

**LUDLOW HOUSING AUTHORITY**  
**Proposed Annual Plan for Fiscal Year 2026**  
**For State-Aided Public Housing**

The Annual Plan is a document compiled by housing authority staff in advance of each new fiscal year. The plan serves as both a tool for the Local Housing Authority (LHA) to reflect upon the prior fiscal year, and as an opportunity to develop a clear and transparent plan that builds on successes, identifies needs, and corrects any issues that have arisen in prior years. Additionally, the Annual Plan is an important tool for tenants, who may use the document to better understand the operations and needs of their housing authority, advocate for changes to policies and procedures, access data about the housing authority, and participate in their housing authority's governance.

In addition to the physical document, the Annual Plan is also a process of public engagement. Throughout the Annual Plan process, the LHA executive director or their designee will be expected to review the Plan with any Local Tenant Organizations (LTO's) and Resident Advisory Board (RAB) before the LHA presents the plan to the LHA Board of Commissioners; make a draft available for review to all residents and the general public; post on the website and make a copy available to each LTO at least 30 business days before the public hearing; hold a hearing on the document; and collect, integrate, and report back on substantive comments. Additionally, the Board will read, offer recommendations, and approve the Annual Plan in advance of its submission to EOHLC.

The law that mandates the Annual Plan is [An Act Relative to Local Housing Authorities, Massachusetts General Laws, Chapter 121B Section 28A](#). The regulation that expands upon Section 28A is 760 CMR 4.16. The regulations that address Local Tenant Organization (LTO) and resident participation in the Annual Plan are 760 CMR 6.09 (3)(h) and 760 CMR 6.09(4)(a)(4).

The LUDLOW HOUSING AUTHORITY's Annual Plan for their 2026 fiscal year includes the following components:

1. Overview and Certification
2. Capital Improvement Plan (CIP)
3. Maintenance and Repair Plan
4. Operating Budget
5. Narrative responses to Performance Management Review (PMR) findings
6. Policies
7. Waivers
8. Glossary
9. Other Elements, which may include:
  - a. Approval documents and any Public Comments
  - b. Tenant Satisfaction Survey
  - c. Performant Management Review report
  - d. Other documents added by LHA

**State-Aided Public Housing Developments**

The following table identifies the state-aided public housing units with developments of more than 8 units listed separately. Units in developments of 8 or fewer units are aggregated as noted. Units that the LHA provides to assist clients of the Department of Mental Health (DMH), the Department of Developmental Services (DDS), or other agencies are also aggregated separately.

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-01	Elderly	STATE STREET	5	1961	40
667-02	Elderly	COLONIAL MANOR	4	1973	48
667-03	Elderly	CHESTNUT STREET	1	1916	34
667-04	Elderly	WILSON STREET	4	1989	28
	Family	Family units in smaller developments	11		15
Total			25		165

**LHA Central Office**

LUDLOW HOUSING AUTHORITY  
114 Wilson St. Ludlow, MA 01056

Robin Carvide, Executive Director  
Phone: 413-589-7272  
Email: Robin@ludlowhousing.com

**LHA Board of Commissioners**

	<b><u>Role</u></b>	<b><u>Category</u></b>	<b><u>From</u></b>	<b><u>To</u></b>
Kimberly Babin	Vice Chair		04/01/2024	03/31/2029
Joao Alves	Member		04/01/2025	03/31/2030
Audrey Polmanteer	Member	Tenant	04/01/2021	03/31/2026
Susan Stanek	Chair	State Appointee	04/01/2023	03/31/2028
Raymond Anderson	Treasurer	Tenant	04/01/2022	03/31/2027

**Additional Remarks**

We have recently purchased a 705 on 54 Cady Street to replace a 705 on 361 West Avenue. This 705 is not in our listed inventory at this time.

## **Plan History**

The following required actions have taken place on the dates indicated.

<b>REQUIREMENT</b>		<b>DATE COMPLETED</b>
A.	Advertise the public hearing on the LHA website.	4/28/2025
B.	Advertise the public hearing in public postings.	4/28/2025
C.	Notify all LTOs or RAB (if there is one) of the hearing and provide access to the Proposed Annual Plan.	N/A
D.	Post draft AP for tenant and public viewing.	4/28/2025
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	N/A
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	
G.	Executive Director presents the Annual Plan to the Board.	
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	

This Annual Plan (AP) will be reviewed by the Executive Office of Housing and Livable Communities (EOHLC) following the public comment period, the public hearing, and LHA approval.

## **Capital Improvement Plan**

### **EOHLC Description of CIPs:**

The Capital Improvement Plan (CIP) is a five year plan which identifies capital projects, provides a planning scope, schedule and budget for each capital project and identifies options for financing and implementing the plan. The CIP identifies anticipated spending for each Department of Housing and Community Development (EOHLC) fiscal year (July 1 to June 30) based on the project schedules.

Local Housing Authorities (LHAs) receive yearly awards from EOHLC (Formula Funding Awards) which they target to their most urgent capital needs in their CIP. They may also receive special awards from EOHLC for specific projects which meet specific criteria. Special awards may be given for certain emergency, regulation compliance, energy and water conservation, and other projects. The first three years of the CIP are based on actual awards made to the LHA, while years four and five are based on estimated planning amounts, not actual awards.

LHAs may sometimes secure other sources of funding and assistance that you will note in their CIP, such as: Community Preservation Act (CPA) funding, Community Development Block Grant (CDBG) funding, Local Affordable Housing Trust Funds (AHTF), HOME grants, income from leasing a cell tower on their property, savings from net meter credit contracts with solar developers, utility rebates and contracted work from utility providers, and Sheriff's Department work crews. However, not all of these funding sources are available every year, or in all communities.

The CIP includes the following parts:

- A table of available funding sources and amounts
  - A list of planned capital projects showing spending per fiscal year
  - A table showing special awards and other funding for targeted projects, if any, which supplements Formula Funding awarded to the LHA
- A 'narrative' with a variety of additional information.

**Capital Improvement Plan (CIP)****Aggregate Funding Available for Projects in the First Three Years of the CIP:**

Category of Funds	Allocation	Planned Spending	Description
Balance of Formula Funding (FF)	\$290,074.08		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$29,007.41		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$261,066.67	\$960,140.42	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$17,998.15	\$1,000.00	Accessibility projects
DMH Set-aside	\$0.00	\$0.00	Dept. of Mental Health facility
DDS Set-aside	\$0.00	\$0.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$243,068.52	\$959,140.42	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$1,148,616.40	\$1,014,607.40	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	\$0.00	\$0.00	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	\$0.00	\$0.00	Community Preservation Act funds awarded by a city or town for specific projects.
Operating Reserve(OR) Funds	\$0.00	\$0.00	Funds from the LHA's operating budget.
Other Funds	\$0.00	\$0.00	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$1,409,683.07	\$1,974,747.82	Total of all anticipated funding available for planned projects and the total of planned spending.

**Additional notes about funding:**

We received funds from LEAN to replace oil burners and gas hot water heaters, converting them to mini-splits and electric hot water heaters, in 7 of our scattered sites.

**Capital Improvement Plan (CIP)****CIP Definitions:**

**ADA Set-aside** is funding allocated within the Formula Funding (FF) for use on projects that improve accessibility for people with disabilities. 10% of FF awards are designated for this purpose.

**Available State Bond Funding** is the amount of State Bond Funding available to the LHA for the first three years of the CIP. It is calculated by totaling all of FF and Special Awards granted to the LHA through the end of the third year of the plan and subtracting the amount of these funds spent prior to July 1 of the first year of the plan.

**Amount spent prior to the plan** is the total amount of Formula Funding (FF) and Special Awards spent prior to July 1 of the first year of the plan.

**Capital project** is a project that adds significant value to an asset or replaces building systems or components. Project cost must be greater than \$1000.

**CDBG** stands for Community Development Block Grant, a potential source of project funds.

**CPA** stands for Community Preservation Act, a potential source of project funds.

**CapHub Project Number** is the number given to projects entered into DHCD's project management system known as CapHub.

**DMH Set-aside** is funding allocated within the Formula Funding (FF) for use on facilities leased to the Department of Mental Health (DMH) program vendors, if any exist at this LHA.

**DDS Set-aside** is funding allocated within the Formula Funding (FF) for use on facilities leased to the Department of Developmental Services (DDS) program vendors, if any exist at this LHA.

**Formula Funding (FF)** is an allocation of state bond funds to each LHA according to the condition (needs) of its portfolio in comparison to the entire state-aided public housing portfolio.

**Operating Reserve** is an account, funded from the LHA operating budget, primarily used for unexpected operating costs, including certain extraordinary maintenance or capital projects.

**Other Funds** could include other funding by the city or town or from other sources.

**Special Awards** are DHCD awards targeted to specific projects. Award programs include funds for emergencies beyond what an LHA can fund, for complying with regulatory requirements, for projects that will save water or energy use, and various other programs the department may run from time to time.

**Total Cost** is the sum of investigation, design, administration, permitting, and construction costs for a project

**Unrestricted Formula Funding (FF)** is money awarded to the LHA by DHCD under the Formula Funding program other than amounts set aside (restricted) for accessibility improvements or for facilities operated by DMH or DDS.



**Capital Improvement Plan (CIP)****Regional Capital Assistance Team**

Ludlow Housing Authority participates in the Regional Capital Assistance Team (RCAT) program and project implementation responsibilities are as follows:

- o For projects with construction cost under \$10,000, the LHA has the sole responsibility to initiate, implement and manage the project. RCAT offers technical assistance upon request.
- o For projects with construction cost between \$10,000 and \$100,000 the RCAT will have lead responsibility to initiate, implement and manage the project with both DHCD and LHA involvement and oversight throughout the process. For projects in this range, the LHA will work with the RCAT Project Manager who will contact the LHA to initiate projects.
- o For projects with construction cost over \$100,000, or projects below that threshold that are complex or have a subsequent phase that exceeds \$100,000 construction cost, DHCD will take the lead and draft a WO or RFS to hire a designer to prepare plans and specs. RCAT will not be involved in the implementation of projects in this range and the LHA will continue to work directly with the DHCD Project Manager and DHCD design staff.

**Capital Improvement Plan (CIP)**

Formula Funding and Special DHCD Award Planned Spending - Other funding not included

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
161046	2008 FF Master CFA	COLONIAL MANOR 667-02	\$5,400	\$5,400	\$0	\$0	\$0	\$0	\$0	\$0
161102	Replace Common Area Floors	CHESTNUT STREET 705-1B	\$98,202	\$8,026	\$3,776	\$0	\$0	\$0	\$0	\$0
161127	VCT Replacement at unit turnover	STATE STREET 667-01	\$12,348	\$6,680	\$0	\$5,668	\$0	\$0	\$0	\$0
161129	Roof Replacement at Colonial Sunset Manor	COLONIAL MANOR 667-02	\$342,076	\$334,315	\$0	\$0	\$0	\$0	\$0	\$0
161136	ARPA FF: New SPM Roof, 69 State Street	STATE STREET 667-01	\$91,033	\$1,856	\$990	\$0	\$0	\$0	\$0	\$0
161138	ARPA FF: Balcony Repair State Street	CHESTNUT STREET 667-03\ STATE STREET 667-01	\$46,510	\$0	\$11,132	\$0	\$0	\$0	\$0	\$0
161142	ARPA FF: Foundation Ins repairs Wilson	WILSON STREET 667-04	\$87,025	\$0	\$84,025	\$0	\$0	\$0	\$0	\$0
161143	Replace crank out style windows	CHESTNUT STREET 667-03	\$82,323	\$0	\$5,827	\$3,073	\$0	\$0	\$0	\$0
161151	Flooring Abatement & Replacement 46 #2 State	STATE STREET 667-01	\$8,975	\$8,525	\$39	\$412	\$0	\$0	\$0	\$0

**Capital Improvement Plan (CIP)**

Formula Funding and Special DHCD Award Planned Spending - Other funding not included

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
161154	Flooring Abatement & Replacement 26 Meadow Street #5	STATE STREET 667-01	\$9,375	\$0	\$5,563	\$3,813	\$0	\$0	\$0	\$0
161155	Asphalt Paving at Chestnut Street	Asphalt Paving at Chestnut and Asphalt parking and maintenance garage 667-4	\$155,500	\$0	\$17,550	\$137,950	\$0	\$0	\$0	\$0
161156	Vacant Unit Rehab - 58 Cady Street	West St 705-1G	\$72,297	\$0	\$0	\$61,472	\$7,946	\$0	\$0	\$0
161157	CHESTNUT Basement Heating (CRITICAL PATH PROJECT)	CHESTNUT STREET 667-03	\$65,507	\$64,547	\$960	\$0	\$0	\$0	\$0	\$0
161158	VU2023: Unit Vacany Turnover Multiple Units	STATE STREET 667-01	\$545,326	\$0	\$509,531	\$0	\$0	\$0	\$0	\$0
161159	Unit Vacancy - Wilson & Chestnut Streets	STATE STREET 667-01	\$139,720	\$0	\$0	\$10,751	\$0	\$0	\$0	\$0
161164	48 Higher Street renovation	Higher St 705-1C	\$351,113	\$0	\$17,669	\$313,577	\$0	\$0	\$0	\$0
161165	Repave Existing Parking Lot	COLONIAL MANOR 667-02	\$385,482	\$0	\$0	\$337,278	\$48,205	\$0	\$0	\$0
•	Balcony Repairs State Street - Phase II	STATE STREET 667-01	\$77,023	\$0	\$0	\$0	\$77,023	\$0	\$0	\$0

**Capital Improvement Plan (CIP)**

Formula Funding and Special DHCD Award Planned Spending - Other funding not included

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
•	Exterior Lighting - State St.	STATE STREET 667-01	\$52,938	\$0	\$0	\$0	\$52,938	\$0	\$0	\$0
•	Replace Asphalt Driveway & Sidewalks - 23/25 Butler	JOHN THOMPSON MANOR 705-01	\$37,813	\$0	\$0	\$0	\$37,813	\$0	\$0	\$0
•	Replace Sidewalks and Driveways 26-28 & 38-40 Benton St	JOHN THOMPSON MANOR 705-1A	\$68,063	\$0	\$0	\$0	\$68,063	\$0	\$0	\$0

**Capital Improvement Plan (CIP)****FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD**

Cap Hub Project Number	Project Name	DHCD Special Award Comment	Special DHCD Awards				Other Funding			
			Emergency Reserve	Compliance Reserve	Sustain- ability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
161135	ARPA Targeted Award: Ludlow Fed Pac Panel	ARPA Formula Funding	\$0	\$0	\$0	\$21,315	\$0	\$0	\$0	\$0
161136	ARPA FF: New SPM Roof, 69 State Street	ARPA Formula Funding	\$0	\$0	\$0	\$32,000	\$0	\$0	\$0	\$0
161138	ARPA FF: Balcony Repair State Street	ARPA Formula Funding	\$0	\$0	\$0	\$17,000	\$0	\$0	\$0	\$0
161142	ARPA FF: Foundation Ins repairs Wilson	ARPA Formula Funding	\$0	\$0	\$0	\$20,081	\$0	\$0	\$0	\$0
161143	Replace crank out style windows	161143 - Replace crank out style windows	\$0	\$0	\$0	\$57,540	\$0	\$0	\$0	\$0
161151	Flooring Abatement & Replacement 46 #2 State	asbestos	\$0	\$8,975	\$0	\$0	\$0	\$0	\$0	\$0
161154	Flooring Abatement & Replacement 26 Meadow Street #5	asbestos	\$0	\$9,375	\$0	\$0	\$0	\$0	\$0	\$0
161158	VU2023: Unit Vacany Turnover Multiple Units	VU2023	\$0	\$0	\$0	\$250,000	\$0	\$0	\$0	\$0
161159	Unit Vacancy - Wilson & Chestnut Streets	vu 667-2 units 3 & 4	\$0	\$0	\$0	\$139,720	\$0	\$0	\$0	\$0

**Capital Improvement Plan (CIP)**

## FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

Cap Hub Project Number	Project Name	DHCD Special Award Comment	Special DHCD Awards				Other Funding			
			Emergency Reserve	Compliance Reserve	Sustain-ability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
161164	48 Higher Street renovation	161164 - 48 Higher Street renovation	\$0	\$0	\$0	\$211,305	\$0	\$0	\$0	\$0
161166	705-10 Unit Renovations	161166 - 705-10 Unit Renovations - Vacant Unit Award	\$0	\$0	\$0	\$150,000	\$0	\$0	\$0	\$0

**Capital Improvement Plan (CIP) Narrative****Including Requests to DHCD & Supporting Statements****1. Request for increased spending flexibility.**

DHCD designates a spending target (cap share) and an allowable spending range for each year of the CIP. A Housing Authority may request to shift the cap shares of the first three years in order to increase scheduling flexibility. A CIP utilizing this flexibility is called an Alternate CIP. The total spending over three years and over five years must continue to meet the limits set by DHCD. DHCD will approve an Alternate CIP only with acceptable justification and only if funding is available.

Ludlow Housing Authority has submitted an Alternate CIP with the following justification:

- Projected spending on projects currently in bidding or construction exceeds Cap Share in one or more years of the CIP.
- Other

The LHA's spending in year 1 exceeds yearly Cap Share.

**2. Request for additional funding.**

A Housing Authority may request additional funding from DHCD for projects that qualify as emergencies, required legal compliance upgrades, or sustainability improvements.

Ludlow Housing Authority has not requested additional funding.

**3. Overall goals of the Housing Authority's CIP****4. Changes from the Housing Authority's previous CIP**

Every new CIP differs from the previous CIP because projects have been completed and a new year has been added with new projects. These changes and other significant changes to the content of the CIP are highlighted below:

**5. Requirements of previous CIP approval**

There were no special conditions attached to the approval of our previous CIP.

**6. Quarterly capital reports**

Our most recent quarterly capital report (form 80 and 90) was submitted on .

**7. Capital Planning System (CPS) updates**

Our CPS facility data has been updated with current condition information, including changes resulting from projects completed in the past year, as of 04/18/2025.

**8. Project priorities**

All the projects in our CIP are high priority (Priority 1 and 2 projects).

**9. High priority deficiencies**

We have included all of our high priority (CPS priority 1 and 2) projects in our CIP.

**10. Accessibility**

We are not aware of any accessibility deficiencies in our portfolio.

**11. Special needs development**

Ludlow Housing Authority does not have a special needs (167 or 689 programs) development.

**12. Energy and water consumption**

Our 12 most recent monthly energy reports are for months 2/2024 to 1/2025.

The following table lists the DHCD thresholds for Per Unit Monthly (PUM) expense for electricity, natural gas, oil, and water use and the developments at the Housing Authority that have expenses in excess of the thresholds, if any.

	Electric PUM > Threshold	Gas PUM > Threshold	Oil PUM > Threshold	Water PUM > Threshold
Threshold PUM:	\$100	\$80	\$50	\$60
	667-03			705-1B

**13. Energy or water saving initiatives**

Ludlow Housing Authority is not currently pursuing any energy or water-saving audits or grants that could affect CIP project scope, costs or timing of projects.



**14. Vacancy rate**

Our unadjusted vacancy rate reported to DHCD is as follows. (The unadjusted vacancy rate captured in these figures is the percentage of ALL housing units that are vacant, including both offline units being used for other purposes and units with DHCD vacancy waivers.)

14% c. 667 (DHCD Goal 2%)

0% c. 200 (DHCD Goal 2%)

20% c. 705 (DHCD Goal 2%)

## **Maintenance and Repair Plan**

### **Maintenance Objective**

The goal of good property maintenance at a public housing authority is to serve the residents by assuring that the homes in which they live are decent, safe, and sanitary.

### **About This Maintenance and Repair Plan**

This Maintenance & Repair Plan consists of several subsections describing maintenance systems followed by charts showing typical preventive maintenance, routine maintenance, and unit inspection tasks and schedules. These subsections are:

- a. **Classification and Prioritization of Maintenance Tasks** - Defines and prioritizes types of work to be accomplished by maintenance staff and vendors. Explains how the housing authority is expected to respond to work orders (tasks or requests) based on the work order classification.
- b. **Emergency Response System** - Defines what constitutes an emergency and how to notify staff of an emergency.
- c. **Normal Maintenance Response System** - How to contact the maintenance staff for a non-emergency request.
- d. **Work Order Management** - Description of the housing authority's system for managing work orders (tasks and requests).
- e. **Maintenance Plan Narrative & Policy Statement** - Self-assessment, basic information, and goals for the coming year, along with a description of the housing authority's maintenance program.
- f. **Preventive Maintenance Schedule** - A listing and schedule of tasks designed to keep systems and equipment operating properly, to extend the life these systems and equipment, and to avoid unexpected breakdowns.
- g. **Routine Maintenance Schedule** - A listing and schedule of ordinary maintenance tasks such as mopping, mowing, raking, and trash collection required to keep the facilities in good condition.
- h. **Unit Inspections** - Scheduling of annual unit inspections.

## Classification and Prioritization of Maintenance Tasks

Maintenance items are tracked as “work orders” and are classified in the following categories. They are prioritized in the order listed. The following classifications and prioritization are required by the Department of Housing and Community Development (EOHLC).

- I. **Emergencies** - Emergencies are only those conditions which are **immediately threatening** to the life or safety of our residents, staff, or structures.
  - Goal: initiated with 24 to 48 hours.
- II. **Vacancy Refurbishment - Work necessary to make empty units ready for new tenants.**
  - After emergencies, the refurbishment of vacancies for immediate re-occupancy has the highest priority for staff assignments. **Everyday a unit is vacant is a day of lost rent.**
  - **Goal: vacancy work orders are completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.**
- III. **Preventive Maintenance** - Work which must be done to **preserve and extend the useful life** of various elements of your physical property and avoid emergency situations.
  - A thorough Preventive Maintenance Program and Schedule that deals with all elements of the physical property is provided later in the document.
  - The Preventive Maintenance Program is reviewed and updated annually and as new systems and facilities are installed.
- IV. **Programmed Maintenance** - Work which is important and is completed to the greatest extent possible within time and budget constraints. Programmed maintenance is grouped and scheduled to make its completion as efficient as possible. Sources of programmed maintenance include:
  - Routine Work includes those tasks that need to be done on a regular basis to keep our physical property in good shape. (Mopping, Mowing, Raking, Trash, etc.)
  - Inspections are the other source of programmed maintenance.
    - ◇ Inspections are visual and operational examinations of parts of our property to determine their condition.
    - ◇ All dwelling units, buildings and sites must be inspected at least annually.
    - ◇ **Goal: Inspection-generated work orders are completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).**
- V. **Requested Maintenance** - Work which is requested by residents or others, does not fall into any category above, and should be accomplished as time and funds are available.
  - Requests from residents or others for maintenance work which does not fall into one of the other categories has the lowest priority for staff assignment.
  - **Goal: Requested work orders are completed in 14 calendar days from the date of tenant request or if not completed within that timeframe (and not a health or safety issue), the task is added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.**

## Emergency Request System

For emergency requests call the numbers listed here. Qualifying emergency work requests are listed below.

METHOD	CONTACT INFO.	TIMES
Call Answering Service	413-589-7272	24 Hours
Call LHA at Phone Number	413-589-7272	24 hours
Other	robin@ludlowhousing.com	Non Emergencies Only

See attached **Preventative Maintenance Plan** for more details.

**List of Emergencies** - Emergencies are those conditions which are immediately threatening to the life or safety of our residents, staff, or structures. The following is a list of typical conditions that warrant an emergency response. If there is an emergency condition whether or not enumerated on this list please notify the office or answering service at the numbers listed above. If you have any questions regarding this list or other matters that may constitute an emergency, please contact the LUDLOW HOUSING AUTHORITY main office.

QUALIFYING EMERGENCY WORK REQUESTS
Fires of any kind (Call 911)
Gas leaks/ Gas odor (Call 911)
No electric power in unit
Electrical hazards, sparking outlets
Broken water pipes, flood
No water/ unsafe water
Sewer or toilet blockage
Roof leak
Lock outs
Door or window lock failure
No heat
No hot water
Snow or ice hazard condition
Dangerous structural defects
Inoperable smoke/CO detectors, beeping or chirping
Elevator stoppage or entrapment

## Normal Maintenance Request Process

Make normal (non-emergency) maintenance requests using the following methods:

METHOD	CONTACT INFO.	TIMES
Text Phone Number	4134262092	
Call Answering Service	413-589-7272	24 Hours
Call Housing Authority Office	413-589-7272	24 hours (goes to answering service)
Submit Online at Website		
Email to Following Email	robin@ludlowhousing.com	Non-Emergencies ONLY
Other		

## Work Order Management

- A. EOHLC review of this housing authority's operations shows that the authority uses the following system for tracking work orders: PHA Network
- B. We do track deferred maintenance tasks in our work order system.
- C. Our work order process includes the following steps:

Step	Description	Checked steps are used by LHA
1	Maintenance Request taken/submitted per the standard procedures listed above for the Emergency Request System and the Normal Maintenance Request Process.	<input checked="" type="checkbox"/>
2	Maintenance Requests logged into the work system	<input checked="" type="checkbox"/>
3	Work Orders generated	<input checked="" type="checkbox"/>
4	Work Orders assigned	<input checked="" type="checkbox"/>
5	Work Orders tracked	<input checked="" type="checkbox"/>
6	Work Orders completed/closed out	<input checked="" type="checkbox"/>
7	Maintenance Reports or Lists generated	<input checked="" type="checkbox"/>

- D. Additional comments by the LHA regarding work order management:

## Maintenance Plan Narrative

Following are LUDLOW HOUSING AUTHORITY's answers to questions posed by EOHLC.

- A. Narrative Question #1: How would you assess your Maintenance Operations based on feedback you've received from staff, tenants, EOHLC's Performance Management Review (PMR) & Agreed Upon Procedures (AUP), and any other sources?

Our maintenance staff is responsible for many different buildings, grounds maintenance, work orders, and also vacancy rehabs. We have been one full time employee short for approximately 7 months. The staff has been giving 100% to complete all of the many tasks. They are always respectful of tenants and try to accommodate their requests as best as possible.

- B. Narrative Question #2: What changes have you made to maintenance operations in the past year?

We hired a temporary janitorial position, while being a full time person short, to clean halls, community rooms, laundry rooms and bathrooms, so that our two full timers can be freed up to work on projects, apartments and workorders as well as regular preventative maintenance issues and capital improvement projects.

- C. Narrative Question #3: What are your maintenance goals for this coming year?

We are currently utilizing funds we received to upgrade and get our vacancies all set to rent out.

Our main goal is to get as many vacancies filled as possible, while trying to maintain all other aspects of the job.

- D. Maintenance Budget Summary

The budget numbers shown below are for the consolidated budget only. They do not include values from supplemental budgets, if any.

	Total Regular Maintenance Budget	Extraordinary Maintenance Budget
Last Fiscal Year Budget	\$322,386.00	\$51,000.00
Last Fiscal Year Actual Spending	\$334,966.00	\$34,791.00
Current Fiscal Year Budget	\$354,368.00	\$45,000.00

- E. Unit Turnover Summary

# Turnovers Last Fiscal Year	7
Average time from date vacated to make unit "Maintenance Ready"	7 days
Average time from date vacated to lease up of unit	40 days



## Attachments

These items have been prepared by the LUDLOW HOUSING AUTHORITY and appear on the following pages:

**Preventive Maintenance Schedule** - a table of preventive maintenance items showing specific tasks, who is responsible (staff or vendor), and the month(s) they are scheduled

**Deferred Maintenance Schedule** - a table of maintenance items which have been deferred due to lack of resources.





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## Preventative Maintenance Schedule

Search Filters												
Category		*** All Categories ***		Next Scheduled Start		Next Scheduled End						
Status		Active Only		Types		All Types		Description				
Select from Templates												
33 Schedule Entries found — Show: All												
Action	Description	Category	Work Order Type	Location Type	General Location	Dev ID	Bldg ID	Unit ID	Frequency	Next Scheduled	All Devs.	Active
	schedule annual furnace tune-up / mini-split cleaning 705 26,28,38,40 Benton 23,25 Butler 72 Williams, 176 East, 48 Higher 37 Warren, 52 Berkshire,	Heating/Ventilization/A.C.	Preventative Maintenance	General	All scattered sites	705	SCAT		Every (nn) days	10/31/2024	No	Yes
	Schedule Annual furnace tune-ups Chestnut Street Wilson Street/State/Meadow/Hampden Street	Heating/Ventilization/A.C.	Preventative Maintenance	General	(3) complexes	667-3	39CS		Every (nn) days	10/31/2024	No	Yes
	Clean or have chimney inspected. Maintenance record in Ace Chimney Sweeps file	Heating/Ventilization/A.C.	Preventative Maintenance	General		705			Annually	9/1/2025	No	Yes
	*Look at buildings for maintenance concerns* Walk and inspect property for any issues or debris. Pick up any trash, sticks.	Miscellaneous Work	Preventative Maintenance	General	All Wilson St	667-2	5		Every day (M-F)	1/6/2025	No	Yes
	*Look at buildings for maintenance concerns* Walk and inspect property for any issues or debris. Pick up any trash, sticks.	Miscellaneous Work	Preventative Maintenance	General		667-3	39CS		Every day (M-F)	1/6/2025	No	Yes
	*Look at buildings for maintenance concerns* Walk and inspect property for any issues or debris. Pick up any trash, sticks.	Miscellaneous Work	Preventative Maintenance	General		667-1	6		Every day (M-F)	1/6/2025	No	Yes
	switch mower to plow switch plow to mower	Miscellaneous Work	Preventative Maintenance	General	garage	667-2	1		Every (nn) days	10/2/2025	No	Yes
	Yearly Elevator inspection appointment	Miscellaneous Work	Preventative Maintenance	General	Elevator	667-3	39CS		Every (nn) days	11/6/2025	No	Yes
	Have vents for dryers at Chestnut Street cleaned	Miscellaneous Work	Preventative Maintenance	General	laundry Room	667-3	39CS		Annually	9/1/2025	No	Yes
	Pest Control: Qtrly placement of mice and roach bait in each apartment	Miscellaneous Work	Preventative Maintenance	General	All residents and storage areas	667-3	1		Every (nn) days	6/5/2025	No	Yes
	Pest Control: State Street Development Bait Rat traps outside	Miscellaneous Work	Preventative Maintenance	General	All Development	667-1	1		Every (nn) days	5/6/2025	No	Yes
	Pest Control Wilson and 705 as needed	Miscellaneous Work	Preventative Maintenance	General	all buildings	705	SCAT		Annually	6/1/2025	No	Yes
	Trucks maintenance	Miscellaneous Work	Preventative Maintenance	General	Maintenance Equipment	667-3	39CS		Every (nn) days	12/10/2025	No	Yes



	Fire extinguishers yearly inspection	Miscellaneous Work	Preventative Maintenance	General	All fire extinguishers	667-3	39CS		Every (nn) days	10/31/2025	No	Yes
	Fire extinguishers yearly inspection	Miscellaneous Work	Preventative Maintenance	General	All fire extinguishers	667-1	1		Every (nn) days	10/31/2025	No	Yes
	Fire extinguishers yearly inspection	Miscellaneous Work	Preventative Maintenance	General	All fire extinguishers including vehicles	667-2	1		Every (nn) days	10/31/2025	No	Yes
	Stoves & refrigerators: Check on annual inspection and on tenant request	Appliances	Preventative Maintenance	General	All Locations	667-3	39CS		Annually	9/30/2025	No	Yes
	Mow, weed wack, clean leaves, pick up sticks/trash. Cut one strip off grass next to sidewalks by vacant school buildings. Blow off walks.	Landscaping Work	Scheduled	General		667-3	39CS		Weekly - first day	4/21/2025	No	Yes
	Mow property, Includes trail to Big Y and strip behind 134 Wilson St. Blow off sidewalks when complete.	Landscaping Work	Scheduled	General	All Wilson Street	667-2	1		Weekly - first day	4/21/2025	No	Yes
	Mow, weedwack, clean leaves, trim bushes if needed, pick up sticks and trash. Blow off sidewalks.	Landscaping Work	Scheduled	General	State/Hampden/Meadow	667-1	1		Weekly - first day	4/21/2025	No	Yes
	Mow, weedwack, leaves, trim brushes, pick up trash and sticks, if needed.	Landscaping Work	Scheduled	General		705	SCAT		Weekly - first day	4/21/2025	No	Yes
	Clean common areas. Community room, bathrooms and stairways in the development.	Miscellaneous Work	Scheduled	General		667-3	39CS		Weekly - first day	4/21/2025	No	Yes
	Clean common areas. Community room, Bathrooms and staircases in the development.	Miscellaneous Work	Scheduled	General		667-1	6		Weekly - first day	4/21/2025	No	Yes
	Remove trash and recycling	Miscellaneous Work	Scheduled	General		667-3	39CS		Weekly - first day	4/21/2025	No	Yes
	Fences, walkways parking lots, check for cleanliness, large cracks etc	Miscellaneous Work	Scheduled	General	All locations	667-3	39CS		Annually	6/1/2025	No	Yes
	Check signage around developments and off site road signs for damage and readability	Miscellaneous Work	Scheduled	General	All Areas	667-3	39CS		Annually	6/1/2025	No	Yes
	Alarms check Chestnut Street	Miscellaneous Work	Scheduled	General		667-3	39CS		Annually		No	Yes
	clean gutters	Miscellaneous Work	Scheduled	General		667-3	39CS		Annually	10/1/2025	No	Yes
	Hallways, Lobbies, Offices, Bathrooms clean, vacuum, trash, check lights, etc	Miscellaneous Work	Scheduled	General		667-2	5		Weekly - first day	4/21/2025	No	Yes
	Tools and Mower Blades Clean after each use. Sharpen tools when necessary and mower blades after each cycle of properties is completed	Miscellaneous Work	Scheduled	General	All Development	667-3	39CS		First day of (month)	3/1/2025	No	Yes
	Bring snow removal items for service. ie snow blowers, shovels, plows Check for ice melt and sand and salt	Miscellaneous Work	Scheduled	General	All Developments	667-3	39CS		Every (nn) days	9/27/2025	No	Yes
	set timers for lights at each building	Light Bulbs and Fixtures	Scheduled	General	All buildings	667-1	1		Every (nn) days	11/1/2025	No	Yes
	Check roofs all developments for missing or broken shingles, tree branches effecting roofs, if repairs need to be completed	Roof	Scheduled	General	All Propertities	667-3	39CS		Annually	6/1/2025	No	Yes



User:


Jennifer Hart  

Agency:

Ludlow Housing Authority

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## Deferred Maintenance Plans



















Deferred Maint. Plan updated.

Search Filters

Status	Starting Deferred Date	10/1/2023	
(all) 	Ending Deferred Date	4/30/2025	



6 Deferred Maint. Plans found — Show: 10 

Action	Source Work Order	Date Deferred	Reason Deferred	Estimated Completion Date	Current Status	Actual Completion Date	Estimated Costs
  	28143	4/8/2024	Maintenance does not have time to paint occupied apartments. Also looking for funding to hire outside to paint occupied apartments	1/1/2025	Pending		\$5,000.00
  	28546	5/7/2024	remove old heating system at 236 Center Street including radiators for extra room.	7/6/2025	Pending		\$0.00
  	28494	2/9/2024	Will be ordering cabinets for vacancies after getting quotes. Will include a vanity cabinet in the order and replace at a later date.	2/10/2025	Pending		\$400.00
  	28773	5/22/2024	Need to order 2 windows for the girls bedroom as one is broken and the other will need to match.	1/10/2025	Completed		\$1,500.00
  	29415	11/2/2024	Tenat works from home so stripping and waxing floors will have to be schedules when tenant on vacation. Shades and minor items have been resolved	4/1/2025	Completed		\$0.00
  	29916	2/6/2025	New crank out windows are on a project number and should be completed installation by March 15, 2025	4/7/2025	Completed		\$37,000.00

## **Annual Operating Budget**

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 9/30/2025. It also shows the approved budget for the current year (2026) if there is one, and the percent change from last year's spending to this year's approved budget. The final column shows the current approved amount for each account divided by the number of housing units and by 12 months to show the amount per unit per month (PUM). The chart does not show a draft budget for the coming fiscal year as that will typically be developed in the final month of the fiscal year.

The budget format and accounts are mandated by the Executive Office of Housing and Livable Communities (EOHLC). For a better understanding of the accounts and discussion of special situations see the notes following the budget tables and the "Definitions of Accounts" at the end of this section.

The LHA maintains a consolidated budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by the LHA. It does not maintain separate budgets for each development.

## **Operating Reserve**

The LHA's operating reserve is the amount of funds that an LHA sets aside to sustain itself during lean years, or to remedy urgent health and safety concern or address deferred maintenance items. In addition, while EOHLC approves a fixed non-utility operating budget level for every LHA (called the Allowable Non-Utility Expense Level, or ANUEL), LHAs can propose a budget that exceeds that level, with the additional cost to be funded from the Operating Reserve, as long as the reserve will still remain above the minimum threshold set by EOHLC.

EOHLC defines a full (100%) Operating Reserve (OR) amount to be equal to one-half of the previous year's operating expenses and requires LHAs to maintain a minimum OR of 35% of this amount to cover any unplanned but urgent needs that may arise during the year and that can't be funded by the operating budget. If the reserve is between 20% and 35% of the full level, the LHA must obtain prior written approval from EOHLC to spend reserve funds, unless the expense is to resolve a health and safety issue. If the reserve is below the 20% level, the LHA can only spend OR funds on health and safety issues. In both cases, the LHA should address the health and safety issue immediately but must retroactively inform EOHLC and obtain its approval.

The LUDLOW HOUSING AUTHORITY operating reserve at the end of fiscal year 2025 was \$0.00, which is 0.00% of the full reserve amount defined above.

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by LUDLOW HOUSING AUTHORITY						
REVENUE						
Account Number	Account Class	2025 Approved Revenue Budget	2025 Actual Amounts Received	2026 Approved Revenue Budget	% Change from 2025 Actual to 2026 Budget	2026 Dollars Budgeted Per Unit per Month
3110	Shelter Rent -Tenants	797,100.00	801,893.00	821,013.00	2.40%	412.16
3111	Shelter Rent - Tenants - Fraud/Retroactive	0.00	10,767.00	0.00	-100.00%	0.00
3115	Shelter Rent -Federal Section 8\MRVP One-time Leased up Rev.	0.00	0.00	0.00	0.00%	0.00
3190	Nondwelling Rentals	8,600.00	10,306.00	10,500.00	1.90%	5.27
3400	Administrative Fee - MRVP	0.00	0.00	0.00	0.00%	0.00
3610	Interest on Investments - Unrestricted	50.00	54.00	50.00	-7.40%	0.03
3611	Interest on Investments - Restricted	0.00	0.00	0.00	0.00%	0.00
3690	Other Revenue	5,000.00	5,266.00	5,200.00	-1.30%	2.61
3691	Other Revenue - Retained	118,700.00	107,498.00	36,000.00	-66.50%	18.07
3692	Other Revenue - Operating Reserves	0.00	0.00	0.00	0.00%	0.00
3693	Other Revenue - Energy Net Meter	0.00	0.00	0.00	0.00%	0.00
3801	Operating Subsidy - EOHLC (4001)	376,600.00	306,860.00	470,535.00	53.30%	236.21
3802	Operating Subsidy - MRVP Landlords	0.00	0.00	0.00	0.00%	0.00
3803	Restricted Grants Received	0.00	0.00	0.00	0.00%	0.00
3920	Gain/Loss From Sale/Disp. of Prop.	0.00	0.00	0.00	0.00%	0.00
3000	TOTAL REVENUE	1,306,050.00	1,242,644.00	1,343,298.00	8.10%	674.35



Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by LUDLOW HOUSING AUTHORITY						
EXPENSES						
Account Number	Account Class	2025 Approved Revenue Budget	2025 Actual Amounts Received	2026 Approved Revenue Budget	% Change from 2025 Actual to 2026 Budget	2026 Dollars Budgeted Per Unit per Month
4110	Administrative Salaries	189,053.00	183,167.00	206,193.00	12.60%	103.51
4120	Compensated Absences	0.00	2,138.00	0.00	-100.00%	0.00
4130	Legal	10,000.00	8,786.00	10,000.00	13.80%	5.02
4140	Members Compensation	0.00	0.00	0.00	0.00%	0.00
4150	Travel & Related Expenses	5,000.00	5,055.00	5,000.00	-1.10%	2.51
4170	Accounting Services	9,900.00	9,900.00	10,440.00	5.50%	5.24
4171	Audit Costs	4,500.00	4,500.00	4,590.00	2.00%	2.30
4180	Penalties & Interest	0.00	0.00	0.00	0.00%	0.00
4190	Administrative Other	50,200.00	50,502.00	53,700.00	6.30%	26.96
4191	Tenant Organization	660.00	0.00	660.00	100.00%	0.33
4100	TOTAL ADMINISTRATION	269,313.00	264,048.00	290,583.00	10.00%	145.88
4310	Water	63,000.00	55,775.00	63,000.00	13.00%	31.63
4320	Electricity	130,000.00	129,004.00	132,000.00	2.30%	66.27
4330	Gas	120,000.00	73,176.00	80,000.00	9.30%	40.16
4340	Fuel	0.00	609.00	0.00	-100.00%	0.00
4360	Net Meter Utility Debit/Energy Conservation	0.00	34,081.00	35,000.00	2.70%	17.57
4390	Other	550.00	567.00	550.00	-3.00%	0.28
4391	Solar Operator Costs	0.00	80,438.00	80,000.00	-0.50%	40.16
4392	Net Meter Utility Credit (Negative Amount)	0.00	-114,519.00	-115,000.00	0.40%	-57.73
4300	TOTAL UTILITIES	313,550.00	259,131.00	275,550.00	6.30%	138.33

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by LUDLOW HOUSING AUTHORITY						
EXPENSES						
Account Number	Account Class	2025 Approved Revenue Budget	2025 Actual Amounts Received	2026 Approved Revenue Budget	% Change from 2025 Actual to 2026 Budget	2026 Dollars Budgeted Per Unit per Month
4410	Maintenance Labor	197,386.00	198,751.00	228,168.00	14.80%	114.54
4420	Materials & Supplies	55,000.00	62,862.00	55,000.00	-12.50%	27.61
4430	Contract Costs	70,000.00	73,353.00	71,200.00	-2.90%	35.74
4510	Insurance	64,878.00	65,888.00	70,728.00	7.30%	35.51
4520	Payment in Lieu of Taxes	5,200.00	5,200.00	5,200.00	0.00%	2.61
4540	Employee Benefits	173,416.00	171,358.00	191,373.00	11.70%	96.07
4541	Employee Benefits - GASB 45	0.00	27,679.00	0.00	-100.00%	0.00
4542	Pension Expense - GASB 68	0.00	60,815.00	0.00	-100.00%	0.00
4570	Collection Loss	0.00	9,488.00	0.00	-100.00%	0.00
4571	Collection Loss - Fraud/Retroactive	0.00	10,767.00	0.00	-100.00%	0.00
4580	Interest Expense	0.00	0.00	0.00	0.00%	0.00
4590	Other General Expense	0.00	0.00	0.00	0.00%	0.00
4500	TOTAL GENERAL EXPENSES	243,494.00	351,195.00	267,301.00	-23.90%	134.19
4610	Extraordinary Maintenance	51,000.00	34,791.00	45,000.00	29.30%	22.59
4611	Equipment Purchases - Non Capitalized	11,550.00	11,022.00	12,000.00	8.90%	6.02
4612	Restricted Reserve Expenditures	0.00	0.00	0.00	0.00%	0.00
4715	Housing Assistance Payments	0.00	0.00	0.00	0.00%	0.00
4801	Depreciation Expense	0.00	380,500.00	0.00	-100.00%	0.00
4600	TOTAL OTHER EXPENSES	62,550.00	426,313.00	57,000.00	-86.60%	28.61
4000	TOTAL EXPENSES	1,211,293.00	1,635,653.00	1,244,802.00	-23.90%	624.90

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by LUDLOW HOUSING AUTHORITY						
<b>SUMMARY</b>						
Account Number	Account Class	2025 Approved Revenue Budget	2025 Actual Amounts Received	2026 Approved Revenue Budget	% Change from 2025 Actual to 2026 Budget	2026 Dollars Budgeted Per Unit per Month
3000	TOTAL REVENUE	1,306,050.00	1,242,644.00	1,343,298.00	8.10%	674.35
4000	TOTAL EXPENSES	1,211,293.00	1,635,653.00	1,244,802.00	-23.90%	624.90
2700	NET INCOME (DEFICIT)	94,757.00	-393,009.00	98,496.00	-125.10%	49.45
7520	Replacements of Equip. - Capitalized	45,500.00	46,830.00	31,398.00	-33.00%	15.76
7540	Betterments & Additions - Capitalized	0.00	0.00	0.00	0.00%	0.00
7500	TOTAL NONOPERATING EXPENDITURES	45,500.00	46,830.00	31,398.00	-33.00%	15.76
7600	EXCESS REVENUE OVER EXPENSES	49,257.00	-439,839.00	67,098.00	-115.30%	33.68



## **Explanation of Budget Accounts**

The following explains how each of the line items is to be prepared.

3110: Shelter Rent: The shelter rent projection should be based on the current rent roll plus anticipated changes expected from annual rent re-determinations or as a result of regulatory amendments.

3111: Shelter Rent – Tenants - Fraud/Retroactive: This account should be used for the reporting of total rent receipts from residents due to unreported income. These are often called fraud or retroactive balances. In cases where deficit LHAs discover, pursue cases, and have entered into a written fraud/retroactive re-payment agreement **with a present or former tenant who did not report income**, the LHA will be allowed to retain two-thirds of the funds recovered. One third of the total dollar amount recovered should be included in the LHA's quarterly or year-end Operating Statement as Shelter Rent, account #3111, and two-thirds of this total dollar amount should be included in Other Revenue-Retained, account #3691.

3115: Shelter Rent - Section 8: This account applies only to those developments receiving support through the federal government's Housing and Urban Development (HUD) Section 8 New Construction and/or Substantial Rehab Programs.

3190: Non-Dwelling Rental: This account should be credited with the rents, other than tenants rents reported in line 3110 and 3115, including charges for utilities and equipment, billed to lessees of non-dwelling facilities as well as apartments rented for non-dwelling purposes, such as social service programs.

3400: Administrative Fee- MRVP/AHVP: This account should be credited with Administrative Fees to be received for the MRVP/AHVP Program. The MRVP/AHVP administrative fee is \$50.00 per unit per month, as of July 1, 2020.

3610: Interest on Investments – Unrestricted: This account should be credited with interest earned on unrestricted administrative fund investments.

3611: Interest on Investments – Restricted: This account should be credited with interest earned on restricted administrative fund investments. For example, an LHA may receive a grant whose use is restricted to a specific purpose, and the interest income earned on that grant may also be restricted to the same purpose.

3690: Other Operating Revenues: This account should be credited with income from the operation of the project that cannot be otherwise classified. Income credits to this account include, but are not limited to, penalties for delinquent payments, rental of equipment, charges for use of community space, charges to other projects or programs for the use of central office management and maintenance space, commissions and profits from vending machines, including washing machines, and certain charges to residents for additional services, materials, and/or repairs of damage caused by neglect or abuse in accordance with the Department's regulations on lease provisions..

3691: Other Revenue – Retained: This account should be credited with certain miscellaneous revenue to be retained by the LHA, and which is not used to reduce the amount of operating subsidy the LHA is due. The most common examples for this account is receipts for the rental of roof antennas to cell phone providers and net meter credits earned on electricity bills from Net Meter Power Purchase Agreements (PPA's). Generally, surplus LHAs may retain 100% of these savings and deficit LHAs may retain 25% of the savings, with the 75% balance used to offset its need for operating subsidy. However, for the period 7/1/16 through 6/30/20, all deficit LHAs may keep 100% of the net meter credit savings, while they can keep 50% effective 7/1/2020.

3692: Other Revenue - Operating Reserves: This account should be credited with funds that LHAs plan to utilize from their operating reserve accounts in excess of the Allowable Non-Utility Expense Level (ANUEL). To be approvable, LHA must maintain the EOHLC prescribed operating reserve minimum level after deducting the amount budgeted. The only exception to this is when the expenses are for health and safety issues.

3693: Other Revenue – Net Meter: This account should normally be credited with 75% of the total net meter credit savings realized by a deficit LHA, while surplus LHAs with net meter credit savings would enter \$0 here. Savings are calculated as the value of the net meter credits appearing on the LHA's electric bills (or, in some cases, paid in cash to the LHA by their utility company), minus the cost of the payments made to the solar power developer under their Power Purchase Agreement (PPA). Deficit LHAs normally may retain 25% of the savings. That amount should be included as Other Revenue – Retained on line #3691. However, please note that for the period 7/1/16 through 6/30/20 all LHAs may retain 100% of their total net meter credit savings, and should report those savings as Other Revenue – Retained on line #3691. LHAs can keep 50% of savings effective 7/1/2020.

3801: Operating Subsidy – EOHLC (400-1): This account represents all state-funded operating subsidy to be received and or to be earned for the fiscal year. At the end of each fiscal year, this account will be adjusted in the operating statement to equal the actual subsidy earned by the LHA.

3802: Operating Subsidy – MRVP/AHVP Landlords:

The credit balance in this account represents the anticipated total receipts from EOHLC during the fiscal year for housing assistance payments to landlords. At the end of each fiscal year this account will be adjusted to equal the actual subsidy earned.

3920: Gain/Loss from Sale or Disposition of Property (Capitalized or Non-Capitalized): The debit or credit balance of this account represents the following items: a) Cash proceeds from the sale of property that was either: 1) non-capitalized; or 2) capitalized and has been fully depreciated, and b) Realized gain or loss from the sale or disposition of capitalized property that has not been fully depreciated.

4110: Administrative Salaries: This account should be charged with the gross salaries of LHA personnel engaged in administrative duties and in the supervision, planning, and direction of maintenance activities and operating services during the operations period. It should include the salaries of the executive director, assistant executive director, accountants, accounting clerks, clerks, secretaries, project managers, management aides, purchasing agents, engineers, draftsmen, maintenance superintendents, and all other employees assigned to administrative duties.

4120: Compensated Absences: The debit balance in this account represents the actual cost incurred during the fiscal year for vacation, paid holidays, vested sick leave and earned compensatory time. This account includes both the direct compensated absences cost and associated employer payroll expenses (employment taxes, pension cost, etc.).

4130: Legal Expense: This account should be charged with retainers and fees paid to attorneys for legal services relating to the operation of the projects.

4140: Compensation to Authority Members: A local authority may compensate its members for performance of their duties and such other services as they may render to the authority in connection with its Chapter 200 development(s). Compensation for any other program is not authorized. Because of this, LHAs must base such compensation only on the actual rent receipts for these developments plus a prorated share of other operating receipts of funds on a per unit basis. The precise amount that members may be compensated is defined by statute to a maximum of \$40 per member per day, and \$50 for the chairperson per day. The total of all compensation to all board members is not to exceed two percent (2%) of actual gross income of Chapter 200 developments in any given year, consistent with the approved budget amount. In no case shall the payment of compensation exceed \$12,500 annually for the chairperson, or \$10,000 for any member other than the chairperson. Please note the statute requires the member to perform housing authority business in order to receive compensation.

4150: Travel and Related Expense: Legitimate travel expenses incurred by board members and staff in the discharge of their duties for any **state-aided program** are reimbursable from this account, as consistent with Department policy.

4170: Contractual Accounting Services: Fees for accounting services that are provided routinely and are contracted for on an annual basis. Only accounting services performed on a contractual basis (fee accountant) should be included in this item. Full or part-time LHA accounting staff that provides routine accounting services should be included in Account 4110, Administrative Salaries.

4171: Audit Costs: This account includes the state program's prorated share of audit fees paid to an Independent Public Accountant (IPA). The procurement of an IPA is necessary to satisfy the Federal Government's audit requirements. Costs for these services should be shared with all state and federal programs of LHA. **Audit costs are to be absorbed within the ANUEL.** The new Agreed Upon procedures (AUP) audit costs for state-assisted public housing programs should also be included in this account.

4180: Penalties and Interest: Any expenses incurred from penalties, fees, and interest paid on delinquent accounts shall be included in this line item.

4190: Administrative Other: This account is provided for recording the cost of administrative items for which no specific amount is prescribed in this 4100 group of accounts. It includes, but is not limited to, the cost of such items as: reports and accounting forms; stationery and other office supplies; postage; telephone services; messenger service; rental of office space; advertising for bids; publications; membership dues; collection agency & court costs, training costs; management fees, and fiscal agent fees.

4191: Tenant Organization: LTO Funding by the LHA. Upon request the LHA shall fund all LTOs in a city or town at the annual rate of \$6.00 per state-aided public housing unit occupied or available for occupancy by residents represented by such LTO(s) or an annual total of \$500.00 prorated among all such LTO(s), whichever is more. For more information on the creation and funding of LTOs see 760 CMR 6.09.

Authorities which operate computer learning centers, which are funded by the state consolidated budget or by other sources (which are typically recorded in line #3691 as "Other Revenue Retained", should budget the cost of the centers on this line.

4310: Water: This account should be charged with the cost of water and sewer charges purchased for all purposes.

4320: Electricity: This account should be charged with the total cost of electricity purchased for all purposes. Many LHAs have entered into Net Meter Credit Power Purchase Agreements (PPA's). In these deals, an LHA executes a contract with a solar power developer who constructs and owns an off- site solar electricity- generating site. In exchange for contracting to purchase a percentage of the solar power produced, the LHA receives a credit on its utility electric bill for each KWH purchased or in some cases receives a direct cash payment from their utility company. Please ensure that the amount charged to this account is the total cost of electricity BEFORE any reductions due to the receipt of net meter credits.

4330: Gas: This account should be charged with the cost of gas (natural, artificial, or liquefied) purchased for all purposes.

4340: Fuel: This account should be charged with the cost of coal, fuel oil, steam purchased, and any other fuels (except electricity and gas) used in connection with Local Housing Authority operation of plants for the heating of space or water supplied to tenants as a part of rent.

4360: Net Meter Utility Debit/Energy Conservation: This account is to be charged with costs incurred for energy conservation measures.

4390: Other Utilities: This account should be charged with the cost of utilities which are not provided for in accounts 4310 through 4360. In addition, for all quarterly or year-end operating statements 9/30/20 or later, and all budgets 6/30/21 or later, please use this line to record the total net meter credits earned as reported in Line 4392, MINUS the Solar Operator Costs reported in Line 4391, with the result expressed as a positive number. For example, if you reported -\$20,000 in Net Meter Utility Credits in Line 4392 and \$15,000 in Solar Operator Costs in Line 4391, you would subtract the \$15,000 reported on Line 4391 from the -\$20,000 reported on Line 4392, and post the remainder of \$5,000 on Line 4360, as a positive number. This number essentially represents the "net" savings the LHA earned from its net meter credit contract.

4391: Solar Operator Costs: Many LHAs have entered into Net Meter Credit Power Purchase Agreements (PPA's). In these deals, an LHA executes a contract with a solar power developer who constructs and owns an off-site solar electricity-generating site. The LHA makes regular (usually monthly) payments to the developer for its contracted share of the solar electricity produced by the site. Those payments should be entered in this account.

4392: Net Meter Utility Credit (Negative Amount): As noted in account #4391 above, many LHAs have executed Net Meter Credit Power Purchase Agreements (PPA's). In exchange for contracting to purchase a percentage of the solar power produced, the LHA receives a credit on its utility electric bill for each KWH purchased from the developer, which reduces the balance on its electric bill, or, in some cases, the credits are paid in cash to the LHA by the utility company. The total gross amount of the net meter credits that appear on the LHA's utility bills should be carried in this account and entered as a negative number. In cases where credits are paid in cash to the Host LHA, the net balance after paying out the amounts due the participating housing authorities, should also be carried in this account and entered as a negative number.

4410: Maintenance Labor: This account should be charged with the gross salaries and wages, or applicable portions thereof, for LHA personnel engaged in the routine maintenance of the project.

4420: Materials & Supplies: This account should be charged with the cost of materials, supplies, and expendable equipment used in connection with the routine maintenance of the project. This includes the operation and maintenance of automotive and other movable equipment, and the cost of materials, supplies, and expendable equipment used in connection with operating services such as janitorial services, elevator services, extermination of rodents and household pests, and rubbish and garbage collection.

4430: Contract Costs: This account should be charged with contract costs (i.e. the cost of services for labor, materials, and supplies furnished by a firm or by persons other than Local Authority employees) incurred in connection with the routine maintenance of the project, including the maintenance of automotive and other movable equipment. This account should also be charged with contract costs incurred in connection with such operating services as janitorial services, fire alarm and elevator service, extermination of rodents and household pests, rubbish and garbage collection, snow removal, landscape services, oil burner maintenance, etc.

4510: Insurance: Includes the total amount of premiums charged all forms of insurance. Fire and extended coverage, crime, and general liability are handled by EOHLC on a statewide basis. All other necessary insurance policies include: Workers' Compensation, boiler, vehicle liability and owner, etc.

4520: Payments in Lieu of Taxes:

This account should be charged with all payments in lieu of taxes accruing to a municipality or other local taxing body.

4540: Employee Benefits: This account should be charged with local housing authority contributions to employee benefit plans such as pension, retirement, and health and welfare plans. It should also be charged with administrative expenses paid to the State or other public agencies in connection with a retirement plan, if such payment is required by State Law, and with Trustee's fees paid in connection with a private retirement plan, if such payment is required under the retirement plan contract.

Employee benefits are based upon a given percentage of the total payroll; therefore, the total amount approved in this account will be based on the approved budgeted salaries representing the state's fair share.

4541: Employee Benefits - GASB 45: This line covers "Other Post-Employment Benefits" (OPEB). Of the total benefits offered by employers to attract and retain qualified employees, some benefits, including salaries and active-employee healthcare are taken while the employees are in active service, whereas other benefits, including post-employment healthcare and other OPEB are taken after the employees' services have ended. Nevertheless, both types of benefits constitute compensation for employee services. In accordance with required accounting practices, this amount is not projected in the budget (and is therefore blank) but the estimated future costs of this item is carried in the operating statement.

4542: Pension Expense – GASB 68: The primary objective of GASB 68 Statement is to improve accounting and financial reporting for pension costs. It also improves information provided by state and local governmental employers about financial support for pensions that is provided by other entities. As with account 4541 above, in accordance with required accounting practices, this amount is not projected in the budget (and is therefore blank) but the estimated future costs of this item is carried in the operating statement.

4570: Collection Loss: The balance in this account represents the estimated expense to cover unexpected losses for tenant rents. Note: Do not include losses from fraud/retroactive balances here. Report them in Account 4571 – Collection Loss – Fraud/Retroactive.

4571: Collection Loss – Fraud/Retroactive: The balance in this account represents the estimated expense to cover unexpected losses for tenant rents due to unreported income, i.e. fraud/retroactive balances.

4580: Interest Expense: The debit balance in this account represents the interest expense paid and accrued on loans and notes payable. This debt can be from operating borrowings or capital borrowings.

4590: Other General Expense: This account represents the cost of all items of general expenses for which no specific account is prescribed in the general group of accounts.

4610: Extraordinary Maintenance – Non-Capitalized: This account should be debited with all *costs* (labor, materials and supplies, expendable equipment (such as many tools or routine repair parts), and contract work) of repairs, replacements (but not replacements of non-expendable equipment), and rehabilitation of such a substantial nature that the work is clearly not a part of the routine maintenance and operating program. The items charged to this account should not increase the useful life or value of the asset being repaired. These items are not capitalized and are not added as an increase to fixed assets at the time of completion. Nor are these items depreciated. An example of this would be scheduled repainting of apartments.

4611: Equipment Purchases – Non-Capitalized: This account should be debited with the costs of equipment that does not meet the LHA's criteria for capitalization. Because these items are being expended when paid, they should not be categorized as a fixed asset and therefore will not be depreciated. These items include stoves, refrigerators, small tools, most computers and software, etc.

The budget is a planning tool and as our portfolio ages it is essential that LHAs evaluate their properties annually and plan for extraordinary maintenance. To that end EOHLC very strongly recommends that for all 400-1 operating budgets, depending on the age of the portfolio and condition, LHAs spend between \$100 and \$500 a year per unit in Extraordinary Maintenance, Equipment Purchases, Replacement of Equipment, and Betterments & Additions to ensure that the aging public housing stock is preserved.

4715: Housing Assistance Payments: This account should be debited with all housing assistance payments paid to landlords for the MRVP program on a monthly basis.

4801: Depreciation Expense: This account should be debited with annual fixed asset depreciation expenses as determined by the LHA's capitalization policy.

7520: Replacement of Equipment – Capitalized: This account should be debited with the acquisition cost (only the net cash amount) of non-expendable equipment purchased as a replacement of equipment of substantially the same kind. These items, such as vehicles, computers, or furniture, meet the LHA's criteria for capitalization and will also be added to fixed assets and therefore depreciated over the useful life.

7540: Betterments & Additions – Capitalized: This account should be debited with the acquisition cost (only the net cash amount) of non-expendable equipment and major non-routine repairs that are classified as a betterment or addition. These items meet the LHA's criteria for capitalization and will also be added to fixed assets and therefore depreciated over the useful life of the asset. Examples are: major roof replacement, structural repairs such as siding, or major paving work.

In accordance with GAAP accounting, inventory purchases (Replacement of Equipment and Betterments & Additions) are distinguished between capitalized and non-capitalized items. Any inventory or equipment purchase greater than \$5,000 is required by EOHLC to be capitalized, inventoried and depreciated. Any inventory or equipment purchase costing \$1,000 to \$4,999 should be inventoried by LHA staff for control purposes only but is not subject to capitalization or depreciation, it is, however, required to be expensed when the items are paid for. An LHA's inventory listing should include both capitalized and non-capitalized items of \$1,000 and more, as well as all refrigerators and stoves of any value. All items that appear on the inventory listing should be tagged with a unique identification number, and all refrigerators and stoves (regardless of value) should be tagged. LHAs may adopt a capitalization policy that capitalizes inventory purchases at a lesser amount than the \$5,000 requirement (i.e. \$1,000 - \$4,999); however, no capitalization policy can have an amount higher than \$5,000. Any inventory or equipment purchases costing \$0 to \$999 are to be expensed when paid for.



## **Narrative Responses to the Performance Management Review (PMR) Findings**

The Performance Management Review conducted by the Department of Housing and Community Development (EOHLC) for the LHA fiscal year resulted in the following ratings. Criteria which received a 'Corrective Action' rating show both a reason for the rating and a response by the LHA. The reason indicates the LHA's understanding of why they received the rating, while the responses describe their goals and the means by which they will meet or improve upon the performance-based assessment standards established by EOHLC in the PMR. When the PMR rating is 'Operational Guidance', the LHA may have responded, but was not required to.

### **Category: Management**

**Criterion:** Occupancy Rate - the percentage of units that are occupied on monthly report.

**Rating:** No Findings

**Criterion:** Tenant Accounts Receivable (TAR) - the percentage of uncollected rent and related charges owed by tenants to the local housing authority (LHA), out of the total amount of rent and related costs charged to tenants.

**Rating:** No Findings

**Criterion:** Certifications and Reporting Submissions - timely submission of statements and certifications

**Rating:** No Findings

**Criterion:** Completion of mandatory online board member training

**Rating:** Corrective Action

Reason: There is a newer of Board Online training and mistakenly we thought if they had completed old one with in two years they were all set.

This has been addressed and all Board Member except the newly elected (active 04012025) Board Member have completed the current on line program.

Response: Had all current Board members take the new on line training

**Criterion:** Annual Plan Submitted - Annual Plan (AP) submitted on time

**Rating:** No Findings

**Criterion:** Staff completed relevant certifications or trainings

**Rating:** No Findings

## **Category: Financial**

**Criterion:** Adjusted Net Income - a measure of overspending or underspending.

**Rating:** No Findings

**Criterion:** Current Operating Reserve as a percentage of total maximum reserve level.

**Rating:** No Findings

**Category: Capital Spending**

**Criterion:** Timely spending of capital funds awarded under the Formula Funding program

**Rating:** No Findings

**Category: CHAMP**

**Criterion:** Paper applications are available, received and entered into CHAMP

**Rating:** No Findings

**Criterion:** Vacancies are recorded correctly and occupied using CHAMP

**Rating:** Operational Guidance

**Criterion:** Fair Housing Policies Uploaded

**Rating:** No Findings

**Category: Facility Management - Inspection Standards and Practices**

**Criterion:** 100% of units inspected during FYE under review

**Rating:** No Findings

**Criterion:** Unit inspection reports create, track, and report work orders for inspection repairs, and inspection WOs completed within 30 days or add to DM / CIP

**Rating:** Corrective Action

Reason: Being short handed we did not complete all of the work orders in a timely manor mostly from the inspections. We are trying to watch all of our work orders daily, to catch up on past work orders and current work orders.

Response: Daily checks of all outstanding work orders

**Criterion:** Unit inspection reports accurately reflect necessary repairs

**Rating:** No Findings

### **Category: Facility Management - Vacancy Turnover Standards and Practices**

**Criterion:** Work orders created for every vacancy and completed within 30 days (or waiver requested)

**Rating:** No Findings

**Criterion:** Vacancy turnover work orders accurately reflect necessary repairs

**Rating:** No Findings

### **Category: Facility Management - Preventive Maintenance Standards and Practices**

**Criterion:** LHA Preventive Maintenance Plan accurately reflects all necessary work to maximize life of LHA components

**Rating:** No Findings

**Category: Facility Management - Work Order Types and Systems**

**Criterion:** All emergency work orders are created, tracked, reported and completed within 48 hours

**Rating:** No Findings

**Criterion:** All requested work orders are created, tracked, reported and completed within 14 days or added to DM/CIP

**Rating:** No Findings

**Additional comments regarding the PMR:**

**Explanation of PMR Criteria Ratings**

CRITERION	DESCRIPTION
<b>Management</b>	
Occupancy Rate	<p>The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report))</p> <ul style="list-style-type: none"> <li>• “No Findings” : Occupancy Rate is at or above 98%</li> <li>• Operational Guidance: Occupancy rate is at 95% up to 97.9%</li> <li>• Corrective Action: Adjusted occupancy rate is less than 95%</li> </ul>
Tenant Accounts Receivable (TAR)	<p>This criterion calculates the percentage of uncollected rent and related charges owed by starting with the amount reported by the LHA, as uncollected balances for the TAR (Account 1122 from the Balance Sheet) minus Normal Repayment Agreements* divided by Shelter (Tenant) Rent (account 3110 from the Operating Statement)</p> <ul style="list-style-type: none"> <li>• “No Findings” : At or below 2%</li> <li>• “Operational Guidance”: More than 2% , but less than 5%</li> <li>• “Corrective Action”: 5% or more</li> </ul>
Certifications and Reporting Submissions	<p>Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end.</p> <ul style="list-style-type: none"> <li>• “No Findings”: At least 11 of the required 12 reports were submitted and at least 9 were submitted on time.</li> <li>• “Operational Guidance”: Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.</li> </ul>
Board Member Training	<p>Percentage of board members that have completed the mandatory online board member training.</p> <ul style="list-style-type: none"> <li>• “No Findings” : 80% or more completed training</li> <li>• “Operational Guidance” : 60-79.9% completed training</li> <li>• “Corrective Action” : &lt;60 % completed training</li> </ul>
Staff Certifications and Training	<p>Each LHA must have at least one staff member complete a relevant certification or training During the fiscal year. The number of required trainings varies by LHA size.</p> <ul style="list-style-type: none"> <li>• No Findings: LHAs completed the required number of trainings</li> <li>• Corrective Action: LHAs have not completed any trainings</li> </ul>
Annual Plan (AP) Submitted	<p>Housing authorities are required to submit an annual plan every year.</p> <ul style="list-style-type: none"> <li>• “No Findings” =Submitted on time</li> <li>• “Operational Guidance” =Up to 45 days late</li> <li>• “Corrective Action” =More than 45 days late</li> </ul>

CRITERION	DESCRIPTION
<b>CHAMP</b>	
Paper applications	<p>Paper applications are available, received and entered into CHAMP</p> <ul style="list-style-type: none"> <li>• No Findings: Paper applications are available; And paper applications are date and time stamped correctly; And 90% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp; And 2% or less of new paper applications are entered more than 30 days after date/time stamp</li> <li>• Operational Guidance: Paper applications are available; And paper applications are date and time stamped and entered correctly; And 75% - 89% of new paper applications are entered into CHAMP within 15 calendar days; And 3% - 5% of new paper applications are entered more than 30 days after date/time stamp</li> <li>• Corrective Action: Paper applications are not available; Or the LHA has failed to date and time stamp paper applications and/or failed to enter them correctly; Or Less than 75% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp; Or more than 5% of new paper applications are entered more than 30 days after date/time stamp</li> </ul>
Vacancies occupied using CHAMP	<p>Vacancies are recorded correctly and occupied using CHAMP</p> <ul style="list-style-type: none"> <li>• No Findings: All vacancies during the fiscal year are recorded in EOHLC's Housing Applications Vacancy System within 30 days; And the housed Applicant ID and Pull List ID match between EOHLC's Housing Applications Vacancy System and CHAMP for unit occupied during the fiscal year, excluding administrative transfers; And 25% or less of occupied units have data entry errors</li> <li>• Operational Guidance: All vacancies during the fiscal year are recorded in EOHLC's Housing Applications Vacancy System, all vacancies are not recorded within 30 days; Or the Housed Applicant ID and Pull List ID match between EOHLC's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers; And greater than 25% of occupied units have data entry errors</li> <li>• Corrective Action: All vacancies during the fiscal year are not recorded in EOHLC's Housing Applications Vacancy System; Or the Housed Applicant ID and Pull List ID do not match (or data is missing) between EOHLC's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers</li> </ul>

CRITERION	DESCRIPTION
<b>Financial</b>	
Adjusted Net Income	<p>The Adjusted Net Income criterion calculation starts with an LHA's Net Income and subtracts Depreciation, GASB 45 (Retirement Costs), GASB 68 (Retirement Costs), Extraordinary Maintenance (maintenance expense outside of routine/ordinary expenses), and Equipment Purchases – Non Capitalized. This Adjusted Net Income amount is then divided by the Total Expenses of the LHA. If this Adjusted Net Income amount is positive, it means underspending and if it is negative it means overspending.</p> <p>Underspending Rating:</p> <ul style="list-style-type: none"> <li>• "No Findings" : 0 to 9.9%</li> <li>• "Operational Guidance": 10 to 14.9%</li> <li>• "Corrective Action": 15% or higher</li> </ul> <p>Overspending Rating:</p> <ul style="list-style-type: none"> <li>• "No Findings" : 0 to -4.9%</li> <li>• "Operational Guidance": -5% to -9.9%</li> <li>• "Corrective Action": -10% or below</li> </ul>
Operating Reserves	<p>Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures.</p> <ul style="list-style-type: none"> <li>• "No Findings" :35%+ of maximum operating reserve</li> <li>• "Operational Guidance": 20% to 34.9% of maximum operating reserve</li> <li>• "Corrective Action": &lt;20% of maximum operating reserve</li> </ul>
<b>Capital Planning</b>	
Capital Spending	<p>Under the Formula Funding Program (FF), authorities receive undesignated funds to spend on projects in their Capital Improvement Plan. They are rated on the percentage of available funds they have spent over a three-year period</p> <ul style="list-style-type: none"> <li>• "No Findings" = at least 80%</li> <li>• "Operational Guidance" = At least 50%</li> <li>• "Corrective Action" = Less than 50%</li> </ul>
<b>Health &amp; Safety</b>	
Health & safety violations	EOHLC has observed conditions at the LHA's developments and reported health and safety violations. The LHA has certified the number of corrected violations in each category.



CRITERION	DESCRIPTION
<b>Facility Management – Inspection Standards and Practices</b>	
100% Unit Inspections	<p>All units inspected at LHA during FY under review</p> <ul style="list-style-type: none"> <li>• No Findings: 100% of units inspected</li> <li>• Corrective Action: Less than 100% of units inspected</li> </ul>
LHA Inspections Reports/Work Orders	<p>Unit inspection reports create, track, and report work orders for inspection repairs, and inspection WOs completed within 30 days or add to DM/CIP</p> <ul style="list-style-type: none"> <li>• No Findings: All inspection work orders/lease violations are created, tracked, and reported; And non-health and safety work orders for inspection repairs/lease violations are completed within 30 days or added to DM/CIP; And health and safety work orders for inspection repairs/lease violations are addressed within 48 hours</li> <li>• Operational Guidance: All health and safety inspection work orders/lease violations are created, tracked, reported and completed within 48 hours; And LHA fail to create, track, or report no more than 1 or 2 (based on LHA size) non-EHS (exigent health and safety) deficiencies; Or LHA failed to complete any non-EHS work orders/lease violations appropriately</li> <li>• Corrective Action: Any EHS work orders/lease violations not created, tracked, reported, or completed; Or 1 of the following: LHA failed to create, track or report a) More than 1 non-EHS deficiency (small LHA); b) More than 2 non-EHS deficiencies (Medium/Large)</li> </ul>
Accuracy of LHA Inspections	<p>Unit inspection reports accurately reflect necessary repairs</p> <ul style="list-style-type: none"> <li>• No Findings: c.667 unit has less than 2 EHS deficiencies and c.200/705 unit has less than 3 EHS deficiencies</li> <li>• Operational Guidance: c.667 unit has 2 EHS deficiencies or c.200/705 has 3 EHS deficiencies</li> <li>• Corrective Action: c.667 has equal to or greater than 3 EHS deficiencies or c.200/705 unit has equal to or greater than 4 EHS deficiencies</li> </ul>
<b>Facility Management – Preventative Maintenance Standards and Practices</b>	
LHA Preventative Maintenance Schedule Accuracy and Implementation of Preventative Schedules	<p>LHA preventative maintenance schedule accurately reflects all necessary work to maximize the life of LHA components</p> <ul style="list-style-type: none"> <li>• No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies</li> <li>• Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies</li> <li>• Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies</li> </ul>

CRITERION	DESCRIPTION
<b>Facility Management – Vacancy Turnover Standards and Practices</b>	
Vacancy Turnover Work Orders	<p>Work orders created for every vacancy and completed within 30 days (or waiver requested)</p> <ul style="list-style-type: none"> <li>No Findings: Vacancy work orders are created, tracked and reported for every unit and reflect all work in unit; And Vacancy work orders are Maintenance Ready in &lt;=30 days for c.667 units or &lt;=45 days for c.200/705 units or have approved waiver</li> <li>Operational Guidance: Vacancy work orders are created, tracked and reported for every unit; And work orders do not reflect all work completed in unit; Or vacancy work orders are Maintenance Ready in 31-45 days for c.667 and 46-60 days for c.200/705 and no approved waiver</li> <li>Corrective Action: Vacancy work orders are not created, tracked and reported for every unit; Or vacancy work orders are Maintenance Ready in &gt;45 days for c.667 and &gt;60 days for c.200/705 and have no approved waiver</li> </ul>
Accuracy and Standard of Vacancy Turnovers	<p>Vacancy turnover work orders accurately reflect necessary repairs</p> <ul style="list-style-type: none"> <li>No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies</li> <li>Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies</li> <li>Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies</li> </ul>
<b>Work Order Types and Systems</b>	
Emergency Work Orders	<p>All emergency work orders are created, tracked, reported and completed within 48 hours</p> <ul style="list-style-type: none"> <li>No Findings: All emergency work orders under review are created, tracked, reported and completed within 48 hours</li> <li>Operational Guidance: All emergency work orders completed within 48 hours; Less than 100% but greater than or equal to 80% of work orders under review are correctly created, tracked and reported administratively</li> <li>Corrective Action: Not all emergency work orders are completed within 48 hours; Or less than 80% of work orders under review are correctly created, tracked and reported administratively</li> </ul>
CRITERION	DESCRIPTION
Requested Work Orders	<p>All requested work orders are created, tracked, reported and completed within 14 days or added to DM/CIP</p> <ul style="list-style-type: none"> <li>No Findings: All requested work orders under review are created, tracked, and reported; All work is complete within 14 days or added to DM/CIP</li> <li>Operational Guidance: All requested work orders completed within 14 days or added to DM/CIP; And less than 100% of work orders under review are correctly created, tracked and reported</li> <li>Corrective Action: Not all requested work orders are completed within 14 days or added to DM/CIP</li> </ul>

## **Policies**

The following policies are currently in force at the LUDLOW HOUSING AUTHORITY:

<b>Policy</b>	<b>Last Ratified by Board Vote</b>	<b>Notes</b>
*Capitalization Policy	5/18/2022	
*Fair Housing Marketing Plan	8/23/2022	
*Grievance Policy	9/27/2022	
*Language Access Plan	8/23/2022	
*Personnel Policy	2/17/2021	
*Procurement Policy	7/16/2024	
*Reasonable Accommodations Policy	3/28/2023	Full policy 08/23/2022 and the added addendum for animals
*Rent Collection Policy	10/17/2013	
Anti-Discriminatory Harassment Policy	11/2/2000	
Community Room Use	9/27/2022	
Credit/Debit Card Policy	2/17/2021	
Emergency Response Plan	5/17/2011	
Equal Employment Opportunity Policy and Affirmative Action Plan	9/15/2021	
Maintenance and Other Charges	3/17/2021	
Other – Define in the ‘Notes’ column	5/17/2011	Legal Fees and Court Charges
Other – Define in the ‘Notes’ column	9/15/2021	Lost Key and Lock Change Policy
Other – Define in the ‘Notes’ column	11/25/2020	Privacy Policy
Other – Define in the ‘Notes’ column	10/17/2013	Rent Calculations
Other – Define in the ‘Notes’ column	10/25/2022	Candle Policy
Other – Define in the ‘Notes’ column	11/22/2022	Space Heater Policy
Other – Define in the ‘Notes’ column	3/16/2022	Juneteenth Policy
Other – Define in the ‘Notes’ column	6/28/2022	Grievance Procedure
Other – Define in the ‘Notes’ column	11/29/2022	Pet Guidelines
Other – Define in the ‘Notes’ column	11/29/2022	Domestic Violence and Sexual Assault
Other – Define in the ‘Notes’ column	4/16/2024	Administrative Tenant Transfers
Other – Define in the ‘Notes’ column	4/16/2024	Deceased Resident Policy
Other – Define in the ‘Notes’ column	7/16/2024	Social Aggression
Other – Define in the ‘Notes’ column	3/17/2021	Board Appearance Policy
Other – Define in the ‘Notes’ column	11/16/2011	Retro Active Payment Policy
Other – Define in the ‘Notes’ column	10/17/2013	Bed Debt Write-off Policy
Other – Define in the ‘Notes’ column	3/17/2021	Cable Installation Policy
Other – Define in the ‘Notes’ column	5/21/2024	Laundry Policy
Other – Define in the ‘Notes’ column	5/18/2022	Maintenance Policy
Other – Define in the ‘Notes’ column	1/20/2021	Progressive Discipline Policy

Other – Define in the ‘Notes’ column	2/17/2021	Alcohol, Drugs and Marijuana Policy
Other – Define in the ‘Notes’ column	3/16/2022	Air Conditioner Policy
Other – Define in the ‘Notes’ column	3/17/2021	Corona Virus
Other – Define in the ‘Notes’ column	11/25/2020	Vehicle Policy
Pet Policy	11/22/2022	
Sexual Harassment Policy	9/15/2021	
Smoking Policy	5/18/2022	
Travel Policy	9/18/2013	

\* Starred policies are required by EOHLC. Policies without a “Latest Revision” date are not yet in force. The list of policies has been provided by the LHA and has not been verified by EOHLC.

**Waivers**

LUDLOW HOUSING AUTHORITY has received the following waivers from EOHLC's regulations. This list does not include vacancy waivers, pet waivers, or any waivers that would release personally identifiable tenant or applicant data.

Description	Reason	Date Approved by EOHLC	Date Expired
-------------	--------	---------------------------	--------------

\*The list of waivers has been provided by the LHA and has not been verified by EOHLC.

## Glossary

**ADA:** Americans with Disabilities Act. Often used as shorthand for accessibility related issues or improvements.

**AHVP:** Alternative Housing Voucher Program

**Alternative Housing Voucher Program** provides rental vouchers to disabled applicants who are not elderly and who have been determined eligible for Chapter 667 (elderly and disabled) housing.

**Allowable Non-Utility Expense Level (ANUEL)** is the amount of non-utility expense allowed for each local housing authority based upon the type(s) of housing programs administered.

**ANUEL:** Allowable Non-Utility Expense Level

**AP:** Annual Plan

**Annual Plan:** A document prepared by each Local Housing Authority, incorporating the Capital Improvement Plan (CIP), Maintenance and Repair Plan, Budget, responses to the Performance Management Review, and other elements.

**Cap Share** is the amount of Formula Funding spending approved by DHCD for each year.

**Capital Funds:** Funds provided by DHCD to an LHA for the modernization and preservation of state-aided public housing, including Formula Funds and Special Capital Funds.

**Capital Needs Assessment**, similar to the CIP, often used for developments in the Section 8 New Construction/Substantial Rehabilitation program. Such developments are generally not eligible for state capital funds and therefore do not participate in the CIP process. However, to track their ongoing capital needs and plan for construction projects to address those needs, they often conduct a CNA to determine when building systems will wear out and need to be replaced, and what replacement will cost, so they can plan to ensure that the necessary funding will be available

**Capital Projects** are projects that add significant value to an asset or replace building systems or components. Project cost must be greater than \$1000.

**CIMS** is a web-based software system used for creating CIP's and Annual Plans. For the CIP, the CIMS program allows the LHA to prioritize, select and schedule projects, assign funding sources and direct project spending to specific fiscal years to create a CIP that is consistent with the LHA's FF award amount and FF cap shares, plus any additional funding resources the LHA has identified. The LHA submits its CIP and DHCD conducts its review of the LHA's CIP in CIMS. For the Annual Plan CIMS imports data from other DHCD systems and combines that with data entered by the LHA.

**CIP:** A Capital Improvement Plan (CIP) is a five (5) year plan which identifies capital projects, provides a planning scope, schedule and budget for each capital project and identifies options for financing and implementing the plan. The contents of a CIP are limited to available resources. An approved CIP is required in order to receive Formula Funds.

**CNA:** Capital Needs Assessment

**CPS** is DHCD's transparent Web-based capital planning system that catalogues the condition of every building and site in the statewide public housing portfolio, providing LHAs with detailed technical information to make strategic long-term capital investments. It includes a Facility Condition Index (FCI) for every development that compares the value of expired components of a development relative to its replacement cost.

**Deferred Maintenance** is maintenance, upgrades, or repairs that are deferred to a future budget cycle or postponed for some other reason. Sometimes it is referred to as extraordinary maintenance.

**Deficit housing authority:** a housing authority whose income (mainly from rent) does not cover all its normal operating costs in its approved operating budget, and which therefore operates at a deficit and requires operating subsidy from DHCD.

**DHCD:** Massachusetts Department of Housing & Community Development

**Extraordinary Maintenance:** see the description for budget line 4610 in the Explanation of Budget Accounts in the Budget Section of this Annual Plan.

**FF:** Formula Funding

**Formula Funding** is state bond funding allocated to each LHA according to the condition (needs) of its portfolio in comparison to the entire state-aided public housing portfolio.

**FYE:** Fiscal Year End

**HHA Administrative Fee** is the fee paid to an HHA from the RCAT Program budget.

**HHA:** Host Housing Authority for the RCAT program.

**Host Housing Authority (HHA).** An LHA selected by the Department to employ and oversee an RCAT.

**HUD:** U.S. Department of Housing and Urban Development

**LHA:** Local Housing Authority

**LTO:** Local Tenants Organization

**Management and Occupancy Report:** This is an annual HUD review process that is used to evaluate the performance of developments in various HUD housing programs, including the Section 8 New Construction/Substantial Rehabilitation program, which some LHAs operate. It is similar to the state PMR process in that it evaluates LHA performance on variety of financial, housing quality, and other standards

**Massachusetts Rental Voucher Program (MRVP)** is a state-funded program that provides rental subsidies to low-income families and individuals.

**MOR:** Management and Occupancy Report

**MRVP:** Massachusetts Rental V DHCD's annual review of each housing authority's performance. It pulls together data on the authority's occupancy rates, tenant accounts receivables, accounts payable, budget variance, operating reserve, capital improvement plan submission, capital spending, annual inspections and work order and maintenance systems to identify and address areas of strength and areas for development. Its goal is to allow DHCD and the LHA to

take a deep dive into the data, lift up best practices, and work together towards improving operations of the program.

**Performance Management Review (PMR):**

**PMR:** Performance Management Review

**RCAT:** Regional Capital Assistance Team

**Regional Capital Assistance Team:** One of three organizations employed at HHAs designated by the Department to carry out the RCAT Program.

**Sec.8 NC/SR (or S8NCSR):** Section 8 New Construction and Substantial Rehabilitation

**Section 8 New Construction and Substantial Rehabilitation (Sec.8 NC/SR):** This term refers to a federal HUD housing program operated at a small number of state public housing developments whose construction was funded by state grants, but whose ongoing operating costs are supported by project-based subsidies from HUD's federal Section 8 program, rather than from state public housing operating funds..

**Special Awards:** In addition to allocations to each LHA, DHCD has created limited set aside funds to provide for extreme emergency or code compliance needs which are beyond the capacity of an LHA's current FF balance.

**Surplus housing authority:** a housing authority whose income (mainly from rent) covers all its normal operating costs in its approved operating budget, and which therefore operates at a surplus and does not require operating subsidy from DHCD.



## **Attachments**

The following items have been uploaded as attachments to this Annual Plan.

- Performance Management Review
- Supporting document: Apartment Turnover Numbers
- Ludlow\_Fall2023\_survey\_667
- Ludlow\_Fall2023\_comparison\_667
- Cover sheet for tenant satisfaction surveys

## **Resident Surveys – Background**

Since 2016 DHCD has been working with the Center for Survey Research (CSR) at the University of Massachusetts Boston to survey residents in the state public housing units it oversees. The surveys are confidential, mailed directly to residents, and returned to CSR by mail (or, starting in 2019, completed on-line). CSR surveys residents of elderly/disabled units (also known as Chapter 667) and family units (also known as Chapter 200 and Chapter 705).

During each round all units are mailed surveys, with one exception: in the case of the twelve housing authorities with more than 225 c.200 family units, a randomly selected group of 225 units was surveyed at each housing authority. This group was determined to be large enough to generate statistically useful results. In both rounds, responses from c.200 and c.705 residents are always combined.

### **Round One Surveys (2016 – 2018)**

In Round One of the surveys, CSR surveyed residents of elderly/disabled units (c.667) in three groups in the Fall of 2016, 2017 and 2018. CSR surveyed residents of family units (c.705 and c.200) in the Spring of 2016. (Note: there are many more c.667 units, so they were broken down into three groups).

### **Round Two Surveys (2019 – 2022)**

Round Two of the surveys began in 2019. CSR surveyed about one-third of the elderly/disabled units in Fall 2019, Fall 2021, and Fall 2022. CSR surveyed all family units in Fall 2020.

### **Round Three Surveys (2023 – 2027)**

Round Three of the surveys began in 2023. CSR surveyed about one-third of the elderly/disabled units and one-third of family units in Fall 2023.



Resident Survey  
**LUDLOW HOUSING AUTHORITY**  
Chapter 667 Housing  
Fall 2023

The Massachusetts Executive Office of Housing and Livable Communities is working with the Center for Survey Research at the University of Massachusetts Boston to survey residents in the housing units it oversees.

**Fall of 2022:**

- Surveys were sent to 9118 housing units (Chapter 667) across the Commonwealth. 3951 surveys were filled out and returned.

**Fall 2023:**

- Surveys were sent to 6746 housing units (Chapter 667). 2949 surveys were filled out and returned.
- In the **Ludlow Housing Authority**, surveys were sent to a total of **150** Ludlow housing units (Chapter 667); **61** surveys were completed and returned.

This report provides some information about how the residents from the **Ludlow Housing Authority** who answered the survey responded. It compares their answers to those from residents in the entire state and to those from small LHAs in Western Massachusetts. These small LHAs in Western Massachusetts include: Adams, Amherst, Athol, Barre, Belchertown, Brimfield, Dalton, East Longmeadow, Easthampton, Franklin, Granby, Great Barrington, Hadley, Hampshire County Regional, Hatfield, Holyoke, Lee, Lenox, Ludlow, Monson, Montague, Orange, Palmer, Shelburne, South Hadley, Southwick, Stockbridge, Ware, Warren, Wilbraham, and Williamstown.

## Communication

- **Communication with management:** Residents were asked about how they interacted with their Housing Authorities in the last 12 months. The table below shows what percentage of residents said they did each of the following:

	Ludlow Housing Authority	Small LHAs in Western Massachusetts *	Entire State
Felt they were usually or always treated with courtesy and respect when they contacted management.....	89%	83%	82%
Knew the Executive Director held a meeting with residents.....	47%	49%	43%

\* Small LHAs in Western Massachusetts include: Adams, Amherst, Athol, Barre, Belchertown, Brimfield, Dalton, East Longmeadow, Easthampton, Franklin, Granby, Great Barrington, Hadley, Hampshire County Regional, Hatfield, Holyoke, Lee, Lenox, Ludlow, Monson, Montague, Orange, Palmer, Shelburne, South Hadley, Southwick, Stockbridge, Ware, Warren, Wilbraham, and Williamstown.

- **Communication with maintenance staff:** Residents were specifically asked about their interactions with the Ludlow Housing Authority maintenance staff in the last 12 months.

	Ludlow Housing Authority	Small LHAs in Western Massachusetts	Entire State
Felt they were treated with courtesy and respect when they contacted maintenance.....	93%	87%	87%
Were contacted by the Housing Authority before entering their apartment.....	93%	93%	90%

## Maintenance and Repair

- **Overall maintenance:** Respondents were asked how they would rate overall building maintenance (such as clean halls and stairways and having lights and elevators that work) and outdoor space maintenance (such as litter removal and clear walkways) in the last 12 months.

### Building maintenance:

**Ludlow  
Housing Authority**



**Small LHAs  
in Western Massachusetts**

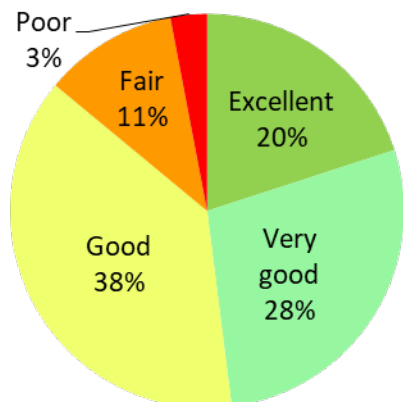


**Entire State**

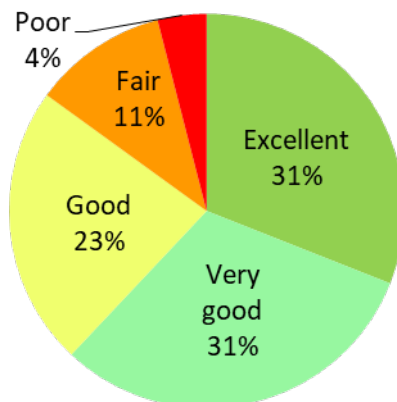


### Outdoor maintenance:

**Ludlow  
Housing Authority**



**Small LHAs  
in Western Massachusetts**



**Entire State**



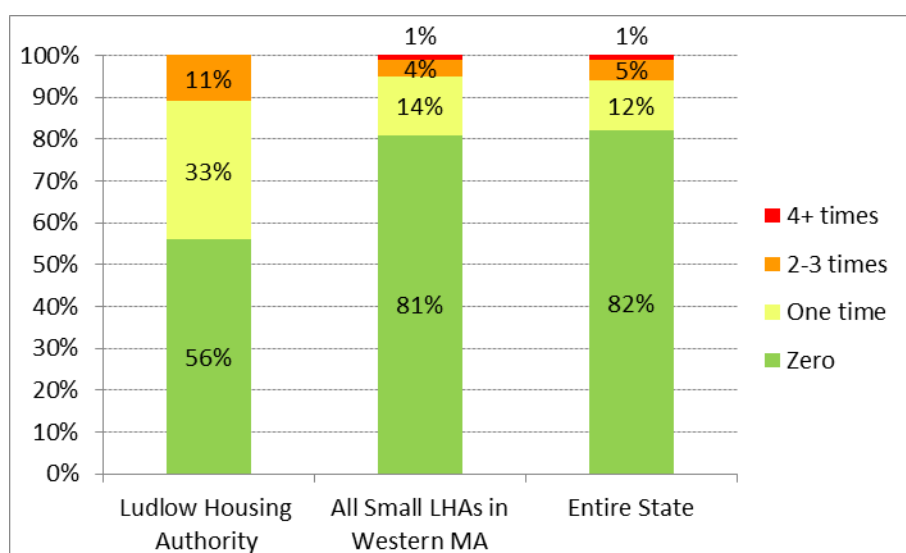
- **Heating and Water Problems:** About one-half of respondents had a problem with their heating and about one-half had a plumbing problem in the last 12 months.

	Ludlow Housing Authority	Small LHAs in Western Massachusetts	Entire State
Had any heating problem.....	51%	35%	35%
Had any water problem.....	57%	56%	58%

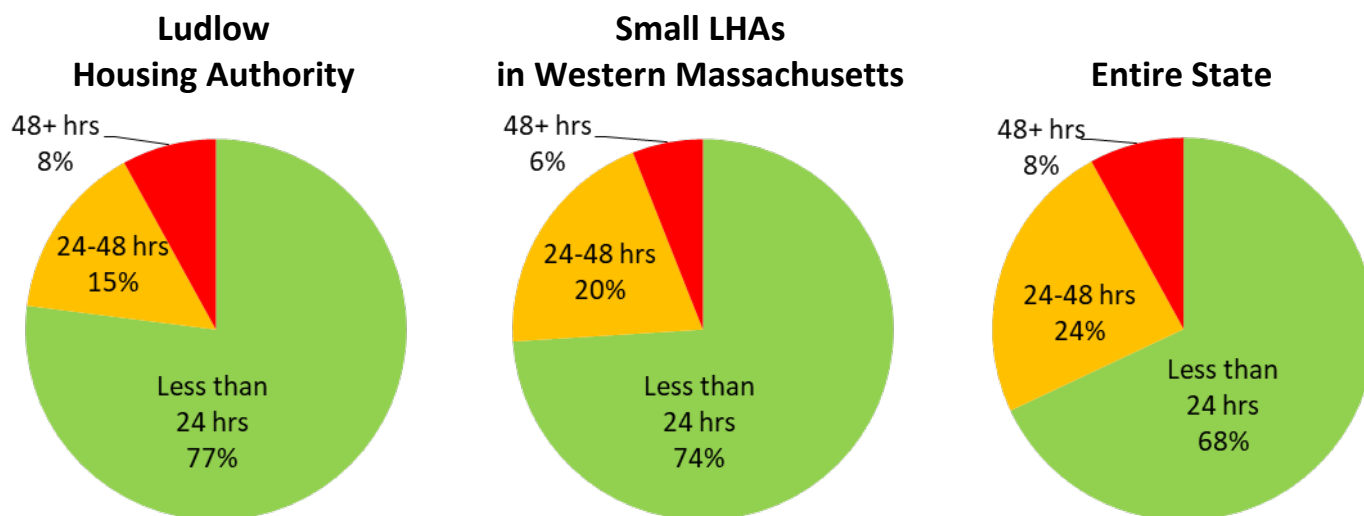
- **Heating Problems**

### How many times did residents completely lose heat?

The chart below shows how many times respondents completely lost heat in the last 12 months. The green part of the bar shows the percentage of residents who did not lose heat at all. The yellow part shows who lost heat once. The orange shows those who lost heat 2 or 3 times. And the red shows those who lost heat 4 or more times in the last 12 months.



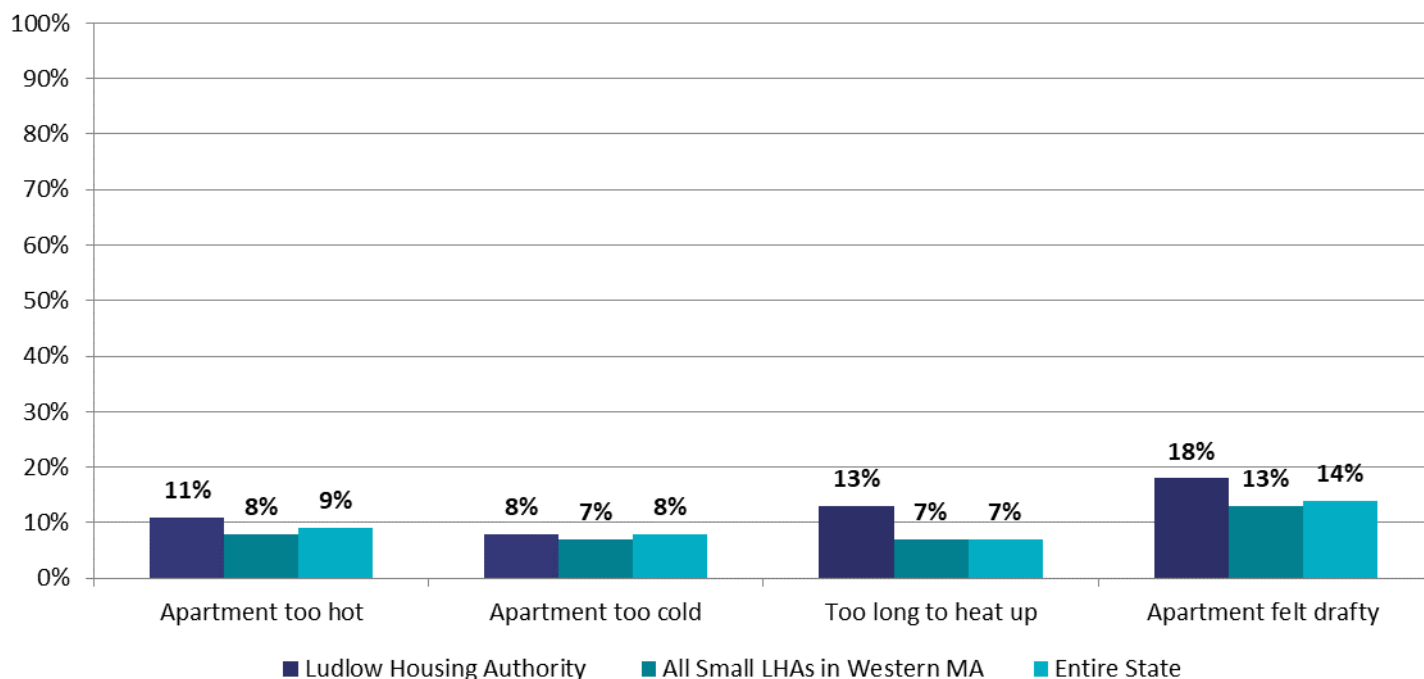
**How long did it usually take for heat to come back on?** For those respondents who reported completely losing heat, we asked how long it usually took for the heat to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



## • Other Heating Problems

### In the last 12 months, did residents have other heating problems?

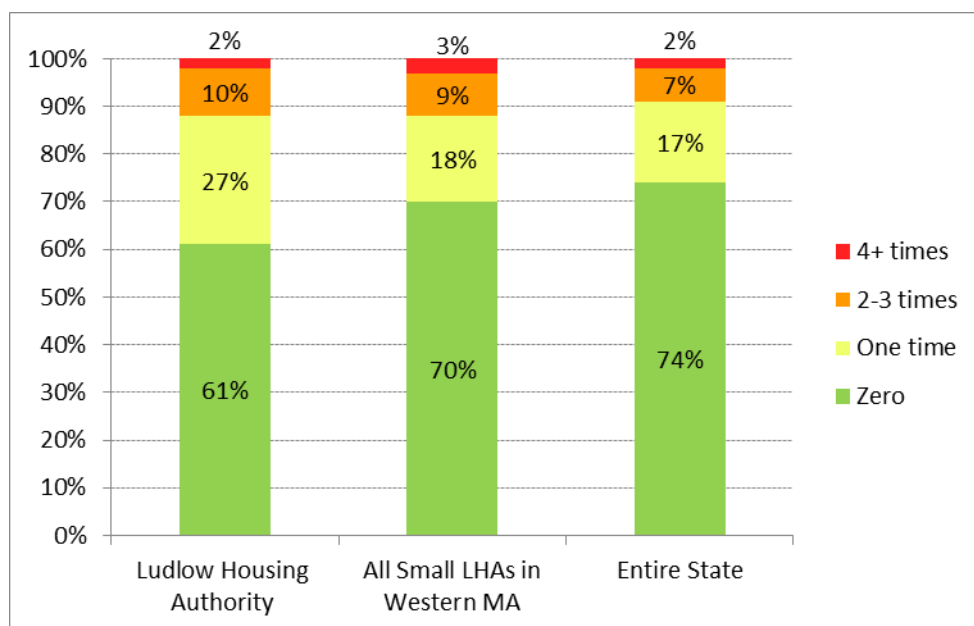
The chart below shows what percentage of residents experienced other heating problems in the last 12 months.



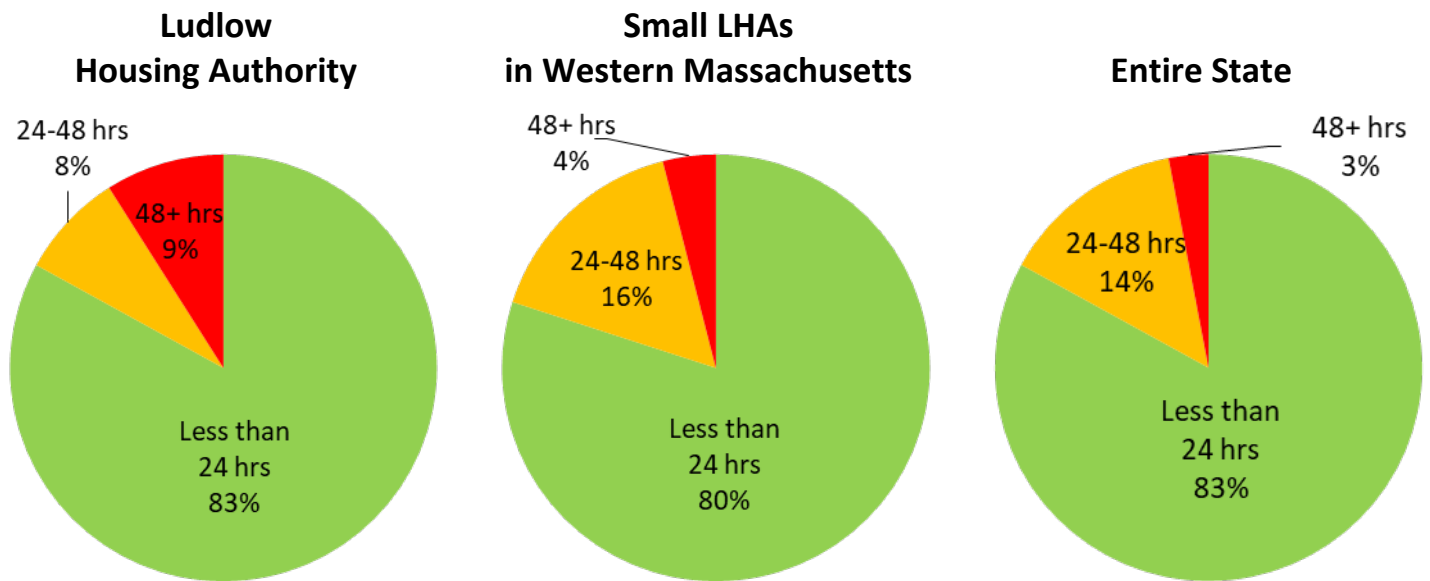
## • Water or Plumbing Problems

### How many times did residents not have hot water in their apartment?

The chart below shows how many times respondents did not have any hot water in their apartment in the last 12 months. The green part of the bar shows what percentage of residents never lost hot water. The yellow part shows who lost hot water once. The orange shows those who lost hot water 2 or 3 times. And the red shows those who had no hot water in their apartment 4 or more times in the last 12 months.



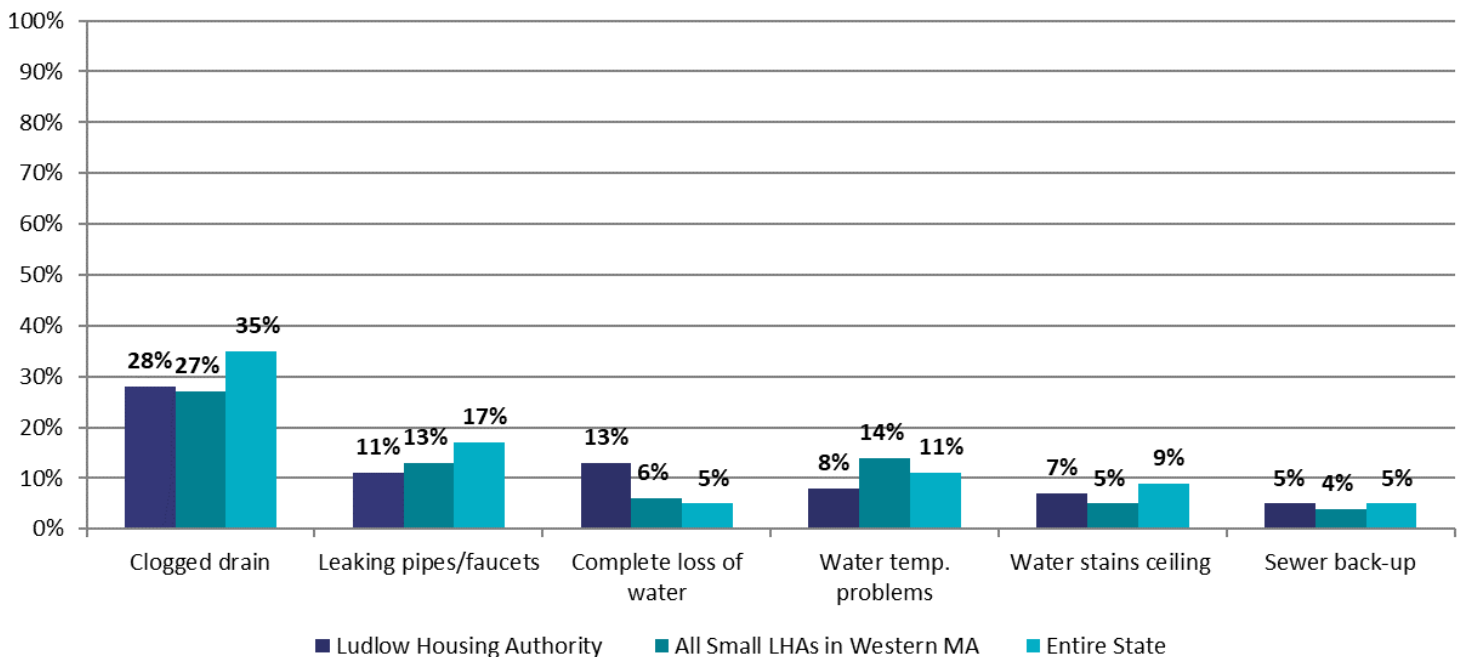
**How long did it usually take for hot water to come back on?** For those respondents who reported not having hot water in their apartment, we asked how long it usually took for the hot water to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



## • Other Water or Plumbing Problems

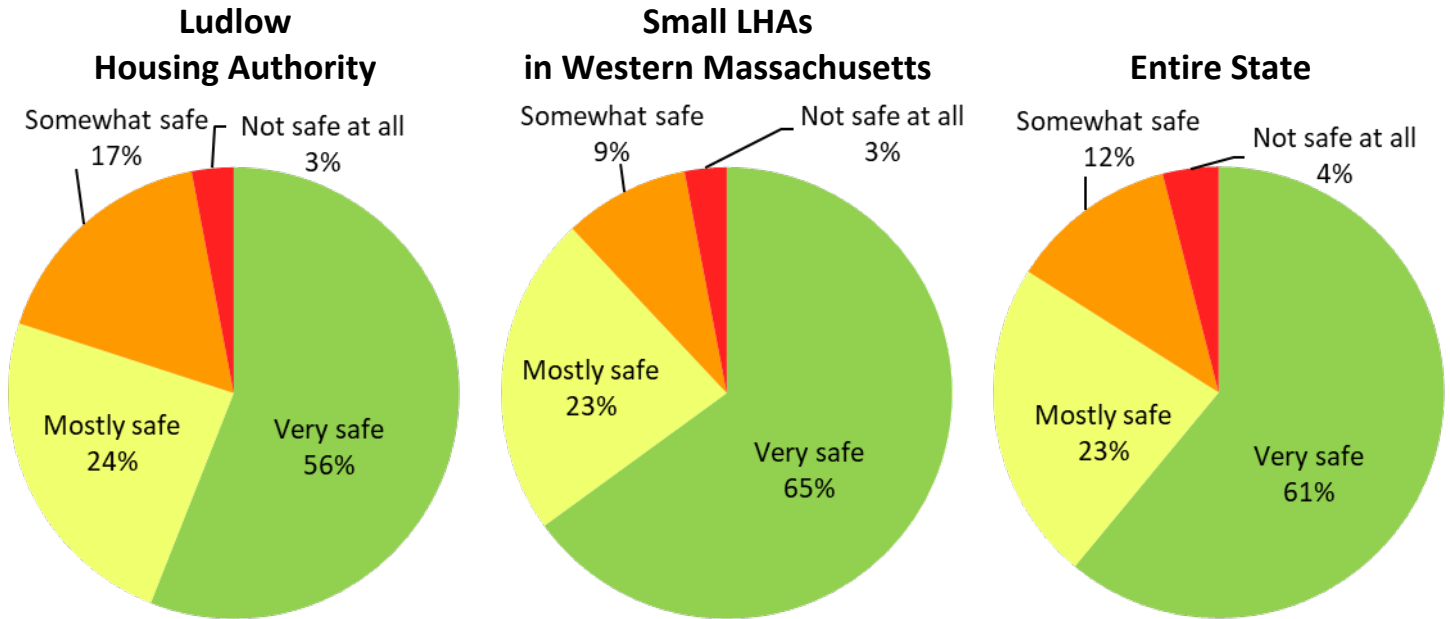
**In the last 12 months, did residents have other water or plumbing problems?**

The chart below shows what percentage of respondents had other water or plumbing problems in the last 12 months.

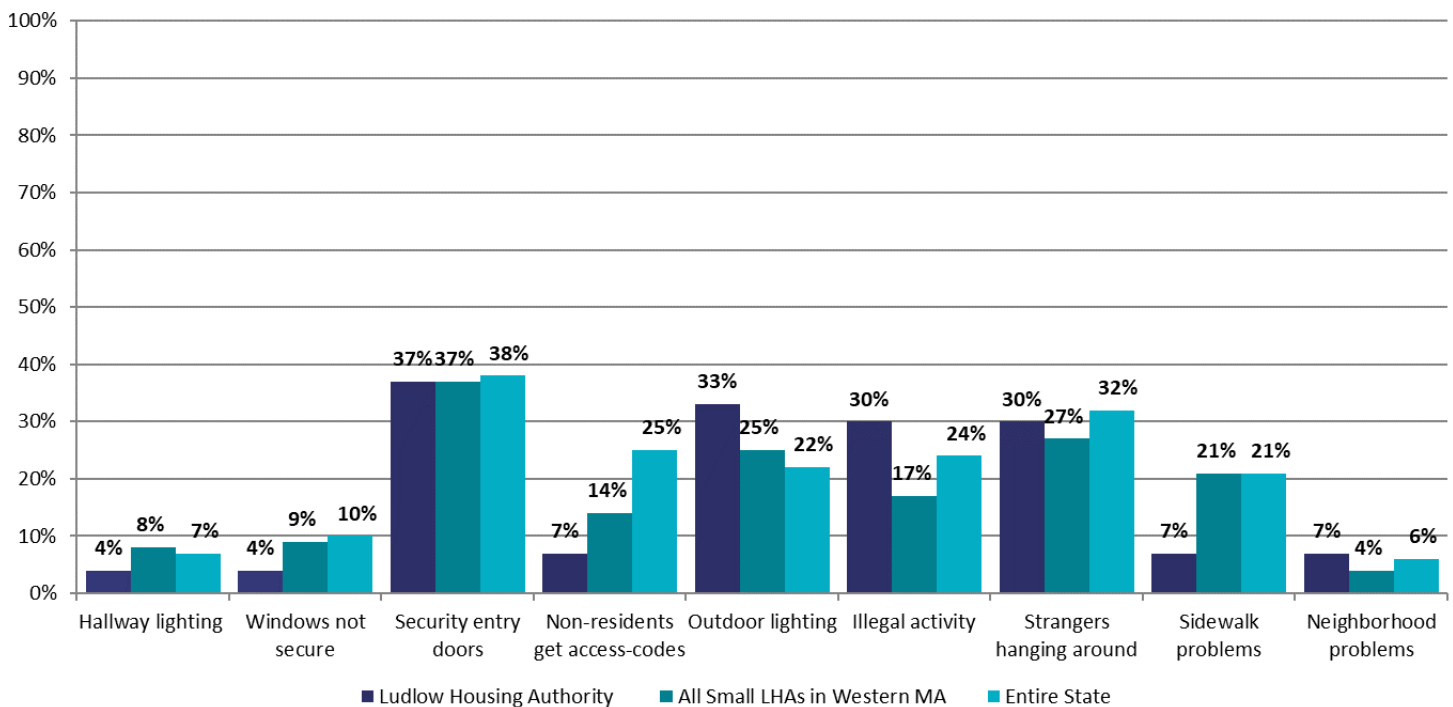


## Safety

- **Respondents were asked how safe they felt in their development.** The charts below show what percentage of residents said they felt very safe, mostly safe, somewhat safe, or not safe at all in their development in the last 12 months.



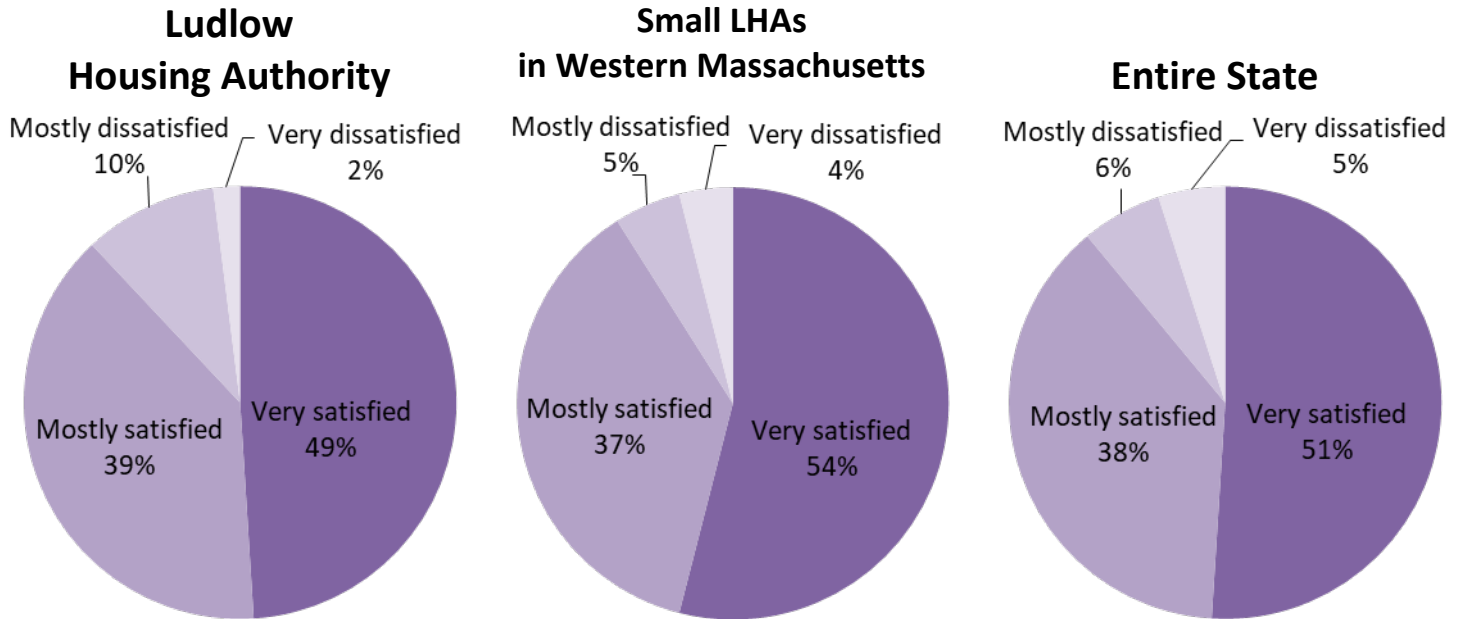
**Reasons why respondents felt unsafe in their development:** Respondents were asked why they felt unsafe in their development. This chart shows what specific concerns respondents mentioned.





## Overall Satisfaction

- **Respondents were asked about their overall satisfaction living in their development.** The chart below shows what percentage of people said they were very satisfied, mostly satisfied, mostly dissatisfied, or very dissatisfied.



## 2019 & 2023 Comparison

Residents of the Ludlow Housing Authority were also surveyed in the fall of 2019.

### Fall of 2019:

- Surveys were sent to **150** Ludlow housing units (Chapter 667). **69** surveys were filled out and returned.

### Fall of 2023:

- Surveys were sent to **150** Ludlow housing units (Chapter 667). **61** surveys were filled out and returned.

The next section of the report will show how the responses from 2019 compare to the responses from 2023.

## Communication Comparison

- **Communication with management:** Residents were asked about how they interacted with their Housing Authorities in the last 12 months.

	Fall 2019	Fall 2023
Felt they were usually or always treated with courtesy and respect when they contacted management.....	96%	89%
Knew the Executive Director held a meeting with residents.....	45%	47%

- **Communication with maintenance staff:** Residents were specifically asked about their interactions with the Ludlow Housing Authority maintenance staff in the last 12 months.

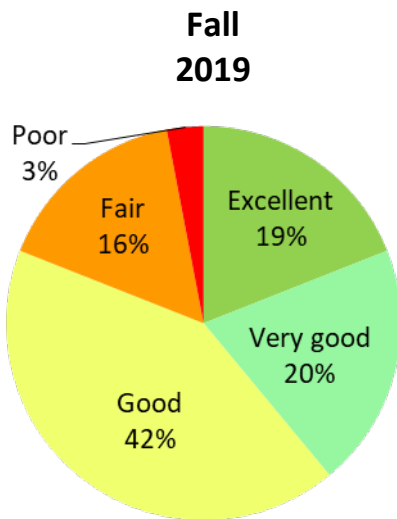
	Fall 2019	Fall 2023
Felt they were treated with courtesy and respect when they contacted maintenance .....	94%	93%
Were contacted by the Housing Authority before entering their apartment .....	99%	93%

## Maintenance and Repair Comparison

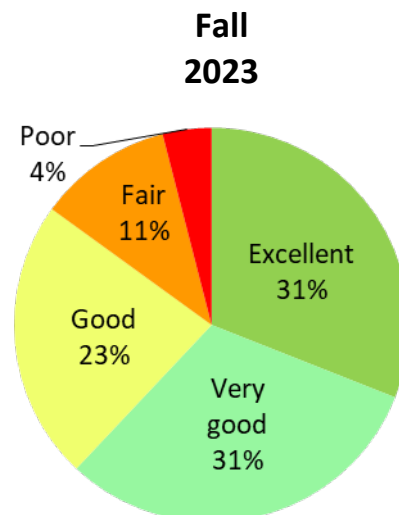
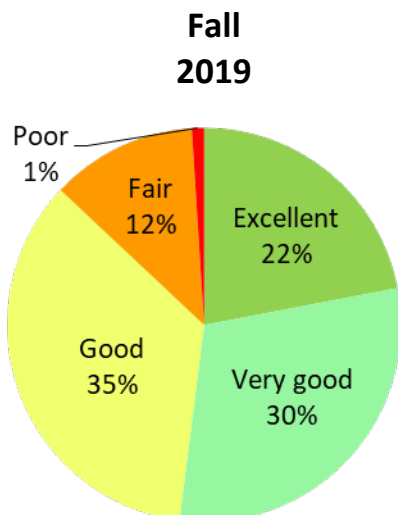
### Overall maintenance:

Respondents were asked how they would rate overall building maintenance (*such as clean halls and stairways and having lights and elevators that work*) and outdoor space maintenance (*such as litter removal and clear walkways*) in the last 12 months.

### Building maintenance:



### Outdoor maintenance:



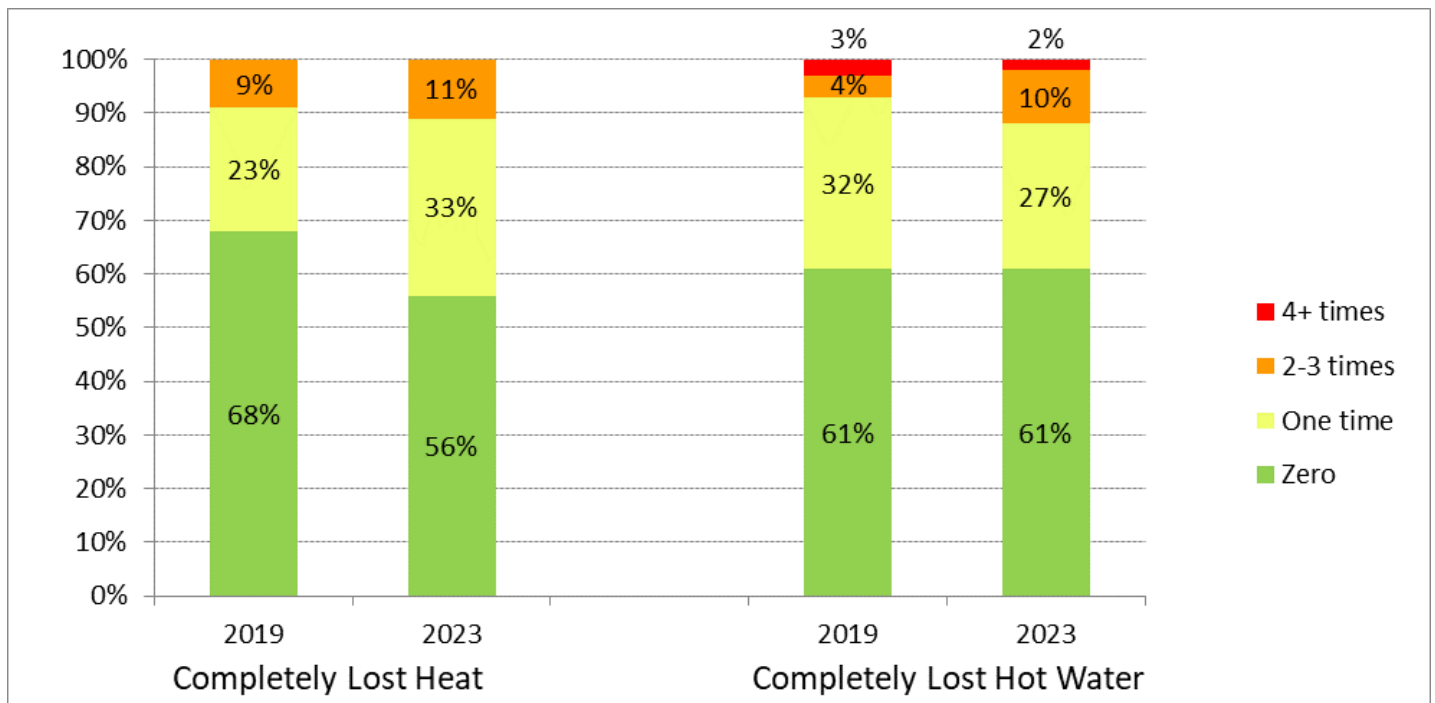
## Heating & Plumbing Problems:

- Percent of residents who had any kind of heating or plumbing problems in the last 12 months:

	Fall 2019	Fall 2023
Had any heating problem.....	54%	51%
Had any problem with water or plumbing.....	61%	57%

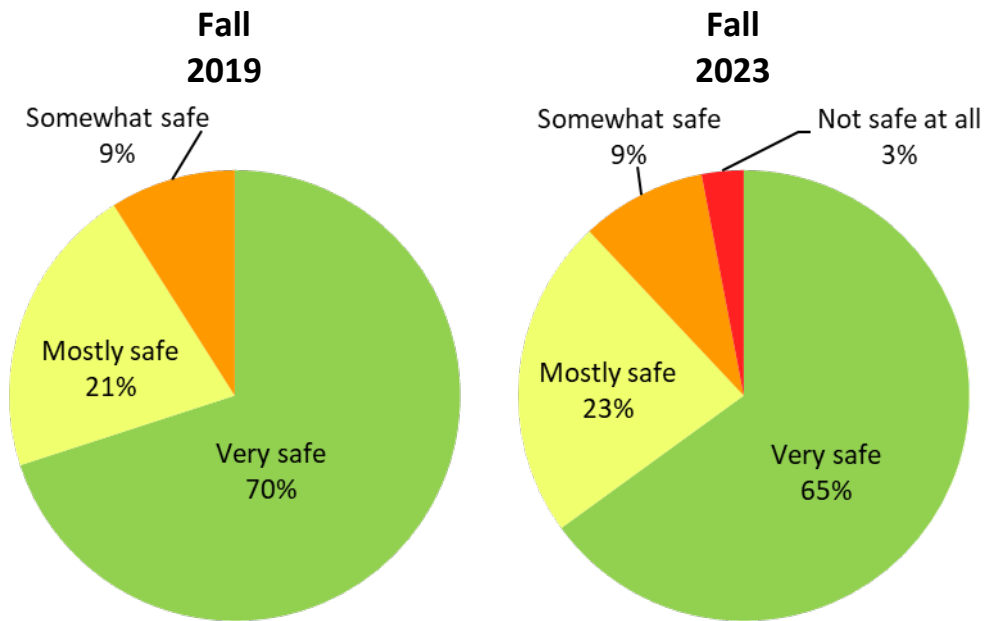
- How many times did residents completely lose heat or hot water in the last 12 months?**

The chart below shows how many times respondents completely lost heat in the last 12 months and how many times respondents completely lost hot water in the last 12 months.



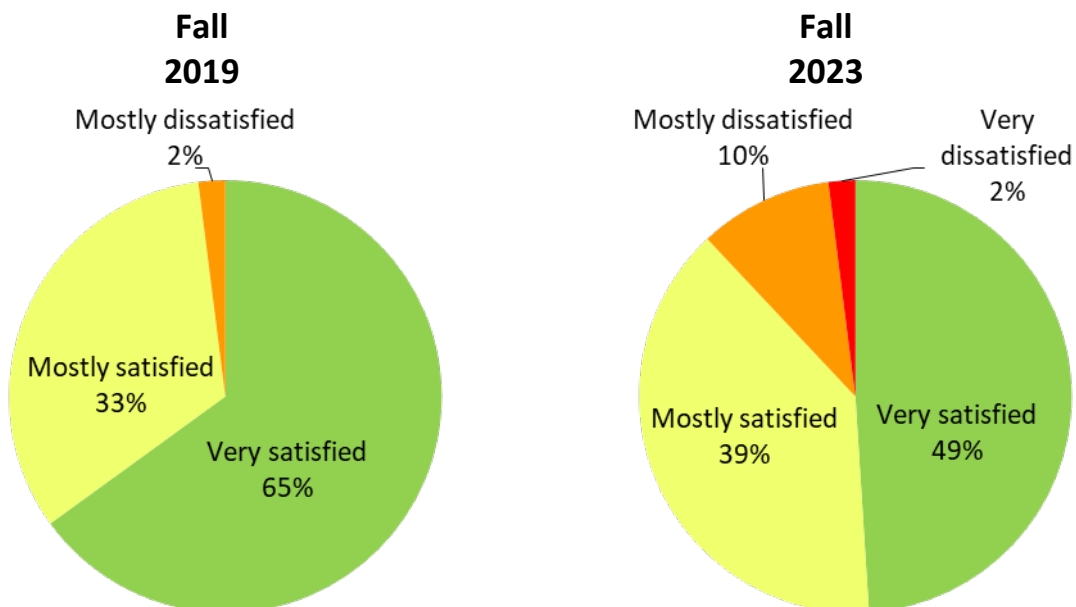
## Safety Comparison

- **Respondents were asked how safe they felt in their development.** The charts below shows how safe they felt in general in their development in the last 12 months.



## Overall Satisfaction Comparison

- **Respondents were asked about their overall satisfaction living in their development.** The chart below shows their level of satisfaction.





Resident Survey  
**LUDLOW HOUSING AUTHORITY**  
Chapter 667 Housing  
Fall 2023

**NOTE**

This copy of the survey shows the percentage of respondents who chose each answer. EOHLC also collected demographic information from survey respondents, such as gender, race, education, and age. The responses to these demographic questions are not included in this report in order to protect the anonymity of respondents.

In the fall of 2023, surveys were sent to **150** housing units (Chapter 667) in the Ludlow Housing Authority. **61** surveys were completed. The percentages presented here are based on that number.

**1. How many years have you lived in your current apartment?**

- 16%** Less than 2 years
- 20%** 2 to 5 years
- 34%** 6 to 10 years
- 30%** More than 10 years

**Maintenance & Repair**

- 8. In the last 12 months, how often were you treated with courtesy and respect by the maintenance staff of your development??**
- 4%** Never
  - 3%** Sometimes
  - 26%** Usually
  - 67%** Always
- 9. Does the Housing Authority let you know before they enter your apartment?**
- 93%** Yes
  - 0%** No
  - 7%** Don't Know
- 10. "Building maintenance" includes things such as clean halls and stairways and having lights and elevators that work. In the last 12 months, how would you rate the overall building maintenance?**
- 13%** Poor
  - 17%** Fair
  - 39%** Good
  - 16%** Very Good
  - 15%** Excellent
- 11. In the last 12 months, how would you rate how well the outdoor space is maintained at your development (such as litter removal and clear walkways)?**
- 3%** Poor
  - 11%** Fair
  - 38%** Good
  - 28%** Very Good
  - 20%** Excellent
- 12. In the last 12 months, how many times did you completely lose heat in your apartment?**
- 56%** Never → **If Never, go to #14**
  - 33%** Once
  - 11%** 2 or 3 times
  - 0%** 4 times or more

13. How long did it usually take for your heat to come back on?

**77%** Less than 24 hours

**15%** 24 to 48 hours

**8%** More than 48 hours

14. In the last 12 months, did you have any of these other heating problems?

	Yes
a. Apartment was too hot	<b>11%</b>
b. Apartment was too cold	<b>8%</b>
c. Took too long for apartment to heat up	<b>13%</b>
d. Apartment felt too drafty	<b>18%</b>

15. In the last 12 months, how many times did you have no hot water in your apartment?

**61%** Never → **If Never, go to #17**

**27%** Once

**10%** 2 or 3 times

**2%** 4 times or more

16. How long did it usually take for the hot water to come back on?

**83%** Less than 24 hours

**8%** 24 to 48 hours

**9%** More than 48 hours

17. In the last 12 months, did you have any of these other water or plumbing problems?

	Yes
a. Clogged drains (sink, toilet, shower)	<b>28%</b>
b. Leaking pipes or faucets	<b>11%</b>
c. Complete loss of water	<b>13%</b>
d. Water temperature problems (too hot, too cold, unreliable)	<b>8%</b>
e. Water stains on the ceiling	<b>7%</b>
f. Sewer backed-up into your apartment	<b>5%</b>

### Communication

18. In the last 12 months, has the Executive Director at your development held any meetings with residents?

**47%** Yes

**30%** No

**23%** Don't remember

19. In the last 12 months, how often were you treated with courtesy and respect by the management office of your development?

**2%** Never

**7%** Sometimes

**25%** Usually

**66%** Always

### Safety

20. In the last 12 months, in general, how safe did you feel in your development?

**56%** Very safe → **If Very safe, go to #22**

**24%** Mostly safe

**17%** Somewhat safe

**3%** Not at all safe

21. For those who felt not at all, somewhat, or mostly safe: Why do you feel unsafe in your development? *(Check all that apply.)*

#### Building/Indoor Concerns

**4%** Not enough lighting in the hallways

**4%** Windows are not secure

**37%** Security of entry doors

**7%** Other tenants give door access code to non-residents

#### Outdoor Concerns

**33%** Not enough outdoor lights

**30%** Illegal activity in the development

**30%** Strangers hanging around who should not be there

**7%** Sidewalks are difficult to walk on

#### Other Concerns

**7%** The neighborhood/area the development is in

**19%** Another reason

22. Overall, how satisfied are you living in your development?

**49%** Very satisfied

**39%** Mostly satisfied

**10%** Mostly dissatisfied

**2%** Very dissatisfied

## Lease Report – Current Status of Units Lease Started Between Selected Dates

From Date: 10/01/2024

To Date: 09/30/2025

[View Report](#)

	Development	Facility	Unit	CPS Unit ID	Bedroom Size	General Condition	Vacated Date	Maintenance Ready Date	Lease Start Date	Pull List ID #	Applicant ID #	Priority	Preference	Data Entry Date	Day to Ent
1	<u>667-02 - COLONIAL MANOR</u>	101-107 WILSON ST - "Bldg #2"	113D	70457	1	Good	01/06/2025	01/30/2025	03/06/2025	27721533	6372376298	7	Minority	01/06/2025	0
2	<u>667-04 - WILSON STREET</u>	132-136 WILSON ST - "Bldg #7"	136-1	70699	1	Good	01/01/2025	01/29/2025	02/01/2025	00000	00000	Admin		01/06/2025	5
3	<u>667-02 - COLONIAL MANOR</u>	108-112 WILSON ST - "Bldg #3"	108C	70463	1	Good	07/31/2024	11/19/2024	12/01/2024	26820629	3759332797	4	Local	08/22/2024	22
4	<u>667-03 - CHESTNUT STREET</u>	39 CHESTNUT ST - 39	113	70651	1	Good	07/23/2024	09/22/2024	10/01/2024	00000	00000	Admin	Local	07/24/2024	1
5	<u>667-04 - WILSON STREET</u>	116-130 WILSON ST - "Bldg #6"	126	70713	1	Poor	01/02/2024	03/24/2025	04/01/2025	27721533	6421477211	7	Local	01/02/2024	0
6	<u>667-03 - CHESTNUT STREET</u>	39 CHESTNUT ST - 39	215	70641	1	Poor	04/10/2023	03/31/2025	04/01/2025	24850653	4932541519	7	Local	04/19/2023	9
7	<u>667-04 - WILSON STREET</u>	132-136 WILSON ST - "Bldg #7"	136-1	70699	1	Fair	09/30/2020	06/26/2024	12/01/2024	00000	00000	Admin		09/30/2020	0



## Lease Report – Current Status of Units Lease Started Between Selected Dates

From Date: 10/01/2023

To Date: 09/30/2024

[View Report](#)

	Development	Facility	Unit	CPS Unit ID	Bedroom Size	General Condition	Vacated Date	Maintenance Ready Date	Lease Start Date	Pull List ID #	Applicant ID #	Priority	Preference	Data Entry Date	D E
1	<u>667-02 - COLONIAL MANOR</u>	101-107 WILSON ST - "Bldg #2"	109D	70454	1	Good	11/06/2023	02/28/2024	03/01/2024	24850653	4206555129	7	Local	12/04/2023	
2	<u>667-02 - COLONIAL MANOR</u>	100-106 WILSON ST - "Bldg #4"	100B	70471	1	Fair	10/16/2023	06/30/2024	08/01/2024	00000	00000	Admin	Local	10/31/2023	
3	<u>667-04 - WILSON STREET</u>	88-98 WILSON ST - "Bldg #9"	98	70727	1	Poor	10/05/2023	07/15/2024	07/15/2024	25590396	41515755863	4	Local	10/05/2023	
4	<u>667-04 - WILSON STREET</u>	138-152 WILSON ST - "Bldg #8"	152	70722	1	Poor	09/28/2023	01/28/2024	01/30/2024	24051851	3434991953	7	Local	09/28/2023	
5	<u>667-02 - COLONIAL MANOR</u>	109-113 WILSON ST - "Bldg #1"	105A	70434	1	Good	08/31/2023	08/31/2024	09/01/2024	00000	00000	Admin	Local	08/30/2023	
6	<u>667-03 - CHESTNUT STREET</u>	39 CHESTNUT ST - 39	212	70638	1	Good	08/31/2023	10/17/2023	11/01/2023	00000	00000	Admin	Local	08/30/2023	
7	<u>667-02 - COLONIAL MANOR</u>	109-113 WILSON ST - "Bldg #1"	103A	70438	1	Good	08/30/2023	09/27/2023	10/10/2023	24045845	2785335033	4	Local	08/30/2023	
8	<u>667-02 - COLONIAL MANOR</u>	101-107 WILSON ST - "Bldg #2"	113C	70456	1	Fair	03/06/2023	03/05/2024	03/07/2024	24850653	4352658462	7	Local	03/07/2023	
9	<u>667-02 - COLONIAL MANOR</u>	101-107 WILSON ST - "Bldg #2"	113D	70457	1	Fair	02/27/2023	01/30/2024	01/30/2024	24051851	4773728867	7	Veteran	03/02/2023	
10	<u>667-01 - STATE STREET</u>	26 MEADOW - 2	26-7	70357	1	Poor	05/12/2022	09/25/2023	10/18/2023	24051851	5136477115	4	Local	05/12/2022	
11	<u>667-04 - WILSON STREET</u>	132-136 WILSON ST - "Bldg #7"	136-2	70700	1	Fair	09/30/2020	07/01/2024	08/01/2024	00000	0000	Admin		09/30/2020	
12	<u>667-04 - WILSON STREET</u>	132-136 WILSON ST - "Bldg #7"	136-3	70701	1	Fair	09/30/2020	07/01/2024	07/15/2024	00000	00000	7		09/30/2020	
13	<u>667-04 - WILSON STREET</u>	132-136 WILSON ST - "Bldg #7"	136-4	70702	1	Fair	09/30/2020	06/17/2024	06/26/2024	00000	00000	Admin	Local	09/30/2020	

# **LUDLOW HOUSING AUTHORITY**

## **Performance Management Review (PMR) Report**

**Fiscal Year End 9/30/2024**

\*For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority

<b>Executive Office of Housing and Livable Communities (EOHLC)</b> <b>PMR Desk Audit Ratings Summary</b> <b>Official Published PMR Record</b> For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority	
Housing Authority	LUDLOW HOUSING AUTHORITY
Fiscal Year Ending	Sep 2024
Housing Management Specialist	Evelyn Muasya
Facilities Management Specialist	Chad Howard

Criteria	Score/Rating			
	Management			
Occupancy Rate	c.667	c.705	c.200	Cumulative
	No Findings	No Findings	Not Applicable	No Findings
Tenant Accounts Receivable (TAR)	c.667	c.705	c.200	Cumulative
	No Findings	No Findings	Not Applicable	No Findings
Board Member Training	Corrective Action			
Certifications and Reporting Submissions	No Findings			
Annual Plan	No Findings			
	Financial			
Adjusted Net Income	No Findings			
Operating Reserves	No Findings			

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) Staff Certification & Training Rating	
LHA Name	LUDLOW HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Evelyn Muasya
FMS Name	Chad Howard
Criteria	Rating
Staff Certification and Training	No Findings

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) CFA Submission	
LHA Name	LUDLOW HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Evelyn Muasya
FMS Name	Chad Howard

CFA Submission

Rating: No Findings

Recommendations: 1. No Recommendations

# EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)

## PMR Desk Audit Recommendations Report

LHA Name	LUDLOW HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Evelyn Muasya
FMS Name	Chad Howard

### Occupancy

Rating All: No Findings  
Rating 667: No Findings  
Rating 705: No Findings  
Rating 200: Not Applicable

1. No Recommendations

### Tenant Accounts Receivable (TAR)

Rating All: No Findings  
Rating 667: No Findings  
Rating 705: No Findings  
Rating 200: Not Applicable

1. No Recommendations

### Board Member Training

Rating: Corrective Action

1. Provide computer guidance as needed to help board members complete the training.

### Certifications and Reporting Submissions

Rating: No Findings

1. No Recommendations

### Annual Plan Submission

Rating: No Findings

1. No Recommendations

### Adjusted Net Income/Revenue

Rating: No Findings

#### Revenue

1. No Recommendations

#### Expense

##### Salaries

1. No Recommendations

##### Legal

1. No Recommendations

##### Utilities

1. No Recommendations

##### Maintenance

1. No Recommendations

**Other**

1. No Recommendations

**Operating Reserve**

Rating: No Findings

1. No Recommendations

# EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)

## CHAMP Close Out Report

LHA Name	LUDLOW HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Evelyn Muasya
FMS Name	Chad Howard

### CHAMP Criteria 1a

Rating: No Findings

Recommendations: 1. No Recommendations

### CHAMP Criteria 1b

Rating: No Findings

Recommendations: 1. No Recommendations

### CHAMP Criteria 1c

Rating: No Findings

Recommendations: 1. No Recommendations

### CHAMP Criteria 2a

Rating: No Findings

Recommendations: 1. No Recommendations

### CHAMP Criteria 2b

Rating: Operational Guidance

Recommendations: 1. Ensure that all unit offer data is correctly entered into the EOHLC Housing Apps Vacancy Reporting System (Including Application ID, List Pull ID, Applicant Priority/Preference, and Lease Start date)

### CHAMP Criteria 3a

Rating: No Findings

Recommendations: 1. No Recommendations



CHAMP Criteria 3b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3c

Rating: No Findings

Recommendations: 1. No Recommendations

# EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)

## PMR Physical Condition Report

**For any questions on your FMS PMR Ratings, please contact your FMS.**

LHA Name	LUDLOW HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Evelyn Muasya
FMS Name	Chad Howard

Criteria 1: 100% of units inspected during FYE under review

Rating: No Findings

Recommendations:

1. Train staff on work order types and how to input them into your work order system/If you use web-based software, reach out to your vendor for training/training materials/changes to the software See Handout K + Software Handouts (M, N, or O) If Applicable
2. Ensure that all work orders are completed in the appropriate timeframe or appropriately added to the DM/CIP
3. Ensure that all work orders for all Health and Safety deficiencies are completed in the appropriate timeframe
4. GFCI replacement & CO alarm replacement are considered Emergency WO that are required to be completed within 48hrs.
5. WO was not completed within the 30-day requirement under Inspection WO.
6. Ensure WO type is labeled correctly as "Inspection"

Criteria 2: Unit inspection Reports create, track, and report Work Orders for inspection repairs, and Work Orders are completed within 30 days or added to DM/CIP

Rating: Corrective Action

Recommendations:

1. Train staff on work order types and how to input them into your work order system/If you use web-based software, reach out to your vendor for training/training materials/changes to the software See Handout K + Software Handouts (M, N, or O) If Applicable
2. Ensure that all work orders are completed in the appropriate timeframe or appropriately added to the DM/CIP
3. Ensure that all work orders for all Health and Safety deficiencies are completed in the appropriate timeframe
4. GFCI replacement & CO alarm replacement are considered Emergency WO that are required to be completed within 48hrs.
5. WO was not completed within the 30-day requirement under Inspection WO.
6. Ensure WO type is labeled correctly as "Inspection"

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 4: Work Orders created for every vacancy and completed within 30 days (or waiver requested)

Rating: No Findings

Recommendations: 1. Ensure that all work required for a Vacancy Turn Over is recorded in a Vacancy Turn Over Work Order  
2. Train staff on work order types and how to input them into your work order system/If you use web-based software, reach out to your vendor for training/training materials/changes to the software See Handout K + Software Handouts (M, N, or O) If Applicable

Criteria 5: Vacancy Turnover Work Orders accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 6: LHA Preventive Maintenance Plan accurately reflects all necessary work to maximize life of LHA components

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 7: All emergency work orders are created, tracked, reported and completed within 48 hours

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 8: All requested work orders are created, tracked, reported and completed within 14 days or added to DM/CIP

Rating: No Findings

Recommendations: 1. Some Emergency WO, Vacancy WO and Inspection WO are being tracked under the Requested Category. Be sure to use the six WO categories per EOHLC guidelines.  
2. Some Emergency WO, Vacancy WO and Inspection WO are being tracked under the Requested Category. Be sure to use the six WO categories per EOHLC guidelines.  
3. Some Emergency WO, Vacancy WO and Inspection WO are being tracked under the Requested Category. Be sure to use the six WO categories per EOHLC guidelines.  
4. Some Emergency WO, Vacancy WO and Inspection WO are being tracked under the Requested Category. Be sure to use the six WO categories per EOHLC guidelines.  
5. Some Emergency WO, Vacancy WO and Inspection WO are being tracked under the Requested Category. Be sure to use the six WO categories per EOHLC guidelines.

### Health & Safety Deficiencies

Inspection reports were provided to the LHA at the time of the EOHLC site visit. Health and safety deficiencies were identified during the PMR Inspection. These items must be completed or initiated within 48 hours. Following completion of these health and safety deficiencies, the Executive Director must login to the FMS software application and certify, by electronic signature, that all health and safety deficiencies have been completed. Please contact your assigned FMS for further assistance.

