



## OBSERVER CORPS REPORT

**MARBLEHEAD HOUSING AUTHORITY** – November 19, 2024  
LWVM Observer -Cathy Marie Michael

Members in Attendance – Jean Eldridge, William Kuker, Terri Tauro, Kristin Dubay Horton, Executive Director Cathy Hoog

### **Public Comment Period**

- Tenant - We are organizing coffee get togethers to meet each other twice a month Tuesdays 10am. Would like to make it official.

Terri Tauro response - would like the Board to show up

- Tenant at Farrell Court - expressing gratitude to the Garden Club that created beauty

- Tenant asked the Board who is up for reelection this year?

Response - Terri Tauro

-Someone on zoom inquired that when Winn comes to the Dec meeting will it be in a convenient location for Broughton residents?

- Tenant Elaine submitted a list of questions on 17Sept. has not yet received any response.

- Board Member Kristin suggested putting a response to tenant questions on the agenda of the next meeting in December

- Units - some residents are not fulfilling the requirement of living here 9 months out of the year.

CH responded to report it to the Property Manager, this is not a public conversation

- Tenant - When we call in we feel disrespected.

CH - Call me about that

- Tenant - When I call the office or email, I feel rushed. When the office staff doesn't get back, the conversation stops without any response.

Teri Tauro - Keep a log every time you call so we can keep track

## **Report of Executive Director**

- 150 applications for 8 vacancies
- Holiday resident party - Philanthropic Lodge
- New washing machines came in, now \$3/load up from \$2/load

## **Items from Board Members**

KDH - There is too much smoking bothering the tenants. How do we support this?

CH - We have to treat it like a leaked violation, then a court order. Action - keep encouraging everyone to report it.

TT - Back to residents concerns including mold.

CH - there is a way to track it

TT - We need to know what preventative maintenance has been done

JE - What is causing the mold It has not been addressed.

TT – Don't tell me it's from a tenant not being clean, especially when mold is found behind a fridge.

Mold training for maintenance.