

**DISTRICT OF COLUMBIA HOUSING AUTHORITY
BOARD OF COMMISSIONERS**

DRAFT MEETING MINUTES

Committee on Operations

1133 N. Capitol St., NE

Executive Directors' Conference Room

Wednesday, September 12, 2018

(Final minutes will be published once approved)

Commissioner Ken Grossinger, Chairman
Commissioner Aquarius Vann-Ghasri
Commissioner Jose Ortiz Gaud

**COMMITTEE
COMMISSIONER
MEMBERS PRESENT**

COMMITTEE MEMBERS ABSENT

Commissioner Ken Council
Commissioner Franselene St. Jean

**OTHER
COMMISSIONERS PRESENT**

Chairman Grossinger called the meeting to order on Wednesday, September 12, 2018 at approximately 9:19 am.

CALL TO ORDER

The minutes of July 9, 2018 were not reviewed.

MINUTES OF JULY 9, 2018

Chairman Grossinger asked Rick White, Director of Public Affairs to present to the Committee DCHA's communications strategies. Mr. White shared detailed information to the Committee that included the types of communication channels, 90 day statistics of various communication platforms, media analysis and issues management. Chairman Grossinger asked how the stakeholder communication is managed. Mr. White stated that it is managed through the Executive Director's office. Director Garrett added that the stakeholders and elected officials are briefed on a bi-monthly basis through meetings. There was a discussion regarding what other Housing Authorities are doing regarding communications. Plans for the immediate future for DCHA communication strategies include a new website, a new electronic newsletter for HCVP, a new work order system and customer service training. Director Garrett added that DCHA is working with a contractor on crises management who works closely with Public Affairs. Commissioner Council suggested that Call Center representatives should be given an operator number to more easily identify them when residents have an issue. He also requested the website be user friendly and accurate.

**BRIEFING:
COMMUNICATION
STRATEGIES**

An overview of resolution 18-24 was provided to the Committee by Kenneth Slaughter, General Counsel. Mary Grace Folwell, Associate General Counsel informed the Board that Housing Authorities are tough to insure because of our unique structure. Chairman Grossinger asked if HAI Group is the primary source for insurance coverage. Ms. Folwell stated that it is, further stating that many insurance groups decline

RESOLUTIONS:

**18-24 TO APPROVE THE
RENEWAL OF DCHA
INSURANCE POLICIES WITH
THE HOUSING AUTHORITY
INSURANCE GROUP**

offering coverage. Commissioner Ortiz asked what the increase is over last year. Ms. Folwell stated that the increase is about 10% and there is additional coverage for cyber liability and attorneys. There was additional discussion regarding the types of coverage and coverage for the Board.

Chairman Grossinger moved to close the meeting to discuss the following topics, which includes discussion of the position to be taken in negotiating the price and other material terms of a contract, pursuant to D.C. Code § 2-575(b)(2): Resolution 18-25 To Authorize Execution of a Contract for Landlord and Tenant Legal Services for the District of Columbia Housing Authority; and Resolution 18-26 To Authorize Execution of a Contract for Janitorial Services for the District of Columbia Housing Authority. He asked for a motion, after a motion was made and properly seconded the meeting was then closed.

The meeting was then reopened.

Commissioner Vann Ghasri asked what the status of Asset Management was. Director Garrett stated that DCHA is looking at the utilization of third party management and how we move forward. He further stated that he wants to evaluate it in its totality and change the culture because there should be no difference in a property managed by a third party management company and a DCHA managed property. Commissioner Vann Ghasri suggested the use of Project Empowerment through DOES as a source for labor at the properties to help maintain cleanliness of common areas.

The meeting was adjourned at 10:38 am.

**18-25 TO AUTHORIZE
EXECUTION OF A CONTRACT
FOR LANDLORD AND
TENANT LEGAL SERVICES FOR
THE DISTRICT OF COLUMBIA
HOUSING AUTHORITY**

**18-26 TO AUTHORIZE
EXECUTION OF A CONTRACT
FOR JANITORIAL SERVICES
FOR THE DISTRICT OF
COLUMBIA HOUSING
AUTHORITY**

COMMISSIONERS' ISSUES

**ANNOUNCEMENTS &
ADJOURNMENT**