

Attachment 2 DRAFT

Subject: City of Pensacola Housing Department Public Housing Agency 5-Year Plan (FY2021-2025)

Council Meeting Date: September 24, 2020

5-Year PHA Plan (for All PHAs)	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires: 02/29/2016
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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>PHA Name: City of Pensacola Housing Division PHA Code: FL092 PHA Plan for Fiscal Year Beginning: (MM/YYYY): 10/2020 PHA Plan Submission Type: <input checked="" type="checkbox"/> 5-Year Plan Submission <input type="checkbox"/> Revised 5-Year Plan Submission</p> <p>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 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 Department Administrative Offices, 420 W. Chase Street, Pensacola, Florida, 32502, can be provided electronically upon request or may be requested by phone at (850) 858-0319 and can be mailed.</p> <p>The 5 Year and Annual PHA Plan is also available online at www.cityofpensacola.com/housing/plans.</p> <p>On Feb 6, 2020 all active voucher holders were designated as members of the Resident Advisory Board and were invited to respond to an online survey.</p> <p>Per PIH 2020-13- COVID-19 Statutory and Regulatory Waivers and Alternative Requirements, HUD waived public hearing requirements due to limitations on large public gatherings and changed the due date to October 18, 2020.</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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B.	5-Year Plan. Required for <u>all</u> PHAs completing this form.					
B.1	<p>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. 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.2	<p>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.</p> <p>See Attachment B.2</p>					
B.3	<p>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.</p> <p>See Attachment B.3</p>					
B.4	<p>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.</p> <p>See Attachment B.4</p>					
B.5	<p>Significant Amendment or Modification. 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.6	<p>Resident Advisory Board (RAB) Comments.</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.7	<p>Certification by State or Local Officials.</p> <p>Form HUD 50077-SL, <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

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](#))

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.

**Goals and Objectives for
Fiscal Years 2021-2025**

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

1. Apply for additional rental vouchers:

As personnel resources become available, apply for the maximum number of Housing Choice Vouchers (HCV) and VASH vouchers, as the Department of Housing and Urban Development (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 and the Escambia County Finance Authority 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.

Provide opportunities to allow for the maximum number of units to be committed to Project-based vouchers (PBV) by the most current HUD guidance and that can demonstrate they would positively impact affordability for extremely low, very low-income and hard-to-house households.

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 landlord's 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

Adjust 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 an HCV Homeownership program.

**Progress Report Goals and Objectives
Fiscal Year 2016-2020**

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

1. Apply for additional rental vouchers:

As personnel resources become available, the City of Pensacola Housing Department 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 Department has applied for and received 46 additional VASH vouchers bringing the total to 203. The Housing Department 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 Department 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 Department 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 have active HCV vouchers.

The Pensacola Housing Department entered a two-year Memorandum of Understanding (MOU) in August 2017, with Fort Walton Beach Housing (FWB) that expired in August 2019. Under the MOU we had authority to utilize 24 of their unfilled VASH vouchers through the portability process. We worked with a total of ten VASH FWB participants under the MOU. At the end of the MOU we absorbed all active portability VASH clients from Ft Walton Beach.

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 Department 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 28th 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 would have given 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 in FY19 eight families were awarded these funds.

Escambia County Housing Finance Authority and the City through an MOU agreement worked closely to facilitate the provision of affordable houses on individual parcels identified as surplus and underutilized by the AHAC and City Council.

In 2018, seven census tracts in Escambia County were designated under the 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 Department 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 Department 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 Department will continue to provide office hours and appointment times to accommodate client and landlord's 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. In December 2019 lease up staff made direct outreach to current and prospective landlords to promote interest in participating in the HCV programs.

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 Department 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 Department conducts an annual review of the payment standards and the utility allowance schedules ensuring affordability for participants.

The Housing Department 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:

Vista 17: 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 and is currently under construction.

Garden District Cottages: Is a blended income, 26-unit single family development located in the Westside Redevelopment Area. Six of the lots were made available for workforce housing development of which four have closed. Eleven houses have been completed and 7 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.

Escambia County Housing Finance Authority, through an MOU agreement in support of urban infill has developed several individual lots from City owned property and has built or is building affordable single-family homes.

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

The Pensacola Housing Department 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 a 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 Department 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

Last year the Pensacola Housing Department determined that for more participation in the planning process we would try a new approach to the Resident Advisory Board (RAB) process, an online survey. This year we used this method again. We asked more questions and added demographic questions to determine who was participating across all our RAB members. As an HCV only agency, we designated all active participants on February 6, 2020 as RAB members. The Director sent letters to each participant explaining the purpose of the RAB and their role in the process. They were invited to participate in the 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 stationed in the Housing Office. In addition, participants that were in the office anytime during the time period of the survey 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 are pleased with the response rate. Though we had fewer participants than last year we still had double the response for the years we went out into the community and hosted meetings. Overall, this year we received 56 responses to the RAB survey which was open for an entire month. In previous years we held individual meetings at complexes located throughout the County and we received a total of 31 comments two year ago. We had one participant that participated in the survey though they identified themselves as not a participant. Due to the increased level of participation, we will continue to expand on this method of outreach moving forward.

The survey was designed to solicit information about general satisfaction with and knowledge of the program, reasons for moving with continued assistance, VAWA, one allowed over payment, contingency plans for paying rent if federal funds became unavailable, hearing criteria, landlord requirements if they live outside the area when it comes to emergencies, twenty four hour emergency items and family assigned failure items in the inspections process including tenant caused inspection fails. To determine if any age group or area of the County were not being heard from, we added demographic questions that included questions about age group and zip code.

Of the 55 qualifying survey respondents:

54% were not planning on moving.

79% knew about VAWA protections.

91% understood only one overpayment was allowed under the program.

40% have a contingency plan for rent.

75% were aware of the criteria for requesting a hearing

52% knew landlords were required to provide local contact information.

79% were aware of the list of 24-hour emergency repair items

79% acknowledged that not being available for inspection appointments including same day cancellations can lead to termination.

91% knew the list of tenant caused inspection fail items.

We also solicited general comments and asked about the reasons for considering a move. Of the total 55 survey responses, 41 people provided comments. 56% were positive or stated they had no additional comments/concerns. 10% wanted more information provided about processes, 7% wanted improved Landlord responsibilities, 7% requested online recertification and more biannual inspection skips 5% thought we should offer more support services including funds for security deposits and for more utility cost coverage and 5% wanted housing staff to avoid mistakes and thought utility allowances should be paid in a more timely fashion.

The top three reasons provided for considering a move were:

- 1) Maintenance issues
- 2) More amenities (parks, streetlights, sidewalks bike paths and transit facilities)
- 3) Safety of their current neighborhood.

We discovered that areas with more support services (medical offices, drug stores, day care facilities), disasters, changing jobs and the landlord not renewing the lease were not factors for anyone in deciding to move.

All responses were considered and what we learned was the participants had a good understanding of VAWA, the informal hearing criteria, overpayments and HQS inspections requirements.

As we reviewed the general comments, we determined that there was a high percentage of satisfaction. Participants wanted more information about all the processes: including inspections appointments, portability to another jurisdiction, how rent and utility subsidies are calculated and how to go about getting needed repairs. They want 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. Per PIH 2020-13- COVID-19 Statutory and Regulatory Waivers and Alternative Requirements, HUD waived public hearing requirements due to limitations on large public gatherings.

51 people responded to the age and zip code question. The age groups that participated in the survey were:

25 and under 0%

26-40 13%

41-62 50%

63+ 37%

Ten zip codes were represented by respondents covering the center of the County and all points south. The top three zip codes were 32505 with 25% covering the central part of the County: 32514 covering Ferry Pass and Ensley area at 23% and Warrington 32507 at 16% of respondents. Overall, we were pleased to learn we got input from many age groups including the elderly and were able to hear from about half of the County, the most populated areas.

Based on survey results from this year and last year survey's 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 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.

**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