CHICOPEE 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 CHICOPEE 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
667-02	Elderly	667-02 Peloquin Apartments	6	1961	40
667-2A	Elderly	667-2A-Peloquin Apartments	2	1961	26
667-08	Elderly	BIRCH BARK PLACE	1	1982	72
667-04	Elderly	Cpl. Edmund Kida Apts.	4	1967	92
667-03	Elderly	EDWARD J. BURY APARTMENTS	6	1963	68
667-06	Elderly	FAIRHAVEN	1	1971	96
667-01	Elderly	GOVERNOR GEORGE ROBINSON 667-1	3	1956	35
667-1A	Elderly	GROCKI DRIVE 667-1A	6	1959	40
200-01	Family	LEO P. SENECAL APARTMENTS	61	1949	226
667-07	Elderly	VALLEY VIEW	5	1973	40
705-01	Family	Volpe	3	1969	80
Total			98		815

Federally Assisted Developments

CHICOPEE HOUSING AUTHORITY also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 952 households.

LHA Central Office

CHICOPEE HOUSING AUTHORITY
128 Meetinghouse Road Chicopee, MA 01013

Elizabeth Partyka-Narey, Executive Director
Phone: 413-592-6132
Email: bpnarey@chicopeehousing.org

LHA Board of Commissioners

	Role	Category	From	To
Bruce E. Socha	Chair		04/10/2019	02/01/2025
Gail Beaudoin	Member		06/09/2025	06/03/2030
David Dymek	Member		04/07/2026	04/01/2031

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.	5/22/2026
B.	Advertise the public hearing in public postings.	5/22/2026
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.	5/21/2026
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.)	7/8/2026
G.	Executive Director presents the Annual Plan to the Board.	7/8/2026
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	7/8/2026

Certification

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

I, Elizabeth Partyka-Narey, Executive Directorof the CHICOPEE HOUSING AUTHORITY, certify on behalf of the Housing Authority that I have conducted an annual review of all CHICOPEE 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 CHICOPEE 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, Elizabeth Partyka-Narey, Executive Director of the CHICOPEE 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: 7/20/2026

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**
061173	AIP: 667 Routine Turnovers		$101,800.00
061120	Walkway repaving	EDWARD J. BURY APARTMENTS	$179,109.00
061125	Reconstruct handicap accessible ramp enclosure	FAIRHAVEN	$166,578.22
061129	ARPA Targeted: Fire Alarm Upgrade Birch Bark Place		$367,608.25
061141	Volpe Drive parking lot	Volpe	$303,610.28
061143	ARPA Targeted Award: Chicopee Fed Pac Panel and Fire Alarm Update	GOVERNOR GEORGE ROBINSON 667-1	$1,902,417.20
061149	ARPA FF: Senecal Siding Replacement and Deleading Phase 3	LEO P. SENECAL APARTMENTS	$419,043.58
061156	ARPA FF: Fairhaven and Grocki Fire Alarm Systems	FAIRHAVEN	$789,359.25
061163	Decarbonization Feasibility Study - SUST	LEO P. SENECAL APARTMENTS	$98,410.00
061164	ARPA FF: Refurbish Fire Escapes, Volpe Apartments 705-1 Family Housing	Volpe	$303,640.00
061167	Senecal Siding Replacement and Deleading Phase 4		$61,900.00
061168	Bath & Kitchen upgrades - Phase 2	LEO P. SENECAL APARTMENTS	$382,823.40
061169	Elmer and Elcon Drive Cameras	LEO P. SENECAL APARTMENTS	$679,472.80
061171	Grocki Roof Replacement	GROCKI DRIVE 667-1A	$393,400.00
061172	SUST Heating System Electrification	GROCKI DRIVE 667-1A	$800,000.00
061174	Vacancy renovations phase 1		$736,359.63
061175	Vacant Unit - Force Account	EDWARD J. BURY APARTMENTS	$531,126.54
061176	Bury Roof Replacement	EDWARD J. BURY APARTMENTS	$1,343,116.45
061177	Roof replacement	FAIRHAVEN	$906,659.08
061178	Vacancy renovations -- Senecal	LEO P. SENECAL APARTMENTS	$626,929.79
061179	Domestic Hot Water System replacement - Elcon & Elmer		$151,250.00
Total			$11,244,613.47

Proposed Projects			
FY2027		**Available Formula Funding:**	**$1,317,636.40**
Project Title	**Development**	**Total Development Cost**	**Special Award(s) Requested**
Force account - Worcester HA unit turnover		$842,473.20	
Total		$842,473.20	

Proposed Projects		
FY2028	**Anticipated Formula Funding:**	**$1,317,636.40**
Project Title	**Development**	**Total Development Cost**
Bury Common Area Trim & Door Painting	EDWARD J. BURY APARTMENTS	$103,026.00
New vinyl replacement windows.	BIRCH BARK PLACE	$482,911.00
Grocki Kitchen/Bathroom GFCI Installation	GROCKI DRIVE 667-1A	$81,001.00
Bury kitchen remodel Bldg 1	EDWARD J. BURY APARTMENTS	$333,056.00
Third floor rubberized flooring	BIRCH BARK PLACE	$33,275.00
Fourth floor rubberized flooring	BIRCH BARK PLACE	$33,275.00
Fifth floor rubberized flooring	BIRCH BARK PLACE	$33,275.00
Second floor concrete porch repairs	Volpe	$48,400.00
Second floor concrete porch repairs	Volpe	$48,400.00
Humidistat switches in bathrooms	LEO P. SENECAL APARTMENTS	$51,274.00
Surveillance system installation - Merged 667-2 & 2A		$136,468.00
Total		$1,384,361.00

Proposed Projects		
FY2029	**Anticipated Formula Funding:**	**$1,317,636.40**
Project Title	**Development**	**Total Development Cost**
Replace VAT in Common Areas	Volpe	$138,403.00
Senecal Entry Door Replacement	LEO P. SENECAL APARTMENTS	$271,876.00
Bury Kitchen remodel Bldg 2	EDWARD J. BURY APARTMENTS	$333,424.00
Elmer Drive basement window replacement	LEO P. SENECAL APARTMENTS	$185,130.00
Senecal Siding Replacement and Deleading Phase 5	LEO P. SENECAL APARTMENTS	$339,102.00
Fascia metal covering	Cpl. Edmund Kida Apts.	$110,171.00

Total		$1,378,106.00

Years 4 and 5 (reflect estimated annual planning amounts)		
FY2030 and FY2031		
Project Title	**Development**	**Total Development Cost**
Door replacement, floor refinishing	LEO P. SENECAL APARTMENTS	$2,207,112.00
Kitchen countertop replacement	VALLEY VIEW	$34,268.00
Bury Kitchen remodel Bldg 3	EDWARD J. BURY APARTMENTS	$333,424.00
Bury Kitchen remodel Bldg 4	EDWARD J. BURY APARTMENTS	$333,424.00
Bury Kitchen remodel Bldg 5	EDWARD J. BURY APARTMENTS	$333,424.00
Bury Kitchen remodel Bldg 6	EDWARD J. BURY APARTMENTS	$217,394.00
Floor joist insulation	GOVERNOR GEORGE ROBINSON 667-1	$22,839.00
Floor joist insulation	GOVERNOR GEORGE ROBINSON 667-1	$75,625.00
Floor joist insulation	GOVERNOR GEORGE ROBINSON 667-1	$75,625.00
Asbestos abatement of pipe insulation	GOVERNOR GEORGE ROBINSON 667-1	$13,612.00
Asbestos abatement of pipe insulation	GOVERNOR GEORGE ROBINSON 667-1	$45,375.00
Asbestos abatement of pipe insulation	GOVERNOR GEORGE ROBINSON 667-1	$45,375.00
Low flow toilets	GOVERNOR GEORGE ROBINSON 667-1	$4,538.00
Elcon DHW Boiler Replacement	LEO P. SENECAL APARTMENTS	$415,938.00
Elmer DHW Boiler	LEO P. SENECAL APARTMENTS	$415,938.00
Total		$4,573,911.00

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: Project 061125, 061129, 061149, 061175 and 061141 are 100% complete, including Warranty walkthrough, and should 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: Our goal for this year is to continue to make our common areas easier to maintain and more secure. We plan to replace carpeting with rubber floor tiles in our 667-8 and we will be installing security cameras in our 667-2-2A.

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 new CIP will focus on modernizing kitchens and replacing windows.

5. Requirements from previous CIP approval

A. Approval Requirements

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

Answer: No

6. Project Priorities

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

Answer: Yes

7. High Priority Deficiencies

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

Answer: Yes

Explanation: We have chosen our highest priority projects, but of course there are always additional projects that need high priority. As funds become available, we will address more projects.

8. Accessibility

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

Answer: Yes

Explanation: We need to create more accessible units. However, we have not chosen any for projects of this type. The cost of updating our old housing stock to ADA standards would mean a significant decrease in our available funding. We are hoping that someday EOHLC will have an initiative for such projects.

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: No

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, aside from the currenting active projects (061174 and 061178) that are about to go out to bid.

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: Avalon McLaren and Beth Thompson, CyberSense.

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: Our FY 28 CIP focuses on our 200, 667-1,667-2, 667-3,667-8 and 705 projects. The projects address ease of maintenance, energy efficiency, housing quality, electrical safety, security and mold prevention issues.

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	413-592-6132	After business hours.
Call LHA at Phone Number	413-592-6132	M-F 8:30AM - 4:30PM
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 CHICOPEE HOUSING AUTHORITY main office.

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

Normal Maintenance Request Process

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service	413-592-6132	Non-business hours
Call Housing Authority Office	413-592-6132	M-F 8:30AM - 4:30PM
Submit Online at Website		
Email to Following Email		
Other	413-592-6132 x110	Work Order Clerk

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 CHICOPEE 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?

Our maintenance staff works hard to maintain our properties and turn over units at CHA. As may be expected, tenant feedback on maintenance varies from very pleased to those that feel they have not been well-served. PMR ratings were Corrective Action for vacancy, emergency, tenant-requested and preventative maintenance work order completion within the specified timelines.

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

We have added one additional maintenance staff position as well as hired a Director of Facilities who will supervise both maintenance and modernization. Additionally, maintenance staff have been permanently assigned to specific developments for the completion of work orders and turnovers. We have also contracted with the Worcester Housing Authority and the Vacant Unit Task Force to assist us with the back-log of vacant unit turnovers.

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

With the above changes made, we hope to improve our PMR scores on work-order related categories and improve service to tenants where possible. We will also strive to keep up with vacant unit turnovers as they come in.

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	$2,061,703.00	$390,000.00
Last Fiscal Year Actual Spending	$2,776,654.00	$941,873.00
Current Fiscal Year Budget	$2,741,529.00	$140,000.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	71
Average time from date vacated to make unit "Maintenance Ready"	72 days
Average time from date vacated to lease up of unit	181 days

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

Attachments

These items have been prepared by the CHICOPEE 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.

Preventive Maintenance Tasks

Building Components (Senecal)	Frequency	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Hot Water Tanks/drain residue & deposits	Quarterly	X			X			X					
Electrical Panels(basement)/visible defects	Bi-Annual		X						X				
Fire Extinguishers/outside contractor	Annual									X			
Roofs/from ground level	bi-Annual						X						
Gutters/clean & check structual condition	Bi-Annual				X								
Pest Control/spray for ants and bee hives	As Necessary					X	X	X	X				
Termite Inspection (outside contractor)	Annual							X	X				
Replace flags/order flags/as needed	Quarterly	X			X			X					
Emergency lights/Test	Quarterly		X			X			X				
Unit inspection (modernization)	Annual	X	X	X	X	X	X	X	X	X			
Landscaping	Seasonal												
Prune trees/Trim bushes	Monthly				X	X	X	X	X	X			
Cut Grass	Weekly				X	X	X	X	X	X			
Lawn equipment/tune-up & storage	Bi-Annual				X								
Winter equipment/tune-up & storage	Bi-Annual									X			
Grounds													
Walkways and landings clear of debris and trip hazards	Daily	X	X	X	X	X	X	X	X	X			
Exterior lighting	Monthly	X	X	X	X	X	X	X	X	X			
Leaf removal	As Necessary												
Grounds & Dumpster area clean and safe	Daily	X	X	X	X	X	X	X	X	X			
Vehicles													
VAN #3													
Tune-Up	Bi-Annual					X							
Check Tire Pressure	As Necessary												
Check Oil	Quarterly		X			X			X				
Lights and Turn Signals	Weekly												
Oil Change	Tri-Annual				X				X				
MA Inspection Sticker X2	Annual					X							
Van #7													
Tune-Up	Bi-Annual					X							
Check Tire Pressure	As Necessary												
Check Oil	Quarterly		X			X			X				
Lights and Turn Signals	Weekly												
Oil Change	Tri-Annual				X				X				

Preventive Maintenance Tasks

MA Inspection Sticker X2	Annual					X							
Truck #4													
Tune-Up	Bi-Annual					X							
Check Tire Pressure	As Necessary												
Check Oil	Quarterly		X			X			X				
Lights and Turn Signals	Weekly												
Oil Change	Tri-Annual				X				X				
MA Inspection Sticker X2	Annual					X							
Truck #11													
Tune-Up	Bi-Annual					X							
Check Tire Pressure	As Necessary												
Check Oil	Quarterly		X			X			X				
Lights and Turn Signals	Weekly												
Oil Change	Tri-Annual				X				X				
MA Inspection Sticker X2	Annual					X							
Truck #6													
Tune-Up	Bi-Annual					X							
Check Tire Pressure	As Necessary												
Check Oil	Quarterly		X			X			X				
Lights and Turn Signals	Weekly												
Oil Change	Tri-Annual				X				X				
MA Inspection Sticker X2	Annual					X							
Truck #9												Offline	
Tune-Up	Bi-Annual					X							
Check Tire Pressure	As Necessary												
Check Oil	Quarterly		X			X			X				
Lights and Turn Signals	Weekly												
Oil Change	Tri-Annual				X				X				
MA Inspection Sticker X2	Annual					X							
Truck #1													
Tune-Up	Bi-Annual					X							
Check Tire Pressure	As Necessary												
Check Oil	Quarterly		X			X			X				
Lights and Turn Signals	Weekly												
Oil Change	Tri-Annual				X				X				
MA Inspection Sticker X2	Annual					X							

Preventive Maintenance Tasks

Senecal Rack													
Tune-Up	Bi-Annual					X							
Check Tire Pressure	As Necessary												
Check Oil	Quarterly		X			X			X				
Lights and Turn Signals	Weekly												
Oil Change	Tri-Annual				X				X				
MA Inspection Sticker X2	Annual					X							
Black Rack													
Tune-Up	Bi-Annual					X							
Check Tire Pressure	As Necessary												
Check Oil	Quarterly		X			X			X				
Lights and Turn Signals	Weekly	X	X	X	X	X	X	X	X	X			
Oil Change	Tri-Annual				X				X				
MA Inspection Sticker X2	Annual					X							

Building Components (Robinson)	Frequency	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Electrical Panels / visible defects	Bi-Annual		X						X				
Inspect Building Common Areas/Windows	Quarterly	X			X			X					
Roofs/from ground level	Annual						X						
Gutters/clean & check structual condition	Bi-Annual				X								
Pest Control/spray for ants and bee hives	As Necessary					X	X	X	X				
Termite Inspection (outside contractor)	Annual							X	X				
Unit inspection (modernization)	Annual	X	X	X	X	X	X	X	X	X			
Landscaping	Seasonal												
Prune trees/Trim bushes	Monthly				X	X	X	X	X	X			
Cut Grass	Weekly				X	X	X	X	X	X			
Leaf removal	As Necessary												
Grounds													
Walkways and landings clear of debris and trip hazards	Daily	X	X	X	X	X	X	X	X	X			
Exterior lighting	Monthly	X	X	X	X	X	X	X	X	X			
Grounds & Dumpster area clean and safe	Daily	X	X	X	X	X	X	X	X	X			

Building Components (Bury)	Frequency	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Hot Water Tanks/drain residue & deposits	Quarterly	X			X			X					
Sump Pump/check for proper operation	Quarterly			X			X			X			
Electrical Panels / visible defects	Bi-Annual		X						X				
Inspect Building Common Areas/Windows	Quarterly	X			X			X					
Fire Extinguishers/outside contractor	Annual												
Roofs/from ground level	Annual						X						
Gutters/clean & check structual condition	Bi-Annual				X								
Pest Control/spray for ants and bee hives	As Necessary					X	X	X	X				
Termite Inspection (outside contractor)	Annual							X	X				
Emergency lights/Test	Quarterly		X			X			X				
90 min load test (outside contractor)		X											
Unit inspection (modernization)	Annual	X	X	X	X	X	X	X	X	X			
Landscaping	Seasonal												
Prune trees/Trim bushes	Monthly				X	X	X	X	X	X			
Leaf removal	As Necessary												
Cut Grass	Weekly				X	X	X	X	X	X			
Grounds													
Walkways and landings clear of debris and trip hazards	Daily	X	X	X	X	X	X	X	X	X			
Exterior lighting	Monthly	X	X	X	X	X	X	X	X	X			
Grounds & Dumpster area clean and safe	Daily	X	X	X	X	X	X	X	X	X			
Seal parking lot cracks and restripe	As Necessary								x	x			

Building Components (Kida)	Frequency	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Hot Water Tanks/drain residue & deposits	Quarterly	X			X			X					
Sump Pump/check for proper operation	Quarterly			X			X			X			
Electrical Panels / visible defects	Bi-Annual		X						X				
Inspect Building Common Areas/Windows	Quarterly	X			X			X					
Fire Extinguishers/outside contractor	Annual									X			
Roofs/from ground level	Annual						X						
Gutters/clean & check structual condition	Bi-Annual				X								
Pest Control/spray for ants and bee hives	As Necessary					X	X	X	X				
Termite Inspection (outside contractor)	Annual							X	X	X			
Replace flags/order flags/as needed	Quarterly	X			X			X					
Emergency lights/Test	Quarterly		X			X			X				
Unit inspection (modernization)	Annual	X	X	X	X	X	X	X	X	X			
Landscaping	Seasonal												
Leaf removal	As Necessary												
Prune trees/Trim bushes	Monthly				X	X	X	X	X	X			
Cut Grass	Weekly				X	X	X	X	X	X			
Grounds													
Walkways and landings clear of debris and trip hazards	Daily	X	X	X	X	X	X	X	X	X			
Exterior lighting	Monthly	X	X	X	X	X	X	X	X	X			
Grounds & Dumpster area clean and safe	Daily	X	X	X	X	X	X	X	X	X			
Seal parking lot cracks and restripe	As Necessary								x	x			

Building Components (Fairhaven)	Frequency	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Hot Water Tanks/drain residue & deposits	Quarterly	X			X			X					
Sump Pump/check for proper operation	Quarterly			X			X			X			
Electrical Panels / visible defects	Bi-Annual		X						X				
Inspect Building Common Areas/Windows	Quarterly	X			X			X					
Fire Extinguishers/outside contractor	Annual												
Roofs/from ground level	Annual						X						
Pest Control/spray for ants and bee hives	As Necessary					X	X	X	X				
Termite Inspection (outside contractor)	Annual							X	X				
Replace flags/order flags/as needed	Quarterly	X			X			X					
Elevator	Monthly	X	X	X	X	X	X	X	X	X			
Emergency lights/Test	Quarterly		X			X			X				
90 min Load test (outside contractor)	Annual		X										
Stand pipe inspection	5 YR			X					X				
Service Generator	Bi-Annual				X								
Laundry Room inspection	Weekly	X	X	X	X	X	X	X	X	X			
Fire alarm inspection	Annual												
Inspect stairwells	Weekly	X	X	X	X	X	X	X	X	X			
Inspect exterior doors	Weekly	X	X	X	X	X	X	X	X	X			
Leaf removal	As Necessary												
Unit inspection (modernization)	Annual	X	X	X	X	X	X	X	X	X			
Landscaping	Seasonal												
Prune trees/Trim bushes	Monthly				X	X	X	X	X	X			
Cut Grass	Weekly				X	X	X	X	X	X			
Grounds													
Walkways and landings clear of debris and trip hazards	Daily	X	X	X	X	X	X	X	X	X			
Exterior lighting	Monthly	X	X	X	X	X	X	X	X	X			
Grounds & Dumpster area clean and safe	Daily	X	X	X	X	X	X	X	X	X			
Seal parking lot cracks and restripe	As Necessary								x	x			

Building Components (Valley View)	Frequency	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Hot Water Tanks/drain residue & deposits	Quarterly	X			X			X					
Sump Pump/check for proper operation	Quarterly			X			X			X			
Electrical Panels / visible defects	Bi-Annual		X						X				
Inspect Building Common Areas/Windows	Quarterly	X			X			X					
Fire Extinguishers/outside contractor	Annual									X			
Roofs/from ground level	Annual						X						
Gutters/clean & check structual condition	Bi-Annual				X								
Pest Control/spray for ants and bee hives	As Necessary					X	X	X	X				
Termite Inspection (outside contractor)	Annual							X	X				
Replace flags/order flags/as needed	Quarterly	X			X			X					
Emergency lights/Test	Quarterly		X			X			X				
90 min load test (outside contractor)	Annual		X										
Unit inspection (modernization)	Annual	X	X	X	X	X	X	X	X	X			
Landscaping	Seasonal												
Leaf removal	As Necessary												
Hot Water Tanks/drain residue & deposits	Quarterly	X			X			X					
Electrical Panels / visible defects	Bi-Annual		X						X				
Inspect Building Common Areas/Windows	Quarterly	X			X			X					
Fire Extinguishers/outside contractor	Annual									X			
Roofs/from ground level	Annual						X						
Gutters/clean & check structual condition	Bi-Annual				X								
Pest Control/spray for ants and bee hives	As Necessary					X	X	X	X				
Termite Inspection (outside contractor)	Annual							X	X				
Replace flags/order flags/as needed	Quarterly	X			X			X					
Emergency lights/Test	Quarterly		X			X			X				
Unit inspection (modernization)	Annual	X	X	X	X	X	X	X	X	X			
Landscaping	Seasonal												
Prune trees/Trim bushes	Monthly				X	X	X	X	X	X			
Cut Grass	Weekly				X	X	X	X	X	X			
Grounds													
Walkways and landings clear of debris and trip hazards	Daily	X	X	X	X	X	X	X	X	X			
Exterior lighting	Monthly	X	X	X	X	X	X	X	X	X			
Grounds & Dumpster area clean and safe	Daily	X	X	X	X	X	X	X	X	X			
Seal parking lot cracks and restripe	As Necessary								x	x			

Building Components (Birch Bark)	Frequency	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Hot Water Tanks/drain residue & deposits	Quarterly	X			X			X					
Hot water boiler service	Annual									X			
Sump Pump/check for proper operation	Quarterly			X			X			X			
Electrical Panels / visible defects	Bi-Annual		X						X				
Inspect Building Common Areas/Windows	Quarterly	X			X			X					
Fire Extinguishers/outside contractor	Annual									X			
Roofs/from ground level	Annual						X						
Gutters/clean & check structual condition	Bi-Annual				X								
Pest Control/spray for ants and bee hives	As Necessary					X	X	X	X				
Termite Inspection (outside contractor)	Annual							X	X				
Replace flags/order flags/as needed	Quarterly	X			X			X					
90 min load test (Contractor)	Annual		X										
Emergency lights/Test	Quarterly		X			X			X				
Stand pipe inspection	5 YR			X					X				
Service Generator	Bi-Annual												
Laundry Room inspection	Weekly	X	X	X	X	X	X	X	X	X			
Fire alarm inspection	Annual												
Inspect stairwells	Weekly	X	X	X	X	X	X	X	X	X			
Inspect exterior doors	Weekly	X	X	X	X	X	X	X	X	X			
Unit inspection (modernization)	Annual	X	X	X	X	X	X	X	X	X			
Landscaping	Seasonal												
Prune trees/Trim bushes	Monthly				X	X	X	X	X	X			
Leaf removal	As Necessary												
Cut Grass	Weekly				X	X	X	X	X	X			
Grounds													
Walkways and landings clear of debris and trip hazards	Daily	X	X	X	X	X	X	X	X	X			
Exterior lighting	Monthly	X	X	X	X	X	X	X	X	X			
Grounds & Dumpster area clean and safe	Daily	X	X	X	X	X	X	X	X	X			
Turn off/on all exterior water spickets	Annual					X							
Clean catch basins	Annual												
Seal parking lot cracks and restripe	As Necessary								x	x			

Building Components (Volpe)	Frequency	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Hot Water Tanks/drain residue & deposits	Quarterly	X			X			X					
Electrical Panels / visible defects	Bi-Annual		X						X				
Inspect Building Common Areas/Windows	Quarterly	X			X			X					
Roofs/from ground level	Annual						X						
Gutters/clean & check structual condition	Bi-Annual				X								
Pest Control/spray for ants and bee hives	As Necessary					X	X	X	X				
Termite Inspection (outside contractor)	Annual							X	X				
Emergency lights/Test	Quarterly		X			X			X				
Unit inspection (modernization)	Annual	X	X	X	X	X	X	X	X	X			
Landscaping	Seasonal												
Prune trees/Trim bushes	Monthly				X	X	X	X	X	X			
Leaf removal	As Necessary												
Cut Grass	Weekly				X	X	X	X	X	X			
Grounds													
Walkways and landings clear of debris and trip hazards	Daily	X	X	X	X	X	X	X	X	X			
Exterior lighting	Monthly	X	X	X	X	X	X	X	X	X			
Grounds & Dumpster area clean and safe	Daily	X	X	X	X	X	X	X	X	X			

Work Order Number	Address	Entered Date	Deferred Date	Work Order Description	Reason Deferred
46982	400 Britton Street Unit: 316	1/6/2017	7/12/2018	_____ Date and time Started Apartment Condition: Good Fair Poor	w
68665	128 Meetinghouse Road	11/28/2018	3/25/2020	_____ Date and time Started Apartment Condition: Good Fair Poor Perm: Yes ** HSG Auth Request **	
68804	9 Volpe Drive Apt 45	11/29/2018	3/25/2020	_____ Date and time Started Apartment Condition: Good Fair Poor Perm: NO ** HSG Auth Request **	
79557	15 Volpe Drive Apt 77	12/9/2019	3/25/2020	_____ Date and time Started Apartment Condition: Good Fair Poor Perm: NO ** HSG Auth Request **	
89439	128 Meetinghouse Road	1/7/2021	1/27/2022	Bury bldg# 4-335 & 339: Chimney needs repair _____ Date and time Started Apartment Condition: Good Fair Poor ** HSG Auth Req **	
89450	128 Meetinghouse Road	1/7/2021	1/27/2022	Bury bldg# 12-52: Chimney needs to be repointed at top _____ Date and time Started Apartment Condition: Good Fair Poor ** HSG Auth Req **	

89452	128 Meetinghouse Road	1/7/2021	1/26/2021	Bury bldg# 17-25: Caulking joints on overhang need repair _____ Date and time Started Apartment Condition: Good Fair Poor ** HSG Auth Req **	s
89453	128 Meetinghouse Road	1/7/2021	1/26/2021	Bury bldg# 17-25: Repair concrete at railing posts and porch ceiling at entry to 17 _____ Date and time Started Apartment Condition: Good Fair Poor ** HSG Auth Req **	s
89458	128 Meetinghouse Road	1/7/2021	1/27/2022	Bury bldg# 17-25: Repair concrete stairs to basement _____ Date and time Started Apartment Condition: Good Fair Poor ** HSG Auth Req **	
89463	128 Meetinghouse Road	1/7/2021	1/26/2021	Bury bldg# 27-37: Repair concrete on porch ceiling at entry to #33 _____ Date and time Started Apartment Condition: Good Fair Poor * HSG auth Request **	w
89466	128 Meetinghouse Road	1/7/2021	1/27/2022	Bury bldg# 41-49: Caulking joints on overhang need repair _____ Date and time Started Apartment Condition: Good Fair Poor * HSG Auth Request **	

89467	128 Meetinghouse Road	1/7/2021	1/27/2022	Bury bldg# 41-49: Paint peeling on overhangs _____ Date and time Started Apartment Condition: Good Fair Poor ** HSG Auth Request **	
92813	92 1/2 Meetinghouse Road	4/21/2021	1/27/2022	Replace the support post on right side of front porch; it is rotten at the base _____ Date and time Started Apartment Condition: Good Fair Poor	
92814	92 1/2 Meetinghouse Road	4/21/2021	1/27/2022	Repair the missing roof shingles above the post; water is getting in there and causing the post to rot _____ Date and time Started Apartment Condition: Good Fair Poor	
106269	72 Stonina Drive	2/2/2022	2/2/2022	Add stone pavers under ramp's supporting legs _____ Date and time Started Apartment Condition: Good Fair Poor Perm: NO * HSG Auth Request *	Must wait for Spring to dig in the ground
112613	165 East Main Street Unit: 412	5/26/2022	6/24/2022	Lvgrm: Hole in wall. Repair and repaint _____ Date and time Started Apartment Condition: Good Fair Poor Perm: NO * Condition of unit *	Waiting for tenant to be transferred/ evicted

112614	165 East Main Street Unit: 412	5/26/2022	6/24/2022	Kitchen: Chipping/peeling/cracking paint; scrape & repaint _____ Date and time Started Apartment Condition: Good Fair Poor Perm: NO * Condition of unit *	Waiting for tenant to be transferred/ evicted
112615	165 East Main Street Unit: 412	5/26/2022	6/24/2022	Kitchen: Hole in wall; repair and repaint _____ Date and time Started Apartment Condition: Good Fair Poor perm: NO * Condition of unit *	Waiting for tenant to be transferred/ evicted
112620	165 East Main Street Unit: 412	5/26/2022	6/24/2022	Bthrm: repair hole in wall & behind bthrm heater _____ Date and time Started Apartment Condition: Good Fair Poor Perm: NO * Condition of unit *	Waiting for tenant to be transferred/ evicted
112625	165 East Main Street Unit: 412	5/26/2022	6/24/2022	Hallway: repair hole in wall; scrape & re-paint _____ Date and time Started Apartment Condition: Good Fair Poor Perm: NO * Condition of unit *	Waiting for tenant to be transferred/ evicted

116416	35 Plante Circle	8/3/2022	8/3/2022	Replace damaged kitchen window _____ Date and time Started Apartment Condition: Good Fair Poor Perm: NO * Court Ordered *	Windows on back order
118951	400 Britton Street Unit: 201	9/15/2022	5/31/2024	_____ Date and time Started Apartment Condition: Good Fair Poor	
134247	165 East Main Street Unit: 416	9/22/2023	10/6/2023	There is a hole in bathroom wall.	Compass will abate tub surround
134411	630 Chicopee Street Unit: 301	10/4/2023	10/16/2023	Kitchen sink has black stuff.	Carpenter will replace countertop.
136439	30 Elmer Drive	1/23/2024	2/13/2024	General Health and Safety: Replace smoke detector	
136621	84 Debra Drive Apt 2-E	1/29/2024	2/7/2024	Heaters are detached from the walls.	tenant request.
136938	50 Elmer Drive	2/6/2024	2/12/2024	Bathroom: VCT tiles are broken and lifting. General Health and Safety: Replace smoke detector	
140055	23 Grocki Drive	6/4/2024	10/1/2024	Paint chipping in bathroom walls.	Contractor will re-paint bathroom
140056	23 Grocki Drive	6/4/2024	10/1/2024	Bathroom tiles lifting.	Contractor will re-paint bathroom
140060	23 Grocki Drive	6/4/2024	10/1/2024	Mold in bathroom.	Contractor will re-paint bathroom
141080	49 Marshall Avenue	7/10/2024	7/12/2024	Water in basement.	Cement contractor
142637	128 Meetinghouse Road	9/27/2024	10/2/2024	Leak on 4th floor hallway.	
147681	630 Chicopee Street Unit: 407	8/29/2025	5/21/2026	Touch up with paint on wall- a spot cause by a frame fall	

147973	128 Meetinghouse Road	9/22/2025	5/21/2026	Clean out the closet in the hallway at 6 Valley View	priority level low
147973	128 Meetinghouse Road	9/22/2025	5/21/2026	Clean out the closet in the hallway at 6 Valley View	priority level low
148066	630 Chicopee Street Unit: 101	9/30/2025	7/10/2026	front door screen needs to be replaced	
148066	630 Chicopee Street Unit: 101	9/30/2025	7/10/2026	front door screen needs to be replaced	
148391	400 Britton Street Unit: 323	10/22/2025	5/21/2026	needs 8 little brackets for kitchen cabinets (shelves)	priority level low
149042	4 C Benoit Circle	12/18/2025	5/21/2026	Replace all old outlets	
149200	76 Peloquin Drive	1/2/2026	5/21/2026	4 drip pans needed	
149200	76 Peloquin Drive	1/2/2026	5/21/2026	4 drip pans needed	
149787	21 Grocki Drive	2/19/2026	5/21/2026	kitchen cabinet doors need longer screws	
149787	21 Grocki Drive	2/19/2026	5/21/2026	kitchen cabinet doors need longer screws	
149864	4 Volpe Drive Apt 20	2/26/2026	5/21/2026	Tiles in Bathroom falling apart	
149864	4 Volpe Drive Apt 20	2/26/2026	5/21/2026	Tiles in Bathroom falling apart	
150286	68 Elcon Drive	4/1/2026	5/21/2026	wants windows screens replaced in bedroom	
150286	68 Elcon Drive	4/1/2026	5/21/2026	wants windows screens replaced in bedroom	
150528	8 Volpe Drive Apt 41	4/23/2026	5/21/2026	rubber piece on floor needs to be secured --keeps tripping.	
150528	8 Volpe Drive Apt 41	4/23/2026	5/21/2026	rubber piece on floor needs to be secured --keeps tripping.	
150664	86 Elcon Drive	5/7/2026	5/21/2026	needs new bathroom (advise to come in)	
150756	5 Grocki Drive	5/18/2026	5/21/2026	Kitchen floor is spongy. Tiles are breaking	

Chicopee Housing Authority
Deferred Work Order Report

Filter Criteria Includes: 1) Program: All Programs 2) Project: 3) Types: All Types 4) Deferred Reason: N/A 5) Employee: All, 6) Completed Date: All

Work Order Number	Completed Date/Time	Deferred Reason	Deferred Type
46982	7/12/2018 10:55 AM	w	Deferred Maintenance Plan
68665	3/25/2020 1:02 PM		Deferred Maintenance Plan
68804	3/25/2020 1:02 PM		Deferred Maintenance Plan
79557	3/25/2020 12:15 PM		Deferred Maintenance Plan
89439	1/27/2022 3:42 PM		Deferred Maintenance Plan
89450	1/27/2022 3:44 PM		Deferred Maintenance Plan
89452	1/26/2021 3:00 AM	s	Other
89453	1/26/2021 3:10 AM	s	Other
89458	1/27/2022 3:49 PM		Deferred Maintenance Plan
89463	1/26/2021 4:00 AM	w	Other
89466	1/27/2022 3:49 PM		Deferred Maintenance Plan
89467	1/27/2022 3:47 PM		Deferred Maintenance Plan
92813	1/27/2022 4:08 PM		Deferred Maintenance Plan
92814	1/27/2022 4:07 PM		Deferred Maintenance Plan
106269	2/2/2022 9:18 AM	Must wait for Spring to dig in the ground	Deferred Maintenance Plan
112613	6/24/2022 3:37 PM	Waiting for tenant to be transferred/ evicted	Other
112614	6/24/2022 3:37 PM	Waiting for tenant to be transferred/ evicted	Other
112615	6/24/2022 3:37 PM	Waiting for tenant to be transferred/ evicted	Other
112620	6/24/2022 3:36 PM	Waiting for tenant to be transferred/ evicted	Other
112625	6/24/2022 3:36 PM	Waiting for tenant to be transferred/ evicted	Other
116416	8/3/2022 11:46 AM	Windows on back order	Other
118951	5/31/2024 12:00 AM		Capital Improvement Plan
134247	10/6/2023 8:30 AM	Compass will abate tub surround	Deferred Maintenance Plan
134411	10/16/2023 12:00 AM	Carpenter will replace countertop.	Deferred Maintenance Plan
136439	2/13/2024 12:00 AM		Deferred Maintenance Plan
136621	2/7/2024 8:18 AM	tenant request.	Other
136938	2/12/2024 1:35 PM		Deferred Maintenance Plan
140055	10/1/2024 12:00 AM	Contractor will re-paint bathroom	Other
140056	10/1/2024 12:00 AM	Contractor will re-paint bathroom	Deferred Maintenance Plan
140060	10/1/2024 12:00 AM	Contractor will re-paint bathroom	Deferred Maintenance Plan
141080	7/12/2024 11:03 AM	Cement contractor	Deferred Maintenance Plan
142637	10/2/2024 12:49 PM		Other
147681	5/21/2026 12:00 AM		Deferred Maintenance Plan
147973	5/21/2026 12:00 AM	priority level low	Deferred Maintenance Plan
148066	7/10/2026 12:00 AM		Deferred Maintenance Plan
148391	5/21/2026 12:00 AM	priority level low	Deferred Maintenance Plan
149042	5/21/2026 12:00 AM		Deferred Maintenance Plan
149200	5/21/2026 12:00 AM		Deferred Maintenance Plan
149787	5/21/2026 12:00 AM		Deferred Maintenance Plan
149864	5/21/2026 12:00 AM		Deferred Maintenance Plan
150286	5/21/2026 12:00 AM		Deferred Maintenance Plan
150528	5/21/2026 12:00 AM		Deferred Maintenance Plan
150664	5/21/2026 12:00 AM		Deferred Maintenance Plan
150756	5/21/2026 12:00 AM		Deferred Maintenance Plan

End of Report

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Annual Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 6/30/2025. It also shows the approved budget for the current year (2025) if there is one, and the percent change from last year's spending to this year's approved budget. The final column shows the current approved amount for each account divided by the number of housing units and by 12 months to show the amount per unit per month (PUM). The chart does not show a draft budget for the coming fiscal year as that will typically be developed in the final month of the fiscal year.

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

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

Operating Reserve

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

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

The CHICOPEE HOUSING AUTHORITY operating reserve at the end of fiscal year 2024 was $1,054,175.00, which is
32.03% 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 CHICOPEE 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	4,166,832.00	4,307,834.00	4,265,269.00	-1.00%	435.59
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	18,000.00	11,145.00	18,000.00	61.50%	1.84
3611	Interest on Investments - Restricted	0.00	0.00	0.00	0.00%	0.00
3690	Other Revenue	75,000.00	67,555.00	75,000.00	11.00%	7.66
3691	Other Revenue - Retained	0.00	27,957.00	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)	2,422,632.00	2,216,728.00	3,877,816.00	74.90%	396.02
3802	Operating Subsidy - MRVP Landlords	0.00	0.00	0.00	0.00%	0.00
3803	Restricted Grants Received	0.00	0.00	0.00	0.00%	0.00
3920	Gain/Loss From Sale/Disp. of Prop.	0.00	0.00	0.00	0.00%	0.00
3000	TOTAL REVENUE	6,682,464.00	6,631,219.00	8,236,085.00	24.20%	841.10

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by CHICOPEE 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	471,755.00	214,823.00	472,123.00	119.80%	48.22
4120	Compensated Absences	0.00	29,173.00	0.00	-100.00%	0.00
4130	Legal	50,000.00	69,552.00	50,000.00	-28.10%	5.11
4140	Members Compensation	20,000.00	0.00	20,000.00	100.00%	2.04
4150	Travel & Related Expenses	5,000.00	2,044.00	5,000.00	144.60%	0.51
4170	Accounting Services	0.00	0.00	15,443.00	100.00%	1.58
4171	Audit Costs	4,500.00	13,320.00	10,800.00	-18.90%	1.10
4180	Penalties & Interest	0.00	0.00	0.00	0.00%	0.00
4190	Administrative Other	623,500.00	553,636.00	602,015.00	8.70%	61.48
4191	Tenant Organization	0.00	0.00	0.00	0.00%	0.00
4100	TOTAL ADMINISTRATION	1,174,755.00	882,548.00	1,175,381.00	33.20%	120.03
4310	Water	658,191.00	717,563.00	782,796.00	9.10%	79.94
4320	Electricity	1,077,024.00	912,229.00	930,474.00	2.00%	95.02
4330	Gas	286,039.00	314,380.00	339,038.00	7.80%	34.62
4340	Fuel	0.00	0.00	0.00	0.00%	0.00
4360	Net Meter Utility Debit/Energy Conservation	0.00	0.00	0.00	0.00%	0.00
4390	Other	0.00	0.00	0.00	0.00%	0.00
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	2,021,254.00	1,944,172.00	2,052,308.00	5.60%	209.59

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by CHICOPEE 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	837,703.00	874,080.00	877,529.00	0.40%	89.62
4420	Materials & Supplies	300,000.00	512,302.00	475,000.00	-7.30%	48.51
4430	Contract Costs	924,000.00	1,390,272.00	1,389,000.00	-0.10%	141.85
4510	Insurance	320,531.00	280,386.00	351,956.00	25.50%	35.94
4520	Payment in Lieu of Taxes	16,742.00	16,749.00	16,741.00	0.00%	1.71
4540	Employee Benefits	604,843.00	654,209.00	600,582.00	-8.20%	61.33
4541	Employee Benefits - GASB 45	0.00	142,004.00	0.00	-100.00%	0.00
4542	Pension Expense - GASB 68	0.00	0.00	0.00	0.00%	0.00
4570	Collection Loss	50,000.00	169,688.00	50,000.00	-70.50%	5.11
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	992,116.00	1,263,036.00	1,019,279.00	-19.30%	104.09
4610	Extraordinary Maintenance	390,000.00	941,873.00	140,000.00	-85.10%	14.30
4611	Equipment Purchases - Non Capitalized	42,000.00	7,690.00	25,000.00	225.10%	2.55
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	1,266,461.00	0.00	-100.00%	0.00
4600	TOTAL OTHER EXPENSES	432,000.00	2,216,024.00	165,000.00	-92.60%	16.85
4000	TOTAL EXPENSES	6,681,828.00	9,082,434.00	7,153,497.00	-21.20%	730.55

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by CHICOPEE 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	6,682,464.00	6,631,219.00	8,236,085.00	24.20%	841.10
4000	TOTAL EXPENSES	6,681,828.00	9,082,434.00	7,153,497.00	-21.20%	730.55
2700	NET INCOME (DEFICIT)	636.00	-2,451,215.00	1,082,588.00	-144.20%	110.56
7520	Replacements of Equip. - Capitalized	40,000.00	38,149.00	0.00	-100.00%	0.00
7540	Betterments & Additions - Capitalized	300,000.00	139,549.00	200,000.00	43.30%	20.42
7500	TOTAL NONOPERATING EXPENDITURES	340,000.00	177,698.00	200,000.00	12.60%	20.42
7600	EXCESS REVENUE OVER EXPENSES	-339,364.00	-2,628,913.00	882,588.00	-133.60%	90.13

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

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

Category: Management

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

Rating: No Findings

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

Rating: Corrective Action

Reason: The CHA received these ratings because our TAR metrics exceeded 5% in all state projects.

Response: . Emphasis will now be placed on sending more 14-day notices for non-payment of rent (including failure to comply with signed re-payment agreements) leading to more tenants being taken to court for non-payment of rent. Additional training for project clerks will be provided on how to create legal documents that will hold up in court as well as reinstating late rent fees and noting the amount of court fees that the tenant will be charged on 30-day notices. The AED will monitor the TAR aging reports on a monthly basis to ensure that all tenants with past due balances are being addressed. We will continue referring vacated accounts to a collection agency, and the AED will seek information on another collection agency to use since our current one does not seem to be effective. The AED will also investigate the option of electronic payments. The Board will be updated on the TAR balance quarterly.

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

Rating: No Findings

Criterion: Completion of mandatory online board member training

Rating: Corrective Action

Reason: The CHA received this rating because no Board Members completed their training in FY 2025.

Response: The Payroll/Human Resources Assistant will send login information for the Board training module to all Board members on an annual basis in July. She will assist those members who may need help utilizing the computer to complete the training. The Disability Rights Coordinator (who coordinates all trainings for the Authority) will verify in Trakstar that the Board members have completed their training by January 1 and report to the Executive Director if the trainings have not yet been completed. The Executive Director will then remind the Board members of the need to complete the training.

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

Rating: No Findings

Criterion: Staff completed relevant certifications or trainings

Rating: No Findings

Category: Financial

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

Rating: Corrective Action

Reason: The CHA received this rating because we had 1,278,549 in income from operations, partially due to the fact that we received a reserve augmentation of $963,222.

Response: No plans for future performance improvements were made because income earned is a positive situation.

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

Rating: Operational Guidance

Category: Capital Spending

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

Rating: Corrective Action

Reason: The CHA received this rating because all CFA's were not executed in DocuSign and returned within 12 weeks of date of issuance.

Response: In the future, all CFA's will be returned via Docusign within 12 weeks of the date of issuance by the Executive Director after being approved by Board vote. The Executive Director was authorized to do this by Board resolution.

Category: CHAMP

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

Rating: Corrective Action

Reason: The CHA received this rating because one application copy was missing.

Response: The AED will address the issue of the application not being uploaded to CHAMP by reiterating to the Receptionists (who are responsible for CHAMP data entry) the importance of uploading all applications into CHAMP. A procedure is in place whereby only receptionists will accept applications and are solely responsible for stamping the applications in.

Criterion: Vacancies are recorded correctly and occupied using CHAMP

Rating: Operational Guidance

Criterion: Fair Housing Policies Uploaded

Rating: No Findings

Category: Facility Management - Inspection Standards and Practices

Criterion: 100% of units inspected during FYE under review

Rating: Corrective Action

Reason: The CHA received this rating because 100% of state units were not inspected during FY 2025.

Response: Annual unit inspections are performed in-house by the Asst. Modernization Coordinator and two subcontractors. The Modernization Coordinator supervises the inspections and will verify that all inspections are being completed annually in a timely manner. The newly-hired Director of Facilities will oversee the work of the Modernization Coordinator and Asst. Modernization Coordinator.

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

Rating: Corrective Action

Reason: The CHA received this rating because inspection work orders were not completed in a timely manner.

Response: Up until this time, unit inspection work orders were not being assigned to the proper staff for completion. Now, inspection work orders will be entered and printed by the PT Modernization Clerk and given to the Maintenance Operations Manager for assignment to staff. Also, CHA will begin to enter only one work order per inspection with all tasks to be completed listed on it. Old work orders will be closed upon completion of turn-over by Maintenance Clerk.

Criterion: Unit inspection reports accurately reflect necessary repairs

Rating: Operational Guidance

Category: Facility Management - Vacancy Turnover Standards and Practices

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

Rating: Corrective Action

Reason: The CHA received this rating because vacant units were not turned over within 30 days during FY 2025.

Response: To address the large amount of vacant units that CHA currently has, CHA intends to begin working with the Worcester Housing Authority and the Vacant Unit Task Force. It is our goal to keep up with new vacancies as they come in after the older vacant units are turned over by assigning

maintenance staff to specific developments to complete vacant unit turnovers and work orders in their assigned development.

Criterion: Vacancy turnover work orders accurately reflect necessary repairs

Rating: Corrective Action

Reason: The CHA received this rating because vacancy turnover work orders were not completed within 30 days.

Response: Vacancy turnover work orders are generated and entered into PHA Web by the tenant selectors who, in the past, have assigned them to maintenance staff according to their primary work location. In the future, vacancy turnover work orders will be assigned first to the Maintenance Operations Manager so that the work order can be reviewed and assigned to the most appropriate staff for completion within 30 days.

Category: Facility Management - Preventive Maintenance Standards and Practices

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

Rating: No Findings

Category: Facility Management - Work Order Types and Systems

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

Rating: Corrective Action

Reason: The CHA received this rating because emergency work orders were not all completed within 48 hours.

Response: Emergency work orders must be completed within 48 hours and it is the responsibility of the Maintenance Clerk (under the supervision of the Maintenance Operations Manager) to identify which work orders are considered emergencies and must be prioritized. A list of different types of emergencies will be provided to the Maintenance Clerk and the tenants to help clarify what constitutes an emergency. The Director of Facilities will oversee.

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

Rating: Corrective Action

Reason: The CHA received this rating because not all tenant-requested work orders were completed within 14 days.

Response: Tenant-requested work orders must be completed within 14 days and this is the responsibility of the Maintenance Operations Manager to identify which work orders can be completed within 14 days and which must be added to the DM/CIP. In order to increase accountability for work order completion, CHA will return to having maintenance staff permanently assigned to developments. The Director of Facilities will oversee.

Additional comments regarding the PMR:

Explanation of PMR Criteria Ratings

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

CRITERION	DESCRIPTION
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 CHICOPEE HOUSING AUTHORITY:

Policy	Last Ratified by Board Vote	Notes
*Capitalization Policy	6/8/2016	
*Fair Housing Marketing Plan	6/8/2022	
*Grievance Policy	1/13/2021	
*Language Access Plan	3/11/2026	
*Personnel Policy	10/9/2019	
*Procurement Policy	4/11/2018	
*Reasonable Accommodations Policy	4/11/2018	
*Rent Collection Policy	1/13/2021	
Credit/Debit Card Policy	2/10/2016	
Criminal Offender Records Information (CORI) Policy	1/13/2021	
Investment Policy	10/11/2017	
Parking	1/13/2021	
Pet Policy	4/11/2018	
Smoking Policy	6/13/2018	
Travel Policy	9/6/2005	

* 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

CHICOPEE 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
Biennial recertification of c.667 rents	Approved due to manpower and consideration of administrative time.	11/9/2011	

*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

CHICOPEE HOUSING AUTHORITY
128 Meetinghouse Road
Chicopee, Massachusetts 01013-1896
(413) 592-6132 FAX (413) 594-7750

THIS IS AN IMPORTANT NOTICE. PLEASE HAVE IT TRANSLATED.Questa é una notizia molto importante. Per piacere falla tradurre.

Este es un aviso importante. Sírvase mandarlo traducir. C'est important. Veuillez faire traduire. ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG.

XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO NÀY. Este é um aviso importante. Por favor mande traduzi-lo.Es ê un avizu importanti. Di favor, manda traduzil.

Se yon anons ki enpòtan anpil. Sou Ple, fè tradwi li pou w.

July 16, 2026

The Chicopee Housing Authority state Annual Plan hearing was held on July 8, 2026 at 5:00pm at 128 Meetinghouse Road, Chicopee. No state tenants attended, and no comments were presented. The Board of Commissioners voted to approve the plan as is at their meeting held on the same day at 5:30pm.

Resident Surveys – Background

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

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

Round One Surveys (2016 – 2018)

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

Round Two Surveys (2019 – 2022)

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

Round Three Surveys (2023 – 2027)

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

CHICOPEE HOUSING AUTHORITY

Performance Management Review (PMR) Report

Fiscal Year End 6/30/2025

*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	CHICOPEE HOUSING AUTHORITY
Fiscal Year Ending	Jun 2025
Housing Management Specialist	Evelyn Muasya
Facilities Management Specialist	Gerson Cintron

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

Report Date: 11/18/2025 20:05:52

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

LHA Name	CHICOPEE HOUSING AUTHORITY
FYE	Jun 2025
HMS Name	Evelyn Muasya
FMS Name	Gerson Cintron

Criteria	Rating
Staff Certification and Training	No Findings

Report Date: 11/18/2025 20:05:52

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

LHA Name	CHICOPEE HOUSING AUTHORITY
FYE	Jun 2025
HMS Name	Evelyn Muasya
FMS Name	Gerson Cintron

CFA Submission

Rating: Corrective Action

Recommendations: 1. Return all Contracts for Financial Assistance (CFAs) via DocuSign within 12 weeks of date of issuance.

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

LHA Name	CHICOPEE HOUSING AUTHORITY
FYE	Jun 2025
HMS Name	Evelyn Muasya
FMS Name	Gerson Cintron

Occupancy

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

1. No Recommendations

Tenant Accounts Receivable (TAR)

Rating All: Corrective Action
Rating 667: Corrective Action
Rating 705: Corrective Action
Rating 200: Corrective Action

1. Increase ways to accept rent payment, i.e. check scanners, lock boxes, electronic debit, autopay, etc.
2. Report to credit bureau when resident has vacated unit with past due rent balance.
3. Work with an RSC for outreach to chronically late rent paying households to connect households with other financial resources to support the overall household budget.
4. HMS and LHA discussed the housing authority's efforts to collect rents and enter into repayment agreements; HMS recommends LHA continue its efforts.

Board Member Training

Rating: Corrective Action

1. Provide computer assistance as needed to help board members complete the training.
2. Periodically check the Trackstar system to ensure 80% of the Board is trained.

Certifications and Reporting Submissions

Rating: No Findings

1. No Recommendations

Annual Plan Submission

Rating: No Findings

1. No Recommendations

Adjusted Net Income/Revenue

Rating: Corrective Action

Revenue

1. Update internal policies related to vacant unit turnover
2. Review rent roll to identify outstanding rents and/or patterns of rent delinquency.
3. Follow tenant selection best practices to improve vacancy turnover (pulling lists in CHAMP as soon as vacancy occurs and previewing list to prescreen in advance of vacancies as needed)
4. Make it easier for tenants to pay rent. For example, consider online payments, lockboxes for night time drop-off or extended office hours

Expense

Salaries

1. Monitor expenses throughout the year; over or underspending in certain budget lines, can be fixed by reducing or increasing other lines to ensure you stay within your ANUEL.
2. Consider a reorganization of staff time/roles and improve processes.

Legal

1. No Recommendations

Utilities

1. No Recommendations

Maintenance

1. Develop or update your preventive maintenance, deferred maintenance and routine maintenance plans and review monthly with maintenance staff.
2. Develop a system to schedule and track preventive maintenance, reach out to your facilities management specialist for assistance.

Other

1. No Recommendations

Operating Reserve

Rating: Operational Guidance

1. Review Operating Reserve guidelines including 1) PHN 2019-01 Revisions to PMR Criteria for 1st Publishing Year, 2) PHN 2018-04 Operating Reserve Augmentation, and 3) New Spending Thresholds and current budget guidelines.
2. Review spending no less than quarterly to ensure it is spending in accordance with its approved budget.
3. LHA will not make expenditures from the operating reserve that will result in a projected operating reserve of less than 35% of maximum reserve level without prior written approval from EOHLC, unless the expenses are to resolve health and safety issues.

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)

CHAMP Close Out Report — Official Published PMR Record

LHA Name	CHICOPEE HOUSING AUTHORITY
FYE	Jun 2025
HMS Name	Evelyn Muasya
FMS Name	Gerson Cintron

CHAMP Criteria 1a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1b

Rating: Corrective Action

Recommendations: 1. Missing copy of one application. All applications started by the housing authority must be uploaded into CHAMP.

CHAMP Criteria 1c

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 2a

Rating: Operational Guidance

Recommendations: 1. Create a tracking system and staff accountability to ensure that all vacancies are recorded in the EOHLC Housing Apps Vacancy Reporting System within 30 days of the vacancy date.
2. Establish reoccurring calendars reminders to help ensure vacancy data is entered into the EOHLC Housing Apps Vacancy Reporting System within 30 days.
3. Compare monthly the number of vacancies listed in the EOHLC Housing Apps Vacancy Reporting System to ensure it matches vacancies in the LHA system.

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	CHICOPEE HOUSING AUTHORITY
FYE	Jun 2025
HMS Name	Evelyn Muasya
FMS Name	Gerson Cintron

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

Rating: Corrective Action

Recommendations:
1. Ensure that all work orders are completed in the appropriate timeframe or appropriately added to the DM/CIP
2. Ensure that all Notices of Lease Violation are issued for all tenant related deficiencies identified during unit inspection
3. Ensure that work orders are created, tracked, and completed for all deficiencies identified during 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: Corrective Action

Recommendations:
1. Ensure that all work orders are completed in the appropriate timeframe or appropriately added to the DM/CIP
2. Ensure that all Notices of Lease Violation are issued for all tenant related deficiencies identified during unit inspection
3. Ensure that work orders are created, tracked, and completed for all deficiencies identified during unit inspection

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: Operational Guidance

Recommendations:
1. No Recommendations

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

Rating: Corrective Action

Recommendations:
1. Ensure that all work required for a Vacancy Turn Over is recorded in a Vacancy Turn Over Work Order
2. Vacancy turnovers should be completed within 30 calendar days or less. If cannot complete work within 30 days, LHA should contact Housing Management Specialist for a waiver. Use Online Vacancy System to Apply for Waivers (see PHN 2013 - 07) for Waiver Types (if waiver-eligible) See Handout G
3. Ensure all Vacancy Turn Over work orders are completed in a timely manner.

Criteria 5: Vacancy Turnover Work Orders accurately reflect necessary repairs

Rating: Corrective Action

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: Corrective Action

Recommendations: 1. Ensure that all Emergency Work Orders are completed within 48 hours

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

Rating: Corrective Action

Recommendations: 1. Ensure that all Tenant Requested Work Orders are completed within 14 days or are added to the DM/CIP

Criteria 9: LHA Provide a Preventive Maintenance Schedule of Work and Work Orders that encompasses 12 months and meets all criteria as outlined in PHN 2022-10

Rating: Corrective Action

Recommendations: 1. Ensure that work orders are created for all PM items even if a contractor conducts the work
2. Ensure that PM work orders are completed in a timeframe that is in accordance with your LHA preventive maintenance plan. All tasks identified within the LHA Preventive Maintenance schedule of work must have an associated work order that is created, tracked, and completed within ninety (90) days
3. Refer to PHN 2025-06 for assistance with preventive maintenance plan guidelines and specific criteria to be included in LHA PM plan

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.