

Housing Authority of the Town of Windsor
Board of Commissioners
Special Meeting
May 6, 2021, 3:00 p.m.
Ludlow Room, Windsor Town Hall and Zoom
UNAPPROVED MINUTES

Commissioners present: Engelmann, Gutcheon, Jaamal, Mack
Commissioners absent: None

1. Call to Order

Commissioner Gutcheon, Chair, called the meeting to order at 3:06 p.m.

2. Executive Session concerning the appointment, employment, performance, evaluation, health or dismissal of a public officer or employee (Appointment of Acting Executive Director)

Commissioner Mack moved that the Board enter executive session concerning the appointment, employment, performance, evaluation, health or dismissal of a public officer or employee (Appointment of Acting Executive Director). Commissioner Jaamal seconded.

To enter executive session concerning the appointment, employment, performance, evaluation, health or dismissal of a public officer or employee (Appointment of Acting Executive Director)	Aye: Engelmann, Gutcheon, Jaamal, Mack.
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The Board entered executive session at 3:09 p.m. Present were Commissioners Engelmann, Gutcheon, Mack, and Jaamal.

At 3:36 p.m., Mr. Jaamal moved that the Board exit executive session. Commissioner Engelmann seconded.

To exit executive session	Aye: Engelmann, Gutcheon, Jaamal, Mack.
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3. Appointment of Acting Executive Director

No action.

4. Public Communications

Vicky Arnesen watched the May 3 Town Council meeting and felt betrayed by the words of Councillor Lenworth Walker. The Town Council was the only group who would listen to the tenants after two years of being ignored. Now is it turning against them? Millbrook Village is a diverse and caring community and she has never heard racial epithets or abuse there.

Peggy Deshaies said that Millbrook residents were told the community room would be locked at night when it reopens. She feels this is arbitrary and unfair. Many residents keep odd hours and this change creates an inconvenience or even, for some, a hardship. Is there a way to keep the room secure at night without locking out the residents?

Brian Smith described the shoddy lawn care and upkeep at Fitch Court.

A Millbrook resident asked whether there is a policy on giving longtime tenants in efficiency units the right to upgrade to one-bedroom apartments as they become available. He believes the staff makes these decision capriciously based on whether they like the tenant in question. He has overheard staff tell other tenants not to talk to certain tenants because they're troublemakers. Are "troublemakers" blacklisted?

Devin Savelli is outraged that residents are no longer allowed to grill outdoors, and asked the reason for this change in policy. She is also confused by staff responsibilities and organization.

5. Community Rooms

Mr. Jaamal moved that the Board request that management create a plan for reopening the Community Rooms at all HATW sites, and provide a list of unmet needs to furnish and equip them. Ms. Engelmann seconded.

Ms. Engelmann expressed confidence that the Windsor community would come together to provide needed furniture, equipment, and decoration if there isn't money in the budget.

To request that management create a plan for reopening the Community Rooms at all HATW sites, and provide a list of unmet needs to furnish and equip them.	Aye: Engelmann, Gutcheon, Jaamal, Mack
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6. Maintenance Line Response / Work Order KPIs

The Chair stated that one of the most persistent complaints from tenants jurisdiction-wide is the 24-hour maintenance line. Residents frequently report that the voice mailbox is full, and that even when they can leave a message, response can be inconsistent. Management must address the mailbox full issue. The first step toward fixing the responsiveness issue is to get reliable data. He therefore suggested that the Board, in collaboration with management, establish Key Performance Indicators for work order processing. Because this will require a

partner in management, the Chair suggested waiting to take action until an Acting Executive Director is appointed.

The other commissioners agreed and no action was taken.

7. Custody of Authority Property

The Chair stated that staff have responded to several requests for HATW documents that those documents are held by third parties or by employees who are incommunicado. It is imperative that HATW maintain custody and control over all its property, including records, documents, and reports.

For the same reason as the preceding item, no action was taken.

8. Adjournment

Mr. Jaamal moved adjournment. Mr. Mack seconded.

To adjourn	Aye: Engelmann, Gutcheon, Jaamal, Mack.
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The meeting adjourned at 4:41 p.m.