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

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

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

The law that mandates the Annual Plan is <u>An Act Relative to Local Housing Authorities</u>, <u>Massachusetts</u> <u>General Laws</u>, <u>Chapter 121B Section 28A</u>. 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 NEWTON HOUSING AUTHORITY's Annual Plan for their 2026 fiscal year includes the following components:

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

State-Aided Public Housing Developments

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

			Num	Year	Dwelling
Dev No	Туре	Development Name	Bldgs	Built	Units
705-01	Family	BEACONWOOD	10	1975	20
705-07	Family	VILLAGE FALLS CONDOMINIUMS	1		14
667-06	Elderly	CENTENARY VILLAGE	1	1991	12
	Family	Family units in smaller developments	24		46
	Elderly	Elderly Elderly units in smaller developments	2		9
_	Other	Other Special Occupancy units	3		38
Total			41		139

The following development(s) operate under a combination of state and federal requirements, including HUD's Section 8 New Construction and Substantial Rehabilitation Program (see the Glossary for a program description).

Dev No	Туре		-	Year Built	Dwelling Units
667-02	Elderly	HAMILTON GROVE	1	1982	42
Total			1		42

Massachusetts Rental Voucher Program (MRVP)

The Massachusetts Rental Voucher Program (MRVP) is a state-funded program that provides rental subsidies to low-income families and individuals. In most cases, a "mobile" voucher is issued to the household, which is valid for any market-rate housing unit that meets the standards of the state sanitary code and program rent limitations. In some cases, vouchers are "project-based" into a specific housing development; such vouchers remain at the development if the tenant decides to move out.

NEWTON HOUSING AUTHORITY manages 26 MRVP vouchers.

Federally Assisted Developments

NEWTON HOUSING AUTHORITY also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 806 households.

LHA Central Office

NEWTON HOUSING AUTHORITY 82 Lincoln Street Newton Highlands, MA 02461

Michael Lara, Executive Director

Phone: 617-552-5501

Email: mlara@watertownha.org

LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Donald Siegel	Member		05/23/2024	05/23/2029
Judith Weber	Member		03/01/2020	08/06/2026
Mary Corrigan	Member		12/15/2018	01/01/2026
Vincent O"Donnell	Chair		06/26/2019	08/16/2026

Plan History

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

REQU	REMENT	DATE COMPLETED
A.	Advertise the public hearing on the LHA website.	7/10/2025
В.	Advertise the public hearing in public postings.	7/10/2025
C.	Notify all LTOs or RAB (if there is one) of the hearing and provide access to the Proposed Annual Plan.	7/28/2025
D.	Post draft AP for tenant and public viewing.	7/28/2025
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	N/A
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	9/12/2025
G.	Executive Director presents the Annual Plan to the Board.	9/12/2025
Н.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	9/12/2025

Certification

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

I, Michael Lara, Executive Directorof the NEWTON HOUSING AUTHORITY, certify on behalf of the Housing Authority that I have conducted an annual review of all NEWTON HOUSING AUTHORITY users of EOHLC 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 NEWTON HOUSING AUTHORITY users.

This certification applies to the following applications:

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

CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

I, Michael Lara, Executive Director of the NEWTON 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: 9/30/2025

The Executive Office of Housing and Livable Communities (EOHLC) completed its review of this Annual Plan (AP) on . Review comments have been inserted into the plan.

Capital Improvement Plan

EOHLC Description of CIPs:

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

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

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

The CIP includes the following parts:

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

A 'narrative' with a variety of additional information.

Annual Plan 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)	\$772,838.30		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$77,283.83		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$695,554.47		Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$7,104.88	\$7,104.88	Accessibility projects
DMH Set-aside	\$15,731.36	\$15,731.36	Dept. of Mental Health facility
DDS Set-aside	\$39,980.79	\$39,980.79	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$632,737.44	\$402,947.69	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$1,866,378.45	\$1,862,178.45	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	\$2,009,368.00	\$2,009,368.00	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$4,571,300.92	\$4,337,311.17	Total of all anticipated funding available for planned projects and the total of planned spending.

Annual Plan

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.

Annual Plan
Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
211036	2008 FF Master CFA	CENTENARY VILLAGE 667-06	\$3,000	\$3,000	\$0	\$0	\$0	\$0	\$0	\$0
211107	Total Reno & Site Upgrades 705-4B OR VUA	TREMONT STREET 705-4B	\$368,595	\$163,554	\$0	\$2,071	\$0	\$0	\$0	\$0
211109	ARPA Targeted Award: Multi site F.A. Upgrades	667-01, 667-06, 667-1A, 689-02, 689-03, 689-04	\$923,970	\$0	\$0	\$336,053	\$0	\$0	\$0	\$0
211110	ARPA FF: Kitchen modernization 689-3 304	HYDE. 689-03	\$66,693	\$0	\$0	\$5,250	\$0	\$0	\$0	\$0
211111	ARPA FF: ADA Bathroom upgrades 689-3 CR \$48k	HYDE. 689-03	\$110,250	\$0	\$0	\$74,033	\$0	\$0	\$0	\$0
211112	ARPA FF: Flooring replacement - upgrade 689-3	HYDE. 689-03	\$18,344	\$0	\$14,382	\$0	\$0	\$0	\$0	\$0
211115	Front door & exterior repairs & painting 689-2	667-06, 667-1A, 689-02, 689-03, 689-04	\$193,118	\$10,890	\$0	\$250	\$0	\$0	\$0	\$0
211116	Vacant Unit 205 reno & upgrades 4 turnover 689-3	HYDE. 689-03	\$239,798	\$13,055	\$0	\$250	\$0	\$0	\$0	\$0
211117	Parking lot reconstruction, drainage 689-3	HYDE. 689-03	\$288,953	\$0	\$0	\$128,542	\$0	\$0	\$0	\$0
211118	36 Hargrave sewer line rplcmt 705-1	BEACONWOOD 705-01	\$25,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Annual Plan
Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
211119	20 Carter Street VUA with mold 705-4A	CARTER STREET 705-4A	\$225,210	\$0	\$0	\$97,050	\$0	\$0	\$0	\$0
211120	window and siding repairs/replacem ent 705-6D	rebecca 705-6D	\$175,000	\$0	\$0	\$79,955	\$0	\$0	\$0	\$0
211121	Window Rplcmt and site drainage - Kerry 705-6E	kerry 705-6E	\$104,496	\$0	\$0	\$0	\$73,298	\$31,199	\$0	\$0
211122	Bathroom Reno Rear Bldg 689-4	CENTENARY VILLAGE. 689-04	\$43,270	\$0	\$0	\$38,128	\$1,208	\$0	\$0	\$0
211123	Village Falls window & sliding door rplmt 705-7 City funds?	VILLAGE FALLS CONDOMINIUMS 705-07	\$439,756	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Replace Kitchen and Bath Components- VUT-SPL Prog Request	Thurson Road-State 667-1A	\$204,188	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Reasonable Accommodation Bathroom Renovations - Walnut DMH	WALNUT STREET 689-02	\$163,910	\$0	\$0	\$0	\$0	\$163,910	\$0	\$0
•	ADA upgrades at 515 Walnut St	WALNUT STREET 689-02	\$56,400	\$0	\$0	\$0	\$56,400	\$0	\$0	\$0
•	Unit renovations and upgrades K & B first floor unit	LANGLEY STREET 705-05	\$287,521	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Annual Plan
Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
	Kitchen and Bathroom Upgrades-Phase 1 - Bryon Road	BRYON ROAD 705-4D	\$266,200	\$0	\$0	\$0	\$0	\$3,416	\$168,937	\$93,849
	91 Christina St Renovations VUT-SPL Prog Request	CHRISTINA STREET 705-4G	\$380,549	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Unit modernization	JACKSON CONDOS 705-5D	\$84,001	\$0	\$0	\$84,001	\$0	\$0	\$0	\$0
•	Exterior door replacement Units A,C,E, and F	NONANTUM VILLAGE 705-5E	\$72,465	\$0	\$0	\$0	\$0	\$11,058	\$61,408	\$0
•	Side deck and stair replacement Units A-F	NONANTUM VILLAGE 705-5E	\$93,502	\$0	\$0	\$0	\$0	\$37,511	\$55,992	\$0
	237 Watertown Street A-F replace porch / deck all units - VUT-SPL Prog	NONANTUM VILLAGE 705-5E	\$390,801	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	8 Rebecca Road Renovations - DHCD ER Request	rebecca 705-6D	\$155,012	\$0	\$0	\$0	\$155,012	\$0	\$0	\$0
•	Chestnut Grove unit 17 renovations and upgrades	CHESTNUT GROVE CONDOMINIUMS 705-7A	\$306,553	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Annual Plan

Capital Improvement Plan (CIP)

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

Cap Hub Project	Project Name	DHCD Special Award		Special DHCD Awards				Other	Funding	
Number		Comment	Emergency Reserve	Compliance Reserve	Sustain- ability	Special Awards	CDBG	СРА	Operating Reserve	Other Funds
211107	Total Reno & Site Upgrades 705-4B OR VUA	vacant unit repairs	\$0	\$0	\$0	\$162,587	\$0	\$0	\$180,873	\$0
211109	ARPA Targeted Award: Multi site F.A. Upgrades	ARPA Formula Funding	\$0	\$0	\$0	\$923,950	\$0	\$0	\$0	\$0
211110	ARPA FF: Kitchen modernization 689-3 304	ARPA Formula Funding	\$0	\$0	\$0	\$42,609	\$0	\$0	\$0	\$0
211111	ARPA FF: ADA Bathroom upgrades 689-3 CR \$48k	ARPA Formula Funding	\$0	\$48,000	\$0	\$62,000	\$0	\$0	\$0	\$0
211112	ARPA FF: Flooring replacement - upgrade 689-3	ARPA Formula Funding	\$0	\$0	\$0	\$18,344	\$0	\$0	\$0	\$0
211115	Front door & exterior repairs & painting 689-2	lead and asbestos abatement	\$0	\$94,000	\$0	\$0	\$0	\$0	\$0	\$0
211116	Vacant Unit 205 reno & upgrades 4 turnover 689-3	unit rehab	\$0	\$0	\$0	\$239,798	\$0	\$0	\$0	\$0
211117	Parking lot reconstruction, drainage 689-3	211117 - Parking lot reconstruction, drainage 689-3	\$0	\$288,953	\$0	\$0	\$0	\$0	\$0	\$0
211119	20 Carter Street VUA with mold 705-4A	Vacant unit turnover and mold removal, unit 4A (20 Carter St)	\$0	\$0	\$0	\$130,258	\$0	\$0	\$0	\$0

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Capital Improvement Plan (CIP)

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

Cap Hub	Project Name	DHCD Special		Special DHCD Awards				Other	Funding	
Project Number		Award Comment	Emergency Reserve	Compliance Reserve	Sustain- ability	Special Awards	CDBG	СРА	Operating Reserve	Other Funds
211123	Village Falls window & sliding door rplmt 705-7 City funds?		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$439,756
•	Replace Kitchen and Bath Components- VUT-SPL Prog Request		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$204,188
•	Unit renovations and upgrades K & B first floor unit		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$287,521
•	91 Christina St Renovations VUT-SPL Prog Request		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$380,549
•	237 Watertown Street A-F replace porch / deck all units - VUT-SPL Prog		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$390,801
•	Chestnut Grove unit 17 renovations and upgrades		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$306,553

Annual Plan Capital Improvement Plan

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.

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

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

Projected spending on projects currently in bidding or construction exceeds Cap Share in the 1st year due to active FISH/CapHub projects.

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.

Newton Housing Authority has requested \$155,012.00 in DHCD Emergency Reserve funding for project #211-705-6D-001-25-1367, 8 Rebecca Road Renovations - DHCD ER Request. Reason: Building is in critical condition all carpeting/flooring throughout the unit. Renovate bathrooms to upgrade and replace worn bath plumbing fixtures and equipment. Upgrade HVAC and hot water system.

Newton Housing Authority has requested \$157,709.00 in DHCD Compliance Reserve funding for project #211-689-02-0-25-1421, Reasonable Accommodation Bathroom Renovations - Walnut DMH. Reason: Reasonable Accommodation Bathroom Renovations - There are 6 bathrooms that need to be upgraded to ADA Compliance

3. Overall goals of the Housing Authority's CIP

NHA goals is to perform comprehensive renovations at several sites to restore the units back online including making upgrades to accessibility at sites and in units when possible. this includes converting bathrooms that are currently not accessible for all user to

Annual Plan

Capital Improvement Plan

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:

This current CIP includes multiple critical repairs that need to be done at several additional sites that have previously been delayed as to priority of work needing to be done. Window replacements at Village Falls, entry decking and doors at Nonantum Village (705-5E), bathroom repairs at Walnut St (689-02) and vacant unit at 91 Christina St(705-4G) and a deteriorating condition at Rebecca Road(705-6D) have all risen to a level of critical. Site and unit accessibility continues to be a top priority and concern of NHA to ensure the health and safety of our residents.

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 05/30/2025.

7. Capital Planning System (CPS) updates

Our CPS facility data has been updated with current condition information, including changes resulting from projects completed in the past year, as of 04/21/2025.

8. Project priorities

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

9. High priority deficiencies

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

10. Accessibility

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

11. Special needs development

Newton 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 11/22/2024.

Annual Plan Capital Improvement Plan

12. Energy and water consumption

Our 12 most recent monthly energy reports are for months 6/2024 to 5/2025.

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

	Electric PUM > Threshold	Gas PUM > Threshold	Oil PUM > Threshold	Water PUM > Threshold
Threshold PUM:	\$100	\$80	\$50	\$60
	667-1A			705-06
				705-4G
				705-6D
				705-4F
				705-5B
				705-4C
				705-4B
				705-6E
				705-05
				705-01
				667-1A
				705-4E

Installation of energy efficient windows, low flow plumbing fixtures through renovations and upgrading kitchens, bathrooms and heating and hot water systems will reduce consumption of both water and electricity and associated energy sources.

13. Energy or water saving initiatives

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

Annual Plan Capital Improvement Plan

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.)

10% c. 667 (DHCD Goal 2%)

0% c. 200 (DHCD Goal 2%)

5% c. 705 (DHCD Goal 2%)

Newton Housing Authority will address the excess vacancies in the following manner:

The NHA's CIP includes projects required to turn over units in poor condition, which will improve vacancy rates in our Ch. 705 program.

15. Other comments

This CIP involves many repairs, renovations and upgrades that are much needed. Further, accessibility and the health and safety of our tenants is very important to the Authority. Upgrades through renovations aim to improve energy efficiency that will reduce the overall operating costs of the Authority, in turn reducing future costs overall.

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.
- Normal Maintenance Response System How to contact the maintenance staff for a nonemergency request.
- d. **Work Order Management** Description of the housing authority's system for managing work orders (tasks and requests).
- e. **Maintenance Plan Narrative & Policy Statement** Self-assessment, basic information, and goals for the coming year, along with a description of the housing authority's maintenance program.
- f. **Preventive Maintenance Schedule** A listing and schedule of tasks designed to keep systems and equipment operating properly, to extend the life these systems and equipment, and to avoid unexpected breakdowns.
- g. **Routine Maintenance Schedule** A listing and schedule of ordinary maintenance tasks such as mopping, mowing, raking, and trash collection required to keep the facilities in good condition.
- h. **Unit Inspections** Scheduling of annual unit inspections.

Classification and Prioritization of Maintenance Tasks

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

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

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES		
Call Answering Service	617-964-8082	24/7		
Call LHA at Phone Number	617-552-5501	9:00am-5:00pm Monday-Friday		
Other				

See attached Preventative Maintenance Plan for more details.

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

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

Normal Maintenance Request Process

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service	617-964-8082	24/7
Call Housing Authority Office	617-552-5501	9:00am-5:00pm Monday-Friday
Submit Online at Website		
Email to Following Email		
Other		

Work Order Management

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

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

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

Maintenance Plan Narrative

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

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

The NHA works consistently to address maintenance needs at our properties in a timely manner. We have received positive feedback from staff and residents and endeavor to improve vacancy turnaround time. We will continue to address resident and stakeholder concerns as they arise.

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

The NHA has now hired two full time custodian positions who focus on common area cleaning, allowing our other maintenance technicians to focus on work orders, preventative maintenance, and unit turnovers.

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

The NHA continue to provide timely and responsive maintenance services and endeavor to improve communications with residents.

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	Extraordinary Maintenance
	Budget	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	5
Average time from date vacated to make unit "Maintenance Ready"	0 days
Average time from date vacated to lease up of unit	148 days

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

Attachments

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

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

<u>Deferred Maintenance Schedule</u> - a table of maintenance items which have been deferred due to lack of resources.

Newton Housing Authority Annual/Preventative Maintenance Plan

January:

Check heating circulator pumps, check boilers and perform maintenance as required Elevator service

Clean dryer vents at Centenary Village, New Hyde, Echo Ridge

February:

Check heating circulation pumps, check boilers and perform maintenance as required Elevator service

March:

Check heating circulation pumps, check boilers and perform maintenance as required Service NHA trucks/vehicles

Service landscaping equipment

Elevator service

Adjust timers for daylight savings time

Inspect and repair site fencing

April:

Check heating circulation pumps, check boilers and perform maintenance as required Landscaping/grounds spring clean up

Elevator service

Valient Oil service at LaGrange/Bryon Rd.

May:

Check heating circulation pumps, check boilers and perform maintenance as required Replace and clean mini split filters and replace cold air return filters in all state properties Cut grass bi-monthly

Elevator service

Weekly dumpster deodorizing

Check roofs and siding

Emergency generator maintenance

Parking lot and sidewalk crack and pothole repair

Sprinkler system inspection- Newton Fire Department

June:

Check heating circulation pumps, check boilers and perform maintenance as required Cut grass bi-monthly

Prune and trim shrubs at Beaconwood, New Hyde, Centenary, St. Jean's, Echo Ridge Elevator service

Weekly dumpster deodorizing

June 15th- summer boiler shut down

July:

Weekly dumpster deodorizing

Replace flags as needed

Cut grass bi-monthly

Clean dryer vents at Centenary Village, New Hyde, Echo Ridge

Elevator service

August:

Weekly dumpster deodorizing

Cut grass bi-monthly

Check electrical panels

Purchase ice melt

Elevator service

September:

Check heating circulation pumps, check boilers and perform maintenance as required

Weekly dumpster deodorizing

September 15th- winter boiler tune up

Cut grass bi-monthly

Fall clean-up/leaf removal

Elevator service

October:

Check heating circulation pumps, check boilers and perform maintenance as required Valient Oil service at LaGrange/Bryon Rd.

Elevator Service

Keene Fire and Safety fire extinguisher inspection and recertification

Emergency generator maintenance

Parking lot and sidewalk crack and pothole repair

Replace and clean mini split filters and replace cold air return filters in all state properties

Service all snowblowers and plows

Service NHA trucks/vehicles

Purchase snow shovels as needed

Elevator service

November:

Check heating circulation pumps, check boilers and perform maintenance as required

Clean gutters

Check roofs and siding

Adjust timers for daylight savings time

Elevator service

December:

Check heating circulation pumps, check boilers and perform maintenance as required

Inventory tools, equipment, refrigerators and stoves in storage Elevator service

	1		State-Aided Housing Deferred Maintenance Plan		
Date Added	Item	Location	Reason Deferred	Work Order #	
			Recommendation of generator contractor,		
			to fix insulation of muffler would require		
			replacement of all insulation/muffler. Not		
	Generator maintenance	82 Lincoln St.	necessary at current time.	28334	
	Unit turnover	225 Tremont St.	Complete rehab- FISH 211107	38411	
3/25/2022	Kitchen floor replacement	163 Jackson Road #2	Kitchen needs flooring replaced- capital impro	38608	
			Broken window in the bedroom - vendor		
1/25/2023	Window repair	305 Winchester St. Unit F	delay	41019	
			Bedroom outlet missing outlet cover- unable		
			to access outlet due to tenant's items		
			blocking - return when tenant relocates		
1/27/2023	Outlet cover replacement	80A Thurston Rd.	items	41196	
			Scrape and paint living room, kitchen, and		
			bedroom ceiling, re-caulk bathroom tub-		
			tenant refusing maintenance access and		
	Inspection Repairs	78B Thurston Road	trying to schedule - sending lease violation	41195	
4/12/2023	Inspection Repairs	82 Lincoln St. #307	Ceiling hole, tub repair	41489	
5/2/2023	Bathroom Rehab	1175 Chestnut St. #30	Bathroom renovation - capital improvement	41645	
			Walls, ceilings, doors, light fixtures- heavy		
	Inspection Repairs	23 Wilson Circle	damage, no staff capacity	41583	
6/1/2023	Kitchen floor replacement	82 Lincoln St. #302	Kitchen needs flooring replaced- capital impro	FISH # 211112	
			Garage door opener not working - delay in		
6/6/2023	Garage door issue	1175 Chestnut St. #30	materials	41840	
			Need to patch holes, carpeting, blinds,		
6/7/2023	Unit turnover	47 Colella Rd.	water heater, new appliances, doors	47992	
			Kitchen countertops need replacing - capital		
7/21/2022	Countarton ranksament	1175 Chestnut St. #30	, , , , , , , , , , , , , , , , , , , ,	42331	
	Countertop replacement		improvement		
1/1/2024	Kitchen floor replacement	82 Lincoln ST. #203	Kitchen needs flooring replaced- capital impro	FISH # 211112	
			Tenant requested ceiling repainting and tub		
			recaulking, but was unwilling to allow		
			maintenance back into the unit following the		
			initial inspection. Tenant is also pursuing a		
2/21/2024	Inspection Repairs	51 Pettee St. #35	unit transfer for medical reasons.	44280	
3/21/2024	Inspection Repairs	31 Pettee 3t. #35	Broken window crank- vendor delay. Federal		
			glass not responding, need new vendor-		
9/15/2024	Mindow ropair	173 Oak Street #204	Atlas Glass	45561	
8/15/2024	Window repair	173 Oak Street #204	Needs new paint, flooring, bathroom floor	45501	
1/14/2025	l lait tura augus	224 Control #2	•	47070	
1/14/2025	Unit turnover	234 Central #3	and vanity	47979	
2/3/2025	Garage door spring	18 Alden Place	Need garage door company to repair spring-	47017	
2/4/2025	Unit turnover	305 F Winchester St.	Painting and turnover work	47105	
2/25/2025	Tenant Walkthrough	449 Lowell Ave. #15	Blinds need to be special ordered	47300	
· · · ·			Major tenant damage, put on hold for		
3/11/2025	Unit turnover	91 Christina St	possible redevelopment	47983	
	Unit turnover	1175 Chestnut St. #17	Needs new kitchen, flooring, paint, blinds	47984	
	Preventative- Sprinkler inspec		Christine coordinating inspection with NFD	47906	

Toward Commission Date	Actual Computation Date	Dudget if her
Target Completion Date	Actual Completion Date	Budget if known
2029		\$55,000
1/23/2024		
Sep-22	Nov-22	
Mar-23	10/12/2023	
23-Mar	3/22/2023	
	5, ==, = 5=	
22 Apr		
23-Apr 2025		
2023		
Jun-23	6/21/2023	
	44 /40 /2024	
May-24 Aug-24	11/19/2024	9171.5
Aug-24		3171.3
Jul-23	7/1/2023	
12/31/2023	1/8/2024	
12/31/2023	1/8/2024	
Sep-23	11/8/2023	
Aug-24	11,0,1010	9171.5
Dec-25		
Dec-24		
DCC 24		
6/1/2025		
4/1/2025	5/2/2025	
3/15/2025	3/14/2025	
5/30/2025		
Dec-25		
7/1/2025 6/1/2025		
0, 1, 2023		<u> </u>

not needed currently

Annual Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 12/31/2025. It also shows the approved budget for the current year (2026) if there is one, and the percent change from last year's spending to this year's approved budget. The final column shows the current approved amount for each account divided by the number of housing units and by 12 months to show the amount per unit per month (PUM). The chart does not show a draft budget for the coming fiscal year as that will typically be developed in the final month of the fiscal year.

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

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

LHA Comments

We are are awaiting for approval from the board and then we will submit the budget to EOHLC for approval.

Operating Reserve

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

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

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

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned								
	by NEWTON HOUSING AUTHORITY							
REVENU	REVENUE							
Account	2025 Actual 2026 % Change Dollars Approved Account Revenue Received Revenue Actual to Per Unit per							
Number	Account Class	Budget		Budget	2026 Budget	Month		

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by NEWTON HOUSING AUTHORITY							
		DY NEW TON HOL	JSING AUTHORIT	Υ			
EXPENSE	EXPENSES						
		2025 Approved	2025 Actual Amounts	2026 Approved	% Change from 2025	2026 Dollars Budgeted	
Account		Revenue	Received	Revenue	Actual to	Per Unit per	
Number	Account Class	Budget		Budget	2026 Budget	Month	

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by NEWTON HOUSING AUTHORITY								
	Dy	Y INEW TON HOU	SING AUTHURIT	ſ				
EXPENSES								
Account	2025 2025 Actual 2026 % Change Dollars Approved Amounts Approved From 2025 Budgeted Revenue Received Revenue Actual to Per Unit per							
Number	Account Class	Budget		Budget	2026 Budget	Month		

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned								
	by NEWTON HOUSING AUTHORITY							
SUMMA	SUMMARY							
Account		2025 Approved Revenue	2025 Actual Amounts Received	2026 Approved Revenue	% Change from 2025 Actual to	2026 Dollars Budgeted Per Unit per		
Number	Account Class	Budget		Budget	2026 Budget	Month		

Explanation of Budget Accounts

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

<u>3110</u>: 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 repayment 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.

<u>3115: Shelter Rent - Section 8</u>: 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.

<u>3190: Non-Dwelling Rental:</u> 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.

<u>3400: Administrative Fee- MRVP/AHVP</u>: 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.

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

<u>3611:</u> 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.

<u>3690: Other Operating Revenues</u>: 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..

<u>3691: Other Revenue – Retained</u>: This account should be credited with certain miscellaneous revenue to be <u>retained</u> 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.

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

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

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

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

<u>3920: Gain/Loss from Sale or Disposition of Property (Capitalized or Non-Capitalized):</u> 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.

<u>4120:</u> 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.).

<u>4130:</u> 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.

<u>4150: Travel and Related Expense:</u> 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.

<u>4170:</u> 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.

<u>4171: Audit Costs:</u> 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.

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

<u>4190</u>: 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.

<u>4310: Water:</u> 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.

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

<u>4340</u>: 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.

<u>4360: Net Meter Utility Debit/Energy Conservation:</u> 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.

<u>4410: Maintenance Labor:</u> 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.

<u>4420: Materials & Supplies</u>: 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.

<u>4430: Contract Costs:</u> 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.

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

4520: Payments in Lieu of Taxes:

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

<u>4540: Employee Benefits</u>: 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.

<u>4542</u>: 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.

<u>4570:</u> 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.

<u>4571: Collection Loss – Fraud/Retroactive:</u> 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.

<u>4580</u>: 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.

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

<u>4610</u>: 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.

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

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

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

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

<u>7520:</u> 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.

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

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

Narrative Responses to the Performance Management Review (PMR) Findings

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

Category: Management

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

Rating: No Findings

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

Rating: Corrective Action

Reason: The NHA is committed to working with tenants on resolving non-payment issues and preventing evictions. The NHA administrative staff work closely with the Resident Services Department to connect residents to financial resources, including RAFT, receipt of which can significant time.

Response: The NHA will continue to adhere to our rent collection policies and procedures, including sending notices and reminder letters, tenant conferences, and notices to quit. We communicate proactively with residents regarding collection issues and patterns and make referrals to our Resident Services Department often. We prioritize entering into written effective and feasible rent repayment agreements and ensure they are followed. We set reasonable thresholds for legal action and use small claims court when necessary. We review aged receivables regularly and evaluate collectivity.

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

Rating: Operational Guidance

Criterion: Completion of mandatory online board member training

Rating: Corrective Action

Reason: A Member of the Board of Commissioners was unable to complete the training due to physical limitations and medical issues.

Response: The NHA will work closely with the Board Member to complete the required trainings in a timely manner.

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: Corrective Action

Reason: The NHA's PMR scoring for this category was affected by the cascade effect of late operating statement submission due to technical issues with the HAFIS system. The NHA is aware that this cascade scoring mechanism has since been changed. Without the impact of this scoring mechanism, the NHA would have had no findings for this category.

Response: N/A

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

Rating: Corrective Action

Reason: This category was also impacted by the cascade effect of late operating statement submission due to technical issues with the HAFIS system. Without the impact of this scoring mechanism, the NHA would have received operational guidance. The NHA's operating reserves are impacted by a lack

of sufficient funding to operate a unique, scattered site program during a period of rising costs, including significant cost increases affecting unit turnover.

Response: The NHA will continue to pursue all available sources of funding, including vacancy awards, to address rising costs and aims to be above the threshold within the fiscal year.

Category: Capital Spending

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

Rating: No Findings

Category: CHAMP

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

Rating: No Findings

Criterion: Vacancies are recorded correctly and occupied using CHAMP

Rating: Operational Guidance

Criterion: Fair Housing Policies Uploaded

Rating: No Findings

Category: Facility Management - Inspection Standards and Practices

Criterion: 100% of units inspected during FYE under review

Rating: Corrective Action

Reason: The NHA experienced leadership and staff turnover in 2024, which impacted a small number of scheduled inspections.

Response: The NHA is fully staffed and has scheduled all required inspections this year. We are also in the process of transitioning to a new software and work order system, which will further improve oversight of inspections and inspection work orders.

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

Rating: Corrective Action

Reason: The NHA experienced leadership and staff turnover in 2024, which impacted a small number of scheduled inspections.

Response: The NHA is fully staffed and has scheduled all required inspections this year. We are also in the process of transitioning to a new software and work order system, which will further improve oversight of inspections and inspection work orders.

Criterion: Unit inspection reports accurately reflect necessary repairs

Rating: Corrective Action

Reason: The NHA experienced leadership and staff turnover in 2024, which impacted a small number of scheduled inspections.

Response: The NHA is fully staffed and has scheduled all required inspections this year. We are also in the process of transitioning to a new software and work order system, which will further improve oversight of inspections and inspection work orders.

Category: Facility Management - Vacancy Turnover Standards and Practices

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

Rating: No Findings

Criterion: Vacancy turnover work orders accurately reflect necessary repairs

Rating: No Findings

Category: Facility Management - Preventive Maintenance Standards and Practices

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

Rating: No Findings

Category: Facility Management - Work Order Types and Systems

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

Rating: No Findings

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

Rating: No Findings

Additional comments regarding the PMR:

Explanation of PMR Criteria Ratings

CRITERION	DESCRIPTION
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)
	"No Findings": Occupancy Rate is at or above 98%
	Operational Guidance: Occupancy rate is at 95% up to 97.9%
	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) • "No Findings": At or below 2% • "Operational Guidance": More than 2%, but less than 5% • "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. • "No Findings": At least 11 of the required 12 reports were submitted and at least 9 were submitted on time. • "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. • "No Findings": 80% or more completed training
	 "Operational Guidance": 60-79.9% completed training "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. • No Findings: LHAs completed the required number of trainings Corrective Action: LHAs have not completed any trainings
Annual Plan (AP) Submitted	Housing authorities are required to submit an annual plan every year. • "No Findings" =Submitted on time • "Operational Guidance" =Up to 45 days late • "Corrective Action" =More than 45 days late

CRITERION	DESCRIPTION		
СНАМР			
Paper applications	 Paper applications are available, received and entered into CHAMP 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 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 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	 No Findings: All vacancies during the fiscal year are recorded in EOHLC's Housing Applications Vacancy System within 30 days; And the housed Applicant ID and Pull List ID match between EOHLC's Housing Applications Vacancy System and CHAMP for unit occupied during the fiscal year, excluding administrative transfers; And 25% or less of occupied units have data entry errors Operational Guidance: All vacancies during the fiscal year are recorded in EOHLC's Housing Applications Vacancy System, all vacancies are not recorded within 30 days; Or the Housed Applicant ID and Pull List ID match between EOHLC's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers; And greater than 25% of occupied units have data entry errors Corrective Action: All vacancies during the fiscal year are not recorded in EOHLC's Housing Applications Vacancy System; Or the Housed Applicant ID and Pull List ID do not match (or data is missing) between EOHLC's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers 		

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.		
	 Underspending Rating: "No Findings": 0 to 9.9% "Operational Guidance": 10 to 14.9% "Corrective Action": 15% or higher 		
	Overspending Rating: • "No Findings": 0 to -4.9%		
	"Operational Guidance": -5% to -9.9%		
	"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.		
	 "No Findings": 35%+ of maximum operating reserve "Operational Guidance": 20% to 34.9% of maximum operating reserve "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 "No Findings" = at least 80% "Operational Guidance" = At least 50% "Corrective Action" = Less than 50%		
Health & Safety			
Health & safety	EOHLC has observed conditions at the LHA's developments and reported health		
violations	and safety violations. The LHA has certified the number of corrected violations in each category.		

CRITERION	DESCRIPTION		
Facility Management – I	nspection Standards and Practices		
100% Unit Inspections	All units inspected at LHA during FY under review		
	No Findings: 100% of units inspected		
	Corrective Action: Less than 100% of units inspected		
LHA Inspections	Unit inspection reports create, track, and report work orders for inspection		
Reports/Work Orders	 Prepairs, and inspection WOs completed within 30 days or add to DM/CIP 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 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 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) 		
A	Light in an action was auto account by and act account was a single		
Accuracy of LHA Inspections	 Unit inspection reports accurately reflect necessary repairs No Findings: c.667 unit has less than 2 EHS deficiencies and c.200/705 unit has less than 3 EHS deficiencies 		
	 Operational Guidance: c.667 unit has 2 EHS deficiencies or c.200/705 has 3 EHS deficiencies 		
	• 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 – F	Preventative Maintenance Standards and Practices		
LHA Preventative	LHA preventative maintenance schedule accurately reflects all necessary work		
Maintenance Schedule	to maximize the life of LHA components		
Accuracy and	No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less		
Implementation of	than 3 EHS deficiencies		
Preventative Schedules	 Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies 		
	 Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies 		

CRITERION	DESCRIPTION		
Facility Management – \	 Work orders created for every vacancy and completed within 30 days (or waiver requested) 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 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 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 		
Accuracy and Standard of Vacancy Turnovers	 approved waiver Vacancy turnover work orders accurately reflect necessary repairs No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies 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 S			
Emergency Work Orders	 All emergency work orders are created, tracked, reported and completed within 48 hours No Findings: All emergency work orders under review are created, tracked, reported and completed within 48 hours 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 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 		
CRITERION	DESCRIPTION		
Requested Work Orders	 All requested work orders are created, tracked, reported and completed within 14 days or added to DM/CIP 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 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 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 NEWTON HOUSING AUTHORITY:

Policy	Last Ratified by Board Vote	Notes
*Capitalization Policy	6/10/2016	
*Fair Housing Marketing Plan	12/9/2022	
*Grievance Policy	3/10/2000	
*Language Access Plan	12/9/2022	
*Personnel Policy	6/11/2019	
*Procurement Policy	7/6/2016	
*Reasonable Accommodations Policy	12/9/2022	
*Rent Collection Policy	9/11/2009	
Criminal Offender Records Information (CORI) Policy	6/8/2012	
Parking	3/9/2001	
Pet Policy	1/12/2018	

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

Waivers

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

Description	Reason	Date Approved by EOHLC	Date Expired
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^{*}The list of waivers has been provided by the LHA and has not been verified by EOHLC.

Glossary

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

AHVP: Alternative Housing Voucher Program

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

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

ANUEL: Allowable Non-Utility Expense Level

AP: Annual Plan

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

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

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

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

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Attachments

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

- •. Performance Management Review
- •. Cover sheet for tenant satisfaction surveys
- •. Public Comments 2025 Annual Plan CIP

To: EOHLC

From: Christine Long, MCPPO, Newton Housing Authority

Date: September 29, 2025

Re: LTO/RAB

Please be advised that Newton Housing Authority currently does not have an LTO or RAB and therefore has no submission at this time for this item.

To: EOHLC

Date: September 29, 2025

From: Christine Long, Capital Improvements, Newton Housing Authority

Re: SUMMARY OF PUBLIC HEARING COMMENTS – AUGUST 18, 2025

On August 18, 2025, Newton Housing Authority held its public hearing regarding the 2025 Capital Improvement Plan to solicit questions, comments and other input from residents and all other individuals interested in providing questions, comments or requests to address capital needs that may not be included in the plan as presented.

Residents from Chestnuts Street Condominiums, Beaconwood Development and New Hyde Development attended the meeting and provided several comments on the current plan being submitted. Their comments are as follows:

Regarding Chestnut Street condominiums, the residents were interested in details of improvements to unit 17 and a possible timeline that the renovations would be taking place. The response was to let the tenant know that renovations would take place on the unit that involve a complete update on interior components, i.e., flooring, kitchen, bathroom, and associated repairs needed to the unit as listed in the plan. The tenant requested that the Authority look at needed repairs to other units within the condominium association owned by the Authority to make some needed repairs. The response regarding these questions was that the Authority would follow up with the maintenance department to immediately address needed repairs.

A question from a resident of Beaconwood inquired was asked regarding some possible needed repairs to units. The repairs questioned were issues of maintenance and thereby referred to the maintenance department for follow-

up. No further questions were submitted by the public to the Authority regarding Beaconwood Development.

Regarding plans for the reconstruction and redevelopment of the New Hyde Development front lobby and parking lot, comments are as follows: A lengthy conversation ensued expressing staunch support for the project. Discussion included specific details and the intent of the redevelopment and reconstruction of the front entry of New Hyde to address safety, accessibility and outdated components needing replacement, i.e. door systems and ADA deficiencies to the building. The tenants in attendance expressed full support for the project and its goal of improvements planned to provide complete and safe ADA accessibility for the tenants and other users of New Hyde. A detailed explanation of how improvements plan to address vehicular-pedestrian conflicts that currently exist within the entry of the building and the need for these deficiencies to be addressed by plans as soon as possible. Further, it was explained that the front entry would undergo complete renovations that would move the entry system to the west side of the building while increasing the space for users of the building and those that need to be in a waiting area for appointments and other business being conducted by the Authority - thus creating an inviting and accessible entry for tenants and other users of the building thereby removing existing vehicular-pedestrian conflicts. Lastly, the plan includes replacement of the current mailboxes with a CBU mailbox system that meets current USPS standards. CBU systems provide increased security and locked package storage compartments that the current system does not provide. The timeline provided was that the project is in the planning stages and will be forthcoming once EOHLC assigns an architect to the project who will then draw up the construction plans. The project originally was a site project but after review by the Authority staff, the Authority requested that EOHLC change the project to include building components to address all current safety and ADA deficiencies existing at the site.

Finally, some tenants responded by telephone regarding the notice they received with questions as to whether their attendance was mandatory. The

response to these inquiries was to let them know that attendance was not mandatory but recommended in the event there were repairs or renovations needed to units that they occupy. I provided an explanation that public comments by an member of the public may be submitted at the annual meeting in person, by phone, USPS mail, or email. I did not receive any other public comments as the sponsor of the meeting other than what I have detailed in this submission.

The following attachment if the notice provided to all State tenants notifying them of the meeting regarding the 2025 Annual Capital Improvement Plan.

NEWTON HOUSING AUTHORITY 82 LINCOLN STREET NEWTON HIGHLANDS, MA 02461 (617) 552-5501

TENANT NOTICE

то: All State Tenants

FROM: CHRISTINE LONG, CAPITAL IMPROVEMENT COORDINATOR

DATE: August 18, 2025

Subject: MEETING REGARDING THE 2025 CAPITAL IMPROVEMENT PLAN

When: Thursday, August 28, 2025 @ 10:00 AM

Dear Resident:

NHA is holding the Annual Capital Plan Meeting on **Thursday, August 28, 2025 @ 10:00 AM** in the New Hyde Community Room. The meeting is also available to attend virtually through the following link:

Microsoft Teams Need help?

Join the meeting now

Meeting ID: 269 377 085 748 0

Passcode: QC7Bw3JQ

Please join us to discuss the 2025 capital plan as your input is important to ensure that your concerns are being heard and addressed regarding capital improvements.

Please feel free to contact me with any questions you may have at 617-485-7050.

Thank You!

Кому: Всем арендаторам государственного жилья От: Кристин Лонг, координатор по капитальным улучшениям Дата: 18 августа 2025 г. Тема: Собрание по плану капитальных улучшений на 2025 год Когда: Четверг, 28 августа 2025 г., в 10:00 утра

Уважаемый(ая) житель(ница),

Управление жилищного фонда Ньютона (NHA) проводит ежегодное собрание по капитальному плану в четверг, 28 августа 2025 года, в 10:00 утра в общественной комнате New Hyde. Также вы можете присоединиться к встрече онлайн по следующей ссылке:

Ø Microsoft Teams ₱ Присоединиться к встрече □ ID встречи: 269 377 085 748 0
 Р Код доступа: QC7Bw3JQ

Пожалуйста, присоединяйтесь к нам для обсуждения капитального плана на 2025 год. Ваше мнение важно, чтобы ваши вопросы были услышаны и учтены.

Если у вас есть вопросы, не стесняйтесь обращаться ко мне по телефону: 617-485-7050.

Спасибо!

收件人: 所有州立住房租户 发件人: 资本改善协调员 克里斯汀·朗 日期: 2025年8月18日 主题: 关于2025年资本改善计划的会议 时间: 2025年8月28日(星期四)上午10:00 尊敬的住户:

NHA将于2025年8月28日(星期四)上午10:00在New Hyde社区活动室举行年度资本计划会议。您也可以通过以下链接在线参加会议:

请加入我们,共同讨论2025年的资本改善计划。您的意见对确保您的关切得到倾听和解决至关重要。

如有任何问题,请随时拨打617-485-7050与我联系。

谢谢!

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.

NEWTON HOUSING AUTHORITY

Performance Management Review (PMR) Report

Fiscal Year End 12/31/2024

*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	NEWTON HOUSING AUTHORITY
Fiscal Year Ending	Dec 2024
Housing Management Specialist	Robert Pelletier
Facilities Management Specialist	Wilzor Exantus

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

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) Staff Certification & Training Rating		
LHA Name NEWTON HOUSING AUTHORITY		
FYE	Dec 2024	
HMS Name	Robert Pelletier	
FMS Name	Wilzor Exantus	

Criteria	Rating
Staff Certification and Training	No Findings

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)			
CFA Submission			
LHA Name NEWTON HOUSING AUTHORITY			
FYE	Dec 2024		
HMS Name	Robert Pelletier		
FMS Name Wilzor Exantus			

CFA Submission

Rating: No Findings

Recommendations: 1. No Recommendations

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) PMR Desk Audit Recommendations Report		
LHA Name	NEWTON HOUSING AUTHORITY	
FYE	Dec 2024	
HMS Name	Robert Pelletier	
FMS Name	Wilzor Exantus	

Occupancy

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

1. No Recommendations

Tenant Accounts Receivable (TAR)

Rating All: Corrective Action Rating 667: Corrective Action Rating 705: Corrective Action Rating 200: Not Applicable

1. We cannot evaluate the criteria for TAR because the fiscal year-end report was not submitted to EOHLC. Please see Public Housing Notice 2018-08 for due dates.

Board Member Training

Rating: Corrective Action

- 1. Ensure you update the board attendance application with the most recent board members, and their term dates.
- 2. Ensure each board member has a unique email for the board member training.
- 3. Provide computer guidance as needed to help board members complete the training.

Certifications and Reporting Submissions

Rating: Operational Guidance

- 1. Submit all four quarterly vacancy certifications by the end of the month following the quarter end.
- 2. Submit all four quarters of Tenants Accounts Receivables (TAR) application within 60 days of quarter end.
- 3. Submit all four quarterly operating statements within 60 days of the quarter end.
- 4. Schedule board meetings well in advance. Consider scheduling a backup date to ensure you are able to have your board vote/approval in time to meet reporting deadlines.
- 5. Set a recurring appointment in your email calendar for help remembering reporting dates and deadlines.

Annual Plan Submission

Rating: No Findings

1. No Recommendations

Adjusted Net Income/Revenue

Rating: Corrective Action

Revenue

1. No Recommendations

Expense

Salaries

1. No Recommendations

Legal

1. No Recommendations

Utilities

1. No Recommendations

Maintenance

1. No Recommendations

Other

1. We cannot evaluate the criteria for ANI because the fiscal year-end operating statement was not submitted to EOHLC. Please see Public Housing Notice 2018-08 for due dates.

Operating Reserve

Rating: Corrective Action

1. We cannot evaluate the criteria for the Operating Reserve because the fiscal year-end operating statement was not submitted to EOHLC. Please see Public Housing Notice 2018-08 for due dates.

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)		
CHAMP Close Out Report		
LHA Name	NEWTON HOUSING AUTHORITY	
FYE	Dec 2024	
HMS Name	Robert Pelletier	
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: Operational Guidance

Recommendations: 1. Ensure that all vacancies are recorded in the EOHLC Housing Apps Vacancy Reporting

System within 30 days of the vacancy date.

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).

2. Ensure that all unit offer data is correctly entered into the EOHLC Housing Apps Vacancy Reporting System (Including Application ID, List Pull ID, Applicant Priority/Preference, and

Lease Start date)

CHAMP Criteria 3a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3c

Rating: No Findings

Recommendations: 1. No Recommendations

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) PMR Physical Condition Report

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

LHA Name	NEWTON HOUSING AUTHORITY
FYE	Dec 2024
HMS Name	Robert Pelletier
FMS Name	Wilzor Exantus

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

Rating: Corrective Action

- Recommendations: 1. Ensure that Units are Inspected per EOHLC guidance
 - 2. Ensure Inspection Reports are created for each Unit Inspection
 - 3. NHA should conduct annual inspections of all units, produce W/Os labeled "Inspection," and complete work within 30 days.

NHA should consider spreading out inspections far enough apart to be able to complete all work orders within 30 days. If an inspection work order cannot be completed within 30 days because of back-ordered parts or some other valid reason, then that work order should be moved to your deferred list.

4. For unit inspection, every inspectable item must be checked as pass or fail, with the inspection date, even if no deficiencies are found. The unit's fire alarm system, smoke detector, and CO detector, being inspected annually, need to be checked off on the inspection list. Omitting this will result in failure to pass future PMRs.

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

Rating: Corrective Action

- Recommendations: 1. Ensure that Units are Inspected per EOHLC guidance
 - 2. Ensure Inspection Reports are created for each Unit Inspection
 - 3. NHA should conduct annual inspections of all units, produce W/Os labeled "Inspection," and complete work within 30 days.

NHA should consider spreading out inspections far enough apart to be able to complete all work orders within 30 days. If an inspection work order cannot be completed within 30 days because of back-ordered parts or some other valid reason, then that work order should be moved to your deferred list.

4. For unit inspection, every inspectable item must be checked as pass or fail, with the inspection date, even if no deficiencies are found. The unit's fire alarm system, smoke detector, and CO detector, being inspected annually, need to be checked off on the inspection list. Omitting this will result in failure to pass future PMRs.

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: Corrective Action

Recommendations: 1. Ensure that work orders are created, tracked, and completed for all Health and Safety deficiencies

- 2. Ensure that all Notices of Lease Violation are issued for all tenant related deficiencies identified during unit inspection
- 3. Ensure that all Lease Violations are resolved per EOHLC guidance

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. No Recommendations

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

Rating: No Findings

Recommendations: 1. Designate one person with the responsibility of reviewing/updating the Preventive Maintenance Program on a regular basis, as well as in real-time as new equipment is purchased 2. Create a Preventive Maintenance Program/Plan that helps in the upkeep of all buildings and equipment. Work orders should be created and closed for all items on Preventive Maintenance Plan; Consult the Property Maintenance Guide (Pages I-23 to I-32) and Public Housing Notices 2016 - 18 "Preventive Maintenance Reminders" for how to develop a Preventive Maintenance Program See Handout B

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

Rating: No Findings

- Recommendations: 1. Ensure that all Emergency Work Orders are created, tracked, and reported per EOHLC guidance
 - 2. Ensure that all Emergency Work Orders are completed within 48 hours
 - 3. Create an Emergency System that Is Available 24 Hours a Day (if plan to procure, contact EOHLC Compliance Specialist (#617-573-1100 or EOHLCpublichousingprocurement@massmail.state.ma.us))
 - 4. Refer to Property Maintenance Guide (Pages I-5 to I-10) on Emergencies and System Setup See Handout B
 - 5. LHA should create a list of emergency items and distribute to all staff, tenants and answering service if have one. Produce emergency work orders for any work that is on your emergency list and initiate work within 24 to 48 hours. See Handout J
 - 6. Ensure that all Emergency Work Orders are created, tracked, and reported per EOHLC guidance
 - 7. Ensure that all Emergency Work Orders are completed within 48 hours
 - 8. Create an Emergency System that Is Available 24 Hours a Day (if plan to procure, contact EOHLC Compliance Specialist (#617-573-1100 or EOHLC-

publichousingprocurement@massmail.state.ma.us))

- 9. Refer to Property Maintenance Guide (Pages I-5 to I-10) on Emergencies and System Setup See Handout B
- 10. LHA should create a list of emergency items and distribute to all staff, tenants and answering service if have one. Produce emergency work orders for any work that is on your emergency list and initiate work within 24 to 48 hours. See Handout J
- 11. Ensure that all Emergency Work Orders are created, tracked, and reported per EOHLC guidance
- 12. Ensure that all Emergency Work Orders are completed within 48 hours
- 13. Create an Emergency System that Is Available 24 Hours a Day (if plan to procure, contact EOHLC Compliance Specialist (#617-573-1100 or EOHLC-publichousingprocurement@massmail.state.ma.us))
- 14. Refer to Property Maintenance Guide (Pages I-5 to I-10) on Emergencies and System Setup See Handout B
- 15. LHA should create a list of emergency items and distribute to all staff, tenants and answering service if have one. Produce emergency work orders for any work that is on your emergency list and initiate work within 24 to 48 hours. See Handout J
- 16. Ensure that all Emergency Work Orders are created, tracked, and reported per EOHLC guidance
- 17. Ensure that all Emergency Work Orders are completed within 48 hours
- 18. Create an Emergency System that Is Available 24 Hours a Day (if plan to procure, contact EOHLC Compliance Specialist (#617-573-1100 or EOHLC-publichousingprocurement@massmail.state.ma.us))
- 19. Refer to Property Maintenance Guide (Pages I-5 to I-10) on Emergencies and System Setup See Handout B
- 20. LHA should create a list of emergency items and distribute to all staff, tenants and answering service if have one. Produce emergency work orders for any work that is on your emergency list and initiate work within 24 to 48 hours. See Handout J
- 21. Ensure that all Emergency Work Orders are created, tracked, and reported per EOHLC guidance
- 22. Ensure that all Emergency Work Orders are completed within 48 hours
- 23. Create an Emergency System that Is Available 24 Hours a Day (if plan to procure, contact EOHLC Compliance Specialist (#617-573-1100 or EOHLC-publichousingprocurement@massmail.state.ma.us))
- 24. Refer to Property Maintenance Guide (Pages I-5 to I-10) on Emergencies and System Setup See Handout B
- 25. LHA should create a list of emergency items and distribute to all staff, tenants and answering service if have one. Produce emergency work orders for any work that is on your emergency list and initiate work within 24 to 48 hours. See Handout J
- 26. Ensure that all Emergency Work Orders are created, tracked, and reported per EOHLC guidance
- 27. Ensure that all Emergency Work Orders are completed within 48 hours
- 28. Create an Emergency System that Is Available 24 Hours a Day (if plan to procure, contact EOHLC Compliance Specialist (#617-573-1100 or EOHLC-publichousingprocurement@massmail.state.ma.us))
- 29. Refer to Property Maintenance Guide (Pages I-5 to I-10) on Emergencies and System Setup See Handout B
- 30. LHA should create a list of emergency items and distribute to all staff, tenants and answering service if have one. Produce emergency work orders for any work that is on your emergency list and initiate work within 24 to 48 hours. See Handout J
- 31. Ensure that all Emergency Work Orders are created, tracked, and reported per EOHLC guidance
- 32. Ensure that all Emergency Work Orders are completed within 48 hours
- 33. Create an Emergency System that Is Available 24 Hours a Day (if plan to procure, contact

EOHLC Compliance Specialist (#617-573-1100 or EOHLC-publichousingprocurement@massmail.state.ma.us))

- 34. Refer to Property Maintenance Guide (Pages I-5 to I-10) on Emergencies and System Setup See Handout B
- 35. LHA should create a list of emergency items and distribute to all staff, tenants and answering service if have one. Produce emergency work orders for any work that is on your emergency list and initiate work within 24 to 48 hours. See Handout J
- 36. Ensure that all Emergency Work Orders are created, tracked, and reported per EOHLC guidance
- 37. Ensure that all Emergency Work Orders are completed within 48 hours
- 38. Create an Emergency System that Is Available 24 Hours a Day (if plan to procure, contact EOHLC Compliance Specialist (#617-573-1100 or EOHLC-publichousingprocurement@massmail.state.ma.us))
- 39. Refer to Property Maintenance Guide (Pages I-5 to I-10) on Emergencies and System Setup See Handout B
- 40. LHA should create a list of emergency items and distribute to all staff, tenants and answering service if have one. Produce emergency work orders for any work that is on your emergency list and initiate work within 24 to 48 hours. See Handout J
- 41. Ensure that all Emergency Work Orders are created, tracked, and reported per EOHLC guidance
- 42. Ensure that all Emergency Work Orders are completed within 48 hours
- 43. Create an Emergency System that Is Available 24 Hours a Day (if plan to procure, contact EOHLC Compliance Specialist (#617-573-1100 or EOHLC-publichousingprocurement@massmail.state.ma.us))
- 44. Refer to Property Maintenance Guide (Pages I-5 to I-10) on Emergencies and System Setup See Handout B
- 45. LHA should create a list of emergency items and distribute to all staff, tenants and answering service if have one. Produce emergency work orders for any work that is on your emergency list and initiate work within 24 to 48 hours. See Handout J

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.