



PRESS RELEASE

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Baltimore Housing Receives Award for Public Housing Excellence

The Housing Authority of Baltimore City exceeds HUD's highest standard with a 99.7% occupancy rate

BALTIMORE, MD (July 29, 2011) — The Housing Authority of Baltimore City (HABC) received the prestigious National Association of Housing and Redevelopment Officials (NAHRO) Merit Award. HABC was honored for achieving a 99.7% occupancy rate. The average occupancy rate for the year was 98.9%, almost 1% greater than the U.S. Department of Housing and Urban Development's (HUD) highest standard. This year 33 properties, including some of the biggest family sites, had 100% occupancy. HABC was also recognized for its innovative efforts to reduce the response times for maintenance requests. The award was presented during NAHRO's National Conference in Louisville, KY.

"Achieving these accomplishments is remarkable given that our Housing Operations staff are also given the age of housing stock and chronic underfunding for capital improvements," said Baltimore Housing Commissioner Paul T. Graziano. "Despite these obstacles, we have established a vision that includes providing the highest quality customer service possible with limited resources."

Other achievements recognized by NAHRO include record-high rates of completion and timeliness for annual rent recertifications and high rent collection rates. The Agency now collects almost 50% more in rent than it did six years ago. HABC has drastically increased the percentage of recertification, rent collection, and occupancy due to Sequel reporting, a type of quantitative analysis providing accurate and real time rates.

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