

## **Notice of Public Hearing**

### **THE NORTHBOROUGH HOUSING AUTHORITY invites all tenants and the general public to a review of the Authority's Proposed Annual Plan for Fiscal Year 2026**

The Annual Plan is intended to provide insight into the Authority's operations and plans for the coming fiscal year as they affect the Authority's state-aided public housing. The Proposed Annual Plan is comprised of the following elements:

1. Proposed Capital Improvement Plan (5-year)
2. Proposed Maintenance and Repair Plan
3. Current Operating Budget
4. Responses to the Performance Management Review (PMR) findings
5. List of housing authority policies
6. List of waivers from governing regulations of the Executive Office of Housing and Livable Communities (EOHLC)
7. Other elements



Hearing time and date: 4:00 PM on 10/1/2025

Hearing location: Community Room  
26 Village Drive  
Northborough, MA 01532

Residents and the general public are invited to review the Annual Plan before the hearing and may submit public comments as noted below. The Authority shall consider the concerns of any Local Tenants' Organization (LTO) or Resident Advisory Board (RAB) regarding needs and priorities and incorporate some or all of such needs and priorities in the draft plan if deemed by the Authority to be consistent with sound management. Substantive comments will be summarized and included in the Annual Plan when it is submitted to the Executive Office of Housing and Livable Communities (EOHLC).

- o Copies of the Annual Plan are available at the Authority's office or may be reviewed online at <https://publichousingfacilityreview.mass.gov/Public?ap=92>
- o Comments may be submitted orally at the hearing, by emailing the housing authority office, or by submitting written comments at the housing authority office. Comments must be received no later than the close of the public hearing.
- o For reasonable accommodation requests contact the housing authority office by 9/17/2025 at 4:00 PM
- o Contact information for NORTHBOROUGH HOUSING AUTHORITY:  
Office: 26 Village Drive Northborough, MA 01532  
Phone: 508-393-2408  
Email: [ron@northboroughhousing.com](mailto:ron@northboroughhousing.com)

## **Detailed Instructions for Remote Access**

## **Aviso de audiencia pública**

### **EL/LA NORTHBOROUGH HOUSING AUTHORITY**

invita a todos los arrendatarios y al público en general a una revisión del Plan Anual Propuesto por la autoridad para el año fiscal 2026

El Plan anual tiene como objetivo dar a conocer las operaciones de la autoridad y sus planes para el año fiscal entrante en lo que respecta a sus iniciativas de vivienda pública con financiamiento estatal. El Plan anual propuesto comprende los siguientes elementos:

1. Plan de mejoras de capital propuesto (5 años)
2. Plan de mantenimiento y reparaciones propuesto
3. Presupuesto operativo actual
4. Respuestas a los hallazgos en la Revisión de gestión del desempeño (PMR)
5. Listado de las políticas de la autoridad de vivienda
6. Listado de las exenciones a las normas vigentes del Departamento de Vivienda y Desarrollo Comunitario (EOHLC)
7. Otros elementos



Fecha y hora de la audiencia: 4:00 PM on 10/1/2025  
Lugar de la audiencia: Community Room  
26 Village Drive  
Northborough, MA 01532

Invitamos a los residentes y al público en general a leer el Plan anual antes de la audiencia y a hacer comentarios públicos por los medios que se indican más abajo. La autoridad tomará en consideración las inquietudes de cualquier organización de arrendatarios locales (LTO) o junta asesora de residentes (RAB) en relación con las necesidades y prioridades. Si las considera consistentes con los principios de buena gestión, la autoridad incorporará dichas necesidades y prioridades -en parte o en su totalidad- en la versión preliminar del plan. Los comentarios sustantivos se resumirán e incluirán en el Plan anual cuando este se envíe al Oficina Ejecutiva de Vivienda y Comunidades Habitables (EOHLC).

- o Puede obtener copias del Plan anual en la oficina de la autoridad o consultar el Plan por Internet en <https://publichousingfacilityreview.mass.gov/Public?ap=92>. El Plan está disponible únicamente en inglés.
- o Si desea hacer comentarios, puede hacerlo oralmente en la audiencia o enviar los comentarios por correo electrónico o postal a la oficina de la autoridad de vivienda. Los comentarios se deben recibir antes del cierre de la audiencia pública.
- o Si tiene una solicitud razonable en relación con una discapacidad, póngase en contacto con la oficina de la autoridad de vivienda antes del 10/1/2025 a las 4:00 PM.
- o Información de contacto de NORTHBOROUGH HOUSING AUTHORITY:  
Oficina: 26 Village Drive Northborough, MA 01532  
Teléfono: 508-393-2408  
Correo electrónico: [ron@northboroughhousing.com](mailto:ron@northboroughhousing.com)

## **Detailed Instructions for Remote Access**

សេចក្តីជូនដំណឹងអំពីសវនការសាធារណៈ

**NORTHBOROUGH HOUSING AUTHORITY**

អញ្ជើញអ្នកជួល

និងសាធារណជនទូទៅទាំងអស់ឲ្យទៅពិនិត្យមើលឡើងវិញនូវផែនការប្រចាំឆ្នាំដែលបានដាក់ស្នើ  
របស់អាជ្ញាធរសម្រាប់ឆ្នាំសារពើពន្ធ 2026

ផែនការប្រចាំឆ្នាំមានគោលបំណងផ្តល់ការយល់ដឹងអំពីប្រតិបត្តិការ

និងផែនការរបស់អាជ្ញាធរសម្រាប់ឆ្នាំសារពើពន្ធខាងមុខនេះ

ព្រោះតែការពាក់ព័ន្ធនៅក្នុងសាធារណៈដែលជួយដោយរដ្ឋរបស់អាជ្ញាធរ។ ផែនការប្រចាំឆ្នាំដែលបានដាក់ស្នើ  
មានធាតុដូចខាងក្រោម៖

1. ផែនការកែលម្អរដ្ឋធានីដែលបានដាក់ស្នើ (5 ឆ្នាំ)
2. ផែនការជួសជុល និងថែទាំដែលបានដាក់ស្នើ
3. ថវិកាប្រតិបត្តិការបច្ចុប្បន្ន
4. ការឆ្លើយតបនឹងលទ្ធផលនៃការពិនិត្យមើលឡើងវិញនូវការគ្រប់គ្រងការបំពេញការងារ (PMR)
5. បញ្ជីគោលនយោបាយអាជ្ញាធរលំនៅដ្ឋាន
6. បញ្ជីការលះបង់សិទ្ធិពីបទប្បញ្ញត្តិគ្រប់គ្រងរបស់ក្រសួងអភិវឌ្ឍសហគមន៍ និងលំនៅដ្ឋាន (EOHLC)
7. ធាតុផ្សេងទៀត



កាលបរិច្ឆេទ  
និងម៉ោងសវនការ៖  
ទីកន្លែងសវនការ៖

4:00 PM នៅ 10/1/2025

Community Room

26 Village Drive

Northborough, MA 01532

គេហជន និងសាធារណជនទូទៅត្រូវបានអញ្ជើញឱ្យពិនិត្យមើលឡើងវិញនូវផែនការប្រចាំឆ្នាំមុនពេលបើកសវនាការ  
ហើយអាចបញ្ជូនមតិសាធារណៈដូចបានកត់សម្គាល់ខាងក្រោម។

អាជ្ញាធរត្រូវគិតគូរពីកង្វល់នានារបស់អ្នកជួលក្នុងមូលដ្ឋាន (LTO) ឬក្រុមប្រឹក្សាយោបល់គេហជន (RAB)  
អំពីតម្រូវការ និងអាទិភាពនានា ហើយបញ្ចូលតម្រូវការ និងអាទិភាពទាំងនោះមួយចំនួន

ឬទាំងអស់ទៅក្នុងសេចក្តីព្រាងផែនការ បើអាជ្ញាធរយល់ថាសមស្របជាមួយការគ្រប់គ្រងដែលត្រឹមត្រូវ។ មតិសំខាន់ៗ

នឹងត្រូវបានសង្ខេប និងបញ្ចូលទៅក្នុងផែនការប្រចាំឆ្នាំ នៅពេលវាត្រូវបានដាក់ជូនក្រសួងអភិវឌ្ឍសហគមន៍ និងលំនៅដ្ឋាន  
(EOHLC)។

- សេចក្តីចម្លងនៃផែនការប្រចាំឆ្នាំ មាននៅការិយាល័យរបស់អាជ្ញាធរ ឬអាចពិនិត្យមើលឡើងវិញលើបណ្តាញតាមរយៈ  
<https://publichousingfacilityreview.mass.gov/Public?ap=92>។ មានជាភាសាអង់គ្លេសតែប៉ុណ្ណោះ។
- មតិសាធារណៈត្រូវបានផ្តល់ដោយផ្ទាល់មាត់នៅក្នុងសវនាការ ដោយផ្ញើអ៊ីមែលទៅការិយាល័យអាជ្ញាធរលំនៅដ្ឋាន  
ឬដោយដាក់មតិជាលាយលក្ខណ៍អក្សរនៅការិយាល័យអាជ្ញាធរលំនៅដ្ឋាន។  
មតិសាធារណៈត្រូវតែផ្តល់ឱ្យបានមុនពេលបិទសវនាការសាធារណៈ។
- សម្រាប់សំណើសុំការស្តាប់នៅសមរម្យ សូមទាក់ទងការិយាល័យអាជ្ញាធរលំនៅដ្ឋានត្រឹមថ្ងៃ 10/1/2025 នៅម៉ោង  
4:00 PM។
- ព័ត៌មានទំនាក់ទំនងសម្រាប់ NORTHBOROUGH HOUSING AUTHORITY៖

ការិយាល័យ៖ 26 Village Drive Northborough, MA 01532

ទូរស័ព្ទ៖ 508-393-2408

អ៊ីមែល៖ [ron@northboroughhousing.com](mailto:ron@northboroughhousing.com)

## **Detailed Instructions for Remote Access**

## **Thông báo Điều trần Công khai**

### **NORTHBOROUGH HOUSING AUTHORITY**

**xin mời tất cả những người thuê nhà và cộng đồng đến tham dự  
buổi đánh giá Kế hoạch Hàng năm Đề xuất cho Năm Tài chính của  
Cơ quan Quản lý 2026**

Kế hoạch Hàng năm này nhằm đem lại cái nhìn sâu sắc đối với các hoạt động của Cơ quan Quản lý và các kế hoạch cho năm tài chính sắp tới vì chúng ảnh hưởng đến vấn đề gia cư công cộng có sự trợ giúp của tiểu bang của Cơ quan Quản lý. Kế hoạch Hàng năm Đề xuất bao gồm các thành phần sau:

1. Kế hoạch Cải tạo Cơ bản Đề xuất (5 năm)
2. Kế hoạch Bảo trì và Sửa chữa Đề xuất
3. Ngân sách Vận hành Hiện tại
4. Trả lời đối với những phát hiện trong bản Đánh giá Quản lý Hoạt động (PMR)
5. Danh sách các chính sách của cơ quan quản lý gia cư
6. Danh sách các quyết định miễn tuân thủ các quy định chi phối của Sở Gia cư và Phát triển Cộng đồng (EOHLC)
7. Các thành phần khác



Ngày và giờ điều trần: 4:00 PM và 10/1/2025

Địa điểm điều trần: Community Room  
26 Village Drive  
Northborough, MA 01532

Các cư dân và cộng đồng được mời tham gia xem xét Kế hoạch Hàng năm trước phiên điều trần và có thể gửi ý kiến đóng góp của công chúng như được mô tả dưới đây. Cơ quan Quản lý phải cân nhắc các quan ngại của bất kỳ Tổ chức của Người Thuê nhà Địa phương (LTO) hay Hội đồng Cố vấn Cư dân (RAB) nào về các nhu cầu và ưu tiên và kết hợp một số hoặc tất cả các nhu cầu và ưu tiên đó trong bản thảo kế hoạch nếu Cơ quan Quản lý coi là phù hợp với việc quản lý hợp lý. Các ý kiến đóng góp có cơ sở sẽ được tóm tắt và đưa vào nội dung Kế hoạch Hàng năm khi nộp cho Sở Gia cư và Phát triển Cộng đồng (EOHLC).

- Các bản sao của Kế hoạch Hàng năm sẵn có tại văn phòng Cơ quan Quản lý hoặc quý vị có thể xem trực tuyến tại <https://publichousingfacilityreview.mass.gov/Public?ap=92>. Các bản này chỉ có bằng Tiếng Anh.
- Các ý kiến đóng góp có thể được nộp bằng lời tại buổi điều trần, gửi email cho văn phòng cơ quan quản lý gia cư, hoặc nộp ý kiến bằng văn bản tại văn phòng cơ quan quản lý gia cư. Các ý kiến đóng góp phải được nhận không muộn hơn giờ kết thúc phiên điều trần.
- Để đưa ra các yêu cầu về biện pháp điều chỉnh đặc biệt hợp lý, hãy liên hệ với văn phòng cơ quan quản lý gia cư trước 10/1/2025 lúc 4:00 PM.
- Thông tin liên hệ cho NORTHBOROUGH HOUSING AUTHORITY:  
Văn phòng: 26 Village Drive Northborough, MA 01532  
Điện thoại: 508-393-2408  
Email: [ron@northboroughhousing.com](mailto:ron@northboroughhousing.com)

## **Detailed Instructions for Remote Access**



# 开公众听证会的通知

## NORTHBOROUGH HOUSING AUTHORITY 邀请所有租户和公众 对本管理局的{ }财政年度建议的《年度计划》进行审查

该《年度计划》旨在深入了解本管理局的运作和下一财政年度的计划，因为它们会影响到管理局的有国家援助的公共住房。建议的年度计划包括以下内容：2026

- 1.建议的资本改善计划（5年）
- 2.建议的维修计划
- 3.当前的运营预算
- 4.对绩效管理审查（PMR）调查结果的回应
- 5.住房管理局政策一览表
- 6.从住房和社区发展部（EOHLC）的法规可豁免的条例清单
- 7.其他基本点



听证会时间和日期: 4:00 PM 在 10/1/2025  
听证会地点: Community Room  
26 Village Drive  
Northborough, MA 01532

请租户和公众在听证会之前审阅《年度计划》，并可以按照以下说明提交公众意见。本管理局将考虑任何地方租户组织（LTO）或居民咨询委员会（RAB）对需求和需优先考虑的事项的关注，并在管理局认为是与明智、稳妥的管理相一致的情况下，将部分或全部此类需求和需优先考虑的事项纳入计划草案。公众的实质性意见会被汇总并纳入《年度计划》，然后被提交给住房和社区发展部（EOHLC）。

- 可以在管理局的办公室获得《年度计划》的副本，或者可以上网进入 <https://publichousingfacilityreview.mass.gov/Public?ap=92> 在线查看。那些副本或网上内容是用英语的。
- 各位要提出评论，可以在听证会上通过口头方式、或通过向住房管理局的办公室发送电子邮件、或在住房管理局的办公室当面提交书面评论。所有评论必须在公众听证会结束之前收到。
- 对于合理的需通融的要求，请在{时间}之前通过4:00 PM 在 10/1/2025 与住房管理局的办公室联系。
- NORTHBOROUGH HOUSING AUTHORITY 的联系方式：  
办公室：26 Village Drive Northborough, MA 01532  
电话：508-393-2408  
电子邮件：ron@northboroughhousing.com

## **Detailed Instructions for Remote Access**

## **Aviso de Audiência Pública**

### **O NORTHBOROUGH HOUSING AUTHORITY convida todos os locatários e o público em geral para uma revisão do plano anual proposto pela Autoridade para o ano fiscal 2026**

O Plano Anual é destinado a fornecer insights sobre as operações e planos da Autoridade para o próximo ano fiscal, uma vez que afetam as habitações públicas da Autoridade. O plano anual proposto é composto pelos seguintes elementos:

1. Plano de melhoria de capital proposto (5 anos)
2. Plano de manutenção e reparação proposto
3. Orçamento operacional atual
4. Respostas aos achados da Revisão de Gerenciamento de Desempenho (PMR)
5. Lista de políticas da autoridade habitacional
6. Lista de isenções de regulamentos aplicáveis do Departamento de Habitação e Desenvolvimento Comunitário (EOHLC)
7. Outros elementos



Data e hora da audiência: 4:00 PM on 10/1/2025

Local da audiência: Community Room  
26 Village Drive  
Northborough, MA 01532

Os residentes e o público em geral são convidados a revisar o Plano Anual antes da audiência e podem enviar comentários públicos, conforme indicado abaixo. A Autoridade deve considerar as preocupações de qualquer Organização de Locatários Locais (LTO) ou Conselho Consultivo de Residentes (RAB) em relação às necessidades e prioridades e incorporar algumas ou todas essas necessidades e prioridades ao projeto do plano se a Autoridade considerar que é consistente com a boa gestão. Os comentários substanciais serão resumidos e incluídos no Plano Anual quando este for submetido ao Departamento de Habitação e Desenvolvimento Comunitário (EOHLC).

- Cópias do Plano Anual estão disponíveis no escritório da Autoridade ou podem ser analisadas on-line em <https://publichousingfacilityreview.mass.gov/Public?ap=92> . Estas estão apenas no idioma inglês.
- Os comentários podem ser apresentados oralmente na audiência, por e-mail para o escritório da autoridade habitacional ou por escrito para o escritório da autoridade habitacional. Os comentários devem ser recebidos, no máximo, até o encerramento da audiência pública.
- Para solicitações razoáveis de acomodação, entre em contato com o escritório da autoridade habitacional em 10/1/2025 às 4:00 PM.
- Informações de contato para NORTHBOROUGH HOUSING AUTHORITY:  
Escritório: 26 Village Drive Northborough, MA 01532  
Telefone: 508-393-2408  
E-mail: [ron@northboroughhousing.com](mailto:ron@northboroughhousing.com)

## **Detailed Instructions for Remote Access**

## Уведомление о публичном слушании

### NORTHBOROUGH HOUSING AUTHORITY

приглашает всех жильцов и представителей общественности  
принять участие в рассмотрении предлагаемого Управлением  
Годового плана на фискальный год 2026

Целью Годового плана является представление сведений о деятельности и планах Управления на предстоящий фискальный год в том, что касается предоставления социального жилья Управлением при поддержке государства. Предлагаемый Годовой план включает следующие разделы:

1. Предлагаемый план капитального ремонта (5-летний);
2. Предлагаемый план технического обслуживания и ремонта;
3. Смета текущих расходов;
4. Ответы по результатам оценки организации хозяйственной деятельности (PMR);
5. Список политик Жилищного управления;
6. Список отказов от постановлений Департамента жилищного хозяйства и общественного развития (EOHLC);
7. Другие разделы.



Время слушания: 4:00 PM Дата слушания 10/1/2025  
Место проведения Community Room  
слушания: 26 Village Drive  
Northborough, MA 01532

Жильцы и представители общественности приглашаются принять участие в рассмотрении Годового плана перед началом слушания и могут делать открытые замечания, как указано ниже. Управление рассмотрит замечания Местной жилищной организации (LTO) или Жилищного консультационного совета (RAB), касающиеся потребностей и приоритетов жильцов, и включит все такие приоритеты и потребности или их часть в проект плана, если Управление посчитает, что они соответствуют принципам рационального управления. Содержательные замечания будут резюмированы и включены в Годовой план при его подаче в Департамент жилищного хозяйства и общественного развития (EOHLC).

- Копии Годового плана можно получить в офисе Управления или на сайте: <https://publichousingfacilityreview.mass.gov/Public?ap=92> . Документы доступны только на английском языке.
- Замечания можно сделать устно в ходе слушания, а также отправить их по электронной почте в офис Жилищного управления или оставив их в письменном виде в офисе Управления. Замечания должны быть получены до закрытия публичного слушания.
- Разумные запросы о размещении можно направить в офис Жилищного управления до 10/1/2025 4:00 PM
- Контактная информация NORTHBOROUGH HOUSING AUTHORITY  
Офис: 26 Village Drive Northborough, MA 01532  
Телефон: 508-393-2408  
Адрес эл. почты: ron@northboroughhousing.com

## **Detailed Instructions for Remote Access**

## Avi Odisyon Piblik

### NORTHBOROUGH HOUSING AUTHORITY

ap envite tout lokatè ak piblik la an jeneral nan yon revizyon Plan Anyèl  
pou Ane Fiskal la ke Administrasyon an Pwopoze 2026

Plan Anyèl la fèt nan entansyon pou bay apèsi sou operasyon Otorite a ak plan pou ane fiskal k  
ap vini a nan fason k ap afekte lojman piblik Administrasyon ke eta a finanse. Plan Anyèl yo  
pwopoze a te gen eleman sa yo ladann:

1. Plan Amelyorasyon Kapital yo Pwopoze (5-an)
2. Plan Antretyen ak Reparasyon yo Pwopoze
3. Bidjè Operasyon Aktyèl
4. Rezilta Revizyon Repons Jesyon Pèfòmans lan (Performance Management Review, PMR)
5. Lis règleman administrasyon lojman yo
6. Lis egzonasyon règlemantasyon k ap fè otorite nan Depatman Lojman ak Devlopman Kominotè a (Executive Office of Housing and Livable Communities, EOHLC)
7. Lòt eleman yo



Dat ak lè odisyon: 4:00 PM nan dat 10/1/2025  
Adrès odisyon an: Community Room  
26 Village Drive  
Northborough, MA 01532

N ap envite rezidan yo ak piblik la an jeneral pou vin fè revizyon Plan Anyèl la avan odisyon an epi yo  
gendwa soumèt kòmantè piblik jan sa note annapre a. Administrasyon an pral konsidere enkyetid  
nenpòt Òganizasyon Lokatè Lokal (LTO) oswa Komite Konsiltatif Rezidan (Resident Advisory Board, RAB)  
anrapò ak bezwen preyorite epi enkòpore kèlke nan yo oswa tout nan bezwen sa yo ak priyorite yo nan  
dokiman plan an si Administrasyon an jije ke sa nesèsè pou on bon jesyon. Y ap fè rezime kòmantè  
enpòtan yo epi mete yo nan Plan Anyèl la lè yo te soumèt li bay Depatman Lojman ak Devlopman  
Kominotè (Department of Housing and Community Development, EOHLC).

- Kopi Plan Anyèl yo disponib nan biwo Administrasyon an oswa w ka revize anliy nan <https://publichousingfacilityreview.mass.gov/Public?ap=92>. Sa yo se nan lang Anglè sèlman.
- Yo gendwa soumèt kòmantè yo vèbalman nan odisyon an, pa imèl bay biwo administrasyon lojman an, oswa nan soumisyon kòmantè ekri w yo nan biwo administrasyon lojman an. Yo ta dwe voye kòmantè yo nan yon moman ki pa pi ta pase odisyon piblik la.
- Pou demand akomodasyon rezonab kontakte biwo administrasyon lojman an kote w ap 10/1/2025 a 4:00 PM.
- Enfòmasyon kontak pou NORTHBOROUGH HOUSING AUTHORITY:  
Biwo: 26 Village Drive Northborough, MA 01532  
Telefòn: 508-393-2408  
Imèl: [ron@northboroughhousing.com](mailto:ron@northboroughhousing.com)

## **Detailed Instructions for Remote Access**



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

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

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

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

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

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

**State-Aided Public Housing Developments**

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
705-03	Family	RUTLAND RD.	6	2001	12
667-01	Elderly	COLONIAL VILLAGE	9		72
667-02	Elderly	HERITAGE VILLAGE	5		32
	Family	Family units in smaller developments	9		14
	Other	Other Special Occupancy units	1		8
Total			30		138

### **LHA Central Office**

NORTHBOROUGH HOUSING AUTHORITY  
26 Village Drive Northborough, MA 01532

Ron Bonney, Executive Director  
Phone: 508-393-2408  
Email: ron@northboroughhousing.com

### **LHA Board of Commissioners**

	<b><u>Role</u></b>	<b><u>Category</u></b>	<b><u>From</u></b>	<b><u>To</u></b>
Brad Newman	Member		04/30/2021	04/30/2026
Elaine Solomon	Member		04/30/2024	04/30/2029
Rae Carlsen	Member		11/30/2022	04/30/2028
Rita Osborne	Chair		04/30/2024	04/30/2029
Fran Bakstran	Member		07/01/2025	06/30/2030

### **Additional Remarks**

Northborough Housing also manages the Northborough Affordable Housing Property (4) units on our Center Drive Campus, the former home of the Town's COA.

## **Plan History**

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

<b>REQUIREMENT</b>		<b>DATE COMPLETED</b>
A.	Advertise the public hearing on the LHA website.	8/13/2025
B.	Advertise the public hearing in public postings.	8/13/2025
C.	Notify all LTOs or RAB (if there is one) of the hearing and provide access to the Proposed Annual Plan.	N/A
D.	Post draft AP for tenant and public viewing.	8/13/2025
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	N/A
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	
G.	Executive Director presents the Annual Plan to the Board.	
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	

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

## **Capital Improvement Plan**

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

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

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

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

The CIP includes the following parts:

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

## Capital Improvement Plan (CIP)

## Aggregate Funding Available for Projects in the First Three Years of the CIP:

Category of Funds	Allocation	Planned Spending	Description
Balance of Formula Funding (FF)	\$773,602.51		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$77,360.25		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$696,242.26	\$744,086.50	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$8,136.51	\$8,136.51	Accessibility projects
DMH Set-aside	\$15,040.83	\$15,040.83	Dept. of Mental Health facility
DDS Set-aside	\$0.00	\$0.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$673,064.92	\$720,909.16	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$669,027.80	\$648,227.80	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	\$0.00	\$0.00	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	\$0.00	\$0.00	Community Preservation Act funds awarded by a city of town for specific projects.
Operating Reserve(OR) Funds	\$0.00	\$0.00	Funds from the LHA's operating budget.
Other Funds	\$0.00	\$0.00	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$1,365,270.06	\$1,392,314.30	Total of all anticipated funding available for planned projects and the total of planned spending.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



**Capital Improvement Plan (CIP)**

**Regional Capital Assistance Team**

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

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

## Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
215024	2008 FF Master CFA	COLONIAL VILLAGE 667-01	\$2,400	\$2,400	\$0	\$0	\$0	\$0	\$0	\$0
215063	FF: Walkway Repave - Back of Dev	COLONIAL VILLAGE 667-01	\$37,485	\$37,485	\$0	\$0	\$0	\$0	\$0	\$0
215088	Temporary Driveway Repairs	OTIS STREET 705-2B	\$9,900	\$0	\$0	\$9,900	\$0	\$0	\$0	\$0
215097	Concrete Patio	OTIS STREET 705-2B	\$11,385	\$0	\$0	\$11,385	\$0	\$0	\$0	\$0
215102	Roof Replacement	Greenwood 705-1A	\$11,689	\$0	\$0	\$1,739	\$0	\$0	\$0	\$0
215103	Vacant Unit Rehab	Emerson 705-1C	\$0	\$124,830	\$0	\$0	\$0	\$0	\$0	\$0
215111	New Bathroom Components	Northgate 705-1B	\$10,446	\$0	\$0	\$10,446	\$0	\$0	\$0	\$0
215120	Emergency Generator	HERITAGE VILLAGE 667-02	\$80,463	\$0	\$28,649	\$18,882	\$0	\$0	\$0	\$0
215121	Roof Replacement	Birch Hill 705-1D	\$10,780	\$0	\$9,800	\$0	\$0	\$0	\$0	\$0
215122	Vacant Unit Rehab	Birch Hill 705-1D	\$75,000	\$0	\$0	\$75,000	\$0	\$0	\$0	\$0
215124	Replace Kitchens	CRESTWOOD DRIVE 705-2A	\$65,135	\$0	\$44,581	\$14,555	\$0	\$0	\$0	\$0
215125	Fencing	OTIS STREET 705-2B	\$6,431	\$0	\$0	\$6,431	\$0	\$0	\$0	\$0
215126	ARPA Targeted Award:167-01 Fire Alarm System Northboro	SPECIAL NEEDS (DMH) 167-01	\$73,204	\$0	\$6,630	\$0	\$0	\$0	\$0	\$0

## Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
215127	ARPA Targeted: 667-1 Fed-Pacific panel replacement	COLONIAL VILLAGE 667-01	\$569,759	\$0	\$12,497	\$557,263	\$0	\$0	\$0	\$0
215128	Deck Removal and Fire Escape Install	SPECIAL NEEDS (DMH) 167-01	\$58,338	\$0	\$0	\$58,338	\$0	\$0	\$0	\$0
215129	Driveway Replacement.	OTIS STREET 705-2B	\$22,974	\$0	\$0	\$22,974	\$0	\$0	\$0	\$0
•	New Kitchens in (8) in Building 2-4	COLONIAL VILLAGE 667-01	\$224,633	\$0	\$0	\$0	\$0	\$0	\$0	\$223,032
•	Repave Parking Lot Phase 1	COLONIAL VILLAGE 667-01	\$198,561	\$0	\$0	\$0	\$198,561	\$0	\$0	\$0
•	Repave Parking Lot Phase 2	COLONIAL VILLAGE 667-01	\$165,468	\$0	\$0	\$0	\$0	\$0	\$165,468	\$0
•	New Entry Doors w/Sidelight	HERITAGE VILLAGE 667-02	\$237,916	\$0	\$0	\$237,916	\$0	\$0	\$0	\$0
•	*SUST* Bath Fans Heritage Village	HERITAGE VILLAGE 667-02	\$72,600	\$0	\$0	\$0	\$72,600	\$0	\$0	\$0

## Capital Improvement Plan (CIP)

## FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

Cap Hub Project Number	Project Name	DHCD Special Award Comment	Special DHCD Awards				Other Funding			
			Emergency Reserve	Compliance Reserve	Sustain- ability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
215126	ARPA Targeted Award:167-01 Fire Alarm System Northboro	167-1 fire alarm system repl	\$73,204	\$0	\$0	\$5,265	\$0	\$0	\$0	\$0
215127	ARPA Targeted: 667-1 Fed-Pacific panel replacement	#215127 667-1 federal pacific panel replacement	\$0	\$0	\$0	\$490,050	\$0	\$0	\$0	\$0

## **Capital Improvement Plan (CIP) Narrative**

### **Including Requests to DHCD & Supporting Statements**

#### **1. Request for increased spending flexibility.**

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

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

- We have urgent projects that require excess spending in year 1 or 2.

We have urgent projects that require excess spending in year 1 or 2.

#### **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.

Northborough Housing Authority has requested \$72,600.00 in DHCD Sustainability funding for project #215-667-02-0-25-1316, \*SUST\* Bath Fans Heritage Village. Reason: There is no exhaust fans in dev-wide bathrooms. Install bathroom exhaust fans to ensure a quality AQI and to remove moisture from bathrooms.

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

To provide safe, sanitary living environment for our tenants. Get high priority projects completed to update our portfolio.

#### **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:

We've include a large paving Project at our 667-1. It is broken into 2 phases, implementing Phase 1 in year 2 and phase 2 in year 4. We had to remove some projects to meet our 3 and 5 year totals.

#### **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 03/31/2025.

**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 06/11/2025.

**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**

Northborough 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 12/04/2024.

**12. Energy and water consumption**

Our 12 most recent monthly energy reports are for months 12/2023 to 11/2024.

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

	Electric PUM > Threshold	Gas PUM > Threshold	Oil PUM > Threshold	Water PUM > Threshold
Threshold PUM:	\$100	\$80	\$50	\$60
	705-1E			705-2A
	705-1A			705-1C
	705-1D			705-1B
	667-01			

Our 705 are on electric ASHP and it's tough to regulate water consumption at our 705 properties with laundry on site at all home.

**13. Energy or water saving initiatives**

Northborough 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.

CIP-2026-Northborough Housing Auth-01837 had an energy audit under the Low-Income Energy Affordability Network (LEAN) program on 06/13/2020

**14. Vacancy rate**

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

0% c. 667 (DHCD Goal 2%)

0% c. 200 (DHCD Goal 2%)

12% c. 705 (DHCD Goal 2%)

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

We currently have 3 vacant units that are tied to capital active fish projects 215122 and 215124. Once completed these units will be ready for turnover.

## **Maintenance and Repair Plan**

### **Maintenance Objective**

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

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

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

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



## Classification and Prioritization of Maintenance Tasks

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

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

## Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call Answering Service	508-393-2408	24 hrs.
Call LHA at Phone Number	508-393-2408	24 hrs.
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 NORTHBOROUGH HOUSING AUTHORITY main office.

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

## Normal Maintenance Request Process

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service	508-393-2408	24 Hrs.
Call Housing Authority Office	508-393-2408	24 Hrs.
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.	<input checked="" type="checkbox"/>
2	Maintenance Requests logged into the work system	<input checked="" type="checkbox"/>
3	Work Orders generated	<input checked="" type="checkbox"/>
4	Work Orders assigned	<input checked="" type="checkbox"/>
5	Work Orders tracked	<input checked="" type="checkbox"/>
6	Work Orders completed/closed out	<input checked="" type="checkbox"/>
7	Maintenance Reports or Lists generated	<input checked="" type="checkbox"/>

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

## Maintenance Plan Narrative

Following are NORTHBOROUGH 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?

Maintenance has always received high marks from tenants, staff, town inspections and RCAT, as well as vendors, improvements are seeking additional training.

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

Since the fire in Fall River, we have redoubled our efforts to train and assist tenants in knowing our fire policies.

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

Goal for a near perfect score on our next inspection. Increase training of all our staff as time allows.

- D. Maintenance Budget Summary

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

	Total Regular Maintenance Budget	Extraordinary Maintenance Budget
Last Fiscal Year Budget	\$356,797.00	\$20,000.00
Last Fiscal Year Actual Spending	\$374,235.00	\$44,715.00
Current Fiscal Year Budget	\$395,538.00	\$10,000.00

- E. Unit Turnover Summary

# Turnovers Last Fiscal Year	0
Average time from date vacated to make unit "Maintenance Ready"	0 days
Average time from date vacated to lease up of unit	0 days

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

## Attachments

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

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

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

## **NORTHBOROUGH HOUSING AUTHORITY MAINTENANCE PLAN**

### **GENERAL INFORMATION**

The Northborough Housing Authority was formed in 1969 for the purpose of providing low-income public housing, and owns and operates 130 units and an 8 (1bedroom) special needs home. The mission of the Housing Authority's Board of Commissioners and staff is to provide decent, safe, and sanitary housing to low-income individuals and families.

### **COLONIAL VILLAGE**

Located off Summer St. This development was established in 1969. This 667-1 has 72 one bedroom units. These units are in 9 two story buildings with each apartment having a front & back door opening directly to a hallway. They are heated by electric baseboard. This site includes a stand-alone community building with laundry facilities, public bathrooms, and a small kitchen. This is supported by a generator when, there is a loss of power. The generator provides power to the Community Building and is powered by propane. There is also a free standing maintenance garage. Units are on town water and sewer.

### **HERITAGE VILLAGE**

Located off Hudson St. This development was established in 1983. This 667-2 has 32 one bedroom units. Two of which are handicapped. These units are in 5 two story buildings. Three of the buildings have apartments with a front & back door opening to the front and back hallway. The other two buildings have a single apartment door opening to the front & back hallway. Both the handicapped units have a front & back door opening directly to the outside. Both the front doors of the handicapped units have electric automatic doors as well as, an electric remote controlled kitchen window. All the units are heated by HTP 150 Elite Premier Boilers installed in 2019 by Charles Moran Plumbing and Heating. (8 boilers total) Supplied by natural gas. This site has a stand-alone community building with a porch, laundry facilities, a public bathroom and a small kitchen. Two of the units are in the community building on the second floor. This facility also has a free standing garage. Units are on town water and sewer.

### **RUTLAND RD.**

Located off of Pleasant St. This development was established in 2001. This 705 has 6 two story duplex buildings. Nine of which has 3 bedrooms, one of which is a handicapped unit. The other three have 2 bedrooms for family units. The site has a septic system that is pumped yearly and is supplied by town water at the street. The units are heated by Weil McLain Gold GV series 3. The boilers are supplied by natural gas. There is also a stand-alone maintenance garage.

### **SPECIAL NEEDS GROUP HOME**

Located at 152 East Main St. This development was established in 1990. This 689 is a two story 8 bedroom house for special needs. This site is heated and cooled by a Mitsubishi split system installed by Performance Plumbing on 6/23/2022. This facility is supplied by town water and has a raised septic system which, is pumped annually.

## OTHER 705's

Located at 6, 8 Otis St., and 10, 12 Otis St. built the same year as Heritage Village in 1983 by the same contractor. These 2 duplexes are 2 story buildings comprised of 3 and 2 bedrooms units for family tenants. One of which is a single story 2 bedroom handicapped unit located at 12 Otis St. These units are heated by HTP 110 Elite Premier Boilers installed in 2019 by Charles Moran Plumbing and Heating. The boilers are supplied by natural gas. These houses are on town water and have a septic system that is pumped annually.

Located at 15 Greenwood Dr., this single family tenant home was built in 1953 and is a 4 bedroom 2 story house. This house is heated and cooled by a Haier split system installed by Climate Zone in 2/26/2023. This house is on town water and sewer.

Located at 18 & 20, 23 & 25 Crestwood Dr. these 2 duplexes were built in 1982 & 1983. They are 2 & 3 bedroom 2 story buildings. These units are for family tenants. They are heated by electric baseboard heaters. These units are on town water and sewer.

Located at 28 Emerson Rd. this single family home was built in 1965. It is a 4 bedroom 2 story building for family tenants. The house is heated and cooled by a Haier split system installed by Climate Zone on 12/6/2023. The house is on town water and sewer.

Located at 64 Birch Hill Rd. this single family ranch was built in 1955. It is a bedroom single story building for family tenants. It is heated and cooled by a Haier split system installed by Climate Zone on 12/3/2023. The house is on town water and has a septic system pumped annually.

Located at 96 Northgate Rd. this single family house was built in 1955. It is a 4 bedroom two story building for family tenants. The house is heated and cooled by a Haier split system installed by Climate Zone on 2/27/2023. The house is on town water and sewer.

Located at 166 Boundary St. Unit #1 & Unit #2 duplex house was built about 1981, according to town records. This is a 2 story building and each dwelling has 3 bedrooms for family tenants. These duplexes are heated and cooled by a split system installed by Climate Zone on 11/19/2023. This site has a well and a septic system pumped every year.

## MAINTENANCE POLICY MISSION STATEMENT

The Maintenance Department of the Northborough Housing Authority is responsible for managing the maintenance function in the most cost effective manner possible while maximizing the useful life of Authority units and properties while striving to provide the best service to our residents. The following policy statements are designed to establish the structure of an effective and efficient maintenance system. The Northborough Housing Authority maintenance system shall include the following components:

- A. Staffing Plan
- B. Tracking of Maintenance Work

- C. General Maintenance & Repair of Priorities
- D. Performance Standards and Goal
- E. Deferred maintenance
- F. Reasonable Accommodations

A. STAFFING PLAN

The Executive Director is responsible for the day-to-day operation of the Northborough Housing Authority. The Executive Director implements policies and procedures by the Board of Commissioners. All staff answers to the Executive Director or his/her designee. The Maintenance Staff consists of three full time persons. The daily tasks and operations of the Maintenance Staff are assigned by the Maintenance Supervisor. There is also a full time administrative assistant with several duties assigned by the Executive Director.

B. TRACKING OF MAINTENANCE WORK

The issuance of a regular work order may be based upon information received from residents, staff, commissioners, or the general public. When information received in the office indicates a work order needs to be issued, it is the administrative assistant's responsibility to ensure the expeditious issuance of a work order, using the PHA computer generated program. A log is maintained which reports the time and date each work order is requested, the status, priority, and type. The categories are requests, emergency, scheduled, preventative, inspection, on-call emergencies, reasonable accommodations, and vacancy. For after hours, holiday and weekend emergency problems, the tenants call an answering service for on-call staff to be notified. At completion of all work items on the work order, the maintenance personnel will completely fill out the work order form. All completed work orders are returned to office to be closed out in the data base and hard copies are filed in a log book. The maintenance person completing a work order is responsible for updating/completing the work order from the computerized work order system. All work requests and activities performed by maintenance staff must be recorded on work orders. Work orders will contain, at a minimum, the following information:

1. Chronological preprinted number
2. Source of request (planned, inspection, resident, etc.)
3. Priority assigned
4. Location of work
5. Date and time received
6. Date and time assigned
7. Description of work requested
8. Description of work performed
9. Materials used to complete work
10. Resident charge if applicable

C. GENERAL MAINTENANCE & REPAIR OF PRIORITIES

I. **EMERGENCIES** –The annual plan contains provisions of all the maintenance-related work items. Emergencies will meet one or both of the following conditions: residents and/or staff are



faced with a health or life-threatening situation, or there is a condition which might result in serious structural damage if not corrected within a 24-hour period. Response to emergencies is the **HIGHEST PRIORITY** of all the maintenance-related work items. Emergencies would include:

- Fires of any kind – Call the fire department first in the event of a fire!
- Beeping smoke detectors or carbon monoxide detectors. Never disconnect them.
- Gas Leaks
- Electric power failure or exposed electrical wires
- Broken water pipes
- Sewer blockage
- Roof drain blockage
- Major sink, tub or toilet back up or leak
- Roof leak
- Security lock failure or broken entrance door
- No heat
- Inoperative refrigerator
- Natural disasters

Emergencies fall into one of two categories-those happening during the regular workday or those that occur after hours or on weekends. The NHA has procedures for each category.

#### **EMERGENCIES DURING THE REGULAR WORKDAY**

For emergencies occurring during the regular workday, the following procedure will apply:

- The emergency is identified and the maintenance staff is notified.
- A work order with an emergency classification is generated and assigned to staff, or a contractor's service is solicited.

#### **AFTER HOUR EMERGENCIES**

While the same basic procedure will apply for emergencies that occur after hours or on weekends, some additional steps need to be taken. The NHA has implemented a system for notifying the appropriate personnel. There are after-hour emergency phone numbers shared with the maintenance personnel. To assure after-hour emergencies are handled in an expeditious manner, all necessary information is in an Emergency Response file that is continuously updated and readily available to all designated emergency personnel.

**II. VACANCY REFURBISHMENT**-The Housing Authority has assigned the staff to return vacant apartments to occupancy in 14 days. In the case of several vacancies or extensive damage to an apartment or house, outside contractors may be utilized to expedite the return of vacant units for occupancy. After emergencies the refurbishment of vacancies for immediate re-occupancy has the highest priority for staff assignments.

The procedures for preparing apartments for occupancy are:

- Upon vacancy, apartments will be inspected by the Executive Director or maintenance staff with the resident, if available, to complete the move-out inspection form, noting any deficiencies from time of occupancy. The form helps to generate any charges for damages or any discrepancies other than normal wear and tear.

- The completed move-out inspection form for the vacant apartment is utilized to generate prepare for occupancy work order for all the deficiencies that are found. All deficiencies will be corrected.

**III. PREVENTATIVE MAINTENANCE**-The NHA has developed a master preventative maintenance schedule for all developments that will enable the maintenance staff to perform the required preventative maintenance activities on a monthly basis or seasonal basis, as required, in conjunction with the normal routine work orders and emergencies without disruption or creating a demand for overtime to accomplish the tasks. This work must be done to preserve and extend the useful life of various elements of your physical property and avoid emergency situations. The NHA's preventative maintenance program and schedule is thorough and deals with all the elements of the physical property and is provided in this document. The preventative maintenance program is reviewed and updated regularly as new systems and facilities are installed. The program focuses on the major systems that keep the properties operating. These systems include heating & air conditioning systems, vehicle/equipment, and life safety systems.

### **LIFE SAFETY SYSTEMS**

The Northborough Housing Authority shall have a comprehensive program for maintenance of life safety systems to ensure that they will be fully functional in the case of an emergency. The preventative maintenance plan has work order reminders for auto-scheduling so we can be independent and not rely on a telephone call from the provider of an important service. The various items to be tested and serviced in this plan are as follows along with how often it occurs.

Fire Alarms and fire alarm systems	Annually
Fire extinguishers	Annually
Sprinkler testing and inspection	Annually
Emergency generator	Bi-annually
Emergency lighting	Bi-annually
Smoke detectors	Annually
Carbon monoxide detectors	Annually

### **VEHICLES/EQUIPMENT**

The Northborough Housing Authority will protect the investment it has made in vehicles and other equipment by putting in place a comprehensive maintenance program. The vehicles to be covered include (but not limited to):

Ford F350 2011	Bi-annually
Ford F350 2015	Bi-annually
Ford F350 2023	Bi-annually
Fisher Plows (3)	Annually
Sanders (2)	Annually
John Deere Tractors (2)	Bi-annually
Husqvarna Snow Thrower	Annually
Ariens Sno-Thro 926065-Pro 28	Annually
Ariens Sno-Thro 926077-Pro 28 (HV)	Annually
Ariens Power Brush	Annually

Stihl chainsaw	Annually
Red Max Weed Wacker	Annually
Red Max Hedge Trimmer	Annually
Homelite Electric Pole Trimmer	Annually
Red Max Blower EB7001	Annually
Red Max Blower EBZ8550	Annually
Front Line Tiller (RR)	Annually
Porter Cable Power Washer (RR)	Annually

#### HVAC EQUIPMENT

Packaged Gas/Electric 5 Ton Roof top units (2 CV)

Trane Units Model No. YSC060A3RHADA	Bi-annually
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#### Boilers (RR)

Weil McLein Model GV-3 LP Nat. Gas Gold Boiler	Annually
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Hot Water Storage Tank (RR)	Annually
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Weil McLein Model Gold Plus 40 W/M Indirect Pump	Annually
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Inspect components in Mechanical Rooms	Monthly
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#### Air Handlers (152 E. Main St.)

New as of 6/23/22	Monthly
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EH 10-MPA-LB (Electric heat kit) 2 Units	Monthly
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S/N H2100104 S/NH2100100

Mitsubishi Pumpy-HP48NKMU1 2 Units	Monthly
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S/N 1XU00591A S/N 1XU00612A

Mitsubishi PVFY54NAMU-E1 2 Units	Monthly
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S/N 22N03043 S/N 22N03042

#### Mitsubishi PAR-40MAAU Remote Controller

#### Hot Water Heaters (152 E. Main St.)

Bradford White 2 Units RE2H80T10-INCWT

S/N XB47344017 S/N XB473440055

Inspect all HVAC components of 152 East Main St.	Monthly
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Inspect Hot Water Heaters at 152 East Main St.	Monthly
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Inspect Hot Water Heaters at Colonial Village	Monthly
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#### Boilers (HV) & Otis St.

HTP Elite Premier Boilers EP – 150 (HV)	Annually
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HTP Elite Premier Boilers EP – 110 (Otis St.)	Annually
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Hot Water Storage Tank HV	Annually
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Inspect all components in mechanical rooms of HV & Otis St.	Monthly
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705 Haier split system information

15 Greenwood Dr. Install date 11/26/2023

Annually

Unit 1: Model # AUH2436ZGDA2

Serial # FV000047M (outside unit)

Unit 2: Model # UUY24ZGDAB1

Serial # HS004230M (basement unit)

28 Emerson Rd. Install date 12/6/2023

Annually

Unit 1: Model # AUH2436ZGDA2

Serial # FV0011229M (outside unit)

Unit 2: Model # UUY24ZGDAB2

Serial # LT002917M (basement unit)

Unit 3: Model # 2U18MS2HDA1

Serial # DT000210B (outside unit)

Unit 4: Model # USYF09UCDWA1

Serial # MT000035B (inside unit upstairs)

Unit 5: Model # USYF09UCDWA1

Serial # MT000057B (inside unit upstairs)

64 Birch Hill Rd. Install date 12/3/2023

Annually

Unit 1: Model # 3U24MS2HDA1

Serial # GV001295B (outside unit)

Unit 2: Model # AW07TC2HDA1

Serial # HV000697C (inside unit)

Unit 3: Model # AW07TC2HDA1

Serial # HV000430C (inside unit)

Unit 4: Model # AW07TC2HDA1

Serial # HV000430C (inside unit)

Unit 5: Model # 2U18MS2HDA1

Serial # DT000267B (outside unit)

Unit 6: Model # AW12TC2HDA1

Serial # HV001595C (inside unit)

Unit 7: Model # USYF09UCDWA1

Serial # MT000048B (kitchen unit)

96 Northgate Rd. Install date 2/27/2023

Annually

Unit 1: Model # AUH2436ZGDA2

Serial # ZS001675M (outside unit)

Unit 2: Model # UUY24ZGDAB1

Serial # GS014377M (basement unit)

Unit 3: Model # 2U18MS2HDA1

Serial # GT000503B (outside unit)

Unit 4: Model # AW07TC2HDA1

Serial # VT000267C (inside unit upstairs)

Unit 5: Model # AW07TC2HDA1  
Serial # VT000197C (inside unit upstairs)

166 Boundary St. Unit number 1 Install date 11/19/2023

Annually

Unit 1: Model # 1U18AP2VHA  
Serial # FS004560C (outside unit)  
Unit 2: Model # AW18ES2VHB  
Serial # GS00237C (inside 1<sup>st</sup> floor unit)  
Unit 3: Model # 3U24MS2HDA1  
Serial # ZT000368B (outside unit)  
Unit 4: Model # AW07TC2HDA1  
Serial # AV002384C (inside 2<sup>nd</sup>. floor)  
Unit 5: Model # AW07TC2HDA1  
Serial # AV002718C (inside 2<sup>nd</sup> floor)  
Unit 6: Model # AW07TC2HDA1  
Serial # HV000347C (inside 2<sup>nd</sup> floor)

166 Boundary St. Unit number 2 Install date 11/19/2023

Annually

Unit 1: Model # 1U18AP2VHA  
Serial # ZR004663C (outside unit)  
Unit 2: Model # AW18ES2VHB  
Serial # FS003098C (inside unit)  
Unit 3: Model # U24MS2HDA1  
Serial # DT000550B (outside unit)  
Unit 4: Model AW07TC2HDA1  
Serial # HV000401C (inside unit)  
Unit 5: Model # AW07TC2HDA1  
Serial # HV000393C (inside unit)  
Unit 6: Model # AW07TC2HDA1  
Serial # HV000620C (inside unit)

**IV. PROGRAMMED MAINTENANCE**-This work is important and is completed to the greatest extent possible within time and budget constraint. Programmed maintenance is grouped and scheduled to make their completion as efficient as possible. Sources include:

1. Routine Maintenance-These are scheduled tasks and contribute to the sanitary code and curb appeal of the properties. One example is building exteriors and interior common areas. The Northborough Housing Authority has established a routine maintenance schedule to ensure that they are always maintained in good condition. The areas that are maintained are community buildings, offices, public restrooms, laundry rooms, common hallways and entrances, exterior porches, lighting fixtures, and exterior siding. The Northborough Housing Authority has prepared a routine maintenance schedule for the maintenance of the landscaping

and grounds of its properties that ensure their continuing attractiveness and marketability. These items include lawn care, leaf removal, shrub and tree pruning, maintenance of driveways sidewalks, parking lots, and storm drains. The NHA makes every effort to provide a healthy and pest-free environment for its visitors and residents. The authority will determine which, if any, pests infest its properties and will then provide the best possible treatment for the eradication of those pests.

2. Inspections are the other source of programmed maintenance.-Living units and major system inspections are required annually to meet property maintenance guidelines. The Northborough Housing Authority plans to perform its annual living inspections with its maintenance personnel. Examples of contracts and or service plans are incorporated in this Maintenance Plan.

A. Frequency

Inspections of all developments will be evenly scheduled to allow time for corrective and follow-up work. A move-out inspection will be conducted in all vacant apartments within two working days after becoming vacant. This inspection is used to generate prepare for occupancy work order with all noted items included to be corrected. A move-in inspection will be conducted with the resident at the time of move-in for any apartment being newly occupied.

B. Standard

All inspections will be conducted utilizing NHA's appropriate inspection form. Any unit Deficiencies which are an emergency will be corrected in 24 hours. All other deficiencies will be corrected within a 30 day period.

## V. REQUESTED MAINTENANCE

This category of work refers to resident and others, generated work requests that fall into no other category.

These are non-emergency calls made by residents seeking maintenance service. These requests for service cannot be planned in advance or responded before the resident calls.

It is the policy of the Northborough Housing Authority to complete these work order requests within seven work days. Unless the requests is an emergency or entails work that compromises the habitability of the unit, these requests will not be given a priority above vacancies, scheduled routine and preventative maintenance. By following this procedure, the Northborough Housing Authority believes it can achieve both good resident service and a maintenance system that completes the most important work first and in the most cost effective manner.

### D. PERFORMANCE STANDARDS AND GOALS

The Executive Director establishes measures that will allow the efficiency of maintenance systems and activities to be evaluated. In establishing these standards, the Housing Authority will take into consideration certain factors:

1. Local/State Building and Fire Safety;

2. Northborough Housing Authority job descriptions; and
3. Safety measures

Notwithstanding this will not prevent the Housing Authority from setting a standard that is higher than that contained in the documents. These standards will be used to evaluate current operations and performance, to develop strategies to improve performance and meet the standards that have been set.

#### *E. DEFERRED MAINTENANCE*

Deferred maintenance could be, 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. In the event that extraordinary repairs are needed, the Northborough Housing Authority proposes to correct or abate the situation. The housing authority considers these to be work required as a result of non-routine repairs such as results from lightening, wind, rain, or hail. Deferred maintenance should not be confused with capital projects that would be included in the Capital Improvement Plan.

There are two ways that an item might be added to the Deferred Maintenance Plan.

1. Originating from Work Order System
2. Maintenance Item added directly to the Deferred Maintenance Plan

Work orders must be closed out that are not completed in 30 days, and moved to Deferred Maintenance Module. The other origination of a deferred maintenance could be an item that is not urgent but does require attention at a later date. This could be added directly to the deferred module. The purpose of this plan is to identify and not overlook any deficiency.

#### Situations That Might Warrant Using the Deferred Maintenance Plan

1. Items best completed when the unit is vacant
2. Seasonal items are items that cannot be completed because of the season
3. Lack of funding
4. Efficiency-Items can be grouped together by location, task or trade
5. Organizational and upkeep tasks

The Deferred Maintenance Plan should not be used:

1. Life and Safety Items
2. Work order backlog
3. Small/minor items

Northborough Housing Authority's Preventative maintenance program minimizes the backlog of deferred maintenance. Here are some of NHA's Strategies:

1. Conducting preventative maintenance and completing repairs promptly.
2. Recognize and understand the scale of the problem.
3. Communicate the financial impact of the deferred maintenance.
4. Prioritize projects and develop a plan to secure adequate funding.

By early detection of failing equipment/and or utilities helps to implement a repair at its most cost effective time.

Items to be included in the Deferred Maintenance Plan:

- Description of task
- Date added to deferred maintenance module
- Site or unit number
- Reason deferred
- Estimated cost
- Materials needed
- Original work order number
- Target completion date
- Actual completion date
- Other comments

## **REASONABLE ACCOMODATIONS**

Physical modifications of premises and providing “auxiliary aids” must be considered if requested by an applicant or tenant who has an impairment that limits a major life activity. Some examples:

- Installing a ramp for a tenant with a wheelchair.
- Installing a hand-held shower
- Installing a flashing alarm system for someone who cannot hear the audible alarm
- Acquiring telephone devices (TDDs) or sign language interpreters for deaf individuals
- Service animal

## **SERVICE CONTRACTS**

Fire Protection and Alarms - Priority Fire & Security Inc.	Annually
Fire Suppression (wet sprinkler inspection) - Impact Fire Services	Annually
Fire Extinguishers – Impact Fire Services	Annually
Generator – Bigelow Electrical	Bi-annually
Furnace Maintenance – Northborough Oil	Annually
Septic and well services – Northborough Septic	Annually
Air Conditioning Services (RTU at CV) – J.S. Mortimer, Inc.	Bi-annually
Extermination Services - Big Blue Bug (15HV)	3x a year
Extermination Services – Marlborough Pest Services	As needed
Vehicle Maintenance – MGM	Bi-annually

## **INCLEMENT WEATHER**

Preventative measures will be taken by the Housing Authority prior and during inclement weather months. All Housing Authority staff will monitor weather conditions. The Housing Authority enforces residents to exercise care to avoid injury in the event of dangerous conditions on the premises caused by the accumulation of snow, ice, or other hazardous conditions. The residents will be reminded and encouraged to act responsibly and to take extra precautions to avoid injury during these adverse conditions by posting signage in each and every building.





# Northborough Housing Authority

WRK140

## Deferred Work Order List

Work Orders Deferred Between 12/31/2024 and 8/31/2025

Date Deferred	Status	Work Order #	Scheduled	Category	Description of Work	Dev ID	Bldg ID	Unit ID
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## **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.

## **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 NORTHBOROUGH 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 NORTHBOROUGH HOUSING AUTHORITY						
REVENUE						
Account Number	Account Class	2025 Approved Revenue Budget	2025 Actual Amounts Received	2026 Approved Revenue Budget	% Change from 2025 Actual to 2026 Budget	2026 Dollars Budgeted Per Unit per Month
3110	Shelter Rent -Tenants	909,516.00	894,616.00	948,000.00	6.00%	607.69
3111	Shelter Rent - Tenants - Fraud/Retroactive	0.00	12,589.00	0.00	-100.00%	0.00
3115	Shelter Rent -Federal Section 8\MRVP One-time Leased up Rev.	0.00	0.00	0.00	0.00%	0.00
3190	Nondwelling Rentals	0.00	0.00	0.00	0.00%	0.00
3400	Administrative Fee - MRVP	0.00	0.00	0.00	0.00%	0.00
3610	Interest on Investments - Unrestricted	30,000.00	34,843.00	30,250.00	-13.20%	19.39
3611	Interest on Investments - Restricted	0.00	0.00	0.00	0.00%	0.00
3690	Other Revenue	6,500.00	6,915.00	9,000.00	30.20%	5.77
3691	Other Revenue - Retained	98,000.00	130,211.00	143,000.00	9.80%	91.67
3692	Other Revenue - Operating Reserves	102,987.00	0.00	23,575.00	100.00%	15.11
3693	Other Revenue - Energy Net Meter	0.00	0.00	0.00	0.00%	0.00
3801	Operating Subsidy - EOHLC (4001)	168,493.00	168,493.00	249,890.00	48.30%	160.19
3802	Operating Subsidy - MRVP Landlords	0.00	0.00	0.00	0.00%	0.00
3803	Restricted Grants Received	0.00	0.00	0.00	0.00%	0.00
3920	Gain/Loss From Sale/Disp. of Prop.	0.00	0.00	0.00	0.00%	0.00
3000	TOTAL REVENUE	1,315,496.00	1,247,667.00	1,403,715.00	12.50%	899.82

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by NORTHBOROUGH HOUSING AUTHORITY						
EXPENSES						
Account Number	Account Class	2025 Approved Revenue Budget	2025 Actual Amounts Received	2026 Approved Revenue Budget	% Change from 2025 Actual to 2026 Budget	2026 Dollars Budgeted Per Unit per Month
4110	Administrative Salaries	286,129.00	271,438.00	303,315.00	11.70%	194.43
4120	Compensated Absences	0.00	82.00	0.00	-100.00%	0.00
4130	Legal	5,000.00	0.00	6,500.00	100.00%	4.17
4140	Members Compensation	0.00	0.00	0.00	0.00%	0.00
4150	Travel & Related Expenses	6,328.00	6,133.00	10,275.00	67.50%	6.59
4170	Accounting Services	9,960.00	9,880.00	11,100.00	12.30%	7.12
4171	Audit Costs	4,500.00	4,500.00	4,590.00	2.00%	2.94
4180	Penalties & Interest	0.00	0.00	0.00	0.00%	0.00
4190	Administrative Other	38,650.00	29,767.00	37,400.00	25.60%	23.97
4191	Tenant Organization	500.00	9,100.00	5,000.00	-45.10%	3.21
4100	TOTAL ADMINISTRATION	351,067.00	330,900.00	378,180.00	14.30%	242.42
4310	Water	20,720.00	73,420.00	55,125.00	-24.90%	35.34
4320	Electricity	150,300.00	199,101.00	215,475.00	8.20%	138.13
4330	Gas	21,105.00	16,103.00	15,975.00	-0.80%	10.24
4340	Fuel	18,880.00	19,294.00	17,850.00	-7.50%	11.44
4360	Net Meter Utility Debit/Energy Conservation	95,000.00	119,536.00	140,000.00	17.10%	89.74
4390	Other	10,000.00	0.00	5,000.00	100.00%	3.21
4391	Solar Operator Costs	70,000.00	68,429.00	70,000.00	2.30%	44.87
4392	Net Meter Utility Credit (Negative Amount)	-165,000.00	-187,965.00	-210,000.00	11.70%	-134.62
4300	TOTAL UTILITIES	221,005.00	307,918.00	309,425.00	0.50%	198.35

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by NORTHBOROUGH HOUSING AUTHORITY						
EXPENSES						
Account Number	Account Class	2025 Approved Revenue Budget	2025 Actual Amounts Received	2026 Approved Revenue Budget	% Change from 2025 Actual to 2026 Budget	2026 Dollars Budgeted Per Unit per Month
4410	Maintenance Labor	217,627.00	213,909.00	227,538.00	6.40%	145.86
4420	Materials & Supplies	34,170.00	44,941.00	43,000.00	-4.30%	27.56
4430	Contract Costs	105,000.00	115,385.00	125,000.00	8.30%	80.13
4510	Insurance	42,425.00	49,663.00	60,646.00	22.10%	38.88
4520	Payment in Lieu of Taxes	9,526.00	8,034.00	9,526.00	18.60%	6.11
4540	Employee Benefits	221,129.00	222,883.00	250,400.00	12.30%	160.51
4541	Employee Benefits - GASB 45	0.00	2,965.00	0.00	-100.00%	0.00
4542	Pension Expense - GASB 68	0.00	22,112.00	0.00	-100.00%	0.00
4570	Collection Loss	1,000.00	5,062.00	1,000.00	-80.20%	0.64
4571	Collection Loss - Fraud/Retroactive	0.00	12,589.00	0.00	-100.00%	0.00
4580	Interest Expense	0.00	0.00	0.00	0.00%	0.00
4590	Other General Expense	0.00	3,505.00	0.00	-100.00%	0.00
4500	TOTAL GENERAL EXPENSES	274,080.00	326,813.00	321,572.00	-1.60%	206.14
4610	Extraordinary Maintenance	20,000.00	44,715.00	10,000.00	-77.60%	6.41
4611	Equipment Purchases - Non Capitalized	5,000.00	3,530.00	5,000.00	41.60%	3.21
4612	Restricted Reserve Expenditures	0.00	0.00	0.00	0.00%	0.00
4715	Housing Assistance Payments	0.00	0.00	0.00	0.00%	0.00
4801	Depreciation Expense	0.00	246,304.00	0.00	-100.00%	0.00
4600	TOTAL OTHER EXPENSES	25,000.00	294,549.00	15,000.00	-94.90%	9.62
4000	TOTAL EXPENSES	1,227,949.00	1,634,415.00	1,419,715.00	-13.10%	910.07

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by NORTHBOROUGH HOUSING AUTHORITY						
<b>SUMMARY</b>						
Account Number	Account Class	2025 Approved Revenue Budget	2025 Actual Amounts Received	2026 Approved Revenue Budget	% Change from 2025 Actual to 2026 Budget	2026 Dollars Budgeted Per Unit per Month
3000	TOTAL REVENUE	1,315,496.00	1,247,667.00	1,403,715.00	12.50%	899.82
4000	TOTAL EXPENSES	1,227,949.00	1,634,415.00	1,419,715.00	-13.10%	910.07
2700	NET INCOME (DEFICIT)	87,547.00	-386,748.00	-16,000.00	-95.90%	-10.26
7520	Replacements of Equip. - Capitalized	0.00	0.00	65,000.00	100.00%	41.67
7540	Betterments & Additions - Capitalized	200,000.00	25,330.00	300,000.00	1084.40%	192.31
7500	TOTAL NONOPERATING EXPENDITURES	200,000.00	25,330.00	365,000.00	1341.00%	233.97
7600	EXCESS REVENUE OVER EXPENSES	-112,453.00	-412,078.00	-381,000.00	-7.50%	-244.23

## **Explanation of Budget Accounts**

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

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

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

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

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

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

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

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

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



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

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

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

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4520: Payments in Lieu of Taxes:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Category: Management**

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

**Rating:** Operational Guidance

**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:** Operational Guidance

**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: One board member knew he was leaving the board and did not complete the training because of that.

Response: We have a new board member to replace him and they have registered for the training.



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

**Rating:** No Findings

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

**Rating:** No Findings

### **Category: Financial**

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

**Rating:** No Findings

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

**Rating:** No Findings

### **Category: Capital Spending**

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

**Rating:** Not Applicable

**Category: CHAMP**

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

**Rating:** Corrective Action

**Reason:** The document that was uploaded was not the original paper application scan, though it was available and accurate. By mistake a different document was uploaded.

**Response:** The Executive Director will review documents before submission. We are also planning to attend refresher courses for CHAMP and PMR.

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

**Rating:** Corrective Action

**Reason:** The Executive Director is now responsible for this task.

**Response:** The Executive Director will review documents before submission. We are also planning to attend refresher courses for CHAMP and PMR.

**Criterion:** Fair Housing Policies Uploaded

**Rating:** Corrective Action

**Reason:** We had technical issues logging into the site. EOHLC sent out a new link on 5/21; unfortunately, this was after our visit.

**Response:** We are taking additional training on the new site and will have everything uploaded to the latest version on time. Chalenders have been set for all events in the future.

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

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

**Rating:** Corrective Action

**Reason:** All units are inspected yearly. Two of the units highlighted had been subject to legal action after tenants failed inspection, and the issues were being corrected at the time of inspection, following a court-ordered AFJ.

**Response:** Additional training as needed, while maintaining all sites. The Executive Director will review documents before submission. We are also planning to attend refresher courses for CHAMP and PMR. All units are inspected and reports tracked; this was an issue with uploading to the site. On 5/21, an email was sent with a new link; unfortunately, this was after our review. It will not happen again.

**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: All units are inspected and reports tracked; this was an issue with uploading to the site. On 5/21, an email was sent with a new link; unfortunately, this was after our review. It will not happen again.

Email referenced:

5/21/2025

Hi All

There has been many access issues and a new link was needed ....please log on to see if it works for you  
Please share this new link below with LHAs.

Housing Applications - LHA Log-in

This replaces the existing <https://hedlhportal.azurewebsites.net>

The login information is the same.

Thanks

Tommy

Response: All units are inspected and reports tracked; this was an issue with uploading to the site. On 5/21, an email was sent with a new link; unfortunately, this was after our review. It will not happen again.

Email referenced:

5/21/2025

Hi All

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Housing Applications - LHA Log-in

This replaces the existing <https://hedlhaportal.azurewebsites.net>

The login information is the same.

Thanks

Tommy

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

**Rating:** Corrective Action

Reason: All units are inspected and reports tracked; this was an issue with uploading to the site. On 5/21, an email was sent with a new link; unfortunately, this was after our review. It will not happen again.

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The login information is the same.

Thanks

Tommy

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

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

**Rating:** Not Applicable

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

**Rating:** Not Applicable

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

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

**Rating:** No Findings

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

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

**Rating:** No Findings

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

**Rating:** No Findings

**Additional comments regarding the PMR:**

**Explanation of PMR Criteria Ratings**

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

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



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

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

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

## **Policies**

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

<b>Policy</b>	<b>Last Ratified by Board Vote</b>	<b>Notes</b>
*Capitalization Policy	6/1/2016	
*Fair Housing Marketing Plan	9/7/2022	
*Grievance Policy	9/3/2003	
*Language Access Plan	4/5/2023	
*Personnel Policy	9/1/2021	
*Procurement Policy	5/3/2017	
*Reasonable Accommodations Policy	4/5/2023	
*Rent Collection Policy	5/5/2021	
Credit/Debit Card Policy	5/4/2016	
Criminal Offender Records Information (CORI) Policy	6/3/2020	
Other – Define in the ‘Notes’ column	5/5/2021	Family Personal Property Policy for 705 Tenants
Other – Define in the ‘Notes’ column	6/5/2019	Common Hallway/Porch and Grounds
Other – Define in the ‘Notes’ column	10/5/2006	Satellite/Dish Antenna
Other – Define in the ‘Notes’ column	4/4/2018	Snow Removal
Other – Define in the ‘Notes’ column	6/5/2019	Common Hallway/Porch and Grounds
Other – Define in the ‘Notes’ column	2/1/2017	Inventory
Other – Define in the ‘Notes’ column	2/1/2017	Abandoned Unit
Other – Define in the ‘Notes’ column	9/4/2024	Lockout Policy
Parking	9/4/2024	
Smoking Policy	1/1/2017	
Travel Policy	5/4/2016	

\* 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**

NORTHBOROUGH 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 to ensure that the necessary funding will be available

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

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

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

**CNA:** Capital Needs Assessment

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

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

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

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

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

**FF:** Formula Funding

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

**FYE:** Fiscal Year End

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

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

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

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

**LHA:** Local Housing Authority

**LTO:** Local Tenants Organization

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

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

**MOR:** Management and Occupancy Report

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

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

**Performance Management Review (PMR):**

**PMR:** Performance Management Review

**RCAT:** Regional Capital Assistance Team

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

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

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

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

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



## **Attachments**

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

- . Performance Management Review
- . Cover sheet for tenant satisfaction surveys

## **Resident Surveys – Background**

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

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

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

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

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

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

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

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

# **NORTHBOROUGH 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

<b>Executive Office of Housing and Livable Communities (EOHLC)</b> <b>PMR Desk Audit Ratings Summary</b> <b>Official Published PMR Record</b> For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority	
Housing Authority	NORTHBOROUGH HOUSING AUTHORITY
Fiscal Year Ending	Dec 2024
Housing Management Specialist	Thomas Lee
Facilities Management Specialist	Wilzor Exantus

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

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) Staff Certification & Training Rating	
LHA Name	NORTHBOROUGH HOUSING AUTHORITY
FYE	Dec 2024
HMS Name	Thomas Lee
FMS Name	Wilzor Exantus
Criteria	Rating
Staff Certification and Training	No Findings

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) CFA Submission	
LHA Name	NORTHBOROUGH HOUSING AUTHORITY
FYE	Dec 2024
HMS Name	Thomas Lee
FMS Name	Wilzor Exantus

CFA Submission

Rating: Not Applicable

Recommendations: 1. No Recommendations

# EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)

## PMR Desk Audit Recommendations Report

LHA Name	NORTHBOROUGH HOUSING AUTHORITY
FYE	Dec 2024
HMS Name	Thomas Lee
FMS Name	Wilzor Exantus

### Occupancy

Rating All: Operational Guidance

Rating 667: No Findings

Rating 705: Corrective Action

Rating 200: Not Applicable

1. Develop a Vacancy Turnover Plan which outlines the steps and staff involved from notice of vacancy through maintenance ready date and through lease up.
2. Follow tenant selection best practices to improve vacancy turnover (pulling lists in CHAMP as soon as vacancy occurs and previewing list to prescreen in advance of vacancies as needed).
3. Include unit turnovers in capital improvement plan.
4. Engage in a management agreement or contract with private vendors to help with heavy unit turnover.
5. Review turnovers with staff weekly or biweekly to monitor status of vacant units.

### Tenant Accounts Receivable (TAR)

Rating All: Operational Guidance

Rating 667: No Findings

Rating 705: Corrective Action

Rating 200: Not Applicable

1. Create or update Rent Collection Policy and Procedures and submit to your Board for adoption. Your Rent Collection Policy is collected annually through the Annual Plan process.
2. Adhere to your rent collection policy and lease, i.e. sending notices, reminder letters, 14-day notice to quit, 30-day notice etc. Send notices to tenants early and frequently.
3. Increase ways to accept rent payment, i.e. check scanners, lock boxes, electronic debit, autopay, etc.
4. Report to credit bureau when resident has vacated unit with past due rent balance.
5. Create written repayment agreements, either in house or court ordered, and ensure they are adhered to.
6. Properly enter repayment agreements into TAR reporting to EOHLC.
7. Evaluate vacated balances to better understand what is collectible and what is unlikely to be collected and could be written off. Don't allow tenant balances to build-up before doing lease enforcement. Review aged receivables report regularly.
8. Set reasonable thresholds for commencing legal action.
9. Ensure proper documentation of past due balances and collection efforts with tenants.
10. Work with an RSC for outreach to chronically late rent paying households to connect households with other financial resources to support the overall household budget.
11. HMS and LHA discussed the housing authority's efforts to collect rents and enter into repayment agreements; HMS recommends LHA continue its efforts.
12. All Vacancy reports must be submitted to get an accurate assessment of vacancies

### 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. 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: No Findings

### Revenue

1. No Recommendations

### Expense

#### Salaries

1. No Recommendations

#### Legal

1. No Recommendations

#### Utilities

1. No Recommendations

#### Maintenance

1. No Recommendations

### Other

1. No Recommendations

## Operating Reserve

Rating: No Findings

1. No Recommendations



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

### CHAMP Close Out Report

LHA Name	NORTHBOROUGH HOUSING AUTHORITY
FYE	Dec 2024
HMS Name	Thomas Lee
FMS Name	Wilzor Exantus

#### CHAMP Criteria 1a

Rating: No Findings

Recommendations: 1. No Recommendations

#### CHAMP Criteria 1b

Rating: Corrective Action

Recommendations: 1. Prioritize the intake of CHAMP Paper Applications to ensure that all CHAMP Paper Applications are date and timestamped.  
2. Prioritize the data entry of CHAMP Paper Applications to ensure that all CHAMP Paper Applications are entered into CHAMP accurately.

#### CHAMP Criteria 1c

Rating: No Findings

Recommendations: 1. No Recommendations

#### CHAMP Criteria 2a

Rating: Corrective Action

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

#### CHAMP Criteria 2b

Rating: No Findings

Recommendations: 1. Ensure that all 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)  
2. The Vacancy Reports must be entered on a timely basis

### CHAMP Criteria 3a

Rating: No Findings

Recommendations: 1. No Recommendations

### CHAMP Criteria 3b

Rating: Corrective Action

Recommendations: 1. Fill out the CHAMP Fair Housing Form prior to the start of the next fiscal year.  
2. Data must be submitted on a timely basis

### CHAMP Criteria 3c

Rating: Corrective Action

Recommendations: 1. Adopt the Affirmative Action Goal and applicable Placement Rate, as calculated in the CHAMP Fair Housing Form.  
2. Make offers in accordance with the applicable Placement Rate.  
3. Follow the outreach procedures outlined in your Fair Housing Marketing Plan.  
4. Data must be submitted on a timely basis

# 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	NORTHBOROUGH HOUSING AUTHORITY
FYE	Dec 2024
HMS Name	Thomas Lee
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. Refer to Property Maintenance Guide - Chapters 1 to 3 on Work Order Systems See Handout B

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. Refer to Property Maintenance Guide - Chapters 1 to 3 on Work Order Systems See Handout B

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: Corrective Action

Recommendations: 1. No Recommendations

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

Rating: Not Applicable

Recommendations: 1. No Recommendations

Criteria 5: Vacancy Turnover Work Orders accurately reflect necessary repairs

Rating: Not Applicable

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. 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.