

## Notice of Public Hearing

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

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

1. Proposed Capital Improvement Plan (5-year)
2. Proposed Maintenance and Repair Plan
3. Current Operating Budget
4. Responses to the Performance Management Review (PMR) findings
5. List of housing authority policies
6. List of waivers from governing regulations of the Department of Housing and Community Development (DHCD)
7. Other elements

Hearing time and date: **5:15 PM on 08/06/2020**

Hearing location: <https://global.gotomeeting.com/join/188710613>

Toll Free: (877) 568-4106

Meeting Access Code: 188-710-613 #

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

- o Copies of the Annual Plan are available at the Authority's office or may be reviewed online at <https://tinyurl.com/LHA-MA-AnnualPlan>
- o Comments may be submitted orally at the hearing, by emailing the housing authority office, or by submitting written comments at the housing authority office. Comments must be received no later than the close of the public hearing.
- o For reasonable accommodation requests contact the housing authority office by 07/30/2020 at 12:00 PM.
- o Contact information for Provincetown Housing Authority:  
Office: 44 Harry Kemp Way, Provincetown, MA 02657  
Phone: (508) 487-0434  
Email: [pha@provincetownhousing.org](mailto:pha@provincetownhousing.org)

**Detailed Instructions for Remote Access**

May just do phone call, not screen sharing.

## Aviso de audiencia pública

### El/La Provincetown Housing Authority invita a todos los arrendatarios y al público en general a una revisión del Plan Anual Propuesto por la autoridad para el año fiscal 2021

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

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

Fecha y hora de la audiencia: **5:15 PM** del **08/06/2020**

Lugar de la audiencia: <https://global.gotomeeting.com/join/188710613>

Toll Free: (877) 568-4106

Meeting Access Code: 188-710-613 #

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

- o Puede obtener copias del Plan anual en la oficina de la autoridad o consultar el Plan por Internet en <https://tinyurl.com/LHA-MA-AnnualPlan>. El Plan está disponible únicamente en inglés.
- o Si desea hacer comentarios, puede hacerlo oralmente en la audiencia o enviar los comentarios por correo electrónico o postal a la oficina de la autoridad de vivienda. Los comentarios se deben recibir antes del cierre de la audiencia pública.
- o Si tiene una solicitud razonable en relación con una discapacidad, póngase en contacto con la oficina de la autoridad de vivienda antes del 07/30/2020 a las 12:00 PM.
- o Información de contacto de Provincetown Housing Authority:
  - Oficina: 44 Harry Kemp Way, Provincetown, MA 02657
  - Teléfono: (508) 487-0434
  - Correo electrónico: [pha@provincetownhousing.org](mailto:pha@provincetownhousing.org)

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សេចក្តីជូនដំណឹងអំពីសវនកម្មសាធារណៈ

Provincetown Housing Authority អញ្ជើញអ្នកជួល  
និងសាធារណជនទូទៅទាំងអស់ឲ្យមើលឡើងវិញនូវផែនការ  
ប្រចាំឆ្នាំដលៃហានដាក់សុនើបសំអាតបញ្ហាធនធានសម្រាប់ឆ្នាំសារពើពន្ធ  
2021

ផែនការប្រចាំឆ្នាំមានគោលបំណងផ្តល់ការយល់ដឹងអំពីប្រតិបត្តិការ និងផែនការរបស់អាជ្ញាធរ  
សម្រាប់ឆ្នាំសារពើពន្ធជាមុននេះ ព្រោះវាប៉ះពាល់ដល់លំនាំដុល្លារសាធារណៈដលៃជួយដោយ  
របបរបស់អាជ្ញាធរ។ ផែនការប្រចាំឆ្នាំដលៃហានដាក់សុនើប មានជាតុដូចខាងក្រោម៖

1. ផែនការកលៃមុអរដុបធានីដលៃហានដាក់សុនើប (5 ឆ្នាំ)
2. ផែនការជួសជុល និងថែទាំដលៃហានដាក់សុនើប
3. ថវិកាប្រតិបត្តិការបច្ចុប្បន្ន
4. ការផ្តល់យោបល់លទ្ធផលនៃការពិនិត្យមើលឡើងវិញនូវការគ្រប់គ្រងការបំពេញការងារ (PMR)
5. បញ្ជីគោលនយោបាយអាជ្ញាធរលំនាំដុល្លារ
6. បញ្ជីការលះបង់សិទ្ធិប្រទេសបញ្ញត្តិគ្រប់គ្រងរបស់ក្រសួងអភិវឌ្ឍន៍សហគមន៍ និងលំនាំដុល្លារ (DHCD)
7. ធាតុផ្សេងទៀត

កាលបរិច្ឆេទ និងម៉ោងសវនកម្ម: **5:15 PM នៅ 08/06/2020**  
 ទីកន្លែងសវនកម្ម: <https://global.gotomeeting.com/join/188710613>  
 Toll Free: (877) 568-4106  
 Meeting Access Code: 188-710-613 #

គេហជន  
 និងសាធារណជនទូទៅគួរឲ្យមានអញ្ជើញឱ្យពិនិត្យមើលឡើងវិញនូវផែនការប្រចាំឆ្នាំមុនពេលបើកសវនាការ  
 ហើយអាចបញ្ជូនមតិសាធារណៈដូចមានកត់សម្គាល់ខាងក្រោម។  
 អាជ្ញាធរគ្រូគ្រូក្រុងរស់នៅនានារបស់អង្គការរបស់អ្នកជួលក្នុងមូលដ្ឋាន (LTO) ឬក្រុមប្រឹក្សាសហគមន៍  
 (RAB) អំពីតម្រូវការ និងអាទិភាពនានា ហើយបញ្ជូនមតិយោបល់ និងអាទិភាពទាំងនោះមួយចំនួន  
 ឬទាំងអស់ទៅក្នុងសេចក្តីព្យាងផែនការ បើអាជ្ញាធរយល់ថាសមស្របជាមួយការគ្រប់គ្រងដលៃឥរិយាបថ។ មតិសំខាន់  
 ៗនឹងគួរឲ្យមានសង្ខេប និងបញ្ជូនទៅក្នុងផែនការប្រចាំឆ្នាំ នៅពេលវាគួរឲ្យមានដាក់ជូនក្រសួងអភិវឌ្ឍន៍សហគមន៍  
 និងលំនាំដុល្លារ (DHCD)។

- o សេចក្តីដឹងមុននៃផែនការប្រចាំឆ្នាំ មាននៅការិយាល័យរបស់អាជ្ញាធរ  
 ឬអាចពិនិត្យមើលឡើងវិញលើបណ្តាញតាមរយៈ: <<https://tinyurl.com/LHA-MA-AnnualPlan>>។  
 មានជាភាសាអង់គ្លេសសេចក្តីណែនាំ៖
- o មតិណាអាចគួរឲ្យមានផ្តល់ដោយផ្ទាល់មាត់នៅក្នុងសវនាការ  
 ដោយផ្សព្វផ្សាយលៃទៅការិយាល័យអាជ្ញាធរលំនាំដុល្លារ  
 ឬដោយដាក់មតិជាលាយលក្ខណ៍អក្សរនៅការិយាល័យអាជ្ញាធរលំនាំដុល្លារ។  
 មតិណាគួរតែផ្តល់ឱ្យមានមុនពេលបិទសវនាការសាធារណៈ។
- o សម្រាប់សំណើសុំការសុនាក់សំខាន់ៗសម្រាប់ សូមទាក់ទងការិយាល័យអាជ្ញាធរលំនាំដុល្លារក្រុមចុង 07/30/2020  
 នៅម៉ោង 12:00 PM។
- o ព័ត៌មានទំនាក់ទំនងសម្រាប់ Provincetown Housing Authority៖  
 ការិយាល័យ: 44 Harry Kemp Way, Provincetown, MA 02657  
 ទូរស័ព្ទ: (508) 487-0434  
 អ៊ីមែល: pha@provincetownhousing.org

**Detailed Instructions for Remote Access**

May just do phone call, not screen sharing.

## Thông báo Điều trần Công khai

### Provincetown Housing Authority

# xin mời tất cả những người thuê nhà và cộng đồng đến tham dự buổi đánh giá Kế hoạch Hàng năm Đề xuất cho Năm Tài chính của Cơ quan Quản lý 2021

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

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

Ngày và giờ điều trần: **5:15 PM** và **08/06/2020**

Địa điểm điều trần: <https://global.gotomeeting.com/join/188710613>

Toll Free: (877) 568-4106

Meeting Access Code: 188-710-613 #

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

- o Các bản sao của Kế hoạch Hàng năm sẵn có tại văn phòng Cơ quan Quản lý hoặc quý vị có thể xem trực tuyến tại <https://tinyurl.com/LHA-MA-AnnualPlan>. Các bản này chỉ có bằng Tiếng Anh.
- o Các ý kiến đóng góp có thể được nộp bằng lời tại buổi điều trần, gửi email cho văn phòng cơ quan quản lý gia cư, hoặc nộp ý kiến bằng văn bản tại văn phòng cơ quan quản lý gia cư. Các ý kiến đóng góp phải được nhận không muộn hơn giờ kết thúc phiên điều trần.
- o Để đưa ra các yêu cầu về biện pháp điều chỉnh đặc biệt hợp lý, hãy liên hệ với văn phòng cơ quan quản lý gia cư trước 07/30/2020 lúc 12:00 PM.
- o Thông tin liên hệ cho Provincetown Housing Authority:  
Văn phòng: 44 Harry Kemp Way, Provincetown, MA 02657  
Điện thoại: (508) 487-0434  
Email: [pha@provincetownhousing.org](mailto:pha@provincetownhousing.org)

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# 开公众听证会的通知

## Provincetown Housing Authority 邀请所有租户和公众 对本管理局的 2021 财政年度建议的《年度计划》进行审查

该《年度计划》旨在深入了解本管理局的运作和下一财政年度的计划，因为它们会影响到管理局的由马萨诸塞州资助和管理的公共住房。建议的年度计划包括以下内容：

1. 建议的资本改善计划（5年）
2. 建议的维修计划
3. 当前的运营预算
4. 对绩效管理审查（PMR）调查结果的回应
5. 住房管理局政策一览表
6. 从住房和社区发展部（DHCD）的法规可豁免的条例清单
7. 其他基本点

听证会时间和日期: **5:15 PM 在 08/06/2020**

听证会地点: <https://global.gotomeeting.com/join/188710613>

Toll Free: (877) 568-4106

Meeting Access Code: 188-710-613 #

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

- 可以在管理局的办公室获得《年度计划》的副本，或者可以上网进入 <https://tinyurl.com/LHA-MA-AnnualPlan> 在线查看。那些副本或网上内容是用英语的。
- 各位要提出评论，可以在听证会上通过口头方式、或通过向住房管理局的办公室发送电子邮件、或在住房管理局的办公室当面提交书面评论。所有评论必须在公众听证会结束之前收到。
- 对于合理的需通融的要求，请在 07/30/2020 之前通过 12:00 PM 与住房管理局的办公室联系。
- Provincetown Housing Authority 的联系方式：  
办公室： 44 Harry Kemp Way, Provincetown, MA 02657  
电话： (508) 487-0434  
电子邮件： [pha@provincetownhousing.org](mailto:pha@provincetownhousing.org)

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## Aviso de Audiência Pública

### O Provincetown Housing Authority convida todos os locatários e o público em geral para uma revisão do plano anual proposto pela Autoridade para o ano fiscal 2021

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

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

Data e hora da audiência: **5:15 PM em 08/06/2020**

Local da audiência: <https://global.gotomeeting.com/join/188710613>

Toll Free: (877) 568-4106

Meeting Access Code: 188-710-613 #

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

- Cópias do Plano Anual estão disponíveis no escritório da Autoridade ou podem ser analisadas on-line em <https://tinyurl.com/LHA-MA-AnnualPlan>. Estas estão apenas no idioma inglês.
- Os comentários podem ser apresentados oralmente na audiência, por e-mail para o escritório da autoridade habitacional ou por escrito para o escritório da autoridade habitacional. Os comentários devem ser recebidos, no máximo, até o encerramento da audiência pública.
- Para solicitações razoáveis de acomodação, entre em contato com o escritório da autoridade habitacional em 07/30/2020 às 12:00 PM.
- Informações de contato para Provincetown Housing Authority:  
Escritório: 44 Harry Kemp Way, Provincetown, MA 02657  
Telefone: (508) 487-0434  
E-mail: [pha@provincetownhousing.org](mailto:pha@provincetownhousing.org)

**Detailed Instructions for Remote Access**

May just do phone call, not screen sharing.

## Уведомление о публичном слушании

# Provincetown Housing Authority приглашает всех жильцов и представи общественности принять участие в рассмотрении предлагаемого Жили управлением Годового плана на фискальный год 2021

Целью Годового плана является представление сведений о деятельности и планах Жилищного управления на предстоящий фискальный год в том, что касается предоставления социального жилья Жилищным управлением при поддержке штата Массачусетс. Предлагаемый Годовой план включает следующие разделы:

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

Время слушания: **5:15 PM** Дата слушания **08/06/2020**

Место проведения <https://global.gotomeeting.com/join/188710613>

слушания: Toll Free: (877) 568-4106

Meeting Access Code: 188-710-613 #

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

- o Копии Годового плана можно получить в офисе Жилищного управления или на сайте: <https://tinyurl.com/LHA-MA-AnnualPlan>. Документы доступны только на английском языке.
- o Замечания можно сделать устно в ходе слушания, а также отправить их по электронной почте в офис Жилищного управления или оставив их в письменном виде в офисе Жилищного управления. Замечания должны быть получены до закрытия публичного слушания.
- o Разумные запросы о размещении можно направить в офис Жилищного управления до 07/30/2020 12:00 PM.
- o Контактная информация Provincetown Housing Authority:
  - Офис: 44 Harry Kemp Way, Provincetown, MA 02657
  - Телефон: (508) 487-0434
  - Адрес эл. почты: pha@provincetownhousing.org

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## Avi Odisyon Piblik

### The Provincetown Housing Authority

## ap envite tout lokatè ak piblik la an jeneral nan yon revizyon Plan Anyèl pou Ane Fiskal la ke Administrasyon an Pwopoze 2021

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

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

Dat ak lè odisyon: **5:15 PM** nan dat **08/06/2020**

Adrès odisyon an: <https://global.gotomeeting.com/join/188710613>

Toll Free: (877) 568-4106

Meeting Access Code: 188-710-613 #

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

- Kopi Plan Anyèl yo disponib nan biwo Administrasyon an oswa w ka revize anliy nan <https://tinyurl.com/LHA-MA-AnnualPlan>. Sa yo se nan lang Anglè sèlman.
- Yo gendwa soumèt kòmantè yo vèbalman nan odisyon an, pa imèl bay biwo administrasyon lojman an, oswa nan soumisyon kòmantè ekri w yo nan biwo administrasyon lojman an. Yo ta dwe voye kòmantè yo nan yon moman ki pa pi ta pase odisyon piblik la.
- Pou demand akomodasyon rezonab kontakte biwo administrasyon lojman an kote w ap 07/30/2020 a 12:00 PM.
- Enfòmasyon kontak pou Provincetown Housing Authority:  
Biwo: 44 Harry Kemp Way, Provincetown, MA 02657  
Telefòn: (508) 487-0434  
Imèl: [pha@provincetownhousing.org](mailto:pha@provincetownhousing.org)

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## Provincetown Housing Authority Proposed Annual Plan for Fiscal Year 2021 For State-Aided Public Housing

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

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

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

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

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

### **State-Aided Public Housing Developments**

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

<b>Dev No</b>	<b>Type</b>	<b>Development Name</b>	<b>Num Bldgs</b>	<b>Year Built</b>	<b>Dwelling Units</b>
667-01	Elderly	MAUSHOPE 667-01	1	1986	24
	Family	Family units in smaller developments	7		9
Total			8		33

### **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.

Provincetown Housing Authority manages 6 MRVP vouchers.

### **Federally Assisted Developments**

Provincetown Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 10 households.

### **LHA Central Office**

Provincetown Housing Authority  
44 Harry Kemp Way, Provincetown, MA, 02657  
Kristen Hatch, Executive Director  
Phone: 508-487-0434  
Email: pha@provincetownhousing.org

LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Fran Coco	Vice-Chair		02/01/2018	05/02/2020
Charlene Parris	Treasurer	State Tenant Rep	09/26/2016	06/16/2020
Donna Szeker	Member		06/18/2019	06/18/2024

Local Tenant Organizations and Resident Advisory Board

	<u>Date of</u> <u>Recognition by LHA</u>	<u>Date LHA Reviewed</u> <u>Draft AP with LTO</u>
Provincetown Housing Authority Ten	06/25/1987	

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.	06/22/2020
B. Advertise the public hearing in public postings.	06/22/2020
C. Notify all LTO's of the hearing and provide access to the Proposed Annual Plan.	06/22/2020
D. Post draft AP for tenant and public viewing.	
E. Hold quarterly meeting with LTO to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	
F. Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present.	
G. Executive Director presents the Annual Plan to the Board.	
H. Board votes to approve the AP.	

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

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

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

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

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

The CIP includes the following parts:

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

## Capital Improvement Plan (CIP)

## Aggregate Funding Available for Projects in the First Three Years of the CIP:

Category of Funds	Allocation	Planned Spending	Description
Balance of Formula Funding (FF)	\$316,274.07		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$31,627.41		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$284,646.66	\$315,328.22	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$6,236.96	\$6,236.96	Accessibility projects
DMH Set-aside	\$0.00	\$0.00	Dept. of Mental Health facility
DDS Set-aside	\$0.00	\$0.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$278,409.70	\$309,091.26	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$187,961.39	\$187,961.39	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	\$472,608.05	\$503,289.61	Total of all anticipated funding available for planned projects and the total of planned spending.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Capital Improvement Plan (CIP)**

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2020	fy2021 Planned	fy2022	fy2023	fy2024	fy2025
242028	FF: Partial Basement Window Replacement	PEARL STREET	\$3,261	\$0	\$0	\$3,261	\$0	\$0	\$0	\$0
242041	FF: ADA Accommodation - Door - ADA Toilet UIOLI	MAUSHOPE 667-01	\$5,500	\$0	\$0	\$0	\$0	\$5,500	\$0	\$0
242043	FF: Replace Screen Doors	MAUSHOPE 667-01	\$3,300	\$0	\$0	\$0	\$0	\$3,300	\$0	\$0
242045	FF: Repair Septic System Pearl Street, Maushope	MAUSHOPE 667-01	\$507,845	\$268,352	\$239,494	\$0	\$0	\$0	\$0	\$0
242047	FF: Walkway & Driveway repaving	MAUSHOPE 667-01	\$9,500	\$6,000	\$3,500	\$0	\$0	\$0	\$0	\$0
242052	FF: Replace Roofs, Gutters, Downspouts	MAUSHOPE 667-01	\$27,114	\$27,114	\$0	\$0	\$0	\$0	\$0	\$0
242053	FF: Complete Rehab Vacant Unit 38	MAUSHOPE 667-01	\$44,547	\$42,647	\$1,900	\$0	\$0	\$0	\$0	\$0
242054	FF: Replace Roof, Gutters and Downspouts	MAUSHOPE 667-01	\$141,310	\$0	\$2,017	\$139,294	\$0	\$0	\$0	\$0
242055	EMG Boiler Replacement	MAUSHOPE 667-01	\$9,710	\$9,710	\$0	\$0	\$0	\$0	\$0	\$0
242056	Alt Heat Source - Maushope CapeLight	MAUSHOPE 667-01	\$3,350	\$3,350	\$0	\$0	\$0	\$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
242057	35 Court Street Kitchen Remodel Unit 2	PEARL STREET	\$22,739	\$0	\$17,460	\$5,279	\$0	\$0	\$0	\$0
•	Selective Plumbing Replacement	MAUSHOPE 667-01	\$100,281	\$0	\$0	\$0	\$0	\$49,921	\$50,361	\$0
•	Siding Repair - 667	MAUSHOPE 667-01	\$2,530	\$0	\$0	\$2,530	\$0	\$0	\$0	\$0
•	ADA Tub Cuts & Grab Bars 667	MAUSHOPE 667-01	\$53,625	\$0	\$0	\$0	\$53,625	\$0	\$0	\$0
•	New Generator	MAUSHOPE 667-01	\$69,464	\$0	\$0	\$0	\$0	\$0	\$0	\$50,819
•	33 & 35 Court St. Roofs, Gutters, Downspouts	PEARL STREET / COURT STREET 705-01	\$46,507	\$0	\$0	\$5,055	\$41,453	\$0	\$0	\$0
•	Dividing Wall - 33/35 Court Street	PEARL STREET / COURT STREET 705-01	\$1,901	\$0	\$0	\$1,901	\$0	\$0	\$0	\$0
•	Repair Concrete Stoop and Landing	PEARL STREET / COURT STREET 705-01	\$8,709	\$0	\$0	\$0	\$0	\$0	\$8,709	\$0
•	Build New Deck and Exterior Doors	PEARL STREET / COURT STREET 705-01	\$6,708	\$0	\$0	\$0	\$0	\$0	\$6,708	\$0
•	Slider Door Replacement 705-2	MAUSHOPE 705-02	\$4,212	\$0	\$0	\$4,212	\$0	\$0	\$0	\$0
<b>TOTALS</b>			\$1,072,111	\$357,172	\$264,369	\$161,531	\$95,078	\$58,721	\$65,778	\$50,819

**Capital Improvement Plan (CIP)**

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

Cap Hub Project Number	Project Name	DHCD Special Award Comment	Special DHCD Awards				Other Funding			
			Emergency Reserve	Compliance Reserve	Sustainability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
242045	FF: Repair Septic System Pearl Street, Maushope	septic systems replacement	\$398,573	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>TOTALS</b>			\$398,573	\$0	\$0	\$0	\$0	\$0	\$0	\$0

## **Capital Improvement Plan (CIP) Narrative**

### **Including Requests to DHCD & Supporting Statements**

#### **1. Request for increased spending flexibility.**

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

Provincetown 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.

Provincetown Housing Authority has not requested additional funding.

#### **3. Overall goals of the Housing Authority's CIP**

The overall goal is to provide a safe, stable, and decent environment that our residents are happy to call home. As far as capital projects, we continue to work on a large septic replacement at our 667 and complete roof and unit rehab projects. Future project priorities continue with roof replacements, shut off valve plumbing replacement and an ADA tub cut project to ease transition into shower for our elderly residents. Small repair capital projects also remain a priority in order to maintain the integrity of properties (i.e. fix before it gets worse).

#### **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:

Our plan eliminated two projects (242041 & 242043) with a request to DHCD PM on 5.14.20. These small projects are old and not an immediate priority. They will be re-added in the future if there is a need. In addition, we have added projects for a Dividing Wall Fence at 705, Siding Repair at 667, and Roof Replacements at 705s. A New Generator project has been added to Year 5.

#### **5. Requirements of previous CIP approval**

Condition was that a previous request for DHCD ER would be evaluated at bidding.

**6. Quarterly capital reports**

Our most recent quarterly capital report (form 80 and 90) was submitted on 02/28/2020.

**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 05/29/2020.

**8. Project priorities**

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

**9. High priority deficiencies**

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

**10. Accessibility**

We have identified the following accessibility deficiencies in our portfolio:

Bathtubs make transition in and out of shower difficult for some elderly who may have mobility impairments. We have bathtubs in our current bathrooms at 667-1.

We have incorporated the following projects in our CIP to address accessibility deficiencies:  
We have created a project to install tub cuts to make the transition in and out of shower easier.

**11. Special needs development**

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

**12. Energy and water consumption**

Our 12 most recent monthly energy reports are for months 1/2019 to 12/2019.

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.

	<b>Electric PUM &gt; Threshold</b>	<b>Gas PUM &gt; Threshold</b>	<b>Oil PUM &gt; Threshold</b>	<b>Water PUM &gt; Threshold</b>
Threshold PUM:	\$100	\$80	\$50	\$60

No developments exceed threshold values.

**13. Energy or water saving initiatives**

Provincetown 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%)

0% c. 705 (DHCD Goal 2%)

**15. Vacancies**

Provincetown 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.**

### **Additional Remarks by the Provincetown Housing Authority**

None.

**Emergency Request System**

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

<b>METHOD</b>	<b>CONTACT INFO.</b>	<b>TIMES</b>
Call LHA at Phone Number	774-216-0706	24 Hrs.
Other	617-549-8361	24 Hrs.

Severe weather and power outages happen regularly in winter. When this occurs the PHA is in close contact with Rescue, PPD, and town departments such as Council on Aging, Town Management and the Health Department. Communication flows through ED.

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 Provincetown Housing Authority main office.

<b>QUALIFYING EMERGENCY WORK REQUESTS</b>
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
Refrigerator broken
Wellness check



**Normal Maintenance Request Process**

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number	ED K Hatch 617-549-8361	24 hrs
Call Answering Service		
Call Housing Authority Office	508-487-0434	M, Th, F 9am-1pm, or answering machine
Submit Online at Website		
Email to Following Email	pha@provincetownhousing.	24hrs
Other		

*The PHA currently used phanetwork for maintenance work orders but also uses a maintenance work order spiral notebook for manual entries when computer is not available.*

**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: PHANetwork

Work order classification used:

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

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

C. Our work order process includes the following steps:

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

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

None.

**Maintenance Plan Narrative**

Following are Provincetown Housing Authority’s answers to questions posed by DHCD.

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

We have done a good job of catching up on long delayed capital projects and upgrades. Some examples include replacement of heating and cooling systems, major septic repair projects, accessibility improvements, energy efficiency projects, Trim work, roofing and landscaping projects.

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

We have been using phanetwork for all PHA operations including using the maintenance function. We have re-focused on inspection and preventative maintenance which reduced the reactive nature of calls and improved the use of time. We have outsourced larger projects which would take most of the part time (20 hrs/wk) maintenance staff schedule for our LHA.

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

We plan to continue to improve the functioning and appearance of our properties. To continue to improve energy conservation efforts, improve accessibility and safety measures and to use maintenance and contractor hours to best effect.

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	\$47,577.00	\$5,000.00
Last Fiscal Year Actual Spending	\$51,228.00	\$18,132.00
Current Fiscal Year Budget	\$0.00	\$0.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	5
Average time from date vacated to make Unit "Maintenance Ready"	107 days
Average time from date vacated to lease up of unit	130 days

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

Since Provincetown is mostly a summer resort the cost of Contractors in the area is very high and competition with luxury home owners for work makes it a challenge to get people to work on small jobs. The PHA is looking at the balance between maintenance staff and use of contractors with the most economical distribution in mind. Efforts have been made to group most contractor work in the off season as much as possible to remedy this issue. The PHA continues to leverage grants from the local Affordable Housing Trust Fund and Community Preservation Act Funds to contribute to the repair and preservation of PHA properties. The PHA has also been successful in working with Housing Assistance Corporation and the Cape Cod Community Compact to acquire at no cost to DHCD or the PHA. Some examples are energy efficient lighting and refridgerators and new heating and air conditioning systems for the 667 property.

### **Attachments**

These items have been prepared by the Provincetown 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.

# Provincetown Housing Authority as of 6/15/2020

## Annual Plan 2020 Preventative Maintenance Work Orders Report

### Preventative Maintenance Schedule

Search Filters

Category:  Next Scheduled Start:  Next Scheduled End:

Status:  Types:  Description:

40 Schedule Entries found — Show:

Action	Description	Category	Work Order Type	Location Type	General Location	Dev ID	Bldg ID	Unit ID	Frequency	Next Scheduled	Active
	AIR SOURCE HEAT PUMP P/M Clean filterers in every unit, flush water and diluted bleach through drain systems to flush condensate pumps. check for proper operation.	Heating & Air Conditioning	Preventative Maintenance	General	HEAT PUMPS	667-1	44HKW-A		Every (nn) days	9/6/2020	Yes
	OCTOBER PM : test int./ext lighting, emergency lighting, tag fire extinguishers, check and test generator (if no service scheduled) winterize outdoor faucets, prepare winter snow equipment. check gutters, clean if needed. test plumbing heat tape in attic for kitchen faucet.	Carpentry/Woodwork	Preventative Maintenance	General		667-1	44HKW-A		Annually	10/1/2020	Yes
	Check flags and replace as needed	Landscape work	Preventative Maintenance	General		667-1	44HKW-A		Monthly - first day	6/12/2020	Yes
	Mow lawn, weed-whack, trim, prune,rake etc. as needed.	Landscape work	Scheduled	General	Yard	667-01			Every (nn) days	4/10/2019	Yes
	Unit inspections – schedule so as to complete 100% each year.	Unit Inspections	Scheduled	General		667-01			First day of (month)	10/8/2018	Yes
	Inspect common area windows (glass, seals, balances and locks).	Unit Inspections	Preventative Maintenance	General		667-1	44HKW-A		Monthly - first day	10/25/2019	Yes
	Inspect gutters, downspouts and splash blocks – repair as needed.	Unit Inspections	Preventative Maintenance	General		667-01			First day of (month)	4/1/2018	Yes
	Clean dryer vents, exhaust vents	Cleaning Tasks	Preventative Maintenance	General		667-01			Every (nn) days	6/30/2019	Yes
	Shampoo common area carpet	Cleaning Tasks	Scheduled	General		667-01			Every (nn) days	1/5/2019	Yes
	Inspect and clean out laundry machines. remove front, dryer vent screen-vacuum, clean glass, gaskets, check belts, motors, rollers,soap feeders, etc. Reconnect, run Test cycle.	Cleaning Tasks	Preventative Maintenance	General	Laundry	667-1	44HKW-A		Every (nn) days	5/27/2020	Yes
	Mop community room, bathroom, laundry, and stair landings weekly, wipe surfaces and wash windows as needed. Clean and polish elevator	Cleaning Tasks	Scheduled	General		667-1	44HKW-A		Weekly - last day	11/22/2019	Yes
	Cleaning: First thing in the morning, Vacuum common areas, sweep stairs, sweep community room,Take out all trash and recycling, replenish paper goods as needed.	Cleaning Tasks	Scheduled	General		667-1	44HKW-A		Weekly - first day	3/9/2020	Yes
	Empty dehumidifier at foley house at least weekly.	Cleaning Tasks	Preventative Maintenance	General	basement	AFH	AFH		Weekly - first day	3/9/2020	Yes
	Schedule Elevator safety inspection and schedule seaside alarm to be here same time.	General Inspection	Scheduled	General		667-01			Annually	6/15/2020	Yes
	Schedule Foley house unit inspections for month of april	General Inspection	Scheduled	General		AFH			Annually	4/1/2020	Yes
	Schedule CANCO fire services for sprinkler inspections at Foley house and Maushope.	General Inspection	Scheduled	General		667-01			Annually	5/1/2019	Yes
	MAY SERVICE: Schedule CANCO fire sprinkler inspections at Maushope and Foley house. Schedule Seaside alarm inspection at Foley and maushope.	General Inspection	Scheduled	General		667-1	44HKW-A		Annually	5/4/2020	Yes
	FOLEY HOUSE: Empty dehumidifier. check basement for any leaks, test boiler relief valve.	General Inspection	Scheduled	General		AFH	AFH		Every (nn) days	6/30/2020	Yes

	AUGUST PM: Test all interior and exterior lighting, Change oil in Yard equip if needed, initial fire extinguisher tags, test emergency lighting, check boiler room and sprinkler equip. for leaks. continuously keep shop cleaned up.	General Inspection	Preventative Maintenance	General		657-1	44HKW-A	Annually	8/1/2020	Yes
	SEPTEMBER PM: clean out laundry machines, test all interior exterior lighting, test emergency lights, initial fire extinguisher tags, check boiler room and sprinkler equip for leaks. maintain yard equip. as necessary.	General Inspection	Preventative Maintenance	General		657-1	44HKW-A	Annually	9/1/2020	Yes
	NOVEMBER P/M: test all interior, exterior, and emergency lighting. adjust timers to reflect daylight savings. fire extinguishers due to be inspected by Raphl Perry. Shut off and store outdoor hoses. change oil in snow blower. test, winterize mower and yard equip. Test Generator if no service contract exists. Ready shovels and order ice melt. test heat tape T stat for attic plumbing. Clean Gutters, Start locking windows in common areas. Check Mechanical rm for proper operation of systems.	General Inspection	Preventative Maintenance	General		657-1	44HKW-A	Annually	11/1/2020	Yes
	Check fire extinguisher gauges and initial tags.	General Inspection	Preventative Maintenance	General		657-01		Monthly - first day	3/1/2019	Yes
	FEBRUARY PM LIST: Inspect exterior building envelope, report any issues or damage. check boiler system and sprinkler system for proper operation. exercise relief valves in hot water system. test interior and exterior lighting, emergency lighting. ensure heat tape for plumbing is on. monitor weather for snow and address snow and ice conditions as needed. check all properties for exterior damage.	General Inspection	Preventative Maintenance	General		657-1	44HKW-A	Annually	2/1/2021	Yes
	Schedule PM service for generator in July or August.	General Inspection	Scheduled	General	Back yard	657-01		Annually	6/1/2019	Yes
	Inspect and repair site fencing	General Inspection	Scheduled	General		657-01		Every (nn) days	3/3/2019	Yes
	Lease enforcement: Pools, trampolines and swing-sets (according to policy) a. Furniture, trash and debris free from exterior.	General Inspection	Preventative Maintenance	General		657-1	44HKW-A	Monthly - last day	10/31/2019	Yes
	Test interior emergency lighting.	General Inspection	Scheduled	General		657-01		Monthly - first day	5/1/2019	Yes
	Inspect site railings, walkways and stairs for potential hazards. Identify and repair as needed.	General Inspection	Scheduled	General		657-01		Monthly - first day	5/1/2019	Yes
	Test interior and exterior lighting throughout property and replace bulbs as necessary.	Light out	Preventative Maintenance	General	Throughout property	657-01		Monthly - first day	5/1/2019	Yes
	Shut off water to outdoor faucets	Plumbing issue	Preventative Maintenance	General		657-1	44HKW-A	Every (nn) days	10/31/2020	Yes
	Turn on water to outdoor faucets and put hoses out.	Plumbing issue	Scheduled	General		657-01		Every (nn) days	3/20/2021	Yes
	Co-ordinate with Mike Pierce about drain issue for 21 MAU, outside faucet 42a SUK.	Plumbing issue	Preventative Maintenance	General		657-1	44HKW-A	Undetermined		Yes
	Check fencing and railings at all properties. Check boiler system for pressure and leaks. check sprinkler system for proper pressure. Monitor pipe-heat tape during cold weather to ensure it is functioning. clean entry way rugs. Test interior and exterior lighting, initial fire extinguisher tags. Make sure hall doors being left closed.	Planned project	Preventative Maintenance	General		657-1	44HKW-A	Annually	1/1/2021	Yes
	JUNE P/M: Cut grass and tend to landscape as needed, check boiler room systems weekly to ensure proper function. check sprinkler system, verify proper pressure in wet and dry systems. Inspect fences and railings. make repairs as needed. Inspect and tackle any exterior touch up work. Clean gutters. Schedule Fire alarm inspection with SEASIDE ALARM for maushope and Foley house. If sprinkler insp. not completed in MAY, schedule now. test all lights, emergency lights, tag extinguishers.	Planned project	Preventative Maintenance	General		657-1	AFH	Annually	6/24/2021	Yes
	JULY PM: tag fire extinguishers, test interior/ext. lighting, test emergency lights. check boiler equip pressures check sprinkler system pressures. schedule e elevator safety insp. if not already scheduled. check boiler at Foley, check bldg. for leaks, empty dehum. maintain maushope landscape as needed, treat for ant, cut back trees as needed. check laundry equipment and clean if needed. all all properties for visual inspection.	Planned project	Preventative Maintenance	General		657-01	44HKW-A	Undetermined		Yes
	MAY P/M: Clean building each morning, (vacuum/sweep/mop) trash and recycling out 2x/wk. Mow lawn/weed whack as necessary. Test all interior and exterior lighting at the beginning of the month, replace bulbs as needed. Test interior emergency lighting. Check fire extinguishers and initial tags. Visually inspect boiler room for leaks and ensure systems functioning normally. Check sprinkler system pressure. Property rounds at all properties. Check Foley house for leaks in basement.	Planned project	Preventative Maintenance	General		657-01	44HKW-A	Annually	5/1/2020	Yes
	MARCH P/M: Reset light timers. Monitor ongoing snow removal as needed. Clean storage room and shop. Test Interior and exterior lighting. Test Emergency lighting. Check boiler room once per week to ensure proper operation and check for leaks. check Fire suppression system for proper pressure and leaks. schedule unit inspections. Perform equipment maintenance as needed on Mower, Weed Whacker, Snow blower, etc. (Grease/oil change/ fresh mixed fuel/belts etc) walk property pick up loose trash.	Planned project	Preventative Maintenance	General		657-01		Annually	3/1/2021	Yes
	March Service: Contact Associated Elevator and Seaside Alarm to schedule State Elevator Safety inspection. Contact Water Dep't. to schedule Backflow prevention device testing at Maushope and Foley house.	Planned project	Scheduled	General		657-01		Annually	3/1/2021	Yes
	March Service: Contact Associated Elevator and Seaside Alarm to schedule State Elevator Safety inspection. Contact Water Dep't. to schedule Backflow prevention device testing at Maushope and Foley house.	Planned project	Scheduled	General		657-01		Annually	3/1/2019	Yes
	APRIL P/M: Turn on water to outdoor faucets at Maushope and Foley. Work on Landscape as needed each week (mowing/weed whack etc.) Test all interior and exterior lighting. Test Emergency lighting, check and initial fire extinguisher tags, check common area windows for proper operation. Turn off heat tape for attic plumbing, schedule Foley house inspections, Foley house Elevator safety inspection. Run Gas out of snow equip. and store for the season. Change oil in Landscaping equip, and Test.	Planned project	Preventative Maintenance	General		657-01	44HKW-A	Annually	4/1/2021	Yes

**Provincetown Housing Authority**  
**PREVENTATIVE MAINTENANCE MONTHLY 2020**

**January Preventative Maintenance Task**

1. Monitor and issue on-going snow removal work orders.
2. Hot air furnace / Boiler winter PM.
3. Oil circulator pumps.
4. Clean dryer vents.
5. Vehicle Inspection: **N/A for PHA**
6. Check Smoke and Carbon Monoxide detectors during annual inspections.
7. Clean/disinfect compactor and trash chutes.
8. Inventory tools, equipment, refrigerators and stoves in stock.
9. Inventory of supplies and small parts.
10. Unit inspections – schedule so as to complete 100% each year.
11. Lease enforcement: Snow removal from front and rear egress.
12. Holidays: January 1st – New Year's Day  
January 20th – Martin Luther King Jr. Day.

**February Preventative Maintenance Task**

1. Monitor and issue on-going snow removal work orders.
2. A/C, heat and air handler filter change.
3. Clean sanitary systems, lubricate valves and pumps.
4. Clean and lubricate trash chutes and doors
5. Strip, wax and buff VAT and linoleum flooring.
6. Vehicle Inspection: **N/A for PHA**
7. Check Smoke and Carbon Monoxide detectors during annual inspections.
8. Clean/disinfect compactor and trash chutes.
9. Inventory of supplies and small parts.
10. Unit inspections – schedule so as to complete 100% each year.
11. Lease enforcement: Common hallways and stairs free from all obstructions.
12. Holiday: February 17th – Presidents Day.

**March Preventative Maintenance Task**

1. Second Sunday, reset light timers and clocks for daylight saving time.
2. Monitor and issue on-going snow removal work orders.
3. Clean storage rooms and maintenance areas.
4. Touch up all common area paint.
5. Clean heater vents in all common areas.
6. Vehicle Inspection: **N/A for PHA**
7. Check Smoke and Carbon Monoxide detectors during annual inspections.
8. Clean/disinfect **Dumpster and Recycling**
9. Unit inspections – schedule so as to complete 100% each year.
10. Lease enforcement: Furniture, trash and debris free from exteriors.
11. Inventory of supplies and small parts.

#### **April Preventative Maintenance Task**

1. Fire extinguisher annual recertification.
2. Inspect all entry doors.
3. Clean dryer vents, exhaust vents and roof vent motors.
4. Service lawn equipment.
5. Inspect roofs and siding.
6. Clean common area flooring and carpeting.
7. Clean/disinfect **Furniture and Equipment in Common Areas at 667 Bld.**
8. Cleaning of parking areas, roadways, driveways, walkways and storm drains.
9. Inspect trees and trim as needed (maintain 10ft distance from buildings)
10. Vehicle Inspection: **N/A for PHA**
11. Check Smoke and Carbon Monoxide detectors during annual inspections.
12. Inventory of supplies and small parts.
13. Unit inspections – schedule so as to complete 100% each year.
14. Lease enforcement: Check for proper AC installation (according to policy)
15. Holiday: April 21st – Patriots Day

#### **May Preventative Maintenance Task**

1. Clean all manholes.
2. Emergency generator PM.
3. Clean A/C condensers.



4. Sidewalk and parking lot crack and crevice sealing and repair.
5. Weed treatment at all sites.
6. Edge and mulch all planting beds.
7. Clean/disinfect compactor and dumpsters.
8. Prune/trim all shrubs and bushes away from buildings (maintain 2ft clearance from all structures).
9. Fertilize lawns.
10. Vehicle Inspection: **N/A for PHA**
11. Inventory of supplies and small parts.
12. Check Smoke and Carbon Monoxide detectors during annual inspections.
13. Unit inspections – schedule so as to complete 100% each year.
14. Lease enforcement: Cooking grills and fire pits (according to policy)
15. Holiday: May 26th – Memorial Day

#### **June Preventative Maintenance Task**

1. Summer boiler shut-down and PM service. (non-heating season June 16th to September 14th)
2. Change A/C, heat and air handler filters.
3. Check interior emergency lighting.
4. Weed and edge all planting beds every 2 weeks (June 1st to Oct 1st)
5. Inspect site railings, walkways and stairs for potential hazards. Identify and repair as needed.
6. Edge and mulch all planting beds.

NOTE: Please note that in accordance with 527 CMR 17, which took effect September 2012, the new application of mulch within 18 inches around combustible exteriors of buildings such as wood or vinyl, but not brick or concrete, is prohibited. (See attachment.)

7. Clean/disinfect dumpsters and compactor.
8. Check flags and replace as needed
9. Vehicle Inspection: **N/A for PHA**
10. Check Smoke and Carbon Monoxide detectors during annual inspections.
11. Inventory of supplies and small parts.
12. Unit inspections – schedule so as to complete 100% each year.

13. Lease enforcement: Pools, trampolines and swing-sets (according to policy)
  - a. Furniture, trash and debris free from exterior.

#### **July Preventative Maintenance Task**

1. Clean dryer vents, exhaust vents and roof vent motors.
2. Inspect gutters, downspouts and splash blocks – repair as needed.
3. Inspect common area windows (glass, seals, balances and locks).
4. Inspect and repair site fencing
5. Clean/disinfect dumpsters and compactor.
6. Vehicle Inspection: **N/A for PHA**
7. Inventory of supplies and small parts.
8. Check Smoke and Carbon Monoxide detectors during annual inspections.
9. Unit inspections – schedule so as to complete 100% each year.
10. Lease enforcement: Pet policy (according to pet policy)
11. Holiday: July 4th – Independence Day

#### **August Preventative Maintenance Task**

1. Make up air units PM.
2. Strip, wax and buff VAT and linoleum flooring.
3. Clean/disinfect dumpsters compactor.
4. Vehicle Inspection: **N/A for PHA**
5. Inventory of supplies and small parts.
6. Check Smoke and Carbon Monoxide detectors during annual inspections.
7. Lease enforcement: Common hallways and stairs free from all obstructions.
8. Unit inspections – schedule so as to complete 100% each year.

#### **September Preventative Maintenance Task**

1. Check electrical panels in boiler rooms and all common areas.
2. Domestic hot water systems PM.
3. Clean storage rooms and maintenance areas.
4. Touch up all common area paint.
5. Clean heater vents in all common areas.
6. Clean/disinfect dumpsters and compactor.

7. Vehicle Inspection: **N/A for PHA**
8. Inventory of supplies and small parts.
9. Check Smoke and Carbon Monoxide detectors during annual inspections.
10. Unit inspections – schedule so as to complete 100% each year.
11. Lease enforcement: Removal of all AC's (according to policy)
12. Holiday: September 1st – Labor Day

### **October Preventative Maintenance Task**

1. October 7th through the 13th – Fire Prevention Month – Perform PM and check all fire systems, sprinklers, fire pumps, fire extinguishers, common area egress, etc.
2. Annual cleaning of septic systems.
3. Annual sewer station PM.
4. Boiler tune-up. (Heating season is September 15th through June 15th)
5. Change A/C, heat and air handler filters.
6. Clean/disinfect dumpsters and compactor.
7. Annual cleaning of all gutters.
8. Leaf removal.
9. Prune and trim all shrubs and bushes. (maintain 2ft clearance from all structures)
10. Fertilize lawns.
11. Buy and stock ice melt for winter.
12. Clean dryer vents, exhaust vents and roof vent motors.
13. Service snow blowers.
14. Cleaning of parking areas, roadways, driveways, walkways and storm drains.
15. Clean, service and store lawn equipment.
16. Vehicle Inspection: **N/A for PHA**
17. Inventory of supplies and small parts.
18. Check Smoke and Carbon Monoxide detectors during annual inspections.
19. Unit inspections – schedule so as to complete 100% each year.
20. Lease enforcement: Decorations (Halloween) cords running through doors and windows.
  - a. Inspect all basements for proper clearance from heating systems (5ft).
  - b. Fire prevention notices to tenants.
21. Holiday: October 13th – Columbus Day

### **November Preventative Maintenance Task**

1. First Saturday in November reset light timers and clocks back 1 hour for daylight saving time.
2. Monitor and issue on-going snow removal work orders.
3. Inspect trees and trim as needed (maintain 10ft clearance from all structures).
4. Monitor and issue on-going snow removal work orders.
5. Clean common area carpets and flooring.
6. Clean/disinfect compactor and trash chutes.
7. Vehicle Inspection: **N/A for PHA**
8. Inventory of supplies and small parts.
9. Lease enforcement: Blocked egresses.
10. Holidays: November 11th – Veterans Day  
November 27th – Thanksgiving Day

### **December Preventative Maintenance Task**

1. Monitor and issue on-going snow removal work orders.
2. Check and replace flags as needed.
3. Clean/disinfect compactor and trash chutes.
4. Vehicle Inspection: **N/A for PHA**
5. Inventory of supplies and small parts.
6. Lease enforcement: Decorations (Christmas) Cords running through doors and windows.
7. Holiday: December 25th – Christmas Day

Provincetown Housing Authority as of 6/15/2020  
 Annual Plan 2020 Deferred Work Orders Report

Search Filters

Status

Starting Deferred Date

Ending Deferred Date

Action	Source Work Order	Date Deferred	Reason Deferred	Estimated Completion Date	Current Status
	1568	10/1/2019	Primed and ready for paint when able.	12/22/2019	Pending
	1640	11/13/2019	Deferred due to cold weather, until weather is warm enough to paint exterior door.	3/21/2020	Pending
	1574	11/13/2019	Deferred until can be budgeted and planned with contractor.	3/17/2020	Pending
	1633	11/28/2019	deferred for capitol project to be developed and contractor selected.	3/31/2020	Pending
	1750	1/31/2020	deferred until plan can be developed and contractor selected.	3/31/2020	Pending
	1698	1/31/2020	deferred until we can find appropriate vendor to repair.	3/31/2020	Pending
	1753	2/6/2020	deferred while sourcing an appropriate light fixture lens or fixture can be replaced.	4/6/2020	Pending
	1762	2/13/2020	debris cleaned up. deferred until such time that wall can be properly reconstructed.	4/13/2020	Pending
	1752	2/5/2020	Deferred until we can secure a carpenter to repair.	4/18/2020	Pending
	1774	2/27/2020	Deferred until we are able to source replacement vacuum breaker part.	4/27/2020	Pending
	1777	2/27/2020	deferred to create plan to repair or replace sub floor, flooring and sheet rock as needed.	4/27/2020	Pending
	1751	3/18/2020	not able to source item locally or through our suppliers. deferred until one can be ordered through home depot.	5/17/2020	Pending
	1803	3/18/2020	deferred due to virus outbreak.	5/17/2020	Pending
	1773	3/18/2020	Deferred due to covid 19 outbreak.	5/24/2020	Pending
	1802	3/25/2020	deferred due to covid 19 outbreak	5/24/2020	Pending
	1806	3/25/2020	deferred due to covid 19 outbreak. transfer station has closed.	5/24/2020	Pending
	1807	3/25/2020	deferred due to covid 19 outbreak	5/24/2020	Pending
	1796	3/25/2020	deferred due to covid 19 outbreak	5/24/2020	Pending
	1811	3/26/2020	installation of secondary smoke alarm deferred due to covid 19 outbreak. unit has functional smoke alarm in same space currently and is not without.	5/25/2020	Pending
	1810	3/18/2020	Deferred due to covid 19	6/6/2020	Pending
	1813	4/14/2020	deferred due to covid 19	6/13/2020	Pending
	1780	3/21/2020	deferred due to covid 19	6/22/2020	Pending
	1780	3/21/2020	deferred due to covid 19	6/22/2020	Pending
	1781	3/21/2020	deferred due to covid 19	6/22/2020	Pending
	1782	3/21/2020	deferred due to covid 19	6/22/2020	Pending
	1783	2/21/2020	deferred due to covid 19	6/22/2020	Pending
	1784	3/21/2020	deferred due to covid 19	6/22/2020	Pending
	1785	3/21/2020	deferred due to covid 19	6/22/2020	Pending
	1786	3/21/2020	deferred due to covid 19	6/22/2020	Pending
	1787	3/21/2020	deferred due to covid 19	6/22/2020	Pending
	1860	4/29/2020	waiting for parts	8/8/2020	Pending

**Operating Budget**

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

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

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

**LHA Comments**

The PHA continues to request a greater number of hours for staff in its budget.

**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 Provincetown Housing Authority operating reserve at the end of fiscal year 2019 was \$39,867.00, which is 38.5% of the full reserve amount defined above.

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Provincetown Housing Authority.						
<b>REVENUE</b>						
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	\$151,848.00	\$157,993.00	\$0.00	0%	\$0.00
3111	Shelter Rent - Tenants - Fraud/Retroactive	\$0.00	\$3,480.00	\$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	\$4,866.00	\$0.00	0%	\$0.00
3400	Administrative Fee - MRVP	\$0.00	\$0.00	\$0.00	0%	\$0.00
3610	Interest on Investments - Unrestricted	\$75.00	\$97.00	\$0.00	0%	\$0.00
3611	Interest on Investments - Restricted	\$500.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$0.00	\$916.00	\$0.00	0%	\$0.00
3691	Other Revenue - Retained	\$0.00	\$2,405.00	\$0.00	0%	\$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)	\$48,407.00	\$23,651.00	\$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	\$200,830.00	\$193,408.00	\$0.00	0%	\$0.00



Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Provincetown Housing Authority.						
<b>EXPENSES</b>						
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	\$31,589.00	\$35,051.00	\$0.00	0%	\$0.00
4120	Compensated Absences	\$0.00	\$1,745.00	\$0.00	0%	\$0.00
4130	Legal	\$100.00	\$0.00	\$0.00	0%	\$0.00
4140	Members Compensation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4150	Travel & Related Expenses	\$1,500.00	\$1,309.00	\$0.00	0%	\$0.00
4170	Accounting Services	\$5,630.00	\$5,280.00	\$0.00	0%	\$0.00
4171	Audit Costs	\$3,750.00	\$3,600.00	\$0.00	0%	\$0.00
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$15,500.00	\$15,992.00	\$0.00	0%	\$0.00
4191	Tenant Organization	\$250.00	\$1,250.00	\$0.00	0%	\$0.00
4100	TOTAL ADMINISTRATION	\$58,319.00	\$64,227.00	\$0.00	0%	\$0.00
4310	Water	\$18,000.00	\$13,556.00	\$0.00	0%	\$0.00
4320	Electricity	\$37,000.00	\$28,859.00	\$0.00	0%	\$0.00
4330	Gas	\$6,000.00	\$4,571.00	\$0.00	0%	\$0.00
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	\$4,000.00	\$5,208.00	\$0.00	0%	\$0.00
4391	Solar Operator Costs	\$0.00	\$0.00	\$0.00	0%	\$0.00
4392	Net Meter Utility Credit (Negative Amount)	\$0.00	\$0.00	\$0.00	0%	\$0.00
4300	TOTAL UTILITIES	\$65,000.00	\$52,194.00	\$0.00	0%	\$0.00

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Provincetown Housing Authority.						
<b>EXPENSES</b>						
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	\$23,077.00	\$23,591.00	\$0.00	0%	\$0.00
4420	Materials & Supplies	\$9,000.00	\$14,220.00	\$0.00	0%	\$0.00
4430	Contract Costs	\$15,500.00	\$13,417.00	\$0.00	0%	\$0.00
4400	TOTAL MAINTENANCE	\$47,577.00	\$51,228.00	\$0.00	0%	\$0.00
4510	Insurance	\$5,771.00	\$5,446.00	\$0.00	0%	\$0.00
4520	Payment in Lieu of Taxes	\$2,000.00	\$2,000.00	\$0.00	0%	\$0.00
4540	Employee Benefits	\$14,010.00	\$9,009.00	\$0.00	0%	\$0.00
4541	Employee Benefits - GASB 45	\$0.00	\$0.00	\$0.00	0%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$0.00	\$0.00	0%	\$0.00
4570	Collection Loss	\$0.00	\$232.00	\$0.00	0%	\$0.00
4571	Collection Loss - Fraud/Retroactive	\$0.00	\$3,480.00	\$0.00	0%	\$0.00
4580	Interest Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4590	Other General Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4500	TOTAL GENERAL EXPENSES	\$21,781.00	\$20,167.00	\$0.00	0%	\$0.00
4610	Extraordinary Maintenance	\$5,000.00	\$18,132.00	\$0.00	0%	\$0.00
4611	Equipment Purchases - Non Capitalized	\$2,000.00	\$1,210.00	\$0.00	0%	\$0.00
4612	Restricted Reserve Expenditures	\$0.00	\$0.00	\$0.00	0%	\$0.00
4715	Housing Assistance Payments	\$0.00	\$0.00	\$0.00	0%	\$0.00
4801	Depreciation Expense	\$0.00	\$68,239.00	\$0.00	0%	\$0.00
4600	TOTAL OTHER EXPENSES	\$7,000.00	\$87,581.00	\$0.00	0%	\$0.00
4000	TOTAL EXPENSES	\$199,677.00	\$275,397.00	\$0.00	0%	\$0.00

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Provincetown Housing Authority.						
<b>SUMMARY</b>						
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	\$200,830.00	\$193,408.00	\$0.00	0%	\$0.00
4000	TOTAL EXPENSES	\$199,677.00	\$275,397.00	\$0.00	0%	\$0.00
2700	NET INCOME (DEFICIT)	\$1,153.00	\$-81,989.00	\$0.00	0%	\$0.00
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	\$1,153.00	\$-81,989.00	\$0.00	0%	\$0.00

## Explanation of Budget Accounts

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

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

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

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

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

3400: Administrative Fee- MRVP/AHVP: This account should be credited with Administrative Fees to be received for the MRVP/AHVP Program. The MRVP/AHVP administrative fee is \$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 Provincetown Housing Authority's understanding of why they received the rating, while the responses describe their goals and the means by which they will meet or improve upon the performance-based assessment standards established by DHCD in the PMR. When the PMR rating is 'Operational Guidance', the LHA may have responded, but was not required to.

**Category: Management**

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

Rating: No Findings

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

Rating: Operational Guidance

Reason: The PHA is working with the Homeless Prevention Council and other local Social Service agencies to assist families with arrears and connect for assistance with rent and other needs.

Response: Continue to monitor situation and encourage families to reach out to local social service agencies.

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

Rating: Operational Guidance

Reason: The reduction of ED hours to 16 hrs/wk in 2018 make it very difficult to keep up with DHCD regulatory reporting requirements, perform timely mandatory reporting, plan budget and capital projects, respond to emergencies, comply with audits, inspections and other requirements. More hours would resolve this issue.

Response: We are making every possible effort to make efficient use of our 16 hours per week.

Criterion: Completion of mandatory online board member training

Rating: Corrective Action

Reason: Assistance with completing the computer training by Commissioners will be persued.

Response: Commissioners are taking steps to complete.

**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: This is a formula thing I believe. We have completed a backlog of Capital Projects and have several more in the pipeline. One large impact is two Septic projects which use a sizeable portion of our Capital budget.

Response: See above.

**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.

	<b>Number of violations cited</b>	<b>Number of violations corrected</b>
<b>Maintenance related violations</b>	0	0
<b>Tenant related violations</b>	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 competed regularly.

Rating: No Findings

Criterion: Requested work orders identified, tracked and reportable.

Rating: No Findings

Criterion: Requested work orders were completed in 14 calendar days from the date of tenant request or it not ocmpleted 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

**Additional Remarks:**

Yay PHA!

Explanation of PMR Criteria Ratings

CRITERION	DESCRIPTION
<b>Management</b>	
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"> <li>• “No Findings” : Occupancy Rate is at or above 98%</li> <li>• Operational Guidance: Occupancy rate is at 95% up to 97.9%</li> <li>• Corrective Action: Adjusted occupancy rate is less than 95%</li> </ul>
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"> <li>• “No Findings” : At or below 2%</li> <li>• “Operational Guidance” : More than 2% , but less than 5%</li> <li>• “Corrective Action” : 5% or more</li> </ul>
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"> <li>• “No Findings” : At least 11 of the required 12 reports were submitted and at least 9 were submitted on time.</li> <li>• “Operational Guidance” : Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.</li> </ul>
Board Member Training	<p>Percentage of board members that have completed the mandatory online board member training.</p> <ul style="list-style-type: none"> <li>• “No Findings” : 80% or more completed training</li> <li>• “Operational Guidance” : 60-79.9% completed training</li> <li>• “Corrective Action” : &lt;60 % completed training</li> </ul>

CRITERION	DESCRIPTION
<b>Financial</b>	
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"> <li>• “No Findings” : 0 to 9.9%</li> <li>• “Operational Guidance”: 10 to 14.9%</li> <li>• “Corrective Action”: 15% or higher</li> </ul> <p>Overspending Rating:</p> <ul style="list-style-type: none"> <li>• “No Findings” : 0 to -4.9%</li> <li>• “Operational Guidance”: -5% to -9.9%</li> <li>• “Corrective Action”: -10% or below</li> </ul>
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"> <li>• “No Findings” :35%+ of maximum operating reserve</li> <li>• “Operational Guidance”: 20% to 34.9% of maximum operating reserve</li> <li>• “Corrective Action”: &lt;20% of maximum operating reserve</li> </ul>
<b>Capital Planning</b>	
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"> <li>• “No Findings” =Submitted on time</li> <li>• “Operational Guidance” =Up to 45 days late</li> <li>• “Corrective Action” =More than 45 days late</li> </ul>
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"> <li>• “No Findings” = at least 80%</li> <li>• “Operational Guidance” = At least 50%</li> <li>• “Corrective Action” = Less than 50%</li> </ul>

CRITERION	DESCRIPTION
<b>Health &amp; Safety</b>	
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.
<b>Facility Management - Inspections</b>	
Unit Inspections Conducted	<p>Housing authorities are required to conduct inspections of all their occupied units at least once a year</p> <ul style="list-style-type: none"> <li>• "No Findings": 100 % of sampled units had inspections conducted once during the year</li> <li>• "Corrective Action": Fewer than 100% of sample units were inspected during the year</li> </ul>
Inspections Report	<p>Housing authorities are required to note all of the deficiencies found during inspections</p> <ul style="list-style-type: none"> <li>• "No Findings": 100 % of deficiencies are noted on inspection report</li> <li>• "Corrective Action": Fewer than 100% of deficiencies are noted in inspection report</li> </ul>
Inspection Work Order	<p>Housing authorities are required to generate work orders for all deficiencies noted during inspections</p> <ul style="list-style-type: none"> <li>• "No Findings": 100 % of deficiencies noted on inspection reports generated work orders</li> <li>• "Corrective Action": Fewer than 100% of deficiencies noted on inspection reports generated work orders</li> </ul>
Work Order System	<p>Work order system identifies, tracks, and can produce reports for inspection work orders.</p> <ul style="list-style-type: none"> <li>• "No Findings": Inspection work orders are identified, tracked, and reportable</li> <li>• "Operational Guidance": Inspection work orders are not identified, and/or tracked, and/or reportable</li> </ul>
Inspections Work Orders Completed	<p>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).</p> <ul style="list-style-type: none"> <li>• "No Findings": Sampled inspection work orders were completed within 30 days of inspection date or added to deferred maintenance plan and/or CIP</li> <li>• "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</li> <li>• "Corrective Action": Sampled inspection work orders were completed in over 45 calendar days of inspection date</li> </ul>



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

CRITERION	DESCRIPTION
Requested Work Orders	<p>Requested work orders should be identified, tracked and reportable.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Requested work orders identified, tracked, reportable and completed regularly</li> <li>• “Operational Guidance”: Requested work orders are not identified and/or tracked and/or reportable, and or completed regularly</li> </ul>
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"> <li>• “No Findings”: Requested work orders are completed within 14 calendar days of tenant request OR added to deferred maintenance plan and/or CIP</li> <li>• “Operational Guidance”: Requested work orders are completed within 15-30 calendar days from the date of tenant request</li> <li>• “Corrective Action”: Requested work orders are completed in over 30 calendar days from the date of tenant request OR not completed</li> </ul>
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"> <li>• “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</li> <li>• “Operational Guidance”: System exists, but no definition has been distributed</li> <li>• “Corrective Action”: Neither a system nor distributed definitions exist</li> </ul>

## Policies

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

<b>Policy</b>	<b>Last Ratified by Board Vote</b>	<b>Notes</b>
*Rent Collection Policy	12/19/2018	Vote 3-0-0
*Personnel Policy	10/31/2018	Vote 5-0-0
*Capitalization Policy	11/01/1993	Vote by Commissioners
*Procurement Policy	11/01/1993	Vote by Commissioners
*Grievance Policy	01/01/1997	Revised with Tenant Association
Sexual Harassment Policy	12/19/2018	Vote 3-0-0

\* 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**

AP-2021-Provincetown Housing Auth-00064 has no current waivers from the regulations of the Department of Housing and Community Development (DHCD).

## Glossary

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

**AHVP:** Alternative Housing Voucher Program

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

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

**ANUEL:** Allowable Non-Utility Expense Level

**AP:** Annual Plan

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

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

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

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

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

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

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

**CNA:** Capital Needs Assessment

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

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

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

**DHCD:** Massachusetts Department of Housing & Community Development

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

**FF:** Formula Funding

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

**FYE:** Fiscal Year End

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

**HHA:** Host Housing Authority for the RCAT program.

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

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

**LHA:** Local Housing Authority

**LTO:** Local Tenants Organization

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

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

**MOR:** Management and Occupancy Report

**MRVP:** Massachusetts Rental V DHCD's annual review of each housing authority's performance. It pulls together data on the authority's occupancy rates, tenant accounts receivables, accounts payable, budget variance, operating reserve, capital improvement plan submission, capital spending, annual inspections and work order and maintenance systems to identify and address areas of strength and areas for development. Its goal is to allow DHCD and the LHA to

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

**Performance Management Review (PMR):**

**PMR:** Performance Management Review

**RCAT:** Regional Capital Assistance Team

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

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

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

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

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

## **Attachments**

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

- Tenant Satisfaction Survey
- Performance Management Review



# PROVINCETOWN HOUSING AUTHORITY

Chapter 200, 667, and 705 Housing (combined)

Summary 2016 - 2018

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

- **Chapter 200 and 705 housing:** In the spring of 2016, surveys were sent to 9772 housing units. 3240 surveys were filled out and returned.
- **Chapter 667 housing:**
  - In the fall of 2016, surveys were sent to 9624 housing units and 5511 surveys were filled out and returned.
  - In the fall of 2017, surveys were sent to 6024 housing units and 3391 surveys were filled out and returned
  - In the fall of 2018, surveys were sent to 13,304 housing units and 6717 surveys were filled out and returned.
- In the **Provincetown Housing Authority**, surveys were sent to a total of **33** Chapter 667, 705, and 200 housing units; **18** surveys were completed.

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

## Communication

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

	Provincetown Housing Authority	Small LHAs in Southeastern MA *	Entire State
Contacted management about a problem or concern.....	100%	79%	79%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	89%	88%	85%
Saw the Capital Improvement Plan.....	28%	38%	28%
Saw the Operating Budget.....	28%	21%	16%
Knew the Executive Director held a meeting with residents.....	50%	54%	48%

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

## Services and Programs

**69%** of the Provincetown 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:

	Provincetown Housing Authority	Small LHAs in Southeastern MA	Entire State
Job training programs.....	6%	8%	11%
Money management programs ( <i>budgeting, taxes, income building</i> ).....	17%	11%	13%
Children’s programs ( <i>tutoring, childcare, afterschool programs</i> ).....	11%	5%	8%
Health and Medical Services ( <i>visiting nurse, meal programs</i> ).....	22%	32%	33%
Adult Education ( <i>GED, ESL, educational counseling</i> ) .....	11%	9%	13%

## Maintenance and Repair

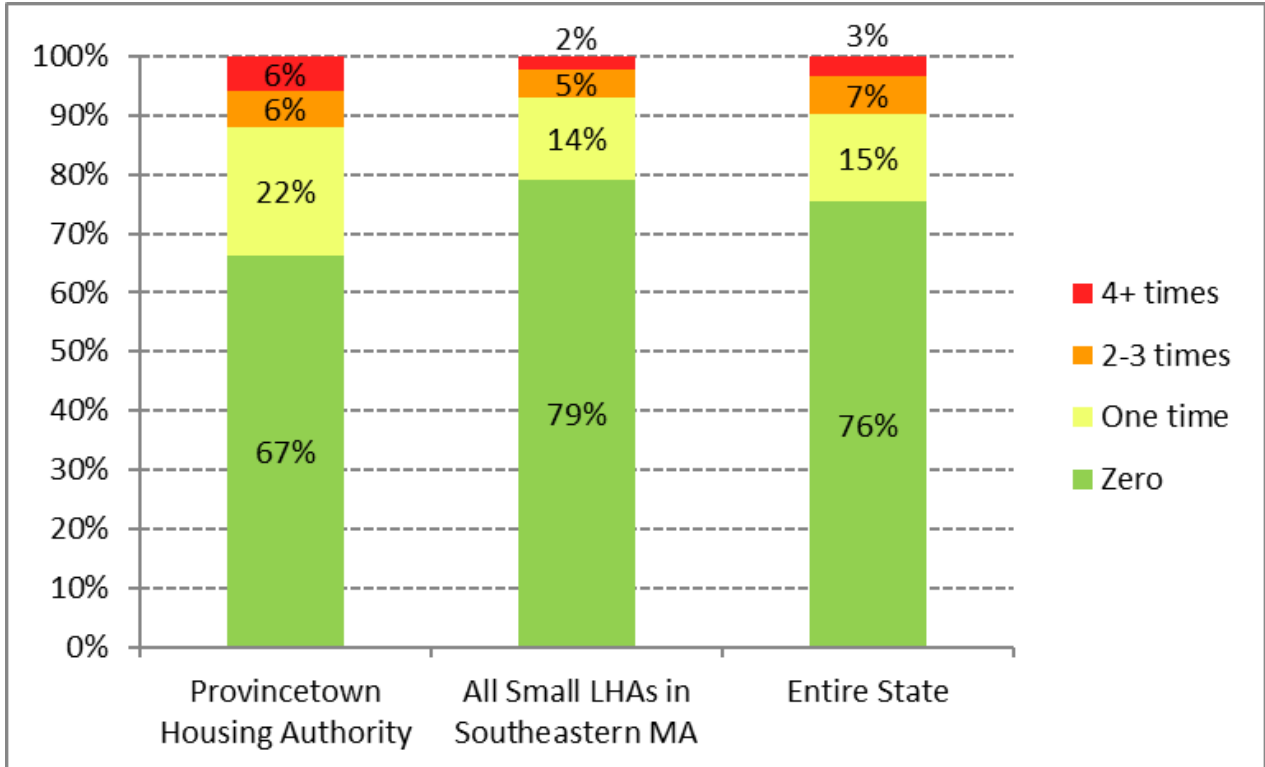
- **Who had problems?** One third of respondents had a problem with their heating and half had a plumbing problem in the last 12 months.

	Provincetown Housing Authority	Small LHAs in Southeastern MA	Entire State
Had a heating problem.....	33%	21%	24%
Had a problem with water or plumbing.....	50%	50%	50%

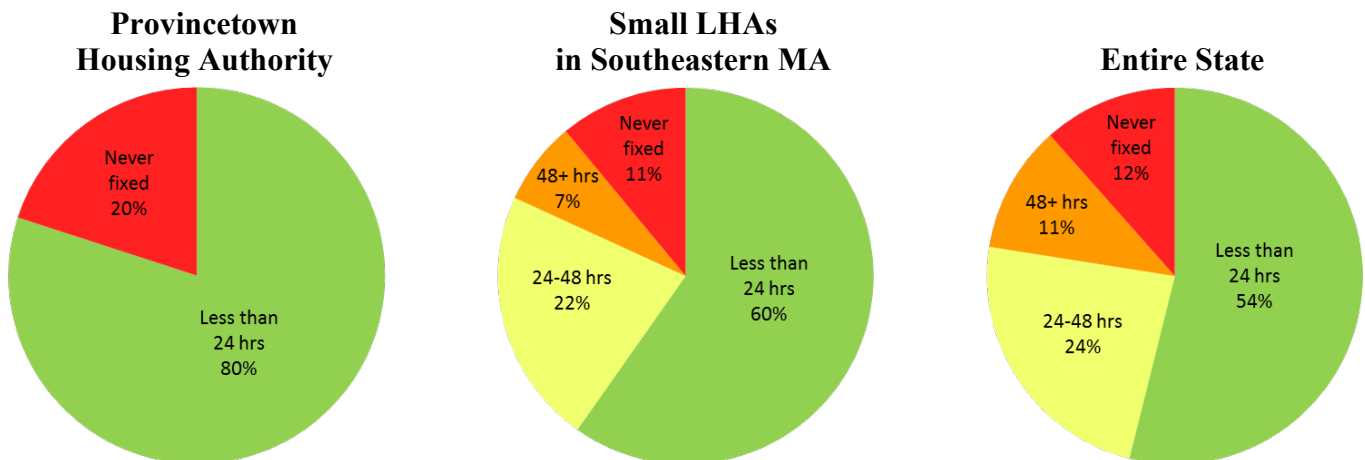
- **Heating Problems**

**How many times did residents have heating problems?**

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



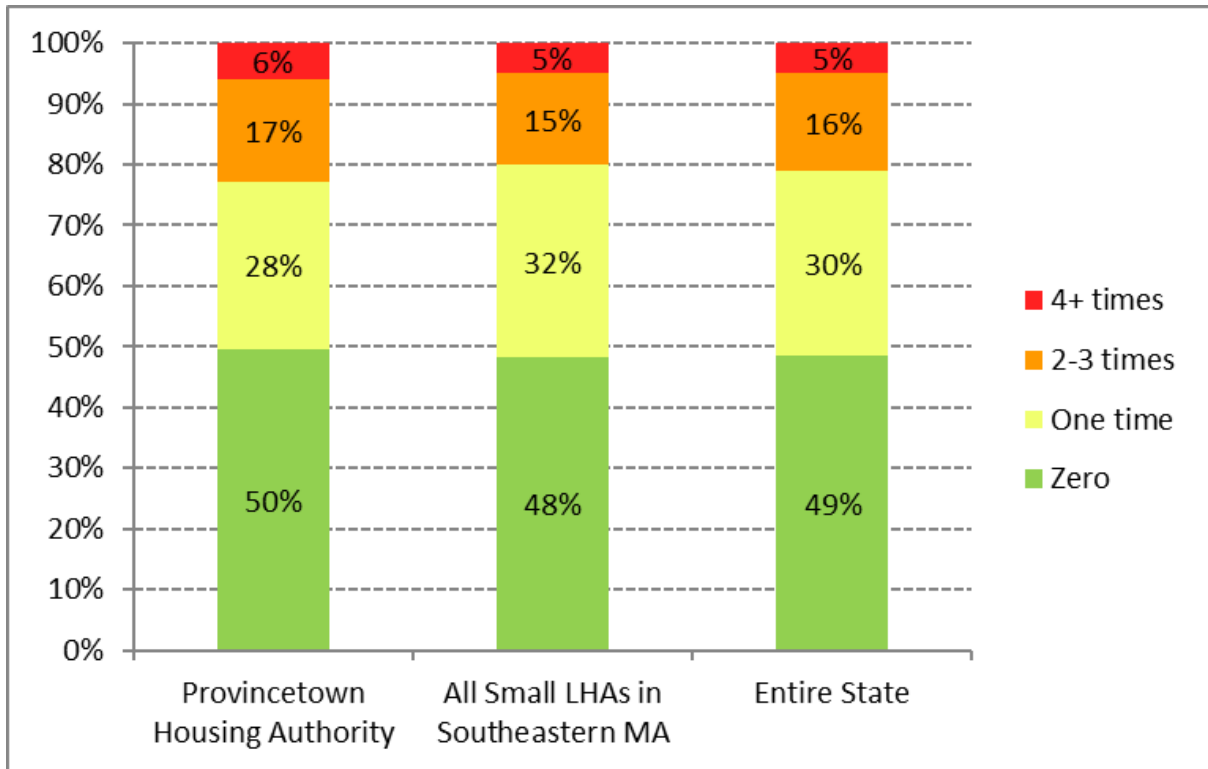
**How long did it take to fix the heating problems?** For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.



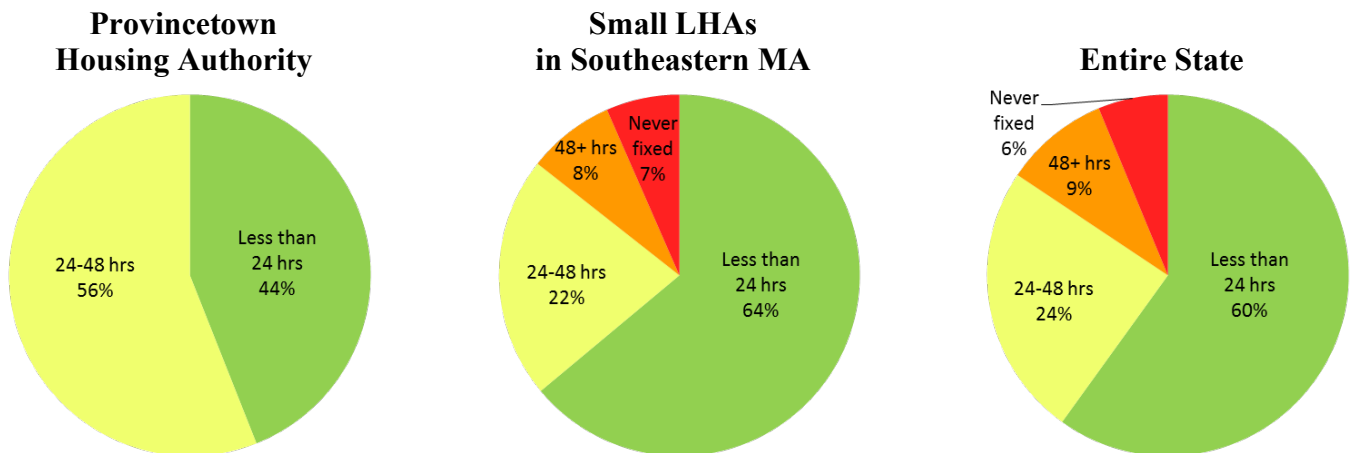
- **Water or Plumbing Problems**

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

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

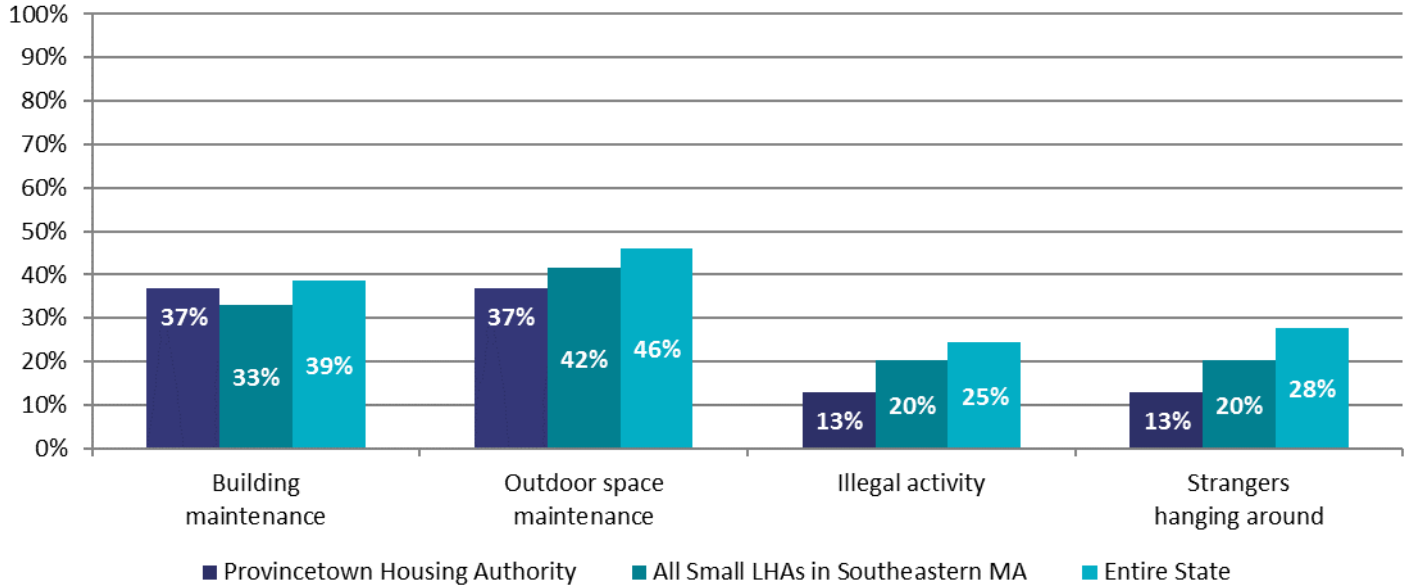


**How long did it take to fix the water or plumbing problems?** For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.



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

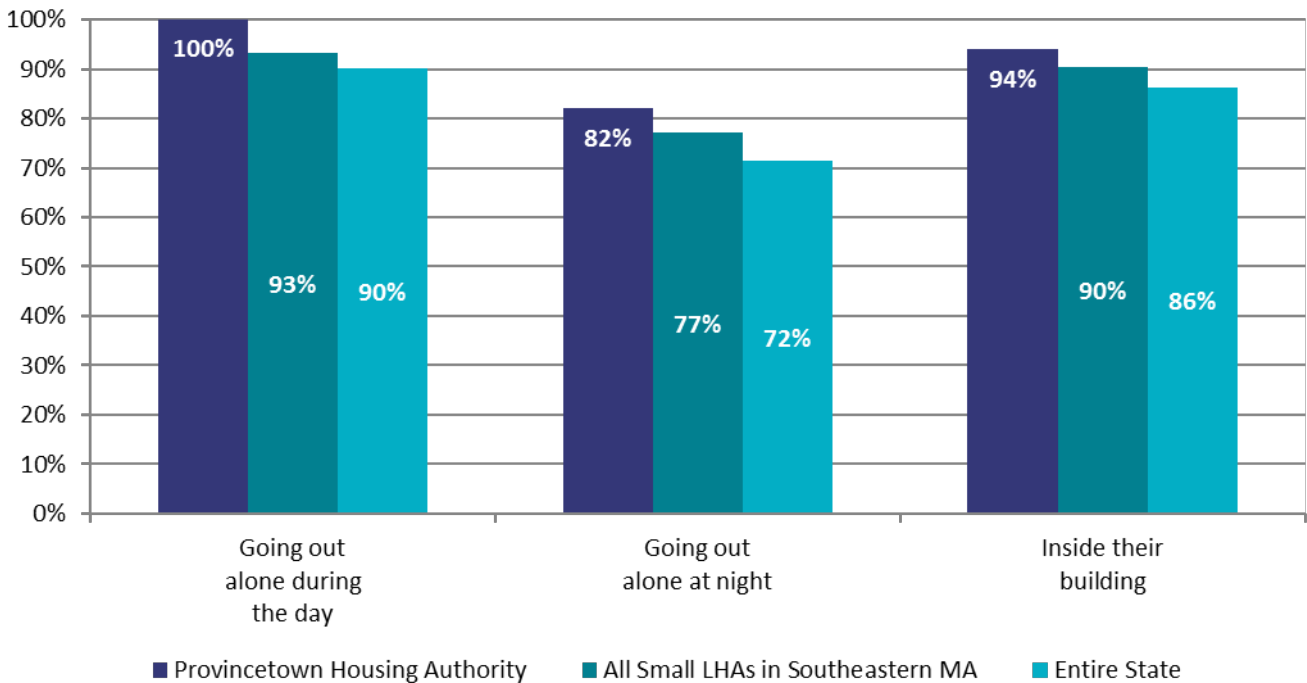
**Respondents who “always” or “sometimes” had problems with....**



**Safety**

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

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



# PROVINCETOWN HOUSING AUTHORITY

## Performance Management Review (PMR) Report

Fiscal Year End 09/30/2019

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

# Performance Management Review

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)				
PMR Desk Audit Ratings Summary				
For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority				
Housing Authority	Provincetown Housing Authority			
Fiscal Year Ending	09/30/2019			
Housing Management Specialist	Mary Farrell			
Facilities Management Specialist	Bob Arsenault			
Criteria	Score/Rating			
	Management			
Occupancy Rate	c.667	c.705	c.200	Cumulative
	No Findings	No Findings	Not Applicable	No Findings
Tenant Accounts Receivable (TAR)	c.667	c.705	c.200	Cumulative
	No Findings	Corrective Action	Not Applicable	Operational Guidance
Board Member Training	Corrective Action			
Certifications and Reporting Submissions	Operational Guidance			
	Financial			
Adjusted Net Income	No Findings			
Operating Reserves	No Findings			

## LHA PROVINCETOWN

### Occupancy

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

- 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: Operational Guidance  
Rating 667: No Findings  
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: PHA has already taken steps to address this area and is entering into repayment agreements with tenants.**



## Certifications and Reporting Submissions

Rating: Operational Guidance

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

## 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:

- 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**

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

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

<b>Housing Authority</b>	<b>Provincetown Housing Authority</b>
<b>Fiscal Year Ending</b>	<b>9/30/2019</b>
<b>Housing Management Specialist</b>	<b>Mary Farrell</b>
<b>Facilities Management Specialist</b>	<b>Bob Arsenault</b>

<b>Inspection and Work Order System Criteria</b>	<b>Rating</b>
<b>Inspections</b>	
LHA conducted 100% of the unit inspections.	<b>No Findings</b>
Inspections report noted 100% of the necessary repairs in each unit.	<b>No Findings</b>
100% of inspection-related work orders were generated.	<b>No Findings</b>
Work order system identifies, tracks, and can produce reports for inspection work orders.	<b>No Findings</b>
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).	<b>No Findings</b>
<b>Work Order System</b>	
Emergency work orders defined per PMG, identified, tracked, reportable.	<b>No Findings</b>
Emergency work orders initiated within 24 to 48 hours.	<b>No Findings</b>
Vacancy work orders identified, tracked and reportable.	<b>No Findings</b>
Vacancy work orders were completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.	<b>No Findings</b>
Comprehensive Preventive Maintenance Program exists & preventive work orders identified, tracked, and reportable.	<b>No Findings</b>
Routine work orders identified, tracked, reportable and completed regularly.	<b>No Findings</b>
Requested work orders are identified, tracked and reportable.	<b>No Findings</b>
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.	<b>No Findings</b>
LHAs have a 24 hour system for responding to emergencies and have distributed definition of emergency to residents, staff and answering service (if applicable).	<b>No Findings</b>

**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

<b>Housing Authority</b>	<b>Provincetown Housing Authority</b>
<b>Fiscal Year Ending</b>	<b>9/30/2019</b>
<b>Housing Management Specialist</b>	<b>Mary Farrell</b>
<b>Facilities Management Specialist</b>	<b>Bob Arsenault</b>

**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](mailto: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](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:**