



Good Neighbors

San Diego  
Housing Commission

## INFORMATIONAL REPORT

DATE ISSUED: June 27, 2006

REPORT NO: HCR06-41

ATTENTION: Chair and Members of the Housing Commission

SUBJECT: Activity Performance Report – Third Quarter FY 2006 (Citywide)

NO ACTION IS REQUIRED ON THE PART OF THE HOUSING COMMISSION

### SUMMARY:

This report includes a description of goals and performance information for the period January 1, 2006 through March 31, 2006. In addition to the key performance measures described herein, (Attachment 1, Activity Performance Report), there were other achievements not easily described in statistical terms which bear mentioning.

### **Housing Finance & Development**

Construction was completed on three Housing Commission funded affordable rental developments: Beyer Courtyard Apartments (60 units, Wakeland Housing, San Ysidro, District 8); Creekside Trails (50 units, Affirmed Housing Group, Nestor, District 8), and The Crossings (108 units, Chelsea Investment Corp., Pacific Highlands Ranch/NCFUA, District 1).

A \$15,000 Housing Trust Fund grant was awarded to Alpha Project to transition 30 elderly/disabled winter shelter residents to the Metro Hotel, where the residents will receive reduced rents and supportive services. The first month's rent is paid by the grant. To be eligible, clients had to have some form of income (e.g. SSI) that could be used for future rent payments. (This grant supplements \$505,000 in previous Housing Commission funding allocated to support the 2005-2006 winter shelter program.)

New lenders: As a result of an effort launched a year ago, Loan Management staff successfully recruited, trained and certified 19 new first-time homebuyer program lenders (with two more lenders pending). By increasing the number of qualified mortgage lenders participating in the Commission's Shared Appreciation first-time homebuyer program, more potential buyers have the opportunity to apply.

Nearly \$850,000 in renewal grants (from the HUD Super NOFA allocations) were issued to nonprofit service providers to continue to operate the Shelter Plus Care program. The Housing Commission created, and has overseen, this program for over ten years. Shelter Plus Care provides housing and supportive services to formerly chronically homeless individuals.



## **Rental Assistance**

Call Center update: The transition to a new “help line” for rental property owners and voucher holders – 619.578.7777 – has been fully implemented. Initial concerns regarding wait times are being addressed by adding staff and adjusting the Call Center schedule. In addition, more tools, including a website devoted exclusively to the Rental Assistance Department are being added.

## **Other Agency Highlights**

In March, Chairman Salas and CEO Betsy Morris attended the National Association of Housing and Redevelopment Officials Legislative Conference in Washington, D.C. They met with legislators about housing issues – especially the need to secure adequate funding for the Section 8 Rental Assistance Program and sufficient flexibility in new public housing regulations to meet local needs.

Construction of the Housing Commission’s office facility at Smart Corner (1122 Broadway) remains on track with completion scheduled for October 31, 2006. Commencement of operations at the new site will take place in January 2007 after staff returns from the holiday break.

The 2005 Employee Awards celebration was held to honor staff achievements and “landmark” years of service (with 26 employees in the 15, 20 and 25 year categories). The Housing Commission awards outstanding employees in 13 categories including: Collaboration, Communication, Competence, Customer Service, Fun to Work With, Innovation, Judgment, Outstanding Coach, Productivity, Responsibility, Rookie of the Year, Teamwork, and Worthy Special Project.

Respectfully submitted,

Carrol M. Vaughan  
Executive Vice President &  
Chief Operating Officer

**Signature on File  
With Original Document**

Approved by,

Elizabeth C. Morris  
President & Chief Executive Officer

Attachment 1: Activity Performance Report

# ACTIVITY PERFORMANCE REPORT

Attachment 1

Activity: Goal	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Comments
Rental Assistance: Assist <b>12,440</b> families. <sup>1</sup>	Total: 12,432	Total: 12,816	Total: 13,000	Total:	CURRENT: 13,000
Rehabilitation/Private Property: <i>Oversee physical improvement of <b>850</b> dwelling units (200 Owner Occupied/650 CDBG): Rental Property: <b>110</b> (60 lead-based paint 50 accessibility)</i> <sup>2</sup>	25/17	45/9	41/6		YTD: 111/32 - New requirements, regulations, inter-agency collaboration and program layering necessary to have sufficient funds to complete a unit, plus lengthened construction times have definitely resulted in increased staff time for each project and fewer cases being completed in a comparable time period of past years. We should be close to meeting the proposed FY06 revised goals by the end of the FY.
Major Renovations: <ul style="list-style-type: none"> <li>Propose 450 capitol improvement projects for HC Owned/ Managed developments and complete</li> </ul>	33	50	81		YTD: 164 Currently 316 units are under construction for capital improvements and are on schedule to be completed in the 4 <sup>th</sup> quarter.
<ul style="list-style-type: none"> <li>1,800 maintenance quality assurance program inspections</li> </ul>	445	478	529		YTD: 1,452
Rental Development: <i>Facilitate development or preservation of <b>504</b> affordable units.</i> <sup>3</sup>	Starts: 0 Completions: 0	Starts: 349 Completions: 0	Starts: Completions:	Starts: 158 Completions: 1	YTD: Starts – 507 YTD: Completions – 1
Homeowner: Assist <b>100</b> first-time homebuyers. <sup>4</sup>	Homeowners: 8	Homeowners: 18	Homeowners: 25	Homeowners:	YTD: 26 – The HC has created a new second position so that more buyers are able to finance the purchase of the affordable units.  Also, the HC is recommending the deferred second loans for Condominium Conversion 100% Loan Program be increased from \$15,000 to 15% of the purchase price and extend the shared appreciation provision from 15 to 30 years. The HA will consider these items on June 27 <sup>th</sup> and it is expected that the number of homeownership in FY07.
Resident Services: <i>Aid <b>550</b> assisted families in self-sufficiency programs.</i> <sup>5</sup>	397	382	378		Enrollment is short of goal primarily due to focused efforts to improve the quality of the program via: a) purposeful “purging” of inactive participants to improve program integrity and free up unused escrows b) targeted outreach to residents who are program-ready and therefore able to best utilize FSS services
Housing Management: <ul style="list-style-type: none"> <li>Own/Manage/Maintain <b>1,728</b> units.<sup>6</sup></li> </ul>	1,728	1,728	1,728		CURRENT: 1,728
<ul style="list-style-type: none"> <li>Maintain <b>99%</b> occupancy rate.<sup>7</sup></li> </ul>	97.70%	97.87%	97.20		CURRENT: 97.20% Non-payments are being monitored very closely and as a result there have been several evictions due to non-payment of rent.
<ul style="list-style-type: none"> <li>Complete <b>12,500</b> work orders for property repair/improvement.<sup>8</sup></li> </ul>	5,762	5,935	5,763		YTD: 17,460
<ul style="list-style-type: none"> <li>Respond to emergency resident requests for work within <b>12</b> hours.</li> </ul>	Mean Hours: 4.97	Mean Hours: 9.20	Mean Hours: 5.28	Mean Hours:	AVERAGE: 6.69

## ACTIVITY PERFORMANCE REPORT

Attachment 1

Activity: Goal	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Comments
Special Purpose Programs: <i>Provide housing opportunities for 200 persons.</i> <sup>9</sup>	0	0	0		YTD: 0 An RFP for Transitional Housing grants was issued in January with funding recommendations expected in June 2006.

*Note 1: All data shown is incremental for the reporting quarter only, unless otherwise indicated.*

- <sup>1</sup> “Rental Assistance” includes all tenant-based and project-based rental housing assistance administered by the San Diego Housing Commission, including Section 8 (Certificates, Vouchers, New Construction, and Moderate Rehabilitation). Project-based and sponsor-based assistance for persons with special needs is reported under Special Purpose Programs, below.
- <sup>2</sup> “Rehabilitation/Private Property” includes housing units repaired and/or rehabilitated at publicly owned complexes, and privately owned rental, mobile home and other owner-occupied units rehabilitated with financial assistance from the San Diego Housing Commission.
- <sup>3</sup> “Rental Development” includes newly affordable housing units with enforceable rental restrictions constructed, acquired and/or acquired and rehabilitated, and extension of affordability restrictions that would otherwise be terminated. Goal reflects only units utilizing direct HC loans. Starts include projects for which a financing mechanism was approved by the appropriate authority. Completion is when authority is received to occupy the units or equivalent. Recent experience shows that for each 10 units started, about 6 units are completed, with the balance of the projects being canceled.
- <sup>4</sup> “Homeowners” includes newly developed for-sale units and first-time homebuyers receiving assistance in acquiring a home using one or more of the tools administered by the San Diego Housing Commission. Each first-time homebuyer may receive more than one form of assistance (e.g., down payment grant plus shared equity loan). Completion is defined as the point when the homebuyer assumes title, except when the only form of assistance in issuance of a Mortgage Credit Certificate (MCC); completion of MCC-only is defined as the point when the MCC is issued, which may be later than close of escrow and assumption of title.
- <sup>5</sup> “Resident Services” includes families resident in publicly owned affordable housing or receiving rental assistance enrolled in family self-sufficiency programs administered by the San Diego Housing Commission.
- <sup>6</sup> “Housing Management” includes all housing units owned, managed or maintained by the San Diego Housing Commission.
- <sup>7</sup> “Occupancy Rate” reflect all units managed by the agency.
- <sup>8</sup> Work orders are not considered complete until final billing is received from contractors or agency staff has completed all work. Delays in contractor billing can result in changes to the number of work orders reported after the end of the fiscal quarter.
- <sup>9</sup> “Special Purpose Programs” includes transitional housing units and beds supported through financing of operations or development, and project-based or sponsor-based rental assistance for persons with special needs. All tenant-based assistance is reported above in Rental Assistance.