

HOUSING AUTHORITY OF THE TOWN OF WINDSOR

COMMITTEE ON GOAL-SETTING

Monday, March 14, 2022 at 6:30 p.m.

WHA Office, 156 Bloomfield Avenue

Members present: Engelmann, Freeman, McKay, Jamaal

Also present: Maria Demarco, President, Demarco Management Corporation, Sherrie Garner, Vice President of Operations, DeMarco Management Corporation

1. Discussion of potential management arrangements

Ms. DeMarco and Ms. Garner discussed different management structures for housing authorities that they have seen in their long careers throughout the State of Connecticut. Discussion followed regarding the benefits and challenges of having the housing authority facilities managed by either an Executive Director or a Management Company.

The identified benefits of having an Executive Director include:

- Reports directly to the Board of Commissioners
- On-site daily
- Direct Supervision

The identified challenges of having an Executive Director include:

- Requires direct Board Supervision
- No Bench Strength
- Need outside support (finance, etc.) to maintain proper checks and balance

The identified benefits of utilizing a Management Company include:

- Reports directly to the Board of Commissioners
- Significant Bench Strength
- Comes with Liability Insurance
- Incorporate Best Practices learned while working with other Housing Authorities
- Limits direct Board involvement with day-to-day tenant and management issues
- Set up to work within Budgets
- Utilize local contractors
- Tiered management structure for resolution of issues: Site Manager – Regional Manager – Vice President - President

The identified challenges of utilizing a Management Company include:

- Perceived loss of local control
- Challenges of a corporate structure

2. Adjournment - 7:30 p.m.