

Maui Public Housing Wailuku Updates 10/14/08:

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1. **Tenant patrol** still going 2x per week, 6-10 participants; need more.
 - a. Some Friday night walks have occurred.
2. **MPD Drive-bys:** MPD does drive bys, which has helped (in addition to tenant patrols).
3. **Police Officer On Site:** Offer for a live in unit is still open, MPD declined at this time.
4. **Underage drinking:** identification effective, violations sent to family members; violating families moved out.
 - a. MPD has conducted underage drinking sting operations successfully.
 - b. Iao School (many) and Wailuku El (few) were contacted for programs. Baldwin did not respond (Ione will call again.)
5. **Empty units:** MPD knows which units are empty and check on the unit during tenant patrol; MPD reports to office, which secures the unit. Painting vacant unit doors white to identify them determined not necessary because it would invite vandalism.
 - a. Does MPD want a list of vacant units for their officers?
6. **Staff contact information:** MPD has staff phone contact information.

Parking:

A. **Towing:** Cars without hanging parking permit, or those that don't run are towed. Tenants responsible are charged.

B. **Citations by MPD:** MPD tags (cites) cars parking on the red curb; some improvement.

C. **Numbered stalls:** 1 stall per unit; numbers of stalls do not correspond to unit. Volunteers to repaint numbers, lines, and red curbing are needed.

D. **After Hours Enforcement:** Resident manager cannot be justified economically. Other suggestions needed. Can resident association become organized and involved?

E. **Registration of vehicles with HPHA office:** Management has a list of cars, but a family can still have only 1 permit on one car at a time; others will be towed.

F. **Chain reaction violations:** if one car is in the wrong stall, then the "victim" parks in another wrong stall. The solution is enforcement during staff working hours. Still no solution for after hours violations. See D., above. HPHA is considering tenant monitor who would be able to respond to after hours issues and repairs.

Lighting: all lights repaired; big improvement. Need more lighting, which is being worked on for early 2009.

Trees: tenant volunteers have cut trees; together with lighting repair the visible areas have greatly expanded.

Work orders: more are being called in, but still many repair needs are NOT being called in to the office 243 5001. Work order reports monitored on weekly basis to make sure they are done. HPHA is considering having tenants sign for work order completion.

Unit inspections: housekeeping issues being addressed; follow up 2 weeks after move in; during pre REAC inspections maintenance staff reporting on housekeeping issues for follow up; prevents long term damage.

Delinquent rent: \$90, 408 owed by 17 families as of 10/13/08; this is a reduction from \$172,000 owed by 62+ families in March, 2008.

Suggestion box was put up, but only 1-2 suggestions received.

Community work days: 13 held in Lahaina and Wailuku since March 2008.

Roof repairs: short term repairs done in January 2008; contractor has had to return.

Long term roof repairs not done yet; being bundled with unit repairs.

Water leaking below tubs has been resolved by Allen's Plumbing.

Pet policy: violations being enforced; still a difficult area.

Tenant recreational equipment: basketball hoop is providing positive recreational outlet for resident children.

Other issues: