

# Housing Department



## Annual Report 2007-2008

### **MAYOR AND CITY COUNCIL MEMBERS**

PHIL GORDON  
MAYOR

THELDA WILLIAMS  
DISTRICT 1

PEGGY NEELY  
VICE MAYOR  
DISTRICT 2

MARIA BAIER  
DISTRICT 3

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NEIGHBORHOODS, HOUSING,  
HISTORIC PRESERVATION,  
ARTS & CULTURE  
SUBCOMMITTEE CHAIR  
DISTRICT 4

CLAUDE MATTOX  
DISTRICT 5

GREG STANTON  
DISTRICT 6

MICHAEL NOWAKOWSKI  
DISTRICT 7

MICHAEL JOHNSON  
DISTRICT 8

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FRANK FAIRBANKS  
CITY MANAGER

ALTON WASHINGTON  
ASSISTANT  
CITY MANAGER

ED ZUERCHER  
DEPUTY CITY MANAGER



**City of Phoenix**  
HOUSING DEPARTMENT



## AWARDS AND RECOGNITION

### A MESSAGE FROM THE DIRECTOR


From improving the public housing occupancy rate to closing the deal on our first low-income tax credit development, the Housing Department has had a superb year. We have worked hard to strengthen our organization, build our financial self-sufficiency, positively promote our programs, increase housing opportunities, and help our residents move up the housing continuum.

We have strengthened our organization by taking steps to implement a new business system that will vastly improve department productivity. We are also shifting to the asset management system of the Department of Housing and Urban Development (HUD). Additionally, the department has implemented an Action Plan to help measure our performance and achieve our goals.

The Housing Department has increased housing opportunities through our partnerships. To create affordable housing units, the City Council and the department provided funding to numerous organizations through HOME Investment Partnerships (HOME), Community Development Block Grant (CDBG), and general obligation bond funds. Additionally, the department has made it easier for residents to move into public housing by partnering with Phoenix Residential Investment Development Effort (PRIDE) and the Arizona Department of Housing (ADOH), which provided funding for the "Housing Now" program.

We would not have been able to positively touch the lives of so many Phoenixians without the support of the City Council, the City Manager's Office, other city departments, and the employees of the Housing Department. The Council and City Manager's Office provided the department with critical guidance and support, and our partnerships with other city departments have helped us achieve our goals. Further, without the enthusiasm and dedication of Housing Department staff, this banner year would not have been possible. With continued support, enthusiasm, and direction, we look forward to another great year in 2008-2009.

Best regards,



Kim Dorney  
Housing Department Director

Front Cover: McCarty on Monroe Renderings  
from Monroe Street.

**Employees Receive Awards.** The Arizona Chapter of the National Association of Housing and Redevelopment Officials (AZNAHRO) and the Arizona Housing Authority Director's Association (AHADA) named Joe Duran Maintenance Employee of the Year for his compassion and work ethic. Additionally, Housing Program Representative Marylouise Chavez received the City Manager's Excellence Award for her work improving the public housing occupancy rate and for her actions that saved the life of a co-worker who had a serious medical condition.



**Building Maintenance  
Worker Joe Duran.**

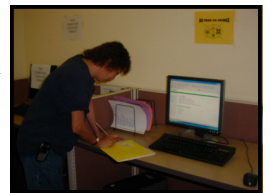
**Development Honored.** The National Association of Housing and Redevelopment Officials (NAHRO) honored Roosevelt Commons Apartments with the Agency Award of Excellence.

**Residents Receive AZNAHRO Awards.** Public housing resident Michael Davis received the Hero of Assisted Housing Award from AZNAHRO and AHADA for his volunteer work and community involvement. AZNAHRO also named Robert Williams the Family Self Sufficiency (FSS) Participant of the Year. After being paralyzed in a tragic accident, Mr. Williams had difficulty obtaining employment and lost federal support. He entered FSS, which helps voucher families obtain employment and become self-sufficient. He enhanced his skills, secured employment, and graduated from FSS in May 2008 with a \$4,000 escrow balance. He is now working towards homeownership.



**FSS Participant  
Robert Williams.**

**Award Received for VITA Program.** Through its Volunteer Income Tax Assistance (VITA) site program, the Housing Department, in partnership with the Gateway Community College Accounting Department, HOPE VI, and the Human Services Department, completed over 650 tax returns for public housing residents and other low-income families. The department helped residents receive over \$480,000 in federal, stimulus and Earned Income Tax Credit (EITC) returns. Staff received a City Manager's Peak of Excellence Award for VITA.



**Gateway Community  
College Student Carol  
Whiterock.**

**New Inspection Program Honored.** The Section 8 Inspectors and Technical Services Section received the Innovative Program of the Year Award from AZNAHRO and AHADA for the Public Housing Inspection Efficiencies program, which improved inspection productivity by 25%. This program also received an Honorable Mention in the 2007-2008 Public Technology Institute (PTI) Technology Solutions Award competition.



**Public Housing  
Inspection Efficiencies  
Program Team.**

## OTHER ACCOMPLISHMENTS

**New Senior Housing Under Development.** On June 30, 2008, the McCarty on Monroe mixed-finance deal was closed with National Equity Fund, Inc. and Citicorp USA, Inc. This deal, which is the department's first low-income tax credit development, will allow the department to proceed with creating a 69 unit low-income housing tax credit apartment community to serve seniors. Orcutt/Winslow is the project architect, and Weitz Company is the contractor. The project, located at 1130 E. Monroe Street, near the Light Rail line, provides a significant investment to the Eastlake Community and opens in the fall of 2009.



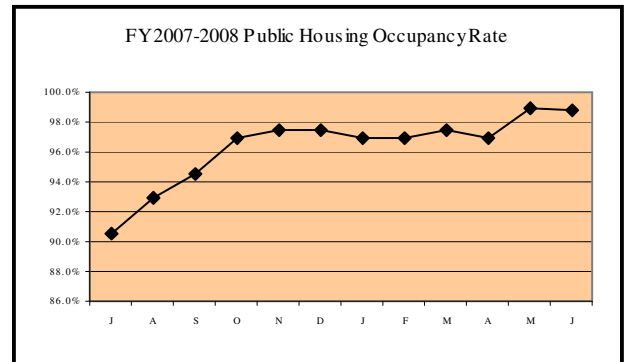
McCarty on Monroe Courtyard Renderings.

**Affordable Housing Opens.** Through development loans, our partners created 516 units of affordable rental housing this year, which will provide housing to families, senior citizens, victims of domestic violence, and individuals recovering from chronic substance abuse. Developers that partnered with the department to create these affordable rental units include Community Housing Resources of Arizona, the Association for Community Organizations for Reform Now (ACORN) Housing Corporation of Arizona, Chicanos Por La Causa, Neighborhood Housing Services, National Church Residences, YES Housing, Inc., the NRP Group, LLC, House of Refuge Sunnyslope, and New Arizona Family, Inc. (NAFI). An additional thirteen projects representing over \$14 million in HOME and CDBG loans are already in the pipeline for this year.



Phoenix contributed funds to help NAFI create the Pinchot Community and Learning Center at 3301 E. Pinchot Road.

**Improved Public Housing Occupancy Rate.** The Housing Department drastically improved its public housing occupancy rate from 90% in July 2007 to nearly 99% in June 2008. This was a true team effort, and the department benefited from the support and help of the City Council, city management, other departments, ADOH and PRIDE to achieve this goal.



**First Time Homebuyers Attain the American Dream.** The Housing Department helped 313 families become first time homebuyers. The Home in Five Mortgage Revenue Bond (MRB) program of the Phoenix and Maricopa County Industrial Development Authorities, which provides 6.55% mortgage loans and 5% grants for down payment and closing cost assistance, assisted 294 of these families.



The Housing Department helps a Phoenix resident become a first time homeowner.

**New Business System Vendor Selected.** The Housing Department hired the Bronner Group to evaluate the department's current processes and systems. Based on this analysis, the department hired Visual Homes to create a new business system. This system will be implemented in the upcoming year, and it will increase productivity and improve system processes.



## OTHER ACCOMPLISHMENTS

**New Housing Choice Vouchers Secured.** The department has over 5,100 Section 8 vouchers as of June 30, 2008 and has recently partnered with the Department of Veterans Affairs to create the HUD-Veterans Affairs Supportive Housing (HUD-VASH) voucher program to help serve 105 chronically-homeless veterans.

**Beautified Public Housing Properties.** Dozens of property improvements have been made. Most notably, the Sidney P. Osborn Homes project was painted and landscaped. New play structures were also installed at two sites.

**Participated in America's Community Initiative.** At the request of city management and the Housing and Neighborhoods Subcommittee, the Housing Department convened an interdepartmental team to address regulatory barriers to affordable housing and to host a stakeholder forum. The forum was held September 17, 2007, and Chairwoman Peggy Neely welcomed attendees. Staff has taken measures to address the issues raised, and a HUD official attended a Neighborhoods, Housing, Historic Preservation, Arts & Culture Subcommittee meeting in the spring of 2008 to thank the City Council for signing on to this initiative.

**Reduced Barriers through "Housing Now" Program.** Housing received \$35,000 in grants from PRIDE and a \$20,000 matching grant from ADOH to implement the "Housing Now" program, which assists new public housing residents with move-in expenses. This program has helped 48 families since its inception.

### Housing Facts

#### *Federally-Assisted Units*

- Family: 2,079
- Senior: 636

#### *City-Owned Units*

- Workforce: 1,082
- Senior: 301

#### *Partnered Affordable Portfolio*

- City: 2,891
- Leveraged: 3,767
- Developments: 110

#### *Vouchers*

- General: 5,419
- VASH: 105
- Other: 232

### City Council Federal Legislative Priorities

- *Provide Full Funding of Operating Subsidy.* The current 81 cents to the dollar makes it difficult to maintain critical housing stock for families who otherwise could be homeless.
- *Provide Full Funding of Voucher and Administrative Costs and Streamline Regulations.* Adequate staffing is required to maintain lease up and provide customer service, and full voucher utilization is only possible with funding sufficient to support all the available vouchers. Staff supports the proposed SEVRA legislation to streamline the program.
- *Continue Funding HOPE VI at Current Levels.* Redevelopment of housing is essential to create quality mixed-income communities.

## Housing Department



Making It Happen!

### MISSION STATEMENT

The Housing Department provides and promotes diversified housing opportunities and enriches the quality of life for low- to moderate-income families, seniors, and persons with disabilities by developing, managing and subsidizing affordable housing.

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HOUSING DEPARTMENT