

Overview and Certification

Lowell Housing Authority

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 Lowell 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
 - c. Management and Occupancy Review for Archie Kenefick Manor

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
705-02	Family	Dublin Street 705-02	1	1985	10
667-C4	Elderly	Hale St. 667-C4	2	1958	15
667-C1	Elderly	Lakeview Avenue 667-C1	3	1958	20
667-C2	Elderly	Lakeview Avenue 667-C2	1	1958	12
667-C3	Elderly	Pleasant/ Concord 667-C3	2	1958	16
705-01	Family	Scattered Site Family 705-01	11	1920	23
705-03	Family	Walker / Lane / Liberty 705-03	3	1986	32
	Other	Special Occupancy units	2		16
	Elderly	Elderly units in smaller developments	1		4
Total			26		148

The following development(s) operate under a combination of state and federal requirements, including HUD's Section 8 New Construction and Substantial Rehabilitation Program (see the Glossary for a program description).

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-2B	Elderly	Archie Kenefick Manor 667-2B	1	1982	42

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.

Lowell Housing Authority manages 145 MRVP vouchers.

Federally Assisted Developments

Lowell Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 2977 households.

LHA Central Office

Lowell Housing Authority
350 Moody Street, P.O. Box 60 , Lowell, MA, 01853
Gary Wallace, Executive Director
Phone: 978-937-3500
Email: sgiblin@lhma.org

LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Joanie Bernes		Federal Tenant Rep	12/04/2018	12/28/2020
Vanna Howard	Member		07/01/2018	06/30/2023
Matthew Marr	Member	Labor Appointee	01/01/2017	12/31/2022
Robert McMahon	Vice-Chair	State Appointee	03/01/2015	03/01/2020
Philip Shea	Chair		02/05/2019	06/30/2024

Plan History

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

REQUIREMENT		DATE COMPLETED
A.	Advertise the public hearing on the LHA website.	05/21/2020
B.	Advertise the public hearing in public postings.	05/21/2020
C.	Notify all LTO's of the hearing and provide access to the Proposed Annual Plan.	N/A
D.	Post draft AP for tenant and public viewing.	05/21/2020
E.	Hold quarterly meeting with LTO to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	N/A
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present.	07/08/2020
G.	Executive Director presents the Annual Plan to the Board.	07/08/2020
H.	Board votes to approve the AP.	07/08/2020

Certification

CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

I, Gary Wallace, Executive Director of the Lowell Housing Authority, certify on behalf of the Housing Authority that: a) the above actions all took place on the dates listed above; b) all facts and information contained in this Annual Plan are true, correct and complete to the best of my knowledge and belief and c) that the Annual Plan was prepared in accordance with and meets the requirements of the regulations at 760 CMR 4.16 and 6.09.

Date of certification: 07/29/2020

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)**Additional Remarks by Lowell Housing Authority**

The Lowell Housing Authority was awarded a ModPHASE grant in the amount of \$1,452,489 for the modernization of all kitchens and baths in 20 units of elderly and disabled housing at 572-610 Lakeview Avenue. In addition, electrical service panels and electrical supply will be upgraded. On the exterior of the property, landscape plantings will create sound and visual buffer along the VFW Highway and additional site work to parking area and common areas will be performed. This modernization project will also include the creation of a new handicap accessible unit. Work is anticipated to commence in the late spring or early summer of 2020.

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)	\$1,104,678.14		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$110,467.81		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$994,210.33	\$1,068,373.15	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$8,239.76	\$8,300.00	Accessibility projects
DMH Set-aside	\$33,226.56	\$33,000.00	Dept. of Mental Health facility
DDS Set-aside	\$15,838.54	\$16,500.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$936,905.47	\$1,010,573.15	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$1,586,946.93	\$1,586,946.93	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	\$2,581,157.25	\$2,655,320.08	Total of all anticipated funding available for planned projects and the total of planned spending.

Capital Improvement Plan (CIP)**Additional notes about funding:**

The Lowell Housing Authority is currently working on an MTI Federalization project for 10 units of family housing at 40-58 Dublin Street. The LHA is in the process of upgrading units and performing site work to prepare for inspection by the US Department of Housing and Urban Development (HUD). The Authority has committed \$20,000 from its Operating Reserves for this work. If approved, the project will be taken over by HUD and will be added to the Federal portfolio. This will ensure additional operating and capital funds for this development in the future.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2020	fy2021 Planned	fy2022	fy2023	fy2024	fy2025
160089	FF: Exterior painting and carpentry	Lakeview Avenue 667-C2	\$150,000	\$0	\$0	\$150,000	\$0	\$0	\$0	\$0
160091	Roof Replacement	Lakeview Avenue 667-C1	\$141,723	\$10,714	\$98,771	\$32,239	\$0	\$0	\$0	\$0
160092	FF: Roof Replacement	Pleasant/ Concord 667-C3	\$34,882	\$0	\$910	\$33,972	\$0	\$0	\$0	\$0
160093	FF: Electrical Upgrades	Hale St. 667-C4	\$49,470	\$6,682	\$3,486	\$39,303	\$0	\$0	\$0	\$0
160095	FF: Walker - Roof Replacement	Walker / Lane / Liberty	\$56,675	\$0	\$0	\$56,675	\$0	\$0	\$0	\$0
160096	FF: Concrete Stair & Bridge Repair/Replacement (Walker St)	Walker / Lane / Liberty	\$71,803	\$43,575	\$28,229	\$0	\$0	\$0	\$0	\$0
160097	40-58 Dublin St. Window Replacements	Dublin Street 705-02	\$88,949	\$12,042	\$64,451	\$0	\$0	\$0	\$0	\$0
160098	Roof Replacement	Lakeview Avenue 667-C2	\$44,000	\$0	\$0	\$44,000	\$0	\$0	\$0	\$0
160099	2nd Floor Bathroom Updates	COLONIAL AVENUE Congregate 689-01	\$16,500	\$0	\$7,661	\$8,840	\$0	\$0	\$0	\$0
160100	Siding Replacement & Blown-In Insulation	Scattered Site Family 705-01	\$87,128	\$0	\$0	\$3,576	\$83,553	\$0	\$0	\$0
160101	Walker - Replace Decking	Walker / Lane / Liberty	\$69,000	\$0	\$0	\$2,034	\$66,967	\$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
160102	Walker - Driveway and walkway Replacement	Walker / Lane / Liberty	\$100,581	\$0	\$0	\$44,345	\$56,237	\$0	\$0	\$0
160103	FF:Federalization of Dublin Street	Dublin Street 705-02	\$319,049	\$0	\$0	\$19,027	\$25,042	\$0	\$0	\$0
160104	H&S FY20: Fire Escape Replacement	Scattered Site Family 705-01	\$17,386	\$0	\$8,073	\$9,314	\$0	\$0	\$0	\$0
160105	ModPHASE 2020 Lowell: K&B Mod, Sitework, Accessible Unit	Lakeview Avenue 667-C1	\$1,438,211	\$634	\$-633	\$93,797	\$1,358,693	\$0	\$0	\$0
•	Masonry repairs to exterior walls	Lakeview Avenue 667-C1	\$15,528	\$0	\$0	\$0	\$0	\$0	\$15,528	\$0
•	Paving and landscaping improvements	Lakeview Avenue 667-C2	\$130,566	\$0	\$0	\$130,566	\$0	\$0	\$0	\$0
•	Replace Roof at Pleasant Street	Pleasant/ Concord 667-C3	\$50,165	\$0	\$0	\$50,165	\$0	\$0	\$0	\$0
•	Paving and landscaping improvements	Hale St. 667-C4	\$165,449	\$0	\$0	\$165,449	\$0	\$0	\$0	\$0
•	DMH Floors and Finishes	GARLAND HOUSE 689-02	\$33,000	\$0	\$0	\$0	\$33,000	\$0	\$0	\$0
•	Roof Replacement	Scattered Site Family 705-01	\$39,762	\$0	\$0	\$0	\$39,762	\$0	\$0	\$0
•	Exterior Step Replacement	Scattered Site Family 705-01	\$6,571	\$0	\$0	\$0	\$6,571	\$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
•	Chimney Tuckpointing & Flashing	Scattered Site Family 705-01	\$6,021	\$0	\$0	\$0	\$6,021	\$0	\$0	\$0
•	Howard Street - Building Envelope	Scattered Site Family 705-01	\$248,996	\$0	\$0	\$0	\$0	\$0	\$57,229	\$191,768
TOTALS			\$3,381,413	\$73,645	\$210,945	\$883,298	\$1,675,844	\$0	\$72,757	\$191,768

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
160091	Roof Replacement	Bath Fans and Attic Insulation	\$0	\$0	\$127,331	\$0	\$0	\$0	\$0	\$0
160097	40-58 Dublin St. Window Replacements		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$12,456
160103	FF:Federalization of Dublin Street		\$0	\$0	\$0	\$0	\$0	\$0	\$20,000	\$254,981
160104	H&S FY20: Fire Escape Replacement	H&S FY20: Fire Escape Replacement	\$0	\$0	\$0	\$17,386	\$0	\$0	\$0	\$0
160105	ModPHASE 2020 Lowell: K&B Mod, Sitework, Accessible Unit	anticipated accessibility cost	\$0	\$200,000	\$0	\$1,252,489	\$0	\$0	\$0	\$-14,278
TOTALS			\$0	\$200,000	\$127,331	\$1,269,875	\$0	\$0	\$20,000	\$253,159

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.

Lowell Housing Authority has not submitted an Alternate CIP.

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.

Lowell Housing Authority has not requested additional funding.

3. Overall goals of the Housing Authority's CIP

The overall goal of Lowell Housing Authority is to improve and modernize its public housing units. The LHA identified projects to address building envelopes (roofs, masonry, trim and paint), site work including driveway, parking and walkway paving, landscape/drainage, decks, flooring, and electrical systems.

We added another roof (160-667-C3-0-20-525) which we hope will be linked with FISH 160098.

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:

No significant changes between last year's CIP and this year's, other than rearranging the "outdoor" projects earlier, to adjust for COVID-19 work restrictions.

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 04/14/2020.

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 05/05/2020.

8. Project priorities

We have included projects which are not high priority (Priority 1 or 2) with the following justification:

We included a priority #3 project to meet out DMH set-aside: 160-689-02-0-19-376 --- DMH Floors and Finishes

9. High priority deficiencies

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

See attached.

10. Accessibility

We have identified the following accessibility deficiencies in our portfolio:

We lack ADA units, and some of our ADA units are not fully up to code.

We have incorporated the following projects in our CIP to address accessibility deficiencies:

Our ModPHASE project (160105) will add 1 fully ADA unit to 667-1 (also parking and ramps).

Our federalization of Dublin Street (160103) will include ADA updates to the unit there (#58).

Walker - Driveway and walkway Replacement (160102) will add ADA parking and curb cutouts.

11. Special needs development

Lowell Housing Authority has one or more special needs (167 or 689 programs) development.

We have completed the service provider input process according to the required procedures detailed in the lease agreement and held an annual meeting with the service provider staff at all special needs developments as of 05/13/2020.

12. Energy and water consumption

Our 12 most recent monthly energy reports are for months 4/2019 to 3/2020.

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
	667-01	705-01		705-01

We are working to interpret and incorporate the recent EBI Facilities Condition Project energy audit and use that information to find and address the situations leading to the high energy costs.

13. Energy or water saving initiatives

Lowell 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.)

0% c. 667 (DHCD Goal 2%)

0% c. 200 (DHCD Goal 2%)

6% c. 705 (DHCD Goal 2%)

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

No 705 vacancies are attributed to capital improvement projects currently underway.

Adjusting to using CHAMP to fill vacancies has been challenging.

15. Vacancies

Lowell 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 Answering Service	(866) 333-2014	24 Hrs.
Call LHA at Phone Number	(978) 364-5605	8:30am - 4:30pm Monday thru Friday

During regular business hours, the office will be staffed with at least one Manager (Mark Briere Property Manager 978-364-5334 or Adrianna Binet, Assistant Manager 978-364-5369), and the office phone will receive voice messages. If the Property Manager is away from the office, calls will be forward to the answering service for immediate response.

The answering service is trained to evaluate the type of maintenance request, and will contact the appropriate staff members on the LHA phone and email lists.

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 Lowell Housing Authority main office.

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

Normal Maintenance Request Process

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service	(866) 333-2014	24 Hrs.
Call Housing Authority Office	(978) 364-5605	M-F 8:30AM - 4:30PM
Submit Online at Website		
Email to Following Email	MBriere@lhma.org and	M-F 8:30AM - 4:30PM
Other	50 Stackpole Street,	Walk into state property office to make a

Mark Briere, Property Manager (978) 364-5334 and Adrianna Binet, Assistant Manager (978) 364-5369

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: Paper

Work order classification used:

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

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

C. Our work order process includes the following steps:

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

Maintenance Plan Narrative

Following are Lowell 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?

1. Maintenance operations are handled with prompt service. If LHA receives feedback from a resident that is of concern, the Property Manager will review and address any issues at the development level, and bring to the attention of the Executive Department, if necessary.
2. LHA has an updated software system, email and printers at all maintenance shops allowing the Property Manager to fax, email and print maintenance requests.
3. The LHA has purchased tablets for maintenance staff and will be rolling out a tablet based maintenance request procedures in the coming months.

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

There is a new Property Management Team on-site. Mark Briere has been the Property Manager for almost one year and Adrianna Binnet was hired in February 2020, and has recently been promoted to Assistant Property Manager.

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

The Property Manager is in the process of re-organizing the maintenance supply area for better operational management and efficiencies. The Maintenance Staff will receive training on newly established protocols related to the current health emergency, and also training related to REAC inspection standards and requirements.

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	\$342,136.00	\$10,000.00
Last Fiscal Year Actual Spending	\$312,095.00	\$0.00
Current Fiscal Year Budget	\$330,292.00	\$51,900.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	8
Average time from date vacated to make Unit "Maintenance Ready"	79 days
Average time from date vacated to lease up of unit	195 days

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

The Lowell Housing Authority reviewed the lease-up rate of the 8 units during the last fiscal year. In one instance, a unit was occupied by a Transitional Housing Program (THP) participant. During the 9 month period that the resident occupied the unit prior to entering into a Lease with the LHA, the unit should have been placed in "exempt" status. This did not occur and as a result the number of vacancy days was inaccurate. The LHA has put a process in place to ensure that going forward, the proper designation is made at the time a THP participant occupies a unit.

Attachments

These items have been prepared by the Lowell Housing Authority and appear on the following pages:

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

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

Preventive Maintenance Schedule and Checklist

LHA NAME: Lowell

Buildings & Grounds Preventive Maintenance

Building Envelope														
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
FLAT ROOF - Clear drains/scuppers, debris	Monthly / Bi-Annually	Staff / Vendor	X	X	X	X	X	X	X	X	X	X	X	X
Check cracks, water pooling, leaks, flashing	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Reseal Joints	Every 5yrs	Vendor					X							
SLOPED ROOF - Remove moss, clear debris from gutters/downspouts	Bi-Annually	Staff / Vendor				X						X		
Recaulk roof flashing	Every 2 Yrs / As Needed	Staff / Vendor				X								
WALLS - Repair mortar joints, Replace Bricks (as needed)	Annually / As Needed	Staff / Vendor				X								
WINDOWS - Wash, re-caulk if needed	Annually	Staff / Vendor				X								
DOORS - Wash, check weather stripping, re-paint as needed	Annually	Staff				X								
DECKS, EXT STAIRS - Wash	Annually	Staff				X								
FOUNDATION - Check cracks, vent covers	Annually	Staff				X								
EXTERIOR SURFACES, FIXTURES - Refinish	Every 10yrs	Staff / Vendor												
Building Interior														
WOOD FLOORS - Refinish, polish	As Needed	Staff												
VINYL FLOORS - Refinish, polish	As Needed	Staff												
CEILINGS - Refinish	As Needed	Staff / Vendor												
WALLS - Refinish	As Needed	Staff / Vendor												
WALLS - Recaulk (kitchen and bath)	As Needed	Staff /												
FLOORS - Professionally clean common area	Annually	Staff				X								
WALLS - Wash off hand prints and dirt in high	Weekly	Staff/Vend	X	X	X	X	X	X	X	X	X	X	X	X
Pest Control														
PEST CONTROL - Notify residents, Apply Chemicals	Monthly / As Needed	Vendor	X	X	X	X	X	X	X	X	X	X	X	X
Common Kitchen, Laundry														
KITCHEN - Clean Range, Microwave, Refrigerator	Monthly / Annually	Staff	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
GAS STOVE - Valve and line cleaning	Annually	Vendor	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
LAUNDRY - Wipe surfaces, empty trash, mop floor, clean behind machines, check lint traps and clean as needed	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
LAUNDRY - Professionally clean dryer vents	Annually	Vendor									X			

Preventive Maintenance Schedule and Checklist

LHA NAME: Lowell

Buildings & Grounds Preventive Maintenance

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Trash / Recycling Room														
Clean, mop floor, wash out containers	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Cans (Trash / Recycle) - Regular pickup	Bi-Weekly / Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Landscaping														
Aerate lawn/overseed/top dress with compost	Annually	Staff				X								
Mulch landscape beds	Annually	Staff				X	X							
Shrubs, Trees (remove broken, dead, deformed branches)	Weekly / Seasonal	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Remove weeds (don't let weeds go to seed)	Daily	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Protect Shrubs (winter)	Seasonally											N/A	N/A	
Pest / Disease - Monitor, Integrated Pest Mgmt & Natural Gardening. DON'T use products harmful to environment	Monthly	Staff				X	X	X	X	X	X	X		
Watering/Irrigation - soak (dry out before watering again)	Weekly / Seasonal	Staff				X	X	X	X	X	X	X		
Irrigation System														
Spring (Start) / Fall (Shutdown) - blow out lines	Bi-Annually	Vendor					N/A					N/A		
Grounds														
Signage - inspect, clean, repair as needed	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Walks, Paving, Curbs - monitor, clean, repair as needed	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Parking Lot - Monitor condition, clean and reseal as needed	Annually	Staff / Vendor			X						X			
Fence - monitor condition, clean and repaint as needed	Annually	Staff					X	X						

Preventive Maintenance Schedule and Checklist

LHA NAME: Lowell

Mechanical, Electrical Systems Preventive Maintenance

HVAC (Heating, Ventilation, Air Conditioning)

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
FURNACE, AHU - Filter Changing / Cleaning, Service	Annually	Staff / Vendor								X	X			
FCU, Window AC Filters, Duct Cleaning - Clean, Replace as needed	Bi-Annually	Staff					X						X	
Air Source Heat Pumps - Check Oil	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Co-Gen System	Bi-Annually	Vendor					X						X	

Water system

Test / Check Water Temperatures	Bi-Annually / Annually	Staff					X					X		
Lubricate valves and pumps	Bi-Annually	Vendor					X					X		
Clean, Test integrity, Change Washers	Annually	Staff / Vendor									X			
Test pressure	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X

Plumbing

Toilets - check for leaks, running water	Annually	Staff						X						
Faucets and shut-offs - check for leaks, drips	Annually	Staff						X						
Boilers/HW Tanks - Inspect, service	Quarterly	Staff / Vendor			X			X			X			X
Pumps - sump pump in basement, confirm operational	Weekly / Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X

Fire Sprinklers

Inspect, Test Backflow	Annually	Vendor												
				X						X				

Sanitary system

Clean, Lubricate valves and pumps	Bi-Annually	Staff					X					X		
Replace toilet mechanism	Every 5yrs	Staff									X			
Test system integrity	Annually	Staff / Vendor									X			

Storm drain system

Clean, Lubricate valves and pumps	Bi-Annually	Staff					X					X		
Test system integrity	Annually	Staff / Vendor									X			

Electrical system

Tighten connections in transformers and junctions	As Needed	Vendor	Recommended by DHCD's Handbook.											
Clean, Test	As Needed	Vendor	However, if this was never performed, then it should be performed by licensed EC after an infrared test by a Testing Company											

Fire Alarms

System (Hardwired) - Clean, Test	Annually	Vendor							X					
Fire Extinguishers - Test, Recharge, Replace (if necessary)	Annually	Vendor							X					

Preventive Maintenance Schedule and Checklist

LHA NAME: Lowell

Mechanical, Electrical Systems Preventive Maintenance

Generator															
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Test	Monthly	Automatic	X	X	X	X	X	X	X	X	X	X	X	X	
Lubricate	Every 10hrs use	Vendor													
Small Generators	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Emergency Lighting (Not on Generator)															
Recharge batteries	Annually	Staff							X						
Test	Monthly / Quarterly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
ALL Light Fixtures															
Lighting - clean fixtures, replace lamps as needed	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Security systems															
Test system	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Elevator system															
Test lights	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Mechanical - professional service contract	Quarterly / Annually	Vendor			X			X			X			X	
Solid waste disposal system															
Clean compactors, Lubricate machinery	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Lubricate trash chute doors	Bi-Annually	Staff				X						X			

Dwelling Unit Preventive Maintenance

Heat and smoke detectors															
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Battery Heat / Smoke Detectors - Test, Change batteries	Annually										X				
Test hardwired detectors (with System)	Annually										X				
Pest control															
Notify Residents, Install Chemicals	Monthly / As Needed	Vendor	X	X	X	X	X	X	X	X	X	X	X	X	
Floors															
Refinish floors	At Turnover / As Needed														
Ceilings															
Refinish	At Turnover / As Needed														
Walls															
Refinish	At Turnover / As Needed														
Recaulk (kitchen and bath)	At Turnover / As Needed														
Kitchen fixtures															
KITCHEN - Clean Range, Microwave, Refrigerator	Annually	Resident	X	X	X	X	X	X	X	X	X	X	X	X	
GAS STOVE - Valve and line cleaning	Annually	Vendor									X				
UNIT APPLIANCES - clean interior and exterior, vacuum under and behind	Annually	Resident Staff	X	X	X	X	X	X	X	X	X	X	X	X	
HVAC fixtures															
Air Source Heat Pumps - Vacuum, Clean Condenser	Annually	Staff										X			
Unit Forced Hot Water - Check for Air locks, Bleed	Annually	Staff / Vendor									X	X			
Unit Electrical Baseboard - Vacuum around fins	Annually	Resident										X			
Unit Forced Hot Air - Vacuum Vents	Annually	Resident										X			
Unit Bathroom Fans - Inspect, Vacuum, Clean covers	Annually	Resident						X							

Preventive Maintenance Schedule and Checklist

LHA NAME: Lowell

Machine Preventive Maintenance

Automobile															
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Lubricate, Change Filters	Per Manufacturers Recommendations	Vendor										X			
Change tires	Rotate Annually	Vendor										X			
Replace brakes, other fixed life parts	Per Manufacturers Recommendations	Vendor										X			
Change brushes on sweepers	Annually	Vendor										X			
Annual Sticker (Vehicles, Trailers)	Annually (Varies)	Vendor	X			X									
Small Engines															
ALL WORK by Service Contract	Per Manufacturers Recommendations	Vendor										X			
OIL - Check Level , Change, Replace Filter	Per Manufacturers Recommendations	Staff										X			
Air Filter - Replace Foam/Paper Air cleaner	Per Manufacturers Recommendations (OR Every Season)	Staff										X			
Replace Spark Plug, In-line Fuel Filter	Per Manufacturers Recommendations (OR Every 100 Hrs)	Staff										X			
Prep Work Season Start, Season End)	Bi-Annually	Staff			X							X			
Snow Removal and Sanding Equipment	Annually											X			

Lowell Housing Authority **Deferred Maintenance Policy – State Programs**

If during annual inspections or any other inspection of a Lowell Housing Authority property, routine work items are identified but the work items are not detrimental to the health and safety of the residents, and cannot be completed due to weather conditions or budget constraints, the work item may be considered “deferred”. Examples of such deferred work items may include but are not limited to:

Replacement of new windows
Resurfacing exterior walkways and parking lots
Removal of shrubs or trees

The Property Manager will make the determination if a Maintenance work item may be deferred. If the determination is made to defer a work item, a work order is generated for that item and the item is marked “deferred”. No work item will be deferred if the work is determined to be necessary to maintain decent, safe and sanitary housing standards.

Deferred maintenance item reports will be reviewed by the Superintendent of Maintenance and the Assistant Executive Director on a quarterly basis.

All deferred maintenance items will be reviewed prior to capital improvement planning and prior to submission of the budget on an annual basis to determine if the work items need to be grouped with or considered for larger modernization projects. Deferred maintenance work items will be kept in an “open” classification until the work is completed.

May 2020 – There are currently no deferred work items.

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, except as noted in the list of budgets below.

Budgets included in this Annual Plan:

1. Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Lowell Housing Authority , except as noted for separate budgets on the following pages.
2. Archie Kenefick Manor

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 Lowell Housing Authority operating reserve at the end of fiscal year 2019 was \$561,657.00, which is 79.1% 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 Lowell Housing Authority , except as noted for separate budgets on the following pages.						
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	\$480,000.00	\$509,818.00	\$496,000.00	-2.7%	\$313.13
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	\$15,000.00	\$16,843.00	\$15,000.00	-10.9%	\$9.47
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$6,900.00	\$690.00	\$4,850.00	602.9%	\$3.06
3691	Other Revenue - Retained	\$74,297.00	\$99,556.00	\$68,400.00	-31.3%	\$43.18
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)	\$899,686.00	\$855,849.00	\$1,036,205.00	21.1%	\$654.17
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	\$1,475,883.00	\$1,482,756.00	\$1,620,455.00	9.3%	\$1,023.01

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Lowell Housing Authority , except as noted for separate budgets on the following pages.						
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	\$85,661.00	\$85,658.00	\$127,376.00	48.7%	\$80.41
4120	Compensated Absences	\$0.00	\$9,790.00	\$0.00	-100%	\$0.00
4130	Legal	\$7,000.00	\$1,564.00	\$1,500.00	-4.1%	\$0.95
4140	Members Compensation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4150	Travel & Related Expenses	\$100.00	\$18.00	\$100.00	455.6%	\$0.06
4170	Accounting Services	\$0.00	\$185.00	\$0.00	-100%	\$0.00
4171	Audit Costs	\$2,865.00	\$1,052.00	\$1,143.00	8.7%	\$0.72
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$26,157.00	\$30,210.00	\$41,344.00	36.9%	\$26.10
4191	Tenant Organization	\$792.00	\$0.00	\$792.00	100%	\$0.50
4100	TOTAL ADMINISTRATION	\$122,575.00	\$128,477.00	\$172,255.00	34.1%	\$108.75
4310	Water	\$57,268.00	\$64,724.00	\$59,406.00	-8.2%	\$37.50
4320	Electricity	\$92,600.00	\$96,698.00	\$97,086.00	0.4%	\$61.29
4330	Gas	\$36,108.00	\$33,815.00	\$35,360.00	4.6%	\$22.32
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	\$0.00	\$0.00	\$0.00	0%	\$0.00
4391	Solar Operator Costs	\$45,363.00	\$45,066.00	\$41,762.00	-7.3%	\$26.36
4392	Net Meter Utility Credit (Negative Amount)	\$0.00	\$0.00	\$0.00	0%	\$0.00
4300	TOTAL UTILITIES	\$231,339.00	\$240,303.00	\$233,614.00	-2.8%	\$147.48

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Lowell Housing Authority , except as noted for separate budgets on the following pages.						
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	\$192,006.00	\$194,747.00	\$187,666.00	-3.6%	\$118.48
4420	Materials & Supplies	\$50,100.00	\$31,139.00	\$44,166.00	41.8%	\$27.88
4430	Contract Costs	\$100,030.00	\$86,209.00	\$98,460.00	14.2%	\$62.16
4400	TOTAL MAINTENANCE	\$342,136.00	\$312,095.00	\$330,292.00	5.8%	\$208.52
4510	Insurance	\$27,043.00	\$27,978.00	\$29,109.00	4%	\$18.38
4520	Payment in Lieu of Taxes	\$17,687.00	\$17,658.00	\$17,658.00	0%	\$11.15
4540	Employee Benefits	\$178,087.00	\$183,725.00	\$146,490.00	-20.3%	\$92.48
4541	Employee Benefits - GASB 45	\$0.00	\$22,263.00	\$0.00	-100%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$-7,204.00	\$0.00	-100%	\$0.00
4570	Collection Loss	\$2,000.00	\$6,917.00	\$7,500.00	8.4%	\$4.73
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	\$2,785.00	\$2,784.00	\$2,785.00	0%	\$1.76
4500	TOTAL GENERAL EXPENSES	\$227,602.00	\$254,121.00	\$203,542.00	-19.9%	\$128.50
4610	Extraordinary Maintenance	\$10,000.00	\$0.00	\$51,900.00	100%	\$32.77
4611	Equipment Purchases - Non Capitalized	\$13,000.00	\$7,373.00	\$10,000.00	35.6%	\$6.31
4612	Restricted Reserve Expenditures	\$0.00	\$0.00	\$0.00	0%	\$0.00
4715	Housing Assistance Payments	\$470,624.00	\$493,489.00	\$517,456.00	4.9%	\$326.68
4801	Depreciation Expense	\$0.00	\$159,279.00	\$0.00	-100%	\$0.00
4600	TOTAL OTHER EXPENSES	\$493,624.00	\$660,141.00	\$579,356.00	-12.2%	\$365.76
4000	TOTAL EXPENSES	\$1,417,276.00	\$1,595,137.00	\$1,519,059.00	-4.8%	\$959.00

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Lowell Housing Authority , except as noted for separate budgets on the following pages.						
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	\$1,475,883.00	\$1,482,756.00	\$1,620,455.00	9.3%	\$1,023.01
4000	TOTAL EXPENSES	\$1,417,276.00	\$1,595,137.00	\$1,519,059.00	-4.8%	\$959.00
2700	NET INCOME (DEFICIT)	\$58,607.00	\$-112,381.00	\$101,396.00	-190.2%	\$64.01
7520	Replacements of Equip. - Capitalized	\$3,000.00	\$0.00	\$0.00	0%	\$0.00
7540	Betterments & Additions - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7500	TOTAL NONOPERATING EXPENDITURES	\$3,000.00	\$0.00	\$0.00	0%	\$0.00
7600	EXCESS REVENUE OVER EXPENSES	\$55,607.00	\$-112,381.00	\$101,396.00	-190.2%	\$64.01

Annual Plan 2021
Annual Operating Budget

Archie Kenefick Manor						
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	\$180,000.00	\$173,455.00	\$167,000.00	-3.7%	\$331.35
3111	Shelter Rent - Tenants - Fraud/Retroactive	\$0.00	\$0.00	\$327,424.00	0%	\$649.65
3115	Shelter Rent - Federal Section 8	\$494,424.00	\$319,987.00	\$0.00	-100%	\$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	\$0.00	\$0.00	\$0.00	0%	\$0.00
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$4,330.00	0%	\$8.59
3690	Other Revenue	\$4,300.00	\$7,197.00	\$24,660.00	242.6%	\$48.93
3691	Other Revenue - Retained	\$27,480.00	\$28,497.00	\$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)	\$0.00	\$0.00	\$0.00	0%	\$0.00
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	\$706,204.00	\$529,136.00	\$523,414.00	-1.1%	\$1,038.52

Annual Plan 2021
Annual Operating Budget

Archie Kenefick Manor						
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	\$27,256.00	\$30,065.00	\$40,529.00	34.8%	\$80.41
4120	Compensated Absences	\$0.00	\$3,629.00	\$0.00	-100%	\$0.00
4130	Legal	\$500.00	\$167.00	\$500.00	199.4%	\$0.99
4140	Members Compensation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4150	Travel & Related Expenses	\$100.00	\$6.00	\$100.00	1566.7%	\$0.20
4170	Accounting Services	\$0.00	\$51.00	\$0.00	-100%	\$0.00
4171	Audit Costs	\$911.00	\$335.00	\$364.00	8.7%	\$0.72
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$26,974.00	\$27,373.00	\$18,302.00	-33.1%	\$36.31
4191	Tenant Organization	\$252.00	\$0.00	\$252.00	0%	\$0.50
4100	TOTAL ADMINISTRATION	\$55,993.00	\$61,626.00	\$60,047.00	-2.6%	\$119.14
4310	Water	\$6,660.00	\$9,835.00	\$7,962.00	-19%	\$15.80
4320	Electricity	\$27,682.00	\$27,352.00	\$28,627.00	4.7%	\$56.80
4330	Gas	\$20,980.00	\$19,414.00	\$23,282.00	19.9%	\$46.19
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	\$0.00	\$0.00	\$0.00	0%	\$0.00
4391	Solar Operator Costs	\$16,778.00	\$16,284.00	\$15,056.00	-7.5%	\$29.87
4392	Net Meter Utility Credit (Negative Amount)	\$0.00	\$0.00	\$0.00	0%	\$0.00
4300	TOTAL UTILITIES	\$72,100.00	\$72,885.00	\$74,927.00	2.8%	\$148.66

Annual Plan 2021
Annual Operating Budget

Archie Kenefick Manor						
EXPENSES						
Account Number	Account Class	2019 Approved Expense Budget	2019 Actual Amounts Spent	2020 Approved Expense Budget	% Change from 2019 Actual to 2020 Spent	2020 Dollars Budgeted per Unit per Month
4410	Maintenance Labor	\$76,093.00	\$77,189.00	\$59,712.00	-22.6%	\$118.48
4420	Materials & Supplies	\$18,850.00	\$12,647.00	\$21,284.00	68.3%	\$42.23
4430	Contract Costs	\$52,880.00	\$74,837.00	\$81,410.00	8.8%	\$161.53
4400	TOTAL MAINTENANCE	\$147,823.00	\$164,673.00	\$162,406.00	-1.4%	\$322.23
4510	Insurance	\$8,985.00	\$9,229.00	\$9,719.00	5.3%	\$19.28
4520	Payment in Lieu of Taxes	\$0.00	\$0.00	\$0.00	0%	\$0.00
4540	Employee Benefits	\$49,239.00	\$52,592.00	\$40,494.00	-23%	\$80.35
4541	Employee Benefits - GASB 45	\$0.00	\$6,174.00	\$0.00	-100%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$-1,946.00	\$0.00	-100%	\$0.00
4570	Collection Loss	\$500.00	\$2,109.00	\$0.00	-100%	\$0.00
4571	Collection Loss - Fraud/Retroactive	\$0.00	\$0.00	\$500.00	0%	\$0.99
4580	Interest Expense	\$2,090.00	\$3,449.00	\$279.00	-91.9%	\$0.55
4590	Other General Expense	\$76,767.00	\$888.00	\$26,609.00	2896.5%	\$52.80
4500	TOTAL GENERAL EXPENSES	\$137,581.00	\$72,495.00	\$77,601.00	7%	\$153.97
4610	Extraordinary Maintenance	\$102,000.00	\$15,277.00	\$125,000.00	718.2%	\$248.02
4611	Equipment Purchases - Non Capitalized	\$2,000.00	\$0.00	\$3,500.00	0%	\$6.94
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	\$32,850.00	\$0.00	-100%	\$0.00
4600	TOTAL OTHER EXPENSES	\$104,000.00	\$48,127.00	\$128,500.00	167%	\$254.96
4000	TOTAL EXPENSES	\$517,497.00	\$419,806.00	\$503,481.00	19.9%	\$998.97

Annual Plan 2021
Annual Operating Budget

Archie Kenefick Manor						
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	\$706,204.00	\$529.136.00	\$523.414.00	-1.1%	\$1.038.52
4000	TOTAL EXPENSES	\$517,497.00	\$419.806.00	\$503.481.00	19.9%	\$998.97
2700	NET INCOME (DEFICIT)	\$188,707.00	\$109.330.00	\$19.933.00	-81.8%	\$39.55
7520	Replacements of Equip. - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7540	Betterments & Additions - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7500	TOTAL NONOPERATING EXPENDITURES	\$0.00	\$0.00	\$0.00	0%	\$0.00
7600	EXCESS REVENUE OVER EXPENSES	\$188,707.00	\$109.330.00	\$19.933.00	-81.8%	\$39.55

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 Lowell 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: During the Performance Management Review conducted on January 21, 2020, it was revealed that the Lowell Housing Authority (LHA) had not submitted Tenant Accounts Receivable (TAR) Reports online.

Response: When looking into this, the LHA found that the information was entered online in a timely manner; however, the LHA failed to hit the submit button for TAR. Going forward, the LHA will ensure that TAR information is reported in a timely manner.

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

Rating: Operational Guidance

Reason: During FY 2019, Vacancy Reports were not submitted properly and were deemed late.

Response: Since the review, staff members have been trained on the process and Vacancy Reports have been submitted in a timely manner.

Criterion: Completion of mandatory online board member training

Rating: No Findings

Category: Financial

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

Rating: No Findings

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

Rating: No Findings

Category: Capital Planning

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

Rating: No findings

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

Rating: Operational Guidance

Reason: The LHA disbursed 72% of its capital funding during a 3 year period (FY 17 – FY19). PMR standards require a rating of Operational Guidance if between 50% and 80% of funds were disbursed during the 3 year review period.

Response: The LHA will monitor spending going forward to ensure that minimum spending thresholds are met.

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	0	0
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: No Findings

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 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.

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 Lowell Housing Authority:

Policy	Last Ratified by Board Vote	Notes
*Rent Collection Policy	05/13/2020	
*Personnel Policy	04/01/2017	
*Capitalization Policy	07/12/2017	
*Procurement Policy	07/01/2017	
*Grievance Policy	03/01/2017	
Anti-Discriminatory Harassment Policy	01/01/2012	
Language Access Plan	03/01/2007	
Maintenance and Other Charges	03/01/2018	
Parking	04/01/2013	
Pet Policy	02/01/2018	
Smoking Policy	02/01/2018	
Other – Define in the ‘Notes’ column	06/01/2015	Air Conditioner Policy
Other – Define in the ‘Notes’ column	06/01/2008	Pest Policy
Other – Define in the ‘Notes’ column	06/01/2011	Heat, Smoke Detector and Carbon Monoxide Detector Policy
Other – Define in the ‘Notes’ column	02/01/2014	Fence Policy
Other – Define in the ‘Notes’ column	02/01/2014	Resident Use of Property

Policy	Last Ratified by Board Vote	Notes
Other – Define in the ‘Notes’ column	06/01/2017	Outdoor Storage Policy
Other – Define in the ‘Notes’ column	01/01/2019	Snow Removal Policy
Other – Define in the ‘Notes’ column	03/01/2017	VAWA Emergency Transfer Plan - Kenefick Manor
Criminal Offender Records Information (CORI) Policy	03/01/2007	

* 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

Lowell 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
Waiver to leave RCAT	Lowell HA met all the required criteria for a waiver, and successfully demonstrated that it can manage its capital and maintenance operations without outside technical assistance from the RCAT	05/16/2019	06/30/2022

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

Attachments

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

- Tenant Satisfaction Survey
- Performance Management Review
- Management and Occupancy Review for Archie Kenefick Manor

LOWELL HOUSING AUTHORITY

Chapter 200, 667 & 705 Housing Summary Spring & Fall 2016

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. 5511 surveys were filled out and returned.
- In the **Lowell Housing Authority**, surveys were sent to a total of **170** Chapter 667, 705 and 200 housing units; **63** surveys were completed.

This report provides some information about how the residents from the **Lowell Housing Authority** who answered the survey responded. It compares answers to those from the entire state and to those from small LHAs in Northeastern Massachusetts. These small LHAs in Northeastern Massachusetts include: Bedford, Burlington, Chelmsford, Danvers, Dracut, Essex, Georgetown, Hamilton, Haverhill, Lowell, Manchester, Middleton, Nahant, Newburyport, North Andover, North Reading, Reading, Rockport, Rowley, Salisbury, Swampscott, Tewksbury, Tyngsborough, Wakefield, West Newbury, and Wilmington.

Communication

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

	Lowell Housing Authority	Small LHAs in the Northeast*	Entire State
Contacted management about a problem or concern.....	75%	81%	80%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	85%	85%	83%
Saw the Capital Improvement Plan.....	21%	30%	27%
Saw the Operating Budget.....	23%	16%	16%
Knew the Executive Director held a meeting with residents...	34%	43%	41%

* Small LHAs in Northeastern Massachusetts include: Bedford, Burlington, Chelmsford, Danvers, Dracut, Essex, Georgetown, Hamilton, Haverhill, Lowell, Manchester, Middleton, Nahant, Newburyport, North Andover, North Reading, Reading, Rockport, Rowley, Salisbury, Swampscott, Tewksbury, Tyngsborough, Wakefield, West Newbury, and Wilmington.

Services and Programs

54% of the Lowell 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:

	Lowell Housing Authority	Small LHAs in the Northeast	Entire State
Job training programs.....	9%	13%	15%
Money management programs (budgeting, taxes, income building).....	17%	15%	16%
Children's programs (tutoring, childcare, afterschool programs).....	9%	13%	16%
Health and Medical Services (visiting nurse, meal programs).....	32%	31%	32%
Adult Education (GED, ESL, educational counseling)	13%	13%	17%

Maintenance and Repair

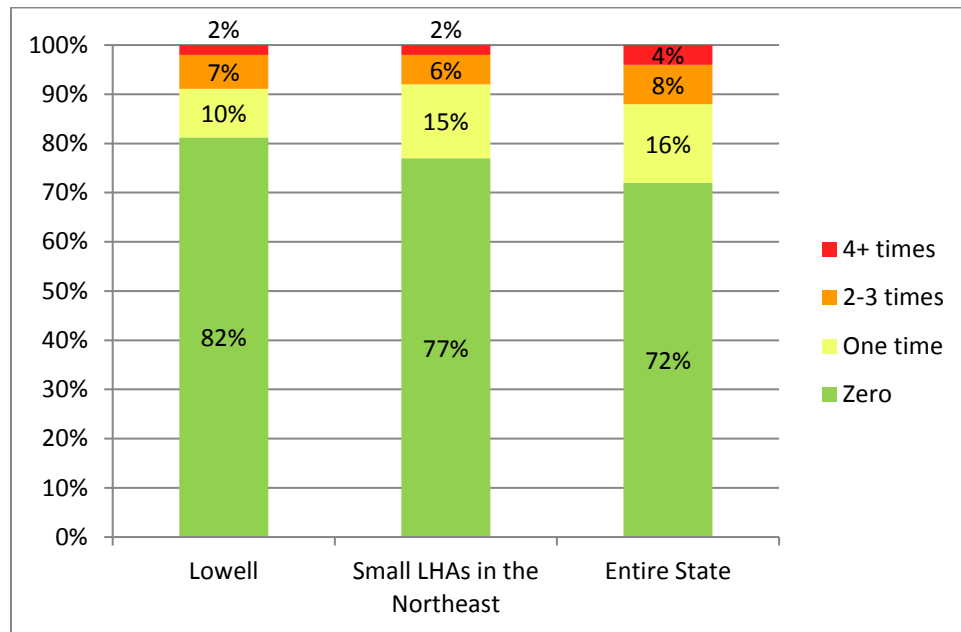
- **Who had problems?** About one-sixth of respondents had a problem with their heating and less than half had a plumbing problem in the last 12 months.

	Lowell Housing Authority	Small LHAs in the Northeast	Entire State
Had a heating problem.....	17%	22%	27%
Had a problem with water or plumbing.....	44%	54%	51%

- **Heating Problems**

How many times did residents have heating problems?

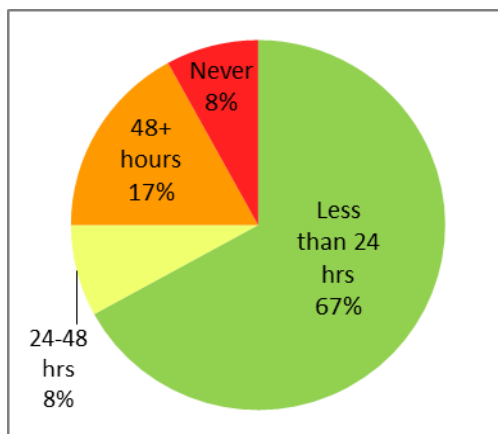
The charts below shows how many times respondents had heat problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows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



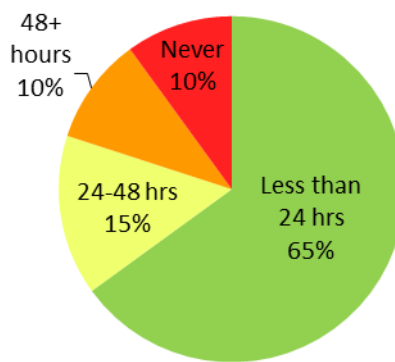
How long did it take to fix the heating problems?

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.

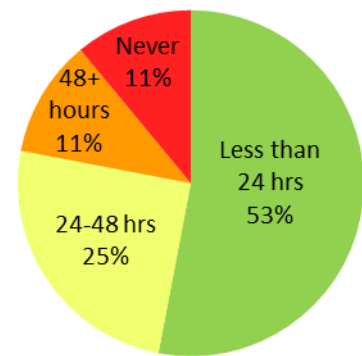
Lowell Housing Authority



Small LHAs in the Northeast



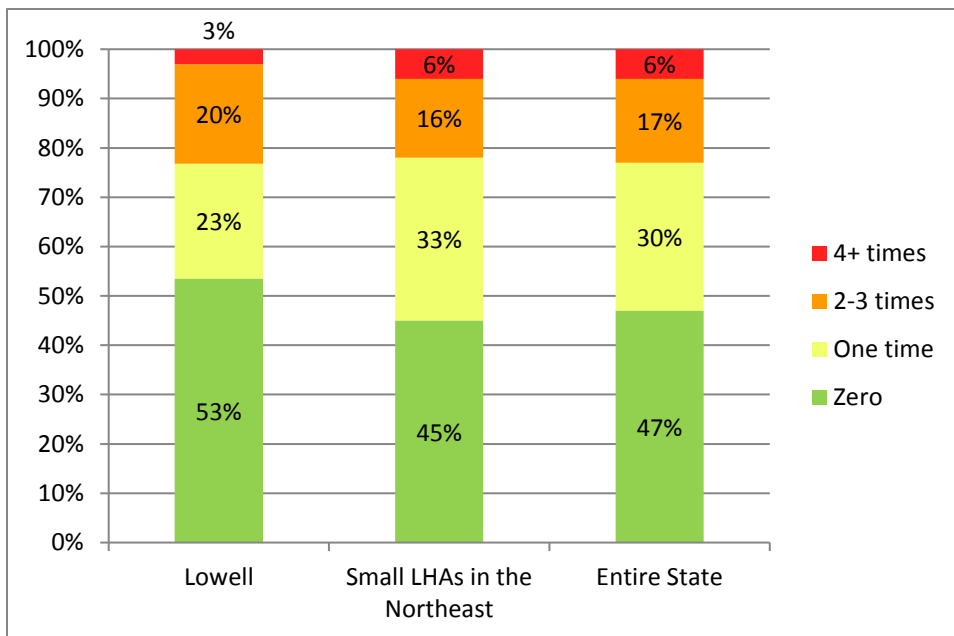
Entire State



- **Water or Plumbing Problems**

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

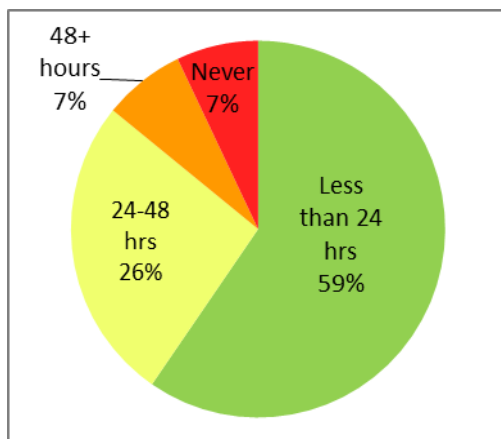
The charts below shows how many times respondents had water or plumbing problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And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



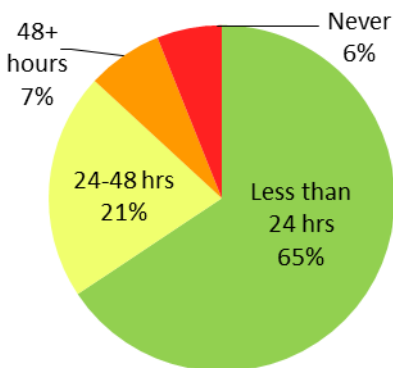
How long did it take to fix the water or plumbing problems?

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.

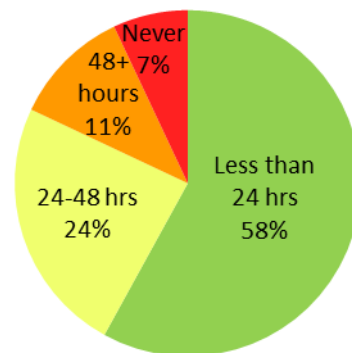
Lowell Housing Authority



Small LHAs in the Northeast

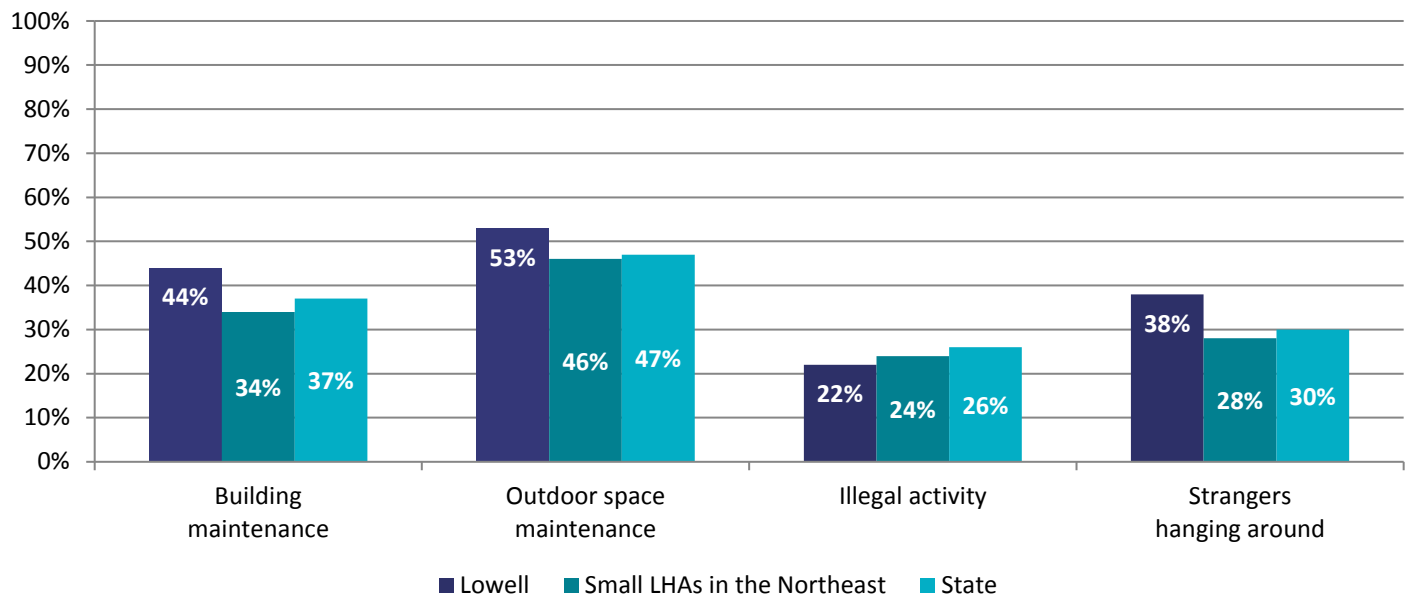


Entire State



- **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.

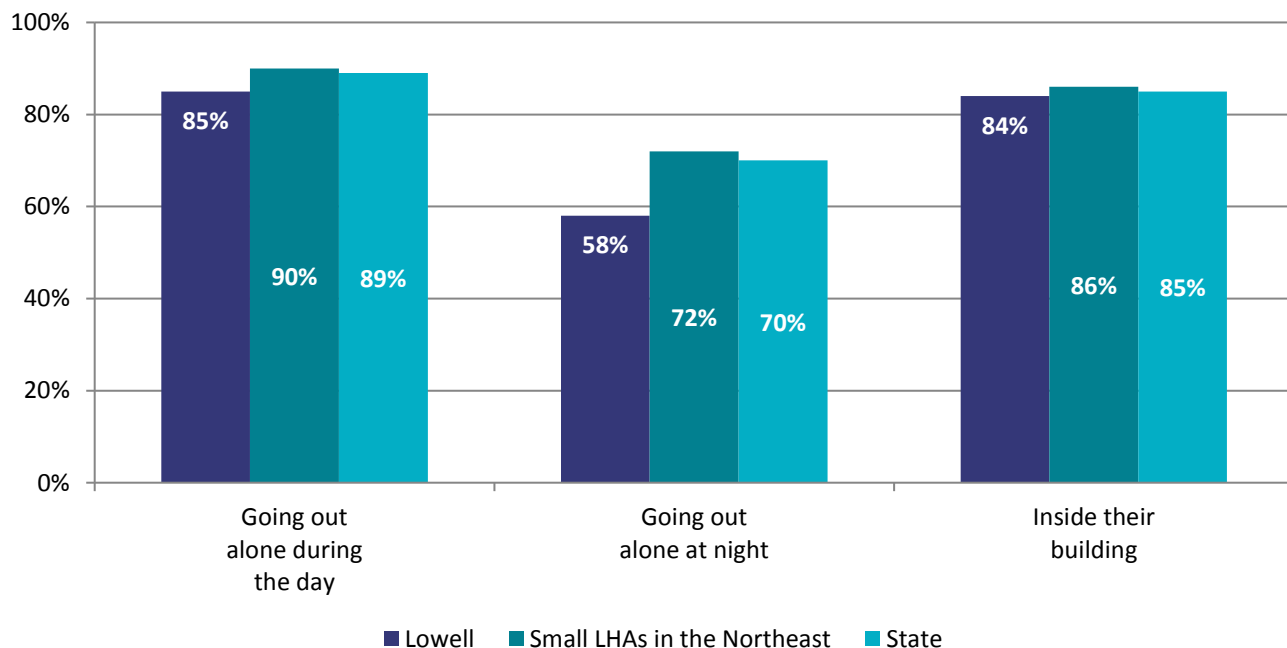
Respondents who “always” or “sometimes” had problems with...



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”



LOWELL 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

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD) PMR Physical Condition Ratings	
Housing Authority	Lowell Housing Authority
Fiscal Year Ending	9/30/2019
Housing Management Specialist	Thomas Lee
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.	No Findings
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

LHA Lowell Housing Authority

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: Not Applicable
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: The Last two quarters show that the data was entered but the Reports were not submitted

Certifications and Reporting Submissions

Rating:



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: The Last Four quarters show that the data was entered but the Reports were not submitted, otherwise this section would show no findings

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: No Findings

☐

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

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD) PMR Fiscal Year 2019	
For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority	
Criteria	Score/Rating
	Capital
Capital Improvement Plan (CIP) Submitted	No Findings
Capital Spending	Operational Guidance

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	Lowell Housing Authority
Fiscal Year Ending	09/30/2019
Housing Management Specialist	Thomas Lee
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	No Findings			
Certifications and Reporting Submissions	Operational Guidance			
	Financial			
Adjusted Net Income	No Findings			
Operating Reserves	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	Lowell Housing Authority
Fiscal Year Ending	9/30/2019
Housing Management Specialist	Thomas Lee
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 - No Findings

- ☐ 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:

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:



February 11, 2020

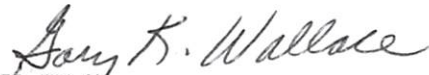
Mr. Tommy Lee
Department of Housing and Community Development
100 Cambridge Street, Suite 300
Boston, MA 02114

Dear Mr. Lee,

This letter is in response to a performance management review (PMR) that was performed by DHCD for the Lowell Housing Authority on January 21, 2020. The PMR revealed that tenant account receivable reports were not submitted online. After the PMR, Lowell Housing Authority realized information was timely entered online, however the Authority just failed to hit the submit button for TAR. Going forward, the Authority will ensure the TAR reporting is submitted timely.

Should you have any questions or require any additional information, please contact Sherry Giblin at 978-364-5309 or sgiblin@lhma.org.

Respectfully,


Gary K. Wallace
Executive Director

A Foundation for Stability and Opportunity

350 Moody Street, PO Box 60, Lowell, MA • P: 978.937-3500 • F: 978.937.5758 • TDD 1.800.545.1833 Ext.178 • www.lhma.org



Commonwealth of Massachusetts
DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT

Charles D. Baker, Governor ♦ Karyn E. Polito, Lt. Governor ♦ Janelle L. Chan, Undersecretary

July 26, 2018

Dr. Gary Wallace
Executive Director
Lowell Housing Authority
350 Moody Street
Lowell, MA 01853

Re: Management and Occupancy Review: Section 8 New Construction/Substantial Rehabilitation
Archie Kenefick Manor: MA06H052020

Dear Dr. Wallace:

The enclosed report reflects the results of a Management and Occupancy Review (MOR) of conducted by the Department of Housing and Community Development (DHCD) on May 24, 2018. This review is conducted to determine compliance with HUD's Regulations and the owner's established management procedures and practices. Please note that your review reflects the following ratings:

<u>Category</u>	<u>Ratings</u>
General Appearance and Security	Above Average
Follow-up Project inspection	Above Average
Maintenance/Operating Procedures	Satisfactory
Financial Management	Above Average
Leasing & Occupancy	Satisfactory
Tenant/Management Relations	Satisfactory
General Management Practices	Satisfactory
Overall Rating	Satisfactory

The findings cited in the enclosed report should be addressed in accordance with the required corrective actions within 30 calendar days or within the cited timeline. If additional time is needed to correct deficiencies, please submit a corrective action plan to me within 30 calendar days. The corrective action plan must include targeted timeframes for resolving the deficiencies and will be monitored by DHCD until all deficiencies have been addressed. If you have any questions regarding this report please feel free to contact me at (617) 573-1163 or Robert.muollo@mass.gov.

Sincerely

Robert A. Muollo
Asset Management / Redevelopment Specialist

cc Mary Ann Maciejewski

Management Review for Multifamily Housing Projects

U.S. Department of Housing and Urban Development
Office of Housing – Federal Housing Commissioner

OMB Approval No. 2502-0178
Exp. 04/30/2018

Summary

Date of On-Site Review: 5/24/18	Date of Report: 7/18/18	Project Number:	Contract Number: MA06H052020
Section of the Act:	Name of Owner: Lowell HA	Project Name: Archie Kenefick Manor	Project Address: 50 Stackpole Street, Lowell, MA
Loan Status: <input type="checkbox"/> Insured <input type="checkbox"/> HUD-Held <input type="checkbox"/> Non-Insured <input type="checkbox"/> Co-Insured	Contract Administrator: <input type="checkbox"/> HUD <input checked="" type="checkbox"/> CA <input type="checkbox"/> PBCA	Type of Subsidy: <input checked="" type="checkbox"/> Section 8 <input type="checkbox"/> PAC <input type="checkbox"/> Section 236 <input type="checkbox"/> Section 221(d)(3) BMIR <input type="checkbox"/> Rent Supplement <input type="checkbox"/> RAP <input type="checkbox"/> PRAC <input type="checkbox"/> Unsubsidized	Type of Housing: <input type="checkbox"/> Family <input type="checkbox"/> Disabled <input type="checkbox"/> Elderly <input checked="" type="checkbox"/> Elderly/Disabled <input type="checkbox"/> Other (please specify)

For each applicable category, assess the overall performance by checking the appropriate column. Indicate A (Acceptable) or C (Corrective action required). Include target completion dates (TCD) for all corrective action items. For those items not applicable, place N/A in the TCD column.

A. General Appearance and Security	A	C	TCD	
1. General Appearance	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Enter a score between 1 and 100 for the General Appearance and Security Rating. If this Section was not reviewed, enter 0. <u>85</u> is 10% of the overall score. This category is rated 9.0
2. Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
B. Follow-up and Monitoring of Project Inspections	A	C	TCD	Enter a score between 1 and 100 for the Follow-up and Monitoring of Project Inspections Rating. If this Section was not reviewed, enter 0. <u>85</u> is 10% of the overall score. This category is rated 9.0
3. Follow-Up and Monitoring of Last Physical Inspection and Observations	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
4. Follow-Up and Monitoring of Lead-Based Paint Inspection	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Enter a score between 1 and 100 for the Maintenance and Standard Operating Procedures Rating. If this Section was not reviewed, enter 0. <u>79</u> is 10% of the overall score. This category is rated 8.0
C. Maintenance and Standard Operating Procedures	A	C	TCD	
5. Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Enter a score between 1 and 100 for the Financial Management/Procurement Rating. If this Section was not reviewed, enter 0. <u>70</u> is 25% of the overall score. This category is rated 20.0
6. Vacancy and Turnover	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
7. Energy Conservation	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Enter a score between 1 and 100 for the Leasing and Occupancy Rating. If this Section was not reviewed, enter 0. <u>70</u> is 25% of the overall score. This category is rated 18.0
D. Financial Management/Procurement	A	C	TCD	
8. Budget Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Enter a score between 1 and 100 for the Tenant Services Rating. If this Section was not reviewed, enter 0. <u>70</u> is 10% of the overall score. This category is rated 7.0
9. Cash Controls	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
10. Cost Controls	<input checked="" type="checkbox"/>	<input type="checkbox"/>		General Management Practices Rating. If this Section was not reviewed, enter 0. <u>70</u> is 10% of the overall score. This category is rated 7.0
11. Procurement Controls	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
12. Accounts Receivable/Payable	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Enter a score between 1 and 100 for the Tenant Services Rating. If this Section was not reviewed, enter 0. <u>70</u> is 10% of the overall score. This category is rated 7.0
13. Accounting and Bookkeeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
E. Leasing and Occupancy	A	C	TCD	Enter a score between 1 and 100 for the Tenant Services Rating. If this Section was not reviewed, enter 0. <u>70</u> is 10% of the overall score. This category is rated 7.0
14. Application Processing/ Tenant Selection	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
15. Leases and Deposits	<input type="checkbox"/>	<input checked="" type="checkbox"/>	See Attached	Enter a score between 1 and 100 for the Tenant Services Rating. If this Section was not reviewed, enter 0. <u>70</u> is 10% of the overall score. This category is rated 7.0
16. Eviction/Termination of Assistance Procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
17. Enterprise Income Verification (EIV) System Access and Security Compliance	<input type="checkbox"/>	<input checked="" type="checkbox"/>		General Management Practices Rating. If this Section was not reviewed, enter 0. <u>70</u> is 10% of the overall score. This category is rated 7.0
18. Compliance with Using EIV Data and Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
19. Tenant Rental Assistance Certification Systems (TRACS) Monitoring and Compliance	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Enter a score between 1 and 100 for the Tenant Services Rating. If this Section was not reviewed, enter 0. <u>70</u> is 10% of the overall score. This category is rated 7.0
20. TRACS Security Requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
21. Tenant File Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Enter a score between 1 and 100 for the Tenant Services Rating. If this Section was not reviewed, enter 0. <u>70</u> is 10% of the overall score. This category is rated 7.0
22. Summary of Tenant File Review	<input type="checkbox"/>	<input checked="" type="checkbox"/>	See Attached	
F. Tenant/Management Relations	A	C	TCD	General Management Practices Rating. If this Section was not reviewed, enter 0. <u>70</u> is 10% of the overall score. This category is rated 7.0
23. Tenant Concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
24. Provision of Tenant Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>		General Management Practices Rating. If this Section was not reviewed, enter 0. <u>70</u> is 10% of the overall score. This category is rated 7.0
G. General Management Practices	A	C	TCD	
25. General Management Operations	<input checked="" type="checkbox"/>	<input type="checkbox"/>		General Management Practices Rating. If this Section was not reviewed, enter 0. <u>70</u> is 10% of the overall score. This category is rated 7.0
26. Owner/Agent Participation	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
27. Staffing and Personnel Practices	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

Overall Rating: ☐ Superior ☐ Above Average ☒ Satisfactory ☐ Below Average ☐ Unsatisfactory 78 Overall Score:

To calculate an overall score: Multiply the derived performance value by the assigned percentage of the overall rating for each category. Once all tested categories have been calculated based on the performance indicator and performance indicator values, the total calculated points is divided by the total percentage of overall rating and rounded to the nearest whole number. For convenience, a utility is included with this form which will perform all of the necessary calculations.

Name and Title of Person Preparing this Report: (Please type or print):
Robert Muollo, Asset Management/Redevelopment Specialist

Signature: 

Date: 7-26-18

Name and Title of Person Approving this Report: (Please type or print):
Laura A. Taylor, Director, Bureau of Housing Management

Signature: 

Date: 7-26-18

NOTE: If this review is conducted by a CA or PBCA as indicated above, the overall rating reflects a review as it relates to compliance with the Housing Assistance Payment Contract (HAP) only.
form HUD-9834 (06/2016)
Ref. HUD Handbook 4350.1, REV-1
and HUD Handbook 4366.2

Item Number	Finding	Target Completion Date
17. (I)	<p>Condition: No EIV Tenant Consent to Disclose Income Information forms in file(s)</p> <p>Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Par. 9-17(a): Disclosure of EIV Data)</p> <p>Cause: Unknown</p> <p>Effect: LHA may disclose data in the EIV system that contains personal information on individual tenants that is covered by the Privacy Act.</p> <p>Action: If EIV data is shared with a third-party assisting the tenant with the recertification process, the LHA must first obtain tenant's written consent to disclose income information. See Exhibit 9-4 of HUD Handbook 4350.3.</p>	Next Recertification
22c.(ii)	<p>Condition: Lease amendment(s) includes incorrect (or blank) tenant rent; Leases are not signed and dated by tenant and/or LHA. The lease does not break out Total Tenant Payment and Contract Rent.</p> <p>Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Par. 6-11: Amending the Lease for Rent Changes)</p> <p>Cause: Unknown.</p> <p>Effect: Lease may not accurately reflect most current rent. LHA and tenant signed annual lease amendments do not match 50059 total tenant payment amounts.</p> <p>Action: LHA must obtain tenant and LHA-signed and dated lease amendment(s) using HUD Addendum (see attached) with accurate tenant rents.</p>	30 days
22c.(iv)	<p>Condition: Addenda not properly attached to leases</p> <p>Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Par. 6-5(A)(3): Lease Requirements)</p> <p>Cause: Unknown</p> <p>Effect: LHA does not meet the requirement</p> <p>Action: LHA must attach HUD forms to each lease in accordance with HUD Handbook 4350.3</p>	60 Days
22c.(vii)	<p>Condition: File(s) does not contain signed acknowledgements of receipt and/or copies as required.</p> <p>Criteria: HUD Handbook 4350.3 Rev-1, (Par. 6-27 Briefing with New Tenants, Figure 6-9: Summary of Documents for Tenants).</p> <p>Cause: Unknown</p> <p>Effect: LHA does not meet the requirement</p> <p>Action: LHA must obtain signed forms and/or acknowledgements in accordance with HUD Handbook 4350.3 Rev-1, Change 4</p>	60 Days
22d. (i)	<p>Condition: Re-Certification Notices are not issued in accordance with the HUD Requirements</p> <p>Criteria: 24 CFR 5.657 Section 8 Project-based Assistance Programs: Re-examination of Family Income and Composition and (Par. 7-7(B) Description of Required Notices)</p> <p>Cause: Unknown</p> <p>Effect: LHA does not meet the requirement</p> <p>Action: LHA must notify tenants of recertification in accordance with the HUD Handbook 4350.3 notification requirements.</p>	1 st Reminder Notice must be sent 120 days prior to Recertification
22d. (ii)	<p>Condition: Tenant recertification(s) not completed on time.</p> <p>Criteria: Annual recertification must be completed by the tenant's recertification anniversary date, in accordance with HUD Handbook 4350.3 (Ch. 7: Recertification, Unit Transfers, and Gross Rent Changes, Section 1: Annual Recertification, Par. 7-5(A).</p> <p>Cause: Unknown.</p> <p>Effect: Tenant recertification(s) was not completed within the required timeframe.</p> <p>Action: LHA must complete annual recertification by the tenant's recertification anniversary date and process the recertification within 15 months of the previous year's recertification anniversary date, in accordance with HUD Handbook Ch. 7, Par 7-6.</p>	Next Recertification
22f. (iii)	<p>Condition: Move-In Inspection forms are not signed or dated by tenant</p> <p>Criteria: 24 CFR 5.703 and 5.705 (Unit inspections) and HUD Handbook 4350.3 Rev-1, Change 4 (Par. 6-29: Unit Inspections)</p> <p>Cause: Inspection form does not include area for tenant signature and date</p> <p>Effect: LHA does not meet the requirement</p> <p>Action: LHA must obtain signatures for future unit inspections in accordance with 4350.3</p>	30 Days
22d. (iv)	<p>Condition: EIV Reports not being used in their entirety for third party verification of employment or income.</p> <p>Criteria: 24 CFR 5.659 Family information and verification; and HUD handbook 4350.3 Rev-1, Change 4 (Par. 9-8 Using EIV Reports).</p> <p>Cause: Unknown</p> <p>Effect: Income discrepancies may exist.</p> <p>Action: LHA must use EIV in accordance with 4350.3 (Par. 9-9: Documentation to Demonstrate Owners Compliance with Use of the Income Report.)</p>	30 Days

Date of Review: 5/24/2018

22g. (ii)	<p>Condition: Tenant move-out file reviewed did not contain a M/O Inspection</p> <p>Criteria: 24 CFR 5.703 and 5.705 (Unit inspections) and HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 6, Section 4: The Leasing Process)</p> <p>Cause: Unknown</p> <p>Effect: LHA does not meet the requirement.</p> <p>Action: For future M/O: Follow HUD Handbook 4350.3 Rev-1, Change (Par. 6-29 (A)(2))</p>	30 Days
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Item Number	Observations / Other
1	The LHA is using an expired Form HUD - 92006. The LHA should use the most recently updated Form HUD - 92006 as approved by OMB.
2	LHA should print the Deceased Tenants and New Hires EIV Reports at least quarterly. Discrepancies identified on these reports must be corrected within 30 days from the date of the report.
3	Tenant file should include confirmation from LHA staff that CORI Report was run and subsequently destroyed.
4	HUD 50059 was incorrectly providing elderly family deduction for a non-elderly tenant with a disability. The household should receive the disability deduction.
5	The Lowell Admin Plan provided at the Management and Occupancy Review references the income targeting requirements of HUD's Section 8 Housing Choice Voucher Program (24 CFR 982.201). The income targeting requirements for HUD's New Construction / Substantial Rehabilitation Program) are different, and are found at 24 CFR 5.653.