

Notice of Public Hearing

The Brewster Housing Authority invites all tenants and the general public to a review of the Authority's Proposed Annual Plan for Fiscal Year 2021

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 (5-year)
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 Department of Housing and Community Development (DHCD)
7. Other elements

Hearing time and date: **5:30 PM on 07/15/2020**

Hearing location: GoToMeeting

Call in # 1-877-568-4106

Access Code: 342-290-381

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 Department of Housing and Community Development (DHCD).

- o Copies of the Annual Plan are available at the Authority's office or may be reviewed online at <https://tinyurl.com/LHA-MA-AnnualPlan>
- o 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.
- o For reasonable accommodation requests contact the housing authority office by 07/08/2020 at 04:00 PM.
- o Contact information for Brewster Housing Authority:
Office: 11 Frederick Court, Brewster, MA 02631
Phone: (508) 896-9800
Email: director@brewsterhousing.org

Detailed Instructions for Remote Access

Due to social distancing guidelines related to the COVID-19 state of emergency, this meeting will be held remotely, NOT in person at the BHA's offices. The public is invited to speak and/or listen to the meeting via phone. You may join by calling the phone conference line at 123-456-7890 when the meeting starts and entering passcode 123456 followed by the # sign. The BHA will instruct participants on the appropriate time and manner for public comment during the hearing. Please note that this hearing may be recorded.

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Aviso de audiencia pública

El/La Brewster 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 2021

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 (5 años)
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 (DHCD)
7. Otros elementos

Fecha y hora de la audiencia: **5:30 PM** del **07/15/2020**

Lugar de la audiencia: GoToMeeting

Call in # 1-877-568-4106

Access Code: 342-290-381

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 Departamento de Vivienda y Desarrollo Comunitario (DHCD).

- o Puede obtener copias del Plan anual en la oficina de la autoridad o consultar el Plan por Internet en <https://tinyurl.com/LHA-MA-AnnualPlan>. El Plan está disponible únicamente en inglés.
- o 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.
- o Si tiene una solicitud razonable en relación con una discapacidad, póngase en contacto con la oficina de la autoridad de vivienda antes del 07/08/2020 a las 04:00 PM.
- o Información de contacto de Brewster Housing Authority:
Oficina: 11 Frederick Court, Brewster, MA 02631
Teléfono: (508) 896-9800
Correo electrónico: director@brewsterhousing.org

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Brewster Housing Authority Proposed Annual Plan for Fiscal Year 2021 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 Board; 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 Local Housing Authority Board of Commissioners will read, offer recommendations, and approve the Annual Plan in advance of its submission to DHCD.

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

The Brewster Housing Authority's Annual Plan for their 2021 fiscal year includes the following components:

1. Overview and Certification
2. Capital Improvement Plan (CIP)
3. Maintenance and Repair Plan
4. Operating Budget
5. Narrative responses to Performance Management Review (PMR) findings
6. Policies
7. Waivers
8. Glossary
9. Other Elements
 - a. Tenant Satisfaction Survey
 - b. Performance Management Review

State-Aided Public Housing Developments

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-01	Elderly	FREDERICK COURT 667-01	4	1989	32
705-02	Family	HUCKLEBERRY LANE 705-02	12	1988	24
Total			16		56

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.

Brewster Housing Authority manages 13 MRVP vouchers.

LHA Central Office

Brewster Housing Authority
11 Frederick Court, Brewster, MA, 02631
Leila Botsford,
Phone: 508-896-9800
Email: director@brewsterhousing.org

LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Barbara Burgo	Vice-Chair		05/19/2015	05/19/2020
Robert Hooper	Chair	State Appointee	01/01/2016	12/31/2016
Laurel Labdon	Treasurer		11/05/2018	05/30/2024
Zachary Volpicelli	Member		05/17/2016	05/17/2021

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.	05/29/2020
B.	Advertise the public hearing in public postings.	05/29/2020
C.	Notify all LTO's of the hearing and provide access to the Proposed Annual Plan.	
D.	Post draft AP for tenant and public viewing.	05/29/2020
E.	Hold quarterly meeting with LTO 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.	
G.	Executive Director presents the Annual Plan to the Board.	
H.	Board votes to approve the AP.	

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

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

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

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

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

The CIP includes the following parts:

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

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

Category of Funds	Allocation	Planned Spending	Description
Balance of Formula Funding (FF)	\$252,879.88		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$25,287.99		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$227,591.89	\$225,410.13	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$6,495.92	\$5,540.00	Accessibility projects
DMH Set-aside	\$0.00	\$0.00	Dept. of Mental Health facility
DDS Set-aside	\$0.00	\$0.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$221,095.97	\$219,870.13	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$1,083,946.67	\$1,083,946.67	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	\$0.00	\$0.00	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	\$0.00	\$0.00	Community Preservation Act funds awarded by a city or town for specific projects.
Operating Reserve(OR) Funds	\$0.00	\$0.00	Funds from the LHA's operating budget.
Other Funds	\$0.00	\$0.00	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$1,311,538.57	\$1,309,356.80	Total of all anticipated funding available for planned projects and the total of planned spending.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Capital Improvement Plan (CIP)**Regional Capital Assistance Team**

Brewster Housing Authority participates in the Regional Capital Assistance Team (RCAT) program and project implementation responsibilities are as follows:

- o For projects with construction cost under \$10,000, the LHA has the sole responsibility to initiate, implement and manage the project. RCAT offers technical assistance upon request.
- o For projects with construction cost between \$10,000 and \$100,000 the RCAT will have lead responsibility to initiate, implement and manage the project with both DHCD and LHA involvement and oversight throughout the process. For projects in this range, the LHA will work with the RCAT Project Manager who will contact the LHA to initiate projects.
- o For projects with construction cost over \$100,000, or projects below that threshold that are complex or have a subsequent phase that exceeds \$100,000 construction cost, DHCD will take the lead and draft a WO or RFS to hire a designer to prepare plans and specs. RCAT will not be involved in the implementation of projects in this range and the LHA will continue to work directly with the DHCD Project Manager and DHCD design staff.

Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2020	fy2021 Planned	fy2022	fy2023	fy2024	fy2025
041014	2008 FF Master CFA	FREDERICK COURT 667-01	\$2,950	\$2,950	\$0	\$0	\$0	\$0	\$0	\$0
041036	FF: septic system ER request	FREDERICK COURT 667-01	\$287,254	\$286,516	\$739	\$0	\$0	\$0	\$0	\$0
041037	Vacant Unit Rehab Units 33, 96 & 104	HUCKLEBERRY LANE 705-02	\$191,322	\$198,882	\$-7,240	\$0	\$0	\$0	\$0	\$0
041039	FF: Portable metal ADA ramp	HUCKLEBERRY LANE 705-02	\$4,248	\$3,500	\$-1,400	\$2,148	\$0	\$0	\$0	\$0
041040	HILAPP, CPA, and SUST-CSI 2019: Building Envelope	HUCKLEBERRY LANE 705-02	\$957,399	\$20,353	\$29,859	\$1,054,247	\$0	\$0	\$0	\$0
041043	Replace Heat Detectors	FREDERICK COURT 667-01	\$48,673	\$6,000	\$-393	\$43,066	\$0	\$0	\$0	\$0
041044	Vacant Unit Turnover #80	HUCKLEBERRY LANE 705-02	\$39,261	\$30,325	\$8,936	\$0	\$0	\$0	\$0	\$0
041045	Replace Boiler Unit 33B	FREDERICK COURT 667-01	\$6,864	\$5,250	\$-4,798	\$6,413	\$0	\$0	\$0	\$0
041046	H&S FY20: Tree and/or large limb removal		\$7,000	\$0	\$0	\$7,000	\$0	\$0	\$0	\$0
041047	Community Center Generator	FREDERICK COURT 667-01	\$12,086	\$6,543	\$-6,542	\$12,086	\$0	\$0	\$0	\$0
•	Kitchen modernization	FREDERICK COURT 667-01	\$149,239	\$0	\$0	\$0	\$0	\$0	\$70,070	\$79,170
•	Investigate and Replace Intercom and Front Door Locks	FREDERICK COURT 667-01	\$68,198	\$0	\$0	\$0	\$68,198	\$0	\$0	\$0

Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2020	fy2021 Planned	fy2022	fy2023	fy2024	fy2025
•	Vacant Unit Turnover	FREDERICK COURT 667-01	\$9,907	\$0	\$0	\$9,907	\$0	\$0	\$0	\$0
•	Bathroom Tubs	HUCKLEBERRY LANE 705-02	\$83,595	\$0	\$0	\$0	\$16,029	\$67,567	\$0	\$0
TOTALS			\$1,867,993	\$560,317	\$19,159	\$1,134,866	\$84,227	\$67,567	\$70,070	\$79,170

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

Cap Hub Project Number	Project Name	DHCD Special Award Comment	Special DHCD Awards				Other Funding			
			Emergency Reserve	Compliance Reserve	Sustain-ability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
041036	FF: septic system ER request		\$155,402	\$0	\$0	\$0	\$0	\$0	\$0	\$0
041037	Vacant Unit Rehab Units 33, 96 & 104	vacant unit rehab #96 & 104	\$0	\$0	\$0	\$191,322	\$0	\$0	\$0	\$0
041040	HILAPP, CPA, and SUST-CSI 2019: Building Envelope	siding replacement, insulation, boilers	\$0	\$0	\$941,661	\$162,800	\$0	\$0	\$0	\$-147,060
041046	H&S FY20: Tree and/or large limb removal	H&S FY20: Tree and/or large limb removal	\$0	\$0	\$0	\$7,000	\$0	\$0	\$0	\$0
TOTALS			\$155,402	\$0	\$941,661	\$361,122	\$0	\$0	\$0	\$-147,060

Capital Improvement Plan (CIP) Narrative

Including Requests to DHCD & Supporting Statements

1. Request for increased spending flexibility.

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

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

- We have urgent projects that require excess spending in year 1 or 2.

We have added a high priority unit turnover project to year one of the CIP. This project is to assist the BHA during turnovers to replace flooring, kitchen cabinets and other misc. expenses incurred in recent turnovers.

2. Request for additional funding.

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

Brewster Housing Authority has not requested additional funding.

3. Overall goals of the Housing Authority's CIP

The BHA's goals are to keep our property safe and well-maintained for our residents. We strive to get units back on-line as soon as possible after a vacancy.

4. Changes from the Housing Authority's previous CIP

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

We have added a high priority unit turnover project to year one of the CIP due to recent turnovers requiring more extensive renovations outside of the capabilities of the maintenance staff. This is due to longstanding residents and the costs associated with this project are intended to be utilized during multiple turnovers throughout the year.

5. Requirements of previous CIP approval

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

6. Quarterly capital reports

Our most recent quarterly capital report (form 80 and 90) was submitted on 11/20/2019.

7. Capital Planning System (CPS) updates

Our CPS facility data has been updated with current condition information, including changes resulting from projects completed in the past year, as of 05/20/2020.

8. Project priorities

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

9. High priority deficiencies

We have included all of our high priority (CPS priority 1 and 2) projects in our CIP.

10. Accessibility

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

11. Special needs development

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

12. Energy and water consumption

Our 12 most recent monthly energy reports are for months 6/2019 to 4/2020.

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

	Electric PUM > Threshold	Gas PUM > Threshold	Oil PUM > Threshold	Water PUM > Threshold
Threshold PUM:	\$100	\$80	\$50	\$60

No developments exceed threshold values.

13. Energy or water saving initiatives

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

14. Vacancy rate

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

6% c. 667 (DHCD Goal 2%)

0% c. 200 (DHCD Goal 2%)

8% c. 705 (DHCD Goal 2%)

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

Last year's CIP addressed our vacancy issue by providing funding for rehabilitating several of our units and preparing them for re-rental. In our new plan, we have provided funding for the cost of in-house unit turnover in order to re-lease units as quickly as possible.

15. Vacancies

Brewster Housing Authority has no units listed as vacant, proposed to be vacant, or at risk of becoming vacant.

Maintenance and Repair Plan

Maintenance Objective

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

About This Maintenance and Repair Plan

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

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

Classification and Prioritization of Maintenance Tasks

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

- I. **Emergencies** - Emergencies are only those conditions which are **immediately threatening** to the life or safety of our residents, staff, or structures.
 - **Goal: initiated with 24 to 48 hours.**
- II. **Vacancy Refurbishment - Work necessary to make empty units ready for new tenants.**
 - After emergencies, the refurbishment of vacancies for immediate re-occupancy has the highest priority for staff assignments. **Everyday a unit is vacant is a day of lost rent.**
 - **Goal: vacancy work orders are completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.**
- III. **Preventive Maintenance** - Work which must be done to **preserve and extend the useful life** of various elements of your physical property and avoid emergency situations.
 - A thorough Preventive Maintenance Program and Schedule that deals with all elements of the physical property is provided later in the document.
 - The Preventive Maintenance Program is reviewed and updated annually and as new systems and facilities are installed.
- IV. **Programmed Maintenance** - Work which is important and is completed to the greatest extent possible within time and budget constraints. Programmed maintenance is grouped and scheduled to make its completion as efficient as possible. Sources of programmed maintenance include:
 - Routine Work includes those tasks that need to be done on a regular basis to keep our physical property in good shape. (Mopping, Mowing, Raking, Trash, etc.)
 - Inspections are the other source of programmed maintenance.
 - o Inspections are visual and operational examinations of parts of our property to determine their condition.
 - o All dwelling units, buildings and sites must be inspected at least annually.
 - o **Goal: Inspection-generated work orders are completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).**
- V. **Requested Maintenance** - Work which is requested by residents or others, does not fall into any category above, and should be accomplished as time and funds are available.
 - Requests from residents or others for maintenance work which does not fall into one of the other categories has the lowest priority for staff assignment.
 - **Goal: Requested work orders are completed in 14 calendar days from the date of tenant request or if not completed within that timeframe (and not a health or safety issue), the task is added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.**

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call LHA at Phone Number	508-896-9800	M-F 8 AM - 4:30 PM
Other	774-722-1351	24/7

Residents should first call 9-1-1 for any fire, medical, or police matters.

Residents should call the emergency maintenance number for all maintenance-related emergencies: 774-722-1351

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 Brewster 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

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	508-896-9800	M-F 8 AM - 4:30 PM
Submit Online at Website		
Email to Following Email	office@brewsterhousing.org	anytime
Other	Stop into office 11	M, W, F. 8:30 AM - 1:30 PM

Tenants should contact the office directly for non-emergency maintenance work orders. All work orders are entered into a web-based, computerized system and then forwarded immediately to maintenance department. Work orders are prioritized according to urgency, time and materials available and other staff and budget considerations. All work orders that cannot be performed within 30 days, or cannot be addressed immediately due to budget constraints, tenant-cooperation, capital planning, or unit occupancy are deferred in the maintenance system until maintenance can address.

Work Order Management

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

Type of work order system: Another type of Software/System

Work order classification used:

Emergency	✓
Vacancy	✓
Preventative Maintenance	✓
Routine	✓
Inspections	✓
Tenant Requests	✓

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

C. Our work order process includes the following steps:

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

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

Work orders are automatically assigned to our one full time maintenance man.

Maintenance Plan Narrative

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

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

Our maintenance operations are constantly being access and updated. We have updated our Maintenance Plan and Operation/Contingency Plan within the last few months.

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

We have updated our plans to better address preventative maintenance. We have also created an Operation/Contingency Plan in the event of emergencies.

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

We have a large capital job at our family site. Our goal is to see this move forward in a way that addresses the extraordinary needs at our family site.

In addition, the replacement of a non-functioning generator is in=process. The new generator will power the heat, and some lights and outlets in the community room, in the event of power outage at the Frederick Court site.

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	\$119,368.00	\$7,900.00
Last Fiscal Year Actual Spending	\$129,239.00	\$38,676.00
Current Fiscal Year Budget	\$127,936.00	\$18,100.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	8
Average time from date vacated to make Unit "Maintenance Ready"	209 days
Average time from date vacated to lease up of unit	213 days

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

Average "maintenance ready" and Lease-up times are skewed due to the fact that several units were taken off-line for major modernization. Units are normally maintenance ready within 30-45 days depending on tenant damage, other maintenance items (emergencies, snow removal, etc). After emergencies, unit turnover is our priority.

Attachments

These items have been prepared by the Brewster 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.

BREWSTER HOUSING AUTHORITY MAINTENANCE PLAN



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1. MAINTENANCE POLICY MISSION STATEMENT

The Maintenance Department of the Brewster Housing Authority is responsible for managing the maintenance function in the most cost-effective manner possible while maximizing the useful life of Authority units and properties while striving to provide the best service to our residents. The following policy statements are designed to establish the structure of an effective and efficient maintenance system.

By developing a maintenance system, the authority will have the tools it needs to control the performance of maintenance work at the Brewster Housing Authority. The Brewster Housing Authority maintenance system shall include the following components:

- A. Prioritization of work
- B. Performance standards and goals
- C. Work order system
- D. Deferred Maintenance
- E. Skills Updates and Training program

A. Prioritization of Work

The work priorities adopted by the Brewster Housing Authority deliver effective maintenance services for our improvements, residents & equipment. This priority system ensures that the most important maintenance work is done at a time it can be performed most cost-effectively.

Minimizing vacancy loss is part of the cost-effectiveness calculation. The maintenance priorities of the Brewster Housing Authority are the following:

- 1. Emergencies
- 2. Vacancies
- 3. Preventative Maintenance
- 4. Routine Maintenance
- 5. Requested Maintenance

Placing preventative and routine maintenance and vacancy preparation work ahead of resident work requests does not indicate that resident requests are unimportant. It emphasizes the importance of maintaining control of the maintenance work by performing scheduled routine and preventive work first. By doing so the Authority will decrease on-demand work and maintain the property in a manner that will keep and attract good tenants.

B. Performance Standards and Goals

The Executive Director establishes measures that will allow the efficiency of maintenance systems and activities to be evaluated. In establishing these standards, the Housing Authority will take into consideration certain factors:

- 1. Local/State Building and Fire Safety;
- 2. Brewster Housing Authority job descriptions; and
- 3. Safety Measures.

Notwithstanding this will not prevent the Housing Authority from setting a standard that is higher than that contained in the documents. These standards will be used to evaluate current

operations and performance, to develop strategies to improve performance and meet the standards that have been set.

C. Work order system

The Brewster Housing Authority shall have a comprehensive work order system that requires all resident work orders to be called into the office. To obtain the greatest effectiveness from the work order system, all work requests and activities performed by maintenance staff must be recorded on work orders. Work orders will contain, at a minimum, the following information:

1. Chronological preprinted number
2. Source of request (planned, inspection, resident, etc.)
3. Priority assigned
4. Location of work
5. Date and time received
6. Date and time completed
7. Description of work requested
8. Description of work performed
9. Indication if a contractor is called
10. Resident charge if applicable

D. Deferred Maintenance

Deferred maintenance could be 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. Deferred Maintenance should not be confused with capital projects that would be included in the Capital Improvement Plan (CIP).

No emergency work order should be categorized as deferred maintenance. Any work order that meets the definition of deferred must be categorized as such within 45 days of issuance of the work order. Life and Safety items, work order backlog and small/minor items will not be categorized as deferred in the Deferred Maintenance Plan.

Deferred work orders will be recorded in a Deferred Maintenance list by the Executive Director, after review/consultation with the Director of Maintenance. When our budget permits it, the necessary work will be completed. Deferred Maintenance would be used in the following situations:

1. Inspections
Anything noticed during inspection that can wait until unit is vacant. Example: Carpet replacement and countertop replacement.
2. Seasonal
Such as Landscaping, tree removal, grass seeding, etc.
3. Funding
During a yearly inspection it was reported that common areas need to be repainted. Due to the severity of the winter our budget did not allow us to complete the necessary painting at this time.

4. Preventative Maintenance

Painting, strip & wax floors, shampoo carpets, etc.

Items to be included in the Deferred Maintenance Plan:

- Description of task
- Date Added to Deferred Maintenance Module
- Site or Unit Number
- Reason Deferred
- Estimated Cost
- Original Work Order Number
- Target Completion Date
- Actual Completion Date
- Other Comments

E. Skills Updates and Training program

In order to allow its staff members to perform to the best of their abilities, the Brewster Housing Authority recognizes the importance of providing the staff with opportunities to refine technical skills, increase and expand craft skills, and learn new procedures. Suggested training venues may include (but not limited to)

- MassNAHRO
- MassTAP
- Inspector General's Office
- MAHAMS
- SHADO / SMEDA
- Building Code updates/UPCS standard

2. MAINTAINING THE PROPERTY

A. Responding to Emergencies

Emergencies are the highest priority source of work. The Brewster Housing Authority will consider a work item to be an emergency if the following occur:

1. The situation constitutes a serious threat to the life, safety or health of residents or staff; or
2. The situation will cause serious damage to the property structure or systems if not repaired within twenty-four (24) hours.

If a staff member is unsure whether or not a situation is an emergency, he or she will consult with another staff member for clarification. If this is not possible, the employee will use his/her best judgment to make the decision.

For emergencies that occur after regular working hours, the Brewster Housing Authority shall have a twenty-four (24) emergency response system in place. The employee receiving the emergency request shall make arrangements for repair. If an outside contractor is required staff shall utilize contractors we typically use for such repairs, retrieve materials from the maintenance supplies or purchase materials needed. Purchase orders must be completed for both contractor

services & material purchases, as well as a work order input into our software system. See Attachment #1 for a list of emergencies.

B. Prepare Vacant Units for Re-occupancy

It is the policy of the Brewster Housing Authority to reoccupy vacant units as soon as possible. This policy allows the Authority to maximize the income produced by its properties and operate attractive and safe properties.

The Executive Director is responsible for developing and implementing a system that insures an average turn-around time of thirty (30) calendar days. In order to do so, he or she must have a system that can perform the following tasks:

1. Forecast unit preparation needs based on annual & move-out inspection;
2. Estimate both the number of units to be prepared and the number of hours it will take to prepare them; and
3. Control work assignments to ensure prompt completion.

The maintenance procedure for reoccupying vacant units relies on the prompt notification by management of the vacancy, fast and accurate inspection of the unit, ready availability of workers and materials, and good communication with those responsible for leasing the unit. The Maintenance Department will have the ability to create special teams for vacancy turnaround or to hire contractors when that is required to maintain Authority goals.

C. Preventive maintenance Program

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

The heart of any preventive maintenance program is a schedule that calls for the regular servicing of all systems & equipment. The development of this schedule begins with the identification of each system or item that must be checked and serviced, the date it must be serviced, and the individual responsible for the work. The servicing intervals and tasks for each system must be included in the schedule. The completion of all required tasks is considered a high priority for the Brewster Housing Authority. See Attachment #2 for Preventative Maintenance Task and Schedule.

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

i. Vehicle/Equipment Maintenance

The Brewster Housing Authority will protect the investment it has made in vehicles and other motorized equipment by putting in place a comprehensive maintenance program. The vehicles and equipment to be covered include (but not limited to):

- Truck with plow
- Weed wacker
- Mowers (1 riding, 1 push)
- Snow Thrower (1)
- Chain saws (1)
- Power tools Various

The Maintenance Department is responsible for the development of this plan which shall contain components for minimal routine service as well as servicing for seasonal use. Serviceable components for each vehicle or piece of motorized equipment will be listed in the plan along with the type and frequency of service required. The Executive Director shall also maintain a system to ensure that any employee that operates a vehicle or piece of motorized equipment has the required license or certification.

ii. Life Safety Systems

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

- Fire alarms and fire alarm systems
- Fire extinguishers
- Emergency lighting
- Smoke and C/O detectors

iii. DHCD PHN 2016-18 Preventative Maintenance

Brewster Housing Authority will follow the Preventative Maintenance Schedule set forth in PHN 2016-18 on a monthly basis to augment this policy.

3. INSPECTION PROGRAM

The Brewster Housing Authority's goals of efficiency and cost-effectiveness are achieved through insuring that our stock is maintained in a manner that is decent, safe, sanitary, and in good repair. This program calls for the utilization of the Uniform Physical Condition Standard (UPCS) in the Public Housing Program. Inspections will include the following areas:

- A. Dwelling Units
- B. Site Inspections

A. Dwelling Units

The maintenance & administration staff are responsible for developing an annual unit inspection program for State-Aided Public Housing units. The maintenance & administrative staff shall perform the unit inspection program of the Brewster Housing Authority unless it is determined that the inspection program is contracted to an outside source. For all non-emergency inspections, the Resident shall be given at least 48 hours' notice of the inspection.

During each inspection, the staff shall target specific preventive and routine maintenance tasks in accordance with work orders or other factors that contribute to knowledge of necessary maintenance. Any other work items noted at the time of the inspection will be documented on the Brewster Housing Authority inspection form. All uncompleted work items shall be converted to a work order within 48 hours of the completion of the inspection. The maintenance staff shall endeavor to complete all inspection-generated work items within 30 days of the inspection, unless the item is of an emergent nature.

Nothing in this policy shall prevent any Brewster Housing Authority staff member from reporting any needed work that they see in the regular course of their daily activities. Such work items shall be reported to the administrative office to initiate a work order.

B. Site Inspection

On a regular basis maintenance staff is required to walk the perimeter of the property. During this inspection maintenance will take note of building exteriors, windows, topography for water retention, sump pumps in basements in buildings A – E, septic system components, insect infestations on buildings, trees or grounds, fencing, asphalt, cement walkways, and other maintenance related items necessary to keep this property in a safe & sanitary condition. Areas that require maintenance will be recorded as a work order or brought to the attention of the director.

4. SCHEDULED ROUTINE MAINTENANCE

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

A. Pest Control/Extermination

The Brewster Housing Authority will make all efforts to provide a healthy and pest-free environment for its residents. The Authority will determine which, if any, pests infest its properties and will then provide the best possible treatment for the eradication of those pests.

The extermination plan will begin with an analysis of the current condition at each property. The Maintenance Department and site manager shall make sure that an adequate schedule for treatment is developed to address any existing infestation. Special attention shall be paid to cockroaches & bed bugs. The schedule will include frequency and locations of treatment. Different schedules may be required for each property.

Resident cooperation with the extermination plan is essential. All apartments in a building must be treated for the plan to be effective. All residents will be informed at least one week and again twenty-four hours before treatment. The notification will be in writing and will include instructions that describe how to prepare the unit for treatment.

B. Landscaping and Grounds

The Brewster Housing Authority will prepare a routine maintenance schedule for the maintenance of the landscaping and grounds of its properties that will ensure their continuing attractiveness and marketability. Routine grounds maintenance includes numerous activities:

- Litter control
- Lawn care
- Maintenance of driveways, sidewalks and parking lots
- Care of flower and shrubbery beds and trees
- Maintenance of lighting, benches and fences

The Maintenance Department shall be responsible for the development of a routine maintenance schedule that shall include:

- A list of tasks that are required to maintain the property in a safety & sanitary condition
- The frequency with which the tasks must be performed;
- The equipment, materials, and supplies required to perform the tasks; and
- A schedule for their procurement.

C. Building Exteriors & Interior Common Areas

The appearance of the outside of Authority buildings as well as their interior common areas is important to their marketability. Therefore, the Brewster Housing Authority has established a routine maintenance schedule to ensure that they are always maintained in good condition. The components to be maintained include, public restrooms, lighting fixtures, common rooms and community spaces, exterior porches and railings, exterior siding and windows

The Director of Maintenance is responsible for the development of a routine maintenance schedule for building exterior and interior common areas. The schedule shall be based on the following:

- A list of tasks required to maintain a safe & sanitary condition;
- The frequency with which the tasks must be performed; and
- A list of materials, equipment and supplies required to perform the tasks.

D. Resident request Service

This category of work refers to all resident generated work requests that fall into no other category. These are non-emergency calls made by residents seeking maintenance service. These requests for service cannot be planned in advance or responded to before the resident calls.

It is the policy of the Brewster Housing Authority to complete these work requests within seven (7) work days. However, unless the request is an emergency or entails work that compromises

the habitability of the unit, these requests will not be given a priority above vacancies, scheduled routine and preventive maintenance. By following this procedure, the Brewster Housing Authority believes it can achieve both good resident service and a maintenance system that completes the most important work first and in the most cost-effective manner.

5. CONTRACTING FOR SERVICES

The Brewster Housing Authority will contract for maintenance services when it is in the best interests of the Authority to do so. When the employees of the Authority have the time and skills to perform the work at hand, they will be the first choice to perform a given task. When the employees of the Authority have the skills to do the work required, but there is more work than there is time available to complete it, the Housing Authority will determine whether it is more cost effective to use a contractor to complete the work. If the Authority staff does not have the skills to complete the work, a contractor will be chosen. In the last instance, the Authority will decide whether it will be cost effective to train a staff member to complete the work.

Once the decision has been made to hire a contractor, the process set out in the Brewster Housing Authority Procurement Policy will be used. These procedures vary depending on the expected dollar amount of the contract. The Maintenance Department will work with the Executive Director to facilitate the contract award. The Executive Director will be responsible for the contribution of the Maintenance Department to this process. The most important aspect of the bid documents will be the specifications or statement of work. The clearer the specifications the easier it will be for the Authority to get the work product it requires.

6. ATTACHMENTS

1. Maintenance Emergency List
2. Preventative Maintenance Task Schedule
3. Site Inspection Monthly Report

Attachment 1

Maintenance Emergencies

Definition of a maintenance emergency – A condition that is immediately threatening to the life and safety of residents, staff, or structures. (See DHCD Property Maintenance Guide page 1-5 to 1-10)

The following is the minimum list of emergencies that should be called out to maintenance for immediate repair:

Examples of Emergencies for immediate action:

- Fires of any kind (Call 911)
- Gas leaks or Gas odor (Call 911)
- Electric power failures
- Electrical hazards, sparking outlets
- Broken water pipes or flooding
- No water or unsafe water
- Sewer or toilet blockage
- Roof leaks
- Lock outs
- Door or Window lock failure
- No heat
- No Hot water
- Snow or ice storm
- Dangerous structural conditions
- Inoperable Smoke or CO detectors, beeping or chirping detectors
- Elevator stoppage or entrapment

Attachment 2

Preventative Maintenance Schedule

January

- Monitor snow and ice removal
- Vehicle Inspection:
 - a. Check all fluid levels: crank case, transmission, etc.
 - b. Check antifreeze, radiator rust inhibitor, and thermostat.
 - c. Check windshield washer fluid.
 - d. Check belts and hoses.
 - e. Check plugs, wiring, battery, clean and grease terminals.
 - f. Clean out air cleaner.
 - g. Check wheel alignment and tire balance (signs of uneven wear).
 - h. Check heater and defroster.
 - i. Check wiper blades for wear.
 - j. Check underbody for corrosion and hose off.
 - k. Change engine oil in all vehicles. (1st quarter)
- Oil circulator pumps
- Clean Common room kitchen and appliances
- Inventory of supplies and small parts
- Inspect roofs and siding
- Inspect and replace flags as needed

February

- Monitor snow and ice removal
- Clean boiler room, garage, and workshop
- Wash rug in Community Room
- Wash rugs in offices
- Inventory of supplies and small parts
- Inspect and replace flags as needed

March

- Inventory tools, equipment, refrigerators and stoves in stock.
- Unit inspections (667 & 705)
- Monitor snow and ice removal (if applicable)
- Inventory of supplies and small parts
- Check and reset emergency lighting and times (daylight savings time)
- Touch up common area paint
- Clean heater vents in all common areas.
- Inspect and replace flags as needed

April

- Service lawn-care equipment
- Inspect trees and trim as needed (maintain 10 ft distance from buildings)

- Remove snow stakes
- Clean up grounds of winter debris
- Check fencing and siding for need to clean/powerwash
- Inspect roofs and siding
- Inventory of supplies and small parts
- Inspect and replace flags as needed

May

- Check Smoke and Carbon Monoxide detectors/change batteries
- Remove plastic from storm doors (667)
- Check for proper AC installation
- Install ACs in community room and offices - Clean A/C Condensers
- Wash windows (667)
- Inventory of supplies and small parts
- Mulch
- Get new transfer station sticker for truck
- Inspect and replace flags as needed

June

- Unit inspections (Great Cove Community)
- Schedule septic pumping for Homeyer Village on odd years (i.e. 2015, 2017, 2019. . .)
- Touch up common area paint
- Inspect sidewalks and parking lot for need of repair/crack treatment
- Trim bushes/shrubs
- Inventory of supplies and small parts
- Weed gardens as needed
- Inspect and replace flags as needed

July

- Unit inspections (Asher's Path)
- Inspect roofs and siding
- Inventory of supplies and small parts
- Clean gutters
- Weed gardens as needed
- Inspect and replace flags as needed

August

- Inventory of supplies and small parts
- Weed gardens as needed
- Schedule fire extinguisher inspections
- Inspect and replace flags as needed

September

- Boiler winter PM
- Clean dryer vents

- Touch up common area paint
- Inventory of supplies and small parts
- Weed gardens as needed
- Change batteries for smoke and c/o detectors (Asher's Path/GCC)
- Inspect and replace flags as needed

October

- Monitor and issue on-going snow removal work orders.
- Inspect roofs and siding
- Inventory of supplies and small parts
- Check and reset emergency lighting and times (daylight savings time)
- Put A/Cs away for season
- Check supply of salt and other winter maintenance items
- Rake as necessary
- Inspect and replace flags as needed

November

- Monitor snow and ice removal (if applicable)
- Inventory of supplies and small parts
- Rake as necessary
- Install plastic on storm doors (667)
- Inspect and replace flags as needed

December

- Monitor snow and ice removal
- Touch up common area paint
- Inventory of supplies and small parts
- Inspect and replace flags as needed

DAILY MAINTENANCE REMINDERS

- Check for abandoned or unauthorized
- Pick up paper/debris on grounds
- Water flowers
- Clear snow regularly throughout the day (if applicable)
- Spread ice-melt regularly throughout the day (if applicable)
- Empty office and community room trash/shredders (if needed)

WEEKLY MAINTENANCE REMINDERS

- Mow lawn(if applicable)
- Rake leaves (if applicable)
- Thoroughly clean bathroom (floor, toilet, sink)

- Clean entrance way/lobby area(s)
- Clean laundry room
- Check exterior lighting
- Vacuum common areas (community room and building entrances) and offices
- Check rugs for stains and clean as needed
- Bring recycling to dump if needed

Attachment 3

Site Inspection Monthly Report

Maintenance Man Inspecting: _____

Date: _____

Site: _____

☐ Storm Drains/ Catch Basins

☐ Septic System / Leaching Field

☐ Manholes – Water / Septic

☐ Exterior Lighting

☐ Exterior Emergency Lighting

☐ Interior Emergency Lighting

☐ Roofs / Gutters / Siding

☐ Fire Alarm Systems

☐ Dumpster area

☐ Fencing

☐ Porches

☐ Other: _____

☐ Other: _____

DEFERRED WORKORDERS

Work order #	Date Taken	Dev/Apt. #	Item(s) deferred	Reason Deferred	Date completed
17-052	3/17/2017	705-15	Right hand side bedroom musty odor	Tenant issues - clean upon move out	
17-053	3/17/2017	705	Gutters need cleaning	budget	9/14/2018
17-056	3/17/2017	705-18-22	Top front of building dmaged vent siding needs repaired. Window leaks inside	Capital job in future	
17-057	3/17/2017	705-18	living room	Capital job in future	
17-081	4/12/2017	705-29	window seals broken	budget	7/21/2017
17-083	4/12/2017	705-29	Master bedroom door warped. Boys bedroom door warped and peeling, closet	budget and tenant damage	8/16/2017
17-085	4/12/2017	705-25	Doors split at knob and warped.	budget and tenant damage	8/15/2017
17-105	5/26/2017	667-18C	kitchen cabinet drawer missing	tenant damage - wait for move out	8/14/2017
17-155	8/25/2017	705-99	Needs new front door and laundry room door	budget and tenant damage	12/4/2017
17-201	8/25/2017	705-99	Doorbell broken. Hall screen ripped, hole in wall of bedroom	budget and tenant damage	12/19/2017
			Front door and storm need to be replaced.		
			Master BR window seal broken. Left BR -		
18-058	3/19/2018	705-15	window seal broken	budget/planned capital	
			Front door and storm need to be replaced.		
18-060	3/19/2018	705-18	Rear door needs replacement	budget/planned capital	
			BR seal broken in window; crack in ceiling		
18-062	3/19/2018	705-19	between front door and dining	budget/planned capital	
			New fan needed in bath. Doesn't seem to be		
18-241	7/23/2018	705-84	strong enough	budget/planned capital	
18-242	10/22/2018	705-108	stronger bathroom fan needed	budget/planned capital	10/29/2018

18-243	7/25/2018	705-80	stronger bathroom fan needed	budget/planned capital	
18-246	12/14/2018	705-99	stronger bathroom fan needed	budget/planned capital	6/11/2019
18-208	10/19/2018	705-45	units needed turn over due to vacancy	budget/time	1/15/2019
18-210	10/22/2018	705-45	units needed turn over due to vacancy	budget/time	1/15/2019
19-098	6/7/2019	705-99	Unit needed a lot of repair - tenant moving	upon turnover	6/11/2019
19-124	7/29/2019	667-21A	unit turnover	budget/time	9/26/2019
19-155	9/20/2019	705-37	doors need replacement	budget and tenant damage	1/6/2020
19-156	9/20/2019	705-37	Grass dead in back yard	grass to be re-seeded after big, exterior capital job	
19/158	9/20/2019	705-37	unit turnover	budget/time	10/7/2019

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 09/30/2019. It also shows the approved budget for the current year (2020) if there is one, and the percent change from last year's spending to this year's approved budget. The final column shows the current approved amount for each account divided by the number of housing units and by 12 months to show the amount per unit per month (PUM). The chart does not show a draft budget for the coming fiscal year as that will typically be developed in the final month of the fiscal year.

The budget format and accounts are mandated by the Department of Housing and Community Development (DHCD). For a better understanding of the accounts and discussion of special situations see the notes following the budget tables and the "Definitions of Accounts" at the end of this section.

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

LHA Comments

The Brewster Housing Authority does its best to provide decent and safe housing to its residents within the confines of a limited budget. Since 2013, the BHA has contracted with the Mashpee Housing Authority to provide management services. In doing so, Brewster has been able to save thousands of dollars per year in administrative costs which have been diverted to line items for maintenance upkeep and improvements. After many years of neglect, the housing authority has worked hard to make many improvements and upgrades to the public housing stock in Brewster. Numerous capital improvement jobs have been completed including, not limited to, the replacement of septic systems at both the elderly and the family sites, the rehabilitation of about 1/2 of our family units, the improvement of our grounds and play areas, and upgrades to windows and doors. We are currently preparing for a major capital job at our family site to replace and improve the building envelopes and boilers.

Operating Reserve

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

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

The Brewster Housing Authority operating reserve at the end of fiscal year 2019 was \$61,811.00, which is 35.8% 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 Brewster Housing Authority.						
REVENUE						
Account Number	Account Class	2019 Approved Revenue Budget	2019 Actual Amounts Received	2020 Approved Revenue Budget	% Change from 2019 Actual to 2020 Budget	2020 Dollars Budgeted per Unit per Month
3110	Shelter Rent - Tenants	\$220,452.00	\$202,412.00	\$230,016.00	13.6%	\$342.29
3111	Shelter Rent - Tenants - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
3115	Shelter Rent - Federal Section 8	\$0.00	\$0.00	\$0.00	0%	\$0.00
3190	Nondwelling Rentals	\$0.00	\$0.00	\$0.00	0%	\$0.00
3400	Administrative Fee - MRVP	\$0.00	\$0.00	\$0.00	0%	\$0.00
3610	Interest on Investments - Unrestricted	\$494.00	\$187.00	\$150.00	-19.8%	\$0.22
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$1,950.00	\$1,528.00	\$1,950.00	27.6%	\$2.90
3691	Other Revenue - Retained	\$0.00	\$5,941.00	\$0.00	-100%	\$0.00
3692	Other Revenue - Operating Reserves	\$0.00	\$0.00	\$0.00	0%	\$0.00
3693	Other Revenue - Energy Net Meter	\$0.00	\$0.00	\$0.00	0%	\$0.00
3801	Operating Subsidy - DHCD (4001)	\$75,366.00	\$94,721.00	\$109,264.00	15.4%	\$162.60
3802	Operating Subsidy - MRVP Landlords	\$0.00	\$0.00	\$0.00	0%	\$0.00
3803	Restricted Grants Received	\$0.00	\$0.00	\$0.00	0%	\$0.00
3920	Gain/Loss From Sale/Disp. of Prop.	\$0.00	\$0.00	\$0.00	0%	\$0.00
3000	TOTAL REVENUE	\$298,262.00	\$304,789.00	\$341,380.00	12%	\$508.01

Annual Plan 2021
Annual Operating Budget

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Brewster Housing Authority.						
EXPENSES						
Account Number	Account Class	2019 Approved Expense Budget	2019 Actual Amounts Spent	2020 Approved Expense Budget	% Change from 2019 Actual to 2020 Budget.	2020 Dollars Budgeted per Unit per Month
4110	Administrative Salaries	\$0.00	\$0.00	\$0.00	0%	\$0.00
4120	Compensated Absences	\$0.00	\$1,305.00	\$0.00	-100%	\$0.00
4130	Legal	\$300.00	\$0.00	\$300.00	100%	\$0.45
4140	Members Compensation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4150	Travel & Related Expenses	\$0.00	\$-26.00	\$0.00	-100%	\$0.00
4170	Accounting Services	\$6,468.00	\$5,968.00	\$6,792.00	13.8%	\$10.11
4171	Audit Costs	\$3,780.00	\$0.00	\$3,780.00	100%	\$5.63
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$79,444.00	\$81,844.00	\$79,467.00	-2.9%	\$118.25
4191	Tenant Organization	\$0.00	\$460.00	\$0.00	-100%	\$0.00
4100	TOTAL ADMINISTRATION	\$89,992.00	\$89,551.00	\$90,339.00	0.9%	\$134.43
4310	Water	\$10,924.00	\$11,781.00	\$11,948.00	1.4%	\$17.78
4320	Electricity	\$9,725.00	\$9,497.00	\$9,880.00	4%	\$14.70
4330	Gas	\$8,335.00	\$8,299.00	\$8,548.00	3%	\$12.72
4340	Fuel	\$0.00	\$0.00	\$0.00	0%	\$0.00
4360	Energy Conservation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4390	Other	\$8,000.00	\$8,307.00	\$8,400.00	1.1%	\$12.50
4391	Solar Operator Costs	\$0.00	\$0.00	\$0.00	0%	\$0.00
4392	Net Meter Utility Credit (Negative Amount)	\$0.00	\$0.00	\$0.00	0%	\$0.00
4300	TOTAL UTILITIES	\$36,984.00	\$37,884.00	\$38,776.00	2.4%	\$57.70

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Brewster Housing Authority.						
EXPENSES						
Account Number	Account Class	2019 Approved Expense Budget	2019 Actual Amounts Spent	2020 Approved Expense Budget	% Change from 2019 Actual to 2020 Budget	2020 Dollars Budgeted per Unit per Month
4410	Maintenance Labor	\$89,812.00	\$94,808.00	\$68,796.00	-27.4%	\$102.38
4420	Materials & Supplies	\$18,000.00	\$17,457.00	\$18,000.00	3.1%	\$26.79
4430	Contract Costs	\$11,556.00	\$16,974.00	\$41,140.00	142.4%	\$61.22
4400	TOTAL MAINTENANCE	\$119,368.00	\$129,239.00	\$127,936.00	-1%	\$190.38
4510	Insurance	\$10,425.00	\$10,390.00	\$9,781.00	-5.9%	\$14.56
4520	Payment in Lieu of Taxes	\$6,883.00	\$6,815.00	\$6,884.00	1%	\$10.24
4540	Employee Benefits	\$26,778.00	\$26,652.00	\$27,475.00	3.1%	\$40.89
4541	Employee Benefits - GASB 45	\$0.00	\$-3,551.00	\$0.00	-100%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$39,505.00	\$0.00	-100%	\$0.00
4570	Collection Loss	\$0.00	\$1,269.00	\$0.00	-100%	\$0.00
4571	Collection Loss - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
4580	Interest Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4590	Other General Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4500	TOTAL GENERAL EXPENSES	\$44,086.00	\$81,080.00	\$44,140.00	-45.6%	\$65.68
4610	Extraordinary Maintenance	\$7,900.00	\$38,676.00	\$18,100.00	-53.2%	\$26.93
4611	Equipment Purchases - Non Capitalized	\$3,500.00	\$5,230.00	\$8,500.00	62.5%	\$12.65
4612	Restricted Reserve Expenditures	\$0.00	\$0.00	\$0.00	0%	\$0.00
4715	Housing Assistance Payments	\$0.00	\$0.00	\$0.00	0%	\$0.00
4801	Depreciation Expense	\$0.00	\$191,730.00	\$0.00	-100%	\$0.00
4600	TOTAL OTHER EXPENSES	\$11,400.00	\$235,636.00	\$26,600.00	-88.7%	\$39.58
4000	TOTAL EXPENSES	\$301,830.00	\$573,390.00	\$327,791.00	-42.8%	\$487.78

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Brewster Housing Authority.						
SUMMARY						
Account Number	Account Class	2019 Approved Budget	2019 Actual Amounts	2020 Approved Budget	% Change from 2019 Actual to 2020 Budget	2020 Dollars Budgeted per Unit per Month
3000	TOTAL REVENUE	\$298,262.00	\$304,789.00	\$341,380.00	12%	\$508.01
4000	TOTAL EXPENSES	\$301,830.00	\$573,390.00	\$327,791.00	-42.8%	\$487.78
2700	NET INCOME (DEFICIT)	\$-3,568.00	\$-268,601.00	\$13,589.00	-105.1%	\$20.22
7520	Replacements of Equip. - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7540	Betterments & Additions - Capitalized	\$0.00	\$0.00	\$5,250.00	100%	\$7.81
7500	TOTAL NONOPERATING EXPENDITURES	\$0.00	\$0.00	\$5,250.00	100%	\$7.81
7600	EXCESS REVENUE OVER EXPENSES	\$-3,568.00	\$-268,601.00	\$8,339.00	-103.1%	\$12.41

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 \$40.00 per unit per month, as of July 1, 2019.

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 6/30/19, all deficit LHAs may keep 100% of the net meter credit savings.

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

3693: Other Revenue – Net Meter: This account should be 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 6/30/19 all LHAs may retain 100% of their total net meter credit savings, and should report those savings as Other Revenue – Retained on line #3691

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4360: 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.

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

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

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

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

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

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

4520: Payments in Lieu of Taxes:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

In accordance with GAAP accounting, inventory purchases (Replacement of Equipment and Betterments & Additions) are distinguished between capitalized and non-capitalized items. Any inventory or equipment purchase greater than \$5,000 is required by DHCD to be capitalized, inventoried and depreciated. Any inventory or equipment purchase costing \$1,000 to \$4,999 should be inventoried by LHA staff for control

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

Narrative Responses to the Performance Management Review (PMR) Findings

The Performance Management Review conducted by the Department of Housing and Community Development (DHCD) for the 2019 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 Brewster Housing Authority's understanding of why they received the rating, while the responses describe their goals and the means by which they will meet or improve upon the performance-based assessment standards established by DHCD in the PMR. When the PMR rating is 'Operational Guidance', the LHA may have responded, but was not required to.

Category: Management

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

Rating: No Findings

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

Rating: Corrective Action

Reason: We have several residents who are in repayment agreements with the housing authority after fraud was discovered. To preserve tenancies, rather than evict the housing authority offered residents the opportunity to repay the housing authority for rent due.

We do our best to collect rents in a timely fashion, in addition to monies due under repayment agreements.

Our TAR was also effected by the late filing of year-end reports (see additional information below)

Response: We will do our best to get signatures obtained and reports submitted within the allowed time.

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

Rating: Operational Guidance

Reason: Our full board was not able to meet to sign off of the year end reports after they were compiled and presented by the fee accountant. Since DHCD requires all members of the board to sign off on year-end reports, we had to wait to submit the reports until all signature were obtained.

Criterion: Completion of mandatory online board member training

Rating: Operational Guidance

Reason: We only have four (4) board members. All have completed the training. One may have not submitted the final button to complete the process and she is looking into that.

Category: Financial

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

Rating: No Findings

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

Rating: No Findings

Category: Capital Planning

Criterion: Capital Improvement Plan (CIP) submitted on time.

Rating: No findings

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

Rating: No Findings

Category: Facility Management - Health & Safety

Criterion: Health and Safety Violations

DHCD has observed conditions at the LHA's developments and reported the following health and safety violations. The LHA has certified the number of corrected violations in each category.

	Number of violations cited	Number of violations corrected
Maintenance related violations	1	1
Tenant related violations	0	0

Category: Facility Management - Inspections

Criterion: LHA Conducted 100% of the Unit Inspections.

Rating: No Findings

Criterion: Inspection reports noted 100% of the necessary repairs in each unit.

Rating: Corrective Action

Reason: We have a very small maintenance staff that is sometimes not able to get to all non-emergency, non-priority work orders within the DHCD allowed time.

Response: We will be deferring all work orders that are not priority or emergency if we are unable to get to them within the DHCD allowed time.

Criterion: 100% of inspection-related work orders were generated.

Rating: No Findings

Criterion: Work order system identifies, tracks, and can produce reports for inspection work orders.

Rating: No Findings

Criterion: Inspection work orders were completed within 30 calendar days from the date of inspection, OR if cannot be completed with 30 calendar days, are added to the Deferred Maintenance Plan or included in the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).

Rating: No Findings

Category: Facility Management - Work Order System

Criterion: Emergency work orders defined per Property Management Guide, identified, tracked, reportable.

Rating: No Findings

Criterion: Emergency work orders initiated within 24-48 hours.

Rating: No Findings

Criterion: Vacancy work orders identified, tracked and reportable.

Rating: No Findings

Criterion: Vacancy work orders were completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.

Rating: No Findings

Criterion: Comprehensive Preventive Maintenance Program exists & preventive work orders identified, tracked, and reportable.

Rating: No Findings

Criterion: Routine work orders should be identified, tracked, reportable and completed regularly.

Rating: No Findings

Criterion: Requested work orders identified, tracked and reportable.

Rating: No Findings

Criterion: Requested work orders were completed in 14 calendar days from the date of tenant request or it not completed within that timeframe (and not a health or safety issue), the task was added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.

Rating: No Findings

Category: Facility Management - Emergency Response System:

Criterion: Housing authorities has 24 Hour Emergency Response System, Distributed Emergency Definition to Residents, Staff, and Answering Service (if applicable).

Rating: No Findings

Explanation of PMR Criteria Ratings

CRITERION	DESCRIPTION
Management	
Occupancy Rate	<p>The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report))</p> <ul style="list-style-type: none"> • “No Findings” : Occupancy Rate is at or above 98% • Operational Guidance: Occupancy rate is at 95% up to 97.9% • Corrective Action: Adjusted occupancy rate is less than 95%
Tenant Accounts Receivable (TAR)	<p>This criterion calculates the percentage of uncollected rent and related charges owed by starting with the amount reported by the LHA, as uncollected balances for the TAR (Account 1122 from the Balance Sheet) minus Normal Repayment Agreements* divided by Shelter (Tenant) Rent (account 3110 from the Operating Statement)</p> <ul style="list-style-type: none"> • “No Findings” : At or below 2% • “Operational Guidance”: More than 2% , but less than 5% • “Corrective Action”: 5% or more
Certifications and Reporting Submissions	<p>Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end.</p> <ul style="list-style-type: none"> • “No Findings”: At least 11 of the required 12 reports were submitted and at least 9 were submitted on time. • “Operational Guidance”: Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.
Board Member Training	<p>Percentage of board members that have completed the mandatory online board member training.</p> <ul style="list-style-type: none"> • “No Findings” : 80% or more completed training • “Operational Guidance” : 60-79.9% completed training • “Corrective Action” : <60 % completed training

CRITERION	DESCRIPTION
Financial	
Adjusted Net Income	<p>The Adjusted Net Income criterion calculation starts with an LHA's Net Income and subtracts Depreciation, GASB 45 (Retirement Costs), GASB 68 (Retirement Costs), Extraordinary Maintenance (maintenance expense outside of routine/ordinary expenses), and Equipment Purchases – Non Capitalized. This Adjusted Net Income amount is then divided by the Total Expenses of the LHA. If this Adjusted Net Income amount is positive, it means underspending and if it is negative it means overspending.</p> <p>Underspending Rating:</p> <ul style="list-style-type: none"> • "No Findings" : 0 to 9.9% • "Operational Guidance": 10 to 14.9% • "Corrective Action": 15% or higher <p>Overspending Rating:</p> <ul style="list-style-type: none"> • "No Findings" : 0 to -4.9% • "Operational Guidance": -5% to -9.9% • "Corrective Action": -10% or below
Operating Reserves	<p>Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures.</p> <ul style="list-style-type: none"> • "No Findings" :35%+ of maximum operating reserve • "Operational Guidance": 20% to 34.9% of maximum operating reserve • "Corrective Action": <20% of maximum operating reserve
Capital Planning	
Capital Improvement Plan (CIP) Submitted	<p>Housing authorities are required to submit a five-year capital plan every year.</p> <ul style="list-style-type: none"> • "No Findings" =Submitted on time • "Operational Guidance" =Up to 45 days late • "Corrective Action" =More than 45 days late
Capital Spending	<p>Under the Formula Funding Program (FF), authorities receive undesignated funds to spend on projects in their Capital Improvement Plan. They are rated on the percentage of available funds they have spent over a three-year period</p> <ul style="list-style-type: none"> • "No Findings" = at least 80% • "Operational Guidance" = At least 50% • "Corrective Action" = Less than 50%

CRITERION	DESCRIPTION
Health & Safety	
Health & safety violations	DHCD has observed conditions at the LHA's developments and reported health and safety violations. The LHA has certified the number of corrected violations in each category.
Facility Management - Inspections	
Unit Inspections Conducted	Housing authorities are required to conduct inspections of all their occupied units at least once a year <ul style="list-style-type: none"> • "No Findings": 100 % of sampled units had inspections conducted once during the year • "Corrective Action": Fewer than 100% of sample units were inspected during the year
Inspections Report	Housing authorities are required to note all of the deficiencies found during inspections <ul style="list-style-type: none"> • "No Findings": 100 % of deficiencies are noted on inspection report • "Corrective Action": Fewer than 100% of deficiencies are noted in inspection report
Inspection Work Order	Housing authorities are required to generate work orders for all deficiencies noted during inspections <ul style="list-style-type: none"> • "No Findings": 100 % of deficiencies noted on inspection reports generated work orders • "Corrective Action": Fewer than 100% of deficiencies noted on inspection reports generated work orders
Work Order System	Work order system identifies, tracks, and can produce reports for inspection work orders. <ul style="list-style-type: none"> • "No Findings": Inspection work orders are identified, tracked, and reportable • "Operational Guidance": Inspection work orders are not identified, and/or tracked, and/or reportable
Inspections Work Orders Completed	Inspection work orders were 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 included in the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue). <ul style="list-style-type: none"> • "No Findings": Sampled inspection work orders were completed within 30 days of inspection date or added to deferred maintenance plan and/or CIP • "Operational Guidance": Sampled inspection work orders were completed within 31 to 45 calendar days of inspection date and not added to deferred maintenance plan or CIP • "Corrective Action": Sampled inspection work orders were completed in over 45 calendar days of inspection date

CRITERION	DESCRIPTION
Facility Management – Work Order System	
Emergency Work Orders Properly Defined	<p>Emergency work orders should be defined per <u>Property Management Guide</u>, identified, tracked, reportable.</p> <ul style="list-style-type: none"> • “No Findings”: Emergency work orders defined per <u>Property Management Guide</u>, identified, tracked, reportable • “Operational Guidance”: Emergency work orders are not defined per <u>Property Management Guide</u>, and/or identified, and/or tracked, and/or reportable
Emergency Work Orders Initiation	<p>Emergency work orders should be initiated within 24 to 48 hours.</p> <ul style="list-style-type: none"> • “No Findings”: Emergency work orders initiated within 24-48 hours • “Corrective Action”: Emergency work orders not initiated within 24-48 hours
Vacancy Work Orders	<p>Vacancy work orders should be identified, tracked and reportable.</p> <ul style="list-style-type: none"> • “No Findings”: Vacancy work orders identified, tracked AND reportable • “Corrective Action”: Vacancy work orders are not identified, and/or tracked, and/or reportable
Vacancy Work Orders Completed	<p>Vacancy work orders should be completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.</p> <ul style="list-style-type: none"> • “No Findings”: Vacancy work orders are completed within 30 calendar days or if not completed within timeframe, LHA has a waiver • “Operational Guidance”: Vacancy work orders completed within 31-60 calendar days • “Corrective Action”: Vacancy work orders completed 61+ calendar days
Preventive Maintenance Program	<p>Housing authorities are required to maintain a comprehensive preventive maintenance program in which preventive work orders are identified, tracked, and reportable.</p> <ul style="list-style-type: none"> • “No Findings”: A comprehensive preventive maintenance program exists and work orders are identified, tracked and reportable • “Corrective Action”: A comprehensive preventive maintenance program does not exist OR work orders are not identified and/or tracked and/or reportable
Routine Work Orders	<p>Routine work orders should be identified, tracked, reportable and completed regularly.</p> <ul style="list-style-type: none"> • “No Findings”: Routine work orders identified, tracked, reportable and completed regularly • “Operational Guidance”: Routine work orders are not identified, and/or tracked and/or reportable, and/or completed regularly

CRITERION	DESCRIPTION
Requested Work Orders	<p>Requested work orders should be identified, tracked and reportable.</p> <ul style="list-style-type: none"> • “No Findings”: Requested work orders identified, tracked, reportable and completed regularly • “Operational Guidance”: Requested work orders are not identified and/or tracked and/or reportable, and or completed regularly
Requested Work Orders Completion	<p>Requested work orders should be 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 should be added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.</p> <ul style="list-style-type: none"> • “No Findings”: Requested work orders are completed within 14 calendar days of tenant request OR added to deferred maintenance plan and/or CIP • “Operational Guidance”: Requested work orders are completed within 15-30 calendar days from the date of tenant request • “Corrective Action”: Requested work orders are completed in over 30 calendar days from the date of tenant request OR not completed
Emergency Response System	<p>Housing authorities should have a 24 Hour Emergency Response System and distribute Emergency Definition to Residents, Staff, and Answering Service (if applicable).</p> <ul style="list-style-type: none"> • “No Findings”: A 24-hour system for responding to emergencies exists AND definitions of emergencies have been distributed to staff, residents and answering service, if applicable • “Operational Guidance”: System exists, but no definition has been distributed • “Corrective Action”: Neither a system nor distributed definitions exist

Policies

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

Policy	Last Ratified by Board Vote	Notes
*Rent Collection Policy	09/17/2015	
*Personnel Policy	12/21/2017	
*Capitalization Policy	09/16/2014	
*Procurement Policy	03/15/2018	
*Grievance Policy	01/17/2019	
Pet Policy	09/15/2016	
Other – Define in the ‘Notes’ column	04/23/2015	Inventory & Equipment Policy
Investment Policy	10/18/1994	
Maintenance and Other Charges	05/15/2014	
Reasonable Accommodations Policy	03/19/2015	
Smoking Policy	05/15/2014	
Other – Define in the ‘Notes’ column	04/19/2018	Fiscal Policies & Procedures
Language Access Plan	05/19/2016	
Travel Policy	10/15/2015	Housing Authority Vehicle Poli
Emergency Response Plan	04/29/2020	in process of updating - Conti
Credit/Debit Card Policy	04/19/2018	See Fiscal Policies & Procedu
Community Room Use	11/16/1994	

Policy	Last Ratified by Board Vote	Notes
Other – Define in the ‘Notes’ column	11/16/1994	Air Conditioner Policy
Other – Define in the ‘Notes’ column	04/23/2015	Personal Protective Equipment
Other – Define in the ‘Notes’ column	10/16/2014	Space Heater Policy
Other – Define in the ‘Notes’ column	12/18/2014	Snow removal policy
Other – Define in the ‘Notes’ column	01/15/2019	Satellite Dish/Antenna Policy
Other – Define in the ‘Notes’ column	10/16/2014	Write Off Policy
Other – Define in the ‘Notes’ column	04/17/2014	Privacy Policy
Other – Define in the ‘Notes’ column	10/16/2001	Recreational Equipment Policy
Other – Define in the ‘Notes’ column	10/18/1994	Disposition Policy
Other – Define in the ‘Notes’ column	05/19/2009	Building Exterior & Grounds P
Other – Define in the ‘Notes’ column	05/15/2014	Internet/Email Policy
Other – Define in the ‘Notes’ column	04/19/2018	Outdoor Grill/Open Flame Polic
Other – Define in the ‘Notes’ column	05/21/2015	Vehicle and Parking Policy

* Starred policies are required by DHCD. Policies without a “Latest Revision” date are not yet in force.

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

Waivers

Brewster Housing Authority has received the following waivers from DHCD's regulations. This list does not include vacancy waivers, pet waivers, or any waivers that would release personally identifiable tenant or applicant data.

Description	Reason	Date Waiver Approved by DHCD	Date Expired
Biennial recertification of c.667 rents	to lower the workload for staff and make easier for residents	05/20/2016	09/30/2099

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

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 DHCD for each year.

Capital Funds: Funds provided by DHCD 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 to 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 is 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 DHCD conducts its review of the LHA's CIP in CIMS. For the Annual Plan CIMS imports data from other DHCD 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 is DHCD'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 DHCD.

DHCD: Massachusetts Department of Housing & Community Development

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 DHCD'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 DHCD and the LHA to

take a deep dive into the data, lift up best practices, and work together towards improving operations oucher Program.

Performance Management Review (PMR):

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, DHCD 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 DHCD.

Attachments

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

- Tenant Satisfaction Survey
- Performance Management Review

BREWSTER HOUSING AUTHORITY

Chapter 200, 667, and 705 Housing (combined) Summary 2016 - 2018

DHCD is working with the Center for Survey Research at the University of Massachusetts Boston to survey residents in the housing units it oversees.

- **Chapter 200 and 705 housing:** In the spring of 2016, surveys were sent to 9772 housing units. 3240 surveys were filled out and returned.
- **Chapter 667 housing:**
 - In the fall of 2016, surveys were sent to 9624 housing units and 5511 surveys were filled out and returned.
 - In the fall of 2017, surveys were sent to 6024 housing units and 3391 surveys were filled out and returned
 - In the fall of 2018, surveys were sent to 13,304 housing units and 6717 surveys were filled out and returned.
- In the **Brewster Housing Authority**, surveys were sent to a total of **56** Chapter 667, 705, and 200 housing units; **29** surveys were completed.

This report provides some information about how the residents from the **Brewster Housing Authority** who answered the survey responded. It compares their answers to those from residents in the entire state and to those from small LHAs in Southeastern Massachusetts. These small LHAs in Southeastern Massachusetts include: Acushnet, Bourne, Brewster, Bridgewater, Carver, Chatham, Dartmouth, Dennis, Dighton, Duxbury, East Bridgewater, Easton, Falmouth, Foxborough, Halifax, Hanson, Harwich, Kingston, Mansfield, Marshfield, Mashpee, Mattapoisett, Middleborough, Nantucket, Norfolk, Norton, Orleans, Pembroke, Plainville, Provincetown, Sandwich, Seekonk, Somerset, Swansea, Taunton, Wareham, West Bridgewater, Westport, Whitman, Wrentham, and Yarmouth.

Communication

Residents were asked about how they interacted with the Brewster Housing Authority in the last 12 months. The table below shows what percentage of residents said they did each of the following:

	Brewster Housing Authority	Small LHAs in Southeastern MA *	Entire State
Contacted management about a problem or concern.....	83%	79%	79%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	75%	88%	85%
Saw the Capital Improvement Plan.....	35%	38%	28%
Saw the Operating Budget.....	10%	21%	16%
Knew the Executive Director held a meeting with residents.....	39%	54%	48%

* Small LHAs in Southeastern Massachusetts include: Acushnet, Bourne, Brewster, Bridgewater, Carver, Chatham, Dartmouth, Dennis, Dighton, Duxbury, East Bridgewater, Easton, Falmouth, Foxborough, Halifax, Hanson, Harwich, Kingston, Mansfield, Marshfield, Mashpee, Mattapoisett, Middleborough, Nantucket, Norfolk, Norton, Orleans, Pembroke, Plainville, Provincetown, Sandwich, Seekonk, Somerset, Swansea, Taunton, Wareham, West Bridgewater, Westport, Whitman, Wrentham, and Yarmouth.

Services and Programs

67% of the Brewster Housing Authority residents who responded to the survey said they would be interested in services and programs. Here are the services and programs residents said they would be most interested in participating in:

	Brewster Housing Authority	Small LHAs in Southeastern MA	Entire State
Job training programs.....	14%	8%	11%
Money management programs (budgeting, taxes, income building).....	24%	11%	13%
Children's programs (tutoring, childcare, afterschool programs).....	21%	5%	8%
Health and Medical Services (visiting nurse, meal programs).....	31%	32%	33%
Adult Education (GED, ESL, educational counseling)	14%	9%	13%

Maintenance and Repair

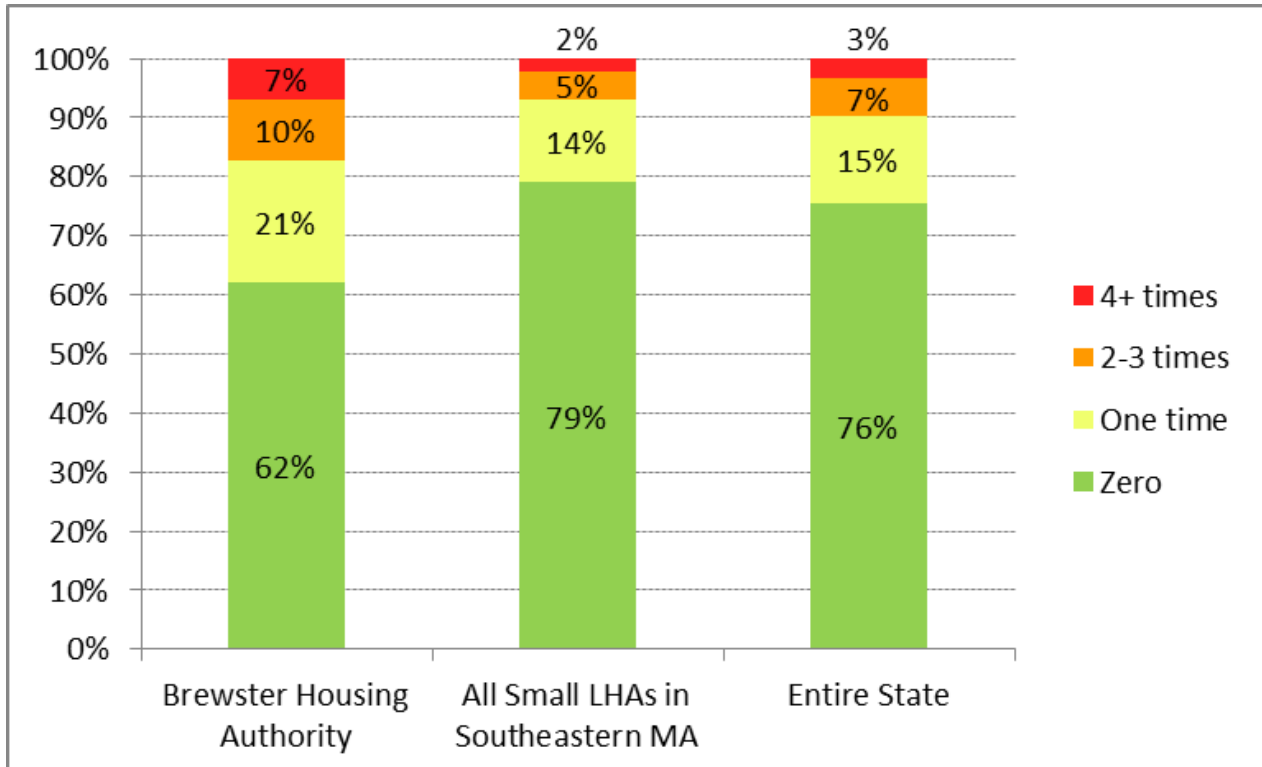
- **Who had problems?** Over a third of respondents had a problem with their heating and about a third had a plumbing problem in the last 12 months.

	Brewster Housing Authority	Small LHAs in Southeastern MA	Entire State
Had a heating problem.....	38%	21%	24%
Had a problem with water or plumbing.....	35%	50%	50%

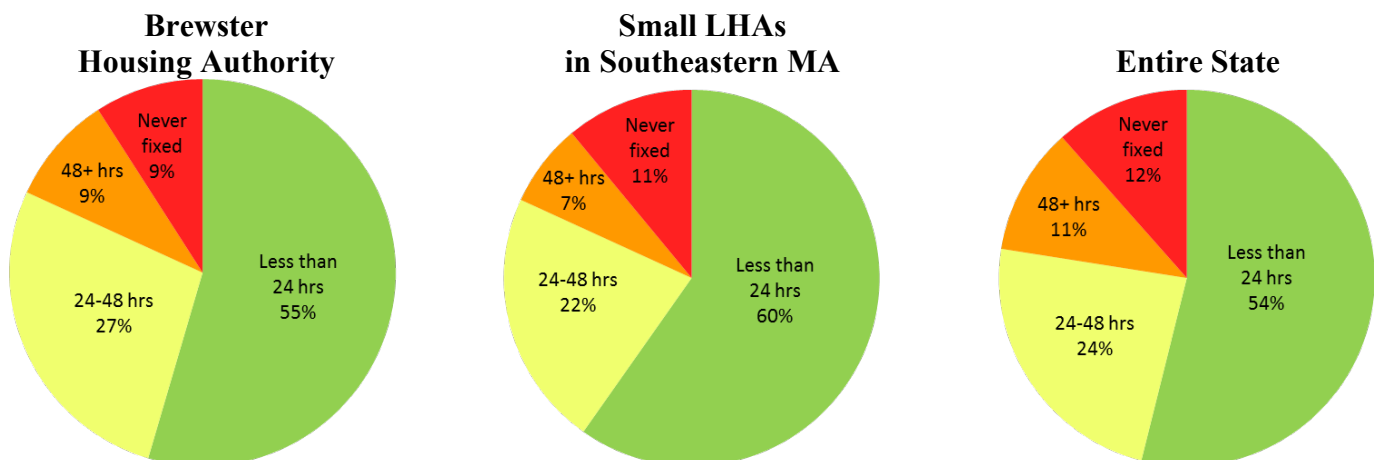
- **Heating Problems**

How many times did residents have heating problems?

The chart below shows how many times respondents had heat problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows those who had the problem 4 or more times in the last 12 months.



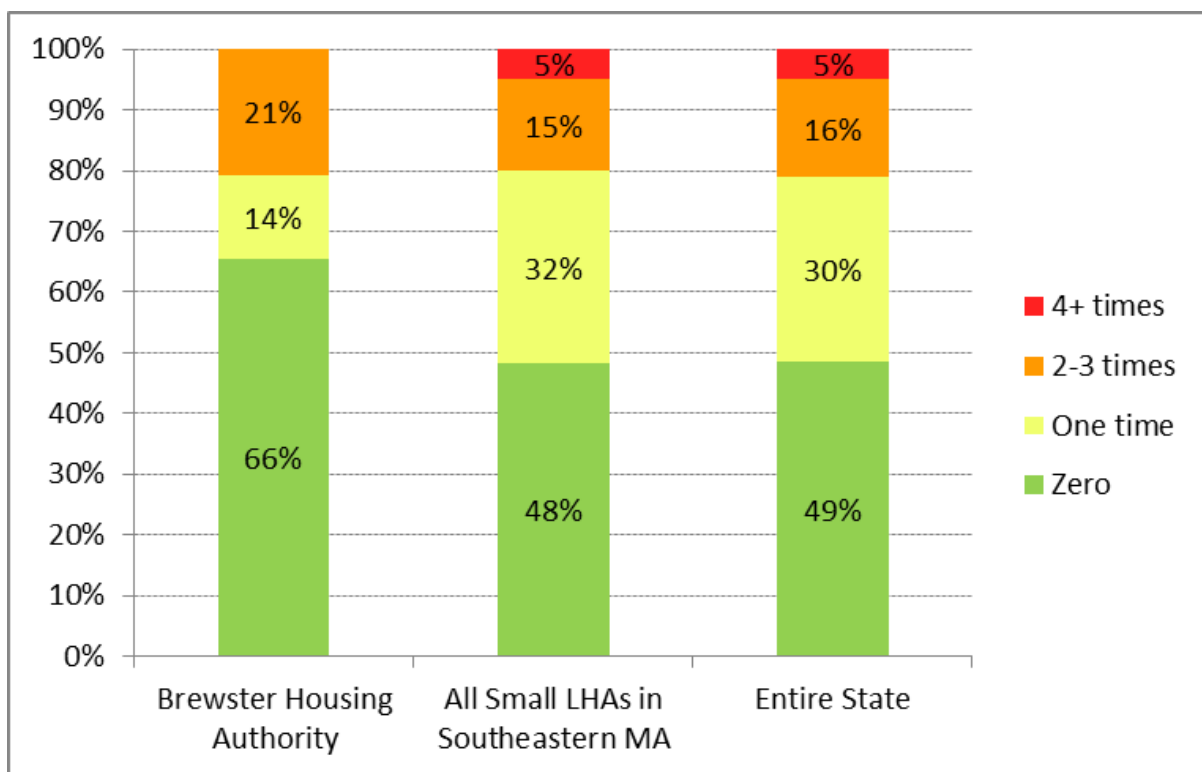
How long did it take to fix the heating problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.



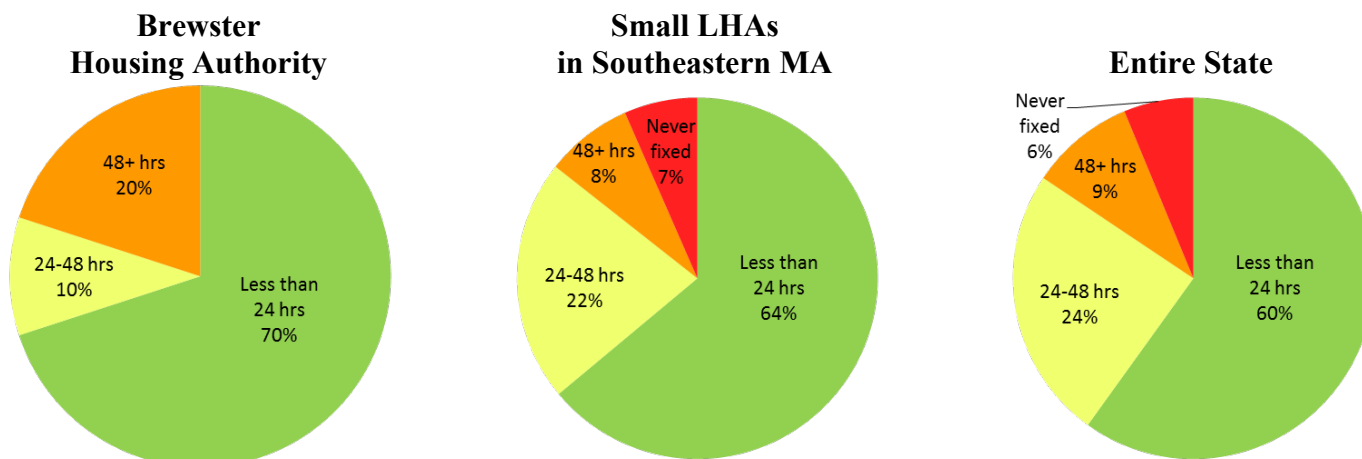
- **Water or Plumbing Problems**

How many times did residents have problems with their water or plumbing?

The chart below shows how many times respondents had water or plumbing problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows those who had the problem 4 or more times in the last 12 months.

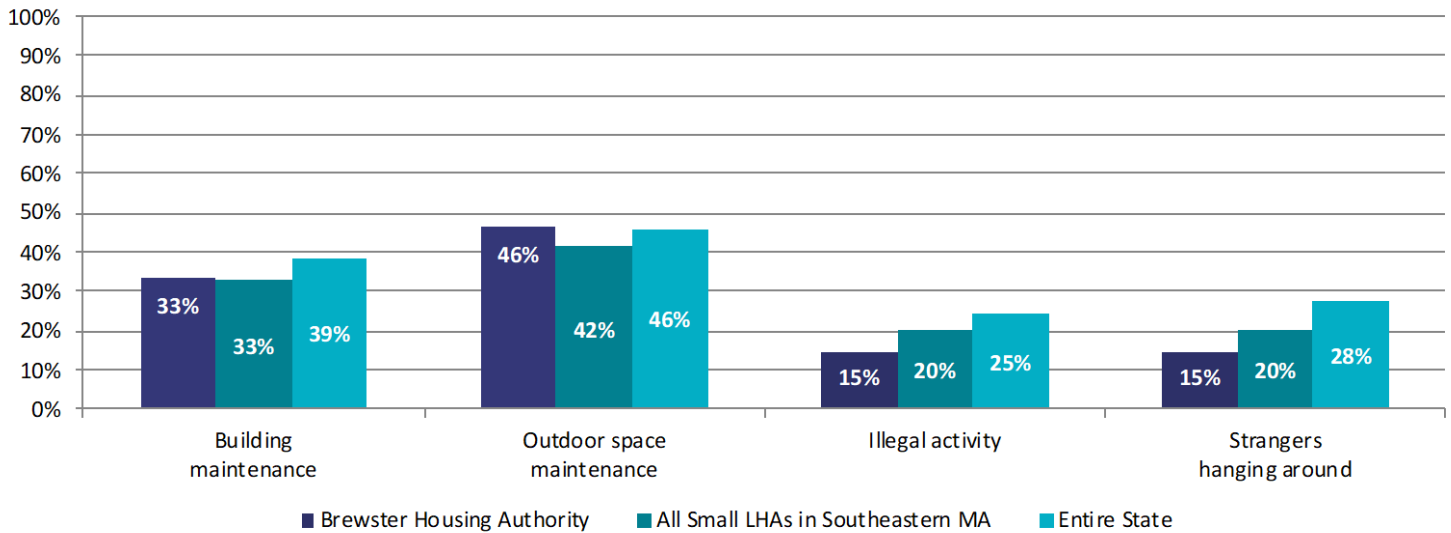


How long did it take to fix the water or plumbing problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.



- **What other problems did respondents have?** Respondents were asked how often they had problems with: building maintenance (*such as clean halls and stairways and having lights and elevators that work*), outdoor space maintenance (*such as litter removal and clear walk ways*), illegal activity in the development, and strangers hanging around who should not be there. The chart below shows what percentage of respondents said that they “always” or “sometimes” had this problem in the last 12 months.

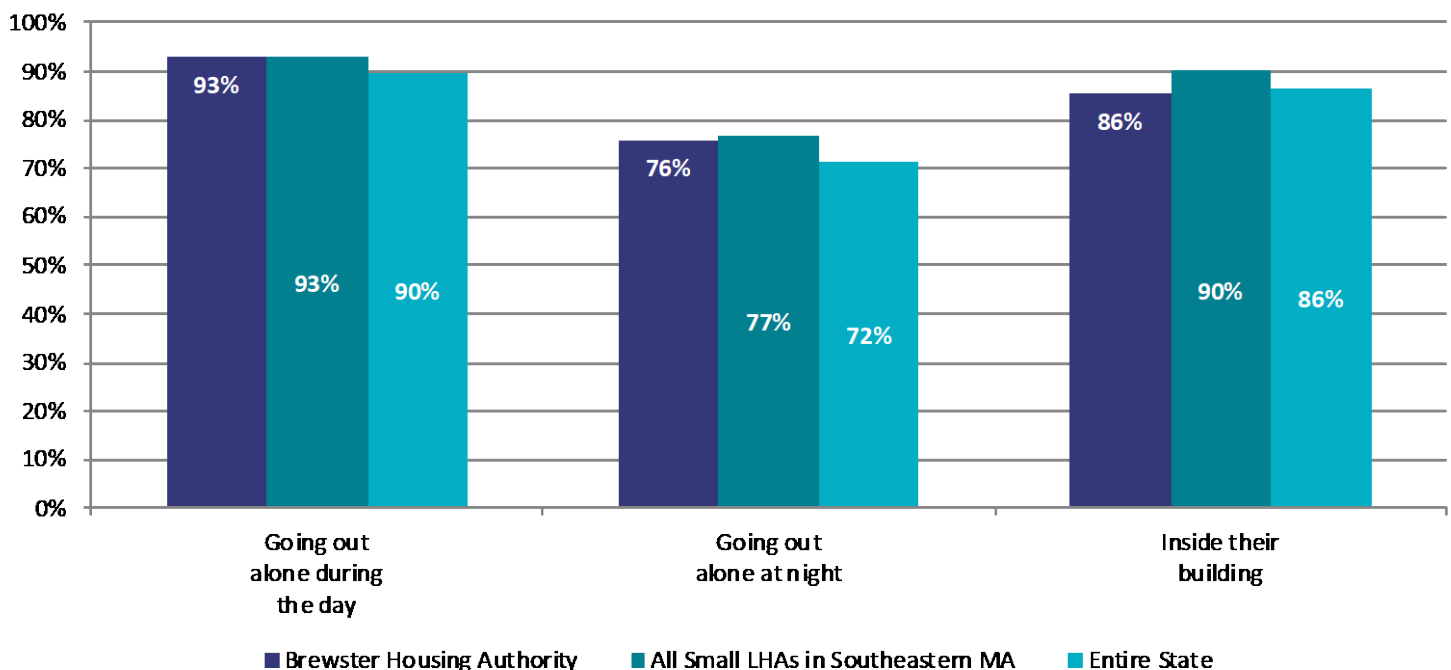
Respondents who “always” or “sometimes” had problems with....



Safety

Respondents were asked how safe they felt in their building and going outside alone. The chart below shows what percentage of people said they felt “very safe” or “mostly” safe.

Respondents who felt “very safe” or “mostly safe”



BREWSTER HOUSING AUTHORITY

Performance Management Review (PMR) Report

Fiscal Year End 9/30/2019

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

Performance Management Review

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)

PMR Desk Audit Ratings Summary

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

Housing Authority	Brewster Housing Authority
Fiscal Year Ending	09/30/2019
Housing Management Specialist	Mary Farrell
Facilities Management Specialist	Bob Arsenault

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

LHA Brewster

Occupancy

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

- ☐ Enter vacancies into system at least monthly and ensure that there are no duplicates. Reach out to HMS if accidental duplicates occur.
- ☐ Use online vacancy system, see user guide if need help. All vacancies must be reported; and quarterly certifications must be completed certifying all data is in system. Request waivers when applicable.
- ☐ Follow tenant selection best practices to improve vacancy turnover (pulling lists in CHAMP as soon as vacancy occurs and previewing list to prescreen in advance of vacancies as needed).
- ☐ Include unit turnovers in capital improvement plan.
- ☐ Engage in a management agreement or contract with private firms to help with heavy unit turnover.
- ☐ Review turnovers with staff weekly or biweekly to monitor status of vacant units.
- ☐ Develop plan for updating units with long term occupancy to limit turn over time at vacancy; family units may need consistent attentions o when lease up, condition is not affecting vacancy turnover time.
- ☐ Ensure that yearly inspection findings are addressed and address tenant damage/lease violations.
- ☐ Other:

Tenant Accounts Receivable (TAR)

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

- ☐ Create or update rent collection policy and procedures and submit to DHCD for review, with supporting Board vote.
- ☐ Adhere to your rent collection policy and lease, i.e. sending notices, reminder letters, 14 day notice to quit, 30 day notice etc. Send notices to tenants early and frequently.
- ☐ Increase ways to accept rent payment, i.e. check scanners, lock boxes, electronic debit, autopay, etc.
- ☐ Report to credit bureau when resident has vacated unit with past due rent balance.
- ☐ Consider using small claims court (<https://www.mass.gov/info-details/massachusetts-law-about-small-claims>)
- ☐ Create written repayment agreements, either in house or court ordered, and ensure they are adhered to.
- ☐ Evaluate vacated balances to better understand what is collectible and what is unlikely to be collected. Don't allow tenant balances to build-up before doing lease enforcement. Review aged receivables report regularly.
- ☐ Set reasonable thresholds for commencing legal action.
- ☐ Ensure proper documentation of past due balances and collection efforts with tenants.
- ☐ Other: Rating is due to late submittal of TAR data. Please refer to PHN 2017-13 for guidance on TAR and PHN 2018-08 for reporting due dates.

Certifications and Reporting Submissions

Rating: Operational Guidance

- ☐ Submit all four quarterly vacancy certifications by the end of the month following the quarter end.
- ☒ Submit all four quarters of Tenants Accounts Receivables (TAR) application within 60 days of quarter end.
- ☐ Submit all four quarterly operating statements within 60 days of the quarter end.
- ☐ Schedule board meetings well in advance. Consider scheduling a backup date to ensure you are able to have your board vote/approval in time to meet reporting deadlines.
- ☐ Set a recurring appointment in your email calendar for help remembering reporting dates and deadlines.
- ☐ **Other: PHN 2018-08 for reporting due dates.**

Adjusted Net Income/Revenue

Rating: No Findings

Revenue:

- ☐ Update and adhere to rent collection policy
- ☐ Update marketing plan
- ☐ Update internal policies related to vacant unit turnover
- ☐ Review rent roll to identify outstanding rents and/or patterns of rent delinquency.
- ☐ Review operating statements to identify trends in revenue collection such as LHA-wide or development-centered rent issues.
- ☐ Follow tenant selection best practices to improve vacancy turnover (pulling lists in CHAMP as soon as vacancy occurs and previewing list to prescreen in advance of vacancies as needed)
- ☐ Set up repayment agreements with tenants as soon as tenant becomes in arrears; do not let large balances accrue.
- ☐ Make it easier for tenants to pay rent. For example, consider online payments, lockboxes for night time drop-off or extended office hours
- ☐ Review budget reports with both fee accountant/financial staff and your board to stay on top of revenue trends.
- ☐ Ensure rent determinations are completed regularly and are in adherence with DHCD policy

Expense:*Salaries*

- ☐ Monitor expenses throughout the year; over or underspending in certain budget lines, can be fixed by reducing or increasing other lines to ensure you stay within your ANUEL.
- ☐ Consider a reorganization of staff time/roles and improve processes.
- ☐ Hire temporary workers or offer overtime to current employees to pick up the workload of staff out on leave.
- ☐ Ensure your budget is in compliance with state and federal requirements regarding allocations.

Legal

- ☐ Review and if needed revise tenant selection process, rent collection process and notice to quit process to reduce evictions/legal costs.
- ☐ Start tracking or better estimate eviction costs based on historical averages throughout the year. If legal costs for evictions are running higher than expected, reduce other budget lines to ensure you stay within your ANUEL.
- ☐ If you qualify, use DHCD's regional attorney program.

Utilities

- ☐
- ☐ Use online resources such as WegoWise, MassEnergyInsight or software provided by your utility company to track and monitor utility usage. Review the usage monthly to look for unusual expenditures.
- ☐ Weatherize units to improve insulation. Reach out to maintenance director or DHCD staff for more information.
- ☐ Request a referral from your HMS to DHCD's sustainability coordinator if you are interested in saving money through the installation of low-flow toilets, showerheads, LED lights or other cost-savings, energy-efficient measures. DHCD frequently has incentive programs that pay for the procurement and installation of energy and water saving appliances and tools at your LHA.
- ☐ Ensure that you have an air conditioner policy that precludes a/c being in windows out of season/enforce policy if already in place.

Maintenance

- ☐ Develop or update your preventive maintenance, deferred maintenance and routine maintenance plans and review monthly with maintenance staff.
- ☐ Develop or update your procurement and purchasing policies and review with staff.
- ☐ Develop a system to schedule and track preventive maintenance, reach out to your facilities management specialist for assistance.
- ☐ If contractor costs are high, see if your current maintenance team can complete the work or if it is possible to contract with a tradesman.
- ☐ Consider bulk purchasing for supplies and shop around for the best deals.
- ☐ Consider investing (through purchase or maintenance) in equipment that may reduce hours spent on maintenance (such as a snow blower to reduce time shoveling).

Other:☐

Operating Reserve

Rating: No Findings

☐

Please refer to PHN 2018-04 and current budget guidelines for information on operating reserve

☐

An LHA may spend down to 35% of maximum reserve level without consulting DHCD, but the LHA must budget these expenses in the correct line items of their annual operating budget. If the expense occurred after DHCD approval of the annual operating budget, the LHA should submit a budget revision with these expenditures.

☐

Any expenditures from the operating reserve that will result in a projected operating reserve of less than 35% of maximum reserve level, requires *prior written approval* from DHCD, *unless the expenses are to resolve health and safety issues*.

☐

Each LHA must maintain a projected operating reserve of 20% of maximum reserve level, which *remains the minimum operating reserve level for all LHAs*.

☐

Other:

Board Member Training

Rating: Operational Guidance

☒

Ensure you update the board attendance application with the most recent board members, and their term dates.

☒

Ensure each board member has a unique email for the board member training.

☒

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

☐

Other:

PMR Capital Benchmarks for LHA Fiscal Year 2019

1. During the 3-Year reporting period, the housing authority's Formula Funding usage was as shown in the following table.
(Note that benchmark spending only includes Formula Funding, not any special awards such as Compliance Reserve or Sustainability).

Capital Spending For DHCD fy 2017 Through DHCD fy 2019		
Category	Amount per DHCD Records	Definitions
Formula Funding Balance at beginning of 3-Year reporting period	\$312,515	Sum of all Formula Funding awarded for fiscal years from 2011 through 2019 minus funds spent prior to fiscal year 2017.
Net Formula Funding Available (after taking out LHA Emergency Reserve)	\$281,263	Amount above (Formula Funding Balance) minus LHA Emergency Reserve.
Formula Funding Disbursed during the 3-Year reporting period.	\$359,799	Formula Funding Disbursed during the 3-Year reporting period.
% of Net Formula Funding Available disbursed during the 3-Year period	128%	Formula Funding Disbursed during the 3-Year period as a % of Net Formula Funding Available.
Capital Spending Rating	No Findings	Less than 50% - "Corrective Action"; 50% to 80% - "Operational Guidance"; otherwise "No Findings".

Table updated 11/19/2019 3:22:08 PM

2. According to DHCD records, your most recently required Capital Improvement Plan was submitted as noted below.

Capital Improvement Plan CIP-2020		
Capital Plan Due Date	6/15/2019	Performance Criteria Submitted on or before the due date --> "No Findings" Submitted up to 45 days late --> "Operational Guidance" Submitted more than 45 days late --> "Corrective Action"
Capital Plan Submitted	5/29/2019	
Days Late	On Time	
Performance	No Findings	

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3. Projects which had disbursements during the 3-year reporting period:

Project Detail for Benchmark Spending fy2017 Through fy2019								
FISH Number	FISH Project Description	FISH TDC	Special Award	Special Spent	FF Spent Prior Period	FF Spent This Period	Special Contracted	FF Contracted
041014	2008 FF Master CFA	\$2,950	\$0	\$0	\$1,750	\$1,200	\$0	\$0
041027	FF: Kitchen Cabinets,Countertops & flooring replacement	\$159,434	\$0	\$0	\$129,466	\$29,968	\$0	\$0
041033	FF: septic replacement	\$350,410	\$105,643	\$105,643	\$27,661	\$217,106	\$0	\$0
041036	FF: septic system ER request	\$290,024	\$158,172	\$118,113	\$0	\$98,459	\$40,059	\$33,393
041037	Vacant Unit Rehab Units 33, 96 & 104	\$191,321	\$191,321	\$191,321	\$0	\$320	\$0	\$0
041038	FF: 17 Extraordinary Maintenance	\$11,200	\$11,200	\$11,200	\$0	\$0	\$0	\$0
041039	FF: Portable metal ADA ramp	\$3,740	\$0	\$0	\$0	\$2,100	\$0	\$0
041042	Emergency Boiler Replacement Unit 45	\$10,646	\$0	\$0	\$0	\$10,646	\$0	\$0
Totals		\$1,019,725	\$466,336	\$426,278	\$158,877	\$359,799	\$40,059	\$33,393

Table updated 11/19/2019 3:25:01 PM

**DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)
PMR Physical Condition Ratings**

Housing Authority	Brewster Housing Authority
Fiscal Year Ending	9/30/2019
Housing Management Specialist	Mary Farrell
Facilities Management Specialist	Bob Arsenault

Inspection and Work Order System Criteria	Rating
Inspections	
LHA conducted 100% of the unit inspections.	No Findings
Inspections report noted 100% of the necessary repairs in each unit.	Corrective Action
100% of inspection-related work orders were generated.	No Findings
Work order system identifies, tracks, and can produce reports for inspection work orders.	No Findings
Inspection work orders were 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 included in the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).	No Findings
Work Order System	
Emergency work orders defined per PMG, identified, tracked, reportable.	No Findings
Emergency work orders initiated within 24 to 48 hours.	No Findings
Vacancy work orders identified, tracked and reportable.	No Findings
Vacancy work orders were completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.	No Findings
Comprehensive Preventive Maintenance Program exists & preventive work orders identified, tracked, and reportable.	No Findings
Routine work orders identified, tracked, reportable and completed regularly.	No Findings
Requested work orders are identified, tracked and reportable.	No Findings
Requested work orders were 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 was added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.	No Findings
LHAs have a 24 hour system for responding to emergencies and have distributed definition of emergency to residents, staff and answering service (if applicable).	No Findings

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)
PMR Physical Condition Report

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

Housing Authority	Brewster Housing Authority
Fiscal Year Ending	9/30/2019
Housing Management Specialist	Mary Farrell
Facilities Management Specialist	Bob Arsenault

Health and Safety Violations. Must be initiated within 24 to 48 hours. If the box below is not checked, you did not have any health and safety violations.

☒ DHCD will provide a list of health and safety violations found. Inspection reports will be provided by your HMS. The health and safety items have an 'X' in the HS column of the inspection report. Actions to correct these violations must be initiated within 24 to 48 hours. When you have completed work orders for these items send documentation to dhcd-phinspectionviolations@massmail.state.ma.us. In the subject line please indicate the LHAName and the PMR Year. If health and safety violations are not resolved within 60 days, DHCD will follow-up with a second site visit.

Criteria A: LHA conducted 100% of the unit inspections - No Findings

- ☐ Look to a nearby LHA for help with inspections (formulate a management agreement)
- ☐ Attend a Regional DHCD-led Inspection Training (in person)
- ☐ Refer to Property Maintenance Guide - Chapter 3 on Inspections See Handout B
- ☐ Consider Organization of Staff (see Chapter 4 of PMG) See Handout B
- ☐ Develop/Improve internal organizational processes and procedures to ensure you are properly scheduling, tracking, and documenting inspections throughout the year.
- ☐ Consider software (web-based applications) or Excel/Access to help you conduct/track/document inspections See Handout H
- ☐ Schedule your inspections throughout the year (by development or by anniversary date), rather than once a year
- ☐ Hire a qualified contractor (contact the DHCD Compliance Specialist (#617-573-1100 or dhcd-publichousingprocurement@massmail.state.ma.us) for procurement information)

Additional Notes:

Criteria B: Inspection report noted 100% of the necessary repairs in each unit - Corrective Action

- ☐ Unable to make recommendations as did not notify tenants of possible inspections
- ☒ Attend a Regional DHCD-led Inspection Training (in person)
- ☒ Look into maintenance trainings offered by MAHAMS See Handout L
- ☒ Include tenant violations in inspection reports
- ☒ Review state sanitary code (https://www.mass.gov/files/documents/2016/07/pv/105cmr410_0.pdf)

Additional Notes:

BHA is now conducting their own inspection as they noted the independent contractor was not identifying issues

Criteria C: 100% of inspection-related work orders were generated - No Findings

- ☐ Attend a Regional DHCD-led Inspection Training (in person)
- ☐ Refer to Property Maintenance Guide - Chapter 3 on Inspections See Handout B
- ☐ Ensure all tenant violations are included in the inspection report and that these violations are followed-up on by administrative staff with the tenant.
- ☐ Develop internal organizational processes and procedures to ensure you are properly generating and tracking inspection work orders throughout the year
- ☐ Improve internal organizational processes and procedures to ensure you are properly generating and tracking inspection work orders throughout the year
- ☐ Consider software (web-based applications) or Excel/Access to help you conduct/generate/track inspections See Handout H

Additional Notes:

Work Order System Identifies, Tracks, and Can Produce Reports for the Following

Criteria D: Inspection - No Findings

Criteria F: Emergency (defined per PMG) - No Findings

Criteria H: Vacancy - No Findings

Criteria K: Routine - No Findings

Criteria L: Requested - No Findings

- ☐ Consider software (web-based applications) or Excel/Access to help you generate/track/close out work orders See Handout H
- ☐ Refer to Property Maintenance Guide - Chapters 1 to 3 on Work Order Systems See Handout B
- ☐ Refer to PHN 2016-16 and 2016-36 and 2018-8 on Maintenance Aspects of Performance Management Review See Handout C+D
- ☐ 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
- ☐ LHA should align work order types, their priorities and a definition of what is considered an emergency with the Property Maintenance Guide (Pages I-5 to I-10) See Handout B + K
- ☐ Look to other LHAs with strong work order systems/processes and procedures around work orders and ask for their assistance
- ☐ Definition of Emergency Work Orders Should Be Conditions (no matter the time of day) which are immediately threatening to the life or safety of your residents, staff, or structures. LHA should create emergency list and distribute to staff and tenants. Produce emergency work orders for any work that is on list and initiate work within 24 to 48 hours. See Handout J
- ☐ 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.

Additional Notes:

Timely Completion of Work Order Types

Criteria E: Inspection - No Findings

Criteria G: Emergency - No Findings

Criteria I: Vacancy - No Findings

Criteria M: Requested - No Findings

- ☐ Consult DHCD's list of work order types, their priorities and a definition of what is considered an emergency See Handout J + K
- ☐ Refer to Property Maintenance Guide - Chapters 1 to 3 on Work Order Systems See Handout B
- ☐ Refer to PHNs 2016-16 and 2016-36 and 2018-8 on Maintenance Aspects of Performance Management Review See Handout C + D
- ☐ Vacancy turnovers should be completed within 30 calendar days or less. If cannot complete work within 30 days, LHA should contact Housing Management Specialist for a waiver. Use Online Vacancy System to Apply for Waivers (see PHN 2013 - 07) for Waiver Types (if waiver-eligible) See Handout G
- ☐ Consider Use of Capital Improvement Plan (CIP) for Capital Projects (see PHN 2012-22 for Capital vs. Operating funds; Contact Your Project Manager or RCAT for More Information) See Handout I
- ☐ Hire a qualified contractor (if plan to procure, contact DHCD Compliance Specialist (#617-573-1100 or dhcd-publichousingprocurement@massmail.state.ma.us) for procurement information
- ☐ Schedule your inspections throughout the year (by development or by anniversary date), rather than once a year
- ☐ 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
- ☐ Consider software (web-based applications) or Excel/Access to help you generate/track/close out work orders See Handout H
- ☐ Consider Use of a Deferred Maintenance Plan/Operating Funds (Talk to Facilities Management Specialist and/or Housing Management Specialist)
- ☐ Look into Maintenance trainings offered by MAHAMS See Handout L
- ☐ Look into Dwelling Unit Inspection trainings offered by DHCD
- ☐ Look to other LHAs with strong work order systems/processes around work orders and ask for their assistance (possibly formulate a management agreement)
- ☐ Request Vacant Unit Funds (see PHN 2016-34 for more information) See Handout F
- ☐ Look for other external funding sources
- ☐ Build a broader vendor network (to ensure timely delivery of parts/materials)
- ☐ Consider Organization of Staff (see Chapter 4 of PMG) See Handout B

Additional Notes:

Emergency Work Order:

Vacancy Work Order:

Timeliness Requested Work Order:

Timeliness of Inspection Work Order:

Criteria J: Comprehensive Preventive Maintenance Program Exists + Preventive Work Orders Identified, Tracked, Reportable - No Findings

- ☐ Refer to the Property Maintenance Guide (Pages I-23 to I-32 and Pages 8-7 to 8-26) See Handout B
- ☐ Refer to Annual PHNs on this topic, latest of which was PHN 2016-18 "Preventive Maintenance Monthly Reminders" See Handout E
- ☐ Process to schedule, generate, prioritize, and track work orders as a part of the Preventive Maintenance Program (consider using software to automate processes where possible) See Handout H
- ☐ Designate one person with the responsibility of reviewing/updating the Preventive Maintenance Program on a regular basis, as well as in real-time as new equipment is purchased
- ☐ Create a Preventive Maintenance Program/Plan that helps in the upkeep of all buildings and equipment. Work orders should be created and closed for all items on Preventive Maintenance Plan; Consult the Property Maintenance Guide (Pages I-23 to I-32) and Public Housing Notices 2016 - 18 "Preventive Maintenance Reminders" for how to develop a Preventive Maintenance Program See Handout B
- ☐ Consider software (web-based applications) or Excel/Access to help you generate/track/close out work orders See Handout H
- ☐ Refer to Property Maintenance Guide - Chapters 1 to 3 on Work Order Systems See Handout B
- ☐ Refer to PHN 2016-16 and 2016-36 and 2018-8 on Maintenance Aspects of Performance Management Review See Handout C+D
- ☐ 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
- ☐ Look to other LHAs with strong work order systems/processes and procedures around work orders and ask for their assistance

Additional Notes:

Criteria N: 24 Emergency Response System, Distributed Emergency Definition to Residents, Staff, and Answering Service (if applicable) - No Findings

- ☐ Create an Emergency System that Is Available 24 Hours a Day (if plan to procure, contact DHCD Compliance Specialist (#617-573-1100 or dhcd-publichousingprocurement@massmail.state.ma.us))
- ☐ Refer to Property Maintenance Guide (Pages I-5 to I-10) on Emergencies and System Setup See Handout B
- ☐ LHA should create a list of emergency items and distribute to all staff, tenants and answering service if have one. Produce emergency work orders for any work that is on your emergency list and initiate work within 24 to 48 hours. See Handout J

Additional Notes: