

Response to Questions Posed to Management

1. Is it true the Resident Association wants to take Management of Palolo Valley Homes (PVH)?

This should be answered by the Resident Association.

2. Law effective 01/2009, which bans drinking beverages containing alcohol outside of unit.

Chad Taniguchi responded, effective 01/2009, drinking alcohol containing beverages anywhere outside the living unit at the public housing premises will be illegal.

Is the HPHA taking away the yard from tenants?

No, residents will still have use and responsibility for yards.

3. Tenant stated she and her husband were assaulted by another resident.

Please file a report with the HPD and report incident to management for follow up. By being accountable and filing a complaint with the HPD, you will also be asking the police and management to be accountable to take action.

4. What are the office hours? What are holidays? Could management deliver flyers to tenants to announce when the office will not be open?

Holidays are State of Hawaii Holidays, which are announced on the media.

Office hours are Monday through Friday, 7:45 a.m. through 12:00 p.m. and 12:45 p.m. – 4:30 p.m. When management is not able to keep the above business hours due to staffing shortage or emergency situations, telephone messages are retrieved from the Kalakaua Homes Office (messages for work orders are relayed to the PVH maintenance staff.)

Management will post notification on the office door when unable to keep office hours. The Office should be open 40 hours per week. Staff is budgeted and management was advised to have office open.

The Palolo Valley Homes Office will be closed on the following days in 2008:

Fridays, October 10, 17, 24 and 31

Monday, November 3

Friday, November 7

The week of November 10-14

Fridays, November 21 and 28

Fridays, December 5, 12, 19 and 26

5. Towing Contract? *A contract will be initiated as soon as proper signage is purchased, installed and stall markings are painted with an identifying number.*

6. Parking, who is responsible?

Management is responsible for the assignment of parking stalls and issuance of decals. Residents are responsible for cleaning and maintaining their respective assigned stalls.

7. Unauthorized tenants?

If you have knowledge of neighbors in violation of the Rental Agreement, please provide information of Who, When, What, Why, Where and How to management and appropriate action will be taken.

8. Could Stephanie Fo provide an update of the bed bug situation?

HUD is going to provide a training on this epidemic approximately October, 2008. Once HPHA finds out how to remedy, we will proceed.

9. Public Housing is supposed to keep sex offenders out of the property. What is management doing about sex offenders?

If you have knowledge of sex offenders occupying a unit, your assistance is requested to provide information of Who, What, When, Where, Why and How to management and appropriate action will be taken.

10. Why were tenants not included in HPHA decision to end former management contract?

HPHA intends to have closer communication with tenants through Resident Community Meetings like this one at least 2 times a year. HPHA is encouraging AMP managers to meet monthly with residents.

11. What is management doing about residents who are delinquent in rent payments?

The rental agreement provides, rent is due in full on the first (1st) day of the month, with a seven (7) business days grace period. If payment is not made as specified, rent is delinquent. Management will mail notification of violation of the rental agreement, which will schedule a mandatory meeting with the head(s) of household. Management is required to send a second notification of violation of the rental agreement if tenant does not clear balance due and does not keep the mandatory appointment. The tenant will then be referred to the eviction board.

12. Is crime or rent a priority?

Crime prevention is everyone's responsibility. Residents are the eyes and ears of the development. If you are aware of ongoing criminal activity, you are requested to provide a report to the HPD and to management. Rent collection is priority because the income is used to maintain and operate the development.

13. Community Service?

All household members who are 18 to 61 years old, who are able bodied, unemployed or under employed (less than 30 hours/week) and not otherwise exempted from this requirement are to complete and verify eight (8) hours of community service per month. Opportunities for community service may be found in the community at the neighborhood schools, churches, park and recreation, HCAP. The resident association may consider starting volunteer security patrol groups.

See also list of Palolo Valley Homes Volunteer Opportunities handout, provided by management in the office as a courtesy to those residents seeking community service in the neighborhood.

14. Complaint about infestation of mice in unit, can hear fighting, smell and see mice. Mice chewed a hole in the wall.

On 9/18/08, management contacted the State of Hawaii, Department of Health Vector Control and arranged for an inspection of the unit to confirm infestation and to provide methods to exterminate vermin. Tenant was informed of the inspection, provided control methods and maintenance assistance in locating and preventing further infestation to unit. Grass in front of unit was cut.

15. Palolo Valley Homes does not have handicap parking stalls. Can tenant start charging management for handicap parking? (lack of)

Palolo Valley Homes was built in late 1950 and is exempted from provision of handicap.

Tenant may request a reasonable accommodation to request to be provided with an accessible parking stall.

16. 75% of residents are in violation of the rental agreement. What is management going to do to address violations?

If you have knowledge of neighbors in violation of the Rental Agreement, your assistance is requested to provide information of Who, When, What, Why, Where and How to management and appropriate action will be taken.

17. If a tenant has zero income, what is the rent amount?

HPHA needs income to operate public housing and it is unlikely that most people have zero income if they are accurately reporting. Taxpayers cannot pay for everything. Everyone must do their share. If the income is actually zero, the tenant may be eligible for a utility allowance check from HPHA to pay for the electric bill. If you have a change in income, you may request for an interim review.

18. Comment about Community Service, children may assist to clean the parking lots.

If residents do more to prevent litter and to clean the common areas, staff can focus on repairs and maintenance. HPHA would like to encourage residents to do all common area cleaning and maintenance.

19. Concern about management, what will happen to employees of HPHA who just sit around?

Your assistance is requested to report your observation of Who, When, What, Why, Where and How to management and appropriate action will be taken. State employees work an 8 hour day with allowances for breaks one morning and one afternoon break (10 minutes each) and a 45-minute lunch.

20. When was the last election held for the resident association officer?

Officers elected on February 17, 2006 with Jarrett Middle School, Urban Real Estate and HCDCH Resident Services Section overseeing election process.

President: Dalphne Nisa

Vice-President: Jan Ii

Secretary: Ray Fina Hilongo

Treasurer: Lucila Sefo

Sergeant of Arms: Auala Sefo

Received Certificate of Acknowledgement from HCDCH Board of Directors on April 13, 2006.

Pursuant to Constitution and By-laws of the Palolo Valley Homes Ohana Resident Association (Final 2/25/03), officers serve a three (3) year term.