SWANSEA 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 SWANSEA 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. Performant Management Review report
    d. Other documents added by LHA

State-Aided Public Housing Developments

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-01	Elderly	MARTIN COURT	8	1971	64
	Other	Other Special Occupancy units	1		2
Total			9		66

Federally Assisted Developments

SWANSEA HOUSING AUTHORITY also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 6 households.

LHA Central Office

SWANSEA HOUSING AUTHORITY
100 Gardner Neck Road Swansea, MA 02777

Lynn Berube, Management Agent
Phone: 508-679-5828
Email: swanseaha@aol.com

LHA Board of Commissioners

	Role	Category	From	To
Carlos Silva	Member		04/12/2022	04/12/2027
Edward Majewski	Member		01/01/2025	12/31/2028
Gail Carey	Member		04/09/2024	04/09/2029
Matthew Beane	Chair		04/08/2019	04/08/2030
Richard Costa	Member		11/19/2024	05/11/2026

Plan History

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

REQUIREMENT		DATE COMPLETED
A.	Advertise the public hearing on the LHA website.	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.	N/A
D.	Post draft AP for tenant and public viewing.	5/18/2026
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	N/A
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	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, Lynn Berube, Management Agentof the SWANSEA HOUSING AUTHORITY, certify on behalf of the Housing Authority that I have conducted an annual review of all SWANSEA 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 SWANSEA 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, Lynn Berube, Management Agent of the SWANSEA 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: 7/17/2026

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**
292081	AIP: 667 Routine Turnovers		$12,800.00
292074	Vacancy Turnover - Force Account	MARTIN COURT	$65,000.00
292076	Tub Surround Replacement on Turnover	MARTIN COURT	$10,626.00
292078	Roadway, Parking, and Walkway Replacement	MARTIN COURT	$307,604.97
292079	ADA Bathroom & Hall Floor Replacement	108-110 OLD FALL RIVER ROAD	$92,340.17
292082	Side Entry Door Replacement	MARTIN COURT	$122,310.92
292083	Flooring Replacement - Force Account	MARTIN COURT	$21,494.00
292084	EMG FA Renovation Apt. A2	MARTIN COURT	$15,190.00
292085	Flood Mitigation- 3 Units	MARTIN COURT	$9,200.00
Total			$656,566.06

Proposed Projects			
FY2027		**Available Formula Funding:**	**$137,361.97**
Project Title	**Development**	**Total Development Cost**	**Special Award(s) Requested**
HILAPP New Intercom 667-1	MARTIN COURT	$338,800.00	$338,000.00
HILAPP Re-Plumb Water Heaters	MARTIN COURT	$41,012.00	$41,012.00
Kitchen Renovations Upon Turnover	MARTIN COURT	$123,440.00	
Total		$503,252.00	$379,012.00

Proposed Projects		
FY2028	**Anticipated Formula Funding:**	**$137,361.97**
Project Title	**Development**	**Total Development Cost**
Tub Surround and Shower Valve Replacements	MARTIN COURT	$84,700.00
Unit Door Hardware	MARTIN COURT	$101,756.00
Total		$186,456.00

Proposed Projects		
FY2029	**Anticipated Formula Funding:**	**$137,361.97**
Project Title	**Development**	**Total Development Cost**
Kitchen Cabinet and Countertop Replacement	108-110 OLD FALL RIVER ROAD	$51,423.00
Shut-Off Valve Replacement	MARTIN COURT	$78,343.01
Total		$129,766.01

Years 4 and 5 (reflect estimated annual planning amounts)		
FY2030 and FY2031		
Project Title	**Development**	**Total Development Cost**
Kitchen Sink Counters and Cabinets - Martin Court	MARTIN COURT	$33,336.00
Kitchen sink counters and cabinets - Phase II	MARTIN COURT	$33,336.00
Stove Replacement	MARTIN COURT	$99,123.00
Total		$165,795.00

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: Joe Hardenbergh SE RCAT PM has reviewed active projects and advised EOHLC of projects that can be closed.

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 Overall goal of our CIP is to continue to provide decent, safe, and sanitary housing for our residents and the preservation of public housing in Swansea. To accomplish this, we have leveraged Sustainability funds received to gain a HILAPP Award that we are using to address security concerns of our residents. A new intercom system and possibly cameras will be installed along with making an upgrade to the piping of our water heaters in each building to allow them to be isolated independently so 1 can serve the building should other be offline. If allowed, we will begin updating kitchens upon turnover.

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: Our previous CIP primarily focused on Building envelope improvements where this CIP is requesting FISH #'s for approved HILAPP projects to address security and plumbing concerns along with unit door hardware. In the past we have pushed turnover kitchens back, this year we are brining that forward.

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: Yes

Approval Requirements: Previous year's CIP requirements stated: • Submit a CIP revision for any HILAPP projects, as soon as the application process has been completed and approved.

We are submitting these HILAPP projects in the FY27 CIP for FISH #'s.

B. Completed Requirements

Have you completely satisfied the conditions of your previous CIP Approval? Please explain why or why not.

Answer: Yes

Explanation: N/A

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: High priority deficiencies will be addressed as funding becomes available.

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: No

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: 03/12/2026

Answer: Yes

10. Sustainability Program

Are you requesting Sustainability Funding for any of your projects?

Answer: No

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: No

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. We have active projects related to vacancy turnover..

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: Yes

Explanation: Joe Hardenbergh, Southeast RCAT, Project Manager developed the CIP.

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	844-992-0939	After office hours
Call LHA at Phone Number	508-679-5828	8am-12:30pm M-Th
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 SWANSEA HOUSING AUTHORITY main office.

QUALIFYING EMERGENCY WORK REQUESTS
Fires of any kind (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
Door or window lock failure
No heat
No hot water
Snow or ice hazard condition
Dangerous structural defects
Inoperable smoke/CO detectors, beeping or chirping

Normal Maintenance Request Process

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service		
Call Housing Authority Office	508-679-5828	8am-12:30pm M-Th
Submit Online at Website		
Email to Following Email	Swanseaha@aol.com	any time
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 SWANSEA 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?

We have two part time Maintenance Mechanics. They are well liked by our tenants.

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

We have added a per diem that has a construction background to help with small projects. Maintenance continues to do small projects that add curb appeal to the Authority.

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

Our Maintenance Goals are to keep updating the property, and to turnover units in a timely fashion.

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	$115,995.00	$50,433.00
Last Fiscal Year Actual Spending	$78,975.00	$55,414.00
Current Fiscal Year Budget	$111,036.00	$2,500.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	4
Average time from date vacated to make unit "Maintenance Ready"	2 days
Average time from date vacated to lease up of unit	78 days

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

Attachments

These items have been prepared by the SWANSEA 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.

SWANSEA HOUSING AUTHORITY

Preventative Maintenance Procedures and Policies

INTRODUCTION

It is the objective of the Swansea Housing Authority in preparing this Preventative Maintenance Guide, to provide a system where basic principles for organizing and managing maintenance operation in a public housing authority can easily be outlined and adapted by Maintenance Staff. The guide is intended for use in a wide range of housing authority areas and outlines the minimum procedures in each area to address maintenance functions.

Physical Facility

The Swansea Housing Authority maintains its facilities with the care and concern of the public, the residents, the employees. Each area provides a different role in delivering and receiving services of the Management and Maintenance Staff of the Authority. The responsibility for maintaining the physical aspects of the facilities is not the job of the maintenance staff alone.

Administrative and Management

The Board of Commissioners and the Manager have designed policies and procedures that encourage resident cooperation and understanding. In addition, penalties have been put into place for residents who are negligent or abuse property. Through the oversight and interaction with residents, staff and maintenance personnel, reconsideration or designs of new policies are considered an ongoing process that has a general beneficial effect on the physical facilities and the well being of those who reside in the facilities.

Resident Admissions

Employees involved with resident admissions clearly support the maintenance efforts by doing proper applicant screening for non-economic criteria. It is their responsibility to weed out through the screening process those applicants with a history of destruction of property, poor housekeeping habits and/or social problems that could result in property damage or greatly affect the environment of the community. Additionally, this department must have appropriate applicants ready to lease units when the maintenance department finishes preparing vacant units for re-occupancy. Unoccupied vacant units invite vandalism which results in costly repairs.

This guide is intended to outline the steps taken by the Swansea Housing Authority in managing its maintenance operation and will address the following areas:

a. Timely response/resolution by maintenance staff to emergencies

b. Preventative Maintenance Programs, which include:

    1. Annual Inspections/Repairs

    2. Regular servicing of mechanical systems

    3. Regular servicing of equipment

    4. Regular inspection and upkeep of building/grounds

c. Work Order System

d. Procedure for repairing and returning vacant units to occupancy within the acceptable time frame of 15 business days.

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e. A routine maintenance program including regular janitorial services

f. Minimal backlog of maintenance work orders

g. Maintenance work force:

    1. Training

    2. Staffing

    3. Supervision

    4. Utilization

h. Quality Control

i. Inventory

j. Resident Charges

k. Budgeting

l. Capital Needs Evaluation

m. SHA Maintenance of Vehicles & Equipment

A. TIMELY RESPONSE/RESOLUTION BY MAINTENANCE STAFF TO EMERGENCIES

It is the intent of the Swansea Housing Authority to respond to all emergencies as quick as possibly upon notification. Maintenance staff has been instructed that information relative to an emergency situation will take precedence over all routine work. The SHA on-call system addresses evening, weekend and holiday emergency calls in the manner outlined in our Call Service Policy:

1. Water that cannot be shut off
2. No heat

B. PREVENTATIVE MAINTENANCE PROGRAMS:

1. Annual Inspections-

2. Regular Servicing of Mechanical Systems

A Preventative Maintenance program will ensure that the SHA can plan, direct and control provisions that require maintenance services. With the information, the SHA can anticipate and plan expenditures while maintaining all physical facilities (buildings, grounds, public areas, service systems and living units).

In an effort to do this the following Preventative Maintenance Contractors are publicly solicited and contracts awarded annually to the most qualified bidders:

1. Fire Alarm Testing
2. Rubbish Removal

For details on the Instruction to Bidders and the Request for Proposals, please refer to the SHA's Contract and Bid file.

All Maintenance Staff are required during their normal routine, to report immediately all deficiencies or maintenance problems to their Supervisor. Any item which poses an immediate threat to the health and safety of residents or to SHA property are required to be reported to the Executive Director.

While performing their daily routine, throughout the course of each day, Maintenance personnel are informed of their responsibility to observe and report unusual conditions in the areas listed on Page 6.

By instructing Maintenance Staff of the importance of "an overall awareness" of the condition and status of SHA facilities and property, it is anticipated that the public, residents, and supervisory staff will be informed of existing conditions and ongoing developments.

It is the philosophy of the Swansea Housing Authority, to promote an atmosphere of open communication at all levels in its operation. The agency strongly believes this is the key to successful management and is routinely reinforced by the Managment.

Routine Observations expected by Maintenance Staff

Maintenance Staff are required to report "anything out of the ordinary" to the Manager. The following is not a checklist but areas where observations should be acute.

Daily:
- Entrance to buildings
- Walkways to buildings
- Security (locks/latches etc.)
- Windows
- Exterior Defects due to rains, wind, and snow
- Debris
- Public Restrooms
- Electricity
- Boiler Room (hot water)
- Vehicles (Maintenance)
- Cleaning Supplies
- Vehicles (Residents/Visitors)
- Parking (Lot condition & use by Residents, Visitors, Vendors)
- General activity of Residents & Visitors in their overall use of public and common areas
- Unusual activities of residents/guests
- General Condition of Common Areas
- Stock Maintenance Materials & Supplies

Weekly:
- Fire Equipment (alarms, extinguishers)
- Lawn Equipment – condition

Monthly:
- Maintenance equipment – condition

Yearly:
- Carpet Condition
- Interior Walls - condition
- Exterior Walls – condition
- Grounds overall
- Capital Improvement List

3. Regular Service of Equipment

The following is a general guide for Maintenance Personnel in regular service of equipment and up keep of property condition.

WEEKLY/MONTHLY

1. Weekly-Vacuum all floors
2. Weekly-Dry mop, damp mop, spray and buff laundry room and clean walls of any other spots.
3. Weekly-Clean glass in community room as needed
4. Weekly-Clean filters in clothes dryers
5. Weekly-Clean kitchen floors and counter tops in community room
6. Semi-Weekly-Dust sills and wood work as needed
7. Alternate order of sewage pump operation/monthly

QUARTERLY

1. Test 25% of the fire alarm systems – contracted service scheduled by Maintenance Supervisor
2. Dust fans in community room as needed
3. Check sewer ejector system

SEMI-ANNUALLY

1. Fertilize lawns and grounds if budgeted and as needed
2. Snake out main drain lines-contract services, as needed
3. Annual-Lubricate blowers, fans, motors and circulators as needed
4. Dry mop and dust interiors stairwells as necessary, more frequently if time available

4. Regular Inspection and Upkeep of Building and Grounds

The following indentifies the areas and generally describes the routine followed by the Swansea Housing Authority to address maintenance items and work schedules for maintenance staff. It should be noted that these tasks are not assigned to specific maintenance staff person but are shared duties. Deviation from this program is subject to seasonal conditions, such as snow removal, emergency weather conditions, lawn care and number of vacancies. In addition, it should be noted that schedules may vary due to vacations which may result in less man hours available to perform the work planned. The outline below deals with ideal situation without the aforementioned conditions.

DAILY

1. Check and clean trash rooms as needed.
2. Check and clean debris from laundry rooms
3. Check rest rooms and clean as needed
4. Perform Work Orders and non-routine repairs assigned
5. Check grounds for debris and pick up as necessary
6. Vacuum and/or dry mop lobby as necessary
7. Assist or perform work in vacant unit

WEEKLY

1. Mop bathrooms, clean toilets and mirrors
2. Mop lobby and dust
3. Dry mop and damp mop laundry
4. Dry mop , damp mop, community room
5. Clean glass in lobby
6. Pest control as needed
7. Service tractors, lawnmower and snow blowers as required and log on sheet (depending on the season)
8. Clean hot water as needed
9. Check stairwells and clean debris
10. Clean garage of any debris

YEARLY

1. Check conditions of catch basins/storm drains. Arrange to have cleaned out as needed
2. Inspect all units; this includes stairwells, boiler rooms and back yards
3. Replace batteries in the Fall with change of clocks or at inspection time (depending on the time of the year inspections are done)
4. Vehicle inspection (February)
5. Reset all timers (March and November)
6. Touch up all common area paint
7. Fire extinguisher annual inspection (January)
8. Ready lawn equipment for the season (March)
9. Inspect trees and trim as needed
10. Clean and disinfect dumpsters (July)
11. Ready snow equipment (November)

C. WORK ORDER SYSTEM

This category of work refers to all "resident generated" work requests that do not fall into any other categories. These are the non-emergency calls which resident's make seeking maintenance services to correct a problem in a unit or on the site. They are not planned for and often cannot be anticipated until the request is formally placed with management.

By definition, these requested work assignments are short-term and usually can be addressed by an on-site staff person. These resident generated requests may include follow-up calls for pest control services or for repairs that become necessary between annual living unit inspections, such as broken windowpanes or clogged drains.

These requests are placed into the maintenance workload through the normal work order intake process. Many resident generated work orders will fall into high priority categories. The Swansea Housing Authority has an emergency category to address these cases and systematically reviews daily work orders generated by office personnel to maintain continuity in servicing residents.

D. PROCEDURE FOR REPAIRING AND RETURNING UNITS TO OCCUPANCY

- DAY ONE

Administration

1. Notification of move out reported to SHA Program Assistant
2. Confirmation with instructions forwarded to vacating tenant with copy to Maintenance Department (by means of a move out inspection)
3. Management received keys to unit
4. Work Order issued to inform Maintenance Department
5. Information recorded on Vacancy Log
6. Management evaluates Waiting List Pool and determines next placement

Maintenance Department

Upon Receipt of Work Order:

1. Begins preparation for revamping apartment.

- DAY TWO

  Maintenance

  1. Inspection is conducted to identify all deficiencies
  2. Estimate is made of skills, time, material and equipment required to correct deficiencies
  3. Observation of unit condition and rehab work needed are converted into work instructions to personnel and onto inspection report
  4. Coordinate with outside contractors for required work.

- DAY THREE to COMPLETION

  Administration

  1. Management prepares for receipt of completed inspection report by Maintenance Staff. Preparation includes:
     a. Tenant Folder
     b. Calculation of Rent Share
     c. Lease Documents
     d. Tenant Acknowledgement
     e. SHA/Prospective Tenant Inspection Date
  2. Upon completion and acceptance of unit by prospective tenant, Management performs the following duties:
     a. Enters information into Computer
     b. Collects prorated rent
     c. Adds Tenant onto SHA registers and distributes
     d. Enters move in date on Vacancy Log

Maintenance

Day two to completion, work in progress is monitoring through observations and/or reports by maintenance personnel.

COMPLETION

1. Verification of all Work Items repaired

2. Inspection report completed and submitted by Maintenance Personnel/or Supervisor

E. REGULAR AND ROUTINE JANITORIAL SERVICES

Within Section B of this policy, the Swansea Housing Authority identified the routine tasks performed by maintenance personnel, which includes routine and regular janitorial duties. These tasks are assigned to all personnel.

These tasks would include:

1. Rubbish Removal in Office Areas
2. Floors in all buildings
3. Window Washing – lower only
4. Dusting
5. Cleaning janitorial areas
6. Cleaning and maintaining community rooms

F. MINIMIZING BACKLOG OF MAINTENANCE WORK ORDERS

Administrative Staff provides assistance in minimizing backlog and unnecessary work orders in the following manner.

1. The SHA Maintenance and Manager meet on a regular bases to address concerns of maintenance items. On these occasions, the Manager and Maintenance develop or design resident notices or instruction sheets for residents on the proper operation of SHA equipment located in units (i.e. stoves, refrigerators).

Other areas addressed in memo form to residents must include:

1. Proper trash disposal
2. Proper use of laundry machines
3. Proper use and responsibility of the user of Community Room space
4. Information on Parking Regulations

5. Regulating Tenant belongings in common areas
6. Restricting pets from building

In addition to the above items, the Manager and Maintenance also discuss the control and activities of outside contractors on the premises. Prior to work being performed these issues are discussed and procedures are put in place to minimize the degree of impact on the residents, the agency and the maintenance personnel.

2. Experienced staff instructs all new personnel on the Work Order Procedure. During this training new staff is trained on emergency and non-emergency items and the procedures for issuing a work order. New personnel is informed that if any work request is questionable, trained staff is available to assist.

The SHA has cell-phone communication with all key maintenance personnel. In the event that an issue or item arises, personnel has been trained to inform Maintenance immediately. By doing this and seeking the assistance of trained personnel or the Manager maintenance issues may be reduced and unnecessary work avoided.

3. The SHA has a non-computerized system for producing work orders. Periodically, staff is instructed to review the status of work orders in order to avoid a backlog or open-ended work order. If a work order cannot be fully completed due to unavailability of parts, or contract services are required, they are instructed to issue a new work order which would be directed to Maintenance. At the end of the year, the status of all work orders are reviewed by the Manager.

G. MAINTENANCE WORK FORCE

New Employees

The Authority makes every effort to employ individuals with experience in property management and/or maintenance management. The Authority seeks individuals with expertise in a given trade (i.e. electrical/plumbing), whenever it is recruiting maintenance personnel. Individuals with technical experience and a background in the trades, enhances the SHA's ability to train and oriented new employees.
The SHA Advertisement and job responsibilities clearly define the SHA's expectations from applicants as well as the scope of the job. However, recruitment does not always guarantee good results, therefore SHA requires a 90 day training and probationary period. During this time, work assignments are designed to determine the degree of capability of a new employee. As the individual demonstrates ability, more sophisticated tasks and work assignments are given and judgment is measured through performance.

Initially, all new maintenance personnel are assigned to work with existing personnel. Orientation is provided through the direct and daily supervision. Throughout this period, however, Maintenance and/or Manager provide overall goals and expectations for the new employee, along with an explanation of SHA policies and procedures.

Direct supervision has been delegated by the Manager to the SHA's Maintenance.

Maintenance Staff, Training & Reporting

Given the size of the agency, the Swansea Housing Authority exercises flexibility in its personnel. The work force includes both full-time and part time personnel, along with contracted services, where applicable.
Contracting services for the agency is more involved, given the size and number of units managed by the Administrative Staff. Contracted services are used at several sites and monitoring is the responsibility of Maintenance to ascertain whether or not the product or service is delivered.

The Swansea Housing Authority has taken effort to control the quality of both the Management and Maintenance of its physical facilities. This begins with personnel and includes active continuous follow up of actual work performance. Monitoring and correcting service delivery systems ensures that policies adopted by the Swansea Housing Authority are being followed in a manner which allows the agency to meet its performance goals and standards. This is done through:

a. Assigning responsible staff duties which include monitoring the performance of individuals under their supervision

b. Monitoring the degree of supervision under which the work is to be performed

c. Recruitment

d. Instruction and Training

I. INVENTORY

The Authority annually performs an inventory check on items purchased with a value of $300.00 or more. All inventory is controlled and tagged by the Manager who with the assistance of other staff, including maintenance, physically views all items within the value range and updates the inventory cards.
This information is kept on a permanent basis for auditing and accounting purposes. These records are contained in the Administrative office of the Authority in a secure location.

J. CHARGES TO RESIDENTS

From time to time, the Authority finds it necessary to access tenants for damages. This will be based on current prices and Maintenance wage rates. In all cases, when the Authority has found it necessary to charge a resident, a "Bill for Damages" is sent to the resident.

Labor costs are based on the hourly rate of the Maintenance Labor, which is determined by the Department of Labor and Industries. These rates are subject to increase by the Department of Labor and Industries on an annual basis.

K. BUDGET

In order to effectively maintain the SHA facilities and anticipate mechanical equipment and structural needs, the SHA routinely includes its Maintenance Staff in the budget planning process. Input is required on the condition of the buildings, properties, equipment and stock. Through this process and planning, the Authority is able to project it's costs on a short term and long term basis.

L. CAPITAL NEEDS EVALUATION

The Authority has also conducted an independent survey of its long-term capital needs. This effort demonstrates the Authority's interest in the capital investment made by the Commonwealth of Massachusetts, the Department of Housing and Urban Development and the Swansea Housing Authority.

The report generated by this survey conducted by On-site/Insight in November, 1992, provides the Authority with a planning tool for modernization needs over the next 20 years. With the information contained in this report, the Authority continues to develop it's Long Term Goals.

M. ONGOING PREVENTATIVE MAINTENANCE OF DHA VEHICLES

Outside contractors perform routine maintenance of the SHA truck. General oil changes, fluid checks and minor repairs are performed on a regular basis. Operators of all SHA vehicles are informed that they must advise their immediate Supervisor of any irregularities. The following list represents a guide for Maintenance Employees:

Daily

Check tires, wear, pressure, etc.
Check frame and suspension: for loose bolts, cracks, etc.
Check parking brakes
Check safety lights
Fluid leaks
Steering column lock and starter safety switch
Check transmission shift indicator
Check instrument gauges, oil amperes, etc.
Check spare tire and jack

Monthly

Check fluid levels, crankcase, transmission, etc.
Check antifreeze, radiator rust inhibitor and thermostat
Check windshield washer fluid
Check belts, hoses
Check plugs, wiring, battery, clean and grease terminals as needed
Clean out air cleaner if necessary
Check carburetor hoses and linkage
Check wheel alignment and tire balance (uneven wear of tires)
Check heater and defroster
Check wiper blades for wear

THREE MONTHS OR 3,000 MILES

Change oil and filter
Grease fitting on chassis
Lube drive shafts, universal, linkages
Check fluid in master cylinder
Check fluid level in power steering unit
Lube front suspension and steering linkage
Adjust carburetor idle speed

YEARLY

7,500 miles or yearly rotate tires
Change transmission fluid and filter
Change air filter
Change rear axle fluid
Drain radiator and flush; check all hoses and cap. Also, clean outside radiator
Change fuel filter
Change spark plugs, adjust timing, and check distributor cap

ADOPTED BY BOARD:
May 10, 2016

Deferred Maintenance Plan

Item	Date added to Deferred Maintenance Plan	Item Description	Location or Unit Number	Reason Deferred	Estimated Cost	Material Needed	Original Work Order Number	Target Completion Date	Actual Completion Date	Other Comments
Swansea currently has no Deferred Maintenance Items										

Annual Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 9/30/2025. It also shows the approved budget for the current year (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 SWANSEA HOUSING AUTHORITY operating reserve at the end of fiscal year 2024 was $197,353.00, which is 97.39% 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 SWANSEA 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	309,841.00	329,143.00	338,460.00	2.80%	440.70
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	2,000.00	3,132.00	2,000.00	-36.10%	2.60
3611	Interest on Investments - Restricted	0.00	0.00	0.00	0.00%	0.00
3690	Other Revenue	1,500.00	1,092.00	1,500.00	37.40%	1.95
3691	Other Revenue - Retained	0.00	8,086.00	0.00	-100.00%	0.00
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)	138,700.00	120,274.00	117,505.00	-2.30%	153.00
3802	Operating Subsidy - MRVP Landlords	0.00	0.00	0.00	0.00%	0.00
3803	Restricted Grants Received	0.00	0.00	0.00	0.00%	0.00
3920	Gain/Loss From Sale/Disp. of Prop.	0.00	0.00	0.00	0.00%	0.00
3000	TOTAL REVENUE	452,041.00	461,727.00	459,465.00	-0.50%	598.26

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by SWANSEA 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	11,122.00	7,762.00	11,678.00	50.50%	15.21
4120	Compensated Absences	0.00	1,084.00	0.00	-100.00%	0.00
4130	Legal	2,000.00	0.00	6,500.00	100.00%	8.46
4140	Members Compensation	0.00	0.00	0.00	0.00%	0.00
4150	Travel & Related Expenses	1,722.00	0.00	1,722.00	100.00%	2.24
4170	Accounting Services	5,700.00	5,700.00	6,000.00	5.30%	7.81
4171	Audit Costs	4,500.00	4,500.00	4,500.00	0.00%	5.86
4180	Penalties & Interest	0.00	0.00	0.00	0.00%	0.00
4190	Administrative Other	62,616.00	67,660.00	71,267.00	5.30%	92.80
4191	Tenant Organization	0.00	0.00	0.00	0.00%	0.00
4100	TOTAL ADMINISTRATION	87,660.00	86,706.00	101,667.00	17.30%	132.38
4310	Water	4,618.00	6,169.00	5,586.00	-9.50%	7.27
4320	Electricity	110,129.00	113,357.00	128,901.00	13.70%	167.84
4330	Gas	0.00	0.00	0.00	0.00%	0.00
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	3,050.00	2,280.00	3,050.00	33.80%	3.97
4391	Solar Operator Costs	0.00	0.00	0.00	0.00%	0.00
4392	Net Meter Utility Credit (Negative Amount)	0.00	0.00	0.00	0.00%	0.00
4300	TOTAL UTILITIES	117,797.00	121,806.00	137,537.00	12.90%	179.08

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by SWANSEA 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	77,385.00	49,388.00	70,426.00	42.60%	91.70
4420	Materials & Supplies	15,650.00	7,953.00	15,650.00	96.80%	20.38
4430	Contract Costs	22,960.00	21,634.00	24,960.00	15.40%	32.50
4510	Insurance	22,332.00	22,166.00	22,724.00	2.50%	29.59
4520	Payment in Lieu of Taxes	0.00	0.00	0.00	0.00%	0.00
4540	Employee Benefits	50,946.00	52,089.00	51,681.00	-0.80%	67.29
4541	Employee Benefits - GASB 45	0.00	28,877.00	0.00	-100.00%	0.00
4542	Pension Expense - GASB 68	0.00	26,542.00	0.00	-100.00%	0.00
4570	Collection Loss	0.00	3,969.00	0.00	-100.00%	0.00
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	73,278.00	133,643.00	74,405.00	-44.30%	96.88
4610	Extraordinary Maintenance	50,433.00	55,414.00	2,500.00	-95.50%	3.26
4611	Equipment Purchases - Non Capitalized	5,000.00	4,759.00	5,000.00	5.10%	6.51
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	5,491.00	0.00	-100.00%	0.00
4600	TOTAL OTHER EXPENSES	55,433.00	65,664.00	7,500.00	-88.60%	9.77
4000	TOTAL EXPENSES	450,163.00	486,794.00	432,145.00	-11.20%	562.69

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by SWANSEA 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	452,041.00	461,727.00	459,465.00	-0.50%	598.26
4000	TOTAL EXPENSES	450,163.00	486,794.00	432,145.00	-11.20%	562.69
2700	NET INCOME (DEFICIT)	1,878.00	-25,067.00	27,320.00	-209.00%	35.57
7520	Replacements of Equip. - Capitalized	0.00	0.00	0.00	0.00%	0.00
7540	Betterments & Additions - Capitalized	0.00	0.00	0.00	0.00%	0.00
7500	TOTAL NONOPERATING EXPENDITURES	0.00	0.00	0.00	0.00%	0.00
7600	EXCESS REVENUE OVER EXPENSES	1,878.00	-25,067.00	27,320.00	-209.00%	35.57

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 SWANSEA HOUSING AUTHORITY:

Policy	Last Ratified by Board Vote	Notes
*Capitalization Policy	1/12/2016	Originally Adopted on 05/12/2015
*Fair Housing Marketing Plan	6/13/2022	
*Grievance Policy	11/13/2012	SHA adopted 760CMR 6.03
*Language Access Plan	6/13/2022	
*Personnel Policy	2/1/2022	
*Procurement Policy	2/9/2016	Originally Adopted on 06/09/2015; updates automatically when OIG sets needs limits/standards
*Reasonable Accommodations Policy	6/13/2022	
*Rent Collection Policy	10/2/2015	
Emergency Response Plan	10/9/2011	
Other – Define in the 'Notes' column	12/12/2023	Outside Decoration Policy
Other – Define in the 'Notes' column	9/12/2023	Trash Policy
Other – Define in the 'Notes' column	10/11/2016	Air Conditioners - Adopted 5/11/2012

* 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

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

Description	Reason	Date Approved by EOHLC	Date Expired

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

Glossary

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

AHVP: Alternative Housing Voucher Program

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

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

ANUEL: Allowable Non-Utility Expense Level

AP: Annual Plan

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

Cap Share is the amount of Formula Funding spending approved by 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 Comments and LHA Responses

The Swansea Housing Authority
100 Gardners neck Rd
Swansea, Ma 02777

July 15, 2026

We held our public hearing for the 2027 capital plan. There were no questions or comments from the tenants.

Sincerely,
Lynn Berube

Resident Surveys – Background

Since 2016 EOHLC 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.

SWANSEA HOUSING AUTHORITY

Performance Management Review (PMR) Report

Fiscal Year End 9/30/2024

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

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	SWANSEA HOUSING AUTHORITY
Fiscal Year Ending	Sep 2024
Housing Management Specialist	Mary Farrell
Facilities Management Specialist	Wilzor Exantus

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

Report Date: 02/11/2025 21:20:16

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

LHA Name	SWANSEA HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Mary Farrell
FMS Name	Wilzor Exantus

Criteria	Rating
Staff Certification and Training	No Findings

Report Date: 02/11/2025 21:20:16

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

LHA Name	SWANSEA HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Mary Farrell
FMS Name	Wilzor Exantus

CFA Submission

Rating: Not Applicable

Recommendations: 1. No Recommendations

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

LHA Name	SWANSEA HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Mary Farrell
FMS Name	Wilzor Exantus

Occupancy

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

1. No Recommendations

Tenant Accounts Receivable (TAR)

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

1. 4th Quarter reporting to be submitted within 60 days of FYE. Reporting was submitted one day late and wasn't available for review.

Board Member Training

Rating: Corrective Action

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

Certifications and Reporting Submissions

Rating: Operational Guidance

1. Submit all four quarterly vacancy certifications by the end of the month following the quarter end.
2. Submit all four quarters of Tenants Accounts Receivables (TAR) application within 60 days of quarter end.
3. Reporting was submitted one day late.

Annual Plan Submission

Rating: No Findings

1. No Recommendations

Adjusted Net Income/Revenue

Rating: Corrective Action

Revenue

1. No Recommendations

Expense

Salaries

1. No Recommendations

Legal

1. No Recommendations

Utilities

1. No Recommendations

Maintenance

1. No Recommendations

Other

1. 4th Quarter submission was one day late. Data wasn't available for review.

Operating Reserve

Rating: Corrective Action

1. 4th Quarter submission was one day late. Data wasn't available for review.

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

LHA Name	SWANSEA HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Mary Farrell
FMS Name	Wilzor Exantus

CHAMP Criteria 1a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1c

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 2a

Rating: Operational Guidance

Recommendations: 1. Ensure that all vacancies are recorded in the EOHLC Housing Apps Vacancy Reporting System within 30 days of the vacancy date.

CHAMP Criteria 2b

Rating: No Findings

Recommendations: 1. No Recommendations

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	SWANSEA HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Mary Farrell
FMS Name	Wilzor Exantus

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

Rating: No Findings

Recommendations:
1. Ensure the unit inspection has the date it was done.
2. Ensure the unit inspection has the date stamp on when it was conducted.
3. Ensure the unit inspection has the date stamp on when it was conducted.
4. Ensure that Units are Inspected per EOHLC guidance
5. Ensure Inspection Reports are created for each Unit Inspection

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

Rating: No Findings

Recommendations:
1. Ensure the unit inspection has the date it was done.
2. Ensure the unit inspection has the date stamp on when it was conducted.
3. Ensure the unit inspection has the date stamp on when it was conducted.
4. Ensure that Units are Inspected per EOHLC guidance
5. Ensure Inspection Reports are created for each Unit Inspection

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: No Findings

Recommendations:
1. No Recommendations

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

Rating: No Findings

Recommendations:
1. 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. Create a Preventive Maintenance Program/Plan that helps in the upkeep of all buildings and equipment. Work orders should be created and closed for all items on Preventive Maintenance Plan; Consult the Property Maintenance Guide (Pages I-23 to I-32) and Public Housing Notices 2016 - 18 "Preventive Maintenance Reminders" for how to develop a Preventive Maintenance Program See Handout B

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

Rating: No Findings

Recommendations: 1. 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.