LUDLOW 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 LUDLOW HOUSING AUTHORITY's Annual Plan for their 2027 fiscal year includes the following components:

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

State-Aided Public Housing Developments

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-01	Elderly	STATE STREET	5	1961	40
667-02	Elderly	COLONIAL MANOR	4	1973	48
667-03	Elderly	CHESTNUT STREET	1	1916	34
667-04	Elderly	WILSON STREET	4	1989	28
	Family	Family units in smaller developments	12		16
Total			26		166

LHA Central Office

LUDLOW HOUSING AUTHORITY
114 Wilson St. Ludlow, MA 01056

Robin Carvide, Executive Director
Phone: 413-589-7272
Email: Robin@ludlowhousing.com

LHA Board of Commissioners

	Role	Category	From	To
Joao Alves	Member		04/01/2025	03/31/2030
Kimberly Babin	Member		04/01/2024	03/31/2029
Raymond Anderson	Member		04/01/2022	03/31/2027
Susan Stanek	Chair		04/01/2023	03/31/2028
Michele Augusto	Member		04/01/2026	03/31/2031

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.	6/2/2026
B.	Advertise the public hearing in public postings.	6/2/2026
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.	6/1/2026
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.)	7/21/2026
G.	Executive Director presents the Annual Plan to the Board.	7/21/2026
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	7/21/2026

Certification

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

I, Robin Carvide, Executive Directorof the LUDLOW HOUSING AUTHORITY, certify on behalf of the Housing Authority that I have conducted an annual review of all LUDLOW 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 LUDLOW 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, Robin Carvide, Executive Director of the LUDLOW 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: 7/23/2026

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**
161142	ARPA FF: Foundation Ins repairs Wilson	WILSON STREET	$84,926.50
161167	AIP: 667 Routine Turnovers		$30,000.00
161102	Replace Common Area Floors	CHESTNUT STREET	$92,625.85
161138	ARPA FF: Balcony Repair State Street	STATE STREET	$40,507.00
161155	Asphalt Paving at Chestnut Street	CHESTNUT STREET	$46,366.60
161156	Vacant Unit Rehab - 58 Cady Street	West St (SOLD '24)	$26,330.00
161158	VU2023: Unit Vacany Turnover Multiple Units	STATE STREET	$833,258.94
161159	Unit Vacancy - Wilson & Chestnut Streets - force accounts	STATE STREET	$320,000.00
161164	48 Higher Street renovation	Higher St	$626,735.12
161165	Repave Existing Parking Lot	COLONIAL MANOR	$386,404.23
Total			$2,487,154.24

Proposed Projects			
FY2027		**Available Formula Funding:**	**$303,375.44**
Project Title	**Development**	**Total Development Cost**	**Special Award(s) Requested**
Rescreen community room rear porch	COLONIAL MANOR	$8,050.00	
Balcony Repairs State Street - Phase II	STATE STREET	$77,023.00	
Hazardous Materials Testing	CHESTNUT STREET	$10,949.00	
Tub Shower Conversion - 113A Wilson Street	WILSON STREET	$8,676.00	
Total		$104,698.00	

Proposed Projects		
FY2028	**Anticipated Formula Funding:**	**$303,375.44**
Project Title	**Development**	**Total Development Cost**
Asphalt Roof Replacement - 176 East	East Street	$38,569.00
New Siding 26-28 Benton	JOHN THOMPSON MANOR	$85,935.00
New Siding - 38-40 Benton	JOHN THOMPSON MANOR	$115,542.00
Roof Replacement 23-25 Butler	JOHN THOMPSON MANOR	$43,923.00
Total		$283,969.00

Proposed Projects		
FY2029	**Anticipated Formula Funding:**	**$303,375.44**
Project Title	**Development**	**Total Development Cost**
Window Replacements	COLONIAL MANOR	$392,010.00
Total		$392,010.00

Years 4 and 5 (reflect estimated annual planning amounts)		
FY2030 and FY2031		
Project Title	**Development**	**Total Development Cost**
Replace Siding, Garage Asphalt Roof, Basement Windows - 72 Williams	Williams St	$113,438.00
Roof, Siding, Doors - 37 Warren	Warren St	$128,562.00
New Siding 23-25 Butler	JOHN THOMPSON MANOR	$115,542.00
Window Replacement - Phase II	CHESTNUT STREET	$148,913.00
Total		$506,455.00

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: Projects have been reviewed with the LHA and Ashley O'Sullivan. Any projects completed or not needed have been 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: Providing safe/healthy environment for its residents and needed building envelope improvements. Some of the projects include balcony repairs, new roofs, siding and window replacements.

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: There are no changes from the previous CIP

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: No

8. Accessibility

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

Answer: No

9. Special Needs Development

A. DMH/DDS Developments

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

Answer: 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: Yes

If yes, does this project include installing solar panels on the new roofs? If no, please explain why not.

Answer: No

Explanation: The LHA is not interested in solar at this time. Roof replacements are on LHA 705s and tenants are responsible for electric bills.

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

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: Matt Blanchard - RCAT CW

16. Certification Statement

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

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

Answer: Yes

17. Other Comments

Comments:

Maintenance and Repair Plan

Maintenance Objective

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

About This Maintenance and Repair Plan

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

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

Classification and Prioritization of Maintenance Tasks

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

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

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

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

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

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

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call Answering Service	413-589-7272	24 Hours
Call LHA at Phone Number	413-589-7272	24 hours
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 LUDLOW HOUSING AUTHORITY main office.

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

Normal Maintenance Request Process

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service	413-589-7272	24 Hours
Call Housing Authority Office	413-589-7272	24 hours (goes to answering service)
Submit Online at Website		
Email to Following Email	robin@ludlowhousing.com	Non-Emergencies ONLY
Other	colin@ludlowhousing.com	Non-Emergencies ONLY

Work Order Management

A. EOHLC review of this housing authority's operations shows that the authority uses the following system for tracking work orders: PHA Network

B. We do track deferred maintenance tasks in our work order system.

C. Our work order process includes the following steps:

Step	Description	Checked steps are used by LHA
1	Maintenance Request taken/submitted per the standard procedures listed above for the Emergency Request System and the Normal Maintenance Request Process.	☑
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 LUDLOW 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 mainteance staff is responsible for many different buildings, grounds mainteance, work orders, and also vacancy rehabs. We have been one full time employee short forapproximately 7 months. The staff has been giving 100% to complete all of the many tasks. They are always respectful of tenants and try to accomaodate their requests as best as possible.

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

We hired a temporary janitorial position, while being a full time person short, to clean halls, community rooms, laudry rooms and bathrooms, so that our two full timers can be freed up to work on projects, apartments and workorders as well as regular preventative maintenance issues and capitol improvement projects.

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

We are currently utilizing funds we received to upgrade and get our vacancies all set to rent out.

Our main goal is to get as many vacancies filled as possible, while trying to maintain all other aspects of the job.

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	$351,235.00	$54,300.00
Last Fiscal Year Actual Spending	$328,429.00	$52,110.00
Current Fiscal Year Budget	$393,584.00	$35,000.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	5
Average time from date vacated to make unit "Maintenance Ready"	0 days
Average time from date vacated to lease up of unit	147 days

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

Attachments

These items have been prepared by the LUDLOW 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.

LUDLOW HOUSING AUTHORITY

MAINTENANCE POLICY

Adopted by the Board of Commissioners

DATE: May 18, 2022

The Ludlow Housing Authority, (LHA), and its Board of Commissioners have adopted this Maintenance Policy in order to clarify the duties and responsibilities of the maintenance personnel of the LHA. The Maintenance Crew Supervisor is responsible for managing the maintenance function in the most cost-effective manner possible while maximizing the useful life of the LHA's properties and providing the best service to its residents.

Maintenance personnel have been hired and placed into positions for which they are licensed, trained and/or best qualified. The Executive Director is responsible for the hirings and firings of these personnel. The training and placement of these individuals into the positions for which they are suited are the responsibility of the Maintenance Crew Supervisor. At present, there is 1 (one) Maintenance Crew Supervisor and 2 (two) regular Maintenance positions.

The Maintenance Crew Supervisor is a 40 (forty) hour per week paid position. This position requires all responsibilities of a crew person including carrying the beeper on a rotating schedule. It is a working position which also includes administrative tasks. These tasks include but are not limited to overseeing: keeping track of budget, salaries, supplies and contract costs, CAP HUB review and Formula Funding Projects from start to finish. This position holder will also schedule, complete inspections with repairs and adhere to all procurement practices while keeping proper notations of bids. Offsite training and certification classes may be held offsite.

The LHA areas where maintenance are needed include, but are not limited to, the following: 39 Chestnut Street, all apartments and basement including outside areas consisting of parking lots, driveways,etc; 114 Wilson Street, including offices, all buildings, apartments within each building, etc; State/Meadow and Hampden Street property including all buildings and apartments, outside parking areas, driveways. Each area also has its landscaping area(s) which the LHA maintenance personnel is to maintain. In addition, there are family homes - single family and duplexes for a total of 16 units.

Maintenance personnel will be assigned as needed by the Maintenance Crew Supervisor and will perform all necessary repairs for the well-being of our tenants. They include but are not limited to the following:

- Emergencies
- Scheduled operations and services
- Vacancy preparation
- Resident work order requests

Placing resident work order requests after preventive work emphasizes the importance of maintaining control of the work and will decrease on-demand work while maintaining the property in a manner that will keep and attract good tenants. The maintenance professional will also be trained to work and perform tasks in a cost-effective manner. This system also decreases the need for emergencies since preventive work is consistently performed.

WORK ORDER SYSTEM

Maintenance personnel will not complete any work for any tenant or office without a work order having been issued which contains the following information:

Preprinted number;
Assigned to;
Date and time received;
Requested by;
Work record;
Resident charge if applicable;
Location and development ID;
Location of work;
Date and time assigned;
Description of work;
Materials used to complete work;

All maintenance work performed at LHA properties can be categorized by the source of the work. Each item originates from a particular source such as an emergency, routine maintenance schedule, preventive maintenance schedule, unit inspection, unit turnover, or resident or office request. The LHA will contract for maintenance services when it is in the best interests of the LHA to do so.

TRAINING

In order to allow its staff members to perform to the best of their abilities, the LHA recognizes the importance of providing them with opportunities to refine technical skills so as to increase those skills and learn new procedures. The Maintenance Crew Supervisor will direct personnel to participate in a class when he/she deems such a class is cost-effective, necessary and appropriate.

LONG-RANGE PLANNING/CAPITAL PLAN

The LHA will develop long-range planning through its Capital Improvement Plan, input from the tenants, and maintenance planning capability in order to ensure the most cost-effective use of resources and the maximum useful life of LHA properties. By developing a work plan, the LHA will be able to anticipate its staff, equipment and material needs. It will also be possible to determine and plan ahead for contracting particular services.

RESPONDING TO EMERGENCIES

Emergencies are the highest priority source of work. The LHA will consider a work item to be an emergency if the following occurs:

- The situation constitutes a serious threat to the life, safety or health of residents or staff;
- The situation will cause serious damage to the property structure or systems if not immediately repaired.

If a staff member is unsure whether a situation is an emergency, he or she will consult with the Maintenance Crew Supervisor. If he/she is not available, the employee will use his/her best judgment to make the determination.

For emergencies that occur after regular working hours, the LHA shall have a twenty-four hour (24) emergency response system in place. Employees will work on a rotating schedule and carry

a cell phone on a weekly basis from Monday through Sunday. Any tenant who calls in an emergency will receive a call back from the maintenance person on duty who will then determine whether it is in fact an emergency and whether he should respond to the apartment/house where the call originated from. Should the employee respond to the home, he/she will earn a minimum of 2 hours of on-duty pay. The designated employee shall prepare a work order and report any emergency to which he responded to the Maintenance Crew Supervisor.

If the employee responds to the tenant's home and the repair needed is beyond the maintenance person's expertise, then he/she has the right to call in a contractor to complete the needed repair. The Maintenance Crew Supervisor is to be notified the next morning in order to approve the invoice from the contractor.

PREPARING VACANT UNITS FOR REOCCUPANCY

Vacant units are to be made ready for a new tenant and turned over as soon as possible. The maintenance procedure for reoccupying vacant units relies on the promptness of completing any outstanding work orders of the vacancy, fast and accurate inspection of the unit, and availability of materials. The Maintenance Crew Supervisor has the ability to create special teams for vacancy turnaround or to hire contractors while maintaining LHA goals. All elderly units should be ready for tenancy within 14 days and family units within 21 days providing units do not have damage. All units must be ready for leasing before 60 days.

All units with carpeting in place will have that carpeting removed and replaced by tiles. Painting of the entire unit will be done (walls and ceilings) as well as cleaning cabinets, wall outlets, windows, etc. Shades will be checked for no dirt, tears, etc. Stove and refrigerator will be cleaned as well as sinks, bath tubs, toilets and all will be checked for usability. All carbon monoxide alarms will be checked for usefulness and dead batteries will be replaced. The heating system - thermostat - will also be checked to ensure that it is working. Sinks will be tested for hot water availability. Tile floors will be washed and waxed.

When the unit has been thoroughly cleaned and is ready for occupancy, the Executive Director shall be notified so as to bring in the new tenants and issue keys. At Chestnut Street - once the new tenant has moved into the apartment, that tenant's telephone number will be entered into the front door system and the tenant will be shown how to operate it so that when a visitor arrives for them, they can enter the interior of the building without the tenant having to go to the front door.

PREVENTIVE MAINTENANCE PROGRAM

Preventive maintenance is part of the planned or scheduled maintenance program of the LHA. The purpose of the scheduled maintenance program is to allow the LHA to anticipate maintenance requirements and make sure the Authority can address them in the most cost-effective manner. A monthly sample of scheduled maintenance is added to this policy as Addendum A. This is a listing of scheduled monthly tasks including but not limited to those listed.

A. General Operating Systems: The heart of any preventive maintenance program is a schedule that calls for the regular servicing of all systems. The development of this schedule begins with the identification of each system or item that must be checked and serviced, the date it must be serviced, and the individual responsible for the work. The servicing intervals and tasks for each system must be included in the schedule. The completion of all required tasks is considered a high priority for the LHA.

The systems covered by the Preventive Maintenance Program include but are not limited to:

1. Catch basins
2. Condensate pumps
3. Electric transformers and emergency generators
4. Elevator equipment
5. Emergency lighting
6. Exhaust fans
7. Exterior lights
8. Heating units
9. Mechanical equipment and vehicles
10. Sanitary drains
11. Air conditioning equipment
12. Domestic water
13. Fire extinguishers and other life safety systems

This Preventive Maintenance Schedule shall include a list of the scheduled service maintenance for each system and the frequency and interval at which that service must be performed. The equipment and materials required to perform the service will be listed so that they will be on hand when needed. An assessment of the skills or licensing needed to perform the tasks will also be made to determine if an outside contractor must be used to perform the work. The preventive maintenance schedule must be updated each time a system is added, updated, or replaced.

B. Roof Repairs/Replacement: Maintenance of roofs requires regular inspections by knowledgeable personnel to ensure that there is no unauthorized access to roof surfaces and that there is good drainage, clear gutters and prompt discovery of any deficiencies. The Authority maintenance staff will usually undertake only minor roof repairs.

C. Vehicle/Equipment Maintenance: The Housing Authority will maintain and protect the investment it has made in vehicles and other motorized equipment by putting in place a comprehensive maintenance program. The vehicles and equipment to be covered include:

1. Cars, trucks and vans
2. Tractors
3. Bobcats
4. Snow blowers
5. Leaf blowers
6. Weed cutters
7. Lawn mowers
8. Chain saws

The Maintenance Crew Supervisor is responsible for the development of this plan, which shall contain components for minimal routine service as well as servicing for seasonal use. Serviceable components for each vehicle or piece of motorized equipment will be listed in the plan along with the type and frequency of service required. The Supervisor shall know that any employee who operates a vehicle or piece of motorized equipment has the required license or certification and is over eighteen (18) years of age.

D. Lead-Based Paint

The LHA is committed to controlling lead-based paint hazards in all its dwellings, especially family dwellings constructed before 1978. If any hazards are discovered, the LHA will report to the Director to apply to DHCD for funding to fix the problem.

E. Life Safety Systems

The LHA shall have a comprehensive program for maintenance of Life Safety Systems to ensure that they will be fully functional in the case of an emergency. The Maintenance Crew Supervisor shall be responsible for the development and implementation of a schedule that includes the inspection, servicing and testing of the following equipment:

1. Fire alarms and fire alarm systems
2. Emergency lighting
3. Fire extinguishers
4. Smoke detectors
5. Sprinkler systems

The plan will include the required testing and servicing as required by manufacturer's recommendations. It will also include a determination of the most reliable and cost effective way to perform the work including hiring a contractor.

INSPECTION PROGRAM

The Housing Authority's goals of efficiency and cost-effectiveness are achieved through a carefully designed and rigorously implemented inspection program. This program calls for the inspection of all areas of the LHA's facilities - dwelling units, the grounds, building exteriors, and major service systems.

A. Dwelling Unit Inspections: The unit inspection system of the LHA has two primary goals:

1. To assure that all dwelling units comply with standards set by local and state codes; and
2. To assure that the staff knows at all times the condition of each unit for which it is responsible.

The maintenance staff, Maintenance Crew Supervisor, and Executive Director shall perform unit inspections of the LHA's units annually. All work to be done will be placed on work orders for maintenance to complete.

B. Building and Grounds Inspections: Regular inspections of the property grounds and building exteriors are required to maintain the curb appeal of the property. This curb appeal is required to maintain the attractiveness of the property for both current and prospective residents. The existence of these standards shall not prevent the LHA from setting a higher standard that will make the property more competitive in the local market.

Building and grounds inspections must cover these areas:

1. Office
2. Hallways
3. Stairwells
4. Community room and other common spaces such as kitchens or public restrooms
5. Laundry facilities
6. Lobbies
7. Common areas
8. Basements
9. Grounds
10. Porches or patios
11. Parking lots
12. Sidewalks and fences
13. Lawns, shrubs and trees
14. Collection areas
15. Building foundations

Nothing in this policy shall prevent any LHA staff member from reporting any needed work that they see in the regular course of their work. Such work items shall be reported to the office, a work order shall be prepared and the work completed.

C. Systems Inspections

The regular inspection of all major systems is fundamental to a sound maintenance program. The major systems inspection program overlaps with the preventive maintenance program in some areas. To the extent that inspections, in addition to those required for scheduled service intervals, are needed, they will be a part of the inspection schedule.

SCHEDULED ROUTINE MAINTENANCE

The LHA includes in this work category all tasks that can be anticipated and put on a regular timetable for completion. Most of these routine tasks are those that contribute to the curb appeal and marketability of the property.

A. Cleaning of office and staff areas

1. Cleaning of bathroom and community room;
2. Checking lights in and out of the building;
3. Pest control/extermination

The LHA will make all efforts to provide a healthy and pest-free environment for its residents. It will determine which, if any, pests infest the properties and will then provide the best possible treatment for the eradication of those pests. Only a contractor or licensed LHA personnel shall provide whatever work is necessary.

B. Landscaping and Grounds

The LHA's Maintenance Crew Supervisor will prepare a routine maintenance schedule for the maintenance of the landscaping and grounds of its properties that will ensure their continued attractiveness and marketability. Routine grounds maintenance includes numerous activities: litter control, lawn care, maintenance of driveways, sidewalks and parking lots, maintenance of benches, care of flowers and shrubbery beds and trees, except for those flowers, etc., planted and maintained by residents, and snow removal.

The Maintenance Crew Supervisor shall be responsible for the development of a routine maintenance schedule that will include but not be limited to the following:

1. A clearly articulated standard of appearance for the grounds;
2. A list of tasks that are required to maintain that standard and the frequency with which the tasks must be performed;
3. The equipment, materials, and supplies required to perform the tasks and a schedule for their procurement; and a separate snow removal plan including a schedule for preparing equipment for the season and the procurement of other necessary materials and supplies.

C. Building Exteriors and Interior Common Areas

The appearance of the outside of LHA buildings as well as their interior common areas is important to their marketability. The Maintenance Crew Supervisor is responsible for the development of a routine maintenance schedule for building exterior and interior common areas. Therefore, the LHA has established a routine maintenance schedule to ensure that they are always maintained in good condition. The components to be maintained include:

1. Office areas
2. Lobbies
3. Hallways and stairwells
4. Elevators
5. Public restrooms
6. Lighting fixtures
7. Common rooms and community spaces
8. Exterior porches and railings
9. Building walls
10. Windows

D. Interior Painting

All vacant units must be painted prior to occupancy. As part of this plan, painting standards will be developed that include:

1. Surface preparation
2. Protection of non-painted surfaces
3. Color and finish
4. Paint quality
5. Methods of application approved

RESIDENT WORK ORDERS

This category of work order refers to all non-emergency calls made by residents seeking maintenance service. These requests for service cannot be planned in advance.It is the policy of the LHA to complete these work requests within seven (7) days. However, unless the request is an emergency or entails work that compromises the habitability of the unit, these requests will not be given a priority above scheduled routine and preventive maintenance. By following this procedure, the LHA believes it can achieve both good resident service and a maintenance system that completes the most important work first and in the most cost effective manner.

ADDENDUM A

Sample Format for Preventive Maintenance Schedule From PHN 2016-18

Following is a uniform set of tasks in order to effectively preserve and extend the useful life of materials, equipment, fixtures and other elements of the LHA's property. The program is a set of reminders and is not to be interpreted as a complete and comprehensive preventive maintenance program. This program will help to avoid costly emergency situations that threaten the budget and health and safety of the staff and residents.

JANUARY PREVENTIVE MAINTENANCE TASKS

1. Snow removal - to be performed at each location's parking, sidewalk, driveway areas. Tenants will remove cars from those areas prior to plowing.
2. Monitor and issue on-going snow removal work orders.
3. Hot air furnace/boiler - winter preventive maintenance (PM)
4. Oil circulator pumps
5. Clean dryer vents
6. Vehicle inspections:
    - Check all fluid levels: crankcase, transmission, etc.
    - Check antifreeze, radiator rust inhibitor and thermostat
    - Check windshield washer fluid
    - Check belts and hoses
    - Check plugs, wiring, battery, clean and grease terminals
    - Clean out air cleaner
    - Check wheel alignment and tire balance (signs of uneven wear)
    - Check heater and defroster
    - Check wiper blades for wear
    - Check underbody for corrosion and hose off
    - Change engine oil in all vehicles (1st quarter)
7. Check smoke and carbon monoxide detectors during annual inspections.
8. Inventory tools, equipment, refrigerators and stoves in stock.
9. Inventory of supplies and small parts.
10. Unit inspections - schedule so as to complete 100% each year.
    - They will be completed by the Executive Director, the Maintenance Crew Supervisor, and a Maintenance staff employee. This will ensure that both the Executive Director and Maintenance staff will be aware of the property conditions and any lease violations.
    - There is a 14-day period for all maintenance deficiencies to be completed.
11. Lease enforcement: snow removal from front and rear egress.
12. Keep all chimneys, exhaust, dryer exhaust and intake vents free of snow throughout the winter season.

FEBRUARY PREVENTIVE MAINTENANCE TASKS

1. Monitor and issue on-going snow removal tasks.
2. A/C, heat, and air handler filter change.
3. Clean sanitary systems, lubricate valves and pumps.
4. Strip, wax and buff VAT and linoleum flooring.
5. Vehicle inspection:
    - Check all fluid levels: crankcase, transmission, etc.
    - Check antifreeze, radiator rust inhibitor and thermostat
    - Check windshield washer fluid
    - Check belts and hoses
    - Check plugs, wiring, battery, clean and grease terminals
    - Clean out air cleaner
    - Check wheel alignment and tire balance (signs of uneven wear)
    - Check heater and defroster
    - Check wiper blades for wear
    - Check underbody for corrosion and hose off
6. Check Smoke and Carbon Monoxide detectors during annual inspections.
7. Inventory of supplies and small parts.
8. Unit inspections - schedule so as to complete 100% each year.
9. Lease enforcement: Clear common hallways and stairs free from all obstructions
   According to the State Sanitary Code 105 CMR 410.451 - No person shall obstruct any exit or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.
10. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.

MARCH PREVENTIVE MAINTENANCE TASKS

1. Second Sunday, reset light timers and clocks for daylight savings time.
2. Monitor and issue on-going snow removal tasks.
3. Clean storage rooms and maintenance areas.
4. Touch up all common area paint.
5. Clean heater vents in all common areas.
6. Vehicle inspection:
    - Check all fluid levels: crankcase, transmission, etc.
    - Check antifreeze, radiator rust inhibitor and thermostat
    - Check windshield washer fluid
    - Check belts and hoses
    - Check plugs, wiring, battery, clean and grease terminals
    - Clean out air cleaner
    - Check wheel alignment and tire balance (signs of uneven wear)
    - Check heater and defroster
    - Check wiper blades for wear
    - Check underbody for corrosion and hose off
7. Check Smoke and Carbon Monoxide detectors during annual inspections.
8. Unit inspections - schedule so as to complete 100% each year.
9. Lease enforcement: Furniture, trash and debris free from exteriors.
10. Inventory of supplies and small parts.
11. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.

APRIL PREVENTIVE MAINTENANCE TASKS

1. Fire extinguisher annual recertification.
2. Inspect all entry doors.
3. Clean dryer vents, exhaust vents and roof vent motors.
4. Service lawn equipment.
5. Inspect roofs and siding.
6. Clean common area flooring and carpeting.
7. Clean/disinfect dumpsters.
8. Cleaning of parking areas, roadways, driveways, walkways and storm drains.
9. Inspect trees and trim as needed (maintain 10 ft. distance from buildings).
10. Vehicle inspection:
    - Check all fluid levels: crankcase, transmission, etc.
    - Check antifreeze, radiator rust inhibitor and thermostat
    - Check windshield washer fluid
    - Check belts and hoses
    - Check plugs, wiring, battery, clean and grease terminals
    - Clean out air cleaner
    - Check wheel alignment and tire balance (signs of uneven wear)
    - Check heater and defroster
    - Check wiper blades for wear
    - Check engine oil in all vehicles (2nd quarter).
11. Inventory of supplies and small parts.

MAY PREVENTIVE MAINTENANCE TASKS

1. Clean all manholes.
2. Sidewalk and parking lot cracks and crevices sealing and repair.
3. Edge all planting beds.
   Please note: that in accordance with 527 CMR 17, which took effect September, 2012, the new application of mulch within 18 inches around combustible exteriors of buildings such as wood or vinyl, but not brick or concrete, is prohibited.
4. Clean/disinfect dumpsters.
5. Prune/trim all shrubs and bushes away from buildings (maintain a 2 ft. clearance from all structures).
6. Vehicle inspection:
   - Check all fluid levels: crankcase, transmission, etc.
   - Check antifreeze, radiator rust inhibitor and thermostat
   - Check windshield washer fluid
   - Check belts and hoses
   - Check plugs, wiring, battery, clean and grease terminals
   - Clean out air cleaner.
   - Check wheel alignment and tire balance (signs of uneven wear)
   - Check heater and defroster
   - Check wiper blades for wear
7. Inventory of supplies and small parts.
8. Check Smoke and Carbon Monoxide detectors during annual inspections.
9. Unit inspections - scheduled so as to complete 100% each year.
10. Lease enforcement: Check for proper AC installation (according to Policy).

JUNE PREVENTIVE MAINTENANCE TASKS

1. Summer boiler shut-down and preventive maintenance service. (non-heating season June 16 to September 14).
2. Change A/C, heat and air handler filters.
3. Check interior emergency lighting.
4. Weed and edge all planting beds every 2 weeks (June 1 to October 1).
   Please note: that in accordance with 527 CMR 17, which took effect September, 2012, the new application of mulch within 18 inches around combustible exteriors of buildings such as wood or vinyl, but not brick or concrete, is prohibited.
5. Inspect site railings, walkways and stairs for potential hazards. Identify and repair as needed.
6. Check flags and replace as needed.
7. Vehicle inspection:
   - Check all fluid levels: crankcase, transmission, etc.
   - Check antifreeze, radiator rust inhibitor and thermostat
   - Check windshield washer fluid
   - Check belts and hoses
   - Check plugs, wiring, battery, clean and grease terminals
   - Clean out air cleaner.
   - Check wheel alignment and tire balance (signs of uneven wear)
   - Check heater and defroster
   - Check wiper blades for wear
8. Check Smoke and Carbon Monoxide detectors during annual inspections.
9. Inventory of supplies and small parts.
10. Unit inspections - scheduled so as to complete 100% each year.

JULY PREVENTIVE MAINTENANCE TASKS

1. Clean dryer vents, exhaust vents and roof vent motors.
2. Inspect gutters, downspouts and splash blocks - repair as needed.
3. Inspect common area windows (glass, seals, balances and locks).
4. Inspect and repair site fencing.
5. Clean/disinfect dumpsters.
6. Vehicle inspection:
    - Check all fluid levels: crankcase, transmission, etc.
    - Check antifreeze, radiator rust inhibitor and thermostat
    - Check windshield washer fluid
    - Check belts and hoses
    - Check plugs, wiring, battery, clean and grease terminals
    - Clean out air cleaner.
    - Check wheel alignment and tire balance (signs of uneven wear)
    - Check heater and defroster
    - Check wiper blades for wear
    - Change engine oil in all (3rd quarter).
7. Inventory of supplies and small parts.
8. Check Smoke and Carbon Monoxide detectors during annual inspections.
9. Unit inspections - scheduled so as to complete 100% each year.
10. Lease enforcement: Pet Policy (according to pet policy).

AUGUST PREVENTIVE MAINTENANCE TASKS

1. Make up air units preventive maintenance.
2. Strip, wax and buff VAT and linoleum flooring.
3. Clean/disinfect dumpsters.
4. Vehicle inspection:
    - Check all fluid levels: crankcase, transmission, etc.
    - Check antifreeze, radiator rust inhibitor and thermostat
    - Check windshield washer fluid
    - Check belts and hoses
    - Check plugs, wiring, battery, clean and grease terminals
    - Clean out air cleaner.
    - Check wheel alignment and tire balance (signs of uneven wear)
    - Check heater and defroster
    - Check wiper blades for wear
5. Inventory of supplies and small parts.
6. Check Smoke and Carbon Monoxide detectors during annual inspections.
7. Unit inspections - scheduled so as to complete 100% each year.
8. Lease enforcement: Common hallways and stairs free from all obstructions.

According to the State Sanitary Code 105 CMR 410.451 - No person shall obstruct any exit or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.

SEPTEMBER PREVENTIVE MAINTENANCE TASKS

1. Check electrical panels in boiler rooms and all common areas.
2. Domestic hot water system preventive maintenance.
3. Clean storage rooms and all maintenance areas.
4. Touch up all common area paint.
5. Clean heater vents in all common areas.
6. Clean/disinfect dumpsters.
7. Vehicle inspection:
    - Check all fluid levels: crankcase, transmission, etc.
    - Check antifreeze, radiator rust inhibitor and thermostat
    - Check windshield washer fluid
    - Check belts and hoses
    - Check plugs, wiring, battery, clean and grease terminals
    - Clean out air cleaner.
    - Check wheel alignment and tire balance (signs of uneven wear)
    - Check heater and defroster
    - Check wiper blades for wear
8. Inventory of supplies and small parts.
9. Check Smoke and Carbon Monoxide detectors during annual inspections.
10. Unit inspections - scheduled so as to complete 100% each year.
11. Lease enforcement: Removal of all A/C's (according to Policy).

OCTOBER PREVENTIVE MAINTENANCE TASKS

1. Fire Prevention Month - Perform preventive maintenance and check all fire systems, sprinklers, fire pumps, fire extinguishers, common area agress, etc.
2. Boiler tune-up (heating season runs September 15 through June 15).
3. Change heat and air handler filters.
4. Clean/disinfect dumpsters.
5. Annual cleaning of all gutters.
6. Leaf removal.
7. Prune and trim all shrubs and bushes. (maintain 24ft. Clearance from all structures).
8. Fertilize lawns.
9. Buy and stock ice melt for winter.
10. Clean dryer vents, exhaust vents and roof vent motors.
11. Service snow blowers.
12. Cleaning of parking areas, roadways, driveways, walkways and storm drains.
13. Clean, service and store lawn equipment.
14. Vehicle inspection:
    - Check all fluid levels: crankcase, transmission, etc.
    - Check antifreeze, radiator rust inhibitor and thermostat
    - Check windshield washer fluid
    - Check belts and hoses
    - Check plugs, wiring, battery, clean and grease terminals
    - Clean out air cleaner.
    - Check wheel alignment and tire balance (signs of uneven wear)
    - Check heater and defroster
    - Check wiper blades for wear
    - Change engine oil in all vehicles (4th quarter).
15. Inventory of supplies and small parts.
16. Check Smoke and Carbon Monoxide detectors during annual inspections.
17. Unit inspections - scheduled so as to complete 100% each year.
18. Lease enforcement: Decorations (Halloween) cords running through doors and windows.
    A. Inspect all basements for proper clearance room heating systems (5 ft.)
    B. Fire prevention notices to tenants.

NOVEMBER PREVENTIVE MAINTENANCE TASKS

1. First Saturday in November, reset light timers and clocks back 1 hour for daylight savings time.
2. Monitor and issue on-going snow removal work orders.
3. Inspect trees and trim as needed (maintain 10 ft. clearance from all structures).
4. Clean common area carpets and flooring.
5. Clean heater vents in all common areas.
6. Clean/disinfect dumpsters.
7. Vehicle inspection:
    - Check all fluid levels: crankcase, transmission, etc.
    - Check antifreeze, radiator rust inhibitor and thermostat
    - Check windshield washer fluid
    - Check belts and hoses
    - Check plugs, wiring, battery, clean and grease terminals
    - Clean out air cleaner.
    - Check wheel alignment and tire balance (signs of uneven wear)
    - Check heater and defroster
    - Check wiper blades for wear
    - Check underbody for corrosion and hose off.
8. Inventory of supplies and small parts.
9. Lease enforcement: Blocked egresses.
10. Keep all chimneys, exhaust vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.

DECEMBER PREVENTIVE MAINTENANCE TASKS

1. Monitor and issue on-going snow removal work orders
2. Check and replace flags as needed.
3. Clean/disinfect dumpsters.
4. Vehicle inspection:
    - Check all fluid levels: crankcase, transmission, etc.
    - Check antifreeze, radiator rust inhibitor and thermostat
    - Check windshield washer fluid
    - Check belts and hoses
    - Check plugs, wiring, battery, clean and grease terminals
    - Clean out air cleaner.
    - Check wheel alignment and tire balance (signs of uneven wear)
    - Check heater and defroster
    - Check wiper blades for wear
    - Check underbody for corrosion and hose off.
5. Inventory of supplies and small parts.
6. Lease enforcement: Decorations (Christmas) cords running through doors and windows.
7. Keep all chimneys, exhaust vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.

Signed and executed this 18th day of May, 2022 by the Board of Commissioners:

_____	_____
Susan Stanek, Chairperson	David Sepanek, Assistant Chairperson
_____	_____
Audrey Polmanteer, Treasurer	Raymond Anderson, Commissioner
_____	_____
	Robin Carvide, Secretary

Employee Sign Off

This acknowledges that I have received the Ludlow Housing Authority's Maintenance Policy. By signing this form, I acknowledge that I have read and understand the policies and procedures adopted by the Ludlow Housing Authority. I agree to review periodically any changes or modifications.

I further understand that as a condition of employment, I must abide by the terms of this Policy. I recognize that the law and associated Policy regarding Maintenance are continually evolving. Therefore, I understand that my regular review of this Policy as it may be amended, is required.

Print Name: _____

Signature:_____

Date: _____

_____

Maintenance Crew Supervisor

To be included in employee's personnel file

Ludlow Housing Authority

Deferred Work Order List

Work Orders Deferred Between 4/1/2025 and 4/30/2026

Date Deferred	Status	Work Order #	Scheduled	Category	Description of Work	Dev ID	Bldg ID	Unit ID
9/30/2025	Deferred	30296	7/10/2025	Flooring	Have Dimauro repair rips in carpet and double check bathroom floor. Order bracket for refrigerator drawer. From w/o: 30255	667-3	39CS	205
11/30/2025	Deferred	30656	11/12/2025	Miscellaneous Work	Hall doors slam loud	667-1	5	
2/11/2026	Deferred	30496	9/30/2025	Miscellaneous Work	Items from w/o 30459 -Check heater in bathroom -New dryer vent	705	SCAT	38BS
2/11/2026	Deferred	30508	10/6/2025	Miscellaneous Work	From w/o 30466 annual inspection Replace outside dryer vent cover and clean vent pipe. Fix bathroom floor.	705	SCAT	23BS
2/11/2026	Deferred	30509	10/6/2025	Miscellaneous Work	Needs new dryer vent outlet and ductwork cleaned.	705	SCAT	40BS
5 Work Orders Listed								

Annual Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 9/30/2025. It also shows the approved budget for the current year (2025) if there is one, and the percent change from last year's spending to this year's approved budget. The final column shows the current approved amount for each account divided by the number of housing units and by 12 months to show the amount per unit per month (PUM). The chart does not show a draft budget for the coming fiscal year as that will typically be developed in the final month of the fiscal year.

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

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

Operating Reserve

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

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

The LUDLOW HOUSING AUTHORITY operating reserve at the end of fiscal year 2024 was $355,518.00, which is 55.23% 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 LUDLOW 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	797,100.00	801,893.00	821,013.00	2.40%	412.16
3111	Shelter Rent - Tenants - Fraud/Retroactive	0.00	10,767.00	0.00	-100.00%	0.00
3115	Shelter Rent -Federal Section 8\MRVP One-time Leased up Rev.	0.00	0.00	0.00	0.00%	0.00
3190	Nondwelling Rentals	8,600.00	10,306.00	10,500.00	1.90%	5.27
3400	Administrative Fee - MRVP	0.00	0.00	0.00	0.00%	0.00
3610	Interest on Investments - Unrestricted	50.00	54.00	50.00	-7.40%	0.03
3611	Interest on Investments - Restricted	0.00	0.00	0.00	0.00%	0.00
3690	Other Revenue	5,000.00	5,266.00	5,200.00	-1.30%	2.61
3691	Other Revenue - Retained	118,700.00	107,498.00	48,756.00	-54.60%	24.48
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)	376,600.00	306,860.00	517,035.00	68.50%	259.56
3802	Operating Subsidy - MRVP Landlords	0.00	0.00	0.00	0.00%	0.00
3803	Restricted Grants Received	0.00	0.00	0.00	0.00%	0.00
3920	Gain/Loss From Sale/Disp. of Prop.	0.00	0.00	0.00	0.00%	0.00
3000	TOTAL REVENUE	1,306,050.00	1,242,644.00	1,402,554.00	12.90%	704.09

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by LUDLOW 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	189,053.00	183,167.00	206,193.00	12.60%	103.51
4120	Compensated Absences	0.00	2,138.00	0.00	-100.00%	0.00
4130	Legal	10,000.00	8,786.00	10,000.00	13.80%	5.02
4140	Members Compensation	0.00	0.00	0.00	0.00%	0.00
4150	Travel & Related Expenses	5,000.00	5,055.00	5,000.00	-1.10%	2.51
4170	Accounting Services	9,900.00	9,900.00	10,440.00	5.50%	5.24
4171	Audit Costs	4,500.00	4,500.00	4,590.00	2.00%	2.30
4180	Penalties & Interest	0.00	0.00	0.00	0.00%	0.00
4190	Administrative Other	50,200.00	50,502.00	86,700.00	71.70%	43.52
4191	Tenant Organization	660.00	0.00	660.00	100.00%	0.33
4100	TOTAL ADMINISTRATION	269,313.00	264,048.00	323,583.00	22.50%	162.44
4310	Water	63,000.00	55,775.00	69,500.00	24.60%	34.89
4320	Electricity	130,000.00	129,004.00	132,000.00	2.30%	66.27
4330	Gas	120,000.00	73,176.00	87,000.00	18.90%	43.67
4340	Fuel	0.00	609.00	0.00	-100.00%	0.00
4360	Net Meter Utility Debit/Energy Conservation	0.00	34,081.00	35,000.00	2.70%	17.57
4390	Other	550.00	567.00	550.00	-3.00%	0.28
4391	Solar Operator Costs	0.00	80,438.00	80,000.00	-0.50%	40.16
4392	Net Meter Utility Credit (Negative Amount)	0.00	-114,519.00	-115,000.00	0.40%	-57.73
4300	TOTAL UTILITIES	313,550.00	259,131.00	289,050.00	11.50%	145.11

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by LUDLOW 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	197,386.00	198,751.00	217,036.00	9.20%	108.95
4420	Materials & Supplies	55,000.00	62,862.00	60,000.00	-4.60%	30.12
4430	Contract Costs	70,000.00	73,353.00	74,200.00	1.20%	37.25
4510	Insurance	64,878.00	65,888.00	73,728.00	11.90%	37.01
4520	Payment in Lieu of Taxes	5,200.00	5,200.00	5,200.00	0.00%	2.61
4540	Employee Benefits	173,416.00	171,358.00	198,295.00	15.70%	99.55
4541	Employee Benefits - GASB 45	0.00	27,679.00	0.00	-100.00%	0.00
4542	Pension Expense - GASB 68	0.00	60,815.00	0.00	-100.00%	0.00
4570	Collection Loss	0.00	9,488.00	2,900.00	-69.40%	1.46
4571	Collection Loss - Fraud/Retroactive	0.00	10,767.00	0.00	-100.00%	0.00
4580	Interest Expense	0.00	0.00	0.00	0.00%	0.00
4590	Other General Expense	0.00	0.00	0.00	0.00%	0.00
4500	TOTAL GENERAL EXPENSES	243,494.00	351,195.00	280,123.00	-20.20%	140.62
4610	Extraordinary Maintenance	51,000.00	34,791.00	54,300.00	56.10%	27.26
4611	Equipment Purchases - Non Capitalized	11,550.00	11,022.00	8,000.00	-27.40%	4.02
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	380,500.00	0.00	-100.00%	0.00
4600	TOTAL OTHER EXPENSES	62,550.00	426,313.00	62,300.00	-85.40%	31.28
4000	TOTAL EXPENSES	1,211,293.00	1,635,653.00	1,306,291.00	-20.10%	655.77

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by LUDLOW 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	1,306,050.00	1,242,644.00	1,402,554.00	12.90%	704.09
4000	TOTAL EXPENSES	1,211,293.00	1,635,653.00	1,306,291.00	-20.10%	655.77
2700	NET INCOME (DEFICIT)	94,757.00	-393,009.00	96,263.00	-124.50%	48.32
7520	Replacements of Equip. - Capitalized	45,500.00	46,830.00	31,398.00	-33.00%	15.76
7540	Betterments & Additions - Capitalized	0.00	0.00	0.00	0.00%	0.00
7500	TOTAL NONOPERATING EXPENDITURES	45,500.00	46,830.00	31,398.00	-33.00%	15.76
7600	EXCESS REVENUE OVER EXPENSES	49,257.00	-439,839.00	64,865.00	-114.70%	32.56

Explanation of Budget Accounts

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

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

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

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

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

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

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

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

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

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

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

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

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

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

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

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

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

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

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

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

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

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

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

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

4191: Tenant Organization: LTO Funding by the LHA. Upon request the LHA shall fund all LTOs in a city or town at the annual rate of $25.00 per state-aided public housing unit occupied or available for occupancy by residents represented by such LTO(s) or an annual total of $500.00 prorated among all such LTO(s), whichever is more. For more information on the creation and funding of LTOs see 760 CMR 6.09.

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

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

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

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

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

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

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

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

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

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

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

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

4520: Payments in Lieu of Taxes:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Narrative Responses to the Performance Management Review (PMR) Findings

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

Explanation of PMR Criteria Ratings

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

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

CRITERION	DESCRIPTION
Financial	
Adjusted Net Income	The Adjusted Net Income criterion calculation starts with an LHA's Net Income and subtracts Depreciation, GASB 45 (Retirement Costs), GASB 68 (Retirement Costs), Extraordinary Maintenance (maintenance expense outside of routine/ordinary expenses), and Equipment Purchases – Non Capitalized. This Adjusted Net Income amount is then divided by the Total Expenses of the LHA. If this Adjusted Net Income amount is positive, it means underspending and if it is negative it means overspending. Underspending Rating: • "No Findings" : 0 to 9.9% • "Operational Guidance": 10 to 14.9% • "Corrective Action": 15% or higher Overspending Rating: • "No Findings" : 0 to -4.9% • "Operational Guidance": -5% to -9.9% • "Corrective Action": -10% or below
Operating Reserves	Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures. • "No Findings" :35%+ of maximum operating reserve • "Operational Guidance": 20% to 34.9% of maximum operating reserve • "Corrective Action": <20% of maximum operating reserve
Capital Planning	
Capital Spending	Under the Formula Funding Program (FF), authorities receive undesignated funds to spend on projects in their Capital Improvement Plan. They are rated on the percentage of available funds they have spent over a three-year period • "No Findings" = at least 80% • "Operational Guidance" = At least 50% • "Corrective Action" = Less than 50%
Health & Safety	
Health & safety violations	EOHLC has observed conditions at the LHA's developments and reported health and safety violations. The LHA has certified the number of corrected violations in each category.

CRITERION	DESCRIPTION
Facility Management – Inspection Standards and Practices	
100% Unit Inspections	All units inspected at LHA during FY under review • No Findings: 100% of units inspected • Corrective Action: Less than 100% of units inspected
LHA Inspections Reports/Work Orders	Unit inspection reports create, track, and report work orders for inspection repairs, and inspection WOs completed within 30 days or add to DM/CIP • No Findings: All inspection work orders/lease violations are created, tracked, and reported; And non-health and safety work orders for inspection repairs/lease violations are completed within 30 days or added to DM/CIP; And health and safety work orders for inspection repairs/lease violations are addressed within 48 hours • Operational Guidance: All health and safety inspection work orders/lease violations are created, tracked, reported and completed within 48 hours; And LHA fail to create, track, or report no more than 1 or 2 (based on LHA size) non-EHS (exigent health and safety) deficiencies; Or LHA failed to complete any non-EHS work orders/lease violations appropriately • Corrective Action: Any EHS work orders/lease violations not created, tracked, reported, or completed; Or 1 of the following: LHA failed to create, track or report a) More than 1 non-EHS deficiency (small LHA); b) More than 2 non-EHS deficiencies (Medium/Large)
Accuracy of LHA Inspections	Unit inspection reports accurately reflect necessary repairs • No Findings: c.667 unit has less than 2 EHS deficiencies and c.200/705 unit has less than 3 EHS deficiencies • Operational Guidance: c.667 unit has 2 EHS deficiencies or c.200/705 has 3 EHS deficiencies • Corrective Action: c.667 has equal to or greater than 3 EHS deficiencies or c.200/705 unit has equal to or greater than 4 EHS deficiencies
Facility Management – Preventative Maintenance Standards and Practices	
LHA Preventative Maintenance Schedule Accuracy and Implementation of Preventative Schedules	LHA preventative maintenance schedule accurately reflects all necessary work to maximize the life of LHA components • No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies • Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies • Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies

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

Policies

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

Policy	Last Ratified by Board Vote	Notes
*Capitalization Policy	5/18/2022	
*Fair Housing Marketing Plan	8/23/2022	
*Grievance Policy	9/27/2022	
*Language Access Plan	8/23/2022	
*Personnel Policy	2/17/2021	
*Procurement Policy	7/16/2024	
*Reasonable Accommodations Policy	3/28/2023	Full policy 08/23/2022 and the added addendum for animals
*Rent Collection Policy	10/17/2013	
Anti-Discriminatory Harassment Policy	11/2/2000	
Community Room Use	9/27/2022	
Credit/Debit Card Policy	2/17/2021	
Emergency Response Plan	5/17/2011	
Equal Employment Opportunity Policy and Affirmative Action Plan	9/15/2021	
Maintenance and Other Charges	3/17/2021	
Other – Define in the 'Notes' column	5/17/2011	Legal Fees and Court Charges
Other – Define in the 'Notes' column	9/15/2021	Lost Key and Lock Change Policy
Other – Define in the 'Notes' column	11/25/2020	Privacy Policy
Other – Define in the 'Notes' column	10/17/2013	Rent Calculations
Other – Define in the 'Notes' column	10/25/2022	Candle Policy
Other – Define in the 'Notes' column	11/22/2022	Space Heater Policy
Other – Define in the 'Notes' column	3/16/2022	Juneteenth Policy
Other – Define in the 'Notes' column	6/28/2022	Grievance Procedure
Other – Define in the 'Notes' column	11/29/2022	Pet Guidelines
Other – Define in the 'Notes' column	11/29/2022	Domestic Violence and Sexaul Assualt
Other – Define in the 'Notes' column	4/16/2024	Administrative Tenant Transfers
Other – Define in the 'Notes' column	4/16/2024	Deceased Resident Policy
Other – Define in the 'Notes' column	7/16/2024	Social Aggression
Other – Define in the 'Notes' column	5/19/2026	Noise Policy
Other – Define in the 'Notes' column	3/17/2021	Board Appearance Policy
Other – Define in the 'Notes' column	11/16/2011	Retro Active Payment Policy
Other – Define in the 'Notes' column	10/17/2013	Bad Debt Write-off Policy
Other – Define in the 'Notes' column	3/17/2021	Cable Installation Policy
Other – Define in the 'Notes' column	5/21/2024	Laundry Policy
Other – Define in the 'Notes' column	5/18/2022	Maintenance Policy

Other – Define in the 'Notes' column	1/20/2021	Progressive Discipline Policy
Other – Define in the 'Notes' column	2/17/2021	Alcohol, Drugs and Marijuana Policy
Other – Define in the 'Notes' column	3/16/2022	Air Conditioner Policy
Other – Define in the 'Notes' column	3/17/2021	Corona Virus
Other – Define in the 'Notes' column	11/25/2020	Vehicle Policy
Pet Policy	11/22/2022	
Sexual Harassment Policy	9/15/2021	
Smoking Policy	5/18/2022	
Travel Policy	9/18/2013	

* 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

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

Description	Reason	Date Approved by EOHLC	Date Expired

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

Glossary

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

AHVP: Alternative Housing Voucher Program

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

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

ANUEL: Allowable Non-Utility Expense Level

AP: Annual Plan

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

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

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

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

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

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

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

CNA: Capital Needs Assessment

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

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

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

EOHLC: Massachusetts Executive Office of Housing and Livable Communities

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

FF: Formula Funding

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

FYE: Fiscal Year End

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

HHA: Host Housing Authority for the RCAT program.

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

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

LHA: Local Housing Authority

LTO: Local Tenants Organization

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

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

MOR: Management and Occupancy Report

MRVP: Massachusetts Rental V EOHLC's annual review of each housing authority's performance. It pulls together data on the authority's occupancy rates, tenant accounts receivables, accounts payable, budget variance, operating reserve, capital improvement plan submission, capital spending, annual inspections and work order and maintenance systems to identify and address areas of strength and areas for development. Its goal is to allow EOHLC and the LHA to take a deep dive into the data, lift up best practices, and work together towards improving operations voucher Program.

PMR: Performance Management Review

RCAT: Regional Capital Assistance Team

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

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

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

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

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

Attachments

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

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

Ludlow Housing Authority

114 Wilson Street

Ludlow, MA 01056

Annual Plan Hearing

July 21, 2026

11:00 am.

Present: Susan Stanek, Raymond Anderson, Michele Augusto, Robin Carvide, Eugene New, Patricia Charbonneau

Absent: Joao Alves, Kimberly Babin

Discussion and review of Annual Plan.

Questions about the Preventative Maintenance Sections. Tenants brought up various sections about trees, shrubs, bushes etc. Stating that there are different areas that list different specifications for how far these items need to be from structures: Wants to make sure when we update The Policy that we check for consistency. We looked quickly: some were specifically about bushes and some specifically about trees and some were a bit confusing, and one was a typo. This will be addressed when policy is updating. Hopefully finished by September Meeting.

The new Noise Policy needs to be added and one of the policy's was misspelled:

Bed Debt Policy typed should be Bad Debt Policy

That was it.

Sincerely

Robin Carvide

Resident Surveys – Background

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

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

Round One Surveys (2016 – 2018)

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

Round Two Surveys (2019 – 2022)

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

Round Three Surveys (2023 – 2027)

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

LUDLOW HOUSING AUTHORITY

Performance Management Review (PMR) Report

Fiscal Year End 9/30/2024

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

Executive Office of Housing and Livable Communities (EOHLC)

PMR Desk Audit Ratings Summary Official Published PMR Record

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

Housing Authority	LUDLOW HOUSING AUTHORITY
Fiscal Year Ending	Sep 2024
Housing Management Specialist	Evelyn Muasya
Facilities Management Specialist	Chad Howard

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

Report Date: 02/21/2025 15:22:49

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

LHA Name	LUDLOW HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Evelyn Muasya
FMS Name	Chad Howard

Criteria	Rating
Staff Certification and Training	No Findings

Report Date: 02/21/2025 15:22:49

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

LHA Name	LUDLOW HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Evelyn Muasya
FMS Name	Chad Howard

CFA Submission

Rating: No Findings

Recommendations: 1. No Recommendations

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

LHA Name	LUDLOW HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Evelyn Muasya
FMS Name	Chad Howard

Occupancy

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

1. No Recommendations

Tenant Accounts Receivable (TAR)

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

1. No Recommendations

Board Member Training

Rating: Corrective Action

1. Provide computer guidance as needed to help board members complete the training.

Certifications and Reporting Submissions

Rating: No Findings

1. No Recommendations

Annual Plan Submission

Rating: No Findings

1. No Recommendations

Adjusted Net Income/Revenue

Rating: No Findings

Revenue

1. No Recommendations

Expense

Salaries

1. No Recommendations

Legal

1. No Recommendations

Utilities

1. No Recommendations

Maintenance

1. No Recommendations

Other

1. No Recommendations

Operating Reserve

Rating: No Findings

1. No Recommendations

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

LHA Name	LUDLOW HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Evelyn Muasya
FMS Name	Chad Howard

CHAMP Criteria 1a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1c

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 2a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 2b

Rating: Operational Guidance

Recommendations: 1. Ensure that all unit offer data is correctly entered into the EOHLC Housing Apps Vacancy Reporting System (Including Application ID, List Pull ID, Applicant Priority/Preference, and Lease Start date)

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	LUDLOW HOUSING AUTHORITY
FYE	Sep 2024
HMS Name	Evelyn Muasya
FMS Name	Chad Howard

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

Rating: No Findings

Recommendations:
1. Train staff on work order types and how to input them into your work order system/If you use web-based software, reach out to your vendor for training/training materials/changes to the software See Handout K + Software Handouts (M, N, or O) If Applicable
2. Ensure that all work orders are completed in the appropriate timeframe or appropriately added to the DM/CIP
3. Ensure that all work orders for all Health and Safety deficiencies are completed in the appropriate timeframe
4. GFCI replacement & CO alarm replacement are considered Emergency WO that are required to be completed within 48hrs.
5. WO was not completed within the 30-day requirement under Inspection WO.
6. Ensure WO type is labeled correctly as "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. Train staff on work order types and how to input them into your work order system/If you use web-based software, reach out to your vendor for training/training materials/changes to the software See Handout K + Software Handouts (M, N, or O) If Applicable
2. Ensure that all work orders are completed in the appropriate timeframe or appropriately added to the DM/CIP
3. Ensure that all work orders for all Health and Safety deficiencies are completed in the appropriate timeframe
4. GFCI replacement & CO alarm replacement are considered Emergency WO that are required to be completed within 48hrs.
5. WO was not completed within the 30-day requirement under Inspection WO.
6. Ensure WO type is labeled correctly as "Inspection"

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: No Findings

Recommendations:
1. No Recommendations

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

Rating: No Findings

Recommendations: 1. Ensure that all work required for a Vacancy Turn Over is recorded in a Vacancy Turn Over Work Order
2. Train staff on work order types and how to input them into your work order system/If you use web-based software, reach out to your vendor for training/training materials/changes to the software See Handout K + Software Handouts (M, N, or O) If Applicable

Criteria 5: Vacancy Turnover Work Orders accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. Some Emergency WO, Vacancy WO and Inspection WO are being tracked under the Requested Category. Be sure to use the six WO categories per EOHLC guidelines.
2. Some Emergency WO, Vacancy WO and Inspection WO are being tracked under the Requested Category. Be sure to use the six WO categories per EOHLC guidelines.
3. Some Emergency WO, Vacancy WO and Inspection WO are being tracked under the Requested Category. Be sure to use the six WO categories per EOHLC guidelines.
4. Some Emergency WO, Vacancy WO and Inspection WO are being tracked under the Requested Category. Be sure to use the six WO categories per EOHLC guidelines.
5. Some Emergency WO, Vacancy WO and Inspection WO are being tracked under the Requested Category. Be sure to use the six WO categories per EOHLC guidelines.

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.