Notice of Public Hearing

THE NATICK HOUSING AUTHORITY
invites all tenants and the general public to a review of the Authority's Proposed Annual Plan for Fiscal Year 2027

The Annual Plan is intended to provide insight into the Authority's operations and plans for the coming fiscal year as they affect the Authority's state-aided public housing. The Proposed Annual Plan is comprised of the following elements:

1. Proposed Capital Improvement Plan
2. Proposed Maintenance and Repair Plan
3. Current Operating Budget
4. Responses to the Performance Management Review (PMR) findings
5. List of housing authority policies
6. List of waivers from governing regulations of the Executive Office of Housing and Livable Communities (EOHLC)
7. Other elements

Hearing time and date: 6:30 PM on 12/10/2026

Hearing location: 4 Cottage Street
Natick, MA. 01760

Residents and the general public are invited to review the Annual Plan before the hearing and may submit public comments as noted below. The Authority shall consider the concerns of any Local Tenants' Organization (LTO) or Resident Advisory Board (RAB) regarding needs and priorities and incorporate some or all of such needs and priorities in the draft plan if deemed by the Authority to be consistent with sound management. Substantive comments will be summarized and included in the Annual Plan when it is submitted to the Executive Office of Housing and Livable Communities (EOHLC).

- Copies of the Annual Plan are available at the Authority's office or may be reviewed online at https://publichousingfacilityreview.mass.gov/Public?ap=316
- Comments may be submitted orally at the hearing, by emailing the housing authority office, or by submitting written comments at the housing authority office. Comments must be received no later than the close of the public hearing.
- For reasonable accommodation requests contact the housing authority office by 11/26/2026 at 12:00 PM
- Contact information for NATICK HOUSING AUTHORITY:
  Office: 4 Cottage Street Natick, MA 01760
  Phone: 508-653-2971
  Email: SHur@natickha.org

Detailed Instructions for Remote Access

Natick Housing Authority

Annual Plan Hearing

December 10th, 2026 @ 6:30 PM

4 Cottage Street

Natick, MA. 01760

In Our Community Room

To View Our Annual Plan

Please Click or Enter the link below:

https://publichousingfacilityreview.mass.gov/Public?ap=316

Aviso de audiencia pública

EL/LA NATICK HOUSING AUTHORITY

invita a todos los arrendatarios y al público en general a una revisión del Plan Anual Propuesto por la autoridad para el año fiscal 2027

El Plan anual tiene como objetivo dar a conocer las operaciones de la autoridad y sus planes para el año fiscal entrante en lo que respecta a sus iniciativas de vivienda pública con financiamiento estatal. El Plan anual propuesto comprende los siguientes elementos:

1. Plan de mejoras de capital propuesto
2. Plan de mantenimiento y reparaciones propuesto
3. Presupuesto operativo actual
4. Respuestas a los hallazgos en la Revisión de gestión del desempeño (PMR)
5. Listado de las políticas de la autoridad de vivienda
6. Listado de las exenciones a las normas vigentes del Departamento de Vivienda y Desarrollo Comunitario (EOHLC)
7. Otros elementos

Fecha y hora de la audiencia:	6:30 PM on 12/10/2026
Lugar de la audiencia:	4 Cottage Street Natick, MA. 01760

Invitamos a los residentes y al público en general a leer el Plan anual antes de la audiencia y a hacer comentarios públicos por los medios que se indican más abajo. La autoridad tomará en consideración las inquietudes de cualquier organización de arrendatarios locales (LTO) o junta asesora de residentes (RAB) en relación con las necesidades y prioridades. Si las considera consistentes con los principios de buena gestión, la autoridad incorporará dichas necesidades y prioridades -en parte o en su totalidad- en la versión preliminar del plan. Los comentarios sustantivos se resumirán e incluirán en el Plan anual cuando este se envíe al Oficina Ejecutiva de Vivienda y Comunidades Habitables (EOHLC).

- Puede obtener copias del Plan anual en la oficina de la autoridad o consultar el Plan por Internet en https://publichousingfacilityreview.mass.gov/Public?ap=316. El Plan está disponible únicamente en inglés.
- Si desea hacer comentarios, puede hacerlo oralmente en la audiencia o enviar los comentarios por correo electrónico o postal a la oficina de la autoridad de vivienda. Los comentarios se deben recibir antes del cierre de la audiencia pública.
- Si tiene una solicitud razonable en relación con una discapacidad, póngase en contacto con la oficina de la autoridad de vivienda antes del 12/10/2026 a las 6:30 PM.
- Información de contacto de NATICK HOUSING AUTHORITY:

  Oficina: 4 Cottage Street Natick, MA 01760
  Teléfono: 508-653-2971
  Correo electrónico: SHur@natickha.org

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<u>សេចក្តីជូនដំណឹងអំពីសវនការសាធារណៈ</u>

NATICK HOUSING AUTHORITY

អញ្ជើញអ្នកជួល
និងសាធារណជនទូទៅទាំងអស់ឲ្យទៅពិនិត្យមើលឡើងវិញនូវផែនការប្រចាំឆ្នាំដែលបានដាក់ស្នើ
របស់អាជ្ញាធរសម្រាប់ឆ្នាំសារពើពន្ធ 2027

ផែនការប្រចាំឆ្នាំមានគោលបំណងផ្តល់ការយល់ដឹងអំពីប្រតិបត្តិការ
និងផែនការរបស់អាជ្ញាធរសម្រាប់ឆ្នាំសារពើពន្ធខាងមុខនេះ
ព្រោះវាប៉ះពាល់ដល់លំនៅដ្ឋានសាធារណៈដែលជួយដោយរដ្ឋរបស់អាជ្ញាធរ។ ផែនការប្រចាំឆ្នាំដែលបានដាក់ស្នើ
មានធាតុដូចខាងក្រោម៖

1. ផែនការកែលម្អរដ្ឋធានីដែលបានដាក់ស្នើ
2. ផែនការជួសជុល និងថែទាំដែលបានដាក់ស្នើ
3. ថវិកាប្រតិបត្តិការបច្ចុប្បន្ន
4. ការឆ្លើយតបនឹងលទ្ធផលនៃការពិនិត្យមើលឡើងវិញនូវការគ្រប់គ្រងការបំពេញការងារ (PMR)
5. បញ្ជីគោលនយោបាយអាជ្ញាធរលំនៅដ្ឋាន
6. បញ្ជីការលះបង់សិទ្ធិពីបទប្បញ្ញត្តិគ្រប់គ្រងរបស់ក្រសួងអភិវឌ្ឍសហគមន៍ និងលំនៅដ្ឋាន (EOHLC)
7. ធាតុផ្សេងទៀត

កាលបរិច្ឆេទ និងម៉ោងសវនការ៖	6:30 PM នៅ 12/10/2026
ទីកន្លែងសវនការ៖	4 Cottage Street Natick, MA. 01760

គេហដ្ឋាន និងសាធារណជនទូទៅត្រូវបានអញ្ជើញឱ្យពិនិត្យមើលឡើងវិញនូវផែនការប្រចាំឆ្នាំមុនពេលបើកសវនាការ
ហើយអាចបញ្ជូនមតិសាធារណៈដូចបានកត់សម្គាល់ខាងក្រោម។
អាជ្ញាធរត្រូវគិតគូរពីកង្វល់នានារបស់អង្គការរបស់អ្នកជួលក្នុងមូលដ្ឋាន (LTO) ឬក្រុមប្រឹក្សាយោបល់គេហដ្ឋាន (RAB)
អំពីតម្រូវការ និងអាទិភាពនានា ហើយបញ្ចូលតម្រូវការ និងអាទិភាពទាំងនោះមួយចំនួន
ឬទាំងអស់ទៅក្នុងសេចក្តីព្រាងផែនការ បើអាជ្ញាធរយល់ថាសមស្របជាមួយការគ្រប់គ្រងដែលត្រឹមត្រូវ។ មតិសំខាន់ៗ
នឹងត្រូវបានសង្ខេប និងបញ្ចូលទៅក្នុងផែនការប្រចាំឆ្នាំ នៅពេលវាត្រូវបានដាក់ជូនក្រសួងអភិវឌ្ឍសហគមន៍ និងលំនៅដ្ឋាន
(EOHLC)។

- សេចក្តីចម្លងនៃផែនការប្រចាំឆ្នាំ មាននៅការិយាល័យរបស់អាជ្ញាធរ ឬអាចពិនិត្យមើលឡើងវិញលើបណ្តាញតាមរយៈ
  https://publichousingfacilityreview.mass.gov/Public?ap=316។ មានជាភាសាអង់គ្លេសតែប៉ុណ្ណោះ។
- មតិនានាអាចត្រូវបានផ្តល់ដោយផ្ទាល់មាត់នៅក្នុងសវនាការ ដោយផ្ញើអ៊ីមែលទៅការិយាល័យអាជ្ញាធរលំនៅដ្ឋាន
  ឬដោយដាក់មតិជាលាយលក្ខណ៍អក្សរនៅការិយាល័យអាជ្ញាធរលំនៅដ្ឋាន។
  មតិនានាត្រូវតែផ្តល់ឱ្យបានមុនពេលបិទសវនាការសាធារណៈ។
- សម្រាប់សំណើសុំការស្នាក់នៅសមរម្យ សូមទាក់ទងការិយាល័យអាជ្ញាធរលំនៅដ្ឋានត្រឹមថ្ងៃ 12/10/2026 នៅម៉ោង
  6:30 PM។
- ព័ត៌មានទំនាក់ទំនងសម្រាប់ NATICK HOUSING AUTHORITY៖

ការិយាល័យ៖ 4 Cottage Street Natick, MA 01760
ទូរស័ព្ទ៖ 508-653-2971
អ៊ីមែល៖ SHur@natickha.org

Detailed Instructions for Remote Access

Natick Housing Authority

Annual Plan Hearing

December 10th, 2026 @ 6:30 PM

4 Cottage Street

Natick, MA. 01760

In Our Community Room

To View Our Annual Plan

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Thông báo Điều trần Công khai

NATICK HOUSING AUTHORITY
xin mời tất cả những người thuê nhà và cộng đồng đến tham dự buổi đánh giá Kế hoạch Hàng năm Đề xuất cho Năm Tài chính của Cơ quan Quản lý 2027

Kế hoạch Hàng năm này nhằm đem lại cái nhìn sâu sắc đối với các hoạt động của Cơ quan Quản lý và các kế hoạch cho năm tài chính sắp tới vì chúng ảnh hưởng đến vấn đề gia cư công cộng có sự trợ giúp của tiểu bang của Cơ quan Quản lý. Kế hoạch Hàng năm Đề xuất bao gồm các thành phần sau:

1. Kế hoạch Cải tạo Cơ bản Đề xuất
2. Kế hoạch Bảo trì và Sửa chữa Đề xuất
3. Ngân sách Vận hành Hiện tại
4. Trả lời đối với những phát hiện trong bản Đánh giá Quản lý Hoạt động (PMR)
5. Danh sách các chính sách của cơ quan quản lý gia cư
6. Danh sách các quyết định miễn tuân thủ các quy định chi phối của Sở Gia cư và Phát triển Cộng đồng (EOHLC)
7. Các thành phần khác

Ngày và giờ điều trần: 6:30 PM và 12/10/2026

Địa điểm điều trần: 4 Cottage Street
Natick, MA. 01760

Các cư dân và cộng đồng được mời tham gia xem xét Kế hoạch Hàng năm trước phiên điều trần và có thể gửi ý kiến đóng góp của công chúng như được mô tả dưới đây. Cơ quan Quản lý phải cân nhắc các quan ngại của bất kỳ Tổ chức của Người Thuê nhà Địa phương (LTO) hay Hội đồng Cố vấn Cư dân (RAB) nào về các nhu cầu và ưu tiên và kết hợp một số hoặc tất cả các nhu cầu và ưu tiên đó trong bản thảo kế hoạch nếu Cơ quan Quản lý coi là phù hợp với việc quản lý hợp lý. Các ý kiến đóng góp có cơ sở sẽ được tóm tắt và đưa vào nội dung Kế hoạch Hàng năm khi nộp cho Sở Gia cư và Phát triển Cộng đồng (EOHLC).

- Các bản sao của Kế hoạch Hàng năm sẵn có tại văn phòng Cơ quan Quản lý hoặc quý vị có thể xem trực tuyến tại https://publichousingfacilityreview.mass.gov/Public?ap=316. Các bản này chỉ có bằng Tiếng Anh.
- Các ý kiến đóng góp có thể được nộp bằng lời tại buổi điều trần, gửi email cho văn phòng cơ quan quản lý gia cư, hoặc nộp ý kiến bằng văn bản tại văn phòng cơ quan quản lý gia cư. Các ý kiến đóng góp phải được nhận không muộn hơn giờ kết thúc phiên điều trần.
- Để đưa ra các yêu cầu về biện pháp điều chỉnh đặc biệt hợp lý, hãy liên hệ với văn phòng cơ quan quản lý gia cư trước 12/10/2026 lúc 6:30 PM.
- Thông tin liên hệ cho NATICK HOUSING AUTHORITY:
  Văn phòng: 4 Cottage Street Natick, MA 01760
  Điện thoại: 508-653-2971
  Email: SHur@natickha.org

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开公众听证会的通知

NATICK HOUSING AUTHORITY 邀请所有租户和公众

对本管理局的{　}财政年度建议的《年度计划》进行审查

该《年度计划》旨在深入了解本管理局的运作和下一财政年度的计划，因为它们会影响到管理局的有国家援助的公共住房。建议的年度计划包括以下内容：2027

1.建议的资本改善计划

2.建议的维修计划

3.当前的运营预算

4.对绩效管理审查（PMR）调查结果的回应

5.住房管理局政策一览表

6.从住房和社区发展部（EOHLC）的法规可豁免的条例清单

7.其他基本点

听证会时间和日期: 6:30 PM 在 12/10/2026

听证会地点: 4 Cottage Street
Natick, MA. 01760

请租户和公众在听证会之前审阅《年度计划》，并可以按照以下说明提交公众意见。本管理局将考虑任何地方租户组织（LTO）或居民咨询委员会（RAB）对需求和需优先考虑的事项的关注，并在管理局认为是与明智、稳妥的管理相一致的情况下，将部分或全部此类需求和需优先考虑的事项纳入计划草案。公众的实质性意见会被汇总并纳入《年度计划》，然后被提交给住房和社区发展部（EOHLC）。

- 可以在管理局的办公室获得《年度计划》的副本，或者可以上网进入 https://publichousingfacilityreview.mass.gov/Public?ap=316 在线查看。那些副本或网上内容是用英语的。
- 各位要提出评论，可以在听证会上通过口头方式、或通过向住房管理局的办公室发送电子邮件、或在住房管理局的办公室当面提交书面评论。所有评论必须在公众听证会结束之前收到。
- 对于合理的需通融的要求，请在{时间}之前通过6:30 PM 在 12/10/2026 与住房管理局的办公室联系。
- NATICK HOUSING AUTHORITY 的联系方式：
  办公室：4 Cottage Street Natick, MA 01760
  电话：508-653-2971
  电子邮件：SHur@natickha.org

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Aviso de Audiência Pública

O NATICK HOUSING AUTHORITY
convida todos os locatários e o público em geral para uma revisão do plano anual proposto pela Autoridade para o ano fiscal 2027

O Plano Anual é destinado a fornecer insights sobre as operações e planos da Autoridade para o próximo ano fiscal, uma vez que afetam as habitações públicas da Autoridade. O plano anual proposto é composto pelos seguintes elementos:

1. Plano de melhoria de capital proposto
2. Plano de manutenção e reparação proposto
3. Orçamento operacional atual
4. Respostas aos achados da Revisão de Gerenciamento de Desempenho (PMR)
5. Lista de políticas da autoridade habitacional
6. Lista de isenções de regulamentos aplicáveis do Departamento de Habitação e Desenvolvimento Comunitário (EOHLC)
7. Outros elementos

Data e hora da audiência: 6:30 PM on 12/10/2026

Local da audiência: 4 Cottage Street
Natick, MA. 01760

Os residentes e o público em geral são convidados a revisar o Plano Anual antes da audiência e podem enviar comentários públicos, conforme indicado abaixo. A Autoridade deve considerar as preocupações de qualquer Organização de Locatários Locais (LTO) ou Conselho Consultivo de Residentes (RAB) em relação às necessidades e prioridades e incorporar algumas ou todas essas necessidades e prioridades ao projeto do plano se a Autoridade considerar que é consistente com a boa gestão. Os comentários substanciais serão resumidos e incluídos no Plano Anual quando este for submetido ao Departamento de Habitação e Desenvolvimento Comunitário (EOHLC).

- Cópias do Plano Anual estão disponíveis no escritório da Autoridade ou podem ser analisadas on-line em https://publichousingfacilityreview.mass.gov/Public?ap=316 . Estas estão apenas no idioma inglês.
- Os comentários podem ser apresentados oralmente na audiência, por e-mail para o escritório da autoridade habitacional ou por escrito para o escritório da autoridade habitacional. Os comentários devem ser recebidos, no máximo, até o encerramento da audiência pública.
- Para solicitações razoáveis de acomodação, entre em contato com o escritório da autoridade habitacional em 12/10/2026 às 6:30 PM.
- Informações de contato para NATICK HOUSING AUTHORITY:
  Escritório: 4 Cottage Street Natick, MA 01760
  Telefone: 508-653-2971
  E-mail: SHur@natickha.org

Detailed Instructions for Remote Access

Natick Housing Authority

Annual Plan Hearing

December 10th, 2026 @ 6:30 PM

4 Cottage Street

Natick, MA. 01760

In Our Community Room

To View Our Annual Plan

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Уведомление о публичном слушании

NATICK HOUSING AUTHORITY
приглашает всех жильцов и представителей общественности принять участие в рассмотрении предлагаемого Управлением Годового плана на фискальный год 2027

Целью Годового плана является представление сведений о деятельности и планах Управления на предстоящий фискальный год в том, что касается предоставления социального жилья Управлением при поддержке государства. Предлагаемый Годовой план включает следующие разделы:

1. Предлагаемый план капитального ремонта ;
2. Предлагаемый план технического обслуживания и ремонта;
3. Смета текущих расходов;
4. Ответы по результатам оценки организации хозяйственной деятельности (PMR);
5. Список политик Жилищного управления;
6. Список отказов от постановлений Департамента жилищного хозяйства и общественного развития (EOHLC);
7. Другие разделы.

Время слушания: 6:30 PM Дата слушания 12/10/2026

Место проведения слушания: 4 Cottage Street
Natick, MA. 01760

Жильцы и представители общественности приглашаются принять участие в рассмотрении Годового плана перед началом слушания и могут делать открытые замечания, как указано ниже. Управление рассмотрит замечания Местной жилищной организации (LTO) или Жилищного консультационного совета (RAB), касающиеся потребностей и приоритетов жильцов, и включит все такие приоритеты и потребности или их часть в проект плана, если Управление посчитает, что они соответствуют принципам рационального управления. Содержательные замечания будут резюмированы и включены в Годовой план при его подаче в Департамент жилищного хозяйства и общественного развития (EOHLC).

- Копии Годового плана можно получить в офисе Управления или на сайте: https://publichousingfacilityreview.mass.gov/Public?ap=316 . Документы доступны только на английском языке.
- Замечания можно сделать устно в ходе слушания, а также отправить их по электронной почте в офис Жилищного управления или оставив их в письменном виде в офисе Управления. Замечания должны быть получены до закрытия публичного слушания.
- Разумные запросы о размещении можно направить в офис Жилищного управления до 12/10/2026 6:30 PM
- Контактная информация NATICK HOUSING AUTHORITY

  Офис: 4 Cottage Street Natick, MA 01760

  Телефон: 508-653-2971

  Адрес эл. почты: SHur@natickha.org

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Avi Odisyon Piblik

NATICK HOUSING AUTHORITY
ap envite tout lokatè ak piblik la an jeneral nan yon revizyon Plan Anyèl pou Ane Fiskal la ke Administrasyon an Pwopoze 2027

Plan Anyèl la fèt nan entansyon pou bay apèsi sou operasyon Otorite a ak plan pou ane fiskal k ap vini a nan fason k ap afekte lojman piblik Administrasyon ke eta a finanse. Plan Anyèl yo pwopoze a te gen eleman sa yo ladann:

1. Plan Amelyorasyon Kapital yo Pwopoze
2. Plan Antretyen ak Reparasyon yo Pwopoze
3. Bidjè Operasyon Aktyèl
4. Rezilta Revizyon Repons Jesyon Pèfòmans lan (Performance Management Review, PMR)
5. Lis règleman administrasyon lojman yo
6. Lis egzonerasyon règlemantasyon k ap fè otorite nan Depatman Lojman ak Devlopman Kominotè a (Executive Office of Housing and Livable Communities, EOHLC)
7. Lòt eleman yo

Dat ak lè odisyon: 6:30 PM nan dat 12/10/2026

Adrès odisyon an: 4 Cottage Street
Natick, MA. 01760

N ap envite rezidan yo ak piblik la an jeneral pou vin fè revizyon Plan Anyèl la avan odisyon an epi yo gendwa soumèt kòmantè piblik jan sa note annapre a. Administrasyon an pral konsidere enkyetid nenpòt Òganizasyon Lokatè Lokal (LTO) oswa Komite Konsiltatif Rezidan (Resident Advisory Board, RAB) anrapò ak bezwen preyorite epi enkòpore kèlke nan yo oswa tout nan bezwen sa yo ak priyorite yo nan dokiman plan an si Administrasyon an jije ke sa nesesè pou on bon jesyon. Y ap fè rezime kòmantè enpòtan yo epi mete yo nan Plan Anyèl la lè yo te soumèt li bay Depatman Lojman ak Devlopman Kominotè (Department of Housing and Community Development, EOHLC).

- Kopi Plan Anyèl yo disponib nan biwo Administrasyon an oswa w ka revize anliy nan https://publichousingfacilityreview.mass.gov/Public?ap=316. Sa yo se nan lang Anglè sèlman.
- Yo gendwa soumèt kòmantè yo vèbalman nan odisyon an, pa imèl bay biwo administrasyon lojman an, oswa nan soumisyon kòmantè ekri w yo nan biwo administrasyon lojman an. Yo ta dwe voye kòmantè yo nan yon moman ki pa pi ta pase odisyon piblik la.
- Pou demand akomodasyon rezonab kontakte biwo administrasyon lojman an kote w ap 12/10/2026 a 6:30 PM.
- Enfòmasyon kontak pou NATICK HOUSING AUTHORITY:
  Biwo: 4 Cottage Street Natick, MA 01760
  Telefòn: 508-653-2971
  Imèl: SHur@natickha.org

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NATICK HOUSING AUTHORITY
Proposed Annual Plan for Fiscal Year 2027
For State-Aided Public Housing

The Annual Plan is a document compiled by housing authority staff in advance of each new fiscal year. The plan serves as both a tool for the Local Housing Authority (LHA) to reflect upon the prior fiscal year, and as an opportunity to develop a clear and transparent plan that builds on successes, identifies needs, and corrects any issues that have arisen in prior years. Additionally, the Annual Plan is an important tool for tenants, who may use the document to better understand the operations and needs of their housing authority, advocate for changes to policies and procedures, access data about the housing authority, and participate in their housing authority's governance.

In addition to the physical document, the Annual Plan is also a process of public engagement. Throughout the Annual Plan process, the LHA executive director or their designee will be expected to review the Plan with any Local Tenant Organizations (LTO's) and Resident Advisory Board (RAB) before the LHA presents the plan to the LHA Board of Commissioners; make a draft available for review to all residents and the general public; post on the website and make a copy available to each LTO at least 30 business days before the public hearing; hold a hearing on the document; and collect, integrate, and report back on substantive comments. Additionally, the Board will read, offer recommendations, and approve the Annual Plan in advance of its submission to EOHLC.

The law that mandates the Annual Plan is An Act Relative to Local Housing Authorities, Massachusetts General Laws, Chapter 121B Section 28A. The regulation that expands upon Section 28A is 760 CMR 4.16. The regulations that address Local Tenant Organization (LTO) and resident participation in the Annual Plan are 760 CMR 6.09 (3)(h) and 760 CMR 6.09(4)(a)(4).

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

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

State-Aided Public Housing Developments

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-01	Elderly	CEDAR GARDENS 667-1	5	1958	47
667-02	Elderly	CEDAR GARDENS 667-2	4		44
667-03	Elderly	CEDAR GARDENS 667-3	6		72
667-04	Elderly	CEDAR GARDENS 667-4	8		96
667-05	Elderly	COOLIDGE GARDENS	1	1982	45
200-01	Family	FOREST GREEN	26	1950	52
705-02	Family	SCATTERED SITE	5	1890	10
705-04	Family	WEST HILL PARK	4	1989	16
667-06	Elderly	WM COOLIDGE House DMH	1	1990	10
	Family	Family units in smaller developments	7		11
	Other	Other Special Occupancy units	2		10
Total			69		413

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.

NATICK HOUSING AUTHORITY manages 13 MRVP vouchers.

Federally Assisted Developments

NATICK HOUSING AUTHORITY also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 102 households.

LHA Central Office

NATICK HOUSING AUTHORITY
4 Cottage Street Natick, MA 01760

Andrew Skoog, Executive Director
Phone: 508-653-2971
Email: ASkoog@natickha.org

LHA Board of Commissioners

	Role	Category	From	To
David Ciminelli	Member		02/01/2023	02/01/2028
Deborah Doucette	Member		03/27/2024	03/27/2029
Meg Kiely Close	Chair		02/01/2013	02/01/2023
Jeremy Kadden	Member		05/01/2025	05/01/2030
John Jennings	Member		04/17/2026	03/31/2031

Plan History

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

REQUIREMENT		DATE COMPLETED
A.	Advertise the public hearing on the LHA website.	10/21/2026
B.	Advertise the public hearing in public postings.	10/21/2026
C.	Notify all LTOs or RAB (if there is one) of the hearing and provide access to the Proposed Annual Plan.	10/21/2026
D.	Post draft AP for tenant and public viewing.	10/21/2026
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	
G.	Executive Director presents the Annual Plan to the Board.	
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	

This Annual Plan (AP) will be reviewed by the Executive Office of Housing and Livable Communities (EOHLC) following the public comment period, the public hearing, and LHA approval.

Capital Improvement Plan (CIP) Description

What Is the Capital Improvement Plan?

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

How Projects Are Funded Each Year

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

Why Plans and Costs May Change

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

Why Project Schedules Can Shift

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

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

Other Funding Sources

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

The CIP includes the following parts:

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

Active and Proposed Projects with Projected Spending by Fiscal Year

Active Projects			
Project #	**Project Title**	**Development**	**Total Development Cost**
202142	AIP: 667 Routine Turnovers		$62,800.00
202144	Asbestos Abatement CR	CEDAR GARDENS 667-1	$37,340.00
202029	2008 Master CFA		$4,150.00
202123	ARPA TAR - Fire Alarm System Upgrade	CEDAR GARDENS 667-1	$1,336,286.35
202143	Tub Cuts-ARPA Earmark	COOLIDGE GARDENS	$60,500.00
202132	ARPA Window Rplmts 200-1	FOREST GREEN	$2,255,055.07
202133	Entry Stoop Repairs & Replacement	FOREST GREEN	$122,300.00
202135	Emergency Elevator Repair and Replacement	COOLIDGE GARDENS	$487,475.00
202136	Bath Repairs Labor	GROUP HOMES	$0.00
202137	Window Rplcmts 705-3	SCHOOL STREET	$231,000.00
202140	Envelope Survey & Repairs 667-5	COOLIDGE GARDENS	$57,205.00
202141	Window Replacement	WM COOLIDGE House DMH	$120,875.00
202127	Concrete Exterior Stair Repairs	CEDAR GARDENS 667-1	$5,280.00
Total			$4,780,266.42

Proposed Projects			
FY2027		**Available Formula Funding:**	**$728,169.38**
Project Title	**Development**	**Total Development Cost**	**Special Award(s) Requested**
This year's funding is being applied to increased costs for previous projects, with no new projects proposed for this plan year.			

Proposed Projects		
FY2028	**Anticipated Formula Funding:**	**$728,169.38**
Project Title	**Development**	**Total Development Cost**
Roof Replacement OR (6671)	CEDAR GARDENS 667-1	$195,127.00
Roof Replacement OR (6672)	CEDAR GARDENS 667-2	$111,801.00
Roof Replacement OR (200-1)	FOREST GREEN	$60,494.00
Total		$367,422.00

Proposed Projects		
FY2029	**Anticipated Formula Funding:**	**$728,169.38**
Project Title	**Development**	**Total Development Cost**
New siding and windows 92 South Main St.	SCATTERED SITE	$123,988.00
New Siding and Trim 1 Westview Ave.	SCATTERED SITE	$36,068.00
New Roof & Siding 40-42 Curve St.	FOREST GREEN	$77,324.00
Total		$237,380.00

Years 4 (reflect estimated annual planning amounts)		
FY2030		
Project Title	**Development**	**Total Development Cost**
New siding at 36-38 Bennett	FOREST GREEN	$66,569.00
New siding and windows 2 Hunter Ct.	SCATTERED SITE	$83,355.00
Total		$149,924.00

Years 5 (reflect estimated annual planning amounts)		
FY2031		
Project Title	**Development**	**Total Development Cost**
Replace front entry doors and storm doors	CEDAR GARDENS 667-4	$162,858.00
Total		$162,858.00

The 'Narrative Questions' with Additional Information

1. Project Closeout

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

Answer: Yes

Explanation: We close projects out throughout the year after warranties are up.

2. Request for Additional Funding

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

3. Overall Goals of the Capital Improvement Plan

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

Explanation: Our primary goal is to work closely with residents to identify and prioritize projects that have the greatest impact on their daily lives and enhance their overall quality of living. We also place a strong emphasis on life safety improvements, ensuring these projects receive the highest priority. In addition, we are committed to advancing projects that promote energy conservation, sustainability, and the long-term efficiency of our properties.

4. Changes from the Previous CIP

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

Explanation: As a result of the continued support and partnership of RCAT and EOHLC, we are now in a position to focus on projects that were previously lower on our priority list but will have a meaningful impact on the daily lives of our residents. However, due to our current funding constraints and negative funding balance, we must defer our roof replacement projects until FY2028.

5. Requirements from previous CIP approval

A. Approval Requirements

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

Answer: No

6. Project Priorities

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

Answer: Yes

7. High Priority Deficiencies

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

Answer: No

8. Accessibility

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

Answer: No

9. Special Needs Development

A. DMH/DDS Developments

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

Answer: Yes

B. DMH/DDS Projects

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

Service Provider Input Completion Date: 09/17/2026

Answer: Yes

10. Sustainability Program

Are you requesting Sustainability Funding for any of your projects?

Answer: No

11. Solar Initiatives

Does your current CIP contain roof replacement projects?

Answer: Yes

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

Answer: No

Explanation: Natick doesn't have any interest in solar panels at their property's.

12. Resilience

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

Answer: Yes

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

Answer: No

Explanation: Due to NHA having an extreme heat vulnerability. Considerations will be made to address the Design and construction guideline and the Complete Climate Resilience Design Guidelines at the Study/ Design Phase of this project.

13. Fossil Fuels

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

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

Answer: No

14. Vacant Units

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

Explanation: no projects affect vacant units

15. EOHLC/RCAT Assistance

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

Answer: Yes

Explanation: John Collins-RCAT NE

16. Certification Statement

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

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

Answer: Yes

17. Other Comments

Comments:

Maintenance and Repair Plan

Maintenance Objective

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

About This Maintenance and Repair Plan

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

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

Classification and Prioritization of Maintenance Tasks

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

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

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

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

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

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

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call Answering Service	508-270-7443	Emergency after hours
Call LHA at Phone Number	508-653-2971	M-F 8:00 AM - 4:00 PM, with service backup with prompt to press * for emergency
Other		

See attached **Preventative Maintenance Plan** for more details.

List of Emergencies - Emergencies are those conditions which are immediately threatening to the life or safety of our residents, staff, or structures. The following is a list of typical conditions that warrant an emergency response. If there is an emergency condition whether or not enumerated on this list please notify the office or answering service at the numbers listed above. If you have any questions regarding this list or other matters that may constitute an emergency, please contact the NATICK 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		
Call Housing Authority Office	508-653-2971	M-F 8:00 AM - 4:00 PM
Submit Online at Website	www.natickha.org	Anytime
Email to Following Email		
Other		

Work Order Management

A. EOHLC review of this housing authority's operations shows that the authority uses the following system for tracking work orders: PHA Network
B. We do track deferred maintenance tasks in our work order system.
C. Our work order process includes the following steps:

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

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

Maintenance Plan Narrative

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

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

   We have received positive feedback from the tenants, however there were discrepancies in in keeping up with work orders in the past.

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

   Fill in here

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

   The new ED will assess the entire maintenance dept. Evaluate the future needs and make the necessary changes & adjustment moving forward.

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	$856,391.00	$240,000.00
Last Fiscal Year Actual Spending	$783,313.00	$203,865.00
Current Fiscal Year Budget	$900,855.00	$205,000.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	24
Average time from date vacated to make unit "Maintenance Ready"	60 days
Average time from date vacated to lease up of unit	83 days

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

Attachments

These items have been prepared by the NATICK HOUSING AUTHORITY and appear on the following pages:

Preventive Maintenance Schedule - a table of preventive maintenance items showing specific tasks, who is responsible (staff or vendor), and the month(s) they are scheduled

Deferred Maintenance Schedule - a table of maintenance items which have been deferred due to lack of resources.

Preventive Maintenance Schedule and Checklist

Natick HA | **200, 705- 3,4,C**

Natick HA

LIFE AND SAFETY SYSTEMS

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
IDENTIFY ALL ITEMS THAT REQUIRE PM WORK/INSPECTION - LIST ITEMS WITH DECRIPTION OF WORK NEEDED	**HOW OFTEN PM WORK IS NEEDED PER TASK**	**BY LHA OR CONTRACTOR**												
FIRE ALARM - System type - Desription of work per item listed is recommended	Annually	con			x									
FIRE ALARM - Local type - check expiration date, change batteries, confirm all detectors are working and installed where required	Annually	con			x									
BUILDING SPRINKLER	Annually	con				x								
BACKFLOW DEVICE	Annually	con				x								
FIRE PUMP	Annually	con				x								
KITCHEN HOOD FIRE SUPPRESSION SYSTEM - inspection and maintained														
FIRE EXTINGUISHERS	Annually	con			x									
FIRE DOORS														
FIRE HYDRANTS														
GENERATORS														
ELEVATORS	Annually	con					x							
EXIT SIGNS	Annually	con			x									
EMERGENCY LIGHTING	annually	con			x									
SECURITY SYSTEMS														

DWELLING UNIT

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ANNUAL INSPECTIONS	annual	CON			X									
PEST CONTROL						X								

Preventive Maintenance Schedule and Checklist

Natick HA | **200, 705- 3,4,C**

HVAC/ASHP FILTERS AND CLEANING						X								
SMOKE /CO DETECTORS	annually	CON				XXX								
BLOCKED EGRESS														
ACCUMULATION OF DEBRIS														

BUILDING ENVELOPE

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ROOFS	constantly	LHA			X					X				
WINDOWS AND DOORS	constantly	LHA			X					X				
GUTTERS AND DOWNSPOUTS	constantly	LHA			X					X				
SIDING/TRIM	constantly	LHA			X					X				
FLASHING	constantly	LHA			X					X				
FOUNDATION	constantly	LHA			X					X				
LIGHTING/ELECTRICAL	constantly	LHA			X					X				
FOUNDATION	constantly	LHA			X					X				
PEST CONTROL	annually													

SITE AND GROUNDS

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
WALWAYS/SIDEWALKS	constantly	LHA				X					X			
LIGHTING	constantly	LHA				X					X			
ROADS/PARKING LOTS	constantly	LHA				X					X			
CATCH BASINS AND STORM DRAINS	constantly	LHA				X					X			
TREES AND SHRUBS	constantly	LHA				X					X			
LAWNS AND GARDENS	constantly	LHA				X					X			
DUMPSTERS AND TRASH REMOVAL	constantly	LHA				X					X			

MECHANICAL, ELECTRICAL AND BUILDING SYSTEMS

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
BOILER SERVICE	ANNUALLY	CON				X					X			
CONDENSATE PUMPS						X					X			
HVAC SYSTEMS	ANNUAL	CON				X					X			
AIR SOURCE HEAT PUMPS						X					X			

Preventive Maintenance Schedule and Checklist														
Natick HA			**200, 705- 3,4,C**											
ELECTRICAL PANELS/COMPONENTS						X					X			
ELEVATORS	MONTHLY	CON	X	X	X	X	X	X	X	X	X	X	X	X
SEPTIC/SEWERAGE PUMPS						X					X			
SUMP PUMPS						X					X			
VENTS						X					X			
DOMESTIC WATER						X					X			
TRASH COMPACTOR											X			
TRASH CHUTES AND DOORS						X					X			
VEHICLES AND EQUIPMENT														
TASK	**Frequency**	**By**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
TRUCKS/TRAILERS	CONSTANTLY	LHA	x			x			x			x		
LAWN MOWERS	seasonally	LHA			x									
SNOW REMOVAL EQUIPMENT	seasonally	LHA									x			
PLOWS	**seasonally**	**LHA**									**xx**			
TOOLS	**CONSTANTLY**	**LHA**	**x**			**x**			**x**			**x**		

Preventive Maintenance Schedule and Checklist	
Natick HA	**200, 705- 3,4,C**

Preventive Maintenance Schedule and Checklist

Natick HA | **667-C , 667-5**

Natick HA

LIFE AND SAFETY SYSTEMS

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
IDENTIFY ALL ITEMS THAT REQUIRE PM WORK/INSPECTION - LIST ITEMS WITH DECRIPTION OF WORK NEEDED	**HOW OFTEN PM WORK IS NEEDED PER TASK**	**BY LHA OR CONTRACTOR**												
FIRE ALARM - System type - Desription of work per item listed is recommended	Annually	con			x									
FIRE ALARM - Local type - check expiration date, change batteries, confirm all detectors are working and installed where required	Annually	con			x									
BUILDING SPRINKLER	Annually	con				x								
BACKFLOW DEVICE	Annually	con				x								
FIRE PUMP	Annually	con				x								
KITCHEN HOOD FIRE SUPPRESSION SYSTEM - inspection and maintained														
FIRE EXTINGUISHERS	Annually	con			x									
FIRE DOORS														
FIRE HYDRANTS														
GENERATORS														
ELEVATORS	Annually	con					x							
EXIT SIGNS	Annually	con			x									
EMERGENCY LIGHTING	annually	con			x									
SECURITY SYSTEMS														

DWELLING UNIT

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ANNUAL INSPECTIONS	annual	CON			X									
PEST CONTROL						X								

Preventive Maintenance Schedule and Checklist

Natick HA			667-C , 667-5											
HVAC/ASHP FILTERS AND CLEANING						X								
SMOKE /CO DETECTORS	annually	CON				XXX								
BLOCKED EGRESS														
ACCUMULATION OF DEBRIS														

BUILDING ENVELOPE

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ROOFS	constantly	LHA			X					X				
WINDOWS AND DOORS	constantly	LHA			X					X				
GUTTERS AND DOWNSPOUTS	constantly	LHA			X					X				
SIDING/TRIM	constantly	LHA			X					X				
FLASHING	constantly	LHA			X					X				
FOUNDATION	constantly	LHA			X					X				
LIGHTING/ELECTRICAL	constantly	LHA			X					X				
FOUNDATION	constantly	LHA			X					X				
PEST CONTROL	annually													

SITE AND GROUNDS

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
WALWAYS/SIDEWALKS	constantly	LHA				X					X			
LIGHTING	constantly	LHA				X					X			
ROADS/PARKING LOTS	constantly	LHA				X					X			
CATCH BASINS AND STORM DRAINS	constantly	LHA				X					X			
TREES AND SHRUBS	constantly	LHA				X					X			
LAWNS AND GARDENS	constantly	LHA				X					X			
DUMPSTERS AND TRASH REMOVAL	constantly	LHA				X					X			

MECHANICAL, ELECTRICAL AND BUILDING SYSTEMS

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
BOILER SERVICE	ANNUALLY	CON				X					X			
CONDENSATE PUMPS						X					X			
HVAC SYSTEMS	ANNUAL	CON				X					X			
AIR SOURCE HEAT PUMPS						X					X			

Preventive Maintenance Schedule and Checklist														
Natick HA			**667-C , 667-5**											
ELECTRICAL PANELS/COMPONENTS						X					X			
ELEVATORS	MONTHLY	CON	X	X	X	X	X	X	X	X	X	X	X	X
SEPTIC/SEWERAGE PUMPS						X					X			
SUMP PUMPS						X					X			
VENTS						X					X			
DOMESTIC WATER						X					X			
TRASH COMPACTOR											X			
TRASH CHUTES AND DOORS						X					X			
VEHICLES AND EQUIPMENT														
TASK	**Frequency**	**By**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
TRUCKS/TRAILERS	CONSTANTLY	LHA	x			x			x			x		
LAWN MOWERS	seasonally	LHA			x									
SNOW REMOVAL EQUIPMENT	seasonally	LHA									x			
PLOWS	**seasonally**	**LHA**									**xx**			
TOOLS	**CONSTANTLY**	**LHA**	**x**			**x**			**x**			**x**		

Preventive Maintenance Schedule and Checklist	
Natick HA	**667-C , 667-5**

Natick Housing Authority

Deferred Maintenance Report

For work orders deferred between 1/1/2026 and 10/31/2026

Date Deferred	Work Description	Location/ Bldg/Unit	Reason Deferred	Estimated Costs	Material Needed	Original Work Order No.	Target Completion Date	Actual Completion Date	Other Comments
02/27/2026	(UPDATED) 2/27/26 residents mail box is standard mail box that we us through out property has call office for a reasonable accom form tenant reports that he needs a mailbox because he gets med's delivered to apt and they are being left the ground.	667-C4/CG-D/28	resident needs to fill out reasonable accomadation form	$0.00		62232	04/28/2026		
03/18/2026	Heating and Plumbing: Personal items being stored in HVAC closet causing a potential fire hazard	705-C3/SS/SS15	office needs to notify resident	$0.00		62454	05/17/2026		
03/20/2026	requesting handrail in tub rt hand side	667-5/COOL/33	resident needs to put in reasonable accomidation form with the office	$0.00		62365	05/19/2026		
03/23/2026	The flag at the flag pole is ripped and needs to be replaced.	667-C4/COM/COM	flag has been ordered	$0.00		62420	05/22/2026	3/26/2026	flags hung
03/18/2026	tenant states there is mold all over in bathroom, it was there when they moved in.	200-1/FF60-62/FF62	this is not mold it is mildew resident has to clean shower and grout lines office to notify tenant	$0.00		62425	05/17/2026		
03/18/2026	Heating and Plumbing: Personal items being stored in HVAC closet causing a possible fire hazard	705-C3/SS/SS09	office needs to notify resident	$0.00		62449	05/17/2026		
04/06/2026	bathroom mirror broke	200-1/FB24-26/FB26	special order med cabinet	$0.00		62411	06/05/2026		
04/03/2026	Heating and Plumbing: Extreme amount of lint built up behind the dryer causing potential fire hazard	705-4/WH-5/WH5	Tenant issue, admin. Action required	$0.00		62529	06/02/2026		
03/31/2026	Living Room: Tenant installed hardwired light fixture running from outlet in living room	705-4/WH-6/WH6	office has to notify resident	$0.00		62545	05/30/2026		

Natick Housing Authority

Deferred Maintenance Report

For work orders deferred between 1/1/2026 and 10/31/2026

Date Deferred	Work Description	Location/ Bldg/Unit	Reason Deferred	Estimated Costs	Material Needed	Original Work Order No.	Target Completion Date	Actual Completion Date	Other Comments
03/31/2026	General Health and Safety: Rear egress blocked with personal items to include furniture, boxes, and Tupperware bins	200-1/FH75-77/FH77	office has to notify resident	$0.00		62557	05/30/2026		
03/31/2026	General Health and Safety: Stairwell blocked with wooden desk	200-1/FH75-77/FH77	office has to notify resident	$0.00		62558	05/30/2026		
03/31/2026	Heating and Plumbing: Personal items being stored on top of and near HVAC components	200-1/FH75-77/FH75	office has to notify resident	$0.00		62560	05/30/2026		
04/06/2026	Resident is requesting to have the mold removed from around the tub. Thanks	200-1/FF58-59/FF59	this is a house keeping issue office to notify resident to clean grout and all surfaces of the shower	$0.00		62582	06/05/2026		
04/10/2026	LOOSE TILES and/or BROKEN TILES Located in Common hallway Landing	667-C4/CG-K/50B	DEFERRED FOR ABAITMENT	$0.00		62660	06/09/2026		
05/04/2026	new kitchen new bathroom new flooring through out the apartment new appliance	667-C4/CG-V/156C	renovation in progress	$0.00		62386	07/03/2026		
05/04/2026	new kitchen new bathroom new flooring through out the apartment new appliance	667-C4/CG-V/156C	renovation in progress	$0.00		62386	07/03/2026		
05/08/2026	Resident reports that there are floor tiles in front of the kitchen that are loose and coming up. Thanks	667-C4/CG-M/84A	Needs to have new floor put down	$0.00		62638	07/07/2026		
05/08/2026	Resident reports that there are floor tiles in front of the kitchen that are loose and coming up. Thanks	667-C4/CG-M/84A	Needs to have new floor put down	$0.00		62638	07/07/2026		

Natick Housing Authority

Deferred Maintenance Report

For work orders deferred between 1/1/2026 and 10/31/2026

Date Deferred	Work Description	Location/ Bldg/Unit	Reason Deferred	Estimated Costs	Material Needed	Original Work Order No.	Target Completion Date	Actual Completion Date	Other Comments
05/06/2026	KITCHEN FLOOR Tile(s) need to be replaced/repaired	667-C4/CG-N/92C	Needs to be repaired abated for asbestos	$0.00		62644	07/05/2026		
05/06/2026	KITCHEN FLOOR Tile(s) need to be replaced/repaired	667-C4/CG-N/92C	Needs to be repaired abated for asbestos	$0.00		62644	07/05/2026		
04/17/2026	Resident reports that the banisters at the front entrance are rotting and falling apart. Thanks	667-6/WMCH/COM	BEGIN SCHUEDULED BY RANDY WATERS	$0.00		62671	06/16/2026		
04/14/2026	Resident reports that have two holes in the shower tub wall area due to missing tiles. Also, the bathroom floor tiles have been repaired recently but they are loose again on the floor.	667-C4/CG-T/138A	For tile replacement	$0.00		62672	06/13/2026		
05/04/2026	General Health and Safety: Clutter throughout unit	200-1/FF44-46/FF44	office needs notify tenant	$0.00		62732	07/03/2026		
05/04/2026	Bathroom: Mildew built up along walls and tub	200-1/FF52-53/FF53	office needs to notify resident house keeping issue	$0.00		62746	07/03/2026		
06/01/2026	General Health and Safety: Clutter inside unit causing tripping hazard	200-1/FB55-56/FB56	Office needs to contact tenant apartment is in poor condition.	$0.00		62932	07/31/2026		
06/02/2026	Kitchen: Work order in place for damaged kitchen cabinets	200-1/FB60-62/FB60	Office needs to have company replace entire jitchen	$0.00		62933	08/01/2026		
06/01/2026	Other Rooms Used for Living and Halls: Light covers removed on ceiling light fixtures	200-1/FB64-66/FB64	Office needs to tell tenant to reinstall. She takes them down every year because she doesn't like them.	$0.00		62937	07/31/2026		

Natick Housing Authority

Deferred Maintenance Report

For work orders deferred between 1/1/2026 and 10/31/2026

Date Deferred	Work Description	Location/ Bldg/Unit	Reason Deferred	Estimated Costs	Material Needed	Original Work Order No.	Target Completion Date	Actual Completion Date	Other Comments
05/29/2026	please finish repair work on walls from the fire alarm system that was not completed.	667-C4/CG-P/106C	Private contractors from alarm company need to paint every apartment they patched.	$0.00		62955	07/28/2026		
05/29/2026	please finish repair work on walls from the fire alarm system that was not completed.	667-C4/CG-P/106C	Private contractors from alarm company need to paint every apartment they patched.	$0.00		62955	07/28/2026		
05/29/2026	please finish repair work on walls from the fire alarm system that was not completed.	667-C4/CG-P/106C	Private contractors from alarm company need to paint every apartment they patched.	$0.00		62955	07/28/2026		
06/16/2026	Bathroom: Interior of tub is peeling	200-1/FB44-46/FB44	Needs porcelain patch to reglaze tub	$0.00		62913	08/15/2026		
06/16/2026	Bathroom: Interior of tub is peeling	200-1/FB44-46/FB44	Needs porcelain patch to reglaze tub	$0.00		62913	08/15/2026		
06/02/2026	Kitchen: Work order in place for damaged kitchen cabinets	200-1/FB60-62/FB60	Office needs to have company replace entire jitchen	$0.00		62933	08/01/2026		
06/02/2026	Kitchen: Work order in place for damaged kitchen cabinets	200-1/FB60-62/FB60	Office needs to have company replace entire jitchen	$0.00		62933	08/01/2026		
06/02/2026	Kitchen: Work order in place for damaged kitchen cabinets	200-1/FB60-62/FB60	Office needs to have company replace entire jitchen	$0.00		62933	08/01/2026		
06/02/2026	Kitchen: Work order in place for damaged kitchen cabinets	200-1/FB60-62/FB60	Office needs to have company replace entire jitchen	$0.00		62933	08/01/2026		

Natick Housing Authority

Deferred Maintenance Report

For work orders deferred between 1/1/2026 and 10/31/2026

Date Deferred	Work Description	Location/ Bldg/Unit	Reason Deferred	Estimated Costs	Material Needed	Original Work Order No.	Target Completion Date	Actual Completion Date	Other Comments
06/02/2026	Kitchen: Work order in place for damaged kitchen cabinets	200-1/FB60 -62/FB60	Office needs to have company replace entire jitchen	$0.00		62933	08/01/2026		
06/02/2026	Kitchen: Work order in place for damaged kitchen cabinets	200-1/FB60 -62/FB60	Office needs to have company replace entire jitchen	$0.00		62933	08/01/2026		
06/02/2026	Kitchen: Work order in place for damaged kitchen cabinets	200-1/FB60 -62/FB60	Office needs to have company replace entire jitchen	$0.00		62933	08/01/2026		
06/02/2026	Kitchen: Work order in place for damaged kitchen cabinets	200-1/FB60 -62/FB60	Office needs to have company replace entire jitchen	$0.00		62933	08/01/2026		
06/02/2026	Kitchen: Work order in place for damaged kitchen cabinets	200-1/FB60 -62/FB60	Office needs to have company replace entire jitchen	$0.00		62933	08/01/2026		
06/02/2026	Kitchen: Work order in place for damaged kitchen cabinets	200-1/FB60 -62/FB60	Office needs to have company replace entire jitchen	$0.00		62933	08/01/2026		
06/02/2026	Kitchen: Work order in place for damaged kitchen cabinets	200-1/FB60 -62/FB60	Office needs to have company replace entire jitchen	$0.00		62933	08/01/2026		
06/02/2026	Kitchen: Work order in place for damaged kitchen cabinets	200-1/FB60 -62/FB60	Office needs to have company replace entire jitchen	$0.00		62933	08/01/2026		
06/18/2026	Missing Parquet floor tiles please refer to pics. Needs to have floor put over .	667-C4/CG-N/92D	Looks like tenant removed tiles. As he was requesting a new vinyl floor like his downstairs neighbor recieved.	$0.00		63121	08/17/2026		

Natick Housing Authority

Deferred Maintenance Report

For work orders deferred between 1/1/2026 and 10/31/2026

Date Deferred	Work Description	Location/ Bldg/Unit	Reason Deferred	Estimated Costs	Material Needed	Original Work Order No.	Target Completion Date	Actual Completion Date	Other Comments
06/18/2026	Missing Parquet floor tiles please refer to pics. Needs to have floor put over .	667-C4/CG-N/92D	Looks like tenant removed tiles. As he was requesting a new vinyl floor like his downstairs neighbor recieved.	$0.00		63121	08/17/2026		
06/22/2026	Bathroom: There is a two square foot hole in the ceiling above the toilet that has plastic stapled to it. Tenant states that it will drip water with heavy rain	667-C4/CG-B/12D	This work order is being deferred as root cause of issue is an ongoing roof leak. Roof must be repaired so ceiling and walls can be repaired.	$0.00		63155	08/21/2026		
06/22/2026	Bathroom: Paint is peeling above shower	667-C4/CG-B/14A	This ceiling has been scraped and patched previously as well as the bathroom Reno and keeps failing. It may be due the ongoing roof issue as well. The roof on B building needs to addressed so the ceilings and walls can be repaired properly	$0.00		63157	08/21/2026		
06/22/2026	Bathroom: Paint is bubbling and peeling above toilet and along wall	667-C4/CG-B/14D	This work order is being deferred as the root cause is an ongoing roof leak. Roof must be repaired so ceilings and walls can be properly repaired	$0.00		63160	08/21/2026		

Natick Housing Authority

Deferred Maintenance Report

For work orders deferred between 1/1/2026 and 10/31/2026

Date Deferred	Work Description	Location/ Bldg/Unit	Reason Deferred	Estimated Costs	Material Needed	Original Work Order No.	Target Completion Date	Actual Completion Date	Other Comments
06/22/2026	Bathroom: Paint above toilet and along wall is peeling and bubbling	667-C4/CG-B/16B	This work order is being deferred as the root cause is an ongoing roof leak. Roof must be repaired so ceilings and walls can be repaired properly. This unit butts up to 14D.	$0.00		63162	08/21/2026		
06/25/2026	6/24-front double door entrance to building does not close and lock properly and building is supposed to be secure from outside at all times. This is a complex push bar locking mechanism. Will need to be serviced or replaced by a door and lock company.	667-6/WMCH/COM	Doors need to be serviced by lock company, Perrin Lock	$0.00		63354	08/24/2026		
08/18/2026	Parquet Floor tile broken and lifted	667-C4/CG-N/92B	Office needs to coordinate apartment floor to be redone	$0.00		63557	10/17/2026		
07/28/2026	Kitchen: Aluminum foil on knobs and surrounding stove top	667-C4/CG-G/42B	Tenant issue, not maintenance. Tenant needs to be notified to remove any aluminum foil from the stove area. Office send notification.	$0.00		63569	09/26/2026		
08/27/2026	Bathroom: Peeling paint along ceiling	667-C4/CG-P/108B	Needs painter to scrape repair and paint.	$0.00		63981	10/26/2026		
09/21/2026	Bathroom: Mildew along tub	667-C4/CG-N/94B	Tenant needs to be told to clean tub	$0.00		64217	11/20/2026		
09/21/2026	Bathroom: Mildew along tub.	667-C4/CG-N/92B	Tenant needs to clean	$0.00		64223	11/20/2026		

Natick Housing Authority

Deferred Maintenance Report

For work orders deferred between 1/1/2026 and 10/31/2026

Date Deferred	Work Description	Location/ Bldg/Unit	Reason Deferred	Estimated Costs	Material Needed	Original Work Order No.	Target Completion Date	Actual Completion Date	Other Comments
	56 deferred item(s) listed								

Annual Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 12/31/2025. It also shows the approved budget for the current year (2025) if there is one, and the percent change from last year's spending to this year's approved budget. The final column shows the current approved amount for each account divided by the number of housing units and by 12 months to show the amount per unit per month (PUM). The chart does not show a draft budget for the coming fiscal year as that will typically be developed in the final month of the fiscal year.

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

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

Operating Reserve

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

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

The NATICK HOUSING AUTHORITY operating reserve at the end of fiscal year 2024 was $992,406.00, which is 65.58% 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 NATICK HOUSING AUTHORITY

REVENUE

Account Number	Account Class	2024 Approved Revenue Budget	2024 Actual Amounts Received	2025 Approved Revenue Budget	% Change from 2024 Actual to 2025 Budget	2025 Dollars Budgeted Per Unit per Month
3110	Shelter Rent	2,347,164.00	2,414,981.00	2,460,084.00	1.86%	520.32
3111	Shelter Rent - Tenants - Fraud/Retroactive	0.00	0.00	0.00	0.00%	0.00
3115	Shelter Rent - Section 8	0.00	0.00	0.00	0.00%	0.00
3190	Non-Dwelling Rentals	19,392.00	19,776.00	19,776.00	0.00%	4.18
3400	Administrative Fee - MRVP/AHVP	0.00	0.00	0.00	0.00%	0.00
3610	Interest on Investments - Unrestricted	2,500.00	2,542.00	2,500.00	-1.65%	0.53
3611	Interest on Investments - Restricted	0.00	0.00	0.00	0.00%	0.00
3690	Other Revenue	20,000.00	11,895.00	20,000.00	68.13%	4.23
3691	Other Revenue - Retained	0.00	15,400.00	0.00	-100.00%	0.00
3693	Other Revenue - Energy Net Meter	0.00	0.00	0.00	0.00%	0.00
3801	Operating Subsidy - DHCD (400-1)	647,846.00	689,926.00	738,744.00	7.07%	156.25
3802	Operating Subsidy - MRVP/AHVP Landlords	0.00	0.00	0.00	0.00%	0.00
3803	Restricted Grants Received	0.00	0.00	0.00	0.00%	0.00
3920	Gain/Loss from Sale or Disposition of Property (Capitalized or Non-Capitalized)	0.00	0.00	0.00	0.00%	0.00

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

EXPENSES

Account Number	Account Class	2024 Approved Revenue Budget	2024 Actual Amounts Received	2025 Approved Revenue Budget	% Change from 2024 Actual to 2025 Budget	2025 Dollars Budgeted Per Unit per Month
4110	Administrative Salaries	572,631.00	4,839,750.00	606,597.00	-87.46%	128.30
4120	Compensated Absences	0.00	5,018.00	0.00	-100.00%	0.00
4130	Legal Expense	50,000.00	32,359.00	50,000.00	54.51%	10.58
4140	Compensation to Authority Members	8,000.00	7,514.00	8,000.00	6.46%	1.69
4150	Travel & Related Expenses	1,488.00	159.00	2,411.00	1416.35%	0.51
4170	Accounting Services	15,521.00	15,596.00	16,277.00	4.36%	3.44
4171	Audit Costs	20,146.00	25,953.00	25,954.00	0.00%	5.49
4180	Penalties & Interest	0.00	0.00	0.00	0.00%	0.00
4190	Administrative Other	0.00	908,850.00	84,740.00	-90.67%	17.92
4191	Tenant Organization	7,625.00	6,500.00	9,850.00	51.53%	2.08
4310	Water	231,999.00	265,274.00	259,366.00	-2.22%	54.86
4320	Electricity	188,321.00	240,783.00	220,602.00	-8.38%	46.66
4330	Gas	160,912.00	175,522.00	175,397.00	-0.07%	37.10
4340	Fuel	3,594.00	9,921.00	10,119.00	1.99%	2.14
4360	Energy Conservation	0.00	12,200.00	0.00	-100.00%	0.00
4390	Other Utilities	0.00	0.00	0.00	0.00%	0.00
4391	Payment to Solar Operator	0.00	149,201.00	0.00	-100.00%	0.00
4392	Net Meter Utility Credits	0.00	-161,400.00	0.00	-100.00%	0.00

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

EXPENSES

Account Number	Account Class	2024 Approved Revenue Budget	2024 Actual Amounts Received	2025 Approved Revenue Budget	% Change from 2024 Actual to 2025 Budget	2025 Dollars Budgeted Per Unit per Month
4410	Maintenance Labor	410,011.00	2,612,918.00	423,798.00	-83.78%	89.64
4420	Materials & Supplies	135,000.00	125,872.00	135,000.00	7.25%	28.55
4430	Contract Costs	324,428.00	4,341,259.00	683,840.00	-84.24%	144.64
4510	Insurance	160,191.00	640,048.00	159,383.00	-75.09%	33.71
4520	Payment in Lieu of Taxes	11,322.00	11,268.00	11,322.00	0.47%	2.39
4540	Employee Benefits	446,610.00	2,302,590.00	530,948.00	-76.94%	112.30
4541	Employee Benefits - GASB 75	0.00	81,057.00	0.00	-100.00%	0.00
4542	Pension Expense - GASB 68	0.00	0.00	0.00	0.00%	0.00
4570	Collection Loss	15,000.00	5,348.00	10,000.00	86.98%	2.12
4571	Collection Loss - Fraud/Retroactive	0.00	0.00	0.00	0.00%	0.00
4580	Interest Expense	0.00	0.00	0.00	0.00%	0.00
4590	Other General Expense	0.00	0.00	0.00	0.00%	0.00
4610	Extraordinary Maintenance - Non-Capitalized	0.00	154,691.00	0.00	-100.00%	0.00
4611	Equipment Purchases - Non Capitalized	0.00	41,903.00	0.00	-100.00%	0.00
4612	Restricted Reserve Expenditures	0.00	0.00	0.00	0.00%	0.00
4715	Housing Assistance Payments	0.00	0.00	0.00	0.00%	0.00
4801	Depreciation Expense	0.00	438,877.00	0.00	-100.00%	0.00

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

SUMMARY

Account Number	Account Class	2024 Approved Revenue Budget	2024 Actual Amounts Received	2025 Approved Revenue Budget	% Change from 2024 Actual to 2025 Budget	2025 Dollars Budgeted Per Unit per Month
-4410	Maintenance Labor (Extra Services)	31,416.00	0.00	33,891.00	0.00%	7.17
7520	Replacement of Equipment - Capitalized	0.00	39,952.00	0.00	-100.00%	0.00
7540	Betterments & Additions - Capitalized	0.00	0.00	0.00	0.00%	0.00

Explanation of Budget Accounts

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

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

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

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

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

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

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

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

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

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

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

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

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4520: Payments in Lieu of Taxes:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Narrative Responses to the Performance Management Review (PMR) Findings

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

Category: Management

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

Rating: No Findings

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

Rating: No Findings

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

Rating: Operational Guidance

Criterion: Completion of mandatory online board member training

Rating: Corrective Action

Reason: The Board training needs to be taken every two years and there was miscommunication with the Board on this and some members lapsed in their training.

Response: Board members are all trained now and we have implemented a system to track their training to make sure we can remind them in addition to the CapHub reminders that are sent.

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 Spending

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

Rating: No Findings

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

Criterion: Fair Housing Policies Uploaded

Rating: Corrective Action

Reason: The Executive Director resigned and there was a transition. In the process, the Interim Director was present for the PMR review but key staff that had knowledge of the Affirmative Action Goal and the CHAMP requirements to upload was not present.

Response: The NHA has an affirmative action goal and will upload the information into CHAMP.

Category: Facility Management - Inspection Standards and Practices

Criterion: 100% of units inspected during FYE under review

Rating: Corrective Action

Reason: There were some units that were inspected that did not have the work recorded properly that needed to be completed.

Response: The NHA utilized a 3rd party inspection company to make sure that all inspections are completed in a timely manner. The inspector is creating the work order directly from the inspection to ensure that all tasks are entered into the work orders.

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: Some of the work orders that were generated from the inspections were not completed in time because the Maintenance Manager was terminated and there was a lack of direction to the maintenance staff. In addition to this, the Executive Director resigned and maintenance have not received formal direction since.

Response: There is a new Executive Director who intends to hire a new Maintenance Manager and will ensure that maintenance operations are functioning as expected.

Criterion: Unit inspection reports accurately reflect necessary repairs

Rating: Corrective Action

Reason: As mentioned before, there were some units that were inspected that did not have the work orders properly recorded.

Response: The 3rd party inspector is entering the work orders directly from the inspection report to ensure that all work is recorded.

Category: Facility Management - Vacancy Turnover Standards and Practices

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

Rating: Corrective Action

Reason: The Executive Director resigned and the Maintenance Manager was terminated so there was a lack of guidance for maintenance staff. Also, the Executive Director was responsible for entering waivers and other staff were not trained properly to do this.

Response: There is a new Executive Director who is familiar with the waiver process and will be training other staff as a backup to submit waiver requests. A new Maintenance Manager will be hired to direct maintenance to ensure that units are completed in a proper timeframe.

Criterion: Vacancy turnover work orders accurately reflect necessary repairs

Rating: Corrective Action

Reason: As mentioned above, lack of guidance for staff led to work orders not completely documenting everything that was done for unit turnovers.

Response: The new Executive Director will be looking at all operations to ensure that all required reporting data is properly recorded and easily accessible.

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: Corrective Action

Reason: Our work order entries were inconsistent because all staff were not trained properly on how to enter work orders.

Response: Staff are being retrained in the work order process to ensure that routine work order requests are properly recorded and responded to in a timely manner.

Additional comments regarding the PMR:

Explanation of PMR Criteria Ratings

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

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

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

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

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

Policies

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

Policy	Last Ratified by Board Vote	Notes
*Capitalization Policy	1/13/2011	
*Fair Housing Marketing Plan	1/19/2023	
*Grievance Policy	1/13/2011	
*Language Access Plan	1/19/2023	
*Personnel Policy	1/13/2011	
*Procurement Policy	1/13/2011	
*Reasonable Accommodations Policy	1/19/2023	
*Rent Collection Policy	1/13/2011	
Sexual Harassment Policy	1/13/2011	
Smoking Policy	6/14/2018	

* Starred policies are required by EOHLC. Policies without a “Latest Revision” date are not yet in force. The list of policies has been provided by the LHA and has not been verified by EOHLC.

Waivers

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

Description	Reason	Date Approved by EOHLC	Date Expired

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

Glossary

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

AHVP: Alternative Housing Voucher Program

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

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

ANUEL: Allowable Non-Utility Expense Level

AP: Annual Plan

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

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

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

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

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

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

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

CNA: Capital Needs Assessment

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

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

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

EOHLC: Massachusetts Executive Office of Housing and Livable Communities

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

FF: Formula Funding

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

FYE: Fiscal Year End

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

HHA: Host Housing Authority for the RCAT program.

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

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

LHA: Local Housing Authority

LTO: Local Tenants Organization

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

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

MOR: Management and Occupancy Report

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

PMR: Performance Management Review

RCAT: Regional Capital Assistance Team

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

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

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

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

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

Attachments

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

- Performance Management Review
- Cover sheet for tenant satisfaction surveys

Resident Surveys – Background

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

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

Round One Surveys (2016 – 2018)

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

Round Two Surveys (2019 – 2022)

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

Round Three Surveys (2023 – 2027)

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

NATICK HOUSING AUTHORITY

Performance Management Review (PMR) Report

Fiscal Year End 12/31/2025

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

Executive Office of Housing and Livable Communities (EOHLC)

PMR Desk Audit Ratings Summary Official Published PMR Record

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

Housing Authority	NATICK HOUSING AUTHORITY
Fiscal Year Ending	Dec 2025
Housing Management Specialist	Melanie Loveland-Hale
Facilities Management Specialist	Todd Lawson

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

Report Date: 05/29/2026 17:56:10

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

LHA Name	NATICK HOUSING AUTHORITY
FYE	Dec 2025
HMS Name	Melanie Loveland-Hale
FMS Name	Todd Lawson

Criteria	Rating
Staff Certification and Training	No Findings

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

LHA Name	NATICK HOUSING AUTHORITY
FYE	Dec 2025
HMS Name	Melanie Loveland-Hale
FMS Name	Todd Lawson

CFA Submission

Rating: No Findings

Recommendations: 1. No Recommendations

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

LHA Name	NATICK HOUSING AUTHORITY
FYE	Dec 2025
HMS Name	Melanie Loveland-Hale
FMS Name	Todd Lawson

Occupancy

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

1. No Recommendations

Tenant Accounts Receivable (TAR)

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

1. HMS and LHA discussed the housing authority's efforts to collect rents and enter into repayment agreements; HMS recommends LHA continue its efforts.

Board Member Training

Rating: Corrective Action

1. Ensure the board member contact information is current in LHA 360, including email and term dates.
2. Provide computer assistance as needed to help board members complete the training.
3. Include a list of Board members who have not completed the training on the monthly Board meeting agenda
4. Periodically check the Trackstar system to ensure 80% of the Board is trained.

Certifications and Reporting Submissions

Rating: Operational Guidance

1. Submit all four quarterly vacancy certifications by the end of the month following the quarter end.
2. Set a recurring appointment in your email calendar to keep track of reporting dates and deadlines.
3. Review the schedule of Certification and Submissions in PHN 2022-06 Calendar of Submissions and Certifications monthly to see if there are submissions or certifications needed in the upcoming month.

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

Official Published PMR Record

LHA Name	NATICK HOUSING AUTHORITY
FYE	Dec 2025
HMS Name	Melanie Loveland-Hale
FMS Name	Todd Lawson

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. No Recommendations

CHAMP Criteria 2b

Rating: Operational Guidance

Recommendations:
1. Create a tracking system and staff accountability to ensure that all offers of housing were made using CHAMP for all units occupied in the Fiscal Year (Excluding Admin Transfers).
2. Create tracking system and staff accountability to 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)
3. When entering occupancy data in HAFIS, use the CHAMP Completed Offers Report as a source of the list pull ID#, Applicant ID, unit number and date of occupancy. The CHAMP Technical Update #21 provides guidance on how to track CHAMP PMR data.

CHAMP Criteria 3a

Rating: Corrective Action

Recommendations: 1. During fiscal year 2026, the NHA must review and revise the Fair Housing Marketing Plan, Language Access Plan and Reasonable Accommodation policies. The Language Access Plan must include the Attachment A, Four Factor Analysis completed. The NHA must also calculate the Affirmative Action Goal and Placement Rate and have the board adopt the goal and placement rate.
2. Board adoption of the Affirmative Action Goal and applicable Placement Rate, as calculated in the CHAMP Fair Housing Form.
3. Upload a Four Factor Analysis/Attachment A into CHAMP during the last quarter of the LHA's fiscal year

CHAMP Criteria 3b

Rating: No Findings

Recommendations: 1. The NHA board must adopt the Affirmative Action Goal and Minority Placement Rate.

CHAMP Criteria 3c

Rating: Corrective Action

Recommendations: 1. Adopt the Affirmative Action Goal and applicable Placement Rate, as calculated in the CHAMP Fair Housing Form.
2. Make offers in accordance with the applicable Placement Rate.

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	NATICK HOUSING AUTHORITY
FYE	Dec 2025
HMS Name	Melanie Loveland-Hale
FMS Name	Todd Lawson

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 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 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: Corrective Action

Recommendations:
1. Ensure that work orders are created, tracked, and completed for all deficiencies identified during unit inspection
2. Ensure that work orders are created, tracked, and completed for all Health and Safety deficiencies
3. Ensure that all work orders for all Health and Safety deficiencies are completed in the appropriate timeframe
4. Ensure that all Notices of Lease Violation are issued for all tenant related deficiencies identified during unit inspection
5. Ensure that all Lease Violations are resolved per EOHLC guidance

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

Rating: Corrective Action

Recommendations:
1. Ensure that all work required for a Vacancy Turn Over is recorded in a Vacancy Turn Over

Work Order
2. Ensure that all Vacancy Turn Over Work Orders are created and tracked per EOHLC guidance
3. Train staff on work order types and how to input them into your work order system/If you use web-based software, reach out to your vendor for training/training materials/changes to the software See Handout K + Software Handouts (M, N, or O) If Applicable
4. LHA should establish a system of move out inspections for all vacant units. Produce work orders from those move out inspection reports, and list on work order time spent working on turnover, date turnover was started and date finished, list of work done, and material used.

Criteria 5: Vacancy Turnover Work Orders accurately reflect necessary repairs

Rating: Corrective Action

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: 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: Corrective Action

Recommendations: 1. Ensure that all Tenant Requested Work Orders are created, tracked, and reported per EOHLC guidance
2. Train staff on work order types and how to input them into your work order system/If you use web-based software, reach out to your vendor for training/training materials/changes to the software See Handout K + Software Handouts (M, N, or O) If Applicable
3. Contact your FMS for Technical Assistance

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

Rating: Corrective Action

Recommendations: 1. Ensure that work orders created as part of PM plan are labeled correctly as “re-occuring,” or “preventive maintenance.”
2. Ensure that work orders are created for all PM items even if a contractor conducts the work
3. Contact your FMS for assistance in creating and implementing a successful LHA preventive

maintenance plan
4. Ensure that the schedule of work developed by your LHA encompasses twelve (12) months and be comprehensive, by development, describing the necessary task and citing the frequency and the party responsible for completing the required work
5. Ensure that the LHA preventive maintenance schedule contains the six (6) core components as outlined in Public Housing Notice 2022-10
6. Ensure that your LHA preventive maintenance plan includes all life safety systems scheduled maintenance (i.e.- elevator inspections, fire sumps/sprinklers/suppression, emergency lighting, fire hydrant testing, alarm systems, security cameras, etc.)
7. Ensure that new or upgraded mechanical/system components are added to your annual PM plan regularly, and have applicable work orders at regular intervals as outlined in PHN 2025-06

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.