

Public Housing Community Center & Common Area Operating Procedures

Introduction

Through partnership between Tallahassee Housing Authority (hereafter, known as THA) and Orange Avenue United Tenants Association, Inc. (hereafter, known as OAUTA), the following procedures were established for the operation of the THA Community Centers. The purpose of these procedures is to permit maximum utilization of community rooms/centers, individual yards and common areas by residents or any non-residents persons or groups.

In keeping with the US Department of Housing and Urban Development's (HUD) strategic goal of utilizing housing as a platform for improving quality of life; THA supports this effort by helping HUD-assisted residents increase economic security and self-sufficiency through Resident Opportunities and Family Self-Sufficiency Programs (FSS Programs). These programs provide critical tools that can be used by communities to help families develop new skills, or enhance existing skills, that will lead to economic self-sufficiency. It is our goal to provide the community with positive, inspiring, innovative and quality service from our selected service providers.

As partners, THA and OAUTA will collaborate in making final decisions of non-profit or for profit organizations to utilize community centers to provide quality products and services to residents i.e. after school programs, summer programs etc. Open access to the community center facility is available to THA residents unless it impedes progress of previously scheduled programming.

Management Provisions

When the Facility Manager receives a request to provide services to residents, he/she will forward the proposal to OAUTA, if needed for an initial evaluation to determine if it meets the current needs of residents as defined in the most recent resident survey. If a proposal evaluation is necessary, OAUTA will make a recommendation to THA within 5-7 business days. The THA Executive Director will take OAUTA's recommendation into consideration and make a final decision within 14 business days.

In the event additional documentation is required or if OAUTA is not in agreement with the final decision of the THA Executive Director; within 30 days from the collaboration date, a mediation request will be forwarded to HUD for assistance in obtaining a final decision.

In circumstances whereas a community agency wants to undertake a survey, THA will notify OAUTA in email.

Depending on the scope of the program, the prospective service provider may be asked to provide one or more of the following documents:

- Business license
- Article of incorporation
- Proof of business insurance coverage (\$1,000,000 coverage)
- Proof of background checks of all staff and employees

- Two business referrals (please exclude relatives or current or previous staff members)

Additionally, the prospective service provider must be required to conduct a formal presentation of their business concept to THA and OAUTA (simultaneously).

During the consideration process, THA will focus closely on the following:

- Will the proposed actions meet the stated goals of the project effectively?
- Will the results have the potential to serve as a model for ideal self-sufficiency and enrichment programs to meet resident and public need?
- Will the results benefit a large number of people?

All proposals should include the following:

A. Management Structure

Outline your objectives and goals for the business. Provide a list of actions you intend to implement to achieve those goals and objectives. Address any project timelines to designate any stages of your business project.

Personnel Roles and Responsibilities (Please refer to THA's policy related to Section 3 employment opportunities for residents)

1. Provide detailed descriptions of the roles and time commitments of personnel and participants involved in the project; as well as how these roles might change throughout the project. Your goal should be to directly attach personnel to an individual role and the overall success of your business plan.
2. Identify the key members of the business including board members, employees, investors and advisors. Detail their qualifications, educational background and experience. Identify what, and how much, each of them will contribute to the program. Be sure to include the time commitments required; such as on a daily or weekly basis, once per month, or only for occasional meetings. Also discuss the potential evolution of each role throughout the project's proposed time frame. Where possible, please name specific personnel. If necessary, describe how roles will cross.
3. Explain the basis on which new employees will be hired. Include the training process for bringing new employees up to speed. If volunteers will be used; outline the procedures for participant selection, retention and evaluation. Also be sure to aim for recruitment from underrepresented groups.
4. Include procedures to recruit and train new participants, if applicable. Layout the administration style as well as the policies regarding decision making and the chain of command. Describe the support each position will need. Also, list the various advisors that you will be relying on for business advice.
5. Use an organizational diagram to provide a description of personnel interaction and individual responsibilities in the structure of your overall management. For example, if your business will include external and internal management committees, advisory boards, and/or program liaisons; they should be depicted here. The chart should visually represent systems of governance and decision-making.

B. Collaborations

Is there any external support that will help the business function? (This could include attorneys, accountants, public relations professionals, administrative support and even an external advisory board.) The management plan should describe any current or planned collaborations as it relates to the proposed project. The collaboration type may include but is not limited to departments, institutions, business and service providers. If collaboration involves an existing relationship, the plan should include an explanation of the relationship and how it might be expanded. The primary means of communication (weekly meetings, telephone calls, etc.) along with personnel required to participate should be detailed as well.

C. Marketing and Outreach

Public access and outreach related to services being offered is required as a part of the plan. Discuss your planned methodology for marketing the programs and services offered to the community. THA reserves the right to request an explanation of your approach for determining resident needs and notifying residents of the scheduled curriculum and agendas.

D. Activities and Programming

1. You should outline a full curriculum of enrichment or any family self-sufficiency endeavors. Include enrichment/education, recreation and other activities related to program.
2. Identify who will be in charge of each activity, and who will facilitate day-to-day activity of each program. Discuss the intended outcome of each program as well as the participants.
3. The specific hours of operation for scheduled activities are expected.

E. Maintenance and Equipment Acquisition and Maintenance of Equipment

If equipment or instruments are necessary, please explain how it will be acquired; who will oversee the acquisition and maintenance and where will it be housed? Will the community center equipment be used?

F. Reporting Procedures

THA has the expectation that renters will report on activities conducted at the community center. Reporting requirements will be outline based upon the intended scope of the program and should cover, but not be limited to:

1. Programmatic Activities occurring in the period specified
2. A narrative of the desired outcome for the activity
3. The number of participants in each activity
4. The number of THA residents participating in each activity
5. The number of participants reaching the desired outcome for each activity
6. The number of THA residents reaching the desired outcome for each activity

The frequency of report submissions will be determined based upon the length of the proposed program. THA and OAUTA reserve the right to obtain copies of reports including but not limited to records, individual participants and program outcomes.

Utilization of Public Housing Community Centers

Upon approval of activities/events conducted in the community center, the Facility Manager will ensure that events or programs are scheduled accordingly. Residents will have access to the building or communal areas during operating hours unless scheduled programming is in operation in the given area.

A monthly event/activity schedule will be distributed throughout the community to bring forth awareness. A request for use of the community centers should be submitted no less than 30 days prior to the event. Some events may require proof of insurance from the service provider and police noise ordinances may be enforced. Any event request submitted less than thirty (30) days prior to event occurrence may be accepted upon space availability.

- A. Request for utilization of space should be made in writing for workshops or activities to be held in buildings/centers or common areas, to the "Center Director or designee, by Head of Household or any other non-resident person or group of Tallahassee Housing Authority unit, hereinafter called "Contact Person". The request must be made in writing no later than two (2) weeks of the requested utilization. The Site Manager or his/her designee shall have two (2) days from the date of the request to approve or deny the request. Such activities are covered by THA insurance after permission is given, provided there are no alcoholic beverages or drugs used or any illegal activity conducted during permitted utilization of the premises (applicable to residents and non-residents).
- B. An application should be complete to request the utilization of the building/center. Approval of space will be authorized on a first come, first serve basis.
- C. The "Contact Person" will be responsible for securing the building, equipment and providing a security guard for events such as wedding parties, teen parties, dances or other similar events. A security guard is not needed for activities such as meetings, conferences, workshops and will be at the discretion of the site manager/designee.
- D. The Site Manager or his/her designee will be responsible for coordinating with the "Contact Person" to open and close the center. If the facility is being used on holidays or times other than 8 a.m. to 5 p.m. Monday –Friday, there be a refundable security deposit for the key (see fee chart page) if the key is returned by 12 noon on the following work day. The "Contact Person" is responsible for the routine janitorial services. He/she should visit the site a day prior to activity to determinate what janitorial services are needed before and after the activity and to receive final instruction from the "Center Director". A deposit (see a fee chart; page) will be assessed for janitorial services prior to approval and is refundable if utilized area is left in a clean condition. OAUTA is exempt from paying fees, rates and deposits.
- E. If the "Contact Person" invites a nonresident person organization to lead a study group or conduct a service, the invited group must purchase their own general liability insurance and provide an endorsement page and certificate for general liability insurance with a limit of \$1,000,000. The endorsement page and certificate of insurance must name the THA its commissioners, employees and additional insureds. The endorsement page certificate of insurance must be presented to the Site Manager or his/her designee within two (2) days of the event. Further the "Contact Person's" name must be provided for final logistics an coordination

with the Site Manager or his/her designee. This does not apply to service provider/organizations working in conjunction with OAUTA.

- F. If the “Contact Person” disagrees with the facility usage decision made by the Site Manager or his/her designee or if the decision is not determined within two (2) days, the “Contact Person” shall have ten (10) days from the date of the decision inaction to appeal such decision in writing to the Public Housing Administrator. The final decision for the utilization of the space shall rest with the Public Housing Administrator of the Authority. In the absence of the Public Housing Administrator, the Executive Director will have the final decision.

Common Areas

The common areas include parking lots, playground etc. and if used by renters, it should be cleaned after each activity/event.

Computer Lab Use

Unacceptable/inappropriate use of THA computers includes; but is not limited to:

- Modifying the computer setup
- Downloading/deleting and/or uploading/adding programs without prior consent from the System Administrator
- Destruction of equipment, accessories, and/or furniture
- Adding/changing user accounts
- Engaging in any unlawful activities or any other activities which would in any way bring discredit on the agency
- Engaging in any activity which would compromise the security of any agency host computer
- Performing maintenance or repairs to hardware

INTERNET USE

The equipment, services and technology used to access the Internet are the property of THA and THA reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections. The computer labs located on THA properties will be accessible to THA residents during the hours of operations outlined at each computer lab location.

THA promotes Internet use that enables residents to engage in activities which promote self-sufficiency and encourages its residents to develop Internet skills and knowledge. Computer users are advised not to use the Internet for any purpose which would reflect negatively on THA or its employees. If a Computer Lab director, trainer, or designee finds a user violating any of the computer use policies laid forth; the user may be dismissed from the lab and may lose computer lab access privileges.

Users may encounter material that is controversial, inappropriate, or offensive. Users should make every effort to refrain from accessing such material, and should not forward inappropriate content received from other parties.

The following are examples of inappropriate uses that are prohibited:

- Activities that would subject THA or the individual to criminal, civil or administrative liability
- Using THA's equipment or network to perpetuate fraud
- Use of university computing resources to harass residents or employees.
- Unauthorized relocation of computer software or computer hardware.
- Using another person's password or distributing another person's password
- Using THA's equipment or network for commercial purposes
- Sending or displaying intimidating, hostile, offensive, or hate related material
- Using obscene language or intentionally accessing or possessing obscene or pornographic material
- Sharing confidential material, trade secrets, or proprietary information
- Introducing malicious software onto the network and/or jeopardizing the security of the organization's electronic communications systems
- Downloading, copying or pirating software and electronic files that are copyrighted or without authorization
- Installation of software such as instant messaging technology
- Participating in inappropriate forums, chat rooms, or exchanges
- Destruction of computing resources (including hardware and software)
- Use of computing resources to commit any computer crime
- Unauthorized use of university computers and software
- Unauthorized relocation of computer software or computer hardware
- The intentional use or operation of computing resources in a way that will impair the performance of a computing resource inclusive of computer networks
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All sites and downloads may be monitored and/or blocked by THA if they are deemed to be harmful and/or not conducive to the reputation of the agency. If a user is unsure about what constitutes acceptable Internet usage; then he/she should ask the computer lab monitor for further guidance and clarification.

- Use the Service in connection with external surveys, contests, pyramid schemes, chain letters, junk e-mail, spamming or any duplicative or unsolicited messages (commercial or otherwise).
- Defame, abuse, harass, stalk, threaten or otherwise violate the legal rights (such as rights of privacy and publicity) of others.
- Publish, distribute or disseminate any inappropriate, profane, defamatory, infringing, obscene, indecent or unlawful material or information.
- Advertise or offer to sell or buy any goods or services for any non-personal purpose.
- Harvest or otherwise collect information about others, including e-mail addresses, without their consent.
- Create a false identity for the purpose of misleading others as to the identity of the sender or the origin of a message.

- Use, download or otherwise copy, or provide (whether or not for a fee) to a person or entity that is not a Service member any directory of the Service members or other user or usage information or any portion thereof other than in the context of your use of the Service as permitted under the TOS.
- Transmit or upload any material that contains viruses, trojan horses, worms, time bombs, cancel bots, or any other harmful or deleterious programs.
- Transmit or upload any material that contains software or other material protected by intellectual property laws, rights of privacy or publicity or any other applicable law unless you own or control the rights thereto or have received all necessary consents.
- Interfere with or disrupt networks connected to the Service or violate the regulations, policies or procedures of such networks.
- Attempt to gain unauthorized access to the Service, other accounts, computer systems or networks connected to the Service, through password mining or any other means.
- Violate any applicable laws or regulations including, without limitation, laws regarding the transmission of technical data or software exported from the United States through the service.
- Interfere with another member's use and enjoyment of the lab or another individual's or entity's use and enjoyment of similar services.

Vendors

All vendors must have vending license and no sale of copyright products allowed unless the vendor provides proof as an authorized dealer. All food vendors must be state approved before sales will be permitted on community properties. Inability to show proof will be automatically denied and prohibited to include person residential area.

Room Rental Rules and Regulations

Refer to the Room Rental Rules and Regulations guidelines for executing operation agreement. Adhere to room rates as outlined in fee schedule chart.

These procedures are scheduled to be revised every three years.