

Fiscal Year 2023-2027
Five-Year Goals and Objectives
Housing Department
Updated: 11-05-25

1. To have an Occupancy Rate = 98% or Higher [HUD requires 98%]

The Housing Department will continue to monitor and maintain at the HUD standard.

2. To have Delinquency Rate less than 1% [HUD requires 1.5% or lower]

The Housing Department will continue to monitor and maintain the DQ rate less than the HUD Standard.

3. To reduce Lease up time to 7 days [The HUD standard]

Comment: HUD requires 21 days from a Unit going Vacant to Lease-up. This timeframe includes both unit-turn time and lease-up. Internally GHA set the standard at 14 days for Unit-Turn time and 7 days for Lease-up.

The Housing Department will continue to meet lease up time within the 7 days from the time of unit-turn.

4. To assist over-income families to become Homeowners.

Tasks to be accomplished by Housing Department:

Inform Flat Renters of GHA homeownership opportunities

Assist with organizing group meetings with Flat Renters

Provide referrals to HO Managers of Flat Renter interested in HO program.

Other tasks as assigned

5. To enforce lease provisions regarding Tenant yard maintenance and unsafe conditions throughout GHA developments.

To coordinate with Maintenance department to address site conditions which are unsafe and seriously affect curb appeal.

When issues arise Housing Management will give tenants 7 days to correct the issue or be charged for removal of items.

6. To have complete knowledge of all applicable Housing policies and procedures and lease provisions. For the Housing Management staff this will be accomplished through on-the-job training and through formal training as follows:

<u>Type of Training:</u>	<u>Staff to be trained</u>	<u>When</u>
Intake policy, process and procedures	HM, HS, HC	TBD
Occupancy Standards and Rental Calculations	HM, HS	TBD

Annual and Interim Recertifications	HM, HS	TBD
Public Housing Eligibility/Suitability	HS, HC	TBD
Occupancy Procedures: Public Housing	HM, HS	TBD
Occupancy Procedures: HCV Section 8	HM	TBD
Rent Calculation: Public Housing	HM, HS	12/9-11/25
Rent Calculation: HCV Section 8 and VASH	HM	12/9-11/25
Fair Housing/504 Compliance	HM, HS	TBD
Public Housing Manager	HM	11/17-21/25
CPR Training	HM, HS, HC	Annually
Cyber Awareness	HM, HS, HC	Annually
EIV Training	HM, HS	Annually
Nelrod mini-training session	HM, HS, HC	Weekly

7. To ensure scheduling of housekeeping inspections 30 days prior to Annual Re-certification to ensure compliance with HUD requirement for timely Annual Re-certifications.

The Housing Department will maintain HUD’s 30 day requirement prior to Annual Re-certifications.

8. To submit the monthly Housing Management reports to the Executive Director within 5 business days after the prior month ended.

Reports will be submitted within 5 business days prior to the month end

9. To update existing policies and procedures to improve Housing Department Operations as follows:

- Admin Plan for Section 8 updated no later than December 31, 2026.
- A proposed updated ACOP by December 31, 2026.
- A revised Public Housing Lease will be completed by December 31, 2026.

10. To increase the number of Housing Choice Voucher Lease-ups by 5.

Approved by Board: January 20, 2023

Revised and Updated: November 5, 2024

Revised and Updated: November 5, 2025