



Board of Commissioners Meeting
Executive Report
February 25, 2026



Executive Progress Report: January 2026

MISSION: The Mission of the Housing Authority of the City of Asheville is to provide safe, quality, and affordable housing, to expand available resources, and to collaborate with the community to create opportunities for resident self-reliance and economic independence.

PURPOSE OF THIS REPORT: This report is designed to keep the Board of Commissioners, Residents and Staff informed about the business of the HACA. It includes reporting for the month January 2026 and is shared publicly to encourage transparency in the operations of HACA. This document will be presented to the Board of Commissioners at every Regular Board Meeting.

EXECUTIVE SUMMARY

INTERNAL PROCESS IMPROVEMENT

HUMAN RESOURCES

JOYCE WILLOUGHBY, DIRECTOR / HANNAH SUGGS HR BUSINESS PARTNER

FOR THE MONTH OF: JANUARY 2026

- **NEW HIRES**

- None

- **TERMINATIONS**

- Intake Coordinator – HCVP - Resignation

OTHER PROJECTS

1. Finalizing edits to the Employee Handbook.
2. Reviewing and updating job descriptions.
3. File auditing and compliance reviews.



ACCOUNTING

Ryan McClung, Interim CFO

JANUARY 2026 – [CLICK HERE FOR FULL FINANCIAL REPORTS](#)

OBJECTIVES	PROGRESS	IMPACT
Improve the HACA's financial operations, structure and reporting capability	<ul style="list-style-type: none"> --2026 budget complete, pending public opinion. -Brainstorming reporting methods to maintain budget tracking. -Implementation of cash flow analysis reporting. 	<ul style="list-style-type: none"> -Meet HUD and internal deadlines. -Enhance communication and strengthen inter-dept connections. -Provide clear, accurate, guidelines to involved parties.
Diversify revenue sources to promote financial sustainability and stability	<ul style="list-style-type: none"> -Intended meetings with the bank to review financial opportunities. -Work tied to HCV recertifications and reduction of vacancies. 	<ul style="list-style-type: none"> -Internal planning for expense cutting and revenue growth required. -Filling vacancies post-Helene to improve HUD funding gap.
Upgrade HACA's use of technology and develop a strategy for moving toward a paperless environment	<ul style="list-style-type: none"> -Continued push to paperless invoice approval and processing -Revisiting RentCafe for current AMP tenant virtual payments. -Begin revisit to Procure to Pay for 2026 potential rollout. 	<ul style="list-style-type: none"> -Refinements are required. -Integration of invoice and payable scanning to SharePoint allows digital researching. Push for E-signatures continuing to cut paper waste. -Allow updated methods of payment to our residents.
Ensure work processes and decision-making practices are aligned to support HACA's mission	<ul style="list-style-type: none"> -Cultivate Finance team's understanding of processes and procedures -Investigate trainings for newer staff, improved oversight of workloads. 	<ul style="list-style-type: none"> -Streamlining department to better serve the organization with efficiencies -The addition of new staff and responsibilities allows refinement and higher specialization.



PUBLIC SAFETY

JON MOBLEY, PROTECTIVE SERVICES COORDINATOR

OBJECTIVES:

1. Ensure security presence is maintained at all high-need properties.
2. Support East Security Company's transition to new contracting arrangements.
3. Continue to monitor and respond to safety concerns at all properties, especially those with higher incident rates.

CURRENT STATUS

Conversations have started again with East Security and licensing. They are now back in the process of becoming licensed.

PROGRESS

- East Security has provided consistent coverage throughout the month.
- The ban list updates were paused this month due to computer issues; three individuals remain pending addition.
- The first Protective Services Meeting was held this month to clarify expectations and align staff responsibilities.
- A new Microsoft Form has been created to help streamline and improve monitoring of the grounds.
- A new Protective Services staffing plan has been proposed to address coverage needs at other properties. This plan includes hiring one full-time staff member and two part-time staff members.



INFORMATION TECHNOLOGY

Brad Henson, IT Manager

OBJECTIVES:

1. Optimize IT Infrastructure and health and safety of systems
2. Maximize efficiency of use of equipment and reduce expenditure
3. Provide timely and effective IT support
4. Leading with Innovation and Development of systems

CURRENT PROJECTS

COMMUNICATION & SECURITY ENHANCEMENTS

- **IVR Optimization:** We are currently refining the Front Desk Interactive Voice Response (IVR) system by updating menu options and recordings. We anticipate these improvements will be finalized and live within the next two weeks.
- **Surveillance Integration:** In collaboration with Edwards Equipment and ADNS, we have successfully granted the **Buncombe County Sheriff's Department** access to our security camera feeds to enhance community safety.

MOBILE DEVICE MANAGEMENT (MDM) LAUNCH

- **Deployment Status:** We are moving forward with the **Verizon MaaS360** solution.
- **Technical Update:** The launch was briefly delayed due to credential recovery issues regarding a legacy Apple Business Manager account. With contracts now signed and the roadblock hopefully addressed, we will be ready to proceed soon.
- **Timeline:** We anticipate a **two-month rollout** to fully onboard all corporate laptops and mobile devices.

OPERATIONS & MAINTENANCE

- **Asset Management:** We continue to utilize **Asset Tiger** for rigorous equipment tracking.
- **Support:** Our team remains committed to the prompt resolution of all incoming service tickets to ensure minimal operational downtime.



PROPERTY MANAGEMENT

EVETTE SMITH, SR. DIRECTOR OF ASSET MANAGEMENT

Objectives:

1. Maintain attractive, well-manicured properties/ building and quality fleet management

SHERI GUYTON, DIRECTOR: ALTAMONT, ASTON, BARTLETT, SOUTHSIDE (ERSKINE, LIVINGSTON, WALTON)

PROGRESS:

- Curb appeal is one of our top priorities. Our office and maintenance teams are actively walking the properties to ensure standards are met.
- We have enlisted the support of our Central Maintenance staff to assist with trash control to maintain litter-free properties, especially at Bartlett.
- We have been actively walking our properties to conduct a **Physical Condition Assessment (PCA)** for the 2026 Replacement Reserve budget.
- We will continue providing guidance and support to staff to ensure consistent, high-quality customer service.

CENTRAL AND SOUTHSIDE PROPERTIES

OVERVIEW

We are improving coordination between the **Property Management** and **Admissions** teams to expedite the process from unit turnover to resident move-in.

KEY OBJECTIVES:

- Streamline the unit turnover process to reduce downtime between move-outs and move-ins.
- Strengthen collaboration between Maintenance, Management, and Admissions teams.
- Achieve a 93% average occupancy within properties by March 31, 2026.

PROGRESS TO DATE:

- Continue daily check-ins with the Admissions Team to make sure we're receiving files and staying ahead of schedule."
- As files are processed and expedited to properties, residents sign their leases and receive their keys. They are then immediately entered into Yardi, enabling the collection of rent and fees to begin without delay.



FOCUS AREAS:

- Daily vacancy review meetings to maintain accountability and momentum.
- Identifying recurring turnover bottlenecks (e.g., maintenance delays, documentation gaps).
- Increasing rent collection

CURRENT FOCUS

- Coordinating communication between property management, resident services, and external agencies.
- PBV Vacancy Eligibility Report, 15 apartments achieved new occupancy.
- Maintain and review adjustments to YARDI ledgers to ensure accuracy and compliance. Ongoing maintenance and validation of YARDI ledger adjustments to ensure correctness.
- Monitoring inspection outcomes to measure progress toward improved compliance. Receive a passing HQS (Housing Quality Standards) inspection to remove the Abatement hold.

ALLISON SMITH, DIRECTOR: DEAVERVIEW, HILLCREST, KLONDYKE, PISGAHVIEW

OCCUPANCY OBJECTIVE: TO OBTAIN A 100% OCCUPANCY

OVERVIEW:

Our primary focus is to increase occupancy by prioritizing move-ins. Managers are diligently scheduling new move-ins and guiding and coaching maintenance staff & contractors as they continuously work towards getting the units turned around in a timely manner order to meet deadlines.

PROGRESS:

Actively still in progress, NMI's are still our number 1 focus. Managers are working with all HACA departments to maximize occupancy. Managers also work with outside agencies such as Eblen Charities, ABCCM and many other agencies who assist with security deposits and rent.

TENANT ACCOUNT RECEIVABLE OBJECTIVE: TO COLLECT 100% OF RENT

OVERVIEW:

The management teams collect rent daily; we monitor the TAR (tenant account receivables) daily.

PROGRESS:

Actively Ongoing:

- Call or Email residents regarding their past due rent
- Support residents seeking assistance for rent from outside agencies.



- Meeting with residents who have high & low outstanding account balances.
- Explain how their payment supports the overall operation of the agency.
- “Knock and Talk” with residents at their home

VACANCY OBJECTIVE: IS TO ACHIEVE 5% OR LESS

OVERVIEW:

Our objective is to keep vacancy numbers 5% or under. This includes ensuring units are turned over quickly and efficiently. When we receive notice that a tenant will be vacating, we will promptly enter the information using the **Notice** function, alerting the Tenant Selection Department of an upcoming vacancy for the property. This practice supports timely unit assignments and reduces overall vacancy periods.

PROGRESS:

Actively happening in each development, on-going

- Check vacant units every day to avoid vagrant break-ins causing damage.
- The Maintenance Tech and Manager work closely together to curate sufficient deadlines.

HOUSING QUALITY STANDARD’S OBJECTIVE: TO OBTAIN 100% PASS RESULTS

OVERVIEW:

Management Teams remain committed to maintaining safe, healthy living environments for all residents. This includes addressing necessary unit repairs in a timely manner and upholding all Housing Quality Standards to promote tenant safety, healthy environment and overall well-being.

PROGRESS:

In progress and on-going



Vacancy Report – January 2026

Evictions Totals	36
Updated: February 19, 2026	
Evicted - Criminal Activity	11
Evicted - Lease Violation	7
Evicted - Non-Compliance	0
Evicted - Non-Payment	18
Evicted - Drug Activity	0

When a tenant is evicted, they are locked out usually with 7 days to arrange to retrieve their personal belongings.

- **Ready for Occupancy: 58**

When a unit is “ready for occupancy” that means it is cleaned, and the site is waiting to receive the tenant file from admissions. Currently applicants are offered one unit. If they do not accept, they are moved to the end of the list. We are examining the effect of this policy.

- **Assigned File for Move-in: 11**

Assigned file for Move-in means that the site has received a file for a particular unit, and they are arranging for the move-in date.

- **Maintenance Turn: 69**

The Maintenance team utilizes a punch list to indicate what needs to be done to prepare a unit for occupancy. Depending on the severity of the unit when it is turned back over to the site when the prior tenancy is terminated. Units in this condition usually need a number of services including painting, holes repaired, windows and general scrubbing.



RESIDENT SERVICES

SHAUNDA JACKSON, DIRECTOR

DEPARTMENT OVERVIEW:

The Resident Services Department continues to focus on measurable progress in self-sufficiency, housing stability, youth engagement, and access to essential resources. January's efforts centered on direct resident engagement, stabilization support, and strengthening interdepartmental coordination.

[CLICK HERE TO SEE RESIDENT SERVICES FULL REPORT](#)

KAROLINA HOPKINS MANAGER: FAMILY SELF SUFFICIENCY & HOME OWNERSHIP

Family Self-Sufficiency/Homeownership Report - January 2026

Family Self-Sufficiency Program							
	Central AVL	Southside	West AVL	Maple Crest	North AVL	Tenant-Based	Total
Current FSS Participants	5	30	42	3	43	118	241
Established FSS Accounts	5	25	30	1	34	96	191
Traditional escrow FSS Account Balances	\$23,324	\$66,369	\$55,149	\$1,890	\$98,381	\$257,261	\$502,374
Award based escrow FSS Account Balances	\$2,250	\$10,111	\$6,384	\$0	\$6,725	\$39,092	\$64,562
Total Distributed since 01/2017							\$2,297,723
Graduates (Since 1/2017)							219
Results and Updates this Month:	We had one new participant in January and no new escrow accounts. We had one graduation in January.						
Homeownership Program							
	Central AVL	Southside	West AVL	Maple Crest	North AVL	Tenant-Based	Total
Current Homeownership Applicants	4	2	5	0	1	12	24
Completed Homebuyer Education	1	1	1	0	1	25	69
Completed All Prerequisites	0	2	1	0	1	14	18
Under Contract	0	0	0	0	0	2	1
New Homeowners (this month)	0	1	0	0	0	1	2
Total Current Homeowners							85
Total Homeowners to date							98
Results and Updates this Month:	We had no new homeowners in January. We have one resident under contract.						