GLOUCESTER HOUSING AUTHORITY
Proposed Annual Plan for Fiscal Year 2027
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 GLOUCESTER HOUSING AUTHORITY's Annual Plan for their 2027 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. Performance Management Review report
    d. Other documents added by LHA

State-Aided Public Housing Developments

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-06	Elderly	CURTIS B. CLARK	1	1983	56
667-01	Elderly	LINCOLN PARK	13	1959	52
667-04	Elderly	MCPHERSON PARK	1	1975	97
667-02	Elderly	POPLAR PARK	13	1964	76
200-01	Family	RIVERDALE PARK	65	1949	160
667-05	Elderly	SHEEDY BUILDING	1	1981	81
	Other	Other Special Occupancy units	1		8
Total			95		530

Massachusetts Rental Voucher Program (MRVP)

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

GLOUCESTER HOUSING AUTHORITY manages 42 MRVP vouchers.

Federally Assisted Developments

GLOUCESTER HOUSING AUTHORITY also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 779 households.

LHA Central Office

GLOUCESTER HOUSING AUTHORITY
259 Washington Street, P.O.Box 1599 Gloucester, MA 01931-1599

Jennifer Hapgood, Executive Director
Phone: 978-283-1234
Email: jhapgood@ghama.com

LHA Board of Commissioners

	Role	Category	From	To
Irene Frontiero	Member		07/28/2019	05/28/2029
Jennifer-Lee Levitz Aronson	Member		01/31/2022	12/31/2026
Joseph Polizzia	Member		05/17/2025	05/17/2028
Linnea Hagberg	Member		10/09/2024	05/28/2027
Scott Duffany	Chair		05/29/2020	05/28/2030

Plan History

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

REQUIREMENT		DATE COMPLETED
A.	Advertise the public hearing on the LHA website.	5/21/2026
B.	Advertise the public hearing in public postings.	5/21/2026
C.	Notify all LTOs or RAB (if there is one) of the hearing and provide access to the Proposed Annual Plan.	5/21/2026
D.	Post draft AP for tenant and public viewing.	5/14/2026
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	6/25/2026
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	7/15/2026
G.	Executive Director presents the Annual Plan to the Board.	7/15/2026
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	7/15/2026

Certification

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

I, Jennifer Hapgood, Executive Directorof the GLOUCESTER HOUSING AUTHORITY, certify on behalf of the Housing Authority that I have conducted an annual review of all GLOUCESTER HOUSING AUTHORITY users of EOHLC Capital Software applications and Housing Applications and that all current LHA users are authorized to use the systems and have the appropriate level of user access based on their job responsibility. I approve all system access and access levels for all GLOUCESTER HOUSING AUTHORITY users.

This certification applies to the following applications:

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

CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

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

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

Date of certification: 7/21/2026

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

Capital Improvement Plan (CIP) Description

What Is the Capital Improvement Plan?

The Capital Improvement Plan (CIP) is a five-year plan that outlines major repairs and improvements to housing authority properties. It describes each project's scope, estimated cost, and timeline, while reflecting the Local Housing Authority's prioritization of its most critical needs, particularly those related to resident health and safety. The plan also identifies how projects may be funded and when they are anticipated to take place, based on the Massachusetts Executive Office of Housing and Livable Communities (EOHLC) fiscal year (July 1 through June 30).

How Projects Are Funded Each Year

Each year, every Local Housing Authority (LHA) receives a Formula Funding Award from EOHLC. This annual award provides the primary source of funding for new projects included in the CIP. While funding levels may vary, it is generally reasonable to anticipate that similar award amounts will be available over the next two years, which helps inform project planning and scheduling. LHAs may also apply for additional "special awards" from EOHLC for specific projects that meet certain criteria, such as emergency repairs, regulatory compliance, or energy and water conservation improvements.

Why Plans and Costs May Change

The CIP is a planning document and must be submitted to EOHLC for review and approval. While the plan reflects current cost estimates, project budgets often increase between the time they are planned and when construction begins. As a result, available funding may not go as far as originally anticipated, and some projects may need to be adjusted, delayed, or completed in phases.

Why Project Schedules Can Shift

Because the CIP is updated each year, project schedules and priorities may change over time. In particular, previously unidentified conditions or urgent repair needs may arise after the plan is developed; due to their impact on health, safety, or building integrity, these issues may take precedence over projects that were previously scheduled. When this occurs, the plan may be updated through CIP Revision.

To better understand how a plan has changed—including which projects were advanced, delayed, or added—it is helpful to compare the current year's CIP with the prior year's CIP. This comparison can show how EOHLC funding decisions and plan revisions have affected project timing and priorities.

Other Funding Sources

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. However, not all of these funding sources are available every year, or in all communities.

The CIP includes the following parts:

1. A list of existing projects approved in last year's CIP Plan or added to the plan through CIP Revision during the year.
2. A list of planned capital projects showing spending per fiscal year.
3. 'Narrative Questions' with a variety of additional information.

Active and Proposed Projects with Projected Spending by Fiscal Year

Active Projects			
Project #	**Project Title**	**Development**	**Total Development Cost**
This year's funding is being applied to increased costs for previous projects, with no new projects proposed for this plan year.			

Proposed Projects			
FY2027		**Available Formula Funding:**	**$728,996.30**
Project Title	**Development**	**Total Development Cost**	**Special Award(s) Requested**
Convert boiler to ASHP - Hillcrest	HILLCREST	$40,838.00	$40,838.00
Riverdale Furnace Replacement - Phase 3	RIVERDALE PARK	$907,500.00	$600,000.00
Poplar Window replacement	POPLAR PARK	$632,778.00	
Riverdale Furnace Replacement - Phase 4	RIVERDALE PARK	$1,179,750.00	$1,179,750.00
Sewer Pipe Replacement	RIVERDALE PARK	$1,363,532.00	$1,300,000.00
Sust-R Resiliency: trimming & site flood resilience 200-1	RIVERDALE PARK	$5,047,128.61	
AIP: 667 Routine Turnovers		$72,400.00	
ARPA FF+FF: Walkway Paving	LINCOLN PARK	$1,138,972.93	
SUST-R Resiliency: mechanical systems & electrical 200-1	RIVERDALE PARK	$4,880,995.20	
ARPA Targeted Award- Fed Pac and Fire Alarm System Upgrades	SHEEDY BUILDING	$971,312.39	
ARPA FF+FF: Poplar Heating Distribution Line Replacement	POPLAR PARK	$473,884.17	
M_Meter Upgrade	LINCOLN PARK	$1,623,740.00	
Riverdale Window Replacement - Phase 1	RIVERDALE PARK	$798,545.46	
SUST Riverdale Furnace Replacement - Upper Veterans Way/Washington	RIVERDALE PARK	$1,049,584.00	
Lincoln Heating Distribution Line Replacement	LINCOLN PARK	$0.00	
Lincoln Water/Sewer Line Replacment Study	LINCOLN PARK	$55,826.00	
Sheedy Elevator 1 Modernization	SHEEDY BUILDING	$604,162.54	
Clark Elevator Modernization	CURTIS B. CLARK	$111,519.27	
New Elevator Project - Clark	CURTIS B. CLARK	$2,250,000.00	
Total		$23,202,468.57	$3,120,588.00

Proposed Projects		
FY2028	**Anticipated Formula Funding:**	**$728,996.30**
Project Title	**Development**	**Total Development Cost**
This year's funding is being applied to increased costs for previous projects, with no new projects proposed for this plan year.		

Proposed Projects		
FY2029	**Anticipated Formula Funding:**	**$728,996.30**
Project Title	**Development**	**Total Development Cost**
This year's funding is being applied to increased costs for previous projects, with no new projects proposed for this plan year.		

Years 4 and 5 (reflect estimated annual planning amounts)		
FY2030 and FY2031		
Project Title	**Development**	**Total Development Cost**
This year's funding is being applied to increased costs for previous projects, with no new projects proposed for this plan year.		

The 'Narrative Questions' with Additional Information

1. Project Closeout

Have you reviewed in progress projects, contacted your PM to close out old projects, and recirculated unused funds? Please explain why or why not.

Answer: Yes

Explanation: We believe 107140, 107113, and 107134 these three are all completed and should be closed. All three are HLC managed projects.

2. Request for Additional Funding

Request additional funding from EOHLC by going to the project's detail page and adding a comment that includes the funding type and requested amount. Upload any relevant attachments at the bottom of this form. Do not include requests already approved in your latest CIP.

3. Overall Goals of the Capital Improvement Plan

What do you plan to achieve with this year's CIP plan and how do the projects you've selected support this goal?

Explanation: The projects I have chosen are all needed projects. The sewer line replacement in Riverdale (200-1) is an emergency project that needs to be addressed as soon as possible. Some of the sewers were scheduled to be addressed in project 107137, however it is too much for that project to take on and needs to be it's own funded project. The furnance replacements in both Hillcrest (689-1) and Riverdale (200-1) are to remove gas fired furnances and replace with ASHP's. The HIllcrest heating system has reached the end of it's usful life. In RIverdale, these units are also reaching the end of their useful lives, and two phases are currenlty in progress.

4. Changes from the Previous CIP

Aside from completing projects that were listed in your previous CIP and adding new projects in the new planning year(s), in what way does your new CIP differ from your previous CIP?

Explanation: Last year, because it was a 5-year CIP, we also included phase 2 and 3 of the Riverdale windows. They are not included because this is a 3-year plan.

5. Requirements from previous CIP approval

A. Approval Requirements

Did your previous CIP Approval Letter include conditions to be satisfied when implementing the CIP projects or conditions to be included in your new CIP?

Answer: No

6. Project Priorities

Does your CIP only include high priority capital projects (Priority 1 and 2 projects)? If no, explain your rationale for including lower priority projects.

Answer: Yes

7. High Priority Deficiencies

Are there any high priority capital deficiencies (priority 1 or 2 projects) in your CPS Backlog that you could not fit in your year 1 or 2 CIP plan? If yes, provide an explanation and the plan to address the deficiencies. Make sure to go through the CPS Backlog and update priorities when necessary.

Answer: Yes

Explanation: We have six high priority projects left. The hope is that we will be able to complete them in future years as money becomes avialble.

8. Accessibility

Are you aware of any accessibility deficiencies in your portfolio (units, common areas, and sites)? If yes, describe the deficiencies and list the projects in this CIP that will address them.

Answer: Yes

Explanation: We currently have no accessible units in Riverdale (200-1), however the development is in need of other upgrades. Hope to address in the future.

9. Special Needs Development

A. DMH/DDS Developments

LHAs must meet with each service provider on an annual basis to discuss the physical condition and necessary repairs of each of the DDS/DMH developments (167 or 689). Does your LHA have one or more DDS/DMH developments? If yes, provide details from the service provider input.

Answer: Yes

B. DMH/DDS Projects

Does your plan include projects for the DMH/DDS developments recommended by this service provider? If no, provide an explanation. Include input from the service provider staff for expanding the DMH/DDS set aside.

Service Provider Input Completion Date: 08/01/2025

Answer: Yes

10. Sustainability Program

Are you requesting Sustainability Funding for any of your projects?

Answer: Yes

If yes, have you engaged with the Mass Save Low Income (LEAN) Program? If no, please explain why not?

Answer: Yes

11. Solar Initiatives

Does your current CIP contain roof replacement projects?

Answer: No

12. Resilience

Are any of your developments flagged for weather vulnerabilities in CPS? For example, sea-level rise/storm surge, rainfall flooding, and extreme heat.

Answer: Yes

If yes, do the projects in this CIP planned at these developments incorporate resilient design elements into the initial design plans and costs? If no, please explain.

Answer: Yes

13. Fossil Fuels

PHN 2024-11 stipulates that EOHLC Capital Funds cannot be used to install new fossil fuel-fired equipment, barring a few exceptions. This includes natural gas, propane, and heating oil.

Will fossil fuel-fired equipment be installed as a part of any project in this CIP?

Answer: No

14. Vacant Units

Please list the projects in this CIP submission that are tied to reoccupying vacant units. If there are none, write none.

Explanation: None

15. EOHLC/RCAT Assistance

Has EOHLC or RCAT staff provided you with assistance developing this CIP? If yes, who were the EOHLC or RCAT staff involved?

Answer: No

16. Certification Statement

I certify that this is the complete and accurate list of projects that I will be submitting to the Board for approval as part of the Annual Plan process.

If there are any additions, deletions, or modifications to this list of projects resulting from the Board or LTO/public meeting, I will promptly notify my EOHLC Project Manager and RCAT Project Manager and make the necessary changes.

Answer: Yes

17. Other Comments

Comments:

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 Executive Office of Housing and Livable Communities (EOHLC).

I. **Emergencies** - Emergencies are only those conditions which are **immediately threatening** to the life or safety of our residents, staff, or structures.
   - Goal: initiated with 24 to 48 hours.

II. **Vacancy Refurbishment** - **Work necessary to make empty units ready for new tenants.**
   - After emergencies, the refurbishment of vacancies for immediate re-occupancy has the highest priority for staff assignments. **Everyday a unit is vacant is a day of lost rent.**
   - **Goal: vacancy work orders are completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver**.

III. **Preventive Maintenance** - Work which must be done to **preserve and extend the useful life** of various elements of your physical property and avoid emergency situations.
   - A thorough Preventive Maintenance Program and Schedule that deals with all elements of the physical property is provided later in the document.
   - The Preventive Maintenance Program is reviewed and updated annually and as new systems and facilities are installed.

IV. **Programmed Maintenance** - Work which is important and is completed to the greatest extent possible within time and budget constraints. Programmed maintenance is grouped and scheduled to make its completion as efficient as possible. Sources of programmed maintenance include:
   - Routine Work includes those tasks that need to be done on a regular basis to keep our physical property in good shape. (Mopping, Mowing, Raking, Trash, etc.)
   - Inspections are the other source of programmed maintenance.
     ◊ Inspections are visual and operational examinations of parts of our property to determine their condition.
     ◊ All dwelling units, buildings and sites must be inspected at least annually.
     ◊ **Goal: Inspection-generated work orders are completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue)**.

V. **Requested Maintenance** - Work which is requested by residents or others, does not fall into any category above, and should be accomplished as time and funds are available.
   - Requests from residents or others for maintenance work which does not fall into one of the other categories has the lowest priority for staff assignment.
   - **Goal: Requested work orders are completed in 14 calendar days from the date of tenant request or if not completed within that timeframe (and not a health or safety issue), the task is added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.**

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call Answering Service	617-629-1381	After business hours.
Call LHA at Phone Number	978-283-4770	M-Th 8AM - 4:15PM, F 8AM-12PM
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 GLOUCESTER HOUSING AUTHORITY main office.

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

Normal Maintenance Request Process

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service	617-629-1381	After business hours.
Call Housing Authority Office	978-283-4770	M-Th 8AM-4:15PM, F 8AM-12PM
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 Web

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

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

Maintenance Plan Narrative

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

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

   The Operations Department of the GHA is responsible for managing all maintenance functions of the agency in the most cost-effective manner while maximizing the useful life of GHA properties and providing the best service to GHA residents. The GHA's PMR & AUP had no findings or comments related to our maintenance activities and we receive ongoing compliments from residents concerning the quality of work and courtesy of our staff. Our most recent tenant satisfaction survey indicated that 94% of the respondents felt they were treated with courtesy and respect when they were contacted by maintenance.

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

   This past year GHA hired a licensed electrician as part of the maintenance team. This has made a large difference in our ability to respond to and repair electrical issues in house. Also, the separation of our capital program from the day-to-day maintenance operations has made project management much easier and has provided better information to the Executive Director, staff, and tenants on capital improvements.

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

   Major goals for FY 2027 include continued reduction in work order completion time and decreasing deferred work orders. The GHA will continue to strengthen unit turnover quality control, inspection processes and integrate additional preventative maintenance items at completion of each capital improvement project.

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	$1,503,934.00	$109,850.00
Last Fiscal Year Actual Spending	$1,422,666.00	$8,139.00
Current Fiscal Year Budget	$1,566,090.00	$121,500.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	47
Average time from date vacated to make unit "Maintenance Ready"	12 days
Average time from date vacated to lease up of unit	96 days

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

Attachments

These items have been prepared by the GLOUCESTER 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.

GHA Preventative/Scheduled Maintenance

Item	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Responsible Party
Boiler Room Inspections/Oil Lube motors - Lincoln	▲				▲			▲			▲		Staff Plumber
Boiler Room Inspections/Oil Lube motors- Poplar	▲				▲			▲			▲		Staff Plumber
Boiler Room Inspections/Oil Lube motors - Macpherson	▲				▲			▲			▲		Staff Plumber
Boiler Room Inspections/Oil Lube motors- Clark	▲				▲			▲			▲		Staff Plumber
Check Antifreeze level in Heating System-Essex St Apts											▲		Staff Plumber
Boiler Room Inspections - Hillcrest		▲				▲				▲			Staff Plumber
Boiler Room Inspections - Main Office		▲				▲				▲			Staff Plumber
Boiler Room Inspections - Mason		▲				▲				▲			Staff Plumber
Boiler Room Inspections - Prospect Sq.		▲				▲				▲			Staff Plumber
Boiler Room Inspections - Sargent		▲				▲				▲			Staff Plumber
Boiler Room Inspections - Sheedy		▲				▲				▲			Staff Plumber
Boiler Room Inspections/Oil Lube motors- Willowood		▲				▲				▲			Staff Plumber
Inspect and Recharge all Fire extinguishers/ Call Vendor to Schedule								▲					Working Supervisor
Change Heat Filters - Clark										▲			Working Supervisor
Change Furnace Filters - Riverdale									▲				Working Supervisor
Check Compactor Eye, gaugue, oil & hydraulics - McPherson					▲						▲		Working Supervisor
Check Compactor Eye, gaugue, oil & hydraulics - Sheedy					▲						▲		Working Supervisor
Check all Crawlspaces/Test Sump pumps - Poplar									▲				Working Supervisor
Check Crawlspaces/Evidence of Mold - Poplar									▲				Working Supervisor
Check Emergency Lights - Clark											▲		Working Supervisor
Check Emergency Lights - Lincoln Comm Room					▲						▲		Working Supervisor
Check Emergency Lights - McPherson					▲						▲		Working Supervisor
Check Emergency Lights - Poplar Comm Room					▲						▲		Working Supervisor
Check Emergency Lights - Riverdale Comm Room					▲						▲		Working Supervisor
Check Emergency Lights - Sheedy					▲						▲		Working Supervisor
Check Emergency Lights - Willowood Comm Room					▲						▲		Working Supervisor
Clear out any debris from bridge culvert entrances - Poplar					▲					▲			Working Supervisor
Clean out Grease Trap - McPherson				▲						▲			Staff Plumber
Change all Air Filter, water jet clean all condenser coils -McP Com.Rm. Air Handler					▲						▲		Staff Plumber
Boiler Inspection - Essex								▲					Working Supervisor
Boiler Inspection - Griffin								▲					Working Supervisor
Inspect Both Bridge Culverts - Poplar Park				▲						▲			Working Supervisor
Inspect/Repair Roof Exhaust Fans - Clark				▲						▲			Working Supervisor
Inspect/Repair Roof Exhaust Fans - McPherson				▲									Working Supervisor

GHA Preventative/Scheduled Maintenance

Item	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Responsible Party
Inspect/Repair Roof Exhaust Fans - Sheedy				▲								▲	Working Supervisor
Change all filters in Roof Makeup Air unit - Sheedy				▲								▲	Working Supervisor
Replace Air Filters in end hallway air handler units -all 6 floors -McPherson										▲			Working Supervisor
Replace filters in Community Room HVAC-Sheedy					▲								Working Supervisor
Clean filter screen in all mini split heads in all GHA Main Offices equipped						▲							Working Supervisor
Main Office Attend 1 Scheduled Generator Test , run to observe operation & do visual inspection	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	Working Supervisor
Shop Yard Attend 1 Scheduled Generator Test , run to observe operation & do visual inspection	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	Working Supervisor
Lincoln Park Attend 1 Scheduled Generator Test , run to observe operation & do visual inspection	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	Working Supervisor
Clark Bldg. Attend 1 Scheduled Generator Test , run to observe operation & do visual inspection & Check Fuel Gauge	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	Working Supervisor
Poplar Park Attend 1 Scheduled Generator Test , run to observe operation & do visual inspection	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	Working Supervisor
Sheedy Attend 1 Scheduled Generator Test , run to observe operation & do visual inspection	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	Working Supervisor
McPherson Attend 1 Scheduled Generator Test , run to observe operation & do visual inspection & check Fuel Gauge	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	Working Supervisor
Test run Sprinkler Pump and grease bearings at Clark Building		▲				▲				▲			Working Supervisor
Test run Sprinkler Pump and grease bearings at Sheedy Building			▲				▲				▲		Working Supervisor
Test run Sprinkler Pump and grease bearings at McPherson Building				▲				▲				▲	Working Supervisor
Replace Aqualine AP431 Water Filter Cartridges at Poplar Park			▲						▲				Staff Plumber
Replace Aqualine AP431 Water Filter Cartridges at Lincoln Park			▲						▲				Staff Plumber
Replace Water Filter on Viesman Boiler at McPherson Park				▲									Staff Plumber
Renew all Acid Nurtralizer cartridges for Boiler water drains at Poplar Park								▲					Staff Plumber
Renew all Acid Nurtralizer cartridges for Boiler water drains at Lincoln Park								▲					Staff Plumber
Renew all Acid Nurtralizer cartridges for Boiler water drains at Sheedy Park								▲					Staff Plumber
Renew all Acid Nurtralizer cartridges for Boiler water drains at Clark Building								▲					Staff Plumber
Renew all Acid Nurtralizer cartridges for Boiler water drains at Willowood								▲					Staff Plumber
any sediment from boiler and components, Clean out Condensate Trap, Service								▲					Staff Plumber
Fittings, Check all Hydraulics for Leaks, Inspect and Test all Operating									▲				Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks.**Poplar** Boiler Rm 1							▲						Staff Plumber

GHA Preventative/Scheduled Maintenance

Item	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Responsible Party
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks.**Poplar** Boiler Rm 2							▲						Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks.**Poplar** Boiler Rm 3							▲						Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks.**Poplar** Boiler Rm 4							▲						Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**.Poplar** Boiler Rm 5							▲						Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**.Poplar** Boiler Rm 6								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks **Lincoln** Boiler Rm 1								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks **Lincoln** Boiler Rm 2								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks.**Lincoln** Boiler Rm 3								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**.Lincoln** Boiler Rm 4								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-1 Arthur St.**								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-2 Arthur St.**								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-3 Arthur St.**								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-4 Arthur St.**								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-5 Arthur St.**								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-6 Arthur St.**								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-7 Arthur St.**								▲					Staff Plumber

GHA Preventative/Scheduled Maintenance

Item	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Responsible Party
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-8 Arthur St.**								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-9 Arthur St.**								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-10 Arthur St.**								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-11 Arthur St.**								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-12 Arthur St.**								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-13 Arthur St.**								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-14 Arthur St.**								▲					Staff Plumber
Lochinvar Boiler Maint. Clean Heat Exchanger, Ign and Flame sensor electrodes. Operate Relief Valve. Inspect All vents for leaks**. 7-15 Arthur St.**								▲					Staff Plumber
18 Essex St. Clean Boiler #1 Heat Exchanger, Ignition & Flame Sensor replacement. Inspect for Leaks								▲					Staff Plumber
18 Essex St. Clean Boiler #2 Heat Exchanger, Ignition & Flame Sensor replacement. Inspect for Leaks								▲					Staff Plumber
18 Essex St. Clean Boiler #3 Heat Exchanger, Ignition & Flame Sensor replacement. Inspect for Leaks								▲					Staff Plumber
17 Washington Sq. Clean Boiler #1 Heat Exchanger, Ignition & Flame Sensor replacement. Inspect for Leaks								▲					Staff Plumber
17 Washington Sq. Clean Boiler #2 Heat Exchanger, Ignition & Flame Sensor replacement. Inspect for Leaks								▲					Staff Plumber
17 Washington Sq. Clean Boiler #3 Heat Exchanger, Ignition & Flame Sensor replacement. Inspect for Leaks								▲					Staff Plumber
Clean Mini Split Filter Screens in all GHA offices			▲			▲			▲			▲	Staff Plumber
Clean Mini Split Filter Screens in Senior Care Office at McPherson Bldg.			▲			▲			▲			▲	Staff Plumber
Clean Heat Exchangers in all Mini Split Systems-Riverdale									▲				Staff Plumber
Clean Mini Split Filter Screens in Sheedy Elevator Room - 2nd floor					▲					▲			Staff Plumber
Clean Mini Split Filter Screens in McPherson Elevator Room -6th floor					▲					▲			Staff Plumber

GHA Preventative/Scheduled Maintenance

Item	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Responsible Party
Clean Mini Split Filter Screens in Senior Care Office at McPherson Bldg.			▲			▲			▲			▲	Staff Plumber
McPherson Bldg. - Drain, Flush,Refill Compactor Hydraulic Fluid w/AW68 or equivalent									▲		▲		
McPherson - Change Filters, Clean Condenser Air Unit on Community Room Roof									▲		▲		

GHA Preventative Routine HA Requested Maintenance

Item	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Responsible Party
Turn on Outside Water Spigots-Lincoln , Poplar, Arthur St					▲								Working Supervisor
Turn off Outside Water Spigots-Lincoln , Poplar, Arthur St										▲			Working Supervisor
Call Pitney Bowes to Service/Clean Mailing Machine					▲						▲		Operations Director
Tugger Power Pusher-McPh. & Sheedy - Lubricate roller chains w/ #30 oil, adjust chains at maxiumum slack not over 1/2" midway between sprockets		▲											Working Supervisor
Schedule Fire Alarm/Sprinkler Testing at all Highrises with Hayden					▲								Operations Director
Inspect/replace bad bullbs all common area lighting -Clark	▲						▲						Working Supervisor
Inspect/replace bad bullbs all common area lighting - Sheedy	▲						▲						Working Supervisor
Inspect/replace bad bullbs all common lighting - McPherson	▲						▲						Working Supervisor
Set Exterior lights Timers at Poplar, Lincoln and Willowood on at 8:00 pm			▲										Working Supervisor
Set Exterior lights Timers at Poplar, Lincoln and Willowood on at 5:00 pm									▲				Working Supervisor
Set Exterior light Timers at GHA Offices, Riverdale Center & Maint. Shop			▲										
Set Exterior light Timers at GHA Offices, Riverdale Center & Maint. Shop									▲				
Check Exterior Lighting - Clark					▲						▲		Working Supervisor
Check Exterior Lighting - Lincoln					▲						▲		Working Supervisor
Check Exterior Lighting - Main Office					▲						▲		Working Supervisor
Check Exterior Lighting - McPherson					▲						▲		Working Supervisor
Check Exterior Lighting - Poplar					▲						▲		Working Supervisor
Check Exterior Lighting - Riverdale Comm/maint Building					▲						▲		Working Supervisor
Check Exterior Lighting - Sheedy					▲						▲		Working Supervisor
Check Exterior Lighting - Willowood											▲		Working Supervisor
Clear all Debis from all Roof areas - Clark, Sheedy, McPherson								▲					Working Supervisor
Clean hallway makeup air unit filters - all 6 floors at McPherson	▲			▲			▲			▲			Working Supervisor
Install/Remove A/C - Sunroom, Lobby, Attic, Downstairs Conf. Rm, Cliff's office, Resident Services offices					▲					▲			Working Supervisor
Stock all sites with Bagged Ice Melt										▲			Working Supervisor
Clean Gutters/Repair Joints - Griffin Court											▲		Working Supervisor
Clean Gutters/Repair Joints - Lincoln Park											▲		Working Supervisor
Glean Gutters/Repair Joints - Poplar Park											▲		Working Supervisor
Install/Remove A/C - Poplar Comm Room					▲					▲			Working Supervisor
Test A/C - Clark, Main Office, McPherson, Sheedy, Willowood					▲								Working Supervisor
Remove All A/C units - Main Offices, LP,PP, Riverdale Comm.Rms.										▲			Working Supervisor
Change Heat Filters - Clark									▲				Working Supervisor

GHA Preventative Routine HA Requested Maintenance

Item	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Responsible Party
Clean Laundry Room Behind Dryers - Sheedy, Clark, LP, PP, McPh.	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	Working Supervisor
Empty Smoking Recepticles -Clark, McPherson, Sheedy	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	Working Supervisor
Loose Grounds Trash Pickup at Riverdale, Willowood, Lincoln, Poplar -2nd & 15th of each month	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	Working Supervisor
Set Up Xmas Tree in Community Room, & Install Lights on Outdoor Trees/shrubs - Lincoln, Poplar, McPherson, Sheedy Clark												▲	Working Supervisor
Remove Xmas Tree in Community Room, & Install Lights on Outdoor Trees/shrubs - Lincoln, Poplar, McPherson, Sheedy Clark	▲												Working Supervisor
Install the temporary Speed Bumps at Willowood Gardens						▲							Working Supervisor
Remove the temporary Speed Bumps at Willowood Gardens in preparation for snow removal											▲		Working Supervisor
Laundry Rooms - Clean Dryer Vents at Clark			▲						▲				Working Supervisor
Laundry Rooms - Clean Dryer Vents at McPherson													Working Supervisor
Laundry Rooms - Clean Dryer Vents at Sheedy			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-1 Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-2 Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-3 Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-4 Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-5 Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-6 Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-7Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-8 Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-9 Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-10 Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-11 Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-12 Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-13 Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-14Arthur St.			▲						▲				Working Supervisor
Clean out dryer exhaust Duct/vent - 7-15 Arthur St.			▲						▲				Working Supervisor
Laundry Room - All Elderly - Clean & Sanitize all laundry equipment, wiping down inside of the machine with a bleached based cleaner. Run washing machines on a bleach wash cycle with hot water.	▲			▲			▲			▲			Working Supervisor

Gloucester Housing Authority
Deferred Work Order Report

Filter Criteria Includes: 1) Program: Massachusetts 400 Program 2) Project: 667 - 001 - Lincoln Park, 667 - 002 - Poplar Park, 667 - 006 - C.B. Clark Bldg., 667 - 005- J.W. Sheedy +2 3) Types: All Types 4) Deferred Reason: N/A 5) Employee: All, 6) Completed Date: 1/1/2023 to 4/1/2026

Work Order Number	Completed Date/Time	Deferred Reason	Deferred Type
74318	2/1/2023 12:00 AM	DONE 41PC-WO78901	Deferred Maintenance Plan
74327	1/20/2023 12:00 AM	Done 59 B CBC WO 76262	Deferred Maintenance Plan
74347	1/25/2023 12:00 AM	DONE 19PC-WO 82046	Deferred Maintenance Plan
74415	1/31/2023 3:01 PM	DONE 10PC WO#76331	Deferred Maintenance Plan
74500	2/7/2023 12:00 AM	DONE Cliff's office-WO 80814	Deferred Maintenance Plan
74517	2/7/2023 12:00 AM	DONE 511MCP - WO76561	Deferred Maintenance Plan
74577	2/13/2023 12:00 AM	DONE 39PC-79753	Deferred Maintenance Plan
74760	2/13/2023 12:00 AM	DONE MCPH. WO 77441	Deferred Maintenance Plan
74761	2/13/2023 12:00 AM	DONE MC DEVL.-WO 78224	Deferred Maintenance Plan
74762	2/13/2023 12:00 AM	DONE MCP BLD. WO#76443	Deferred Maintenance Plan
74818	3/2/2023 12:00 AM	DONE 407MC WO 78225	Deferred Maintenance Plan
74822	2/23/2023 12:00 AM	DONE 214SP - WO76530	Deferred Maintenance Plan
74823	2/23/2023 12:00 AM	DONE 206SP-WO76535	Deferred Maintenance Plan
74824	2/23/2023 12:00 AM	DONE -411SP	Deferred Maintenance Plan
74827	3/2/2023 12:00 AM	DONE 41PC-79744	Deferred Maintenance Plan
74828	3/2/2023 12:00 AM	DONE 41PC - 79745	Deferred Maintenance Plan
74829	3/2/2023 12:00 AM	DONE 41PC-WO 82689	Deferred Maintenance Plan
74934	3/2/2023 12:00 AM	DONE 502MCP -WO 77109	Deferred Maintenance Plan
74972	3/2/2023 12:00 AM	DONE-410MC WO 75014	Deferred Maintenance Plan
74974	3/2/2023 12:00 AM	DONE 27CBC-WO 80600	Deferred Maintenance Plan
74980	3/2/2023 12:00 AM	DONE 512MCP WO#76435	Deferred Maintenance Plan
75010	3/2/2023 12:00 AM	DONE MC 5TH FL.TRASH RM WO76521	Deferred Maintenance Plan
75013	3/2/2023 12:00 AM	DONE 513MCP WO#76436	Deferred Maintenance Plan
75025	3/2/2023 12:00 AM	DONE 510MCP WO 75317	Deferred Maintenance Plan
75079	3/2/2023 12:00 AM	DONE 302MCP - WO 77110	Deferred Maintenance Plan
75332	3/2/2023 12:00 AM	DONE 36CBC, WO 79429	Deferred Maintenance Plan
75417	3/8/2023 12:00 AM	DONE 75PP-WO 80049	Deferred Maintenance Plan
75419	3/8/2023 12:00 AM	DONE 75PP-WO 78400	Deferred Maintenance Plan
75427	3/8/2023 12:00 AM	DONE 416SP - WO 76542	Deferred Maintenance Plan
75432	3/8/2023 12:00 AM	DONE 105VW-79396	Deferred Maintenance Plan
75476	3/13/2023 12:00 AM	DONE 513MCP	Deferred Maintenance Plan
75730	3/28/2023 12:00 AM	DONE 27VW - WO 76549 & 76550	Deferred Maintenance Plan
75861	4/19/2023 12:00 AM	DONE 61VW-WO 80765	Deferred Maintenance Plan
75862	4/19/2023 12:00 AM	DONE 61VW WO76771	Deferred Maintenance Plan
75916	4/7/2023 12:00 AM	DONE 21VW WO 84687	Deferred Maintenance Plan
76008	4/6/2023 12:00 AM	DONE 69VW	Deferred Maintenance Plan
76009	4/6/2023 12:00 AM	DONE 69VW-79852	Deferred Maintenance Plan
76010	4/6/2023 12:00 AM	DONE 69VW	Deferred Maintenance Plan
76011	4/6/2023 12:00 AM	DONE 69VW- WO79609	Deferred Maintenance Plan
76012	4/6/2023 12:00 AM	DONE 69VW -79610	Deferred Maintenance Plan
76013	4/6/2023 12:00 AM	DONE 69VW-79740	Deferred Maintenance Plan
76014	4/6/2023 12:00 AM	DONE 69VW-79613	Deferred Maintenance Plan
76015	4/6/2023 12:00 AM	DONE 69VW-79614	Deferred Maintenance Plan
76016	4/6/2023 12:00 AM	DONE 69VW-79615, 79616	Deferred Maintenance Plan
76017	4/6/2023 12:00 AM	DONE 69VW-79789	Deferred Maintenance Plan
76018	4/6/2023 12:00 AM	DONE 69VW-BY TENANT	Deferred Maintenance Plan
76019	4/6/2023 12:00 AM	DONE 69VW-BY TENANT	Deferred Maintenance Plan
76020	4/6/2023 12:00 AM	DONE 69VW-BY TENANT	Deferred Maintenance Plan
76021	4/6/2023 12:00 AM	DONE 69VW-79617	Deferred Maintenance Plan
76078	4/7/2023 12:00 AM	DONE 32LP WO 78869	Deferred Maintenance Plan

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Gloucester Housing Authority
Deferred Work Order Report

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76085	4/19/2023 12:00 AM	DONE MCP bldg.-WO 81745	Deferred Maintenance Plan
76216	5/9/2023 12:00 AM	DONE 66PP-WO 79338	Deferred Maintenance Plan
76217	5/9/2023 12:00 AM	DONE 65PP-79921	Deferred Maintenance Plan
76218	5/9/2023 12:00 AM	DONE 66PP, WO 80072	Deferred Maintenance Plan
76265	4/25/2023 12:00 AM	DONE 72VW - WO80276	Deferred Maintenance Plan
76335	5/1/2023 12:00 AM	DONE 313MCP-WO80044	Deferred Maintenance Plan
76461	5/22/2023 12:00 AM	DONE MCP-WO 78994	Deferred Maintenance Plan
76465	5/22/2023 12:00 AM	DONE MCP -WO 79360	Deferred Maintenance Plan
76490	5/22/2023 12:00 AM	DONE LP EXT.LIGHTS-79374	Deferred Maintenance Plan
76493	5/22/2023 12:00 AM	DONE PP DEVEL. WO 78242	Deferred Maintenance Plan
76726	6/6/2023 12:00 AM	DONE 63VW-WO 80642	Deferred Maintenance Plan
76727	6/6/2023 12:00 AM	DONE 63VW- WO 80643	Deferred Maintenance Plan
76728	6/6/2023 1:57 PM	DONE 63VW-WO 80644	Deferred Maintenance Plan
76731	6/6/2023 12:00 AM	DONE 63VW WO 85103	Deferred Maintenance Plan
76732	6/6/2023 12:00 AM	DONE 63VW-WO 80703	Deferred Maintenance Plan
76734	6/6/2023 12:00 AM	DONE 63VW - WO 85106	Deferred Maintenance Plan
76735	6/6/2023 12:00 AM	DONE 63VW-WO 80645	Deferred Maintenance Plan
76823	5/22/2023 12:00 AM	DONE 34PP - WO 81317	Deferred Maintenance Plan
76959	6/9/2023 12:00 AM	DONE 24VW-WO 79754	Deferred Maintenance Plan
77070	6/21/2023 12:00 AM	DONE 36LP, WO 79452	Deferred Maintenance Plan
77150	6/21/2023 12:00 AM	DONE MC COM.RM-WO 79878	Deferred Maintenance Plan
77162	6/27/2023 12:00 AM	DONE 82VW- WO 84445	Deferred Maintenance Plan
77217	6/29/2023 12:00 AM	DONE CBC BLD.-WO78982	Deferred Maintenance Plan
77260	7/20/2023 12:00 AM	DONE 71VW-WO 77906	Deferred Maintenance Plan
77298	7/12/2023 12:00 AM	DONE 27VW-WO 80175	Deferred Maintenance Plan
77299	7/12/2023 12:00 AM	STILL LIVE-27VW Roaches, bath ceil.mold	Deferred Maintenance Plan
77300	7/12/2023 12:00 AM	STILL LIVE -27VW Roaches, bath clean vent fan	Deferred Maintenance Plan
77326	6/22/2023 10:00 AM	DONE 16PC-WO 81232	Deferred Maintenance Plan
77332	7/20/2023 12:00 AM	DONE16PC WO 89689, bsmt ceiling partial	Deferred Maintenance Plan
77363	7/18/2023 12:00 AM	DONE 25PC-WO77844	Deferred Maintenance Plan
77368	7/5/2023 12:00 AM	DONE 35PC-WO80251	Deferred Maintenance Plan
77369	7/5/2023 12:00 AM	DONE-35PC WO 82072	Deferred Maintenance Plan
77440	7/12/2023 12:00 AM	DONE 75PP - WO 78187	Deferred Maintenance Plan
77459	7/12/2023 12:00 AM	DONE 1PC-78616	Deferred Maintenance Plan
77495	8/2/2023 12:00 AM	DONE CBC -WO 78988	Deferred Maintenance Plan
77543	7/12/2023 12:00 AM	DONE 9LP-WO80139	Deferred Maintenance Plan
77555	7/17/2023 12:00 AM	DONE 57PC-WO 78630	Deferred Maintenance Plan
77574	7/24/2023 12:00 AM	DONE 50LP-WO80159	Deferred Maintenance Plan
77576	7/12/2023 12:00 AM	DONE 10LP-WO 80174	Deferred Maintenance Plan
77578	7/19/2023 12:00 AM	DONE 44PC -WO 77967	Deferred Maintenance Plan
77592	7/20/2023 12:00 AM	DONE -10PC WO 78501	Deferred Maintenance Plan
77625	7/20/2023 12:00 AM	DONE 19PC-WO 82048	Deferred Maintenance Plan
77662	8/14/2023 12:00 AM	DONE 41VW-WO 81749	Deferred Maintenance Plan
77663	8/14/2023 12:00 AM	DONE 41VW-WO 81750	Deferred Maintenance Plan
77666	8/14/2023 12:00 AM	DONE 41VW-WO 82064	Deferred Maintenance Plan
77672	8/11/2023 12:00 AM	DONE 40VW-WO80161	Deferred Maintenance Plan
77679	8/11/2023 12:00 AM	DONE 40VW BR peeling paint near window	Deferred Maintenance Plan
77689	8/10/2023 12:00 AM	DONE 53PC -WO 89738 Kit. ceiling peeling paint	Deferred Maintenance Plan
77696	8/4/2023 4:12 PM	DONE 32PC-WO 80416	Deferred Maintenance Plan
77720	8/15/2023 12:00 AM	DONE12PC-WO 84718	Deferred Maintenance Plan
78076	8/15/2023 12:00 AM	DONE 8PC-WO 80651	Deferred Maintenance Plan

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78103	9/7/2023 12:00 AM	DONE MCPH PKG LOT-WO79016	Deferred Maintenance Plan
78109	9/1/2023 12:00 AM	DONE MC FRONT VESTIBULE MAT REPLACED	Deferred Maintenance Plan
78113	9/4/2023 12:00 AM	DONE MCPH -WO80045	Deferred Maintenance Plan
78130	8/14/2023 12:00 AM	DONE 601MCP-WO 80412	Deferred Maintenance Plan
78137	8/17/2023 12:00 AM	DONE 519MCP-WO 80413	Deferred Maintenance Plan
78138	8/17/2023 12:00 AM	DONE 416MCP-WO 80414	Deferred Maintenance Plan
78207	9/7/2023 12:00 AM	DONE 507MCP-WO 80187	Deferred Maintenance Plan
78254	9/1/2023 12:00 AM	DONE 48PC - WO 85988	Deferred Maintenance Plan
78255	9/1/2023 12:00 AM	DONE 48PC - WO 85989	Deferred Maintenance Plan
78257	9/14/2023 12:00 AM	DONE 52PC-WO80146	Deferred Maintenance Plan
78268	9/15/2023 12:00 AM	DONE 37VW-WO80140	Deferred Maintenance Plan
78269	9/14/2023 12:00 AM	DONE 37VW-WO 80141	Deferred Maintenance Plan
78270	9/14/2023 12:00 AM	DONE 37VW-WO 80149	Deferred Maintenance Plan
78272	9/14/2023 12:00 AM	DONE 37VW-WO 79282	Deferred Maintenance Plan
78278	9/14/2023 12:00 AM	DONE 65VW-WO 82891	Deferred Maintenance Plan
78310	9/7/2023 12:00 AM	DONE 4PC-WO 79938	Deferred Maintenance Plan
78357	9/22/2023 12:00 AM	DONE 21PC-WO78985	Deferred Maintenance Plan
78361	9/19/2023 12:00 AM	DONE 51VW-WO 79278	Deferred Maintenance Plan
78363	9/19/2023 12:00 AM	DONE 51VW Bath window crank broken	Deferred Maintenance Plan
78364	9/19/2023 12:00 AM	DONE 51VW - WO 79302	Deferred Maintenance Plan
78365	9/19/2023 12:00 AM	DONE 51VW-WO79304	Deferred Maintenance Plan
78366	11/1/2023 10:53 AM	DONE 51VW-WO 80183	Deferred Maintenance Plan
78367	9/19/2023 12:00 AM	DONE 51VW-WO79303	Deferred Maintenance Plan
78368	10/19/2023 12:00 AM	DONE 51VW-WO 80184	Deferred Maintenance Plan
78371	9/22/2023 12:00 AM	DONE 9VW- WO 79272	Deferred Maintenance Plan
78373	9/22/2023 12:00 AM	DONE 9VW-WO79305	Deferred Maintenance Plan
78376	9/22/2023 12:00 AM	DONE 9VW-WO 79271	Deferred Maintenance Plan
78380	9/22/2023 12:00 AM	DONE 41PC-79858	Deferred Maintenance Plan
78402	9/7/2023 12:00 AM	DONE 75PP-WO80049	Deferred Maintenance Plan
78403	9/7/2023 12:00 AM	DONE 76PP, WO80050	Deferred Maintenance Plan
78405	9/7/2023 12:00 AM	DONE 53PP-WO 78835	Deferred Maintenance Plan
78417	9/7/2023 12:00 AM	DONE 2PP-tenant did	Deferred Maintenance Plan
78450	9/29/2023 12:00 AM	DONE 35PP-WO 81318	Deferred Maintenance Plan
78487	9/14/2023 12:00 AM	DONE 26PC WO 86911	Deferred Maintenance Plan
78531	10/2/2023 12:00 AM	DONE SP-N/A DIFF. SYSTEM	Deferred Maintenance Plan
78532	10/2/2023 12:00 AM	DONE CBC-N/A DIFF. SYSTEM	Deferred Maintenance Plan
78578	9/20/2023 12:00 AM	DONE 314MCP, WO 80109	Deferred Maintenance Plan
78581	9/20/2023 12:00 AM	DONE 619MCP-WO80150	Deferred Maintenance Plan
78595	9/20/2023 12:00 AM	DONE 3LP-WO 78967	Deferred Maintenance Plan
78596	9/21/2023 12:00 AM	DONE 47PP - WO78596	Deferred Maintenance Plan
78597	9/21/2023 12:00 AM	DONE 104MCP, WO 80114	Deferred Maintenance Plan
78603	9/22/2023 12:00 AM	DONE 18PC-BY TENANT	Deferred Maintenance Plan
78610	9/13/2023 12:00 AM	DONE 82VW-WO80133	Deferred Maintenance Plan
78614	9/24/2023 12:00 AM	DONE 104MCP-WO80151	Deferred Maintenance Plan
78628	9/25/2023 12:00 AM	DONE 313 MCP, WO 80043	Deferred Maintenance Plan
78629	9/25/2023 12:00 AM	DONE 313MCP-WO80044	Deferred Maintenance Plan
78632	9/25/2023 12:00 AM	DONE 309MCP, WO 80112	Deferred Maintenance Plan
78633	9/25/2023 12:00 AM	DONE 619MCP, WO 80111	Deferred Maintenance Plan
78634	9/25/2023 12:00 AM	DONE 515MCP-WO80113	Deferred Maintenance Plan
78635	9/25/2023 12:00 AM	DONE 608MCP, WO 80110	Deferred Maintenance Plan
78679	9/22/2023 12:00 AM	DONE 30PP - WO 79269	Deferred Maintenance Plan

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78697	9/27/2023 12:00 AM	DONE 94VW-WO 80164	Deferred Maintenance Plan
78699	9/21/2023 12:00 AM	DONE 18PP-79457	Deferred Maintenance Plan
78706	9/22/2023 12:00 AM	DONE-113SP -WO 78863	Deferred Maintenance Plan
78741	10/3/2023 12:00 AM	DONE 40VW-WO 80904	Deferred Maintenance Plan
79003	10/23/2023 12:00 AM	DONE 53PP-WO 80182	Deferred Maintenance Plan
79574	12/11/2023 12:00 AM	DONE 43VW-WO 80168	Deferred Maintenance Plan
79575	12/11/2023 12:00 AM	DONE 43VW-WO 80166	Deferred Maintenance Plan
79576	12/11/2023 12:00 AM	DONE 43VW-WO 80694	Deferred Maintenance Plan
79714	12/11/2023 4:08 PM	DONE 215SP-WO 80005	Deferred Maintenance Plan
79817	12/15/2023 12:00 AM	DONE 613MCP, WO 80059	Deferred Maintenance Plan
79824	12/15/2023 12:00 AM	DONE 83VW-WO 80614	Deferred Maintenance Plan
79829	12/15/2023 12:00 AM	DONE 104SP - WO 80613	Deferred Maintenance Plan
79843	12/15/2023 12:00 AM	DONE 32PC-WO80152	Deferred Maintenance Plan
79845	12/15/2023 12:00 AM	DONE 32PC-WO 89693, 1st.fl.BR - scrape/paint	Deferred Maintenance Plan
79846	12/15/2023 12:00 AM	DONE 32PC-WO 89694 lvgrm - scrape/paint wall	Deferred Maintenance Plan
79890	12/15/2023 12:00 AM	DONE SP KIT., WO 80063	Deferred Maintenance Plan
79999	12/21/2023 12:00 AM	DONE 12VW- WO 80599	Deferred Maintenance Plan
80152	12/27/2023 4:00 PM	DONE32PC-WO 80152	Deferred Maintenance Plan
80249	1/5/2024 7:16 AM	DONE-35PC WO 82072	Deferred Maintenance Plan
80368	1/19/2024 12:00 AM	DONE MCP.GARAGE-WO 80687	Deferred Maintenance Plan
80417	1/23/2024 12:00 AM	DONE 22LP-WO 82079	Deferred Maintenance Plan
80440	1/25/2024 12:00 AM	STILL LIVE 59PC Bath wind.crank handle broken	Deferred Maintenance Plan
80443	2/12/2024 12:00 AM	DONE-39PC WO 87398	Deferred Maintenance Plan
80660	2/5/2024 12:00 AM	DONE-53PC- WO 89738 kit.ceiling patch/paint	Deferred Maintenance Plan
80671	1/26/2024 12:00 PM	DONE 310SP - WO 80988	Deferred Maintenance Plan
81291	4/5/2024 12:00 AM	DONE 27PP WO 88158	Deferred Maintenance Plan
81295	4/5/2024 12:00 AM	DONE 27PP WO 88160	Deferred Maintenance Plan
81450	3/26/2024 12:00 AM	DONE 20VW, attic set trap for squirrel	Deferred Maintenance Plan
81452	3/29/2024 12:00 AM	DONE-54VW WO 84539	Deferred Maintenance Plan
81474	3/27/2024 12:00 AM	STILL LIVE 63PP, Kit. counter buckling	Deferred Maintenance Plan
81517	4/1/2024 12:00 AM	DONE 30PP, Kit. flr. tiles coming up	Deferred Maintenance Plan
81521	4/1/2024 12:00 AM	DONE 30LP - WO 81815	Deferred Maintenance Plan
82052	5/10/2024 12:00 PM	DONE 28PC Kit ceiling-sand & paint	Deferred Maintenance Plan
82054	5/10/2024 12:00 PM	STILL LIVE-28PC Kit. flr.broken/cracked tiles	Deferred Maintenance Plan
82103	5/16/2024 12:00 AM	DONE 16VW, lvgrm. ceiling peeling paint.	Deferred Maintenance Plan
82104	5/16/2024 3:57 PM	DONE 16VW-WO 84474	Deferred Maintenance Plan
82202	6/4/2024 12:00 AM	DONE 87VW Kit. ceil. unfinished paint patch	Deferred Maintenance Plan
82208	5/17/2024 12:00 AM	DONE 47VW - WO 84211	Deferred Maintenance Plan
82210	5/21/2024 12:00 AM	STILL LIVE 47VW Kit. needs new floor	Deferred Maintenance Plan
82211	5/21/2024 12:00 AM	DONE 47VW- WO 83478	Deferred Maintenance Plan
82212	5/21/2024 12:00 AM	STILL LIVE 47VW - Bath needs new floor	Deferred Maintenance Plan
82214	5/21/2024 12:00 AM	DONE 47VW- WO 83133	Deferred Maintenance Plan
82356	5/14/2024 12:00 AM	DONE 109SP-WO 82679	Deferred Maintenance Plan
82497	5/17/2024 12:00 PM	DONE 9PC-WO 82898	Deferred Maintenance Plan
83011	7/5/2024 12:00 AM	DONE-615 McP-WO 83668	Deferred Maintenance Plan
83068	7/5/2024 12:00 AM	DONE 416MCP-WO 84272	Deferred Maintenance Plan
83091	7/5/2024 12:00 AM	DONE 504MCP - 84240	Deferred Maintenance Plan
83294	7/12/2024 12:00 AM	DONE 301MCP - WO 84271	Deferred Maintenance Plan
83366	7/18/2024 12:00 AM	DONE MCP ENTRY -WO 84246	Deferred Maintenance Plan
83792	8/16/2024 12:00 AM	DONE 70PP WO 84221	Deferred Maintenance Plan
83978	8/26/2024 12:00 AM	DONE 504MCP - WO 84240	Deferred Maintenance Plan

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84133	9/5/2024 12:00 AM	DONE 44PC- AT TURNOVER	Deferred Maintenance Plan
84418	9/27/2024 12:00 AM	DONE 25VW - WO 86144	Deferred Maintenance Plan
84652	10/3/2024 12:00 AM	DONE 20PC WO 86224	Deferred Maintenance Plan
84782	10/23/2024 12:00 AM	DONE 4VW, Kit. ceil.sm.hole & peeling paint	Deferred Maintenance Plan
84783	10/23/2024 12:00 AM	DONE 4VW, Bath ceil.peeling paint	Deferred Maintenance Plan
84784	10/23/2024 12:00 AM	DONE 4VW, Bath flr. soft near tub	Deferred Maintenance Plan
84786	10/10/2024 12:00 AM	DONE 12VW WO 88182	Deferred Maintenance Plan
84787	10/10/2024 12:00 AM	DONE 12VW WO 88183	Deferred Maintenance Plan
84788	10/10/2024 12:00 AM	DONE-12VW WO 88186	Deferred Maintenance Plan
84789	10/10/2024 12:00 AM	DONE 12VW, Bath mold around tub caulking	Deferred Maintenance Plan
84790	10/10/2024 12:00 AM	DONE-12VW WO 88185	Deferred Maintenance Plan
84792	10/10/2024 12:00 AM	STILL LIIVE 12VW, 2nd fl. closet door hinge	Deferred Maintenance Plan
84805	10/23/2024 12:00 AM	DONE 24PC, Bath window crank broken	Deferred Maintenance Plan
84815	10/23/2024 12:00 AM	DONE 54PC, Bath recaulk tub along wall	Deferred Maintenance Plan
84816	10/23/2024 12:00 AM	DONE 54PC, Back BR -closet door latch broken	Deferred Maintenance Plan
84819	10/23/2024 12:00 AM	DONE-54PC, Fr.BR, closet doorknob missing	Deferred Maintenance Plan
84820	10/24/2024 12:00 AM	STILL LIVE 27PC,Kit. ceil. sm. hole over cabinets	Deferred Maintenance Plan
84823	10/24/2024 12:00 AM	STILL LIVE 27PC, Bath several shower tiles	Deferred Maintenance Plan
84824	10/23/2024 12:00 AM	STILL LIVE 27PC, Bath shower/tub recaulk	Deferred Maintenance Plan
84826	10/24/2024 12:00 AM	STILL LIVE 27PC, Fr.BR wall dmg. under AC	Deferred Maintenance Plan
84927	10/10/2024 12:00 AM	DONE - Main Office -WO 87737	Deferred Maintenance Plan
85009	10/23/2024 12:00 AM	DONE 13VW, Bath med.cabinet damaged hinge	Deferred Maintenance Plan
85010	10/23/2024 12:00 AM	DONE 13VW, Back St.Dr. closer/latch broken	Deferred Maintenance Plan
85011	10/23/2024 12:00 AM	DONE 13VW, Kit. closet door won't close	Deferred Maintenance Plan
85012	10/23/2024 12:00 AM	DONE 13VW, 2nd flr. stairway-sand & paint	Deferred Maintenance Plan
85022	10/23/2024 12:00 AM	DONE 18VW WO 87067	Deferred Maintenance Plan
85025	10/23/2024 12:00 AM	DONE 24VW, Bath ceiling peeling paint	Deferred Maintenance Plan
85027	10/23/2024 12:00 AM	DONE 24VW, Bath broken fl. tiles	Deferred Maintenance Plan
85028	10/23/2024 12:00 AM	DONE 24VW, Bath no toilet paper roller	Deferred Maintenance Plan
85030	10/23/2024 12:00 AM	DONE 24VW, WO 89524,Bath needs towel rod	Deferred Maintenance Plan
85032	10/23/2024 12:00 AM	DONE 24VW, Fr.BR window has no screen	Deferred Maintenance Plan
85039	11/15/2024 12:00 AM	DONE 33VW, Bath sink recaulk along wall	Deferred Maintenance Plan
85043	11/15/2024 12:00 AM	DONE 33VW, Bath tub recaulk along wall	Deferred Maintenance Plan
85048	10/10/2024 12:00 AM	STILL LIVE 27VW, Kit. ceil. water dmgd	Deferred Maintenance Plan
85049	10/10/2024 12:00 AM	STILL LIVE 27VW, Bath light cover missing	Deferred Maintenance Plan
85050	10/10/2024 12:00 AM	STILL LIVE 27VW, Bath ceil mold treat/paint	Deferred Maintenance Plan
85052	10/10/2024 12:00 AM	STILL LIVE 27VW, Bath soap dish missing	Deferred Maintenance Plan
85053	10/10/2024 12:00 AM	STILL LIVE 27VW, Bath recaulk sink	Deferred Maintenance Plan
85055	10/10/2024 12:00 AM	STILL LIVE 27VW, Bath tub recaulk	Deferred Maintenance Plan
85056	10/10/2024 12:00 AM	STILL LIVE 27VW, Rt.Ft.BR-win.scr.torn, closet	Deferred Maintenance Plan
85073	11/15/2024 12:00 AM	DONE 71VW, Bath paint ceiling	Deferred Maintenance Plan
85074	11/15/2024 12:00 AM	DONE 71VW, bath recaulk sink	Deferred Maintenance Plan
85081	10/24/2024 12:00 AM	DONE 25VW WO 86144	Deferred Maintenance Plan
85085	10/23/2024 12:00 AM	DONE 79VW, bath ceil. peeling paint	Deferred Maintenance Plan
85086	10/23/2024 12:00 AM	DONE 79VW, Bath flr.tiles loose/missing	Deferred Maintenance Plan
85087	11/1/2024 12:00 AM	DONE-40PC, Bath sink-mold underneath	Deferred Maintenance Plan
85088	10/22/2024 12:00 AM	DONE 40PC, 1st fl.BR-door large gap	Deferred Maintenance Plan
85118	10/23/2024 12:00 AM	DONE 88VW - WO 86525	Deferred Maintenance Plan
85121	10/15/2024 12:00 AM	DONE 90VW, Dining area wind. leak	Deferred Maintenance Plan
85122	10/15/2024 12:00 AM	DONE 90VW, Kit. ceiling, peeling paint	Deferred Maintenance Plan
85123	10/15/2024 12:00 AM	DONE 90VW, Kit.wall by wind. chipping paint	Deferred Maintenance Plan

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85124	10/15/2024 12:00 AM	DONE 90VW, Kit. needs new floor	Deferred Maintenance Plan
85125	10/15/2024 12:00 AM	DONE 90VW, Bath recaulk tub & sink	Deferred Maintenance Plan
85127	10/15/2024 12:00 AM	DONE 95VW,lvgrm.top wind.sash won't stay up	Deferred Maintenance Plan
85128	10/15/2024 12:00 AM	DONE 95VW, Kit closet doorknob missing	Deferred Maintenance Plan
85129	10/15/2024 12:00 AM	DONE 95VW, sink trap dripping	Deferred Maintenance Plan
85130	10/15/2024 12:00 AM	DONE 95VW, Bath wall under sink by tub dmgd	Deferred Maintenance Plan
85131	10/15/2024 12:00 AM	DONE 95VW, Bath recaulk tub & sink	Deferred Maintenance Plan
85133	10/15/2024 12:00 AM	DONE 95VW, 2nd fl BR ceiling peeling paint	Deferred Maintenance Plan
85134	10/15/2024 12:00 AM	DONE 101VW, Bath ceiling leaking/ damage	Deferred Maintenance Plan
85136	10/15/2024 12:00 AM	DONE 101VW, Kit. 2 cabinet doors missing	Deferred Maintenance Plan
85137	10/15/2024 12:00 AM	DONE 101VW, Bath ceiling peeling paint	Deferred Maintenance Plan
85138	10/15/2024 12:00 AM	DONE 101VW, Bath tub walls patch/paint	Deferred Maintenance Plan
85139	10/15/2024 12:00 AM	DONE 101VW, Bath wall behind dr. peeling pai	Deferred Maintenance Plan
85140	10/15/2024 12:00 AM	DONE 101VW, bath wall by sink dmg. recaulk	Deferred Maintenance Plan
85141	10/15/2024 12:00 AM	DONE 101VW, 2nd Fl BR-lg area peeling paint	Deferred Maintenance Plan
85142	10/15/2024 12:00 AM	DONE 101VW, 2nd fl. Fr.BR, lg area peel.pt.	Deferred Maintenance Plan
85143	10/15/2024 12:00 AM	DONE 101VW, Middle stair rail support broken	Deferred Maintenance Plan
85208	10/23/2024 12:00 AM	DONE CBC SITE WO 87205	Deferred Maintenance Plan
85209	11/1/2024 12:00 AM	DONE 34CBC, carpet pulling away near wind.	Deferred Maintenance Plan
85215	11/1/2024 12:00 AM	DONE 15PP, 2 BR windows hard to open	Deferred Maintenance Plan
85321	11/8/2024 12:00 AM	DONE 27PP, Bath tenant reports mold	Deferred Maintenance Plan
85358	12/1/2024 12:00 AM	DONE 28VW WO 87009	Deferred Maintenance Plan
85359	12/1/2024 12:00 AM	DONE 28VW WO 87304	Deferred Maintenance Plan
85392	10/23/2024 12:00 AM	DONE MCPH SITE, replace cigarette disposal	Deferred Maintenance Plan
85400	11/8/2024 12:00 AM	DONE 26PC WO 87411	Deferred Maintenance Plan
85454	11/8/2024 12:00 AM	DONE 25LP WO 86150	Deferred Maintenance Plan
85621	11/15/2024 12:00 AM	DONE 47PP, Storm Dr. remove screen	Deferred Maintenance Plan
85622	11/15/2024 12:00 AM	DONE 24PP, bath ceiling has mold	Deferred Maintenance Plan
85659	11/15/2024 12:00 AM	DONE 49B CBC WO 87544	Deferred Maintenance Plan
85666	11/15/2024 12:00 AM	DONE-MCPH SITE - WO 86272	Deferred Maintenance Plan
85667	11/15/2024 12:00 AM	DONE MCPH SITE WO 86273	Deferred Maintenance Plan
85668	11/15/2024 12:00 AM	DONE MCPH SITE WO 86285	Deferred Maintenance Plan
85670	11/15/2024 12:00 AM	DONE MCPH SITE WO 86286	Deferred Maintenance Plan
85674	11/15/2024 12:00 AM	DONE MCPH SITE WO 88114	Deferred Maintenance Plan
85693	11/15/2024 12:00 AM	DONE 56CBC, flood dmg - paint unit	Deferred Maintenance Plan
85699	12/1/2024 12:00 AM	DONE 20VW, Bath shower wall peeling paint	Deferred Maintenance Plan
86005	12/1/2024 12:00 AM	DONE -30LP WO 88181	Deferred Maintenance Plan
86019	12/6/2024 12:00 AM	DONE 502SP, Bath/Kit. Vents needs cleaning	Deferred Maintenance Plan
86057	12/12/2024 12:00 AM	DONE -MCP ENTRY - WO 86635	Deferred Maintenance Plan
86184	12/4/2024 12:00 AM	DONE Main Office- WO 86584	Deferred Maintenance Plan
86185	12/4/2024 12:00 AM	DONE WO 86611	Deferred Maintenance Plan
86317	12/10/2024 12:00 AM	DONE 49 PC- WO 86612	Deferred Maintenance Plan
86485	12/13/2024 12:00 AM	DONE -MCP ELEV.#2 WO 88109	Deferred Maintenance Plan
86486	12/13/2024 12:00 AM	DONE MCP ELEV.#1 FAN WO 88110	Deferred Maintenance Plan
86598	12/30/2024 12:00 AM	DONE 402MCP WO 88249	Deferred Maintenance Plan
87124	2/19/2025 12:00 AM	DONE 46 VW, Kit ceiling patch/paint	Deferred Maintenance Plan
87131	2/19/2025 7:00 AM	DONE 54 WW WO 88088	Deferred Maintenance Plan
87132	2/19/2025 7:00 AM	DONE 54 WW WO 88087	Deferred Maintenance Plan
87134	2/19/2025 7:00 AM	DONE 56 WW WO 88082	Deferred Maintenance Plan
87407	3/3/2025 12:00 AM	Still Live 41 VW, 2nd fl. BR-top wind.sash broken	Deferred Maintenance Plan
87409	3/3/2025 12:00 AM	Still Live 41 VW, Bsmt doorframe rusted, peeling	Deferred Maintenance Plan

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87892	3/6/2025 12:00 AM	DONE LP COM.RM.-WO 88309	Deferred Maintenance Plan
87961	3/7/2025 12:00 AM	DONE 306 MCP WO 88318	Deferred Maintenance Plan
87978	3/25/2025 12:00 AM	DONE 7 PC, Bath clean ceiling vent fan	Deferred Maintenance Plan
88004	3/14/2025 12:00 AM	DONE - 22VW, Kit flr. tile broken	Deferred Maintenance Plan
88005	3/14/2025 12:00 AM	DONE -22VW - WO 89280	Deferred Maintenance Plan
88507	4/22/2025 12:00 AM	DONE 36 LP - WO 89358	Deferred Maintenance Plan
88549	4/23/2025 12:00 AM	DONE 78VW-Plumber- vacation, shower too cold	Deferred Maintenance Plan
88621	5/2/2025 12:00 AM	Still Live-7VW- COVID, lvgm ceiling peeling pt.	Deferred Maintenance Plan
88623	5/2/2025 12:00 AM	Still Live-7VW-COVID, Kit. ceiling peeling paint	Deferred Maintenance Plan
88624	5/2/2025 12:00 AM	Still live-7VW-COVID, Back entry dr. peeling paint	Deferred Maintenance Plan
88627	5/2/2025 12:00 AM	Still live-7VW-COVID, 2nd flr.BR peeling paint	Deferred Maintenance Plan
88628	5/2/2025 12:00 AM	Still live-7VW-COVID, 2nd fl.Br- peeling paint	Deferred Maintenance Plan
88629	5/5/2025 12:00 AM	DONE-25VW- Lvgrm ceiling peeling paint	Deferred Maintenance Plan
88630	5/5/2025 12:00 AM	DONE 25VW-Bath door rusted/lpeeling	Deferred Maintenance Plan
88636	5/5/2025 12:00 AM	DONE 25VW-Stairway to 2nd fl. peeling paint	Deferred Maintenance Plan
88637	5/5/2025 12:00 AM	DONE 25VW- attic access hatch peeling paint	Deferred Maintenance Plan
88698	4/25/2025 12:00 AM	Still Live 47 VW, Kit. flr. missing/cracked tiles	Deferred Maintenance Plan
88700	4/25/2025 12:00 AM	Still Live 47 VW, Bath ceiling mold & peel. paint	Deferred Maintenance Plan
88701	4/25/2025 12:00 AM	Still Live 47 VW, Bath many missing flr. tiles	Deferred Maintenance Plan
88704	4/25/2025 12:00 AM	Still Live 47 VW, 1st fl.BR peel.pt. ceil./door	Deferred Maintenance Plan
88705	4/25/2025 12:00 AM	Still Live 47 VW, Back BR walls -sand/paint	Deferred Maintenance Plan
88706	4/25/2025 12:00 AM	Still Live 47 VW, 2nd fl.Fr.BR, ceiling peel.paint	Deferred Maintenance Plan
88707	4/25/2025 12:00 AM	Still Live 47 VW, 2nd fl.fr.br walls sand/paint	Deferred Maintenance Plan
88708	4/25/2025 12:00 AM	Still Live 47 VW, Fr.BR wall patch/paint	Deferred Maintenance Plan
88710	4/25/2025 12:00 AM	Still Live 47 VW, stairway ceiling peeling paint	Deferred Maintenance Plan
88711	4/25/2025 12:00 AM	Still Live 47 VW, Lvgrm ceiling unfinshed peel.pt.	Deferred Maintenance Plan
89298	5/8/2025 12:00 AM	DONE 7 VW-WO 89665	Deferred Maintenance Plan
89365	5/29/2025 12:00 AM	DONE SHEEDY-chg filter in roof makeup air unit	Deferred Maintenance Plan
89366	5/29/2025 12:00 AM	STILL LIVE CC-ck roof exhaust fans	Deferred Maintenance Plan
89475	6/4/2025 12:00 AM	DONE 28 CC -BR heat not wkg.	Deferred Maintenance Plan
89590	6/6/2025 12:00 AM	DONE 94 VW - Kit.install new susp. ceiling	Deferred Maintenance Plan
89591	6/6/2025 12:00 AM	DONE 94 VW-bath ceil.mold & peeling paint	Deferred Maintenance Plan
89592	6/6/2025 12:00 AM	DONE 94 VW recaulk sink along wall	Deferred Maintenance Plan
89719	5/30/2025 12:00 AM	DONE 43 VW -front storm door doesn't close tight	Deferred Maintenance Plan
89869	6/27/2025 12:00 AM	DONE 73 PP -WINDOWS IN UNIT HARD TO	Deferred Maintenance Plan
89871	6/27/2025 12:00 AM	DONE 73 PP - possible mold under kt. countertop	Deferred Maintenance Plan
89872	6/27/2025 12:00 AM	DONE 73 PP-RECAULK TUB, SINK	Deferred Maintenance Plan
89882	6/29/2025 12:00 AM	DONE 613 MCP WO 90397	Deferred Maintenance Plan
90061	6/27/2025 12:00 AM	DONE 105MCP - Entry closet drs off track	Deferred Maintenance Plan
90085	7/9/2025 12:00 AM	DONE 40 VW	Deferred Maintenance Plan
90087	7/8/2025 4:00 PM	DONE 40 VW- remediate ceil.mold/prime/paint	Deferred Maintenance Plan
90088	7/8/2025 4:00 PM	DONE 40 VW bath shower -mold, recaulk tub	Deferred Maintenance Plan
90163	7/6/2025 12:00 AM	DONE12LP - BR replace torn/ripped flr.tiles	Deferred Maintenance Plan
90197	6/30/2025 12:00 AM	DONE 36 LP-KIT. FAUCET LEAKING	Deferred Maintenance Plan
90333	7/24/2025 12:00 AM	STILL LIVE 13 LP-back st.dr. large gap	Deferred Maintenance Plan
90334	7/24/2025 12:00 AM	STILL LIVE 13LP - walls black ghosting	Deferred Maintenance Plan
90335	7/24/2025 12:00 AM	STILL LIVE 13 LP-broken flr.tiles kit. & br.	Deferred Maintenance Plan
90360	7/11/2025 4:00 PM	DONE-Main Office-install 2 shades in Zach's	Deferred Maintenance Plan
90392	7/14/2025 12:00 AM	DONE 1 LP-ck outside water spigot, turn on	Deferred Maintenance Plan
90642	7/28/2025 12:00 AM	STILL LIVE- 52LP - br.flr. warped	Deferred Maintenance Plan
92242	11/3/2025 12:00 AM	Still Live -34PP - new kit. flr.	Deferred Maintenance Plan

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Gloucester Housing Authority
Deferred Work Order Report

Filter Criteria Includes: 1) Program: Massachusetts 400 Program 2) Project: 667 - 001 - Lincoln Park, 667 - 002 - Poplar Park, 667 - 006 - C.B. Clark Bldg., 667 - 005- J.W. Sheedy +2 3) Types: All Types 4) Deferred Reason: N/A 5) Employee: All, 6) Completed Date: 1/1/2023 to 4/1/2026

92448	11/10/2025 12:00 AM	Still Live 12LP - miss flr tiles Short Staffing	Deferred Maintenance Plan
92503	11/12/2025 12:00 AM	Still live- 71VW - cracks in flrs.Short Staffing	Deferred Maintenance Plan
92685	11/12/2025 12:00 AM	Still Live- 59PC - lvg ceiling peeling	Deferred Maintenance Plan
92928	12/29/2025 12:00 AM	Still Live 64CC - bay window leak	Deferred Maintenance Plan
92930	12/29/2025 12:00 AM	Still Live 64CC - BR window leak	Deferred Maintenance Plan
93613	1/13/2026 12:00 AM	Still Live-RP CR- lg. burn mark Kit.countertop	Deferred Maintenance Plan
93877	3/23/2026 12:00 AM	Still Live-40C Window on order w/Harvey from	Deferred Maintenance Plan

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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 6/30/2025. It also shows the approved budget for the current year (2025) 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 GLOUCESTER HOUSING AUTHORITY operating reserve at the end of fiscal year 2024 was $1,094,162.00, which is
44.34% 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 GLOUCESTER HOUSING AUTHORITY						
REVENUE						
Account Number	Account Class	2024 Approved Revenue Budget	2024 Actual Amounts Received	2025 Approved Revenue Budget	% Change from 2024 Actual to 2025 Budget	2025 Dollars Budgeted Per Unit per Month
3110	Shelter Rent -Tenants	2,754,000.00	3,187,028.00	3,251,275.00	2.00%	519.04
3111	Shelter Rent - Tenants - Fraud/Retroactive	0.00	0.00	0.00	0.00%	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	60,000.00	77,771.00	15,000.00	-80.70%	2.39
3611	Interest on Investments - Restricted	0.00	0.00	0.00	0.00%	0.00
3690	Other Revenue	37,000.00	52,838.00	33,600.00	-36.40%	5.36
3691	Other Revenue - Retained	88,000.00	220,063.00	78,000.00	-64.60%	12.45
3692	Other Revenue - Operating Reserves	0.00	0.00	0.00	0.00%	0.00
3693	Other Revenue - Energy Net Meter	0.00	0.00	0.00	0.00%	0.00
3801	Operating Subsidy - EOHLC (4001)	828,981.00	350,453.00	707,948.00	102.00%	113.02
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	2,500.00	0.00	-100.00%	0.00
3000	TOTAL REVENUE	3,767,981.00	3,890,653.00	4,085,823.00	5.00%	652.27

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by GLOUCESTER HOUSING AUTHORITY						
EXPENSES						
Account Number	Account Class	2024 Approved Revenue Budget	2024 Actual Amounts Received	2025 Approved Revenue Budget	% Change from 2024 Actual to 2025 Budget	2025 Dollars Budgeted Per Unit per Month
4110	Administrative Salaries	436,026.00	418,243.00	482,688.00	15.40%	77.06
4120	Compensated Absences	0.00	66,624.00	0.00	-100.00%	0.00
4130	Legal	111,997.00	148,584.00	150,000.00	1.00%	23.95
4140	Members Compensation	19,000.00	24,443.00	25,000.00	2.30%	3.99
4150	Travel & Related Expenses	3,000.00	2,504.00	3,200.00	27.80%	0.51
4170	Accounting Services	24,000.00	24,000.00	24,000.00	0.00%	3.83
4171	Audit Costs	7,500.00	7,500.00	4,000.00	-46.70%	0.64
4180	Penalties & Interest	0.00	0.00	0.00	0.00%	0.00
4190	Administrative Other	201,688.00	188,595.00	180,000.00	-4.60%	28.74
4191	Tenant Organization	3,132.00	8,406.00	3,132.00	-62.70%	0.50
4100	TOTAL ADMINISTRATION	806,343.00	888,899.00	872,020.00	-1.90%	139.21
4310	Water	297,111.00	247,126.00	312,344.00	26.40%	49.86
4320	Electricity	283,427.00	330,404.00	344,735.00	4.30%	55.03
4330	Gas	143,615.00	134,911.00	157,326.00	16.60%	25.12
4340	Fuel	0.00	0.00	0.00	0.00%	0.00
4360	Net Meter Utility Debit/Energy Conservation	0.00	0.00	0.00	0.00%	0.00
4390	Other	0.00	220,063.00	0.00	-100.00%	0.00
4391	Solar Operator Costs	164,000.00	84,973.00	182,000.00	114.20%	29.05
4392	Net Meter Utility Credit (Negative Amount)	-164,000.00	-305,036.00	-260,000.00	-14.80%	-41.51
4300	TOTAL UTILITIES	724,153.00	712,441.00	736,405.00	3.40%	117.56

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by GLOUCESTER HOUSING AUTHORITY

EXPENSES

Account Number	Account Class	2024 Approved Revenue Budget	2024 Actual Amounts Received	2025 Approved Revenue Budget	% Change from 2024 Actual to 2025 Budget	2025 Dollars Budgeted Per Unit per Month
4410	Maintenance Labor	631,829.00	590,844.00	669,042.00	13.20%	106.81
4420	Materials & Supplies	356,695.00	373,621.00	360,048.00	-3.60%	57.48
4430	Contract Costs	515,410.00	458,201.00	537,000.00	17.20%	85.73
4510	Insurance	160,156.00	141,251.00	219,679.00	55.50%	35.07
4520	Payment in Lieu of Taxes	5,760.00	5,760.00	5,760.00	0.00%	0.92
4540	Employee Benefits	567,635.00	668,941.00	685,868.00	2.50%	109.49
4541	Employee Benefits - GASB 45	0.00	93,276.00	0.00	-100.00%	0.00
4542	Pension Expense - GASB 68	0.00	0.00	0.00	0.00%	0.00
4570	Collection Loss	30,000.00	53,003.00	40,000.00	-24.50%	6.39
4571	Collection Loss - Fraud/Retroactive	0.00	0.00	0.00	0.00%	0.00
4580	Interest Expense	0.00	0.00	0.00	0.00%	0.00
4590	Other General Expense	0.00	0.00	0.00	0.00%	0.00
4500	TOTAL GENERAL EXPENSES	763,551.00	962,231.00	951,307.00	-1.10%	151.87
4610	Extraordinary Maintenance	109,850.00	8,139.00	121,500.00	1392.80%	19.40
4611	Equipment Purchases - Non Capitalized	49,000.00	47,101.00	76,500.00	62.40%	12.21
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	661,910.00	0.00	-100.00%	0.00
4600	TOTAL OTHER EXPENSES	158,850.00	717,150.00	198,000.00	-72.40%	31.61
4000	TOTAL EXPENSES	3,956,831.00	4,703,387.00	4,323,822.00	-8.10%	690.27

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by GLOUCESTER HOUSING AUTHORITY						
SUMMARY						
Account Number	Account Class	2024 Approved Revenue Budget	2024 Actual Amounts Received	2025 Approved Revenue Budget	% Change from 2024 Actual to 2025 Budget	2025 Dollars Budgeted Per Unit per Month
3000	TOTAL REVENUE	3,767,981.00	3,890,653.00	4,085,823.00	5.00%	652.27
4000	TOTAL EXPENSES	3,956,831.00	4,703,387.00	4,323,822.00	-8.10%	690.27
2700	NET INCOME (DEFICIT)	-188,850.00	-812,734.00	-237,999.00	-70.70%	-37.99
7520	Replacements of Equip. - Capitalized	41,650.00	40,916.00	59,500.00	45.40%	9.50
7540	Betterments & Additions - Capitalized	0.00	-40,916.00	59,020.00	-244.20%	9.42
7500	TOTAL NONOPERATING EXPENDITURES	41,650.00	0.00	118,520.00	100.00%	18.92
7600	EXCESS REVENUE OVER EXPENSES	-230,500.00	-812,734.00	-356,519.00	-56.10%	-56.92

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 properly that has not been fully depreciated.

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

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

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

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

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

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

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

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

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

4191: Tenant Organization: LTO Funding by the LHA. Upon request the LHA shall fund all LTOs in a city or town at the annual rate of $25.00 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.

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

PMRs are conducted for most LHAs on a biennial basis. This year there is no PMR record for this Housing Authority.

Explanation of PMR Criteria Ratings

CRITERION	DESCRIPTION
Management	
Occupancy Rate	The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report) • "No Findings" : Occupancy Rate is at or above 98% • Operational Guidance: Occupancy rate is at 95% up to 97.9% • Corrective Action: Adjusted occupancy rate is less than 95%
Tenant Accounts Receivable (TAR)	This criterion calculates the percentage of uncollected rent and related charges owed by starting with the amount reported by the LHA, as uncollected balances for the TAR (Account 1122 from the Balance Sheet) minus Normal Repayment Agreements* divided by Shelter (Tenant) Rent (account 3110 from the Operating Statement) • "No Findings" : At or below 2% • "Operational Guidance": More than 2% , but less than 5% • "Corrective Action": 5% or more
Certifications and Reporting Submissions	Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end. • "No Findings": At least 11 of the required 12 reports were submitted and at least 9 were submitted on time. • "Operational Guidance": Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.
Board Member Training	Percentage of board members that have completed the mandatory online board member training. • "No Findings" : 80% or more completed training • "Operational Guidance" : 60-79.9% completed training • "Corrective Action" : <60 % completed training
Staff Certifications and Training	Each LHA must have at least one staff member complete a relevant certification or training During the fiscal year. The number of required trainings varies by LHA size. • No Findings: LHAs completed the required number of trainings Corrective Action: LHAs have not completed any trainings
Annual Plan (AP) Submitted	Housing authorities are required to submit an annual plan every year. • "No Findings" =Submitted on time • "Operational Guidance" =Up to 45 days late • "Corrective Action" =More than 45 days late

CRITERION	DESCRIPTION
CHAMP	
Paper applications	Paper applications are available, received and entered into CHAMP • No Findings: Paper applications are available; And paper applications are date and time stamped correctly; And 90% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp; And 2% or less of new paper applications are entered more than 30 days after date/time stamp • Operational Guidance: Paper applications are available; And paper applications are date and time stamped and entered correctly; And 75% - 89% of new paper applications are entered into CHAMP within 15 calendar days; And 3% - 5% of new paper applications are entered more than 30 days after date/time stamp • Corrective Action: Paper applications are not available; Or the LHA has failed to date and time stamp paper applications and/or failed to enter them correctly; Or Less than 75% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp; Or more than 5% of new paper applications are entered more than 30 days after date/time stamp
Vacancies occupied using CHAMP	Vacancies are recorded correctly and occupied using CHAMP • No Findings: All vacancies during the fiscal year are recorded in EOHLC's Housing Applications Vacancy System within 30 days; And the housed Applicant ID and Pull List ID match between EOHLC's Housing Applications Vacancy System and CHAMP for unit occupied during the fiscal year, excluding administrative transfers; And 25% or less of occupied units have data entry errors • Operational Guidance: All vacancies during the fiscal year are recorded in EOHLC's Housing Applications Vacancy System, all vacancies are not recorded within 30 days; Or the Housed Applicant ID and Pull List ID match between EOHLC's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers; And greater than 25% of occupied units have data entry errors • Corrective Action: All vacancies during the fiscal year are not recorded in EOHLC's Housing Applications Vacancy System; Or the Housed Applicant ID and Pull List ID do not match (or data is missing) between EOHLC's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers

CRITERION	DESCRIPTION
Financial	
Adjusted Net Income	The Adjusted Net Income criterion calculation starts with an LHA's Net Income and subtracts Depreciation, GASB 45 (Retirement Costs), GASB 68 (Retirement Costs), Extraordinary Maintenance (maintenance expense outside of routine/ordinary expenses), and Equipment Purchases – Non Capitalized. This Adjusted Net Income amount is then divided by the Total Expenses of the LHA. If this Adjusted Net Income amount is positive, it means underspending and if it is negative it means overspending. Underspending Rating: • "No Findings" : 0 to 9.9% • "Operational Guidance": 10 to 14.9% • "Corrective Action": 15% or higher Overspending Rating: • "No Findings" : 0 to -4.9% • "Operational Guidance": -5% to -9.9% • "Corrective Action": -10% or below
Operating Reserves	Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures. • "No Findings" :35%+ of maximum operating reserve • "Operational Guidance": 20% to 34.9% of maximum operating reserve • "Corrective Action": <20% of maximum operating reserve
Capital Planning	
Capital Spending	Under the Formula Funding Program (FF), authorities receive undesignated funds to spend on projects in their Capital Improvement Plan. They are rated on the percentage of available funds they have spent over a three-year period • "No Findings" = at least 80% • "Operational Guidance" = At least 50% • "Corrective Action" = Less than 50%
Health & Safety	
Health & safety 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
Facility Management – Inspection Standards and Practices	
100% Unit Inspections	All units inspected at LHA during FY under review • No Findings: 100% of units inspected • Corrective Action: Less than 100% of units inspected
LHA Inspections Reports/Work Orders	Unit inspection reports create, track, and report work orders for inspection repairs, and inspection WOs completed within 30 days or add to DM/CIP • No Findings: All inspection work orders/lease violations are created, tracked, and reported; And non-health and safety work orders for inspection repairs/lease violations are completed within 30 days or added to DM/CIP; And health and safety work orders for inspection repairs/lease violations are addressed within 48 hours • Operational Guidance: All health and safety inspection work orders/lease violations are created, tracked, reported and completed within 48 hours; And LHA fail to create, track, or report no more than 1 or 2 (based on LHA size) non-EHS (exigent health and safety) deficiencies; Or LHA failed to complete any non-EHS work orders/lease violations appropriately • Corrective Action: Any EHS work orders/lease violations not created, tracked, reported, or completed; Or 1 of the following: LHA failed to create, track or report a) More than 1 non-EHS deficiency (small LHA); b) More than 2 non-EHS deficiencies (Medium/Large)
Accuracy of LHA Inspections	Unit inspection reports accurately reflect necessary repairs • No Findings: c.667 unit has less than 2 EHS deficiencies and c.200/705 unit has less than 3 EHS deficiencies • Operational Guidance: c.667 unit has 2 EHS deficiencies or c.200/705 has 3 EHS deficiencies • Corrective Action: c.667 has equal to or greater than 3 EHS deficiencies or c.200/705 unit has equal to or greater than 4 EHS deficiencies
Facility Management – Preventative Maintenance Standards and Practices	
LHA Preventative Maintenance Schedule Accuracy and Implementation of Preventative Schedules	LHA preventative maintenance schedule accurately reflects all necessary work to maximize the life of LHA components • No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies • Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies • Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies

CRITERION	DESCRIPTION
Facility Management – Vacancy Turnover Standards and Practices	
Vacancy Turnover Work Orders	Work orders created for every vacancy and completed within 30 days (or waiver requested) • No Findings: Vacancy work orders are created, tracked and reported for every unit and reflect all work in unit; And Vacancy work orders are Maintenance Ready in <=30 days for c.667 units or <=45 days for c.200/705 units or have approved waiver • Operational Guidance: Vacancy work orders are created, tracked and reported for every unit; And work orders do not reflect all work completed in unit; Or vacancy work orders are Maintenance Ready in 31-45 days for c.667 and 46-60 days for c.200/705 and no approved waiver • Corrective Action: Vacancy work orders are not created, tracked and reported for every unit; Or vacancy work orders are Maintenance Ready in >45 days for c.667 and >60 days for c.200/705 and have no approved waiver
Accuracy and Standard of Vacancy Turnovers	Vacancy turnover work orders accurately reflect necessary repairs • No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies • Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies • Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies
Work Order Types and Systems	
Emergency Work Orders	All emergency work orders are created, tracked, reported and completed within 48 hours • No Findings: All emergency work orders under review are created, tracked, reported and completed within 48 hours • Operational Guidance: All emergency work orders completed within 48 hours; Less than 100% but greater than or equal to 80% of work orders under review are correctly created, tracked and reported administratively • Corrective Action: Not all emergency work orders are completed within 48 hours; Or less than 80% of work orders under review are correctly created, tracked and reported administratively
CRITERION	**DESCRIPTION**
Requested Work Orders	All requested work orders are created, tracked, reported and completed within 14 days or added to DM/CIP • No Findings: All requested work orders under review are created, tracked, and reported; All work is complete within 14 days or added to DM/CIP • Operational Guidance: All requested work orders completed within 14 days or added to DM/CIP; And less than 100% of work orders under review are correctly created, tracked and reported • Corrective Action: Not all requested work orders are completed within 14 days or added to DM/CIP

Policies

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

Policy	Last Ratified by Board Vote	Notes
*Capitalization Policy	4/13/2016	
*Fair Housing Marketing Plan	6/8/2022	
*Grievance Policy	10/9/2013	Board will review in FY2027
*Language Access Plan	2/9/2022	
*Personnel Policy	9/14/2022	
*Procurement Policy	1/12/2022	
*Reasonable Accommodations Policy	10/13/2021	
*Rent Collection Policy	3/8/2023	
Anti-Discriminatory Harassment Policy	9/14/2022	
Community Room Use	1/9/2013	
Credit/Debit Card Policy	3/9/2016	
Criminal Offender Records Information (CORI) Policy	6/13/2012	
Equal Employment Opportunity Policy and Affirmative Action Plan	1/8/1994	Board will review in FY2027
Investment Policy	7/1/1994	
Maintenance and Other Charges	6/12/2024	
Other – Define in the 'Notes' column	5/11/2005	Satellite Dish Policy
Other – Define in the 'Notes' column	1/9/2013	Yard Policy - Chapter 667 Housing
Other – Define in the 'Notes' column	6/14/2017	Yard Policy - Family Housing
Other – Define in the 'Notes' column	2/13/2013	Disposition Policy
Other – Define in the 'Notes' column	11/9/2011	Air Conditioner Policy
Other – Define in the 'Notes' column	12/10/2008	No Trespass Policy
Parking	7/11/2018	
Pet Policy	1/9/2019	
Sexual Harassment Policy	6/13/2014	
Smoking Policy	7/9/2014	
Travel Policy	8/8/2012	Included in Personnel Policy

* 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

GLOUCESTER 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
Security Deposit Waiver	Allow GHA to collect security deposits from all tenants.	1/29/1998	

*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 EOHLC for each year.

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

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

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

CIMS 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 EOHLC conducts its review of the LHA's CIP in CIMS. For the Annual Plan CIMS imports data from other EOHLC 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 EOHLC'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 EOHLC.

EOHLC: Massachusetts Executive Office of Housing and Livable Communities

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 EOHLC'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 EOHLC and the LHA to take a deep dive into the data, lift up best practices, and work together towards improving operations voucher Program.

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, EOHLC 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 EOHLC.

Attachments

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

- Performance Management Review
- Cover sheet for tenant satisfaction surveys
- Public Meeting Minutes
- Lincoln Park LTO Support
- Sheedy Park LTO Support
- McPherson Park LTO Support

MCPHERSON PARK TENANT ASSOCIATION

RECEIVED
2026 JUL -6 P 3:35
GLOUCESTER HOUSING AUTHORITY

July 1, 2026

Jennifer Hapgood, Executive Director
Gloucester Housing Authority
259 Washington Street
Gloucester, MA 01930

Dear Ms. Hapgood,

Thank you for meeting with us to review the proposed EOHLC Annual Plan for FY 2027. After careful consideration, the McPherson Park Tenant Association (MPTA) has decided to support the EOHLC Annual Plan submission for the fiscal year ending June 30, 2027 (FY27)

Sincerely,

Warren Duggin
MPTA President

SHEEDY BUILDING TENANT ASSOCIATION

July 1, 2026

Jennifer Hapgood, Executive Director
Gloucester Housing Authority
259 Washington Street
Gloucester, MA 01930

Dear Ms. Hapgood

Thank you for meeting with us to review the proposed EOHLC Annual Plan for FY 2027. After careful consideration, the Sheedy Building Tenant Association (SBTA) has decided to support the EOHLC Annual Plan submission for the fiscal year ending June 30, 2027 (FY27)

Sincerely,

Andrea Mackey

Andrea Mackey
SBTA President

LINCOLN PARK TENANT ASSOCIATION

July 1, 2026

Jennifer Hapgood, Executive Director
Gloucester Housing Authority
259 Washington Street
Gloucester, MA 01930

Dear Ms. Hapgood,

Thank you for meeting with us to review the proposed EOHLC Annual Plan for FY 2027. After careful consideration, the Lincoln Park Tenant Association has decided to support the EOHLC Annual Plan submission for the fiscal year ending June 30, 2027 (FY27)

Sincerely,

Reuben James
President, Lincoln Park Tenant Association

GLOUCESTER HOUSING AUTHORITY
FY2027 EOHLC Annual Plan
Minutes of July 15, 2026

The Gloucester Housing Authority (GHA) FY2027 EOHLC Annual Plan Public Hearing was held on Wednesday, July 15, 2026 at 4:30 p.m. as part of the July Annual Meeting of the GHA Board of Commissioners. The meeting was conducted at GHA's Administrative Offices at 259 Washington Street, Gloucester, MA.

The Public Hearing Notice was posted on the GHA website, posted as a Public Meeting with the City of Gloucester Clerk's Office, posted at each State-aided Housing Development, and provided to the Local Tenant Organization (LTO).

In attendance were Board Commissioners Scott B. Duffany-Chair, Irene Frontiero-Vice-Chair, Jennifer Lee Levitz Arsonson-Treasurer, Linnea Hagberg-Assistant Treasurer and Joseph Polizzia – Member.

Also, in attendance were Jennifer C. Hapgood-Executive Director, Morgan Hutton- Assistant Executive Director and Sharon Fortado-Executive Assistant.

There were no residents or other members of the public in attendance.

The Chair then opened the Public Hearing & Review & Approval of FY27 EOHLC Annual Plan at 5:11 p.m.:

a. Plan Presentation
b. Public Comments
c. Board Discussion/Approval

The Executive Director then provided an overview of the Plan. She stated that EOHLC has changed the plan length from 5 years to 3 years. The Executive Director then stated the Annual Plan process is required by the Housing Reform Act of 2014 to provide greater transparency for housing authorities. The plan covers the following elements for our State-aided Programs:

- Proposed Capital Improvement Plan (3-year)
- Proposed Maintenance and Repair Plan
- Current Operating Budget
- Responses to the Performance Management Review (PMR) findings
- List of the 26 Board -approved housing authority policies
- List of the one waiver from governing regulations of the Executive Office of Housing & Livable Communities (EOHLC)
- Other elements

The Director provided an overview of each plan section, including proposed capital projects. The Director discussed the responses on the most recent PMR related to elevated TAR levels for the Chapter 200 Program. The last resident survey was conducted in 2019 and was favorable.

The Director noted that she had met with the McPherson Park LTO, the Sheedy Park LTO and the Lincoln Park LTO and they approve of the plan and have provided a letter declaring their support.

After the Executive Director completed her presentation, the Chair allowed member of the public to speak in favor or opposition to the plan and to offer any comments. No member of the public came forward to speak in favor or in opposition to the plan or offered any comments.

After some questions clarifying some boilerplate elements of the plan, members of the Board spoke in favor of the plan . The Chair then closed the Public Hearing at 5:37 p.m. A Motion was made to Approve the FY2027 EOHLC Annual Plan, as presented.

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.

GLOUCESTER HOUSING AUTHORITY

Performance Management Review (PMR) Report

Fiscal Year End 6/30/2024

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

Executive Office of Housing and Livable Communities (EOHLC)

PMR Desk Audit Ratings Summary Official Published PMR Record

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

Housing Authority	GLOUCESTER HOUSING AUTHORITY
Fiscal Year Ending	Jun 2024
Housing Management Specialist	Melanie Loveland-Hale
Facilities Management Specialist	Bob Arsenault

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

Report Date: 12/04/2024 03:33:26

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

LHA Name	GLOUCESTER HOUSING AUTHORITY
FYE	Jun 2024
HMS Name	Melanie Loveland-Hale
FMS Name	Bob Arsenault

Criteria	Rating
Staff Certification and Training	No Findings

Report Date: 12/04/2024 03:33:26

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

LHA Name	GLOUCESTER HOUSING AUTHORITY
FYE	Jun 2024
HMS Name	Melanie Loveland-Hale
FMS Name	Bob Arsenault

CFA Submission

Rating: No Findings

Recommendations: 1. No Recommendations

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

LHA Name	GLOUCESTER HOUSING AUTHORITY
FYE	Jun 2024
HMS Name	Melanie Loveland-Hale
FMS Name	Bob Arsenault

Occupancy

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

1. No Recommendations

Tenant Accounts Receivable (TAR)

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

1. Continue existing efforts to enforce repayment agreements, both court ordered and in-house.

Board Member Training

Rating: No Findings

1. No Recommendations

Certifications and Reporting Submissions

Rating: No Findings

1. No Recommendations

Annual Plan Submission

Rating: No Findings

1. No Recommendations

Adjusted Net Income/Revenue

Rating: No Findings

Revenue

1. No Recommendations

Expense

Salaries

1. No Recommendations

Legal

1. No Recommendations

Utilities

1. No Recommendations

Maintenance

1. No Recommendations

Other

1. No Recommendations

Operating Reserve

Rating: No Findings

1. No Recommendations

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)
CHAMP Close Out Report

LHA Name	GLOUCESTER HOUSING AUTHORITY
FYE	Jun 2024
HMS Name	Melanie Loveland-Hale
FMS Name	Bob Arsenault

CHAMP Criteria 1a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1c

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 2a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 2b

Rating: Corrective Action

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. Ensure that administrative transfers are recorded correctly in HAFIS vacancy system.

CHAMP Criteria 3a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3c

Rating: No Findings

Recommendations: 1. No Recommendations

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

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

LHA Name	GLOUCESTER HOUSING AUTHORITY
FYE	Jun 2024
HMS Name	Melanie Loveland-Hale
FMS Name	Bob Arsenault

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 5: Vacancy Turnover Work Orders accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. 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.