

2/10/09 Resident Community Meeting at AMP 34 at the Makua Alii Auditorium

Started: 6:05 pm

Ended: 7:30 pm

Residents: 57 residents

Invited Guests: S. Aiona, HPHA BOD
C. Hosino, HPHA BOD
J. Dukes, Pacific Island Security

HPHA staff: C. Taniguchi
J. Mizusawa
K. Rodrigues
K. Chang

Resident Concerns with *HPHA Responses in Italic.*

1. Installation of Window Screens. Paoakalani resident, Francis LaBatte stated he requested to have window screens installed. Paoakalani resident Harry stated he just moved into 8th floor unit and asked why the unit did not have window screens. Sharon Yokote, Makua Alii resident stated screens could be affixed to windows without screen frames. Shaun, Paoakalani asked why tenants cannot install window screens.

Possible solutions, tenant may request to install screens on an installation permit at their own expense Tenants may consider forming a committee and may request the legislature to fund installation of screens.

The Rental Agreement states, tenant shall, “not make any alterations or additions to the dwelling unit...without obtaining Management’s prior written consent”. Approval of installation request may be considered based on medical need. If approved, installation will be at tenant’s expense. Management will require installation to be completed according to industry standard and tenant will be requested to provide specification of materials for the window screen frame, screens and frame clips.

Tenant is responsible for the maintenance and repair of tenant installed window screen frames, screens and clips. The HUD required annual Uniform Physical Condition Standard (UPCS) unit inspections requires management to inspect tenant installed window frames, screens and clips and to assure it is maintained to industry standard. If repairs or maintenance needs are observed, tenant is responsible for cost of repair.

2. New Lobby Furniture. Several residents complained they want padded, more comfortable furniture, insufficient number of chairs, wanted input on selection decision making.

The factors considered in the selection of lobby furniture were whether furniture may be maintained in a clean condition, its longevity, appearance and, utilitarian factors due to complaints of odor, insects and unsanitary conditions. The number of seats and tables and the set up is similar to the previous

3. Complaint, Roy Nakamura, neighbors faucet screeches when turned on.

Management asked tenant to request a work order.

Henry Lee stated management took four (4) days to repair a leak in his basin.

Management has 25 days to complete routine work order repairs and 24 hours to abate emergency work orders.

Noreen Roy, complained of a rude statement by staff.

Ms. Roy was requested to meet with manager to discuss.

Residents were informed of attachment, ATTENTION PUBLIC HOUSING RESIDENTS, IF YOU HAVE A CONCERN OR COMPLAINT, which was enclosed with February's rent bill. Residents were informed to contact the manager first, then Kelfred Chang at 832-7693.

4. Diane from Makua Alii stated, for months common area lights have remained on for 24 hours.

The power outage in December 2008, caused a short in the electric circuit board which controls common area lights. To prevent a hazardous condition due to lack of lighting, the lights will remain on until the circuit board is replaced because if manually turned off, lights would not be able to turn on . The new circuit board was replaced at the end of February 2009.

5. Sale of AMP

Kuhio Park Terrace is the only AMP in discussion for consideration of sale.

6. Concern of Funding Cuts for the SHARE

The contract for the operation of the SHARE program expired on April 2009 and provider, Child and Family Services extended services to June 15, 2009 to expend remaining funding. The SHARE contract was funded by HUD and funding to operate the program terminates on June 15, 2009.

7. Complaint, inadequate hot water at Kalakaua Mid Rise.

Maintenance continues to monitor temperature. Please continue to notify management when water is not hot.

8. Concern about Lead Based Paint and Asbestos.

Makua Alii and Paoakalani buildings have asbestos containing ceiling and floor tiles and paint may contain lead. If the asbestos containing material (ACM) is not disturbed (damaged) it is not removed. Please notify management if you notice damage to the ACM ceiling and or floor tile.

9. Request for Signs in Different Languages.

Please contact management staff to discuss.

10. Washer Repairs; Water level not correct. 3-4 washers not working. Need TW Systems (contractor) telephone number posted.

Call TW Systems to report inoperable washers or request refunds, also notify management of concerns. No complaints about the low rise laundry room recently. Management staff cleared drains and users were notified to stop filling washers with additional water because it causes water to drain on the floor.

11. Complaints about neighbors.

Information regarding neighbors is confidential. Management cannot disclose the status of management action.

12. Tort Claims.

Please submit claims to the Risk Management office.

13. Complaint about Security Contractor. C. Lum complained about a security officer who escorted visitors to her unit. Stated she should be able to control who she would provide entry to the building.

James Dukes, of Pacific Island Security stated if there is concern of safety, security officer will go to unit without guest or contact tenant about permitting entry.

Many residents live alone, concerned families, service providers and friends have requested management to assist them to check on resident when resident did not answer telephone calls, enterphone contact or keep appointments. Residents have been found in need of assistance, on floor or in bed, unable to stand or call for help.

14. Complaint. Some residents give security lobby entrance keys to others.

Rental Agreement amendment states only one (1) lobby door key is issued to each resident. There may be various circumstances when a non-resident may have a key to the security door for example, a resident may be home bound and provided a key to caregivers.

15. Complaint. Makua Alii Lobby Door is broken. No security.

In process to contract repair. Door is obsolete and parts may have to be fabricated. (Contractor secured, anticipated date of repair in May 2009).