



Agenda, Minutes, Reports, and Resolutions

Board of Commissioners Regular Meeting

Monday, December 16, 2024, at 6:00 pm

Hope White, Chairwoman

Dr. Michael C. Threatt



Sanford Housing Authority (SHA)
Board of Commissioners Regular Meeting
AGENDA

Date: December 16, 2024

Time: 6:00 pm

Place: 317 Chatham St. Sanford NC 27330

Please silence all cell phones and refrain from cell phone use during the meeting

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Board of Commissioners Meeting Monday, October 28, 2024

A meeting of the Board of Commissioners for Sanford Housing Authority was held on Monday, October 28, 2024, at 6:00 p.m. at the SHA Central Office, 317 Chatham Street, Sanford, NC 27330. Notice of this meeting was duly posted.

Ms. White called the meeting to order at 6:00 pm.

Attendance

Present

Commissioner White
 Commissioner Sinnamon
 Commissioner Dalrymple
 Commissioner Aeschliman
 Commissioner Britton
 Commissioner Wicker (Present via speakerphone)

Absent

Commissioner Newby

Adoption of Minutes

Ms. Britton made a motion to approve the September 23rd board minutes. Ms. Aeschliman seconded the motion; all were in favor. The motion passed unanimously.

Financials

Ms. Dalrymple asked if we are getting tent income even if the property is not being rented?

Jeff explained that grants are being used across all projects, even though we are not getting rental income for it.

He said we can remove them once they come offline. HUD will grant funds if units are under construction or under modernization. Ms. Dalrymple asked how we can receive the funding if no construction or modernization is going on. Jeff referred to Ms. White or Mr. Goodson for a response. Ms. White said that we can get the money for a certain number of units when the units offline are HUD approved. She said that some units have been offline since she first got on the board because of plumbing issues on the first floor. She said that she did not know the number and Sherri said that 50 are offline and 49 are online. Ms. White said that HUD allowed us to put them offline and still receive the money, but we must have a plan in place to continue to receive the money. Mr. Goodson said that when units are approved to be offline through HUD, you don't get penalized for the vacancies; however, an offline unit can only be offline for a certain period. As an example, he stated that units at Stewart Manor have been offline for so long that the next step is an executed development agreement and once this is in place, you can submit it to HUD, and they will give you more time because they know that you are moving along with the reconstruction of the units. When there is an absence of the agreement, the units go back online whether we want them to go back online or not and we will start to be penalized which is why the development agreement that we will be discussing at the next board meeting when Michael should be here.

Ms. White asked who the developer for the agreement. Mr. Goodson said that it was the Galvin team, Mr. Goodson said that we should hold off until Dr. Threatt can be on the call to solidify the agreement. He does not want to move too far forward without his input. Ms. White asked who voted on the developer. Mr. Goodson said that the first time, we got a couple of developers and then we went back out to get additional developers, and we got one additional one. He said that one was from Florida that he has worked with in Florida, he said that he did not think that they were the best developer for SHA. Ms. White said that she remembers the names being presented, but does not remember the pricing, seeing a portfolio, or a vote. Mr. Goodson said that the pricing and developer split are things that we are working to determine it. Mr. Goodson said that usually, the RFP, portfolio, staff reviews, votes are done and then the vendor is chosen. Ms. White said that she does not remember the selection taking place. Mr. Goodson said that he did not get the staff involved this time, but he did present the prospective firms to the board. He said that he presented each firms' qualifications or RFQ to the board. He will get the qualifications to the board when he comes back to NC tomorrow and resend it. Ms. White said that she would go back in her information and find it.

Jeffrey said that the housing authority is broken down by amps and each one has a budget:

Amp 1: Linden, Utley, Foushee

Amp 2: Stewart Manor

Amp 3: Harris Court

He said that the revenues and expenses are broken things down by site. He said that there are certain bills that we must group by site and must break up the expense by site to become a line item. He said that the top sheet gives a bird's eye view of all the amps and departments within the organization. He said that this document will change because some of the income and expenses may change. He was not able to go in and get into LOCCS, but now he is approved to go in. He said since Friday, he has been able to go in and look for specific things within the Capital Fund Project funding; it is broken down by years 1-5, you must exhaust one year first, before you can go to the next year. 2024 is not open yet. In LOCCS, we have funding available for the year 2023, which still has half a million dollars in it; the funds that must be obligated and expended through general capital expenditures, like dwelling equipment. He said that we are no way near to going into the CFP for 2025 because we are no way finished with 2023's funding; therefore, he had to change the document that was passed out. Ms. White asked if there was enough funding in COCC to pay the CEO and the COO. She asked where else do we pull money from to pay the CEO and COO. Jeff replied that we can pull money from the administrative line item of the CFP. Sherri said, it is only a percentage. Jeff said that the CEO's allocation is paid for from multiple funding sources. Ms. White said that she was just checking because she knows that the CFP funds are restricted funds and Jeff said, yes, but there is a small percentage that can be used for the CEO's salary.

Jeff gave out CFP information that includes operations like IT and the day-to-day and training. Ms. White said that the board used to have their own separate line item for things like travel, training, and legal fees, but Jeff said that he was not familiar with that. Jeff said that the line item is probably line 1408. Mr. Goodson said that for the board is usually included in the line item for travel and training. Ms. White said that they used to have it separately. Ms. White said that she thinks that the two should be separate but asked for the other board members' opinions. Jeff said that if you have some changes to line items within a threshold can be allowed; however, over a certain amount, the board will have to approve it. Ms. White said that she thinks that for Mr. Goodson, it is \$10,000 without board approval, but anything over requires board approval. Jeff said that he thinks that that is correct and for the CFO, it is \$5,000, and for other positions it is up to \$2000. Ms. White said that it is fluid and can change but any big changes would have to come through the board. Jeff said that he looked back to 2019 to see who else is paid out of COCC. Ms. White said that there were some other positions paid out of COCC and Sherri said that Anesha may be paid out of COCC and Jeff said, yes, but they also are paid out of other funds, for example, the administrative funds

that HCV receives monthly, some is allocated for administrative salaries. Ms. White asked if there were any additional questions, there were none.

Jeff said that we only owe for August and September for the City of Sanford, totaling \$77,000. Ms. White asked if we had started charging people for the water. Sheri said that we cannot charge people for the water because none of them are individually metered, but we have started billing Foushee and Harris for gas and electric bills and are now working on MGG. Jeff said that he can see why there was a problem with the previous person entering individual invoices because you must invoice each individual invoice and their usage; however, we are working with the city to mass bill.

Public Housing Occupancy Rates

Linden: 95%

Utley: 96%

Foushee Heights: 95%

We have about 6 units under rehab right now, we are using Capital funds for it. We are fixing the units that people should not have been living in, new cabinets, drywall, and new floors. Ms. White asked if these are contractors that we are using or maintenance staff and Sherri said contractors, but we can use Capital Funds because some of these units have been sitting there for 2-4 units. We had contractors that came in to tell us that the pipes within the walls were not good and would continue to cause problems, but they could not determine this until the floors and other parts were taken apart. She said that the units are done, and the contractors are waiting on us because we are still waiting on cabinets and appliances; we already have tenants to move in.

Harris Court: There are 2 units still under MOD Remediation and offline. We recently relocated a tenant because there was mold in her unit, so she was relocated to another property. Once the unit is remediated, we must bring another company in to test the unit for mold. She said, once we get a clean test, we can rent the unit out.

Ms. White asked how the visit went at Linden and Sherri said that we had Mr. Flowers, the Assistant Secretary of the Department of Commerce, come and tour the property; she said that the property looked great, and one tenant displayed her unit. Sherri shared pictures of the visit and the three people with him were impressed. Sherri said that she met with representatives at Lowe's who she is trying to get them to donate picnic tables and grills on behalf of their foundation at the beginning of the year to sponsor some of our backyards at the properties. Mr. Goodson added that it was a great visit, he said that he and Kenny Flowers are almost family, but he did not know that he was in Sanford. Mr. Goodson said that Kenny said that with the governor election coming up, that if SHA needed some assistance to let him know; Mr. Goodson said that he would also pass this information on to Michael.

Occupancy Rates for MGG

Matthews Court -88%

Garden-Gilmore-79%

Overall occupancy-84%

Ms. White asked how it was going with the files. Sherri said, as slow as it can possibly go, Ms. White said that they would discuss this further during closed session.

HCV

Sherri reported that the most important item on the report is the utilization rate, which is at 121%. We got an email from HUD that stated that it congratulated us for using all our funds up but told us not to lease any more for November, December, and probably January 2025 because we also still have vouchers out on the street; with an

average attrition rate of 8 per month, we should be fine, but we are guaranteed to get 100% of our funding. Ms. White asked, so does that mean that others who applied would not get vouchers, and Sherri replied, no we have been issuing about 35 vouchers per month; we had 1500 people on the list and are now down to close to the 1200's; we issue vouchers daily and because we did such a good job in the Section 8 department, we will receive an additional \$90,000 added to our budget. Sherri said this is why we do this so that we can get everything that we need and then we scale back at the end. Also, our SEMAP book is our self-test documentation that we must turn into the auditors along with supporting documentation; therefore, we cannot take shortcuts in reporting. She said that this will be the first time over the last couple of years that we scored 100 and Ms. White said that she does not believe it. Sherri said that we have already gone through it line by line and if HUD sees what we see, they will score us at 100, but now we are waiting for the actual score. Ms. Aeschliman asked what the average score is from the past and Sherri said around 80; Ms. White said that is why she does not believe it is a 100 and that we should have the score in a week or two.

Sherri said that she has worked hard with Section 8, and they continue to meet monthly on annual recertifications, occupancy, inspections, etc. We have a third-party inspection company that we use that we are under scrutiny of because we have an abatement period and with a third party, we can get delayed information from them. She said that at times if she did not like the results or the responses she was getting, she would do a 5% quality control inspection if they were not done appropriately because she did not want to wait until the end to improve. She thinks that we have done a great job to get the things done that need to be done. Ms. White said that she said what she said because when we are audited, there are always things missing out of the file or the math is always off. Ms. Aeschliman said that even though we prepare though, we still may not get the 100. Sherri said that she could be correct based on the files that HUD tells us to pick, not all files will be audited. She said that we will have to scan all files picked to the auditors in the next couple of months. Sherri said that she would love to see Section 8 be a high performer. Ms. Aeschliman said that we may not need to get our hopes up too high.

Mr. Goodson said that it is important that the board has confidence in the scores whether good or bad. If they are bad, they should keep the same confidence when they are good. He said that we were moving towards having a third-party agency come in and audit Section 8 files, but it was halted, possibly due to concerns about the ability to pay; however, as Jeff confirmed, we are almost caught up with the City of Sanford water bills. Mr. Goodson said that having a third party come in would help the board not question the high score. Ms. Britton said that we should see what the scores come back as and go from there. Sherri said that there are some forms that are mandated on the checklist and that there are two checklists that the specialist has to do to self-audits and sign them before they submit their files. Also, HUD has deleted some of the additional forms and required them to be collected less often.

Resident Services

Mr. Goodson said that Dr. Threatt should work with Resident Services as far as outreach goes. He said that he is not happy where we are with the program, but we should have a better working relationship with the community to help them. He said, losing the ROSS grant did not help, but the new application is up and running so maybe the new administration can come in and possibly hire someone for the ROSS program. Ms. White asked if there were any more questions, there were no additional questions.

Development

Mr. Goodson reported that he had a call last week with the Banks Law firm regarding the development agreement with Galvin. He said that the negotiations have gone back and forth multiple times. He said that he thinks that we should get the new CEO involved in the negotiations because he should have input and things he wants to see in the agreement. There are a few things in the agreement that Banks has flagged in the agreement because they

were not favorable towards the housing authority. Mr. Goodson said that he would schedule a meeting later on in the week with Dr. Threatt on the call so that there can be more of a concrete conclusion in November.

New Business

Mr. Goodson said that he wants to mention to the board that he got the report back from Stogner regarding 1000 Carthage St. and the projected cost to bring the building back to be occupied on both levels came in at 3.8 million dollars; to build the building brand new, it would cost 7.6 million dollars. Mr. Goodson said that if it takes about 8 million dollars to rebuild, it is still prime real estate, but the conversation should be had with the new CEO. He said that the mortgage would be really high unless you have a bottom level tenant. Mr. Goodson said that he would send the board the breakdown of all repairs. He said that a big part of the cost will be remediation of mold and mildew.

Ms. White asked Jeff how much of a payment would be for 3.8-million-dollar mortgage and Mr. Goodson said at least about \$19,000 per month; Jeff said \$20,000 per month. Ms. White asked how much we pay per month on the current temporary administrative building and Mr. Goodson said a little over 5,000 dollars per month. He also said that we need to speak about the renewal of the lease for the current building. Ms. White asked Jeff if we could find 18,000 dollars a month from somewhere to get the old building redone. Ms. White said that we could discuss this on another date. She said that if we only renovated the top part and just took out a loan for 3.8 million dollars because we own the building. Mr. Goodson said that the top part is about 3 million dollars, but there is 800,000 dollars that you have to do downstairs as well.

Mr. Goodson said that one thing that we can talk about when we start talking numbers on Stewart Manor, we can start trying to use the tax credit of Stewart Manor as part of the renovation. Ms. White said that she does not want to renew the lease on 317 Chatham St is not as nice and it is not a look that she wants to have though it is functional. Mr. Goodson said that he agrees, but you have to find a real solid reputable tenant to go into a long-term lease for downstairs for 7 or 8 years at \$10,000 per month. Ms. Britton suggested that we should secure a tenant like this before we take out a loan. Sherri said that we would need more security because downstairs only has 1 access. Mr. Goodson said that we could easily fix that. Sherri also said that there are no windows downstairs. Ms. White said that the hospital used to rent it. Ms. Britton said that she could ask her husband Ken, who is on the hospital board, if the hospital is interested in renting it and Ms. White replied that we could check on that when Dr. Threatt starts.

Mr. Goodson asked if there is a number that the board would produce to sell 1000 Carthage St., Ms. White said that her vote would be no to selling it considering the current and future state of the real estate market.

New Business

Ms. White said that she does not like the Third-Party property management idea, but she is one vote. Mr. Goodson said that he allowed it to be on the agenda because of the conversations that he and Sherri have had with the North Carolina Housing Finance Agency regarding the management of the property. Ms. White gave historical background about MGG, she said we have an investor that renovated the property, and they receive a tax credit; the authority receives a management fee. The investors are the owners, and we own 1%, but the agency gets to buy it back for \$1 after 15 years. The investors as the owners put rules in place that we as the management company have to abide by. For example, they have to upload files. There was a lot of turnover at MGG, people were being overworked and sometimes not knowing what to do. She spoke with the property manager who expressed that she was overworked and needed some help so Ms. White asked if we could get her some help because she had to lease up the properties, train her assistant, and upload the files. Ms. White asked Sherri how the uploads were coming previously, Ms. White said that this would be discussed during closed session. Ms. White expressed that

she does not like the fact that we are looking to give up our management rights because we will not get the money. Ms. Britton asked if we would lose the right to buy it back for \$1 and Sherri said no.

Ms. White had a concern that if the two people are no longer managing the property, what they would do, and would we get anything out of this? Sherri said that because of our inability to manage these properties, we have been removed from NCHFA's list of property management companies and therefore, cannot manage properties in the future. She said since she has been here not one report has been on time, accurate, inspections have been horrible, and our file management has been bad. She said that when she got here, the files were being done by the Section 8 department, which she has never heard of being done, but now it is back with the property management. She said that the files need to be managed by people who manage the properties. She said that because this was being handled like this, the property management staff would tell people that they need to go to the Section 8 Manager, instead of handling the person.

Also starting November 1, 2024, the rental payments will be taken at the management offices. She said that we have monthly, quarterly, and annual reports that you have to turn in, they give you the template, but we are always 3-6 months behind. She said that our report card was not good, so they gave us a warning. Ms. White asked why we did not put the help in the places where the NCHFA sited that we need help. Sherri said that there is no less help in this area than any other property management team, the public housing team takes their own rents, do their own recertifications and conducts their own inspections. Sherri said that both management teams have 2 employees and that there is only a 4-unit difference between public housing and tax credit. She said that the work that the public housing staff is doing is almost identical to what the tax credit staff has to do with the exception of the file uploads; however, the problem is that they are not doing the uploads when the action occurs, but it doesn't get done.

Sherri said she and Mr. Goodson had a meeting with the manager about what needs to get done, NCHFA emailed and said that nothing has been done. The question was raised as to why don't we fire the person instead of getting a third-party management company. Sherri said that typically housing authorities should not manage tax credit properties. She said that tax credit is much more intricate. Ms. White said that we had someone here who was certified in tax credit, but she left with the previous administration. Sherri said that the current employee has the highest certifications to run a tax credit, but you have to do the work. Sherri said that professional tax credit companies are equipped to upload and manage the process when they occur. Mr. Goodson said that most tax credit investors will not do a deal where they are taking the risks without a third-party tax credit management company running the property. Mr. Goodson said that typically, the third party comes in and absorbs the staff for a year unless it does not work. He also said that since he has been here, he has had 2 managers that did not turn it around we brought Danielle back, but we've struggled with her and her two assistants as well.

Ms. Britton asked is there a reason these developers allowed us to manage them.

Mr. Goodson said that the high vacancy rate that continues at MGG is hurting the housing authority because of cash flow. MGG has mortgages to pay monthly and other bills that are taxing on the agency; therefore, the lease-up rate needs to be 95% or higher each month. We are losing tons of cash on vacant units. Sherri said that we have a healthy waitlist for MGG. Sherri said that the third party will put in a percentage to manage, due to the lease ups; they have the expertise to do this position. Ms. White said that she feels like we have done the blame game but asked if we have provided the tools to get MGG where it needs to be. Sherri said that is where your anonymous people come from because she audits their files, but then when people do not like the outcome, that's when you get complaints. Ms. Britton suggested that we ask for the RFQs be sent to Banks law firm so that the verbiage is correctly put in. Sherri said when she spoke with our representative in Raleigh, she said that we may want to look at giving it up because the investors are not happy and there may come a point where they take the management

rights from us. Ms. White said that we cleaned up the City of Sanford past due amounts and cleaned out Stewart Manor with all hands-on deck but wanted to know why since Sherri and Mr. Goodson had tax credit credentials, this did not happen. Sherri said that she did, she hired a housing manager, and he worked the first couple of the months at MGG to help them get caught up 100%, but they did not keep it like that. Ms. White asked why we did not keep him in that area and Sherri said that public housing is just as crucial and needed a lot of help as well because we could lose subsidy. Sherri said that we have an approved third-party management company. Mr. Goodson said that we change the motion to advertise the RFQ. Ms. Britton made the suggested motion to approve the amended resolution to allow the SHA staff to publish an RFP for third-party property management services. Ms. Aeschliman seconded; all were in favor. The motion passed unanimously.

Commissioners' Comments

There were no additional comments.

Public Comments

There were no public comments.

Closed Session

Ms. Britton made the motion to go into a closed session; Ms. Sinnamon seconded. All were in favor; the motion passed unanimously.

Adjournment

The meeting was adjourned at 8:10 pm.

Dr. Michael C. Threatt

Date

2. Adoption of the Agenda

3. Adoption of the Minutes

4. Old Business

- A. CEO Contract Resolution (To be emailed to the board Thursday 12/12/2024)

5. New Business

6. CEO Report

- A. Public Safety-security cameras
- B. Public Relations-website
- C. Public Relations-rebranding
- D. IT Systems-phone systems
- E. Board Committee Proposal-Bylaws

6. Public Housing and 226 Linden Vacancy & Maintenance Report

A. Vacancy Report November 2024

Linden Heights, Utley Plaza, Foushee Heights & 226						
VACANCY REPORT AS OF NOVEMBER 2024						
PROPERTY	TOTAL UNITS	Office Space Non Dwelling Units	Offline HUD Approved	Vacant Units	Total Move In for the month	Current Occupancy Rate
Linden Heights	46	1	4	1	0	97%
Utley Plaza	55	1	4	0	0	93%
Foushee Heights	40	0	2	0	1	95%
HARRIS	26	0	3	1	0	95%
226 Linden Avenue	5	0	0	0	0	100%
Total	172	2	13	2	1	96%

B. Maintenance Report-November 2024-End of Month

WORK ORDERS	Linden Ave.	Utley Plaza	Foushee Heights	Harris Court	226 Linden
TOTAL WORK ORDERS ISSUED	22	15	18	10	1
COMPLETED	20	13	17	9	1
OUTSTANDING WORK ORDERS	2	2	1	1	0
AVERAGE COMPLETION DAYS	1	1	5	1	0
ISSUED	1	1	2	1	0
EMERGENCY WORK ORDERS COMPLETED With In 24 HOURS	1	1	2	1	0
OUTSTANDING EMERGENCY WORK ORDERS	0	0	0	0	0
% OF EMERGENCY WORK ORDERS COMPLETED With In 24	100%	100%	100%	100%	100%
Amount Charged to Tenants	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

7. MGG/RAD Vacancy & Maintenance Reports

A. Vacancy Report-November 2024-End of Month MGG

Matthews Court, Garden Street/Gilmore Terrace

VACANCY REPORT AS OF NOVEMBER 2024

PROPERTY	TOTAL UNITS	Office Space NON DWELLING UNITS	Total Number of Move Ins for the month	Vacant Units	Current Occupancy Rate
Matthews Court	50	1	0	6	88%
Garden Gilmore	126	3	2	31	75%
Total	176	4	2	37	82%

B. Maintenance Report-November 2024-End of Month MGG

MGG SANFORD HOUSING AUTHORITY MAINTENANCE DEPARTMENT REPORT		
NOVEMBER 2024 MONTH END REPORT		
	Matthews Ct.	Garden-Gillmore
TOTAL WORK ORDERS ISSUED	22	47
TOTAL WORK ORDERS COMPLETED	22	47
OUTSTANDING WORK ORDERS	0	0
AVERAGE COMPLETION DAYS	1.83	1.62
EMERGENCY WORK ORDERS ISSUED	4	13
EMERGENCY WOs COMPLETED WITHIN 24 HRS	4	13
OUTSTANDING EMERGENCY WORK ORDERS	0	0
% OF EMERGENCY COMPLETED WITHIN 24 HRS	100%	100%
Amount Charged to Tenants	\$25.00	\$174.00
	sink clog	toilet/sink/lock out

8. HCV Report-November 2024
Occupancy/Intake Status Report
 11/30/2024

This summary reflects the actual number of Units Leased and Paid at the end of the month

November 2024	Allocation	Actual Housed Units Leased	Lease-Up Rate %
HCV (Regular Vouchers)	708	572	80%
VASH	25	16	64%
Harnett Training School (PBV)	37	36	97%
226 Linden Apartments (PBV)	5	5	100%
Matthews Court (RAD)	50	47	94%
Garden Street / Gilmore Terrace (RAD)	126	92	73%
Total HCV *At least 95%	951	768	81%

November 2024	Funds Received	Funds Utilized	Utilization Rate *At least 95% per TYT
Total HCV	\$421,218.00	\$490,077.00	116%

New Vouchers Issued: 6 Homeownership - 1

Total Vouchers Searching: 89

New Admissions: 8

End of Participation: 5

SEMAP Indicators as of November 30, 2024

SEMAP Indicator	Current	HUD FYE Requirement
MTCS Reporting Rate	100%	95% or more
Indicator 5 HQS Quality Control	5%	5% or more
Indicator 9 Timely Reexaminations	100%	96% or more
Indicator 10 Correct Rent Calculations	100%	98% or more
Indicator 11 Pre-Contract HQS Inspections	100%	98% or more
Indicator 12 Annual HQS Inspections	100%	96% or more
Indicator 14 Family Self-Sufficiency		
FSS Enrollment 43 (4 Mandatory)	1075%	80% or more
FSS Escrow Account 28	65%	30% or more


HCV Department YTD Rates

FY 2024	Allocation	HCV	VASH	HTS	226	MC	GG	Total	Lease-Up Rate	Funds Utilization Rate
10/01/2024	951	566	17	37	5	50	95	770	88%	113%
11/01/2024	951	572	16	36	5	47	92	768	80	116%
12/1/2023	941	501	13	33	5	48	113	713	76%	101%
1/1/2024	941	509	13	33	5	49	113	722	77%	104.9%
2/1/2024	941	519	13	31	5	50	115	733	78%	105.6%
3/1/2024	941	530	13	32	5	50	112	742	79%	108.2%
4/1/2024	951	534	13	33	5	46	101	732	77%	106.2%
5/1/2024	951	540	13	34	5	45	100	737	77%	109.5%
6/1/2024	951	547	14	35	5	43	98	742	78%	113.5%
7/1/2024	951	549	15	36	5	45	99	749	79%	113.8%
8/1/2024	951	558	15	36	5	45	100	759	80%	118.2%
9/1/2024	951	557	17	37	5	45	98	759	80%	121.9%

MGG Waiting List (As of November 30, 2024)

Matthews	1BR	2BR				
Court						
On Waiting List	67	13				
Selected	0	0				
Referred to MGG	0	0				
Garden	1BR	2BR	3BR	4BR	5BR	
Gilmore						
On Waiting List	194	149	56	14	6	
Selected	0	0	0	0	0	
Referred to MGG	0	0	0	0	0	

10. Resident Services Report



Resident Services Program Activities
November 2024 Monthly Report

Programs/Services/Resources	FSS	Residents
National Night Out	0	0
Credit/ Budgeting	1 - workshop	0
Transportation Assistance	0	2
Community Outreach	0	2- workshop
Use of Community Center	0	1
Youth Services	0	0
Financial Education	0	0
Job Retention Activity	0	0
Individualized counseling	6	8

11. Development Report (Not included)

12. Commissioners' Comments

13. Public Comments

14. Closed Session (If needed)

15. Adjournment

RESOLUTION NO. 2024-18

RESOLUTION TO REVISE THE PERSONNEL POLICY REGARDING THE LEAVE SECTION FOR HOLIDAY SCHEDULE

WHEREAS, the Sanford Housing Authority understands that its employees are its greatest asset. The agency believes in transparency as a quasi-government entity that functions as both a private corporation and a recipient of federal, state, and local funding.

WHEREAS, the Sanford Housing Authority revises its Personnel Policy under the Leave Section. The Authority retains the right to amend the holiday schedule to best serve the interests of the agency and residents. The days of the week designated for time off holidays could be altered.

WHEREAS, the Sanford Housing Authority revises its holiday schedule by adding Christmas Eve and New Year's Eve to its Personnel Policy. This revision creates the following days off for staff: Christmas Eve, the day of Christmas, the day after Christmas, New Year's Eve, and the day of New Year's.

WHEREAS, the Sanford Housing Authority revises its Personnel Policy to establish a modern-day workforce focused on attracting, recruiting, and retaining talented professionals to meet the demands of the present and future workforce.

WHEREAS, the Board of Commissioners for the Sanford Housing Authority has determined that the updated holidays allow for the closure of administrative offices and serve as paid time off for the staff.

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners approves the days added to the current Sanford Housing Authority Holiday Schedule as follows:

Christmas Eve and New Year's Eve are newly recognized holidays for the Sanford Housing Authority; therefore, the administrative offices will be closed, and employees will receive holiday pay.

RECORDING OFFICER'S CERTIFICATION

I, Dr. Michael C. Threatt, the duly appointed Secretary of the Sanford Housing Authority, do hereby certify that this resolution was properly adopted at the regular meeting of the Sanford Housing Authority held on December 16, 2024.

(SEAL)

By: _____
Dr. Michael C. Threatt, Secretary

RESOLUTION NO. 2024-17

BE IT RESOLVED by the Board of Commissioners of the Sanford Housing Authority as follows:

WHEREAS, the Authority engaged Dr. Michael C. Threatt to serve as its Chief Executive Officer commencing on December 2, 2024, and

WHEREAS, the Authority desires to memorialize the terms of the employment of Dr. Michael C. Threatt consistent with applicable laws and to establish specific terms and conditions of Dr. Michael C. Threatt's continued employment.

NOW, THEREFORE, BE IT RESOLVED, with the intent to be legally bound hereby, the Sanford Housing Authority, pursuant to the Bylaws of this authority, it is deemed necessary and in the best interests of this authority that the following action is taken by the Board of Commissioners of this authority, and parties hereto agree as follows:

Section 1. **Employment.** The Authority employs Dr. Michael C. Threatt as the Chief Executive Officer of the Authority, and Dr. Michael C. Threatt accepts such employment. Dr. Threatt will report to the Board and shall use his best efforts to perform the duties required of the Chief Executive Officer.

Section 2. **Term.** This Agreement shall commence on December 2, 2024, and conclude on December 2, 2025, unless terminated sooner in accordance with the terms of this Agreement. Should this Agreement be terminated by either party, Dr. Michael C. Threatt agrees that he will cooperate with the Board in a good faith effort to bring about a reasonable and effective transition of duties.

Section 3. **Agreement.** Complete Contract Agreement Attached:
The undersigned hereby certifies that he/she is the duly elected and qualified Chairperson and the custodian of the books and records and seal of the Sanford Housing Authority, an Authority duly formed pursuant to the laws of the state of North Carolina and that the foregoing is a true record of a resolution duly adopted at a meeting of the Board of Commissioners and that said meeting was held in accordance with state law and the Bylaws of the above name Authority on October 28, 2024.

IN WITNESS WHEREOF, I have executed my name as Chairperson and have hereunto affixed the authority seal of the above name Authority this day of October 28, 2024

PASSED, ADOPTED, AND APPROVED on this 28th day of October 2024

Hope W. White, Chairperson

SEE ATTACHED BOARD SUPPLEMENTAL ITEMS



To: Michael Threatt
CEO Sanford Housing Authority NC

Subject: Termination of Verkada Integration with TSUNAMI Systems

Dear Mr. Threatt,

We hope this letter finds you well. As a valued partner, we are committed to keeping you informed about decisions that impact the quality and integrity of the TSUNAMI mobile camera system. After a thorough review, Ocean 10 Security LLC has made the decision to discontinue the use of Verkada cameras, components, and software in all current and future deployments of TSUNAMI systems.

This decision is driven by the following key concerns:

- 1. Deceptive Business Practices**
Recent investigations have resulted in the federal government fining Verkada for deceptive business practices, unlawful email activity, and data security failures. For more details, we encourage you to review the Department of Justice's official complaint, which outlines these violations.
- 2. Government Software Ban**
As per HUD's memo effective April 21, 2023, Verkada's facial recognition software is banned for use in Housing Authority projects seeking HUD's 'Safety and Security' grant funding. This restriction directly impacts our ability to serve customers reliant on HUD compliance.
- 3. Warranty and Replacement Philosophy**
While Verkada offers a 10-year warranty, our philosophy aligns with staying 'Ahead of the Curve.' Maintaining cameras beyond three years is inconsistent with this vision. TSUNAMI offers a worry-free lease model, including full system replacements, eliminating warranty-related delays or claims entirely.
- 4. Quality Concerns**
Our evaluation of Verkada's night vision capabilities has revealed significant shortcomings. TSUNAMI's new Night Color cameras deliver superior performance, especially in low-light conditions.

To ensure a seamless transition, we will replace Verkada cameras on the small number (2%) of affected TSUNAMI systems with our next-generation Night Color cameras at no cost. This update reflects our commitment to providing only the best technology to our customers.

Thank you for your understanding and continued support as we strive to maintain the highest standards in security innovation. Should you have any questions or require additional information, please don't hesitate to contact us directly.

Sincerely,
Stephen Teachout CEO
Ocean 10 Security
828 484 1481

\$2.95M Penalty and Permanent Injunction Resolves Lawsuit Against Verkada Inc. for Alleged Unlawful Commercial Emails, Data Security Failures and Deceptive Practices!

The Justice Department and the Federal Trade Commission (FTC) announced today that Verkada Inc. (Verkada), a cloud-based security company headquartered in San Mateo, California, has agreed to a settlement requiring it to pay a \$2.95 million civil penalty and implement extensive data security measures. This settlement resolves allegations that Verkada violated the Controlling the Assault of Non-Solicited Pornography and Marketing (CAN-SPAM) Act and engaged in unfair and deceptive practices in violation of the Federal Trade Commission Act.

In a complaint filed in the U.S. District Court for the Northern District of California, the United States alleges that Verkada failed to implement reasonable security measures such as appropriate access management and data protection controls and adequate encryption of customer data. These failures allegedly exposed sensitive information — including security-camera footage of consumers visiting locations like hospitals and schools — to unauthorized access. The complaint additionally alleges that Verkada misrepresented the extent to which it used appropriate data security safeguards and complied with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The complaint also alleges that Verkada sent numerous promotional emails that failed to clearly and conspicuously notify recipients of their opportunity to opt out of such messages and failed to include a valid physical postal address, and that Verkada did not honor requests to opt out from its promotional emails within ten business days of receiving those requests, all in violation of the CAN-SPAM Act.

For more information about the FTC, visit www.FTC.gov. Updated September 4, 2024, for the full document please see link below:

<https://www.justice.gov/opa/pr/295m-penalty-and-permanent-injunction-resolves-lawsuit-against-verkada-inc-alleged-unlawful>



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, DC 20410-5000

OFFICE OF PUBLIC AND INDIAN HOUSING

Special Attention of:
Public Housing Agency Directors;
Public Housing Field Office Directors

Notice PIH 2023-10

Issued: April 21, 2023

B. Non-Eligible Uses'

1. Any equipment that is purchased, leased, or contracted for security that is produced by the Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities)
2. Patrol cars
3. Salaries for PHA security staff
4. Automated surveillance and facial recognition technology

For more details please see link:

<https://www.hud.gov/sites/dfiles/PIH/documents/2023PIH10.pdf>



PRESS RELEASE

\$2.95M Penalty and Permanent Injunction Resolves Lawsuit Against Verkada Inc. for Alleged Unlawful Commercial Emails, Data Security Failures and Deceptive Practices

Wednesday, September 4, 2024

For Immediate Release

Office of Public Affairs

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To resolve the lawsuit, the parties agreed to a settlement reflected by the stipulated order issued today by the Court. The stipulated order requires Verkada to pay a \$2.95 million civil penalty and to comply with the CAN-SPAM Act, including by honoring requests to opt out of its commercial emails. The stipulated order also prohibits Verkada from misrepresenting its data security practices and requires it to establish a comprehensive information security program and undergo regular third-party assessments of its data security practices.

“This settlement underscores the importance of robust data security measures, especially for companies that are themselves in the security industry. Failure to protect sensitive information puts consumers at risk,” said Principal Deputy Assistant Attorney General Brian M. Boynton, head of the Justice Department’s Civil Division. “We will continue to work with the FTC to hold companies accountable for such violations.”

“When customers invite companies into private spaces to monitor consumers by using their security cameras and other products, they expect those companies to provide basic levels of security, which Verkada failed to do,” said Director Samuel Levin of the FTC’s Bureau of Consumer Protection. “Companies that fail to secure and protect consumer data can expect to be held responsible.”

Trial Attorneys Cameron A. Brown and Amanda K. Kelly, Senior Trial Attorney James T. Nelson and Assistant Director Zachary A. Dietert of the Civil Division’s Consumer Protection Branch and Assistant U.S. Attorney Vivian Wang for the Northern District of California are handling the case, in coordination with staff from the FTC’s Division of Privacy and Identity Protection.

For more information about the Consumer Protection Branch and its enforcement efforts, visit www.justice.gov/civil/consumer-protection-branch. For more information about the FTC, visit www.FTC.gov.

Updated September 4, 2024

Component

[Civil Division](#)

Related Content

PRESS RELEASE

Paragon Systems Agrees to Pay \$52M to Resolve False Claims Act Allegations Concerning Fraudulently Obtained Small Business Contracts and Kickbacks

Herndon, Virginia-based contractor Paragon Systems Inc. (Paragon) has agreed to pay to the United States \$52 million to settle allegations that the company violated the False Claims Act by knowingly...

November 12, 2024

PRESS RELEASE

United States Files Suit for Unpaid Duties and Penalties for Alleged Failure to Pay Duties on Imported Chinese Bedroom Furniture

The United States has filed a civil lawsuit against Lawrence Bivona, who was the President of LaJobi Inc., a Delaware corporation that imported Chinese-manufactured children's bedroom furniture into the United...

October 31, 2024

PRESS RELEASE

U.S. Reaches Settlement for Over \$100M in Civil Lawsuit Against Owner and Operator of the Vessel That Destroyed the Francis Scott Key Bridge

The Justice Department announced today that Grace Ocean Private Limited and Synergy Marine Private Limited, the Singaporean corporations that owned and operated the Motor Vessel DALI, have agreed to pay...

October 24, 2024



Office of Public Affairs

U.S. Department of Justice
600 Pennsylvania Avenue, NW
Washington, DC 20530



Office of Public Affairs (Direct Line)

202-616-2607
Department of Agriculture Switchboard
202-616-2000

Revised

EXECUTIVE SUMMARY | RESPONSIVE WEBSITE ADDRESSING ADA ACCESSIBILITY
Design, Development & Hosting Package Options

**PROVEN SOLUTIONS FOR
THE AFFORDABLE HOUSING
INDUSTRY**



Sanford Housing Authority

Michael Threatt, Chief Executive Officer
Phone: 919.776.7655 ext. 4246

1000 Carthage Street
Sanford NC 27330
PO Box 636
Sanford NC 27331

Phone: 919.776.7655
Relay NC: 919.733.2974
TTY: 800.735.2962

SHA-NC.org

Hours: M-Th, 8am – 5:30pm EST
Friday 8am – Noon

RAD/PBV: 176 units – 3 Properties
PH: 270 units – 5 Properties
PBV/Homeless Housing: 5 units – 1 Property
HCV/VASH: 756
Stewart Manor 9th LIHTC Property rehab project 2025
PBV: 30 units – Hartnett School – 1 Property

SEMAP- good HCV score
Troubled PH – exiting troubled status in 2025
Staff: 17 (budget for 21)

BOC: 4th Monday monthly
SACS Software (moved from Yardi in 2023)
Fiscal Year: October - September

December 9, 2024



COMPANY OVERVIEW

Founded in 1984, **Brooks Jeffrey Marketing, Inc.** is a **full-service multimedia marketing, website, and digital design firm** with a proven history of providing communication solutions for associations and government agencies (i.e., Housing Authorities, government, law enforcement, and nonprofit institutions) across the nation.

Brooks Jeffrey is headquartered and incorporated in the state of Arkansas. Our firm is DUNS registered and SAM compliant and is a **100% women-owned business**. Brooks Jeffrey is a multi-faceted organization. In addition to our marketing services, Brooks Jeffrey also operates **Brooks Jeffrey Computer Services (a Microsoft Partner)** and **Jclare Photography Studios**.

Our experience with website development and digital marketing began in 1996. Since that time, our team of talented artists, writers, designers, and web programmers has created thousands of successful digital solutions. Brooks Jeffrey has developed custom solutions specifically to address the needs of Housing Authorities.

Our current Housing Authority memberships include CCHRCO (Carolinas Council of Housing Redevelopment and Codes Officials); PHADA; NAHRO; SERC NAHRO; Southwest NAHRO; LHC (LA-NAHRO); AAHRA (AL-NAHRO); GAHRA (GA-NAHRO); FAHRO (FL-NAHRO); MAHRO (MS-NAHRO); and Texas Housing Association.

Our team is experienced with creating communications for a variety of housing programs, services, and transitional methods: Public Housing; Voucher Programs like HCV (Section 8), VASH, FYI (Foster Youth Independence), MS – Main Stream, EHV – Emerging Housing Voucher, YouthBuild, ROSS grants, FSS grants, Jobs Plus, MTW – Move to Work; RAD (Rental Assistance Demonstration), and LIHTC (Low Income Housing Tax Credit).

Our team has earned more than 145 national and international design awards, including **83 in the Affordable Housing Industry** with **74 national, state, and regional website honors** awarded to our clients since 2018. Brooks Jeffrey's in-house team of professionals is currently comprised of over 40 staff members with long-term employees in key managerial positions. Cross-training at all positions ensures client projects are completed on time and on budget.

The insight and knowledge we've gained throughout our business history provide an invaluable advantage for our clients. **Brooks Jeffrey's client-centered approach and dedication to excellence propel our continued growth in the affordable housing industry.**

Brooks Jeffrey... THE NATIONAL LEADER IN AFFORDABLE HOUSING MARKETING

OUR PHILOSOPHY | A Higher Standard: At Brooks Jeffrey, we hold ourselves to a higher standard. We expect more from our team and deliver more to our clients. When you trust your projects to Brooks Jeffrey, you can count on our:

- Experience
- Quality
- Outstanding Customer Service
- Reputation for Excellence
- Stability
- Cross-Trained Staff
- Effective Solutions
- Value
- Loyalty & Dedication
- B2B Networking



Jodie Elizabeth Jeffrey
 Agency Co-Owner
 & Senior Account Rep

Starter Elite Responsive Website Design Examples



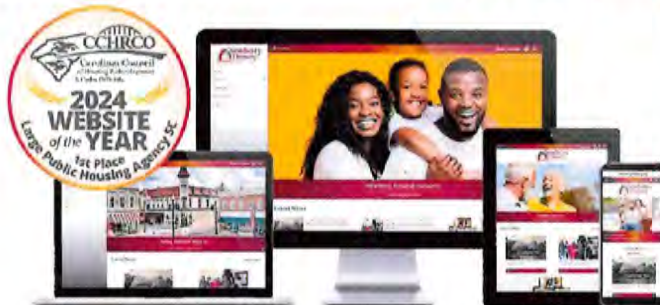
Abbeville Housing Authority, SC | AbbevilleHousing.org

- Home Page
- News CMS Module with Two Home Page Feeds
- Interactive Housing Map
- About CMS Infinity Module
- Contact Us
- Accessibility, Translate, & Site Search
- COVID Icon Link
- Cookie Consent Acknowledgement



Kinston Housing, NC | KHANC.org

- Home Page
- Cookie Consent Acknowledgement
- Third-Party Links: Applicant, Resident & Landlord Portals
- About CMS Infinity Module
- Calendar CMS Module with Five Feeds to Home Page
- News CMS Module with Three Feeds to Home Page
- Interactive Housing Map
- Digital Responsive E-newsletter Module
- Contact Us
- Accessibility, Translate, & Site Search
- COVID Icon Link



Newberry Housing Authority, SC | NewberryHousing.org

- Home Page
- News CMS Module with Three Home Page Feeds
- Interactive Housing Map
- About CMS Infinity Module
- Contact Us
- Accessibility, Translate, Site Search & Site Map
- Cookie Consent Acknowledgement



Union Housing Authority, SC | UnionHousingSC.org

- Home Page
- About CMS Infinity Module
- News CMS Module with Three Feeds to Home Page
- Calendar CMS Module with Four Feeds to Home page
- Custom Form Builder Module
- Interactive Housing Map
- Contact Us
- Accessibility, Translate, Site Search & Site Map
- Cookie Consent Acknowledgement



Fayetteville Metropolitan Housing Authority, NC | FMHANC.org

- Home Page
- About CMS Infinity Module
- News CMS Module with Three Feeds to Home Page
- Calendar CMS Module with Five Feeds to Home page
- 3rd Party Links: Applicant Portal; Resident Portal; Landlord Portal
- Interactive Housing Map
- Contact Us
- Accessibility, Translate, Site Search & Site Map
- Cookie Consent Acknowledgement



Rock Hill Housing Authority, SC | RHHA.org

- Home Page
- About Us CMS Infinity Module
- 3rd Party Links: Apply Online; Applicant Portal; Landlord Portal; Tenant Portal; Employee Portal
- News CMS Module with Three Feeds to Home Page
- Calendar CMS Module with Five Feeds to Home Page
- Interactive Housing Map
- Photo/Video Media Gallery (with automatic slideshow) CMS Module
- Notifications via Text & Email with Subscriber Manager
- Custom Form Builder Module
- Accessibility, Translate, Site Search & Site Map
- Social Media Customization & CMS Integration
- Cookie Consent Acknowledgement



Robeson County Housing Authority, NC | RobesonHA.org

- Home Page
- About Us CMS Infinity Module
- News CMS Module with Three Feeds to Home Page
- Calendar CMS Module with Five Feeds to Home Page
- Interactive Housing Map
- Photo/Video Media Gallery (with automatic slideshow) CMS Module
- 3rd Party Links: Apply Online; Waiting List; Pay Online; Maintenance Request
- Accessibility, Translate, Site Search & Site Map
- Special Notices Module
- Social Media Customization & CMS Integration
- Cookie Consent Acknowledgement



Roanoke-Chowan Regional Housing Authority, NC | RCRHA.org

- Home Page
- About Us CMS Infinity Module
- News CMS Module with Three Feeds to Home Page
- Calendar CMS Module with Four Feeds to Home Page
- Interactive Housing Map
- Photo/Video Media Gallery (with automatic slideshow) CMS Module
- Enhanced Contact Form with Dropdown Submission Categories
- Custom Form Builder Module
- Social Media Customization & CMS Integration
- Accessibility, Translate, Site Search & Site Map
- Cookie Consent Acknowledgement



Washington Housing Authority, NC | WashingtonHousingAuthority.org

- Home Page
- About Us CMS Infinity Module
- News CMS Module with Three Feeds to Home Page
- Calendar CMS Module with Four Feeds to Home Page
- Interactive Housing Map
- Photo/Video Media Gallery (with automatic slideshow) CMS Module
- Enhanced Contact Form with Dropdown Submission Categories
- Custom Form Builder Module
- Staff and Board Member Modules
- 3rd Party Links: Apply; Pay Online; Resident Portal
- Social Media Customization & CMS Integration
- Accessibility, Translate, Site Search & Site Map
- Cookie Consent Acknowledgement

Advanced Responsive Website Design Examples

Hialeah Housing Authority, FL | HialeahHousing.org



- Home Page
- About Us CMS Infinity Module
- Additional CMS Infinity Modules: Housing Programs, HHA Development, Inc.
- News CMS Module with Three Feeds to Home Page
- Calendar CMS Module with up to Four Feeds to Home Page
- Interactive Housing Map
- Home Page YouTube Video Module
- Digital Responsive E-newsletter CMS Module
- Enhanced Contact Form with Dropdown Submission Categories
- Accessibility, Translate, & Site Search
- Interactive Payment Standards Map
- Custom Form Builder Module
- Sticky Bar Navigation Tool
- Cookie Consent Acknowledgement

Tampa Housing Authority, FL | TampaHA.org



- Home Page
- About Us CMS Infinity Module
- News CMS Module with Three Feeds to Home Page
- Calendar with Event Registration & Ecommerce Integration
- Interactive Housing Map
- Photo/Video Media Gallery CMS Module (with Slideshow)
- Home Page Video Module
- Notifications via Text & Email with Subscriber Manager
- Enhanced Contact Form with Dropdown Submission Categories
- Accessibility, Translate, Site Search & Site Map
- Board Member Module (Password-Protected)
- Interactive Payment Standards Map
- Online Rent Calculator Module (coming soon)
- Online Donations
- Custom Form Builder Module
- Social Media Customization & CMS Integration
- Sticky Bar Navigation Tool
- Cookie Consent Acknowledgement

Village Communities of Texarkana, TX | VCofTT.org



- Home Page
- About Us CMS Infinity Module
- Additional CMS Infinity Modules: Clients; Portfolio; Development
- News CMS Module with Three Feeds to Home Page
- Calendar CMS Module with Four Feeds to Home Page
- Interactive Housing Map
- Photo/Video Media Gallery (with automatic slideshow) CMS Module
- Enhanced Contact Form with Dropdown Submission Categories
- Notifications via Text & Email with Subscriber Manager
- 3rd Party Links: Apply; Pay Online; Client Account Login
- Accessibility, Translate, Site Search & Site Map
- Custom Form Builder Module
- Social Media Customization & CMS Integration
- Cookie Consent Acknowledgement

SANFORD HOUSING AUTHORITY | **STARTER ELITE EXECUTIVE SUMMARY**

Responsive CMS Website Design, Development & Initial Year Hosting Package

- ✓ **Home Page** –Responsive website design featuring:
Rotating Header Image with Text Overlay featuring up to four images & pause option addressing ADA AA accessibility; site map, language translator, custom favicon, accessibility icon/link, Covid & Health Icon/link, site search, map icon, footer with disclaimers and links to Google maps from HA physical address(es) & Cookie Consent acknowledgment.
See examples: UnionHousingSC.org ; WashingtonHousingAuthority.org
- ✓ **About Us**— Infinity CMS—Main “locked” Module—unlimited sub-pages can be added, for example:
A Message from the ED/CEO; Careers/Employment; Community Partners; Covid & Health Info, Policies/Plans; Commissioners; Directors (Nonprofit); FAQs; Housing or Housing Programs (sample subpages: Fair Housing, Family, Elderly & Disabled Housing, Public Housing, VASH); Landlords; Maintenance; Procurement/Bids/RFPs; Residents (sample subpages: Briefing or Orientation Packages, Forms, FAQs, How to Apply, HQS, HUD Smoke-Free Housing Policy, Rent Rates, Resources, Utility Allowance Schedules, VAWA); Staff, etc. **See example:**
<https://www.rhha.org/about-us>
- ✓ **FREE News/What’s New** — CMS Feature with Home Page Feed, Sort/Filter & Scheduler + Archive.
includes 12+ prepared messages to schedule. **See example:** <https://www.rhha.org/whats-new>
- ✓ **Properties/Housing Locations**— CMS Interactive Map Feature: Managed Properties may include link to AffordableHousing.com (HCV/Landlord listings). **See example:** <https://www.puntagordaha.org/communities>
- ✓ **Contact Us Page** - **See example:** <https://www.unionhousingsc.org/contact>
- ✓ **Content Population/Transfer by Brooks Jeffrey + ADA Scan (non-password protected pages)** - Brooks Jeffrey will populate your website content and/or transfer content from your existing site (as applicable). Initial website content population for Home Page, About Us CMS Module (up to 50 CMS Pages), Property Map CMS Module & Contact page is included in Starter Elite Website package. Conversion/remediation of PDFs and Microsoft Office files with accessibility enhancements quoted separately.
- ✓ **Website Hosting Package – 12 months**
Brooks Jeffrey’s Hosting & CMS Subscription Package includes initial year / server setup:
 - Up to 1.5 GB Server Space (Storage)/mo. & Up to 15 GB Data Transfer (Bandwidth)/mo.
 - Daily site backup stored for 28 days
 - Web Stat Reporting (traffic reporting) & Google Analytics
 - Initial submission to Google & Bing
 - Secure Certificate – 1 Year
 - **After-hours & weekend accessibility assistance provided to site visitors who call Brooks Jeffrey**
 - **UNLIMITED, FREE CMS support & ongoing training** for your site administrator(s)

Starter Elite Responsive CMS Website Design, Development & Initial Year Hosting Package\$9,995 ★

Starter Elite Responsive Website Renewal (Year 2).....\$2,995
Includes Website Hosting Package services same as initial 12 months, plus:

- **Annual ADA Scan with Report**
- **Annual Update (with renewal) to Home Page and Contact Page** – includes text updates on the home page and contact page, also replacing website header images (photos). Following the update, Brooks Jeffrey will perform an ADA scan (pages not behind login). A scan report detailing accessibility issues will be provided. Remediation or conversion of client-supplied documents/site content, if needed, with ADA accessibility enhancements quoted separately.

★With the selection of Brooks Jeffrey’s **Starter Elite** Housing Authority Website Package, receive **FREE Logo Development or Existing Logo Enhancement.**

Package also includes logo file (low-res jpg) via email and full-color business cards (1 set / 250 qty.; full-color, two-sided).

Cannot be combined with any other special offer – value cannot be deducted from Starter Elite Package or any other services.



Website Package	Option A	Option B
Website Package: Design, Development, & Hosting Initial Year	\$9,995	\$9,995
Free Logo Development, 250 qty. Business Cards; jpg logo file	✓	✓
Initial Content Population Conversion/remediation of client-supplied files available separately.	✓	✓
About Us CMS Infinity Module	✓	✓
Interactive CMS Property Map <i>Includes link programmed to AffordableHousing.com</i>	✓	✓
News/What's New- CMS Feature with Home Page Feed. Includes Sort Feature: \$2,495 with site / \$2,995 added later	✓	✓
Calendar CMS Infinity Module Select 2 or more Standard Modules \$1,250 prelaunch		✓
Photo/Video Gallery Module Select 2 or more Standard Modules \$1,250 prelaunch		✓
Notifications Module + 12-Month Hosting Package \$2,995 - Save \$1,000 with 1 additional Enhanced Feature		✓
Custom Form Builder + 12-Month Hosting Package \$2,995 - Save \$1,000 with 1 additional Enhanced Feature Includes Job Application as Free Form		✓
\$195 each x 7 = \$1,365 Text Links: <i>Housing, Residents, Business</i> <i>(Subpages under Business: Development & Procurement)</i> 3rd Party Links SACS: <i>Apply Online; Pay Online; Resident Portal; LinkedIn</i>		✓
VoIP Chat Integration \$3,980		✓
Facebook Integration \$795		✓
Enhanced Contact Form \$995 - with custom categories		✓
Initial Year Investment	\$12,490	\$27,120
Less 2024 Free News/What's New CMS Module Offer <i>(* offer applicable with selection of Starter Elite Website \$9,995 or more)</i>	- \$2,495*	- \$2,495*
Investment	☐ \$9,995	☐ \$24,625

HOSTING RENEWAL

	Option A	Option B
2 nd Year Hosting Renewal	\$2,995	\$7,735
3 rd Year Hosting Renewal	\$3,135	\$7,875

ADDITIONAL BROOKS JEFFREY SERVICES – available separately

Prelaunch pricing honored for 12 months from date of site launch.

Domain Management:

SHA-NC.org – expires 8/3/2025

- Client to manage DNS and point to Brooks Jeffrey’s servers.
- Brooks Jeffrey to transfer domain and manage DNS: **\$100 setup**
- If domain registration is needed, options provided; **\$100 / 2 years** – billed separately.

- Online Appointment Calendar Link to Microsoft Bookings** (client provides URL) ..\$995 prelaunch/\$1,250 added later
 Third-party link to client’s existing Microsoft Bookings Calendar. Active Microsoft 365 account required.
 See example: <https://outlook.office365.com/owa/calendar/HousingAuthorityofDarlington@darlingtonha.org/bookings/Housing>
 Link on [Housing](#) to access link to schedule online appointment.

- E-Commerce Integration (Rent Payments or Donations)**.....Quotes available upon request.
 See example Donations: <https://www.washingtonhousingauthority.org/donate>
 See example Special Payments/Rent: <https://www.washingtonhousingauthority.org/previous-residents-pay-online>
NOTE: Donations and Rent/Maintenance payments require two separate Square® accounts (nonprofit vs. HA). The same account cannot be used for both. Donations must be tied to your nonprofit bank account.



CLIENT REFERENCES

Brooks Jeffrey has completed hundreds of websites for non-profit organizations and/or government entities. Additional client references and work examples are available upon request.



"I am loving the RCRHA website. The immediate added value is astonishingly refreshing! This is a great marketing tool."

- **Tyrone Lindsey, MS**
CEO, Roanoke-Chowan Regional Housing Authority, NC
ECAHRO President 2023-2024
RCRHA.org

Websites

"I've had the pleasure of working with Brooks Jeffrey since 2016—first at Lafayette Housing Authority in Lafayette, LA and currently at Columbia Housing in Columbia, SC.

They're a tremendous resource and valued partner, creating agency specific products, helping to grow our network, and expanding our digital blueprint! I'm most impressed with their unique skill to bring a vision to life—sometimes in the form of a website, newsletter, or annual performance report. The talent is unmatched!"



- **Yvonda Bean, CEO**, Columbia Housing, SC
NAHRO 2024 Advocate of the Year
NAHRO's Outstanding Professional of the Year 2023
SERC-NAHRO Legislative Committee Chair
ColumbiaHousingSC.org

Marketing



"I can't say enough about how good the LHA website looks! Brooks Jeffrey exceeded my expectations. You and your team are so easy to work with. And, working - since 2017 - with you on the CCHRCO website has been a great experience as we continue to improve CCHRCO's digital presence. Thank you so much!"

- **Michael Dineen, ED**
ED Lenoir Housing, NC | Past President CCHRCO
LenoirHousing.org | CarolinasCouncil.org

Websites



Yvonda A. Bean, Chief Executive Officer
Columbia Housing Authority, South Carolina
1917 Harden Street, Columbia, SC 29204
ybean@columbiahousingsc.org
p. 803.254.3886 ext. 205 | ColumbiaHousingSC.org
Branding, Integrated Marketing and Website Services



Client relationship since 2016.
CEO - Lafayette Housing Authority, LA (2016 - 2019)
COO - Columbia Housing Authority, SC (2019 - 2022)
CEO - Columbia Housing Authority, SC (2022 to date)
2020 CCHRCO (NC/SC NAHRO) Website of the Year - Extra Large Category
2021 NAHRO Awards of Merit - Administrative Innovation & Resident Services
1. Identity Branding & Logo Design
2. COMMUNITY Impact Report
3. E-blast Communications
4. Online Staff Portal
5. Online Interactive Website Calendar
6. Robust Virtual Communications Website & Business Portal
7. Online Income Change Self-Certification
8. Power of Partnerships, We are Better Together Program Branding
2023 CCHRCO (NC/SC NAHRO) Website of the Year - Extra Large Category



Vivian Bryant, Esq., President/CEO
Orlando Housing Authority, FL
390 North Bumby Avenue, Orlando, FL 32803
vivian.bryant@orl-oha.org
p. 407.895.3300 | f. 407.895.0820 | OrlandoHousing.org
Branding & Website Services
Dates of Service: 11/2019 to Present



Thomas G. Mackin, Chief Administrative & Legal Officer
Lucas Metropolitan Housing, OH
424 Jackson Street, Toledo, OH 43604
tmackin@lucasmha.or
p. 419.259.9459 | f. 419.913.7747 | LucasMHA.org
Branding & Website Services
Dates of Service: 11/2019 to Present



Lily Walton, Executive Director
Housing Authority of Champaign County, IL
2008 North Market Street, Champaign, IL 61822
lilyw@hacc.net
p. 217.378.7100 ext. 5028 | f. 217.531.3092 | HACC.net
Branding, Integrated Marketing & Website Services
Dates of Service: 9/2017 to Present



LaMonyka French, Executive Deputy Director
Housing Authority of Kansas City, MO
3822 Summit Street, Kansas City, MO 64111
lfrench@hakc.org
p. 816.968.4218 | HAKC.org
Branding & Website Services
Dates of Service: 12/2022 to Present



Anthony Scott, Chief Executive Officer
Durham Housing Authority, North Carolina
300 East Main Street, Durham, NC 27701
ascott@dha-nc.org
p. 919.683.1551 ext. 7217 | f. 919.688.4461 | DurhamHousingAuthority.org
Branding, Integrated Marketing and Website Services
Dates of Service: 07/2021 to Present



Shaunté Evans, Chief Executive Officer
Spartanburg Housing Authority, SC
170 Arch Street, Spartanburg, SC 29303
sevans@shasc.org
p. 864.598.6010 | SHASC.org
Branding, Integrated Marketing, and Website Services
Dates of Service: 5/2016 to Present





Douglas Faust, *Executive Director (retiring 11/19/2024)*
Decatur Housing Authority, Georgia
750 Commerce Drive, #400, Decatur, GA 30030
dsf@decaturha.org
p. 404.270.2100 | DecaturHousing.org
Branding and Website Services
Dates of Service: 8/2021 to Present



Michael Lundy, *Chief Executive Officer*
St. Petersburg Housing Authority, Florida
2001 Gandy Blvd. North, St. Petersburg, FL 33702
mlundy@stpetha.org
p. 727.323.3171 ext. 218 | StPeteHA.org
Branding, Integrated Marketing and Website Services
Dates of Service: 07/2018 to Present



Brenda Williams, *Executive Director*
Tallahassee Housing Authority, Florida
2940 Grady Road, Tallahassee, FL 32312
brendawilliams@tallha.org
p. 850.385.6126 ext.304 | TallHA.org
Branding, Integrated Marketing, and Website Services
Dates of Service: 12/2018 to Present



Shanetta Moye, *Deputy Executive Director*
Greenville Housing Authority, North Carolina
1103 Broad Street, Greenville, NC 27834
moyesd@ghanc.net
p. 252.329.4000 | GHANC.net
Branding, Integrated Marketing and Website Services
Dates of Service: 07/2022 to Present



Antonio Williams, *Executive Director*
Housing Authority of the City of Texarkana, Texas
Village Communities of Texarkana, Texas
1611 N. Robison Road, Texarkana, TX 75501
awilliams@texarkanaha.org
p. 903.838.8548 | f. 903.832.2899 | VCofTT.org
Branding, Integrated Marketing and Website Services
Dates of Service: 12/2017 to Present



BROOKS JEFFREY SERVICES MENU

Additional Affordable Housing Website Services Available:

ADA Accessible Scan Service
App Development
Board, Landlord, & Staff Modules
Calendar of Events
CMS Infinity Modules
Conversion / Remediation of PDFs (ADA)
Custom Forms & Applications
Customer Service Surveys
Ecommerce: Pay Online & Donations
E-newsletter Module
FAQ Module
Internet Marketing
News/What's New Module
Notifications via Text & Email +Subscriber Manager
Online Job Application
Payment Standards Interactive Map
Poll Module
Photo/Video Media Gallery
Rent Calculator Module
Search Engine Optimization & Marketing
Social Media Marketing
Social Media Set Up, Customization & Integration
Subscriber Manager Contact Import
Third-Party Housing Software Integration
Website Custom Programming
Website Maintenance Options
& Much More!

BrooksJeffrey COMPUTER SERVICES

- Microsoft Certified Professionals / Microsoft 365
- A+, Network+, and Linux Certified Technicians
- Managed IT Services and Remote Monitoring
- Repair and Support – Hardware & Software
- Networks, Servers & Workstations
- Dell Partner Direct Registered
- Cloud Solutions (storage and back up / recovery)
- **Remote Service for Clients throughout the U.S.**

Affordable Housing Branding & Marketing Services Available:

Advertising
Annual / Performance Reports
Billboards
Brand Development
Branding Style Guides
Brochures
Business Cards
Digital Enewsletters – Design / Production
Direct Mail
ED/CEO Evaluation Infographic
Email Signature – Branded Design
Event & Tradeshow Displays
Focus Groups / Stakeholder Input
Logo Design
Magazine Design & Publication
Market Research
Media Budgets
Media Placement
Multi-Channel Campaigns
Photography
Print & Digital Media
Printing
Print Newsletters – Design / Production
Public Relations
Signage – Property & Office
Specialty / Promotional Items
Stationery
S.W.O.T. Sessions
Vehicle Wraps / Decals - Branded
& Much More!

This Executive Summary is provided as a non-binding document and its contents may be superseded by an agreement of services. The Executive Summary is to provide details on the proposed project based on available information. If awarded the project, Brooks Jeffrey Marketing, Inc. reserves the right to negotiate the contractual terms, obligations, covenants, and other requirements before a final agreement is reached. A complete agreement outlining website features, functionality, and project details will be provided upon approval of this Executive Summary.

confidential and proprietary
WORK AUTHORIZATION & CONTRACT AGREEMENT

DATE: 12/10/2024
CLIENT: Sanford Housing Authority

JOB#: SAHANC701
PROJECT: Branding Style Guide

PROJECT GOALS & OBJECTIVES

- Provide standards to ensure your brand is communicated accurately
- Reinforce the importance of consistent logo usage to build brand awareness
- Create an effective identity for your Agency

PROJECT SPECIFICATIONS

Branding Style Guide

Brooks Jeffrey will assist your agency with development of a branding Style Guide to help implement your new brand strategy.

Creation of an agency-wide style guide is an important tool that can be shared with staff, as needed, to clearly define usage standards for your Housing brand. The style guide will reinforce the importance of consistent logo usage to build brand awareness and create an effective identity for your agency.

With selection of the Branding Style Guide, development of the following digital branding components are included and will also be supplied via Dropbox link (download link available for 30 days):

The Branding Style Guide will feature information on logo usage, fonts, colors and brand implementation. The document will feature:

- Table of Contents (guide organization)
- HA Logo – Introduction/background – High-resolution digital logo files in 6 formats (tif, jpg, gif, png, ai, eps) / 12 files total (6 b/w & 6 color)
- Non-Profit Logo Design (Central Carolina Strategic Developers) – Introduction/background – High-resolution digital logo files in 6 formats (tif, jpg, gif, png, ai, eps) / 12 files total (6 b/w & 6 color)
- Logo Brand placement, size and spacing for HA & Non-Profit logos
- Emblem / Graphics - usage, size and spacing for HA & Non-Profit logos
- Fonts – primary and secondary typography for HA & Non-Profit logos
- Color Palette & application – PMS, RGB, and CMYK values for color matching for HA & Non-Profit Logos
- Prohibited Use for HA & Non-Profit logos
- Digital Branding Components:
 - Digital Letterhead & Envelope Design – HA
 - Digital Letterhead & Envelope Design – Non-Profit
 - Editable Email Signature – includes HA & Non-Profit logos
 - Video Call Background artwork – includes HA & Non-Profit logos
 - Facebook Custom Header Artwork – includes HA & Non-Profit logos
 - Mission, Vision Artwork
 - Values & Slogan Poster Artwork
 - PowerPoint Template design files – includes HA & Non-Profit logos
 - State Map Artwork files used on the website design
 - Vehicle Decal Design Files
 - Website Feature Flyer – ready for “in-house” printing – includes HA & Non-Profit logos



A full-color proof of the Style Guide document will be provided for client review via email. One set of changes to the proof is included. Additional changes or proofs requested will be quoted/billed separately.

Work Samples

Digital Stationery



Editable Email Signature

Linda Odum
 Executive Director



WPBHA.org
 P 561.655.8530
 C 561.723.9321

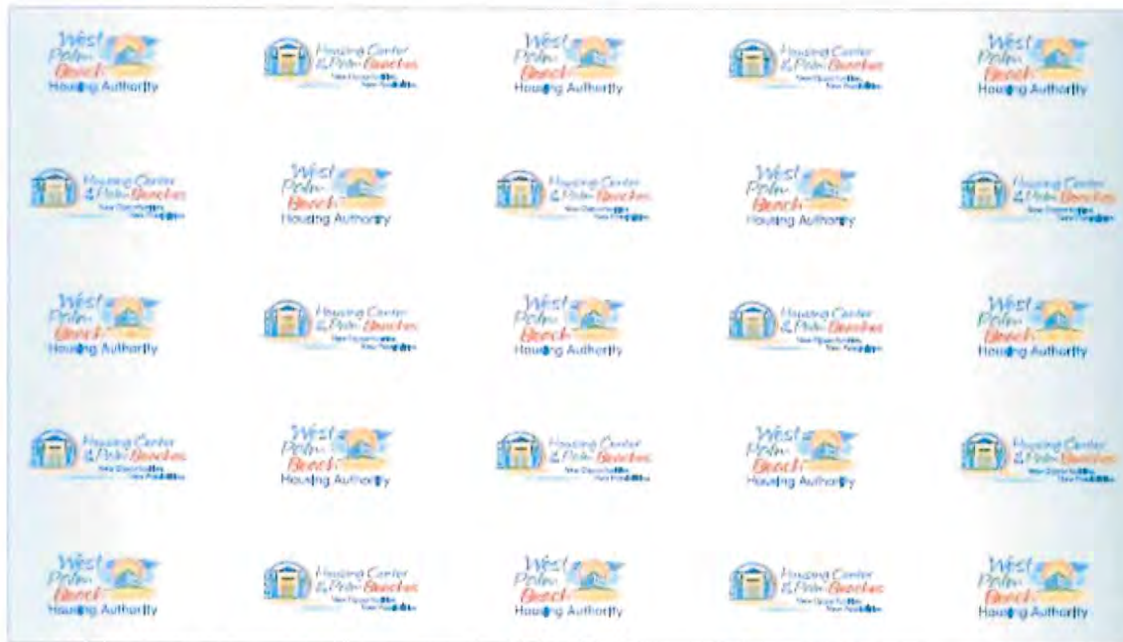
3700 Georgia Avenue
 West Palm Beach, FL 33405



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Zoom/Teams Video Chat Background Artwork



Facebook Customization



Graphics for Creative Consistency of Mission/Vision/Values

WHAT WE DO

Our Mission

To provide safe, decent, and affordable housing to persons and families with limited financial resources and to provide residents with access to programs that will assist them in making the transition to greater financial security.

WHAT WE STRIVE FOR

Our Vision

To be the leading provider of affordable housing in Palm Beach County

GUIDING PRINCIPLES

Our Values

- Customers First
- Employee Care
- Ethics & Integrity
- Diversity & Inclusion
- Pursuit of Excellence
- Innovation
- Fiscal Responsibility

Our Values

Customers First
We treat all residents, participants and clients with professionalism, respect and dignity.

Diversity & Inclusion
We value diversity and are committed to cultivating and preserving a culture of equity and inclusion.

Employee Care
We strive to create an environment where every employee is engaged and has an opportunity to make meaningful contributions to the success of the agency.

Pursuit of Excellence
We relentlessly pursue excellence and continuous improvement in all that we do.

Ethics & Integrity
We maintain the highest levels of integrity and ethical standards in all our actions.

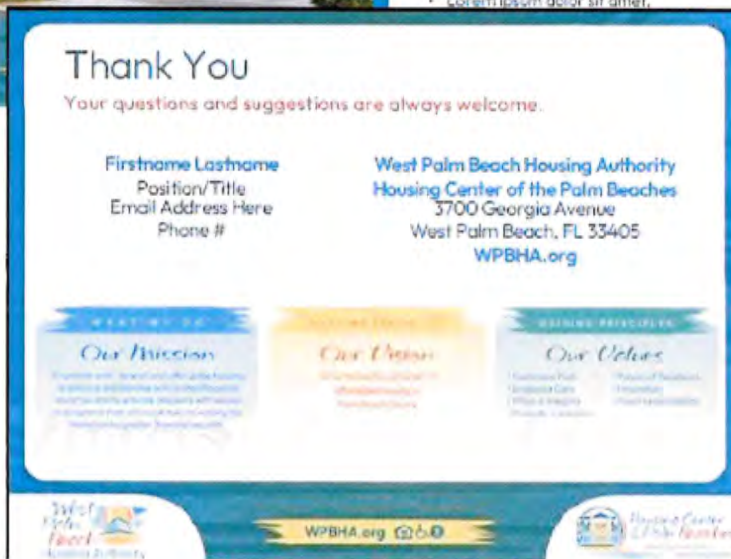
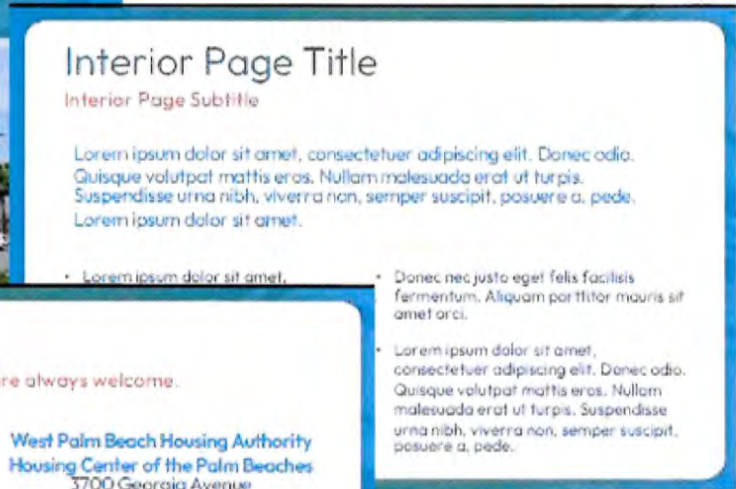
Innovation
We challenge the status quo, embrace change and value and encourage creativity and innovation.

Fiscal Responsibility
We practice sound and effective management of our fiscal resources and exercise the prudent stewardship of public funds.

Transforming Lives, Strengthening Families
& Building Strong Communities



Customized PowerPoint Template



State Map of Area Served Art



Fleet Vehicle Decal Art



NOTE: NC map will feature: Serving the City of Sanford, Lee & Harnett Counties.

Website Features
KHANC.org | See Legend and Descriptions of Features on Reverse...



Website 2-Sided Full Color Feature Flier



Website Features

- 1 **Addresses ADA AA Accessibility**
- 2 **Responsive Design**
Adjusts for optimal viewing on all computers, tablets & smartphones.
- 3 **Language Translator**
- 4 **Accessibility Icon**
Links to Accessibility Statement and Brooks Jeffrey's after-hours phone number for assistance.
- 5 **Site Search**
- 6 **COVID Icon**
Links to Agency's COVID Policy.
- 7 **Contact**
Features email form, interactive map with directions to office, and office photo.
- 8 **Phone Number**
Click to dial on any device.
- 9 **Navigation Menu**
Provides easy access to various pages of the site, including subpages. On smartphone, menu can be accessed in the 3-bar menu in upper-left corner.
- 10 **Infinity Page Module**
Customize and add unlimited subpages.
- 11 **Rotating Header Photos w/ Captions**
Selected by Agency to reflect resident demographics or area landmarks. Each caption links to popular content within the site.
- 12 **Events Calendar Feed**
Full calendar page shows all upcoming events with filtering options to quickly find specific events.
- 13 **News Feed**
Displays your Agency's most recent news stories and announcements. All past stories are available on the site's News Archive page.
- 14 **Map Icon**
Shows your Agency's location within the state.
- 15 **Introduction Message**
Welcomes visitors to the site with brief copy describing the Agency, geographical area, and more.
- 16 **Mission Statement Callout**
Visibly states your Agency's purpose.
- 17 **Comprehensive Footer**
Contains main contact numbers, office hours, address (links to Google Maps), site map, copyright/credits link, accessibility link, and housing disclaimer with logos.
- 18 **Cookie Consent Acknowledgment**
Enhances visitors browsing experience.

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\$18,985 total of all items if selected ala carte
- receive 10% discount with selection of Branding Style Guide Package: Save \$1,898.50

Thank you - we appreciate your business!

Investment: \$17,086.50 - Billed half with order and balance upon completion.

- Client revisions and additional agency services will be billed separately.
- This agreement is made and entered into by and between Brooks Jeffrey Marketing, Inc. (BJM) and the client, their legal representatives, assigns, heirs, successors, employees and agents.
- Advice and guidance on legal and accounting issues are beyond the scope of services provided by Brooks Jeffrey. Attorney and accounting consultation regarding disclaimer language, website transactions, tax issues, import/export, copyrights and trademark/service mark registration is recommended. Legal fees incurred in the service of this account, including attorneys' fees, filing fees and court fees, are the responsibility of the client and will be billed accordingly.
- Trademark registration should be handled by your attorney and is not included with BJM logo development. BJM can coordinate trademark research for an additional fee - quote provided upon request.
- Tax not included (tax ID _____) If tax exempt, please provide copy of your current tax exempt certificate for BJM records.
- Postage/shipping not included. Production/delivery estimates are based on standard shipping, freight, and postal schedules. Third-party shipping, freight, and/or postal delays may impact the estimated delivery date of your product. Brooks Jeffrey will closely monitor your order and provide notification in the event delivery interruptions or delays occur.
- Prices quoted will be honored for 30 days.

Brooks Jeffrey rep accepting order: Jodie Elizabeth Jeffrey

Client rep authorizing work: _____ Date: _____

Estimated Production: Within one week from work authorization approval, your project will be scheduled. Your Brooks Jeffrey Account Representative will contact you with production details.



www.storedtech.com
 518-793-1111

543 Queensbury Ave., Suite 5, Queensbury, NY 12804

Quote STSQ22162_01

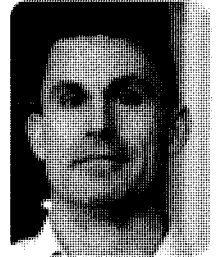
Valid through December 31, 2024 @ 3:57 pm

Prepared For:

Sanford Housing Authority
 Anesha Pittman
 Phone: 919-776-7655 x4228
 PO Box 636
 317 Chatham Street
 Sanford, NC 27330
 apittman@sha-nc.org

Prepared By:

Trent Whitehead
 Account Executive
 Phone: 919-300-4891
 Fax:
 Email: quote@storedtech.com



Below is the interactive version of the quote, you can choose options and see the quote totals.

For the full presentation proposal, [click here](#) to view or download the PDF version of this quote. You can sign and fax this in, or you can save time by simply electronically accepting this quote below.

Line Item Detail

Qty	Description	Picture	Unit Price	Ext Price
M365 Licenses				
13	Microsoft Teams Phone Standard (Monthly Plan)		\$9.60	\$124.80
Calling Plans				
32	Operator Connect Calling Plan - Per Line/User (Monthly Plan)		\$10.00	\$320.00
13	Call Recording via Teams - Per User (Monthly Plan)		\$10.00	\$130.00
1	Business Fax (Monthly Plan)		\$50.00	\$50.00
	- Toll Free Number			
	- Up to 1,000 Pages			
	- Includes 15 End Users			
	**Calling plans require a minimum 12 month agreement.			
Optional				
<input type="checkbox"/>	1 Physical Handsets		\$5,657.34	\$5,657.34
	(Qty 13) - Poly CCX 400 Business Media Phone for Microsoft Teams - Touchpad Only			
	(Qty 1) - Storedtech Professional Services			
Professional Services (Not to Exceed)				
1	Storedtech Professional Services		\$5,850.00	\$5,850.00

Scope of Work

Installation of Microsoft Teams and integration with existing infrastructure
Configuration of Teams phone system with features such as direct routing, call queues, and auto attendants
Provisioning of user accounts and assigning phone numbers
Setup of compliance and security policies
Optional: Provision and then deploy physical handsets on-site.

Payment Terms/Milestone Billing

Client shall pay a 100% down payment of the equipment amount upon signing of quote. After which Client will make payments for professional services that shall be made on a milestone basis (each payment milestone being a "Payment Milestone"). These payments represent the total charges to be paid by the Client to StoredTech for performance in accordance with the project.

The Client agrees to the following Payment Milestones in a timely matter (30 days from milestone completion).

- Payment Milestone 1: Pre-Staging - 25% of professional services amount upon completion of equipment configuration prior to delivery.
- Payment Milestone 2: Implementation - 65% of professional services amount upon completion of project execution and equipment delivery on-site.
- Payment Milestone 3: Client Sign-Off - 10% of professional services amount upon project closeout.

Project Management Engagement

- Intro Call with Project Lead and SOW Review
- Assigned Project Manager with ongoing oversight
- Remote Meetings (Project Manager & Engineer)
- Close Out Call upon completion
- Project Survey sent upon completion
- Approximately 4 hours of PM services.

Update Totals

SubTotal: \$5,850.00
Shipping: \$0.00
Sales Tax: \$409.50
Total: \$6,259.50
Plus \$668.54 Monthly (incl tax)

Payment Options

<input type="radio"/>	Credit Card Purchase (purchase amount \$6,259.50), [plus \$668.54 monthly]	\$6,259.50 full payment
<input type="radio"/>	eCheckACH Purchase (purchase amount \$6,259.50), [plus \$668.54 monthly]	\$6,259.50 full payment
<input checked="" type="radio"/>	Check Purchase (purchase amount \$6,259.50), [plus \$668.54 monthly]	\$6,259.50 full payment

Ready to Accept?

Order Confirmation

We reserve the right to cancel orders arising from errors, inaccuracies, or omissions. Prices subject to change. Prices based upon total purchase. All delivery, training or consulting services to be billed at published rates for each activity involved. Generally, all hardware components proposed above are covered by a limited one-year warranty, covering parts and labor for hardware only and on a depot basis. We specifically disclaim any and all warranties, express or implied, including but not limited to any implied warranties or with regard to any licensed products. We shall not be liable for any loss of profits, business, goodwill, data, interruption of business. Nor for incidental or consequential merchantability or fitness of purpose, damages related to this agreement. Minimum 15% restocking fee with

original packaging. If either party brings any legal proceeding or lawsuit in connection with an alleged breach of this Agreement, the prevailing party in such proceeding or lawsuit shall be entitled to recover its costs, legal fees and disbursements from the other party.

Your electronic acceptance/signature acknowledges that you accept the StoredTech Services and Policy Agreement. Your acceptance of this quote constitutes an agreement. Taxes, shipping, handling, and other fees may apply.

IP Address 75.90.254.218

PO Number

(Optional: Enter PO Number as your reference only.)

Comments

Email Address apittman@sha-nc.org

Printed Name

Signature

"signatures" could include: /john smith/; /js/; /js123/, etc

[Click to Accept](#)

Uploads Area

Have Questions?

Not Ready To Accept? Have Questions?

[Submit](#)

(Note, you will receive a copy of your message by email.)

No questions posted yet.

Time expressed in Eastern Standard Time UTC-05:00

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