

# MINUTES

## ROCKWALL HOUSING AUTHORITY BOARD OF DIRECTORS REGULAR MEETING

Thursday, February 20, 2025 – 10:00 a.m.  
100 Lake Meadows Dr. - Rockwall, TX 75087

**1. Call Public Meeting to Order / Declare a Quorum**

Vice Chair Teresa Sevier called the meeting to order at 10:01 a.m. Present were Vice Chair Sevier and Board Members Rick Crowley, Maryann Hall and Carla Wise. RHA Executive Director, Aurora Bueno, Rockwall City Councilmember Tim McCallum and City Secretary Kristy Teague were also present. Chairman Matthew Neyland and Rockwall City Manager Mary Smith were absent from the meeting.

**2. Pledge of Allegiance**

Those present recited the Pledge of Allegiance.

**3. Open Forum for Public Comments**

No one was present / no one spoke during Open Forum.

**4. Consent Agenda Items**

a) Discuss / act on approval of minutes from the Feb. 20, 2025 board meeting  
Board Member Crowley moved to approve the minutes. Board Member Wise seconded the motion, which passed unanimously of those present (Neyland absent).

**5. Discuss / act on RHA's Official Business, Programs and Reports Related to Management of RHA including:**

a) Hear update from RHA's Executive Director regarding management of the RHA  
Aurora Bueno, Executive Director, gave an update on various topics, indicating she has been with the organization for ten months now. A utility allowance study was recently completed. She explained that some residents get a certain amount deducted from their monthly rent in order to offset and pay for the cost of their utilities (water, gas, electric). A consultant did the study, and the RHA's payouts are going up. These are Housing Assistance payments made via Section 8. She went on to share another update, indicating that RHA board members recently completed a virtual training that was very informative and helpful. She also shared that Reece Manor did have three vacancies due to (former) residents moving into nursing homes, but it is now fully occupied. She stated that all facilities managed by RHA are in fact now fully occupied. Also, eight residents have been ported in from other areas (either elsewhere in the state of Texas or from other states). RHA is administering vouchers from elsewhere and is being paid \$70 per voucher per month by other housing authorities to do so. For example, a lady from a housing authority in Virginia has moved here to Chandler's Landing into a Section 8 rental, and the RHA administers that voucher for the housing authority in Virginia.

Lengthy discussion ensued related to Section 8 public vouchers, income limits for those who qualify, as well as investors who purchase properties and lease them via vouchers. Ms. Bueno explained how Section 8 is different than “public housing.” Indication was given that Rockwall has only twenty-nine (29) vouchers. Comparatively speaking, Ms. Bueno had 900 vouchers when she first managed the housing authority in Mesquite, TX, and the number of vouchers grew over time to over 1,600. This was due to various programs there in Mesquite, such as those for veterans and for kids who age out of the system (become adult aged). She explained that there is no limit on the number of vouchers that can be imported into Rockwall (which, most all of them are managed by housing authorities, she explained). For example, Mesquite vouchers can come into Rockwall and rent Section 8 here because Rockwall is within twenty-five miles. The same is true of, for example, Dallas vouchers (because Rockwall is within the 25-mile geographical area).

Ms. Bueno went on to share that she did twenty-nine Section 8 inspections back in December. Thereafter, she sent letters to many owners/landlords letting them know of needed repairs. A lot of them were unhappy, indicating they have never ever received that type of letter before.

A long discussion then ensued pertaining to the Lake Rockwall Estates subdivision with Councilman McCallum and Board Member Crowley (former City Manager of Rockwall) giving a lot of background information on the past annexation of Lake Rockwall Estates by the City of Rockwall many years ago. They generally explained how the City did so in order to extend services to those residents and to improve the area. Mr. Crowley shared how the water supplier for that area was hugely price gouging citizens there, and they were being sorely taken advantage of. So the City of Rockwall paid a lot of money to buy the rights to serve water to those residents. This resulted in notable more affordable water service for those residents. Also, Animal Control services and other things like Building Inspections and Code Enforcement got extended to that neighborhood, and those services helped, over time, to greatly improve the area.

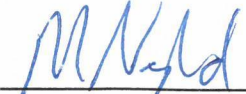
Ms. Bueno shared that Lakepointe Church is coming to do a Spring Break event on Throckmorton. There will be bounce houses and snow cones, and a fun time is expected for the neighborhood kids. Also, an event will be held at the main Lake Meadows building on March 20.

She went on to share that the RHA continues to rip out bathtubs and install showers. Also, air conditioning related issues have slowed, but there has been an increase in plumbing-related issues. Board Member Crowley observed that plumbing issues tend to cause residents a lot of trouble. He'd like to evaluate, along with Chairman Neyland, the possibility of redoing all of the plumbing in the building and seeing if it would be possible for Federal dollars to cover said costs. Regarding costs, Ms. Bueno shared that she has reduced the number of times a cleaning crew comes in (to clean common areas) from every week to bi-weekly instead. It was costing \$275 / week, so having them come half as much will help save money. The question of when a maintenance person is expected to be hired was brought up. Ms. Bueno indicated that she is unsure, but – for now – City of Rockwall maintenance staff continues to show up, assist, and be very helpful in various ways.

**6. Adjournment**

Board Member Wise moved to adjourn the meeting at 10:56 a.m. Board Member Hall seconded the motion, which passed unanimously.

**PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE ROCKWALL HOUSING AUTHORITY (RHA) ON THIS 20<sup>th</sup> DAY OF MARCH, 2024.**

  
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Matthew Neyland, Chair

ATTEST:  
  
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Richard R. Crowley, Secretary

# MINUTES

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## ROCKWALL HOUSING AUTHORITY BOARD OF DIRECTORS REGULAR MEETING

Thursday, March 20, 2025 – 10:00 a.m.  
100 Lake Meadows Dr. - Rockwall, TX 75087

### 1. Call Public Meeting to Order / Declare a Quorum

Chairman, Matt Neyland called the meeting to order at 10:00 a.m. The following board members were present: Matthew Neyland, Rick Crowley, Carla Wise and Maryann Hall. RHA Executive Director, Aurora Bueno, Rockwall City Councilmember Tim McCallum, and Rockwall City Manager Mary Smith were also present. It is noted that Board Member Teresa Sevier recently resigned from the RHA Board of Directors due to moving out of the city. So her seat was 'vacant' at this board meeting. A guest was present – D.L. Mailloux. Mrs. Mailloux introduced herself, giving indication she knows the Sevier family and that Mrs. Sevier had encouraged her to come observe to see if she may be interested in becoming involved in the RHA as a board member.

### 2. Pledge of Allegiance

Those present recited the Pledge of Allegiance.

### 3. Open Forum for Public Comments

No one was present / no one spoke during this time.

### 4. Consent Agenda Items

- a) Discuss / act on approval of minutes from the Feb. 20, 2025 board meeting

Board Member Crowley moved to approve the minutes, as presented. Board Member Wise seconded the motion, which passed unanimously of those present (4 ayes with 1 vacant seat (formerly, Sevier)).

### 5. Discuss / act on RHA's Official Business, Programs and Reports Related to Management of RHA including:

- a) Hear update from RHA's Executive Director regarding management of the RHA Executive Director of the RHA, Aurora Bueno updated the board on various topics, including the following: No current air conditioning-related concerns are occurring; some new motherboards are on order as well as four back-up units to have on hand. Some plumbing issues are currently being addressed, but plumbing issues, in general, have slowed. Board Member Wise mentioned she personally recently had plumbing back up into her living unit, but it was addressed. Lakepointe Church will host spring break events, including Vacation Bible School, a bounce house, burgers, etc. in the Southside neighborhood. Indication was given that Lakepointe Church has been very supportive, agreeing to pay the expenses related to installation of five of the walk-in showers (efforts are underway to remove bathtubs and

replace them with showers instead). This generosity amounts to about \$30k of expenses that the church is paying for. Also, the church is contemplating assisting with residents' rent for April, but that is not yet certain. Ms. Bueno indicated that an agenda item needs to be placed on the next agenda to authorize her to execute an engagement letter with an audit firm, and it will likely have about a \$10k fee associated with the audit. She'd also like the board to consider her giving a performance bonus (pay bonus) to two part-time employees. She shared that she'd like to give one of the employees a \$500 bonus and the other employees a \$1,000 bonus, and she shared that this can come out of Section 8 and Public Housing monies. Board Members expressed agreement with Ms. Bueno doing so, sharing that those items are within her authorized spending provisions and monetary amounts.

Board Member Crowley then spoke extensively about the possibility of looking into what it would take to totally and completely redo all of the building's plumbing and electrical work. Also, he wonders if public (HUD and/or other federal government) grant funds may be available to assist with those sorts of overhaul, large (\$) ticket items / expenses. He'd like an agenda item on a future agenda so that this topic may be further discussed in greater detail.

Ms. Bueno shared that a storage building containing belongings of a (now) deceased, former resident has been cleared out by some attorneys who are working on that person's estate.

Ms. Bueno also mentioned Section 8 vouchers, associated landlords, and recent repairs she worked to get accomplished within several of those dwelling units.

b) Hear update regarding RHA's financials

Mrs. Smith, Rockwall City Manager, provided an update on the RHA's budget and financials through the end of February 2025. Brief discussion took place related to some contractual obligations as well as some other, recent expenditures. Mrs. Bueno mentioned that she was able to save the RHA about \$13k annually by having the cleaning company come and clean every two weeks instead of once weekly. She also mentioned that "1-800 I Got Junk" was recently hired to come and clear out the belongings from a resident's unit whose family moved her out but left all of her items behind (and gave strong indication they did not want them and would not come and pick them out / clear them out themselves). Brief discussion then ensued pertaining to residents paying a deposit and how those monies might cover the cost of something like that. Chairman Neyland suggested that "bad debt" should perhaps be listed separately on the financials so that that information is more apparent to HUD. Brief comments were made regarding the need to replace ceiling tiles.

6. Adjournment

Board Member Crowley moved to adjourn the meeting at 10:38 a.m. Board Member Wise seconded the motion, which passed unanimously of those present.

PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE ROCKWALL HOUSING AUTHORITY (RHA) ON THIS 15<sup>th</sup> DAY OF MAY, 2025.

  
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Matthew Neyland, Chair

ATTEST:  
  
Richard R. Crowley, Secretary

# MINUTES

## ROCKWALL HOUSING AUTHORITY BOARD OF DIRECTORS REGULAR MEETING

Thursday, June 19, 2025 – 10:00 a.m.  
100 Lake Meadows Dr. - Rockwall, TX 75087

### 1. Call Public Meeting to Order / Declare a Quorum

Chairman of the Board, Matthew Neyland called the meeting to order at 10:06 a.m. Present were Chair Matt Neyland, Board Members Rick Crowley, Maryann Hall, Carla Wise, and D.L. Mailloux, Rockwall Mayor Tim McCallum, Rockwall City Manager Mary Smith, and Rockwall Director of Administrative Services David Sweet. Present virtually by telephone was the board's legal counsel, attorney Lea Ream.

### 2. Pledge of Allegiance

Those present recited the Pledge of Allegiance.

### 3. Open Forum for Public Comments

Chairman Neyland explained that now is the time to hear public comments regarding items not listed on the agenda, and speakers as asked to limit their comments to three minutes.

Connie Steadman, RHA resident, spoke, indicating she would like to commend RHA's Executive Director, Aurora Bueno for handling problems with grace, tact and fairness. She shared that she personally, along with a whole group of residents, do actually appreciate Aurora's work. Some complain, and the ones who complain the loudest are usually the very ones breaking the rules.

Anna Lisa Clark (no address given) spoke, indicating her mother is a resident, and she herself is a healthcare professional. She believes Aurora has done a lot of good, and – among the good things done – parking improvements have been made. This is helpful for emergency vehicles needing to gain access to the facility and those in need. She thanked Aurora for helping her mom live longer.

Susan Harris, a RHA resident, shared concerns about the flag that is torn up and is on display out front of the building. She expressed that it is a disgrace.

Charlene Raulston shared that she is a ten-year+ year resident here, and there has been a lot of change, but it's all been positive change that is for the good of all residents. She shared that individuals tend to be comfortable and not like change, but change has to happen. She commended Aurora for the changes she has been making, and she commented that the back patio is great, and Aurora has done a great job.

Marie Markley spoke, sharing that she likes Aurora and that she believes Aurora is leading things in a good direction. All she has done is wonderful, and she has accomplished a lot. Life is full of changes.

She shared that this facility used to be a nice, happy place, but – unfortunately – not anymore. Now, many residents are complaining, gossiping, and not following the rules. She expressed that many like the change that are taking place and that not every resident is dissatisfied. When changes come, she shared that many residents adapt. Some may not like the changes, but may know that they are best for everyone. She is thankful to the city, the government, and HUD that helps her and others have a roof over their heads.

Nelda Plata shared that she likes changes. She thanked Aurora for the nice, peaceful patio out back of the building.

The prior speaker, Mrs. Raulston, then spoke again, sharing that visitors of residents park in the fire lane. They move cones, and they also park in the handicap parking spaces. A certain resident has a family member who does this continually, and the resident has been sent notices. However, they thumb their nose at the situation and continue to park illegally. Also, some around the facility are also smoking marijuana, both in the parking lot and also sometimes in the building.

Mrs. Markley spoke again also, this time expressing concern that many residents have family members who have keys to the building, and they come in and out at night. Many people disregard the rules. They don't sign in. They don't care about the rules. A lot of times, things happen at night, and sometimes things are taken or destroyed. She wonders if the building needs 24/7 surveillance. Some do not like to sit on the back patio. People who complain are the ones breaking the rules. She urged that more security is needed, pointing out that a brand-new water hose was recently stolen. A lot goes on after Aurora leaves in the evening / at night.

Former speaker, Mrs. Steadman shared that she personally comes down about 8:00 p.m. each night to lock the doors. She does not know how to control them being unlocked and left unlocked, but she also comes back down about 10:00-10:30 p.m. each night to ensure the front and back doors are locked before she goes to bed.

Chairman Neyland reminded those present that, during Open Forum, the board members are not supposed to respond since doing so would be a violation of the TX Open Meetings Act; however, the board members and staff are hearing and taking note of concerns that are being expressed.

Rockwall Mayor Tim McCallum introduced himself, explaining he is a former RHA Board Member, was also formerly on the city council, and now he is Mayor of Rockwall. He shared that he was a part of some of the initial changes that have transpired, and – yes – the changes that have occurred so far have been ones that have been instituted because they are in the best interest of the residents as a whole. He explained that he is passionate about the Housing Authority, and he usually attends these monthly board meetings. He reiterated what Chairman Neyland expressed about not being able to deliberate the concerns residents have expressed today during Open Forum but that he, the board members and staff have taken note of the concerns and appreciate them being shared. He shared that the board's current chairman, Matt Neyland, is leaving soon, as for personal reasons he is having to resign from the board. McCallum expressed how much Neyland has been a good asset to the board, an advocate for the residents, and how he has done a phenomenal job. He believes Aurora has been

“a breath of fresh air,” especially since things were “like pulling hair” with the former Executive Director. Mayor McCallum shared that he has appointed a replacement for Neyland’s seat on the RHA Board, and that new appointee will be at the next monthly board meeting. He thanked Chairman Neyland for all of his service to the RHA, its board and residents. Chairman Neyland briefly expressed gratitude for being able to serve, sharing that he is resigning due to life, work, kids, etc.

There being on further discussion at this time, Chairman Neyland closed Open Forum.

#### 4. Consent Agenda Items

- a) Discuss / act on approval of minutes from the May 15, 2025 board meeting

Following clarification on one correction that was made to the minutes, Board Member Crowley moved to approve the minutes, as corrected. Chairman Neyland seconded the motion, which passed unanimously by those present (5 ayes to 0 nays).

#### 5. Hold public hearing to receive input regarding the RHA’s 5 Year Public Housing Agency Plan (for FY 2025-2029), and take any action necessary.

(NOTE: The draft plan is available in the RHA’s office and on the website)

Executive Director of the RHA, Aurora Bueno, shared that a draft of this plan for the public to view has been on the authority’s website as well as in the office for a number of weeks now. There are currently 165 people on the public housing waiting list and sixty-four on the Section 8 waiting list. There may be merit to looking into asking for more Section 8 housing vouchers to give out. Improvements to the HVAC systems have been made as well as to the electrical systems. The process of removing bathtubs and replacing them with walk-in showers is ongoing as are efforts focused on building security (i.e. cameras). Minimum rent is currently set at \$25, but this plan proposes to raise the minimum to \$50, which is ‘the norm’ nowadays. This is related to folks who have zero income at all.

General discussion ensued related to funding, including capital funds. Aurora indicated that this work plan has to be submitted by July 18.

Rockwall City Manager Mary Smith shared that the City of Rockwall is now a Community Development Block Grant (CDBG) entitlement city. So, annually it could possibly receive up to \$140,000; however, the city will first have to develop a program and then apply and submit for funding online.

Some board members expressed confusion about the numbers over the course of five years not varying within the proposed plan. Aurora explained how the Feds tell the RHA what they’ll allocate and how the numbers will change annually, including how the numbers should be reflected in the plan. She expressed that she hates to plug in a 5-10% annual escalator into the numbers if the RHA isn’t likely to get that.

Aurora went on to explain that the RHA can change some of the Public Housing over to Section 8; however, doing so requires a lot of paperwork and time investment.

RHA Board Member Maryann Hall shared that she is not used to seeing numbers stay the same within a multi-year plan either and that it is strange.

Chairman Neyland opened the public hearing to receive public comment regarding the proposed five-year plan.

Melinda Thrower (RHA resident) spoke, expressing she does not understand why all the numbers stay the same year-by-year within the draft plan. She wonders why they do not change (i.e. because of inflation) over the five-year period.

There being no other member of the public present wishing to speak at this time, Chairman Neyland then closed the public hearing.

Neyland suggested that Aurora reach out to HUD to inquire about the possibility of calculating and inserting reasonable, annual escalators within the numbers presented within the plan in order to account for inflation. For now, though, Chairman Neyland suggested that perhaps a motion be made to accept the proposed five-year plan, as presented, since they know the one-year number is accurate, per HUD. In the meantime, he asked Aurora to look into how, if at all, they can plan for annual escalators within the plan.

Board Member Crowley moved to accept the five-year plan, as presented. Board Member Hall seconded the motion, which passed unanimously of the board members (5 ayes to 0 nays).

#### **6. Discuss / act on RHA's Official Business, Programs and Reports Related to Management of RHA including:**

- a) Hear update from RHA's Executive Director regarding management of the RHA
- b) Hear update regarding RHA's financials

Executive Director Aurora Bueno shared that the RHA's Resident Advisory Board has spoken about the possibility of new security cameras as well as changing out flooring in the hallways to remove the carpet and replace it with hard material flooring. Lakepointe Church has indicated they will help with some costs and they may also provide an intern to help work in the RHA office. Aurora indicated that the work is non-stop. She is not sure how the former Executive Director watched television and / or read books all day.

Chairman Neyland indicated that he is aware of security cameras and a secure door system called "Smart Rent" being installed in a multifamily residential complex in Longview, TX. It has both upfront as well as monthly costs associated with the system. It is a nationwide company that may have an interest in assisting public housing complexes with these types of systems. In part, the system tracks people who come in and out, doors automatically lock, and residents have key fobs. General discussion ensued about possible ways to address ingress/egress on an interim basis, including having keys that are "do not duplicate" type keys. Mayor McCallum suggested Medeco Keys, which are ones

that are not easily duplicated, as they may only be copied by a locksmith, and the person wanting a copy made must present proper paperwork to do so. Rockwall's Director of Administrative Services, David Sweet, briefly commented that the prior Executive Director's efforts to establish a keyless entry system at the RHA property did not work at all, and it almost burned the building down. Mrs. Smith, Rockwall City Manager, indicated that initial evaluations have been done on this topic / need, and that the costs were very expensive. It was acknowledged, though, that this topic does need to be revisited. Chairman Neyland wonders if this sort of security / building access system is something that could fall under 'capital expenses' and somehow be funded over the course of many years or if grant funds might be available to help fund it. It seems plausible that grant funds might be out there to help keep senior housing secure. Board Member Crowley stressed the importance of managing keys manually for now and having protective lock systems. Neyland shared that at the property in Longview, they did 180 units in one week as well as all building entries, and it cost \$117,000. It creates secure access points. At first, it consisted of a keypad, key fobs and actual keys, but then they found that everyone ditched their actual (physical) keys. Board Member Wise expressed the belief that keypads would not be good because the code(s) would be given out freely to everyone by everyone. Neyland expressed that the system that was installed in the property in Longview also tracks if/when a maintenance person comes into an apartment to do work. He shared that he has no personal interest in the company he has mentioned and that it may be something worth looking into by the RHA.

Aurora indicated that she will reach out to the Rockwall Police Department and ask that they do some patrols, especially on weekends and at night. She shared that some have been smoking weed, and also two men have been seen dumping something(s) on the property; however, the existing camera(s) have not been able to reveal a lot of details, and she has no idea who they are or what they've been dumping (or exactly where). She shared that she is going to arrange for a K9 dog to come do some sweeps on the property. She briefly mentioned that there was someone living in a unit on Throckmorton who had drugs there along with a 17-year-old daughter and a 12-year-old who was there with a 20-year-old guy.

Mayor McCallum shared that Rockwall resident Joe Lynch, who used to serve on the RHA Board of Directors, has expressed concern for there not being any covered area for RHA residents who are smokers to be outside smoking during inclement weather, such as times when it's raining. Mr. Lynch has indicated that he is willing to make a financial donation towards getting some sort of covering outdoors to accommodate smokers. Aurora shared that she thinks perhaps a covered pergola could work well and that perhaps Lakepointe Church might be willing to help out financially with this as well. Mayor McCallum asked Aurora to nail down possible costs, and he will get with Mr. Lynch regarding a possible donation.

Aurora shared that sometime in July, there will need to be a special RHA board meeting held with the need for at least three members of the board to attend. It is regarding a hearing that's been requested associated with a lease termination that's been issued on a property in Royse City. She explained that the resident's son had yielded a handgun and shot it off. So, that resulted in the termination;

however, the tenant has requested a hearing, and Aurora will provide all of the documents prior to the hearing.

Financials were briefly discussed, with indication being given that "MRI," with whom the RHA currently contracts to assist with financials, will be kept online on a month-to-month basis for a brief period of time until the RHA financials are moved over from Lakeside Bank to American National Bank and until the City of Rockwall takes over the financials, which should be sometime in the near future. Mrs. Smith shared that auditors are working and that an audit will likely be presented to the RHA board at its meeting next month.

The board took no action following these discussions.

7. **Executive Session:** The Rockwall Housing Authority Board will recess into executive session to discuss the following matter as authorized by chapter 551 of the Texas government code:

- a) Legal consultation regarding tenant claims raised by a tenant and/or a tenant's daughter pursuant to Section 551.071 (Consultation with Attorney).

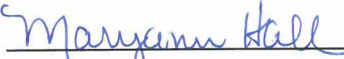
At 11:03 a.m., Chairman Neyland explained that the RHA Board will be recessing the public meeting to go into Executive Session. The doors were closed, no members of the public were present, and Chairman Neyland read the above-listed discussion item into the record before recessing the meeting to go into Executive Session.

At 11:12 a.m., the RHA board ended its Executive Session discussions. Neyland briefly reconvened the public meeting.

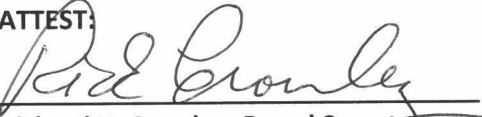
#### 8. Adjournment

Maryann Hall moved to adjourn the meeting at 11:12 a.m. Board Member Wise seconded the motion, which was passed by a vote of 5 ayes to 0 nays.

PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE ROCKWALL HOUSING AUTHORITY (RHA) ON THIS 17<sup>th</sup> DAY OF JULY, 2025.

  
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Maryann Hall, Board Chair

ATTEST:

  
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Richard R. Crowley, Board Secretary

# MINUTES

## ROCKWALL HOUSING AUTHORITY BOARD OF DIRECTORS REGULAR MEETING

Thursday, July 17, 2025 – 10:00 a.m.  
100 Lake Meadows Dr. - Rockwall, TX 75087

### 1. Call Public Meeting to Order

The meeting was called to order by Rick Crowley at 10:03 a.m. with the following board members being present: Mary Ann Hall, Constance Paris, Rick Crowley, D.L. Mailloux, and Carla Wise. Legal Counsel, Lea Ream, attended via telephone.

### 2. Pledge of Allegiance

Those present recited the Pledge of Allegiance.

### 3. Introductions

New RHA Board Member, Constance Paris indicated she has been a resident of Rockwall for 21 years and previously worked in housing for 18 years. She is married with three adult children and five grandchildren from her son in the military.

### 4. Discuss / act on selection of the following RHA officers:

#### a) Chair

Rick Crowley made a motion to name Maryann Hall as the chairperson, which was seconded by Constance Paris and passed by a vote of 4 in favor with Maryann Hall abstaining.

#### b) Vice Chair

Rick Crowley also made a motion to name D.L. Mailloux as vice chair, which seconded by Carla Wise, and which passed by a vote of 4 in favor with D.L. Mailloux abstaining.

### 5. Open Forum for Public Comments

Rockwall Housing Authority resident, Marie Markley came forward and provided brief comments, expressing that Aurora (RHA's Executive Director) is doing a fantastic job.

### 6. Consent Agenda Items

#### a) Discuss / act on approval of minutes from the June 19, 2025 board meeting

Rockwall City Secretary Kristy Teague pointed out one correction needed in the roll call section of the draft minutes. Board Member Rick Crowley then made a motion to approve the minutes with the one correction being reflected. The motion was seconded by Board Member D.L. Mailloux, and it passed unanimously of those present.

### 7. Discuss / act on RHA's Official Business, Programs and Management, including:

#### a) Audit of the RHA for Fiscal Year Ending Sept. 30, 2024

Ann Marie Wilson of Laurie Ann Cannon Auditors was present by telephone and provided a review of the audit report, indicating that an unmodified overall clean opinion was issued for the audit, with no concerns encountered regarding the executive director. Ms. Wilson noted that Aurora has been very responsive to emails and phone calls. Board member Crowley commented that with all the changes in the Rockwall Housing Authority, the financials haven't changed much, and navigating changes and new management has gone pretty smoothly overall. Aurora thanked Mary Smith of the City of Rockwall, with Mrs. Smith indicating she really enjoys audits. Mrs. Smith pointed out that Aurora was only present for about half of the time that this audit period covers. After brief discussions, no actions were taken by the board regarding the audit.

b) Update from RHA's Executive Director regarding management of the RHA

Executive Director Aurora Bueno indicated she recently had a conference call with HUD, where a reporting tool called the MRI showed the housing authority was running out of money, but Aurora believes the numbers are wrong. HUD indicated they would like Aurora to recalculate and see if the numbers match what the MRI is showing. Aurora indicated she applied for both shortfall and disaster funding, which is additional funding for the same number of housing vouchers. She also reported on public housing rent collections for the most recent month. An energy audit, required once every five years, was last done in 2011, but a recent one was recently completed. The results showed low circulation of air in apartment units, so it was suggested that ceiling fans be installed. However, maintenance has stated this is not possible due to insufficient electrical capacity within the building. Instead, they have opted to try installing electric fans that are powered by a wall outlet, mounted on the wall, and are oscillating. Aurora indicated the results of the audit do not adversely impact the housing authority; HUD simply wants the energy audit done at least once every five years.

Regarding Staffing, Maintenance, and Unit Vacancy Updates - Aurora reported staffing concerns because Tammy is out all week. In addition, she will be searching for a part-time staff member to assist in the office. Plumbing and air conditioning issues continue, partly due to the building continuing to shift and water from the air conditioning units draining onto floors. Lake Pointe Church just donated \$15,000 for AC units. Bathroom upgrades continue in various units, with 807 Sam Houston recently being upgraded. Four vacancies occurred at Reese Manor this month, all one-bedroom units. One is due to someone passing away, and three are due to residents having moved into nursing homes. Staff is in the process of repainting, cleaning, and getting ready to lease out those units, a process that usually takes three to four weeks to complete.

Inspections on the public housing units recently led to repairs needed in 18 units. A code enforcement inspector from the city of Mesquite works after hours /on the side to assist with these inspections. Housekeeping items, plumbing issues, and drywall needs were discovered, leading to the 18 failures during inspections, but the issues are being addressed. Section 8 housing inspections begin this Saturday.

Aurora indicated that no public housing vouchers are left or available at this time. For Section 8 housing, there are 78 on a waitlist, and for public housing, there are more than 200 on the waitlist.

Policy updates continue for the Housing Choice Voucher Program (which is the same as Section 8). Also, regarding the five-year plan, some of the financial numbers reflected in the plan stay the same

year to year because it is just a projection. HUD is not able to tell Aurora what her funding will be over the next five years since the federal government is not able to know or tell in advance what kind of funding will be available year to year.

- c) Update regarding RHA's financials

An update on the housing authority financials was given by Mary Smith, Rockwall City Manager, who indicated that new signatories are in the process of being established at the local bank for board member Rick Crowley and board member Maryann Hall. Ms. Smith indicated she has emailed these instructions to both Mr. Crowley and Mrs. Hall.

Following Ms. Smith's report, the board recessed to go into executive session. Chairperson Maryann Hall read the discussion item below into the record before recessing the public meeting.

- 8. Executive Session: The Rockwall Housing Authority Board will recess into executive session to discuss the following matter as authorized by chapter 551 of the Texas government code:

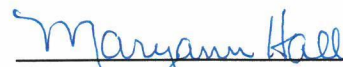
- a) Legal consultation regarding tenant claims raised by a tenant and/or a tenant's daughter pursuant to Section 551.071 (Consultation with Attorney).

The Housing Authority Board came out of Executive Session, and the meeting was called back to order at 11:07 a.m. No action was taken as a result of executive session.

- 9. Adjournment

The meeting was then adjourned at 11:08 a.m.

PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE ROCKWALL HOUSING AUTHORITY (RHA), ROCKWALL, TEXAS ON THIS 18<sup>TH</sup> DAY OF SEPTEMBER, 2025.

  
\_\_\_\_\_  
Maryann Hall, Chair

ATTEST:  
  
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Richard R. Crowley, Secretary



# MINUTES

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## ROCKWALL HOUSING AUTHORITY BOARD OF DIRECTORS MEETING

Thursday, September 18, 2025 - 10:00 AM

100 Lake Meadows Dr. - Rockwall, TX 75087

### I. Call Public Meeting to Order

Chair of the RHA Board, Maryann Hall, called the meeting to order at 10:00 AM. Present were Maryann Hall, Rick Crowley, D.L. Mailloux, Constance Paris, and Carla Wise. Also present were RHA Executive Director, Aurora Bueno, Rockwall City Manager Mary Smith, RHA legal counsel Lea Ream (who attended virtually via telephone) and Rockwall Mayor, Tim McCallum.

### II. Pledge of Allegiance

Those present recited the Pledge of Allegiance.

### III. Open Forum

Marie Markley, who is a resident at RHA's Reese Manor, came forth and addressed the board. She indicated that many residents seem to be complaining, asserting that the housing authority is being mismanaged. However, she expressed she disagrees with these sentiments and actually believes that Ms. Bueno is doing a very good job. She personally can afford to live here, and she does not believe other residents when they, for example, accuse Ms. Bueno of things such as not appropriately utilizing money or being racist. She does not believe Ms. Bueno has enough help in the office, and she wonders how a resident may be able to help in the office or on the board. Sometimes when Ms. Bueno puts out memos to residents, such as ones reminding residents to not block fuse boxes in units, she is aware that some residents do not take it seriously and laugh about the memo(s).

Speaker two – Sandy Jackson – also a resident at Reese Manor, came forth and shared that she booked this meeting room at the facility on September 2 to hold a Bible study. She was told at the time of booking that, starting Oct. 1, she would have to pay a \$25 per use fee. She does not believe that is fair, especially given she believes Lakepoint Church periodically utilizes the meeting room but is not charged any fee(s). She believes that church uses it two to three times per month on Fridays. She has a problem with this.

Chair Hall closed Open Forum since no one else indicated a desire to come forth and speak. The board did not deliberate or take any action as a result of information shared during Open Form.

### IV. Consent Agenda

1. Consider approval of the minutes from the July 17, 2025 board meeting, and take any action necessary.

Board Member Crowley moved to approve the minutes with the understanding that the roll call (names of those present/absent) would be added as a correction to the minutes, as that was missing from the draft. Board Member Mailloux seconded the motion, which passed unanimously of those present (5 ayes to 0 nays).

#### V. Action Items

1. Discuss and consider approval of a resolution adopting the RHA Budget for Fiscal Year 2026, and take any action necessary.

Ms. Bueno, RHA's Executive Director, provided comments to the board regarding this item, indicating that this is essentially the same budget as last year with the addition of funding for some needed building improvements. She also shared that the details of this budget proposal align with the initiatives outlined in the 5-year work plan the Board approved not long ago. The Operations Budget is separate from the Capital Budget, and the Operations Budget is what gets sent to HUD. She pointed out that 'fund balance' is not reflective of actual numbers. Board Member Crowley asked if that could be updated and brought back to the next board meeting for further review. He also requested that a policy be drafted for approval that will outline the process regarding how the RHA's budget is to be amended. Mrs. Smith, Rockwall City Manager, pointed out that in the not-so-distant future, City of Rockwall will begin overseeing and preparing/managing RHA's budget on the housing authority's behalf. So, it will eventually look different than what it currently looks like; however, the portion that gets sent off to HUD will still end up looking like the format required by HUD.

Following the discussion, Board Member Crowley moved to approve the resolution adopting the fiscal year 2026 budget. Board Member Mailloux seconded the motion. Brief discussion ensued pertaining to some budget-related items, such as phone lines and associated costs, with Ms. Bueno explaining that they will soon move to a different, more affordable alternative relative to phone lines. Following the comments, the motion to approve the budget-adopting resolution passed by a vote of 5 ayes to 0 nays.

2. Discuss and consider authorizing the Executive Director to make an expenditure in the amount of \$26,300 to Echo Water Solutions for the replacement of two water heaters in the Reese Manor Building, and take any action necessary.

Ms. Bueno introduced Mark Oswalt, owner of Echo Water Solutions, and he briefed the board on some water heaters that are in need of replacement and have exceeded their expected lifespan. He shared that the building has old copper lines, and leaks are regularly occurring as well as other strange things such as instances of no hot water and pilot / gas lights going out. All four water heaters are 15+ years old, and the average lifespan is usually 10-12 years. One recently completely went out altogether, and it cost \$700-800 just to get it working again (temporarily). He shared that he solicited and obtained the help of an engineer to get advice, and it's been determined that four water heaters are excessive and that many water heaters are not truly needed. It's believed that the building could function well with only two water heaters rather than four. Discussion ensued regarding potential alternatives to boilers, such as tankless water heaters. Board Member Crowley wonders at what dollar amount expenses must be bid. Mrs. Smith shared that bidding would be required at the \$100k mark. Rockwall Mayor, Tim McCallum, was present and interjected, expressing that the average cost

of a water heater is likely \$5,000 – \$6,000 for a 100 gallon water tank, so he wonders why this cost is at over \$26,000.

Mr. Oswalt generally explained that labor expenses, especially pertaining to replacing the old copper lines with upgraded, more durable and acceptable material is a large part of the cost, with that portion alone estimated to take three full days. He did clarify that hot water would not be expected to be totally unavailable during those three days and that they will try to limit the hot water outage to about six hours, but this could vary. Board Member Crowley asked if there is any sort of safety concern that would warrant that these water heater issues be addressed immediately. Mr. Oswalt shared that – no – there is not any safety concern; however, the existing old heaters are limping along and they could cause issues at any time. For example, one of the water heaters did recently cause the flooding of one apartment, and there could be more flooded apartments in the future at any time, as the existing heaters and copper lines are essentially unpredictable and unreliable. Board Member Crowley expressed a desire to obtain additional bids for this work. Additional discussion ensued pertaining to plumbing related issues in the building, including “pin hole” sized leaks that pop up periodically. Mr. Oswalt shared that he suspects the existing water heaters, which are very old, have likely never been serviced (they should be flushed out and the water tested at least annually).

It was decided to delay any action concerning this agenda item until the next meeting. In the meantime, Ms. Bueno will work to obtain some additional bids related to the water heater replacement project.

**VI. Hear Updates Regarding RHA's Official Business, Programs, and Management, including:**

1. Update from RHA's Executive Director regarding management of the RHA

Indication was provided that the RHA provides gas utility service to a few, limited units. As such, the TX Railroad Commission has certain requirements, including periodic reporting, that has to be done; however, for a number of years that reporting had not been transpiring. Mr. Oswalt indicated that he has been working with Atmos to get rid of the one gas meter that RHA owns and have Atmos take it over directly. This will mean that Atmos will remove that one and replace it with individual meters that will go to individual housing units on Boydston. All lines will be poly lines instead of steel lines since steel ones are not as safe. This will be an Atmos-run project, and a scheduled date(s) will hopefully be known by the next RHA board meeting. The board took no action regarding this agenda item.

2. Update regarding RHA's financials.

Indication was given that starting in January, the City of Rockwall will take over maintaining financials on behalf of the RHA, including overseeing and managing 'accounts payable' services on RHA's behalf. Mrs. Smith indicated this will be similar to the services the city provides to the Rockwall Economic Development Corporation (REDC). Mrs. Smith shared that she will end up spending a lot of time to redo the RHA's books and preparing things for auditors. The board took no action regarding this agenda item.

**VII. Executive Session**

The Rockwall Housing Authority Board will recess into executive session to discuss the following matter as authorized by chapter 551 of the Texas government code:

1. Discussion regarding Executive Director's Employment Contract pursuant to §551.074 (Personnel Matters).

Board Chair, Maryann Hall read the above-listed discussion item into the record before recessing the public meeting to go into Executive Session. At 11:02 a.m.

**VIII. Adjourn Executive Session & Call Public Mtg. Back to Order**

Board Chair Hall reconvened the public meeting at 11:16 a.m.

**IX. Take Any Action as a Result of Executive Session**

No action was taken as a result of Executive Session.

**X. Adjournment**

The meeting was adjourned at 11:17 a.m.

PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE ROCKWALL HOUSING AUTHORITY (RHA) ON THIS 16<sup>th</sup> DAY OF OCTOBER, 2025.

  
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Maryann Hall, Board Chair

ATTEST:  
  
\_\_\_\_\_  
Richard R. Crowley, Board Secretary

# MINUTES

## ROCKWALL HOUSING AUTHORITY BOARD OF DIRECTORS REGULAR MEETING

Thursday, November 20, 2025 - 10:00 AM

100 Lake Meadows Dr. - Rockwall, TX 75087

### I. Call Public Meeting to Order

Vice Chair D.L. Mailloux called the meeting to order at 10:00 a.m. Present were Chair Mailloux and Board Members Rick Crowley, Constance Paris, and Carla Wise. Chair of the RHA, Maryann Hall was absent from the meeting. Also present were RHA Executive Director Aurora Bueno, Rockwall City Manager Mary Smith, and RHA's legal counsel, Lea Ream (by telephone).

### II. Pledge of Allegiance

Those present recited the Pledge of Allegiance.

### III. Open Forum

Vice Chair Mailloux explained how Open Forum is conducted, asking if anyone would like to come forth and speak at this time. There being no one indicating such, she then closed Open Forum.

### IV. Consent Agenda

1. Consider approval of the minutes from the Oct. 16, 2025 board meeting, and take any action necessary.

Board Member Crowley moved to approve the minutes as presented. Board Member Wise seconded the motion, which passed unanimously of those present (4 ayes with 1 (Hall) absence).

### V. Hear Updates Regarding RHA's Official Business, Programs, and Management, including:

1. Update from RHA's Executive Director regarding management of the RHA

Ms. Bueno updated the board on topics such as the waiting list for Public House and the Section 8 Housing Choice Voucher Program, which she stated both remain the same at this time with no new applicants having been selected since the last board meeting update was provided. She briefly mentioned two tenants who moved out – one back in July and one (without notice) this month who left an outstanding balance for November's rent. PIC reporting remains at 100% as of end of October. In addition, there is one current vacancy at Reese Manor and 2 units vacant at Southside. A total of 10 recertifications are being completed this month. Plumbing repairs are ongoing across several units and staff is working diligently to address those matters. She then gave an overview of SEMAP ("Section Eight Management Assessment Program"), indicating the RHA must submit SEMAP once per year, and it can affect HUD funding, monitoring frequency and/or oversight requirements. The board took no action following Ms. Bueno's briefing.

2. Update regarding RHA's financials

Mrs. Mary Smith, Rockwall City Manager, indicated she believes it makes the most sense to provide the board with a quarterly financial update in the future, as not enough activity or noteworthy things tend to occur on a monthly basis. She did report that, despite the federal government shut down, the payouts from HUD to the RHA did continue to occur as normal. So that was welcome news.

The board took no action following Mrs. Smith's comments.


3. Hear update regarding Atmos Energy Corp. gas meter project

Joey Boyd, City of Rockwall's Assistant City Manager, provided an update to the board concerning this project.

VI. Adjournment

The meeting was adjourned at 10:16 a.m.

PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE ROCKWALL HOUSING AUTHORITY  
(RHA) ON THIS 22<sup>nd</sup> DAY OF JANUARY, 2026.

  
Maryann Hall, Board Chair

ATTEST:

  
Richard R. Crowley, Board Secretary

# MINUTES

## ROCKWALL HOUSING AUTHORITY BOARD OF DIRECTORS REGULAR MEETING

Thursday, May 15, 2025 – 10:00 a.m.  
100 Lake Meadows Dr. - Rockwall, TX 75087

### 1. Call Public Meeting to Order / Declare a Quorum

Board Chairman, Matt Neyland called the meeting to order at 10:01 a.m. with the following board members being present: Rick Crowley, Maryann Hall, Carla Wise, and – the board’s newest member – D.L. Mailloux. Also present were Executive Director of the RHA, Aurora Bueno and Rockwall City Councilmember Tim McCallum. Rockwall’s City Manager, Mary Smith and Director of Administrative Services, David Sweet, joined the board meeting after Open Forum concluded.

### 2. Pledge of Allegiance & Introduction of Newly Appointed RHA Board Member

Chairman Neyland led the Pledge of Allegiance and introduced D.L. Mailloux, RHA’s newly appointed board member (who has replaced Teresa Sevier). Mrs. Mailloux expressed that she is happy to begin serving.

### 3. Open Forum for Public Comments

Chairman Neyland explained how Open Forum is conducted, sharing that each speaker is asked to limit their comments to three minutes. He then asked if anyone would like to address the board at this time.

Sandee Eaves  
100 Lake Meadows, Apt. 410  
Rockwall, TX

Ms. Eaves read aloud a letter she indicated her daughter had written outlining what she described as poor treatment of her mother (Ms. Eaves) by Aurora Bueno, RHA’s Executive Director. Concerns were expressed pertaining to the following: a doctor’s note having been requested; the giving away of a parking spot (telling her she can park on the street, even though she is disabled); coming into her apartment without letting her know beforehand; and expecting her daughter to surrender her key to her mom’s apartment. Ms. Eaves indicated that her daughter has spoken with attorneys and cited poor treatment, harassment and retaliation. She wants her parking spot restored. Ms. Eaves went on to express she is mad that chairs have been removed from the facility’s common areas where she and other residents used to convene and talk. She is not happy she has been asked to show her driver’s license.

Barbara Smith  
100 Lake Meadows, Apt. 304  
Rockwall, TX 75087

Ms. Smith wonders where the benches and chairs went that were removed. She is upset about them having been removed and considers it an inconvenience. She is concerned that it seems rules apply to some but not to all persons living there.

There being no one else wishing to come forth and speak, Chairman Neyland then closed Open Forum. He

briefly explained that the Board hears comments during Open Forum; however, they are not allowed to discuss or deliberate comments that have been expressed since doing so would violate the Open Meetings Act.

#### 4. Consent Agenda Items

- a) Discuss / act on approval of minutes from the March 20, 2025 board meeting

Board Member Crowley moved to approve the minutes, as presented. Board Member Hall seconded the motion, which passed unanimously (5 ayes to 0 nays).

#### 5. Discuss / act on RHA's Official Business, Programs and Reports Related to Management of RHA including:

- a) Hear update from RHA's Executive Director regarding management of the RHA
- b) Hear update regarding RHA's financials
- c) Consider a policy allowing for only one signature on RHA issued checks
- d) Consider authorizing the addition of RHA Board Member, Maryann Hall, as a signatory on RHA bank / financial accounts

Ms. Bueno, Executive Director, indicated that addressing air conditioning issues is an ongoing process. She also shared that no grants are available at this time to help address plumbing. Board Member Wise asked if the RHA can possibly purchase and have available on hand a wet vac if/when one is ever needed in response to a plumbing issue when water is impacting a unit or common area. Ms. Bueno indicated that, yes, one can be purchased. She went on to indicate that the phone system is an ongoing issue. Also, she is working on the five-year plan update, and it will come before the board for public input and approval next month in June.

Regarding financials, the board members discussed the topic of two versus one signer on RHA checks. Chairman Neyland indicated the bank only requires one signature on checks. Board Member Hall indicated she prefers that two signers be required on all checks and would like additional signatories added to the accounts (so if a certain one is not available to sign, more options exist). Tim McCallum (Rockwall Mayor Elect) expressed he does not believe it would be appropriate to have the board member who is a (RHA) resident be a signatory. Mrs. Smith, Rockwall City Manager, shared that as long as checks are written for standard expenses, having only one person sign should not pose a problem. She went on to indicate that they will soon transition from Lakeside Bank to American National Bank, and – at that time – checks will all be electronic. No wet signatures on checks will occur from that point on. Also, eventually the City of Rockwall will handle checks and payments on RHA's behalf.

Board Member Crowley moved to add Maryann Hall as a signatory on the RHA's bank accounts. Chairman Neyland seconded the motion, which passed unanimously (5 ayes to 0 nays).

Chairman Neyland then made a motion to authorize moving all RHA bank accounts from Lakeside Bank to American National Bank. Board Member Wise seconded the motion, which passed unanimously (5 ayes to 0 nays).

Indication was given that – for now - checks written from RHA bank accounts will remain needing two signatures.

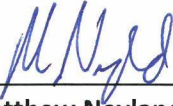
Mrs. Smith shared that there is nothing substantive to report at this time related to RHA’s financials.

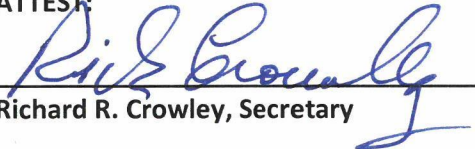
Chairman Neyland indicated that, due to work and family-related obligations and priorities that have arisen, he will need to resign from the RHA board; however, he will continue serving until Rockwall’s new mayor, Tim McCallum, is able to appoint a replacement to fill his seat. Mayor (Elect) McCallum expressed immense gratitude to Chairman Neyland for having served and doing a wonderful job during his tenure on the board.

**6. Adjournment**

Board Member Wise moved to adjourn the meeting at 10:25 a.m. Board Member Mailloux seconded the motion, which passed unanimously (5 ayes to 0 nays).

**PASSED AND APPROVED BY THE BOARD OF DIRECTORS OF THE ROCKWALL HOUSING AUTHORITY (RHA)  
ON THIS 19<sup>th</sup> DAY OF JUNE, 2025.**

  
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Matthew Neyland, Chair

ATTEST:  
  
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Richard R. Crowley, Secretary