

1-17-25 JHA BOC Resident Relations Meeting

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1 2 3 4 5 6 JACKSONVILLE HOUSING AUTHORITY 7 BOARD OF COMMISSIONERS 8 RESIDENT RELATIONS MEETING 9 10 TAKEN: Friday, January 17, 2025 11 TIME: 12:00 p.m. to 1:50 p.m. 12 PLACE: Fairway Oaks Community Center 13 5570 Golfbrook Drive 14 Jacksonville, Florida 32208 15 Taken by Carol DeBee Martin, court reporter. 16 17 18 Carol DeBee Martin 19 Jacksonville Court Reporting, Inc. 20 1620 Bartram Road, Apt. 6111 21 Jacksonville, Florida 32207 22 (904) 465-0787 (cell) 23 debeemartin@aol.com 24 25	1 COURT REPORTER'S NOTE: On the Appearance page, 2 some of your names may be misspelled. 3 I was looking at the Sign-In Sheet reading 4 everyone's handwriting. So, do excuse me if 5 I got your name wrong, Carol. 6 7 --- 8 PROCEEDINGS 9 November 17, 2025 12:00 p.m. 10 CHAIRWOMAN BROCK: Good afternoon. 11 We're calling our meeting to order. 12 I'm so excited for this brand new year. 13 This is our first meeting in the new year. 14 Happy New Year to all of you that I haven't 15 seen. 16 I want to thank you for going being here 17 today. I would like to introduce our panel that 18 is sitting up front so you will understand who is 19 here. 20 Our first commissioner is Commissioner 21 Shirley. 22 PEOPLE: Hello. 23 CHAIRWOMAN BROCK: These are your board 24 members. These are your board members that makes 25 the decisions for the Jacksonville Housing. Okay?
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1 APPEARANCES: 2 CHAIRWOMAN HARRIET BROCK 3 COMMISSIONER HANK ROGERS 4 COMMISSIONER CALEENA SHIRLEY 5 ROSLYN MIXON-PHILLIPS, Interim President/CEO 6 STEVE NORRIS, Guest Speaker 7 DANIEL MITCHELL 8 CORDELIA PARKER 9 ELAINE SPENCER 10 BARBARA SANCHEZ 11 SARAH WILSON-KRAFT 12 LAURIE LEWIS 13 PORTIA WHITE 14 PATRICIA HANEY 15 BEVERLY TRUE 16 KIMBERLY WEAVER 17 DAZZANAE WALKER 18 MARLA JACKSON 19 ANN EVAVS 20 SHARON LINK 21 CASSANDRA BALDWIN 22 KAREN McWHITE 23 PHYLLIS MAXWELL 24 TANNAG WRIGHT 25 TONY LONTON STACIE FORBES LaKESHA BAKER HERBERT BROWN DEBORAH GILES CARMEN FERNANDEZ THELMA WHITE ANTHONETTE COUSAR LEROY TURNER BURNELL BONNETT SAMUEL HOLMES RUBY GRANT RONALD HEATH BARBARA WILSON BARBARA SAVELOZ LISA WRIGHT DRUCILLA SMITH ROSA BONILLA DAREN KATRINA MOORE PATRICIA BALKCOM LEROY MOSLEY EMILY FULTON MS. PRESSLEY	1 So that's Commissioner Shirley. This is 2 Commissioner Rogers. He is the Co-chair for 3 Resident Relations. 4 (People clapped.) 5 CHAIRWOMAN BROCK: All right. And Ms. Carol 6 is our court reporter. She's typing our minutes. 7 So you have to talk loud. You have to state your 8 name, your site. So, when she is doing the 9 minutes, she can have that in the minutes. 10 Okay? 11 And, again, we thank you for taking time out 12 of your schedule to be here today. 13 Pretty much I think everybody know me, 14 but, if you don't, I'm Commissioner Brock. 15 Also, we have in the room our Director from 16 Resident Services, Ms. Cordelia Parker. Wave your 17 hand. 18 (People clapped and cheered.) 19 CHAIRWOMAN BROCK: We have a couple of our 20 coordinators here, Mr. Leroy Mosley. 21 (People clapped.) 22 CHAIRWOMAN BROCK: Ms. Emily Fulton. 23 Ms. Emily is from property Blodgett -- 24 MS. FULTON: Colonial -- 25 CHAIRWOMAN BROCK: -- Colonial --

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1 MS. FULTON: -- and Centennial. 2 CHAIRWOMAN BROCK: -- and Centennial East 3 and West. 4 West and East, right? 5 MS. FULTON: (nodded head affirmatively) 6 (People clapped.) 7 CHAIRWOMAN BROCK: Okay. All right. 8 And Mr. Leroy is from Southwind, Brentwood and 9 Anders and Forest -- no, not Forest Meadows. 10 Okay. So, also, our director, who is over 11 other property managers, is also present with us 12 in this meeting today, Mr. Danny Mitchell. 13 Would you raise your hand, Mr. Mitchell? 14 (Mr. Mitchell complied.) 15 (People clapped and cheered.) 16 CHAIRWOMAN BROCK: And I want to thank -- 17 while I'm up, I want to thank Ms. Kim, 18 our property manager here, for hosting this 19 Resident Relations Meeting with her staff. 20 (People clapped.) 21 CHAIRWOMAN BROCK: I thank them so much for 22 just jumping in and putting their hands in this 23 morning to help us. 24 Also, our coordinator for this site -- 25 I don't know where she went. But, Ms. Ann --	1 And so, if she would like the opportunity 2 just to bring her greetings at this current time, 3 we will give her an opportunity to do that, 4 and we will continue with our agenda as it is 5 printed. 6 COMMISSIONER SHIRLEY: Well, hello, everyone. 7 PEOPLE: Hello. 8 COMMISSIONER SHIRLEY: And thank for 9 allowing me to be here with you today. 10 I am excited to be on the Jacksonville Housing 11 Authority Board. 12 I came on the board end of July, 13 early August, and it's my commitment to go to 14 every single facility that we have and every 15 single department that we have. Because I don't 16 think that we have enough people to cover it and 17 to uphold the policies for the people that live in 18 our properties and that work for us to maintain 19 our services. 20 So I think your voice is very important. 21 This won't be my last meeting with Resident 22 Services or at this facility. So, if you see me, 23 please stop, and say, "Hello." I love to talk to 24 people and get to know about your experience, 25 and we want to make sure that we're doing our
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1 she's been here this morning working, but she'll 2 be back. Ms. Pressley, she'll be back in a 3 little bit. 4 But I'm going to turn this meeting in the 5 hands of my Co-chair, Commissioner Rogers. 6 Give him a hand as he comes. 7 (People clapped.) 8 COMMISSIONER ROGERS: Good afternoon, 9 everyone. 10 PEOPLE: Good afternoon (not very loud). 11 COMMISSIONER ROGERS: Good afternoon, 12 everyone (louder). 13 PEOPLE: Good afternoon (louder). 14 COMMISSIONER ROGERS: Oh, that sounds 15 much better right there. Happy New Year to each 16 and every one of you. 17 (Ms. Spencer entered the room.) 18 COMMISSIONER ROGERS: We will get started 19 with our meeting. 20 Before we get started with our meeting, 21 our Chair has already called our meeting to order, 22 but I do want to take a moment -- a personal 23 privilege -- to allow one of our newest 24 commissioners to bring you greetings, and that is 25 Commissioner Shirley.	1 best. 2 Because we work for you, and so I'm here to 3 ensure your services for your different 4 circumstances, and that we're reflecting our 5 highest quality in all that we do as board 6 members. 7 So I'm very appreciative of being here 8 today, and thank you-all. 9 PEOPLE: Thank you. 10 COMMISSIONER ROGERS: Thank you so much, 11 Commissioner Shirley, and thank you for being 12 here. 13 At this time, I am going to go down our 14 agenda as it is printed. Of course, this is your 15 meeting. So I'm going to ask for a motion at this 16 time to approve the minutes from our November 15th 17 meeting at this time. 18 Can I get a motion to approve the minutes as 19 it is presented to you at this time? 20 (no response) 21 CHAIRWOMAN BROCK: One of our council 22 leaders -- y'all know how to do a motion for 23 minutes -- one of the council leaders. 24 COMMISSIONER ROGERS: Can I get a motion to 25 approve?

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1 MS. SANCHEZ: I make a motion to approve the 2 minutes. 3 COMMISSIONER ROGERS: They have been properly 4 moved. 5 Can I get a second? 6 UNIDENTIFIED FEMALE: I second. 7 COMMISSIONER ROGERS: They have been moved 8 and seconded. 9 Are there any corrections? 10 (no response) 11 (Commissioner Shirley addressed Commissioner 12 Rogers off the record.) 13 COMMISSIONER ROGERS: Sorry. The person who 14 motioned it -- can I get your name so our court 15 reporter, Ms. Martin, can that have on record? 16 Who moved it? 17 What's your name? 18 MS. SANCHEZ: Barbara Sanchez. 19 COMMISSIONER ROGERS: Barbara Sanchez. 20 And, to the person who seconded it? 21 MS. MOORE: Katrina Moore. 22 COMMISSIONER ROGERS: Katrina Moore. 23 All right. They have been properly moved and 24 seconded. 25 Are there any discussions? Any corrections?	1 here. She's going to bring some additional 2 information in regards to the services over at 3 Brentwood Lake that will begin on the 27th. 4 However, on the 25th of the month, 5 we will be having Earned Income Tax Credit Day 6 over at Brentwood, and I have some fliers here. 7 And she's probably going to come and bring some 8 additional fliers. 9 But that is very important, because what we 10 see is that our residents are going to these 11 places paying for their taxes to be done. 12 And they are paying these outrageous amounts of 13 money to have taxes done so that they can get them 14 back quickly. 15 However, I will tell you that they have been 16 very, very effective in getting taxes back really 17 quickly when you go through our RealSense free 18 tax preparation, and they also do complicated 19 taxes. 20 So I want you to know that there is no tax 21 that you need that they cannot handle and that 22 that service is free. And, for earned income tax 23 credit, for those of you with children know about 24 this, and also single individuals that have a 25 certain income that's below the threshold also
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1 (no response) 2 Hearing and seeing none, all in favor say, 3 "Aye." 4 PEOPLE: Aye. 5 COMMISSIONER ROGERS: Any opposed likewise? 6 (no response) 7 COMMISSIONER ROGERS: By your action, 8 you have approved the November 15th minutes. 9 Thank you-all so much for that. 10 At this time, we do have a guest speaker, 11 Steve Norris. Steve Norris is a manager for 12 a Tax Program for RealSense. 13 Is she here yet? 14 Ms. Norris? 15 (no response) 16 COMMISSIONER ROGERS: Not at this time. 17 All right. We will keep it moving. 18 At this time, you already know who she is. 19 She is our Director of Resident Services, 20 Ms. Cordelia Parker. 21 At this time, she will come with any 22 announcements. 23 MS. PARKER: Thank you, Commissioner Rogers. 24 So this is January. Of course, you-all know 25 it's tax season, again. So Ms. Norris is not	1 know about this. 2 But we don't want you to miss the opportunity 3 to go and learn more, and, also, on that day, 4 they'll also be doing taxes free on that day. 5 So they have a whole calendar at various 6 other sites, besides Brentwood, that they have 7 available to you that you can sign up to get your 8 taxes done free. 9 So, please, please do not go and pay money to 10 have your taxes done. We bring this to you every 11 year, and the season goes all of the way from 12 January 21st, and it will go all of the way to the 13 end of the tax season, which is April 15th. 14 Okay? 15 Also, we are going to be having, in March -- 16 because that may be later before we assemble this 17 group back, again -- but, in March, we are having 18 a Job Fair over at Brentwood. And that's going to 19 be on March the 18th, and we are going to be 20 looking to have well over 30 employers that will 21 be present along with resources for you to have 22 over at Brentwood Neighborhood Network Center, 23 as well. 24 That's where it's going to be held, 25 at Brentwood Auditorium, and that's going to be

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1 combined with our FSS, our ROSS, and all of 2 Resident Services will be participating. 3 And we're going to have a lot of our 4 community partners that will bring information and 5 services to you on that day, as well. 6 So I don't want you to miss the opportunity. 7 That will also be from 10:00 to 2:00 on March the 8 18th. 9 The children are out. We're going to do 10 youth employment. So, if you have youth, 11 they will also have an opportunity to gain 12 employment, as well. 13 So, please make sure that you bring your 14 youth with you. We're doing it during the time 15 that they're having -- school will be out for 16 Spring Break, and that's why we always do it that 17 time so people have the opportunity to bring their 18 youth with them and take advantage of this 19 service. 20 I also have our January calendar. 21 COMMISSIONER SHIRLEY: She had a question. 22 MS. PARKER: Yes. 23 UNIDENTIFIED FEMALE: Well, is that open to 24 the public, or that's just for the residents? 25 COURT REPORTER: Can I get your name?	1 Okay? 2 COMMISSIONER SHIRLEY: The court reporter 3 asked ... 4 For the notes, do you mind stating your name 5 so she can type it in the minutes? 6 MS. MAXWELL: I'm Phyllis Maxwell from 7 Twin Towers. 8 COURT REPORTER: Thank you. 9 COMMISSIONER SHIRLEY: Thank you. 10 MS. PARKER: Are there any other questions? 11 Can you say your name for the court reporter? 12 MS. WILSON: Barbara Wilson at scattered 13 sites. 14 I was wondering if the tax free are like for 15 a caregiver. 16 MS. PARKER: Yes. The taxes are free to the 17 public. You don't have to live in our housing. 18 We just make it convenient for our housing. 19 (Ms. Norris entered the room.) 20 MS. PARKER: Come on, Ms. Norris. 21 MS. NORRIS: Go ahead. 22 MS. PARKER: Ms. Norris is here. So she'll 23 be able to share all of the additional 24 information. 25 But, no. The taxes are free to the general
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1 MS. PARKER: No. The events that I'm 2 speaking of are open to the public. They're open 3 to the public. That's why I am sharing with you. 4 There are some events on the calendar that 5 you will see that says a particular site, right, 6 and those particular events are primarily for 7 those sites. 8 But some of those are open, and I just ask 9 that you just connect with any of the service 10 coordinators that's in our area in your particular 11 community and/or the RMC Resident Council Leader. 12 And they will tell you, "Yes. The event is open 13 for you to come." "No, it's not --" whatever that 14 looks like. 15 But, again, we do a calendar each month for 16 all of the Resident Services' events that go on 17 throughout the month, and so every month we have a 18 calendar of all of our events that are happening 19 at Resident Services. 20 And, again, most times you are free to come. 21 There is not a particular issue; however, we can't 22 post it out there as open events, because, again, 23 all of the events are not open. 24 But, again, normally, when you're in a 25 community, we welcome you to come and be there.	1 public, and you are allowed to come. You know, 2 make sure that you go on their website and sign up 3 for a time or a slot so that, you know, they'll be 4 ready for you. 5 I do believe they also have walk-ins. 6 So there are days and scheduled walk-in times that 7 you can come, and she will have that schedule and 8 so forth. 9 Okay? 10 Anyone else have any other questions? 11 (no response) 12 MS. PARKER: Also, for those of you, 13 since Ms. Wilson did ask about scattered sites, 14 I do want to say to you-all that our scattered 15 sites' families are really going to be truly 16 blessed, because our Jobs Plus program is going to 17 be moving over and starting up at scattered sites 18 and having opportunities to really work on 19 self-sufficiency. 20 I mean they will really have incentives that 21 they will be blessed to have under that program. 22 That is a four-year grant. 23 They were in Southwind, and they have 24 been in Southwind for the past four years. 25 And, Ms. Drucilla, you will be happy to know that

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1 we have gotten an extension for Southwind to 2 complete the grant. So we'll still be out there 3 until May 31st for Southwind. 4 MS. SMITH: Thank you. 5 (People clapped.) 6 MS. PARKER: They extended the grant, 7 because we were not finished with the funds. 8 So, usually HUD doesn't really have -- 9 I won't use the word, "allow," but, usually, 10 it's kind of unusual for us to have two programs 11 running at the same time. 12 But it is because of how the funding came in. 13 So we are doing both programs at the same time. 14 And, as the staff starts phasing out at one site, 15 then those staff will be transferred to the other 16 site. 17 So, again, scattered sites, we're looking 18 forward to the next four years. Those families 19 are really thriving and taking advantage of the 20 services. 21 Many of you are already at some of our sites, 22 which our ROSS grant also have funding at, 23 our nine public housing ROSS sites, 24 and they have incentives in health and education 25 and job training and so forth, as well,	1 Okay? 2 UNIDENTIFIED FEMALE: Can we get your number, 3 the phone number? 4 MS. PARKER: Yes, ma'am. (904) 366-6091. 5 (904) 366-6091. 6 UNIDENTIFIED FEMALE: Thank you. 7 MS. PARKER: Many of you probably have 8 heard of Family Self-Sufficiency. That's another 9 program that's ran under my umbrella that does 10 homeownership, and those things works with 11 employment, training. They have funds to help you 12 pay for -- my whole department has funds to help 13 you pay for education and training and employment 14 services. 15 So you can't miss, if you just get connected. 16 You can't miss out. 17 Yes. 18 UNIDENTIFIED FEMALE: I have a daughter who 19 is 18. She lives with me, and so will she -- 20 MS. PARKER: She's on your lease, 21 and you're in the public housing arm? 22 UNIDENTIFIED FEMALE: Yes. I stay out here. 23 MS. PARKER: Yes. Of course, of course, 24 of course. 25 UNIDENTIFIED FEMALE: I want to optimize.
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1 to have paid for. 2 So we have a lot of -- a lot, a lot of 3 advantages that you should take advantage of, 4 and, if you are unsure, just stop in or call our 5 Resident Services number at (904) 366-6091, 6 which is my number. My administrative assistant's 7 last day was yesterday. So I am going to be 8 looking for an excellent administrative assistant. 9 MS. NORRIS: I apply. 10 (People laughed.) 11 MS. PARKER: Administrative Assistant? 12 For those of you who don't know, I am always 13 advocating for our residents, and I'm always 14 looking out for those that have a skill set and 15 can manage and do what I need them to do. 16 So my eyes are open. Keep your ears open, 17 and, when it posts, if you're interested, please 18 apply. And we will be glad to have you interview 19 and see where we go from there. 20 Again, I want to -- our whole department is 21 for promoting self-sufficiency, and, for those 22 of you who may not be aware, I probably have about 23 five on my staff right now. 24 So, again, we're either Section 8 or public 25 housing, and they are doing a great job.	1 (People laughed.) 2 MS. PARKER: Of course. We basically target 3 the 18 and up. Of course, we have elderly 4 services to deal with our elderly. We also -- 5 in multifamily, of course, we have elderly that 6 live there, and our service coordinators that's 7 assigned to the various communities deal with 8 those individuals. 9 And then we also have a lot of youth programs 10 that are at some of our sites, and we still deal 11 with our partners in referring our youth to those 12 various programs, as well. 13 So we are all of the way from babies all the 14 way up until -- 15 UNIDENTIFIED FEMALE: Thank you. 16 MS. PARKER: -- okay. So just get connected, 17 and, if we can't help you directly, we try to 18 guide you to a resource or someone else that can 19 help you. That's what we're all about. 20 UNIDENTIFIED FEMALE: Thank you. 21 MS. PARKER: Anyone else have any other 22 questions? 23 (no response) 24 MS. PARKER: All right. Thank you. 25 COMMISSIONER ROGERS: Thank you so much,

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1 Ms. Parker. 2 (People clapped.) 3 MS. PARKER: You have a question for me? 4 UNIDENTIFIED FEMALE: Yes. I have -- 5 that's me. 6 COURT REPORTER: Can I get your name? 7 COMMISSIONER SHIRLEY: It's Phyllis. 8 MS. MAXWELL: This year, how do we know when 9 our election dates is coming up? 10 COURT REPORTER: Thank you. 11 MS. PARKER: So HUD requires or asks that we 12 have elections every three years minimum. 13 Some sites -- some councils have their election 14 sooner, but it really depends on their bylaws. 15 Some sites have had one recently and have 16 fallen apart, and it may be time to do another 17 election for officers. 18 Also, we have some sites that's been in 19 office for a mighty long time, and it's time for 20 them to do an election. 21 But we will get with your site and see when 22 their next election is scheduled for, and then we 23 will hold an election. 24 Anytime we are having an election, 25 we have to get our third-party representatives	1 I wear multiple hats. I wear those hats 2 I feel very well. I've been doing this for a 3 long, long time. There is not a whole lot of 4 people that can get over my head, but I will say 5 that normally we try to work with who we get in 6 office. 7 Sometimes -- and I say this all the time 8 -- "The council is only as strong as its 9 leadership." The same way, "An Agency is only as 10 strong as its leadership." 11 Okay? 12 So I say that to say that sometimes we get 13 people, and they have a great skill set in this 14 area. And maybe they don't quite have it in this 15 area, but, if they're willing to do the work and 16 work with us, we are willing to work with them. 17 And so then we just kind of help them out, 18 and we give them guidance. And we keep it 19 moving. So that's for the betterment of all of 20 the community, and that is what we focus on, 21 trying to make sure that we're doing the right 22 thing and trying to make sure that we are fair 23 about doing what we're doing. 24 So a lot of times we hear complaints and 25 gripes, and we work through those things.
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1 involved, which means sometimes we go through 2 the Urban League or Legal Aid or Human Rights 3 Commission. 4 But we've gotten several of our community 5 partners to assist us with that, but we have to 6 always give the residents a 30-day notice 7 prior to having any election. 8 So what we don't like to do is waste our 9 community partner's time. So what we ask is that 10 -- normally, like do outreach. Have your 11 council leaders do outreach in your community and 12 kind of recruit people, residents that are 13 interesting in taking on this. 14 Because the worst thing you can do is get 15 someone in office that don't want to do the job 16 that they signed up to do, and so it's important. 17 If you want to see your community change 18 and make a difference in your community, 19 we always encourage that, because, again, 20 we don't want people taking office that don't 21 want to do the work. 22 We realize the work is a lot. You guys are 23 extended hands for Resident Services, 24 and we are the liaison between you and the 25 agency.	1 And we keep moving. 2 Okay? 3 So it's -- oh, 2 minutes. 4 Drucilla. 5 MS. SMITH: Yes, Ms. Parker. 6 All I can say, talking about the residents in 7 your community where they live, some of the 8 residents there help. Some -- it's very hard. 9 I know that. 10 And, if you can't, I will tell the other 11 residents that, if they cannot get through the 12 parents, try to work with the children. 13 MS. PARKER: Correct. 14 MS. SMITH: Because that's what I am 15 saying. I am working with them from home under 16 a big tree and everything, and I get everything 17 done with my partner, Ms. Cassandra. 18 (People laughed.) 19 MS. PARKER: Yes. Drucilla makes a valid 20 point. A lot of times, we can't reach the parent 21 right away, but, if we get the children involved 22 or get them active, then they reach out to their 23 parents. 24 And, you know, if the parents start being a 25 problem, then the kids will do it. And they start

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Page 25 1 coming to the program. 2 Then that's when you can easily say, 3 "You know, you've been coming to all these events. 4 Why don't you be on the council?" 5 You know, it's those kinds of things. 6 So it's a little bit at a time, but, you know, 7 we just keep trying to make sure we reinforce and 8 create positiveness. 9 The partnership between the councils and 10 management -- JHA management -- it's just that, 11 a partnership. So we try to make sure it remains 12 positive. 13 Sometimes it go left every now and then, 14 and we have to kind of pull it back to the 15 center. But, again, we want to make sure 16 that we are servicing you and that you are -- 17 your communities are thriving and that you are 18 bettering yourselves, and that's our whole goal. 19 Okay? 20 CHAIRWOMAN BROCK: The court reporter 21 needs her name. 22 MS. PARKER: The last speaker was Drucilla 23 Smith. 24 COURT REPORTER: Okay. Thank you. 25 MS. PARKER: And now I have Ms. Moore,	Page 27 1 So I am willing to come out and train, 2 you know, each council in regards to what they 3 need to be focusing on, how the rules are, 4 what it means to be a council leader and all those 5 things. 6 And I also tell them, "First and foremost, 7 you are a resident first, and you are a council 8 leader second." 9 Okay. So that means whatever your lease 10 obligations are, you must abide by your lease, 11 and you must remain in good standing in order to 12 continue to be a leader. 13 Okay? 14 PEOPLE: Thank you. 15 MS. PARKER: Any other questions? 16 (A hand was raised.) 17 MS. PARKER: Yes. 18 MS. JACKSON: So I'm supposed to give 19 my name? 20 MS. PARKER: Yes. 21 MS. JACKSON: Okay. My name is Marla 22 Jackson. I'm a resident here at Fairway Oaks. 23 I know we have a residential council; however, 24 we haven't been able to put things into fruition 25 like we would like.
Page 26 1 Katrina Moore. 2 MS. MOORE: Scattered sites. 3 Can we have another meeting for the new 4 candidates that's in office -- another 5 presentation? 6 MS. PARKER: Yes. I will do another 7 presentation. 8 MS. MOORE: Okay. 9 MS. PARKER: You mean to the council 10 themselves, to kind of go over any rules and 11 regulations and what we expect and those things? 12 MS. MOORE: Yes. 13 MS. PARKER: Yes, ma'am, I will. I will. 14 MS. MOORE: Okay. Thank you. 15 MS. PARKER: Normally, I do a training every 16 year, in June, for the councils, and they're all 17 trained at the same time so that everybody would 18 hear the same thing at the same time. And all of 19 them will have the knowledge of how to go 20 forward. 21 But, when we get new council leaders that 22 join the council, sometimes our council leaders 23 that's on board may not know everything, 24 or they may not be able to go really through that 25 process.	Page 28 1 So I know you said you're going to do a 2 training. That would be greatly appreciated. 3 But I did have a question in reference to 4 holding meetings on-site. 5 Are we supposed to have a facility where we 6 can do that here on-site? 7 MS. PARKER: Yes, ma'am. Right in this room. 8 MS. JACKSON: Okay. Perfect. 9 MS. PARKER: You can ask and schedule with 10 your manager the use of this auditorium for your 11 Resident Council Meetings. 12 MS. JACKSON: Okay. 13 MS. PARKER: Sometimes, again, you may have 14 to alter the scheduling time, because, again, 15 each site is kind of different. And it's set up 16 differently. 17 At this particular site, you-all don't have 18 an actual RMC office, per se, where you can 19 actually have your meetings there. So, because of 20 that, you can ask to use this auditorium, 21 but you must schedule it through your manager. 22 MS. JACKSON: Perfect. 23 MS. PARKER: That's how it works with the 24 timing of that. 25 Okay?

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Page 29 1 MS. JACKSON: Ideally -- 2 MS. PARKER: Ideally, it should be once a 3 month. 4 MS. JACKSON: -- okay. 5 MS. PARKER: You also should be having -- 6 managers should be having what is called, 7 "Community Engagement Meetings," each month. 8 Most of the managers at most of the sites 9 are doing that, and, for the convenience and for 10 the fact that you would have an audience at 11 your Community Engagement Meetings, you can 12 piggyback on that and do your Resident Council 13 Meeting right after or right before so that you 14 don't tug-of-war on your residents. 15 And then, even when you have major events, 16 if you decide that, "We're going to have our 17 Resident Council Meeting," you just have to put 18 the notice out. 19 You can't just leave it for people to not 20 know where you're going to have your Resident 21 Council Meeting. 22 And, like I said, normally, it's supposed to 23 be at least once a month. They are supposed to 24 try to stay consistent, but sometimes, you know, 25 we have leaders that work and, you know,	Page 31 1 and we're going to take them back to -- 2 you can voice it in a minute, but we're going to 3 take them back up. We need them for our records. 4 Okay? 5 Thank you. 6 COMMISSIONER ROGERS: All right. At this 7 time, because she is here, we're going to allow 8 now Ms. Norris to come provide additional 9 information at this time as it relates to 10 RealSense. 11 And, as soon as she has concluded with that, 12 we are going to get into our residents' concerns 13 at that time. 14 MS. NORRIS: Thank you so much, Commissioner. 15 Hello to everyone. I want to apologize for 16 my tardiness. I went to the wrong place. 17 So, how many of you don't look at the GPS 18 when you should look at it? 19 (People laughed.) 20 MS. NORRIS: Because you think you know where 21 you're going, but you don't know where you're 22 going until you get to the wrong place. 23 (People laughed.) 24 COMMISSIONER ROGERS: I have been there. 25 MS. NORRIS: So that's kind of what happened
Page 30 1 those kinds of things, you know. We don't 2 discourage it. 3 MS. JACKSON: We do admit. We got some 4 good people that work. It just takes time. 5 They do the stuff in the evening, or, 6 you know, they have meetings when they're on their 7 off days. 8 We'll work with you. 9 Okay? 10 Not a problem. 11 MS. PARKER: Any other questions? 12 (no response) 13 MS. PARKER: Thank you so much for your 14 time. I'm going to turn it back over to 15 Commissioner Rogers, and he will introduce our 16 speaker. 17 (People clapped.) 18 CHAIRWOMAN BROCK: Thank you, again, 19 Ms. Parker. 20 To Commissioner Rogers, I wanted to get the 21 word out to our audience -- all of you here today 22 -- if you have a concern, you need to get the form 23 off the table where Ms. Sarah is at. If you want 24 one, you can just lift your hand up. 25 You need to write your concern on there,	Page 32 1 to me. 2 But thank you so much. I am really energized 3 today, and the reason that I'm energized is 4 because I attended the MLK Breakfast this morning. 5 That breakfast was the best I've ever had. 6 I mean good is good. 7 (Ms. Mixon-Phillips entered the room.) 8 MS. NORRIS: But the program was absolutely 9 phenomenal. 10 PEOPLE: Yes. 11 MS. NORRIS: And how they -- and I'm kind of 12 off-script, but how they recognize elementary 13 students, middle school students and senior high 14 school students in a competition. And the young 15 man that won for elementary stole the show. 16 He said, "Well, you know, I wanted to be a 17 small NFL player." 18 He said, "But I changed my mind. I want to 19 be the president of the United States." 20 UNIDENTIFIED FEMALE: Yes, he did. 21 MS. NORRIS: And he was absolutely amazing. 22 So, with all that said, I'm here to speak to 23 you very briefly about something I'm very excited 24 about, something that I've been doing for a long 25 time, something that has impacted this community.

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1 And the first thing I want to do is share 2 some numbers with you. 3 You know, when you go to speak and people 4 say, "Well, the taxes, you know -- well, I don't 5 like to get my taxes done," or, "I always owe." 6 I need you to understand how getting your 7 taxes done opens the door for you to change your 8 circumstances. 9 RealSense has been a partner of the 10 Jacksonville Housing Authority for 14 wonderful 11 years. In that time, they have generated over 12 \$19,000,000 in refunds. 13 Wait. Let me say that. Somebody ought to 14 stand up. 15 (People laughed.) 16 MS. NORRIS: The individuals that live in the 17 various communities is what we're talking about 18 is, "community." 19 Free tax preparation, in the last 14 years, 20 has generated over \$19,000,000 coming back into 21 the community. 22 (People clapped.) 23 MS. NORRIS: That speaks to how we are so 24 interconnected. 25 You know, that's all.	1 MS. NORRIS: "Low to moderate-income 2 family --" have you heard that? 3 PEOPLE: Uh-huh. 4 MS. NORRIS: But we got a new name. 5 UNIDENTIFIED MALE: What is it? 6 MS. NORRIS: ALICE. 7 (People laughed.) 8 MS. NORRIS: ALICE, asset -- that's money -- 9 limited income constrained employee. 10 What that means is we work hard, 11 but, without some kind of subsidy, the ALICE 12 Report says that, "In order for a family of four 13 -- family of four --" mom, dad, two kids 14 "-- to sustain themselves without any subsidy, 15 they would have to make, in Northeast Florida, 16 \$84,000 a year." 17 CHAIRWOMAN BROCK: Wow. 18 MS. NORRIS: Now I don't know about y'all. 19 I'm ALICE. My name is ALICE. 20 UNIDENTIFIED FEMALE: I'm your sister. 21 (People laughed.) 22 MS. NORRIS: That means the cost of housing, 23 the cost of groceries, the cost of child care 24 and transportation is absorbing all the 25 hard-earned dollars that we work for.
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1 "I need you. You need me. We are a, what?" 2 "Happy family." 3 (People laughed.) 4 MS. NORRIS: So we are really honored to be 5 able to continue to have the tax site at the 6 Jacksonville Housing Authority. 7 After Ms. Felicia left, that year we 8 did not have a tax site, but God saw favor -- 9 because that's exactly what it was -- and we were 10 able to reopen the tax site this past year. 11 However, the tax site was only open Monday 12 through Friday. 13 This year we're extending that Monday through 14 Saturday, because we want to make sure that 15 everyone has an opportunity to access that site. 16 And I want to tell you a quick thing, 17 and then I'm going to sit down. You've heard the 18 phrase, "the working poor." 19 CHAIRWOMAN BROCK: Uh-huh. 20 PEOPLE: Uh-huh. 21 MS. NORRIS: All right. I don't like that, 22 but that was one of the phrases they used. 23 "Marginalized communities --" you have heard 24 that? 25 PEOPLE: Uh-huh.	1 In 1975, the Federal Government instituted 2 the largest anti-poverty initiative ever. 3 It's called, "The earned income tax credit." 4 PEOPLE: Yes. 5 MS. NORRIS: Oh, y'all so educated. 6 (People laughed.) 7 MS. NORRIS: And, what that means is that 8 a family that's working, or a mom, a single mom 9 that's working or a single father that's working 10 and has custody of the children, based on his 11 earnings -- because, "earned," "earned," "earned," 12 means you've got to work. You don't get it if you 13 don't work -- can get up to \$6,000 in their 14 refund. 15 Now, because we're ALICE, does that mean we 16 don't have hopes and dreams? 17 Does that mean we don't want to buy a home 18 or start a business or help our kids go to 19 college? 20 No. 21 So that earned income tax credit is a step up 22 to help us realize some of those dreams. 23 Everybody doesn't use it that way all the time, 24 because we can't tell you how to use your money. 25 But, when you have heard in your mind,

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1 "I want to make things better for my family," 2 that's what the earned income tax credit is all 3 about. 4 So, over the last -- in April of this year, 5 RealSense celebrated 20 years of service to the 6 community. 7 UNIDENTIFIED FEMALE: Wow. 8 MS. NORRIS: That means we've been in 9 partnership in the four-county area, Duval, Baker, 10 Clay and Nassau Counties, where we all have free 11 tax sites, and I want to just share with you what 12 those final numbers were. 13 We did over 300,000 tax returns for free -- 14 free, free, free, free -- 15 (People laughed.) 16 MS. NORRIS: -- which brought in over 17 \$387,000,000 in refunds. 18 (People clapped.) 19 PEOPLE: Wow. 20 MS. NORRIS: But more importantly the 21 impact to the community was over \$450,000,000. 22 PEOPLE: Wow. 23 MS. NORRIS: So, why some of y'all going to 24 the rapid refund places? 25 What's the deal?	1 commodity that we fight for. 2 PEOPLE: Yes. 3 MS. NORRIS: I fight for it. I think that, 4 when we look at the success that this program has 5 had, you ought to tell somebody, and then they 6 should tell somebody and so on and so on and so 7 on. 8 So I'm excited to be here. The tax sites 9 open Tuesday, January 21st. I will tell you that, 10 if you are a recipient of the earned income tax 11 credit, to reduce fraud, IRS will not process your 12 tax return until after February 15th. 13 And the reason they do that is to make sure 14 that it is not a fraudulent tax return claiming 15 children that you let somebody else ... 16 Y'all know what I'm talking about. 17 (People laughed.) 18 MS. NORRIS: I'm not going to ask nobody to 19 raise their hands. 20 "Did you do it?" 21 "What about you?" 22 But I do want to let you know that it is 23 your money. You worked hard for it all year. 24 Save it so that you can get all of it. 25 We've got 23 tax sites all over those four
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1 Call 211. Call (904) 630-0260 and make an 2 appointment for a free tax ... 3 You waited all year. 4 You can't wait three or four more days? 5 (People laughed.) 6 MS. NORRIS: And I think -- listen, listen. 7 I understand. When you're getting back 6,000 or 8 more -- we had one lady leave Kids Hope Alliance 9 with 30,000 -- when you're getting all that money 10 back, \$700 doesn't seem like very much. It's like 11 a little drop in the bucket. 12 But, what would \$700 do? 13 It will fill your freezer, your pantry. 14 It will pay off a bill. It could be added to a 15 down payment for a car. There are any number of 16 things that you can do. It's your money. 17 Why you giving it? 18 Well, give it to me. 19 (People laughed.) 20 MS. NORRIS: You look like you might take a 21 dollar. 22 (People laughed.) 23 COMMISSIONER ROGERS: Yes, ma'am. 24 MS. NORRIS: This partnership between 25 Jacksonville Housing Authority and us is a valued	1 counties. So we'd love to see some of your 2 smiling faces, and, for the Saturday tax site at 3 Jacksonville Housing Authority, I will be the 4 site coordinator. 5 All right? 6 So any questions? 7 (A hand was raised.) 8 MS. NORRIS: Yes, ma'am. 9 UNIDENTIFIED FEMALE: Now, what about the 10 grandparents being claimed on the tax returns? 11 MS. NORRIS: Grandparents who are raising 12 their grandchildren and have custody of them? 13 UNIDENTIFIED FEMALE: No. I'm talking about 14 just say for me and like my daughter -- 15 she claims me as a -- you know, as helping me. 16 MS. NORRIS: Right. She claims you as a 17 dependent, because hopefully she's providing 18 -- 19 (People laughed.) 20 MS. NORRIS: See, now y'all fixing to make me 21 put on my IRS hat. 22 (People laughed.) 23 MS. NORRIS: Yes, ma'am. She can claim you 24 under certain circumstances, and we'll talk with 25 you.

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1 (People laughed.) 2 MS. NORRIS: Any other questions? 3 (no response) 4 MS. NORRIS: You guys have been amazing. 5 Give yourselves a round of applause. 6 (People clapped.) 7 MS. NORRIS: Thank you so much. I appreciate 8 your time. 9 UNIDENTIFIED FEMALE: I -- from the time 10 I come to -- I came here, I never worked. 11 My husband never let me work. 12 MS. NORRIS: Girl, what? 13 (People laughed.) 14 UNIDENTIFIED FEMALE: No. I never worked 15 for anyone at all. I were a live-in for 16 52 years. So I don't know. They sent a paper to 17 me to fill out and fill out and fill out, 18 but I don't know how to do it. He did actually do 19 everything for me. 20 This is Ms. Lisa. She could tell you. 21 That's my right hand. 22 MS. NORRIS: That's your right hand -- 23 UNIDENTIFIED FEMALE: Yes, ma'am. 24 MS. NORRIS: -- not your husband. 25 She's your right hand.	1 (A hand was raised.) 2 MS. NORRIS: Yes, ma'am. 3 UNIDENTIFIED FEMALE: I didn't fill out for 4 my COVID-19 refund, and I need to do that, 5 as well. 6 MS. NORRIS: All right. So you didn't file 7 your taxes in 2020? 8 UNIDENTIFIED FEMALE: (shook head negatively) 9 MS. NORRIS: 2019? 10 UNIDENTIFIED FEMALE: (shook head negatively) 11 MS. NORRIS: 2021? 12 UNIDENTIFIED FEMALE: (shook head negatively) 13 MS. NORRIS: 2022? 14 UNIDENTIFIED FEMALE: (shook head negatively) 15 MS. NORRIS: 2023? 16 UNIDENTIFIED FEMALE: (shook head negatively) 17 MS. NORRIS: Girl, get on the phone and call 18 211, and let them know that you have five years of 19 taxes that need to be done. 20 UNIDENTIFIED FEMALE: Okay. 21 MS. NORRIS: Any other questions? 22 (no response) 23 MS. NORRIS: So give yourselves a round of 24 applause. 25 (People clapped.)
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1 (People laughed.) 2 MS. NORRIS: Do you need help with a form? 3 UNIDENTIFIED FEMALE: It's a little paper to 4 send to say I was out of this -- out of A with B. 5 Is that called, "a tax return," too? 6 MS. NORRIS: I don't know, but, if I see the 7 form, I can help work through it. 8 UNIDENTIFIED FEMALE: Yes. But it's just to 9 say whether I'm qualified for filing. 10 MS. NORRIS: No. If you don't have any 11 any earnings, if you're not working and you don't 12 have any earnings and all you get is Social 13 Security -- 14 UNIDENTIFIED FEMALE: Social Security. 15 MS. NORRIS: -- you are not required to file 16 a tax return. 17 UNIDENTIFIED FEMALE: Thank you, ma'am. 18 MS. NORRIS: And, listen, don't let them 19 sharp people say that you do, because you don't. 20 If all the money you have coming into your 21 household is Social Security, you are not required 22 to file a tax return. 23 UNIDENTIFIED FEMALE: Thank you, ma'am. 24 Thank you. 25 MS. NORRIS: Any other questions?	1 MS. NORRIS: Thank you. You have been 2 amazing. Thank you so much. 3 COMMISSIONER ROGERS: Thank you so much, 4 Ms. Norris. 5 And, with all that said, and the church said? 6 PEOPLE: "Amen." 7 COMMISSIONER ROGERS: I knew I was in the 8 right place. I knew I was in the right 9 place. Yeah. I knew I was in the right place 10 with that one. 11 (People laughed.) 12 COMMISSIONER ROGERS: Before we continue, 13 let me -- because she did walk in, 14 our amazing CEO and President of the Jacksonville 15 Housing Authority, Ms. Roslyn Phillips. 16 (People clapped and cheered.) 17 COMMISSIONER ROGERS: Thank you so much for 18 being here. 19 She will bring you greetings at the end. 20 I would like to say, before we continue, 21 the Board of Commissioners did meet on Tuesday. 22 As you probably heard, we did select a new 23 CEO of the Jacksonville Housing Authority, 24 and we hope to have her in place by mid-March or 25 early April.

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1 You will hear more to come at a later date on 2 that, but we do want to bring that to your 3 attention. 4 With that being said, one of the best 5 things -- I think I always say, even when I'm at a 6 board meeting -- is to hear from you, you, 7 the residents. 8 We hear your concerns. We hear your thoughts 9 on how we can improve, how we can get better. 10 We can't govern, as Commissioner Shirley said, 11 without hearing it from you on the ground. 12 CHAIRWOMAN BROCK: Yes. 13 COMMISSIONER ROGERS: You play a very 14 vital role in the work that we do each and 15 every day and in the decisions that we make each 16 and every day. 17 So I am, without question, just honored that 18 you took time out of your schedule to join us and 19 be here so we can hear directly from you. 20 We don't take that lightly. We don't 21 take that for granted, that you took time out of 22 your day to do it. 23 I heard the young lady in the back who's 24 working who took time off work to be here. 25 So thank you. Thank you for doing that.	1 MS. LEWIS: And I live at Hogan Creek, and 2 -- 3 COURT REPORTER: I can't hear you. 4 COMMISSIONER ROGERS: Please give your name. 5 MS. LEWIS: -- Laurie Lewis. 6 COMMISSIONER ROGERS: Laurie Lewis. 7 MS. LEWIS: And what I need to know is that 8 -- who do we talk to about -- because we're on 9 vouchers? 10 Can we move to a different spot other than 11 Centennial Towers, or do we have to come off the 12 voucher and start all over if we want to move out? 13 What I'm trying to say -- I want to move out 14 of Hogan Creek, and I want to know what to do. 15 (People laughed.) 16 COMMISSIONER ROGERS: I heard it clearly. 17 Ms. Phillips, do you want to take that 18 question? 19 MS. MIXON-PHILLIPS: Yes. There is a process 20 for everything, and so you can request a transfer. 21 And, under certain circumstances, you can be 22 allowed to transfer, but there are very specific 23 things. 24 The other thing is there is a long waiting 25 list, as most people are aware of, and we don't
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1 And so, with that being said, we do have a 2 little housekeeping to do, because Ms. Martin is 3 our court reporter. 4 So, to make sure she gets all of your 5 concerns down, we are going to ask you to do a 6 couple of things, if you would be ever so kind. 7 If you will stand to give your concerns one 8 at a time so that she can document all of that. 9 If you have written concerns, you can give those 10 written concerns to us, as commissioners. 11 And then any concerns that you want us to address, 12 again, we have our CEO with us along with many 13 other staff in the room who can answer or 14 address them. 15 We may not be able to address all of your 16 concerns today, but those we can we will at this 17 time. 18 So we have -- 19 (A hand was raised.) 20 COMMISSIONER ROGERS: -- before I even say 21 it, the first person ... 22 Do you have an announcement, or are you 23 going to be the first person? 24 MS. LEWIS: I want to just ask a question. 25 COMMISSIONER ROGERS: Yes, ma'am.	1 have very many vacant apartments or vacant units 2 at any given time. 3 So a lot of it is dependent upon that. 4 So it depends on the circumstances of why you want 5 to transfer as well as whether or not there is 6 availability. 7 MS. LEWIS: Thank you. 8 COMMISSIONER ROGERS: All right. 9 Thank you so much. 10 Our next person is right here in the front. 11 CHAIRWOMAN BROCK: Stand, and give your 12 name. 13 COMMISSIONER ROGERS: I'll move, 14 because I've been sitting all day. 15 UNIDENTIFIED FEMALE: I came in a little 16 late. 17 Is Section 8 open? 18 COMMISSIONER ROGERS: All right. That's a 19 good question. 20 Is Section 8 open at this time? 21 MS. MIXON-PHILLIPS: No. As I said, there is 22 a very, very long waiting list, and it's currently 23 not open. 24 UNIDENTIFIED FEMALE: Anytime in the future? 25 MS. MIXON-PHILLIPS: That would be hard to

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1 say, but I looked at the numbers this morning. 2 We have more than 30,000 people on the waiting 3 list, and so I do not anticipate that it will be 4 open anytime soon. 5 UNIDENTIFIED FEMALE: Thank you so much. 6 COMMISSIONER SHIRLEY: Can we have your name 7 for the record? 8 COMMISSIONER ROGERS: Can you give us your 9 name for the record? 10 MS. HARVEY: Patricia Harvey. 11 COMMISSIONER ROGERS: Thank you. 12 (A hand was raised.) 13 COMMISSIONER ROGERS: Yes. 14 MS. GRANT: Hello. My name is Ruby Grant, 15 and my concern is loss of services of where you 16 live. We have kids -- 17 CHAIRWOMAN BROCK: Wait a minute. Hold on. 18 What is your site? 19 Y'all have to give your name and your site 20 so that our court reporter can get it -- your name 21 and your site. 22 MS. GRANT: -- okay. Ruby Grant, Colonial 23 Village Apartment, 103rd Street. 24 And my concern is loss of services with kids 25 that lives like in the area with you.	1 to make sure that's getting addressed. 2 MR. HEATH: My name is Ronald Heath, 3 and I live here in Fairway Oaks. And this is more 4 of an appreciation than a concern. 5 I have been out here 16 years, and, 6 "while we all sometimes fall short," as the Bible 7 says, I can honestly say the minute you step out 8 here to a Herculean job. 9 (People clapped.) 10 MR. HEATH: I have seen them approach things 11 that the lease says that you can't do, but they 12 know how to approach you. That makes a lot of 13 difference. 14 Something as simple as parking on the grass. 15 They don't walk up to you and, "Blah, blah, 16 blah." They respect you. 17 You know, and they still don't do it, 18 you know, but still you got to look at the 19 people. 20 You know, the management out here -- 21 I mean I've seen different managers come 22 in here, and I can tell you something good 23 about each and every one of them. 24 But now that we got, my Kim and her staff -- 25 I believe the name is Jay and his assistant --
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1 I understand that kids are going to move around 2 and play and stuff like that, but I feel like 3 sometime the parents feel like, just because it's 4 Jacksonville Housing Authority, they can allow 5 their kids to do what they want instead of, 6 you know, like disciplining the kids. 7 Also, property managers are not responding to 8 you when there's an issue going on. If it's an 9 issue going on in your apartment and you call for 10 them to come to you, I feel like they should 11 respond to me and see what's going on, and then 12 to have proof, theirselves, of what's going on. 13 So that's my concern. I've been living 14 over there for like almost five years. Nothing is 15 happening. I have -- I have emailed. I have 16 police reports. I have been talking to different 17 people, and nothing is happening. So that's my 18 concern. 19 COMMISSIONER ROGERS: So -- 20 MS. MIXON-PHILLIPS: We are going to refer 21 that. 22 COMMISSIONER ROGERS: -- we're going to refer 23 that. Ms. Phillips is writing that down so we 24 can make sure that that is taken care of. 25 Thank you so much for that concern. We're going	1 they do a Herculean job. 2 They come into your house to fix an order. 3 "I guess I forgot to put the order outside my 4 door." 5 "We can handle that, you know, in a couple 6 minutes." 7 So, you know, I'm saying it to all of the 8 people out here. If you staying out here, 9 they know how to talk to people great. 10 They respect you out here, and I respect that. 11 UNIDENTIFIED FEMALE: And they come quick. 12 (People clapped.) 13 COMMISSIONER ROGERS: All right. Let's do it 14 this way. 15 Where is Kim? 16 Where is Kim? 17 Come on, Kim. 18 (People clapped and cheered.) 19 COMMISSIONER ROGERS: Thank you, thank you. 20 With a round of applause, we thank you. 21 (People clapped and cheered.) 22 COMMISSIONER ROGERS: See, we don't just want 23 to hear the negative, but it's sometimes good to 24 give praises. 25 PEOPLE: Yes.

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1 COMMISSIONER ROGERS: So thank you for the 2 work that you do. We appreciate that. Okay. 3 Thank you. 4 MS. JACKSON: My name is Marla Jackson, 5 again. I'm a resident here at Fairway Oaks. 6 To what Mr. Heath said, yes. We have had 7 some great growth out here. 8 I did want to pose a question in reference 9 to I guess other sites who do not feel as 10 comfortable, as far as security. 11 Because what I see a common problem was 12 was like things happening after hours, and I was 13 educated, unexpectedly, in a community in 14 Jacksonville. At one point in time, there was 15 like a Police Department for Jacksonville 16 Housing. 17 So I don't know what the likelihood would be 18 of us like getting back to that or possibly like 19 spot patrols so they are assessing what's going on 20 after hours, if there was something along the 21 lines of -- I would say, "nonemergency," 22 but some concerns that you have. 23 Because, at one point in time, that was a 24 call that I was making to make sure that someone 25 was here in the event something like that	1 they might be able to assist us with some 2 patrolling and different programs and things that 3 they are doing, but we are also -- and it will 4 come to our board in the future -- we're also 5 looking to do more with cameras, security cameras 6 on our sites, as well. 7 And we are working right now on an RFP that 8 we plan to put out to try and put security cameras 9 at all of our locations to try and help with that, 10 because those cameras would be manned. 11 So, even when there is not a person on-site, 12 there is somebody that is watching various points 13 within our communities, and so that is on our 14 list. And that is something that we are looking 15 at very closely. 16 MS. JACKSON: All right. Thank you. 17 MS. MIXON-PHILLIPS: Uh-huh. 18 MS. FORBES: Good afternoon. My name is 19 Stacie, and I live at Twin Towers. My issue is 20 we have a problem with the back door. 21 It's broken. We can go out. We can't come back 22 in. 23 So, if you're parking in the back, 24 you have to walk all the way around. You have to 25 walk all the way around to the front of the
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1 happened. 2 And, as a resident, you don't want to put 3 your neck out there, but, for your communities, 4 you want to. 5 And, like I say, I feel like those sacrifices 6 out there at that point are now visible, 7 and it's a lot more calmer out here. So thanks to 8 you. 9 MS. GREEN: Thank you. 10 MS. JACKSON: What's the likelihood of us 11 getting like a security after hours or something 12 that can respond when we have those concerns? 13 CHAIRWOMAN BROCK: Ms. Phillips, if you would 14 comment. 15 MS. MIXON-PHILLIPS: And we hear you, 16 and we know. And our community as a whole, 17 not just public housing. 18 But we are part of a larger community, 19 right, and there is crime in our community. 20 And we recently -- the staff, myself and the 21 person who's over public housing -- we met with 22 the Jacksonville Sheriff's Office to talk with 23 them about solutions and about things that we were 24 able to do. 25 So we started a dialogue with JSO about how	1 building, and it's dark back there. You know, 2 so it's an issue of concern for safety at this 3 point. 4 MS. MIXON-PHILLIPS: What property did you 5 say? 6 MS. FORBES: Twin Towers. 7 MS. MIXON-PHILLIPS: Okay. And I just 8 noticed that Daniel Mitchell is here in the 9 audience. 10 Hey, Danny. I didn't see you earlier, 11 or I would have let him answer some of these 12 questions. Because Danny is the person who is 13 over public housing, and so I'm going to let 14 Danny talk. 15 COMMISSIONER ROGERS: Mr. Mitchell, 16 if you can take that question as it relates to 17 the broken lock on the back door in Twin Towers. 18 If you can address that -- 19 MR. MITCHELL: Yes, sir. 20 UNIDENTIFIED MALE: Excuse me, sir. 21 I'm the foreman of that property. I'm aware of 22 the problem, and we will take care of it. 23 COMMISSIONER ROGERS: I'm sorry. 24 Would you tell us who you are? 25 MR. WYNER: I'm Jacob Wyner (phonetic),

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1 foreman of Fairway Oaks and Twin Towers. 2 Someone stuck something in the lock and 3 broke it, and so we're working on it. So they can 4 go out. They can go out, but, at the same time, 5 they were leaving it open, too. 6 As a security measure at night, it's so the 7 security will be able to see who comes and who 8 goes. So they still have access to it, 9 but, you know what I'm saying, somebody was 10 playing with it. 11 And we would lock it at night, and they broke 12 it. But I'm working on getting it fixed. I just 13 got to get them to stop. 14 COMMISSIONER ROGERS: Okay. So it's being 15 worked on. 16 MR. WYNER: Yes. 17 COMMISSIONER ROGERS: It's in progress. 18 MR. WYNER: Yes. 19 COMMISSIONER ROGERS: All right. We hear 20 that. 21 Did somebody mess with that? 22 PEOPLE: Yes. 23 COMMISSIONER ROGERS: Okay. We're out there. 24 MS. MIXON-PHILLIPS: Commissioner Rogers -- 25 COMMISSIONER ROGERS: Ms. Phillips.	1 MR. WYNER: We do have cameras downstairs in 2 the lobby. We do, but, like I say -- so how it's 3 designed, at nighttime, they can't really see from 4 that point who comes in. 5 So we like to lock that like after 5:00 or 6 once it gets dark. So everyone will have to 7 funnel through the front door. That way you have 8 to sign in. 9 You have to go past security, because we also 10 have problems with people not wanting to sign in. 11 Even during the daytime, they have to sign in with 12 security if you're not a resident there. 13 Do you know what I mean? 14 So we're working on it. Like I say, someone 15 messed with it -- don't know who. They broke it, 16 but I am working on getting it fixed. But I mean 17 you can go out it. It's just going back in is the 18 problem. So that's not really a fire hazard or 19 anything. 20 We can get out, right? 21 PEOPLE: Right. 22 MR. WYNER: Okay. 23 (People laughed.) 24 MS. MIXON-PHILLIPS: Yes. You can go out. 25 MS. MAXWELL: Phyllis Maxwell, Twin Towers.
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1 MS. MIXON-PHILLIPS: -- the only thing 2 I would say is what I heard Mr. Goodwine 3 (phonetic) say. You know, I say often, when I'm 4 speaking to residents, "This is a partnership. 5 We have to work together in order to be safe and 6 secure in your locations and in order to address 7 your needs for service and those kinds of things." 8 And what I heard him say was people were 9 propping the door open after it's closed at 10 night. That's a security issue. That's a big 11 security issue. So we have to work together. 12 And it might be that somebody said, 13 "Okay. Well, they going to prop the door open. 14 So we're just going to break the lock off." 15 So maybe it was done intentionally. 16 I don't know that. I'm not saying that it was or 17 not, but we have to work together. 18 Okay? 19 COMMISSIONER ROGERS: So that goes to my 20 question. I was trying to sit down to ask this 21 question. Let me ask the question to this then. 22 And thank you for that. 23 Do we have -- going back to the cameras, 24 do we have cameras that oversee or look at our 25 back area or in that vicinity?	1 Okay. I understand everything he said is 2 correct to one point. The one point is that 3 the laundry door was not broke, but, for some 4 reason, our laundry door is being locked all day. 5 So that anybody that's parking in the back, 6 even in the daytime -- you cannot get back in the 7 door. We should be able to come into the laundry 8 door at least, but we have to -- so now my parking 9 -- I used to park in the back when they gave us 10 the overflow lot. 11 Now everybody is forced to park up front, 12 because, after five o'clock when maintenance 13 leaves, that's when the laundry door is supposed 14 to be closed. But it has been locked all day 15 since whenever. I don't -- we don't even know why 16 our door is locked. 17 MR. MITCHELL: And I can speak to that. 18 Because the laundry door that was actually put in 19 for the renovation that we had over there, 20 where there had to be a separate egress, 21 that would be more of a safety measure, as far as 22 coming in through the laundry during the middle of 23 the day. Because security would never see who 24 you're bringing in, and no visitors could still 25 check in.

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1 Now, if it was residents or staff, we got a 2 key pad over there, like we're designed to get 3 with the remotes to the sites, and that would 4 change it where the residents could hit the key 5 pad and they could fob in without that. 6 But the problem is nonresidents trying to 7 rush in through the back and do something they 8 should not be doing. 9 UNIDENTIFIED FEMALE: Absolutely. 10 MS. MAXWELL: But, during the day, 11 there is someone sitting at the desk, and they can 12 see people coming in. Yes, they can. 13 MR. MITCHELL: It would be difficult to see 14 around that corner where the washing machine room 15 is. They could actually go to that second 16 stairwell and kind of slide in without the 17 security seeing them. 18 MS. MAXWELL: But the only other issue -- 19 so, with that one door being broke, know what 20 they're doing now? 21 In order to pop that door, they are pulling 22 the latch down from the smaller door that you open 23 and letting the door rest on that latch. 24 It's going to be another problem. 25 MR. MITCHELL: And we can look into that and	1 that I'm going to be withdrawn from the waiting 2 list for the programs I signed up for because of 3 my nonresponse. 4 MS. MIXON-PHILLIPS: Is that your question, 5 ma'am? 6 I can address it, if that's your question, 7 or are you just telling us? 8 MS. WHITE: That is the question. 9 MS. MIXON-PHILLIPS: So, with the waiting 10 list, the way that we try and pare down the 11 waiting list from this huge number that we have is 12 we send out routinely letters and ask people 13 if they have already found housing or if they want 14 to stay on the list. 15 And, if you don't respond to that with the 16 time that's allotted -- and that sounds like the 17 letter that you received -- if you don't respond, 18 then the assumption is that you've already found 19 a place to live, or you no longer need the 20 service. And that's how we reduce the numbers on 21 the waiting list. So you have to respond. 22 MS. WHITE: I did respond. One time 23 I responded in email, and then, when I went to the 24 office, the lady said that I didn't qualify. 25 Because I wasn't working at the time for the
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1 look into cameras, as well, and see what might be 2 compromising the door locks, as well. 3 MS. MAXWELL: I appreciate it. 4 COMMISSIONER ROGERS: All right. Thank you 5 so much for that, and we have noted that concern. 6 And we will be looking into that. 7 Here (pointed to a resident), and then I will 8 get to you and move to the back. 9 UNIDENTIFIED FEMALE: I have several 10 questions. 11 COMMISSIONER ROGERS: If you would, give your 12 name and -- 13 MS. WHITE: Oh, yes. I forgot. Portia 14 White, scattered sites. 15 In the past, I have dealt with domestic 16 violence, and they really haven't helped me. 17 And, when I did go check, I was number -- 18 I think 25 or 27. And the issue have progressed, 19 and I'm still going to HUD. Nothing done. 20 And, also, in the packet when you sign to get 21 in the program, they said they would help this 22 kind of situation, but, when you experience it, 23 they don't. 24 And, also, I got a letter the other day, 25 because I've been having health issues. They said	1 response to be accepted to continue to stay on the 2 waiting list. 3 MS. MIXON-PHILLIPS: Well, I don't know 4 exactly what list you were on or what you were 5 asking to -- 6 MS. WHITE: Baldwin. 7 MS. MIXON-PHILLIPS: -- Baldwin? 8 Okay. I'm not sure, but we can get your 9 name. I'll ask Elaine if you will get her name 10 for me, please, and we can follow-up on that, 11 if you give her your name and your telephone 12 number. 13 But that is a routine process. That's how 14 we, "manage," if you will, the waiting list, 15 by sending out notices to people on the waiting 16 list to determine if they're still interested 17 in being considered for housing or being on the 18 waiting list. 19 And it is a requirement that you respond to 20 that. And most of it's done in Rent Cafe, 21 or it can be done online or in various ways. 22 MS. WHITE: Okay. 23 COMMISSIONER ROGERS: Ms. Phillips, 24 if you can, address the invest in violence 25 and how we tie into that.

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1 MS. MIXON-PHILLIPS: Again, that's something 2 that I'd like to take offline. I don't want to 3 get into the specifics of what your situation is, 4 and I don't know -- when you said, "assistance," 5 or, "help -- " really your first point of 6 assistance and help is going to be through JSO. 7 MS. WHITE: I did all that. 8 MS. MIXON-PHILLIPS: Now, as part of VAWA, 9 which is, you know, Violence -- it's the victims' 10 program, you can put in and request that you be 11 relocated. 12 By, being in scattered sites, though, 13 that makes it a little bit difficult, because, 14 if we don't have a scattered site available to 15 move you to, then that's really kind of the only 16 option that we have. 17 But I routinely sign off on VAWA requests, 18 where, you know, there is documented instances of 19 abuse or what have you. They come into the 20 office, and they come to my desk after they 21 go to Danny or whomever. He sends them over to me 22 to be reviewed. 23 So we can get your name and information and 24 try and find out what's going on. 25 MS. WHITE: Thank you, ma'am.	1 Now, granted, I understand that that's where 2 the head office at, but you got to think about it. 3 East side -- everybody don't have transportation 4 to go over to the West. Sometimes you got to 5 bring something to the East to help out and show 6 interest for the East side to give them some hope. 7 We get nothing over there. 8 MS. PARKER: Okay. So we started doing some 9 events over at East a little time back. 10 They had several events, but the council that's 11 assigned to Centennial East and West -- 12 they can alternate, of course, where they're going 13 to have the events. And that would be my 14 recommendation for that, in terms of trying to 15 kind of balance it out. 16 So we cannot just say, "Everything will go on 17 at East," and, "Everything will go on at West." 18 But your auditorium is located at West. 19 COMMISSIONER ROGERS: I think that's his 20 concern. His concern is I guess they're not 21 moving from East into West. So I think the 22 concern is how can that change where they can 23 alter the different sites? 24 MR. HOLMES: Yes. I mean we had one event. 25 I've been there almost two years, and there has
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1 COMMISSIONER ROGERS: The gentleman in the 2 back. 3 MR. HOLMES: My name is Samuel Holmes. 4 I'm from Centennial Townhouses. We have an -- 5 in our place, we have an East and a West. 6 Our West (sic) is not where the office is at. 7 How is East going to come almost a mile away? 8 I'm not exact. It may not be the amount. 9 How can the management -- management does 10 fine with a ride through, but our board -- 11 they don't even come over and check on the East. 12 So, how can we have people being concerned 13 about our area to tell us how we going to keep 14 control of it? 15 How they can't come out and have things for 16 the youth to try to keep youth out of trouble? 17 COMMISSIONER ROGERS: Now I'm going to turn 18 that over to Ms. Parker to address. I think 19 that's -- 20 CHAIRWOMAN BROCK: RMC. 21 MS. PARKER: The question was Centennial East 22 not having programs outside for the youth? 23 MR. HOLMES: Yes. Nothing comes. 24 Anything that happens over at Centennial Towers 25 happens at the West.	1 been one event done over there. And that is when 2 the insurance company came. 3 I've only seen one -- they only passed out 4 two letters since I've have been there with 5 the exception of getting information. 6 Ms. Sarah has now moved. Now I don't get 7 -- you don't get any information over there. 8 I just met the president in December. I did not 9 know who she was until December. 10 MS. PARKER: Okay. 11 MR. HOLMES: So, what is that telling me 12 about the council over there? 13 MS. PARKER: Well, they're now in the 14 recruiting process for new council leaders. 15 And, again, if you heard me speak earlier, 16 you have to be in good standing. There are some 17 things that you will -- Ms. Emily has met with 18 those that are interested in being council 19 leaders. 20 And, at that time, when you guys develop a 21 new leadership there, then hopefully we can move 22 forward. 23 I cannot speak about the past, because, 24 again, when Ms. Sarah was here, they were 25 alternating the activities. And, of course,

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1 there may have been some that you may have 2 missed. 3 However, we're going to move forward with 4 trying to make sure that the new council that is 5 elected there will be able to understand and know 6 that we will be trying to do events. 7 So, hopefully, they will schedule events at 8 both sites periodically, according to what they 9 will be doing. 10 Okay? 11 MR. HOLMES: The manager is doing an 12 excellent job. 13 MS. PARKER: Right. Your manager may 14 schedule some events, as well. 15 MR. HOLMES: Yes. And the new one, 16 Ms. Andrews, who just came -- she's making her 17 best little effort. She comes around. 18 But, before her and since Ms. Sarah leaving, 19 I'm not -- unless they can do some more thinking 20 and there are people that really wants to be 21 in there and really want to do stuff, I don't 22 see no change. 23 COMMISSIONER ROGERS: So here is my 24 recommendation. 25 MR. HOLMES: I've already cried.	1 and now we are trying to schedule an election of 2 officers at those sites. 3 And that's a combined site. So we have gone 4 to both East and West, put the recruitment fliers 5 out, and they had a meeting just about a week or 6 so ago. 7 And there is about I think six names or so 8 that was given, and we are going to be meeting 9 with those individuals so that they have a clear 10 understanding about what the council is to do and 11 some rules and regulations as it pertains to the 12 council and then move forward with planning the 13 events. 14 The previous council has also done 15 a tenant funding budget that we will be going over 16 and trying to make sure that they are still 17 interested in doing those same events. 18 If not, they can, you know, put in for new 19 activity, and we are open to that. But they will 20 be instructed that they are to continue to do 21 events at both of the areas. 22 COMMISSIONER ROGERS: All right. Let me get 23 to you. We have two questions in the back before 24 I move up front. The lady in the pink had a 25 question.
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1 (People laughed.) 2 COMMISSIONER ROGERS: I was just about to say 3 -- 4 MR. HOLMES: I will quit crying. 5 COMMISSIONER ROGERS: -- how do we get you 6 on the council? 7 MS. MIXON-PHILLIPS: And that was what I was 8 going to say. 9 Is there any requirements? 10 And, if you live in Centennial East or West, 11 you might want to look at the bylaws. 12 Is there anything in the bylaws that say you 13 have to have representatives from both East and 14 West on the RMC? 15 And, if so, we need to work to get people to 16 volunteer to run for those positions, and, 17 if it's not in the bylaws, then maybe you need to 18 change the bylaws to say, "The board has to 19 have representation for both East and West." 20 MS. PARKER: We did have a gentleman that was 21 on the board for East sometime ago. Again, they 22 dropped off the board, and now we are in the 23 process. 24 As the service coordinator -- of course, 25 she met with those that were interested,	1 MS. SANCHEZ: No. I was acknowledging the 2 gentleman had his hand up for a while. 3 COMMISSIONER ROGERS: Okay. All right. 4 All right. I will move to -- go ahead. 5 UNIDENTIFIED FEMALE: Me? 6 COMMISSIONER ROGERS: Yes. 7 ROBERTA: I am Roberta (phonetic). 8 I'm living at Southwind Villa, and I love where 9 I am living. I never have any problems with 10 Jacksonville Housing Authority getting anything 11 done. 12 But I have a problem when it rains. 13 I cannot get out of my house. It sticks down 14 in front of my door, as it usually does, 15 because of the gutter. 16 I complained to the present manager, 17 when she came. She did try her best to get it 18 fixed, but whoever -- I guess whoever she got to 19 fix it don't know anything about fixing gutter 20 problem. 21 (People laughed.) 22 ROBERTA: Now it's leaking leaves. 23 It's worse. That's what we thought. Day before 24 yesterday or yesterday, Mr. Mosley came to me, 25 and he got ticket where to come to see.

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1 It's dripping. It's leaking worse. 2 It is getting to me. I love where I live, 3 but other one -- to move, I said, "No. I love 4 it over here." 5 No. The reason why I haven't gone back to 6 my manager -- we kind of get in -- seem to get 7 working together -- the ones who can believe that 8 I'm reporting her by saying this. 9 I know I was coming down here. So I say, 10 "I'll leave it until when I come." 11 MS. MIXON-PHILLIPS: What's your unit number? 12 ROBERTA: 201. 13 MS. MIXON-PHILLIPS: 201. You got it. 14 ROBERTA: And another one is some stray cats, 15 but these cats that's bothering me and my dog -- 16 they are house cats, because I've been living 17 there. It's four years now, and we have stray 18 cats around. They never bother me. 19 The dog don't love cats. I have a neighbor 20 across from me -- she don't love my dog, 21 because, every time the dog see a cat, 22 he get outrageous. 23 I mean, "Yap, yap, yap," all in the 24 night. 25 So now I have to keep my door closed,	1 MS. MIXON-PHILLIPS: -- no, no, no. 2 I'm talking about Animal Control. That's the way 3 they control them. They bring a cage out for what 4 they call, "feral cats." That's cats that don't 5 have a home or whatever. 6 ROBERTA: Well, she set up -- she set up the 7 -- she brought a cage out to set up. She brought 8 the cage and let me know that she brought the 9 cage. 10 And they say that they don't have the time to 11 come picking up those stray cats, because the 12 cats are not sick. And I don't know -- want to 13 get caught up between it, because then the manager 14 trying to see eye to eye. 15 You know, we getting along. I don't want 16 anything spoiling it, and I'm not moving from 17 there. 18 COMMISSIONER ROGERS: Well, we noted it. 19 I have noted it. So we have it. Okay. 20 ROBERTA: Thank you. 21 COMMISSIONER ROGERS: All right. Thank you 22 so much. 23 MS. GRIFFIN: My name is Mary Griffin, 24 and I live at Victory Pointe Apartments. 25 And I'm calling in regards -- I'm talking about in
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1 because she reported me one time to the Humane 2 Society saying I taking advantage of the dog. 3 But she know I'm a dog lover. 4 She living in 199. She complain to me and 5 tell me she went to the manager about the cats, 6 and the manager told her that she will have to 7 call the people, Animal Control, or whoever by 8 herself. Because she can't do it. I don't know 9 why. 10 So, if anybody here can get those two issues 11 handled for me, I will be well-pleased. 12 COMMISSIONER ROGERS: So I can tell you that 13 it has been documented. We have written it down. 14 MS. MIXON-PHILLIPS: And the number to call 15 for Animal Control is 630-CITY. 16 ROBERTA: The neighbor told to -- 17 "Tell her she have to call Animal Control." 18 I went to call Animal Control to tell them 19 they don't have anything to do with the cats. 20 They're not sick. Picking up cats like that -- 21 I get upset. 22 MS. MIXON-PHILLIPS: They can bring a cage 23 out to catch -- 24 ROBERTA: She said she went and she bought a 25 cage.	1 regards to the situation with a live-in aide. 2 I have a live-in aide, and I did apply -- 3 put in my paperwork. My aide did her paperwork 4 -- background check -- and somehow or another they 5 lost my information. 6 This happened back in November of 2023, 7 when I applied. They sent me the information to 8 see whether or not I wanted to still remain on the 9 list. 10 I sent my paperwork back. When they first 11 sent it back, I didn't respond in time. 12 So I called Ms. Brock to see what to do, 13 and she told me to appeal it. 14 I appealed it. They approved it, 15 and I got all my letters showing what I did. 16 So, after the appeal, they approved me to get back 17 on the list. 18 So my manager, at the time, somehow or 19 another -- she told me she had me an apartment to 20 move. 21 And she got me -- she told me -- she say, 22 "Well, I got you an apartment," and she was in a 23 situation where she had some personal business. 24 The maintenance man gave me a key. I move 25 down to the apartment, the two-bedroom, and,

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1 when my new manager came -- because she 2 transferred to another site, the old manager. 3 And I moved to the apartment, but the new 4 manager told me I couldn't move in. 5 So I moved back to the one-bedroom, 6 because she said the paperwork was not right. 7 So I'm still in the one-bedroom apartment, 8 and, after her looking into it, she said that she 9 called downtown. And they didn't have any 10 paperwork for me to transfer or have a live-in 11 aide. And I did all of the paperwork, and I got 12 all my letters. 13 MS. MIXON-PHILLIPS: And this was back in 14 '23? 15 MS. GRIFFIN: Yeah. 16 MS. MIXON-PHILLIPS: And so you've been back 17 in the one-bedroom for a year-and-a-half or 18 whatever now? 19 MS. GRIFFIN: I'm back down in the 20 one-bedroom. I've been in the one-bedroom 21 for about 12 1/2 years, but, since that time, 22 I got sick. 23 MS. MIXON-PHILLIPS: And, what's your unit 24 number, Ms. Mary? 25 MS. GRIFFIN: 41.	1 They should look into it and try to do a 2 little investigating first. 3 MS. GRIFFIN: I just wanted to know. 4 MR. MITCHELL: But, just talk to them, 5 Ms. Mary, but I'm curious about that one. 6 COMMISSIONER ROGERS: All right. Thank you 7 so much. 8 MS. MIXON-PHILLIPS: We have a lady right 9 here. 10 UNIDENTIFIED FEMALE: Hello, audience. 11 What I have to say is -- 12 COMMISSIONER SHIRLEY: Can we get your name? 13 MS. LINK: -- my name is Sharon Link. 14 I'm in Brentwood Lakes. It's from, well, 15 the time when I first moved there until now, 16 for 17 years. 17 If you report something -- okay -- 18 a lot of times you get retaliated against by 19 someone vandalizing your car, coming in, 20 doing stuff to your things in the apartment, 21 smearing feces on your door and door handle, 22 allowing folks with a key to burglarize your 23 apartment or whatever. 24 And, if you go and you show them the video, 25 most of the time -- because a lot of people that
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1 And, also, I have another question. 2 When a resident call a manager to say that 3 they have another manager (sic) disturbing them, 4 does that manager supposed to tell the resident 5 who call and reported them? 6 MS. MIXON-PHILLIPS: They should not be, 7 because it shouldn't matter. I mean, if it's an 8 issue, it's an issue. 9 Danny, do you want to address that? 10 MR. MITCHELL: You said, if a resident -- 11 Ms. Mary -- 12 MS. GRIFFIN: Yes. 13 MR. MITCHELL: -- you said, if a resident 14 calls in about another resident, should the 15 manager tell about which resident called in for 16 what? 17 MS. GRIFFIN: Yeah. 18 MR. MITCHELL: The only time that ever gets 19 brought to both residents like, when they come 20 together, is, if it's neighbor to neighbor, 21 and you have to have a resident conflict 22 resolution to come together with them. 23 But they should not be breaching your 24 confidentiality when you come in there and 25 say, "Hey, you know, I got a situation."	1 live there are related and related to people that 2 live there. 3 I've had my car vandalized by some of the 4 people that work there, that volunteer there 5 or whatever else. 6 Okay? 7 And me sitting here writing complaints and 8 going downtown speaking to the CEO, that lady over 9 there, speaking to the previous CEO, the previous 10 manager that was over all of the managers. 11 Okay? 12 And it still happens. 13 Okay? 14 So my question is, if you do report 15 something, you know, and you go down and you've 16 been mocked or whatever -- we've had over 17 16 managers. 18 Because, previously, they were there for like 19 six months, and then they transfer them around to 20 another apartment complex. So you had to start 21 all over. 22 Okay? 23 And we had over 40 different maintenance 24 personnel or whatever. My son has come there and 25 caught four guys running out my apartment.

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1 They been using my apartment as they personal 2 lounge, shopping cart, meeting place, eating 3 place. 4 My food has been tampered with -- my drinks 5 and whatever else. My stuff has been stolen. 6 So, hey, you know? 7 And the security guard that we have is about 8 four or five different security guard companies, 9 you know, and over 35 of them. 10 So my question is, when you do report 11 something and you make a complaint about 12 something, you have to, you know, wait and wait 13 and wait. 14 You request video. You wait three weeks, 15 you know, and then, you know, there is nothing on 16 the video. Something was wrong with the 17 flash drive. They didn't see anything. 18 But the stuff still going out your apartment, 19 you know, stuff still happen, people throwing 20 stuff at your door, bothering it at night, 21 hitting and beating on the wall or whatever, 22 messing with the intercom, and you can't get any 23 peace and any sleep. 24 And, like I say, I don't think it's funny, 25 and then you get mocked or whatever or, you know,	1 to us, we do search the cameras back to verify. 2 MS. LINK: But, if a person can cause 3 or whatever the video when it's happening, 4 you know -- just like the one who been handing the 5 key off. 6 I found out that, you know, when I was 7 leaving out one Sunday morning, and I saw another 8 resident trying to break into a person's apartment 9 with the key that he was given by the security 10 guard. 11 MR. MITCHELL: We follow-up on all of those 12 to verify. 13 MS. LINK: Like I said, my car been 14 vandalized by folks who will work there and 15 volunteer there, on the Resident Council and them 16 and ones who are related. I have proof. 17 I have video of it. 18 MS. MIXON-PHILLIPS: We will follow-up. 19 COMMISSIONER ROGERS: Ms. Link and 20 Mr. Mitchell, we'll speak offline regarding that, 21 but I think Ms. Phillips will address it, 22 as well. So that's something that we'll take 23 offline. 24 MS. LINK: And, like I said, it's more 25 stuff. There's more things, you know, to try to
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1 patronized or whatever then. 2 And still you report it, and still, you know 3 -- 4 MS. MIXON-PHILLIPS: Danny, do you want to 5 answer that? 6 MS. LINK: -- and a lot of stuff in the 7 bathroom. From the time when I first got here, 8 in 2007, the maintenance personnel came in on me 9 without knocking, without notice, hit me on my 10 side of my leg or whatever, pulled my gown up, 11 too, betting if I had on underwear. 12 And another resident -- I'm standing in the 13 hallway talking to him. He reached out and 14 grabbed my breast. 15 So that's what I'm saying. You report 16 something, and you don't know if you report 17 on someone who's related to them. 18 You know? 19 I'm showing them video of folks vandalizing 20 my car. I called the police. 21 MS. MIXON-PHILLIPS: Danny, do you want to -- 22 MS. LINK: Oh, I've spoken to him. 23 I've spoken to him. 24 MR. MITCHELL: Yeah. We've spoken to 25 Ms. Link, and, any time Ms. Link brings something	1 say it here. It's too much. 2 COMMISSIONER ROGERS: And we take -- 3 I can't speak on behalf of the entire board in the 4 agency, but I will say this, "We take all 5 concerns very seriously." 6 And, again, I know it's in 2007 that you 7 moved in. This has been going on for a long 8 time, and so we will have conversations, 9 as you eloquently articulated it to us. 10 You and Mr. Mitchell have had conversations, 11 and so we hear you. We hear you, and we'll see. 12 MS. LINK: People have someone -- people who 13 hooked up to other folks' electricity, a couple 14 of people who have gotten electrocuted. 15 Okay? 16 The guy that used to live in 335 -- 17 he assaulted one of the assistant managers, 18 and they found out he was illegally hooked up to 19 the guy's apartment in 333. 20 COMMISSIONER ROGERS: And here's what I was 21 saying. I remember, when I first joined the board 22 -- and maybe I went to my first event. I can't 23 recall -- but, as I was leaving out of my first 24 event, after joining the Jacksonville Housing 25 Authority, someone wrote me a note, a long letter

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1 outlining many of the things that you have 2 outlined today. 3 And so I took that very seriously when I 4 received that note. So again, it's something that 5 we take very seriously, and it's something that we 6 will look into. 7 So thank you so much, and, if you will just 8 hold tight, we will talk to you after this 9 meeting, as well. 10 Do we have other questions in the back? 11 MS. SANCHEZ: Hi. I'm Barbara Sanchez. 12 I'm the Resident President of Brentwood, 13 and I was wondering if, at all possible, 14 could we start -- and I'm not sure if other 15 councils want to explore this, too -- 16 doing events after 5:00? 17 Most of our communities -- they work. 18 So, when we put out fliers for events, 19 it's during the 9:00 to 5:00 time. And it leaves 20 very little time for people who work to get home, 21 take care of their children and then come out to 22 events. 23 Is it possible that we could explore that, 24 having events after five o'clock? 25 CHAIRWOMAN BROCK: Ms. Barbara, are you	1 Now, again, we also try to make sure that our 2 numbers are available if there is information you, 3 as council leaders, who live up there -- 4 you can still share the information on times for 5 things that happen in your community that may not 6 be the time that those that work are there. 7 This is why it's important to have your 8 council meetings, because, at your council 9 meetings, you are bringing information to them 10 that has happened at your site and/or presenters 11 to do those things, as well. 12 So, again, it depends on the sites. 13 Most of the offices, again, closes at 5:00. 14 Some sites have their own separate council area, 15 and, even in -- for instance, your Brentwood site 16 does, but your manager also has -- management has 17 changed. 18 And they sometimes say, "Well, we can have 19 something as late as up to seven o'clock, 20 but, after seven o'clock, we are not having any 21 events." 22 Some of our partners want to do things on 23 Saturdays, but we also have to be considerate of 24 staff's time, as well. 25 Ongoing events cannot continue, like I said
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1 talking about Resident Relations? 2 MS. SANCHEZ: That would be a good idea, 3 but, also, I know Community Engagement, 4 every now and then, will do something close to 5 5:00. 6 But I mean tenant-funded events after 7 five o'clock for those who work or Saturdays. 8 COMMISSIONER ROGERS: Ms. Parker, 9 is that something that you can address as it 10 relates to how that can or cannot happen? 11 MS. PARKER: So this question has come up a 12 number of times, and the answer to that question 13 is depending on what the events are, depending on 14 the availability of staff, in terms of doing 15 things on Saturdays and late evenings. 16 Okay? 17 Again, we try to conduct some events in the 18 evening, but we, as staff, cannot continue to do 19 evening events every evening with all of the sites 20 that are wanting to do things evening-wise. 21 Okay? 22 And, as far as some of the people that work, 23 again, sometimes we have to make that sacrifice, 24 if it's something that we truly want to be a part 25 of.	1 -- it can't happen every Saturday. Our staff 2 have families, as well, and we have to kind of 3 look at that, as well. 4 So you guys -- if you don't have an 5 RMC office that's separate that you can hold your 6 events in, if it's going to rely on having it in 7 the auditoriums where the community managers are, 8 then that will depend much on your manager as 9 well as whether or not they can accommodate that 10 on an ongoing basis or even periodically. 11 We try to, but, again, that's why we are doing 12 things during the day hours. 13 MS. LINK: Okay. I just wanted to say a lot 14 of people -- they have like appointments, 15 going to rehab, physical therapy, dialysis, 16 chemo or whatever, and the bus -- the medical bus 17 come and pick them up. So they have to wait for 18 the medical bus to bring them back. 19 So that's why a lot of times folks don't come 20 to the meetings at 11:00 or 12:00 or 1:00 or 21 whatever most of the times, especially at a senior 22 building. 23 MS. PARKER: Well, we can't accommodate 24 everybody. 25 MS. LINK: I understand.

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1 MS. PARKER: We have residents that work late 2 nights. We have residents that work in the middle 3 of the day. We have residence that work in the 4 evenings. 5 So I'm sure some of those that work in the 6 evenings may say, "day," and one may say, 7 "night." 8 We are having stuff the next time -- 9 people that work in the daytime say, 10 "We're having stuff at night." 11 So it's just an ongoing -- 12 MS. LINK: No. I'm just -- 13 MS. PARKER: -- thing. But we try to make 14 sure that we are trying to have events probably a 15 lot of times as close to the latter part of the 16 afternoon as possible to try to catch some of 17 those that can get in and make a little bit of the 18 event so that we can try to get that information 19 to them. 20 But much of it depends on your site managers 21 in regards to how that's going to be governed at 22 their sites. 23 Okay? 24 MS. LINK: I want to say one more thing. 25 The city bus doesn't stop in front of our building	1 MS. BAKER: I'm currently on another waiting 2 list for a Section 8 voucher, because I have four 3 children. Only one lives with me here in 4 Jacksonville, and my other three live in Volusia 5 County -- 19, 20 and 17. 6 So I travel a lot back and forth, 7 but it's like I can't get the Section 8 voucher. 8 "It's going to be a long time before we get 9 --" 10 MS. MIXON-PHILLIPS: It is a long waiting 11 list. 12 MS. BAKER: -- yes. So like at what point -- 13 in my situation, what do you do with that? 14 They'll tell me, "Go and apply with the 15 agency," but it's like you've been waiting all 16 this time for four years for something to come 17 through. And then you got to start all the way 18 back over to start from scratch. 19 MS. MIXON-PHILLIPS: That's correct. 20 Because they have a separate waiting list 21 from us. 22 MS. BAKER: Right. 23 MS. MIXON-PHILLIPS: But you can get on their 24 waiting list. You can be on a waiting list 25 anywhere in the country that you want to be on the
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1 anymore, and a lot of the people have to walk to 2 either 21st Street or up there by the kid's school 3 to catch the bus. And a few women have been 4 assaulted and raped. 5 Okay? 6 I just wanted to let people know. 7 UNIDENTIFIED FEMALE: I have a question. 8 COMMISSIONER ROGERS: Okay. Thank you. 9 Thank you for that, and we will note that. 10 MS. PARKER: She has a question for you. 11 MS. BAKER: My name is Lakesha Baker, 12 and I stay in Brentwood. I've been in Brentwood 13 since 2020. 14 My question would be, as the lady said that, 15 "It's a long waiting list for the Section 8." 16 But, how does that work for individuals that 17 want to move, not to another apartment, but try to 18 move to another city? 19 They will tell me to apply within that city, 20 but, if you're already waiting for something here 21 -- I've been waiting for four years now. Four. 22 Four years. 23 MS. MIXON-PHILLIPS: You live in Brentwood 24 Lakes. So you're already housed. So you're not 25 on the waiting -- are you on --	1 waiting list. 2 Or, if you have a voucher and they have 3 availability, then you can do what we call, 4 "a port out," and go into the other location. 5 But, again, every housing authority in 6 this country has a waiting list. There is a 7 housing crisis. Period. 8 MS. BAKER: Right, right. 9 MS. MIXON-PHILLIPS: So, you know, 10 unless -- you have the ability to go out in the 11 commercial market and find a place. Getting on 12 the waiting list is the way to go. 13 MS. BAKER: Also, I'm from Mississippi. 14 The price out here is ridiculous. 15 It's ridiculous. 16 MS. MIXON-PHILLIPS: I wish I had a better 17 answer for you, but there really is not. 18 Because, again, we've got 30,000 people on the 19 list. 20 MS. BAKER: And I get that. 21 MS. MIXON-PHILLIPS: Many of them who may be 22 homeless and not have any place or may be living 23 with a relative or living in their car. 24 And so I just don't have a better answer for 25 you. I'm sorry. I wish I did. And the answer

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1 is, you know, we need more funds to build more and 2 create more affordable housing at the end of the 3 day. 4 MS. BAKER: Right, right. 5 COMMISSIONER ROGERS: There was one last 6 question in the back. 7 Is there still a question? 8 CHAIRWOMAN BROCK: He's talking to you, 9 Ms. Barbara. 10 MS. SANCHEZ: Oh, no. I'm done. Thank you. 11 MS. PARKER: Thank you. 12 COMMISSIONER ROGERS: Are there other 13 questions? 14 (no response) 15 COMMISSIONER ROGERS: Seeing and hearing 16 none, on behalf of the board, on behalf of the 17 Jacksonville Branch -- the Jacksonville Housing 18 Authority -- 19 (People laughed.) 20 COMMISSIONER ROGERS: -- I serve on so many 21 things -- we thank you-all, again, for coming. 22 And it is indeed a pleasure for us, 23 as commissioners, serving you. 24 If you have any concerns or questions, 25 do reach out to us, but, again, with that,	1 That is our CEO. Her name is Roslyn 2 Phillips-Mixon. I might have it backward. 3 MS. MIXON-PHILLIPS: Mixon-Phillips. 4 (People laughed.) 5 CHAIRWOMAN BROCK: Roslyn Mixon-Phillips. 6 MS. MIXON-PHILLIPS: I wasn't offended. 7 CHAIRWOMAN BROCK: If nothing else, just, 8 "Ms. Phillips." 9 If you can't remember all of it, 10 just, "Ms. Phillips," because she's not caught up 11 in titles. 12 But it is right to respect, and we should 13 respect our staff as well as each other. 14 All right? 15 PEOPLE: Yes. 16 CHAIRWOMAN BROCK: And so I want you to 17 always remember that. 18 Another thing that I wanted to point out 19 today that I was very impressed by -- we have some 20 council leaders in here. I was so moved to see so 21 many of you that represent your communities that 22 came out today. 23 (People clapped and cheered.) 24 CHAIRWOMAN BROCK: But the other thing that 25 was very impressive -- because we have an
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1 I'm going to turn it over to our Chair to adjourn 2 this meeting and do the remaining items. 3 Thank you so much. 4 CHAIRWOMAN BROCK: And, before I get 5 started, come on. Put your hands together for 6 Commissioner Rogers, my Co-chair. 7 (People clapped.) 8 CHAIRWOMAN BROCK: I'm going to ask 9 Ms. Phillips, before I go any further, do you have 10 any closing remarks? 11 MS. MIXON-PHILLIPS: No. 12 CHAIRWOMAN BROCK: Okay. All right. 13 So our CEO did not have any closing remarks. 14 But these are my remarks. As the Chair of 15 Resident Relations, I have always -- and I will 16 still stand on this -- I have always told all 17 residents in Duval County, "When you come to 18 meetings, any meetings, it makes no difference 19 what meeting it is, any meetings, always, always 20 conduct yourselves as ladies and gentlemen." 21 I was offended a few minutes ago -- 22 and maybe because you just didn't know our CEO 23 name. 24 She is not to be referred to as, "That lady 25 over there."	1 Executive Board that deals with our council 2 leaders. 3 And the Executive Board spends countless 4 hours in trying to make sure that we come up with 5 things to make our council leaders in the 6 different communities successful. 7 I was very moved today to see some of our 8 council leaders -- and Ms. Mary is sitting on the 9 front row. So I'm going to use her as an example. 10 If you would stand up for a minute, Ms. Mary, 11 please? 12 I want you to give her that dish, 13 and then I want you to take the other paper -- 14 no. Turn around. 15 The Executive Board put together and bought 16 these (referred to very nice padfolios) for our 17 council leaders, and they were not to be just put 18 on the shelf. They were to be used, just like 19 what Ms. Mary have today. And I saw you 20 Ms. White in the back. That's why I was so moved. 21 I see you, Ms. Barbara. 22 That's what I wanted to show, because I'm so 23 moved by our council leaders being leaders. 24 Because leaders should lead by example. 25 And so I constantly teach y'all to put your

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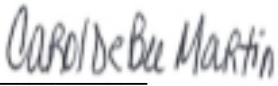
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1 documents in binders and protective covers so that 2 they don't get soiled and dirty, because you don't 3 know when you're going to need them. 4 And so, when I started this Resident 5 Relations, that was my theme, that we were going 6 to make our residents great. And so, in making 7 them great, I was just really moved by that today. 8 My next comment, because it did come up in 9 our committee meeting, how so many times there is 10 complaints that come, but never our success 11 stories come. 12 I want to say today that we are so proud to 13 say that here, at the Jacksonville Housing, 14 what we're doing establishing our residents in 15 the communities. 16 And so today we have with us -- and I know 17 that Mr. Sam referred to her several times when 18 she was on the council -- but we have in our 19 midst today Ms. Sarah Wilson-Kraft, who was a 20 resident up under the Jacksonville Housing now 21 became a homeowner -- 22 (People clapped and cheered.) 23 CHAIRWOMAN BROCK: -- not only she became a 24 homeowner, but, also, Ms. Sarah have a son, 25 a special needs son. And my hat is off to	1 coordinator work, and I just want y'all to know to 2 respect your coordinators. 3 Because they do spend countless hours trying 4 to make sure that you have good success. 5 Sometimes I know that you may think they not 6 listening, but they are listening. And they are 7 trying to make things happen. 8 And I really want to say, also, that Sarah -- 9 she's very knowledgeable. She's on the Legal Aid 10 Advisory Board. 11 And a couple days ago she became the 12 President of the Advisory Board for Legal Aid, 13 and so I'm really grateful. Because that is -- 14 Legal Aid do fight for our residents. 15 And so I'm really glad that we have some 16 good, good people down there that are going to 17 represent the Jacksonville Housing and help our 18 residents have good success. 19 Of course, Ms. Pat Balkcom moved up to 20 RAD President, and she also is on the Advisory 21 Board for Legal Aid. 22 Would you stand, Ms. Pat? 23 (People clapped and cheered.) 24 CHAIRWOMAN BROCK: And so we definitely, 25 definitely thank all of you for taking time out of
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1 Resident Services, because her son was one of the 2 people that I was talking about in our board 3 meeting that received a full scholarship ride at 4 UNF. 5 (People clapped and cheered.) 6 CHAIRWOMAN BROCK: Ms. Sarah is one of those 7 residents, as Commissioner Rogers loved to say, 8 that took authority over the benefits and the 9 things that we offer here at the Jacksonville 10 Housing. 11 It's not just limited to her. It's limited 12 to all of our residents in Duval County. 13 And you have to step up, and you have to take 14 control. And you have some great, great -- 15 I'm telling you you really do -- Ms. Ann in the 16 back -- you wasn't here earlier -- 17 (People clapped and cheered.) 18 CHAIRWOMAN BROCK: -- but this is a 19 hardworking coordinator, Ms. Ann. 20 And I know that Ms. Kay came in late, 21 but Ms. Kay used to be a coordinator. But she has 22 been promoted to deputy. 23 (People clapped and cheered.) 24 CHAIRWOMAN BROCK: She was a very 25 hardworking coordinator when she was doing	1 your schedule. 2 We're fixing to do our raffle. I'm going to 3 ask you, when you partake of the refreshments 4 in the back, please get one choice of the items 5 that's in the back, please. One choice. 6 No. You can't take none home to the kids. 7 None of that. Get one choice. 8 All right? 9 When I say, "one choice," I mean, 10 you know, you got your hotdogs. You got your 11 mustard and ketchup and all that good stuff, 12 but I'm talking about like the cookies and the 13 chips -- just one. Your drinks -- one. 14 Yes, Mr. Mitchell? 15 MR. MITCHELL: Ms. Phillips has something to 16 say. 17 CHAIRWOMAN BROCK: I didn't see you, 18 Ms. Phillips. Yes, ma'am. 19 MS. MIXON-PHILLIPS: When you get a break, 20 once you finish -- 21 CHAIRWOMAN BROCK: I'm finished. 22 I'm getting ready to -- 23 MS. MIXON-PHILLIPS: You know, somebody 24 mentioned the Martin Luther King breakfast this 25 morning, and I went, as well.

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1 And one of my favorite -- there are many of
2 them -- quotes of Martin Luther King is,
3 "In the end, we won't remember all of the
4 wonderful things that people said about us,
5 but we will remember the silence of our friends."
6 And this gentleman today -- he stood up,
7 because he wanted to recognize Ms. Kim.
8 And so I have an extra pin. I took two this
9 morning. I asked before I took them.
10 I asked, and she said that I could have an
11 extra one. I'm going to give you this
12 Martin Luther King pin.
13 (People clapped and cheered.)
14 CHAIRWOMAN BROCK: All right. Thank you,
15 Ms. Phillips.
16 Come on. Give Ms. Phillips a hand.
17 (People clapped.)
18 CHAIRWOMAN BROCK: We definitely appreciate
19 all of you.
20 (The meeting continued with the raffle
21 drawing and lunch, but it was not requested to be
22 a part of this transcript.)
23 (The proceedings in the above-titled cause
24 concluded at 1:50 p.m.)
25 ---

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1 C E R T I F I C A T E
2 STATE OF FLORIDA)
3 COUNTY OF DUVAL)
4 I, Carol DeBee Martin, Certified Court
5 Reporter and Notary Public, certify that I was
6 authorized to and did stenographically report
7 to the best of my ability the foregoing proceedings
8 and that the transcript is a true and complete record
9 of my stenographic notes.
10 Dated this 1st day of February, 2025.
11
12 
13
14 Carol DeBee Martin
Notary Public State of Florida
My Commission: HH 588635
Expires: 12-29-2028
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