

## New Bedford 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 New Bedford 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. Annual Plan Comments
  - b. Cover sheet for tenant satisfaction surveys
  - c. Tenant Satisfaction Survey- 667 only
  - d. Tenant Satisfaction Survey- 200-705 only
  - e. Performance Management Review

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

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

<b>Dev No</b>	<b>Type</b>	<b>Development Name</b>	<b>Num Bldgs</b>	<b>Year Built</b>	<b>Dwelling Units</b>
200-02	Family	BLUE MEADOWS 200-02	28	1951	149
705-02	Family	BOURNE STREET 705-02	1	1972	12
667-1A	Elderly	CRESTVIEW 667-1A	4	2011	24
200-03	Family	NASHMONT 200-03	15	1951	80
667-03	Elderly	NEW BEDFORD HOTEL APARTMENTS 667-0	1	1920	112
200-01	Family	PARKDALE 200-01	21	1951	100
705-2B	Family	SAWYER PARK 705-2B	2	1972	18
705-04	Family	SHAWMUT AVENUE 705-04	1	1973	9
667-02	Elderly	TRIPP TOWERS 667-02	1	1976	202
705-09	Family	Westwood 705-09	6	2018	12
	Family	Family units in smaller developments	11		26
	Other	Special Occupancy units	2		16
<b>Total</b>			<b>93</b>		<b>760</b>

### **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.

New Bedford Housing Authority manages 161 MRVP vouchers.

## Federally Assisted Developments

New Bedford Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 3667 households.

## LHA Central Office

New Bedford Housing Authority  
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Steven Beauregard, Executive Director  
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## LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Melvin Davis		State Tenant Rep	09/14/2000	12/31/2021
Cynthia Edwards	Vice-Chair		01/10/2008	12/31/2016
Leona Fisher	Treasurer		10/31/2001	12/31/2019
Bruce Oliveira	Chair	Labor Appointee	04/11/1996	12/31/2022
Timothy Walsh		State Appointee	02/04/2010	06/30/2018

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.	07/31/2020
B.	Advertise the public hearing in public postings.	07/31/2020
C.	Notify all LTO's of the hearing and provide access to the Proposed Annual Plan.	N/A
D.	Post draft AP for tenant and public viewing.	07/31/2020
E.	Hold quarterly meeting with LTO to review the draft AP. (Must occur before the Public Hearing.)	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.)	09/17/2020
G.	Executive Director presents the Annual Plan to the Board.	10/01/2020
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	10/01/2020

Certification

CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

I, Steven Beauregard, Executive Director of the New Bedford 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: 10/16/2020

The Department of Housing and Community Development (DHCD) completed its review of this Annual Plan (AP) on November 5, 2020. Review comments have been inserted into the plan.

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

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

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

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

The CIP includes the following parts:

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

## Capital Improvement Plan (CIP)

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

Category of Funds	Allocation	Planned Spending	Description
Balance of Formula Funding (FF)	\$4,552,023.00		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$682,803.45		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$3,869,219.55	\$3,960,587.84	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$63,699.91	\$64,691.73	Accessibility projects
DMH Set-aside	\$0.00	\$0.00	Dept. of Mental Health facility
DDS Set-aside	\$119,527.58	\$119,552.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$3,685,992.06	\$3,776,344.11	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$2,851,916.90	\$2,851,916.90	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	\$0.00	\$0.00	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	\$0.00	\$0.00	Community Preservation Act funds awarded by a city or town for specific projects.
Operating Reserve(OR) Funds	\$266,951.00	\$266,951.00	Funds from the LHA's operating budget.
Other Funds	\$1,268,213.35	\$1,268,213.35	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$8,256,300.80	\$8,347,669.09	Total of all anticipated funding available for planned projects and the total of planned spending.

**Additional notes about funding:**

We continue to receive weatherization and energy upgrades through ABCD.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	fy2021 Spent	fy2021 Planned	fy2022	fy2023	fy2024	fy2025
•	Sanitary Pipe Replacement	NASHMONT 200-03	\$75,000	\$0	\$0	\$0	\$75,000	\$0	\$0	\$0
205168	FF: Roof Replacement - PHASE IV	BLUE MEADOWS 200-02	\$311,211	\$298,176	\$0	\$13,035	\$0	\$0	\$0	\$0
205178	FF: Repair Building Entry Stairs (Phase 3)	PARKDALE 200-01	\$11,500	\$6,175	\$325	\$5,325	\$0	\$0	\$0	\$0
205208	FF: Roof Replacement - Blue Meadows & Nashmont	NASHMONT 200-03	\$399,477	\$398,889	\$0	\$588	\$0	\$0	\$0	\$0
205215	FF: Repair Building Entry Stairs (Phase 2)	PARKDALE 200-01	\$7,100	\$4,750	\$250	\$2,350	\$0	\$0	\$0	\$0
205218	FF: Sanitary Pipe Replacement Phase 1	PARKDALE 200-01	\$6,000	\$0	\$0	\$6,000	\$0	\$0	\$0	\$0
205219	FY19 SUS ANF ENERGY Boilers & DHW (2)	PARKDALE 200-01	\$227,747	\$218,077	\$0	\$9,670	\$0	\$0	\$0	\$0
205223	FF: Bathroom Fan Installation - PHASE 4	BLUE MEADOWS 200-02	\$88,000	\$0	\$0	\$88,000	\$0	\$0	\$0	\$0
205227	FF: Sanitary Pipe Replacement (Phase 1)	BLUE MEADOWS 200-02	\$6,000	\$0	\$0	\$6,000	\$0	\$0	\$0	\$0
205233	FF: Exterior Trim and Painting - Nashmont	NASHMONT 200-03	\$50,000	\$0	\$0	\$21,711	\$28,290	\$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
205234	FF: Upgrade sprinkler system	TRIPP TOWERS 667-02	\$15,000	\$0	\$0	\$15,000	\$0	\$0	\$0	\$0
205235	FF: Replace Common Area Doors - Trip - Phase 2	TRIPP TOWERS 667-02	\$20,000	\$0	\$0	\$20,000	\$0	\$0	\$0	\$0
205236	FF: Seal Exterior Panels on Building	TRIPP TOWERS 667-02	\$9,000	\$0	\$0	\$9,000	\$0	\$0	\$0	\$0
205240	FF: 8th floor ledge water penetrations	NEW BEDFORD HOTEL APARTMENTS 667-03	\$6,500	\$0	\$0	\$6,500	\$0	\$0	\$0	\$0
205244	FF: Lower Level Entrance Doors Canopy	CRESTVIEW 667-1A	\$5,000	\$0	\$0	\$5,000	\$0	\$0	\$0	\$0
205247	FF: Access Control - Bourne Street	BOURNE STREET 705-02	\$63,992	\$36,611	\$5,465	\$27,382	\$0	\$0	\$0	\$0
205250	FF: Replace 3rd Floor Back Porches	SHAWMUT AVENUE 705-04	\$42,657	\$14,265	\$22,792	\$28,392	\$0	\$0	\$0	\$0
205251	FF: New Front Door and Access Control - Townsend	TOWNSEND STREET 705-06	\$3,000	\$0	\$0	\$3,000	\$0	\$0	\$0	\$0
205252	FF: Electrical Upgrades - Townsend Street	TOWNSEND STREET 705-06	\$54,710	\$48,235	\$500	\$6,475	\$0	\$0	\$0	\$0
205253	FF: Change unit doors knobs to levers	TOWNSEND STREET 705-06	\$26,000	\$0	\$0	\$11,290	\$14,711	\$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
205259	FF: repave parking lot	SAWYER PARK 705-2B	\$31,540	\$22,838	\$9,429	\$3,779	\$4,924	\$0	\$0	\$0
205260	CR: LHA Offices and HP improvements	BLUE MEADOWS 200-02	\$298,590	\$297,754	\$238	\$836	\$0	\$0	\$0	\$0
205262	Replace Boiler 2019 Phase 2	PARKDALE 200-01	\$298,600	\$5,326	\$230,145	\$280,977	\$0	\$0	\$0	\$0
205264	2019 Install Fencing to regulate foot traffic	BLUE MEADOWS 200-02	\$1,000	\$0	\$0	\$1,000	\$0	\$0	\$0	\$0
205265	2019 Exterior Lighting on Bluefield Street	BLUE MEADOWS 200-02	\$5,000	\$0	\$0	\$5,000	\$0	\$0	\$0	\$0
205266	2019 Sanitary Pipe Replacement	NASHMONT 200-03	\$97,002	\$7,140	\$73,755	\$88,131	\$0	\$0	\$0	\$0
205267	2019 Replace Main Lobby Interior Entrance Door	NEW BEDFORD HOTEL APARTMENTS 667-03	\$4,500	\$0	\$0	\$4,500	\$0	\$0	\$0	\$0
205268	Fire Alarm & Generator Upgrades	NEW BEDFORD HOTEL APARTMENTS 667-03	\$1,163,850	\$0	\$0	\$658,137	\$505,714	\$0	\$0	\$0
205269	Elevators Upgrades	NEW BEDFORD HOTEL APARTMENTS 667-03	\$813,600	\$26,458	\$3,027	\$774,881	\$12,263	\$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
205270	2019 Change unit door knobs to levers	BOURNE STREET 705-02	\$26,000	\$23,343	\$0	\$2,658	\$0	\$0	\$0	\$0
205271	Electrical Upgrades Phase 2	TOWNSEND STREET 705-06	\$36,100	\$0	\$0	\$36,100	\$0	\$0	\$0	\$0
205272	Roof Replacement (2 Buildings)	SAWYER PARK 705-2B	\$87,386	\$77,379	\$0	\$10,007	\$0	\$0	\$0	\$0
205273	ACM Abatement 2019	PARKDALE 200-01	\$5,000	\$680	\$7,450	\$4,320	\$0	\$0	\$0	\$0
205274	ACM Floor Tile Abatement 2019	BLUE MEADOWS 200-02	\$5,000	\$0	\$0	\$5,000	\$0	\$0	\$0	\$0
205275	HILAPP Phase II - Siding; Windows, & Door & Porch Trim Replacement	PARKDALE 200-01	\$3,102,594	\$22,138	\$15,624	\$2,197,976	\$0	\$0	\$0	\$0
205276	SUST-CSI 2019: Toilets, Heat Replacement, Bath Fans, Roofs, Siding	BLUE MEADOWS 200-02	\$1,206,142	\$8,137	\$2,959	\$1,036,283	\$161,723	\$0	\$0	\$0
205277	128 Summit Street Office Renovations	PARKDALE 200-01	\$31,783	\$17,416	\$0	\$14,368	\$0	\$0	\$0	\$0
205278	2019 Upgrade Existing Access Control	CRESTVIEW 667-1A	\$42,500	\$0	\$0	\$42,500	\$0	\$0	\$0	\$0
205279	ACM Floor Tile Abatement - 2020	PARKDALE 200-01	\$9,225	\$7,375	\$0	\$1,850	\$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
205280	2019 Replace Carpet with VCT	MOUNT PLEASANT STREET 689-02	\$49,999	\$0	\$0	\$49,999	\$0	\$0	\$0	\$0
205281	Install exterior stair railings various locations	BLUE MEADOWS 200-02	\$5,500	\$0	\$0	\$5,500	\$0	\$0	\$0	\$0
205282	Replacement of Built-in Cabinets at the "689s"	MOUNT PLEASANT STREET 689-02	\$37,695	\$3,259	\$0	\$34,436	\$0	\$0	\$0	\$0
205283	H&S FY20: Replace asphalt shingle roof		\$43,834	\$834	\$38,492	\$43,000	\$0	\$0	\$0	\$0
205284	H&S FY20: Replace porch lights with dusk-to-dawn led fixtures		\$44,500	\$0	\$32,811	\$44,500	\$0	\$0	\$0	\$0
205285	H&S FY20: Replace inoperable intercom system		\$7,500	\$0	\$0	\$7,500	\$0	\$0	\$0	\$0
205286	Creative Placemaking-New Resource Center	NASHMONT 200-03	\$400,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0
205287	Roof Replacement - (from 205276)	BLUE MEADOWS 200-02	\$370,000	\$0	\$6,250	\$0	\$0	\$0	\$220,750	\$149,251
•	Replace Boiler 2020 - Phase 3	PARKDALE 200-01	\$250,000	\$0	\$0	\$0	\$0	\$0	\$0	\$99,696

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
•	ACM Floor Tile Abatement - 2021	PARKDALE 200-01	\$5,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	ACM Floor Tile Abatement 2022	PARKDALE 200-01	\$5,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	ACM Floor Tile Abatement - 2023	PARKDALE 200-01	\$5,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Window Replacement - Design PHASE I	BLUE MEADOWS 200-02	\$15,000	\$0	\$0	\$0	\$0	\$15,000	\$0	\$0
•	Paint Buildings	BLUE MEADOWS 200-02	\$115,000	\$0	\$0	\$0	\$0	\$0	\$108,402	\$6,599
•	Repair Exterior Railings	BLUE MEADOWS 200-02	\$10,000	\$0	\$0	\$0	\$0	\$0	\$10,000	\$0
•	Window Replacement Phase I	BLUE MEADOWS 200-02	\$100,000	\$0	\$0	\$0	\$0	\$0	\$22,078	\$77,923
•	2019 Sanitary Pipe Replacement	BLUE MEADOWS 200-02	\$30,000	\$0	\$0	\$0	\$0	\$0	\$30,000	\$0
•	Replace Chain-Link Fence with Decorative Fencing	BLUE MEADOWS 200-02	\$75,000	\$0	\$0	\$0	\$0	\$0	\$0	\$75,000
•	Camera & Wi-Fi Installation	BLUE MEADOWS 200-02	\$20,000	\$0	\$0	\$20,000	\$0	\$0	\$0	\$0
•	Window Replacement - Design PHASE I	NASHMONT 200-03	\$15,000	\$0	\$0	\$0	\$0	\$15,000	\$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
•	Window Replacement Phase I	NASHMONT 200-03	\$100,000	\$0	\$0	\$0	\$0	\$0	\$6,494	\$93,507
•	2019 Exterior Paintinf & Bulkhead Replacement	NASHMONT 200-03	\$50,000	\$0	\$0	\$0	\$0	\$0	\$50,000	\$0
•	2020 Exterior Painting & Bulkheads	NASHMONT 200-03	\$50,000	\$0	\$0	\$0	\$0	\$0	\$0	\$50,000
•	2022 Exterior Trim Repair Paint & Replace Bulkhead	NASHMONT 200-03	\$50,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	2020 Roof Replacement 13; 15; 5; & 6	NASHMONT 200-03	\$100,000	\$0	\$0	\$100,000	\$0	\$0	\$0	\$0
•	Sanitary Pipe Replacement	NASHMONT 200-03	\$75,000	\$0	\$0	\$0	\$0	\$0	\$75,000	\$0
•	Asbestos Abatement 2021	NASHMONT 200-03	\$5,000	\$0	\$0	\$0	\$0	\$5,000	\$0	\$0
•	Asbestos Abatement 2022	NASHMONT 200-03	\$5,000	\$0	\$0	\$0	\$0	\$0	\$5,000	\$0
•	Boiler Replacement 2022	NASHMONT 200-03	\$250,000	\$0	\$0	\$0	\$0	\$0	\$0	\$29,949
•	Camera & Wi-Fi Installation	NASHMONT 200-03	\$20,000	\$0	\$0	\$20,000	\$0	\$0	\$0	\$0
•	Install Wall Panels in Hallways	TRIPP TOWERS 667-02	\$20,000	\$0	\$0	\$0	\$0	\$0	\$20,000	\$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
•	Replace 10th Floor Windows in Community & Laundry Rooms	TRIPP TOWERS 667-02	\$60,000	\$0	\$0	\$0	\$0	\$0	\$60,000	\$0
•	2020 Access Control - Wireless Locks - Unit Doors	TRIPP TOWERS 667-02	\$25,000	\$0	\$0	\$0	\$25,000	\$0	\$0	\$0
•	Security Cameras	TRIPP TOWERS 667-02	\$25,000	\$0	\$0	\$25,000	\$0	\$0	\$0	\$0
•	Wi-Fi & Air Purification	TRIPP TOWERS 667-02	\$20,000	\$0	\$0	\$20,000	\$0	\$0	\$0	\$0
•	Replace Fencing	TRIPP TOWERS 667-02	\$60,000	\$0	\$0	\$0	\$0	\$0	\$60,000	\$0
•	Parking Lot Resurface	TRIPP TOWERS 667-02	\$100,000	\$0	\$0	\$0	\$0	\$0	\$100,000	\$0
•	2019 Upgrade Call Box to Internet Connection	NEW BEDFORD HOTEL APARTMENTS 667-03	\$1,200	\$0	\$0	\$0	\$1,200	\$0	\$0	\$0
•	2022 Install Wireless Locks	NEW BEDFORD HOTEL APARTMENTS 667-03	\$50,000	\$0	\$0	\$0	\$0	\$0	\$50,000	\$0
•	2019 Upgrade Access Control	NEW BEDFORD HOTEL APARTMENTS 667-03	\$5,000	\$0	\$0	\$0	\$5,000	\$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
•	Install of New Camera	NEW BEDFORD HOTEL APARTMENTS 667-03	\$15,300	\$0	\$0	\$15,300	\$0	\$0	\$0	\$0
•	Recorder - Wi-fi - Air Purification	NEW BEDFORD HOTEL APARTMENTS 667-03	\$5,000	\$0	\$0	\$5,000	\$0	\$0	\$0	\$0
•	Replace Front Entry Doors	SOUTH SECOND STREET 689-01	\$6,000	\$0	\$0	\$6,000	\$0	\$0	\$0	\$0
•	South Second St. Window Replacement	SOUTH SECOND STREET 689-01	\$133,937	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	South 2nd St. Replace grease traps	SOUTH SECOND STREET 689-01	\$7,185	\$0	\$0	\$7,185	\$0	\$0	\$0	\$0
•	Replace Front Entry Doors	MOUNT PLEASANT STREET 689-02	\$6,000	\$0	\$0	\$0	\$0	\$6,000	\$0	\$0
•	Mt. Pleasant St. Window Replacement	MOUNT PLEASANT STREET 689-02	\$133,014	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Mt. Pleasant St. Replace Grease traps	MOUNT PLEASANT STREET 689-02	\$7,185	\$0	\$0	\$7,185	\$0	\$0	\$0	\$0
•	Security Cameras	BOURNE STREET 705-02	\$3,500	\$0	\$0	\$3,500	\$0	\$0	\$0	\$0
•	2023 Access Control	SHAWMUT AVENUE 705-04	\$10,000	\$0	\$0	\$0	\$0	\$0	\$10,000	\$0
•	2019 Site Improvements (Landscaping)	SHAWMUT AVENUE 705-04	\$15,000	\$0	\$0	\$0	\$0	\$0	\$15,000	\$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
•	Regrading for Drainage - 2020	SHAWMUT AVENUE 705-04	\$20,000	\$0	\$0	\$0	\$0	\$0	\$20,000	\$0
•	Repaving Parking Lot	SHAWMUT AVENUE 705-04	\$75,000	\$0	\$0	\$0	\$0	\$0	\$0	\$75,000
•	Security Cameras & Lighting	SHAWMUT AVENUE 705-04	\$3,000	\$0	\$0	\$3,000	\$0	\$0	\$0	\$0
•	Install Exterior Cameras & Lighting	Westwood 705-09	\$3,500	\$0	\$0	\$3,500	\$0	\$0	\$0	\$0
•	Replace Main Doors at 2 buildings	SAWYER PARK 705-2B	\$75,000	\$0	\$0	\$0	\$0	\$0	\$0	\$75,000
•	Sawyer Park security camera installation	SAWYER PARK 705-2B	\$22,500	\$0	\$0	\$22,500	\$0	\$0	\$0	\$0
•	Sawyer Park Access Control	SAWYER PARK 705-2B	\$37,625	\$0	\$0	\$0	\$0	\$0	\$0	\$37,625
•	ACM Abatement 2021	FILLMORE STREET 705-6B	\$5,000	\$0	\$0	\$5,000	\$0	\$0	\$0	\$0
•	ACM Abatement 2022	FILLMORE STREET 705-6B	\$5,000	\$0	\$0	\$0	\$5,000	\$0	\$0	\$0
•	2021 Access Control	FILLMORE STREET 705-6B	\$3,500	\$0	\$0	\$0	\$0	\$0	\$3,500	\$0
<b>TOTALS</b>			\$11,960,775	\$1,545,248	\$449,507	\$5,901,119	\$838,822	\$41,000	\$866,223	\$769,546

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
205219	FY19 SUS ANF ENERGY Boilers & DHW (2)	Boilers & DHW (2)	\$0	\$0	\$95,000	\$0	\$0	\$0	\$0	\$0
205223	FF: Bathroom Fan Installation - PHASE 4	Bath Fans	\$0	\$0	\$88,000	\$0	\$0	\$0	\$0	\$0
205260	CR: LHA Offices and HP improvements	ADA compliant LHA offices	\$0	\$298,590	\$0	\$0	\$0	\$0	\$0	\$0
205275	HILAPP Phase II - Siding; Windows, & Door & Porch Trim Replacement	Phase II	\$0	\$0	\$0	\$1,815,143	\$0	\$0	\$0	\$853,451
205276	SUST-CSI 2019: Toilets, Heat Replacement, Bath Fans, Roofs, Siding	Toilets, roofs, siding improvements & boilers	\$0	\$0	\$867,588	\$0	\$0	\$0	\$0	\$0
205283	H&S FY20: Replace asphalt shingle roof	H&S FY20: Replace asphalt shingle roof	\$0	\$0	\$0	\$43,000	\$0	\$0	\$0	\$0
205284	H&S FY20: Replace porch lights with dusk-to-dawn led fixtures	H&S FY20: Replace porch lights with dusk-to-dawn led fixtures	\$0	\$0	\$0	\$44,500	\$0	\$0	\$0	\$0

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
205285	H&S FY20: Replace inoperable intercom system	H&S FY20: Replace inoperable intercom system	\$0	\$0	\$0	\$7,500	\$0	\$0	\$0	\$0
205286	Creative Placemaking-New Resource Center	400,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$400,000
•	ACM Floor Tile Abatement - 2021		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$5,000
•	ACM Floor Tile Abatement 2022		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$5,000
•	ACM Floor Tile Abatement - 2023		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$5,000
•	South Second St. Window Replacement		\$0	\$0	\$0	\$0	\$0	\$0	\$133,937	\$0
•	Mt. Pleasant St. Window Replacement		\$0	\$0	\$0	\$0	\$0	\$0	\$133,014	\$0
<b>TOTALS</b>			\$0	\$298,590	\$1,050,588	\$1,910,143	\$0	\$0	\$266,951	\$1,268,451

## **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.

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

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

We have projects in year 1 that are stalled due to COVID-19, so to attempt to make our benchmark, we have maxed out the CAP Share for the first two years. This created an issue with year 3 being under-planned. But we expect that once projects are allowed to move forward, the numbers will equalize.

#### **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.

New Bedford Housing Authority has not requested additional funding.

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

The NBHA remains committed to providing safe, secure and environmentally healthy quality housing for our tenants. We are continuing with the phasing of envelope repair/replacement, heating system replacement, Safety & Security measures, energy conservation measures and keeping vacancies to a minimum.

#### **4. Changes from the Housing Authority's previous CIP**

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

We are addressing air quality issues due to COVID-19 at our property offices.

#### **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 05/20/2020.

**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 07/24/2020.

**8. Project priorities**

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

**9. High priority deficiencies**

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

**10. Accessibility**

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

**11. Special needs development**

New Bedford 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 07/08/2020.

**12. Energy and water consumption**

Our 12 most recent monthly energy reports are for months 7/2019 to 8/2020.

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.

	<b>Electric PUM &gt; Threshold</b>	<b>Gas PUM &gt; Threshold</b>	<b>Oil PUM &gt; Threshold</b>	<b>Water PUM &gt; Threshold</b>
Threshold PUM:	\$100	\$80	\$50	\$60
	705-08	705-08		200-02
	705-09			705-08

705-09 is a new HCP development which has air conditioning, which may be pushing that development over the threshold. 200-02 we have a sustainability project which includes the installation of low-flow toilets in four buildings.

**13. Energy or water saving initiatives**

New Bedford Housing Authority is currently pursuing energy or water-saving audits or grants as r We are always on the lookout for any projects that will save on energy and/or water usage. We c with the local utility companies to determine causes for excess consumption.

AP-2021-NBHA-00120 had an energy audit under the Low-Income Energy Affordability Network (LEAN) program on 02/19/2019

**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.)

- 1.2% c. 667 (DHCD Goal 2%)
- 2.1% c. 200 (DHCD Goal 2%)
- 3.9% c. 705 (DHCD Goal 2%)

New Bedford Housing Authority will address the excess vacancies in the following manner: COVID-19 has had an impact on reducing vacancies.

**15. Vacancies**

New Bedford Housing Authority has units that are currently vacant that it proposes to keep vacant or offline:

Development #	# of Units	Reason
---------------	------------	--------

New Bedford Housing Authority has not proposed to newly vacate or re-purpose any units.

New Bedford Housing Authority has not identified any units at risk of becoming vacant.

# **CIP Approval For New Bedford Housing Authority for FY 2021**

Formula Funding Capital Improvement Plan (CIP), WorkPlan 5001

11/5/2020

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

New Bedford 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
205-705-6B-0-18-1007\ 205-705-6B-0-18-1008	205288	ACM Abatement 2021	\$10,000.00	LHA	2021
205-200-02-S01-20-787\ 205-200-03-S01-20-792	205289	Camera & Wi-Fi Installation	\$40,000.00	LHA	2021
205-667-02-0-20-767\ 205-667-03-0-20-766	205290	Security Cameras	\$40,300.00	LHA	2021
205-705-02-0-20-795\ 205-705-09-S01-20-797	205291	Security Cameras	\$7,000.00	LHA	2021
205-200-01-0-18-1043	205292	ACM Floor Tile Abatement - 2021	\$5,000.00	LHA	2021
205-200-01-0-18-1044	205293	ACM Floor Tile Abatement 2022	\$5,000.00	LHA	2022
205-667-02-0-18-1069	205296	2020 Access Control - Wireless Locks - Unit Doors	\$25,000.00	LHA	2021
205-667-02-0-20-799	205297	Wi-Fi & Air Purification	\$20,000.00	LHA	2021
205-667-03-0-18-1091	205298	2019 Upgrade Call Box to Internet Connection	\$1,200.00	LHA	2021
205-667-03-0-18-1094	205299	2019 Upgrade Access Control	\$5,000.00	LHA	2021
205-667-03-0-20-800	205300	Recorder - Wi-fi - Air Purification	\$5,000.00	LHA	2021
205-689-01-S01-20-768	205301	Replace Front Entry Doors	\$6,000.00	LHA	2021
205-689-01-S01-20-780	205303	South 2nd St. Replace grease traps	\$7,185.00	LHA	2021



205-689-02-S01-20-781	205305	Mt. Pleasant St. Replace Grease traps	\$7,185.00	LHA	2021
205-705-04-S01-20-794	205306	Security Cameras & Lighting	\$3,000.00	LHA	2021
205-705-2B-S01-20-786	205307	Sawyer Park security camera installation	\$22,500.00	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.

Projects for which the Primary PM is DHCD or RCAT - Large\*\*

CPS Number	FISH #	Project Name	TDC Amount *	Other Funding	DHCD Staff Arch/ Eng	WO/RFS Date
205-200-03-0-18-1019	205294	2020 Roof Replacement 13; 15; 5; & 6	\$100,000.00	\$0.00	DCANN	11/24/2020
205-200-03-0-18-1020	205295	Sanitary Pipe Replacement	\$74,999.99	\$0.00	Mdumit	04/05/2021
205-689-01-S01-20-769	205302	South Second St. Window Replacement	\$133,937.00	\$133,937.00	DCANN	12/08/2020
205-689-02-S01-20-778	205304	Mt. Pleasant St. Window Replacement	\$133,014.00	\$133,014.00	DCANN	12/15/2020

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 Linda Katsudas at (617) 573-1240 with any questions.

\* Where the TDC is followed by an asterisk the project has been indicated as 'Complex' by DHCD.

\*\*'Primary PM' is used to identify the agency responsible for updating a project's budget and schedule.

This document was created on 11/5/2020 by Linda Katsudas, 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.

<b>METHOD</b>	<b>CONTACT INFO.</b>	<b>TIMES</b>
Call Answering Service	508-673-6131	After business hours
Call LHA at Phone Number	508-997-4800	During business hours, with answerin
Other	Local Property Management Office	During business hours, with answering

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 NBHA main office.

<b>QUALIFYING EMERGENCY WORK REQUESTS</b>
Fires of any kind (Call 911)
Gas leaks/ Gas odor (Call 911)
No electric power in unit
Electrical hazards, sparking outlets
Broken water pipes, flood
No water/ unsafe water
Sewer or toilet blockage
Roof leak
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
Lock outs for Elderly Sites only

**Normal Maintenance Request Process**

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

<b>METHOD</b>	<b>CONTACT INFO.</b>	<b>TIMES</b>
Text Phone Number		
Call Answering Service		
Call Housing Authority Office		
Submit Online at Website		
Email to Following Email	Email Property	24 Hrs.
Other	Call Property Management	24 Hrs.

**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: DHCD's usual on-site review for this housing authority's work order system was cancelled due to the COVID-19 emergency.

Work order classification used:

Emergency	
Vacancy	
Preventative Maintenance	
Routine	
Inspections	
Tenant Requests	

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

C. Our work order process includes the following steps:

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

**Maintenance Plan Narrative**

Following are NBHA’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?

Maintenance Operations are efficiently and effectively run in response to emergencies, daily work orders, and routine maintenance.

Deferred work orders are completed as time allows.

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

The NBHA has started to switch over from tablets to cell phones that have access to the work order system.

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

The NBHA hopes to complete the migration from tablets so all staff will have cell phones for managing the work order system and tracking of inventory.

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	\$1,465,132.00	\$1,260.00
Last Fiscal Year Actual Spending	\$1,514,765.00	\$1,707.00
Current Fiscal Year Budget	\$1,410,732.00	\$152,200.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	86
Average time from date vacated to make Unit "Maintenance Ready"	127 days
Average time from date vacated to lease up of unit	136 days

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

We always strive to increase vacancy turn around. We take pride in the curb appeal of our developments and in keeping our properties safe for our tenants.

**Attachments**

These items have been prepared by the NBHA 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.

## NBHA PREVENTATIVE MAINTENANCE PLAN

### January:

1. Keep paths to dumpsters, mailboxes and rent drop off free of ice and snow
2. Snow removal common sidewalks
3. Plow and sand NBHA properties including parking lots drives and roadways
4. Hot air furnace / Boiler winter PM.
5. Oil circulator pumps
6. Clean dryer vents.
7. Elevator PM
8. Fire Systems PM
9. COGEN PM
10. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
11. Clean/disinfect compactor and trash chutes.
12. Inventory tools, equipment, refrigerators and stoves in stock.
13. Inventory of supplies and small parts.
14. Unit inspections – schedule to complete 100% each year.
15. Lease enforcement: Snow removal from front and rear egress.
16. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
17. Inspect common areas/hallways for burned out lights



## NBHA PREVENTATIVE MAINTENANCE PLAN

### February:

1. Keep paths to dumpsters, mailboxes and rent drop off free of ice and snow
2. Snow removal common sidewalks
3. Plow and sand NBHA properties including parking lots drives and roadways
4. A/C, heat and air handler filter change
5. Clean sanitary systems; lubricate valves and pumps.
6. Clean and lubricate trash chutes and doors
7. Strip, wax and buff common area VCT and linoleum flooring.
8. Elevator PM
9. COGEN PM
10. Check Smoke and Carbon Monoxide detectors during bi-annual inspections
11. Clean/disinfect compactor and trash chutes.
12. Check basements for water leaks
13. Inventory of supplies and small parts
14. Unit inspections – schedule to complete 100% each year.
15. Lease enforcement: Clear common hallways and stairs free from all obstructions. (PHN 2012-12)

According to the State Sanitary code 105 CMR 410.451 - No person shall obstruct any exit or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling unit or rooming unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.

16. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.  
Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

## NBHA PREVENTATIVE MAINTENANCE PLAN

### March:

1. Second Sunday, reset light timers and clocks for daylight saving time.
2. Keep paths to dumpsters, mailboxes and rent drop off free of ice and snow
3. Snow removal common sidewalks
4. Plow and sand NBHA properties including parking lots drives and roadways
5. Clean storage rooms and maintenance areas
6. Touch up all common area paint.
7. Clean heater vents in all common areas.
8. Elevator PM
9. COGEN PM
10. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
11. Unit inspections – schedule to complete 100% each year.
12. Lease enforcement: Furniture, trash and debris free from exteriors.
13. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
14. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.
15. Inspect roofs and siding for winter damage

## NBHA PREVENTATIVE MAINTENANCE PLAN

### April:

1. Fire extinguisher annual recertification
2. Inspect all entry doors
3. Clean dryer vents, exhaust vents and roof vent motors.
4. Clean common area flooring and carpeting
5. Clean/disinfect dumpsters and compactor.
6. Cleaning of parking areas, roadways, driveways (including sand), walkways and storm drains
7. Inspect trees and trim as needed (maintain 10ft distance from buildings)
8. Schedule vehicle inspections/repairs
9. Elevator PM
10. Fire Systems PM
11. COGEN PM
12. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
13. Unit inspections – schedule to complete 100% each year.
14. Check basements for water leaks

## NBHA PREVENTATIVE MAINTENANCE PLAN

### May:

1. Clean all manholes
2. Yearly Emergency Generator PM
3. Clean A/C condensers, test to ensure they work
4. Sidewalk and parking lot crack and crevice sealing and repair.
5. Weed treatment at all sites
6. Edge and mulch all planting beds
7. Prune/trim all shrubs and bushes away from buildings (maintain 2ft clearance from all structures).
8. Fertilize lawns
9. Elevator PM
10. COGEN PM
11. Lease enforcement: Schedule AC installations
12. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
13. Unit inspections – schedule to complete 100% each year.
14. Lease enforcement: Cooking grills and fire pits (according to policy)
15. DHCD recommends the ban of fire pits on all public housing property. There is extreme risk to life and safety with the unsupervised use of fire pits.
  - a. All cooking grills should be used a minimum of 10 feet from all structures.

## NBHA PREVENTATIVE MAINTENANCE PLAN

### June:

1. Summer boiler shut down and PM service. (non-heating season June 16<sup>th</sup> to September 14<sup>th</sup>)
2. Change A/C, heat and air handler filters.
3. Check interior emergency lighting.
4. Edge and mulch all planting beds.
5. Weed and edge all planting beds every 2 weeks (June 1<sup>st</sup> to Oct 1<sup>st</sup>)
6. Inspect site railings, walkways and stairs for potential hazards. Identify and repair as needed.
7. Check flags and replace as needed
8. Elevator PM
9. COGEN PM
10. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
11. Unit inspections – schedule to complete 100% each year.
12. Inventory of supplies and small parts.
13. Lease enforcement: Pools, trampolines and swing-sets (according to policy, see PHN 2003-04)
14. Furniture, trash and debris free from exterior.

### July:

1. Clean dryer vents, exhaust vents and roof vent motors.
2. Inspect gutters, downspouts and splash blocks – repair as needed.
3. Inspect common area windows (glass, seals, balances and locks).
4. Inspect and repair site fencing
5. Clean/disinfect dumpsters and compactor.
6. Elevator PM
7. Fire Systems PM
8. COGEN PM
9. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
10. Unit inspections – schedule to complete 100% each year.
11. Lease enforcement: Pools, trampolines and swing-sets (according to policy, see PHN 2003-04)

## NBHA PREVENTATIVE MAINTENANCE PLAN

### August:

1. Make up air units PM
2. Strip, wax and buff VCT and linoleum flooring.
3. Clean/disinfect dumpsters compactor
4. Check Smoke and Carbon Monoxide detectors during annual inspections.
5. Unit inspections – schedule to complete 100% each year.
6. Check exterior trim for paint or rot, paint, repair or replace as needed
7. Inspect fencing, repair/replace as needed
8. Lease enforcement: Common hallways and stairs free from all obstructions. (PHN 2012-12)
9. According to the State Sanitary code 105 CMR 410.451 - No person shall obstruct any exit or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling unit or rooming unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.
10. Lease enforcement: Pools, trampolines and swing-sets (according to policy, see PHN 2003-04)

### September:

1. Check electrical panels in boiler rooms and all common areas.
2. Domestic hot water systems PM.
3. Clean storage rooms and maintenance areas.
4. Touch up all common area paint.
5. Clean heater vents in all common areas.
6. Clean/disinfect dumpsters and compactor.
7. Elevator PM
8. COGEN PM
9. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
10. Unit inspections – schedule to complete 100% each year.
11. Lease enforcement: Removal of all AC's (according to policy)
12. Prep winter equipment for use

## NBHA PREVENTATIVE MAINTENANCE PLAN

### October:

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

## NBHA PREVENTATIVE MAINTENANCE PLAN

### November:

1. First Saturday in November reset light timers and clocks back 1 hour for daylight saving time
2. Keep paths to dumpsters, mailboxes and rent drop off free of ice and snow
3. Snow removal common sidewalks
4. Plow and sand parking lots
5. Inspect trees and trim as needed (maintain 10ft clearance from all structures).
6. Inventory of supplies and small parts
7. Lease enforcement: Blocked egresses
8. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
9. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.
10. Elevator PM
11. COGEN PM
12. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
13. Unit inspections – schedule to complete 100% each year.

### December:

1. Keep paths to dumpsters, mailboxes and rent drop off free of ice and snow
2. Snow removal common sidewalks
3. Plow and sand parking lots
4. Check and replace flags as needed.
5. Lease enforcement: Decorations (Christmas) Cords running through doors and windows
6. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
7. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.



Jnit Number	Order Num	Requested Dat	Address	Tenant Name	Priority	Status	Printed	Job Code	PHAS	End Date
1629	W00070337	12/13/2019	24 TOWNSEND ST		INSPECTION R	Deferre	<input checked="" type="checkbox"/>	ANNUAL INSPECTION	Annual Inspection Non-Emer	12/23/2
1057	W00066527	10/2/2019	61 STANLEY ST		ROUTINE	Deferre	<input checked="" type="checkbox"/>	OTHER CARPENTRY	Resident Generated Non-Em	10/11/2
1066	W00049932	11/7/2018	49 STANLEY ST		INSPECTION R	Deferre	<input checked="" type="checkbox"/>	ANNUAL INSPECTION	Annual Inspection Non-Emer	12/7/20
1081	W00049931	11/7/2018	45 STANLEY ST		INSPECTION R	Deferre	<input checked="" type="checkbox"/>	ANNUAL INSPECTION	Annual Inspection Non-Emer	12/7/20
1093	W00049929	11/7/2018	41 STANLEY ST		INSPECTION R	Deferre	<input checked="" type="checkbox"/>	ANNUAL INSPECTION	Annual Inspection Non-Emer	12/7/20
1097	W00049928	11/7/2018	39 STANLEY ST		INSPECTION R	Deferre	<input checked="" type="checkbox"/>	ANNUAL INSPECTION	Annual Inspection Non-Emer	12/7/20
	W00029099	10/18/2017	725 PLEASANT ST		ROUTINE	Deferre	<input checked="" type="checkbox"/>	PAINTING, OTHER	Resident Generated Non-Em	10/18/2
3426	SP0041050	6/6/2016	725 PLEASANT ST		ROUTINE	Deferre	<input checked="" type="checkbox"/>	PLASTER REPAIR	Resident Generated Non-Em	3/16/20
3391	SP0012720	2/6/2013	725 PLEASANT ST		INSPECTION R	Deferre	<input checked="" type="checkbox"/>	PAINTING, OTHER	Annual Inspection Non-Emer	1/14/20

Job Number	Order Number	Requested Date	Address	Tenant Name	Priority	Printed	Job Code	Created By	Development
1260	WO0078927	7/17/2020	445 DARTMOUTH ST		ROUTINE	<input type="checkbox"/>	TRASH PICKUP	JCruze	2-002 - BLUE MEADOWS
1458	SP0039595	2/22/2016	82 BLUEFIELD ST		ROUTINE	<input checked="" type="checkbox"/>	INTERIOR DOOR/WINDO	CFUERY	2-002 - BLUE MEADOWS
1539	WO0070084	12/10/2019	27 BLUEFIELD ST Apt.		ROUTINE	<input checked="" type="checkbox"/>	WATER LEAK	JCruze	2-002 - BLUE MEADOWS
2099	WO0052272	12/27/2018	186 ROCKDALE AV		INSPECTION	<input checked="" type="checkbox"/>	ANNUAL INSPECTION	Tennast	2-002 - BLUE MEADOWS
2273	WO0049576	11/2/2018	948 ROCKDALE AV		ROUTINE	<input checked="" type="checkbox"/>	CARPENTRY, OTHER	AROBID	2-001 - PARKDALE
2273	WO0059872	5/31/2019	948 ROCKDALE AV		ROUTINE	<input checked="" type="checkbox"/>	DRYWALL REPAIR	AROBID	2-001 - PARKDALE
2297	WO0047091	9/14/2018	958 ROCKDALE AV		ROUTINE	<input checked="" type="checkbox"/>	TILE FLOOR COVERING	CFUERY	2-001 - PARKDALE
2467	SP0042815	10/13/2016	147 SUMMIT ST		ROUTINE	<input checked="" type="checkbox"/>	INTERIOR PAINTING	AROBID	2-001 - PARKDALE
2482	WO0038224	4/6/2018	139 SUMMIT ST		INSPECTION	<input checked="" type="checkbox"/>	ANNUAL INSPECTION	Tennast	2-001 - PARKDALE
2482	WO0058308	4/25/2019	139 SUMMIT ST		INSPECTION	<input checked="" type="checkbox"/>	ANNUAL INSPECTION	Tennast	2-001 - PARKDALE
2477	SP0042800	10/12/2016	141 SUMMIT ST		ROUTINE	<input checked="" type="checkbox"/>	INTERIOR TRIM PAINTIN	CFUERY	2-001 - PARKDALE
2792	SP0042817	10/13/2016	143 SUMMIT ST		ROUTINE	<input checked="" type="checkbox"/>	CEILING TILE REPLACEM	AROBID	2-001 - PARKDALE
2865	WO0030370	11/9/2017	134 SUMMIT ST		ROUTINE	<input checked="" type="checkbox"/>	DOOR HARDWARE, REPA	CFUERY	2-001 - PARKDALE

**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.

Refer also to the Performance Management Review (PMR) section of this Annual Report for the LHA's response to a "Corrective Action" finding for the "Adjusted Net Income" rating.

**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 New Bedford Housing Authority operating reserve at the end of fiscal year 2019 was \$-10,865,460.00, which is -511.3% 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 New Bedford Housing Authority.						
<b>REVENUE</b>						
Account Number	Account Class	2019 Approved Revenue Budget	2019 Actual Amounts Received	2020 Approved Revenue Budget	% Change from 2019 Actual to 2020 Budget	2020 Dollars Budgeted per Unit per Month
3110	Shelter Rent - Tenants	\$3,025,000.00	\$3,200,142.00	\$3,222,828.00	0.7%	\$360.50
3111	Shelter Rent - Tenants - Fraud/Retroactive	\$50,000.00	\$13,286.00	\$35,000.00	163.4%	\$3.91
3115	Shelter Rent - Federal Section 8	\$0.00	\$0.00	\$0.00	0%	\$0.00
3190	Nondwelling Rentals	\$0.00	\$12.00	\$0.00	-100%	\$0.00
3400	Administrative Fee - MRVP	\$0.00	\$0.00	\$0.00	0%	\$0.00
3610	Interest on Investments - Unrestricted	\$32,000.00	\$37,431.00	\$35,222.00	-5.9%	\$3.94
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$100,000.00	\$81,461.00	\$108,000.00	32.6%	\$12.08
3691	Other Revenue - Retained	\$125,873.00	\$133,340.00	\$88,361.00	-33.7%	\$9.88
3692	Other Revenue - Operating Reserves	\$0.00	\$0.00	\$0.00	0%	\$0.00
3693	Other Revenue - Energy Net Meter	\$128,890.00	\$74,759.00	\$125,230.00	67.5%	\$14.01
3801	Operating Subsidy - DHCD (4001)	\$1,768,529.00	\$1,147,563.00	\$2,375,850.00	107%	\$265.76
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	\$5,230,292.00	\$4,687,994.00	\$5,990,491.00	27.8%	\$670.08

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by New Bedford Housing Authority.						
<b>EXPENSES</b>						
Account Number	Account Class	2019 Approved Expense Budget	2019 Actual Amounts Spent	2020 Approved Expense Budget	% Change from 2019 Actual to 2020 Budget.	2020 Dollars Budgeted per Unit per Month
4110	Administrative Salaries	\$557,359.00	\$538,986.00	\$574,552.00	6.6%	\$64.27
4120	Compensated Absences	\$0.00	\$0.00	\$0.00	0%	\$0.00
4130	Legal	\$13,250.00	\$14,218.00	\$13,000.00	-8.6%	\$1.45
4140	Members Compensation	\$23,000.00	\$232.00	\$24,980.00	10667.2%	\$2.79
4150	Travel & Related Expenses	\$1,600.00	\$955.00	\$1,100.00	15.2%	\$0.12
4170	Accounting Services	\$0.00	\$0.00	\$0.00	0%	\$0.00
4171	Audit Costs	\$9,275.00	\$8,349.00	\$4,956.00	-40.6%	\$0.55
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$106,756.00	\$95,303.00	\$107,166.00	12.4%	\$11.99
4191	Tenant Organization	\$780.00	\$1,492.00	\$0.00	-100%	\$0.00
4100	TOTAL ADMINISTRATION	\$712,020.00	\$659,535.00	\$725,754.00	10%	\$81.18
4310	Water	\$391,081.00	\$351,950.00	\$380,900.00	8.2%	\$42.61
4320	Electricity	\$476,013.00	\$475,515.00	\$537,891.00	13.1%	\$60.17
4330	Gas	\$399,893.00	\$435,372.00	\$461,102.00	5.9%	\$51.58
4340	Fuel	\$0.00	\$0.00	\$0.00	0%	\$0.00
4360	Net Meter Utility Debit/Energy Conservation	\$40,000.00	\$35,758.00	\$16,007.00	-55.2%	\$1.79
4390	Other	\$0.00	\$0.00	\$0.00	0%	\$0.00
4391	Solar Operator Costs	\$354,531.00	\$288,819.00	\$353,678.00	22.5%	\$39.56
4392	Net Meter Utility Credit (Negative Amount)	\$-590,882.00	\$-288,819.00	\$-353,678.0	22.5%	\$-39.56
4300	TOTAL UTILITIES	\$1,070,636.0	\$1,298,595.0	\$1,395,900.	7.5%	\$156.14

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by New Bedford Housing Authority.						
<b>EXPENSES</b>						
Account Number	Account Class	2019 Approved Expense Budget	2019 Actual Amounts Spent	2020 Approved Expense Budget	% Change from 2019 Actual to 2020 Budget	2020 Dollars Budgeted per Unit per Month
4410	Maintenance Labor	\$773,092.00	\$732,557.00	\$756,524.00	3.3%	\$84.62
4420	Materials & Supplies	\$235,000.00	\$265,963.00	\$222,974.00	-16.2%	\$24.94
4430	Contract Costs	\$457,040.00	\$516,245.00	\$431,234.00	-16.5%	\$48.24
4400	TOTAL MAINTENANCE	\$1,465,132.00	\$1,514,765.00	\$1,410,732.00	-6.9%	\$157.80
4510	Insurance	\$130,200.00	\$124,577.00	\$140,292.00	12.6%	\$15.69
4520	Payment in Lieu of Taxes	\$0.00	\$0.00	\$0.00	0%	\$0.00
4540	Employee Benefits	\$633,383.00	\$583,082.00	\$645,840.00	10.8%	\$72.24
4541	Employee Benefits - GASB 45	\$0.00	\$132,395.00	\$0.00	-100%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$188,410.00	\$0.00	-100%	\$0.00
4570	Collection Loss	\$25,000.00	\$35,097.00	\$15,000.00	-57.3%	\$1.68
4571	Collection Loss - Fraud/Retroactive	\$50,000.00	\$11,645.00	\$35,000.00	200.6%	\$3.91
4580	Interest Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4590	Other General Expense	\$0.00	\$0.00	\$146,007.00	100%	\$16.33
4500	TOTAL GENERAL EXPENSES	\$838,583.00	\$1,075,206.00	\$982,139.00	-8.7%	\$109.86
4610	Extraordinary Maintenance	\$1,260.00	\$1,707.00	\$152,200.00	8816.2%	\$17.02
4611	Equipment Purchases - Non Capitalized	\$33,090.00	\$18,488.00	\$5,000.00	-73%	\$0.56
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	\$1,489,145.00	\$0.00	-100%	\$0.00
4600	TOTAL OTHER EXPENSES	\$34,350.00	\$1,509,340.00	\$157,200.00	-89.6%	\$17.58
4000	TOTAL EXPENSES	\$4,120,721.00	\$6,057,441.00	\$4,671,725.00	-22.9%	\$522.56

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by New Bedford Housing Authority.						
<b>SUMMARY</b>						
Account Number	Account Class	2019 Approved Budget	2019 Actual Amounts	2020 Approved Budget	% Change from 2019 Actual to 2020 Budget	2020 Dollars Budgeted per Unit per Month
3000	TOTAL REVENUE	\$5,230,292.00	\$4,687,994.00	\$5,990,491.00	27.8%	\$670.08
4000	TOTAL EXPENSES	\$4,120,721.00	\$6,057,441.00	\$4,671,725.00	-22.9%	\$522.56
2700	NET INCOME (DEFICIT)	\$1,109,571.00	\$-1,369,447.00	\$1,318,766.00	-196.3%	\$147.51
7520	Replacements of Equip. - Capitalized	\$10,000.00	\$0.00	\$25,200.00	100%	\$2.82
7540	Betterments & Additions - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7500	TOTAL NONOPERATING EXPENDITURES	\$10,000.00	\$0.00	\$25,200.00	100%	\$2.82
7600	EXCESS REVENUE OVER EXPENSES	\$1,099,571.00	\$-1,369,447.00	\$1,293,566.00	-194.5%	\$144.69



## Explanation of Budget Accounts

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

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

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

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

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

3400: Administrative Fee- MRVP/AHVP: This account should be credited with Administrative Fees to be received for the MRVP/AHVP Program. The MRVP/AHVP administrative fee is \$40.00 per unit per month, as of July 1, 2019.

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

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

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

3691: Other Revenue – Retained: This account should be credited with certain miscellaneous revenue to be retained by the LHA, and which is not used to reduce the amount of operating subsidy the LHA is due. The most common examples for this account is receipts for the rental of roof antennas to cell phone providers and net meter credits earned on electricity bills from Net Meter Power Purchase Agreements (PPA's). Generally, surplus LHAs may retain 100% of these savings and deficit LHAs may retain 25% of the savings, with

the 75% balance used to offset its need for operating subsidy. However, for the period 7/1/16 through 6/30/19, all deficit LHAs may keep 100% of the net meter credit savings.

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

3693: Other Revenue – Net Meter: This account should be normally be credited with 75% of the total net meter credit savings realized by a deficit LHA, while surplus LHAs with net meter credit savings would enter \$0 here. Savings are calculated as the value of the net meter credits appearing on the LHA’s electric bills (or, in some cases, paid in cash to the LHA by their utility company), minus the cost of the payments made to the solar power developer under their Power Purchase Agreement (PPA). Deficit LHAs normally may retain 25% of the savings. That amount should be included as Other Revenue – Retained on line #3691. However, please note that for the period 7/1/16 through 6/30/19 all LHAs may retain 100% of their total net meter credit savings, and should report those savings as Other Revenue – Retained on line #3691

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4360: Energy Conservation: This account is to be charged with costs incurred for energy conservation measures.

4390: Other Utilities: This account should be charged with the cost of utilities which are not provided for in accounts 4310 through 4360.

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

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

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

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

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

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

4520: Payments in Lieu of Taxes:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Narrative Responses to the Performance Management Review (PMR) Findings**

The Performance Management Review conducted by the Department of Housing and Community Development (DHCD) for the 2019 LHA fiscal year resulted in the following ratings. Criteria which received a 'Corrective Action' rating show both a reason for the rating and a response by the LHA. The reason indicates NBHA'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:

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:

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

Rating:

Criterion: Completion of mandatory online board member training

Rating:

**Category: Financial**

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

Rating:

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

Rating:

**Category: Capital Planning**

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

Rating:

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

Rating:

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

Criterion: Health and Safety Violations



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

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

Since not all the violations have been corrected, the LHA has provided the following explanation:

**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 cannot be completed with 30 calendar days, are added to the Deferred Maintenance Plan or included in the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).

Rating:

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

CRITERION	DESCRIPTION
<b>Financial</b>	
Adjusted Net Income	<p>The Adjusted Net Income criterion calculation starts with an LHA's Net Income and subtracts Depreciation, GASB 45 (Retirement Costs), GASB 68 (Retirement Costs), Extraordinary Maintenance (maintenance expense outside of routine/ordinary expenses), and Equipment Purchases – Non Capitalized. This Adjusted Net Income amount is then divided by the Total Expenses of the LHA. If this Adjusted Net Income amount is positive, it means underspending and if it is negative it means overspending.</p> <p>Underspending Rating:</p> <ul style="list-style-type: none"> <li>• “No Findings” : 0 to 9.9%</li> <li>• “Operational Guidance”: 10 to 14.9%</li> <li>• “Corrective Action”: 15% or higher</li> </ul> <p>Overspending Rating:</p> <ul style="list-style-type: none"> <li>• “No Findings” : 0 to -4.9%</li> <li>• “Operational Guidance”: -5% to -9.9%</li> <li>• “Corrective Action”: -10% or below</li> </ul>
Operating Reserves	<p>Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures.</p> <ul style="list-style-type: none"> <li>• “No Findings” :35%+ of maximum operating reserve</li> <li>• “Operational Guidance”: 20% to 34.9% of maximum operating reserve</li> <li>• “Corrective Action”: &lt;20% of maximum operating reserve</li> </ul>
<b>Capital Planning</b>	
Capital Improvement Plan (CIP) Submitted	<p>Housing authorities are required to submit a five-year capital plan every year.</p> <ul style="list-style-type: none"> <li>• “No Findings” =Submitted on time and no modifications required or modifications made within 45 days.</li> <li>• “Operational Guidance” =Up to 45 days late and no modifications required or modifications made within 45 days.</li> <li>• “Corrective Action” =More than 45 days late or modifications required and not completed within 45 days.</li> </ul>
Capital Spending	<p>Under the Formula Funding Program (FF), authorities receive undesignated funds to spend on projects in their Capital Improvement Plan. They are rated on the percentage of available funds they have spent over a three-year period</p> <ul style="list-style-type: none"> <li>• “No Findings” = at least 80%</li> <li>• “Operational Guidance” = At least 50%</li> <li>• “Corrective Action” = Less than 50%</li> </ul>

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

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

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





## Policies

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

<b>Policy</b>	<b>Last Ratified by Board Vote</b>	<b>Notes</b>
*Rent Collection Policy	12/03/2015	
*Personnel Policy	01/05/2017	Union
*Capitalization Policy	12/03/2015	
*Procurement Policy	12/05/2019	
*Grievance Policy	12/31/2015	
Other – Define in the ‘Notes’ column	10/01/2018	Personnel Policy Non-Union
Affirmative Action Policy	12/03/2015	
Community Room Use	12/03/2015	
Credit/Debit Card Policy	12/03/2015	
Criminal Offender Records Information (CORI) Policy	12/03/2015	
Emergency Response Plan	12/03/2015	
Equal Employment Opportunity Policy and Affirmative Action Plan	12/03/2015	
Investment Policy	09/07/2017	
Language Access Plan	12/03/2015	
Maintenance and Other Charges	10/10/2019	
Parking	07/06/2017	
Pet Policy	12/03/2015	

Policy	Last Ratified by Board Vote	Notes
Reasonable Accommodations Policy	12/03/2015	
Records Conservation and Disposal Policy	12/03/2015	
Sexual Harassment Policy	12/03/2015	
Smoking Policy	12/03/2015	

\* 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-NBHA-00120 has no current waivers from the regulations of the Department of Housing and Community Development (DHCD).

## Glossary

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

**AHVP:** Alternative Housing Voucher Program

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

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

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

**AP:** Annual Plan

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

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

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

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

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

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

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

**CNA:** Capital Needs Assessment

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

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

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

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

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

**FF:** Formula Funding

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

**FYE:** Fiscal Year End

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

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

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

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

**LHA:** Local Housing Authority

**LTO:** Local Tenants Organization

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

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

**MOR:** Management and Occupancy Report

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

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

**Performance Management Review (PMR):**

**PMR:** Performance Management Review

**RCAT:** Regional Capital Assistance Team

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

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

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

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

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

## **Attachments**

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

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.

- Annual Plan Comments
- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey- 667 only
- Tenant Satisfaction Survey- 200-705 only
- Performance Management Review

# NEW BEDFORD HOUSING AUTHORITY

Post Office Box 2081  
New Bedford, Massachusetts 02741

STEVEN A. BEAUREGARD  
Executive Director

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DHCD Annual Plan

Public hearing was held on September 17, 2020 and no public comments were received.



## **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.

# NEW BEDFORD HOUSING AUTHORITY

## Chapter 667 Housing Summary 2016 - 2018

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

### Fall 2016:

- Surveys were sent to 9624 housing units (Chapter 667). 5511 surveys were filled out and returned.

### Fall 2017:

- Surveys were sent to 6024 housing units (Chapter 667). 3391 surveys were filled out and returned.

### Fall 2018:

- Surveys were sent to 13,304 housing units (Chapter 667). 6717 surveys were filled out and returned.
- In the **New Bedford Housing Authority**, surveys were sent to a total of **368** housing units (Chapter 667); **143** surveys were completed.

This report provides some information about how the residents from the **New Bedford Housing Authority** who answered the survey responded. It compares answers to those from the entire state and to those from all large LHAs in Massachusetts. These large LHAs in Massachusetts include: Arlington, Boston, Chelsea, Chicopee, Everett, Fitchburg, Framingham, Gloucester, Lawrence, New Bedford, Northampton, Peabody, Pittsfield, Quincy, Revere, Salem, Somerville, Springfield, Waltham, Watertown, and Worcester.

## Communication

Residents in Ch. 667 housing were asked about how they interacted with the New Bedford Housing Authority in the last 12 months. The table below shows what percentage of residents said they did each of the following:

	New Bedford Housing Authority	All Large LHAs in MA*	Entire State
Contacted management about a problem or concern.....	78%	78%	78%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	80%	84%	87%
Saw the Capital Improvement Plan.....	11%	24%	30%
Saw the Operating Budget.....	11%	15%	17%
Knew the Executive Director held a meeting with residents...	26%	46%	53%

\* Large LHAs in Massachusetts include: Arlington, Boston, Chelsea, Chicopee, Everett, Fitchburg, Framingham, Gloucester, Lawrence, New Bedford, Northampton, Peabody, Pittsfield, Quincy, Revere, Salem, Somerville, Springfield, Waltham, Watertown, and Worcester.

## Services and Programs

**59%** of the New Bedford Housing Authority residents in Ch. 667 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:

	New Bedford Housing Authority	All Large LHAs in MA	Entire State
Job training programs.....	6%	9%	6%
Money management programs ( <i>budgeting, taxes, income building</i> ).....	7%	9%	10%
Children’s programs ( <i>tutoring, childcare, afterschool programs</i> ).....	6%	3%	2%
Health and Medical Services ( <i>visiting nurse, meal programs</i> ).....	33%	38%	35%
Adult Education ( <i>GED, ESL, educational counseling</i> ) .....	15%	14%	10%

## Maintenance and Repair

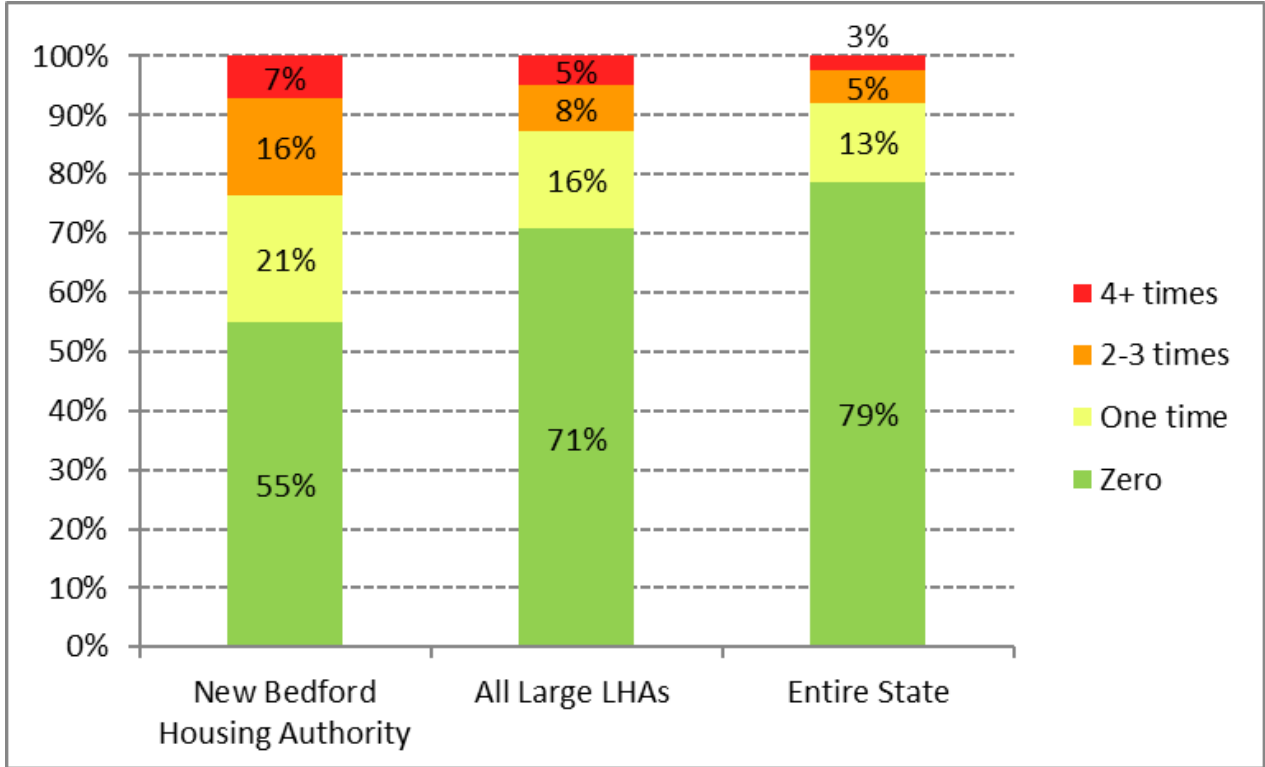
- **Who had problems?** Less than half of respondents had a problem with their heating and about three fifths had a plumbing problem in the last 12 months.

	New Bedford Housing Authority	All Large LHAs in MA	Entire State
Had a heating problem.....	44%	27%	21%
Had a problem with water or plumbing.....	61%	50%	49%

- **Heating Problems**

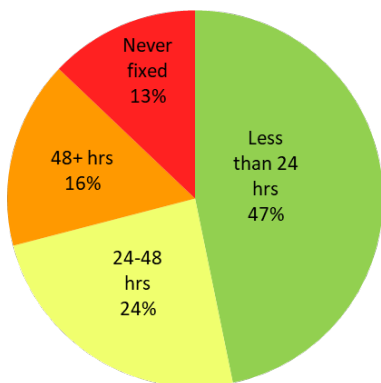
**How many times did residents have heating problems?**

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

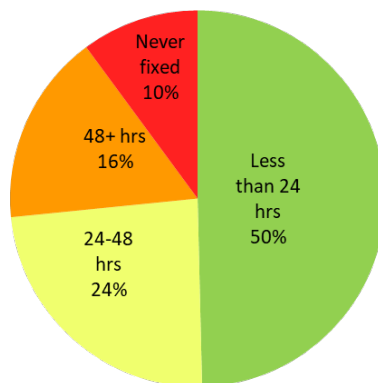


**How long did it take to fix the heating problems?** For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

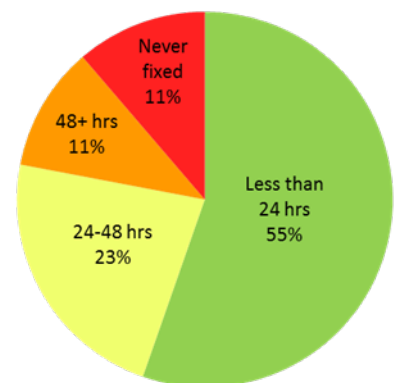
**New Bedford Housing Authority**



**All Large LHAs in MA**



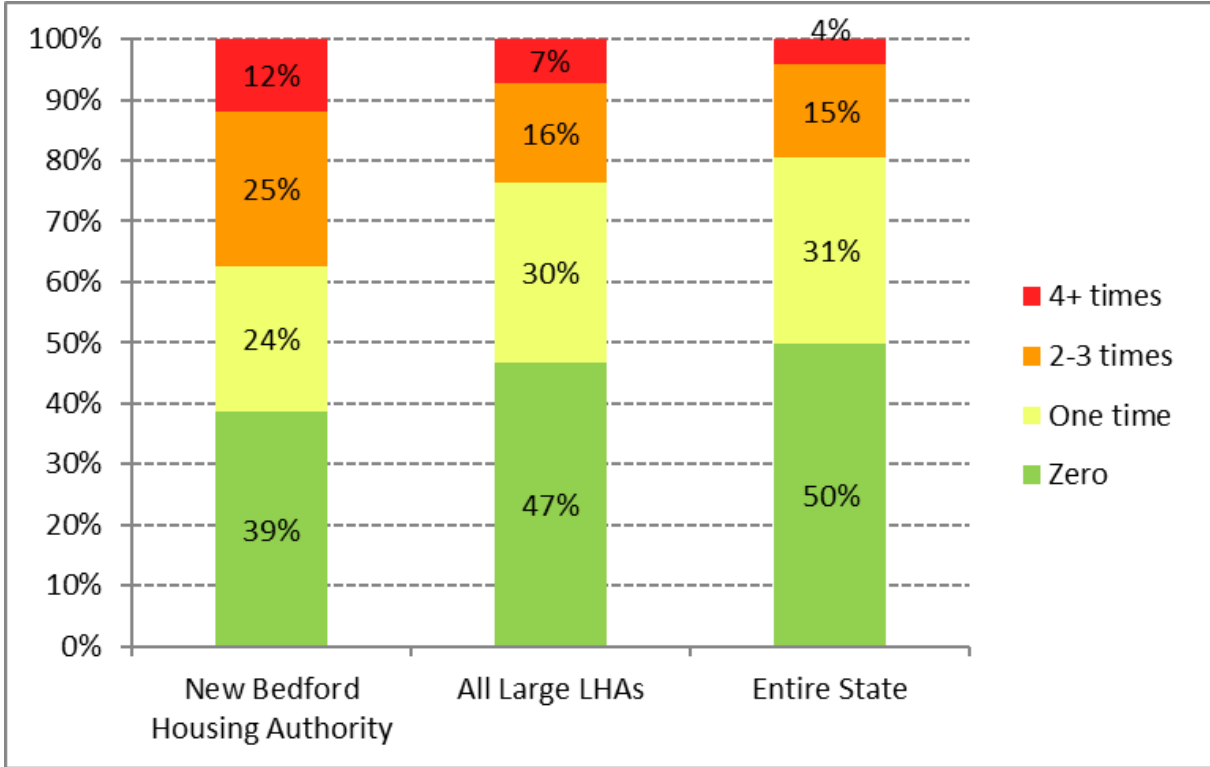
**Entire State**



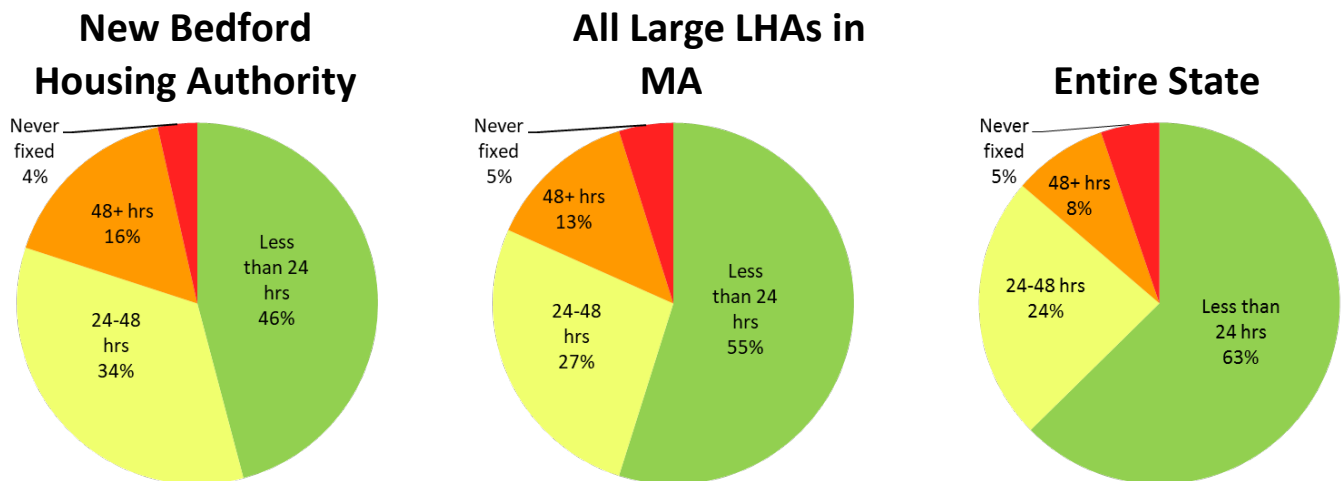
- **Water or Plumbing Problems**

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

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

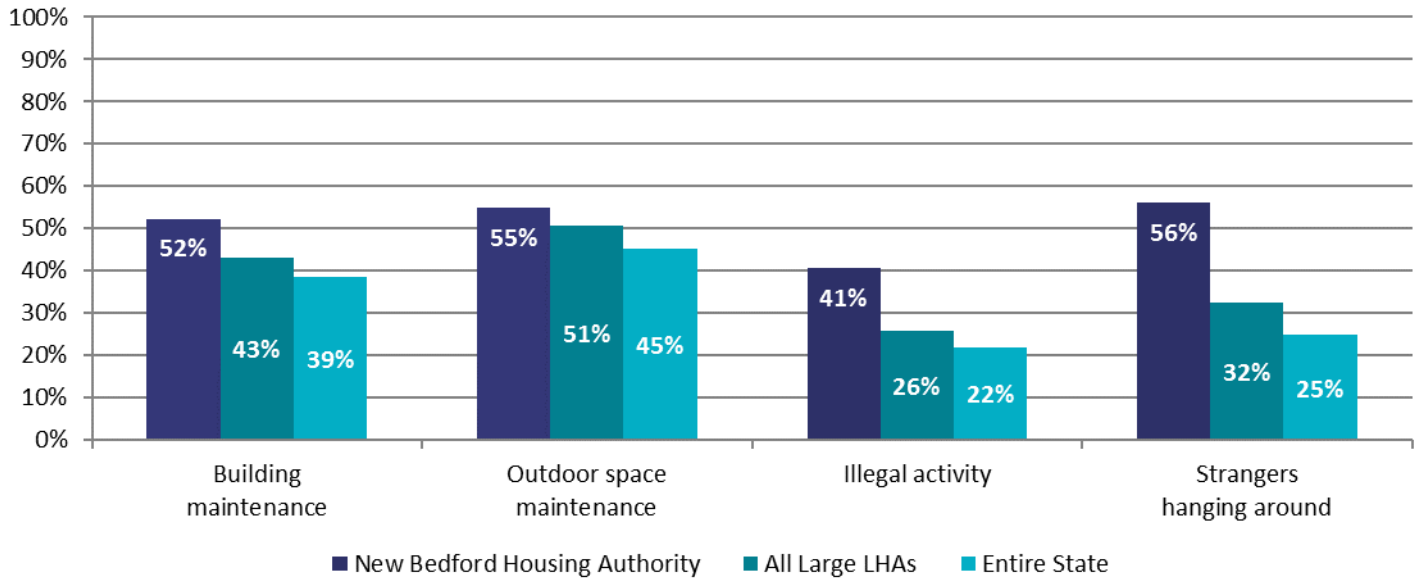


**How long did it take to fix the water or plumbing problems?** For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.



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

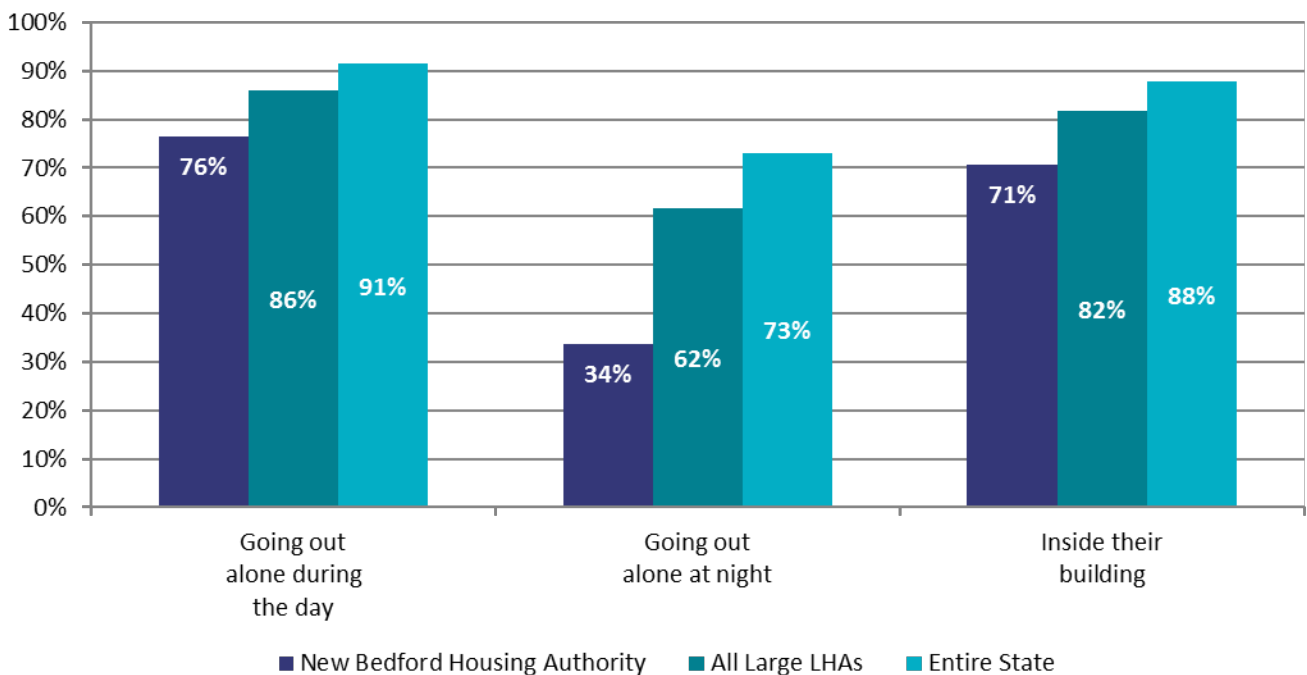
**Respondents who “always” or “sometimes” had problems with....**



**Safety**

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

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



# NEW BEDFORD HOUSING AUTHORITY

## Chapter 200 & Chapter 705 Housing Summary Spring 2016

The Center for Survey Research at the University of Massachusetts Boston sent surveys to 9772 housing units (Chapters 200 and 705) in Massachusetts in the spring of 2016. 3240 residents responded.

Surveys were sent to **288** housing units (Chapters 200 and 705) in the **New Bedford Housing Authority**. **95** surveys were completed.

This report provides some information about how the residents from the **New Bedford Housing Authority** who answered the survey responded. It compares answers to those from the entire state and to those from all large LHAs in Massachusetts. Large LHAs in Massachusetts include: Arlington, Boston, Chelsea, Chicopee, Everett, Fitchburg, Framingham, Gloucester, Lawrence, New Bedford, Northampton, Peabody, Pittsfield, Quincy, Revere, Salem, Somerville, Springfield, Waltham, Watertown, and Worcester.

### Communication

Residents in Ch. 200 and Ch. 705 housing were asked about how they interacted with the New Bedford Housing Authority in the last 12 months. The table below shows what percentage of residents said they did each of the following:

	New Bedford Housing Authority	All Large LHAs in MA*	Entire State
Contacted management about a problem or concern.....	84%	85%	87%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	75%	79%	76%
Saw the Capital Improvement Plan.....	16%	19%	18%
Saw the Operating Budget.....	13%	14%	12%
Knew the Executive Director held a meeting with residents..	4%	19%	21%

\* Large LHAs in Massachusetts include: Arlington, Boston, Chelsea, Chicopee, Everett, Fitchburg, Framingham, Gloucester, Lawrence, New Bedford, Northampton, Peabody, Pittsfield, Quincy, Revere, Salem, Somerville, Springfield, Waltham, Watertown, and Worcester.

## Services and Programs

72% of the New Bedford Housing Authority residents in Ch. 200 and Ch. 705 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:

	New Bedford Housing Authority	All Large LHAs in MA	Entire State
Job training programs.....	28%	31%	31%
Money management programs ( <i>budgeting, taxes, income building</i> ).....	21%	24%	29%
Children's programs ( <i>tutoring, childcare, afterschool programs</i> ).....	43%	38%	39%
Health and Medical Services ( <i>visiting nurse, meal programs</i> ).....	41%	28%	26%
Adult Education ( <i>GED, ESL, educational counseling</i> ) .....	25%	31%	29%

## Maintenance and Repair

- **Who had problems?** Over half of respondents had at least one maintenance problem in the last 12 months.

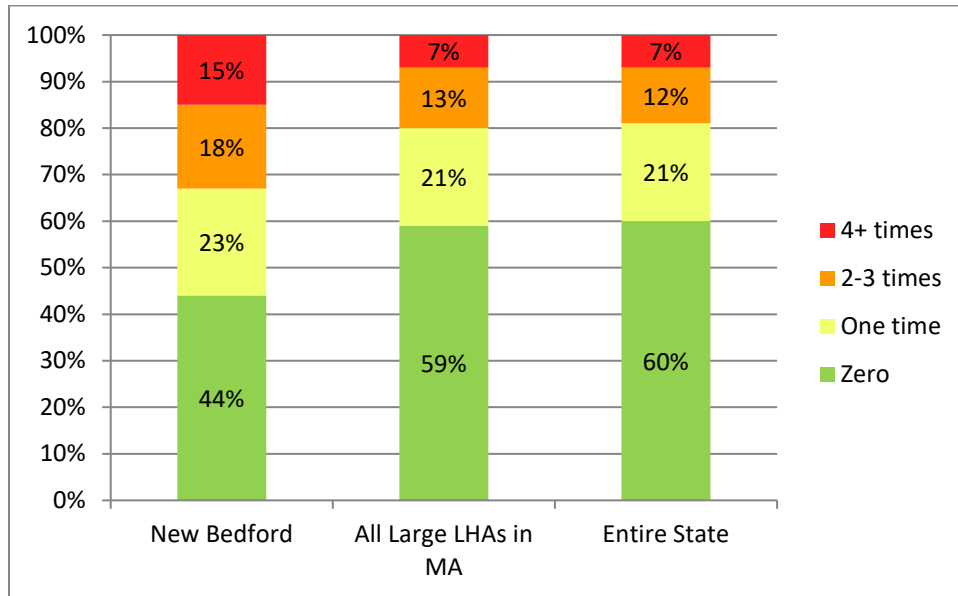
	New Bedford Housing Authority	All Large LHAs in MA	Entire State
Had a heating problem.....	54%	40%	39%
Had a problem with water or plumbing.....	62%	58%	57%



• **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.

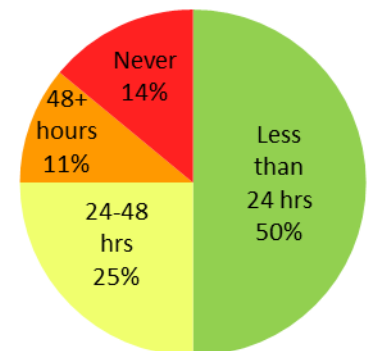
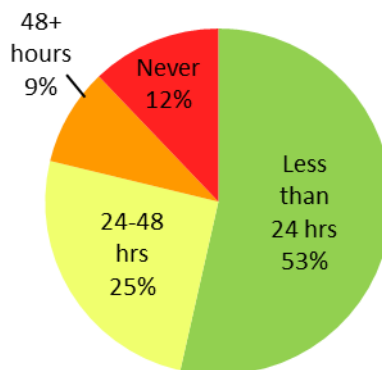
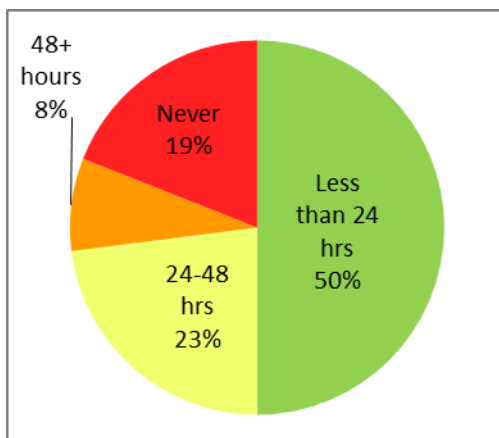


**How long did it take to fix the heating problems?** For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

**New Bedford Housing Authority**

**All Large LHAs in MA**

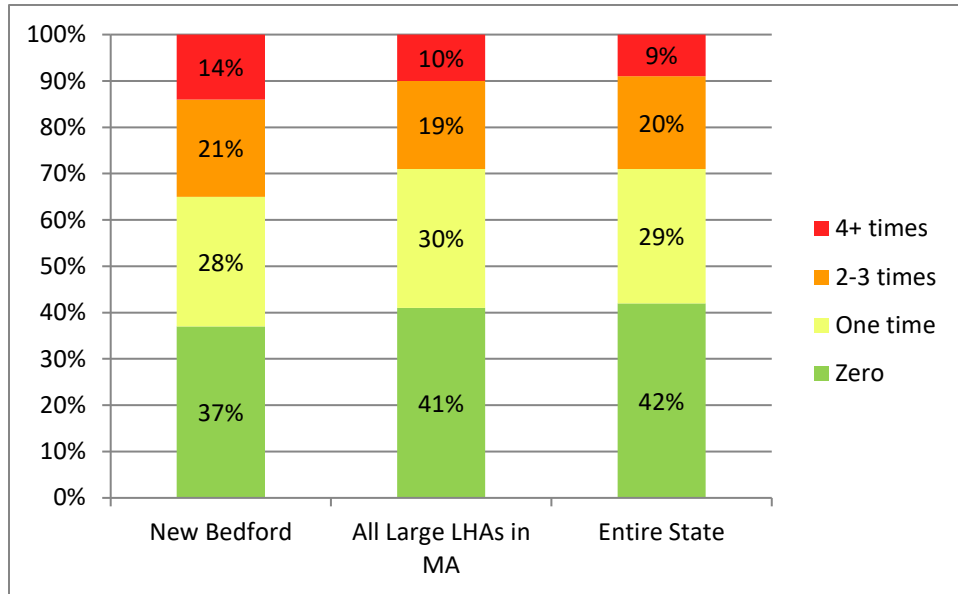
**Entire State**



- 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.

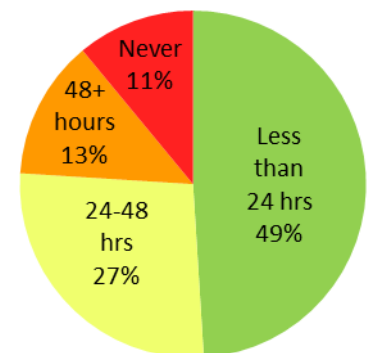
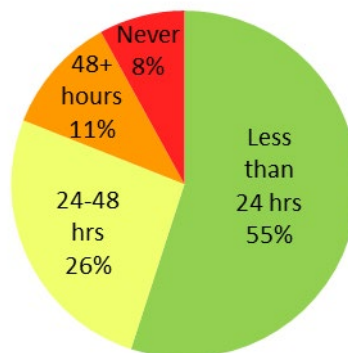
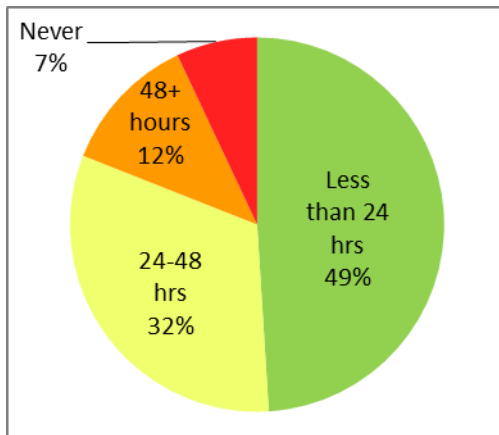


**How long did it take to fix the water or plumbing problems?** For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

**New Bedford Housing Authority**

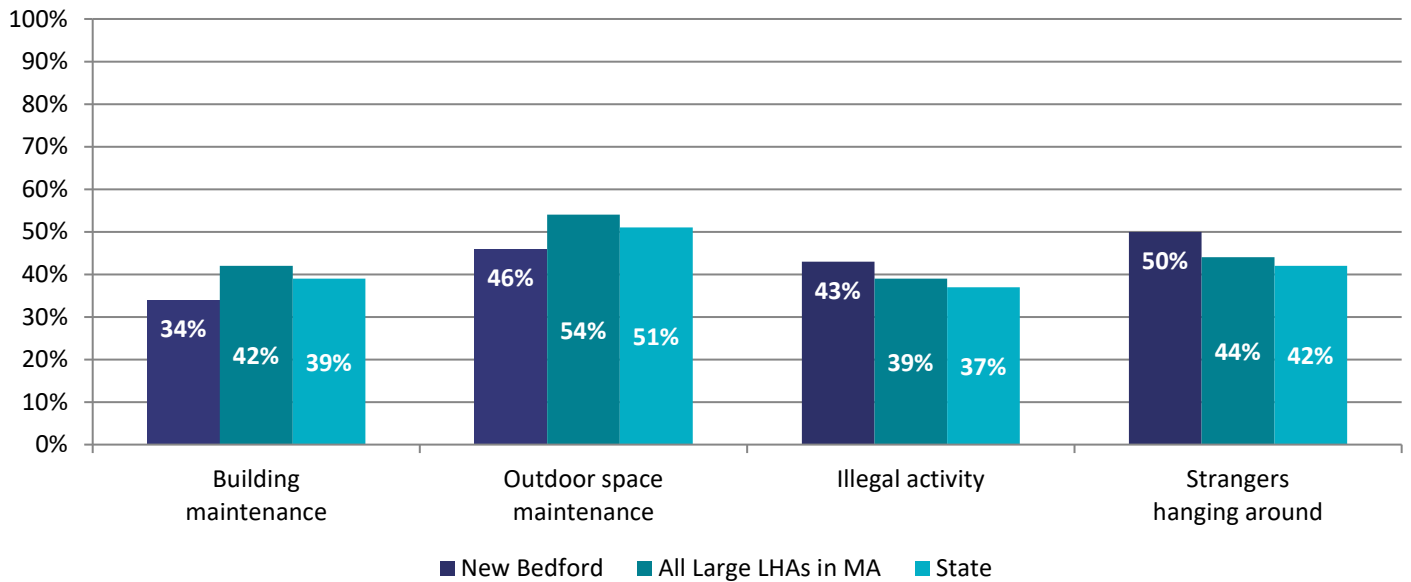
**All Large LHAs in MA**

**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.

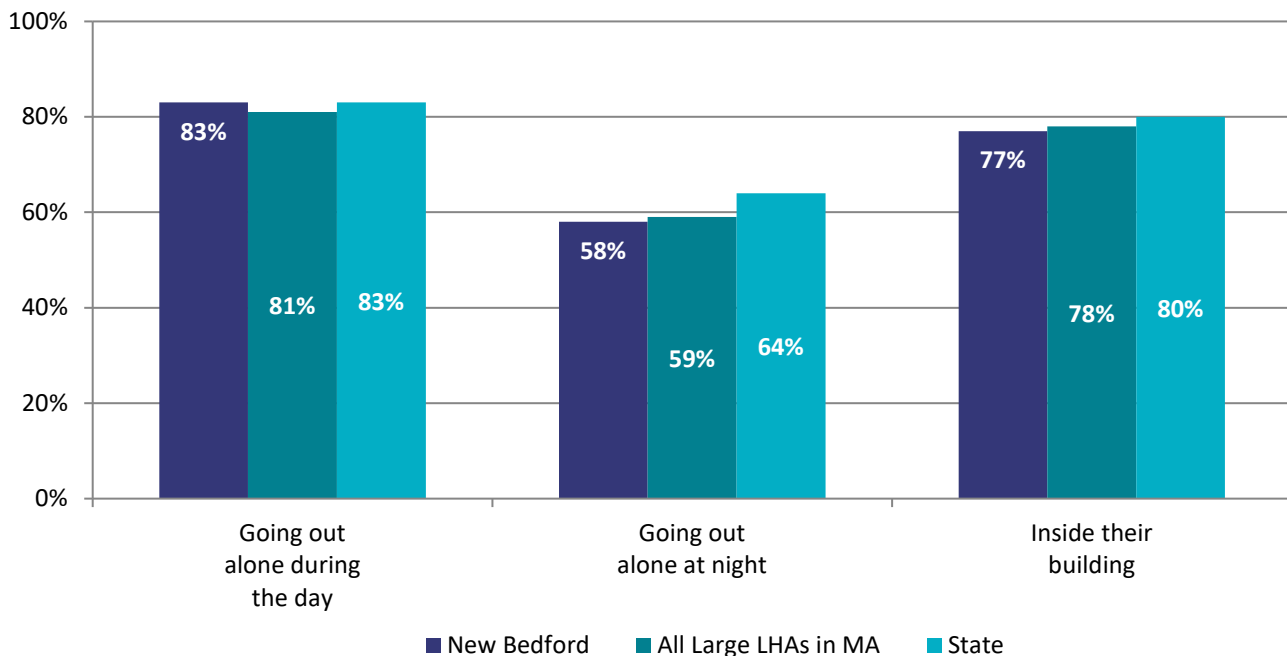
**Respondents who “always” or “sometimes” had problems with...**



**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” ....**



# NEW BEDFORD 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)

### PMR Desk Audit Ratings Summary

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

Housing Authority	New Bedford Housing Authority
Fiscal Year Ending	12/31/2019
Housing Management Specialist	Mary Farrell
Facilities Management Specialist	Robert Garrett

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

## LHA NEW BEDFORD

### Occupancy

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

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

### Tenant Accounts Receivable (TAR)

Rating All: Corrective Action  
Rating 667: Corrective Action  
Rating 200: Corrective Action  
Rating 705: Corrective Action

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

## Certifications and Reporting Submissions

### Rating:

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

## Adjusted Net Income/Revenue

### Rating:

#### Revenue:

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

Note: This PMR was conducted remotely in response to the State of Emergency declared on March 10, 2020. See PHN 2020-19.

**Expense:**

*Salaries*

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

*Legal*

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

*Utilities*

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

*Maintenance*

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



## Operating Reserve

### Rating:

- Please refer to PHN 2018-04 and current budget guidelines for information on operating reserve
- An LHA may spend down to 35% of maximum reserve level without consulting DHCD, but the LHA must budget these expenses in the correct line items of their annual operating budget. If the expense occurred after DHCD approval of the annual operating budget, the LHA should submit a budget revision with these expenditures.
- Any expenditures from the operating reserve that will result in a projected operating reserve of less than 35% of maximum reserve level, requires *prior written approval* from DHCD, *unless the expenses are to resolve health and safety issues*.
- Each LHA must maintain a projected operating reserve of 20% of maximum reserve level, which *remains the minimum operating reserve level for all LHAs*.
- Other:**

## Board Member Training

### Rating: No Findings

- Ensure you update the board attendance application with the most recent board members, and their term dates.
- Ensure each board member has a unique email for the board member training.
- Provide computer guidance as needed to help board members complete the training.
- Other:**

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

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

# NEW BEDFORD HOUSING AUTHORITY

Post Office Box 2081  
New Bedford, Massachusetts 02741

STEVEN A. BEAUREGARD  
Executive Director

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June 24, 2020

Department of Housing & Community Development  
Mary Farrell, Housing Program Specialist  
100 Cambridge Street, Suite 300  
Boston, MA 02114

Dear Mary:

I have had an opportunity to review the results of our 2019 Performance Management Review and my comments are as follows.

In regard to the Adjusted Net Income report, the New Bedford Housing Authority executive team has reviewed the report and has implemented new procedures to ensure proper reporting on a quarterly basis. This issue identified arose due to non-reporting of depreciation, year-end accruals, GASB 68 and GASB 75 entries until the end of the fiscal year. These entries are generally not known until fiscal year end as that is when the GASB 68 and GASB 75 reports become available. We have developed procedures to better estimate these entries during the year and report such activity on a quarterly basis.

It should be noted that the NBHA net income is higher than the required 5% net income standard set by DHCD. The NBHA's net income ranges from 7%-8%.

We acknowledge the TARs reporting for the quarters ended 9/30/2019 and 12/31/2019 were submitted late. The information was entered into HAFIS however we failed to hit the submit button. It should be noted that upon submittal, there we "no findings" noted on our TAR report (attached).

The Authority acknowledges only disbursing 74% as opposed to the required 80% of our Formula Funding in 2019 however, the authority was in communication with DHCD regarding this matter.

In 2019, among other projects we were working on, the Authority addressed the following *non*-formula funded projects which took significant resources to manage.

- Westwood Redevelopment with project costs exceeding \$7.8M
- Parkdale HILAPP Phase I \$700,155
- Parkdale Heat Replacement Sustainability \$95K
- Blue Meadows Office ADA Special Award \$298,200

We are certainly not trying to absolve ourselves of our spending obligations but merely pointing out the significant additional work we addressed during the reporting period.


Additionally, we were hindered by two projects that took a substantial amount of time to funnel through the system.

1. 205272 Roof Replacement at Sawyer Park \$87,385 (FF) – Assigned in-house Dec 21, 2018, Design Contract executed April 3, 2019, Schematics to 100% Docs – April 10 to June 11, 2019, bids opened June 28, 2019 so we could not complete the construction by June 30, 2019.
2. 205252 Electric Upgrade at Townsend – Assigned in-house March 6, 2018, Design Contract executed October 31, 2018 (8 months), Study to 100% Docs April 17, 2019 to July 24, 2019, so again, missed the window for completing construction by June 30, 2019.

Thank you for the opportunity to respond.

Sincerely,

NEW BEDFORD HOUSING AUTHORITY

  
Steven A. Beaugard  
Executive Director

**Department of Housing and Community Development  
HAFIS - PMR Tenants Accounts Receivables (TAR) Metric**

**LHA: New Bedford**

**Fiscal Year: 2019**

**Report Date: 6/16/2020**

Cumulative TAR - 200	1 st Quarter 03/31/2019	2 nd Quarter 06/30/2019	3 rd Quarter 09/30/2019	4 th Quarter / FY END 12/31/2019
TAR Balance (Account 1122 from the Balance Sheet)	\$37,028	\$42,891	\$44,086	\$27,270
Normal Repayment Agreement Balances (from TAR application)	\$1,643	\$560	\$5,050	\$8,524
TAR Balance Minus Normal Repayment Agreements	\$35,385	\$42,331	\$39,036	\$18,746
Shelter Rent (Account 3110 from the Operating Statement)	\$376,247	\$761,696	\$1,150,064	\$1,534,858
TAR Metric for TAR Overall	9.40%	5.60%	3.40%	1.20%
<b>Cumulative TAR Rating 200</b>				<b>No Findings</b>

Cumulative TAR - 667	1 st Quarter 03/31/2019	2 nd Quarter 06/30/2019	3 rd Quarter 09/30/2019	4 th Quarter / FY END 12/31/2019
TAR Balance (Account 1122 from the Balance Sheet)	\$6,024	\$11,877	\$2,446	\$3,017
Normal Repayment Agreement Balances (from TAR application)	\$1,363	\$30	\$0	\$282
TAR Balance Minus Normal Repayment Agreements	\$4,661	\$11,847	\$2,446	\$2,735
Shelter Rent (Account 3110 from the Operating Statement)	\$321,506	\$644,587	\$277,549	\$1,297,120
TAR Metric for TAR Overall	1.40%	1.80%	0.90%	0.20%
<b>Cumulative TAR Rating 667</b>				<b>No Findings</b>

Cumulative TAR - 705	1 st Quarter 03/31/2019	2 nd Quarter 06/30/2019	3 rd Quarter 09/30/2019	4 th Quarter / FY END 12/31/2019
TAR Balance (Account 1122 from the Balance Sheet)	\$1,487	\$2,053	\$9,206	\$2,192
Normal Repayment Agreement Balances (from TAR application)	\$135	\$0	\$192	\$0
TAR Balance Minus Normal Repayment Agreements	\$1,352	\$2,053	\$9,014	\$2,192
Shelter Rent (Account 3110 from the Operating Statement)	\$93,105	\$186,747	\$971,287	\$368,164
TAR Metric for TAR Overall	1.50%	1.10%	0.90%	0.60%
<b>Cumulative TAR Rating 705</b>				<b>No Findings</b>

Cumulative TAR - ALL	1 st Quarter 03/31/2019	2 nd Quarter 06/30/2019	3 rd Quarter 09/30/2019	4 th Quarter / FY END 12/31/2019
TAR Balance (Account 1122 from the Balance Sheet)	\$44,539	\$56,821	\$55,738	\$32,479
Normal Repayment Agreement Balances (from TAR application)	\$3,141	\$590	\$5,242	\$8,806
TAR Balance Minus Normal Repayment Agreements	\$41,398	\$56,231	\$50,496	\$23,673
Shelter Rent (Account 3110 from the Operating Statement)	\$790,858	\$1,593,030	\$2,398,900	\$3,200,142
TAR Metric for TAR Overall	5.20%	3.50%	2.10%	0.70%
<b>Cumulative TAR Rating ALL</b>				<b>No Findings</b>

