# Uxbridge Housing Authority
# Annual Plan for Fiscal Year 2025
# 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 DHCD.

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 Uxbridge Housing Authority's Annual Plan for their 2025 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
    a. Public Comments
    b. Cover sheet for tenant satisfaction surveys
    c. Performance Management Review

## 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 | CALUMET COURT 667-01 | 7 | 1961 | 30 |
| 667-02 | Elderly | CENTENNIAL COURT 667-02 | 8 | 1975 | 56 |
| 200-01 | Family | VETERANS PARKWAY 200-01 | 11 | 1951 | 22 |
| 705-01 | Family | WATERMAN APTS 705-01 | 6 | 1990 | 12 |
| | Other | Special Occupancy units | 2 | | 16 |
| Total | | | 34 | | 136 |

## LHA Central Office

Uxbridge Housing Authority
Calumet Court, P.O. Box 391, Uxbridge, MA, 01569
Linda Kelly, Executive Director
Phone: 508-278-3232
Email: lkellyuxbridgehousing@gmail.com

## LHA Board of Commissioners

| | Role | Category | From | To |
|---|---|---|---|---|
| Richard Baker | Chair | | 05/16/2019 | 05/16/2029 |
| Elizabeth Clark | | | 10/30/2023 | 10/30/2028 |
| Arthur Dubois | Vice-Chair | | 05/16/2022 | 05/16/2027 |
| Patrick Fitzgerald | Treasurer | | 05/16/2020 | 05/16/2025 |
| Frances Graveson | | State Appointee | 09/30/2022 | 06/23/2026 |

## Plan History

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

| REQUIREMENT | | DATE COMPLETED |
|---|---|---|
| A. | Advertise the public hearing on the LHA website. | 06/11/2024 |
| B. | Advertise the public hearing in public postings. | 06/11/2024 |
| C. | Notify all LTO's and 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. | 06/11/2024 |
| 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.) | 09/12/2024 |
| G. | Executive Director presents the Annual Plan to the Board. | 09/12/2024 |
| H. | Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.) | 09/12/2024 |

# Certification

CERTIFICATION OF LHA USER AUTHORIZATION FOR DHCD CAPITAL SOFTWARE AND HOUSING APPLICATIONS

I, Linda Kelly, Executive Director of the Uxbridge Housing Authority, certify on behalf of the Housing Authority that I have conducted an annual review of all Uxbridge Housing Authority users of DHCD Capital Software applications and Housing Applications and that all current LHA users are authorized to use the systems and have the appropriate level of user access based on their job responsibility. I approve all system access and access levels for all Uxbridge Housing Authority users.

This certification applies to the following applications:

- Capital Planning System (CPS)
- Consolidated Information Management System (CIMS)
- Cap Hub
- DHCD Housing Management Systems

CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

I, Linda Kelly, Executive Director of the Uxbridge Housing Authority, certify on behalf of the Housing Authority that: a) the above actions all took place on the dates listed above; b) all facts and information contained in this Annual Plan are true, correct and complete to the best of my knowledge and belief and c) that the Annual Plan was prepared in accordance with and meets the requirements of the regulations at 760 CMR 4.16 and 6.09.

The Board and Executive Director further certify that LHA operations and all LHA Board-adopted policies are in accordance with M.G.L. c. 121B and all Massachusetts state-aided public housing regulations, including, but not limited to 760 CMR 4.00; 5.00; 6.00; 8.00; and 11:00, as well as adhere to Department-promulgated guidance.

Date of certification: 09/12/2024

The Department of Housing and Community Development (DHCD) completed its review of this Annual Plan (AP) on October 28, 2024. Review comments have been inserted into the plan.

# Capital Improvement Plan

**DHCD 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 (DHCD) fiscal year (July 1 to June 30) based on the project schedules.

Local Housing Authorities (LHAs) receive yearly awards from DHCD (Formula Funding Awards) which they target to their most urgent capital needs in their CIP. They may also receive special awards from DHCD 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.

**Additional Remarks by Uxbridge Housing Authority**

Our CIP goal ill be to complete a kitchen cabinet and countertop replacement at our 689-2 Project and resurface the parking lot also at our 689-2 Project.

Ongoing projects on our plan include unit turnover in our 667-1 program and our 200 program.

Current projects include a fire alarm system upgrade and federal pacific panels replacement.

**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) | $455,300.31 | | Total of all FF awards minus prior FF spending |
| LHA Emergency Reserve | $45,530.03 | | Amount to reserve for emergencies |
| Net FF Funds (First 3 Years of the CIP) | $409,770.28 | $864,277.27 | Funds to plan & amount actually planned in the first 3 years of the CIP |
| ADA Set-aside | $11,425.60 | $11,425.60 | Accessibility projects |
| DMH Set-aside | $0.00 | $0.00 | Dept. of Mental Health facility |
| DDS Set-aside | $62,693.54 | $62,693.54 | Dept. of Developmental Services facility |
| Unrestricted Formula Funding (FF) | $335,651.14 | $790,158.13 | Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD. |
| Special DHCD Funding | $1,283,260.98 | $1,234,113.98 | 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 of 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 | $1,693,031.26 | $2,098,391.25 | Total of all anticipated funding available for planned projects and the total of planned spending. |

**Additional notes about funding:**

Sustainability funds have been requested for Electric Panels replacement in our 667-1 program.

## 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.

**Regional Capital Assistance Team**

Uxbridge 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 2024 | fy2025 Planned | fy2026 | fy2027 | fy2028 | fy2029 |
|---|---|---|---|---|---|---|---|---|---|---|
| 304022 | 2008 FF Master CFA | VETERANS PARKWAY 200-01 | $9,900 | $7,900 | $0 | $0 | $0 | $0 | $0 | $0 |
| 304049 | ARPA FF: Parking Lot Replacement and Curbing Replacement | CALUMET COURT 667-01 | $141,652 | $0 | $0 | $108,969 | $30,584 | $0 | $0 | $0 |
| 304050 | Paving Repairs | VETERANS PARKWAY 200-01 | $56,672 | $0 | $0 | $54,406 | $2,267 | $0 | $0 | $0 |
| 304055 | Sewer Line Replacement (Buildings to Main) | CENTENNIAL COURT 667-02 | $260,442 | $222,674 | $0 | $0 | $0 | $0 | $0 | $0 |
| 304056 | SUST 2021 Kitchen and Bath Improvements | CALUMET COURT 667-01 | $366,933 | $324,714 | $0 | $6,084 | $0 | $0 | $0 | $0 |
| 304068 | ARPA Targeted Award: Uxbridge Federal Pacific Panel Replacement | CENTENNIAL COURT 667-02 | $997,296 | $0 | $0 | $278,498 | $0 | $0 | $0 | $0 |
| 304069 | Kitchen Cabinets and Counter top replacement | TANCRELL HOUSE 689-02 | $9,995 | $0 | $0 | $0 | $0 | $0 | $0 | $0 |
| 304070 | Resurface Parking Lot | TANCRELL HOUSE 689-02 | $64,269 | $800 | $0 | $14,386 | $0 | $0 | $0 | $0 |
| 304071 | 200-1 Unit Turnover FY2023 | VETERANS PARKWAY 200-01 | $9,999 | $0 | $0 | $0 | $7,164 | $0 | $0 | $0 |
| 304075 | 667-02 Unit Turnover | CENTENNIAL COURT 667-02 | $9,831 | $0 | $0 | $9,831 | $0 | $0 | $0 | $0 |
| 304076 | Cabinet Refacing 667-02 | CENTENNIAL COURT 667-02 | $9,983 | $0 | $0 | $9,983 | $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 2024 | fy2025 Planned | fy2026 | fy2027 | fy2028 | fy2029 |
|---|---|---|---|---|---|---|---|---|---|---|
| 304077 | Kitchen Cabinets & Counter top replacement Phase 2 | TANCRELL HOUSE 689-02 | $9,671 | $0 | $0 | $9,671 | $0 | $0 | $0 | $0 |
| 304078 | Replace Sprinkler Heads | TANCRELL HOUSE 689-02 | $9,831 | $0 | $0 | $9,831 | $0 | $0 | $0 | $0 |
| • | Unit Door Locks replacement | VETERANS PARKWAY 200-01 | $23,225 | $0 | $0 | $0 | $6,929 | $16,297 | $0 | $0 |
| • | Replacement of entry doors and basement doors | VETERANS PARKWAY 200-01 | $181,250 | $0 | $0 | $0 | $0 | $0 | $0 | $119,210 |
| • | Replacement of stoops | VETERANS PARKWAY 200-01 | $161,000 | $0 | $0 | $144,927 | $16,074 | $0 | $0 | $0 |
| • | 200-1 Unit Turnover Phase 2 | VETERANS PARKWAY 200-01 | $9,983 | $0 | $0 | $0 | $9,983 | $0 | $0 | $0 |
| • | Kitchen modernization - 2019 Phase 2 | CALUMET COURT 667-01 | $163,493 | $0 | $0 | $0 | $0 | $0 | $144,839 | $18,655 |
| • | 667-01 Unit Turnover Phase 2 | CALUMET COURT 667-01 | $9,983 | $0 | $0 | $0 | $9,983 | $0 | $0 | $0 |
| • | 667-02 Unit Turnover Phase 2 | CENTENNIAL COURT 667-02 | $9,983 | $0 | $0 | $0 | $9,983 | $0 | $0 | $0 |
| • | Parking lot and walkway re-paving | CENTENNIAL COURT 667-02 | $261,405 | $0 | $0 | $89,394 | $172,012 | $0 | $0 | $0 |
| • | 689 Boiler Replacement | UXBRIDGE HOUSE 689-01 | $22,565 | $0 | $0 | $22,565 | $0 | $0 | $0 | $0 |
| • | 705-1 Unit Turnover Phase 2 | WATERMAN APTS 705-01 | $9,983 | $0 | $0 | $0 | $9,983 | $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 2024 | fy2025 Planned | fy2026 | fy2027 | fy2028 | fy2029 |
|---|---|---|---|---|---|---|---|---|---|---|
| • | New Siding Phase 1 | WATERMAN APTS 705-01 | $232,821 | $0 | $0 | $0 | $0 | $232,821 | $0 | $0 |

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 |
| 304049 | ARPA FF: Parking Lot Replacement and Curbing Replacement | ARPA Formula Funding | $0 | $0 | $0 | $141,652 | $0 | $0 | $0 | $0 |
| 304056 | SUST 2021 Kitchen and Bath Improvements | Kitchen and Bath Fans | $0 | $19,500 | $0 | $0 | $0 | $0 | $0 | $-39,000 |
| 304068 | ARPA Targeted Award: Uxbridge Federal Pacific Panel Replacement | ARPA Targeted | $0 | $0 | $0 | $997,296 | $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.

   Uxbridge Housing Authority has not submitted an Alternate CIP.

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.

   Uxbridge Housing Authority has not requested additional funding.

3. **Overall goals of the Housing Authority's CIP**

   UHA's overall goal is to continue updated units and site projects for Residents safety.

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:

   My new CIP includes a much-needed building envelope project for 705-1 New Siding.

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 04/12/2024.

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 06/03/2024.

**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**

Uxbridge Housing Authority has one or more special needs (167 or 689 programs) development. We have completed the service provider input process according to the required procedures detailed in the lease agreement and held an annual meeting with the service provider staff at all special needs developments as of 02/12/2024.

**12. Energy and water consumption**

Our 12 most recent monthly energy reports are for months 6/2023 to 5/2024.

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 |
| | | | | 667-01 |
| | | | | 705-01 |
| | | | | 200-01 |
| | | | | 667-02 |

Lean has installed aerator, shower head, low flow toilets.

**13. Energy or water saving initiatives**

Uxbridge Housing Authority is currently pursuing energy or water-saving audits or grants as note
Lighting, Outlet gaskets, Kitchen/Bathroom aerators, thermostats, air sealing/weatherization, do
insulation

AP-2025-Uxbridge Housing Authorit-01137 had an energy audit under the Low-Income Energy Affordability Network (LEAN) program on 10/13/2023

**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.)

0% c. 667 (DHCD Goal 2%)
0% c. 200 (DHCD Goal 2%)
0% 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 (DHCD).

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 LHA at Phone Number | 508-278-3232 | Business hours 8:30 AM to 3:30 PM. |
| Other | 508-278-5642 | 3:30 PM to after hours, weekends, ho |

UHA has a 24 hour system for responding to emergencies.

Office business hours: Monday thru Friday - 8:30 AM to 3:30 PM - 508-278-3232.

When calling the office phone number after hours, the answering machine will advise you of the Maintenance Emergency/OnCall number - 508-278-5642. Emergency number is for after hours calls, weekends and holidays.

The UHA has distributed the Emergency Contact procedures to all tenants and is posted on the Administration Office door.

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 Uxbridge 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 |

**Normal Maintenance Request Process**

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

| METHOD | CONTACT INFO. | TIMES |
|---|---|---|
| Text Phone Number | | |
| Call Answering Service | | |
| Call Housing Authority Office | 508-278-3232 | Monday thru Friday - 8:30 AM to 3:30 PM |
| Submit Online at Website | | |
| Email to Following Email | lkellyuxbridgehousing@gm | Monday thru Friday - 8:30 AM to 3:30 PM |
| Other | | |

*If office should be closed for any reason for normal maintenance requests, the office can still be called and the answering machine includes the Maintenance number of 588-278-5642 to call and maintenance will respond to their non-emergency request.*

**Work Order Management**

A. DHCD review of this housing authority's operations shows that the authority uses the following system for tracking work orders:

Type of work order system:

Work order classification used:

| | |
|---|---|
| Emergency | |
| Vacancy | |
| Preventative Maintenance | |
| Routine | |
| Inspections | |
| Tenant Requests | |

B. We also 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. | ☑ |
| 2 | Maintenance Requests logged into the work system | ☑ |
| 3 | Work Orders generated | ☑ |
| 4 | Work Orders assigned | ☑ |
| 5 | Work Orders tracked | ☑ |
| 6 | Work Orders completed/closed out | ☑ |
| 7 | Maintenance Reports or Lists generated | ☑ |

D. Additional comments by the LHA regarding work order management:
UHA has a 24-hour system for responding to emergencies.
Office business hours: Monday thru Friday - 8:30 AM to 3:30 PM - 508-278-3232.
When calling the office phone number after hours, the answering machine will advise caller of the Maintenance Emergency/OnCall number - 508-278-5642. Emergency number is for after hours calls, weekends and holidays.
The UHA has distributed the Emergency Contact procedures to all tenants and is posted on the Administration Office door.

**Maintenance Plan Narrative**

Following are Uxbridge Housing Authority's answers to questions posed by DHCD.

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

The maintenance operations of the Uxbridge Housing Authority are efficient, effective and provide outstanding service to the residents of our low-income housing programs. All work order requests, whether routine or emergency, are addressed professionally, courteously and completed as soon as possible. Work orders are prioritized and completed in a timely manner. A report is generated at the end of each month to determine what work orders are outstanding and address them immediately; unless deferred. It has always been our goal to maintain a quality appearance of the property. We maintain this appearance with the cooperation of our residents as well as with our maintenance staff who perform weekly landscaping, which includes cutting of the grass, hedge trimming, string trimming, raking and sweeping.

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

The Uxbridge Housing Authority continues to lower the timetable for completion of work orders and continues to work more efficiently to lower the average time to complete a work order compared to previous years. We have implemented the use of the Preventative Maintenance Schedule using PHA Network and the continued use new forms at the recommendation of EOHLC. These forms include inspection sheets and vacant unit turnover sheets. Our maintenance operation include more detailed attention to preventative maintenance to help preserve and extend the useful life of various elements of our physical property to avoid emergency situations. Our programmed maintenance work is completed to the greatest extent possible within time and budget constraints. When it is not possible, deferred maintenance work orders are issued. Programmed maintenance includes routine work done on a regular basis to keep our property in good shape and inspections to determine the condition of the property.

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

Goals for the coming year of the Uxbridge Housing Authority include, but ae not limited to, continue to lower work order time completion, lower turner time completion for vacated units and an increase in our Preventative Maintenance Plan. Other goals include a vision of property improvements to improve the appearance of the property or other requested work by our residents. Our Capital Improvement Plan will address many of our project improvements.

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 | $244,928.00 | $48,500.00 |
| Last Fiscal Year Actual Spending | $227,388.00 | $49,258.00 |
| Current Fiscal Year Budget | $254,073.00 | $57,200.00 |

E. Unit Turnover Summary

| | |
|---|---|
| # Turnovers Last Fiscal Year | 20 |
| Average time from date vacated to make Unit "Maintenance Ready" | 22 days |
| Average time from date vacated to lease up of unit | 23 days |

F. Anything else to say regarding the Maintenance Plan Narrative?

The Uxbridge Housing Authority strives to provide decent, safe and sanitary conditions in all of units, for all residents, in all of our programs.
We continue to make improvements and maintain the property to ensure everyone has all of their housing needs met and can be proud of where they live, knowing we take great pride in the property we manage and where they reside.

**Attachments**

These items have been prepared by the Uxbridge 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.

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 (DHCD).

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 LHA at Phone Number | 508-278-3232 | Business hours 8:30 AM to 3:30 PM. |
| Other | 508-278-5642 | 3:30 PM to after hours, weekends, hol |

UHA has a 24 hour system for responding to emergencies.

Office business hours: Monday thru Friday - 8:30 AM to 3:30 PM - 508-278-3232.

When calling the office phone number after hours, the answering machine will advise you of the Maintenance Emergency/OnCall number - 508-278-5642. Emergency number is for after hours calls, weekends and holidays.

The UHA has distributed the Emergency Contact procedures to all tenants and is posted on the Administration Office door.

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 Uxbridge 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 |

**Normal Maintenance Request Process**

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

| METHOD | CONTACT INFO. | TIMES |
|---|---|---|
| Text Phone Number | | |
| Call Answering Service | | |
| Call Housing Authority Office | 508-278-3232 | Monday thru Friday - 8:30 AM to 3:30 PM |
| Submit Online at Website | | |
| Email to Following Email | | |
| Other | | |

*If office should be closed for any reason for normal maintenance requests, the office can still be called and the answering machine includes the Maintenance number of 588-278-5642 to call and maintenance will respond to their non-emergency request.*

**Work Order Management**

A. DHCD review of this housing authority's operations shows that the authority uses the following system for tracking work orders:

Type of work order system:

Work order classification used:

| | |
|---|---|
| Emergency | |
| Vacancy | |
| Preventative Maintenance | |
| Routine | |
| Inspections | |
| Tenant Requests | |

B. We do not 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. | ☐ |
| 2 | Maintenance Requests logged into the work system | ☐ |
| 3 | Work Orders generated | ☐ |
| 4 | Work Orders assigned | ☐ |
| 5 | Work Orders tracked | ☐ |
| 6 | Work Orders completed/closed out | ☐ |
| 7 | Maintenance Reports or Lists generated | ☐ |

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

UHA has a 24-hour system for responding to emergencies.

Office business hours: Monday thru Friday - 8:30 AM to 3:30 PM - 508-278-3232.

When calling the office phone number after hours, the answering machine will advise caller of the Maintenance Emergency/OnCall number - 508-278-5642. Emergency number is for after hours calls, weekends and holidays.

The UHA has distributed the Emergency Contact procedures to all tenants and is posted on the Administration Office door.

**Maintenance Plan Narrative**

Following are Uxbridge Housing Authority's answers to questions posed by DHCD.

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

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

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

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 | $0.00 | $0.00 |
| Last Fiscal Year Actual Spending | $0.00 | $0.00 |
| Current Fiscal Year Budget | $0.00 | $0.00 |

E. Unit Turnover Summary

| | |
|---|---|
| # Turnovers Last Fiscal Year | |
| Average time from date vacated to make Unit "Maintenance Ready" | |
| Average time from date vacated to lease up of unit | |

F. Anything else to say regarding the Maintenance Plan Narrative?

The Uxbridge Housing Authority strives to provide decent, safe and sanitary conditions in all of units, for all residents, in all of our programs.
We continue to make improvements and maintain the property to ensure everyone has all of their housing needs met and can be proud of where they live, knowing we take great pride in the property we manage and where they reside.

**Attachments**

These items have been prepared by the Uxbridge 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.

# Attachment D: Sample format for Preventive Maintenance Schedule Word version from PHN 2016-18

Introduction from PHN 2016-18:

> As a reminder the Facilities Management Specialist Unit has developed a uniform set of tasks in order to help assist LHA's in their responsibility to effectively preserve and extend the useful life of materials, equipment, fixtures and other elements of their property.
>
> This program is designed to assist LHA's of all sizes and varying degrees of capacity. The program is a set of reminders not to be interpreted as a complete and comprehensive preventative maintenance program (PMP). Each LHA is responsible to develop a comprehensive Preventative Maintenance Program that is based on the buildings, systems and equipment at their location.
>
> DHCD is providing all LHA's with this PHN of monthly reminders in hopes that this information will be useful in establishing or complementing your own PMP and would assist in protecting your assets.
>
> Attached you will find all monthly reminders for the 2016 calendar year.
>
> Adopting the program will help to avoid costly emergency situations that threaten your budget and the health and safety of your staff and residents.

These preventative maintenance schedules may be used for the Annual Plan if they are properly customized for the actual equipment at your LHA. Edit the task lists as appropriate, then create a PDF file and upload it to the maintenance plan component of the Annual Plan.

# January Preventative Maintenance Task

1. Monitor and issue on-going snow removal work orders.
2. Hot air furnace / Boiler winter PM.
3. Oil circulator pumps.
4. Clean dryer vents.
5. Vehicle Inspection:
    - Check all fluid levels: crank case, transmission, etc.
    - Check antifreeze, radiator rust inhibiter, and thermostat.
    - Check windshield washer fluid.
    - Check belts and hoses.
    - Check plugs, wiring, battery, clean and grease terminals.
    - Clean out air cleaner.
    - Check wheel alignment and tire balance (signs of uneven wear).
    - Check heater and defroster.
    - Check wiper blades for wear.
    - Check underbody for corrosion and hose off.
    - Change engine oil in all vehicles. (1st quarter)
6. Check Smoke and Carbon Monoxide detectors during annual inspections.
7. Inventory tools, equipment, refrigerators and stoves in stock.
8. Inventory of supplies and small parts.
9. Unit inspections – schedule so as to complete 100% each year.
    - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
    - It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
10. Lease enforcement: Snow removal from front and rear egress.
11. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
    - Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

# February Preventative Maintenance Task

1. Monitor and issue on-going snow removal work orders.
2. A/C, heat and air handler filter change.
3. Clean sanitary systems, lubricate valves and pumps.
4. Strip, wax and buff VAT and linoleum flooring.
5. Vehicle Inspection:
    a. Check all fluid levels: crank case, transmission, etc.
    b. Check antifreeze, radiator rust inhibiter, and thermostat.
    c. Check windshield washer fluid.
    d. Check belts and hoses.
    e. Check plugs, wiring, battery, clean and grease terminals.
    f. Clean out air cleaner.
    g. Check wheel alignment and tire balance (signs of uneven wear).
    h. Check heater and defroster.
    i. Check wiper blades for wear.
    j. Check underbody for corrosion and hose off.
6. Check Smoke and Carbon Monoxide detectors during annual inspections.
7. Inventory of supplies and small parts.
8. Unit inspections – schedule so as to complete 100% each year.
    - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
    - It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
9. Lease enforcement: Clear common hallways and stairs free from all obstructions. (PHN 2012-12)
    - According to the State Sanitary code 105 CMR 410.451 - No person shall obstruct any exit or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling unit or rooming unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.
10. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
    Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

# March Preventative Maintenance Task

1. Second Sunday, reset light timers and clocks for daylight saving time.
2. Monitor and issue on-going snow removal work orders.
3. Clean storage rooms and maintenance areas.
4. Touch up all common area paint.
5. Clean heater vents in all common areas.
6. Vehicle Inspection:
    a. Check all fluid levels: crank case, transmission, etc.
    b. Check antifreeze, radiator rust inhibiter, and thermostat.
    c. Check windshield washer fluid.
    d. Check belts and hoses.
    e. Check plugs, wiring, battery, clean and grease terminals.
    f. Clean out air cleaner.
    g. Check wheel alignment and tire balance (signs of uneven wear).
    h. Check heater and defroster.
    i. Check wiper blades for wear.
    j. Check underbody for corrosion and hose off.
7. Check Smoke and Carbon Monoxide detectors during annual inspections.
8. Unit inspections – schedule so as to complete 100% each year.
    - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
    - It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
9. Lease enforcement: Furniture, trash and debris free from exteriors.
10. Inventory of supplies and small parts.
11. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.

    Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

# April Preventative Maintenance Task

1. Fire extinguisher annual recertification.
2. Inspect all entry doors.
3. Clean dryer vents, exhaust vents and roof vent motors.
4. Service lawn equipment.
5. Inspect roofs and siding.
6. Clean common area flooring and carpeting.
7. Clean/disinfect dumpsters and compactor.
8. Cleaning of parking areas, roadways, driveways, walkways and storm drains.
9. Inspect trees and trim as needed (maintain 10ft distance from buildings)
10. Vehicle Inspection:
    a. Check all fluid levels: crank case, transmission, etc.
    b. Check antifreeze, radiator rust inhibiter, and thermostat.
    c. Check windshield washer fluid.
    d. Check belts and hoses.
    e. Check plugs, wiring, battery, clean and grease terminals.
    f. Clean out air cleaner.
    g. Check wheel alignment and tire balance (signs of uneven wear).
    h. Check heater and defroster.
    i. Check wiper blades for wear.
    j. Change engine oil in all vehicles (2nd quarter)
11. Check Smoke and Carbon Monoxide detectors during annual inspections.
12. Inventory of supplies and small parts.
13. Unit inspections – schedule so as to complete 100% each year.
    - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
    - It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
14. Lease enforcement: Check for proper AC installation (according to policy)
    (See attached recommended Air Conditioner Policy)

# May Preventative Maintenance Task

1. Clean A/C condensers.
2. Sidewalk and parking lot crack and crevice sealing and repair.
3. Weed treatment at all sites.
4. Edge and mulch all planting beds.

   **<u>NOTE</u>: Please note that in accordance with 527 CMR 17, which took effect September 2012, the new application of mulch within 18 inches around combustible exteriors of buildings such as wood or vinyl, but not brick or concrete, is prohibited. (See attachment.)**
5. Prune/trim all shrubs and bushes away from buildings (maintain 2ft clearance from all structures).
6. Fertilize lawns.
7. Vehicle Inspection:
   a. Check all fluid levels: crank case, transmission, etc.
   b. Check antifreeze, radiator rust inhibiter, and thermostat.
   c. Check windshield washer fluid.
   d. Check belts and hoses.
   e. Check plugs, wiring, battery, clean and grease terminals.
   f. Clean out air cleaner.
   g. Check wheel alignment and tire balance (signs of uneven wear).
   h. Check heater and defroster.
   i. Check wiper blades for wear.
8. Inventory of supplies and small parts.
9. Check Smoke and Carbon Monoxide detectors during annual inspections.
10. Unit inspections – schedule so as to complete 100% each year.
    - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
    - It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
11. Lease enforcement: Cooking grills and fire pits (according to policy)
    - DHCD recommends the ban of fire pits on all public housing property. There is extreme risk to life and safety with the unsupervised use of fire pits.

    All cooking grills should be used a minimum of 10 feet from all structures.

# June Preventative Maintenance Task

1. Summer boiler shut-down and PM service. (non-heating season June 16th to September 14th)
2. Change A/C, heat and air handler filters.
3. Check interior emergency lighting.
4. Weed and edge all planting beds every 2 weeks (June 1st to Oct 1st)
5. Inspect site railings, walkways and stairs for potential hazards. Identify and repair as needed.
6. Edge and mulch all planting beds.

   **NOTE: Please note that in accordance with 527 CMR 17, which took effect September 2012, the new application of mulch within 18 inches around combustible exteriors of buildings such as wood or vinyl, but not brick or concrete, is prohibited. (See attachment.)**
7. Clean/disinfect dumpsters and compactor.
8. Check flags and replace as needed
9. Vehicle Inspection:
   a. Check all fluid levels: crank case, transmission, etc.
   b. Check antifreeze, radiator rust inhibiter, and thermostat.
   c. Check windshield washer fluid.
   d. Check belts and hoses.
   e. Check plugs, wiring, battery, clean and grease terminals.
   f. Clean out air cleaner.
   g. Check wheel alignment and tire balance (signs of uneven wear).
   h. Check heater and defroster.
   i. Check wiper blades for wear.
10. Check Smoke and Carbon Monoxide detectors during annual inspections.
11. Inventory of supplies and small parts.
12. Unit inspections – schedule so as to complete 100% each year.
    - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
    - It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
13. Lease enforcement: Pools, trampolines and swing-sets (according to policy, see PHN 2003-04)

    Furniture, trash and debris free from exterior.

# July Preventative Maintenance Task

1. Clean dryer vents, exhaust vents and roof vent motors.
2. Inspect gutters, downspouts and splash blocks – repair as needed.
3. Inspect common area windows (glass, seals, balances and locks).
4. Inspect and repair site fencing
5. Vehicle Inspection:
    a. Check all fluid levels: crank case, transmission, etc.
    b. Check antifreeze, radiator rust inhibiter, and thermostat.
    c. Check windshield washer fluid.
    d. Check belts and hoses.
    e. Check plugs, wiring, battery, clean and grease terminals.
    f. Clean out air cleaner.
    g. Check wheel alignment and tire balance (signs of uneven wear).
    h. Check heater and defroster.
    i. Check wiper blades for wear.
    j. Change engine oil in all (3rd quarter)

6. Inventory of supplies and small parts.
7. Check Smoke and Carbon Monoxide detectors during annual inspections.
8. Unit inspections – schedule so as to complete 100% each year.
    - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
    - It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
10. Lease enforcement: Pet policy (according to pet policy)

# August Preventative Maintenance Task

1. Strip, wax and buff VAT and linoleum flooring.
2. Vehicle Inspection:
    a. Check all fluid levels: crank case, transmission, etc.
    b. Check antifreeze, radiator rust inhibiter, and thermostat.
    c. Check windshield washer fluid.
    d. Check belts and hoses.
    e. Check plugs, wiring, battery, clean and grease terminals.
    f. Clean out air cleaner.
    g. Check wheel alignment and tire balance (signs of uneven wear).
    h. Check heater and defroster.
    i. Check wiper blades for wear.
3. Inventory of supplies and small parts.
4. Check Smoke and Carbon Monoxide detectors during annual inspections.
5. Lease enforcement: Common hallways and stairs free from all obstructions. (PHN 2012-12)
    - According to the State Sanitary code 105 CMR 410.451 - No person shall obstruct any exit or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling unit or rooming unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.
6. Unit inspections – schedule so as to complete 100% each year.
    - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.

It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.

# September Preventative Maintenance Task

1. Check electrical panels in boiler rooms and all common areas.
2. Domestic hot water systems PM.
3. Clean storage rooms and maintenance areas.
4. Touch up all common area paint.
5. Clean heater vents in all common areas.
6. Vehicle Inspection:
    a. Check all fluid levels: crank case, transmission, etc.
    b. Check antifreeze, radiator rust inhibiter, and thermostat.
    c. Check windshield washer fluid.
    d. Check belts and hoses.
    e. Check plugs, wiring, battery, clean and grease terminals.
    f. Clean out air cleaner.
    g. Check wheel alignment and tire balance (signs of uneven wear).
    h. Check heater and defroster.
    i. Check wiper blades for wear.
7. Inventory of supplies and small parts.
8. Check Smoke and Carbon Monoxide detectors during annual inspections.
9. Unit inspections – schedule so as to complete 100% each year.
    - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
    - It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
10. Lease enforcement: Removal of all AC's (according to policy)

a. Inspect all basements for proper clearance from heating systems (5ft).
b. Fire prevention notices to tenants.

# November Preventative Maintenance Task

1. First Saturday in November reset light timers and clocks back 1 hour for daylight saving time.
2. Monitor and issue on-going snow removal work orders.
3. Inspect trees and trim as needed (maintain 10ft clearance from all structures).
4. Monitor and issue on-going snow removal work orders.
5. Clean common area carpets and flooring.
6. Clean/disinfect compactor and trash chutes.
7. Vehicle Inspection:
    a. Check all fluid levels: crank case, transmission, etc.
    b. Check antifreeze, radiator rust inhibiter, and thermostat.
    c. Check windshield washer fluid.
    d. Check belts and hoses.
    e. Check plugs, wiring, battery, clean and grease terminals.
    f. Clean out air cleaner.
    g. Check wheel alignment and tire balance (signs of uneven wear).
    h. Check heater and defroster.
    i. Check wiper blades for wear.
    j. Check underbody for corrosion and hose off.
8. Inventory of supplies and small parts.
9. Lease enforcement: Blocked egresses.
10. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
    - Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

# December Preventative Maintenance Task

1. Monitor and issue on-going snow removal work orders.
2. Check and replace flags as needed.
3. Clean/disinfect compactor and trash chutes.
4. Vehicle Inspection:
    a. Check all fluid levels: crank case, transmission, etc.
    b. Check antifreeze, radiator rust inhibiter, and thermostat.
    c. Check windshield washer fluid.
    d. Check belts and hoses.
    e. Check plugs, wiring, battery, clean and grease terminals.
    f. Clean out air cleaner.
    g. Check wheel alignment and tire balance (signs of uneven wear).
    h. Check heater and defroster.
    i. Check wiper blades for wear.
    j. Check underbody for corrosion and hose off.
5. Inventory of supplies and small parts.
6. Lease enforcement: Decorations (Christmas) Cords running through doors and windows.
7. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
    - Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

Uxbridge Housing Authority Deferred Maintenance Plan:

Deferred Maintenance is maintenance, upgrades, or repairs that are deferred to a future budget cycle or postponed for some other reason. The purpose of a Deferred Maintenance Plan is to ensure that an identified deficiency is not overlooked when that deficiency cannot be addressed immediately.

Deferred Maintenance should not be confused with Capital Improvement Projects (CIP). Large projects that will fall under our "Formula Funding" are still added to our CIP project list.

Items are added to our Deferred Maintenance List when an existing work order needs to be deferred.

Some of the reasons we defer a deficiency are:

1. **Items Best Completed When Unit is Vacant**
   - Anything noticed during an inspection that can and should wait until the unit is vacant would be added to our Deferred Maintenance Plan and then completed when the unit becomes vacant.
2. **Items that cannot be completed because of the season.**
   - Example: Landscaping, Exterior painting. These would be added to our Deferred Maintenance Plan and completed when the season permits.
3. **Lack of Funding**
   - During annual inspection, it was noticed that the common areas needed to be repainted. Because of a severe winter, the operating budget does not have sufficient funds to complete all the necessary painting at this time. The work order is moved to the "Deferred Maintenance Plan". It will be completed as the operating budget permits.
4. **Efficiency – Items can be grouped together by location, task or trade**
   - Example: A contractor is required for several work orders, they are deferred and scheduled to be completed all at once.
5. **Vacancy Crisis**
   - When the housing authority experiences an unusually high vacancy count, low priority work orders will be moved to the deferred list to allow vacancies to be turned over.
6. **Organizational and Upkeep Tasks**
   - Any tasks that occur infrequently enough that they don't fall under the category of routine work orders. Painting offices or common areas, etc. Any tasks that occur infrequently enough that they don't fall under the category of routine work orders.
   -

Deferred Maintenance plan will include the following information for each item:

Work Order Number, Date Added, Item Description, Site location or Unit Number, Reason Deferred, Materials needed, Target Completion Date, Closed date, and Other Comments.

The Deferred Maintenance List will be reviewed and prioritized weekly.

## 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 12/31/2023. It also shows the approved budget for the current year (2024) 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 Department of Housing and Community Development (DHCD). 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 DHCD 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 DHCD.

DHCD 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 DHCD 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 DHCD and obtain its approval.

The Uxbridge Housing Authority operating reserve at the end of fiscal year 2023 was $235,917.00, which is 54.8% 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 Uxbridge Housing Authority.

**REVENUE**

| Account Number | Account Class | 2023 Approved Revenue Budget | 2023 Actual Amounts Received | 2024 Approved Revenue Budget | % Change from 2023 Actual to 2024 Budget | 2024 Dollars Budgeted per Unit per Month |
|---|---|---|---|---|---|---|
| 3110 | Shelter Rent -Tenants | $683,144.00 | $687,476.00 | $695,075.00 | 1.1% | $482.69 |
| 3111 | Shelter Rent - Tenants - Fraud/Retroactive | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3115 | Shelter Rent -Federal Section 8\MRVP One-time Leased up Rev. | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3190 | Nondwelling Rentals | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3400 | Administrative Fee - MRVP | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3610 | Interest on Investments - Unrestricted | $3,240.00 | $9,440.00 | $3,240.00 | -65.7% | $2.25 |
| 3611 | Interest on Investments - Restricted | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3690 | Other Revenue | $8,100.00 | $7,451.00 | $8,100.00 | 8.7% | $5.63 |
| 3691 | Other Revenue - Retained | $5,000.00 | $11.00 | $5,000.00 | 45354.5% | $3.47 |
| 3692 | Other Revenue - Operating Reserves | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3693 | Other Revenue - Energy Net Meter | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3801 | Operating Subsidy - EOHLC (4001) | $80,238.00 | $127,618.00 | $212,726.00 | 66.7% | $147.73 |
| 3802 | Operating Subsidy - MRVP Landlords | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3803 | Restricted Grants Received | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3920 | Gain/Loss From Sale/Disp. of Prop. | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3000 | TOTAL REVENUE | $779,722.00 | $831,996.00 | $924,141.00 | 11.1% | $641.76 |

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Uxbridge Housing Authority.

**EXPENSES**

| Account Number | Account Class | 2023 Approved Expense Budget | 2023 Actual Amounts Spent | 2024 Approved Expense Budget | % Change from 2023 Actual to 2024 Budget. | 2024 Dollars Budgeted per Unit per Month |
|---|---|---|---|---|---|---|
| 4110 | Administrative Salaries | $110,148.00 | $109,371.00 | $114,274.00 | 4.5% | $79.36 |
| 4120 | Compensated Absences | $0.00 | $728.00 | $0.00 | -100% | $0.00 |
| 4130 | Legal | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4140 | Members Compensation | $2,774.00 | $2,560.00 | $2,581.00 | 0.8% | $1.79 |
| 4150 | Travel & Related Expenses | $1,764.00 | $0.00 | $1,764.00 | 100% | $1.23 |
| 4170 | Accounting Services | $9,540.00 | $9,540.00 | $10,020.00 | 5% | $6.96 |
| 4171 | Audit Costs | $4,500.00 | $4,500.00 | $4,500.00 | 0% | $3.13 |
| 4180 | Penalties & Interest | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4190 | Administrative Other | $21,074.00 | $18,238.00 | $21,074.00 | 15.5% | $14.63 |
| 4191 | Tenant Organization | $250.00 | $0.00 | $250.00 | 100% | $0.17 |
| 4100 | TOTAL ADMINISTRATION | $150,050.00 | $144,937.00 | $154,463.00 | 6.6% | $107.27 |
| 4310 | Water | $113,499.00 | $94,862.00 | $111,220.00 | 17.2% | $77.24 |
| 4320 | Electricity | $31,348.00 | $86,543.00 | $119,477.00 | 38.1% | $82.97 |
| 4330 | Gas | $28,307.00 | $18,432.00 | $25,591.00 | 38.8% | $17.77 |
| 4340 | Fuel | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4360 | Net Meter Utility Debit/Energy Conservation | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4390 | Other | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4391 | Solar Operator Costs | $0.00 | $101,513.00 | $0.00 | -100% | $0.00 |
| 4392 | Net Meter Utility Credit (Negative Amount) | $0.00 | $-70,934.00 | $0.00 | -100% | $0.00 |
| 4300 | TOTAL UTILITIES | $173,154.00 | $230,416.00 | $256,288.00 | 11.2% | $177.98 |

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Uxbridge Housing Authority.

**EXPENSES**

| Account Number | Account Class | 2023 Approved Expense Budget | 2023 Actual Amounts Spent | 2024 Approved Expense Budget | % Change from 2023 Actual to 2024 Budget | 2024 Dollars Budgeted per Unit per Month |
|---|---|---|---|---|---|---|
| 4410 | Maintenance Labor | $155,824.00 | $152,040.00 | $163,009.00 | 7.2% | $113.20 |
| 4420 | Materials & Supplies | $27,000.00 | $27,056.00 | $27,000.00 | -0.2% | $18.75 |
| 4430 | Contract Costs | $62,104.00 | $48,292.00 | $64,064.00 | 32.7% | $44.49 |
| 4400 | TOTAL MAINTENANCE | $244,928.00 | $227,388.00 | $254,073.00 | 11.7% | $176.44 |
| 4510 | Insurance | $35,435.00 | $36,893.00 | $46,824.00 | 26.9% | $32.52 |
| 4520 | Payment in Lieu of Taxes | $4,001.00 | $4,029.00 | $3,986.00 | -1.1% | $2.77 |
| 4540 | Employee Benefits | $151,456.00 | $157,242.00 | $162,222.00 | 3.2% | $112.65 |
| 4541 | Employee Benefits - GASB 45 | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4542 | Pension Expense - GASB 68 | $0.00 | $19,243.00 | $0.00 | -100% | $0.00 |
| 4570 | Collection Loss | $0.00 | $694.00 | $0.00 | -100% | $0.00 |
| 4571 | Collection Loss - Fraud/Retroactive | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4580 | Interest Expense | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4590 | Other General Expense | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4500 | TOTAL GENERAL EXPENSES | $190,892.00 | $218,101.00 | $213,032.00 | -2.3% | $147.94 |
| 4610 | Extraordinary Maintenance | $48,500.00 | $49,258.00 | $57,200.00 | 16.1% | $39.72 |
| 4611 | Equipment Purchases - Non Capitalized | $14,700.00 | $10,369.00 | $17,700.00 | 70.7% | $12.29 |
| 4612 | Restricted Reserve Expenditures | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4715 | Housing Assistance Payments | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4801 | Depreciation Expense | $0.00 | $153,702.00 | $0.00 | -100% | $0.00 |
| 4600 | TOTAL OTHER EXPENSES | $63,200.00 | $213,329.00 | $74,900.00 | -64.9% | $52.01 |
| 4000 | TOTAL EXPENSES | $822,224.00 | $1,034,171.00 | $952,756.00 | -7.9% | $661.64 |

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Uxbridge Housing Authority.

**SUMMARY**

| Account Number | Account Class | 2023 Approved Budget | 2023 Actual Amounts | 2024 Approved Budget | % Change from 2023 Actual to 2024 Budget | 2024 Dollars Budgeted per Unit per Month |
|---|---|---|---|---|---|---|
| 3000 | TOTAL REVENUE | $779,722.00 | $831,996.00 | $924,141.00 | 11.1% | $641.76 |
| 4000 | TOTAL EXPENSES | $822,224.00 | $1,034,171.00 | $952,756.00 | -7.9% | $661.64 |
| 2700 | NET INCOME (DEFICIT) | $-42,502.00 | $-202,175.00 | $-28,615.00 | -85.8% | $-19.87 |
| 7520 | Replacements of Equip. - Capitalized | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 7540 | Betterments & Additions - Capitalized | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 7500 | TOTAL NONOPERATING EXPENDITURES | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 7600 | EXCESS REVENUE OVER EXPENSES | $-42,502.00 | $-202,175.00 | $-28,615.00 | -85.8% | $-19.87 |

## 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 DHCD 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 – DHCD (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 DHCD 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 properly 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 DHCD 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 DHCD 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 DHCD 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 (DHCD) for the 2023 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 Uxbridge Housing Authority'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 DHCD 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: No Findings

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 Planning**

Criterion: Timely spending of capital funds awarded under the Formula Funding program
Rating: Not Applicable

Reason: All capital funds awarded under our Formula Funding have been monitored for timely spending; however some projects not completed or delayed.

Response: The Uxbridge Housing Authority is working closely with our RCAT Representative as well as our Project Manager at EOHLC to be sure our Formula Funding funding is spent in a timely manner.

**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: Corrective Action

Reason: Vacancies recorded on CHAMP had different date of actual vacancy date.

Response: All future vacancies will be recorded correctly with same vacancy date on CHAMP.

**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: No Findings

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

## Explanation of PMR Criteria Ratings

| CRITERION | DESCRIPTION |
|---|---|
| **Management** | |
| Occupancy Rate | 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)<br>• "No Findings" : Occupancy Rate is at or above 98%<br>• Operational Guidance: Occupancy rate is at 95% up to 97.9%<br>• Corrective Action: Adjusted occupancy rate is less than 95% |
| Tenant Accounts Receivable (TAR) | 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)<br>• "No Findings" : At or below 2%<br>• "Operational Guidance": More than 2% , but less than 5%<br>• "Corrective Action": 5% or more |
| Certifications and Reporting Submissions | 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.<br>• "No Findings": At least 11 of the required 12 reports were submitted and at least 9 were submitted on time.<br>• "Operational Guidance": Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time. |
| Board Member Training | Percentage of board members that have completed the mandatory online board member training.<br>• "No Findings" : 80% or more completed training<br>• "Operational Guidance" : 60-79.9% completed training<br>• "Corrective Action" : <60 % completed training |
| Staff Certifications and Training | 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.<br>• No Findings: LHAs completed the required number of trainings<br>Corrective Action: LHAs have not completed any trainings |
| Annual Plan (AP) Submitted | Housing authorities are required to submit an annual plan every year.<br>• "No Findings" =Submitted on time<br>• "Operational Guidance" =Up to 45 days late<br>• "Corrective Action" =More than 45 days late |

| CRITERION | DESCRIPTION |
|---|---|
| **CHAMP** | |
| Paper applications | Paper applications are available, received and entered into CHAMP<br>• 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<br>• 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<br>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 |
| Vacancies occupied using CHAMP | Vacancies are recorded correctly and occupied using CHAMP<br>• No Findings: All vacancies during the fiscal year are recorded in DHCD's Housing Applications Vacancy System within 30 days; And the housed Applicant ID and Pull List ID match between DHCD'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<br>• Operational Guidance: All vacancies during the fiscal year are recorded in DHCD's Housing Applications Vacancy System, all vacancies are not recorded within 30 days; Or the Housed Applicant ID and Pull List ID match between DHCD'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<br>• Corrective Action: All vacancies during the fiscal year are not recorded in DHCD's Housing Applications Vacancy System; Or the Housed Applicant ID and Pull List ID do not match (or data is missing) between DHCD's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers |

| CRITERION | DESCRIPTION |
|---|---|
| **Financial** | |
| Adjusted Net Income | 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.<br>Underspending Rating:<br>• "No Findings" : 0 to 9.9%<br>• "Operational Guidance": 10 to 14.9%<br>• "Corrective Action": 15% or higher<br><br>Overspending Rating:<br>• "No Findings" : 0 to -4.9%<br>• "Operational Guidance": -5% to -9.9%<br>• "Corrective Action": -10% or below |
| Operating Reserves | Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures.<br><br>• "No Findings" :35%+ of maximum operating reserve<br>• "Operational Guidance": 20% to 34.9% of maximum operating reserve<br>• "Corrective Action": <20% of maximum operating reserve |
| **Capital Planning** | |
| Capital Spending | 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<br>• "No Findings" = at least 80%<br>• "Operational Guidance" = At least 50%<br>• "Corrective Action" = Less than 50% |

| CRITERION | DESCRIPTION |
|---|---|
| **Health & Safety** | |
| Health & safety violations | DHCD 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. |
| **Facility Management – Inspection Standards and Practices** | |
| 100% Unit Inspections | All units inspected at LHA during FY under review<br>• No Findings: 100% of units inspected<br>Corrective Action: Less than 100% of units inspected |
| LHA Inspections Reports/Work Orders | Unit inspection reports create, track, and report work orders for inspection repairs, and inspection WOs completed within 30 days or add to DM/CIP<br>• 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<br>• 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<br>• 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) |
| Accuracy of LHA Inspections | Unit inspection reports accurately reflect necessary repairs<br>• No Findings: c.667 unit has less than 2 EHS deficiencies and c.200/705 unit has less than 3 EHS deficiencies<br>• Operational Guidance: c.667 unit has 2 EHS deficiencies or c.200/705 has 3 EHS deficiencies<br>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 |
| **Facility Management – Vacancy Turnover Standards and Practices** | |

| CRITERION | DESCRIPTION |
|---|---|
| Vacancy Turnover Work Orders | Work orders created for every vacancy and completed within 30 days (or waiver requested)<br>• 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 <=30 days for c.667 units or <=45 days for c.200/705 units or have approved waiver<br>• 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<br>Corrective Action: Vacancy work orders are not created, tracked and reported for every unit; Or vacancy work orders are Maintenance Ready in >45 days for c.667 and >60 days for c.200/705 and have no approved waiver |
| Accuracy and Standard of Vacancy Turnovers | Vacancy turnover work orders accurately reflect necessary repairs<br>• No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies<br>• Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies<br>Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies |
| **Facility Management – Preventative Maintenance Standards and Practices** | |
| LHA Preventative Maintenance Schedule Accuracy and Implementation of Preventative Schedules | LHA preventative maintenance schedule accurately reflects all necessary work to maximize the life of LHA components<br>• No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies<br>• Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies<br>Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies |
| **Work Order Types and Systems** | |
| Emergency Work Orders | All emergency work orders are created, tracked, reported and completed within 48 hours<br>• No Findings: All emergency work orders under review are created, tracked, reported and completed within 48 hours<br>• 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 |

| CRITERION | DESCRIPTION |
|---|---|
| | • 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 |
| Requested Work Orders | All requested work orders are created, tracked, reported and completed within 14 days or added to DM/CIP<br>• 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<br>• 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<br>Corrective Action: Not all requested work orders are completed within 14 days or added to DM/CIP |

# Policies

The following policies are currently in force at the Uxbridge Housing Authority:

| Policy | Last Ratified by Board Vote | Notes |
|---|---|---|
| *Procurement Policy | 08/13/2020 | |
| *Grievance Policy | 08/13/2020 | |
| Community Room Use | 06/10/2021 | |
| Smoking Policy | 08/01/2017 | Ratified 06/10/2021 |
| Criminal Offender Records Information (CORI) Policy | 08/13/2020 | |
| Other – Define in the 'Notes' column | 06/26/2007 | Fraud Policy - Ratified 06/10/2021 |
| Pet Policy | 06/10/2021 | |
| Reasonable Accommodations Policy | 10/14/2021 | |
| Language Access Plan | 03/17/2022 | |
| Other – Define in the 'Notes' column | 01/13/2022 | Snow Removal Policy |
| Fair Housing Marketing Plan | 12/08/2022 | Amendment 07/11/2024 |
| *Rent Collection Policy | 08/13/2020 | |
| *Personnel Policy | 08/13/2020 | Ratified 06/10/2021 |
| *Capitalization Policy | 08/13/2020 | |

* Starred policies are required by DHCD. 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 DHCD.

## Waivers

Uxbridge Housing Authority has received the following waivers from DHCD'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 Waiver Approved by DHCD | Date Expired |
|---|---|---|---|
| Biennial recertification of c.667 rents | DHCD initiative - cost effective- (time,manpower, expense borne) | 04/10/2008 | |

The list of waivers has been provided by the LHA and has not been verified by DHCD.

## 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 the 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 oucher 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.

Due to the COVID-19 emergency, on-site Performance Management Review (PMR) assessments by the Facilities Management Specialists were cancelled for the December fiscal year end housing authorities. Therefore, the Facility Management categories have been omitted from the PMR document.

- Public Comments
- Cover sheet for tenant satisfaction surveys
- Performance Management Review

# Uxbridge Housing Authority
# Annual Plan Hearing

We had our Annual Plan Hearing on September 12th, 2024. There were no Public comments at that time.

Linda Kelly
Executive Director

## 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.

# UXBRIDGE HOUSING AUTHORITY

## Performance Management Review (PMR) Report

## Fiscal Year End 12/31/2023

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

# Executive Office of Housing and Livable Communities (EOHLC)

## PMR Desk Audit Ratings Summary Official Published PMR Record

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

| | |
|---|---|
| Housing Authority | UXBRIDGE HOUSING AUTHORITY |
| Fiscal Year Ending | Dec 2023 |
| Housing Management Specialist | Kaliah Graham |
| Facilities Management Specialist | Wilzor Exantus |

| Criteria | Score/Rating | | | |
|---|---|---|---|---|
| | **Management** | | | |
| | **c.667** | **c.705** | **c.200** | **Cumulative** |
| Occupancy Rate | No Findings | No Findings | No Findings | No Findings |
| | **c.667** | **c.705** | **c.200** | **Cumulative** |
| Tenant Accounts Receivable (TAR) | No Findings | No Findings | No Findings | No Findings |
| Board Member Training | No Findings | | | |
| Certifications and Reporting Submissions | No Findings | | | |
| Annual Plan | No Findings | | | |
| | **Financial** | | | |
| Adjusted Net Income | No Findings | | | |
| Operating Reserves | No Findings | | | |

Report Date: 05/08/2024 15:07:59

# EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)
## Staff Certification & Training Rating

| | |
|---|---|
| LHA Name | UXBRIDGE HOUSING AUTHORITY |
| FYE | Dec 2023 |
| HMS Name | Kaliah Graham |
| FMS Name | Wilzor Exantus |

| Criteria | Rating |
|---|---|
| Staff Certification and Training | No Findings |

# EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)
## CFA Submission

| | |
|---|---|
| LHA Name | UXBRIDGE HOUSING AUTHORITY |
| FYE | Dec 2023 |
| HMS Name | Kaliah Graham |
| FMS Name | Wilzor Exantus |

Rating:

Recommendations:

# EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)
# PMR Desk Audit Recommendations Report

| | |
|---|---|
| LHA Name | UXBRIDGE HOUSING AUTHORITY |
| FYE | Dec 2023 |
| HMS Name | Kaliah Graham |
| FMS Name | Wilzor Exantus |

## Occupancy

Rating All: No Findings
Rating 667: No Findings
Rating 705: No Findings
Rating 200: No Findings

1. No Recommendations

## Tenant Accounts Receivable (TAR)

Rating All: No Findings
Rating 667: No Findings
Rating 705: No Findings
Rating 200: No Findings

1. No Recommendations

## Board Member Training

Rating: No Findings

1. No Recommendations

## 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 | UXBRIDGE HOUSING AUTHORITY |
| FYE | Dec 2023 |
| HMS Name | Kaliah Graham |
| FMS Name | Wilzor Exantus |

### 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: Corrective Action

Recommendations:
1. Ensure that all vacancies are recorded in the EOHLC Housing Apps Vacancy Reporting System within 30 days of the vacancy date.
2. Ensure that you are entering vacancy data correctly within 30 days.
3. Establish reoccurring calendars reminders to help ensure vacancy data is entered into the EOHLC Housing Apps Vacancy Reporting System within 30 days.

### CHAMP Criteria 2b

Rating: No Findings

Recommendations: 1. Ensure that all offers of housing were made using CHAMP for all units occupied in the Fiscal Year (Excluding Admin Transfers).

### CHAMP Criteria 3a

Rating: No Findings

Recommendations: 1. No Recommendations

## CHAMP Criteria 3b (Planning Year)

Rating: Not Applicable

Recommendations: 1. No Recommendations

## CHAMP Criteria 3c (Planning Year)

Rating: Not Applicable

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 | UXBRIDGE HOUSING AUTHORITY |
| FYE | Dec 2023 |
| HMS Name | Kaliah Graham |
| FMS Name | Wilzor Exantus |

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

Rating: No Findings

Recommendations: 1. No Recommendations

### 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: No Findings

Recommendations:
1. Ensure that all work required for a Vacancy Turn Over is recorded in a Vacancy Turn Over Work Order
2. Ensure that all Vacancy Turn Over Work Orders are created and tracked per EOHLC guidance

### 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. No Recommendations

### Criteria 5: Vacancy Turnover Work Orders accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. Ensure that all Lease Violations are resolved per EOHLC guidance

### 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. No Recommendations

**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.