

Houston Housing Authority Achievement Score Card

This decade has been challenging for many of our communities and the families that we serve. Funding cuts were rampant. Significant disinvestment in capital improvements heightened the condition of our aging units. Families on the waiting list for housing assistance grew at an alarming rate of 300%. The recent economic downturn added life pressures to an already vulnerable population.

In spite of these difficulties, the Houston Housing Authority (HHA) worked hard to improve the quality of life for its clients, provide quality, affordable housing and promoted economic self-sufficiency. For these efforts and its achievements, the HHA has been recognized for its work and the results are impressive.

- Recognized by HUD for Outstanding Administration of the Section 8 Housing Choice Voucher Program three years in a row. ***SEMAP High Performer***
- Recognized by HUD for Outstanding Administration of the Low Rent Public Housing Program, including financial management of the program ***PHAS High Performer***
- Awarded highest designation available to Housing Authorities by Standard & Poor's for management capacity and financial management ***"AA-" Designation***
- Achieved Unqualified Independent Audit, with no financial statement findings. One significant hallmark of HHA's achievements over the past 10 years, which sets it apart from most other housing authorities, has been its ability to remain a financially healthy and strong organization. ***10*** consecutive years
- Increased affordable housing portfolio by transforming blighted developments into communities of choice. Added ***1,658*** units (non-public housing) and new redevelopment of affordable housing units valued at ***\$210,706,000*** over the past 10 years

- Preserved existing affordable housing at HHA communities throughout Houston Modernization of **1,221** affordable housing units over the past 10 years
- Secured Stimulus Package Funds under the American Recovery and Reinvestment Act (ARRA) **\$7,800,000** received to redevelop Kennedy Place Community so that the HHA can fully participate in the rebirth of this Fifth Ward historic neighborhood
- Promotes home ownership within the City of Houston **474** first-time home buyers realized the American Dream of homeownership through Agency programs created and delivered by the HHA
- Provides housing assistance in privately-owned and Agency-owned rental units to 24,547 households Serving 24,547 households (over **63,000** people) in Houston
- Expanded Section 8 Housing Choice Voucher Program to serve additional households in Houston Added **5,217** vouchers over the past 10 years as the need for housing assistance increased
- Public–private venture **95%** of Agency-owned housing inventory is managed by private property companies to achieve maximum efficiency and appropriate delivery of services
- Average annual rent collection At **95.56%** over 5 years
- Average annual unit occupancy **95%** excluding Scattered Site Homeownership Program and units under modernization
- Annual direct programs cost **93%** of HHA funds invested in programs, with less than 7% towards overhead administrative expenses
- Customer service satisfaction index **4** out of 5 clients are satisfied with HHA delivery of services (with 5 highest)
- DHAP: Katrina, Rita and Ike hurricanes recovery effort More than **3,300** clients assisted during these natural disasters
- In 2009, looking to the future The HHA launched its 10-Year Housing and Community Transformation initiative to produce approximately **11,260** housing units in Houston by

2020. The effort will bring the City, the County, Metro, HISD, TDHCA, TxDOT, HUD, HHA and other stakeholders to build sustainable communities and strengthen others. Housing types will include senior housing, workforce, single-family, SRO's, assisted housing, low-income housing, and limited commercial employment centers, etc.

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