

Housing Authority of the Town of Windsor
Board of Commissioners
Special Meeting
June 30, 2021, 3:00 p.m.
Community Room, Fitch Court Apartments and Zoom
UNAPPROVED MINUTES

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

Commissioner Gutcheon, Chair, called the meeting to order at 3:04 p.m.

1. Roll Call

All commissioners were present.

2. Public Comment and Written Communications

No written communications.

Vicky Arnesen discussed Renter's Rebate and sundry issues with the Millbrook rehab and her unit specifically. Why is it taking so long to get her an accessible mailbox?

Brain Smith is very disappointed in the new management and does not feel listened to.

Orlando Poventud spoke about issues with his unit at Fitch Court, including old worn carpets and a broken faucet. The carpets are a particular problem because of dust and allergens.

Sadoc Ramos mentioned that all Fitch residents were entitled to a storage unit in the basement, but many residents were not given access or even aware.

Diane Bailey has had her apartment sprayed for earwigs and is not satisfied.

Devin Savelli is tired of all the little problems that can't seem to get solved. When are residents going to get the help they need?

Andrew McAllister spoke on behalf of Yolanda Carrera, whose oven has been broken for months. Mr. McAllister shared his latest experience trying to call in a work order. No one answers the phone and voice mailboxes are always full.

Billy Barton spoke about Renter's Rebate. Communication around this program has been confusing and full of errors and contradictions.

Karen Savluk reiterated more of the confusing communications around Renter's Rebate. She agreed with previous comments about work order submission. She asked if the contractors cleaning air filters will wear ID and if they need to be accompanied by WHA staff.

Archie Butler discussed the installation of new security cameras as part of the Millbrook rehab. There's a camera uncomfortably close to his bathroom window. He wants someone to confirm that no one can peep into residents' apartments through the cameras.

Stephanie Scott mentioned a very steep step at the rear entrance of Fitch Court that she believes is an accessibility barrier and safety hazard.

3. Report of Tenant Commissioner

Commissioner Jaamal reported on work order and maintenance issues, and Renter's Rebate. His top priority for management is to restore safety, dignity, and financial stability. He sees progress, but shares the audience's frustration that change is taking time to accomplish.

The chair recognized Jasmine Hall, Social Services Director for the Town of Windsor. She is here to listen, but said she will be working with WHA staff on how to make the Renter's Rebate process easier and more efficient.

Mr. Jaamal raised questions about the installation of grills, the new work order answering service, and the process for upgrading residents from efficiencies to one-bedrooms.

4. Approval of Minutes

Commissioner Mack moved approval of the minutes of June 9 and June 21, 2021. Commissioner Engelmann seconded.

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| To approve the minutes of June 9 and June 21, 2021 | Aye: Engelmann, Gutcheon, Jaamal, Mack. |
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5. Chair's Report

The chair announced that the Town Council has filled the vacancy on the Board of Commissioners and is looking forward to working with Steve McKay.

He explained the nature of the work being done by the Executive Director at the Board's request. He is expecting a full report with recommendations on July 21. We will all be poorly served by making snap decisions based on anger and frustration without a full understanding of the scope of our problems. Over time, we will build a customer service culture here.

6. Financial Report

Financials for May were shared with the Board before the meeting.

7. Management Reports

Executive Director Robert Cappelletti addressed the various issues and complaints raised during public comment. He discussed the upcoming new work order and emergency line, and the meetings RSC staff will have at each site in the coming weeks.

8. New Business

a. Resolution 2021-12: 2021 Regular Meeting Calendar

Mr. Jaamal moved adoption of Resolution 2021-12; Ms. Engelmann seconded. Discussion followed.

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| To adopt Resolution 2021-12 | Aye: Engelmann, Gutcheon, Jaamal, Mack. |
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b. Resolution 2021-13: Repealing Resolution 2021-02

Mr. Jaamal moved adoption of Resolution 2021-13; Ms. Engelmann seconded.

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| To adopt Resolution 2021-13 | Aye: Engelmann, Gutcheon, Jaamal, Mack. |
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9. Old Business

None.

10. Other Items of Interest

Mr. Jaamal asked about security deposits and the allowable amount. Mr. Cappelletti responded that security deposits are based on rents before any subsidies, not just the tenant's unsubsidized portion.

Ms. Engelmann asked residents who are angry at WHA staff because of past negative interactions to try to be the bigger person. A new day is dawning here and we all need to be a part of it.

11. Adjournment

Mr. Jaamal moved adjournment; Ms. Engelmann seconded.

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| To adjourn | Aye: Engelmann, Gutcheon, Jaamal, Mack. |
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