

## OCCUPANCY COUNCIL MEETING MINUTES

JUNE 15-16, 2021

**June 15, 2021** - The meeting was called to order at 8:47 by Chairwoman, Shelby Coffman. Prayer offered by Ramon \_\_\_\_\_.

The meeting began with introductions of the board and then attendees. Everyone introduced themselves and said what Housing Authority they were representing.

Improving Tenant Management Through Technology – Doug Chapiewsky, James Gueterrez and other staff from Housing Data Services were present and discussed their products and issues regarding tenant accessibility to technology. Discussion on need to upgrade broadband in rural areas. Discussion about what kind of reports and products HDS and other providers can provide to Housing Authorities. A lot of frustration on not getting needed information such as having reports and data that truly identify needs of the Housing Authority. Discussion about doing training on Doorways for any of the Housing Authorities needing or wanting to learn about what it can offer. Possibly schedule it and UNAHA may be able to pay for it. Also, ONAP has options for TA to do needs assessment.

Rent Wise Improving Tenant Success – Alex Ramsing from Homeword in Missoula, MT discussed how Homeword is helping tenants or applicants with being eligible applicants or being successful tenants. Discussion on different types of loans such as fixed and revolving loans and how they affect credit scores. Credit history and scores are one avenue landlords use to check applicant accountability and payment history. Good to check your credit history regularly to check for errors or unauthorized activity. Working on credit takes time but is very important. Rent-Wise has a program that pays up to \$1,000 in the first year of occupancy for damage or past rent.

Taking a Deeper Dive in to Supportive Housing for Tribes – Katie Symons, CPO of BeauXSimone Consulting discussed issues surrounding supportive housing in Indian Country. The program pays 30% of their income for rent and the remainder is or could be subsidized by vouchers.

**June 16, 2021** – The meeting was opened with a prayer by Ramon \_\_\_\_\_.

Effective Tenant Screening-Helping to Assure Tenant Success – Dixie Brown, Ft. Belknap Housing Authority, led a discussion on screening applicants and tenants. Need financial literacy training for applicant/tenants. Identified a need to get staff training on screening and dealing with drug related issues. Need to implement tenant education regarding drug issues. There is a report on NAIHC website for meth use and reason for change in policy.

Dealing With Difficult Tenants – Gilbert Jarvis, Eastern Shoshone Housing Authority and Council Secretary/Treasurer discussed and shared stories of dealing with difficult tenants. He shared that it is good to have the right staff available when dealing with difficult people. Felt it was

important to do introductions to new tenants of staff they will or could be dealing with. More stories were shared by attendees with how they were dealt with.

Group Discussion - Linda Retka, Program Director for NAIHC was available to discuss training and technical assistance available through NAIHC. What are the needs in your community? How can you improve Occupancy? Identified was more staff and more training. Ms. Retka relayed that there is a significant amount of money available for Technical Assistance through NAIHC. A need to develop training on supportive services for current tenants in low rent or other programs. Funds available for community needs assessment or strategic planning. For assistance with getting technical assistance contact Bob Gauthier or contact Katie Gloystein at NPONAP.

Next meeting will be in December 15-17, 2021 in Rapid City SD.

Meeting adjourned