



CARLOS A. GIMENEZ

MAYOR
MIAMI-DADE COUNTY

February 20, 2015

The Honorable Frank Carollo
Commissioner, District 3
City of Miami
3500 Pan American Drive
Miami, FL 33133

Subject: Conditions at Haley Sofge Towers and Robert King High Tower

Dear Commissioner Carollo:

In response to your January 5, 2015 inquiry regarding complaints from the residents of Haley Sofge Towers and Robert King High Tower, the Public Housing and Community Development Department's (PHCD) Director, Michael Liu responded to your office via email on January 14, 2015 regarding complaints focused on maintenance and garbage at Haley Sofge Towers (email enclosed). Given the seriousness of these complaints, I requested that Director Liu provide my office with a status report regarding the conditions of the properties and other resident-related concerns.

Director Liu has since personally visited the properties and spoken with residents. Subsequently, he gave instructions to staff to immediately remediate the problems. As a direct result, there are new policies and procedures in place to address the complaints you referenced in your letter. Additionally, Director Liu has identified and implemented administrative changes, beginning with the appointment of Julie Edwards, one of the department's Assistant Directors, to provide oversight of the Asset Management Division, which is responsible for the day-to-day operation of all public housing sites. In addition, PHCD has advised my office that measures have been taken, in the following areas:

- *Broken air conditioners* – Haley Sofge Towers is currently undergoing a major upgrade, which includes the repair of spalling concrete, pressure cleaning and exterior painting, window replacement, replacement of all air conditioning units, replacement of electrical outlets for A/C units, new metal flashing at window sills and A/C units, repair of interior water intrusion to approximately 25 units and replacement of all front entrance canvas covers. The projected completion date is April 2015. Once the building is completed, the exterior lighting upgrade to meet the 40-year certification report will begin. The projected completion date is June 2015.
- *Elevators* – Currently all elevators are operable. Onsite management will continue to monitor and remediate as necessary. There is an elevator contractor on stand-by with a mandated response time of two (2) hours for repair-related issues.
- *Garbage* – Due to non-performance by the previous vendor that was contracted to remove garbage at Robert King High Tower, the department has issued an emergency work order to have another vendor handle the garbage pick-up. Staff also assisted in cleaning up this site as well as other affected sites. Unfortunately, residents were inconvenienced during the holidays; however, as of this date, the situation has been resolved and new dumpsters are now in place. The department will continue to monitor this new vendor for compliance.
- *Mold* – Work is currently underway to cure this issue. The building is undergoing major upgrades that involve repairs around the windows.

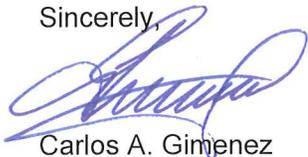
The Honorable Frank Carollo
Haley Sofge Tower and Robert King High Tower

- *Pest extermination* – This issue is being addressed through the department's contracted vendors.
- *Security and security gates* – Security gates are operable; however, the department is currently accessing all access points for vulnerability. Residents were notified on January 28, 2015 that the entrance security gates were reactivated. Residents have been reminded of the serious safety issue of leaving building doors ajar which creates security problems, including unintentional access to the buildings and its stairwells by the homeless. Rules pertaining to the dwelling lease must be adhered and non-compliance is regarded as a lease violation.
- *Vandalism of vehicles* – Residents were notified on January 7, 2015 that decals must be visible in their vehicles and that unauthorized vehicles will be removed from the property. PHCD has since removed several vehicles.
- *Access to community center* – The department has modified staff schedules to allow the community center to have evening hours until 9:00 p.m. during the week (Monday through Friday) so that the residents can have additional access to the community space. Unfortunately, due to budgetary reasons, PHCD is unable to have staff onsite during the weekends. Without the budgetary resources- which are dependent on federal action - to provide monitoring of the community center by PHCD staff, allowing unsupervised access to the center raises serious safety and liability issues. It is worthwhile to note that PHCD's federal capital subsidy outlays have been reduced by almost 25 percent within the last decade; and, even in the proposed federal budget for Federal Fiscal Year 2016, operating subsidies will only fund 86 percent of the projected cost of running public housing based on the federal government's estimates.

As you know, PHCD is funded by the U.S. Department of Housing and Urban Development and physical inspections of the housing developments occur on regular cycles. The Real Estate Assessment Center (REAC) is responsible for these inspections and PHCD has taken an aggressive approach to improve its Public Housing Assessment System (PHAS) score. The REAC score for Robert King High Tower was 92 (out of 100) as of the fiscal year ending 2013; therefore, this site is exempt from REAC for two (2) years, until September 30, 2016. The REAC score for Haley Sofge Towers was 88 (out of 100) for fiscal year ending 2013; therefore, this site is also exempt and not due for re-inspection for one (1) year, until September 30, 2015.

Thank you, for your concern for our seniors. Please rest assured that the conditions at these buildings have improved and my office will continue to monitor the situation. If you have any further questions, please contact Director Michael Liu, PHCD, at 786-469-4106 or via email at mliu88@miamidade.gov.

Sincerely,



Carlos A. Gimenez
Mayor

Enclosure

c: Honorable Bruno Barreiro, Commissioner, District 5
Russell Benford, Deputy Mayor, Office of the Mayor
Michael Liu, Director, Public Housing and Community Development

Liu, Michael (PHCD)

From: Liu, Michael (PHCD)
Sent: Wednesday, January 14, 2015 5:53 PM
To: 'Carollo, Frank (Commissioner-Office)'; 'mayor@miamidade.gov'
Cc: 'district5@miamidade.gov'; 'mliu88@miamidade.gov'; Molina, Annette (PHCD);
 Mendoza, Jeannie (PHCD)
Subject: RE: 800 nw 13 ave still problems are IGNORED

Commissioner Carollo:

Thank you for your concern. I assure you that the immediate concern about the trash and garbage are also issues that we are not please with. The vendor that the County had under contract has been terminated. The transition to new service as you know can be less than seamless due to lack of cooperation on the part of the terminated entity. That is the case here. However, as of this afternoon the trash at all locations at Haley Sofge, Robert King Hight Tower and Martin Fine Villas has been removed with addition service schedule for late this week. In a separate email from my staff to yours, photos of the current situation will be forwarded which will show current condition of the dumpster and trash receptacles for the area.

It is also important to know, that we have been constantly providing information to tenants on the situation and acknowledging that the service we have been receiving was unacceptable to Miami-Dade County's Department of Public Housing and Community Development. You should also be aware that the source of the email you forwarded to me has had disputes with the duly elected Resident Council for Haley Sofge, and that the source of the email does not represent the leadership of the Resident Council for any of the sites on the public housing campus in question.

Should you want to discuss this further with me personally, please do not hesitate to contact my office to set up a time for such a call or meeting.

With regards,

Michael Liu

Michael Liu, Director
 Miami Dade County
 Department of Public Housing and Community Development
 701 NW 1st Court, 16th Flr
 Miami, FL 33136
 786-469-4106

From: Carollo, Frank (Commissioner-Office) [mailto:FCarolloOffice@miamigov.com]
Sent: Wednesday, January 14, 2015 4:04 PM
To: 'mayor@miamidade.gov'

Cc: 'district5@miamidade.gov'; 'mliu88@miamidade.gov'; 'saveour_seniors@yahoo.com'
Subject: FW: 800 nw 13 ave still problems are IGNORED

Good afternoon Mr. Liu,

We are constantly receiving residents complaints from the housing buildings located at 750-800 NW 13 AVE and 1403-1405 NW 7 ST in reference to lack of maintenance and garbage in these buildings.

For more information you can read the e-mail below and you can also find the attached pictures to the e-mail that were sent by a resident.

Please address and review as appropriate.

Thank you in advance for all your assistance and please keep our office posted.

Sincere regards,
Judy, on behalf of Commissioner Carollo

Judith Perez Almeida
Special Aide to Commissioner Frank Carollo
3500 Pan American Drive, Miami, FL 33133
E-Mail jperezalmeida@miamigov.com
PH 305-250-5380



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 Please consider the environment before printing this e-mail

From: SENIORS SAVE OUR [mailto:saveour_seniors@yahoo.com]

Sent: Tuesday, January 13, 2015 11:10 AM

To: Garcia, Mayra X; rick.scott@eog.myflorida.com; Javier Souto; Gonzalez, Ingrid M. (DIST11); Tomas Mayor; avelez@miamidade.gov; Regalado, Tomas (Mayor); mspencejones@miamigov.com; Brenda Medina, Reporter; Joseph Rimondi; district1@miamidade.gov; district2@miamidade.gov; City Mayor Tomas Regalado; Regalado, Tomas (Mayor); district12@miamidade.gov; wcalderin@miamidade.gov; DISTRICT11@MIAMIDADE.GOV; Comm Bruno Barreiro; district7@miamidade.gov; MARIAMC@MIAMIDADE.GOV; MARIACM@MIAMIDADE.GOV; district6@miamidade.gov; district4@miamidade.gov; hkeon@miamigov.com; district3@miamidade.gov; Suzanne Johnson; Carollo, Frank (Commissioner); Suarez, Francis (Commissioner); Elderly Affairs; Hardemon, Keon (Commissioner); Jacqueline Jackie Angel Cotarelo-echagarrua; Miami Dade Public Housing Anette Molina Asst De Dorector By; Sarnoff, Marc (Commissioner); Miami Dade Public Housing Anette Molina Asst De Dorector By; COMM LINDA BELL; Consumers Protection; Gort, Wifredo (Commissioner); Mayor Carlos Gimenez, Miami-dade County; mary@miamidade.gov; Mayor Carlos Gimenez, Miami-dade County

Subject: 800 nw 13 ave still problems are IGNORED

They promised n promised N as u All see nothing has happened n still no community centers are open MIAMI DADE PUBLIC HOUSING ARE ABUSING US VERBALLY, MENTALLY AND HEALTH WISE ALL THEIR SENIORS WE THE RESIDENTS THAT WE PAY OUR RENTS N FEDERAL HUD DOES PAY THE MIAMI DADE COUNTY THEIR PART OF OUR RENTS

PHCD Email 1-14-15

AND OUR POLITICIANS WHAT THE HEAVENS ARE THEY DOING? MAYORS COMMISSIONERS WAKE UP N SMELL
THE ROSES. FOR MORE INFO CALL 786-499-1992

Sent from Yahoo Mail on Android

Improvements to the Public Housing Elderly Housing Campus encompassing Haley Sofge, Robert King High Tower and Martin Fine Villas As A Result of the Director of PHCD's Meeting with Resident Council Leaders on January 5, 2015.

February 11, 2015

*Access gates have been repaired.

*The fence along the river has been extended and upgraded to prevent access to the site from non-residents.

*The fence fronting the property has been repaired.

*Improved garbage and trash service with securing of new vendors has been implemented. The non-performing vendor was terminated in early January.

*PHCD has instituted on a demonstration basis a work schedule for site staff which allows for evening (up to 9 p.m.) access to community spaces for two nights per week. (See Attachment A)

*Resident Council Leaders have had concerns about unauthorized boarders. PHCD has successfully reinstated its parking policies which require vehicles of residents to be registered and for guests to secure guest parking passes. Towing occurred during the week of January 19, 2015.

*Working with the RKHT Resident Council computer training will be provided within the next month subject to upgrades that need to be made to the current computer inventory possessed by the resident council. Computer training began on February 4, 2015.

*PHCD has provided technical assistance to the RHKT resident council leadership in resolving a problem with the leadership's phone service provider and connection to PHCD's emergency call line.

*Steps have been taken to make clear that activities associated with the Gazebo adjacent to Haley Sofge that do not follow property rules and/or lease requirements (e.g., drinking of alcoholic beverages, gambling) will not be

tolerated. Residents have complained of such behavior taking place by residents and/or guests of residents.

A new surveillance protocol has been established and installation of a camera(s) will be taking place within the next 60 days. A large notice informing residents of these steps has been placed at the Gazebo. (See Attachment B)

*On January 26, 2015 a social worker manager from CAHSD will be assessing the space needs for the providing of a social service professional to visit Robert King High Tower and other parts of the complex on a regular basis to provide assistance to residents. Social worker service will begin within 90 days.

*A follow-up meeting with the RKHT Resident Council Leadership with the Director of PHCD took place on January 29, 2015 and resulted in confirmation of repairs being made and additional communication channels opened with site staff.

To all Robert King High, Haley Sofge, and Martin Fine residents:

Please be advised of that effective January 13, 2015, a management office within Robert King High, Haley Sofge and Martin Fine we have extended evening hours.

On monthly bases a calendar indicating the location of the office that will be open, the days, and times will be posted within the development to keep you informed.

This is the schedule for the month of January 2015:

(Robert King High Towers)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
01/12/2015	01/13/2015 1:00PM-9:00PM Gloria Abdelrahman- AAA	01/14/2015	01/15/2015 1:00PM-9:00PM Aurea Ivette Velez- AA	01/16/2015
01/19/2015 Holiday	01/20/2015	01/21/2015 1:00PM-9:00PM Gloria Abdelrahman- AAA	01/22/2015 1:00PM-9:00PM Aurea Ivette Velez- AA	01/23/2015
01/26/2015 1:00P-9:00PM Gloria Abdelrahman-AAA	01/27/2015	01/28/2015 1:00PM-9:00PM Aurea Ivette Velez- AA	01/29/2015	01/30/2015

JANUARY 2015 (Haley Sofge & Martin Fine)

MIAMI-DADE PUBLIC HOUSING
AND COMMUNITY DEVELOPMENT (PHCD)

ATTENTION

The use of this gazebo is exclusively for the residents of PHCD; all others are subject to trespassing charges. Police officers are authorized representatives of the property.

This area is under 24 hour surveillance.
Additional cameras will be installed.

All activities must be in accordance with lease provisions. Residents violating rules are subject to lease actions up to and including termination.

In order to ensure the safety, health, and peaceful enjoyment of this facility for PHCD residents, repeated offenses of the rules will result in the removal of this gazebo.



Ivette Velez, AMP Administrator

305-643-8568