

The **Nelrod** Company®

# **PUBLIC HOUSING: A MANAGEMENT PERSPECTIVE**

*PART 2*

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# **SYSTEMS REPORTING & MONITORING: *PIC & EIV***

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## **WHY IT IS IMPORTANT**

- Compliance with HUD regulations
- Assessment models pull directly from our systems
- Accuracy in funding eligibility
- Identification of fraud
- Fraud recovery

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## **WHAT CAN GO WRONG?**

- Loss of subsidy and rental income
  - Loss of capital funds
  - System inaccuracy
  - Fraud isn't caught

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## PIH INFORMATION CENTER (PIC)

- Accurate and timely reporting
- Occupancy
- Unit status changes
- Recertification stats
- Delinquency



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## PIH INFORMATION CENTER (PIC)

- The Family Report – 50058
- Agency software
- PIC system
- Delinquency reports



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## **PIH INFORMATION CENTER (PIC)**

- Occupancy staff
- Applicants
- Tenants
- HUD staff



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## **PIH INFORMATION CENTER (PIC)**

- Agency Software vs. PIC system
- Occupancy/Vacancy
- Unit tenant status changes
- Verify annuals and interims processed correctly



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## EARNED INCOME VERIFICATION (EIV)

- Unreported or misreported income
- Overpaid subsidy
- Discrepancies
- Recovered Funds
- Corrected Rents



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## EARNED INCOME VERIFICATION (EIV)

- EIV reports – monthly/quarterly
- Income validation tool (IVT)
- 50058
- Verifications
- Repayment Agreements



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## **EARNED INCOME VERIFICATION (EIV)**

- Occupancy staff
- Tenants
- HUD
- OIG



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## **EARNED INCOME VERIFICATION (EIV)**

- Monthly/quarterly reports
- Annual and interim EIV
- Verify information on the reports
- Track and document
- Dollars recovered



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# SECURITY MEASURES

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<b>PIC REPORTING:</b> <b>98%</b>		<b>EIV REPORTS:</b> <b>MONTHLY</b>
		<b>IVT THRESHOLD:</b> <b>\$2400</b>
<b>PIC UNIT STATUS:</b> <b>60 DAYS</b> (30 & 30)	<b>PIC v. RENT ROLL:</b> <b>100%</b>	<b>FRAUD RECOVERY:</b> <b>100%</b>

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# ROUNDTABLE

*Are you comfortable using PIC and EIV to **monitor tenant reporting** and recovery?*

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## PEST CONTROL

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## WHY IT IS IMPORTANT

- Resident health and well being
- Prevent the spread of pests and vermin
- Compliance with decent, safe, and sanitary
- Tenant satisfaction & retention
- Reduction of liability
- Improves marketability

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## WHAT CAN GO WRONG?

- Financial instability
- Deterioration of property conditions
- Increased crime and safety concerns
- Negative community perception/reputation
  - Unmet housing needs
  - Lower PHAS scores

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## WHAT IS IPM?

- Proactive, eco-friendly approach
- Prevention
- Monitoring
- Interventions/treatments
- Resident education and responsibility
- Long-term focus

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## INTEGRATED PEST CONTROL

- Infested units/rates by types of pests
- Units under treatment
- Response time
- Cleared units, and days to clear (per pest)
- Repeat infestations
- Associated costs



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## INTEGRATED PEST CONTROL

- IPM
- Reported infestations
- Pest control provider logs
- Treatment schedules
- Pest types - tracking



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## INTEGRATED PEST CONTROL

- Tenants
- Pest control providers



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## **INTEGRATED PEST CONTROL**

- Initial treatments
- Follow up treatments
- Cleared units
- New infestations
- Cost effectiveness



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# **PEST CONTROL MEASURES**

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<b>TIME TO TREAT FROM FIRST REPORT: 5-7 DAYS</b>		<b>TIME TO CLEAR: 120 DAYS</b>
<b>DAYS BETWEEN TREATMENTS: 30 DAYS</b>	<b>RESIDENT RESPONSIBILITY: 48 HOURS PRIOR</b>	<b>INFESTATIONS/100 &lt; 5%</b>
		<b>COST PER UNIT: VARIES BY PEST AND METHOD</b>

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**ROUNDTABLE**

*Are there any horror stories out there? If so, what did you **learn** from your trials and tribulations?*

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# TENANT RELATIONS

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## WHY IT IS IMPORTANT

- Improved tenant retention
- Reduces conflict and legal issues
- Enhances property upkeep
- Supports community engagement
- Improved rent and charge collection
- Strengthens public perception

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## WHAT CAN GO WRONG?

- More complaints
- Higher turnover
- Increased maintenance issues
- Rent delinquencies
- Noncompliance with rules and regulations
- Safety and security issues
- Staff burnout

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## TENANT RELATIONS

- Tenant engagement
- Occupancy stability
- Maintenance work satisfaction
- Rent collections
- Tenant programming
- Social media engagement



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## TENANT RELATIONS

- Tenant meetings and programs
- PH lease
- Complaint and resolution logs
- Police activity
- Crime rates
- Surveys



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## TENANT RELATIONS

- Tenants
- Occupancy staff
- Maintenance staff
- Police
- Other agencies
- Community stakeholders



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## TENANT RELATIONS

- Communicate clearly & consistently
- Be responsive and approachable
- Create a strong maintenance and service culture
- Foster a sense of community
- Be supportive
- Enforce the lease



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# TENANT RELATIONS MEASURES

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**TENANT SATISFACTION SCORES:**  
**> 85%**

**RESOLUTION TIME:**  
**72 HOURS**

**LEASE VIOLATIONS:**  
**< 5%**

**RENT/CHARGES COLLECTION:**  
**100%**

**TENANT COMPLAINT RESOLUTION:**  
**> 95%**

**RESIDENT ENGAGEMENT:**  
**> 25%**

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**ROUNDTABLE**

*What types of tenant programs have been **most successful** for your families? What didn't work?*

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IT IS **ILLEGAL** TO  
DISCRIMINATE IN HOUSING  
ACTIONS ON THE BASIS OF RACE,  
COLOR, NATIONAL ORIGIN,  
RELIGION, SEX, FAMILIAL STATUS,  
OR DISABILITY.

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## **WHY IT IS IMPORTANT**

- Ensure equal access to housing
- Promotes diversity and inclusion
- Compliance – HUD and Fair Housing Acts (et al)
- Protects tenants' rights
- Supports upward mobility
- Improves tenant satisfaction

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## WHAT CAN GO WRONG?

- Legal/financial consequences
  - Community backlash
  - Housing instability
  - Increased complaints
- Increased federal oversight

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**AN AGENCY CAN BE HELD  
EQUALLY LIABLE FOR ITS  
FAILURE TO ACT  
AS IT CAN FOR DIRECT OR  
INDIRECT  
DISCRIMINATION.**

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## FAIR HOUSING

- Staff training
- Tenant selection and placement
- Applicant and tenant engagement
- Complaint and grievance resolution
- Accessibility (accommodations and modifications)
- Transparency



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## FAIR HOUSING

- Training metrics and logs
- Applicant/tenant demographics
- Fair housing audit results & actions taken
- Fair housing complaints
- Investigations and results



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## FAIR HOUSING

- Tenants
- Occupancy staff
- Maintenance staff
- Other agencies
- Community stakeholders



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## FAIR HOUSING

- Establish clear policies
- Train your staff
- Annual audits
- Track applicant and tenant demographics
- RA/RM requests and outcomes
- Engage the community
- Documentation



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## **WHY IT IS IMPORTANT**

- Job performance and productivity
- Reduces cost associated with bad hires
- Strengthens culture and morale
- Improves the service we deliver
- Operational efficiency

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## **WHAT CAN GO WRONG?**

- Decreased productivity and poor job performance
  - High turnover, and the associated costs
    - Low morale and team engagement
      - Poor tenant relations
      - Increased legal issues
- Financial loss and mismanagement

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## THE HUMAN RESOURCE

- The right amount of staff, and the right staff
- Recruiting and onboarding
- Retention and turnover rates
- Training and succession
- Promotion rate
- Successful hire rate



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## THE HUMAN RESOURCE

- Applications and resumes
- Onboarding process and documentation
- Training opportunities and logs
- The work itself
- Performance appraisals
- Coaching and counseling



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## THE HUMAN RESOURCE

- Occupancy staff
- Maintenance staff
- Agency leadership



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## THE HUMAN RESOURCE

- Succession planning
- Training converted into success
- Goal setting and follow up
- Feedback
- Why do staff leave



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# STAFF SUCCESS MEASURES

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<b>RECRUITING AND HIRING:</b> <b>30-45 DAYS</b>	<b>NEW HIRE RETENTION:</b> <b>&gt; 85%</b>
<b>STAFF RATIO TO UNITS:</b> <b>VARIABLES</b>	<b>AVERAGE TENURE:</b> <b>3-5 YEARS</b>
<b>EMPLOYEE TURNOVER:</b> <b>&lt; 10%</b>	<b>PERFORMANCE APPRAISALS:</b> <b>100%</b>

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# ROUNDTABLE

*How is staffing at your property?  
What challenges are you facing  
**recruiting and retaining**  
quality staff?*

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WHO HAS TIME FOR  
ALL THIS?

YOU

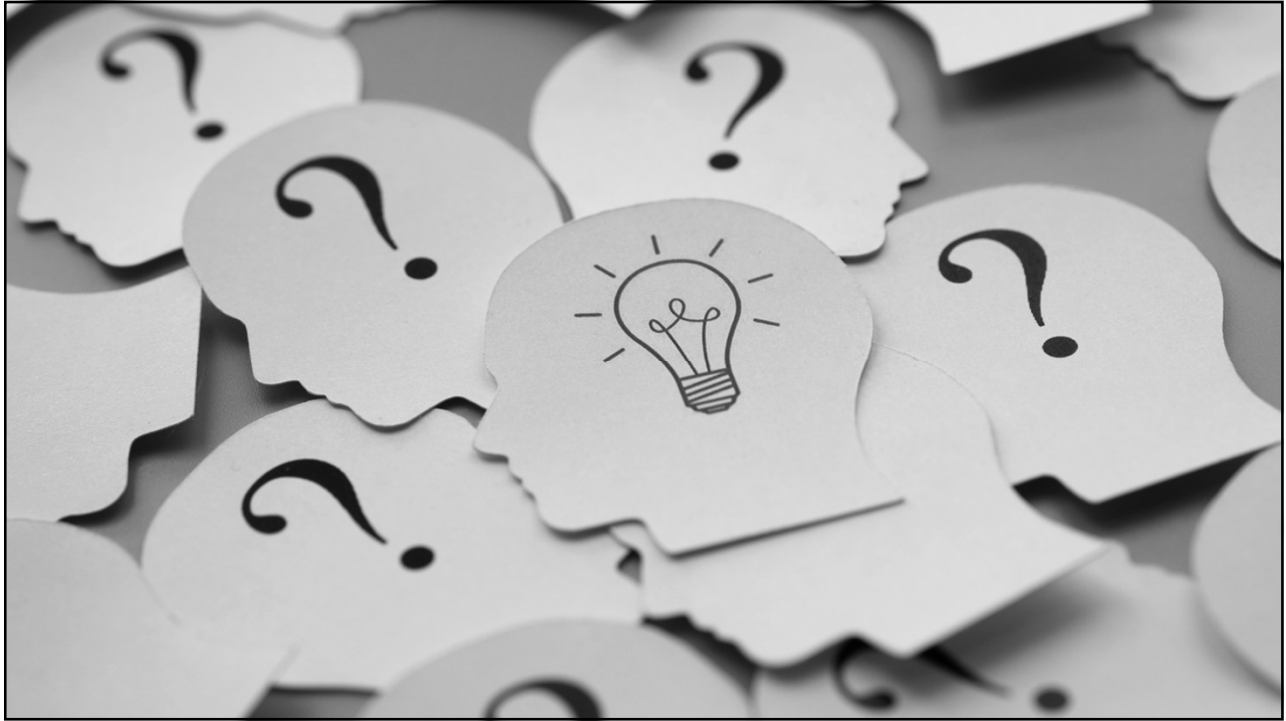
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