

RAB Minutes for September 24, 2025

Present: Tania Rouin, Regina Talton, Royce McLemore, Michael HARRIS, Mark Galperin, Thos Chapman

Staff present: Kathleen Wyatt, Susanne Joyce, Samantha Guzowski, Carrie Smith, Michelle Pupiro, Ronald Davis,

Absent: Kevin Gladstone, Michael Harris (Partial Attendance)

Meeting called to order at 3:45

Note: Royce McLemore standing in for Michael Harris, as Chair

Items of discussion:

- Review of RAB Meeting minutes
- July 2025: Thos would like to add the update of the domain he purchased for the RAB Website (www.MarinRAB.org)
- August 2025: Tania would like a change of wording in reference to her concerns regarding a GGV matter that was discussed

Minutes Approved for both months.

Discussion:

Carrie provided update of MHA Staff presence on AMP2 properties after Tania expressed concerns and suggested additional support for seniors and social connections.

Carrie informed the RAB of recent and future social events regarding the residents. Invited the RAB as well to attend. Added MHA has distributed Program info, AMP1 & AMP2.

Email Update: Thos provided. He is still working on it.

5-year Plan Review:

Kathleen requested any questions or comments regarding MHA responses to the previously submitted RAB Comments. They have already been submitted to HUD as part of the Plan.

Royce informed the RAB of the RC and Tenant concerns reported to her at GGV. Health and Safety issues concerns for children as well.

Ronald expressed concerns with the personalized discussion of a resident's issue. He also stated the issue is being addressed. MHA is aware of the problem and in communication with the tenant.

Michelle addressed her position as a MHA employee and her concern for the residents.

Ronald offered a meeting w/GGV RC & PH/MHA to address the resident's concerns.

Royce suggested the resident be informed of MHA's response.

Tania also expressed concerns about these issues. The fears of voicing concerns to MHA because of reports of MHA treating clients with hostility.

Michelle apologized if her behavior appeared hostile to anyone.

Kathleen disagrees w/ the negative remarks about MHA. Michelle said sometimes Royce's comments sound accusatory.

Mark commented that the chain of order to communicate effectively is important.

Tania expressed the change of times, that things are different now.

Thos/Royce shared tenant concerns while the tenant was on the phone. (A difference of the facts revealed)

Michelle then stated she would follow up with this tenant's issue.

Thos reported the Notice of Entry and the 24 hr. wait time issues at AMP2. There are complaints from other tenants about tenants waiting and no one coming. Maintenance has inconvenienced him with his heating system.

Michelle responded with update of his situation and vendors "Not" with MHA, has been difficult.

Thos and Royce expressed that some residents have felt intimidated by MHA staff and vendors at times.

Carrie/Michelle will work on the notice issue. Stated that often the tenant may not have responded to the knock on the door at the time during the 24 hrs. Acknowledged mistakes made in this process. Plans to correct the problem, and the notices.

Thos offered help with MH Newsletter.

MTG. Adjourned: 4:42pm.

Regina Talton, Secretary.