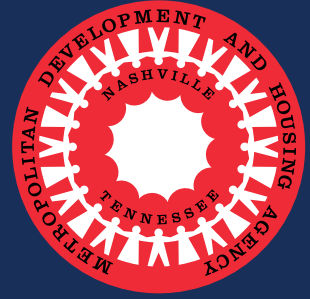


# RESIDENT Connection

NEWSLETTER SUMMER 2024



## A message from MDHA's Executive Director

As we look ahead to summer, I have also been reflecting on the milestones MDHA met in 2023. One that I'm particularly proud of is the establishment of a Resident Services Department for the first time in our Agency's 85-year history. The department's formation – and recruiting a dedicated, qualified team to staff it – is integral to the Agency's mission.

From providing services and resources to residents to strengthening relationships with partners, MDHA staff in this newly formed department proactively address concerns regarding residency, needed services and prospects to enrich lives. Funding from state and federal resources and grants make many of the programs offered through this department possible, as well as various partnerships with organizations that serve our residents.

I would also like to recognize MDHA's Rental Assistance Department, which again received the highest score possible through the Section 8 Management Assessment Program (SEMAP). This means that the U.S. Department of Housing and Urban Development has determined MDHA's Rental Assistance Department to be a high performer based on an evaluation of the department's efforts, including those related to customer service for program participants.

MDHA has one mission, and you – the approximately 30,000 Nashvillians we house – are each a reason for why we do what we do every single day.

**Dr. Troy D. White**  
MDHA Executive Director

## MDHA Launches New Resident Services Department

In 2023, MDHA launched a Resident Services Department to identify, prioritize and provide services and resources for residents at MDHA properties. The creation of the department was spearheaded by MDHA Executive Director Dr. Troy D. White.

The newly created department has a director and approximately 30 staff who manage the programming and resources available to residents, many of which are made possible thanks to partners, funding from state and federal resources and grants.

As part of the creation of the Resident Services Department, MDHA opened the Family Self-Sufficiency program to new participants living at MDHA's properties. This program allows residents to initiate a goal-oriented plan and receive the services and resources needed to obtain a higher-paying job that will enable them to become self-sufficient and independent of government assistance.

The department is also partnering with several local organizations and non-profits to provide free job training and educational resources to MDHA residents. Participants will have the opportunity to earn a certified career credential or college credit, network with potential employers and learn new skills or refresh existing ones. Staff are available at 78 Lafayette St. to help with job search assistance, career exploration, resources for Veterans and more.

Along with the new department comes the Resident Services information line, which gives residents the chance to contact department staff directly about the programs, services and resources available to them. The phone number for the **Resident Services information line is 615-252-8527**.



# MDHA Breaks Ground on Newest Cayce Transformation Residential Development

In December 2023, MDHA celebrated the groundbreaking of the newest development at Cayce Place in East Nashville! Park Point East will feature 203 units, including 115 set aside for current Cayce Place residents. Amenities include granite countertops, tile backsplash and patios or balconies. The development will be comprised of 24 townhouses and two apartment buildings, both of which will feature a community room and fitness room. It's expected to be completed in 2026.



When construction officially began in January 2024, more than 400 units were under construction at one time - a milestone for the Cayce Transformation and a first for the Agency in more than 50 years.



## • MDHA Celebrates Grand Opening of • Cherry Oak Apartments

As one construction project begins, another welcomes new residents. In March, under the shade of a towering Cherrybark Oak tree, MDHA held a ribbon cutting and grand opening celebration for Cherry Oak Apartments, the newest mixed-income residential development at Cayce Place.

"No tree grows to be this large without strong roots as its foundation," said MDHA Executive Director Dr. Troy D. White. "Here at Cayce Place, our residents are the roots of this community. They are the reason we do what we do."

Cherry Oak Apartments houses 96 units – 45 subsidized for current Cayce Place residents, eight new affordable, six workforce and 37 market-rate apartments. The development was made possible thanks to several partners from the public and private sectors. So far, more than 600 units have been completed as part of the Cayce Transformation.



# FAMILY SELF-SUFFICIENCY PROGRAM

Did you know that Section 8 program participants can also enroll in the Family Self-Sufficiency program? MDHA Rental Assistance Department staff work specifically with voucher holders to develop goals and identify the services and resources needed for participants to achieve self-sufficiency. This can include linking them with available services and resources such as personal and family counseling, life skills, money management, job training, advancement of education, employment and homeownership opportunities.

For more information, Section 8 program participants can contact the MDHA Family Self-Sufficiency Coordinators:

**Brittany Croom**  
615-252-6516  
bcroom@nashville-mdha.org

**Donna Anderson**  
615-780-7013  
danderson@nashville-mdha.org



# New Rental Assistance Inspection Schedule

As of Jan. 1, 2024, the inspection schedule for participants in MDHA's Housing Choice Voucher program has changed. MDHA will now conduct housing quality standards inspections every two years instead of every year. MDHA will randomly select 50% of the units due for annual inspection for each month of 2024 and schedule those inspections. The other 50% will be inspected in 2025.

MDHA's policy regarding Complaint/Special Inspections will not be impacted by this change. Both tenants and landlords have responsibilities to maintain units in accordance with U.S. Department of Housing and Urban Development inspection standards. Unresolved issues within units that are related to health and safety should immediately be reported and/or addressed. Landlords will continue to have the ability to self-certify for non-life-threatening deficiencies.

The following units will remain on an annual inspection cycle:

- Units owned/managed by a landlord found to regularly fail to maintain units in accordance with inspection requirements or other violations of owner obligations.
- Units found to regularly have family-caused life-threatening deficiencies.

For more information, contact the MDHA Rental Assistance Department by calling 615-252-6500 or emailing [Section8@nashville-mdha.org](mailto:Section8@nashville-mdha.org).

Please note: This change does not impact properties that are owned by MDHA.

# THE FCC HAS ENDED THE AFFORDABLE CONNECTIVITY PROGRAM

MDHA's Resident Services Department is reminding MDHA residents who were enrolled in the Affordable Connectivity Program (ACP) that the Federal Communications Commission (FCC) has ended the program as of June 1, 2024.

If you are an MDHA resident who was enrolled in the ACP, the discount is no longer being added to your monthly internet bill. If you need assistance canceling your internet service, please contact MDHA Resident Services Supervisor Lisa Booker by calling 615-252-8425. MDHA's office hours are 7:30 a.m. to 4 p.m. Monday to Friday. You may also directly contact your internet service provider to discuss your options for changing your plan or discontinuing service.

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# MDHA STORIES

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## BUILT FOR NEW BEGINNINGS

### ALEXIS



Cherry Oak Apartments recently welcomed 45 families who previously lived in MDHA's Cayce Place. Among them is Alexis, a mother whose remarkable story of resilience will inspire you.

[bit.ly/BuiltForNewBeginnings](https://bit.ly/BuiltForNewBeginnings)

## BUILT FOR HOMEOWNERSHIP

### CONSWALA



Conswala spent most of her life as a resident at MDHA's J. Henry Hale Apartments. It was also the only home her two daughters had ever known. That changed when Conswala achieved homeownership.

[bit.ly/BuiltForHomeownership](https://bit.ly/BuiltForHomeownership)

## BUILT FOR AMBITION

### BRI-KEL



Bri-Kel's journey to self-sufficiency began with the achievement of a major life goal. Fueled by that success, her ambition is now pushing her to reach even greater heights through MDHA's FSS program.

[bit.ly/BuiltForAmbition](https://bit.ly/BuiltForAmbition)



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