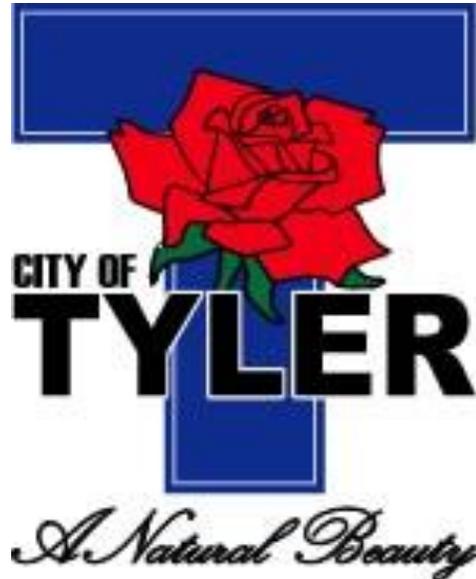


THE CITY OF TYLER



HOUSING AGENCY

FIVE-YEAR PLAN

FY 2025 – FY 2029



Tyler Housing Agency (THA)

FIVE-YEAR PLAN

B.1 MISSION

State the PHA’s mission for serving the needs of low-income, very low-income, and extremely low-income families in the PHA’s jurisdiction for the next five years. (24 CFR §903.6(a)(1)).

Our mission is to provide affordable housing opportunities for low-income households in Smith County in an environment that preserves personal dignity and in a manner that maintains the public trust. In carrying out our mission, we are committed to:

- Ensure equal opportunity in housing for all Americans,
- Increasing housing choices,
- Respect for Tyler Housing Agency (THA) clients and employees,
- Excellence in management and operations,
- Dispersal of assisted housing throughout Smith County,
- Cooperative and respectful working relationships with the public, neighborhood and community organizations and other units of government.

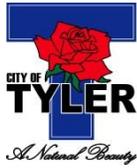
B.2 GOALS AND OBJECTIVES

Identify the PHA’s quantifiable goals and objectives that will enable the PHA to serve the needs of low-income, very low-income and extremely low-income families for the next five years. (24 CFR §903.6(b)(1)).

1. PHA Goal: Expand the supply of assisted housing.
Objective: Increase housing choices for families and individuals, and
2. PHA Goal: Increase assisted housing choices.
Objective: Balance service delivery in all housing market areas.

THA will continue to actively pursue opportunities to expand housing choices for families and individuals. THA will continue to develop Community Partnerships and collaborate with local government, developers, financial institutions, etc. to expand and increase housing opportunities. THA will focus on the following:

- A. Development of Partnership with the City of Tyler’s Development Center by promoting incentives to local area builders for building decent and affordable homes for low to moderate-income families.
 - a. The incentive program provides incentives for builders to build homes in certain areas of the city. Incentives include:
 - Waiver of re-zoning fees,
 - Waiver of plat fees,
 - Waiver of water and sewer tap fees, and
 - Waiver of building permit fees.



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- B. Development of Partnerships with local builders and developers to promote and develop new affordable housing stock to be made available to low to moderate-income families.
 - C. Development of Partnerships with area financial institutions for financial education, information regarding special financial incentives, and resources to be made available to low to moderate-income families to assist with the purchase of homes. THA will also promote programs that assist low to moderate-income families with down payment and closing cost assistance.
 - D. THA will seek to increase its voucher allocation by applying for additional vouchers should they become available to support the development of supportive housing.
 - E. THA will arrange and/or coordinate an owner symposium to recruit new owners and recognize existing participating owners in the HCV Program.
3. PHA Goal: Improve the quality of assisted housing.
Objective: Maintain safe, decent, sanitary units and improve quality of life for residents

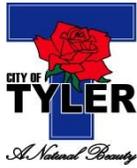
THA is founded on the belief that decent, safe, and sanitary housing is central to the physical and emotional health, productivity, and self-esteem of the people it serves.

- A. A newly developed model by the United States Department of Housing and Urban Development (HUD) assesses the conditions of affordable housing. The National Standards for the Physical Inspection of Real Estate (NSPIRE) is the new physical inspection model designed to promote HUD's stated goal of reducing health and safety hazards in homes.

NSPIRE prioritizes health, safety, and functional defects over appearance and aims to better reflect the true physical conditions of the property. The model encourages sound, year-round maintenance practices to enhance residents' quality of life. Units must meet NSPIRE expectations before assistance can be paid on behalf of a family and at least annually throughout the term of the assisted tenancy.

THA will begin performing NSPIRE inspections to meet the criteria for the health and safety of program participants. NSPIRE aims to enhance housing conditions and ultimately improve the lives of residents.

- B. THA will conduct owner-focused workshops addressing new guidelines, procedures, and or suggestions to ensure program compliance. These workshops will also provide a forum for questions, answers, and guidance on maintaining their assisted units.



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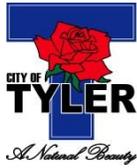
4. PHA Goal: Ensure equal opportunity and affirmatively further fair housing.
Objective: Promote equal housing opportunities.
- A. As a part of the partnership indicated in Section B.2 item (B), THA will work with said partners to access decent and sanitary housing in all areas and continue utilizing partnerships to market the HCV Program to new community developers to create a balanced housing stock throughout the community.
- B. THA personnel who are in direct contact with the public will attend annual fair housing training conducted by HUD and/or facilitated by fair housing professionals. The agency will also promote fair housing practices, host and/or participate in annual fair housing activities, seminars, workshops, events, etc.
5. PHA Goal: Promote self-sufficiency and asset development of families and individuals.
Objective: Create additional economic independence opportunities for families and Individuals.

THA is dedicated to the promotion of independence and growth of its participants by providing and promoting programs that will assist participants in increasing their earnings and building assets and financial capability.

- A. THA seeks to provide the following:
- Structured goal planning,
 - Access to a variety of referrals for education, financial management classes and comprehensive credit counseling,
 - Job training and employment support, and assistance with Homeownership.
6. PHA Goal: Efficiently and effectively manage and support agency programs and human resource capital.
Objective: Streamline and enhance internal operations.

THA will continue to explore methods to become more efficient with day-to-day operations while investing in the growth and development of agency personnel. THA is committed to serving its community and will seek options to capture areas to improve its service delivery and operations.

- A. THA will leverage technology and education to assure network and information security while transitioning to more convenient, self-serve options via system automation, electronic fillable forms, online portals, etc.



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B. Ensure commitment to customer service while enforcing established laws, regulations policies, and procedures.

C. Hire, retain, and train professional, innovative staff to achieve agency goals.

B.3 PROGRESS REPORT

Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. (24 CFR §903.6(b)(2)).

§903.6(b)(1)).

Goal: Expand the supply of assisted housing by increasing housing choices for families and individuals and increasing assisted housing choices by balancing service delivery in all housing market areas.

THA developed Community Partnerships and collaborated with Tyler's Housing Infill Property (HIP) program by promoting incentives to local area builders for building decent and affordable homes for low to moderate-income families. These partnerships with THA provided incentives for builders to build homes in a targeted area, designated by the city of Tyler, including:

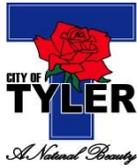
- **waivers of re-zoning fees,**
- **waivers of plat fees,**
- **waivers of water and sewer tap fees, and**
- **waivers of building permit fees.**
- THA became a member of the Tyler Metropolitan Chamber of Commerce and collaborated with local community builders to assist with the development and construction of a new subdivision with newly constructed homes. THA assisted three HCV/low to moderate families obtain and occupy one third of the total, newly constructed homes.

Goal: Development of Partnerships with area financial institutions for financial education, information regarding special financial incentives and resources to be made available to low to moderate income families to assist with the purchase of homes.

- **HIP sold/ purchased** through the Smith County Tax Foreclosure process.

Goal: Improve the quality of assisted housing by maintaining safe, decent, sanitary units and improving quality of life for residents

- THA is an active membership with the East Texas Human Needs Network's (ETHNN) Housing Council, assisted with community needs assessments related to homelessness, affordable housing, etc.
- THA was part of a housing committee through ETHNN that assisted many new homebuyers through a collaborative program called Home in a Box, which provided



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safety and cleaning items, small kitchen, and household appliances, etc. to assist with improving quality of life for residents and their families.

- Materials to assist with maintaining a home we linked to THA's website which addressed maintaining appliances, constantly performing pest control, plumbing maintenance, maintaining land/property.
- THA continued to inspect all HCV occupied units using Housing Quality Standards (HQS) as well as the new National Standards for the Physical Inspection of Real Estate (NSPIRE) to ensure compliance with units meeting decent, safe, and sanitary expectations.

Goal: Ensure equal opportunity and affirmatively further fair housing through promoting equal housing opportunities.

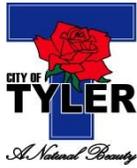
- THA marketed and was extensively involved with the successful of obtaining new owners with properties in multiple areas throughout the city of Tyler participant in the HCV program and accept the voucher subsidy. Part of the properties included a location for seniors and others purchased and obtained additional properties, refurbished them, and placed on the HJCV program as well.
- Agency personnel attended fair housing training annually through webinars hosted by private professionals and HUD regional office.

Goal: Promote self-sufficiency and asset development of families and individuals, creating additional economic independence opportunities for families and Individuals.

- **THA hosted online** and in-person workshops facilitated by Family Self-sufficiency (FSS) coordinator as well as other representatives from financial institutions, community partners, etc. Topics addressed and were related specifically to the goals of participants and that of the community, i.e., goal planning, continuing education tracks, financial planning, job searching, investing, organization, money-savings idea, reviewing and responding to credit report information, homebuyer/homeownership.

Goal: Reconfigure existing facility and update equipment and software, creating an environment for citizens and employees that is safe, decent, sanitary and that combats the spread of contagious viruses.

- THA successfully completed reconfiguration of existing spaces, designating specie restrooms, meeting, and interview areas for the public and agency personnel.
- Appointment days and times was incorporated to better reduce and manage large crowds in one area, creating additional, flexible options for visitors to consult with agency personnel.
- THA constructed interview pods to meet with visitors as opposed to routing visitors deep into the office for meetings and gatherings.
- THA incorporated interactive and remote capability options, allowing for virtual involvement and interaction between citizens and personnel.



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- THA continues to use technology and self-serve options using dedicated online web portal as well as an onsite kiosk machine for participating HCV and FSS participants who choose to utilize self-service options for forms, printing, scanning, etc.

B.4 VIOLENCE AGAINST WOMEN ACT (VAWA) GOALS

Provide a statement of the PHA's goals, activities, objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. (24 CFR §903.6(a)(3)).

Safety and Crime Prevention (VAWA).

A description of 1) Any activities, services, or programs provided or offered by an agency, either directly or in partnership with other service providers, to child or adult victims of domestic violence, dating violence, sexual assault, or stalking; 2) Any activities, services, or programs provided or offered by a PHA that helps child and adult victims of domestic violence, dating violence, sexual assault, or stalking, to obtain or maintain housing; and 3) Any activities, services, or programs provided or offered by a public housing agency to prevent domestic violence, dating violence, sexual assault, and stalking, or to enhance the victim safety in assisted families (24 CFR §903.7(m)(5)).

THA collaborates with local law enforcement to determine the needs of the residents and community, working towards a mutual goal of ensuring and improving the safety of residents. THA has undertaken partnerships with local organizations to enable THA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking.

Measures taken by THA include:

- Partnership with the Texas Department of Family & Protective Services Department to assist persons with additional resources to report abuse and receive necessary assistance,
- Partnership with local shelters and non-profit agencies to educate and increase awareness within the community,
- Partnership with Church and Community organizations to work collaboratively to address issues that impact families and communities.

THA supports and complies with all requirements associated with the Violence Against Women Act (VAWA) as it relates to the administration of the Housing Choice Voucher Program (HCVP), fully implementing and vigorously enforcing the protections. VAWA notices are provided when an applicant enters the program, is denied assistance, and when notified of termination of housing assistance. THA works with participant victims to ensure they are aware of and afforded all the applicable protections under VAWA. When THA is advised or becomes aware of incidences of domestic violence, dating violence, sexual assault, or stalking, participant victims, it suggests informing law enforcement personnel to ensure their safety, obtain assistance in addressing their mental and physical needs, and document incidents as they relate to the application of VAWA. THA then continues to work with participant victims to assist with their housing needs and to ensure they can take full advantage of the protections afforded under VAWA while continuing to receive assistance through the THA.



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B.5 Significant Amendment or Modification.

Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.

Substantial deviations/ modifications or significant amendments are defined as discretionary changes in the plan or policies of the housing authority that fundamentally change the mission, goals, objectives or plans of the agency and which require the formal approval of the Board (Tyler City Council). An exception to this definition will be made only for changes that are adopted to reflect HUD regulatory requirements and such changes shall not be considered significant amendments or substantial deviations. If a significant amendment or substantial deviation/modification to the PHA Plan occurs, THA will submit a revised PHA Plan.

B.6 Resident Advisory Board (RAB) Comments.

B.7 Certification by State or Local Officials