

November 8 – Meeting Staff Update

MONTHLY UPDATES

GOAL 1: BUILD ORGANIZATIONAL STRUCTURE + CAPACITY TO SERVE REGIONAL HOUSING OPPORTUNITIES + GAPS

- Onboarding new Operations Manager, who will hire Administrative Assistant and trained property manager for Silvercreek Living (Team)
- Continuing to update and create process documents and templates to help with onboarding and everyday tasks (Bri)
- Sent approved actions in the now-annual Housing Action Plan to Communications team to update visuals. (Carissa)
- Discussed the feasibility of backfilling Transitional Program Administrator role with Ketchum City Administration. This staff member would property manage Silver Creek & Lift Tower Lodge and process applications, thus freeing Frances to solely Case Manage via contract. Currently, there is a draft job description in the works. Looking forward to posting this job opportunity within the next week. (Heather, Carissa)

GOAL 2: RECOMMEND + ADVOCATE FOR POLICY THAT PROMOTES HOUSING

- Reviewed Ketchum Comprehensive Plan housing-related draft policies and actions with Planning Dept. And City Council (Rian, Carissa)
- As the team is applying BCHA policies, we add suggestions to a working document. The staff will review suggestions individually and as a team and then present the recommended Community Housing Policy update in February. If a Board member has a specific, suggested edit, please email info@bcoha.org for us to add to the working doc and consider in the recommended update. (Carissa)

GOAL 3: EXPAND, COORDINATE, + IMPROVE SERVICES TO CREATE HOUSING STABILITY

Housing Navigation

- Connecting with at risk applicants to provide them with resources in our community / connect them with Frances for transitional housing if appropriate. (Liz)
- Assisting with identifying Spanish speaking eligible applicants for Bluebird. Continue working with Angela on completing Landlord verification reference for Bluebird. (Liz, Frances, Bri)
- Continuous Case management with current tenants and reaching out to “At Risk” applicants. (Frances)
- Connecting tenants with new housing providers in the valley. (Frances)

Transitional Housing

- Cleaning up Silvercreek bookkeeping and rent collection processes, exploring if Yardi (demo scheduled for 11/13) and/or QuickBooks can report on rent payments more

effectively than our current system, Buildium (Carissa, Accountant Jenna, Heather, Ketchum's Finance team, Liz)

- Collected rent from Silver Creek Living and Lift Tower Lodge (Liz)
- Continue working with WRHS construction class on Bunkbed donation. (Frances)
- Working on getting more twin-size beds for new tenants at Silvecreek Living. (Frances)

GOAL 4: INFORM, ENGAGE, COLLABORATE

- Continued to grow our Instagram account for BCHA to reach a different demographic. Since starting at the end of September, we now have 72 followers and have reached 820 accounts (Bri)
- Updated our Facebook page to advertise our available units and other housing resources (Bri)
- Housing Strategist and Director visited housing experts in peer Oregon communities to develop rapport and discuss challenges and solutions. Housing Director presented as a plenary speaker and led a panel presentation at the Mountain and Resort Town Planners Summit in Bend, Oregon. (Rian, Carissa)

GOAL 5: STEWARD/PRESERVE + EXPAND PORTFOLIO OF DEED RESTRICTED HOMES

Compliance

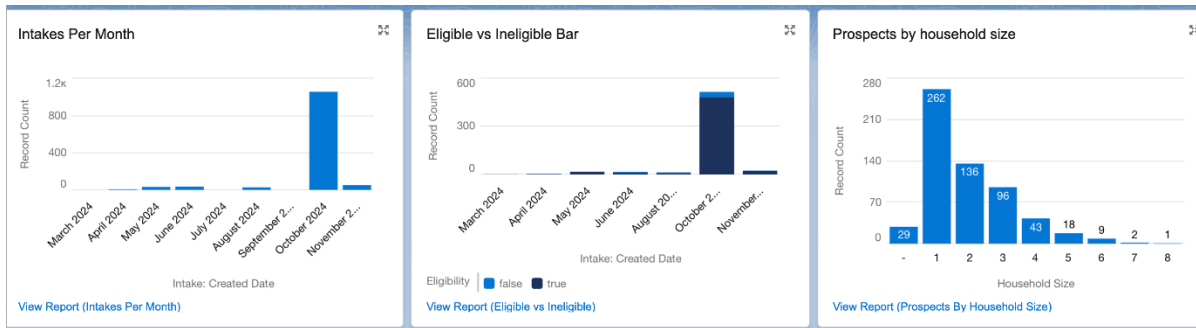
- Working with legal team on enforcing compliance with two homeowners and three landlords (Ann + Carissa)
- Completed fifty-eight annual Homeowner compliance forms. (Ann)
- Working with 1 Community Homeowner on their annual compliance form having requested additional information. (Ann)
- Working with 6 Community Homeowners on returning their annual compliance forms. (Ann)
- Sent out 5 new Community Homeowner compliance questionnaires. (Ann)
- Two non-compliant homeowners have now completed notice of intent to sell forms. (Ann)

Application Review

- Closing on Ketchum Ownership and Preservation Program purchase, Friday November 8. It will be the 3rd complete OPP transaction. This unit will then be part of BCHA's portfolio as a Category Local unit. (Rian)
- Helping applicants navigate the new Software system (Liz, Bri, Frances)
- Conducted 1st reviews on 7 full rental applications, 1 purchase applications, following up on applications with missing data. (Liz)
- Assisted 20 applicants with in-person application and Common Intake Form submissions. (Liz)
- Conducting 2nd reviews on application and qualifying them for purchases and rentals (Bri)
- Following up on applicants we haven't heard from that we are trying to place (Bri and Liz)

Data transition

- Legacy waitlist households updated their common intake forms with the new application system, Public House, in October. (Rian)
- Public House team is currently importing property data on the BCHA portfolio, as well as community homeowner, renter, and landlord information. Without the property portfolio information imported and validated, we cannot yet report on the community housing portfolio. However, once that is up, we will be able to report on the “status” of each unit. (Rian)
- Staff is continuing to work on the greater Public House transition with the consulting engineer, with the aim of building out dashboards that can display real time waitlist metrics (household size, incomes, location preference etc.) and information on the community housing unit portfolio. Examples of the dashboard metrics below. Note that staff is still in the process of learning how to build these reports and dashboards and we are early in the transition, which is why intakes only started in October (the earlier ones were testers). (Rian and Bri)



Lease-up and Sale Deed-Restricted Units

- **Condotek**
 - o A new third party used by lenders and IHFA, are saying that our units are unwarrantable because:
 - Certain HOA minutes or inspections hint of issue with structure or something, they do not provide clear reasons
 - Existence of a deed covenant
 - Potentially too many units in HOA owned by a single individual/entity (common in Blaine County)
 - o A Boise lender is speaking with IHFA this week, Anna is getting more information from lenders, staff are reaching out to Aspen’s lenders to see if they’re running into the same issue. (Carissa, Anna)
- **Available Sales:**
 - o 1 Bedroom, Category 4 in Ketchum
 - New Development. Waiting on developer to confirm HOA dues so that staff can provide a final maximum sale price. Also waiting on developer to provide photographs to market the unit.
 - o 2 Bedroom, Category 6 in Elkhorn
 - Intent to Sell was received on 8/5/24
 - Seller has their own real estate agent we have to go through to show the unit, the real estate agent signed 8/25/24

- 21 potential parties were contacted for this unit and 7 interested
 - 1 new interested party and an open house scheduled next week
 - 2 were over income for this unit
 - 1 was under income for this unit
 - 3 started the purchase application, but never completed it. Bri followed up with these parties multiple times.
 - 1 Bedroom, Category 5 in Ketchum
 - Intent to Sell was received on 10/27/24
 - 4 interested parties and an open house scheduled next week
 - 2 Bedroom, Category 6 in Ketchum
 - Intent to Sell was received on 10/25/24
 - Need to contact HOA via fees and then reach out to potential applicants
 - 2 Bedroom, Category 4 in Elkhorn
 - Intent to Sell was received on 7/18/24
 - Offer was pulled by the potential buyer 10/29/24 after HOA fees were increased by \$50 a month
 - 75 potential parties were contacted for this unit and 12 interested
 - 2 interested parties with an open house scheduled next week
 - 1 owned a house and is ineligible for purchase
 - 2 were over income for this unit
 - 3 said it was too expensive
 - 1 decided they were no longer interested
 - 3 started the purchase application, but never completed it. Bri followed up with these parties multiple times.
- Sales Under Contract
 - 1BR, Category Local (BCHA-owned unit) in Elkhorn
 - In contract. CondoTek's initial review of Elkhorn HOA has deemed the condominium non-compliant for Fannie Mae loans (non-warrantable). Staff is working with the buyer to determine a path forward. CondoTek is a 3rd party that verifies condominium information, newly contracting with Idaho Housing Finance Association.
 - Studio, Category 4, New Development in Ketchum
 - In contract with buyer. CondoTek has flagged unit as non-warrantable, exploring in-house loan options with the lender to get around non-warrantability.
 - Originally advertised for sale in early 2024. No interested buyer found, feedback was that it was a studio (too small at 454 square feet, minimal storage), better for rental. Staff encouraged developer to transition to a rental and record a rental deed restriction. Developer did not respond and refused to act on unit, staff prepared letter of noncompliance. Developer then agreed to lower price and re-list unit in September after which they would be obligated to execute a rental deed restriction.
- For Rent:
 - 2 Bedroom, Category 4

- Informed by property manager the unit will be available on 11/7. Property Manager contacted BCHA and informed them the tenant wants to break lease. They don't have a clause in their lease for this, but the property manager asked if we will try to find someone to replace them so they can just transfer the lease and allow the household to not be liable for the unit.
 - 1 Bedroom, Category 4
 - Informed by property manager the unit will be available on 10/16/24
 - Multiple interested parties, waiting for the applicants to complete their applications to see if they qualify and we can refer them to the property manager.
 - Bluebird
 - Continuing working with Syringa and applicants on lease up of Bluebird. Referred 204 households and contacted 632 total. 90% leased up with 2x the number of referred applicants for remaining units. (Bri)
- Two households place in rentals this month (Bri, Liz)
 - 2 Bedroom, Income Category 4
 - 1 Bedroom, Income Category 3
- Identification and working with potential buyers (Bri, Liz)
- Identification and working with potential renters (Bri, Liz)
- Working with owners to sell their units (Bri)
- Coordinating open houses for three units. Bri has been coordinating and Anna and Liz have been/are showing the units (Liz, Anna)
- Met with 3 current renters to sign the Program and Policy Acknowledgement & Acceptance form for the program (Liz)