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

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

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

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

The Braintree 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. Substantial Comments
    b. Cover sheet for tenant satisfaction surveys
    c. Tenant Satisfaction Survey - COMBO
    d. Performance Management Review.

## State-Aided Public Housing Developments

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

| Dev No | Type | Development Name | Num Bldgs | Year Built | Dwelling Units |
|---|---|---|---|---|---|
| 667-04 | Elderly | CONGREGATE HOUSE 667-04 | 1 | 1987 | 19 |
| 667-03 | Elderly | HIGHLANDS GREEN 667-03 | 9 | 1980 | 58 |
| 667-01 | Elderly | MCRAE HOUSING COMPLEX 1 667-01 | 10 | 1970 | 76 |
| 667-02 | Elderly | MCRAE HOUSING COMPLEX 2 667-02 | 3 | 1972 | 28 |
| | Family | Family units in smaller developments | 5 | | 7 |
| | Other | Special Occupancy units | 1 | | 9 |
| Total | | | 29 | | 197 |

## 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.

Braintree Housing Authority manages 113 MRVP vouchers.

## Federally Assisted Developments

Braintree Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 485 households.

## LHA Central Office

Braintree Housing Authority
25 Roosevelt St., Braintree, MA, 02184
Lauren Murphy, Executive Director
Phone: 781-848-1484
Email: lmurphy@braho.org

## LHA Board of Commissioners

| | Role | Category | From | To |
|---|---|---|---|---|
| Albion R. Fletcher, Jr. | Treasurer | | 01/01/2018 | 12/31/2021 |
| Marta Googins | Chair | | 01/01/2020 | 12/31/2023 |
| John M, Kerrigan | Vice-Chair | | 01/01/2018 | 12/31/2021 |
| Sandra Sisk | | State Appointee | 03/31/2015 | 06/29/2021 |
| Matthew Sterling | | | 01/01/2020 | 12/31/2023 |

## Plan History

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

| REQUIREMENT | | DATE COMPLETED |
|---|---|---|
| A. | Advertise the public hearing on the LHA website. | 07/15/2020 |
| B. | Advertise the public hearing in public postings. | 07/15/2020 |
| C. | Notify all LTO's and RAB, if there is one, of the hearing and provide access to the Proposed Annual Plan. | N/A |
| D. | Post draft AP for tenant and public viewing. | 07/15/2020 |
| E. | Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.) | N/A |
| F. | Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.) | 09/08/2020 |
| G. | Executive Director presents the Annual Plan to the Board. | 09/08/2020 |
| H. | Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.) | 09/08/2020 |

## Certification

CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

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

Date of certification: 09/21/2020

The Department of Housing and Community Development (DHCD) completed its review of this Annual Plan (AP) on October 21, 2020. Review comments have been inserted into the plan.

# 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) | $979,416.47 | | Total of all FF awards minus prior FF spending |
| LHA Emergency Reserve | $97,941.65 | | Amount to reserve for emergencies |
| Net FF Funds (First 3 Years of the CIP) | $881,474.82 | $908,478.18 | Funds to plan & amount actually planned in the first 3 years of the CIP |
| ADA Set-aside | $10,120.51 | $10,120.51 | Accessibility projects |
| DMH Set-aside | $0.00 | $0.00 | Dept. of Mental Health facility |
| DDS Set-aside | $21,127.06 | $21,127.06 | Dept. of Developmental Services facility |
| Unrestricted Formula Funding (FF) | $850,227.26 | $877,230.61 | Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD. |
| Special DHCD Funding | $271,487.08 | $271,487.08 | 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 of town for specific projects. |
| Operating Reserve(OR) Funds | $0.00 | $0.00 | Funds from the LHA's operating budget. |
| Other Funds | $149,997.10 | $149,997.10 | Funds other than those in the above categories. See explanation below. |
| Total funds and planned spending | $1,302,958.99 | $1,329,962.35 | Total of all anticipated funding available for planned projects and the total of planned spending. |

**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.

**Regional Capital Assistance Team**

Braintree 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 | fy2021 Spent | fy2021 Planned | fy2022 | fy2023 | fy2024 | fy2025 |
|---|---|---|---|---|---|---|---|---|---|---|
| 040036 | 2008 FF Master CFA | MCRAE HOUSING COMPLEX 1 667-01 | $7,500 | $6,750 | $0 | $0 | $232 | $250 | $250 | $18 |
| 040046 | FF: 689 130 Quincy Ave fire alarm | QUINCY AVE 689-01 | $54,094 | $54,094 | $0 | $1 | $0 | $0 | $0 | $0 |
| 040070 | FF: Reasonable Accommodation | MCRAE HOUSING COMPLEX 1 667-01 | $8,080 | $4,629 | $0 | $3,452 | $0 | $0 | $0 | $0 |
| 040071 | Site issues at Heritage Lane Mcrae Housing | MCRAE HOUSING COMPLEX 1 667-01 | $59,737 | $50,120 | $0 | $9,617 | $0 | $0 | $0 | $0 |
| 040075 | FF & SUST: McRae (52) Exterior Entry Door Replacement 667-01 & 667-02 | MCRAE HOUSING COMPLEX 1 667-01 | $376,357 | $16,500 | $0 | $359,857 | $0 | $0 | $0 | $0 |
| 040076 | Driveway Repair | Multiple Developments | $47,135 | $35,169 | $630 | $11,967 | $0 | $0 | $0 | $0 |
| 040077 | Select Window Replace - Cleveland & Tremont | Multiple Developments | $8,300 | $8,300 | $0 | $0 | $0 | $0 | $0 | $0 |
| 040079 | Curb Cuts - 667-03 | HIGHLANDS GREEN 667-03 | $35,300 | $34,810 | $0 | $490 | $0 | $0 | $0 | $0 |
| 040080 | Repair site drain | HIGHLANDS GREEN 667-03 | $404 | $404 | $0 | $0 | $0 | $0 | $0 | $0 |
| 040081 | Common Area Carpet | HIGHLANDS GREEN 667-03 | $56,153 | $5,040 | $0 | $51,113 | $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 | fy2021 Spent | fy2021 Planned | fy2022 | fy2023 | fy2024 | fy2025 |
|---|---|---|---|---|---|---|---|---|---|---|
| 040082 | Kitchen Modernization and Floor Repairs - 689 | QUINCY AVE 689-01 | $130,916 | $14,670 | $0 | $116,246 | $0 | $0 | $0 | $0 |
| 040083 | Fire Alarm Panel Replacement (667-4) | CONGREGATE HOUSE 667-04 | $19,500 | $18,750 | $0 | $750 | $0 | $0 | $0 | $0 |
| 040084 | ASHP installation at Congregate 667-4 | CONGREGATE HOUSE 667-04 | $189,438 | $0 | $0 | $90,879 | $98,560 | $0 | $0 | $0 |
| 040085 | H&S FY20: Tree Removal | | $15,325 | $0 | $0 | $15,325 | $0 | $0 | $0 | $0 |
| 040086 | H&S FY20: Smoke Det. Repl. 10 yr battery back-up | | $9,050 | $8,121 | $0 | $930 | $0 | $0 | $0 | $0 |
| • | Bathroom Renovations 667-1 - Phase 1 | MCRAE HOUSING COMPLEX 1 667-01 | $225,307 | $0 | $0 | $0 | $0 | $22,478 | $202,830 | $0 |
| • | Walkway Repairs | Elderly Sites (667-1, 667-2, 667-3) | $47,063 | $0 | $0 | $0 | $47,063 | $0 | $0 | $0 |
| • | Tree Removal | Elderly Sites (667-1, 667-2, 667-3) | $50,000 | $0 | $0 | $50,000 | $0 | $0 | $0 | $0 |
| • | SUST - Range hood install | HIGHLANDS GREEN 667-03 | $150,660 | $0 | $0 | $660 | $0 | $0 | $0 | $0 |
| • | Covid-19 Office Adaptation: Supplies for Safe Social Distancing | HIGHLANDS GREEN 667-03 | $2,099 | $0 | $0 | $2,099 | $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 | fy2021 Spent | fy2021 Planned | fy2022 | fy2023 | fy2024 | fy2025 |
|---|---|---|---|---|---|---|---|---|---|---|
| • | Congregate House renovation | CONGREGATE HOUSE 667-04 | $269,424 | $0 | $0 | $0 | $119,287 | $150,138 | $0 | $0 |
| • | Kitchen Modernization - 667-1 - Phase 1 | MCRAE HOUSING COMPLEX 1 667-01 | $410,608 | $0 | $0 | $0 | $0 | $0 | $5,152 | $290,013 |
| • | Exterior Repairs - 705's | Multiple Developments | $35,045 | $0 | $0 | $0 | $35,045 | $0 | $0 | $0 |
| **TOTALS** | | | $2,207,493 | $257,355 | $630 | $713,383 | $300,186 | $172,866 | $208,232 | $290,031 |

**Capital Improvement Plan (CIP)**

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

| Cap Hub Project Number | Project Name | DHCD Special Award Comment | Special DHCD Awards | | | | Other Funding | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | Emergency Reserve | Compliance Reserve | Sustain-ability | Special Awards | CDBG | CPA | Operating Reserve | Other Funds |
| 040046 | FF: 689 130 Quincy Ave fire alarm | | $0 | $0 | $0 | $0 | $0 | $0 | $0 | $-1 |
| 040071 | Site issues at Heritage Lane Mcrae Housing | 21E hazmat/oil clean up | $0 | $59,737 | $0 | $0 | $0 | $0 | $0 | $0 |
| 040075 | FF & SUST: McRae (52) Exterior Entry Door Replacement 667-01 & 667-02 | Exterior doors | $0 | $0 | $100,000 | $0 | $0 | $0 | $0 | $0 |
| 040084 | ASHP installation at Congregate 667-4 | ASHP & Wx | $0 | $0 | $150,000 | $0 | $0 | $0 | $0 | $0 |
| 040085 | H&S FY20: Tree Removal | H&S FY20: Tree Removal | $0 | $0 | $0 | $15,325 | $0 | $0 | $0 | $0 |
| 040086 | H&S FY20: Smoke Det. Repl. 10 yr battery back-up | H&S FY20: Smoke Det. Repl. 10 yr battery back-up | $0 | $0 | $0 | $9,050 | $0 | $0 | $0 | $0 |
| • | SUST - Range hood install | | $0 | $0 | $0 | $0 | $0 | $0 | $0 | $150,000 |
| **TOTALS** | | | $0 | $59,737 | $250,000 | $24,375 | $0 | $0 | $0 | $149,999 |

## 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.

   Braintree 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.

   Braintree Housing Authority has requested $2,099.00 in DHCD Compliance Reserve funding for project #040-667-03-0-20-746, Covid-19 Office Adaptation: Supplies for Safe Social Distancing. Reason: COVID19 Office Adaptation

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

   Our overall goal is to provide safe and healthy housing for our residents. We recently completed site projects such as new curb cuts and sidewalks at main entrance to BHA office and replaced driveways at our scattered 705 housing. We will continue site work with additional tree removal and walkway repair for areas at elderly housing. We continue our focus on sustainability projects such as replacement of doors at 667-1 & 6676-2, installation of ASHPs at 667-4, and a project for the installation of kitchen exhaust fans at our 667-3 property.

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 previous CIP included projects for Tree Removal & Walkway Repair. We have separated the Tree Removal projects from the Walkway projects. (Last year we went to bid for a project containing tree removal and paving and did not receive any bids. We hope to encourage more competitive bidding by keeping those projects separate. We have also increased the scope for our project to renovate our Congregate units (667-4) to incorporate windows, kitchen replacement and addition of roll-in shared showers.

5. **Requirements of previous CIP approval**

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

6. **Quarterly capital reports**

   Our most recent quarterly capital report (form 80 and 90) was submitted on 04/29/2020.

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 07/31/2020.

8. **Project priorities**

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

9. **High priority deficiencies**

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

   See attached

10. **Accessibility**

    We have identified the following accessibility deficiencies in our portfolio:

    Our Congregate house has shared bathing space that only has a bathtub, making it difficult to navigate for some of our mobility impaired residents.

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

    We have incorporated the addition of roll-in showers to those bathrooms into project 040-667-04-001-17-1860 Congregate House Renovation.

11. **Special needs development**

    Braintree Housing Authority has one or more special needs (167 or 689 programs) development. We have completed the service provider input process according to the required procedures detailed in the lease agreement and held an annual meeting with the service provider staff at all special needs developments as of 05/12/2020.

**12. Energy and water consumption**

Our 12 most recent monthly energy reports are for months 7/2019 to 7/2020.

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

| | Electric PUM > Threshold | Gas PUM > Threshold | Oil PUM > Threshold | Water PUM > Threshold |
|---|---|---|---|---|
| Threshold PUM: | $100 | $80 | $50 | $60 |
| | | | | 705-01 |

The residents who reside in 705-1 will be sent notices to report running toilets, dripping faucets or any other water issues. Maintenance will follow up with inspecting all units, when safe to do so.

**13. Energy or water saving initiatives**

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

**14. Vacancy rate**

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

1.7% c. 667 (DHCD Goal 2%)
0% c. 200 (DHCD Goal 2%)
0% c. 705 (DHCD Goal 2%)

**15. Vacancies**

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

# CIP Approval For Braintree Housing Authority for FY 2021

## Formula Funding Capital Improvement Plan (CIP), WorkPlan 5001

10/20/2020

Congratulations! The CIP-2021 submitted by Braintree Housing Authority is approved, subject to the following conditions:

- FCA data gathered over the past year suggests that Braintree 's developments do not have enough attic insulation. As such, they are highly encouraged to participate in DHCD's Targeted Improvements for attic insulation. If interested, please follow the flow chart on page 7 of PHN 2020-02 to build recommended projects. DHCD SUST funding may be used for these projects. Also, for the bathroom vent project, please request SUST funding in your CIP

- Your LHA participates in the Regional Capital Assistance Team (RCAT) program and project implementation responsibilities are as follows:

  - For projects with construction cost under $10,000, the LHA has the sole responsibility to initiate, implement and manage the project. RCAT will offer technical assistance upon your request. DHCD recently revised the Small Project Guide to address statutory and policy changes. It is available on the web at http://www.mass.gov/hed/docs/dhcd/ph/small-projects/dhcdsmallprojectsguide.pdf. The Guide contains step-by-step instructions to help you make sure that your projects are done efficiently, cost-effectively and according to applicable statutes, rules and regulations. Please be sure to complete projects in accordance with the requirements and procedures described in the Guide.

  - 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 LHA involvement and oversight throughout the process. If you have projects in this range, you will be working with your RCAT Project Manager who will contact you to initiate your project(s). Please note that DHCD has increased the threshold for independent implementation to $100,000 construction cost in response to the passage of Chapter 218. Projects with an estimated Construction cost greater than $25,000 still require soliciting the professional services of an architect or engineer. (See DHCD Small Project guide “When to Hire a Designer” (http://www.mass.gov/hed/docs/dhcd/ph/small-projects/dhcdsmallprojectsguide.pdf ). The RCAT may be able to provide “In House” specifications with an estimated construction cost greater than $25,000, but requires the approval of DHCD before proceeding.

  - 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. At this point, RCAT will not be involved in the implementation of projects in this range and you will continue to work directly with your DHCD Project Manager and DHCD design staff.

Braintree Housing Authority is authorized to proceed on the following projects, which are to be managed with the LHA or RCAT as the Primary PM**:

| CPS Number | FISH # | Project Name | TDC Amount | Primary PM | Project Year |
|---|---|---|---|---|---|
| 040-667-03-0-20-746 | 040088 | Covid-19 Office Adaptation: Supplies for Safe Social Distancing | $2,099.00 | LHA | 2021 |

Construction cost for FY 2021 projects is to be incurred by June 30, 2021. Construction cost for FY 2022 projects is to be incurred between July 1, 2021 and June 30, 2022. Pre-construction costs may be incurred in FY 2021.

There are no large or complex projects to be managed by DHCD.

Going forward, if you need to add a project that is not in your approved CIP you will need to submit a revision through CIMS. Instructions for revising your CIP can be found on the CIMS Forms menu.

Details of the Approved CIP can be found at the link to 'Approved & Active CIP Reports' on the CIMS forms page in the CIP Reports section. Projects may utilize funding from multiple sources. The 'Original Approved' report details the proposed funding as submitted by the LHA. Please feel free to call DHCD Project Manager Cynthia Barney at (617) 573-1179 with any questions.

**'Primary PM' is used to identify the agency responsible for updating a project's budget and schedule.
This document was created on 10/20/2020 by Cynthia Barney, Project Manager

Maintenance and Repair Plan

**Maintenance Objective**

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

**About This Maintenance and Repair Plan**

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

a. **Classification and Prioritization of Maintenance Tasks** - Defines and prioritizes types of work to be accomplished by maintenance staff and vendors. Explains how the housing authority is expected to respond to work orders (tasks or requests) based on the work order classification.

b. **Emergency Response System** - Defines what constitutes an emergency and how to notify staff of an emergency.

c. **Normal Maintenance Response System** - How to contact the maintenance staff for a non-emergency request.

d. **Work Order Management** - Description of the housing authority's system for managing work orders (tasks and requests).

e. **Maintenance Plan Narrative & Policy Statement** - Self-assessment, basic information, and goals for the coming year, along with a description of the housing authority's maintenance program.

f. **Preventive Maintenance Schedule** - A listing and schedule of tasks designed to keep systems and equipment operating properly, to extend the life these systems and equipment, and to avoid unexpected breakdowns.

g. **Routine Maintenance Schedule** - A listing and schedule of ordinary maintenance tasks such as mopping, mowing, raking, and trash collection required to keep the facilities in good condition.

h. **Unit Inspections** - Scheduling of annual unit inspections.

**Classification and Prioritization of Maintenance Tasks**

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

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

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

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

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

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

**Emergency Request System**

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

| METHOD | CONTACT INFO. | TIMES |
|---|---|---|
| Call Answering Service | 781-848-1484 | Extension 6 24/7 |
| Call LHA at Phone Number | 781-848-1484 | 8:00 am - 4:00 pm |

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 Braintree Housing Authority main office.

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

### Normal Maintenance Request Process

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

| METHOD | CONTACT INFO. | TIMES |
|---|---|---|
| Text Phone Number | | |
| Call Answering Service | | |
| Call Housing Authority Office | 781-848-1484 | 8:00 am - 4:00 pm |
| Submit Online at Website | | |
| Email to Following Email | | |
| Other | | |

### Work Order Management

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

Type of work order system:

Work order classification used:

| | |
|---|---|
| Emergency | |
| Vacancy | |
| Preventative Maintenance | |
| Routine | |
| Inspections | |
| Tenant Requests | |

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

C. Our work order process includes the following steps:

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

**Maintenance Plan Narrative**

Following are Braintree 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?

Rarely do we receive complaints from tenants or staff on our maintenance operations.The last two PMR review, showed no deficiencies regarding our maintenance operations. I assess our maintenance operations is better than average.

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

Due to COVID-19 we are only addressing emergency work orders.

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

COVID-19 - To complete all outstanding routine work orders, once maintenance staff are allowed to enter tenant units.

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 | $280,762.00 | $8,200.00 |
| Last Fiscal Year Actual Spending | $295,707.00 | $9,226.00 |
| Current Fiscal Year Budget | $294,387.00 | $10,700.00 |

E. Unit Turnover Summary

| | |
|---|---|
| # Turnovers Last Fiscal Year | 21 |
| Average time from date vacated to make Unit "Maintenance Ready" | 21 days |
| Average time from date vacated to lease up of unit | 21 days |

**Attachments**

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

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

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

Preventive Maintenance Tasks

| Building Components | Frequency | Jan | Feb | Mar | Apr | May | Jun | July | Aug | Sept | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Tenant Unit Inspections | Annually | | | | X | X | X | X | X | X | X | | |
| Hot Water Tanks/Inspect drain residue & deposits | Annually | X | | | X | | | X | | | X | | |
| Sump Pump/check for proper operation | Quarterly | X | | | X | | | X | | | X | | |
| Electrical Panels(basement)/visible defects | Bi-Annual | X | | | X | | | X | | | X | | |
| Inspect Building Common Areas/Windows/Lighting | Quarterly | X | | | X | | | X | | | X | | |
| Inspect Boiler Room Congregate | Monthly | X | X | X | X | X | X | X | X | X | X | X | X |
| Fire Extinguishers/outside contracter | Annual | | | | | | | | | | | | X |
| Fire Alarm Testing Contracted Out | 3x | | | X | | | | X | | | X | | |
| Air Source Heat Pumps - Clean filters | 3X | | | | X | | | | X | | | | X |
| Roofs/from ground level | Annual | | | | | | X | | | | | | |
| Gutters/clean & check structual condition | Annual | | | | | X | | | | | | X | |
| Pest Control/spray for ants and bee hives | As Necessary | | | | | X | X | X | X | | | | |
| Replace flags/order flags/as needed | Quarterly | X | | | X | | | X | | | X | X | |
| Emergency lights/Test | Quarterly | | X | | | X | | | X | | | X | |
| Lube & tighten exterior door hardware | Quarterly | | X | | | X | | | X | | | X | |
| Dryer Vents - Cleaining & Inspecting | Bi-Annual | | | | X | | | | | | | X | |
| Heating Systems - Inspection & Clean Contracted out | Annual | | | | | | | | | | X | X | |
| Community Buildings/Office Cleaning | Weekly | X | X | X | X | X | X | X | X | X | X | X | X |
| Elevator Testing | 6x Year | X | | X | | X | | X | | X | | X | |
| Elevator Cleaning | Weekly | X | X | X | X | X | X | X | X | X | X | X | X |
| Office /Community Rm Carpet Cleaning | Annual | | | | | X | X | | | | | | |
| **Landscaping** | Seasonal | | | | | | | | | | | | |
| Prune trees/Trim bushes | As Needed | | | | X | X | X | X | X | X | | | |
| Cut Grass | As Needed | | | | X | X | X | X | X | X | X | | |
| Lawn equipment/tune-up & storage | Bi-Annual | | | X | | | | | | | | | X |
| Winter equipment/tune-up & storage | Bi-Annual | | | | X | | | | | | | X | |
| **Grounds** | | | | | | | | | | | | | |
| Walkways and landings clear of debris and trip hazards | Daily | X | X | X | X | X | X | X | X | X | X | X | X |
| Exterior lighting | Monthly | X | X | X | X | X | X | X | X | X | X | X | X |
| Grounds & Dumpster area clean and safe | Daily | X | X | X | X | X | X | X | X | X | X | X | X |
| Inspect Storm Drains/Catch Basins | Weekly | X | X | X | X | X | X | X | X | X | X | X | X |
| Turn off/on all exterior water spickets | Bi-Annual | | | | | X | | | | | X | | |
| Snow/Ice Issues | Daily | X | X | X | | | | | | | | | X |
| Fall Clean Up | | | | | | | | | | | X | X | |
| **Vehicles** | | | | | | | | | | | | | |
| Tune-Up | Bi-Annual | | | | | X | | | | | | X | |
| Check Tire Pressure | As Necessary | X | X | X | X | X | X | X | X | X | X | X | X |
| Check Oil | Quarterly | | X | | | X | | | X | | | X | |
| Lights and Turn Signals | Weekly | X | X | X | X | X | X | X | X | X | X | X | X |
| Oil Change | Tri-Annual | | | | X | | | | X | | | | X |
| MA Inspection Sticker X2 | Annual | | | | | X | | | | | | X | |

Preventive Maintenance Tasks

3/20/19

Also conducted after significant rain fall

X

## January Preventive Maintenance Tasks 3/20/19

1. Monitor and issue on-going snow removal work orders
2. Inspect walkways for debris/trip hazards
3. Inspect Boiler Room - Congregate
4. Inspect Hot Water Heaters
5. Check lights
   - Outdoor lighting
   - Parking lot lights
   - Hallway lighting
6. Fire alarm testing and smoke detectors – done by contractor quarterly
7. Inspect Building Common Areas/Windows
8. Inspect Sump Pumps - (Heritage only)
9. Inspect electrical panels in basements - (Heritage only)
10. Check dumpsters and recycling bins weekly. Clean around dumpsters as needed
11. Elevator monthly service Congregate – done by contractor
12. Inspect Vehicles
13. Inspect Flags
14. Inspect Storm Drains/Catch Basins

# **February Preventive Maintenance Tasks**

1. Monitor and issue on-going snow removal work orders

2. Inspect walkways for debris/trip hazards

3. Inspect Boiler Rooms - Congregate

4. Exterior Door Locks - Tightened and Lube

5. Check lights
    - Outdoor lighting
    - Parking lot lighting
    - Emergency lighting

6. Vehicle Inspections - Include Oil Change

7. Fire alarm testing and smoke detectors – done by contractors quarterly

8. Elevator monthly service – done by contractor

9. Vehicle Inspections

10. Inspect Storm Drains/Catch Basins

# March Preventive Maintenance Tasks

1. Monitor and issue on-going snow removal work orders

2. Inspect Boiler Room - Congregate

3. Inspect walkways for debris/trip hazards

4. Second Sunday, reset light timers and clocks 1 hour ahead for daylight savings time

5. Check lights

    - Outdoor lighting
    - Parking lot lighting

6. Vehicle Inspections

7. Fire alarm testing and smoke detectors – done by contractors quarterly

8. Unit Inspections - Include testing smoke and (705) carbon monoxide detectors

9. Check dumpsters and recycling bins weekly. Clean around dumpsters as needed

10. Elevator Bi-monthly service – done by contractor

11. Service Lawn Equipment

12. Inspect Storm Drains/Catch Basins

13. Remove Air-Conditioner Covers

# April Preventive Maintenance Tasks

1. Inspect Boiler Room - Congregate

2. Inspect Hot Water Tanks

3. Inspect walkways for debris/trip hazards

4. Check lights:
   - Outdoor lighting
   - Parking lot lighting
   - Hallway lighting

5. Vehicle Inspections

6. Electrical panels basement - Heritage only

7. Fire Alarm Testing and smoke detectors – done by contractors quarterly

8. Unit Inspections - Include testing smoke and (705) carbon monoxide detectors

9. Inspect exterior door hardware - Tightened and Lube

10. Check dumpsters and recycling bins weekly. Clean around dumpsters as needed - Routine

11. Elevator bi-monthly service – by contractor (Congregate only)

12. Inspect Common Areas

13. Clean dryer vents

14. Air Source Heat Pumps - Clean filters

15. Inspect Sump Pumps - (Heritage only)

16. Inspect walkways, porches, decks and railings. Repair as needed.

17. Clean parking lots, driveways, walkways and storm drains

18. Inspect trees. Trim as needed- Routine

19. Grass mowing. - Routine

20. Winter equipment storage

21. Inspect Storm Drains/Catch Basins

23. Remove Air-Conditioner Covers-

# May Preventive Maintenance Tasks

1. Inspect Boiler Room - Congregate

2. Grass mowing, trim hedges, prune trees

3. Inspect walkways for debris/trip hazards

4. Exterior Door Locks - Tightened and Lube

5. Check lights:
   - Outdoor lighting
   - Parking lot lighting
   - Emergency lighting

6. Vehicle Inspections amd Inspection Sticker-Include oil change

7. Fire Alarm testing and smoke detectors – done by contractors quarterly

8. Unit Inspections - Include testing smoke and (705) carbon monoxide detectors

9. Check flags and replace as needed. Do before Memorial Day

10. Check dumpsters and recycling bins weekly. Clean around dumpsters as needed

11. Elevator bi- monthly service – done by contractor

12. Turn on building water spigots at tenant requests

13. Inspect Gutters

14. Pest Control

15. Inspect Storm Drains/Catch Basins

## June Preventive Maintenance Tasks

1. Grass mowing, trim hedges, prune trees
2. Inspect walkways for debris/trip hazards
3. Inspect Boiler Room-Congregate only
4. Inspect roofs from ground level
5. Check lights:
    - Outdoor lighting
    - Parking lot lighting
6. Vehicle Inspections.
7. Fire alarm testing – done by contractors quarterly
8. Unit Inspections - 705 units include testing smoke and carbon monoxide detectors
9. Check dumpsters and recycling bins weekly. Clean around dumpsters as needed
10. Elevator bi-monthly service – done by contractor
11. Check timers for outdoor lighting
12. Pest Control
13. Inspect Storm Drains/Catch Basins

# July Preventive Maintenance Tasks

1. Grass mowing, trim hedges and prune trees
2. Inspect walkways for debris/trip hazards
3. Inspect Boiler Room - Congregate only
4. Inspect hot water tanks
5. Inspect sump pumps - Heritage only
6. Inspect electrical panels - Heritage basement/Roosevelt closets
7. Inspect common areas and common area windows
8. Check lights:
   - Outdoor lighting
   - Parking lot lighting
9. Vehicle Inspections weekly. See attached Vehicle Inspection Checklist
10. Fire alarm testing and smoke detectors – done by contractors quarterly
11. Unit Inspections - Check smoke detectors and (705) carbon monoxide detectors
12. Check dumpsters and recycling bins weekly. Clean around dumpsters as needed
13. Elevator bi-monthly service – done by contractor - Congregate only
14. Pest Control
15. Inspect Flags
16. Inspect Storm Drains/Catch Basins

## **August Preventive Maintenance Tasks**

1. Grass mowing, trim hedges, prune trees.

2. Inspect walkways for debris/trip hazards

3. Inspect Boiler Room - Congregate

4. Air Source Heat Pumps - Clean filters

5. Check lights: (State & Federal sites)
   - Outdoor lighting
   - Parking lot lighting
   - Emergency lighting
   - Hallway lighting

6. Vehicle Inspections-Include oil change

7. Fire Alarm testing and smoke detectors - done by contractors quarterly

8. Unit Inspections – Include testing smoke and carbon monoxide detectors

9. Check dumpsters and recycling bins weekly. Clean around dumpsters as needed

10. Elevator bi-monthly service – done by contractor

11. Check/clean storm drains & catch basins - Routine

12. Pest Control

13. Exterior Door Locks - Tighten and Lube

## September Preventive Maintenance Tasks

1. Grass mowing, trim hedges, prune trees

2. Inspect walkways for debris/trip hazards

3. Inspect Boiler Room - Congregate only

4. Check lights weekly:
   - Outdoor lighting
   - Parking lot lighting

5. Vehicle Inspections

6. Fire alarm testing and smoke detectors done by contractors quarterly

7. Unit Inspections – Include testing smoke and carbon monoxide detectors

8. Exterior door locks - Inspect, tighten and lube

9. Check dumpsters and recycling bins weekly. Clean around dumpsters as needed

10. Elevator bi-monthly service – done by contractor

11. Check/clean storm drains & catch basins - Routine

# October Preventive Maintenance Tasks

1. Grass mowing, trim hedges, prune trees

2. Fall clean up.

3. Inspect walkways for debris/trip hazards

4. Inspect Boiler Room - Congregate only

5. Inspect hot water heaters and sump pumps

6. Inspect electrical panels

7. Tune up/service 705 family housing heating units.

8. Check lights weekly:
   - Outdoor lighting
   - Parking lot lighting

9. Vehicle Inspections

10. Fire Alarm testing and smoke detectors – done by contractors quarterly

11. Unit Inspections – 705 units include testing smoke and carbon monoxide detectors

12. Inspect common areas

13. Check dumpsters and recycling bins weekly. Clean around dumpsters as needed - Routine

14. Elevator bi-monthly service – done by contractor

15. Inspect walkways, porches, decks and railings. Repair as needed.

16. Check flags and replace as needed. Do before Veterans Day

17. Purchase ice melt

18. Shut off water to spigots

19. Check and clean storm drains and catch basins - Routine

## November Preventive Maintenance Tasks

1. Fall clean up. Reset light timers and clocks 1 hour back for daylight savings time

2. Inspect walkways for debris/trip hazards

3. Inspect boiler room - (Congregate only)

4. Check lights:
   - Outdoor lighting
   - Parking lot lighting
   - Emergency lights

5. Vehicle inspections and inspection sticker, inc oil change

6. Test fire alarm system and smoke detectors – done by contractors quarterly

7. Unit inspections – Include testing smoke and carbon monoxide detectors

8. Check dumpsters and recycling bins weekly. Clean around dumpsters as needed

9. Elevator bi-monthly service – done by contractor

10. Check flags and replace as needed. Do before Veterans Day

11. Check/clean storm drains & catch basins

12. Clean dryer vents

13. Clean gutters - Contract out

14. Service heating systems in 705 housing

15. Prepare winter equipment for season

16. Store lawn equipment away for the season

17. Exterior Door Locks - Tightened and Lube

## December Preventive Maintenance Tasks

1. Monitor and issue on-going snow removal work orders

2. Inspect walkways for debris/trip hazards

3. Inspect Boiler Room weekly - Congregate only

4. Check lights weekly:
    - Outdoor lighting
    - Parking lot lighting
    - Hallway lighting

5. Vehicle Inspections.

6. Test fire alarm system and smoke detectors – done by contractors quarter

7. Check dumpsters and recycling bins weekly. Clean around dumpsters as needed

8. Elevator bi-monthly service – done by contractor (Congregate only)

9. Air Source Heat Pumps - Clean Filters

10. Check time clocks for outdoor lighting

11. Check/clean storm drains & catch basins

12. Inspect Fire Extinguishers - done by contractor

13. Store Lawn Equipmemt

**DEFERRED MAINTENANCE PLAN**

| ITEM | DATE ADDED TO PLAN | ITEM DESCRIPTION | LOCATION OR UNIT | REASON DEFERRED | ESTIMATED COST | MATERIALS NEEDED | ORIG. WO NUMBER | TARGET COMPLETION DATE | Scheduled | OTHER COMMENTS | Completed |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Ceiling Repair | 5/1/18 | Bthrm Ceiling Paint | 43-1 | Tenant Requested | | Paint and brush | 200907447 | Tenant to call and schedule | | Tenant has many medical problems and asked that the ceiling be allowed to remain | Closed |
| Exterior | 8/22/18 | Porch Painting/Scraping | 16 Bellevue Rd | CIP Project | | Painting Supplies/Labor | 200907834 | TBD | | CIP Project | |
| Tile | 9/19/18 | Common are chipped tile | 87 Heritage lane | Asbestos - Curretly not selected for a CIP Project | | Tiles, glue | 200908122 | TBD | | CIP Project | |
| Kitchen Floor | 10/31/18 | Kitchen floor replaced | 29-3 | Time & Labor Constraints | 500 | Tiles, plywood, glue | 200908460 | | Schedule 1st week of April | | Completed 7/2019 |
| Bthrm Wall Tile | 11/29/18 | Bthrm wall tiles need repl | 36-1 | Time & Labor Constraint | 600 | Tile, grout | 200908476 | Spring 2018 | April 2018 | | Completed 4/3/18. |
| Floor - Tiles | 1/3/19 | Kitchen and bthrm tiles need to be replaced | 41-4 | Vacancy turnovers | 300 | Tiles & glue | 200908781 | Spring 2019 | March 2019 | | Completed 3/29/19 |
| Ceiling Repair | 1/3/19 | Ceiling Repairs | 39-1 Roos. | Vacany Turnovers | 100 | paint | 200908468 | | July 2019 | | Completed July 2019 |
| Ceiling Repair | 1/17/19 | Ceiling water Stain-Full paint except BR | 35-1 | Weather, vac. turnover | 50 | Kilz & Paint | 200908822 | Spring 2019 | March 2019 | | Completed 3/26/19 with WO200909032 |
| Bathroom Tiles | 10/17/18 | Inpsection Repairs | 65-2 Heritage | Tenant Requested | 200 | Grout, paint | 200908132 | Spring 2019 | | Vacant 1/21/19 - Completed at turnover | Closed 1/21/19 |
| Kitchen Floor | 10/30/18 | Kitchen floor replace | 41-6 Roosevelt | Time & Labor Constraints | 500 | Tiles, plywood, glue | | Spring 2019 | 3/26/19 | | Closed/Completed 3/26/19 |
| Bedroom Ceiling | 11/13/18 | Stained ceiling | 35-4 Roosevelt | Time & Labor Constraints | 100 | Primer-paint | 200908444 | Spring 2019 | March 2019 | | Completed 3/18/19 |
| Painting | 1/3/19 | Painting window sills and unit door | 35-2 Roos | Vacancy turnovers | 25 | Paint | 200908776 | Spring 2020 | March 2019 | | Closed 3/25/19 |
| Ceiling Repair | 1/3/19 | Ceiling Repairs | 31-3 Roos | Vacancy turnovers | 25 | Paint | 200908777 | Spring 2021 | March 2019 | | Closed/Completed 3/22/19 |
| Painting | 1/3/19 | Window Sill repairs/paint | 32-1 Roos | Vacancy turnovers | 25 | Paint | 200908778 | Spring 2022 | March 2019 | | Closed/Completed 3/22/19 |
| painting | 1/3/19 | Kitchen, LR and BR peeling paint | 30-2 Roos | Vacancy turnovers | 50 | Paint | 200908779 | Spring 2023 | March 2019 | | Closed/Completed 3/21/19 |
| Floor - Tiles | 6/13/19 | Kitchen floor tiles need replacing | 16 Bellevue | Vacancy turnovers | 200 | Tlle - glue | 200909257 | 7/31/19 | Scheduled 8/15/19 | | Closed - Completed |
| Flooring -Tiles | 08/14/2019 | Kitchen floor - Tiles and Carpet in BR & LR | 34 Roos #3 | Inspection WO'S and Vacancys | 400 | Tile - Carpet & glue | 200909483 | 11/2019 | Week of Jan 20,20 | | Completed Jan 23. 2020 |
| Painting | 11/5/19 | Exterior Concrete Slab needs painting | 42 Tremont | Weather, vac. turnover | 100 | Paint | 20909786 | Spring/summer 2020 | | | |
| Exterior | 10/16/19 | front of house - wood exposed | 130 Quincy Ave | Weather, vac. turnover | 100 | Wood/Vinyl | 200909733 | TBD | 1/24/2020 | Area of the building was covered with new plywood and vinyl. | Completed |
| H/C Sign | 12/23/2019 | Tenant requesting assigned handicap parkign space | 60 Heritage #1 | Weather - snow-sand prohibit painign HC enblem on ground | 50 | Paint | 200909904 | Spring 2020 | 3/5/20 | HC Enplem painted on parking space | Completed |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Painting | 3/6/2020 | Painting of bathroom | 42 Tremont | COVID-19 | 200 | Paint | 200910104 | TBD |

## Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 12/31/2019. 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.

**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 Braintree Housing Authority operating reserve at the end of fiscal year 2019 was $536,750.00, which is 118% 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 Braintree Housing Authority.

**REVENUE**

| Account Number | Account Class | 2019 Approved Revenue Budget | 2019 Actual Amounts Received | 2020 Approved Revenue Budget | % Change from 2019 Actual to 2020 Budget | 2020 Dollars Budgeted per Unit per Month |
|---|---|---|---|---|---|---|
| 3110 | Shelter Rent - Tenants | $854,400.00 | $876,018.00 | $870,000.00 | -0.7% | $389.78 |
| 3111 | Shelter Rent - Tenants - Fraud/Retroactive | $0.00 | $1,068.00 | $0.00 | -100% | $0.00 |
| 3115 | Shelter Rent - Federal Section 8 | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3190 | Nondwelling Rentals | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3400 | Administrative Fee - MRVP | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3610 | Interest on Investments - Unrestricted | $9,000.00 | $11,433.00 | $11,250.00 | -1.6% | $5.04 |
| 3611 | Interest on Investments - Restricted | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3690 | Other Revenue | $11,200.00 | $11,672.00 | $11,200.00 | -4% | $5.02 |
| 3691 | Other Revenue - Retained | $0.00 | $1,697.00 | $0.00 | -100% | $0.00 |
| 3692 | Other Revenue - Operating Reserves | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3693 | Other Revenue - Energy Net Meter | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 3801 | Operating Subsidy - DHCD (4001) | $79,165.00 | $0.00 | $161,445.00 | 100% | $72.33 |
| 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 | $953,765.00 | $901,888.00 | $1,053,895.00 | 16.9% | $472.18 |

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Braintree Housing Authority.

**EXPENSES**

| Account Number | Account Class | 2019 Approved Expense Budget | 2019 Actual Amounts Spent | 2020 Approved Expense Budget | % Change from 2019 Actual to 2020 Budget. | 2020 Dollars Budgeted per Unit per Month |
|---|---|---|---|---|---|---|
| 4110 | Administrative Salaries | $80,787.00 | $80,284.00 | $88,770.00 | 10.6% | $39.77 |
| 4120 | Compensated Absences | $0.00 | $1,212.00 | $0.00 | -100% | $0.00 |
| 4130 | Legal | $1,000.00 | $710.00 | $1,000.00 | 40.8% | $0.45 |
| 4140 | Members Compensation | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4150 | Travel & Related Expenses | $484.00 | $135.00 | $504.00 | 273.3% | $0.23 |
| 4170 | Accounting Services | $6,975.00 | $6,985.00 | $7,185.00 | 2.9% | $3.22 |
| 4171 | Audit Costs | $7,950.00 | $7,906.00 | $7,950.00 | 0.6% | $3.56 |
| 4180 | Penalties & Interest | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4190 | Administrative Other | $16,693.00 | $13,751.00 | $17,673.00 | 28.5% | $7.92 |
| 4191 | Tenant Organization | $250.00 | $0.00 | $250.00 | 100% | $0.11 |
| 4100 | TOTAL ADMINISTRATION | $114,139.00 | $110,983.00 | $123,332.00 | 11.1% | $55.26 |
| 4310 | Water | $92,016.00 | $90,321.00 | $98,224.00 | 8.7% | $44.01 |
| 4320 | Electricity | $241,425.00 | $208,762.00 | $229,972.00 | 10.2% | $103.03 |
| 4330 | Gas | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4340 | Fuel | $8,100.00 | $6,759.00 | $8,253.00 | 22.1% | $3.70 |
| 4360 | Energy Conservation | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4390 | Other | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4391 | Solar Operator Costs | $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 | $341,541.00 | $305,842.00 | $336,449.00 | 10% | $150.74 |

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Braintree Housing Authority.

**EXPENSES**

| Account Number | Account Class | 2019 Approved Expense Budget | 2019 Actual Amounts Spent | 2020 Approved Expense Budget | % Change from 2019 Actual to 2020 Budget | 2020 Dollars Budgeted per Unit per Month |
|---|---|---|---|---|---|---|
| 4410 | Maintenance Labor | $227,287.00 | $233,659.00 | $233,642.00 | 0% | $104.68 |
| 4420 | Materials & Supplies | $22,000.00 | $22,670.00 | $23,000.00 | 1.5% | $10.30 |
| 4430 | Contract Costs | $31,475.00 | $39,378.00 | $37,745.00 | -4.1% | $16.91 |
| 4400 | TOTAL MAINTENANCE | $280,762.00 | $295,707.00 | $294,387.00 | -0.4% | $131.89 |
| 4510 | Insurance | $34,096.00 | $35,158.00 | $36,288.00 | 3.2% | $16.26 |
| 4520 | Payment in Lieu of Taxes | $2,200.00 | $2,203.00 | $2,200.00 | -0.1% | $0.99 |
| 4540 | Employee Benefits | $136,662.00 | $142,206.00 | $155,581.00 | 9.4% | $69.70 |
| 4541 | Employee Benefits - GASB 45 | $0.00 | $37,076.00 | $0.00 | -100% | $0.00 |
| 4542 | Pension Expense - GASB 68 | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 4570 | Collection Loss | $1,000.00 | $0.00 | $1,000.00 | 100% | $0.45 |
| 4571 | Collection Loss - Fraud/Retroactive | $0.00 | $1,068.00 | $0.00 | -100% | $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 | $173,958.00 | $217,711.00 | $195,069.00 | -10.4% | $87.40 |
| 4610 | Extraordinary Maintenance | $8,200.00 | $9,226.00 | $10,700.00 | 16% | $4.79 |
| 4611 | Equipment Purchases - Non Capitalized | $7,850.00 | $7,586.00 | $10,000.00 | 31.8% | $4.48 |
| 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 | $223,072.00 | $0.00 | -100% | $0.00 |
| 4600 | TOTAL OTHER EXPENSES | $16,050.00 | $239,884.00 | $20,700.00 | -91.4% | $9.27 |
| 4000 | TOTAL EXPENSES | $926,450.00 | $1,170,127.00 | $969,937.00 | -17.1% | $434.56 |

| Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Braintree Housing Authority. | | | | | | |
|---|---|---|---|---|---|---|
| **SUMMARY** | | | | | | |
| Account Number | Account Class | 2019 Approved Budget | 2019 Actual Amounts | 2020 Approved Budget | % Change from 2019 Actual to 2020 Budget | 2020 Dollars Budgeted per Unit per Month |
| 3000 | TOTAL REVENUE | $953,765.00 | $901,888.00 | $1,053,895.00 | 16.9% | $472.18 |
| 4000 | TOTAL EXPENSES | $926,450.00 | $1,170,127.00 | $969,937.00 | -17.1% | $434.56 |
| 2700 | NET INCOME (DEFICIT) | $27,315.00 | $-268,239.00 | $83,958.00 | -131.3% | $37.62 |
| 7520 | Replacements of Equip. - Capitalized | $0.00 | $0.00 | $35,000.00 | 100% | $15.68 |
| 7540 | Betterments & Additions - Capitalized | $0.00 | $0.00 | $0.00 | 0% | $0.00 |
| 7500 | TOTAL NONOPERATING EXPENDITURES | $0.00 | $0.00 | $35,000.00 | 100% | $15.68 |
| 7600 | EXCESS REVENUE OVER EXPENSES | $27,315.00 | $-268,239.00 | $48,958.00 | -118.3% | $21.93 |

## 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 properly that has not been fully depreciated.

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

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

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

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

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

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

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

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

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

4191: Tenant Organization: LTO Funding by the LHA. Upon request the LHA shall fund all LTOs in a city or town at the annual rate of $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 Braintree 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.

Due to the COVID-19 emergency, on-site assessments by the Facilities Management Specialists were cancelled for the December fiscal year end housing authorities. Therefore, there are no ratings for the Facility Management categories.

**Category: Management**

Criterion: Occupancy Rate - the percentage of units that are occupied on monthly report.
Rating: No Findings

Criterion: Tenant Accounts Receivable (TAR) - the percentage of uncollected rent and related charges owed by tenants to the local housing authority (LHA), out of the total amount of rent and related costs charged to tenants.
Rating: No Findings

Criterion: Certifications and Reporting Submissions - timely submission of statements and certifications
Rating: No Findings

Criterion: Completion of mandatory online board member training
Rating: No Findings

**Category: Financial**

Criterion: Adjusted Net Income - a measure of overspending or underspending.
Rating: No Findings

Criterion: Current Operating Reserve as a percentage of total maximum reserve level.
Rating: No Findings

**Category: Capital Planning**

Criterion: Capital Improvement Plan (CIP) submitted on time.
Rating: No findings

Criterion: Timely spending of capital funds awarded under the Formula Funding program
Rating: No Findings

**Category: Facility Management - Health & Safety**

Criterion: Health and Safety Violations

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

| | Number of violations cited | Number of violations corrected |
|---|---|---|
| **Maintenance related violations** | 0 | 0 |
| **Tenant related violations** | 0 | 0 |

**Category: Facility Management - Inspections**

Criterion: LHA Conducted 100% of the Unit Inspections.
Rating:

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

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

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

Criterion: Inspection work orders were completed within 30 calendar days from the date of inspection, OR if cacnnot 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:

**Category: Facility Management - Work Order System**

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

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

Criterion: Vacancy work orders identified, tracked and reportable.
Rating:

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

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

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

Criterion: Requested work orders identified, tracked and reportable.
Rating:

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:

**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:

## Explanation of PMR Criteria Ratings

| CRITERION | DESCRIPTION |
|---|---|
| **Management** | |
| Occupancy Rate | The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report)<br>• "No Findings" : Occupancy Rate is at or above 98%<br>• Operational Guidance: Occupancy rate is at 95% up to 97.9%<br>• Corrective Action: Adjusted occupancy rate is less than 95% |
| Tenant Accounts Receivable (TAR) | This criterion calculates the percentage of uncollected rent and related charges owed by starting with the amount reported by the LHA, as uncollected balances for the TAR (Account 1122 from the Balance Sheet) minus Normal Repayment Agreements* divided by Shelter (Tenant) Rent (account 3110 from the Operating Statement)<br>• "No Findings" : At or below 2%<br>• "Operational Guidance": More than 2% , but less than 5%<br>• "Corrective Action": 5% or more |
| Certifications and Reporting Submissions | Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end.<br>• "No Findings": At least 11 of the required 12 reports were submitted and at least 9 were submitted on time.<br>• "Operational Guidance": Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time. |
| Board Member Training | Percentage of board members that have completed the mandatory online board member training.<br>• "No Findings" : 80% or more completed training<br>• "Operational Guidance" : 60-79.9% completed training<br>• "Corrective Action" : <60 % completed training |

| CRITERION | DESCRIPTION |
|---|---|
| **Financial** | |
| Adjusted Net Income | The Adjusted Net Income criterion calculation starts with an LHA's Net Income and subtracts Depreciation, GASB 45 (Retirement Costs), GASB 68 (Retirement Costs), Extraordinary Maintenance (maintenance expense outside of routine/ordinary expenses), and Equipment Purchases – Non Capitalized. This Adjusted Net Income amount is then divided by the Total Expenses of the LHA. If this Adjusted Net Income amount is positive, it means underspending and if it is negative it means overspending.<br>Underspending Rating:<br>• "No Findings" : 0 to 9.9%<br>• "Operational Guidance": 10 to 14.9%<br>• "Corrective Action": 15% or higher<br><br>Overspending Rating:<br>• "No Findings" : 0 to -4.9%<br>• "Operational Guidance": -5% to -9.9%<br>• "Corrective Action": -10% or below |
| Operating Reserves | Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures.<br><br>• "No Findings" :35%+ of maximum operating reserve<br>• "Operational Guidance": 20% to 34.9% of maximum operating reserve<br>• "Corrective Action": <20% of maximum operating reserve |
| **Capital Planning** | |
| Capital Improvement Plan (CIP) Submitted | Housing authorities are required to submit a five-year capital plan every year.<br>• "No Findings" =Submitted on time and no modifications required or modifications made within 45 days.<br>• "Operational Guidance" =Up to 45 days late and no modifications required or modifications made within 45 days.<br>• "Corrective Action" =More than 45 days late or modifications required and not completed within 45 days. |
| Capital Spending | Under the Formula Funding Program (FF), authorities receive undesignated funds to spend on projects in their Capital Improvement Plan. They are rated on the percentage of available funds they have spent over a three-year period<br>• "No Findings" = at least 80%<br>• "Operational Guidance" = At least 50%<br>• "Corrective Action" = Less than 50% |

| CRITERION | DESCRIPTION |
|---|---|
| **Health & Safety** | |
| Health & safety violations | DHCD has observed conditions at the LHA's developments and reported health and safety violations. The LHA has certified the number of corrected violations in each category. |
| **Facility Management - Inspections** | |
| Unit Inspections Conducted | Housing authorities are required to conduct inspections of all their occupied units at least once a year<br>• "No Findings": 100 % of sampled units had inspections conducted once during the year<br>• "Corrective Action": Fewer than 100% of sample units were inspected during the year |
| Inspections Report | Housing authorities are required to note all of the deficiencies found during inspections<br>• "No Findings": 100 % of deficiencies are noted on inspection report<br>• "Corrective Action": Fewer than 100% of deficiencies are noted in inspection report |
| Inspection Work Order | Housing authorities are required to generate work orders for all deficiencies noted during inspections<br>• "No Findings": 100 % of deficiencies noted on inspection reports generated work orders<br>• "Corrective Action": Fewer than 100% of deficiencies noted on inspection reports generated work orders |
| Work Order System | Work order system identifies, tracks, and can produce reports for inspection work orders.<br>• "No Findings": Inspection work orders are identified, tracked, and reportable<br>• "Operational Guidance": Inspection work orders are not identified, and/or tracked, and/or reportable |
| Inspections Work Orders Completed | Inspection work orders were completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or included in the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).<br>• "No Findings": Sampled inspection work orders were completed within 30 days of inspection date or added to deferred maintenance plan and/or CIP<br>• "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<br>• "Corrective Action": Sampled inspection work orders were completed in over 45 calendar days of inspection date |

| CRITERION | DESCRIPTION |
|---|---|
| **Facility Management – Work Order System** | |
| Emergency Work Orders Properly Defined | Emergency work orders should be defined per Property Management Guide, identified, tracked, reportable.<br>• "No Findings": Emergency work orders defined per Property Management Guide, identified, tracked, reportable<br>• "Operational Guidance": Emergency work orders are not defined per Property Management Guide, and/or identified, and/or tracked, and/or reportable |
| Emergency Work Orders Initiation | Emergency work orders should be initiated within 24 to 48 hours.<br>• "No Findings": Emergency work orders initiated within 24-48 hours<br>• "Corrective Action": Emergency work orders not initiated within 24-48 hours |
| Vacancy Work Orders | Vacancy work orders should be identified, tracked and reportable.<br>• "No Findings": Vacancy work orders identified, tracked AND reportable<br>• "Corrective Action": Vacancy work orders are not identified, and/or tracked, and/or reportable |
| Vacancy Work Orders Completed | Vacancy work orders should be completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.<br>• "No Findings": Vacancy work orders are completed within 30 calendar days or if not completed within timeframe, LHA has a waiver<br>• "Operational Guidance": Vacancy work orders completed within 31-60 calendar days<br>• "Corrective Action": Vacancy work orders completed 61+ calendar days |
| Preventive Maintenance Program | Housing authorities are required to maintain a comprehensive preventive maintenance program in which preventive work orders are identified, tracked, and reportable.<br>• "No Findings": A comprehensive preventive maintenance program exists and work orders are identified, tracked and reportable<br>• "Corrective Action": A comprehensive preventive maintenance program does not exist OR work orders are not identified and/or tracked and/or reportable |
| Routine Work Orders | Routine work orders should be identified, tracked, reportable and completed regularly.<br>• "No Findings": Routine work orders identified, tracked, reportable and completed regularly<br>• "Operational Guidance": Routine work orders are not identified, and/or tracked and/or reportable, and/or completed regularly |

| CRITERION | DESCRIPTION |
|---|---|
| Requested Work Orders | Requested work orders should be identified, tracked and reportable.<br>• "No Findings": Requested work orders identified, tracked, reportable and completed regularly<br>• "Operational Guidance": Requested work orders are not identified and/or tracked and/or reportable, and or completed regularly |
| Requested Work Orders Completion | 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.<br>• "No Findings": Requested work orders are completed within 14 calendar days of tenant request OR added to deferred maintenance plan and/or CIP<br>• "Operational Guidance": Requested work orders are completed within 15-30 calendar days from the date of tenant request<br>• "Corrective Action": Requested work orders are completed in over 30 calendar days from the date of tenant request OR not completed |
| Emergency Response System | Housing authorities should have a 24 Hour Emergency Response System and distribute Emergency Definition to Residents, Staff, and Answering Service (if applicable).<br>• "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<br>• "Operational Guidance": System exists, but no definition has been distributed<br>• "Corrective Action": Neither a system nor distributed definitions exist |

## Policies

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

| Policy | Last Ratified by Board Vote | Notes |
|---|---|---|
| *Rent Collection Policy | 08/09/2016 | |
| *Personnel Policy | 11/13/2018 | |
| *Capitalization Policy | 02/09/2016 | |
| *Procurement Policy | 05/14/2019 | |
| *Grievance Policy | 09/12/2017 | |
| Smoking Policy | 04/14/2015 | |
| Other – Define in the 'Notes' column | 02/09/2016 | Cash Policy |
| Travel Policy | 11/13/2018 | |
| Sexual Harassment Policy | 11/13/2018 | |
| Equal Employment Opportunity Policy and Affirmative Action Plan | 11/13/2018 | |
| Credit/Debit Card Policy | 05/12/2009 | |
| Investment Policy | 11/17/2015 | |
| Parking | 12/13/2011 | |
| Pet Policy | 07/01/1994 | |
| Anti-Discriminatory Harassment Policy | 03/08/2016 | |
| Criminal Offender Records Information (CORI) Policy | 06/12/2012 | |
| Affirmative Action Policy | 03/16/2017 | |

| Policy | Last Ratified by Board Vote | Notes |
|---|---|---|

* 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-Braintree Housing Authori-00093 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 the ensure that the necessary funding will be available

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

**CIMS** 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.

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

- Substantial Comments
- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey - COMBO
- Performance Management Review.

Braintree Housing Authority

We had our Annual Plan hearing on September 8, 2020.  There were no substantial comments.

**Resident Surveys – Background:**

Since 2016 DHCD has been working with the Center for Survey Research at the University of Massachusetts Boston to survey residents in the state public housing units it oversees. The surveys are confidential, mailed directly to the residents and returned to the Center by mail (or, starting in 2019, completed on-line). In Round One of the surveys, conducted over the period 2016-2018, residents of elderly/disabled developments (also known as c. 667 developments) and family units (also known as c. 705 and c. 200 developments) were surveyed in four groups as described below. (Note: there are many more c. 667 units, so they were broken down into three groups).

**ROUND ONE SURVEYS**
Spring 2016: (c. 200 and c. 705)
Fall 2016: (667 - Group 1)
Fall 2017: (667 - Group 2)
Fall 2018: (667 - Group 3)

By the end of 2018, all residents were surveyed in Round One with one exception: in the case of the twelve housing authorities with **more than** 225 c. 200 family units, a randomly selected group of 225 c. 200 residents were surveyed. This group was determined to be large enough to generate statistically useful results.

Round Two of the surveys began in 2019. The current plan is to complete all Round Two surveys in four groups as follows:

**ROUND TWO SURVEYS**
Fall 2019 (667 - Group 1) - COMPLETED
Fall 2020 (200s and 705s)
Fall 2021 (667 - Group 2)
Fall 2022 (667 - Group 3)

**Please Note:**

1. If there were at least twenty responses from residents of BOTH an authority's c.667 units AND from their c.200/705 units, then there is a separate report for each program.
2. If there were fewer than twenty responses in EITHER program, but at least twenty responses combined, then the elderly and family results were combined into a single report.
3. To protect resident confidentiality, survey results are generally reported ONLY for authorities that had at least twenty total resident responses from their combined c.667/200/705 residents. Therefore, a few smaller authorities that didn't have twenty responses do not have a published survey report.
4. Because the 2019-2022 surveys ask some different questions than the 2016-2018 survey, the results can't be combined (i.e., 2019 c.667 results can't be combined with 2016 c.200/705 results, as described in #2 above.
5. Responses from family residents in c.200 and c.705 housing are always combined together.

# BRAINTREE HOUSING AUTHORITY

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

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

- **Chapter 200 and 705 housing:** In the spring of 2016, surveys were sent to 9772 housing units. 3240 surveys were filled out and returned.
- **Chapter 667 housing:** In the fall of 2016, surveys were sent to 9624 housing units. 5511 surveys were filled out and returned.
- In the **Braintree Housing Authority**, surveys were sent to a total of **183** Chapter 667, 705 and 200 housing units; **113** surveys were completed.

This report provides some information about how the residents from the **Braintree Housing Authority** who answered the survey responded. It compares answers to those from the entire state and to those from small LHAs in Greater Boston. These small LHAs in the Greater Boston area include: Abington, Avon, Braintree, Cohasset, Concord, Hingham, Holbrook, Holliston, Hull, Medway, Millis, Milton, Newton, Sharon, Walpole, and Winchester.

## Communication

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

| | Braintree Housing Authority | Small LHAs in Greater Boston* | Entire State |
|---|---|---|---|
| Contacted management about a problem or concern…… | 68% | 72% | 80% |
| Felt they were usually or always treated with courtesy and respect when they contacted management……………... | 94% | 88% | 83% |
| Saw the Capital Improvement Plan………… | 38% | 35% | 27% |
| Saw the Operating Budget………………….. | 20% | 13% | 16% |
| Knew the Executive Director held a meeting with residents... | 43% | 48% | 41% |

* Small LHAs in the Greater Boston area include: Abington, Avon, Braintree, Cohasset, Concord, Hingham, Holbrook, Holliston, Hull, Medway, Millis, Milton, Newton, Sharon, Walpole, and Winchester.

## Services and Programs

**52%** of the Braintree 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:

| | Braintree Housing Authority | Small LHAs in Greater Boston | Entire State |
|---|---|---|---|
| Job training programs………………………. | 8% | 8% | 15% |
| Money management programs (*budgeting, taxes, income building*)……..…… | 9% | 11% | 16% |
| Children's programs (*tutoring, childcare, afterschool programs*)….. | 2% | 5% | 16% |
| Health and Medical Services (*visiting nurse, meal programs*)……............ | 30% | 29% | 32% |
| Adult Education (*GED, ESL, educational counseling*) ………… | 5% | 9% | 17% |

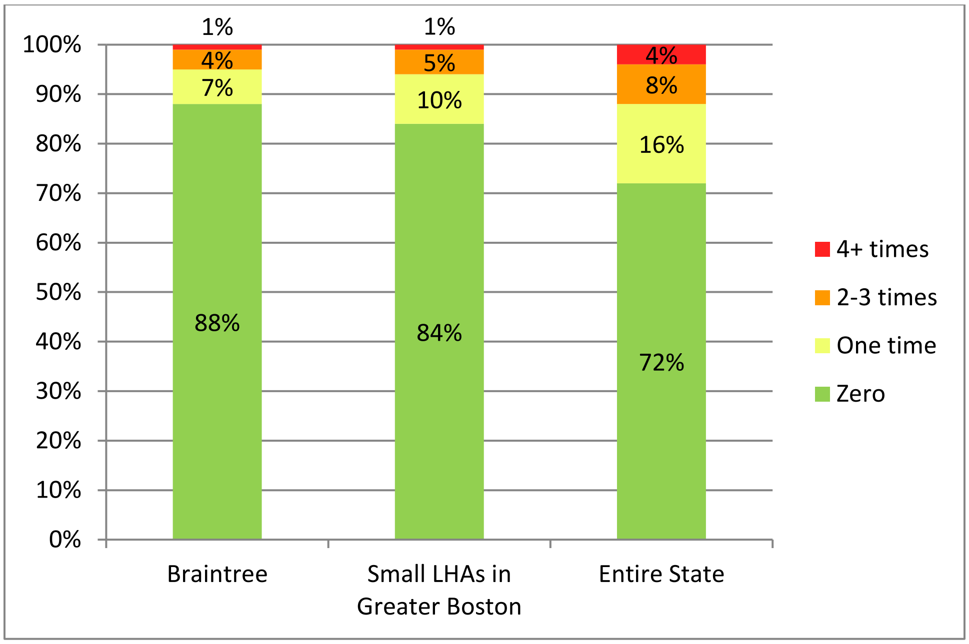
## Maintenance and Repair

- **Who had problems?** About one-tenth of respondents had a problem with their heating and over one-third had a plumbing problem in the last 12 months.

| | Braintree Housing Authority | Small LHAs in Greater Boston | Entire State |
|---|---|---|---|
| Had a heating problem……………………..…………… | 11% | 15% | 27% |
| Had a problem with water or plumbing………………… | 36% | 46% | 51% |

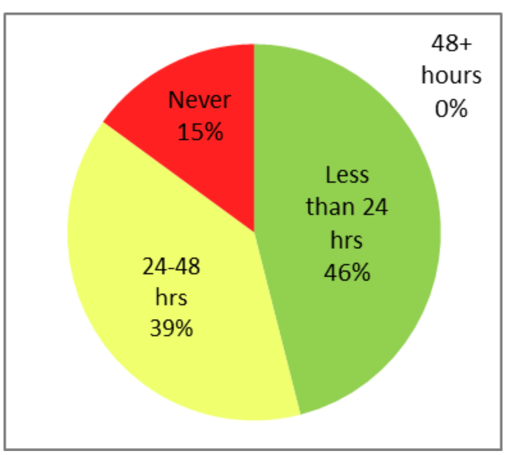
- **Heating Problems**

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

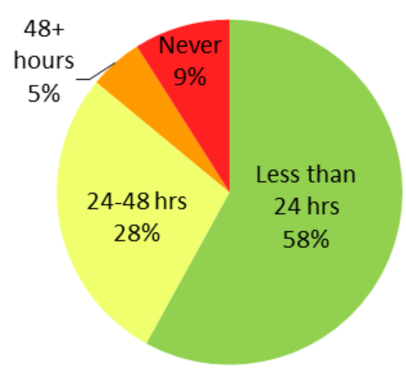



**How long did it take to fix the heating problems?**
For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

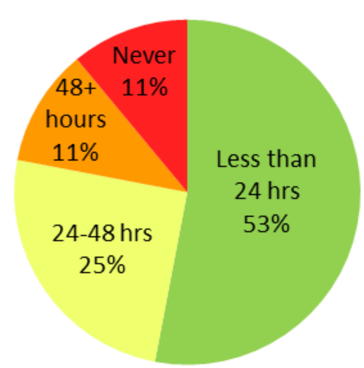
**Braintree Housing Authority**




**Small LHAs in Greater Boston**

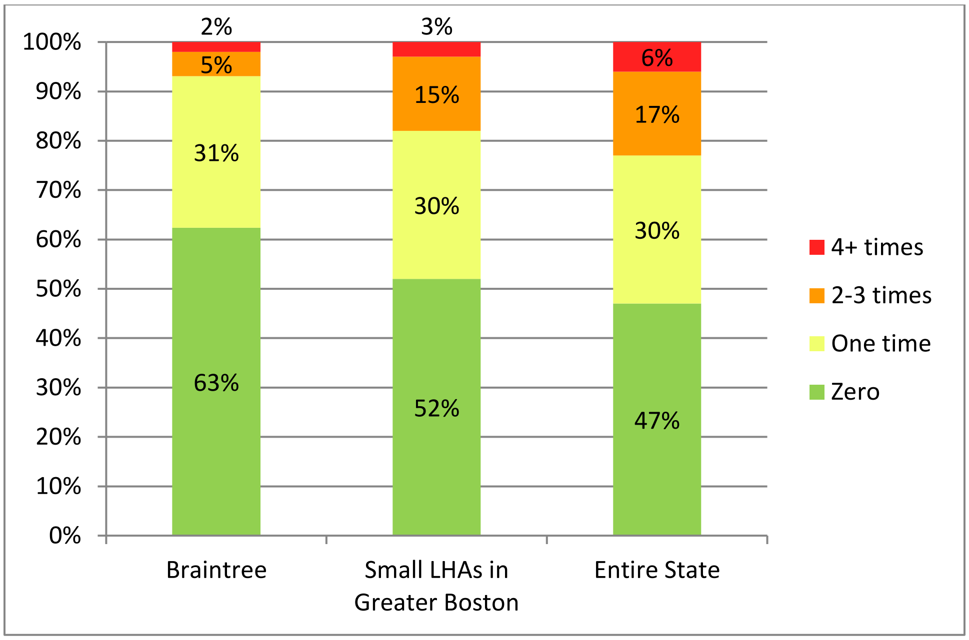



**Entire State**



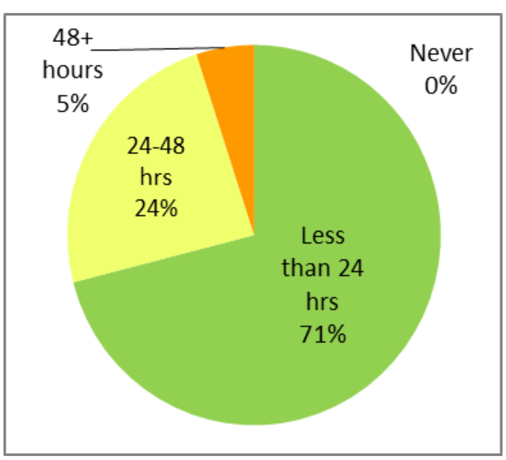
- **Water or Plumbing Problems**

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

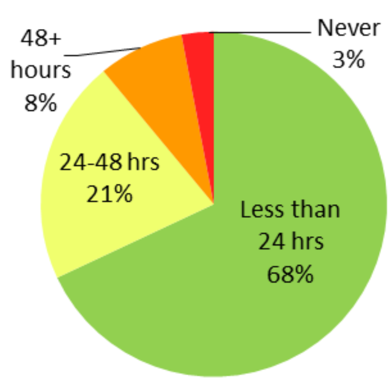



**How long did it take to fix the water or plumbing problems?**
For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

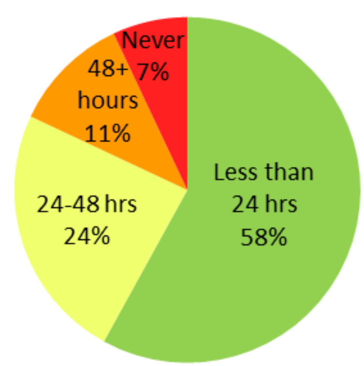
**Braintree Housing Authority**




**Small LHAs in Greater Boston**

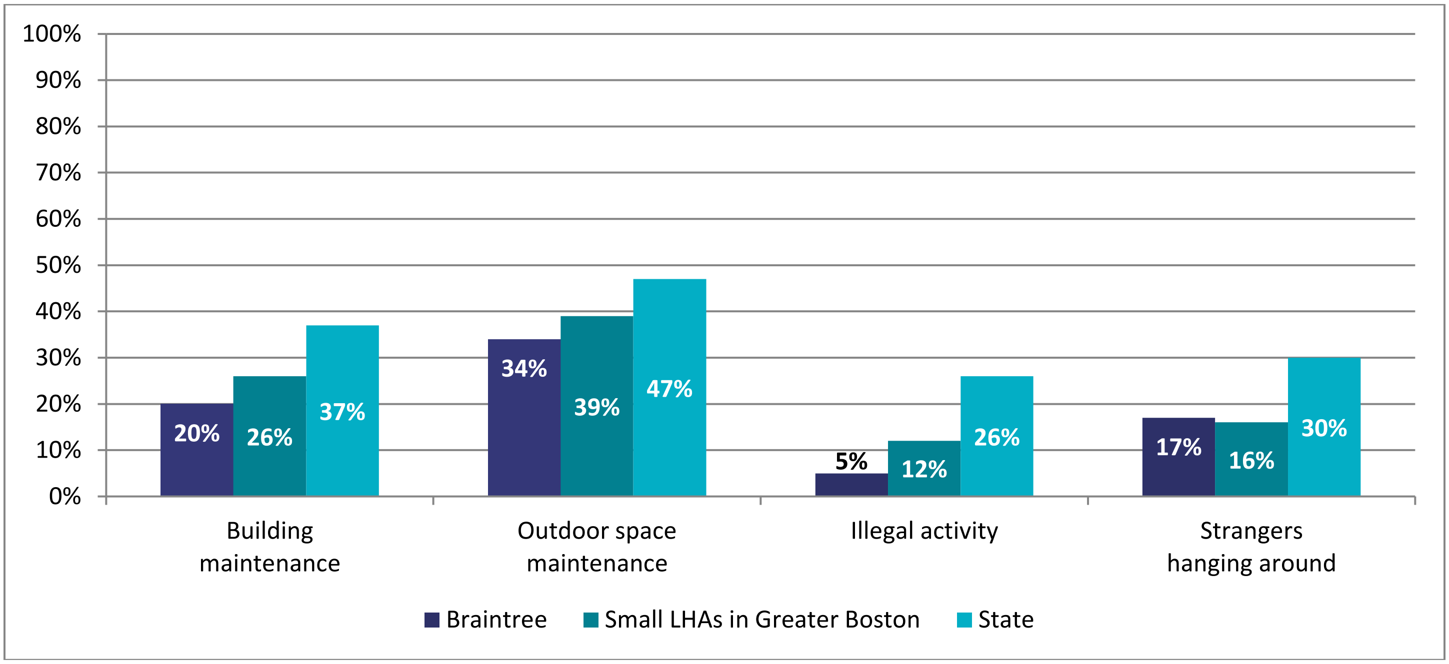



**Entire State**



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

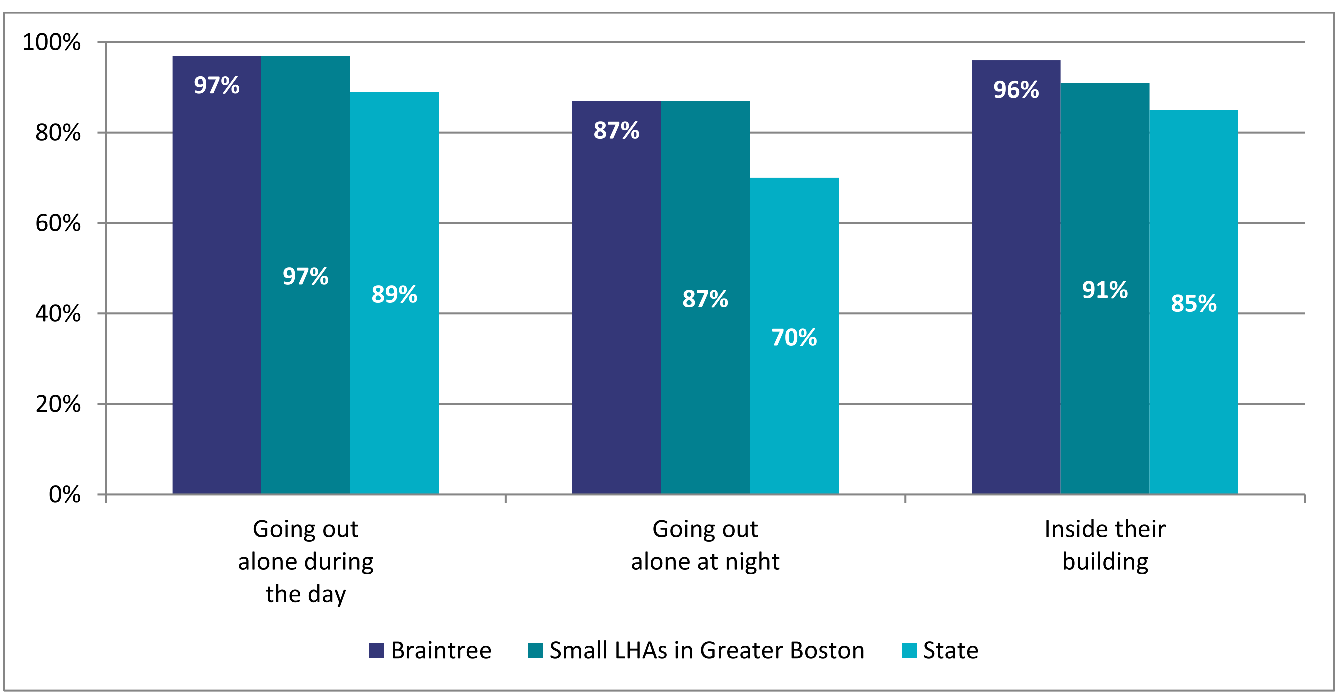
**Respondents who "always" or "sometimes" had problems with…**




## Safety

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

**Respondents who felt "very safe" or "mostly safe" ….**



# BRAINTREE HOUSING AUTHORITY

## Performance Management Review (PMR) Report

## Fiscal Year End 12/31/2019

*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)<br>PMR Desk Audit Ratings Summary<br>For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority | |
|---|---|
| Housing Authority | Braintree Housing Authority |
| Fiscal Year Ending | 12/31/2019 |
| Housing Management Specialist | Mary Farrell |
| Facilities Management Specialist | Robert Garrett |

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

Report Date: 5/1/2020

**PMR Capital Benchmarks for LHA Fiscal Year 2019**

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