

Tenant Advisory Council (TAC)

Meeting Minutes Report

Date: April 28, 2026

Location: On-line

Facilitator: Meg Kausch, Community Engagement Policy Coordinator

Guest Speaker:

- Juli Garvey – Director of Asset Management at Home Forward

Meeting Duration: 6:00 p.m. – 8:10 p.m.

Recorder: Frank Culbertson **Chat:**

TAC Members Present: Frank Culbertson, Carla Williams Frison, Debbie Blackmon, Tammi Bell, Sarah Lawrence, Traci Van Zandt, Margaret Rogers, Corpus Pacem, Megan Sahim, Raven Smith, Melissa McClellan, Shay Barber

Home Forward Staff: Juli Garvey

1. Welcome and Opening Remarks

Facilitator **Meg Kausch** opened the meeting with Community Check-in.

2. Opportunity for Public to Comment: No comments were made.

3. Meg Kausch remarks:

- a) Reminded TAC members of Board of Directors meetings
 - b) Reviewed the TAC's established group agreements
 - c) March meeting notes approved. Motion by Tammi Bell, Second by Traci Van Zant
 - d) Announced TAC resignation of Zoe Latimer
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4. Presentation by Juli Garvey, Director of Asset Management at Home

- Home Forward's **housing portfolio structure**
- Differences between:
 - **Asset Management** (long-term planning, financial oversight, vendor management)
 - **Property Management** (day-to-day operations, tenant relations, maintenance)

Key Message from Garvey

- Asset Management oversees performance and strategy but relies on property management and regional staff to resolve resident issues.
 - Residents are expected to escalate concerns through **property managers** → **regional managers** → **asset management if needed**.
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5. Resident Concerns: System Gaps & Voucher Challenges

A major portion of the meeting included resident discussion about persistent barriers across housing types, including:

- A. Communication & Access Barriers
- B. Accountability Concerns
- C. Systemic Frustration
- D. Third-Party Management Performance

Response from Garvey:

- Limited availability of qualified alternative vendors
 - Ongoing monitoring and evaluation of current providers
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6. Meg Kausch Announcements

- A. HUD Engagement Event around Section 3 on May 28th
 - B. No answer on 1099 Documentation
 - C. Follow up for HUD proposed rule after 4/21 comment window
 - D. TAC Annual Report, process for creating in May and approving in June
 - E. Another reminder to attend Home Forward Board of Commissioners meetings
 - F. Asked residents where the next in person TAC Meeting should be held
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7. TAC Provides Feedback

- A. Meg led discussion on the outline of the Community Safety Toolkit and prompted TAC members for feedback on the items included, organization and planning for distributing this information.
- B. TAC members Frank Culbertson, Traci Van Zandt and Debbie Blackmon provided feedback on the outline and content included so far.

Meg Kausch adjourned the meeting.