

IHA Board of Commissioners Meeting

Date: July 8, 2025

Location: IHA, 1935 N. Meridian Street, Indianapolis, IN 46202

Board Members: Towanda S. Macon, Co-Chairperson
Kimberly Wize, Co-Chairperson

Other: Dr. Willie Garrett

IHA Staff: Yvonda A. Bean, CEO | Executive Director
Sherri Choupas, Executive Assistant

Call to Order

Co-Chairperson Kimberly Wize opened the board meeting, July 8, 2025 @1:08 p.m.

Notice of Board of Commissioners Meeting

Co-Chairpersons, Kimberly Wize and Towanda S. Macon confirmed that the notice was posted according to ordinance.

Roll Call

Co-Chairperson Kimberly Wize, present

Co-Chairperson Towanda S. Macon, present

CEO Yvonda A. Bean, present

Chief of Staff, Dr. Willie Garrett, present

July Agenda

CEO Bean informed Co-Chairpersons Wize and Macon of a revision to the July agenda to include **Resolution 2025-24**, which was not part of the original posting.

Co-Chairperson Wize made a motion to amend the agenda accordingly, which was seconded and approved by Co-Chairperson Macon.

Approval of June IHA Meeting Minutes

Co-Chairperson Towanda S. Macon made a motion to approve the June InSight Meeting Minutes with Co-Chairperson Wize abstaining as she was not present for the June Board of Directors meeting.

Motion Approved.

Public Comments

CEO Bean read the public comments portion for any attendees who signed up to speak in front of the board.

Terri Tuneff-White

Terri introduced herself as Barton Towers new President of Resident Council. CEO Bean went to the ceremony and was there for the swearing in of the new council. CEO Bean thanked Terri for stepping up and serving in this capacity.

Terri shared she has been a resident for 27 years, and she'd like to formally request that the hours of our community room be extended. Currently, it's open from 8 AM to 5 PM, but prior to COVID, it was

accessible 24/7. I'd love to see the hours extended to 8 PM, seven days a week, to better accommodate resident activities like movie nights and tournaments.

Additionally, I'd like to see a "Residents Only" sign reinstated in our parking lot. It was previously in place and enforced through towing, which helped ensure residents had access to available spaces. With more cars than spaces, it's important that parking is prioritized for residents. I kindly ask for support in helping us reclaim our parking area. Thank you for your time and consideration.

CEO Bean thanked Resident Council President for her comments.

That concludes with the public comment portion of the board of commissioners meeting.

New Business

Resolution 2025-21 | Approval to Adopt Utility Allowance Schedule

CEO Bean: IHCDCA prepares annual utility allowance updates by reviewing consumption costs across Indiana. These studies provide average utility costs for program participants and include comprehensive schedules for both single-family and multifamily properties, covering all utilities. In the past, we contracted with a third-party vendor for this service, so we're excited that IHCDCA conducts these studies annually, specifically for Marion County. Utilizing their data will result in meaningful cost savings for our organization.

Co-Chairperson Wize asked Co-Chairperson Macon if she had any questions?

Co-Chairperson Macon replied she had just a comment anytime the agency identifies cost-saving measures, it's a great benefit.

Co-Chairperson Wize commented that she would also add that beyond the savings, IHCDCA's methodology are thorough and reliable.

Co-Chairperson Wize stated she will now entertain a motion.

Co-Chairperson Macon motioned to accept Resolution 2025-21, with excitement, to approve the use of the IHCDCA utility study.

Co-Chairperson Wize stated with equal excitement, she accepts that motion.

All in favor: Aye

All opposed: None

Motion passed.

Resolution 2025-22 | Approval to Execute a Contract with Atlantic Service LLC for General Contracting Services

CEO Bean: IHA currently have a number of vacancies at our properties, and we are working diligently to prepare those units for occupancy. This contract covers 11 units at Concord, a public housing community, to ensure they are move-in ready for families in need.

An open solicitation (RFQ) was issued to identify the most qualified and responsible contractor. We received two responses and determined that Atlantic Service LLC was the most responsive. We are seeking approval to move forward with this contract.

Co-Chairperson Wize: Is there a not-to-exceed amount?

CEO Bean: Yes, the contract includes a not-to-exceed amount of \$285,000.

Co-Chairperson Wize: Will the cost per unit be the same?

CEO Bean: No, the cost will vary based on the specific work needed in each unit. The scope of work was assessed unit by unit, and each has different requirements to become move-in ready.

Co-Chairperson Wize: At one point, Concord was a mix of public and private housing. What is its designation now?

CEO Bean: I'm very excited to share that, after over a year of effort and strong support from our HUD partners, Concord is now fully designated as a Public Housing Community. Previously, 61 units were market rate and ineligible for capital funds. With this new designation, we now have access to the capital funding needed to address vacancies and move toward full occupancy.

Co-Chairperson Macon: Just to confirm, once the work is complete, the 11 units will be fully turned and key-ready for immediate occupancy?

CEO Bean: Yes, and we already have families ready to move in as soon as the work is complete.

Co-Chairperson Wize: I'd like to recognize Michael Robison, who has been with us through this long process. Now that these units are fully designated as public housing, we're no longer restricted by funding limitations. Thank you to the entire PRT team and to our HUD colleagues for their support.

Co-Chairperson Wize: I will now entertain a motion.

Co-Chairperson Macon: I make a motion to approve Resolution 2025-22, authorizing the execution of a contract with Atlantic Service LLC to complete the turn of 11 public housing units at Concord, with the goal of immediate occupancy.

Co-Chairperson Wize: I second the motion. How long will the work take?

CEO Bean: The contractor has estimated 60 days, but we are pushing for 30 days, as families are waiting.

Co-Chairperson Wize: All in favor, say "aye."

Opposed: None

Co-Chairpersons Macon and Wize: Aye.

Motion passed.

Resolution 2025-23 | Approval to Amend Contract with Living Colors Landscape Management for Lawn Mowing Services

CEO Bean: We discovered that two vacant lots at Concord 917 and 926 Concord Street were not originally included in the landscaping contract. This amendment adds those two lots to the scope of work. There is an additional one-time cost of \$2,340 due to overgrown vegetation. This amendment updates the agreement with Living Landscape accordingly.

Co-Chairperson Wize: Was the prior approval for a one-time cut or ongoing maintenance?

CEO Bean: They will maintain the lots on an ongoing basis. The \$2,340 is a one-time charge due to the current condition of the lots, which are severely overgrown. Regular weekly maintenance will follow. It took time to secure reliable mowing vendor, and all properties are being serviced weekly.

Co-Chairperson Wize: Just to clarify, these lots will now be cut every week?

Leah Dancer: Yes.

Co-Chairperson Wize: CEO Bean, can you confirm ongoing maintenance will continue?

CEO Bean: Yes, the lots will be maintained weekly after the initial clean-up.

Co-Chairperson Macon: I make a motion to approve Amendment to Resolution 2025-23 to include 917 and 926 Concord Street, with the understanding that following the initial clean-up cost, regular weekly maintenance will proceed.

All in favor: Aye

Opposed: None

Motion passed.

Resolution 2025-24 | Approval to Execute a Management Agreement between IHA and Lugar LP

CEO Bean: The Lugar community consists of two properties: Lugar Tower, a 15-story building with 224 units, and Braxton at Lugar, a 3-story building with 74 units. These properties are currently managed by Bradley, a third-party management company, which has submitted its formal resignation effective July 21st.

This resolution seeks approval for IHA to enter into a management agreement with Lugar LP to assume property management responsibilities for both Lugar Tower and Braxton, effective July 22nd. IHA will take on all duties outlined under a typical management contract.

Co-Chairperson Wize: Any questions, Co-Chair Macon?

Co-Chairperson Macon: So, IHA will now be the property manager for Lugar, replacing Bradley?

CEO Bean: Yes, that's correct. This is not a long-term arrangement, as the future of the Lugar property is still being determined.

Co-Chairperson Wize: CEO Bean, will residents be informed of this change in management?

CEO Bean: Yes. We've already begun working on a transition plan with Bradley to ensure a smooth process. We will be meeting with residents to inform them of the change and reaffirm our commitment to maintaining and operating the property responsibly.

Co-Chairperson Wize: It's important that residents understand that although IHA will manage the property, Insight remains the owner, and the property is not considered public housing.

CEO Bean: Absolutely, that will be made clear during resident communications.

Co-Chairperson Wize: I want to recognize the incredible work the IHA team continues to do, especially during challenging times. I know resources are stretched and the workload is heavy, but your dedication is evident. On behalf of Co-Chairperson Macon, myself, and CEO Bean, thank you. We see you. I drive by often, and I see CEO Bean is here early and CEO Bean, Leah Dancer and others are here late. Your commitment to serving others does not go unnoticed.

Co-Chairperson Wize: I now entertain a motion.

Co-Chairperson Macon: I make a motion to approve Resolution 2025-24, authorizing IHA to execute a management agreement with Lugar LP for property management services at Lugar Tower and Braxton, effective July 22nd.

Co-Chairperson Wize: I second the motion. All those in favor, say "aye."

All: Aye.

Opposed: None.

Motion passed.

CEO Report

CEO Bean: I'm going to take a personal liberty here. Yesterday, I met with our team regarding the upcoming management responsibilities at Lugar. After asking for volunteers to support this effort, I want to publicly recognize and sincerely thank everyone for stepping up. Under the circumstances, mandatory overtime would be a requirement, but I didn't have to do that here. The team volunteered, which truly speaks to their commitment to the families we serve. Their dedication does not go unnoticed.

CEO Bean also share a compliment made behind closed doors: the Co-Chairpersons expressed how well-prepared and organized our board packets were. They specifically mentioned how refreshing it was not to have to dissect the materials, and even asked, "What did you do differently?" The answer is simple, it wasn't just me, or even a small group. It was all of you, working together as a team. What you're seeing now reflects **A New Day at IHA**, and it looks great. Way to go, team.

IHA Administrative Update

Through our cooperative agreement with HUD and the City, there was an initial commitment from the City to provide services, including a management assessment. After further evaluation, it was determined that an assessment was no longer necessary or the best use of IHA resources. The City allowed us to repurpose those funds to support administrative needs, including bringing on Quadel. Rebuilding partnerships and helping house families through the properties we own has remained a top priority. While we are still awaiting the release of those funds, we understand they are in progress.

Claims Processing | HCV & PRT

On landlord claims, over the past month we've processed claims totaling upwards of \$2 million. After thorough review, many of those claims were reduced by nearly 50%.

Co-Chairperson Wize: So just to clarify, if I'm a landlord and submit a \$1,000 claim, you're finding that the actual validated amount might be closer to \$500?

CEO Bean: Yes, that's exactly right. I don't believe landlords are being intentionally inaccurate, but the information submitted isn't always complete. The team has been researching and verifying each claim, which is a very involved process. Before I arrived, we were already performing landlord reconciliations. The Voucher Choice team and HUD helped us address several gaps, and now bringing in Quadel has accelerated our ability to resolve discrepancies in a timely manner. As of the end of June, we've reduced claims by 50%, and last month it was a decrease of 75%.

Co-Chairperson Wize: Are these claims still being submitted? CEO Bean: Yes, and I've asked our HCV and PRT teams who are in the trenches to speak to that.

Ebony McKinney, Recovery Administrator: I've been working with Shante Taylor and Quadel on this. One thing to highlight is that while we've owed landlords money, there are also landlords who owe IHA, and the amounts are significant. I'd be happy to sit down with the board to provide more details.

Co-Chairperson Wize: I'll make time for that discussion. I want to say I truly don't believe our landlord partners are being deceitful. I believe most are doing their best, and they are, after all, our partners.

CEO Bean: Absolutely and we are grateful for their partnership because we can't house families alone.

Shante Taylor, HCV Director said: Much of it comes down to the accuracy of landlord records. There's been a lot of reconciliation on both sides, especially due to the number of manual checks we processed in 2024.

CEO Bean: Thank you, Ebony and Shante, for adding those insights.

Yardi Software Update

Moving on, our software conversion is well underway. We are transitioning to a new, more robust provider that will better serve IHA's long-term operational needs. Our target completion date is August 11th. The Yardi team has been on-site weekly, assisting with data migration. Our internal team is fully committed to making this transition a success.

Co-Chairperson Wize: The previous system wasn't well liked by staff. How's the team feeling about the new one?

(Shante Taylor nodded in agreement.)

CEO Bean stated the general consensus is very positive. The team is not only engaged, but they've also been smiling through the arduous data conversion process. Once implemented, the new software will help us operate more efficiently and effectively. Our previous system served us well, but we outgrew it.

We also experienced two data breaches, which made clear that we needed a platform with stronger capabilities. This conversion is necessary, and we're excited for what's ahead.

Co-Chairperson Wize: Thank you, CEO Bean.

APT Associates Update

Next, CEO Bean gave an update on APT Associates, a technical assistance provider funded by HUD. They've been contracted to review our policies and procedures for compliance with federal, state, and local laws. APT subcontracts with Quadel, and they were onsite in late June. They conducted interviews with team leads and requested materials which they're now reviewing.

RFP Insight Development

CEO Bean provided an update regarding the current RFP, and she shared that total of 20 entities expressed interest; 9 of those toured the properties in person, many with full teams in attendance. We believe these are serious prospects. Proposals are due by the end of July 2025, and we are hopeful for successful outcomes.

Insight Multifamily Properties for Sale

- Twin Hills & Blackburn
- 16 Park
- Beechwood Gardens & Hawthorne
- Laurelwood & Rowney Terrace

Finally, CEO Bean shared that Francine Jones, our longtime Portfolio Manager, retired after 42 years of service. IHA hosted a send-off for her last week. CEO Bean kindly shared that she tried to convince her to stay a bit longer but there's no competing with grandbabies! We publicly acknowledge and thank Francine for her incredible dedication. She will be missed.

Also, CEO Bean announced that IHA identified a successor, Tabitha Smith. Tabitha has been with IHA for approximately two years and brings 22 years of affordable housing experience. Her position as Portfolio Manager began on July 7, 2025.

Co-Chairperson Wize: Any other business to present before the board?

CEO Bean: No further items.

Co-Chairperson Wize: It's 2:04 PM. I move and second that we adjourn this meeting. Thank you all for being here.

Adjournment