

Minutes of the Waynesville Housing Authority Board of Commissioners  
Regular Meeting  
March 25, 2026

The Waynesville Housing Authority Board of Commissioners met on Wednesday, March 25, 2026, at 9:00 a.m. at the Waynesville Administrative Office, 48 Chestnut Park Drive, Waynesville, NC.

A quorum was legally convened. Board Chairman Ryan Newell called the meeting to order at 8:58 a.m. with the following members participating:

Board Chairman Ryan Newell, Board Vice Chairman Amanda Singletary, Commissioner Emilee Nidiffer, Commissioner Corey Isbell, Commissioner James Yacobi, Commissioner Sandra Arnold, Commissioner CK Davis

The following staff members and professionals were present:

Executive Director Belinda Kahl

The regular March 4, 2026, meeting minutes were forwarded to the board members for review. A motion was made by Commissioner Sandra Arnold, seconded by Commissioner Corey Isbell, to approve the minutes as written. The motion passed unanimously.

There were no financial reports to present.

Executive Director Belinda Kahl gave development updates. This included information regarding the leak at the Tower building, updates to the complaint policy, progress on the Emergency Safety and Security grant funding, outreach efforts for the strategic planning bid, HUD's upcoming inspection of the Tower building for damage, and the scheduled Management and Occupancy Review (MOR) for the Tower on June 10.

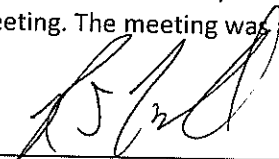
The Board discussed updates to the complaint policy and procedures. This included the need for clearer timelines, improved documentation, and development of a standard operating procedure and internal flow process. The Board also discussed ensuring confidentiality while allowing residents to be heard, identifying patterns in complaints, and distinguishing between lease violations and other concerns.

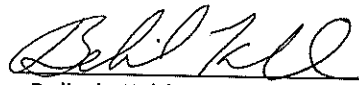
File management processes were discussed, including auditing and updating all physical files. Upon completion, a third-party review of a sampling of files will be conducted.

Updates to business conduct policies and SOP development were discussed, including the handling of sensitive information and potential impacts on staffing. The transition to digital tracking of complaints and communication logs was also discussed to improve accountability and consistency.

The Board discussed communication practices with residents, including the importance of timeliness and balance in communication, as well as coordination of maintenance scheduling.

A motion was made by Commissioner James Yacoby, seconded by Commissioner Sandra Arnold to adjourn the meeting. The meeting was adjourned at 10:32 a.m.

  
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Ryan Newell, Chairman

  
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Belinda Kahl, Secretary