

**REGULAR BOARD MEETING
Elkhart Housing Authority
August 21, 2025**

The Board of Commissioners for the Housing Authority, City of Elkhart, met in regular attendance at 4:30 p.m. on Thursday, August 21, 2025.

Board Members present: Willie Brown, Dan Boecher, Kristen Smole, Loria Mayes, Synthia Billings, Helenia Robinson, and Sandi Schreiber

Board Members present via dial-in: None.

Staff members present: Amy Gonzalez, Erik Mathavan, Nekisha Roberson, Olesia Melnyk, Redginald Norris, Terrance Trotter, Teri Ivory, and Morgan Gibson-Day. **Marsha Parham-Green was present via Ascension Meeting.**

Harris Law Firm Attorney present: Nick Snow

Audience members present: None.

❖ **Audience Concerns:** None.

❖ **Approval of Minutes**

Exhibit A — Approval of Meeting Minutes — July 17, 2025, Regular Meeting

All commissioners present voted to approve the July 17, 2025, meeting minutes.

July Financial Report

- **AMP 261- Rosedale**
Revenue \$196,271
Expenses \$250,364.00
YTD End of July – Loss \$(54,093.00)

- **AMP 262 – Washington Gardens**
Revenue \$412,008.00
Expenses \$488,137.00
YTD End of July – Loss \$(76,129.00)

- **AMP 263 – Waterfall**
Revenue \$259,424.00
Expenses \$318,222.00
YTD End of July – Loss \$(58,798.00)

- **AMP 264 – Scattered Sites**
Revenue \$192,375.00
Expenses \$230,036.00
YTD End of July – Loss \$(37,661.00)

- **AMP 267 – Riverside**
Revenue \$250,024.00
Expenses \$275,843.00
YTD End of July – Loss \$(25,819.00)

- **Fund 110 – COCC**
Revenue \$777,332.00
Expenses \$782,898.00
YTD End of July – Loss \$(5,566.00)
- **Fund 800 – HCV**
Revenue \$258,729.00
Expenses \$316,472.00
YTD End of July – Loss \$(7,743.00)

Exhibit C — Department Directors' Reports

- **Human Resources:** Teri stated that for July, the EHA had 38 total employees, 36 full-time, two part-time, two vacancies, two new hires, and two separations. **Vacancy Comments:** 1 Custodian open position, 1 Recertification Specialist. **Recruitment and Retention Challenges:** No-shows for interviews. **Training and Development:** July training programs offered by departments, Compass FSS Summit 8/4-8/5, Nan McKay Service Coordinator Training 8/12-8/14, HCV Specialist Training 8/11-8/15, Annual Fair Housing Training at Ivy Tech Community College 9/12, Annual NAHRO Conference Erik and Morgan attending 9/26-9/30. **Community Outreach and Partnership:** FSS participated in the Heart City Health Fest. EHA information was provided to tenants and community members, and information regarding job openings was given.
- **Comprehensive Improvements:**

Scattered Sites: Exhaust Fan Replacement, Range Hood Install, and Tuckpointing of Exterior Brick - Bids for this work were due on 8/7. Although we had three interested bidders, only one was submitted that was more than two times the budgeted amount. The EHA is working With Alliance Architects to re-evaluate the scope, and more than likely rebid the project.

Riverside Terrace: KCS Construction has completed 58 of the 66 kitchen cabinet upgrades. KCS is scheduled to be complete on the initial installation during the week of 8/11, and then allow for 2-3 weeks of inspection and post-inspection touch-up work.

ElectriCorpe completed 5 of the 11 resident unit electrical panel upgrades, as well as completed 65 of the 77 resident unit LED lighting upgrades scheduled for the year.

Alliance is working on putting together specs for the replacement of USPS mailboxes that will also provide for large parcel storage.

Washington Gardens: No work during this time.

The EHA will be applying for a Lead Hazards Grant to complete the lead risk assessment of the Washington Gardens buildings not tested in 2019.

Waterfall High-Rise: Shambaugh & Son continues to work on the retrofit of the fire sprinkler system throughout the building. They are currently working on the second-floor piping of the common hallway.

Pre-construction conversations are underway ahead of the Waterfall offices' security upgrades.

Rosedale High-Rise: No work during this time.

COCC: No work during this time.

- **Housing Choice Voucher Program:** Amy reported for July, 54 Annual Certifications were completed, 53 Interim Certifications were completed, 7 Unit transfers, 0 New Admissions and Absorbed Incoming Portabilities, 3 End of Participations, 0 Applications Remaining in Process, 657 Lease Ups on the last day of July, and 89% Lease-Up Percentage. **The previous month's lease-up percentage: 88% The waitlist is closed.**
- **Family Self Sufficiency Programs:** Amy reported that the Family Self Sufficiency program is currently serving 60 participants, of which 38 participants are currently employed, 8 participants are attending college, 5 participants are disabled or unable to work, 23 participants are currently earning escrow, \$9,242 earned in escrow funds in July, and \$161,948.69 total current escrow balance.
- **Public Housing:** Nekisha reported that Rosedale's Occupancy rate for the month of July is 96%, Washington Gardens Occupancy rate for the month of July is 98%, Waterfall Occupancy rate for the month of July is 96%, Scattered-Sites Occupancy rate for the month of July is 99% and Riverside's Occupancy rate for the month of July is 99%. Nekisha went on to say that Public Housing's overall Occupancy rate for the month of July is 98%. She also stated that public housing received zero applications, mailed 77 orientation letters, processed zero applications, approved 48 applications, denied 30 applications, and 30 applications were withdrawn. **The waitlist is closed.** We received no homeless applications, and 36 application(s) were approved and waiting for an available unit. Nekisha reported that there were 8 new admissions and 10 move-outs in July.
- **Maintenance:** Todd reported that 10 move-outs were received and seven were completed, 14 emergency requests were received and completed, 728 tenant requests were received, and 718 were completed; and there were 50 annual inspections received and 45 were completed, totaling 784 completed work orders.
- **Rosedale Highrise Pest Control**
Erik stated that they exterminated all 102 units at Rosedale. He said that they provided each unit with premium services, which included gel, baiting, and two follow-up visits. Erik said that he anticipates these treatments alleviating the problem. He said that Griffen Pest Control will do the same at Waterfall and Riverside.

❖ **Old Business:**

- **Resolution 25:16 – A Resolution Approving a Contract with Yardi Systems, INC. for Software Services**

Marsha stated that it was explained in January or February that Ten Mast was not the best software for the size of the agency or the number of units it has. She said that the functionality of the operating system is lacking quite a few features that are needed to effectively understand what the program is doing to measure and draw reports. She stated that an evaluation of Yardi was done, and she thinks that we should move forward with it. She said that the agency was heading in that direction when the executive director retired. Marsha further stated that we have a copy of the current Yardi contract with the pricing, and the transition takes about 3-4 months, so we would be running both systems before we switch over, so there is no interruption in business. She said that Yardi is a more robust system that will manage the finances and potentially get us away from the fee accountant. Commissioner Schreiber asked about the monthly fee from Yardi and what that entails. Marsha said that the monthly fee is based on the number of users, not necessarily the number of transactions. She said that this amount is not

outside what we would normally be paying. She said that the quote was based on the number of users we currently have. Commissioner Boecher asked about the annual fee, which is over \$60,000. Jessica stated that we are currently paying \$50,000 for this year, which is up from \$40,000 last year. She said that this amount does not include Rent Café, which is an unavailable feature with Ten Mast, and it is still \$50,000 a year. Marsha said that when she called Ten Mast to see when our contract ended, they recommended all of these new features that we could have been using that they never told us about, but none of them would enhance the software and combat what is happening now. She said that with the Rent Café feature alone, tenants would be able to pay their rent, upload their documents, and significantly cut down the administrative time for the property managers and also the housing specialists on the HCV side. She said that we would not handle as much paperwork as we did before. Commissioner Boecher asked if everyone would be trained on the new software. Marsha stated that all staff would be trained, and no one would be left out. She said there is ongoing support and an online training module that we will always have access to. She said that as new employees are onboarded, they can utilize that portal. Commissioner Billings asked what percentage of public housing is currently using this software. Marsha said that there are a significant number of housing authorities that are transitioning to Yardi because they are the industry leader, their software can transition and/or partner, it collects data as you are transitioning out of public housing, and you won't need a separate system to run the market units. She said that just this year alone, she has been to 6 housing authorities, and they are all transitioning, either from Ten Mast or Emphasis Elite to Yardi. She further stated that Yardi is the most robust in the industry right now because the system allows you to do multiple lines of business without having to buy other components of the software. All commissioners present voted to approve resolution 25:16.

❖ **New Business:**

- **New Logo**

Marsha stated that Commissioner Brown asked her to look into a new logo for the EHA, and she sent him some examples in early July. She said she wanted to see where we are with that because the vendor that prepared those for us did it for free with no financial obligation, but she would like to know where we are with deciding. She said that she will need to return them to her if we are not going to move forward. She said we can table it if we are not moving forward, but she would like to tell the vendor something. Commissioner Smole asked Marsha to inform the vendor that we will put it in the packet for full discussion next month, giving the commissioners time to view it. Marsha said yes, she will make sure the board has it in the next week or two.

- **Commissioner Smole's Comments**

Commissioner Smole reminded the board that during executive sessions, whatever is said during those meetings is to stay in those meetings. She said that something was mentioned to her after the last meeting that no one else should have known, aside from the commissioners who were present. She said that if anyone has any questions about what can or cannot be shared during an executive session, please reach out to our attorneys, and they can guide them through that. She said that this has been mentioned before, so this is the final warning. She said if it happens again, Attorney Harris recommended doing a full investigation to figure out where it is coming from. Commissioner Smole asked the commissioners to verbally state that they understood.

Commissioner Smole said that there was a request from Marsha to go over some HR stuff in an executive session. She asked Marsha if she had a couple of dates in mind for when she would be available. Marsha informed Commissioner Smole that she was open every day next week.

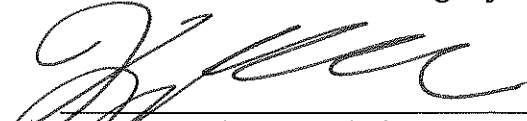
Marsha and the commissioners agreed on September 3 at 4:30. Attorney Snow asked if Harris Law needed to be present. Marsha said that she does not need the attorneys present.

Commissioner Mayes asked if we were still having the Finance Committee meetings on the second Thursday of every month. Jessica said that she was talking to Erik, and they were thinking about moving the meeting to the fourth Tuesday so that she would have an opportunity to receive everything from the fee accountants. The board decided to have a virtual Finance Committee meeting every fourth Tuesday at 4:00.

❖ **Handouts: None**

❖ **Adjournment**

Commissioner Kristen Smole, without any objections, declared August 21, 2025, Board of Commissioners' meeting adjourned at 5:13 P.M.



Kristen Smole, Commissioner
September 18, 2025

Marsha Parham-Green, Transition Consultant
September 18, 2025