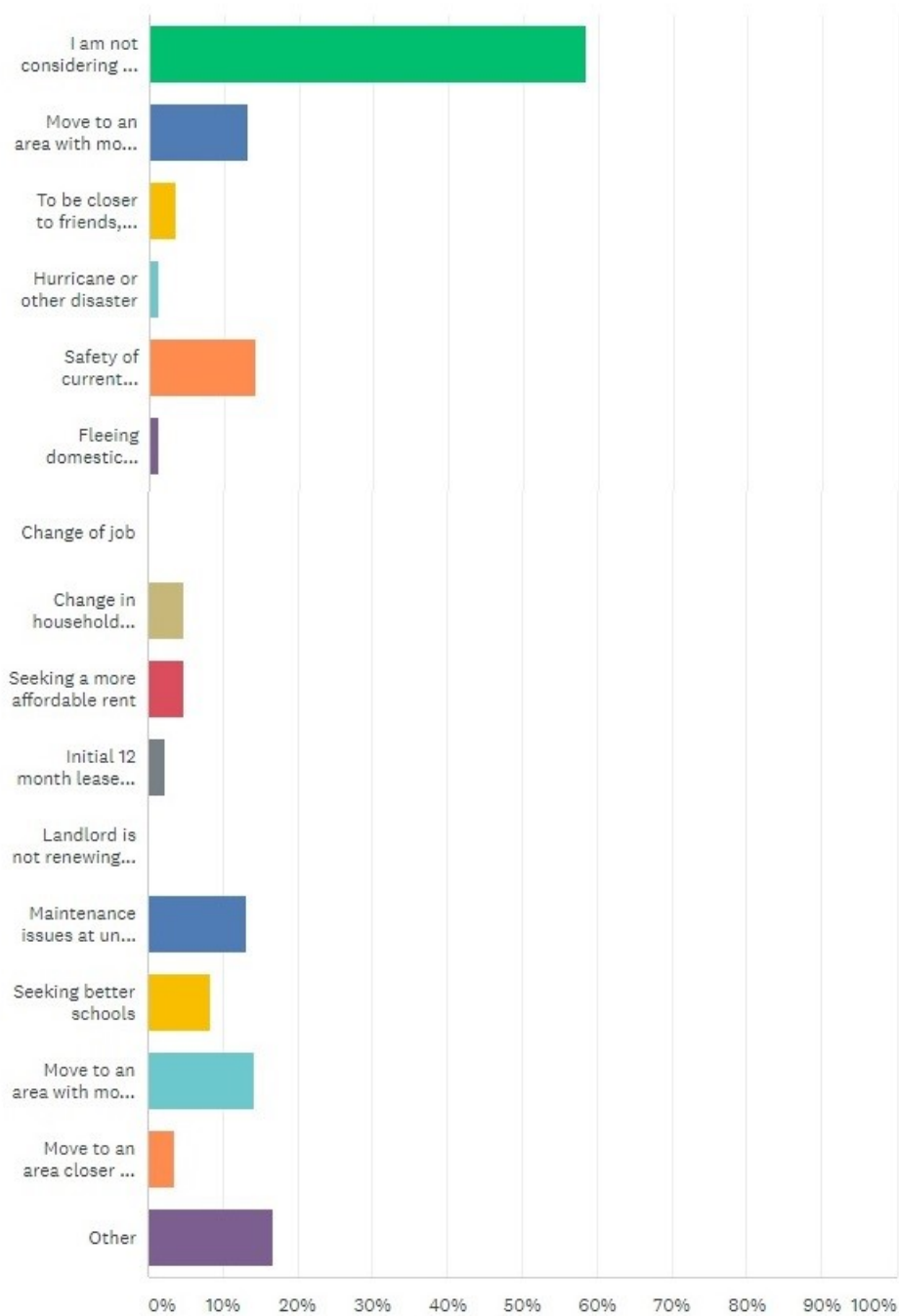
ANSWER CHOICES	RESPONSES	
Yes	27.55%	27
No	72.45%	71
TOTAL		98

## 2019 Pensacola Housing Resident Advisory Board Survey Results

Q3

If yes, what factors are figuring into your move decision? Choose all that apply.

Answered: 84 Skipped: 14



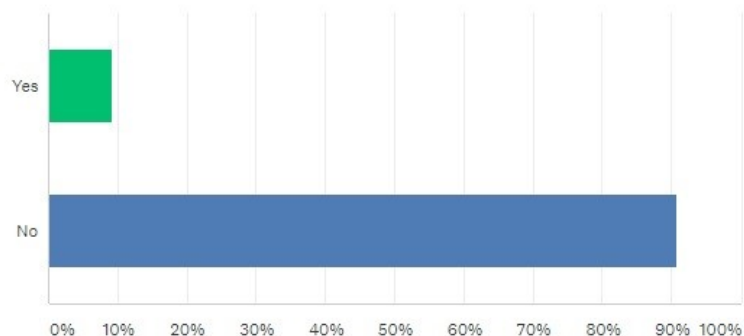
## 2019 Pensacola Housing Resident Advisory Board Survey Results

ANSWER CHOICES	RESPONSES
▼ I am not considering a move in the next 12 months	58.33% 49
▼ Move to an area with more opportunities	13.10% 11
▼ To be closer to friends, family, and/or support network	3.57% 3
▼ Hurricane or other disaster	1.19% 1
▼ Safety of current neighborhood	14.29% 12
▼ Fleeing domestic violence	1.19% 1
▼ Change of job	0.00% 0
▼ Change in household income	4.76% 4
▼ Seeking a more affordable rent	4.76% 4
▼ Initial 12 month lease period is complete	2.38% 2
▼ Landlord is not renewing the lease	0.00% 0
▼ Maintenance issues at unit / quality of unit	13.10% 11
▼ Seeking better schools	8.33% 7
▼ Move to an area with more amenities (such as parks, resource centers, street lights, sidewalks, bike paths, or transit stops)	14.29% 12
▼ Move to an area closer to support services (such as medical providers, preferred pharmacy, or day care facility)	3.57% 3
▼ Other	16.67% 14
Total Respondents: 84	

### Q4

Have you ever used a portability voucher (moved with your voucher to a different jurisdiction)?

Answered: 98 Skipped: 0



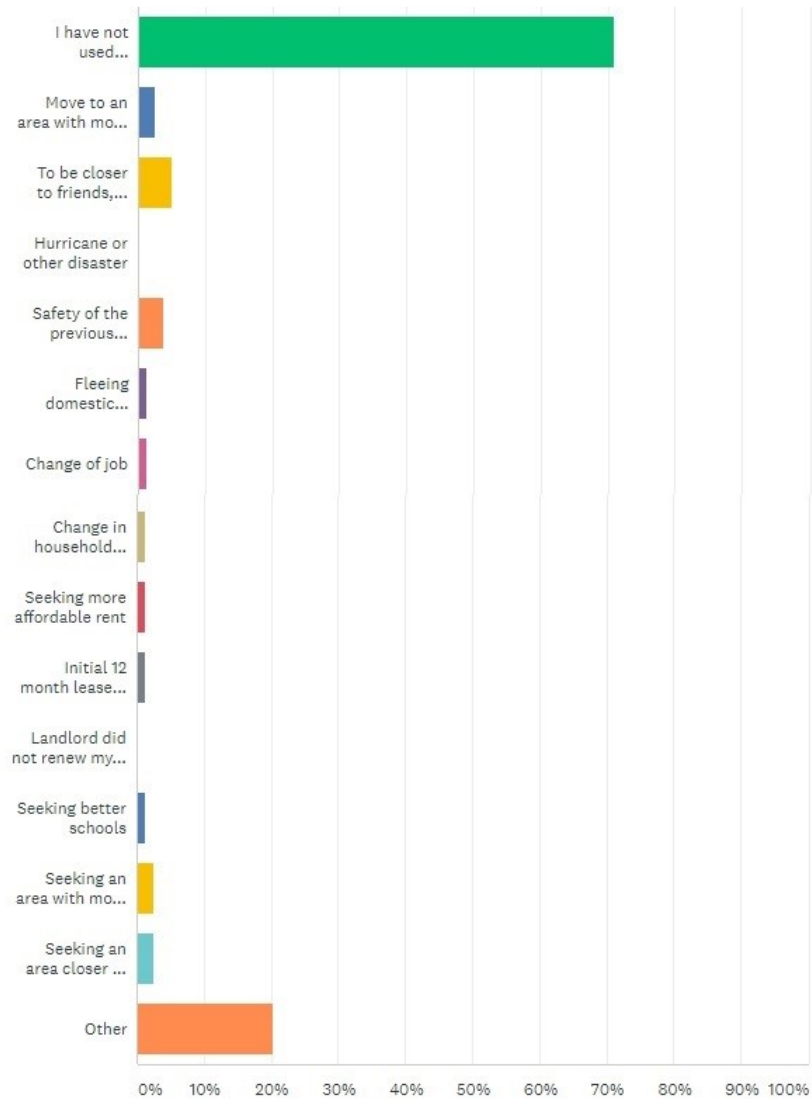
ANSWER CHOICES	RESPONSES
▼ Yes	9.18% 9
▼ No	90.82% 89
TOTAL	98

## 2019 Pensacola Housing Resident Advisory Board Survey Results

Q5

If yes, what factors figured into your decision to move? Choose all that apply.

Answered: 79 Skipped: 19



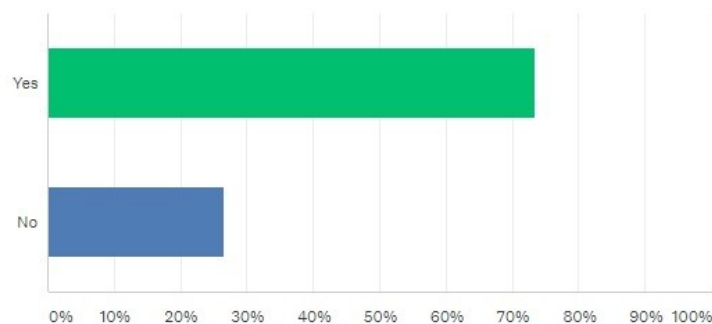
## 2019 Pensacola Housing Resident Advisory Board Survey Results

ANSWER CHOICES	RESPONSES
▼ I have not used portability	70.89% 56
▼ Move to an area with more opportunities	2.53% 2
▼ To be closer to friends, family, and/or support network	5.06% 4
▼ Hurricane or other disaster	0.00% 0
▼ Safety of the previous jurisdiction or neighborhood	3.80% 3
▼ Fleeing domestic violence	1.27% 1
▼ Change of job	1.27% 1
▼ Change in household income	1.27% 1
▼ Seeking more affordable rent	1.27% 1
▼ Initial 12 month lease period was complete	1.27% 1
▼ Landlord did not renew my lease	0.00% 0
▼ Seeking better schools	1.27% 1
▼ Seeking an area with more amenities (such as parks, resource centers, street lights, sidewalks, bike paths, or transit stops)	2.53% 2
▼ Seeking an area closer to support services (such as medical providers, preferred pharmacy, or day care facility)	2.53% 2
▼ Other	20.25% 16
Total Respondents: 79	

Q6

Are you aware of the Violence Against Women Act (VAWA) which provides protections for adults and children of all genders who are victims of domestic violence, dating violence, sexual assault or stalking? If you are receiving assistance under Section 8, you may not be denied assistance, terminated from participation, or be evicted from your rental housing because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Answered: 98 Skipped: 0



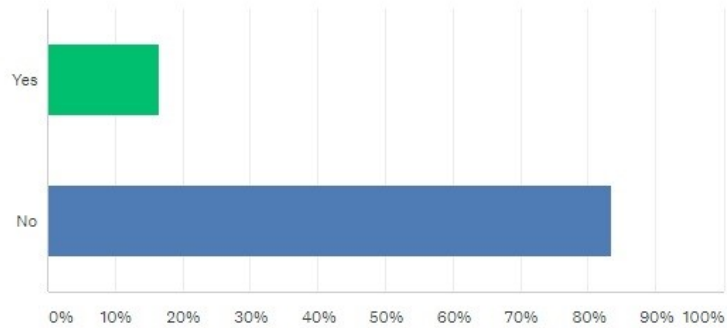
ANSWER CHOICES	RESPONSES
▼ Yes	73.47% 72
▼ No	26.53% 26
TOTAL	98

## 2019 Pensacola Housing Resident Advisory Board Survey Results

Q7

Do you have a contingency plan if you have to pay all your rent if there is an interruption in your rental assistance payment?

Answered: 97 Skipped: 1

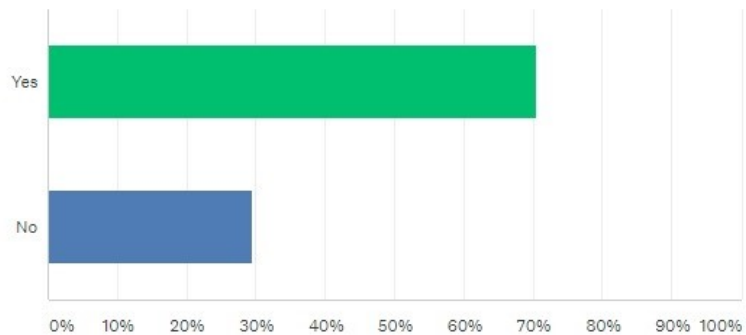


ANSWER CHOICES	RESPONSES	
▼ Yes	16.49%	16
▼ No	83.51%	81
TOTAL		97

Q8

Would you be interested in using your voucher to buy a home?

Answered: 98 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Yes	70.41%	69
▼ No	29.59%	29
TOTAL		98

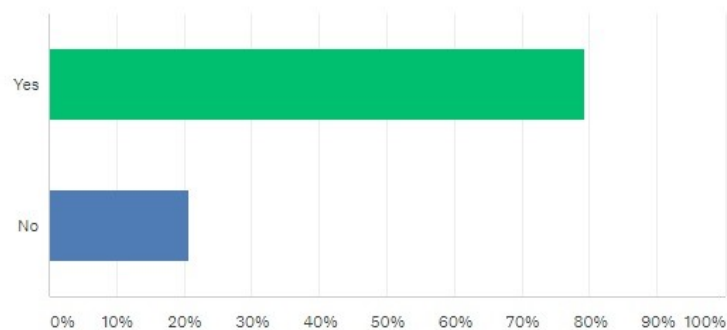


## 2019 Pensacola Housing Resident Advisory Board Survey Results

Q9

Are you aware that participant families have an opportunity to request an informal hearing for all of the following issues?A) Determination of family's annual income;B) Determination of the appropriate utility allowance (if any) for tenant-paid utilities from Pensacola Housing's utility allowance schedule;C) Determination of the assigned voucher size and payment standard under Pensacola Housing's subsidy guidelines;D) Determination to terminate assistance due to a family's action; and/orE) Determination to terminate assistance due to absence from the unit.

Answered: 97 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	79.38%	77
No	20.62%	20
TOTAL		97

Q10

Is there anything else you would like to tell us about your voucher program participation at this time? Please share your ideas or concerns in the provided box.

Answered: 54 Skipped: 44

RESPONSES (54) WORD CLOUD TAGS (0)

☐ Apply to Selected Filter by tag

Search responses

Showing 54 responses



## 2019 Pensacola Housing Resident Advisory Board Survey Results

Showing 54 responses

☐ no  
2/28/2019 2:03 PM [View respondent's answers](#) [Add tags ▼](#)

☐ want voucher for 2019  
2/28/2019 10:42 AM [View respondent's answers](#) [Add tags ▼](#)

☐ I am aware of people on public housing especially in Pasadena Florida that there were a lot of drug dealers and meth labs used in the the apartment building. I am aware of people on Public Assistant Housing especially in Pasadena, FL there were a lot of hard drug sales and makers of illicit drugs. Drugs were being made on the 16th and 15th floors of Serenity Towers and nothing was being done to stop it. The stealing from the apartments are still going on, even where I live and false reports on conditions of apartments.  
2/27/2019 2:59 PM [View respondent's answers](#) [Add tags ▼](#)

☐ I would like to know more about using my voucher to purchase a home. Also I am veteran with hud-vash program voucher.  
2/26/2019 11:10 AM [View respondent's answers](#) [Add tags ▼](#)

☐ I don't have any concerns or new ideas at this time. But I would like to have the opportunity to say Thank You for the programs you offered me. You have given me a peace of mind and The opportunity to have something or to be a part of something even being in something as simple as a house I feel like I belong in this community and I could've done that without you . Again thank you so much for being there for me when I needed you most .  
2/25/2019 7:10 PM [View respondent's answers](#) [Add tags ▼](#)

☐ I'm very thankful for the help and pray one day to buy my own home.  
2/23/2019 8:07 AM [View respondent's answers](#) [Add tags ▼](#)

☐ is there a application to apply for the voucher program to buy a home.  
2/21/2019 6:52 PM [View respondent's answers](#) [Add tags ▼](#)

☐ I think that the program is great. I enjoy where i am living i have been there 5 yrs.  
2/20/2019 8:52 AM [View respondent's answers](#) [Add tags ▼](#)

☐ We need more better homes for housing. Most of the section 8 housing are in crime areas, and run down neighborhoods. Housing in Pensacola is very bad.  
2/19/2019 4:28 PM [View respondent's answers](#) [Add tags ▼](#)

## 2019 Pensacola Housing Resident Advisory Board Survey Results

<input type="checkbox"/>	I regularly thank Jehovah for your assistance. I personally think from my Bible knowledge that Jehovah has put your organization in place to help the lowly, poor, and meek. Thank you very much, for all your help on behalf of all those who you assist. I have seen improvements over the years showing the proficiency of your staffs care towards the clientele's well-being. May Jehovah continue to bless your organization and staff members because there is no authority without Jehovah's and Jesus' authority please keep up the good work. Thank you again.	2/19/2019 10:21 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	I think HUD should start paying the the deposit or paying half of it. I think HUD should	2/18/2019 7:47 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	Assistance with getting to and from rental homes or apartment properties.	2/17/2019 7:30 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	I really love the program it helps out a lot of families that need a little extra help	2/16/2019 2:27 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	I'm interested in rent to own property	2/15/2019 11:44 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	I really appreciate the program to help the less fortunate	2/14/2019 9:41 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	No	2/13/2019 6:55 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	not able to pay my rent in full at this hour cut on my job	2/13/2019 9:01 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	yes very thankful for my voucher that help me i'm 66 of age disability and i grateful for voucher program it help feel like a person someone cares	2/12/2019 2:42 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>

## 2019 Pensacola Housing Resident Advisory Board Survey Results

- ☐ I am very grateful for the opportunity of being able to be apart of this program Im thankful because I really don't know how I could afford a rental on my own due to the set rate of my monthly income if I was not on this program I might be homeless
- 2/12/2019 7:41 AM
- [View respondent's answers](#) [Add tags ▼](#)
- 
- ☐ I have had nothing but positive experiences with the City of Pensacola Voucher Program! Mary Nathan has been my coordinator for the last few years and has been extremely efficient and professional in every occasion I have had to deal with her. Kudos on the smoothness of your operation!
- 2/11/2019 7:37 PM
- [View respondent's answers](#) [Add tags ▼](#)
- 
- ☐ Not a the moment.
- 2/11/2019 12:37 PM
- [View respondent's answers](#) [Add tags ▼](#)
- 
- ☐ Yes inspection should be scheduled in shorter time frame. Because we have to lose a whole day of work.
- 2/11/2019 11:20 AM
- [View respondent's answers](#) [Add tags ▼](#)
- 
- ☐ I appreciate the rental assistance afforded to me by this voucher program.
- 2/10/2019 12:05 PM
- [View respondent's answers](#) [Add tags ▼](#)
- 
- ☐ Hope that can find a way to cover more areas
- 2/10/2019 7:56 AM
- [View respondent's answers](#) [Add tags ▼](#)
- 
- ☐ I'm just thankful for the opportunity I've had to obtain my voucher. without it I would be struggling to pay rent or trying to stay in room somewhere.
- 2/9/2019 11:51 AM
- [View respondent's answers](#) [Add tags ▼](#)
- 
- ☐ No
- 2/8/2019 9:55 AM
- [View respondent's answers](#) [Add tags ▼](#)
- 
- ☐ I'm grateful every day for this resource, and the wonderful people at the City of Pensacola that I have worked with in the HUD-VASH program (Marsha Bazinet and Dawn Corrigan). Keep up the great work!
- 2/8/2019 9:42 AM
- [View respondent's answers](#) [Add tags ▼](#)
- 
- ☐ Thank you and I am grateful
- 2/8/2019 7:56 AM
- [View respondent's answers](#) [Add tags ▼](#)
-

## 2019 Pensacola Housing Resident Advisory Board Survey Results

<input type="checkbox"/>	I would love for this program to consider allowing those of us on the program a way to use our vouchers to buy our homes.	2/7/2019 7:05 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	No	2/7/2019 1:54 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	I would like to see more apartment complexes that take vouchers	2/7/2019 1:29 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	If a unit doesn't pass inspection and tenant have to move to some place else and there are no available places to move to that fit your particular housing status, there should be some type of assistance available, especially if tenant have a type of health disability	2/7/2019 9:48 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	When there is an issue such as lights faucets etc not being fixed for us by the landlord we are over a barrel because if we report it to HUD we run the risk of being kicked out of our home by the landlord. Right now we have no light in the living room (dark for 3 months) and a mailbox that leaks (over a month) huge cracks and holes in linoleum in Kitchen floor, no knobs on Kitchen cabinets. We have asked for repairs it is promised by not provider but we can't do anything about it	2/7/2019 5:19 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	Inspectors pay more attention to detail when inspecting units other than just seeing if everything works also check wiring of stoves if able to and check for leaking roofs and windows	2/6/2019 8:18 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	I want you to know how grateful I am for the HUD-VASH program and the professionalism I have observed in the staff, both city and VA, that have worked on my behalf. I would like to see a greater effort made to secure more participating landlords. I think many people (prospective landlords) have a misconception of the value HUD Programs and it's participants can add to their investment goals. These are great programs with many great/thankful participants. THANK YOU!	2/6/2019 7:17 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	It has really been a blessing. I work however I can't afford full rent in a decent neighborhood.	2/6/2019 6:54 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	Need to have more homes that are in decent areas of Pensacola. Most of the homes are in neighborhoods that carries a lot of danger which is putting a lot of kids in danger.	2/6/2019 6:48 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	No	2/6/2019 5:52 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	I want to know if the program seeks out property and dwellings that may be owned by participatens so that the participatens do not have to use the program any more?.	2/6/2019 4:29 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>

## 2019 Pensacola Housing Resident Advisory Board Survey Results

<input type="checkbox"/> No nothing at this time thank you	2/6/2019 1:35 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/> programs of success for first time homebuyer	2/5/2019 6:42 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/> What would be great is if inspections could be scheduled within a specific time window of a 2 hour or 4 hour time or even morning or afternoon for planning purposes so you don't have to just wait around all day without any way of knowing what time they are coming At present can be anytime morning to late afternoon and you just have to wait all day	2/5/2019 3:49 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/> I REALLY APPRECIATE YOUR HELP WITH THE HOUSES PROGRAM FOR RENT	2/5/2019 2:41 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/> I went and applied for habatit and was denied because not enough income	2/5/2019 1:59 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/> how long will it be available?	2/5/2019 1:48 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/> I appreciate everything they do for us. People on fixed incomes can only do so much.	2/5/2019 8:40 AM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/> No	2/4/2019 6:57 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/> no	2/4/2019 3:52 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/> I just praying that the government shutdown doesn't affect the people that's on the program. Because it would be heart breaking for a lot of people that need the assistance.	2/4/2019 12:21 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/> My concerns are when you are living in a hud house or apt. and landlord responsibilities is to keep the hallway and exterior of the property up as well as the grounds. Who do you talk to concerning this matter? Sometimes the living condition is horrible. I would like to see this issue address. You living in housing and you want to live with so kind of standards.	2/2/2019 8:52 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>



## 2019 Pensacola Housing Resident Advisory Board Survey Results

- ☐ More responsibility with the landlords, not for them to look at us as if it's free money to them. But to also take care of us as tenants instead of collateral. Help us keep the property up instead of relying on us to take care of all the issues that were there before you move in. I been in the program for 6 years expand the area for those tenants that have been in good standards with the program. Overall a great program for those really trying to just survive.

2/2/2019 4:50 PM

[View respondent's answers](#)

[Add tags ▼](#)

- ☐ No

2/2/2019 1:13 PM

[View respondent's answers](#)

[Add tags ▼](#)

- ☐ no

2/1/2019 2:58 PM

[View respondent's answers](#)

[Add tags ▼](#)

- ☐ No..

2/1/2019 1:33 PM

[View respondent's answers](#)

[Add tags ▼](#)

**Certification by State or Local  
Official of PHA Plans Consistency  
with the Consolidated Plan or  
State Consolidated Plan  
(All PHAs)**

U. S Department of Housing and Urban Development

Office of Public and Indian Housing

OMB No. 2577-0226

**Expires 2/29/2016**

**Certification by State or Local Official of PHA Plans  
Consistency with the Consolidated Plan or State Consolidated Plan**

I, \_\_\_\_\_, the \_\_\_\_\_  
*Official's Name* *Official's Title*

certify that the 5-Year PHA Plan and/or Annual PHA Plan of the

\_\_\_\_\_  
*PHA Name*

is consistent with the Consolidated Plan or State Consolidated Plan and the Analysis of  
Impediments (AI) to Fair Housing Choice of the

\_\_\_\_\_  
*Local Jurisdiction Name*

pursuant to 24 CFR Part 91.

Provide a description of how the PHA Plan is consistent with the Consolidated Plan or State  
Consolidated Plan and the AI.

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official

Title

Signature

Date

DEPT OF HOUSING/LEGAL ADS  
420 W CHASE ST

PENSACOLA, FL 32502

Published Daily-Pensacola, Escambia County, FL

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newspaper published in Escambia County, Florida that  
the attached copy of advertisement, being a Legal Ad in  
the matter of

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**03/09/19, 03/15/19**

Affiant further says that the said **Pensacola News Journal** is a newspaper in said Escambia County, Florida and that the said newspaper has heretofore been continuously published in said Escambia County, Florida, and has been entered as second class matter at the Post Office in said Escambia County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he or she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Sworn to and Subscribed before me this 15th of March 2019, by who is personally known to me

Affiant

Notary

Publication Cost: \$168.26

### LEGAL NOTICE

The Resident Advisory Board has submitted survey comments to the City of Pensacola's Public Housing Agency (PHA) to be considered in preparation of the 2020 Annual Plan and the PHA 2020-2024 5-Year Plan. The Plans outline the goals and objectives for serving the needs of the City of Pensacola and Escambia County's rental assistance program participants and is submitted to the U.S. Department of Housing and Urban Development on an annual and 5-Year basis.

A copy of the PHA 2020 Annual Plan and the PHA 2020-2024 5-Year Plan is available for public review at the Pensacola Housing Office, 420 W Chase Street; online at <http://www.cityofpensacola.com/Housing/Plans>; or may be provided electronically upon request. Comments are encouraged and may be submitted by May 1, 2019 to the City of Pensacola Housing Division, P.O. Box 12910, Pensacola, FL 32521, hand delivered to the Housing Division, faxed to Karen K. Thompson at 850-595-0113 or emailed to [kthompson@cityofpensacola.com](mailto:kthompson@cityofpensacola.com).

A Public Hearing is scheduled for Wednesday, May 1, 2019 at 3:00 p.m. in the City Housing Division training room, 420 W. Chase Street, Pensacola, Florida. All interested persons may appear and provide comment on the PHA 2020 Annual Plan and the PHA 2020-2014 5-Year Plan.

The City of Pensacola adheres to the Americans with Disabilities Act and will make reasonable modifications for access to City services, programs, and activities. Please call 858-0350 (or T.D.D. 850-595-0102) for further information. Requests must be made at least 48 hours in advance of the event in order to allow the City time to provide the requested services.

Grover C. Robinson, IV  
Mayor  
Legal No.3426831, March 15, 2019

