



P.O. Box 620
Pueblo of Acoma, NM 87034

"Providing Safe and Affordable Housing Opportunities"

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Board of Commissioners Meeting

February 11, 2015
5:30 p.m.
PAHA Conference Room

AGENDA

1. **Call to Order** – Robin Cruz, BOC Chair
2. **Invocation**
3. **Roll Call** – Robin Cruz, BOC Chair
4. **Approval of Agenda**
5. **Approval of Minutes BOC meeting** – January 21, 2015
6. **Opening Remarks** – Floyd Tortalita, Executive Director
7. **New Business**
 - a.) Low Rent Conversion-Unit 21 – *Jennette Steward, Housing Services Manager*
 - b.) Board of Commission Officer Elections, *Robin Cruz, BOC Chair*
8. **Department Reports -**
 - a.) Finance – *Owen Ondelacy, Finance Manager*
 - b.) Housing Services – *Jennette Steward, Housing Services Manager*
 - c.) Development – *Lawrence Ramirez, Development Manager*
 - d.) Executive Director's Update – *Floyd Tortalita, Executive Director*
9. **Announcements & Schedule Next BOC Meeting**

February BOC Meeting – March 11, 2015 - 5:30 pm – PAHA Conference Room

10. **Adjournment**



Minutes of January 21, 2015
PAHA Board of Commissioners Regular Meeting
Acoma Police Department Conference Room- 5:30pm

- 1. Call to Order:** 5:52 p.m.
- 2. Invocation:** Commissioner, Patrick Ortiz
- 3. Roll Call:** Present: Chairwoman, Robin Cruz, Commissioners: April Estevan, Damian Garcia, Patrick Ortiz; PAHA Staff: Executive Director, Floyd Tortalita; Development Manager, Lawrence Ramirez; Housing Services Manager, Jennette Steward; Finance Manager, Owen Ondelacy, and Recording Secretary, Laureen Cheromiah. Guests: Stephanie Poston, Allison Moore, Rose Chavez, and Regina, Rose's sister. Absent- Ex-Officios: Tribal Secretary, Jonathan Sims, and Tribal Councilman, Ernest Vallo, Sr.; Commissioner, Bernard Lewis
- 4. Approval of January 21, 2015 Agenda:**
Motion to approve: Approved 1st- Commissioner, D. Garcia, 2nd- Commissioner, P. Ortiz. Under New Business a revision- items a) and b) switch.
- 5. Approval of December 12, 2014 Meeting Minutes:**
Motion to approve: Approved 1st- Commissioner, D. Garcia, 2nd- Commissioner, P. Ortiz.
- 6. Opening Remarks:** Floyd Tortalita, Executive Director
Strategic Planning Initiative will be presented by Stephanie Poston and Allison Moore of Poston & Associates. Community member Rose Chavez will address concerns. A decision was made to forgo department reports and only ask questions in regards to reports. Changes made due to weather.
- 7. New Business:**
 - a) PAHA Strategic Planning Initiative- Stephanie Poston and Allison Moore, Poston & Associates
Stephanie is a tribal member of the Pueblo of Sandia and has owned her own business for the past 10 years. Among those years she has partnered with Keres Consulting and has an extensive background in Indian Housing. There is a proposed timeline of 5 months to complete the Strategic Planning Initiative. The first step for the Strategic Planning is to establish a Strategic Planning Team (SPT), Kick-Off meeting has been scheduled for Wednesday, January 28, 2015 at 5:30pm location to be determined- Kick-Off meeting will determine other meeting dates. List of SPT members will be presented to BOC for approval. In February-the second step will be to conduct a Community Needs Assessment for Acoma- checklists and questionnaires will be developed to insure the strategic plan will be effective for the community; also, two focus groups will be conducted for adults and youth-information collected will go towards community needs assessment. In March- the third step will be to establish the vision, the mission, and values for PAHA- an assessment will be provided. Information collected from needs assessment will help with developing the vision, mission, and values (an example was provided). In April-the fourth step will be to assess PAHA organizational systems and operations- a review of federal compliance requirements and proposed federal state changes will be conducted to insure there will be no affect on outreach, some staff will be interviewed to confirm PAHA is compliance with polices. In May-the last step will be to deliver a strategic plan. Verbal Motion of Approval of SPT members- all in favor none opposed. Damien: Can more individuals be added to SPT list? Response: Possibly as back-ups or put on focus groups.
 - b) Community Member Concerns- Rose Chavez
Rose Chavez a community member received rehabilitation assistance from PAHA. Project was completed in August of 2014 utilizing 2014 ICDBG funding- Project I. Contract was awarded to

Delgado Exterior Coating, Inc. Original bid amount was \$66,000.00, but increased to \$76,447.00- two change orders. Type of home: mobile home with an addition. Before every project begins PAHA sets down with homeowner and goes over the scope of work, which is approved and signed by the homeowner. Issues of concern: water break, no heating, and no propane. PAHA has addressed all concerns and replaced furnace in mobile home- addition was heated with wood stove. Robin: Are the concerns of Rose what was on the Scope of Work? Response: Yes, and also what was on the change orders. April: Does homeowner have any other source of heat? Response: yes, a wood stove, but homeowner chose not to put wood stove back into her home. Homeowner said she would look for another type of stove.

Rose Chavez- this is the fourth time addressing concerns. Rose moved back into home on July 8, 2014. During move-in and after move-in Rose noticed some work that was unfinished, not done right, and missing. **Items today that have still have not been addressed:** tissue holder missing in master bedroom restroom, sprayer in kitchen sink cracked, mouse hole in kitchen- covered with duct tape, vents in rooms on Westside of home distribute little heat, water heater leaking, caulking around windows peeling off- stuffs tissue in holes, front screen door backwards. **Items that have been addressed by contractor:** fixed drawer in kitchen, fixed windows, master bedroom door fixed, but lopsided, fixed gutter on Southside of home, fixed entrance door, but not fixed right, fixed thumbholes above door- covered with stripping. **Items fixed by homeowner:** kitchen faucet, cleaned up yard, furnace replaced by ABS- local contractor, leak in shower fixed by ABS. Most issues of concern Rose called Chico. Than Lawrence told Rose to stop calling Chico, but did not tell her who she should call. So Rose called the contractor directly- Mr. Delgado. Some of issues brought to Chico's attention for instance, a hole by the window in kitchen. Chico informed her that was not something the Contractor touched. Items not on the Scope of Work are not included on the warranty. Rose indicated that she was told the house would become ADA compliant, but feels it is not. The issue of beer/alcohol bottle caps and cans was addressed to Chico- unsure if action was taken. Before furnace was fixed Rose stayed at sister's home in the evening because home was too cold. Now that furnace is fixed and wood stove installed a problem raised- furnace sucks back in the smoke from the wood stove. Chandelier from home is missing, which homeowner indicated she did not want removed- has not been returned. Rose indicated that she was told project would take two months, but the project lasted for three and a half months. Rose also indicated that Floyd said he will help her get propane when Lawrence and he went to assess the issues or concerns that Rose had. No one ever brought propane, so Rose called Mongoose, who works for Ortega propane, and he said he will talk with his boss about getting her some propane. Propane was delivered. Damian: Was a walk-thru of the home done with the homeowner when the house was completed? Response: Yes. Robin: What was the propane used for or was it used? Response: Yes for water heater and stove. Patrick: Were pictures taken? Response: No, do not own a camera. April: Were the bottles caps noticed before the completion? Response: No, Chico informed Rose to stay out of yard for safety reasons. Rose only went to home to feed dogs from the other side of fence. April: Were the calls made to PAHA documented. Response: No and did not leave messages. April: Do you still have receipt for kitchen faucet? Response: Yes. Robin: Did the money to fix leak in shower out of pocket? Response: Yes. Damian: How old is trailer? Response: In 1979- did not bring papers with her. Robin: Items of concern will be compared to items on Scope of Work. April suggested to homeowner to compare her notes with her copy of the Scope of Work. Patrick referred Rose to seek assistance from a company in Grants that helps assist individuals who are unable to make utility payments and so forth. Lastly, Floyd mentioned he will meet with Rose on Friday to discuss the outcome.

Discussion with PAHA managers & BOC: With comments include recommendation. Robin: Are issues consistent with this same contractor? Is the walk-thru thorough? Are follow-ups done? Is PAHA checking up on the contractor/surprise visits? Was the contract performed in a timely manner? What is a better system to log these matters? Who can we license in PAHA to contract or do we utilize Acoma contractors? Recommendation: Certify/license a PAHA employee or work with local contractors. Customer service and follow-ups are essential. It is also essential that the homeowner

know what is under warranty and what is not. Disperse information about other services to community. Need to make up a list of contractors to disperse to community. Patrick: Who is certified as an electrician, plumber, and so forth? The work being done on Patrick's mother-in-laws home Patrick has noticed that the contractor has no pride in his work and is messy. April- Do the contractors take their time and then rush the job when time winds down? Is the scope of work being explained to a point where the elderly understand? Recommendations: Bring along someone who speaks Acoma to explain to the elderly the scope of work. Make sure the homeowner knows what was done and what is under warranty. Follow-ups are important.

Floyd's response: Floyd will now personally see that this issue is resolved. Floyd indicated that Rose informed him of her issues in November- Floyd had no prior knowledge since then. Nothing was ever submitted in writing from Rose. Floyd asked Mongoose to take Rose propane. Mongoose informed Floyd that he sold her the trailer and that the trailer has been moved several times before. The water line froze because there was no heat in the house. Homeowner requested VCT tile, not carpet. Story has changed consistently.

Lawrence response: I take full responsibility for my staffs actions. Felt he should have been involved in the discussion between Floyd and Chico, but was told not to. Lawrence informed the BOC that Chico is a tribal leader for Laguna. Lawrence indicated that he tries his best to go out to the project sites every day. Lawrence was unable to locate documents pertaining to Rose. Lawrence looks to make changes in his department and hopes to have the support of the BOC and E.D. to make these changes. Lawrence indicated that he has 25 years experience in housing and when a problem arises he can figure it out quick. Although, Lawrence gives Chico the benefit of the doubt to perform these tasks/problems, but sometimes he doesn't because Lawrence feels he does not have enough experience and knowledge. Lawrence believes the documents he could not find are in Chico's office. Robin: What is the process now to log those work items? Response: Chico creates punch list and then Lawrence approves. Robin: The check lists are automated? Response: Yes. Patrick: What is Chico's position at Laguna? Response: Council. April: Maybe we need to look at if he is really qualified for the position? Damian: Is there animosity among the PAHA staff? If there is personal animosity it needs to be addressed. Robin: Be open to constructive criticism. Be sure to follow chain of command when you have a disruptive customer. Be aware of surrounds because you may never know what the repercussion will be. Board left the decision to Lawrence about how he will go about dealing with Chico's position in Laguna and if extra supervision is needed.

c) Low Rent Conversion- Unit 21

Motion to table item c until next meeting: Approved 1st- Commissioner, D. Garcia, 2nd- Commissioner, A. Estevan.

d) Board of Commission Officer Elections

Motion to table item d until next meeting: Approved 1st- Commissioner, D. Garcia, 2nd- Commissioner, A. Estevan.

8. Department Reports-

Motion to table Department Reports until next meeting: Approved 1st- Commissioner, A. Estevan, 2nd- P. Ortiz.

9. Announcements & Schedule February 2015 Annual Meeting:

February 11, 2015 @ 5:30pm- PAHA Conference Room. SPT Kick-Off meeting Wednesday, January 28, 2015 at 5:30pm- location to be determined. Board members do not have to present at other SPT meetings. Presence is required for Kick-Off meeting.

10. Adjournment:

With all in favor meeting adjourned @ 8:33p.m.

Respectfully submitted,



Krystal Vallo,
Transcribing Secretary