



Durham CAN
(Congregations, Associations and Neighborhoods)
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Date: September 28, 2020
To: Ms. Ashanti Brown, Durham Housing Authority
330 E. Main St., Durham, NC 27701

Subject: WRITTEN COMMENT - Proposed Changes To FY2020 Annual PHA Plan, ACOP Policy and HCV Administrative Plan

In 1998, the US Congress established the public housing agency (PHA) plan to ensure “that the PHA is accountable to the local community for choices it makes.” Since that time, the City of Durham and the State of North Carolina have made significant investments of tax-payer funds into the Durham Housing Authority (DHA) including low-income housing tax credits administered by the North Carolina Housing Finance Agency, over \$26 million of investment from the City of Durham, and most recently, the historic, \$95 million affordable housing bond passed by 13.6 % of Durham’s electorate in 2019.

Our comments are informed by courageous DHA Resident Leaders and their willingness to share their lived experiences with us over the past two years. In that time we have seen and heard what many in our community have known for decades: DHA’s systemic problems with communication, transparency and neglect persist because we have failed to take direct action in addressing them seriously and urgently. As a matter of justice, conscience and morality, we cannot allow a focus on the redevelopment of DHA’s properties through the Rental Assistance Demonstration (RAD) to excuse the exacerbation of deteriorating living conditions for Black and Brown mothers and their children (as documented in our attached photos and resident inspection forms); a system of predatory evictions--including the 80 evictions already filed by DHA in 2020--that often extracts fees from “low” and “very-low income” households that should never have been charged in the first place; recreation centers with no recreational opportunities or programming provided by DHA for the children living in those communities and experiencing the trauma of consistent and persistent violence.

On October 30 2019, during a public action at First Chronicles Community Church, mayoral candidates (including Mayor Schewel), members of the Durham City Council and DHA CEO Mr. Anthony Scott made public commitments to meet with us and leaders from the Hayti community. Although Mayor Schewel has requested that Mr. Scott set up this meeting at least twice, we have not heard from him, but look forward to our conversation.

We thank you for the opportunity to submit comments on these proposed changes.

Sincerely,

Durham Congregations, Associations and Neighborhoods

Comments To Proposed Changes to FY2020 Annual Plan

Section A.1 Availability of Information

DHA is required to make all information relevant to the public hearing and proposed PHA Plan available for inspection by the public. However, we note several missing documents, attachments, and supporting documents as outlined in HUD's [List of Supporting Documents Available for Local Review](#) which states "All listed documents must be on display if applicable to the program activities conducted by the PHA," including:

- Civil Rights Certification
- Resident Advisory Board (RAB) Comments (A member of the RAB stated that the last known communication about the RAB was 9/14/2019).
- Certification by State or Local Officials
- Troubled PHA Recovery Plan proposed to HUD for FY 2018
- Statement of Capital Improvements - HUD Form 50075.2, approved by HUD on 05/14/2019 for 2018-22
- Documentation for all of DHA's prior and current RAD Conversions (including Hope VI developments):
 - RAD applications submitted to HUD
 - Commitment to enter into a Housing Assistance Payment contracts (CHAP) issued to DHA from HUD
 - Financing Plans from DHA submitted to HUD
 - HUD approval of Financing Plans /RAD Conversion Commitments (RCC) to DHA
 - For those properties that have officially converted, the (Housing Assistance Payment) HAP contract
 - Proposals for recovery for the 2016 and 2018 "Troubled" designations
- Miracle League Ground Lease Agreement
- Lease Agreement with Durham County for Phase VI transfer of assistance from Liberty and Oldham to 300 E Main Street
- Internal Policy Documents Governing Programs including:
 - Public Housing Admissions & Continued Occupancy Policy (ACOP)
 - DHA Public Housing Dwelling Lease
 - DHA Public Housing Preventative Maintenance Policy
 - DHA Schedule of Maintenance Charges
 - DHA Procurement Policy

Section B.1 Revision of PHA Plan Elements

Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions

- P 12 - No housing designated as elderly - have residents of JJ Henderson, Forest Hills Heights, and Scattered Sites been notified? DHA should explain why this has changed since the 2019 Annual Plan
- P 13-14 Homeless Preference and Justice Involved Pilot refer to MOUs that are not included in the PHA Plan and cannot be located on the DHA website
- P 14 Exhibit 3-2 from the ACOP is missing
- P 14-15 Occupancy Policies referenced (including HOTMA and EIV) are missing
- P 15 Deconcentration Policy missing
- P 17 There are two references to McDougald Terrace in the Significant Amendments: plans for the demolition of two McDougald Terrace Buildings p.39 and the response to McDougald Terrace not meeting Deconcentration Policy expectations on p.17, because average income is lower than expected. The amendment notes a Jobs Plus grant awarded to McDougald Terrace with the hope that it will increase incomes. This begs the question: if DHA has approved plans to demolish two buildings at McDougald Terrace, has it given up on trying to improve the conditions of McDougald Terrace in such a way that higher income residents would be interested in moving there? After all, DHA's Downtown Durham Neighborhood Plan (DDNP) has made it clear which properties in its portfolio are a priority and which aren't.
- P 18-19 Homeless Preference appears to have conflicting information: P 18 states *"The DHA will make up to 5% of its RAD/PBV units available to the City of Durham, lead Continuum of Care (CoC) referrals who meet DHA's eligibility criteria and the following HUD definition of homelessness..."* and then on P 19 states *"The percentage of units made available for Homeless Provider Referrals is subject to change based on the terms of the RAD/PBV development deal."*

Financial Resources

P 20 - Non-Federal sources of funds and the planned use for the resources (such as funding from the City of Durham provided to DHA to purchase new gas and electric stoves in response to the carbon monoxide crisis at McDougald Terrace) appears to be missing. Also does this chart include additional Federal sources such as CARES Act funding?

Operations and Management

P 21 - While this section includes a list of internal policy documents, it is unclear whether the referenced documents include a statement of the rules, standards, and policies of the PHA governing maintenance and management of housing owned, assisted, or operated by the public housing agency (**which shall include measures**

necessary for the prevention or eradication of pest infestation, including cockroaches), and management of the PHA and programs of the PHA or supporting documents. This should be a particularly important document to include in light of the recent news coverage on Friday, September 25, 2020 about a family in the Liberty Street Durham Housing Authority community suffering from a [cockroach infestation with no help from DHA](#), which follows a week after the Durham Herald-Sun [reported on water leaks at the McDougald Terrace DHA community](#), which has yet to complete the repairs stemming from the [December 2019 carbon monoxide crisis](#).

Grievance Procedures

P 21-22 Unclear that this is a description of the grievance and informal hearing and review procedures that the PHA makes available to its residents and applicants. States *“A new Trespass Policy is also being proposed”* does not include supporting documentation and conflicts with statement on p 24 Safety and Crime Prevention: *“DHA revised its Trespass Policy to include policies that will assist DHA with keeping disruptive and dangerous persons off of the housing development properties.”*

Community Service and Self Sufficiency Programs

P 22 - States *“ROSS Grant enabled DHA to hire two (2) ROSS coordinators who will work with the Elderly and /or Disabled as well as other families.”*

DHA should provide more information about how families can access those services like a phone number or email address on their website. May also consider surveying residents to determine how many residents have heard about the program or the opportunity to access these supportive services.

Safety and Crime Prevention

P 24 - *“Not only has police presence in the McDougald Terrace community attributed to a drop in crime, the community policing concept aids in the physical, social, cultural and welfare development of our residents.”*

What crime reporting sources/statistics are being used to verify this is true? Have any resident leaders from McDougald Terrace or officers from Durham Police Department’s Community Engagement Unit reviewed this statement for accuracy?

P 25 - (See above under *Grievance Procedures*) The language cited as “DHA’s VAWA Policy” appears to be an incomplete excerpt copied and pasted from the Federal Register.

Asset Management

P 27 - *“DHA’s conversion of its public housing under the RAD program and the subsequent renovations will ensure the long-term viability of the current public housing communities.”*

Not one cent of the \$95 million Affordable Housing Bond funding that is going towards funding the first 5 years of DHA’s redevelopment under RAD is designated for ensuring the long-term viability of most of the current public housing communities. In fact, neither the City nor DHA has outlined any plan to address the chronic neglect of maintenance issues plaguing these communities.

Substantial Deviation and/or Significant Amendment/Modification

P 27 - *“As part of the Rental Assistance Demonstration (RAD), DHA is redefining the definition of a substantial deviation from the PHA Plan to exclude the following RAD-specific items: a) The decision to convert to either Project Based Rental Assistance or Project Based Voucher Assistance; b) Changes to the Capital Fund Budget produced as a result of each approved RAD Conversion, regardless of whether the proposed conversion will include use of additional Capital Funds; c) Changes to the construction and rehabilitation plan for each approved RAD conversion; and d) Changes to the financing structure for each approved RAD conversion.”*

RAD-specific items are, in and of themselves, additional changes that would affect DHA’s mission, goal, objective and policies. How has DHA determined these are not considered significant?

Section B.2 New Activities

Hope VI or Choice Neighborhoods

P 29 - *“If a FY2018 or FY2019 FY2020 or FY2021 Choice Neighborhoods Planning and Action or Implementation Grant Notice of Funding Availability becomes available, DHA may apply for the two contiguous developments located in East Durham and in the DHA Downtown and Neighborhood Plan (DDNP). The targeted developments are 519 E. Main Street (previously known as Oldham Towers) and Liberty Street.”*

The Choice Neighborhoods Planning Grants NOFA was issued on July 14, 2020 and the Choice Neighborhoods Implementation Grants FY 2020 NOFA was issued on August 24, 2020. This amendment makes it unclear as to whether DHA *actually* applied and if not, why?

P 33 - McDougald Terrace (NC013-01 / 14 units) – *“Demolition approval was received by SAC in correspondence dated May 16, 2019. Demolition of the units will occur as part of DHA’s RAD redevelopment work for the McDougald Terrace development/NC013-01.”*

Do McDougald Terrace residents know this?

Conversion of Public Housing

With the passage of the \$95 million Affordable Housing Bond in 2019, DHA will be receiving a large portion of that money to facilitate the DDNP. There are multiple references to various aspects of the DDNP and the RAD process in the Annual Plan and Significant Amendments; however, DHA has shared none of the documents related to these plans with the public. Nor have they shared their recovery plans for it's Troubled rating in 2016 and 2018. Why has DHA returned so many CHAPs? Is it because there are no immediate plans for redevelopment or remediation of those particular properties?

Mixed Finance Modernization or Development

P 30 - *“Fayette Place (unit count TBD) – This proposed mix-income, mix-use rental development will consist of a yet to be determined number of units. The developer will work with a qualified architectural and engineering firm to determine the highest and best use for the site and maximum number possible of units. A Mixed-Finance / Modernization Proposal is planned to be submitted to HUD in 2021.”*

Raises all kinds of red flags in terms of the sale agreement between the City and DVI and restrictive covenants that require input from Hayti community on any redevelopment.

Demolition and/or Disposition

P 32 - *“Central Office – DHA may also explore the possibility of submitting a Demolition / Disposition proposal for the Central Office located at 330 East Main Street.”*

Was this not sold to folks as part of the \$95 Million AHB??

Units with Approved Vacancies for Modernization

P 55 - Regarding the 10 units at Hoover Road (nearly 20%) and 12 units at Cornwallis DHA is requesting Modernization Status for, leaving them unoccupied. DHA should explain why the units are not acceptable for new tenants and give a timeline for repairs. Will leaving these units vacant improve the PHAS Physical Inspection Score?

Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants)

P 57 - *“DHA applied for the 2019 Emergency Safety and Security Grant to provide increased security measures at the Oxford Manor, McDougald Terrace, Cornwallis, Liberty Street and Hoover Road communities. If awarded, the grant will be used to provide much needed lighting and camera security to deter and prevent crime at these communities.”*

In addition to this grant we understand DHA received funding from the City's Participatory Budgeting in 2019 to fund the installation of cameras. Unclear as to whether all cameras have been installed and activated and in which communities.

Section B.5 Progress Report

Goal 1: Financial Stability & Operational Efficiency

P 61 - *“In order to achieve financial stability and operational efficiency, DHA has streamlined current banking activities to include services that will increase efficiencies in financial processing and enhanced rent collections to provide tenants with options for making payments electronically.”*

One theme that emerges through the comments here - across the systemic problems with communication, transparency and neglect - is the disconnect between policy, promises, and actual execution. In particular, during the COVID-19 period, this has become glaringly obvious. An example: Mr. Anthony Scott shares in public forums that residents with job losses or income impacts due to COVID-19 can file to receive rent payment adjustments, however, residents face significant barriers to submit paperwork to make those rent adjustment requests with facility managers working remotely, those who do work on-site require appointments during times that are difficult for residents to make and the appointments are limited. In parallel, residents have trouble paying their rent due to the same limited availability of facility managers. In August, yes, five months into the pandemic, the DHA administration brags that drop boxes are being installed to receive rent payments and paperwork. This is five months too late for many, many residents. The policy for rent reduction is in place, DHA administration expresses interest in helping residents, but the execution of the policy and interest do not translate to substantially assisting residents.

In September of 2019, Mr. Scott committed to providing restitution for court fees in cases where an eviction was filed erroneously. Nearly a year later, we still do not know how many people received restitution. DHA rent payment still largely depends on money orders sent through the mail which means there is little ability to track receipt and leaves the rent payment system vulnerable to loss, fraud and the erroneous filing of evictions.

Some recommendations to improve rent collections:

- Pilot a payment program that allows DHA residents to pay rent at City Hall as other residents can for utility bills, taxes, etc.
- Require property managers to meet with residents to work out payment plans for late rent *before* filing an eviction.

Goal 2: High Performing Organization

P 62 - *“Strengthening DHA’s financial well-being comes in many forms. For example, we have hired in house General Counsel to be a central hub for legal matters...”*

“Under our Public Housing program we are launching a leasing initiative to increase occupancy, and putting strategies in place to increase Uniform Physical Conditions Scores (UPCS) to improve the Physical Inspection score under PHAS.”

In 2017, an [Indy Week article](#) included the review of nearly twenty-eight hundred work orders submitted by DHA residents in August and September of 2017, showing a significant backlog in repairs. A review of the 2019 HUD PHAS Inspection Report for Hoover Road shows multiple violations of Durham’s own housing code. In December 2019, we learned that [residents at McDougald Terrace were suffering from carbon monoxide leaks](#) but 4 months earlier, in August 2019, Mr. Scott and DHA leaders learned about similar gas leaks, mold, and broken doors in the Hoover Road DHA community that were discovered during an informal resident-driven inspection process organized by Durham CAN and Hoover Road leaders (Exhibit A, Photos from Hoover Road Resident Inspection provided to Mr. Scott on August 22 2019). During the September 10, 2020 Special Durham City Council meeting, Mr. Scott stated that DHA’s Troubled rating designated by the Public Housing Assessment System was due to poor physical inspection scores. Yet, very little in the Annual Plan and Significant Amendments addresses this issue.

We understand that the recent departure of Mr. Carl Newman, General Counsel, further complicates these issues and offer the following recommendation to improve Physical Inspection Scores:

- Pilot a DHA-specific, Proactive Inspection Program in partnership with the City’s Neighborhood Improvement Services to inspect all occupied DHA properties and learn about potential economies of scale through DHA’s use/leverage of NIS’s tracking system to ensure completion of repair issues in a timely manner, to the satisfaction of residents and in accordance with the City’s housing code.
- Upgrade the DHA work order system to a system that would allow residents to track the status of their submitted work orders.
- Ask residents to participate in a satisfaction survey following each completed work order and present the satisfaction data on the DHA website and in a printed newsletter.
- Provide quarterly reports of work orders to City of Durham officials. The report should include:
 - The original complaint and the date submitted
 - A description of repairs made
 - The date the repairs were completed
 - Resident satisfaction rating upon completion of the work

Goal 3: Strong Community Partnerships

No comment

Goal 4: Quality Customer Service

Page 63 Goal 4 states “Provide Quality Customer Service” with Subgoal 2 stating “Ensure that there is effective Communication within the organization, with clients and with the community.” In [notice H-2020-09 issued on 9/18/2020 from the Department of Housing and Urban Development](#), guidance for communication with residents was provided. Of particular note, was the paragraph on page 3 that said “...it is important that PHAs err on the side of over-communicating and providing multiple venues for questions and comments.” Although DHA includes this as a goal in their annual plan, there is a disconnect between what DHA says it is doing and what it actually does.

P 64 - *“The DHA ConnectHome initiative continues to provide access to the internet with free Wi-Fi to its residents. Durham along with twenty-six other cities was selected to participate in the ConnectHome initiative. ConnectHome is part of President Obama’s effort to provide high speed internet to low-income households. Internet access will help ensure that students will have access to the internet at home.”*

On August 7, 2020, local news station [WRAL reported](#) that Durham Housing Authority residents would “have to wait a little longer” for internet hotspots and Chromebooks necessary for online learning at the start of the 2020 school year due to COVID-19. If the DHA ConnectHome initiative provides access to the internet with free Wi-Fi to its residents, then why didn’t DHA students have it at the end of the Spring semester and the beginning of the Fall semester? How many families have received Internet connections through this program and which properties did this program include?

Goal 5: Create Healthy and Sustainable Communities

P 65 - *“DHA continues to update residents on upcoming RAD conversions and redevelopment plans at the various sites and Development staff continues resident engagement and communication about the upcoming plans for each respective community.”*

Several residents who attended the August 2020 Special DHA Board meeting regarding the sale of JJ Henderson spoke directly about the lack of communication around its RAD conversion and redevelopment and the resulting confusion. We have witnessed residents asked to sign off on RAD-related forms stating they didn’t know what they were signing. We understand that the recent departure of Ms. Meredith Daye, Director of Development, further complicates this issue and offer the following recommendations for updating residents on upcoming RAD conversions and redevelopment plans:

- DHA’s website of press releases and updates there is no mention of a single meeting offered to residents or the public in 2020 to convey information about redevelopment plans or plans to return CHAP awards.

- DHA should provide more detailed information about the reasons for the changes.
- DHA should schedule regular opportunities for residents to question or comment about redevelopment plans.
- DHA should make all documentation regarding RAD projects public including CHAP awards, HAP contracts.

Goal 6: Strong Asset Portfolio

P 66 - *“DHA has procured landscape contractors to assist in the seasonal maintenance of the properties.”*

Landscape issues continue to be a problem. The photo below shows a recent picture of the Fayette Place property. Leaders in the community have commented that the property looks worse now than when the former Philadelphia owners had control of it. Along similar lines, during DHA’s updates to the city at the Special City Council Session on 9/10/20, Council Member Reese inquired about the grass not being cut at McDougald Terrace.

A recommendation to improve landscaping:

- Leverage the Section 3 program to provide training to residents for landscaping needs.



Section B.6 Resident Advisory Board (RAB) comments

States *“RAB Comments will be collected when the revisions are presented to them. Their comments will be inserted prior to the final submission to HUD.”*

HUD requires RAB involvement in the *formulation* of the Annual Plan and Amendments *prior* to implementation. When will revisions be presented to RAB? When will RAB comments be collected and will RAB comments be republished for public review and comment prior to submission? Where can we find a list of the members of the RAB on the DHA website?

In absence of this feedback, we offer the attached resident comments Exhibit B and the following recommendations to improve RAB engagement:

1. Return to regular RAB meeting schedule.
2. Post times and dates of RAB meetings on the DHA website.
3. Make monthly phone calls to leaders in each community about resources available to them and RAB meeting dates.
4. Provide the technology and training necessary to make sure that RAB members and the community can participate during this time of physical distancing during the pandemic.
5. Hold regular town hall meetings to share information and receive feedback with times and dates posted well in advance of the meeting.
6. Provide child care to allow parents to attend meetings.
7. Provide refreshments at meetings. If the meetings are held in the evening, consider providing dinner.
8. Provide incentives for participating in RAB like rent reduction.
9. Provide a stipend to members of the RAB. They may receive a stipend for their participation that will not be considered as income (funds available under Capital Funds Management Expense or Operating Budget)
10. Explain that serving on the RAB is an eligible activity to meet the Community Service requirement.

Section B.7 Certification by State of Local Officials

P 69 - *“This form will be inserted prior to the final submission to HUD.”*

Form should be included for public review and comment as required by HUD. When will form be inserted and will DHA republish with public notice and public review before submission to HUD?

Section C Statement of Capital Improvements

No access to HUD Form 50075.2

EXHIBIT B

The following comments from resident leaders are paraphrased for brevity.

- *“The first time we have heard from Resident Services since last year was this week (9/24/2020) to let us know that we have a new director.”*
- *“Some people do not know what rent they owe. Even social workers at DSS have difficulty finding out exactly what a resident’s actual ledger is. People aren’t receiving information about eviction processes either.”*
- *“We are frustrated with hearing that you’re going to do this or do that and nothing changes. That’s why people don’t participate.”*
- *“I lived in my apartment for two weeks without lights in my kitchen or dining room area because my renter’s insurance company threatened to drop me if the maintenance man came out and touched the box again. I even offered to pay for my own electrician, but was denied approval. I just wanted my house livable and know that me and my kids wouldn’t burn up in fire. All we hear from DHA is we’re doing the best we can. They are not receiving feedback from the residents.”*
- *“DHA is not providing good information about resources.”*
- *“I wish they would take their jobs more seriously - the maintenance people, the management. They’re just there to get a paycheck. We’re more worried about each other than they are about us.”*
- *“What people don’t understand is that there are supposed to be community resources for home ownership and education. Like Reinvestment Partners received a grant to service East Durham. They were concerned about residents not receiving information about the home owners program so there is a huge gap. This is supposed to be a temporary situation. This is not supposed to be where you live for the rest of your life. And we are not receiving information about what people have received grant money to do. They believe the information is getting to people in the community, but it’s not.”*
- *“They say, go look on the internet, but everybody does not have access to the Internet nor can they afford it. No one is getting the information out. No one is getting telephone calls. I did get an email from resident services today asking if anyone in the area needed help with food, prescriptions, or other things so we can get assistance out to people dealing with COVID-19 pandemic. This is the first time I have heard about it since the beginning.”*
- *“None of us at Hoover Road has heard anything since the COVID-19 began. Nothing, no letter, nobody coming around to make sure we were OK from Housing.”*

EXHIBIT B

The following comments from resident leaders are paraphrased for brevity.

- [Regarding what to do about rent during COVID] *“They sent one letter in March and haven’t seen anything else. I just got a rent statement and now I owe \$xxx and well, we haven’t had a property manager and no one sent me a letter letting me know that my rent went up.”*
- [Regarding submitting a maintenance request.] *“‘Oh, I’ll get to it- we’ll get to it as soon as possible’ and that could be three, six, a year, maybe two years if you there that long, or you got to go take action for them to even put a band-aid over it. Not fix it, properly, because I just... I’ll still have an issue. My daughter’s ceiling had cracked all the way across, from her window all the way across her wall, was moldy. The maintenance man came and pulled some of the, uh, some of the paint off, and when he did that, you could smell the mold, and I said ‘Hold on, wait a minute, like, whoa don’t peel no more off’, so he- he said ‘I’m fix it. I said ‘Well, how long is it gonna take my daughter to get back in her room?’. Mind you, he came and looked at it Tuesday, said he’ll be back Thursday, by Saturday my daughter could be in her room. But mind you, the whole wall across her room is moldy, so all they did was cut out the piece of mold that he seen when he pulled the paint down, that was the only mold he cut out of the wall. Everything else is still moldy. They claimed they fixed the room, it still rains in her room. It still rains through her, uh, light fixture. She can’t be in her room because it smell like mold.”*
- *“Unfortunately, ...this has been going on for years. I’ve been here for five years, and just like I said, um, the talking is just gonna have to stop. We’re gonna have to figure out a way to put pressure on it because yall done showed pictures, yall done showed documentations, you know, and they really feel like, you know, we’re bluffing, and people’s health is at stake here, because if people could afford to move to a better place or do something better for their life right now at this point they would do so. ...But why should it come to that point where we have to threaten people constantly for people to try to do something? It shouldn’t come to that point. And then, like I said before, all of us are human beings...”*
- [Regarding safety] *“No. No. They- I- well, Hoover Road, we done had our people to get shot and killed over there. You know, I done witnessed several since I’ve been there. One young man, I was there and seen, you know, helping him and seeing him take his last breath right in front of me and not even three feet away from away from my grandbabies’, you know, house, you know, and she comes out her house every day and that’s all she can think about is that young man layin’ down. ‘Grandma, that’s where that boy died, ain’t it, grandma?’, you know? Like, what five year old or four year old should be thinking about, you know, coming out her- her door and that’s what the first thing she say every time she come out her door, you know. She can remember when that, you know, when*

EXHIBIT B

The following comments from resident leaders are paraphrased for brevity.

that young man died. And then, we have shootings and we call them and they might come, they might not. But they want us to do they job, but who gonna protect us? ... we just got cameras at Hoover Road, and we've been asking for cameras since I moved over there, and that's been, like, six, seven years ago."

- *"In my community, it has been a complaint for a long time that there is a significant drug problem ... sellers, dealers come in and we don't have working cameras. It's jeopardizing the peace and safety of everyone. It has been brought up several times and we're told that we need to be snitches and report directly to the police the people that we feel are the problem and that is not a safe thing for people here to do. You know snitches get stitches."*
- *"This problem is finally being addressed, but our fire alarms have not been operating properly for years. Also, this is a 3 story building with senior citizens. The current procedure is that if there is a fire, a person in a wheelchair should roll over to the window. Yet, I'm not sure the fire department is aware of that. I've never seen them come around the back of the building and look up at the windows. And, there are no identifying markings on the outside of the building."*

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA CEO Mr. Anthony Scott on August 22, 2019

Hoover Road Resident Audit/Inspection

On Tuesday, July 16th, Durham CAN (Congregations, Associations and Neighborhoods) organized a Listening Session with residents from the Hoover Road Community. We heard about major concerns, including safety, lack of recreational activities for kids/youth, and maintenance issues.

We are conducting a Resident Inspection/Audit to document chronic maintenance issues and gauge interest in a Resident Education Session with an attorney from Legal Aid.

Thank you for your time and for welcoming us into your home.

* Required

1. Date * 7/30/19
Example: December 15, 2012

2. Unit Number *

3. Time * 6:12
Example: 8:30 AM

4. Are you experiencing any of the following issues in your apartment? *
Check all that apply.

- Mold/Mildew
- Infestations
- Ventilation
- Heating/Cooling Problems
- Electrical Problems
- Appliances not working
- Broken windows/doors/screens /broken door in upstairs room
- Accessibility Issues Closet door nob for my lock on the front door
- Outside Leaks/Drafts
- Other - please describe below
hole in ceiling upstairs bathroom/and room
file in ~~up~~ upstairs bathroom
mold around toilet and shower area

10. Photos & Videos documenting issues AND unit number submitted for:

919-827-1109

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *

Check all that apply.

Less than 1 week

1 week

2 weeks

3 weeks

1 month

2 months

> 2 months

Other: 1 year

6. Has management been notified of the issue(s)? *

Check all that apply.

Yes

No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *

my oldest has bronchitis

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *

Mark only one oval.

Yes

No

9. If so, what days and time of day work best for you? *

Evening after 3 pm

10. Photos & Videos documenting issues AND unit number submitted to: *

Check all that apply.

HooverRoadInspector@gmail.com

919-627-1769

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**Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019**

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Thank you for your time and for welcoming us into your home.

* Required

1. Date * 7/30/2019
Example: December 15, 2012

2. Unit Number * 31

3. Time * 6:47 p
Example: 8:30 AM

4. Are you experiencing any of the following issues in your apartment? *
Check all that apply.

- Mold/Mildew
- Infestations
- Ventilation
- Heating/Cooling Problems
- Electrical Problems
- Appliances not working
- Broken windows/doors/screens
- Accessibility Issues
- Outside Leaks/Drafts
- Other - please describe below

*No problem
maintenance residents responds in a timely
manner*

EXHIBIT A

**Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019**

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *

Check all that apply.

- Less than 1 week
- 1 week
- 2 weeks
- 3 weeks
- 1 month
- 2 months
- > 2 months
- Other: _____

6. Has management been notified of the issue(s)? *

Check all that apply.

- Yes
- No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *

Mark only one oval.

- Yes
- No

9. If so, what days and time of day work best for you? *

schedule varies
Saturday after 12:00

10. Photos & Videos documenting issues AND unit number submitted to: *

Check all that apply.

- HooverRoadInspector@gmail.com
- 919-627-1769

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA CEO Mr. Anthony Scott on August 22, 2019

Hoover Road Resident Audit/Inspection

On Tuesday, July 16th, Durham CAN (Congregations, Associations and Neighborhoods) organized a Listening Session with residents from the Hoover Road Community. We heard about major concerns, including safety, lack of recreational activities for kids/youth, and maintenance issues.

We are conducting a Resident Inspection/Audit to document chronic maintenance issues and gauge interest in a Resident Education Session with an attorney from Legal Aid.

Thank you for your time and for welcoming us into your home.

* Required

1. Date * July 30, 2019
Example: December 15, 2012

2. Unit Number * 19

3. Time * 6:37
Example: 8:30 AM

4. Are you experiencing any of the following issues in your apartment? *
Check all that apply.

- Mold/Mildew downstair Vent / up stairs
- Infestations
- Ventilation - poor ventilation
- Heating/Cooling Problems
- Electrical Problems
- Appliances not working
- Broken windows/doors/screens
- Accessibility Issues
- Outside Leaks/Drafts
- Other - please describe below

leakage in hallway near bathroom
" " downstair bathroom
" " mold upstairs bathroom

EXHIBIT A

**Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019**

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *

Check all that apply.

- Less than 1 week
- 1 week
- 2 weeks
- 3 weeks
- 1 month
- 2 months
- > 2 months
- Other: leakage started in 2016 - still some issues

6. Has management been notified of the issue(s)? *

Check all that apply.

- Yes
- No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *

Ms Jackie said she was going out there seasonal of work - not completed -- 3 months still not done

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *

Mark only one oval.

- Yes
- No

9. If so, what days and time of day work best for you? *

Any day -

10. Photos & Videos documenting issues AND unit number submitted to: *

Check all that apply.

- HooverRoadInspector@gmail.com
- 919-627-1769

EXHIBIT A

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Hoover Road Resident Audit/Inspection

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Thank you for your time and for welcoming us into your home.

* Required

1. **Date ***
July 30, 2019
Example: December 15, 2012

2. **Unit Number ***
20A

3. **Time ***
6:30
Example: 8:30 AM

4. **Are you experiencing any of the following issues in your apartment? ***
Check all that apply.

- Mold/Mildew
- Infestations
- Ventilation
- Heating/Cooling Problems
- Electrical Problems
- Appliances not working
- Broken windows/doors/screens
- Accessibility Issues
- Outside Leaks/Drafts - flashing missing bathtub leak - 2 months
- Other - please describe below

night future leak/ceiling falling down
reported issue w/light to maintenance 5 months ago
Tab Leaking from the bottom of the floor
tilt crack up stair ~~bedroom~~ bathroom
black mold in up stair vent bedroom
Smoke alarm custom monoxide alarm on both floors beeping

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *
Check all that apply.

Less than 1 week
 1 week
 2 weeks
 3 weeks
 1 month
 2 months
 > 2 months
 Other: 3 mos.

6. Has management been notified of the issue(s)? *
Check all that apply.

Yes
 No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *

Kids has Asthma and mother is pregnancy. Kid been sick with colds.

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *
Mark only one oval.

Yes
 No

9. If so, what days and time of day work best for you? *

10. Photos & Videos documenting issues AND unit number submitted to: *
Check all that apply.

HooverRoadInspector@gmail.com
 919-627-1769

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA CEO Mr. Anthony Scott on August 22, 2019

Hoover Road Resident Audit/Inspection

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Thank you for your time and for welcoming us into your home.

* Required

1. Date * 7/30/2019
Example: December 15, 2012

2. Unit Number * 15

3. Time * 6:56pm
Example: 8:30 AM

4. Are you experiencing any of the following issues in your apartment? *
Check all that apply.

- Mold/Mildew
- Infestations, spiders, roaches
- Ventilation, upstairs vents in bedroom not strong flow
- Heating/Cooling Problems
- Electrical Problems; front # light not working; multiple outlets incl. upstairs bedrooms & living rm.
- Appliances not working, when turning on oven, sets off smoke detector
- Broken windows/doors/screens
- Accessibility Issues
- Outside Leaks/Drafts
- Other - please describe below
~~Kitchen sink leaks~~
- standing water outside

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *

Check all that apply.

Less than 1 week

1 week

2 weeks

3 weeks

1 month

2 months

> 2 months

Other: _____

6. Has management been notified of the issue(s)? *

Check all that apply.

Yes

No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *

Spiders making parents nervous about that children may be bitten.

~~Water~~

Standing water out back, so children can't play out there

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *

Mark only one oval.

Yes

No

9. If so, what days and time of day work best for you? *

~~no~~ Sunday afternoon

10. Photos & Videos documenting issues AND unit number submitted to: *

Check all that apply.

HooverRoadInspector@gmail.com

919-627-1769

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

Hoover Road Resident Audit/Inspection

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Thank you for your time and for welcoming us into your home.

* Required

1. Date * 7/30/2019
Example: December 15, 2012

2. Unit Number * 14b Helen Lawrence

3. Time * 6:37pm
Example: 8:30 AM

4. Are you experiencing any of the following issues in your apartment? *
Check all that apply.

- Mold/Mildew upstairs bathroom
- Infestations (ants)
- Ventilation , vents need replacing, hood vent over stove
- Heating/Cooling Problems
- Electrical Problems , Kitchen needs a lightbulb, lights haven't worked since you lived outside
- Appliances not working
- Broken windows/doors/screens , holes in screen door
- Accessibility Issues
- Outside Leaks/Drafts
- Other - please describe below
 - ↳ upstairs bathroom
 - 2 sticks holding up sink
 - floor feels rotten

↳

EXHIBIT A

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CEO Mr. Anthony Scott on August 22, 2019**

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *

Check all that apply.

Less than 1 week

1 week

2 weeks

3 weeks

1 month

2 months

> 2 months

Other: _____

6. Has management been notified of the issue(s)? *

Check all that apply.

Yes

No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *

Since moving down here, she's been feeling sick. Feels it ~~is~~ is unhealthy

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *

Mark only one oval.

Yes, we should check in with son, Helen has hard time getting out

No

9. If so, what days and time of day work best for you? *

10. Photos & Videos documenting issues AND unit number submitted to: *

Check all that apply.

HooverRoadInspector@gmail.com

919-627-1769

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA CEO Mr. Anthony Scott on August 22, 2019

Hoover Road Resident Audit/Inspection

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Thank you for your time and for welcoming us into your home.

* Required

1. Date * 7/30/2019
Example: December 15, 2012

2. Unit Number * 11

3. Time * 7:16 pm
Example: 8:30 AM

4. Are you experiencing any of the following issues in your apartment? *
Check all that apply.

- Mold/Mildew, mold where there's a hole in ceiling
- Infestations, ~~unknown~~ roaches behind fridge & in cabinets
- Ventilation, upstairs bdrm vent unattached
- Heating/Cooling Problems
- Electrical Problems, loose outlets, plugs fall out, not secure
- Appliances not working
- Broken windows/doors/screens, screen won't shut upstairs
screen door ~~can't~~ has no latch to keep it shut
- Accessibility Issues
- Outside Leaks/Drafts
- Other - please describe below
 - upstairs bathroom can't be used because it leaks to downstairs
 - kitchen sink leak, has to keep towel to prevent water going everywhere
 - upstairs floor feels very weak, tiles pulling up & cracked, feels like it could cave in
 - maintenance told her it was unsafe

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *

Check all that apply.

Less than 1 week
 1 week
 2 weeks
 3 weeks
 1 month
 2 months
 > 2 months
 Other: _____

6. Has management been notified of the issue(s)? *

Check all that apply.

Yes
 No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *

Tenant is uncomfortable and stressed.
All residents have asthma, coughing,
runny noses. Symptoms have gotten worse
since moving in.

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *

Mark only one oval.

Yes
 No

9. If so, what days and time of day work best for you? *

anytime

10. Photos & Videos documenting issues AND unit number submitted to: *

Check all that apply.

HooverRoadInspector@gmail.com
 919-627-1769

EXHIBIT A

**Photos and intake forms from Hoover Road Resident Inspection provided to DHA
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Hoover Road Resident Audit/Inspection

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Thank you for your time and for welcoming us into your home.

* Required

1. **Date***
July 30 2019
Example: December 15, 2012

2. **Unit Number***
12

3. **Time***
6:37
Example: 8:30 AM

4. **Are you experiencing any of the following issues in your apartment?***
Check all that apply.

- Mold/Mildew
- Infestations
- Ventilation
- Heating/Cooling Problems
- Electrical Problems
- Appliances not working
- Broken windows/doors/screens
- Accessibility Issues
- Outside Leaks/Drafts
- Other - please describe below

Handwritten notes on the form include: "This head is always leaking and water was stored in..." and "only one is good".

EXHIBIT A

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CEO Mr. Anthony Scott on August 22, 2019

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *
Check all that apply.

Less than 1 week
 1 week
 2 weeks
 3 weeks
 1 month
 2 months
 > 2 months
 Other: over

6. Has management been notified of the issue(s)? *
Check all that apply.

Yes
 No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *

Kids Head is always hurting and mother wake up sick on her stomach.

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *
Mark only one oval.

Yes
 No

9. If so, what days and time of day work best for you? *

any day is good

10. Photos & Videos documenting issues AND unit number submitted to: *
Check all that apply.

HooverRoadInspector@gmail.com
 919-627-1769

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

Hoover Road Resident Audit/Inspection

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Thank you for your time and for welcoming us into your home.

* Required Kaya Bowling

1. Date *
Example: December 15, 2012

2. Unit Number *
32A

3. Time *
Example: 8:30 AM

4. Are you experiencing any of the following issues in your apartment? *
Check all that apply.

- Mold/Mildew
- Infestations
- Ventilation
- Heating/Cooling Problems
- Electrical Problems
- Appliances not working
- Broken windows/doors/screens
- Accessibility Issues
- Outside Leaks/Drafts
- Other - please describe below

* My stove does not work. (Somebody has to come from the outside to light the stove... no help from housing).
(2 young boys)

ANTS

* My door only can use on key. (Fire hazard)
(2 young boys)

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *
Check all that apply.

Less than 1 week
 1 week
 2 weeks
 3 weeks
 1 month
 2 months
 > 2 months
 Other: _____

6. Has management been notified of the issue(s)? *
Check all that apply.

Yes
 No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *

I have two boys under the age of ten that has to eat at night.

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *
Mark only one oval.

Yes
 No

9. If so, what days and time of day work best for you? *

919-317-2673

10. Photos & Videos documenting issues AND unit number submitted to: *
Check all that apply.

HooverRoadInspector@gmail.com
 919-627-1769

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA CEO Mr. Anthony Scott on August 22, 2019

Hoover Road Resident Audit/Inspection

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We are conducting a Resident Inspection/Audit to document chronic maintenance issues and gauge interest in a Resident Education Session with an attorney from Legal Aid.

Thank you for your time and for welcoming us into your home.

* Required

1. Date *
Example: December 15, 2012

2. Unit Number *
33

3. Time *
Example: 8:30 AM

4. Are you experiencing any of the following issues in your apartment? *
Check all that apply.

- Mold/Mildew kitchen sink tub stopped up
- Infestations
- Ventilation
- Heating/Cooling Problems A/C
- Electrical Problems
- Appliances not working
- Broken windows/doors/screens 1 doesn't open
- Accessibility Issues
- Outside Leaks/Drafts
- Other - please describe below
light bulbs
door doesn't shut
Mud coming out of
toilet clogged
flooded kitchen
locked fire box
paint stains
stair
fudge

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA CEO Mr. Anthony Scott on August 22, 2019

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *

Check all that apply.

Less than 1 week

1 week

2 weeks

3 weeks

1 month

2 months

> 2 months

Other: since last Nov

6. Has management been notified of the issue(s)? *

Check all that apply.

Yes

No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *

I would have bronchitis

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *

Mark only one oval.

Yes

No

9. If so, what days and time of day work best for you? *

Monday evening

10. Photos & Videos documenting issues AND unit number submitted to: *

Check all that apply.

HooverRoadInspector@gmail.com

919-627-1769

EXHIBIT A

**Photos and intake forms from Hoover Road Resident Inspection provided to DHA
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Hoover Road Resident Audit/Inspection

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We are conducting a Resident Inspection/Audit to document chronic maintenance issues and gauge interest in a Resident Education Session with an attorney from Legal Aid.

Thank you for your time and for welcoming us into your home.

Aracida Required

1. **Date ***
Example: December 15, 2012

2. **Unit Number ***
35

3. **Time ***
Example: 8:30 AM
8:30 AM - 9:00 AM

4. **Are you experiencing any of the following issues in your apartment? ***
Check all that apply.

- Mold/Mildew
- Infestations
- Ventilation
- Heating/Cooling Problems
- Electrical Problems
- Appliances not working
- Broken windows/doors/screens
- Accessibility Issues
- Outside Leaks/Drafts
- Other - please describe below

Need report

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *
Check all that apply.

Less than 1 week
 1 week
 2 weeks
 3 weeks
 1 month
 2 months
 > 2 months
 Other: ~ 1 yr

6. Has management been notified of the issue(s)? *
Check all that apply.

Yes
 No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *
dangerous asthma - Saltwater
since last yr

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *
Mark only one oval.

Yes
 No

rent not paid issue
electric
payment issue

9. If so, what days and time of day work best for you? *
week night

10. Photos & Videos documenting issues AND unit number submitted to: *
Check all that apply.

HooverRoadInspector@gmail.com
 919-627-1769

EXHIBIT A

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CEO Mr. Anthony Scott on August 22, 2019

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Thank you for your time and for welcoming us into your home.

* Required

1. Date * 7/30/19

Example: December 15, 2012

2. Unit Number * 39

3. Time * 6:35P

Example: 8:30 AM

4. Are you experiencing any of the following issues in your apartment? *

Check all that apply.

- Mold/Mildew
- Infestations
- Ventilation
- Heating/Cooling Problems
- Electrical Problems
- Appliances not working
- Broken windows/doors/screens
- Accessibility Issues → using walker
- Outside Leaks/Drafts

Other - please describe below

need handrails in Shower/tub
raised toilet seat
toilet backing up
rail doesn't go all the way up

* needs medi-alert fallen 3 times in 1 month

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *
Check all that apply.

Less than 1 week
 1 week
 2 weeks
 3 weeks
 1 month *toilet backing up, clogged up, constantly needs changed*
 2 months
 > 2 months
 Other: *4 years ago - hand rails*

6. Has management been notified of the issue(s)? *
Check all that apply.

Yes
 No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *
increased risk of fall waiting for toilet flushing

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *
Mark only one oval.

Yes *- need escort*
 No

9. If so, what days and time of day work best for you? *
any day - any time

10. Photos & Videos documenting issues AND unit number submitted to: *
Check all that apply.

HooverRoadInspector@gmail.com
 919-627-1769

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

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Thank you for your time and for welcoming us into your home.

* Required

1. Date * 7/30/19
Example: December 15, 2012

2. Unit Number * 40

3. Time * 6:20P
Example: 8:30 AM

4. Are you experiencing any of the following issues in your apartment? *
Check all that apply.

- Mold/Mildew
- Infestations gnats
- Ventilation
- Heating/Cooling Problems Fixed after 1 week
- Electrical Problems
- Appliances not working
- Broken windows/doors/screens
- Accessibility Issues
- Outside Leaks/Drafts
- Other - please describe below

been in apartment since February 2019
to transfer from McDermott

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *
Check all that apply.

Less than 1 week
 1 week
 2 weeks
 3 weeks
 1 month
 2 months
 > 2 months
 Other: _____

Moved here in February 2019, no issue at this time

6. Has management been notified of the issue(s)? *
Check all that apply.

Yes
 No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *
N/A

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *
Mark only one oval.

Yes
 No

9. If so, what days and time of day work best for you? *

Monday Anytime
Tuesday Anytime

10. Photos & Videos documenting issues AND unit number submitted to: *
Check all that apply.

HooverRoadInspector@gmail.com
 919-627-1769

EXHIBIT A

**Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019**

Hoover Road Resident Audit/Inspection

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Thank you for your time and for welcoming us into your home.

* Required

1. **Date*** 7/30
Example: December 15, 2012

2. **Unit Number*** 44 A

3. **Time*** 6/20 pm
Example: 8:30 AM

4. **Are you experiencing any of the following issues in your apartment? ***
Check all that apply.

- Mold/Mildew - e fridge
- Infestations
- Ventilation
- Heating/Cooling Problems
- Electrical Problems - outlets in LR, Up bed.
- Appliances not working
- Broken windows/doors/screens
- Accessibility Issues
- Outside Leaks/Drafts
- Other - please describe below

EXHIBIT A

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Thank you for your time and for welcoming us into your home.

* Required

1. Date * 7/30/19
Example: December 15, 2012

2. Unit Number * 7

3. Time * 6:20 pm
Example: 8:30 AM

4. Are you experiencing any of the following issues in your apartment? *
Check all that apply.

- Mold/Mildew
- Infestations *ants maybe mice*
- Ventilation *upstairs bath fan broke*
- Heating/Cooling Problems
- Electrical Problems *lights + sockets broken switches*
- Appliances not working *range*
- Broken windows/doors/screens *screen door broken + rusted*
- Accessibility Issues *see*
- Outside Leaks/Drafts *roof leaks*
- Other - please describe below

Notes

toilets need to be replanned
smoke alarm beeping + has piercing noise - *maintenace after hours - told to take the dumb*

* *no* smell gas
buckets w/ leak paint peeling *blue stuff comes out of hole in ceiling*

paint peeling on wall
HVAC filter not replaced
"soft" bathroom floor
material falls inside the wall with a lot of noise

floor ceiling leaks

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *

Check all that apply.

Less than 1 week
 1 week
 2 weeks
 3 weeks
 1 month
 2 months
 > 2 months
 Other: since 2003 ish

6. Has management been notified of the issue(s)? *

Check all that apply.

Yes
 No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *

asthma
furniture
moved TV before lost the TV

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *

Mark only one oval.

Yes
 No

9. If so, what days and time of day work best for you? *

not sure but interested

10. Photos & Videos documenting issues AND unit number submitted to: *

Check all that apply.

HooverRoadInspector@gmail.com
 919-627-1769

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

Hoover Road Resident Audit/Inspection

On Tuesday, July 16th, Durham CAN (Congregations, Associations and Neighborhoods) organized a Listening Session with residents from the Hoover Road Community. We heard about major concerns, including safety, lack of recreational activities for kids/youth, and maintenance issues.

We are conducting a Resident Inspection/Audit to document chronic maintenance issues and gauge interest in a Resident Education Session with an attorney from Legal Aid.

Thank you for your time and for welcoming us into your home.

* Required

1. Date * July 30 2019
Example: December 15, 2012

2. Unit Number * 22

3. Time 6:06 PM
Example: 8:30 AM

4. Are you experiencing any of the following issues in your apartment? *
Check all that apply.

- Mold/Mildew
- Infestations
- Ventilation
- Heating/Cooling Problems
- Electrical Problems
- Appliances not working
- Broken windows/doors/screens
- Accessibility Issues
- Outside Leaks/Drafts / Roof - bedroom Roof Leaking Livingroom Sink leak and Leak needs a new one upstairs bedroom floor weak and tub leak.
- Other - please describe below

10. Photos & Videos documenting issues AND unit number submitted for:

HooverRoadment@aol.com

919-851-1788

EXHIBIT A

Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019

5. Approximately how long have you been dealing with the above issue? If you have more than one, then use the one that has lasted the longest to respond. *

Check all that apply.

Less than 1 week
 1 week
 2 weeks
 3 weeks
 1 month
 2 months
 > 2 months
 Other: Over 2yrs.

6. Has management been notified of the issue(s)? *

Check all that apply.

Yes
 No

7. How do these issues impact you and the people who live in your unit (health issues? allergies? injuries? inconveniences? damage to personal property)? *

Me and my daughter and mother has a cough from mold. I'm very depress and have had personal property ~~is~~ damages.

8. Would you be interested in attending a Resident Education Session taught by an attorney from Legal Aid? *

Mark only one oval.

Yes
 No

9. If so, what days and time of day work best for you? *

anyday beside wednesday

10. Photos & Videos documenting issues AND unit number submitted to: *

Check all that apply.

HooverRoadInspector@gmail.com
 919-627-1769

EXHIBIT A

**Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019**

**Selection of Photos from Hoover Road Inspections
July, 2019**



EXHIBIT A

**Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019**



EXHIBIT A

**Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019**



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EXHIBIT A

**Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019**



EXHIBIT A

**Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019**

Recent photos from other DHA properties

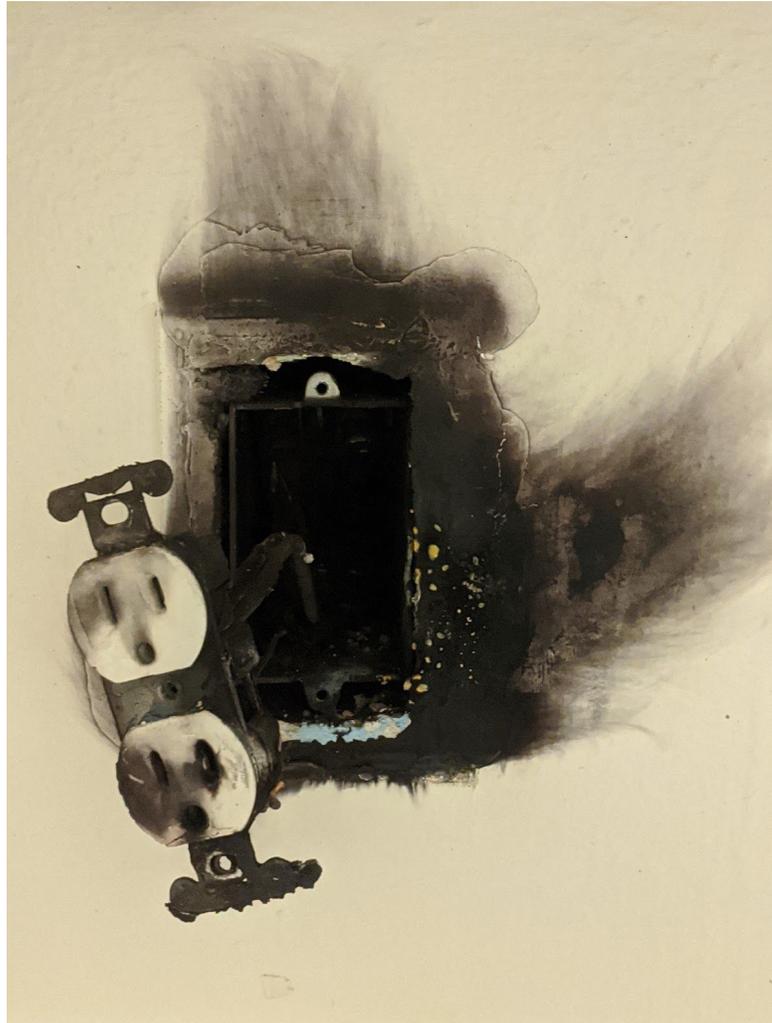


EXHIBIT A

**Photos and intake forms from Hoover Road Resident Inspection provided to DHA
CEO Mr. Anthony Scott on August 22, 2019**



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