

INDIAN WELLS HOUSING AUTHORITY

November 7, 2024



To: Housing Authority
From: City Manager Department
Prepared by: Kristen Nelson, Administrative Services Manager
Subject: **Quarterly Senior Housing Update**

RECOMMENDED ACTIONS:

Housing Authority **RECEIVES** and **FILES** the Quarterly Senior Housing Update; and

FINDS the action exempt from California Environmental Quality Act (CEQA) review under CEQA guidelines section 15061(b)(3).

DISCUSSION:

In addition to the quarterly presentations provided to the Housing Authority, Staff will be working with Abode Communities to provide quarterly updates for the record. These reports, similar to those of the past, will include a breakdown of waitlist data, unit occupancy and maintenance, property maintenance, resident communications and financials for both Indian Wells Villas and Mountain View Villas.

Waitlist Update

As of September 30, 2024, there are 96 active applicants on the waitlist for Indian Wells Villas and 271 active applicants for Mountain View Villas.

As a reminder, the enactment of Senate Bill 351 significantly impacted how the Housing Authority could utilize housing funds received through the Redevelopment Agency dissolution process. One of the most critical impacts of the legislation were the number of restrictions placed on the use of the funds for the development of affordable housing, including the fact that none of the funds could be used for moderate income households or above (above 80% AMI). As a result of this legislation, neither property accepts new moderate-income tenants, and existing moderate-income tenants will be phased out as they move away from the properties.

Indian Wells Villas		
Income Category	# On Waiting List	Outside the Coachella Valley*
Very Low (50%)	39	6
Low (80%)	57	6
Moderate (120%)	N/A	N/A
TOTAL	96	12

Mountain View Villas		
Income Category	# On Waiting List	Outside the Coachella Valley*
Very Low (50% 1 bed)	108	53
Low (80% 1 bed)	100	34
Moderate (120% Any)	N/A	N/A
Very Low (50% 2 bed)	25	8
Low (80% 2 bed)	38	10
TOTAL	271	105

* Priority is given to residents of the Coachella Valley

Unit Occupancy

The occupancy rate for the period ending September 30, 2024, was 97% for Indian Wells Villas (3.7% increase over Q4) and 98.4% for Mountain View Villas (1.5% increase from Q4). Abode's contract requires the annual vacancy rate to stay below 3% (Exhibit A, Section 15.1.B). Following is the vacancy breakdown by property.

Indian Wells Villas

- 2 Move Outs
- 5 Move Ins
- 3 Vacant Units
- Average Vacancy – 64 Days (Note: this is not including model 806-6)
- Reasons for Move Outs:
 - Skipped without notice (1)
 - Death (1)

Mountain View Villas

- 6 Move Outs
- 1 Move Ins
- 5 Vacant Units
- Average Vacancy - 42 Days

- Reasons for Move Outs:
 - Moved with Family (2)
 - Death (4)

Recertification & Unit Allocation

Annually, Abode conducts income recertification for all residents. The bulk of recertification happens in October for new tenant leases starting February 1st of each year. For any tenant whose income increased or decreased from their income category, Abode follows the Housing Authority adopted Rent Reassignment Policy and reassigns tenant rents accordingly.

Through the recertification process, the unit mix at the properties changes whenever tenant incomes go up or down. The following tables detail the changes in unit breakdown based on the recertification process to date. They compare the number of units in each income category to what is called for in the Regulatory Agreement for each property. Updated charts will be provided to the Authority as recertifications are completed.

An amended Regulatory Agreement was adopted in 2006 for Mountain View Villas, which increased the number of 50% units and decreased the number of 80% units. Over time and through attrition, Abode will fill vacant units with eligible tenants to ensure Indian Wells is providing affordable housing to the area and, in response to the impacts of SB341, will continue to phase out 120% units at both properties.

INDIAN WELLS VILLAS UNIT BREAKDOWN				
Unit Set Aside	Regulatory Agreement	June 30, 2019	September 30, 2024	Variance
50% Units	31	32	30	-6.25%
80% Units	38	39	46	17.85%
120% Units	20	18	13	-27.77%
TOTALS	<u>89*</u>	<u>89*</u>	<u>89*</u>	
*The Regulatory Agreement allocates 1 unit for on-site personnel use.				

MOUNTAIN VIEW VILLAS UNIT BREAKDOWN				
Unit Set Aside	2006 Amended Regulatory Agreement	June 30, 2019	September 30, 2024	Variance
50% Units	57	69	54	-21.7%
80% Units	44	33	62	87.87%
120% Units	25	25	11	-56%
TOTALS	<u>126*</u>	<u>127*</u>	<u>127*</u>	

*The Regulatory Agreement allocates 2 units for on-site personnel use. WinnResidential only utilized one and returned the other into the rental pool. Abode Communities does the same.

Indian Wells Villas Annual Recertification Update:

MONTH	TOTAL DUE FOR RECERT	TOTAL COMPLETED/SIGNED TIC	DONE BUT NEED TO SIGN TIC	TOTAL PENDING
January	5	4	0	1 move out
February	28	13	2	9 pending verifications/in process and 4 move outs
March	8	5	3	
April	4	2	0	1 in process, 1 has not complied
May	6	1	1	1 move out, 1 in process, 2 have not complied
June	6	3	3	1 pending verification and 2 in process
July	0			
August	9	2	0	6 pending verifications and 1 has not complied
September	3	10	0	2 in process/pending verifications, 1 has not complied
October	4	0		3 pending verifications and 1 has not complied
November	0			
December	6	0		Interviews in progress

Mountain View Villas Annual Recertification Update:

MONTH	TOTAL DUE FOR RECERT	TOTAL COMPLETED/SIGNED TIC	DONE BUT NEED TO SIGN TIC	TOTAL PENDING
January	8	8	0	0
February	45	29	12	3 moved out, 1 pending verification
March	9	7	1	1 move out
April	11	8	0	1 unit transfer/move out
May	12	6	3	3 pending verifications
June	5	3	0	5 in process
July	4	1	1	2 pending verifications
August	9	8	1	0
September	8	0	0	2 pending verifications, 1 has not complied, 1 move out and 4 processing.

October	3	1	0	2 in process
November	7	0	2	3 have not complied, and 2 pending verifications
December	4		1	3 pending documents

Recertification Non-Compliance:

Once the noncompliant households receive three (3) reminders, they will receive Notices of Non-Compliance where housing is jeopardized. As of the time of this report, no one at either property has received a Notice of Non-Compliance, however, these notices will begin to roll out in the coming months should non-compliance continue despite receiving reminders.

Section 8 Enrollments

For the period ending September 30, 2024, there are 24 Section 8 Voucher Holders at Indian Wells Villas (two more than Q4) and 35 Section 8 Voucher Holders at Mountain View Villas (three more than Q4).

Abode staff are trained to assist residents at both properties with the application process and encourage all residents to check their eligibility. The Section 8 Program provides Voucher Holders with the security of federal rent assistance while simultaneously providing the Housing Authority with guaranteed maximum revenue for Section 8 occupied units since HUD (the U.S. Department of Housing and Urban Development) pays the Authority the difference between the Voucher Holder’s calculated portion of the rent and the maximum allowable contract rent charged for the unit.

Legacy Units

As of September 30, 2024, three (3) of the original 13 legacy units at Indian Wells Villas remain active. Eight (8) vacated for various reasons while two (2) others are now on Section 8 and follow those rent guidelines instead. These three (3) remaining units continue to trail 2-3 years behind max allowable rents.

Unit Maintenance

Indian Wells Villas

For the period July 1, 2024, to September 30, 2024, Abode received 201 work orders and completed 192 (96%). Completion of work orders averaged 3 days, with 40 work orders taking more than 3 days, with 18 due to parts on order, 6 due to resident preference for entry and 16 due to vendor availability delay. The

volume of work orders during the quarter averaged about 2.36 per day. This is approximately the same workload as Q4.

Mountain View Villas

For the period July 1, 2024, to September 30, 2024, Abode received 231 work orders and completed all 231 (100%). Completion of work orders averaged 1.5 days, with 43 work orders taking more than 3 days, with 8 due to parts on order, 22 due to resident preference for entry and 13 due to vendor availability delay. The volume of work orders during the quarter averaged about 3.6 per day. This represents a decrease in workload compared to Q4 due to completion of unit inspections and completed work orders generated as a result of inspections.

Property Maintenance

The following is a list of property maintenance items completed at both properties from July 1, 2024, to September 30, 2024:

Indian Wells Villas

- Appliance replacements: 1 stove, 1 microwave, 1 washing machine
- Resurfacing interior of units: Tub/Shower enclosures:
- 1 HVAC vent
- Dryer duct cleaning: 28 units
- Replaced toilets: 1
- Grab Bars Installed: 3
- Hose Bibs on patios replaced: 2
- Garage Door motors: 2
- Water Heater Replacement: 1
- Window Balancers replaced: 3
- Walk in shower conversions for approval (504): 2
- Window inspections & assessments completed
- Installations of new cameras system and WiFi booster installed
- Fire sprinkler systems tested
- Fire Extinguisher service completed
- Annual Inspections of all unit completed
- Hard Tree Trimming completed
- Sidewalk Project near completion
 - Exploring solutions to shade covers
 - 90 day landscape maintenance phase

Mountain View Villas

- Fire Sprinkler System testing and repairs

- 5 Year inspection repairs
- HVAC systems replacements: 7
- Snake repellent applied to grounds monthly
- Appliance replacements: 5 refrigerators, 2 gas ranges, 3 dishwashers
- Water heater replacement: 1
- Garage door opener replacements: 6
- Hard tree trimming completed
- Main entry gate repairs
- Walk in shower conversions (504): 3

Resident Communications

Monthly Meetings & Minutes

Each month, Abode staff at both properties host a Manager's Meeting intended to connect residents with each other, provide information about the goings on at each property, and address any questions or concerns. These meetings are typically held the third Tuesday of the month at Indian Wells Villas and the third Thursday of the month at Mountain View Villas.

Agendas are provided to in person attendees and summary minutes are posted in the clubhouse, on residents' doors, and sent to residents through the resident portal for review by anyone not able to be in attendance.

Average attendance:

July 2024: IWW- 22; MVV- 14

August 2024: IWW- 21; MVV- 11

September 2024: IWW- 19; MVV- 14

Monthly Newsletter

Monthly newsletters are posted to each residents' door with information about what's going on in the community, reminders of how to contact staff, highlights from property management, resources within the community that are available to residents, birthday announcements (with resident's permission), and more.

FIND Food Bank

In ongoing partnership with the Housing Authority, FIND Food Bank's Mobile Markets delivers food drops to both Indian Wells Villas and Mountain View Villas twice each month, providing shelf-stable goods, fresh fruit and vegetables.

Hosted the 1st and 3rd Wednesdays at Indian Wells Villas and the 2nd and 4th Mondays at Mountain View Villas, residents are invited to their respective clubhouses between 9:00 a.m. – 12:00 noon to take what they need to supplement their existing groceries. The recent implementation of monthly resident wish lists has been used to great effect, resulting in improved drops including pet food, cheese, milk, meat, and sundry items.

Events & Activities

July

- Balance and Stretching Classes 2x week at both properties
- Aqua Zumba Classes once a week at both properties
- Brain Bomb Classes with Renata once a week at Indian Wells Villas
- Enhanced Brain Health at both properties once a week
- Coffee with a Cop at both properties
- Managers' Meeting at both properties
- Introduction to Tai Chi at both properties 1x week
- Seated Yoga at both properties 1x week
- Find Food Distribution twice a month at both properties
- Birthday Celebration at both properties
- Bingo game day at each property
- Pinochle (Card Game) and Canasta 2x week at MVV
- Book Club 1x a month at Both properties
- 4th of July Celebration
- Food to Connect (Harvest Olive Garden and Yard House Donations) every other week at both properties
- Movie day at both properties

August

- Balance and Stretching Classes 2x week at both properties
- Zumba Classes 1x week at both properties
- Brain Bomb Classes with Renata once a week at both properties
- Managers' Meeting at both properties
- Introduction to Tai Chi at IWV 1x week
- Seated Yoga at IWV 1x week
- Find Food Distribution twice a month at both properties
- Birthday Celebration at both properties
- Bingo game day at each property
- Pinochle (Card Game) and Canasta 2x week at MVV
- Book Club 1x month at MVV and IWV
- Welbe Health Presentation at both properties
- Parkinson Association Presentation at both properties
- Luau Celebration at both Properties

- Movie Day at both properties
- Food to Connect (harvest Olive Garden and Yard House donations) Every other week at both properties

September

- Balance and Stretching Classes 2x week at both properties
- Zumba Classes 1x week at both properties
- Intro to Spanish (Day 7) at both properties 1x month
- Managers' Meeting at both properties
- Introduction to Tai Chi at IWV 1x week
- Seated Yoga at IWV 1x week
- Find Food Distribution twice a month at both properties
- Birthday Celebration at both properties
- Bingo game day once a month at each property
- Pinochle (Card Game) and Canasta 2x week at MVV
- Mahjong 1x week at MVV
- Book Club 1x month at both sites
- Food To Connect (Harvest) Donations from Olive Garden, Yard House and. Every other week at both properties.
- Movie Day at both properties
- Community Potluck at both properties

Financials

For the period of July 1, 2024, through September 30, 2024, the properties performed in the following manner:

Indian Wells Villas Q1 Financial Position:

Revenue

Revenue was 3.32% less than projected for the following reasons:

- Higher than budgeted vacancy loss due to the amount of move outs and vendor delays to turn units
- Note: The enforcement of the Rental Reassignment Policy and required attrition of all moderate-income units (120%) will also impact potential revenue when filling vacant units.

Expenditures

Operating expenditures were 41.5% over budget due to the following reasons:

- Vacancy loss, coupled with the large cost to prepare the units for re-rental due to wear and tear from the previous long-term households.

- Another high cost was the utilization of temporary staff to fill vacant positions. During Q1 there was a vacant position in Resident Services since the Activities Coordinator position was phased out with the intent to replace that role with a second Resident Services Coordinator. A Temp Agency was utilized while this role was recruited for and filled.
- Priority 2 and Priority 3 HVAC repairs increased during the summer months

Mountain View Villas Q1 Financial Position:

Revenue

Revenue was 5.81% less than projected for the following reasons:

- A sudden increase in vacancies that cost more than the budgeted vacancy loss, as well as the cost to turn the units in preparing for re-rental.
- Note: The enforcement of the Rental Reassignment Policy and required attrition of all moderate-income units (120%) will also impact potential revenue when filling vacant units.

Expenditures

Operating expenditures were 25.61% under budget due to the following reasons:

- Due to the number of households at higher rents, this community operated at a surplus throughout Q1. It is on track to continue operating this way due to increased rent potential through voucher approvals and move ins with higher max allowable rents.

Reasonable Accommodations and Modifications Q1

Property	Processed	Denied	Approved
Mountain View Villas	9	0	0
Indian Wells Villas	5	0	2
Totals	14	0	2

CALIFORNIA ENVIRONMENTAL QUALITY ACT (CEQA):

The action is not a project within the meaning of Section 15378 of the State of California Environmental Quality Act ("CEQA") Guidelines, because it has no potential for resulting in physical change in the environment, directly or indirectly; and that the action is nonetheless exempt from the requirements of CEQA in that the activity is covered by the general rule that CEQA applies only to projects that have the potential for causing a significant effect on the environment. (14 CCR 15061(b)(3).)

ATTACHMENTS:

1. Manager's Meeting Agendas
2. Community Event Calendars