

Housing Authority of the County of Chester

MAY 2026 BOARD REPORT

May 26, 2026

Hybrid and Virtual - 4:30 p.m.

Paul Diggs, MPA - CEO/Executive Director

Patrick Bokovitz - Board Chair



HACC

Advancing the path forward

Our Mission: For HACC and the community of Chester County to be the accessible housing and societal beacon of success and empathy that profoundly impacts our community and is replicated around the world.

610-436-9200

www.haccnet.org

Housing Authority of the County of Chester

Board Meeting May 26, 2026

Agenda

Regular Meeting

May 26, 2026

Closed Session: 4:00 p.m.

Open Session: 4:30 p.m.

EXECUTIVE SESSION/SOLICITOR UPDATE

ROLL CALL

INTRODUCTION OF GUESTS

PUBLIC COMMENT

APPROVAL OF MINUTES

- Regular Meeting April 28, 2026

RESOLUTION:

- Resolution: RES2026-04 Termination of City Clock Contract
- Resolution: RES2026-05 Update to Hybrid Work from Home Policy
- Resolution: RES2026-06 Settlement Froios v. HACC
- Resolution: RES2026-07 Housing Forward Solutions Non-Profit
- Resolution: RES2026-08 Revised HACC Bylaws
- Resolution: RES2026-09 PH & HCVP Utility Allowances

CEO/EXECUTIVE DIRECTOR REPORT

NEXT BOARD MEETING

Table of Contents

S
T
R
U
C
T
U
R
E

1-2

Board Meeting Minutes

3

CEO March Message

4-5

Housing Choice Voucher Program

6

Public Housing

7

ROSS Program

8

Human Resources

9

Strategic Initiatives

Appendix I- Finance Report

Appendix II- PBV and RAD

Appendix III - Grants

Board Meeting Minutes

The Board of Commissioners of the Housing Authority of the County of Chester held a hybrid/virtual monthly Board meeting on April 28, 2026.

PRESENT:

Patrick Bokovitz, Donnell Sheppard, Theodore Claypoole and Daniel Garcia.

NON-MEMBERS:

Paul Diggs, Chief Executive Director; Debra Johnson, Vice President, Senior Staff; Paul Boris, Brenda Gomez, Regina Schetroma, Marrea Walker-Smith, Bashairra Henry, Antoinette Cannon, and solicitor Brian Leinhauser.

PUBLIC PARTICIPATION:

Residents raised concerns regarding multiple tenant accounts receiving incorrect rent delinquency notices despite being current on payments. Staff explained that the discrepancies were related to the transition to the new Yardi system, during which some charges and credits did not transfer correctly. Management confirmed that reported issues have been corrected, encouraged residents to promptly report any account discrepancies, and stated that HACC will continue working with Yardi to resolve errors quickly and maintain accurate tenant accounts.

Residents raised concerns about inaccuracies in Yardi AutoPay and the balances displayed in Rent Café. Staff acknowledged the ongoing system-related issues and confirmed they are actively coordinating with Yardi to implement corrections. In the meantime, please use one-time payment options until the issues are fully resolved. Staff also noted that Rent Café is expected to serve as the primary payment platform once the system is operating accurately and reliably.

Residents also raised concerns regarding the frequency of fire alarm activations, noting the high number of incidents reported this year and questioning whether the system sensitivity could be adjusted. Staff acknowledged the concerns, emphasized the importance of maintaining established safety standards, and agreed to consult with JCI to determine whether modifications could reduce unnecessary alarm activations.

RESOLUTIONS:

On a motion by Theodore Claypoole, with a second by Donnell Sheppard, the minutes of March 24, 2026, were approved with 4 ayes and 0 nays. Resolution 2026-03, Policy Change: DVCCC Project-Based Units, adopting an amendment to the HCV administrative plan to allow limited flexibility in occupancy standards for PBV units serving special populations, was approved by Donnell Sheppard, with a second by Theodore Claypoole, and carried 4 ayes and 0 nays.

CHIEF EXECUTIVE DIRECTOR/PAUL DIGGS: Management reported that repositioning efforts remain under active negotiation with Penrose and HDC as development terms continue to be finalized. Management also stated that decisions on the recently submitted Fetterman-McCormick grant applications are still pending and noted that updates will be provided as additional information becomes available.

HUMAN RESOURCES/REGINA SCHETROMA: Staff highlighted the successful onboarding of an Immaculata University intern in March who has been assisting with finance data entry and other requests. Staff also noted completion of several key training courses during the month, including agency-wide fair housing training. A board member completed the commissioner training, and staff members completed Inspire compliance training.

FINANCE/PAUL BORIS/THUC-NHI DINH: Financial performance was reported to be generally within expectations year-to-date. Staff advised that a future budget revision will be necessary due to increased utility expenses resulting from updated meter data and previously outdated cost estimates. Additional concerns were noted regarding lower-than-projected HCV revenue and higher-than-anticipated HAP expenditures, which management stated will continue to be closely monitored. Grant updates included the pending release of funding for upcoming projects, successful completion of prior grant requirements, and continued preparation and planning for the next grant cycle.

PUBLIC HOUSING,ADMINISTRATIVE/BASHAIRRA HENRY: Staff reported that preparations are currently underway for Aspire compliance requirements, upcoming audits, and summer programming initiatives for residents. Vacancy rates remain stable at approximately 99% year-to-date, with operational focus shifting toward recertifications, repayment agreements, and unit turnover activities. Management also noted that tenant meetings are being scheduled across multiple sites to address resident concerns and provide ongoing updates. In coordination with HUD, several vacant units have been temporarily taken offline to help protect performance scores until the units are leased. Some units remain under rehabilitation, while leasing efforts are already underway for units nearing completion. Applicants are being contacted in advance, and management anticipates that additional vacancies will be filled within the next two months as rehabilitated units are completed and returned to service.

HOUSING CHOICE VOUCHER PROGRAM/BRENDA GOMEZ: Staff reported that the relocation process for City Clock Apartments continues to progress smoothly, with strong resident participation and positive overall feedback. Most impacted households have selected replacement housing, and the PBV team is closely monitoring all relocations, including transfers to other housing authorities. This goal is to ensure residents, especially seniors and individuals with disabilities, receive appropriate support and complete documentation throughout the transition process. Staff also shared that many residents expressed appreciation for the relocation efforts, viewing the transition as an opportunity to secure improved living conditions. Attendance at the resident meeting included affected residents, community partners, city representatives, county agencies, and support organizations, reflecting broad stakeholder involvement and ongoing support throughout the relocation process.

STRATEGIC INITIATIVES/MARREA WALKER-SMITH: Staff reported ongoing coordination efforts to ensure timely grant submissions, monitor existing funding sources, and align available resources with upcoming project needs. Although several grant applications were submitted, HACC was not selected to receive the Pennsylvania Commission on Crime and Delinquency grant, which was instead awarded to the Chester County Commissioners. Staff noted the importance of improving communication and coordination with county grant personnel to better align future funding opportunities and minimize potential overlap in grant requests.

A motion was made by Patrick Bokovitz at 5:17PM to adjourn the meeting. Next meeting is May 26, 2026; Board of Commissioner meeting will be held via virtual.

Commissioner Signature

Date

CEO MESSAGE - MAY 2026



PAUL DIGGS, MPA
CEO and Executive Director

HUD Sets HOTMA Sections 102 and 104 Enforcement Date to Jan. 1, 2027 for Most PHAs.

The updated enforcement dates for Sections 102 and 104 of HOTMA may create both benefits and challenges for residents served by public housing agencies. While the extended timeline allows housing authorities additional time to prepare for implementation, residents may still experience uncertainty as agencies transition policies and reporting procedures.

Potential challenges for residents may include:

- Confusion regarding changing income and asset reporting requirements as agencies prepare for HOTMA compliance.
- Delays in processing recertifications or rent calculations while housing authorities update software systems and staff procedures.
- Inconsistent communication timelines among housing authorities due to different enforcement dates still being “to be determined” for certain agency groups, including MTW agencies and agencies using HUD Family Reporting Software (FRS).
- Potential temporary discrepancies in tenant account balances, subsidy calculations, or documentation requests during system transitions and software updates.
- Increased requests for resident documentation as agencies work to align files and reporting requirements with updated HUD standards.
- Resident uncertainty regarding how HOTMA changes may impact rent portions, asset limitations, interim recertifications, or eligibility determinations in the future.
- Longer implementation periods that may result in ongoing policy adjustments and operational changes over the next several years.

Paul Diggs

HOUSING CHOICE VOUCHER SEMAP Score 100%

SEMAP stands for Section Eight Management Assessment Program. HUD uses it to evaluate how well public housing agencies (PHAs) administer their Housing Choice Voucher programs.

The HCV Department reported that the audit process is underway, and staff continue planning and coordination for the upcoming landlord symposium. In addition, Nelrod has begun updating the rent reasonableness comparables to support ongoing compliance and program administration requirements.

Staff reported continued progress with the City Clock Apartments relocation process. Of the 21 subsidized units, 17 households are actively pursuing relocation assistance. Two households were terminated for non-compliance, while two additional households voluntarily relinquished their vouchers and chose to move in with family members. Staff also noted that three Requests for Tenancy Approval (RFTAs) have been received to date. We've ordered moving box kits and will hand-deliver them to each resident participating in the relocation process.

SPECIAL VOUCHER PROGRAM UPDATE

The Family Unification Program (FUP) currently has 41 vouchers under lease, while the Foster Youth to Independence (FYI) program has 14 vouchers actively leased. In addition, 69 Emergency Housing Vouchers (EHV) are currently under lease. Staff reported that HUD has announced the discontinuation of funding for the EHV program, and as a result, these vouchers will eventually need to be absorbed into the Housing Choice Voucher (HCV) program.

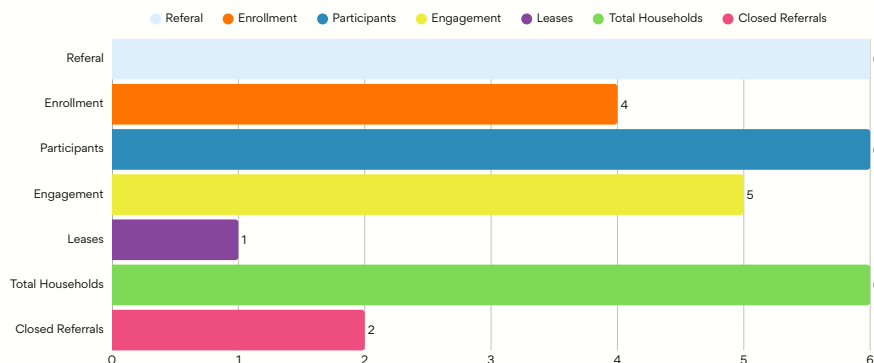
VETERAN AFFAIRS SUPPORTIVE HOUSING

The VASH program currently has 364 active vouchers under lease. Staff reported that 22 households are actively searching for housing in 2026, including 13 port-in or portability participants and 9 households utilizing regular VASH vouchers.

HUD(SRO) PROGRAM UPDATE

Jefferson Place currently has 22 units under contract and 25 units under lease. Liberty House currently has 25 units under contract, with 28 units actively under lease.

HOUSING LOCATOR PROGRAM



Family Self-Sufficiency Program

Throughout the reporting period, all housing specialist responsibilities were carried out in addition to expanded case management functions for FSS participants, including annual recertifications, interim adjustments, moves, and rent increases. Ten new participants were enrolled in the FSS program, and staff conducted more than two dozen meetings with participating households focused on goal setting, enrollment, and graduation preparation.

There was an increase in resident engagement through the frequent use of the “Book a Time to Meet with Me” scheduling link, with tenants expressing appreciation for improved communication and more individualized, goal-oriented meetings. A short informational video link was also added to email signatures to provide participants with additional program guidance and accessibility.

Additional outreach efforts included attending multiple workshops and agenda meetings with organizations connected to the PCC, as well as conducting marketing and recruitment for potential community partners. Staff met with several realtors, including one local realtor who expressed a strong interest in assisting families experiencing housing challenges and participating in PCC workshops and resident events.

FSS Coordinator noted that another coordination meeting with BDO and Finance has been scheduled for next week to discuss updating escrow procedures within the system. No PIC errors were identified during the reporting period. Participants were referred to supportive services based on individual needs, and overdue participants were contacted regarding graduation requirements and updates.

Further bookkeeping and organizational work was completed on prior FSS files and folders, and several program forms were updated or newly created, including the Graduation Checklist and Questionnaire, TANF Checklist, FSS Head of Household Letter, Request and Release of Information form, and Final Disbursement Letter.

Fiscal Year 2026 Income Limits

| FY 2026 Income Limit Area | Median Family Income | FY 2026 Income Limit Category | Persons in Family | | | | | | | |
|---|----------------------|-----------------------------------|-------------------|--------|--------|---------------|---------|---------|---------|---------|
| | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| Philadelphia-Camden-Wilmington, PA-NJ-DE-MD MSA | \$122,700 | Very Low (50%) Income Limits (\$) | 42,950 | 49,100 | 55,250 | 61,350 | 66,300 | 71,200 | 76,100 | 81,000 |
| | | Extremely Low Income | 25,800 | 29,450 | 33,150 | 36,800 | 39,750 | 44,360 | 50,040 | 55,720 |
| | | Low (80%) | 68,750 | 78,550 | 88,350 | 98,150 | 106,050 | 113,900 | 121,750 | 129,600 |

PUBLIC HOUSING

During April, the Senior Asset Manager continued to oversee daily property management operations, with an emphasis on rent collection, occupancy management, tenant compliance, and resident services. The month was both productive and successful, with steady progress across all key operational areas. In addition to daily management responsibilities, efforts were focused on identifying community resources, programs, and local events that could provide meaningful support to residents and promote greater community engagement. This included exploring potential partnerships and supportive services to enhance residents' overall quality of life and strengthen community connections.

01 Oxford Terrace

- 4.6 – Borough re-inspection
- 4.8 – 365 Health visit
- 4.30 – Quarterly tenant meeting
- Vacancies

- 5 vacant units – pending make-ready

Comments: During the resident meeting, tenants requested additional “no parking” signs to prevent illegal parking. They are also requesting that a tenant council be reinstated.

02 Locust, Maple, Spruce Courts

- 4.30 – Management held our quarterly tenant meeting
- Vacancies

- Locust Court – 1 vacant unit – Pending referrals for domestic Violence Survivor

Comments: Five tenants attended the quarterly meeting. Spruce Court tenants have requested a BBQ grill and outdoor gazebo.

03 King Terrace

- 4.8 – 365 Health Visit
- 4.30 – Quarterly tenant meeting
- Vacancies

- 3 vacant units pending renovations in 2026

Comments: Tenants have requested an annual BBQ and bingo night.

04 Church Terrace

- 4.14 – 365 Health visit

Vacancies

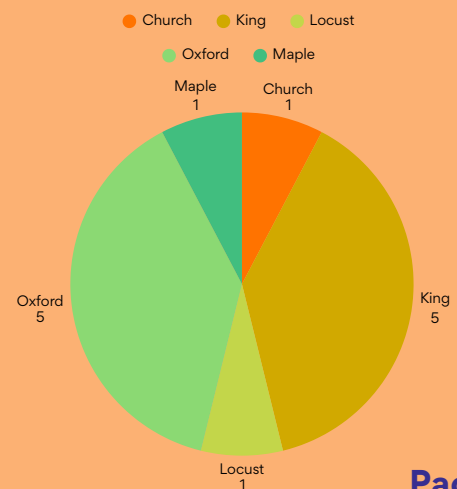
- 1 vacant unit – Set-aside unit pending MHIDD’s referral approval

Comments: Tenants are interested in learning about local events happening in West Chester.

- **King Terrace - 90%**
- **Locust Court - 95.45%**
- **Oxford Terrace - 89.5%**
- **Church Towers - 98.24%**
- **Maple Court - 91.66%**
- **Spruce Court - 100%**

| Property | Routine | Closed | Emergency | Closed |
|----------------|---------|--------|-----------|--------|
| Church Towers | 22 | 22 | 5 | 5 |
| King Terrace | 26 | 20 | 3 | 3 |
| Oxford Terrace | 28 | 22 | 0 | 0 |
| Locust Court | 31 | 19 | 3 | 3 |
| Maple Court | 1 | 1 | 0 | 0 |
| Spruce Court | 0 | 0 | 0 | 0 |

Vacancy Rates



ROSS PROGRAM

RESIDENT ENGAGEMENT OXFORD

A representative from Oxford’s Main Street program attended the April 30 resident meeting to encourage residents to participate in a variety of free local community events and volunteer opportunities. As part of the presentation, participating residents received gift certificates through an interactive community trivia activity. Ongoing outreach efforts focus on increasing resident engagement in the community by promoting participation, wellness, social interaction, and overall enrichment opportunities. Representatives from the Chester County Brandywine Valley office are also being scheduled to meet with Church Street residents in the near future. Rent Rebate application assistance remains available, with processing expected to continue through at least July. HACC residents continue to actively submit applications for the program.



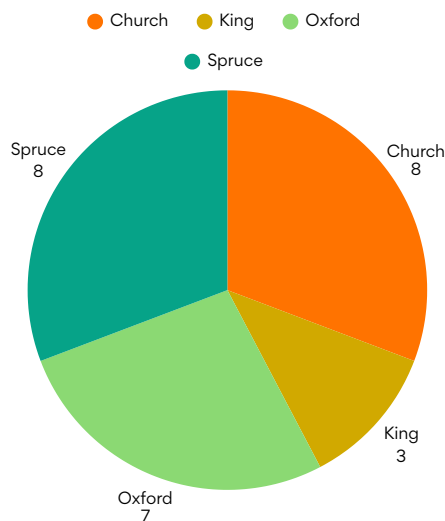
365 Health @ Church Street 4.14.26



365 Health @ Oxford 4.8.26

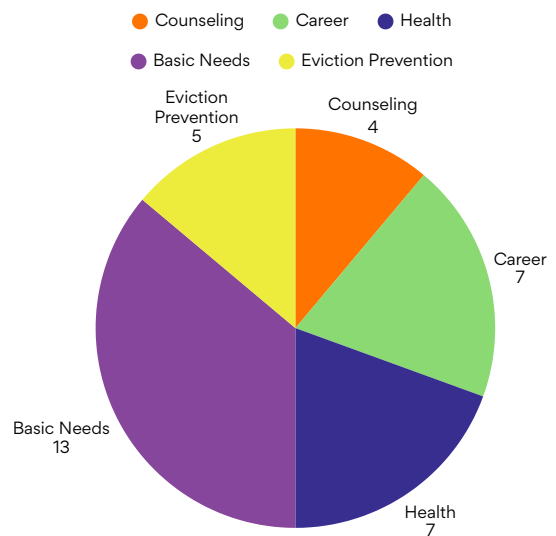
RESIDENT SUPPORT

February Resident Support



SUPPORT SERVICES

Support Services



HUMAN RESOURCES

ADMINISTRATION/HUMAN RESOURCES

The Human Resources Department successfully launched HACC's first Quarterly Newsletter, designed to enhance internal communication and organizational transparency. The newsletter highlighted key accomplishments from the quarter, employee recognition, wellness initiatives, and upcoming organizational updates. This initiative supports ongoing efforts to strengthen employee engagement and ensure staff remain informed and connected to HACC's mission and strategic priorities. The HR department also initiated a partnership with the Association of Financial Education to explore opportunities for delivering financial education workshops to staff. The workshops are intended to support employees' financial literacy and promote financial stability.

EMPLOYEE/RESIDENT ENGAGEMENT

The Human Resources Department continues to analyze employee engagement survey results and identify actionable strategies to improve overall engagement. Planning is underway for additional staff events, and recognition opportunities to strengthen morale. The Human Resources Department is implementing an Employee of the Year recognition program to further strengthen a culture of appreciation and engagement. This initiative is designed to recognize outstanding employee contributions that reflect HACC's mission, values and commitment to service excellence. The program will include a structured nomination and selection process to ensure fairness and transparency, while acknowledging input from staff across departments.

TRAINING

Staff participated in Fair Housing Training on March 26th, facilitated by the Housing Equality Center of PA. This training reinforced compliance with fair housing laws and provided valuable insight into identifying and addressing housing discrimination. Bashairra and Lakeisha successfully completed NSPIRE Compliance Training, enhancing HACC's capacity to meet HUD inspection standards and regulatory requirements. Five staff members attended the Yardi Forum in Boston, where they received in-depth training on system modules and best practices. This knowledge will support improved system utilization and operational efficiency. Daniel Garcia attended the Commissioners Training through NAHRO, further strengthening his knowledge of Board duties in alignment with industry standards.

STRATEGIC INITIATIVES & GRANT COMPLIANCE

GRANT COMPLIANCE

- FSS Grant Closeout for Fiscal Year 2025 has been successfully completed and submitted to the U.S. Department of Housing and Urban Development (HUD) in accordance with all applicable requirements.
- PHARE grant \$450,000 funds for 2025 grant expended and report filed.
- PHARE grant semi-annual report for \$150,000 renovation and \$250,000 Housing Opportunity Program submitted.
- Completed OVW Training for Transitional Housing Grant w/ Domestic Violence Center of Chester County

GRANTS PENDING

- **PCCD Nonprofit Safety Grant - \$200,000**

The proposed PCCD grant will support critical safety and security upgrades at the Locust, Maple, and Spruce properties by installing enhanced exterior and interior lighting systems and upgrading electronic door access and security door systems. These improvements are designed to increase resident and staff safety, deter criminal activity, improve visibility in common areas, and strengthen controlled access throughout the properties.

- **PCCD grant in partnership with Chester County District Attorney Office- \$248,000**

Fifty youth will participate in an individual academy curriculum that provides a structured, skill-focused instruction tailored to each participant's risks, strengths, and goals. This component emphasizes personal accountability, decision-making, emotional regulation, academic and career readiness, entrepreneurship, and pro-social skill development through individualized lessons and guided reflection.

- **US Department of Labor YouthBuild Grant - \$1,500,000**

The NextGen Builders of Chester County program will implement an expanded Construction Plus model that integrates traditional construction training with diversified career pathways, workforce development, and comprehensive wraparound supports. While participants will engage in hands-on rehabilitation of public housing developments and earn industry-recognized construction certifications, this program intentionally broadens career exposure to include digital marketing certifications, business development training, and case management services.

- **US Department of Justice, Office of Victim Services - \$1,200,000**

Enhance access to safe, stable, and survivor-centered housing for victims of human trafficking in Chester County through a coordinated partnership between the Housing Authority of the County of Chester (HACC) and Crime Victims' Services of Chester County (CVSCC). This partnership seeks to: (1) Increase housing stability and long-term safety for survivors of human trafficking by removing barriers to emergency, transitional, and permanent housing; (2) Deliver trauma-informed, survivor-centered services that promote autonomy, economic security, and long-term well-being.