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Warner Robins Housing Authority
112 Memorial Terrace
Warner Robins, Georgia 31099
(478) 929-0229

EXECUTIVE DIRECTOR'S LETTER

Housing Needs

Every Public Housing Authority Annual Plan is required to provide a detailed analysis of the composition of the waiting list at the Authority. The Warner Robins Housing Authority (WRHA) has provided the information regarding our waiting list based on the list as of April 9, 2013. The Public Housing Waiting List is maintained in our computer system. The Public Housing Waiting List is currently closed. Applications are taken in accordance with the WRHA Admissions with a total of 214 applicants waiting for housing. Here is additional information concerning the list.

- The WRHA has a waiting list of 214 applications. This indicates a significant need for additional housing. The last day the WRHA accepted applications was on May 13, 2013.
- The WRHA maintains a site base waiting list which an applicant chooses a community in which they desire to live.
- Our Senior Housing (over age 47) has 64 applicants. However our designated Senior Housing limits potential residents from being housed on the second level.
- There are a large number of single persons on our waiting list that are under age 47. Many of these applicants have disabilities and the WRHA continues to work with other non-profits to identify housing resources for this population. We also refer applicants over 55 years old to Rosemont Court Senior Apartments.
- The need for family housing continues to be at the one and two bedroom level, with a secondary need for three bedroom units.
- A large numbers of applicants seek other housing assistance because of our one-to-three year waiting period. By increasing affordable housing options, we will be better able to reach these families in need by decreasing the waiting time for an available unit.
- WRHA will continue to reduce unit turn and time to renovate public housing units.
- WRHA will increase our housing stock through demolition of older communities and building or acquiring replacement housing.

Financial Resources

Financial Resources: Planned Sources and Uses			
Sources	Planned \$	Planned Uses	
1. Federal Grants (FY 2014 Grants)			
a) Public Housing Operating Fund	\$1,520,524	Public Housing	
b) Public Housing Capital Fund	482,418	Public Housing	
d) Un-obligated Capital Fund	Undetermined	Public Housing	
2. Public Housing Dwelling Rental Income	\$760,000	Public Housing	
3. Other income (list below)			
Investment	\$5,000	Public Housing	
Vending, Etc.	\$88,000	Community Programs	
4. Non-federal sources (list below)			
Tax Exempt Bond Proceeds			
Total resources			

Eligibility, Selection and Admissions

The policies that govern eligibility, selection, and admission in both the Warner Robins Housing Authority Public Housing Program have been revised and approved by the Board of Commissioner since the 2013-2014 Annual Plan. Copies of the new Admissions and Continued Occupancy Policy and Violence against Women Act are included in this section of the Annual Plan and they contain all the relevant policies required by HUD regulations.

- **VAWA – Violence against Women Act:** This law protects persons who are victims of domestic violence, dating violence, stalking or sexual assault. If a resident of a public housing unit or a participant in the Section 8 Voucher Program becomes a victim while a resident or voucher participant, the Authority is prohibited from taking any negative actions, to include termination of the lease, against the tenant. The Authority cannot deny admissions to any individual because they have been a victim; admissions can be denied for other valid reasons as stated in the Admissions and Continued Occupancy Policy.

Rent Determination

The Warner Robins Housing Authority operates a Public Housing Program. The Board of Commissioners has approved the following rent policies for the Public Housing Program.

PUBLIC HOUSING

1. The WRHA continues to calculate rent payment at the greater of 30% adjusted monthly income or 10% of monthly income.
2. The WRHA has not added any income exclusions (excluding those required by HUD) in the calculation of adjusted income.
3. The WRHA has established a minimum rent of \$75.00
4. The WRHA is phasing in rent for qualified residents that transition from welfare to work according to Section 508 of QHWRA. There will be no increase in their rent for the first year; it will increase 50% of the normal increase in the second year; it will fully phase in for the third year

FLAT RENTS

Beginning in October, 1999, the Quality Housing and Work Responsibility Act of 1998 mandated that housing authorities implement changes, regarding the calculation of rents. The primary change was that each family that resides in public housing owned or operated by the agency is given an option regarding their rent. Those options are as follows:

- Option 1: Income-based rent
- Option 2: Flat rent

Housing authorities have always calculated the PUM (per unit monthly) as a part of its annual budget process. This is the cost to the WRHA to maintain and operate a public housing unit on an average basis. The PUM for 2014 is projected to be \$330. This figure was used in the calculation of the Flat Rents for each community; figures below the PUM have been adjusted to reflect smaller bedroom sizes.

The second phase in developing a WRHA Flat Rent for each community was to compare the public housing community with the Fair Market Rents in each area. To simplify the process, housing units were broken into groups based on the Site-Based Waiting List categories.

The Board of Commissioners approved an increase in flat rents based on a rent study. Flat rents had not been increased in over five years. A copy of the approved flat rent schedule is posted in each WRHA Office, in the ACOP and in the Annual Plan.

WARNER ROBINS HOUSING AUTHORITY

DECONCENTRATION OF POVERTY POLICY

This policy is designed to promote Deconcentration of Poverty and income mixing in its “covered” developments and to affirmatively further fair housing in the Authority’s admissions policies in accordance with HUD regulations. All of the components of this Policy are reinforced in the WRHA Admissions and Continued Occupancy Policy.

This policy promotes Deconcentration of Poverty by bringing higher income families into low-income developments and low-income families into higher income developments.

Our Admissions and Continued Occupancy Policy complies with this requirement by:

- The Policy gives preferences in the application process to working families
- The Authority operates under a HUD approved Site Based Waiting List, which reaches out to attract higher income families.
- The Authority is creating homeownership opportunities by offering Home Ownership training and partnering with other agencies such as Habitat.
- Prior to the beginning of each fiscal year, WRHA will analyze income levels of families residing in each of our developments, the income levels of census tracts in which are developments are located, and the income levels of the families on the waiting list. Base on this analysis, we will determine the level of marketing strategies and deconcentration incentives to implement.

The WRHA developed flat rents, which is offered as an option to our clients. This will attract higher income applicants and make Public Housing a viable option to addressing housing needs in the community.

Incentives to achieve the goals of the Deconcentration of Poverty requirements are provided in the WRHA’s Admissions and Continued Occupancy Policy. Skipping a family on the waiting list to reach needed income families for the “covered” communities is one method that the WRHA can employ to improve the Deconcentration of Poverty. The implementation of this Policy will be conducted in a non-discriminatory manner in compliance with Civil Rights laws, including Title IV of the Civil Rights Act of 1964 and the Fair Housing Act.

Warner Robins Housing Authority

2014-2015

Established Income Range for Deconcentration of Poverty

\$11,520-\$23,040

Median Income for Warner Robin \$46,250

United States Median Income \$ 53,046

Development Number	Development Name	Number of Units	Average Income
160-01	TJ Calhoun Homes	70	\$11,729
160-02	Cam Campbell Homes	60	\$12,104
160-03	Oscar Thomie Homes	70	\$0
160-05	Jimmy Rosenberg	50	\$12,327
160-04	Kemp Harrison Homes	103	\$9,272
160-06	Herman Watson Homes	50	\$10,124
160-07	Mary B Terry	23	\$10,016

Total Development Income Average: \$9,355

Operations and Management Policies

The Warner Robins Housing Authority operates under the asset management model. We have four AMPS that are operated by four Property Managers. Each Property Manager has an Assistant Property Manager, a Maintenance Mechanic and a Maintenance Worker. They each have their own budget and specific properties they are required to maintain. The Senior Property Manager oversees the work of the Property Managers. We have a total of 427 units of Public Housing.

The Central Office provides support to the AMPS in the area of Procurement, Contract Management, Legal Services, Financial Controls, Training, Human Resources and Administrative Oversight. This office provides office space for the Assistant Property Manager. The Executive Director, Executive Assistant, Director of Finance Department, Director of Development and the Program Coordinator.

We maintain a reporting score of 95% or better each month. Our rent discrepancies are constantly zero. Rent collections are constantly 95% or better. Our REAC score was 87, and we anticipate this rise higher this year. We are completing emergency work orders within the 24 hour period for each AMP. The crime rate for each AMP is dropping. We have an active Resident Council that holds monthly meetings and are visible in the communities.

The Program Coordinator plans and coordinates with local partners to provide training to the Life Skills Class, various workshops, the GED Program, the Community Gardening Program, the Apprenticeship Basic Construction Training Program and the Homeownership Class for our Residents. Transportation is provided to ensure that the Residents are able to attend these programs. Resident Council Meetings are held monthly in the Kemp Harrison Homes Community Room. This meeting is governed by residents and ran by elected officers of their peers.

A Resident Services and Programs Building was opened in January 2014. The building is located at 400 Green Street, which is in our T. J. Calhoun Homes Community. This building has an office for Resident Council, a classroom and office space for the Program Coordinator. Our first Apprenticeship Basic Construction Training Program had its first class here and all future classes will be held here.

The Admissions and Continued Occupancy Policy is updated each year. New policies are being developed as needed and presented to the Board of Commissioners for approval.

Organizational Chart

Grievance Procedures

All management decisions of the Warner Robins Housing Authority Public Housing Program can be appealed by following the Warner Robins Housing Authority's Grievance Policy. Copies of this policy are posted in all Warner Robins Housing Authority's management offices and central office. A copy of the approved policy is included in the back of the Annual Plan Binder.

Capital Improvements

The Quality Housing and Work Responsibility Act of 1998 require that housing authorities set forth in their Annual Plan a Capital Improvement Plan. The attached HUD forms are our Plan. The needs we currently have greatly exceed the resources we have to meet those needs. The prioritization decisions we made were extremely difficult to make, but are in the best interest of our residents and the community.

The Plan is based on the best information that was available to the Warner Robins Housing Authority at the completion of the Plan. Unfortunately, we were not notified of the exact amount of Capital Funds that will be available for our use in the affected fiscal year. When exact financial information is received or any additional HUD requirements are received, we will make revisions to this Plan.

TJ Calhoun Homes & Cam Campbell Homes

These communities will have the bathrooms remodeled and energy efficient lighting installed.

Oscar Thomie Homes

Capital Funds will be allocated for Oscar Thomie also known as Vickie Lynn and Kemp Harrison Homes. The Demolition Application has been completed to replace these communities with modern energy efficient units. This demolition will bring both blighted communities relief of crime, drugs, and negativity. These communities will be able to compete with other market rate rentals in the near future.

Kemp Harrison Homes

We will be applying for a RAD Grant for this community. The Capital Funds and RAD Grant will be used demolish and rebuild this community.

PHA Wide

Throughout all our communities we will be installing new mailboxes, new security lighting, speed bumps, dryer hook-ups, play ground equipment, water heaters, shutters, replacing/repairing roofs and replacing stoves and refrigerators.

We plan to enhance the community centers which allow residents, community partners for youth and adults, and other citizens to use for programs and meetings. Currently Meals on Wheels operates a program for the residents and others located in Warner Robins.

Over the next five years, the Warner Robins Housing Authority will use the funds towards all communities for energy efficient modernizations and resident programs.

Designation of Housing

The Warner Robins Housing Authority currently has one community that is designated for the elderly, nearly elderly and/or disables:

- Kemp Harrison Homes: 112 Memorial Terrace, Warner Robins, GA 31093

Home Ownership

A homeownership program is being offered by the Warner Robins Housing Authority. The Warner Robins Housing Authority will make available opportunities for persons to become homeowners through training and counseling. We will provide prospective homeowners with credit and money management counseling, homeownership counseling, and a series of homeownership classes designed to prepare for homeownership.

A copy of the Board approved Home Ownership Plan in this section of the Annual Plan.

Community and Self Sufficiency

- The Warner Robins Housing Authority implemented the Community Service Requirement in accordance with HUD regulations. Any resident, over the age of 18 who is not disabled or has an exemption under HUD regulations, is required to participate in an education or training program or complete a community service (volunteer) activity if they are not employed.
- The residents of the WRHA have access to case management services. The case manager provides resources to access employment, educational, and community volunteer opportunities.
- WRHA partners with a number of local agencies to connect residents with job training and educational opportunities. Some of WRHA's partnering agencies are Goodwill Industries, HODAC, and Habitat for Humanity, local area churches, and the City of Warner Robins.
- The residents continue to reach toward their educational goal starting with the G.E.D. program. WRHA has partnered with Central Georgia Technical College to assist in G.E.D prep in which six (6) residents are currently enrolled. There are five residents currently attending college classes.
- The WRHA also makes great efforts to notify graduating seniors about different scholarships. The Georgia Association and Redevelopment Authority have notified us of their scholarships that are available for which graduating seniors may take the opportunity and apply. They also offer Adult scholarships.
- The WRHA Homeownership Program is designed to help residents prepare for purchasing a home. The program consists of credit and home buying counseling as well as in class training sessions on budgeting, credit, financing, the home buying process, and home maintenance.
- The Career Development Program consists of comprehensive in-house training on life and employment skills. The class is designed to help residents successfully assimilate into the workplace and find employment. The curriculum provides skill based training in communication skills, conflict resolution, decision making, time management, problem solving, and friends. Residents who participate in this program gain employment skills and are assisted with finding employment and/or enrolling in a job training program.

Crime and Safety

The Warner Robins Housing strives to provide a peaceful and safe community for the residents, staff, and community. Safety of the residents is a high priority for the agency.

- The WRHA has a great working relationship with all local law enforcement agencies and all safety and security concerns are addressed quickly. The WRHA will continue to work with local law enforcement in decreasing crime and drug activities.

- One particular area of concern is the parking lot of Cam Campbell Homes. The WRHA will be providing a security access gate which will decrease the flow of undesirable traffic in the evenings and weekends. This will limit the number of unannounced public gatherings and the number of police calls to the site.

- The WRHA replaced all Resident identification badges in 2011. This will help emergency / rescue personal and law enforcement officers identify our residents.

- The WRHA will be installing security cameras in some of the communities. WRHA feels this will improve the safety of resident families.

- The WRHA continues to enforce policies as it relates to guests of the residents, disorderly conduct

- The number of incident reports has decreased steadily in the last five years.

Pets

The WRHA Board of Commissioners approved a Pet Policy that became effective November 2009. A copy of the policy is included in this section of the Annual Plan.

Civil Rights Certification

The Warner Robins Housing Authority has attached the certification form that does hereby agree and certify that it will carry out this Agency Plan (both our Five-Year Plan and our Annual Plan) in compliance with all applicable civil rights requirements and will affirmatively further fair housing. In particular, we will comply with title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act of 1990. This is in continuation of our long-standing anti-discrimination tradition. A copy of the form is included in this section of the Annual Plan.

All Other Certifications

Audit

The last audit of the WRHA management and financial operations was completed in January 2014 by Yeager and Boyd, LLC, Certified Public Accountants. A copy of the Auditor's report will be available at our next Board Meeting. Once it has been reviewed a copy will be placed in this plan behind this sheet.

Asset Management

The Warner Robins Housing authority operates its communities under Asset Management as directed by HUD. The Authority allocates costs under each of the four AMPS and a Central Office Cost Center. Each AMP is only charged costs for services they actually received. Quarterly reviews evaluate the overall performance of each AMP. The Board of Commissioners provides oversight and they receive a monthly report for each AMP.

Resident Advisory Board and Board of Commissioners

The WRHA has consulted with the Resident Advisory Board in the development of all of its Comprehensive Plans. Their comments will be included in the final plan submitted to HUD.

The Membership of the **Resident Advisory Board**:

Louis Laney, Jr.	Cam Campbell Homes
George Daniel	Kemp Harrison Homes
Shirley Heeter	Cam Campbell Homes
Angie Nalls	Cam Campbell Homes
Alverstine Collins	T.J. Calhoun Homes

The Membership of the WRHA **Board of Commissioners**:

Douglas Womack – President
Alex Talley – Vice President
Hank Winner
Sammie Nelson
Kimberly Powell
Shane Spells
James Rush

The WRHA has provided copies of the Annual Plan and Five-Year Plan to the local government entities: the City of Warner Robins and Houston County. They reviewed the Plans, the WRHA requested a **Statement of Consistency** from the City. The signed statement is a part of the final plan.

The Annual and Five Year Plan will be available at the following locations:

- 5 –Year and Annual PHA Plan can be obtained at the Central Office : 112 Memorial Terrace
- 5 –Year and Annual PHA Plan can be obtained at each community office: Jimmy Rosenberg, Mary B Terry, Cam Campbell, and Kemp Harrison

GOALS AND OBJECTIVES

I. Goal: Provide quality, affordable housing in the City of Warner Robins by managing the public housing inventory and increasing the number of housing units.

A. Objective:

Achieve public housing high-performing status with a PHAS score of 95% or greater for 2014-2018.

2013 Progress: Continue to reduce crime in all communities.

B. Objective:

Maintain public housing vacancies at a rate of 2% or less for 2014-2018 for all communities.

2013 Progress: The number of vacancies decreased significantly. There is an average vacancy rate of 5%.

C. Objective:

Evaluate housing alternatives in the existing larger public housing communities utilizing HUD Revitalization programs. .

2013-2014: Study feasibility of HUD applications.

2013-2014: Compete / apply for Program coordinator Grant

2014-2015: Study feasibility of HUD applications.

2014-2015: Partner with a Developer to rebuild Oscar Thomie Home into a mixed finance community

2014-2015: Acquire homes for low income families in the Homeownership Program

2015-2016: Study feasibility of HUD applications

2015-2016: Partner but businesses to obtain employment for our Life Skills Graduates.

2016-2017: Continue to work with partners in applying for grants

2017-2018: Establish a business that can be used as an on the job training avenue for Residents

2013 Progress: The WRHA continued researching funding resources with the City of Warner Robins, community partners, and other HUD programs.

D. Objective:

Renovate and modernize public housing units according to the Capital Fund Program in an effort to reflect the private market. The Warner Robins Housing Five Year Plan 2013-2017 will accomplish the projects as identified in the Capital Fund Plan

2014-2018: Transition to the Green Physical Needs Assessment per HUD regulations once the required tool is approved.

2014-2015: Apply for the RAD Grant for Kemp Harrison Homes Develop Plan to redevelop Memorial Terra

2014- 2015: Complete and energy audit; explore the possibility of a Performance Contract.

E. Objective:

Acquire new affordable housing to be used in the Homeownership Program.

2013-2014: Complete 202 Application, Obtain appraisals on all properties to make investment grade decisions for conversion, disposition, or redevelopment.

2013-2014: Build 20 units based on approved funding-Senior Housing

2014-2015: Build 20 units based on approved funding-Senior Housing

2015-2016: Continue to partner with the City in land acquisitions; be a part of developing a land bank; acquire properties that are not Public Housing.

2017-2018: Continue to offer flat rate rent to have more economically diverse communities.

II. Goal: Maintain and strengthen financial viability

A. Objective

Achieve positive cash flow within each managed program and asset. This includes weaning the Central Office Cost Center from the use of Capital Funds to maximize its use for capital improvements to the full benefit of our developments.

2013 Progress: The WRHA purchased the Rosemont Court Senior Community and the City donated four homes. These dwelling generate a small stream of non Public Housing revenue.

III. Goal: Improve the public and community image of WRHA by developing and implementing a comprehensive Public Relations Plan.

A. Objective

Improve the delivery of quality customer service. Enhance operation efficiency by coordinating with community providers and upgrading equipment. Provide housing services to customers in a professional, respectful manner without regard to race, creed, or preference.

2013-2014: Continue case management and provide educational, training, and employment opportunities.

2014-2015: Continue to network with community partners and seek resident services and provide newsletters.

2015-2016: Review Programs and Community Partners and provide updates through newsletters

2017-2018: Review Programs and provide updates through newsletters.

2013 Progress: Communicated to the community through newsletters, provided training to Board of Commissioners, Staff, and residents. Started the process of a WRHA website for residents and the public to view. Positive feed back has been received in the delivery of customer services to the residents and changes in the community.

IV. Goal: Increase the viability and viability of WRHA Resident Programs

A. Objective

Improve the delivery of resident programs. Provide case management to provide resources in employment, education and training.

2013-2014: Continued to have a full time Resident Program Coordinator and increase program services pending grant funding.

2013-2014: Maintained established Agreements and Understanding of community resident services with educational entities.

2014-2015: Research and Establish Family Self Sufficiency Programs and provide financial support.

2013 Progress: The WRHA was able to maintain a case manager and the number of residents participating in programs has increased. Our community partners have provided educational awareness to the residents in areas of Breast Cancer, Diabetes, Pest Control, and Rental Insurance. Area churches are dedicated in delivering food to elderly and disables.