

Plan Section**Objective**

B.3. Goal I Objective 1 Maintain 100% lease-
Preserve and Create up/voucher utilization in all programs
Quality Affordable
Housing
Opportunities

B.3. Goal I Objective 1.1. Maintain an average
Preserve and Create vacancy turnover rate of 14 days for
Quality Affordable MHA-owned units
Housing
Opportunities

B.3. Goal I Objective 2 Convert GGV (AMP001) to a
Preserve and Create local project-based voucher property
Quality Affordable using RAD/Section 18 Blend.
Housing
Opportunities

B.3. Goal I Objective 3 MHA currently has a
Preserve and Create portfolio RAD approval that includes
Quality Affordable AMP002.
Housing
Opportunities

B.3. Goal I Objective 4 Consider allocating more
Preserve and Create project-based vouchers
Quality Affordable
Housing
Opportunities

B.3. Goal I Objective 2 Convert GGV (AMP001) to a
Preserve and Create local project-based voucher property
Quality Affordable using RAD/Section 18 Blend.
Housing
Opportunities

B.3. Goal III All Objectives applicable
Encourage Client
Stability and
Upward Mobility

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Encourage Client
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B.3. Goal III Objective 2.2. Continue to provide rental
Encourage Client assistance and support services to
Stability and formerly homeless veterans
Upward Mobility

B.3. Goal IV Objective 4.1 Conduct a customer service
Foster a Culture of survey
Excellence and
Innovation

B.3. Goal IV Objective 7 Attend meetings of GGV
Foster a Culture of Resident Council and Resident Advisory
Excellence and Board
Innovation

General

General

General

General

B.1. Revision of
Existing Plan
Elements

General

General

General

General

RAB Comment (Unedited)

MHA reports 100% utilization of the Housing Choice Voucher Program. How will MHA maintain this level of utilization while managing relocations associated with the redevelopment process?

MHA reported that the 14-day unit turnover goal was not achieved. What corrective actions are planned to improve vacancy turnaround times and reduce the length of time units remain unavailable for occupancy?

The RAB acknowledges the progress made toward the redevelopment and preservation of Golden Gate Village. We request continued updates regarding relocation timelines, resident protections, and opportunities for resident input throughout each phase of the project.

AMP 002 conversion planning remains in progress. What is the anticipated timeline for completion of the Physical Needs Assessments and when will residents be informed of potential impacts?

The RAB supports the continued use of Project-Based Vouchers to increase affordable housing opportunities. How will MHA evaluate whether these new units are meeting the needs of Marin County residents?

MHA reports progress toward the RAD/Section 18 conversion process. What benchmarks will be used during 2027 to measure the success of implementation and resident outcomes?

The RAB recognizes the accomplishments reported in resident services, Family Self-Sufficiency, homeownership, homelessness programs, and grant funding efforts.

Several accomplishments are reported based on activities completed. Can MHA provide additional information regarding measurable outcomes, including resident satisfaction, housing stability, employment gains, and long-term program success?

HUD-VASH utilization remains below full capacity. What barriers exist to achieving full utilization and what steps are being taken to increase participation?

The customer service survey remains in progress. When will the survey be distributed and will the results be shared with residents and the RAB?

The RAB appreciates MHA's continued participation in Resident Advisory Board and Resident Council meetings. We encourage continued communication regarding redevelopment activities and policy changes that may affect residents.

As redevelopment activities move forward, how will MHA ensure residents continue to have meaningful opportunities to provide input and receive timely information regarding decisions affecting their housing and community?

The RAB requests continued updates regarding resident relocation planning, service delivery, and customer service improvements to ensure resident concerns are addressed throughout implementation of MHA's goals.

The conversion of GGV is problematic, as it will eliminate the role of residents in participating in GGV management due to the forthcoming termination of the GGV Resident Council

This year, so much information is missing. In the past, the RAB was given the opportunity to go over all the information that was going to be submitted to HUD, but this year, the RAB was not given the opportunity to go through any of the documents that are going to be submitted.

This is the list of documents the RAB did not have an opportunity to review because MHA provided no information. How is the RAB supposed to provide information if we were not given the information? This is the list of the missing information: 1. Revisions of Existing Plan Elements - Which PHA Plan elements were revised for FY 2027 and where are the descriptions of those revisions? 2. Housing Needs Statement. There was no housing needs assessment. Where is the Housing Needs Assessment and Housing Strategy required under 24 CFR 903.7(a).

Financial Resources Statement. RAB did not have the opportunity to review the Operating Fund resources by AMP 1 and AMP 2. Please provide the Financial Resources Section identifying anticipated federal and non-federal resources and the planned uses.

Operations and Management Policies. There have been no discussions regarding the Property management at any of the properties. At the Marin City office, there is one staff person, who is a real “bully.” I have lived here for 50 years, and this is the worst yet! This staff DESTROYED the parking policy; however, many residents think that it is a way to have residents arguing with their neighbors regarding their parking areas. This has not happened ever at GGV! Has anything changed in the policies? Who knows because management does whatever with the “take it or leave it” mentality.

RAD/Section 18 Conversion Details. MHA has decided to have all their properties converted into RAD/Section 18, however there has not been any conversation about this with the RAB. Why? What properties comprise the 200 units proposed for RAD/Section 18 conversion?

The RAB needs to meet prior to the time to give the information to HUD. This has been an issue all year. No information was given until now that it is time to report to HUD. MHA claimed the reason is because they did not need to provide the information. Next year, MHA must be made to provide the necessary information as early as possible, so that the RAB can participate in the right way to provide Resident input as in the past. Again, too much vital information was held back from the RAB until a week before MHA is to submit the information to HUD. So that MHA can submit whatever information that they want without RAB information and input.

MHA Response

MHA appreciates the question. Maintaining high voucher utilization while supporting resident relocations requires careful planning and responsible stewardship of available federal resources. Leadership will continue to monitor voucher utilization, relocation needs, and unit availability to balance redevelopment activities with continued housing assistance for eligible households.

MHA recognizes the importance of reducing vacancy turnaround times so that homes can be returned to service as quickly as possible. Leadership is strengthening turnover planning, coordinating pre-move assessments, and improving maintenance processes to reduce avoidable delays while addressing circumstances that may require additional time, such as pest treatment or legal matters. Performance will continue to be monitored to improve efficiency and resident outcomes.

Thank you for recognizing the progress achieved to date.

MHA is committed to providing regular updates throughout each phase of redevelopment, including relocation planning, resident protections, project milestones, and opportunities for meaningful resident engagement through the RAB, resident meetings, and other communication channels.

MHA appreciates the RAB's interest in the AMP 002 planning process. Physical Needs Assessments and related planning activities remain underway. As key milestones and anticipated timelines are established, MHA will provide timely updates to the RAB and residents, including information regarding potential impacts and opportunities for engagement.

MHA agrees that expanding affordable housing opportunities remains a priority. Leadership will continue to evaluate Project-Based Voucher developments using measures such as occupancy, housing stability, resident access, compliance with program requirements, and the extent to which the developments help meet identified housing needs within Marin County.

MHA is committed to measuring both project implementation and resident outcomes throughout redevelopment. Key benchmarks will include successful resident relocation and return, project schedule and construction progress, resident communication and engagement, and lessons learned to strengthen future phases, including planning for AMP 002.

Thank you for recognizing these accomplishments. They reflect the dedication of residents, staff, community partners, and funders working together to expand opportunity and strengthen housing stability. MHA remains committed to building on this progress while continuing to measure the impact of these efforts on resident outcomes.

MHA agrees that measuring outcomes is essential.

Leadership is advancing performance measures that evaluate program effectiveness beyond activity levels, including resident satisfaction, housing stability, employment and self-sufficiency outcomes, and other indicators that help inform continuous improvement.

MHA continues to work closely with the Department of Veterans Affairs and regional partners to maximize HUD-VASH utilization. Leadership will continue to identify and address barriers to lease-up while strengthening outreach, coordination, and referral processes so that eligible veterans can access available housing opportunities.

MHA recognizes the value of resident feedback in improving service delivery. Leadership is advancing development of the customer service survey and intends to share both the survey results and resulting improvement initiatives with residents and the RAB. Resident feedback will help guide continuous improvement efforts.

Thank you for your continued partnership. MHA values the perspectives of the Resident Advisory Board and Resident Council and remains committed to maintaining regular communication regarding redevelopment activities, policy changes, and other matters affecting residents.

MHA is committed to meaningful resident engagement throughout redevelopment. Leadership will continue to provide timely information, create opportunities for resident input before significant decisions are implemented, and communicate project updates through multiple engagement opportunities.

MHA appreciates this recommendation and shares the importance of ongoing communication. Leadership will continue to provide regular updates regarding relocation planning, service delivery, redevelopment activities, and customer service improvements while seeking resident feedback throughout implementation.

MHA recognizes the importance of maintaining meaningful resident participation as governance structures evolve. As redevelopment progresses, opportunities for resident engagement will continue through the Tenant Organization, the Resident Advisory Board, and other forums designed to ensure resident perspectives help inform Agency decisions.

MHA appreciates this feedback regarding the Annual Plan review process. Leadership recognizes the importance of providing residents with meaningful opportunities to review and comment on Annual Plan materials. While this year's timeline differed from previous years, MHA remains committed to strengthening the review process, providing information as early as practicable, and supporting informed resident participation in future Annual Plan cycles.

MHA appreciates the RAB's request for additional information. For the FY 2027 Annual Plan Update, no revisions were made to the referenced Plan elements requiring narrative descriptions. Leadership recognizes the importance of clearly communicating when Plan elements are unchanged and will continue working to ensure Annual Plan materials are presented in a manner that supports meaningful resident review.

MHA appreciates the request for additional financial information. The Financial Resources Statement referenced is not part of the Annual Plan Update; however, leadership supports transparency regarding Agency finances and will provide opportunities to review budget information with the RAB through separate meetings and discussions.

MHA appreciates the concerns raised regarding property management and resident experience. Leadership takes resident feedback seriously and will continue to monitor service delivery, review operational practices and policies, and work with property management to address concerns while fostering respectful interactions with residents.

MHA appreciates the request for additional information regarding the RAD/Section 18 conversion strategy. Leadership has communicated with the RAB throughout the redevelopment planning process and will continue to provide updates as planning advances. The proposed AMP 002 conversion includes the five senior and disabled housing communities currently comprising AMP 002. MHA remains committed to ongoing dialogue as planning progresses.

MHA appreciates the RAB's feedback regarding the timing of Annual Plan materials. Leadership recognizes that early access to information supports meaningful resident participation. MHA is committed to evaluating this year's process and identifying opportunities to provide information earlier, when practicable, while continuing to meet HUD and Board timelines. The Agency values the RAB's role and remains committed to a transparent and collaborative Annual Plan process.