

# Memorandum



DATE December 15, 2017

TO Honorable Mayor and Members of the City Council

SUBJECT **DHA Inspection and Quality of Life Program**

Over the past few months City staff have been working with the Dallas Housing Authority (DHA) to develop guidelines by which the two entities can work together and improve the quality of life and reduce crime on DHA property. I am pleased to inform you that we have established a proactive and collaborative inspection process to ensure the highest standard of living for tenants, and a framework for us to work together to the mutual benefit of Dallas residents and DHA tenants residing in public/assisted housing properties.

I have attached a copy of the new DHA Inspection and Quality of Life Program for you to reference. The program provides a structured process for standard and effective communication between the two entities via the Cooperative Inspection and Quality of Life Committee that will meet monthly. The program further addresses inspection protocols based on an alternative inspection program designed to leverage existing federal and state inspections, for which DHA is required to adhere. Finally, the program will help to address criminal and nuisance activity on DHA property by requiring specific strategies be developed to reduce abatable crime. If at any time DHA fails to participate or work to address abatable crime, the City may recommend a specific property to the City's RISK Nuisance Abatement Program.

The DHA Inspection and Quality of Life Program will begin in January 2018. I am excited about the implementation of the program, and believe that it represents a new era of cooperation and collaboration between the City and DHA. Please review the attached program document and let me know if you have any specific questions or comments.



T.C. Broadnax  
City Manager

[Attachment]

cc: Larry Casto, City Attorney  
Craig D. Kinton, City Auditor  
Billierae Johnson, City Secretary (Interim)  
Daniel F. Solis, Administrative Judge  
Kimberly Bizer Tolbert, Chief of Staff to the City Manager  
Majed A. Al-Ghafry, Assistant City Manager  
Jo M. (Jody) Puckett, Assistant City Manager (Interim)

Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
M. Elizabeth Reich, Chief Financial Officer  
Nadia Chandler Hardy, Chief of Community Services  
Raquel Favela, Chief of Economic Development & Neighborhood Services  
Theresa O'Donnell, Chief of Resilience  
Directors and Assistant Directors

## **Dallas Housing Authority Inspection and Quality of Life Program**

Objective: Establish a proactive and collaborative inspection process between the City of Dallas (City) and the Dallas Housing Authority (DHA) to ensure the highest standard of living for its tenants. The City and DHA will work together to the mutual benefit of Dallas residents and DHA tenants residing in public/assisted housing properties. The following alternative inspection program is designed to leverage existing federal and state inspection protocols, which DHA as an administrator of the some of the nation's affordable housing programs is required to adhere to, develop measurable property specific goals/objectives related to quality of life services, and enhance the lines of communications between the City and DHA.

### 1. Communication

- Establish a Committee with representatives from both DHA and City Departments known as the Cooperative Inspection and Quality of Life Committee (Committee).
- City team members to include representatives from the following departments: Dallas Police Department, City Attorney's Office (community prosecutor), Fire Marshal, Housing & Neighborhood and Revitalization, and Code Enforcement. DHA team members to include representatives from the following departments: Housing Operations, Legal, Compliance and Executive as well as contracted vendors.
- The Committee will meet on the 4<sup>th</sup> Monday of each month at alternating locations to collaboratively review crime data, resolve any code or public/tenant documented complaints and establish property specific public safety goals and objectives. To address these and any other identified quality of life concerns, the Committee may also initiate the planning and coordination of City and DHA resources such as access to and the use of surveillance video cameras, crime data analysis, sex offender registry, coordination of 3<sup>rd</sup> party security service, hiring of off-duty DPD officers and/or other law enforcement personnel, DHA lease enforcement, use of off-line DHA public housing units, use of DHA community space for police athletic leagues, covert/undercover stings, warrant round-up, crime watch groups, and etc.
- The Committee will review DHA inspection reports and/or tenant complaints provided to DHA and/or the City regarding living conditions, public safety or other inspection issues.
- The Committee will establish mutually acceptable property specific measurable outcomes and goals to resolve identified issues or challenges.
- Establish, where appropriate, quantifiable performance standards and agree to reporting protocols.

- The Committee will maintain meeting minutes (DHA to provide administrative support as needed) as well as present formal crime prevention/suppression plans for each DHA property to the executive team.
- The executive teams of the City and DHA, including the City Manager and Executive Director of DHA, will meet at least quarterly to review formal crime prevention/suppression plans, measure progress of established strategies and allocate additional resources where necessary.
- As part of its governance structure, DHA shall provide quarterly written status reports of the Committee's work to its Board of Commissioners and the City Manager for review and comment.
- To improve communication and coordination, DHA and the City will provide a joint annual briefing of the Committee's Annual Plan to the Dallas Housing Authority Board of Commissioners and City Council for review and comment.

## 2. Code and public safety related issues.

- Property Inspections
  - To determine the physical condition of each DHA asset. DHA properties are inspected by 3<sup>rd</sup> party agents of the U.S. Department of Housing and Urban Development (HUD) and/or by the Texas Department of Housing and Community Affairs (TDHCA) (depending on the property type and source of financing). Both federal and state inspections follow the Uniform Physical Condition Standards (UPCS) protocol. A copy of each UPCS inspection report shall be made available for the City for review. DHA inspection reports will be provided via a shared data access drive.
  - DHA agrees to address UPCS inspection or tenant identified deficiencies within 30-days.
  - City will accept the 3<sup>rd</sup> party UPCS inspection reports in lieu of City inspection.
  - On the condition that DHA is subject to 3<sup>rd</sup> party UPCS inspections and provides the reports to the City, and demonstrates a willingness to cooperate, it will not be necessary for the City to perform inspections per the City Rental Inspection Program.
  - City and DHA agree that HUD Real Estate Assessment Center (REAC) – UPCS inspection reports with a failing score, as defined by HUD, may trigger additional inspection per the City Rental Inspection Program.
  - If a City inspection is warranted, per the agreed to standards above, an initial inspection report (rather than citations) will be provided to the DHA and City Committee to review DHA's established plan for resolution.

- The Committee will monitor and review DHA plans and progress to address noted inspection items.
  - Items not addressed after two months may be subject to citation.
  - City cannot waive the need for Fire inspections per this process.
  - Life safety issues will be addressed immediately by DHA.
- **Criminal or Nuisance Activity**
    - DHA and City will work collaboratively to address abatable crime and other nuisance activity that may occur on DHA property.
    - DPD will provide weekly, monthly, and annual address level crime data for all DHA properties. These reports shall include but are not limited to: calls for services and offense committed/arrest reports. DPD reports will be provided (e-mailed) to DHA at least two weeks prior to monthly Committee meetings.
    - Based on the submitted crime data reports, DHA will invite property managers from the highest crime target areas and DPD will invite relevant officer and command staff to the monthly Committee meetings.
    - DPD will also provide weekly, monthly, and annual City wide per capita crime data for comparison analysis.
    - City and DHA will perform an analysis of the data and identify property specific crime patterns/trends to develop specific measurable crime reduction strategies.
    - These goals and objectives shall also be provided to the DHA Board of Commissioners
    - Utilizing the following criteria, the City and DHA will identify specific DHA properties that may be eligible for a **Cooperative Abatement Program (CAP)**:
      - Crime trends on property
      - General reputation of property
      - Prevalence and severity of problems identified in the Annual Physical Needs Assessment prepared by DHA
      - Proximity to community services (schools, churches, library, etc.)
      - Other agreed to standards by DHA and City
    - For identified CAP properties, DPD will provide monthly crime trend reports for review by the Committee.
    - DHA, with support from DPD and the Committee, will proactively engage DHA security to develop strategies (property specific action plans) that address the *recurring* abatable criminal activity. Collaborative strategies may include the use of drug detection dogs or undercover surveillance.

- Strategies established to abate crime will be employed for a period of 45 to 60 days, and then reevaluated.
- DHA to demonstrate compliance/abatement to the Committee following the first 60-day period.



- Following re-evaluation and if the problem still exists, the CAP property will be inspected by a joint DHA and City team to determine if there are other strategies that may be employed.



- If at any time DHA fails to participate or work to address abatable crime problems identified by the Committee for a CAP property, the City may recommend that the property would be eligible for the City's RISK Nuisance Abatement Program.
  - In unusual, severe, or unforeseen circumstances, the City reserves the right to make immediate referral of a DHA property to the RISK Nuisance Abatement Program.
  - The determination as to whether the property will be classified as a RISK case may be made by City Manager and/or City Attorney.
- Assessment
    - As this is a cooperative effort, the Committee will regularly evaluate the success of the alternative inspection process to determine if changes or modifications are needed.
    - The Committee will prepare an annual report to the DHA Board of Commissioners and the Dallas City Council on the new alternative inspection program.