

Overview and Certification

Chelsea Housing Authority Annual Plan for Fiscal Year 2025 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 DHCD.

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\(4\)\(a\)\(4\)](#).

Overview and Certification

The Chelsea Housing Authority's Annual Plan for their 2025 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
 - a. Buckley Union Park LTO
 - b. Prattville Fitzpatrick LTO
 - c. Public Comments and LHA Responses
 - d. Cover sheet for tenant satisfaction surveys
 - e. Tenant Satisfaction Survey 667 Program
 - f. Tenant Satisfaction Survey 667 Program
 - g. Performance Management Review

State-Aided Public Housing Developments

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-02	Elderly	BUCKLEY 667-02	1	1961	208
200-01	Family	FITZPATRICK 200-01	12	1948	70
200-03	Family	INNES APTS 200-03	8	1951	96
200-02	Family	PRATTVILLE APTS 200-02	9	1950	128
667-01	Elderly	UNION PARK 667-01	8	1960	56
Total			38		558

Massachusetts Rental Voucher Program (MRVP)

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

Chelsea Housing Authority manages 85 MRVP vouchers.

Federally Assisted Developments

Chelsea Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 926 households.

LHA Central Office

Chelsea Housing Authority
 54 Locke Street, Chelsea, MA, 02150
 Paul Nowicki, Executive Director
 Phone: 617-409-5320
 Email: pnowicki@chelseaha.com

LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Betzaida Acevedo	Treasurer	Federal Tenant Rep	02/25/2020	02/25/2025
Sharon Caulfield	Vice-Chair		11/03/2020	11/08/2025
Antonio Hernandez		Labor Appointee	04/28/2021	03/20/2026
Stanley Troisi			06/28/2023	09/26/2026
Juan Vega	Chair	State Appointee	03/07/2012	04/07/2024

Local Tenant Organizations

	<u>Date of Recognition by LHA</u>	<u>Date LHA Reviewed Draft AP with LTO</u>
Buckley and Union Park Tenants Assoc	09/01/2018	08/07/2024
Prattville and Fitzpatrick Tenants Ass	02/23/2023	08/14/2024

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.	07/24/2024
B.	Advertise the public hearing in public postings.	07/24/2024
C.	Notify all LTO's and RAB, if there is one, of the hearing and provide access to the Proposed Annual Plan.	07/29/2024
D.	Post draft AP for tenant and public viewing.	07/29/2024
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	08/14/2024
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	09/18/2024
G.	Executive Director presents the Annual Plan to the Board.	09/18/2024
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	09/18/2024

Certification

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

I, Paul Nowicki, Executive Director of the Chelsea Housing Authority, certify on behalf of the Housing Authority that I have conducted an annual review of all Chelsea Housing Authority users of DHCD 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 Chelsea Housing Authority users.

This certification applies to the following applications:

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

CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

I, Paul Nowicki, Executive Director of the Chelsea 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: 10/31/2024

This Annual Plan (AP) will be reviewed by the Department of Housing and Community Development (DHCD) following the public comment period, the public hearing, and LHA approval.

Capital Improvement Plan (CIP)**Capital Improvement Plan****DHCD Description of CIPs:**

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

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

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

The CIP includes the following parts:

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

Capital Improvement Plan (CIP)**Aggregate Funding Available for Projects in the First Three Years of the CIP:**

Category of Funds	Allocation	Planned Spending	Description
Balance of Formula Funding (FF)	\$12,762,331.90		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$1,914,349.79		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$10,847,982.12	\$3,242,869.99	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$10,622.25	\$10,000.00	Accessibility projects
DMH Set-aside	\$0.00	\$0.00	Dept. of Mental Health facility
DDS Set-aside	\$0.00	\$0.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$10,837,359.86	\$3,232,869.99	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$5,328,713.07	\$4,804,498.07	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	\$0.00	\$0.00	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	\$0.00	\$0.00	Community Preservation Act funds awarded by a city or town for specific projects.
Operating Reserve(OR) Funds	\$0.00	\$0.00	Funds from the LHA's operating budget.
Other Funds	\$13,768,066.01	\$13,768,066.01	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$29,944,761.19	\$21,815,434.07	Total of all anticipated funding available for planned projects and the total of planned spending.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2024	fy2025 Planned	fy2026	fy2027	fy2028	fy2029
057092	Innes PEHO Grant	INNES APTS 200-03	\$41,133,593	\$26,275,205	\$0	\$0	\$0	\$961,307	\$0	\$0
057108	Camera system replacement	PRATTVILLE APTS 200-02	\$372,855	\$356,974	\$0	\$400	\$0	\$0	\$0	\$0
057109	Security Camera replacement	BUCKLEY 667-02	\$251,194	\$138,419	\$0	\$250	\$0	\$0	\$0	\$0
057110	SUST-R -- Floodproofing	PRATTVILLE APTS 200-02	\$1,042,785	\$5,500	\$0	\$473,766	\$0	\$0	\$0	\$0
057113	Structural study	FITZPATRICK 200-01	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
057115	ARPA Targeted Award - FA Upgrade and Smoke Detector Replacement - Pratville	PRATTVILLE APTS 200-02	\$815,000	\$0	\$0	\$668,887	\$126,772	\$0	\$0	\$0
057117	ARPA Targeted Award: 667-02 fire alarm replacement - Buckley	BUCKLEY 667-02	\$1,954,342	\$0	\$0	\$899,340	\$0	\$0	\$0	\$0
057120	Replace common area and electric baseboard heating	BUCKLEY 667-02	\$769,090	\$0	\$0	\$0	\$48,750	\$720,340	\$0	\$0
057122	Laundry facility upgrades	BUCKLEY 667-02	\$13,942	\$0	\$0	\$13,942	\$0	\$0	\$0	\$0
057124	Rewire main feed and replace main panels	BUCKLEY 667-02	\$73,415	\$21,520	\$0	\$23,724	\$6,652	\$0	\$0	\$0

Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2024	fy2025 Planned	fy2026	fy2027	fy2028	fy2029
•	Replace roof, fascia, and gutters	UNION PARK 667-01	\$254,102	\$0	\$0	\$121,172	\$132,931	\$0	\$0	\$0
•	Resiliency Feasibility Study Union Park	UNION PARK 667-01	\$20,000	\$0	\$0	\$0	\$20,000	\$0	\$0	\$0
•	Replace fencing and extend fencing	UNION PARK 667-01	\$83,566	\$0	\$0	\$83,566	\$0	\$0	\$0	\$0
•	Facade repair	BUCKLEY 667-02	\$151,250	\$0	\$0	\$151,250	\$0	\$0	\$0	\$0
•	DHW relocation	BUCKLEY 667-02	\$1,406,841	\$0	\$0	\$54,446	\$109,794	\$1,034,698	\$207,905	\$0
•	Valve replacement (kitchen/hallway)	BUCKLEY 667-02	\$192,844	\$0	\$0	\$192,844	\$0	\$0	\$0	\$0
•	Window replacement	BUCKLEY 667-02	\$725,494	\$0	\$0	\$0	\$0	\$75,328	\$650,167	\$0
•	Replace intercom / security system	BUCKLEY 667-02	\$225,060	\$0	\$0	\$225,060	\$0	\$0	\$0	\$0
•	Entryway improvements (canopy, seating area)	BUCKLEY 667-02	\$128,563	\$0	\$0	\$128,563	\$0	\$0	\$0	\$0
•	Electrical system upgrades	BUCKLEY 667-02	\$27,225	\$0	\$0	\$27,225	\$0	\$0	\$0	\$0
•	Resiliency Feasibility Study Buckley	BUCKLEY 667-02	\$20,000	\$0	\$0	\$0	\$20,000	\$0	\$0	\$0

Capital Improvement Plan (CIP)

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

Cap Hub Project Number	Project Name	DHCD Special Award Comment	Special DHCD Awards				Other Funding			
			Emergency Reserve	Compliance Reserve	Sustain- ability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
057092	Innes PEHO Grant	asbestos abatement	\$0	\$574,152	\$0	\$27,000,000	\$0	\$0	\$0	\$13,559,441
057109	Security Camera replacement		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$112,000
057110	SUST-R -- Floodproofing	SUST-R Floodproofing	\$0	\$0	\$741,100	\$0	\$0	\$0	\$0	\$210,435
057115	ARPA Targeted Award - FA Upgrade and Smoke Detector Replacement - Pratville	ARPA Targeted	\$0	\$0	\$0	\$815,000	\$0	\$0	\$0	\$0
057117	ARPA Targeted Award: 667-02 fire alarm replacement - Buckley	ARPA Targeted	\$0	\$0	\$0	\$1,954,342	\$0	\$0	\$0	\$0

Capital Improvement Plan (CIP) Narrative**Including Requests to DHCD & Supporting Statements****1. Request for increased spending flexibility.**

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

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

- Other

There is no way to make the projects (due to the split of the 3 year cap share) and the cost of some of the projects fit into the guidelines of CIMS. Every change to fix one issue creates another. This is the best we can do.

2. Request for additional funding.

A Housing Authority may request additional funding from DHCD for projects that qualify as emergencies, required legal compliance upgrades, or sustainability improvements.

Chelsea Housing Authority has not requested additional funding.

3. Overall goals of the Housing Authority's CIP

The CHA aims to enhance its aging infrastructure and provide safe, affordable housing for families and elderly residents. Although redevelopment plans are underway for the 200-1 and 200-2 sites, we are moving ahead with fire alarm upgrades and flood-proofing at 200-2. At 667-2, projects include common area heat replacement, unit electric baseboard heating upgrades, laundry facility improvements, and DHW system relocation. 667-2 will also see common area and facade repairs, valve replacements, intercom and lobby camera updates, and future window replacements. 667-1 will get new roofing, fascia, gutters, and fencing.

4. Changes from the Housing Authority's previous CIP

Every new CIP differs from the previous CIP because projects have been completed and a new year has been added with new projects. These changes and other significant changes to the content of the CIP are highlighted below:

We are planning to federalize 200-1 and 200-2, so that projects from previous years were removed.

5. Requirements of previous CIP approval

There were no special conditions attached to the approval of our previous CIP.

6. Quarterly capital reports

Our most recent quarterly capital report (form 80 and 90) was submitted on 05/29/2024.

7. Capital Planning System (CPS) updates

Our CPS facility data has been updated with current condition information, including changes resulting from projects completed in the past year, as of 08/30/2024.

8. Project priorities

All the projects in our CIP are high priority (Priority 1 and 2 projects).

9. High priority deficiencies

We have not been able to include all of our high priority (CPS priority 1 and 2) projects in our CIP:

See attached

10. Accessibility

We are not aware of any accessibility deficiencies in our portfolio.

11. Special needs development

Chelsea Housing Authority does not have a special needs (167 or 689 programs) development.

12. Energy and water consumption

Our 12 most recent monthly energy reports are for months 5/2023 to 4/2024.

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

	Electric PUM > Threshold	Gas PUM > Threshold	Oil PUM > Threshold	Water PUM > Threshold
Threshold PUM:	\$100	\$80	\$50	\$60
	200-01	200-01		667-01
	667-02			200-01
	200-02			667-02
				200-02

We are in the process of federalizing 200-1 and 200-2 developments, so no projects are chosen for them.

The 667-2 developments are electric for both heat and lights, which accounts for the higher electric costs. There has been some discussion of converting to mini-splits. We have been adding LED lights on unit turnover.

The water costs at 667-1 and 667-2 is not due to usage; it is due to cost.

We have solar net metering, and all possible water mitigation projects.

13. Energy or water saving initiatives

Chelsea Housing Authority is not currently pursuing any energy or water-saving audits or grants that could affect CIP project scope, costs or timing of projects.

14. Vacancy rate

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

1% c. 667 (DHCD Goal 2%)

33% c. 200 (DHCD Goal 2%)

0% c. 705 (DHCD Goal 2%)

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

200-3 has been razed and in process of rebuilding the new buildings with the PEHO Grant.

Maintenance and Repair Plan

Maintenance Objective

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

About This Maintenance and Repair Plan

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

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

Classification and Prioritization of Maintenance Tasks

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

- 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.
 - o Inspections are visual and operational examinations of parts of our property to determine their condition.
 - o All dwelling units, buildings and sites must be inspected at least annually.
 - o **Goal: Inspection-generated work orders are completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).**
- V. **Requested Maintenance** - Work which is requested by residents or others, does not fall into any category above, and should be accomplished as time and funds are available.
 - Requests from residents or others for maintenance work which does not fall into one of the other categories has the lowest priority for staff assignment.
 - **Goal: Requested work orders are completed in 14 calendar days from the date of tenant request or if not completed within that timeframe (and not a health or safety issue), the task is added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.**

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call Answering Service	617-884-5775	Non-business hours
Call LHA at Phone Number	617-884-5617	M-F 8:30AM - 4:00PM (Wednesday u
Other	617-884-5775	Emergency maintenance number, forw

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 Chelsea 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	617-884-5775	Non-business hours
Call Housing Authority Office	617-884-5617	M-F 8:30AM - 4:00PM (Wednesday until
Submit Online at Website		
Email to Following Email		
Other		

Work Order Management

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

Type of work order system:

Work order classification used:

Emergency	
Vacancy	
Preventative Maintenance	
Routine	
Inspections	
Tenant Requests	

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

C. Our work order process includes the following steps:

Step	Description	Checked steps are used by LHA
1	Maintenance Request taken/submitted per the standard procedures listed above for the Emergency Request System and the Normal Maintenance Request Process.	<input checked="" type="checkbox"/>
2	Maintenance Requests logged into the work system	<input checked="" type="checkbox"/>
3	Work Orders generated	<input checked="" type="checkbox"/>
4	Work Orders assigned	<input checked="" type="checkbox"/>
5	Work Orders tracked	<input checked="" type="checkbox"/>
6	Work Orders completed/closed out	<input checked="" type="checkbox"/>
7	Maintenance Reports or Lists generated	<input checked="" type="checkbox"/>

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

We use PHA Web for work orders, all types.

Maintenance Plan Narrative

Following are Chelsea Housing Authority's answers to questions posed by DHCD.

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

We have focused our maintenance operations on reducing vacancy turnover days and enhancing unit quality. To achieve this, we have hired outside contractors and authorized employee overtime. By improving the visual appeal of our units, we have minimized refusals and earned compliments from city inspectors. Our PMR results have been respectable, and our FMS is pleased with our performance. We have also addressed and corrected issues with our work order categorization.

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

We have adopted a proactive approach to prevent issues before they occur. This includes a quarterly drain maintenance program by contractors, which has significantly reduced sewage backups. Employees are encouraged to address any issues they observe during service calls, resulting in fewer after-hours and weekend service requests. We now extensively use outside contractors to improve vacancy turnover times and handle larger repairs, allowing our staff to focus on their regular duties. Additionally, we have instituted annual cleaning of dryer vents, gutters, and trash chutes.

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

Our goals for the coming year are to reduce the average number of days units remain vacant, decrease the overall number of service requests, shorten the time required to complete service requests, and expand our preventative maintenance efforts.

D. Maintenance Budget Summary

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

	Total Regular Maintenance Budget	Extraordinary Maintenance Budget
Last Fiscal Year Budget	\$1,576,963.00	\$195,000.00
Last Fiscal Year Actual Spending	\$1,747,627.00	\$101,088.00
Current Fiscal Year Budget	\$1,659,079.00	\$300,000.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	47
Average time from date vacated to make Unit "Maintenance Ready"	30 days
Average time from date vacated to lease up of unit	32 days

Attachments

These items have been prepared by the Chelsea 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.

Chelsea Housing Authority

PREVENTIVE MAINTENANCE POLICY

Adopted: April 14, 2010

Preventive maintenance is work undertaken according to a schedule to prevent breakdown of major mechanical systems and equipment, and to prevent the deterioration of apartments and equipment. The CHA Preventive Maintenance Program will include regular comprehensive inspections and repairs of all units, equipment, buildings, and common areas. Identifying these maintenance needs will help the authority reduce the frequency and severity of breakdowns and service interruptions. These inspections will include checking, measuring, observing, and correcting deficiencies found in the units, major mechanical systems, equipment/vehicles, exterior of units, and grounds.

The CHA Preventive Maintenance Program will be the key to achieving control of maintenance. It will reduce resident-generated work orders to a manageable level, speed up vacancy turnaround since units will be generally in better condition upon a vacate, and provide information to management for follow-up with regard to care of the unit by the occupant.

The Maintenance Department will have more control over the scheduling of preventive maintenance than it has over routine corrective or emergency maintenance. Repair needs caught early will prevent emergencies, save dollars later, and substantially reduce resident generated work-orders. The preventive maintenance inspections and work also will help establish a record of deterioration which may signal modernization needs that can be systematically planned and scheduled. This maintenance will avoid waiting for a major crisis to occur before addressing a predictable problem.

The CHA Preventive Maintenance Schedule will identify when tasks need to be completed. The system in place will record the date each inspection was conducted; who did it, and a process for ensuring that needed work is completed. This process will assign accountability to inspectors, and provides a sense of responsibility for their work.

When the preventive maintenance program requires work that is predictable and repetitive (such as cleaning burners or replacing filters), maintenance staff will tend to work from a schedule. If inspections identify a need for unanticipated repairs, or replacements, the staff will generate work orders. If work orders are written, they will be identified as routine or emergency and will follow the work assignment process. A schedule of unit inspections will be prepared at the beginning of each calendar year and monitored each month to ensure that all units are inspected at least annually.

1.0 PREVENTIVE MAINTENANCE PROGRAM

Preventive maintenance is part of the planned or scheduled maintenance program of the Housing Authority. The purpose of the scheduled maintenance program is to allow the Authority to anticipate maintenance requirements and make sure the Authority can address them in the most cost-effective manner. The preventive maintenance program focuses on the major systems that keep the properties operating. These systems include heating and air conditioning, electrical, life safety and plumbing.

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 Housing Authority.

The systems covered by the preventive maintenance program include but are not limited to:

1. HVAC SYSTEMS

- A. boilers
- B. circulators
- C. domestic hw tanks
- D. air conditioning units

2. SECURITY SYSTEMS

- A. exterior lighting
- B. public hallway lighting
- C. building doors and locks

3. FIRE AND LIFE SAFETY SYSTEMS

- A. emergency generators
- B. fire extinguishers
- C. emergency lighting
- D. exit lights
- E. sprinkler systems
- F. fire alarm systems

4. ROOFS

- A. roof inspection
- B. gutter cleaning

5. ELEVATORS

- A. elevator inspection

6. PLUMBING

- A. catch basins
- B. sanitary drains

7. VEHICLES

- A. safety inspection
- B. tune up
- C. fluid check

8. ELECTRICAL HEAT

- A. common area electric heaters

9. LARGE EXHAUST FANS

- A. roof top units

10. ANNUAL INSPECTIONS

- A. dwelling units
- B. site
- C. building systems
- D. common areas

11. MECHANICAL EQUIPMENT

- A. sump pumps

12. COMMON AREAS

- A. grounds
- B. hallways and stairwells
- C. community rooms and rest rooms
- D. elevators

13. PLAYGROUNDS

- A. Inspection

14. PEST CONTROL

- A. extermination

2.0 PREVENTIVE MAINTENANCE PROCEDURE

A specific program will be developed for each system. This program 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 as well so that they will be on hand when needed. As 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.

1. HVAC Systems

The Housing Authority will have a program for maintenance of the mechanical systems to ensure that the proper amount of heat and hot water is readily available and maintained at the proper temperature and that all circulator pumps are serviced and air filters changed.

- A. Check all units including controls.
- B. Inspect unit and piping for leaks, holes, or loose connections.
- C. Natural Gas Units: inspect and clean burners if needed;
 - check pilot operation;
 - inspect flue and clean if needed;
 - check firebox for soot buildup
 - check temperature settings-hot water tanks should not be more than 130*
 - check pressure relief valve for proper operation and check that drain pipe length satisfies code requirements;
 - remove any combustible materials;
- D. Check circulator pumps for proper operation and leaks. Oil if required.
- E. Check A.C. units for proper operation: listen for short cycling
 - check for refrigerant and oil leaks
 - inspect wiring and controls
 - check for corrosion
 - replace air filters – bi annually

2. Security Systems

The Housing Authority will have a program for maintenance of security systems to ensure they will perform as needed to maintain a well-lit and secure environment.

- A. Check that all exterior and hallway lights are in place, undamaged and working;
Replace bulbs as needed.
- B. Check operation of time clocks and or sensors;
- C. Check door closers to insure doors close and latch;
- D. Make sure doorknobs and panic bars are not loose;
- E. Inspect door frame and glass.

3. Life Safety Systems

The Housing Authority shall have a comprehensive program for maintenance of life safety systems to ensure that they will be fully functional in the case of an emergency. Implementation of a schedule that includes the inspection, servicing and testing of this equipment to be included in the plan includes the following:

- A. Exercise the emergency generator every week
 - Inspect generator battery for corrosion
 - Check generator for oil leaks
- B. Have all fire extinguishers inspected and certified annually
- C. Inspect all emergency lights annually
 - Test each light with test switch
 - Replace bulbs or batteries as needed
- D. Inspect all exit lights
 - Replace bulbs as needed
- E. Check sprinkler system for signs of corrosion and leaks
 - Have system inspected by a certified sprinkler engineering firm annually
- D. Inspect and test every smoke alarm, heat detector and carbon monoxide detector in every unit; hallway; common area; boiler room; basement and attic to insure that each device works and rings out to the fire alarm panel annually.
 - Inspect and test all fire alarm panels to insure that all signals will report to central fire alarm monitoring system annually.

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 the decision to hire a contractor.

4. 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.

- A. Remove any trash and debris from roof.
- B. Inspect roof for damage and deterioration; punctures; missing shingles; loose flashing.
- C. Inspect gutters and downspouts for obstructions (clean as necessary).
- D. Inspect stack vents for obstruction and security covers.

The authority maintenance staff will usually undertake only minor roof repairs. Therefore there should be a list of approved roofing contractors to take on more serious problems for roofs no longer under warranty.

- 5. The Housing Authority will have a program that ensures that the elevators are Inspected annually by The Commonwealth of Massachusetts Department of Public Safety – elevator inspection division. The elevators will be properly maintained by a reputable elevator service company.
 - A. Check elevator signal lights for proper operation
 - B. Inspect elevators for graffiti and damage – clean as needed.

- 6. The Housing Authority will have a program in which will ensure that the storm drains, catch basins and sanitary drain lines are maintained and remain flowing at all times.
 - A. Storm drains and catch basins should be inspected as needed.
 - B. Storm drains and catch basins should be cleaned annually.

7. Vehicle/Equipment Maintenance

The Housing Authority will 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:

- A. See Appendix A.

8. Electrical Heat

The Housing Authority will have a program that inspects all common area electric heaters to ensure that the public areas of all buildings are adequately heated and that all building systems in these areas are protected.

- A. Check electric heating units for proper operation, including any thermostats.
- B. Check that fan motors are operating properly if applicable.

9. Large Exhaust Fans

The Housing Authority will have a program that inspects all rooftop exhaust fans for operation. Motors will be checked and belts adjusted to ensure the longest life possible for all mechanical parts.

- A. Listen for unusual noises or vibrations
- B. Inspect belt condition and alignment; adjust tension as required.
- C. check motor and fan bearings.
- D. Inspect general condition of exterior and interior of unit.
- E. Check operation of controls.

10. Annual Inspections

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 Authority's property including;

- A. Dwelling Units
- B. Site
- C. Common areas
- D. Building exterior
- E. Building Systems

Each area is to be inspected annually and documented with inspection forms and work orders as backup and will ensure that all areas comply with standards set by HUD and local codes.

11. Mechanical Equipment

Sump pumps are to be inspected and tested for proper operation to provide protection against flooding and subsequently damage to boilers; hot water tanks, basements and crawl spaces.

- A. Manually test all flotation devices to ensure proper function.
- B. Visually inspect each sump pump and it's associated wires and switches for wear and proper connections.

12. Common Areas

Regular inspections of the property grounds and building exteriors as well as building interiors are required to maintain the curb appeal and marketability of the property.

- A. Ground will be policed daily and any trash or debris will be disposed of from the site as well as around any and all dumpster enclosures.
- B. Grounds and buildings will be policed daily for any graffiti. Graffiti will be removed within twenty four hours whenever possible.
- C. Common hallways and stairs will be swept and mopped on a regular schedule.

Each hallway should be done at least once per week.

- D. Community rooms, kitchens and rest rooms will be cleaned and vacuumed daily. All trash barrels will be emptied and any paper supplies will be restocked as needed.

13. Playgrounds

- A. Playgrounds will be policed daily for graffiti and trash and all shall be removed immediately.
- B. Check all apparatus daily for any damage.
- C. Tighten any and all nuts and bolts bi-annually.

14. Pest Control

The Housing Authority will make all efforts to provide a healthy and pest-free environment for its residents. The Authority will determine which, if any, pests infest its properties and will then provide the best possible treatment for the eradication of those pests. All residents will be informed at least forty eight hours before treatment. The notification will be in writing and will include instructions that describe how to prepare the unit for treatment. If necessary, the instructions shall be bi-lingual to properly notify the resident population. Resident requests for extermination will be done routinely at least once per week or as often as needed. Annual flush out of buildings will be completed on an as needed basis and determined by funding.

Appendix A

	year	make	model	body	vin#	registration
1	1993	Kubota	Tractor	Tractor	50602	M47155
2	2009	Bobcat	S100	Skid - Steer	AB6420018	None
3	2009	Chevrolet	K2500HD	Pickup	1GCHK44KX9F168335	M80534
4	2009	Chevrolet	K2500HD	Pickup	1GBHK44K09F167960	M80532
5	2010	Chevrolet	Exp 2500	Van	1GCZGFBG4A1118743	M81100
6	2010	Carry	Utility	Trailer	4YMUL0819AV069406	M50185
7	2011	Ford	DRWSUP	Bucket Trk	1FDUF5GY3BEA91565	M66415
8	2011	Chevrolet	Exp 3500	Cutaway	1GBOG2BGXB1125574	M46608
9	2013	Ford	Escape	Utility	1FMCU9GX9DUB89010	M66768
10	2013	Ford	Exp 250	Van	1FTNE2EWXDDA76307	M90800
11	2014	Chevrolet	Exp 2500	Van	1GCWGFCAXE1134027	M90879
12	2014	Chevrolet	Silverado	Rack	1GB3KZCG7EF130308	M90610
13	2015	Ford	F250	Pickup	1FTBF2B61FEC04354	M92174
14	2014	Ford	Edge	SUV	2FMDK4JC2EBA75425	M74164
15	2016	Ford	F250	Pickup	1FTBF2B63GEA45158	M95184
16						
17						
18	2002	Jeep	Grand	Cher	1J4GW48S72C174637	Salvage
19	1999	Ford	F250	Pickup	1FTNF21L1XEE64730	Salvage
20	1998	Load	U1510-260	Trailer	4L2PXF11W2000094	Salvage
21	1997	Ford	Econoline	Van	1FTHE242OVHB53997	Salvage
22	1992	GMC	Vandura	Van	2GTEG25H8N4506892	Salvage
23	1995	Chevrolet	K3500	Utility	1GBHK34K1SE185941	Salvage
24	1996	Ford	Super	Dump	1FDLF47G2TEB77268	Totaled
25	1999	Ford	Econoline	Van	1FTNE24L9XHC13855	Off Road
26	1993	Chevrolet	C1500	Pickup	1GCDC14Z6PE1866373	Salvage
27	2005	Jeep	Grand	Cher	1J4GR48KX5C652884	Auction
28	2002	MAD VAC			2806 OT	M70481
29	2008	Sure	Utility	Trailer	5JWTU162X81015637	Auction

Appendix B

Scheduled Checklist

Daily	Weekly	Monthly	Bi-annual	Annual
Grounds	Generator Test	Ext. Lights	Emergency Lights	Unit Insp
Hallways	Hall Lights	Build. Drs/locks	Playground-bolts	Site Insp
Stairwells	Vehicles-fluids	Lg. Exhaust fans	Ac Units – Replace filters	Building Insp
Comm. Rooms		Sump Pumps	Gutter Cleaning	Comm. Area Insp
Pub. Restrooms				Boilers-service
Elevators				Circulators
Playgrounds				Hw Tanks
				Generator Service
				Fire Extinguishers
				Sprinkler System test/service
				Fire Alarms
				Annual Elevator test
				Catch Basins
				Sanitary Drains
				Vehicle Tune up-Sticker
				Roof Inspection

Chelsea Housing Authority Deferred Work Order Report

Filter Criteria Includes: 1) Program: MA State Public Housing 2) Project: 200-1 Fitzpatrick, 200-2 Prattville, 200-3 Innes, 667-1 Union Park +2
3) Types: Deferred Maintenance Plan, Capital Improvement Plan, Other 4) Deferred Reason: N/A 5) Completed Date: 1/1/2024 to 7/10/2024

Work Order Number	Completed Date/Time	Deferred Reason	Deferred Type
37567	1/31/2024 2:28 PM		Deferred Maintenance Plan
37868	2/12/2024 9:45 AM		Deferred Maintenance Plan
37910	2/13/2024 8:09 AM		Deferred Maintenance Plan
39747	5/1/2024 1:18 PM		Deferred Maintenance Plan
39880	5/6/2024 8:13 AM		Deferred Maintenance Plan

End of Report

Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 12/31/2023. It also shows the approved budget for the current year (2024) 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 Department of Housing and Community Development (DHCD). 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 DHCD 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 DHCD.

DHCD 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 DHCD 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 DHCD and obtain its approval.

The Chelsea Housing Authority operating reserve at the end of fiscal year 2023 was \$2,154,685.00, which is 80.5% 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 Chelsea Housing Authority.						
REVENUE						
Account Number	Account Class	2023 Approved Revenue Budget	2023 Actual Amounts Received	2024 Approved Revenue Budget	% Change from 2023 Actual to 2024 Budget	2024 Dollars Budgeted per Unit per Month
3110	Shelter Rent -Tenants	\$2,540,000.00	\$2,749,894.00	\$2,900,000.00	5.5%	\$431.55
3111	Shelter Rent - Tenants - Fraud/Retroactive	\$0.00	\$288.00	\$0.00	-100%	\$0.00
3115	Shelter Rent -Federal Section 8\MRVP One-time Leased up Rev.	\$0.00	\$0.00	\$0.00	0%	\$0.00
3190	Nondwelling Rentals	\$0.00	\$0.00	\$0.00	0%	\$0.00
3400	Administrative Fee - MRVP	\$0.00	\$0.00	\$0.00	0%	\$0.00
3610	Interest on Investments - Unrestricted	\$90,000.00	\$73,647.00	\$100,000.00	35.8%	\$14.88
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$7,500.00	\$8,049.00	\$7,000.00	-13%	\$1.04
3691	Other Revenue - Retained	\$57,000.00	\$25,170.00	\$71,000.00	182.1%	\$10.57
3692	Other Revenue - Operating Reserves	\$0.00	\$0.00	\$0.00	0%	\$0.00
3693	Other Revenue - Energy Net Meter	\$50,000.00	\$18,208.00	\$0.00	-100%	\$0.00
3801	Operating Subsidy - EOHLC (4001)	\$2,754,989.00	\$2,464,811.00	\$3,003,033.00	21.8%	\$446.88
3802	Operating Subsidy - MRVP Landlords	\$0.00	\$0.00	\$0.00	0%	\$0.00
3803	Restricted Grants Received	\$0.00	\$0.00	\$0.00	0%	\$0.00
3920	Gain/Loss From Sale/Disp. of Prop.	\$0.00	\$0.00	\$0.00	0%	\$0.00
3000	TOTAL REVENUE	\$5,499,489.00	\$5,340,067.00	\$6,081,033.00	13.9%	\$904.92

Annual Plan 2025
Annual Operating Budget

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Chelsea Housing Authority.						
EXPENSES						
Account Number	Account Class	2023 Approved Expense Budget	2023 Actual Amounts Spent	2024 Approved Expense Budget	% Change from 2023 Actual to 2024 Budget.	2024 Dollars Budgeted per Unit per Month
4110	Administrative Salaries	\$709,416.00	\$554,688.00	\$835,357.00	50.6%	\$124.31
4120	Compensated Absences	\$0.00	\$22,727.00	\$0.00	-100%	\$0.00
4130	Legal	\$35,000.00	\$25,263.00	\$81,000.00	220.6%	\$12.05
4140	Members Compensation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4150	Travel & Related Expenses	\$6,552.00	\$5,384.00	\$8,850.00	64.4%	\$1.32
4170	Accounting Services	\$24,000.00	\$24,000.00	\$24,000.00	0%	\$3.57
4171	Audit Costs	\$9,500.00	\$8,049.00	\$9,250.00	14.9%	\$1.38
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$261,608.00	\$175,096.00	\$275,794.00	57.5%	\$41.04
4191	Tenant Organization	\$3,360.00	\$57,563.00	\$3,360.00	-94.2%	\$0.50
4100	TOTAL ADMINISTRATION	\$1,049,436.0	\$872,770.00	\$1,237,611.	41.8%	\$184.17
4310	Water	\$654,067.00	\$728,964.00	\$694,141.00	-4.8%	\$103.29
4320	Electricity	\$1,016,061.0	\$815,434.00	\$1,162,189.	42.5%	\$172.94
4330	Gas	\$253,671.00	\$251,539.00	\$337,485.00	34.2%	\$50.22
4340	Fuel	\$0.00	\$0.00	\$0.00	0%	\$0.00
4360	Net Meter Utility Debit/Energy Conservation	\$100,000.00	\$36,417.00	\$0.00	-100%	\$0.00
4390	Other	\$0.00	\$0.00	\$0.00	0%	\$0.00
4391	Solar Operator Costs	\$100,000.00	\$29,665.00	\$165,000.00	456.2%	\$24.55
4392	Net Meter Utility Credit (Negative Amount)	\$-200,000.00	\$-66,082.00	\$-165,000.0	149.7%	\$-24.55
4300	TOTAL UTILITIES	\$1,923,799.0	\$1,795,937.0	\$2,193,815.	22.2%	\$326.46

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Chelsea Housing Authority.						
EXPENSES						
Account Number	Account Class	2023 Approved Expense Budget	2023 Actual Amounts Spent	2024 Approved Expense Budget	% Change from 2023 Actual to 2024 Budget	2024 Dollars Budgeted per Unit per Month
4410	Maintenance Labor	\$651,645.00	\$682,320.00	\$697,256.00	2.2%	\$103.76
4420	Materials & Supplies	\$251,509.00	\$339,170.00	\$260,823.00	-23.1%	\$38.81
4430	Contract Costs	\$673,809.00	\$726,137.00	\$701,000.00	-3.5%	\$104.32
4400	TOTAL MAINTENANCE	\$1,576,963.00	\$1,747,627.00	\$1,659,079.00	-5.1%	\$246.89
4510	Insurance	\$182,398.00	\$134,865.00	\$192,021.00	42.4%	\$28.57
4520	Payment in Lieu of Taxes	\$10,584.00	\$10,584.00	\$10,584.00	0%	\$1.58
4540	Employee Benefits	\$699,309.00	\$642,748.00	\$736,923.00	14.7%	\$109.66
4541	Employee Benefits - GASB 45	\$0.00	\$247,812.00	\$0.00	-100%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$0.00	\$0.00	0%	\$0.00
4570	Collection Loss	\$10,000.00	\$27,359.00	\$60,000.00	119.3%	\$8.93
4571	Collection Loss - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
4580	Interest Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4590	Other General Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4500	TOTAL GENERAL EXPENSES	\$902,291.00	\$1,063,368.00	\$999,528.00	-6%	\$148.74
4610	Extraordinary Maintenance	\$195,000.00	\$101,088.00	\$300,000.00	196.8%	\$44.64
4611	Equipment Purchases - Non Capitalized	\$30,270.00	\$19,788.00	\$0.00	-100%	\$0.00
4612	Restricted Reserve Expenditures	\$0.00	\$0.00	\$0.00	0%	\$0.00
4715	Housing Assistance Payments	\$0.00	\$0.00	\$0.00	0%	\$0.00
4801	Depreciation Expense	\$0.00	\$1,053,194.00	\$0.00	-100%	\$0.00
4600	TOTAL OTHER EXPENSES	\$225,270.00	\$1,174,070.00	\$300,000.00	-74.4%	\$44.64
4000	TOTAL EXPENSES	\$5,677,759.00	\$6,653,772.00	\$6,390,033.00	-4%	\$950.90

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Chelsea Housing Authority.						
SUMMARY						
Account Number	Account Class	2023 Approved Budget	2023 Actual Amounts	2024 Approved Budget	% Change from 2023 Actual to 2024 Budget	2024 Dollars Budgeted per Unit per Month
3000	TOTAL REVENUE	\$5,499,489.00	\$5,340,067.00	\$6,081,033.00	13.9%	\$904.92
4000	TOTAL EXPENSES	\$5,677,759.00	\$6,653,772.00	\$6,390,033.00	-4%	\$950.90
2700	NET INCOME (DEFICIT)	\$-178,270.00	\$-1,313,705.00	\$-309,000.00	-76.5%	\$-45.98
7520	Replacements of Equip. - Capitalized	\$15,250.00	\$14,330.00	\$9,000.00	-37.2%	\$1.34
7540	Betterments & Additions - Capitalized	\$30,500.00	\$-14,330.00	\$30,500.00	-312.8%	\$4.54
7500	TOTAL NONOPERATING EXPENDITURES	\$45,750.00	\$0.00	\$39,500.00	100%	\$5.88
7600	EXCESS REVENUE OVER EXPENSES	\$-224,020.00	\$-1,313,705.00	\$-348,500.00	-73.5%	\$-51.86

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 DHCD 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 – DHCD (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 DHCD during the fiscal year for housing assistance payments to landlords. At the end of each fiscal year this account will be adjusted to equal the actual subsidy earned.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4510: Insurance: Includes the total amount of premiums charged all forms of insurance. Fire and extended coverage, crime, and general liability are handled by DHCD 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 DHCD 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 DHCD to be capitalized, inventoried and depreciated. Any inventory or equipment purchase costing \$1,000 to \$4,999 should be inventoried by LHA staff for control purposes only but is not subject to capitalization or depreciation, it is, however, required to be expensed when the items are paid for. An LHA's inventory listing should include both capitalized and non-capitalized items of \$1,000 and more, as well as all refrigerators and stoves of any value. All items that appear on the inventory listing should be tagged with a unique identification number, and all refrigerators and stoves (regardless of value) should be tagged. LHAs may adopt a capitalization policy that capitalizes inventory purchases at a lesser amount than the \$5,000 requirement (i.e. \$1,000 - \$4,999); however, no capitalization policy can have an amount higher than \$5,000. Any inventory or equipment purchases costing \$0 to \$999 are to be expensed when paid for.

Narrative Responses to the Performance Management Review (PMR) Findings

The Performance Management Review conducted by the Department of Housing and Community Development (DHCD) for the 2023 LHA fiscal year resulted in the following ratings. Criteria which received a 'Corrective Action' rating show both a reason for the rating and a response by the LHA. The reason indicates Chelsea Housing Authority's understanding of why they received the rating, while the responses describe their goals and the means by which they will meet or improve upon the performance-based assessment standards established by DHCD in the PMR. When the PMR rating is 'Operational Guidance', the LHA may have responded, but was not required to.

Category: Management

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

Rating: No Findings

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

Rating: Operational Guidance

Reason: Due to the COVID-19 pandemic, there was a halt on court cases and evictions for non-payment of rent. Once the eviction ban was lifted, we faced a surge in court cases and various attempts to collect overdue rent. However, with only one attorney and no support staff, the process moved extremely slowly, and securing court dates took an extended period. Consequently, the collection of rents was significantly delayed.

Response: To address this issue, we have employed a law firm with multiple lead attorneys and several paralegals. The new firm has streamlined our processes, allowing for more efficient progression of cases and timely rent collection. We have been able to secure court dates more quickly and resolve rent issues faster. As a result, we have observed an improvement in our rent collection percentage.

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

Rating: No Findings

Criterion: Completion of mandatory online board member training

Rating: No Findings

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

Rating: No Findings

Criterion: Staff completed relevant certifications or trainings

Rating: No Findings

Category: Financial

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

Rating: No Findings

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

Rating: No Findings

Category: Capital Planning

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

Rating: Operational Guidance

Category: CHAMP

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

Rating: No Findings

Criterion: Vacancies are recorded correctly and occupied using CHAMP

Rating: Operational Guidance

Category: Facility Management - Inspection Standards and Practices

Criterion: 100% of units inspected during FYE under review

Rating: Corrective Action

Reason: 100% of the units were inspected by a third party and the resulting findings were miscategorized as routine urgent, etc., rather than categorized as "Inspection". It appeared that we had zero inspections due to this categorization misunderstanding.

Response: We have instructed our maintenance coordinator to assign any WO found during the inspection as "Inspection" from now on.

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

Rating: Corrective Action

Reason: 100% of the units were inspected by a third party and the resulting findings were miscategorized as routine urgent, etc., rather than categorized as "Inspection". It appeared that we had zero inspections due to this categorization misunderstanding.

Response: We have instructed our maintenance coordinator to assign any WO found during the inspection as "Inspection" from now on.

Criterion: Unit inspection reports accurately reflect necessary repairs

Rating: Corrective Action

Reason: 100% of the units were inspected by a third party and the resulting findings were miscategorized as routine urgent, etc., rather than categorized as "Inspection". It appeared that we had zero inspections due to this categorization misunderstanding.

Response: We have instructed our maintenance coordinator to assign any WO found during the inspection as "Inspection" from now on.

Category: Facility Management - Vacancy Turnover Standards and Practices

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

Rating: No Findings

Criterion: Vacancy turnover work orders accurately reflect necessary repairs

Rating: No Findings

Category: Facility Management - Preventive Maintenance Standards and Practices

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

Rating: No Findings

Category: Facility Management - Work Order Types and Systems

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

Rating: No Findings

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

Rating: No Findings

Explanation of PMR Criteria Ratings

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

CRITERION	DESCRIPTION
CHAMP	
Paper applications	<p>Paper applications are available, received and entered into CHAMP</p> <ul style="list-style-type: none"> • 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 <p>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</p>
Vacancies occupied using CHAMP	<p>Vacancies are recorded correctly and occupied using CHAMP</p> <ul style="list-style-type: none"> • No Findings: All vacancies during the fiscal year are recorded in DHCD's Housing Applications Vacancy System within 30 days; And the housed Applicant ID and Pull List ID match between DHCD'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 DHCD's Housing Applications Vacancy System, all vacancies are not recorded within 30 days; Or the Housed Applicant ID and Pull List ID match between DHCD'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 DHCD's Housing Applications Vacancy System; Or the Housed Applicant ID and Pull List ID do not match (or data is missing) between DHCD's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers

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

CRITERION	DESCRIPTION
Health & Safety	
Health & safety violations	DHCD 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.
Facility Management – Inspection Standards and Practices	
100% Unit Inspections	All units inspected at LHA during FY under review <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 – Vacancy Turnover Standards and Practices	

CRITERION	DESCRIPTION
Vacancy Turnover Work Orders	<p>Work orders created for every vacancy and completed within 30 days (or waiver requested)</p> <ul style="list-style-type: none"> 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 <p>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</p>
Accuracy and Standard of Vacancy Turnovers	<p>Vacancy turnover work orders accurately reflect necessary repairs</p> <ul style="list-style-type: none"> 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 <p>Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies</p>
Facility Management – Preventative Maintenance Standards and Practices	
LHA Preventative Maintenance Schedule Accuracy and Implementation of Preventative Schedules	<p>LHA preventative maintenance schedule accurately reflects all necessary work to maximize the life of LHA components</p> <ul style="list-style-type: none"> 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 <p>Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies</p>
Work Order Types and Systems	
Emergency Work Orders	<p>All emergency work orders are created, tracked, reported and completed within 48 hours</p> <ul style="list-style-type: none"> 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

CRITERION	DESCRIPTION
	<ul style="list-style-type: none"> 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
Requested Work Orders	<p>All requested work orders are created, tracked, reported and completed within 14 days or added to DM/CIP</p> <ul style="list-style-type: none"> 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 <p>Corrective Action: Not all requested work orders are completed within 14 days or added to DM/CIP</p>

Policies

The following policies are currently in force at the Chelsea Housing Authority:

Policy	Last Ratified by Board Vote	Notes
*Rent Collection Policy	12/13/2017	
*Personnel Policy	12/22/2020	
*Capitalization Policy	11/28/2012	
*Procurement Policy	07/25/2012	
*Grievance Policy	08/14/2019	
Anti-Discriminatory Harassment Policy	11/11/2021	
Community Room Use	04/16/2014	
Criminal Offender Records Information (CORI) Policy	05/13/2020	
Emergency Response Plan	12/01/2016	
Language Access Plan	01/12/2022	
Parking	09/21/2016	
Pet Policy	09/28/2005	
Sexual Harassment Policy	11/11/2021	
Smoking Policy	09/21/2016	
Travel Policy	01/23/2013	
Other – Define in the ‘Notes’ column	04/14/2021	Internal Control Policy
Reasonable Accommodations Policy	07/13/2022	

Policy	Last Ratified by Board Vote	Notes
Fair Housing Marketing Plan	04/20/2022	

* Starred policies are required by DHCD. 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 DHCD.

Waivers

Chelsea Housing Authority has received the following waivers from DHCD'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 Waiver Approved by DHCD	Date Expired
Biennial recertification of c.667 rents	Approved due to manpower and consideration of administrative time.	10/07/2007	

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

Attachments

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

Due to the COVID-19 emergency, on-site Performance Management Review (PMR) assessments by the Facilities Management Specialists were cancelled for the December fiscal year end housing authorities. Therefore, the Facility Management categories have been omitted from the PMR document.

- Buckley Union Park LTO
- Prattville Fitzpatrick LTO
- Public Comments and LHA Responses
- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey 667 Program
- Tenant Satisfaction Survey 667 Program
- Performance Management Review

Buckley/Union Park Resident Council
Buckley Apartments
14 Bloomingdale St
Chelsea, MA 02150

August 7, 2024

To: Executive Office of Housing and Livable Communities

Re: Chelsea Housing Authority

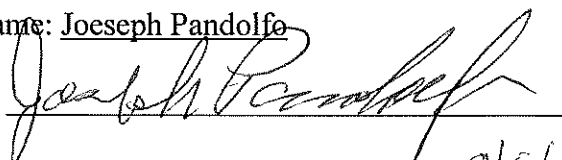
This letter is to certify that the Buckley/Union Park resident council met with staff from the Chelsea Housing Authority on August 7, 2024, and they answered all our questions and concerns to each project and future projects. We discussed the State annual plan in which included the following:

1. Capital Improvement Plan (5-year)
2. Maintenance and repair plan
3. Operating budget
4. List of CHA policies
5. performance reviews
6. list of waivers
7. and other elements of the plan

We acknowledge receipt of the Annual Plan in its entirety and that no comments or challenges were made. We are in support of the plan and appreciate the opportunity to discuss its contents.

Sincerely,

Printed Name: Joseph Pandolfo

Signature: 

9/5/24

Prattville/Fitzpatrick Resident Council
Prattville Office
79 Burma RD
Chelsea, MA 02150

August 14, 2024

To: Executive Office of Housing and Livable Communities

Re: Chelsea Housing Authority

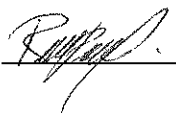
This letter is to certify that the Prattville/Fitzpatrick resident council met with staff from the Chelsea Housing Authority on August 14, 2024, and they answered all our questions and concerns about each project and future projects. We discussed the State annual plan in which included the following:

1. Capital Improvement Plan (5-year)
2. Maintenance and repair plan
3. Operating budget
4. List of CHA policies
5. performance reviews
6. list of waivers
7. and other elements of the plan

We acknowledge receipt of the Annual Plan in its entirety and that no comments or challenges were made. We are in support of the plan and appreciate the opportunity to discuss its contents.

Sincerely,

Printed Name: Rosa Portillo

Signature:  _____

**EXTRACT MINUTES OF THE REGULAR MEETING OF THE
CHELSEA HOUSING AUTHORITY**

MINUTES OF THE REGULAR MEETING OF SEPTEMBER 18, 2024

The Regular Meeting of the Chelsea Housing Authority was held on Wednesday, September 18, 2024, at the CHA's Main Office 54 Locke Street Chelsea, MA. On March 29, 2023, Governor Healey signed into law a supplemental budget bill which, among other things, extends the temporary provisions pertaining to the Open Meeting Law to March 31, 2025. Specifically, this further extension allows public bodies to continue holding meetings remotely without a quorum of the public body physically present at a meeting location, and to provide "adequate, alternative" access to remote meetings. The language does not make any substantive changes to the Open Meeting Law other than extending the expiration date of the temporary provisions regarding remote meetings from March 31, 2023, to March 31, 2025. Specific information and the general guidelines for remote participation by members of the public and/or parties with a right and/or requirement to attend this meeting can be found on CHA's website, at www.chelseaha.com.

The meeting was called to order at 8:30 a.m. by Chairperson Juan Vega. Those additional members present and forming a quorum were Commissioners Betzaida Acevedo, Antonio Hernandez, Sharon Caufield, and Stanley Troisi. CHA employees present were: Executive Director Paul Nowicki, employees Yolanda Velazquez, Chantal Cuevas, Leslie Esturban, Iris Perez, Matthew Frank, Ineudira Barbosa, and James Krasco. CHA Fee Accountants Michael Guyder and Melissa Santos Silva and EFPR Group Accountants Andrew Fox and Jordan Heinold participated remotely. Also, attending in person was CHA General Counsel Susan Whalen.

1. **PUBLIC HEARING ON THE STATE PHA ANNUAL PLAN** Chairperson Vega announced that the Public Hearing to discuss and receive comments on the State PHA Annual Plan was convened.
 - Director of Occupancy, Admissions & Compliance Barbosa thoroughly reviewed the PHA State Annual Plan in detail and discussed the public engagement during the resident meeting. No members of the community were present. There were no questions presented.
 - Director of Maintenance James Krasco reviewed the proposed maintenance plan and capital improvement plan contained in the State PHA Annual Plan in detail.
 - Chairman Juan Vega had specific questions regarding whether the HUD Annual Plan and State Annual Plans reference each other. Executive Director Nowicki clarified that the HUD Annual Plan and the State Annual Plans are separate.
 - After the presentations were made reviewing the changes to the State PHA Annual Plan and as there were no further updates or public comments, the Public Hearing on the State PHA Annual Plan was declared closed by the Chair and ended at 8:38 AM.

6c. 2025 State Annual Plan – Approval

MOTION: To approve the 2025 State Annual Plan as presented.

Move: C. Troisi

Second: C. Hernandez

Favor: 5-0

I, Paul Nowicki, the Executive Director of Chelsea Housing Authority, attest that the forgoing is a true and correct copy of the Minutes of subject meeting.

Signature: _____

Paul Nowicki

Date: _____

10-16-24

Resident Surveys – Background

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

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

Round One Surveys (2016 – 2018)

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

Round Two Surveys (2019 – 2022)

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

Round Three Surveys (2023 – 2027)

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



Resident Survey
CHELSEA HOUSING AUTHORITY
Chapter 667 Housing
Fall 2023

The Massachusetts Executive Office of Housing and Livable Communities is working with the Center for Survey Research at the University of Massachusetts Boston to survey residents in the housing units it oversees.

Fall of 2022:

- Surveys were sent to 9118 housing units (Chapter 667) across the Commonwealth. 3951 surveys were filled out and returned.

Fall 2023:

- Surveys were sent to 6746 housing units (Chapter 667). 2949 surveys were filled out and returned.
- In the **Chelsea Housing Authority**, surveys were sent to a total of **200** Chelsea housing units (Chapter 667); **61** surveys were completed and returned.

This report provides some information about how the residents from the **Chelsea Housing Authority** who answered the survey responded. It compares their answers to those from residents in the entire state and to those from medium LHAs in Metro Boston. These large LHAs in Metro Boston include: Boston Housing Authority, Chelsea Housing Authority, Everett Housing Authority, Quincy Housing Authority, Revere Housing Authority, Somerville Housing Authority, Waltham Housing Authority, and Watertown Housing Authority.

Communication

- **Communication with management:** Residents were asked about how they interacted with their Housing Authorities in the last 12 months. The table below shows what percentage of residents said they did each of the following:

	Chelsea Housing Authority	Large LHAs in Metro Boston*	Entire State
Felt they were usually or always treated with courtesy and respect when they contacted management.....	61%	71%	82%
Knew the Executive Director held a meeting with residents.....	36%	32%	43%

* Large LHAs in Metro Boston include: Boston Housing Authority, Chelsea Housing Authority, Everett Housing Authority, Quincy Housing Authority, Revere Housing Authority, Somerville Housing Authority, Waltham Housing Authority, and Watertown Housing Authority.

- **Communication with maintenance staff:** Residents were specifically asked about their interactions with the Chelsea Housing Authority maintenance staff in the last 12 months.

	Chelsea Housing Authority	Large LHAs in Metro Boston	Entire State
Felt they were treated with courtesy and respect when they contacted maintenance.....	63%	72%	87%
Were contacted by the Housing Authority before entering their apartment.....	92%	89%	90%

Maintenance and Repair

- **Overall maintenance:** Respondents were asked how they would rate overall building maintenance (such as clean halls and stairways and having lights and elevators that work) and outdoor space maintenance (such as litter removal and clear walkways) in the last 12 months.

Building maintenance:

Chelsea Housing Authority



Large LHAs in Metro Boston

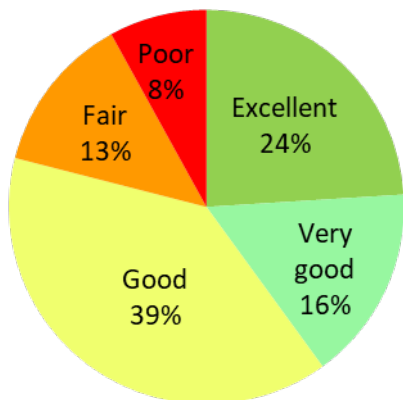


Entire State



Outdoor maintenance:

Chelsea Housing Authority



Large LHAs in Metro Boston



Entire State



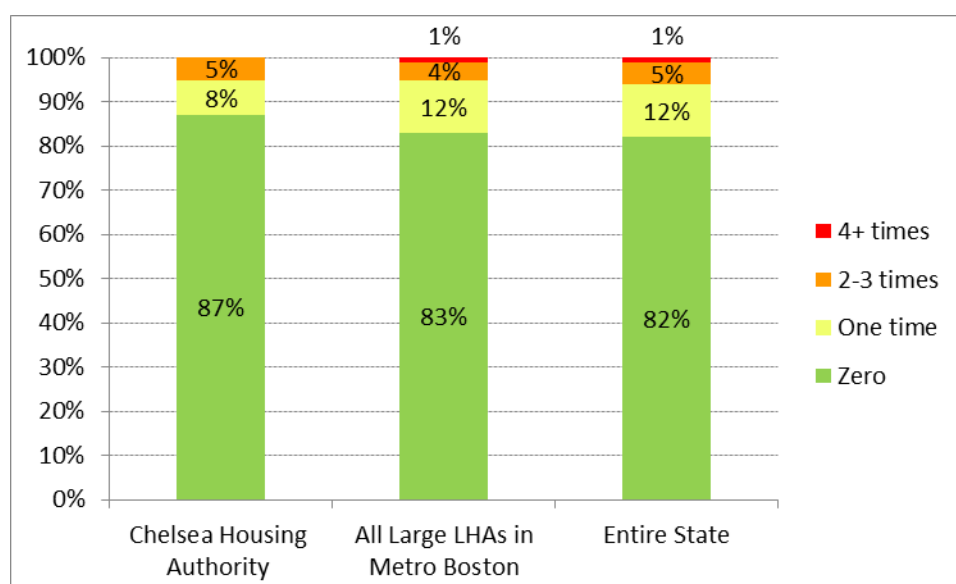
- **Heating and Water Problems:** About one-quarter of respondents had a problem with their heating and about one-half had a plumbing problem in the last 12 months.

	Chelsea Housing Authority	Large LHAs in Metro Boston	Entire State
Had any heating problem.....	29%	37%	35%
Had any water problem.....	52%	61%	58%

- **Heating Problems**

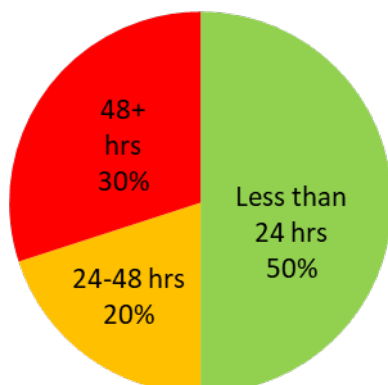
How many times did residents completely lose heat?

The chart below shows how many times respondents completely lost heat in the last 12 months. The green part of the bar shows the percentage of residents who did not lose heat at all. The yellow part shows who lost heat once. The orange shows those who lost heat 2 or 3 times. And the red shows those who lost heat 4 or more times in the last 12 months.

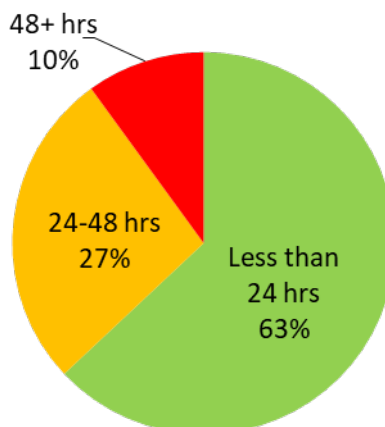


How long did it usually take for heat to come back on? For those respondents who reported completely losing heat, we asked how long it usually took for the heat to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.

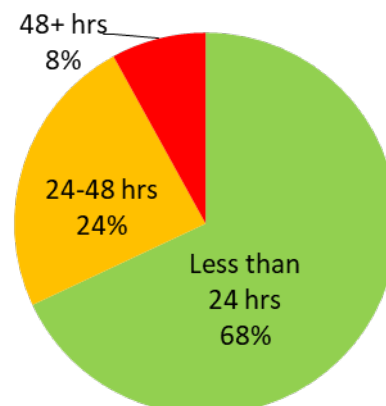
Chelsea Housing Authority



Large LHAs in Metro Boston



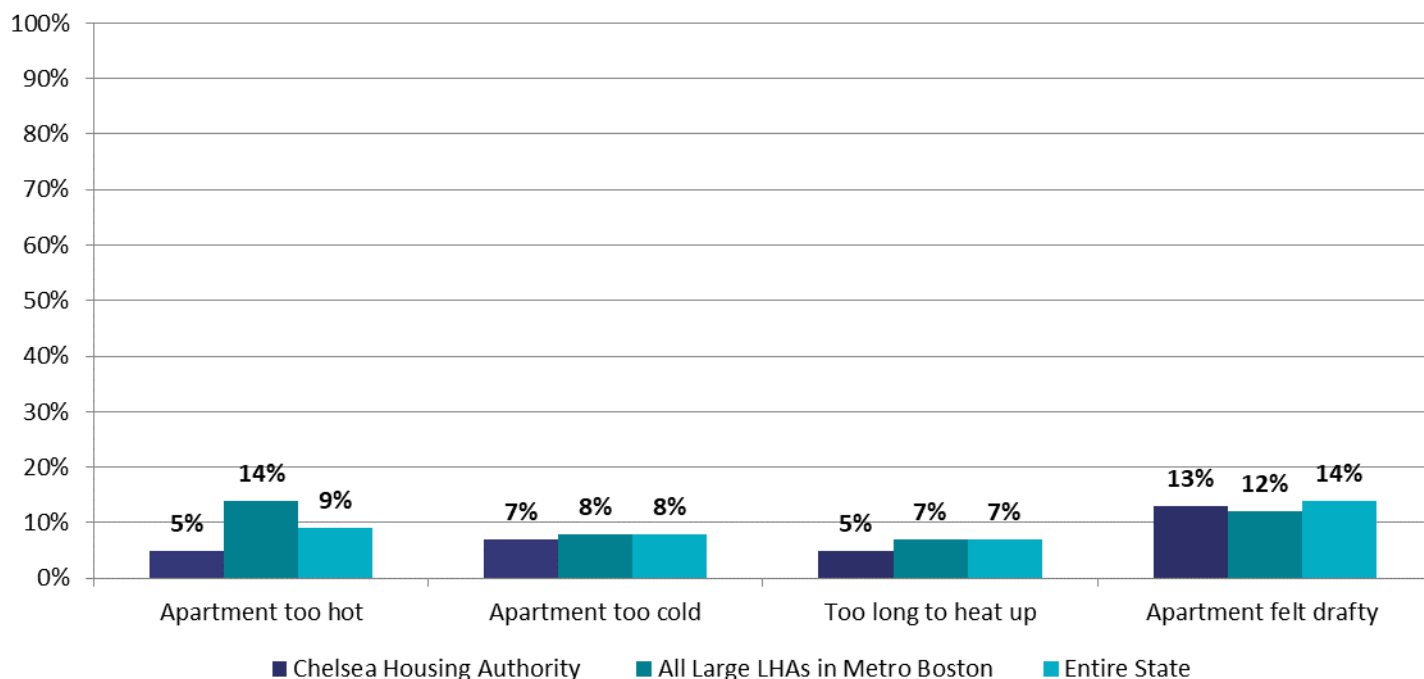
Entire State



- Other Heating Problems

In the last 12 months, did residents have other heating problems?

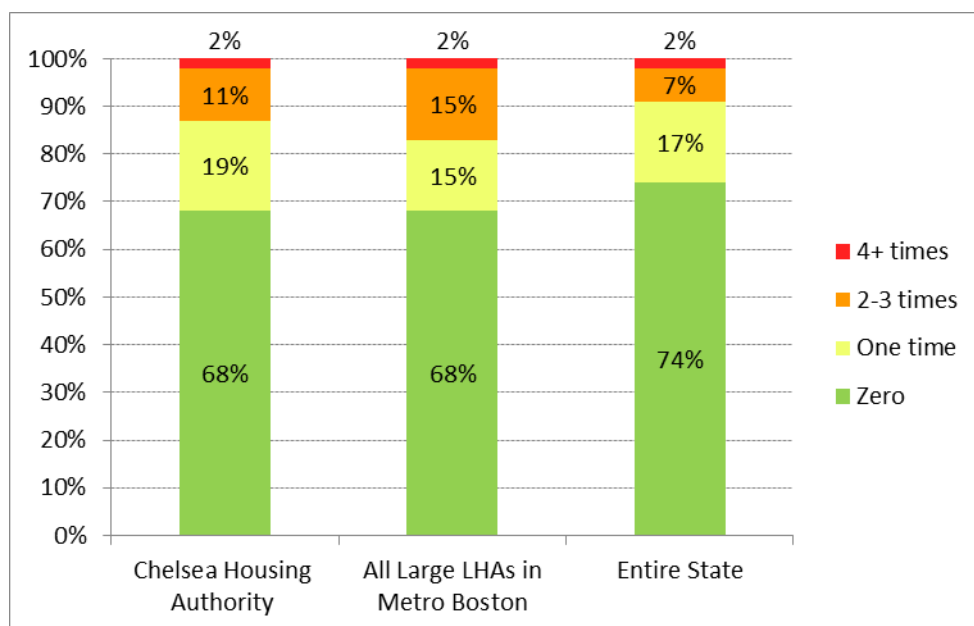
The chart below shows what percentage of residents experienced other heating problems in the last 12 months.



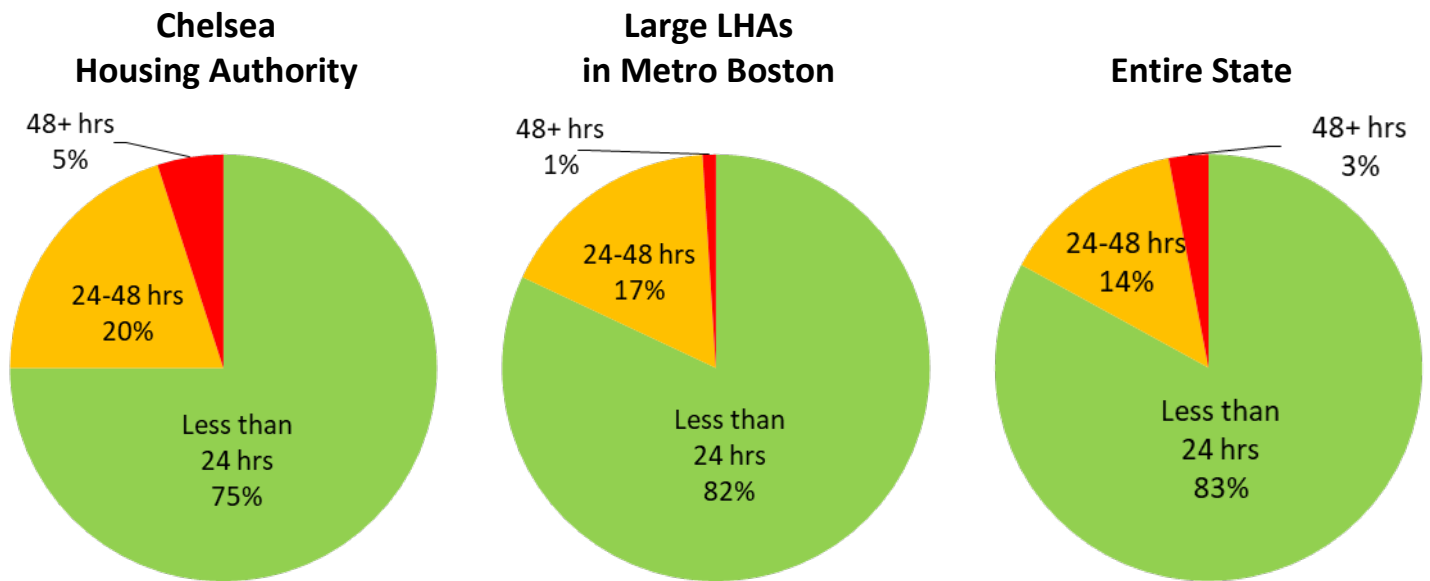
- Water or Plumbing Problems

How many times did residents not have hot water in their apartment?

The chart below shows how many times respondents did not have any hot water in their apartment in the last 12 months. The green part of the bar shows what percentage of residents never lost hot water. The yellow part shows who lost hot water once. The orange shows those who lost hot water 2 or 3 times. And the red shows those who had no hot water in their apartment 4 or more times in the last 12 months.



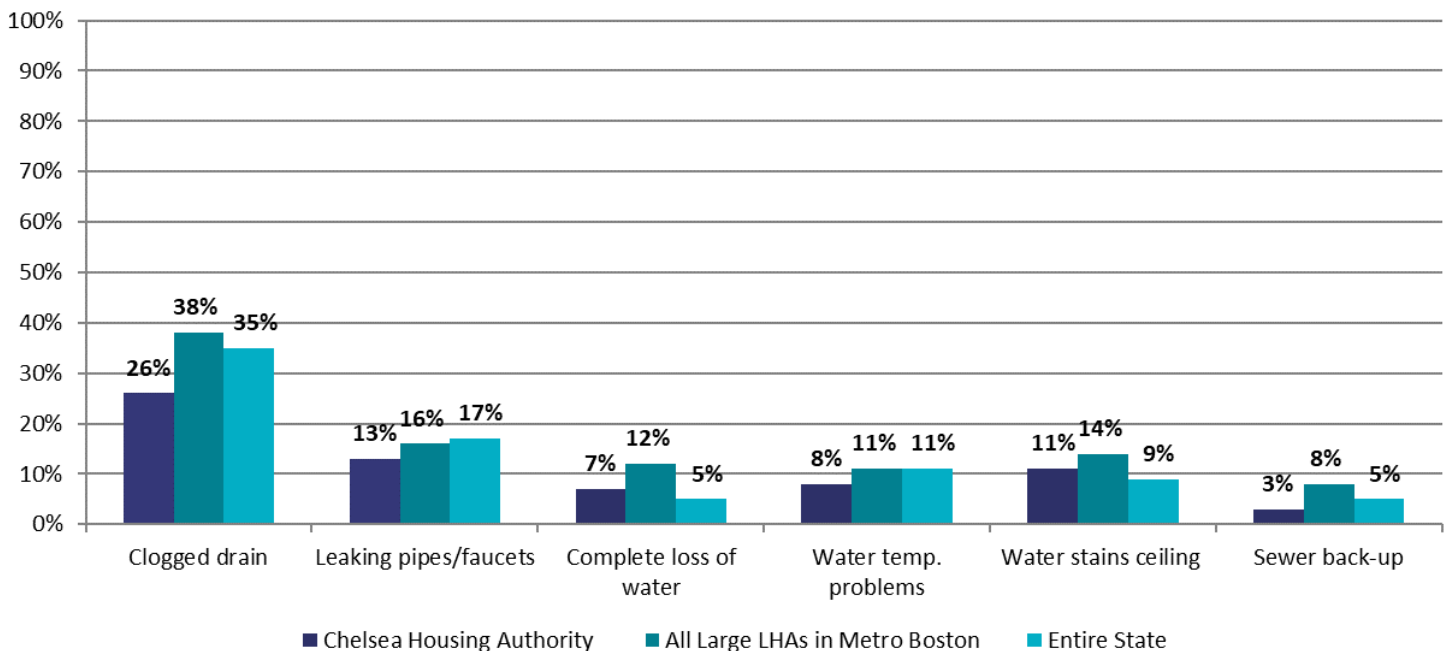
How long did it usually take for hot water to come back on? For those respondents who reported not having hot water in their apartment, we asked how long it usually took for the hot water to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



• Other Water or Plumbing Problems

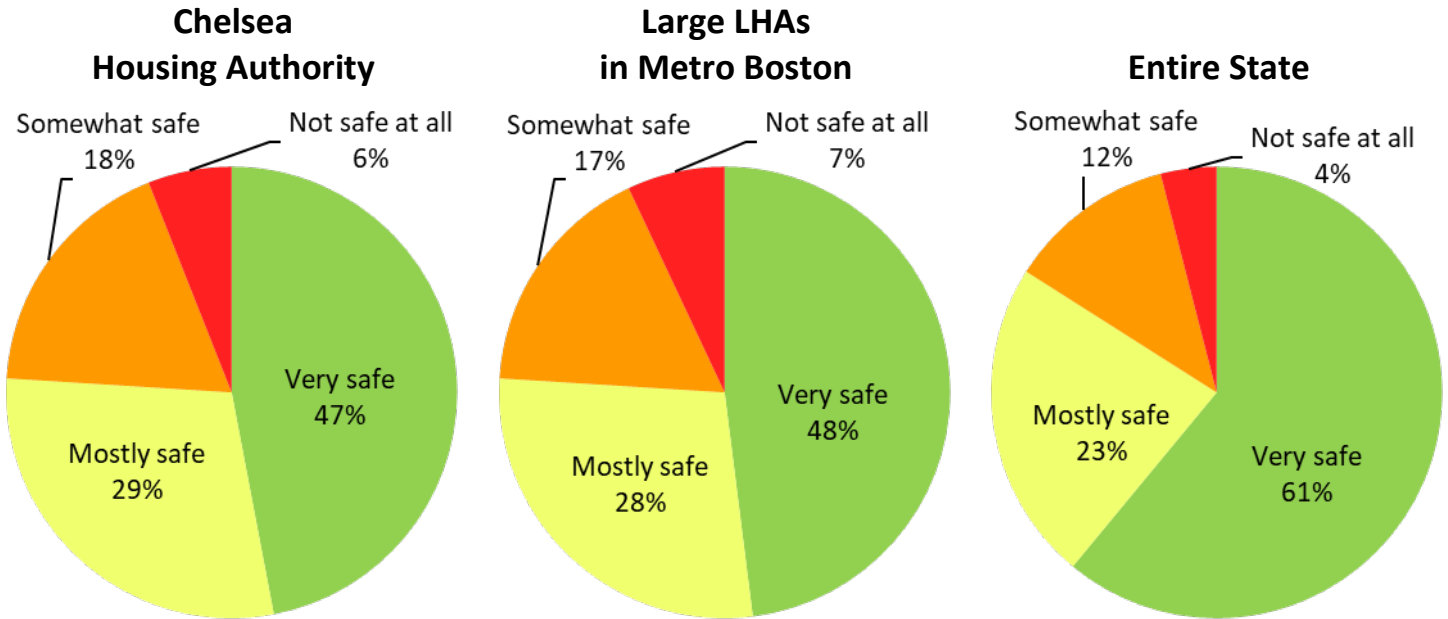
In the last 12 months, did residents have other water or plumbing problems?

The chart below shows what percentage of respondents had other water or plumbing problems in the last 12 months.

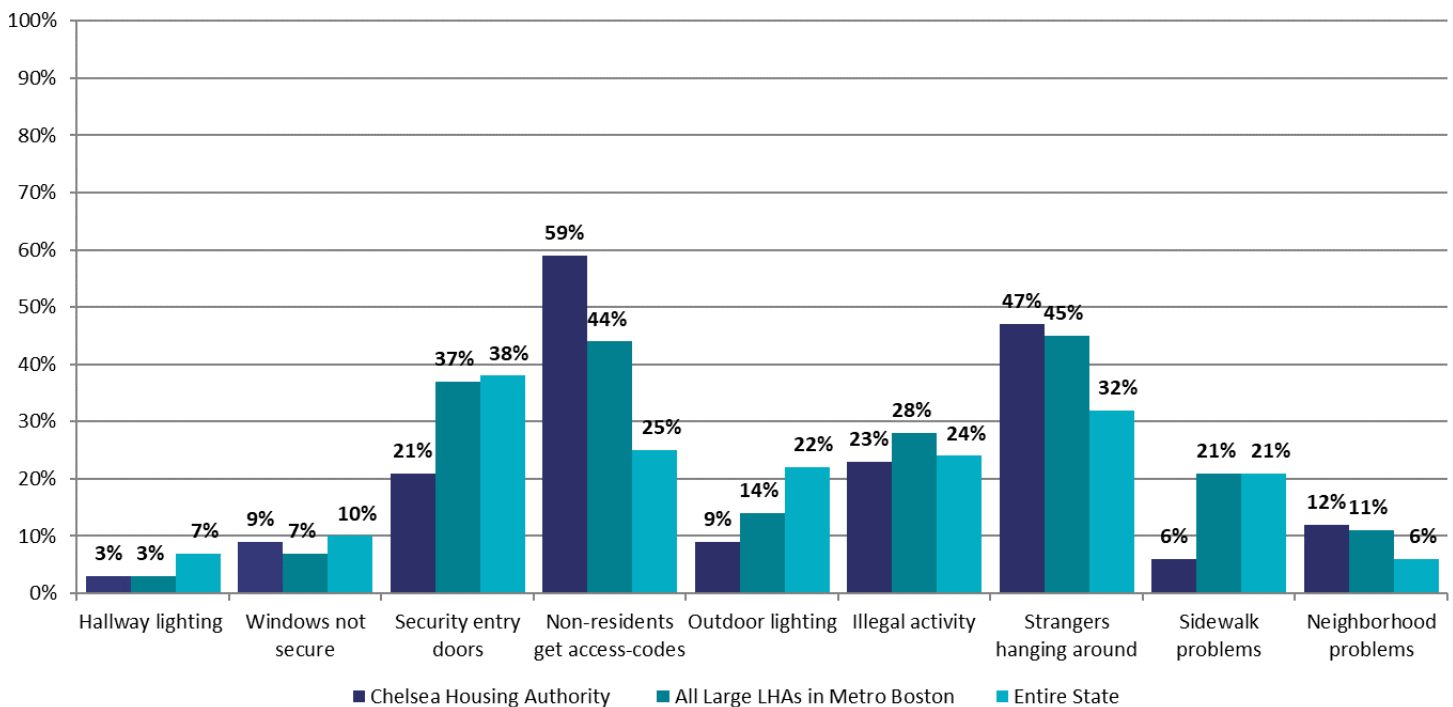


Safety

- **Respondents were asked how safe they felt in their development.** The charts below show what percentage of residents said they felt very safe, mostly safe, somewhat safe, or not safe at all in their development in the last 12 months.

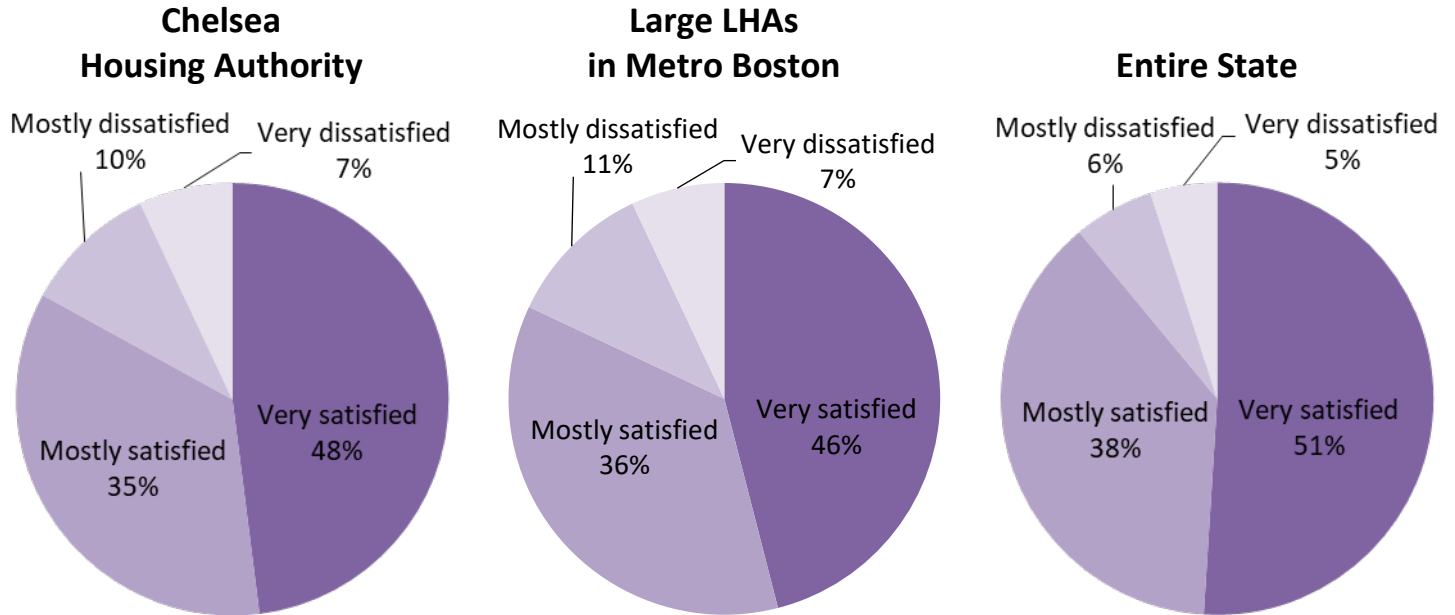


Reasons why respondents felt unsafe in their development: Respondents were asked why they felt unsafe in their development. This chart shows what specific concerns respondents mentioned.



Overall Satisfaction

- **Respondents were asked about their overall satisfaction living in their development.** The chart below shows what percentage of people said they were very satisfied, mostly satisfied, mostly dissatisfied, or very dissatisfied.



2019 & 2023 Comparison

Residents of the Chelsea Housing Authority were also surveyed in the fall of 2019.

Fall of 2019:

- Surveys were sent to **200** Chelsea housing units (Chapter 667). **66** surveys were filled out and returned.

Fall 2023:

- Surveys were sent to **200** Chelsea housing units (Chapter 667). **61** surveys were filled out and returned.

The next section of the report will show how the responses from 2019 compare to the responses from 2023.

Communication Comparison

- **Communication with management:** Residents were asked about how they interacted with their Housing Authorities in the last 12 months.

	Fall 2019	Fall 2023
Felt they were usually or always treated with courtesy and respect when they contacted management.....	67%	61%
Knew the Executive Director held a meeting with residents.....	27%	36%

- **Communication with maintenance staff:** Residents were specifically asked about their interactions with the Chelsea Housing Authority maintenance staff in the last 12 months.

	Fall 2019	Fall 2023
Felt they were treated with courtesy and respect when they contacted maintenance	74%	63%
Were contacted by the Housing Authority before entering their apartment	97%	92%

Maintenance and Repair Comparison

Overall maintenance:

Respondents were asked how they would rate overall building maintenance (*such as clean halls and stairways and having lights and elevators that work*) and outdoor space maintenance (*such as litter removal and clear walkways*) in the last 12 months.

Building maintenance:

**Fall
2019**

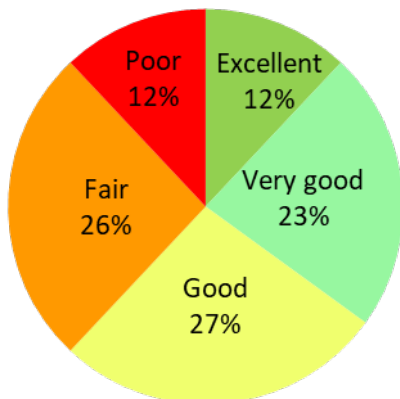


**Fall
2023**

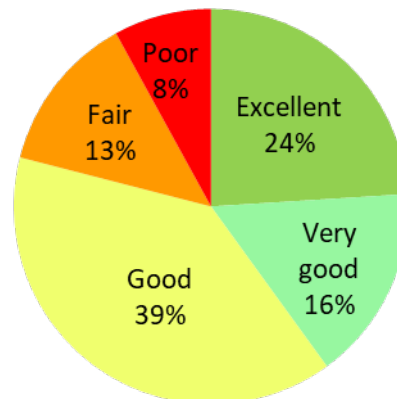


Outdoor maintenance:

**Fall
2019**



**Fall
2023**



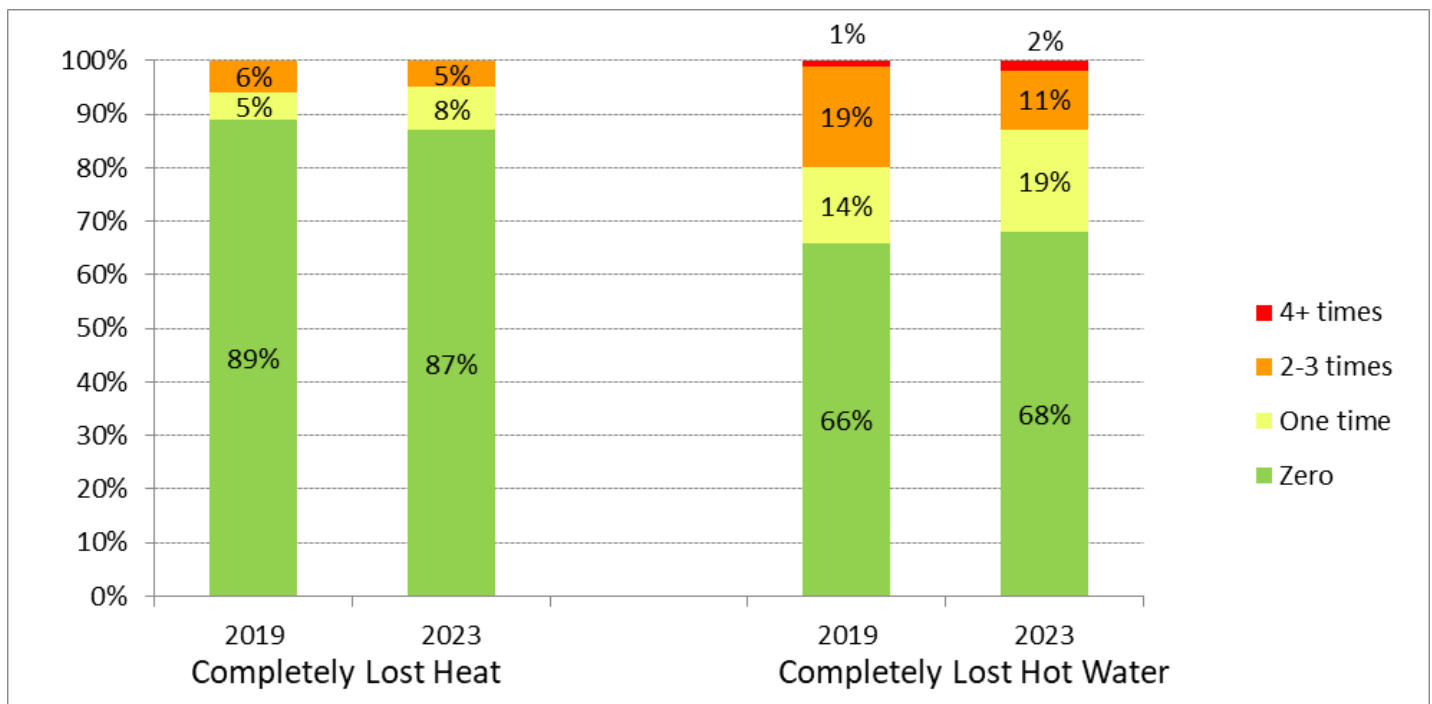
Heating & Plumbing Problems:

- Percent of residents who had any kind of heating or plumbing problems in the last 12 months:

	Fall 2019	Fall 2023
Had any heating problem.....	36%	51%
Had any problem with water or plumbing.....	55%	57%

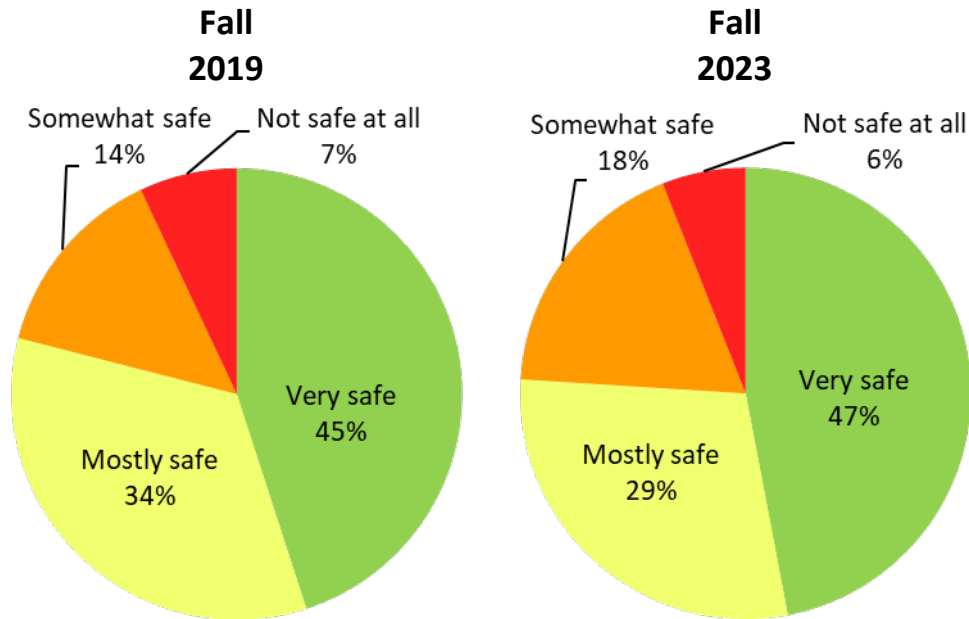
- How many times did residents completely lose heat or hot water in the last 12 months?**

The chart below shows how many times respondents completely lost heat in the last 12 months and how many times respondents completely lost hot water in the last 12 months.



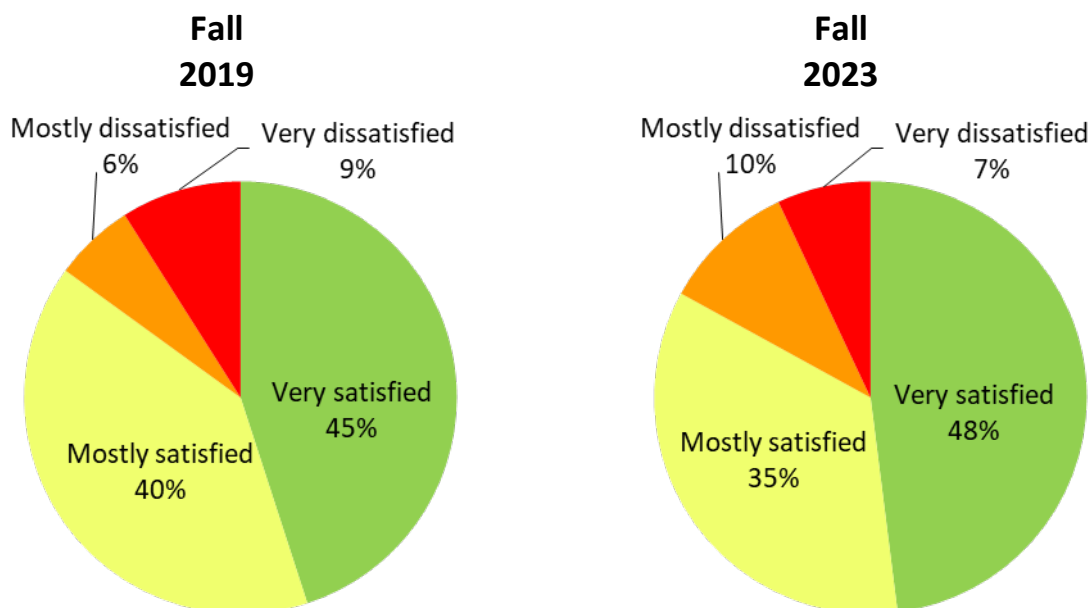
Safety Comparison

- **Respondents were asked how safe they felt in their development.** The charts below shows how safe they felt in general in their development in the last 12 months.



Overall Satisfaction Comparison

- **Respondents were asked about their overall satisfaction living in their development.** The chart below shows their level of satisfaction.





Resident Survey
CHELSEA HOUSING AUTHORITY
Chapter 667 Housing
Fall 2023

NOTE

This copy of the survey shows the percentage of respondents who chose each answer. EOHLC also collected demographic information from survey respondents, such as gender, race, education, and age. The responses to these demographic questions are not included in this report in order to protect the anonymity of respondents.

In the fall of 2023, surveys were sent to **200** housing units (Chapter 667) in the Chelsea Housing Authority. **62** surveys were completed. The percentages presented here are based on that number.

1. How many years have you lived in your current apartment?

- 21%** Less than 2 years
- 23%** 2 to 5 years
- 13%** 6 to 10 years
- 43%** More than 10 years

Maintenance & Repair

- 8.** In the last 12 months, how often were you treated with courtesy and respect by the maintenance staff of your development??
- 11%** Never
 - 26%** Sometimes
 - 21%** Usually
 - 42%** Always
- 9.** Does the Housing Authority let you know before they enter your apartment?
- 92%** Yes
 - 5%** No
 - 3%** Don't Know
- 10.** "Building maintenance" includes things such as clean halls and stairways and having lights and elevators that work. In the last 12 months, how would you rate the overall building maintenance?
- 10%** Poor
 - 18%** Fair
 - 33%** Good
 - 20%** Very Good
 - 19%** Excellent
- 11.** In the last 12 months, how would you rate how well the outdoor space is maintained at your development (such as litter removal and clear walkways)?
- 8%** Poor
 - 13%** Fair
 - 39%** Good
 - 16%** Very Good
 - 24%** Excellent
- 12.** In the last 12 months, how many times did you completely lose heat in your apartment?
- 87%** Never → **If Never, go to #14**
 - 8%** Once
 - 5%** 2 or 3 times
 - 0%** 4 times or more

13. How long did it usually take for your heat to come back on?

- 50%** Less than 24 hours
20% 24 to 48 hours
30% More than 48 hours

14. In the last 12 months, did you have any of these other heating problems?

	Yes
a. Apartment was too hot	5%
b. Apartment was too cold	7%
c. Took too long for apartment to heat up	5%
d. Apartment felt too drafty	13%

15. In the last 12 months, how many times did you have no hot water in your apartment?

- 68%** Never → **If Never, go to #17**
19% Once
11% 2 or 3 times
2% 4 times or more

16. How long did it usually take for the hot water to come back on?

- 75%** Less than 24 hours
20% 24 to 48 hours
5% More than 48 hours

17. In the last 12 months, did you have any of these other water or plumbing problems?

	Yes
a. Clogged drains (sink, toilet, shower)	26%
b. Leaking pipes or faucets	13%
c. Complete loss of water	7%
d. Water temperature problems (too hot, too cold, unreliable)	8%
e. Water stains on the ceiling	11%
f. Sewer backed-up into your apartment	3%

Communication

18. In the last 12 months, has the Executive Director at your development held any meetings with residents?

- 36%** Yes
38% No
26% Don't remember

19. In the last 12 months, how often were you treated with courtesy and respect by the management office of your development?

- 19%** Never
17% Sometimes
18% Usually
46% Always

Safety

20. In the last 12 months, in general, how safe did you feel in your development?

- 47%** Very safe → **If Very safe, go to #22**
29% Mostly safe
18% Somewhat safe
6% Not at all safe

21. For those who felt not at all, somewhat, or mostly safe: Why do you feel unsafe in your development? *(Check all that apply.)*

Building/Indoor Concerns

- 3%** Not enough lighting in the hallways
9% Windows are not secure
21% Security of entry doors
59% Other tenants give door access code to non-residents

Outdoor Concerns

- 9%** Not enough outdoor lights
24% Illegal activity in the development
47% Strangers hanging around who should not be there
6% Sidewalks are difficult to walk on

Other Concerns

- 12%** The neighborhood/area the development is in
15% Another reason

22. Overall, how satisfied are you living in your development?

- 48%** Very satisfied
35% Mostly satisfied
10% Mostly dissatisfied
7% Very dissatisfied

CHELSEA HOUSING AUTHORITY

Performance Management Review (PMR) Report

Fiscal Year End 12/31/2023

*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	CHELSEA HOUSING AUTHORITY
Fiscal Year Ending	Dec 2023
Housing Management Specialist	Carrie Sousa
Facilities Management Specialist	Wilzor Exantus

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

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) Staff Certification & Training Rating	
LHA Name	CHELSEA HOUSING AUTHORITY
FYE	Dec 2023
HMS Name	Carrie Sousa
FMS Name	Wilzor Exantus

Criteria	Rating
Staff Certification and Training	No Findings

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) CFA Submission	
LHA Name	CHELSEA HOUSING AUTHORITY
FYE	Dec 2023
HMS Name	Carrie Sousa
FMS Name	Wilzor Exantus

Rating:

Recommendations:

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)

PMR Desk Audit Recommendations Report

LHA Name	CHELSEA HOUSING AUTHORITY
FYE	Dec 2023
HMS Name	Carrie Sousa
FMS Name	Wilzor Exantus

Occupancy

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

1. No Recommendations

Tenant Accounts Receivable (TAR)

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

1. During the FY under review, CHA implemented new processes for rent collection and quarterly reporting has shown improvement in reducing outstanding balances.

Board Member Training

Rating: No Findings

1. No Recommendations

Certifications and Reporting Submissions

Rating: No Findings

1. No Recommendations

Annual Plan Submission

Rating: No Findings

1. No Recommendations

Adjusted Net Income/Revenue

Rating: No Findings

Revenue

1. No Recommendations

Expense

Salaries

1. No Recommendations

Legal

1. No Recommendations

Utilities

1. No Recommendations

Maintenance

1. No Recommendations

Other

1. No Recommendations

Operating Reserve

Rating: No Findings

1. No Recommendations

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)

CHAMP Close Out Report

LHA Name	CHELSEA HOUSING AUTHORITY
FYE	Dec 2023
HMS Name	Carrie Sousa
FMS Name	Wilzor Exantus

CHAMP Criteria 1a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1c

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 2a

Rating: Operational Guidance

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

CHAMP Criteria 2b

Rating: 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 (Planning Year)

Rating: Not Applicable

Recommendations: 1. No Recommendations

CHAMP Criteria 3c (Planning Year)

Rating: Not Applicable

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	CHELSEA HOUSING AUTHORITY
FYE	Dec 2023
HMS Name	Carrie Sousa
FMS Name	Wilzor Exantus

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

Rating: Corrective Action

Recommendations:

1. Ensure that Units are Inspected per EOHLC guidance
2. Ensure Inspection Reports are created for each Unit Inspection
3. Ensure that all deficiencies found at the time of unit inspection are included in Inspection Reports including tenant violations
4. Ensure that work orders are created, tracked, and completed for all deficiencies identified during unit inspection

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

Rating: Corrective Action

Recommendations:

1. Ensure that all work required for a Vacancy Turn Over is recorded in a Vacancy Turn Over Work Order
2. Ensure that all Vacancy Turn Over Work Orders are created and tracked per EOHLC guidance

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: Corrective Action

Recommendations:

1. No Recommendations

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

Rating: No Findings

Recommendations:

1. Ensure that all Tenant Requested Work Orders are created, tracked, and reported per EOHLC guidance
2. Ensure that all Tenant Requested Work Orders are completed within 14 days or are added to the DM/CIP
3. Refer to Property Maintenance Guide - Chapters 1 to 3 on Work Order Systems See Handout B

Criteria 5: Vacancy Turnover Work Orders accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. Ensure that all Notices of Lease Violation are issued for all tenant related deficiencies identified during unit inspection
2. Ensure that all Lease Violations are resolved per EOHLC guidance

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

Health & Safety Deficiencies

Inspection reports were provided to the LHA at the time of the EOHLC site visit. Health and safety deficiencies were identified during the PMR Inspection. These items must be completed or initiated within 48 hours. Following completion of these health and safety deficiencies, the Executive Director must login to the FMS software application and certify, by electronic signature, that all health and safety deficiencies have been completed. Please contact your assigned FMS for further assistance.