



## CommunityDevelopmentAuthority

Matthew Wachter, Executive Director  
Madison Municipal Building, Suite 161  
215 Martin Luther King Jr. Boulevard  
Madison, Wisconsin 53703  
ph (608)266.4675 fx (608)264.9291  
email [housing@cityofmadison.com](mailto:housing@cityofmadison.com)  
mail P.O. Box 1785, Madison, WI 53701-1785

**DATE:** May 26, 2020

**TO:** CDA Board

**FROM:** Deborah Rakowski, Housing Operations Manager  
Madison Community Development Authority

**SUBJECT:** Housing Operations Report

### COVID Response

- CDA offices have remained closed to the public. CDA staff continue to be available via phone, email, mail, or via the locked drop box at located at each office.
- CDA Service Coordinators have continued to check-in on residents to ease feelings of isolation and are providing resources such as food and mental health referrals.
- Maintenance staff are continuing to only respond to emergency work order requests and disinfect properties 7 days per week. Apartment turns have continued during the pandemic.
- The Admissions and Eligibility team has screened 20 applications for the Mainstream Voucher Program. The Section 8 team has conducted virtual briefings and issued 8 vouchers to date.
- CDA staff have continued to prioritize and process a large volume of Interim Re-exams for all programs. Interim re-exams adjust rent for residents based on reported income changes. Residents are encouraged to report any income changes as quickly as possible in order for CDA staff to process these changes timely.

### Public Housing & Multifamily Housing

- Current Occupancy Rate is 97%. Apartment turns have continued during the pandemic, however, some residents are not able to move into vacant units. CDA staff have continued to lease up units when possible and are working to provide virtual showings of units.
- The YTD turn rate is 2.3%, well below the 10% benchmark for subsidized housing.
- CDA's Public Housing Assessment Score (PHAS) estimate for the first quarter was 81, just 9 points away from our goal of 90. HUD has suspended PHAS scoring for 2020.
- The total maintenance cost per unit was \$706 for the first quarter, well below the benchmark of \$1,542. Maintenance costs have slowed during the pandemic due to the suspension of non-emergency work orders.
- Rents charged in April were down by 4% due to changes in income reported by tenants. Rental revenue losses for April are just over \$11,000.
- The CDA did not charge late fees in April, as authorized by the CARES Act and the CDA Board, effective on 3/27/2020. The percentage of late rent payments increased in March from 7% to 21% and dropped in April to 16%.

- Delinquency increased in April. For the months of February and March, the CDA averaged 2% delinquency. The April delinquency rate was 19%. Many residents have reported the CDA that they thought they did not have to pay rent during the covid pandemic. CDA staff are working to correct this misconception by confirming with residents that they must continue to pay rent during the pandemic but that they should also report all income changes to CDA as quickly as possible. Residents are referred to CDA Service Coordinators for assistance with utility bills and other household expenses. CDA property managers are available, as always, to set up repayment plans with residents if necessary.
- CDA property managers mailed HUD's [Tenant Flyer on the Eviction Moratorium](#) to all residents as well as several other covid related updates.

### **Security**

- The new security contractor began work on March 24 with an adjusted scope of services due to covid. The adjusted scope of services limited resident interaction and prioritized reporting of the physical condition of CDA buildings and major systems due to the limited hours maintenance staff were on site. No meetings were held with residents due to the limit of meetings by the local health department.
- The CDA replaced hand written daily security reports with a new security management application. Security officers have the ability to document certain tasks or incidents with pictures, notes, or audio files using a mobile device. Electronic reporting provides verification to CDA management that tasks have been completed, an area has been secured, or there is a reported issue that needs further action.
- CDA staff are mailing an introduction letter to residents including a magnet with new security phone numbers. Resident meetings will be held as soon as it is safe to do so.

### **ConnectHome**

- CDA Service Coordinators have continued to provide one-on-one assistance to residents throughout the pandemic to sign up for affordable internet services.
- CDA staff conducted a demo of a data enabled Samsung tablet and hot spot available from T-Mobile. The devices worked at all properties tested with the exception of the buildings on Straubel Court.
- The CDA is partnering with the East Madison Community Center to submit a grant application to the Public Service Commission of WI for internet service provision.
- The City of Madison IT Director has redeployed funds originally available to the CDA for in person digital literacy services to providing devices for a lending library for residents and replacing devices in CDA computer labs.
- The CDA Housing Operations Manager submitted an application for an AmeriCorps Vista volunteer for the ConnectHome program.

### **Section 8**

- The CDA received 30 new Tenant Protection Vouchers (\$257,699) for tenants of Oakwood Village. This property previously held a Multifamily contract with HUD and has opted out of this contract.
- The April Housing Assistance Payment (HAP) was \$1,187,924, down \$5,193 from the March HAP. 1,724 vouchers were leased in April and the per unit cost (PUC) was \$689. We anticipate the PUC to continue to increase for 2020 due to the implementation of new payment standards and the covid pandemic.