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

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

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

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

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

1. Overview and Certification
2. Capital Improvement Plan (CIP)
3. Maintenance and Repair Plan
4. Operating Budget
5. Narrative responses to Performance Management Review (PMR) findings
6. Policies
7. Waivers
8. Glossary
9. Other Elements
    a. Substantial Comments
    b. Cover sheet for tenant satisfaction surveys
    c. Tenant Satisfaction Survey - COMBO
    d. Performance Management Review.
    e. S8 NC/SR Management & Occupancy Review

State-Aided Public Housing Developments

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-01	Elderly	WINTHROP TERRACE 667-01	5	1978	60
	Family	Family units in smaller developments	2		4
Total			7		64

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
705-01	Family	West School - Federal 705-01	1	1883	6

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.

Warren Housing Authority manages 11 MRVP vouchers.

Federally Assisted Developments

Warren Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 66 households.

LHA Central Office

Warren Housing Authority
P.O. Box 3021, Warren, MA, 01083
Nancy Brown, Executive Director
Phone: 413-436-7184
Email: WARRENHOUSINGA@YAHOO.COM

LHA Board of Commissioners

	Role	Category	From	To
Margaret Bernard	Treasurer	Tenant	05/01/2011	05/01/2021
Lynn Duffy-OShea	Chair		05/01/2008	05/01/2018
Francis Holmes	Vice-Chair		05/01/2015	05/01/2020
Barbara Keith			10/29/2012	10/29/2016

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.	08/17/2020
B.	Advertise the public hearing in public postings.	08/18/2020
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.	08/18/2020
E.	Hold quarterly meeting with LTO to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	N/A
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present.	10/13/2020
G.	Executive Director presents the Annual Plan to the Board.	10/13/2020
H.	Board votes to approve the AP.	10/13/2020

Certification

CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

I, Nancy Brown, Executive Director of the Warren 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: 10/14/2020

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

Capital Improvement Plan

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)	$571,630.41		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	$57,163.04		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	$514,467.37	$332,077.13	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	$5,013.26	$4,142.00	Accessibility projects
DMH Set-aside	$0.00	$0.00	Dept. of Mental Health facility
DDS Set-aside	$0.00	$0.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	$509,454.11	$327,935.13	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	$368,785.66	$368,785.66	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	$0.00	$0.00	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	$0.00	$0.00	Community Preservation Act funds awarded by a city of town for specific projects.
Operating Reserve(OR) Funds	$0.00	$0.00	Funds from the LHA's operating budget.
Other Funds	$-170,873.66	$-170,873.66	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	$712,379.37	$529,989.13	Total of all anticipated funding available for planned projects and the total of planned spending.

CIP Definitions:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Regional Capital Assistance Team

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

o For projects with construction cost under $10,000, the LHA has the sole responsibility to initiate, implement and manage the project. RCAT offers technical assistance upon request.

o For projects with construction cost between $10,000 and $100,000 the RCAT will have lead responsibility to initiate, implement and manage the project with both DHCD and LHA involvement and oversight throughout the process. For projects in this range, the LHA will work with the RCAT Project Manager who will contact the LHA to initiate projects.

o For projects with construction cost over $100,000, or projects below that threshold that are complex or have a subsequent phase that exceeds $100,000 construction cost, DHCD will take the lead and draft a WO or RFS to hire a designer to prepare plans and specs. RCAT will not be involved in the implementation of projects in this range and the LHA will continue to work directly with the DHCD Project Manager and DHCD design staff.

Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	fy2021 Spent	fy2021 Planned	fy2022	fy2023	fy2024	fy2025
318050	FF: Building Envelope Winthrop Terrace	WINTHROP TERRACE 667-01	$121,760	$120,540	$0	$1,220	$0	$0	$0	$0
318055	FF: Kitchen Cabinets Replacement	WINTHROP TERRACE 667-01	$10,080	$4,035	$0	$6,046	$0	$0	$0	$0
318060	FF: Replace Bathroom Faucet - 95 Winthrop	WINTHROP TERRACE 667-01	$3,520	$0	$0	$3,520	$0	$0	$0	$0
318062	FF: Replace parking areas & driveways	WINTHROP TERRACE 667-01	$87,360	$0	$0	$66,814	$20,547	$0	$0	$0
318063	Exterior Renovation at Keys Road (Force Account).	Keys Road 705-02	$23,044	$23,044	$0	$0	$0	$0	$0	$0
318064	EMG: Propane Heating System replacement	WINTHROP STREET 705-03	$0	$9,300	$0	$0	$0	$0	$0	$0
318066	HP ramp at Winthrop Terrace - Reasonable Accommodation	WINTHROP TERRACE 667-01	$8,110	$8,110	$0	$0	$0	$0	$0	$0
318068	Phase II Site Paving ADDITIONAL SPACES	WINTHROP TERRACE 667-01	$158,400	$0	$0	$17,672	$140,729	$0	$0	$0
318069	Accessible Units 2020: Keys Road Accessibility Upgrades	Keys Road 705-02	$437,263	$13,301	$15,562	$294,812	$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
318070	H&S FY20: Lighting and exterior locks	WINTHROP TERRACE 667-01	$17,500	$0	$0	$17,500	$0	$0	$0	$0
•	Window replacement 95 Winthrop Terrace Phase 2	WINTHROP TERRACE 667-01	$43,700	$0	$0	$0	$0	$0	$43,700	$0
•	Replace Siding PHASE II	WINTHROP TERRACE 667-01	$108,000	$0	$0	$0	$0	$67,745	$40,256	$0
•	Emergency generator for Community Center Building	WINTHROP TERRACE 667-01	$111,548	$0	$0	$0	$0	$0	$0	$79,730
TOTALS			$1,130,284	$178,329	$15,562	$407,582	$161,276	$67,745	$83,956	$79,730

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
318050	FF: Building Envelope Winthrop Terrace	ASHP - moving compressors to stands	$0	$0	$32,445	$0	$0	$0	$0	$0
318058	FF: Accesible Unit 2020 Keys Rd renovation - vacant unit	Vacant unit rehab asbestos removal	$0	$58,905	$0	$300,000	$0	$0	$0	$-300,000
318066	HP ramp at Winthrop Terrace - Reasonable Accommodation	reasonable accomm. hp ramp	$0	$8,110	$0	$0	$0	$0	$0	$0
318069	Accessible Units 2020: Keys Road Accessibility Upgrades		$0	$0	$0	$300,000	$0	$0	$0	$129,150
318070	H&S FY20: Lighting and exterior locks	H&S FY20: Lighting and exterior locks	$0	$0	$0	$17,500	$0	$0	$0	$0
TOTALS			$0	$67,015	$32,445	$617,500	$0	$0	$0	$-170,850

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.

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

   - Projected spending on projects currently in bidding or construction exceeds Cap Share in one or more years of the CIP.

   FISH #318068 and FISH #318062 exceeds the Cap Share for the first 3 years

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.

   Warren Housing Authority has not requested additional funding.

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

   The goals of this years Warren Housing Authority CIP submission is to get this paving project underway. This is a huge priority

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

   No significant changes from last years CIP

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 06/15/2020.

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 07/30/2020.

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

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

12. Energy and water consumption

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

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

	Electric PUM > Threshold	Gas PUM > Threshold	Oil PUM > Threshold	Water PUM > Threshold
Threshold PUM:	$100	$80	$50	$60
	667-01			
	705-01			

Currently there are no projects slated to address 667-01 and 705-01 Electric Consumption. The installation of ASHP should've realized a savings in electricity

13. Energy or water saving initiatives

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

14. Vacancy rate

Our unadjusted vacancy rate reported to DHCD is as follows. (The unadjusted vacancy rate captured in these figures is the percentage of ALL housing units that are vacant, including both offline units being used for other purposes and units with DHCD vacancy waivers.)
3% c. 667 (DHCD Goal 2%)
0% c. 200 (DHCD Goal 2%)
25% c. 705 (DHCD Goal 2%)

Warren Housing Authority will address the excess vacancies in the following manner:
Our 705-02 Keys Road needs to be brought back online and rented. FISH #318069 is in DHCD hands

15. Vacancies

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

Development #	# of Units	Reason

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

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

Maintenance and Repair Plan

Maintenance Objective

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

About This Maintenance and Repair Plan

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

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

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

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

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

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

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

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

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

Classification and Prioritization of Maintenance Tasks

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

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

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

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

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

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

Additional Remarks by the Warren Housing Authority

PHA Web

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call LHA at Phone Number	413-436-7184	Mon - Thurs 8 AM - 3:30 PM
Other	413-436-7184	EXT 1 - Maintenance 24-7

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 Warren Housing Authority main office.

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

Normal Maintenance Request Process

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service		
Call Housing Authority Office	413-436-7184	Mon - Thurs 8 AM - 3:30 PM
Submit Online at Website		
Email to Following Email		
Other	413-436-7184	EXT 1 - Maintenance 24-7

Work Order Management

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

Type of work order system:

Work order classification used:

Emergency	
Vacancy	
Preventative Maintenance	
Routine	
Inspections	
Tenant Requests	

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

C. Our work order process includes the following steps:

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

Maintenance Plan Narrative

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

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

The tenants always have great feedback - Our Maintenance staff is excellent and completes work timely

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

None - Very happy with it right now

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

Again - Not sure how we can improve other than having our maintenance budget increased

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	$136,036.00	$27,143.00
Last Fiscal Year Actual Spending	$140,100.00	$23,194.00
Current Fiscal Year Budget	$143,753.00	$12,800.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	N/A
Average time from date vacated to make Unit "Maintenance Ready"	N/A
Average time from date vacated to lease up of unit	0

Attachments

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

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

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

Preventative Maintenance Schedule
Winthrop Terrace

DAILY		Prioritize and complete works as necessary
		Emergencies
		Vacancy turn overs
		Preventative maintenance
		Work order requests
WEEKLY		Clean Community Hall
		Bathrooms, clean and deodorize, restock paper goods, mop.
		Vacuum carpets, sweep and mop as needed
		Wipe down laundry equipment, clean areas around them
		Remove all trash from all buckets
		Remove all yard waste trash and bring to dumpster
WEEKLY "SEASONAL"		Mow grass, remove brush and overgrowth, tree pruning
		Remove leaves and debris
		Snow and ice removal
MONTHLY		Check supply inventory, make orders as needed
		Attend maintenance meetings as needed
		Inspect and clean thoroughly all dryer vents, and laundry equipment
		Check all fluids in equipment being used
QUARTERLY Jan-April-July-OCT		Inspect interior and exterior of buildings, report any changes
SEMI_ANNUALLY		
April/ November		Turn off/on outside spigots as needed
April/ November		Check door hardware, hinges, locks, closures, lube/adjust as needed
April/ November		Change smoke detector batteries, check emergency lights
May/ November		Clean HVAC systems in all apartments
May/ November		Clean HVAC equipment in community hall
May/ November		Clean #76 furnace filters, clean round furnace
May/ November	(Dans Gutter)	Clean Gutters
June/ October		Clean outside areas, cobwebs, trash areas, utility rooms
ANNUALLY		
March	(Brimfield Auto)	2018 GMC Truck, MA inspection due
April		Clear all sidewalks and roadways of sand/salt
April		Repair any snow related damages
April		Clean snow equipment, service all equipment, put away in storage
April		Bring up all lawn equipment and make ready for spring
October		Prune all shrubs and prepare mulch beds for winter
November	(Eastern Electronics)	Fire alarm testing and inspection
November	(Fire EQP, Palmer)	Fire extinguishers certified
November		Clean lawn equipment, service all equipment, put away in storage
November		Bring up all snow equipment and make ready for winter

Preventative Maintenance Schedule
West School Units & 540 Keys rd.

DAILY	Prioritize and complete works as necessary Emergencies Vacancy turn overs Preventative maintenance Work order requests
WEEKLY	Vacuum carpets, sweep and mop as needed Wipe down laundry equipment, clean areas around them Remove all trash from all buckets Remove all yard waste trash and bring to dumpster
WEEKLY "SEASONAL"	Mow grass, remove brush and overgrowth, tree pruning Remove leaves and debris Snow and ice removal
QUARTERLY Jan-April-July-OCT	Inspect interior and exterior of buildings, report any changes
SEMI_ANNUALLY	
April/ November	Turn off/on outside spigots as needed
April/ November	Change smoke detector batteries, check emergency lights
April/ November	Check door hardware, hinges, locks, closures, lube/adjust as needed
May/ November	Clean HVAC systems in all apartments
May/ November	Clean HVAC equipment in community hall
June/ October	Clean outside areas, cobwebs, trash areas, utility rooms
November-Progressive/ April	Adjust hallway heaters heat storage system timer (West School)
ANNUALLY	
April	Clear all sidewalks and roadways of sand/salt
April	Repair any snow related damages
October	Prune all shrubs and prepare mulch beds for winter
November (Eastern Electronics)	Fire alarm testing and inspection

Warren Housing Authority

Deferred Maintenance Plan

Deferred Maintenance defined; is maintenance, system upgrades, or repairs that are deferred to a future budget cycle or postponed until funding becomes available.

To address a deferred maintenance backlog, you must:

1. Identify why projects, maintenance, and repairs have been deferred.
2. Recognize and understand the scale of the problem.
3. Quantify and communicate the financial impact of deferred maintenance.
4. Prioritize projects and develop a strategy to secure adequate funding.

Other reasons why maintenance could be postponed:

- There is not enough manpower.
- Personnel do not have the expertise to perform maintenance.
- Repairs and upgrades can be addressed during renovation or modernization that is already planned for the near future.
- Maintenance would interrupt or interfere with business operations.
- The parts are not readily available when needed.

Prioritize projects and develop a strategy to secure adequate funding:

- ***Currently critical*** (projects that require immediate action to return a facility to normal operation, stop accelerated deterioration, or correct a cited safety hazard).
- ***Potentially critical*** (projects that will become critical within 1 year if not corrected expeditiously).
- ***Necessary, not yet critical*** (projects that require reasonably prompt attention to preclude predictable deterioration or potential downtime and the associated damage and higher costs if deferred further).

Typical projects that may constitute deferred maintenance:

- HVAC repair/replacement
- Plumbing repair/replacement
- Exterior/interior renovation
- Roofing repair/replacement
- Fire alarm/security systems
- Electrical systems
- Accessibility improvements

Warren Housing Authority
Deferred Maintenance Plan

Cable Service	Comcast	**All cable related issues including new installations**
Camera System	WHA	**Administrator is John Williams**
Construction	Garland Construction	**For all major renovations**
Electrical	Lagrant Electric	**New installation, problem solving circuits, repair, electric heat**
Electric Service	National Grid	**All properties**
Fire Alarms	Eastern Electronics	**Annual testing, maintenance, repairs (November) (Was Friendly Security)**
Fire Extinguishers	FireFighting Equip	**Annual testing, certification (November)**
Gutters	Dans Gutter	**Cleaning**
HVAC	Multiple Options	**Girard Heating Westfield (West School Units)** **ACE (Alternative Creative Energy) Sutton (Winthrop Units)**
HVAC Complex		**New England Mechanical Auburn (ALL ASPECTS OF HVAC)**
IP Phone Service	Ring Central	**Administrator is John Williams**
Inspection Sticker	Brimfield Automotive	**MASS vehicle inspection station**
Internet Service	Comcast	**Comcast cable modem for main office**
L&G Small Repair	Park Saw Shop	**Repairs outside the scope of WHA**
L&G/ Treework	Sablack Landscaping	**For any yard work outside the scope of WHA maintenance (EX: Large tree cutting, Large equipment for moving dirt or snow piles)**
OIL Delivery	Fountain & Sons	**(Delivery to 540 keys rd)**
Paving	Fountain & Sons	**Sidewalk paving, minor roadway repairs**
Pest Control	King Pest Control	**For spraying building exteriors, apartments and hallways**
Phone Service	Verizon	**5 lines on business, all properties wired service**
Plumbing	BEC	**Valve replacements, more complex repairs**
Propane Delivery	Osterman Propane	**(Delivery to #76 Winthrop terrace both floors)**
Roofing/Siding	Dans Gutter	**Roofing, siding repairs**
Sewer/ Drains	1st American	**For work not able to be completed by WHA**
Snow	SUBAGURU	**When needed for 2nd truck snow removal or if the WHA truck is out of service in an emergency**
	Warren DPW	**For treating main roadways with salt (No Plowing, Winthrop only)**
Tractor Repairs	RT146	**All John Deere parts, repairs or service**
Truck Repairs	Brimfield Automotive	**All related truck repairs not covered under manufacture warranty**
WIFI/Computers	Premier Online	**Mesh network Wi-Fi, computers, tablets**

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, except as noted in the list of budgets below.

Budgets included in this Annual Plan:

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

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 Warren Housing Authority operating reserve at the end of fiscal year 2019 was $98,771.00, which is 48.9% 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 Warren Housing Authority , except as noted for separate budgets on the following pages.

REVENUE

Account Number	Account Class	2019 Approved Revenue Budget	2019 Actual Amounts Received	2020 Approved Revenue Budget	% Change from 2019 Actual to 2020 Budget	2020 Dollars Budgeted per Unit per Month
3110	Shelter Rent - Tenants	$265,000.00	$274,929.00	$265,000.00	-3.6%	$345.05
3111	Shelter Rent - Tenants - Fraud/Retroactive	$0.00	$0.00	$0.00	0%	$0.00
3115	Shelter Rent - Federal Section 8	$0.00	$0.00	$0.00	0%	$0.00
3190	Nondwelling Rentals	$0.00	$0.00	$0.00	0%	$0.00
3400	Administrative Fee - MRVP	$0.00	$0.00	$0.00	0%	$0.00
3610	Interest on Investments - Unrestricted	$120.00	$255.00	$120.00	-52.9%	$0.16
3611	Interest on Investments - Restricted	$0.00	$0.00	$0.00	0%	$0.00
3690	Other Revenue	$16,200.00	$17,006.00	$16,200.00	-4.7%	$21.09
3691	Other Revenue - Retained	$8,100.00	$26,727.00	$8,100.00	-69.7%	$10.55
3692	Other Revenue - Operating Reserves	$0.00	$0.00	$0.00	0%	$0.00
3693	Other Revenue - Energy Net Meter	$0.00	$0.00	$0.00	0%	$0.00
3801	Operating Subsidy - DHCD (4001)	$132,543.00	$92,314.00	$153,626.00	66.4%	$200.03
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	$421,963.00	$411,231.00	$443,046.00	7.7%	$576.88

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

EXPENSES

Account Number	Account Class	2019 Approved Expense Budget	2019 Actual Amounts Spent	2020 Approved Expense Budget	% Change from 2019 Actual to 2020 Budget.	2020 Dollars Budgeted per Unit per Month
4110	Administrative Salaries	$38,620.00	$38,620.00	$43,265.00	12%	$56.33
4120	Compensated Absences	$0.00	$0.00	$0.00	0%	$0.00
4130	Legal	$0.00	$0.00	$3,500.00	100%	$4.56
4140	Members Compensation	$0.00	$0.00	$0.00	0%	$0.00
4150	Travel & Related Expenses	$2,163.00	$899.00	$2,163.00	140.6%	$2.82
4170	Accounting Services	$6,120.00	$6,120.00	$6,300.00	2.9%	$8.20
4171	Audit Costs	$3,780.00	$3,780.00	$3,780.00	0%	$4.92
4180	Penalties & Interest	$0.00	$0.00	$0.00	0%	$0.00
4190	Administrative Other	$11,964.00	$12,274.00	$11,964.00	-2.5%	$15.58
4191	Tenant Organization	$384.00	$0.00	$384.00	100%	$0.50
4100	TOTAL ADMINISTRATION	$63,031.00	$61,693.00	$71,356.00	15.7%	$92.91
4310	Water	$46,800.00	$50,554.00	$46,800.00	-7.4%	$60.94
4320	Electricity	$124,200.00	$111,924.00	$124,200.00	11%	$161.72
4330	Gas	$5,265.00	$3,392.00	$5,265.00	55.2%	$6.86
4340	Fuel	$0.00	$551.00	$0.00	-100%	$0.00
4360	Energy Conservation	$0.00	$0.00	$0.00	0%	$0.00
4390	Other	$13,200.00	$12,795.00	$13,200.00	3.2%	$17.19
4391	Solar Operator Costs	$36,000.00	$76,475.00	$36,000.00	-52.9%	$46.88
4392	Net Meter Utility Credit (Negative Amount)	$-44,000.00	$-101,967.00	$-44,000.00	-56.8%	$-57.29
4300	TOTAL UTILITIES	$181,465.00	$153,724.00	$181,465.00	18%	$236.28

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

EXPENSES

Account Number	Account Class	2019 Approved Expense Budget	2019 Actual Amounts Spent	2020 Approved Expense Budget	% Change from 2019 Actual to 2020 Budget	2020 Dollars Budgeted per Unit per Month
4410	Maintenance Labor	$97,036.00	$98,800.00	$104,522.00	5.8%	$136.10
4420	Materials & Supplies	$22,000.00	$19,114.00	$22,231.00	16.3%	$28.95
4430	Contract Costs	$17,000.00	$22,186.00	$17,000.00	-23.4%	$22.14
4400	TOTAL MAINTENANCE	$136,036.00	$140,100.00	$143,753.00	2.6%	$187.18
4510	Insurance	$12,977.00	$12,139.00	$13,006.00	7.1%	$16.93
4520	Payment in Lieu of Taxes	$1,260.00	$1,260.00	$1,260.00	0%	$1.64
4540	Employee Benefits	$12,264.00	$10,077.00	$12,506.00	24.1%	$16.28
4541	Employee Benefits - GASB 45	$0.00	$0.00	$0.00	0%	$0.00
4542	Pension Expense - GASB 68	$0.00	$0.00	$0.00	0%	$0.00
4570	Collection Loss	$1,900.00	$1,720.00	$1,900.00	10.5%	$2.47
4571	Collection Loss - Fraud/Retroactive	$0.00	$0.00	$0.00	0%	$0.00
4580	Interest Expense	$0.00	$0.00	$0.00	0%	$0.00
4590	Other General Expense	$0.00	$0.00	$0.00	0%	$0.00
4500	TOTAL GENERAL EXPENSES	$28,401.00	$25,196.00	$28,672.00	13.8%	$37.33
4610	Extraordinary Maintenance	$27,143.00	$23,194.00	$12,800.00	-44.8%	$16.67
4611	Equipment Purchases - Non Capitalized	$0.00	$0.00	$5,000.00	100%	$6.51
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	$116,714.00	$0.00	-100%	$0.00
4600	TOTAL OTHER EXPENSES	$27,143.00	$139,908.00	$17,800.00	-87.3%	$23.18
4000	TOTAL EXPENSES	$436,076.00	$520,621.00	$443,046.00	-14.9%	$576.88

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Warren Housing Authority , except as noted for separate budgets on the following pages.						
SUMMARY						
Account Number	Account Class	2019 Approved Budget	2019 Actual Amounts	2020 Approved Budget	% Change from 2019 Actual to 2020 Budget	2020 Dollars Budgeted per Unit per Month
3000	TOTAL REVENUE	$421,963.00	$411,231.00	$443,046.00	7.7%	$576.88
4000	TOTAL EXPENSES	$436,076.00	$520,621.00	$443,046.00	-14.9%	$576.88
2700	NET INCOME (DEFICIT)	$-14,113.00	$-109,390.00	$0.00	-100%	$0.00
7520	Replacements of Equip. - Capitalized	$30,666.00	$30,666.00	$0.00	-100%	$0.00
7540	Betterments & Additions - Capitalized	$0.00	$0.00	$0.00	0%	$0.00
7500	TOTAL NONOPERATING EXPENDITURES	$30,666.00	$30,666.00	$0.00	-100%	$0.00
7600	EXCESS REVENUE OVER EXPENSES	$-44,779.00	$-140,056.00	$0.00	-100%	$0.00

West School Family						
REVENUE						
Account Number	Account Class	2019 Approved Revenue Budget	2019 Actual Amounts Received	2020 Approved Revenue Budget	% Change from 2019 Actual to 2020 Budget	2020 Dollars Budgeted per Unit per Month
3110	Shelter Rent - Tenants	$23,800.00	$27,417.00	$23,800.00	-13.2%	$330.56
3111	Shelter Rent - Tenants - Fraud/Retroactive	$0.00	$0.00	$0.00	0%	$0.00
3115	Shelter Rent - Federal Section 8	$41,216.00	$26,971.00	$41,432.00	53.6%	$575.44
3190	Nondwelling Rentals	$0.00	$0.00	$0.00	0%	$0.00
3400	Administrative Fee - MRVP	$0.00	$0.00	$0.00	0%	$0.00
3610	Interest on Investments - Unrestricted	$10.00	$5.00	$10.00	100%	$0.14
3611	Interest on Investments - Restricted	$0.00	$0.00	$0.00	0%	$0.00
3690	Other Revenue	$1,500.00	$2,029.00	$1,500.00	-26.1%	$20.83
3691	Other Revenue - Retained	$0.00	$0.00	$0.00	0%	$0.00
3692	Other Revenue - Operating Reserves	$0.00	$0.00	$0.00	0%	$0.00
3693	Other Revenue - Energy Net Meter	$0.00	$0.00	$0.00	0%	$0.00
3801	Operating Subsidy - DHCD (4001)	$0.00	$0.00	$0.00	0%	$0.00
3802	Operating Subsidy - MRVP Landlords	$0.00	$0.00	$0.00	0%	$0.00
3803	Restricted Grants Received	$0.00	$0.00	$0.00	0%	$0.00
3920	Gain/Loss From Sale/Disp. of Prop.	$0.00	$0.00	$0.00	0%	$0.00
3000	TOTAL REVENUE	$66,526.00	$56,422.00	$66,742.00	18.3%	$926.97

West School Family						
EXPENSES						
Account Number	Account Class	2019 Approved Expense Budget	2019 Actual Amounts Spent	2020 Approved Expense Budget	% Change from 2019 Actual to 2020 Budget	2020 Dollars Budgeted per Unit per Month
4110	Administrative Salaries	$3,862.00	$3.862.00	$4.263.00	10.4%	$59.21
4120	Compensated Absences	$0.00	$0.00	$0.00	0%	$0.00
4130	Legal	$0.00	$0.00	$0.00	0%	$0.00
4140	Members Compensation	$0.00	$0.00	$0.00	0%	$0.00
4150	Travel & Related Expenses	$48.00	$21.00	$48.00	128.6%	$0.67
4170	Accounting Services	$2,268.00	$2.268.00	$2.340.00	3.2%	$32.50
4171	Audit Costs	$0.00	$0.00	$0.00	0%	$0.00
4180	Penalties & Interest	$0.00	$0.00	$0.00	0%	$0.00
4190	Administrative Other	$361.00	$277.00	$361.00	30.3%	$5.01
4191	Tenant Organization	$0.00	$0.00	$0.00	0%	$0.00
4100	TOTAL ADMINISTRATION	$6,539.00	$6.428.00	$7.012.00	9.1%	$97.39
4310	Water	$4,253.00	$4.491.00	$4.253.00	-5.3%	$59.07
4320	Electricity	$16,625.00	$16.426.00	$16.625.00	1.2%	$230.90
4330	Gas	$0.00	$0.00	$0.00	0%	$0.00
4340	Fuel	$0.00	$0.00	$0.00	0%	$0.00
4360	Energy Conservation	$0.00	$0.00	$0.00	0%	$0.00
4390	Other	$1,380.00	$1.581.00	$1.380.00	-12.7%	$19.17
4391	Solar Operator Costs	$0.00	$0.00	$0.00	0%	$0.00
4392	Net Meter Utility Credit (Negative Amount)	$0.00	$0.00	$0.00	0%	$0.00
4300	TOTAL UTILITIES	$22,258.00	$22.498.00	$22.258.00	-1.1%	$309.14

West School Family						
EXPENSES						
Account Number	Account Class	2019 Approved Expense Budget	2019 Actual Amounts Spent	2020 Approved Expense Budget	% Change from 2019 Actual to 2020 Spent	2020 Dollars Budgeted per Unit per Month
4410	Maintenance Labor	$10,329.00	$11.838.00	$10.320.00	-12.8%	$143.33
4420	Materials & Supplies	$2,500.00	$1.747.00	$2.500.00	43.1%	$34.72
4430	Contract Costs	$5,000.00	$7.529.00	$5.000.00	-33.6%	$69.44
4400	TOTAL MAINTENANCE	$17,829.00	$21.114.00	$17.820.00	-15.6%	$247.50
4510	Insurance	$1,294.00	$1.291.00	$1.270.00	-1.6%	$17.64
4520	Payment in Lieu of Taxes	$1,605.00	$1.605.00	$1.605.00	0%	$22.29
4540	Employee Benefits	$1,283.00	$1.292.00	$1.235.00	-4.4%	$17.15
4541	Employee Benefits - GASB 45	$0.00	$0.00	$0.00	0%	$0.00
4542	Pension Expense - GASB 68	$0.00	$0.00	$0.00	0%	$0.00
4570	Collection Loss	$800.00	$2.539.00	$800.00	-68.5%	$11.11
4571	Collection Loss - Fraud/Retroactive	$0.00	$0.00	$0.00	0%	$0.00
4580	Interest Expense	$0.00	$0.00	$0.00	0%	$0.00
4590	Other General Expense	$14,052.00	$14.052.00	$14.052.00	0%	$195.17
4500	TOTAL GENERAL EXPENSES	$19,034.00	$20.779.00	$18.962.00	-8.7%	$263.36
4610	Extraordinary Maintenance	$0.00	$0.00	$0.00	0%	$0.00
4611	Equipment Purchases - Non Capitalized	$0.00	$0.00	$0.00	0%	$0.00
4612	Restricted Reserve Expenditures	$0.00	$0.00	$0.00	0%	$0.00
4715	Housing Assistance Payments	$0.00	$0.00	$0.00	0%	$0.00
4801	Depreciation Expense	$0.00	$14.529.00	$0.00	-100%	$0.00
4600	TOTAL OTHER EXPENSES	$0.00	$14.529.00	$0.00	-100%	$0.00
4000	TOTAL EXPENSES	$65,660.00	$85.348.00	$66.052.00	-22.6%	$917.39

West School Family						
SUMMARY						
Account Number	Account Class	2019 Approved Budget	2019 Actual Amounts	2020 Approved Budget	% Change from 2019 Actual to 2020 Budget	2020 Dollars Budgeted per Unit per Month
3000	TOTAL REVENUE	$66,526.00	$56,422.00	$66,742.00	18.3%	$926.97
4000	TOTAL EXPENSES	$65,660.00	$85,348.00	$66,052.00	-22.6%	$917.39
2700	NET INCOME (DEFICIT)	$866.00	$-28,926.00	$690.00	-102.4%	$9.58
7520	Replacements of Equip. - Capitalized	$0.00	$0.00	$0.00	0%	$0.00
7540	Betterments & Additions - Capitalized	$0.00	$0.00	$0.00	0%	$0.00
7500	TOTAL NONOPERATING EXPENDITURES	$0.00	$0.00	$0.00	0%	$0.00
7600	EXCESS REVENUE OVER EXPENSES	$866.00	$-28,926.00	$690.00	-102.4%	$9.58

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.

<u>3692: Other Revenue - Operating Reserves:</u> 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.

<u>3693: Other Revenue – Net Meter:</u> 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

<u>3801: Operating Subsidy – DHCD (400-1):</u> 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.

<u>3802: Operating Subsidy – MRVP/AHVP Landlords:</u>
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.

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

<u>4110: Administrative Salaries:</u> 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.

<u>4120: Compensated Absences:</u> 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.).

<u>4130: Legal Expense:</u> 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 Warren Housing Authority's understanding of why they received the rating, while the responses describe their goals and the means by which they will meet or improve upon the performance-based assessment standards established by DHCD in the PMR. When the PMR rating is 'Operational Guidance', the LHA may have responded, but was not required to.

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

Category: Management

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

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

> Reason: 667 - She kept changing jobs and I would do her rent for her and then she change again and then she got fired and just left.
>
> 705-1 - She was working with Karen, grievance committee, and myself because she wanted to add her boyfriend the day she was signing her lease. This went on for weeks and then she never aid rent and then just left. Then the virus came and no court.
>
> Response: Can't do much as we can not evict anyone until who knows when. We were all working together but she insisted she needed this man with her. Will be sure that this doesn't happen again.

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

Criterion: Completion of mandatory online board member training
Rating: Operational Guidance

Category: Financial

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

> Reason: Primary PM: DHCD. I was not able to spend my money like I should have because everything was but in Queue. I had no control DHCD did.

Response: DHCD has control of the money.

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

Reason: The maintenance at some of my properties has cost us money. We have to re-do some of the units because of the tenants destroying them . I have a debt service at the 705-1 property which does not help and tenant left in the middle night.

Category: Capital Planning

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

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

Category: Facility Management - Health & Safety

Criterion: Health and Safety Violations

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

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

Category: Facility Management - Inspections

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

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

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

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

Criterion: Inspection work orders were completed within 30 calendar days from the date of inspection, OR if cacnnot be completed with 30 calendar days, are added to the Deferred Maintenance Plan or included in the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).
Rating:

Category: Facility Management - Work Order System

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

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

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

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

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

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

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

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

Category: Facility Management - Emergency Response System:

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

Explanation of PMR Criteria Ratings

CRITERION	**DESCRIPTION**
Management	
Occupancy Rate	The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report) • "No Findings" : Occupancy Rate is at or above 98% • Operational Guidance: Occupancy rate is at 95% up to 97.9% • Corrective Action: Adjusted occupancy rate is less than 95%
Tenant Accounts Receivable (TAR)	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) • "No Findings" : At or below 2% • "Operational Guidance": More than 2% , but less than 5% • "Corrective Action": 5% or more
Certifications and Reporting Submissions	Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end. • "No Findings": At least 11 of the required 12 reports were submitted and at least 9 were submitted on time. • "Operational Guidance": Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.
Board Member Training	Percentage of board members that have completed the mandatory online board member training. • "No Findings" : 80% or more completed training • "Operational Guidance" : 60-79.9% completed training • "Corrective Action" : <60 % completed training

CRITERION	DESCRIPTION
Financial	
Adjusted Net Income	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. Underspending Rating: • "No Findings" : 0 to 9.9% • "Operational Guidance": 10 to 14.9% • "Corrective Action": 15% or higher Overspending Rating: • "No Findings" : 0 to -4.9% • "Operational Guidance": -5% to -9.9% • "Corrective Action": -10% or below
Operating Reserves	Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures. • "No Findings" :35%+ of maximum operating reserve • "Operational Guidance": 20% to 34.9% of maximum operating reserve • "Corrective Action": <20% of maximum operating reserve
Capital Planning	
Capital Improvement Plan (CIP) Submitted	Housing authorities are required to submit a five-year capital plan every year. • "No Findings" =Submitted on time and no modifications required or modifications made within 45 days. • "Operational Guidance" =Up to 45 days late and no modifications required or modifications made within 45 days. • "Corrective Action" =More than 45 days late or modifications required and not completed within 45 days.
Capital Spending	Under the Formula Funding Program (FF), authorities receive undesignated funds to spend on projects in their Capital Improvement Plan. They are rated on the percentage of available funds they have spent over a three-year period • "No Findings" = at least 80% • "Operational Guidance" = At least 50% • "Corrective Action" = Less than 50%

CRITERION	DESCRIPTION
Health & Safety	
Health & safety violations	DHCD has observed conditions at the LHA's developments and reported health and safety violations. The LHA has certified the number of corrected violations in each category.
Facility Management - Inspections	
Unit Inspections Conducted	Housing authorities are required to conduct inspections of all their occupied units at least once a year • "No Findings": 100 % of sampled units had inspections conducted once during the year • "Corrective Action": Fewer than 100% of sample units were inspected during the year
Inspections Report	Housing authorities are required to note all of the deficiencies found during inspections • "No Findings": 100 % of deficiencies are noted on inspection report • "Corrective Action": Fewer than 100% of deficiencies are noted in inspection report
Inspection Work Order	Housing authorities are required to generate work orders for all deficiencies noted during inspections • "No Findings": 100 % of deficiencies noted on inspection reports generated work orders • "Corrective Action": Fewer than 100% of deficiencies noted on inspection reports generated work orders
Work Order System	Work order system identifies, tracks, and can produce reports for inspection work orders. • "No Findings": Inspection work orders are identified, tracked, and reportable • "Operational Guidance": Inspection work orders are not identified, and/or tracked, and/or reportable
Inspections Work Orders Completed	Inspection work orders were completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or included in the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue). • "No Findings": Sampled inspection work orders were completed within 30 days of inspection date or added to deferred maintenance plan and/or CIP • "Operational Guidance": Sampled inspection work orders were completed within 31 to 45 calendar days of inspection date and not added to deferred maintenance plan or CIP • "Corrective Action": Sampled inspection work orders were completed in over 45 calendar days of inspection date

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

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

Policies

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

Policy	Last Ratified by Board Vote	Notes
*Rent Collection Policy	07/10/2003	We will have these reviewed and updated at future board meeting
*Personnel Policy		New Personnel Policy will be ratified on 9/8/20
*Capitalization Policy	05/17/2016	We will have these reviewed and updated at future board meeting
*Procurement Policy	06/10/2003	We will have these reviewed and updated at future board meeting
*Grievance Policy	06/10/2003	We will have these reviewed and updated at future board meeting

* 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-Warren Housing Authority-00140 has no current waivers from the regulations of the Department of Housing and Community Development (DHCD).

Attachments

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

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

- Substantial Comments
- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey - COMBO
- Performance Management Review.
- S8 NC/SR Management & Occupancy Review

Explanation of Attachments

The MOR is related to Section 8 New Construction Substantial Rehab property and is a review as to managing the said Development. In the review it states belwo average Leasing & Occupancy. We have since filled all the 6 apartments.

Warren Housing Authority

We had our Annual Plan Hearing on Oct. 13th, 2020. There were no substantial comments.

Nancy Brown – Executive Director

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).

<u>ROUND ONE SURVEYS</u>
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:

<u>ROUND TWO SURVEYS</u>
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.

WARREN HOUSING AUTHORITY

Chapter 200, 667, and 705 Housing (combined)

Summary 2016 - 2018

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

- **Chapter 200 and 705 housing:** In the spring of 2016, surveys were sent to 9772 housing units. 3240 surveys were filled out and returned.
- **Chapter 667 housing:**
  - In the fall of 2016, surveys were sent to 9624 housing units and 5511 surveys were filled out and returned.
  - In the fall of 2017, surveys were sent to 6024 housing units and 3391 surveys were filled out and returned
  - In the fall of 2018, surveys were sent to 13,304 housing units and 6717 surveys were filled out and returned.
- In the **Warren Housing Authority**, surveys were sent to a total of **66** Chapter 667, 705, and 200 housing units; **27** surveys were completed.

This report provides some information about how the residents from the **Warren Housing Authority** who answered the survey responded. It compares answers to those from the entire state and to those from small LHAs in Western Massachusetts. These small LHAs in Western Massachusetts include: Adams, Amherst, Athol, Barre, Belchertown, Berkshire County Regional, Brimfield, Dalton, East Longmeadow, Easthampton, Granby, Great Barrington, Hadley, Hampshire County Regional, Hatfield, Holyoke, Lee, Lenox, Ludlow, Monson, Montague, Orange, Palmer, Shelburne, South Hadley, Southwick, Stockbridge, Ware, Warren, Wilbraham, and Williamstown.

Communication

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

	Warren Housing Authority	Small LHAs in Western MA*	Entire State
Contacted management about a problem or concern……	78%	78%	79%
Felt they were usually or always treated with courtesy and respect when they contacted management……………....	71%	86%	85%
Saw the Capital Improvement Plan…………	15%	30%	28%
Saw the Operating Budget…………………..	4%	16%	16%
Knew the Executive Director held a meeting with residents...	4%	56%	48%

* Small LHAs in Western Massachusetts include: Adams, Amherst, Athol, Barre, Belchertown, Berkshire County Regional, Brimfield, Dalton, East Longmeadow, Easthampton, Granby, Great Barrington, Hadley, Hampshire County Regional, Hatfield, Holyoke, Lee, Lenox, Ludlow, Monson, Montague, Orange, Palmer, Shelburne, South Hadley, Southwick, Stockbridge, Ware, Warren, Wilbraham, and Williamstown.

Services and Programs

60% of the Warren Housing Authority residents who responded to the survey said they would be interested in services and programs. Here are the services and programs residents said they would be most interested in participating in:

	Warren Housing Authority	Small LHAs in Western MA	Entire State
Job training programs……………………….	**0%**	**6%**	**11%**
Money management programs (*budgeting, taxes, income building*)……..…….	**11%**	**13%**	**13%**
Children's programs (*tutoring, childcare, afterschool programs*)…..	**0%**	**5%**	**8%**
Health and Medical Services (*visiting nurse, meal programs*)……............	**33%**	**35%**	**33%**
Adult Education (*GED, ESL, educational counseling*) ………..	**7%**	**8%**	**13%**

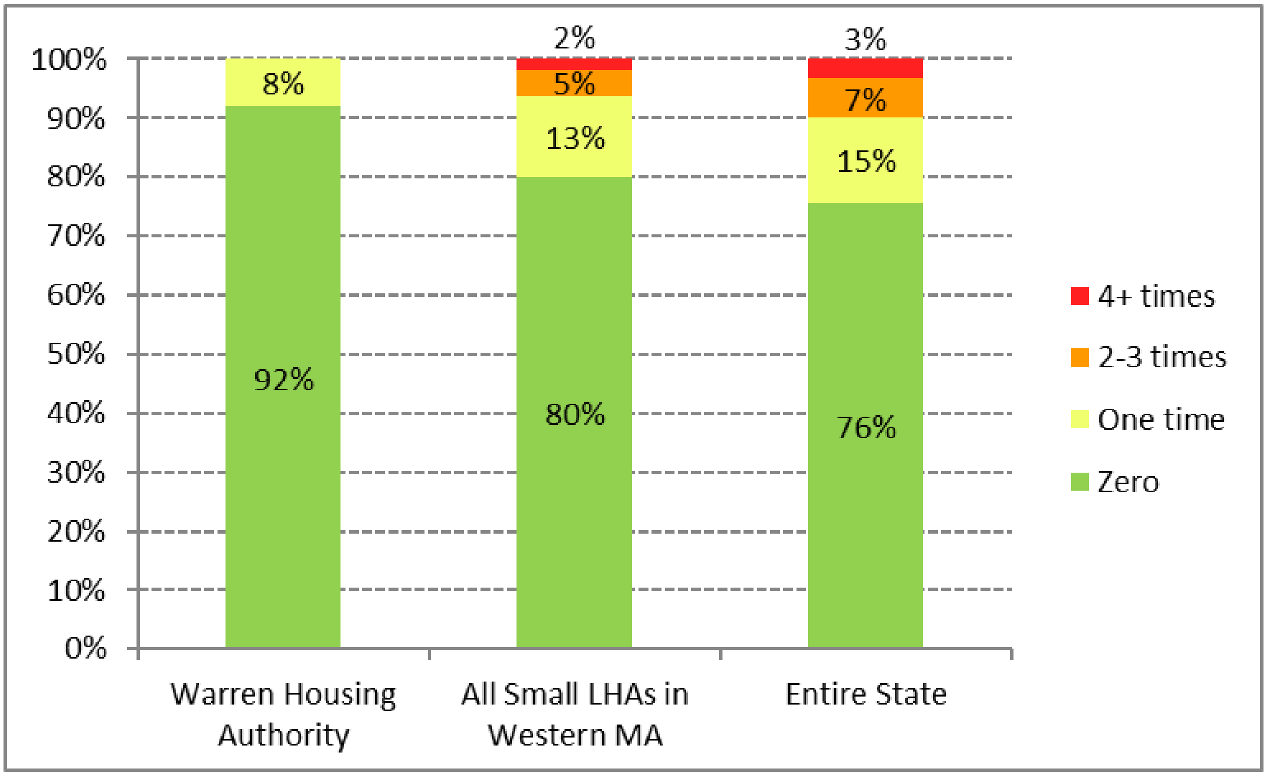
Maintenance and Repair

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

	Warren Housing Authority	Small LHAs in Western MA	Entire State
Had a heating problem……………………..………….	**7%**	**19%**	**24%**
Had a problem with water or plumbing…………...….	**52%**	**46%**	**50%**

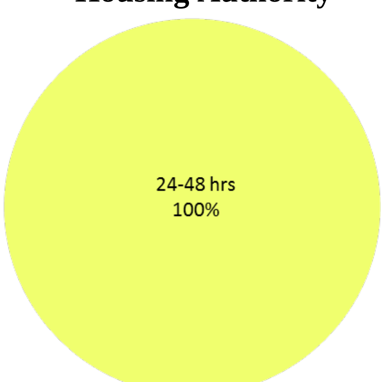
- **Heating Problems**

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

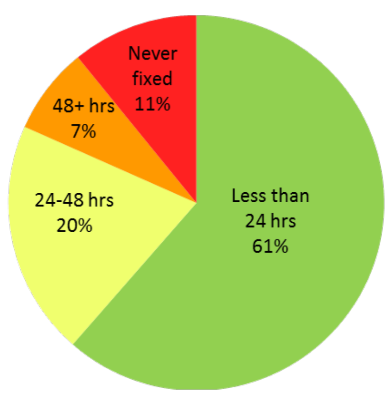


How long did it take to fix the heating problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

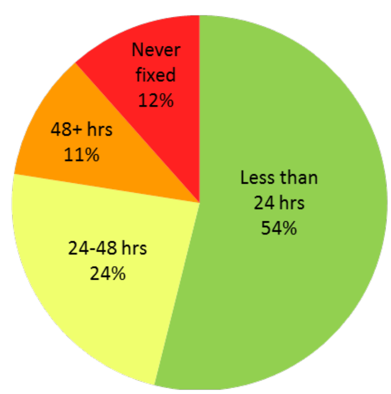
Warren Housing Authority



Small LHAs in Western MA

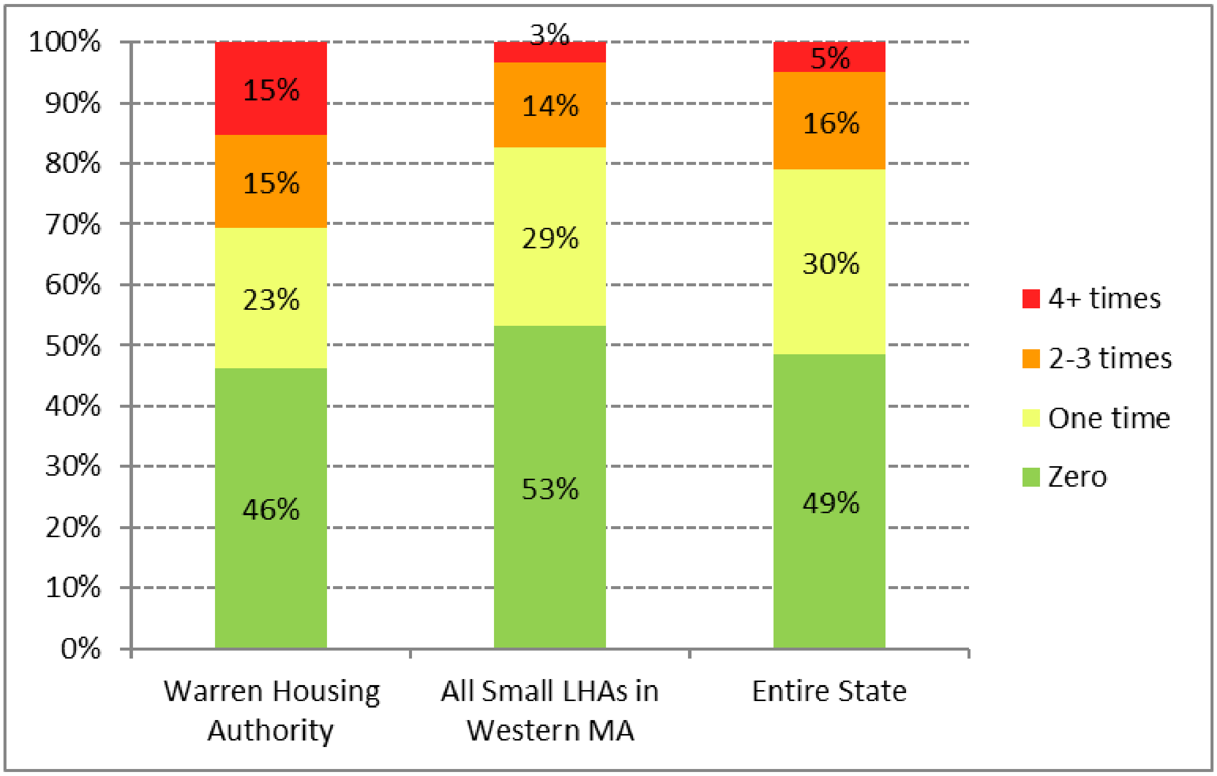


Entire State



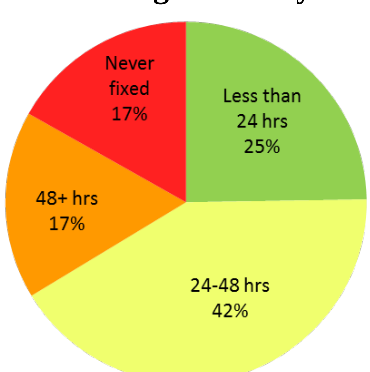
- **Water or Plumbing Problems**

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.

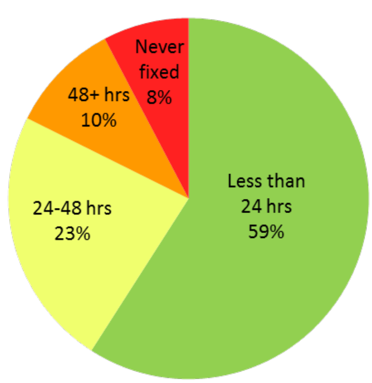


How long did it take to fix the water or plumbing problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

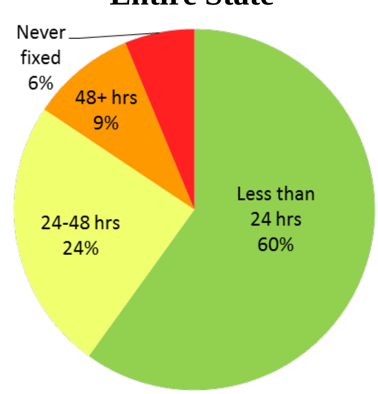
Warren Housing Authority



Small LHAs in Western MA

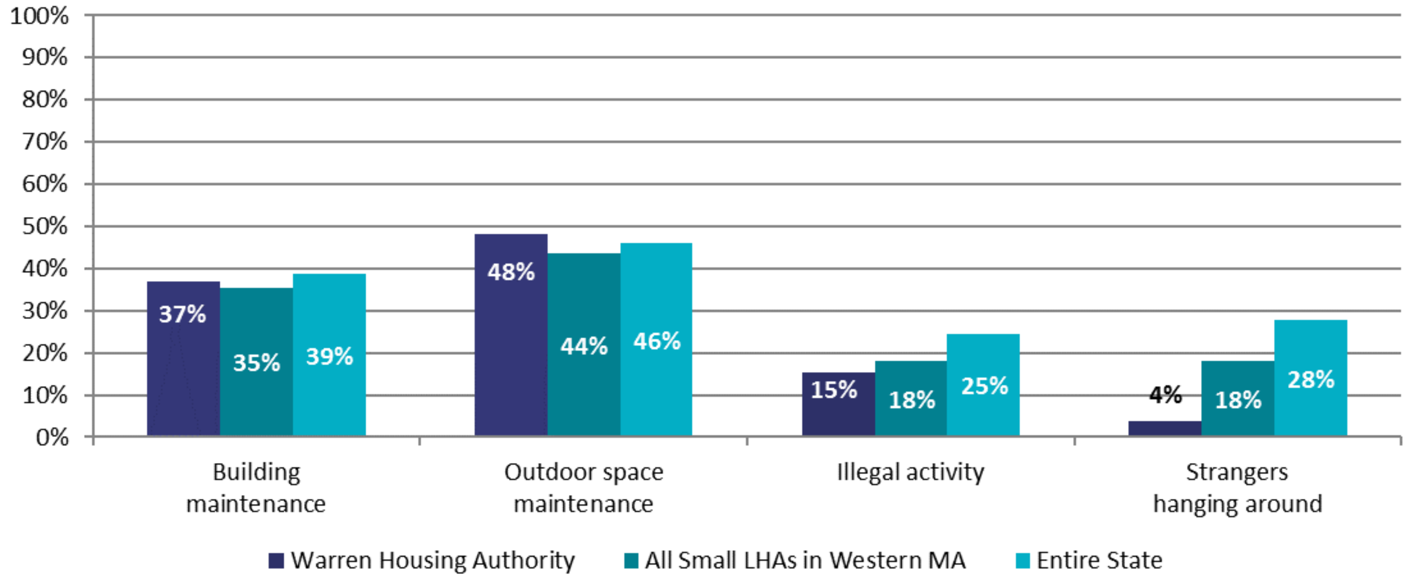


Entire State



- **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.

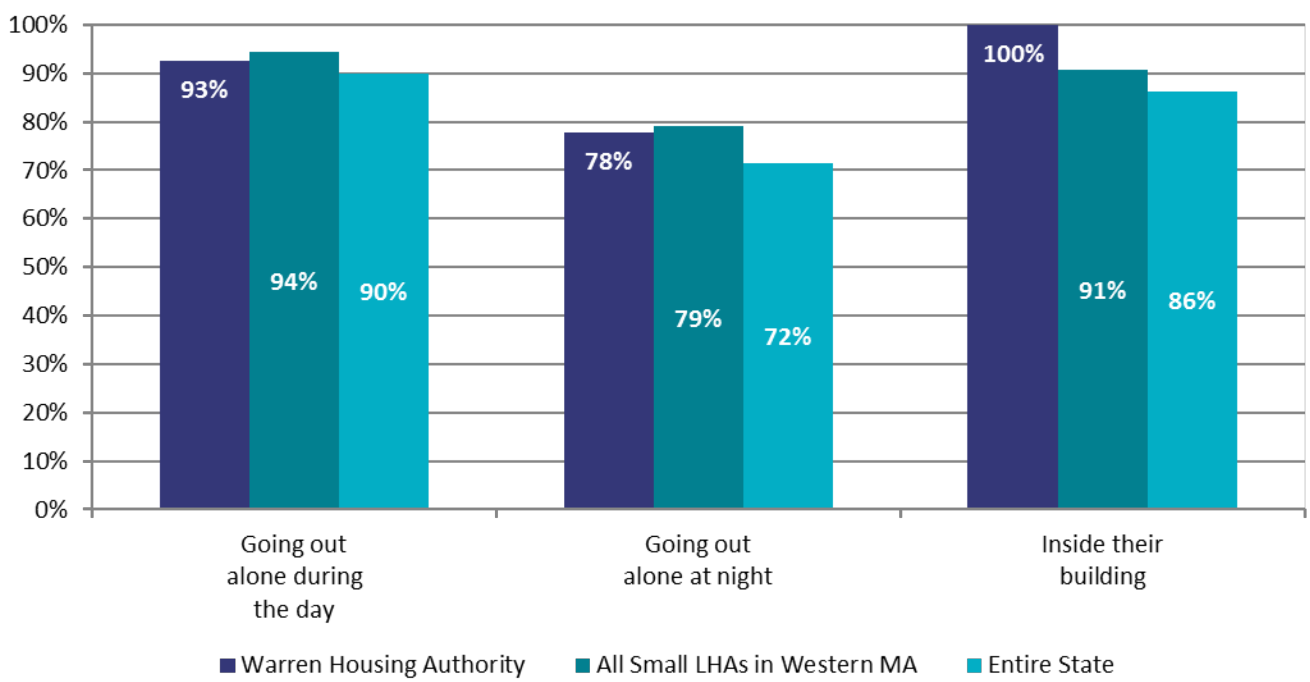
Respondents who "always" or "sometimes" had problems with….



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" ….



WARREN 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	Warren Housing Authority
Fiscal Year Ending	12/31/2019
Housing Management Specialist	Evelyn Muasya
Facilities Management Specialist	Bruce Budrick

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

Report Date: 4/27/2020

Warren

LHA Number 318

PMR Capital Benchmarks for LHA Fiscal Year 2019

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

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

LHA Warren Housing Authority

Occupancy

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

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

Tenant Accounts Receivable (TAR)

Rating All:	Corrective Action
Rating 667:	Corrective Action
Rating 200:	Not Applicable
Rating 705:	Corrective Action

- ☐ Create or update rent collection policy and procedures and submit to DHCD for review, with supporting Board vote.
- ☐ Adhere to your rent collection policy and lease, i.e. sending notices, reminder letters, 14 day notice to quit, 30 day notice etc. Send notices to tenants early and frequently.
- ☐ Increase ways to accept rent payment, i.e. check scanners, lock boxes, electronic debit, autopay, etc.
- ☐ Report to credit bureau when resident has vacated unit with past due rent balance.
- ☐ Consider using small claims court (https://www.mass.gov/info-details/massachusetts-law-about-small-claims)
- ☐ Create written repayment agreements, either in house or court ordered, and ensure they are adhered to.
- ☐ Evaluate vacated balances to better understand what is collectible and what is unlikely to be collected. Don't allow tenant balances to build-up before doing lease enforcement. Review aged receivables report regularly.
- ☐ Set reasonable thresholds for commencing legal action.
- ☐ Ensure proper documentation of past due balances and collection efforts with tenants.
- ☑ Other: Unable to evaluate the Tenants Accounts Receivable because the 4th quarter report was not submitted by the deadline. For further guidance, review PHN 2019-01, PHN 2018-08: PMR Second Year Clarifications and PHN 2017-13: Clarification on Tenants Accounts Receivable.

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

Certifications and Reporting Submissions

Rating: Operational Guidance

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

Adjusted Net Income/Revenue

Rating: Corrective Action

Revenue:

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

Expense:

Salaries

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

Legal

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

Utilities

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

Maintenance

- ☐ Develop or update your preventive maintenance, deferred maintenance and routine maintenance plans and review monthly with maintenance staff.
- ☐ Develop or update your procurement and purchasing policies and review with staff.
- ☐ Develop a system to schedule and track preventive maintenance, reach out to your facilities management specialist for assistance.
- ☐ If contractor costs are high, see if your current maintenance team can complete the work or if it is possible to contract with a tradesman.
- ☐ Consider bulk purchasing for supplies and shop around for the best deals.
- ☐ Consider investing (through purchase or maintenance) in equipment that may reduce hours spent on maintenance (such as a snow blower to reduce time shoveling).
- ☑ Other: Unable to evaluate the variance for Adjusted Net Income because the 4th quarter operating statements were not submitted by the deadline. Review PHN 2019-01 "Revisions to PMR Criteria for 1st Publishing Year for additional guidance.

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

Operating Reserve

Rating: Corrective Action

☐

☐ 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: Unable to calculate the Operating Reserve rating because the 4th quarter operating statements were not Submitted by the deadline. Review PHN 2019-01 “Revisions to PMR Criteria for 1st Publishing Year for additional guidance.

Board Member Training

Rating: Operational Guidance

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

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

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

☑ Other: Three out of four Board members have completed the Board member online training. The fourth Board member needs to complete the training. Review PHN 2019-01: Revisions to PMR Criteria for 1st Publishing Year, for additional guidance on this criteria.

Commonwealth of Massachusetts
DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT
Charles D. Baker, Governor ◆ Karyn E. Polito, Lt. Governor ◆ Janelle L. Chan, Undersecretary

August 21, 2018 [via email]

Nancy Brown
Executive Director
Warren Housing Authority
PO Box 3021
Warren, MA 01083

Re: Management and Occupancy Review Report for Project # MA06H052039

Dear Ms. Brown:

The enclosed report reflects the results of the Management and Occupancy Review (MOR) of the above development, conducted by the Department of Housing and Community Development on June 28, 2018. The MOR is conducted to determine compliance with HUD's regulations and the owner's established management procedures and practices under the Section 8 New Construction / Substantial Rehabilitation Program. The review resulted in the following ratings:

Category	Ratings
General Appearance and Security	Above Average
Follow-up & Monitoring of Project Inspections	Above Average
Maintenance/Operating Procedures	Satisfactory
Financial Management/Procurement	Satisfactory
Leasing & Occupancy	Below Average
Tenant/Management Relations	Satisfactory
General Management Practices	Satisfactory
Overall Rating	**Satisfactory**

The deficiencies cited in the enclosed report need to be addressed in accordance with the respective corrective actions within the time indicated in the report. If additional time is needed, please submit a corrective action plan within the 30 calendar days. The corrective action plan must identify a timeframe when the deficiencies will be resolved and how and what systems, controls, policies and procedures will be adjusted or changed to assure that the error does not reoccur. The corrective action plan will be monitored by DHCD until all deficiencies have been addressed. If you have any questions regarding this report please feel free to contact me at (617) 573-1163.

Sincerely,

Robert A. Muollo
Asset Management / Redevelopment Specialist

Cc Evelyn Muasya, Housing Management Specialist
Laura Taylor, Director, Bureau of Housing Management

Management Review for Multifamily Housing Projects	**U.S. Department of Housing and Urban Development** Office of Housing – Federal Housing Commissioner	OMB Approval No. 2502-0178 Exp. 04/30/2018

Summary

Date of On-Site Review: June 28, 2018	Date of Report: August 20, 2018	Project Number:	Contract Number: -39
Section of the Act:	Name of Owner: Warren Housing Authority	Project Name: West School (705-1)	Project Address: 95 Winthrop Terrace, Warren, MA 01083
Loan Status: ☐ Insured ☐ HUD-Held ☐ Non-Insured ☐ Co-Insured	Contract Administrator: ☐ HUD ☒ CA ☐ PBCA	Type of Subsidy: ☒ Section 8 ☐ PAC ☐ Section 236 ☐ Section 221(d)(3) BMIR ☐ Rent Supplement ☐ RAP ☐ PRAC ☐ Unsubsidized	Type of Housing: ☐ Family ☐ Disabled ☐ Elderly ☒ Elderly/Disabled ☐ Other (please specify)

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

A. General Appearance and Security	A	C	TCD	Enter a score between 1 and 100 for the General Appearance and Security Rating. If this Section was not reviewed, enter 0. 85 is 10% of the overall score. This category is rated 9
1. General Appearance	☒	☐		
2. Security	☒	☐		
B. Follow-up and Monitoring of Project Inspections	**A**	**C**	**TCD**	**Enter a score between 1 and 100 for the Follow-up and Monitoring of Project Inspections Rating. If this Section was not reviewed, enter 0. 85 is 10% of the overall score. This category is rated 9**
3. Follow-Up and Monitoring of Last Physical Inspection and Observations	☒	☐		
4. Follow-Up and Monitoring of Lead-Based Paint Inspection	☒	☐		
C. Maintenance and Standard Operating Procedures	**A**	**C**	**TCD**	**Enter a score between 1 and 100 for the Maintenance and Standard Operating Procedures Rating. If this Section was not reviewed, enter 0. 75 is 10% of the overall score. This category is rated 8**
5. Maintenance	☒	☐		
6. Vacancy and Turnover	☒	☐		
7. Energy Conservation	☒	☐		
D. Financial Management/Procurement	**A**	**C**	**TCD**	**Enter a score between 1 and 100 for the Financial Management/Procurement Rating. If this Section was not reviewed, enter 0. 73 is 25% of the overall score. This category is rated 19**
8. Budget Management	☒	☐		
9. Cash Controls	☒	☐		
10. Cost Controls	☒	☐		
11. Procurement Controls	☒	☐		
12. Accounts Receivable/Payable	☒	☐		
13. Accounting and Bookkeeping	☒	☐		
E. Leasing and Occupancy	**A**	**C**	**TCD**	**Enter a score between 1 and 100 for the *Leasing and Occupancy Rating.* If this Section was not reviewed, enter 0. 60 is 25% of the overall score. This category is rated 15**
14. Application Processing/ Tenant Selection	☒	☐		
15. Leases and Deposits	☐	☒		
16. Eviction/Termination of Assistance Procedures	☒	☐		
17. Enterprise Income Verification (EIV) System Access and Security Compliance	☐	☒		
18. Compliance with Using EIV Data and Reports	☐	☒		
19. Tenant Rental Assistance Certification Systems (TRACS) Monitoring and Compliance	☐	☒		
20. TRACS Security Requirements	☐	☒		
21. Tenant File Security	☒	☐		
22. Summary of Tenant File Review	☐	☒		
F. Tenant/Management Relations	**A**	**C**	**TCD**	**Enter a score between 1 and 100 for the Tenant Services Rating. If this Section was not reviewed, enter 0. 70 is 10% of the overall score. This category is rated 7**
23. Tenant Concerns	☒	☐		
24. Provision of Tenant Services	☒	☐		
G. General Management Practices	**A**	**C**	**TCD**	**General Management Practices Rating. If this Section was not reviewed, enter 0. 70 is 10% of the overall score. This category is rated 7**
25. General Management Operations	☐	☒		
26. Owner/Agent Participation	☒	☐		
27. Staffing and Personnel Practices	☐	☐		

Overall Rating:
☐ Superior ☐ Above Average ☒ Satisfactory ☐ Below Average ☐ Unsatisfactory 74 Overall Score:

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

Name and Title of Person Preparing this Report: (Please type or print): Robert A. Muollo, Asset Management/Redevelopment Specialist Signature: Date: 8-17-18	Name and Title of Person Approving this Report: (Please type or print): Laura A. Taylor, Director, Bureau of Housing Management Signature: Date: 8/21/2018

Item Number	Finding	Target Completion Date
14. (d)	Condition: HUD 92006 form "Supplement to Application for Federally Assisted Housing" not attached to application Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch.4, Par. 4-14 Taking Applications for Occupancy) Cause: Unknown Effect: WHA did not have information on an individual or organization that may be contacted to assist in providing any delivery of services or special care to applicants who become tenants and to assist with resolving any tenancy issues arising during tenancy. Action: WHA must include HUD-92006 as an attachment to application and obtain signed HUD-92006 form in accordance with HUD Handbook 4350.3.	30 days
14. (h)	Condition: Creating Waitlists Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch.4, Par. 4-16 Creating and Maintaining Waiting Lists) Cause: Unknown Effect: WHA does not meet the requirement. Action: WHA must create separate waitlist in accordance to HUD Handbook 4350.3.	30 days
17. (c)	Condition: EIV Rules of Behavior (ROB) form not signed Criteria: HUD Handbook 4350.3 Rev-1, Change 4(Ch. 9, Section 4: Security of EIV Data Cause: Unknown Effect: WHA does not meet the requirement Action: WHA must complete the (ROB) form in accordance with HUD Handbook 4350.3 (Par. 9 -18: EIV Rules of Behavior (ROB)	30 days
17. (d)	Condition: WHA staff not taking EIV Annual Security Training Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-20 Security Training) Cause: Unknown Effect: WHA does not meet the requirement Action: WHA Staff must take EIV Annual Security Training in accordance with HUD 4350.3	120 days
17. (e)	Condition: WHA does not have EIV user policy Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-21 Safeguarding EIV Data B-1) Cause: Unknown Effect: WHA does not meet the requirement Action: WHA must have a EIV user policy in accordance with HUD 4350.3	30 days
17. (f)	Condition: WHA does not have a procedure to review all EIV users ID's Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-21 Safeguarding EIV Data) Cause: Unknown Effect: WHA does not meet the requirement Action: WHA must have procedure to review all EIV users ID's in accordance with HUD 4350.3	30 days
17. (h)	Condition: WHA does not have a procedure to document and report the occurrence of improper disclosures of EIV data Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-21 Safeguarding EIV Data) Cause: Unknown Effect: WHA does not meet the requirement Action: WHA must have procedure to document and report the occurrence of improper disclosures of EIV data in accordance with HUD Handbook 4350.3	30 days
17. (i)	Condition: WHA does not have a procedure to report any occurrence of unauthorized EIV access or security breach to the HUD National Help Desk. Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-21 Safeguarding EIV Data) Cause: Unknown Effect: WHA does not meet the requirement Action: WHA must have a procedure to report any occurrence of unauthorized EIV access or security breach to the HUD National Help Desk.	30 days
17. (l)	Condition: No EIV Tenant Consent forms in files Criteria : HUD Handbook 4350.3 Rev-1, Change 4 (Par. 9-17(a): Disclosure of EIV Data)	30 days

	Cause : Unknown Effect: WHA does not meet the requirement Action: WHA must use form in accordance with HUD Handbook 4350.3, please see Exhibit 9-4	
18. (a)	Condition: WHA does not have policies and procedures describing the use of EIV employment and income information and EIV reports. Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Par.9-21 Safeguarding EIV Data) Cause : Unknown Effect: WHA does not meet the requirement Action: WHA must have policies and procedures describing the use of EIV employment and income information and EIV reports.	30 days
18. (b)	Condition: WHA does not retain a EIV "Master" file Criteria: 24 CFR 5.233 - Mandated use of HUD's Enterprise Income Verification (EIV) System and HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9: Enterprise Income Verification) Cause : Unknown Effect: WHA does not meet the requirement Action: WHA must retain a "Master" EIV file in accordance with 4350.3 Rev-1, Change 4 (Par. 9-12: EIV Verification Reports)	30 days
19 (a)	Condition: WHA is not using TRACS queries to review and monitor their transmission. Criteria: WHA is responsible for monitoring TRACS Cause: Unknown Effect: WHA TRACS Voucher Tenant Compliance is 25% Action: WHA must work with DHCD to bring TRACS Voucher Tenant Compliance >90%	30 days
20. (d)	Condition: WHA does not have "Rules of Behavior for TRACS" current (within last 12 months) and on file Criteria: HUD Handbook 4350.3 Rev-1, Change 4(Ch. 9, Section 4: Security of EIV Data Cause : Unknown Effect: WHA does not meet the requirement Action: WHA must complete the (ROB) form in accordance with HUD Handbook 4350.3 (Par. 9 -18: EIV Rules of Behavior (ROB)	30 days
22c. (i)	Condition: HUD Addendum is not attached to leases Criteria: HUD Handbook 4350.3 Rev-1, Change 4 Cause: Unknown Effect: WHA does not meet the requirement Action: WHA must attach the HUD Addendum (attached) and make part of the tenant lease.	30 days
22c. (ii)	Condition: Leases are not signed and dated by all required parties. Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 6: Lease Requirements and Leasing Activities, Section 1: Leases and Lease Attachments, Par. 6-1) Cause: Unknown Effect: It is unclear whether the lease is in effect, as lease not signed by all required parties. Action: All parties must sign and date the lease.	30 days
22c. (iv)	Condition: HUD issued addenda not properly attached to leases Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Par. 6-5(G): Requirements of HUD Issued Lease Addendums Cause: Unknown Effect: WHA does not meet the requirement Action: WHA must attach HUD-required addenda to the lease in accordance with HUD Handbook 4350.3 (Par. 6-5(G))	30 days
22c. (vii)	Condition: File does not contain signed acknowledgements of receipt and/or copies as required. Criteria: HUD Handbook 4350.3 Rev-1, (Par. 6-27 Briefing with New Tenants, Figure 6-9: Summary of Documents for Tenants). Cause: Unknown Effect: WHA does not meet the requirement Action: WHA must obtain signed forms and or acknowledgements in accordance with HUD Handbook 4350.3 Rev-1, Change 4 (*Resident Rights and Responsibilities Brochure, EIV and You Brochure, Fact Sheet: How Your Rent is Determined and Race/Ethnicity Form).*	30 days
22d. (i)	Condition: Recertification Notice(s) are not issued within the allotted time frame in accordance with HUD requirements. Criteria: 24 CFR 5.657 Section 8 Project-based Assistance Programs: Re-examination of	30 days

	Family Income and Composition and HUD Handbook 4350.3 Rev-1 Change 4, Ch. 7 Recertification, Unit Transfers and Gross Rent Changes, Section 1: Annual Recertification, Par. 7-7(B) Description of Required Notices). Cause: Recertification Notice(s) were not provided to tenants within the required timeframe. Effect: WHA does not meet the requirement.	
22d. (ii)	Condition: Tenant recertification(s) not completed on time. Criteria: Annual recertification must be completed by the tenant's recertification anniversary date, in accordance with HUD Handbook 4350.3 (Ch. 7: Recertification, Unit Transfers, and Gross Rent Changes, Section 1: Annual Recertification, Par. 7-5(A). Cause: Unknown. Effect: Tenant recertification(s) was not completed within the required timeframe. Action: Owner must complete annual recertifications by the tenant's recertification anniversary date and process the recertification within 15 months of the previous year's recertification anniversary date, in accordance with HUD Handbook Ch. 7, Par 7-6.	30 days
22d. (iv)	Condition: EIV reports are not being used for third party verification of employment or income Criteria: 24 CFR 5.659 Family information and verification; and HUD handbook 4350.3 Rev-1, Change 4 (Par. 9- 8 Using EIV Reports) Cause: WHA is not using EIV Effect: Tenant income is not properly verified. Action: WHA must use EIV in accordance with HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Par. 9-9: Documentation to Demonstrate Owners Compliance with Use of the Income Report).	30 days
22d. (vi)	Condition: WHA is not using the EIV Income Discrepancy Report Criteria: 24 CFR 5.233 - Mandated use of HUD's Enterprise Income Verification (EIV) System and HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9: Enterprise Income Verification) Cause: Unknown Effect: WHA may have unresolved discrepancies resulting incorrect TTP and HAP Action: WHA must use the EIV Income Discrepancy Report in accordance with HUD Handbook 4350.3 (Ch. 9, Par. 9-11 (C): Income Discrepancy Report)	30 days
22d. (viii)	Condition: Income on the tenant certification does not agree with verified file information. Criteria: 24 CFR 5.233 Mandated Use of HUD's Enterprise Income Verification (EIV) System and Verification and HUD Handbook 4350.3, Rev.1 Change 4 Ch. 5 Determining Income and Calculating Rent, Section 3: Verification, Par. 5-13. Cause: Tenant files were missing HUD-50059 Certifications; unable to verify certification. Effect: Owner may incorrectly calculate TTP. Action: Owner must have signed HUD-50059s in tenant file.	30 days
22e. (xi)	Condition: Rent increase notification not provided to tenants in accordance with HUD requirements. Criteria: 24 CFR 5.657 Section 8 Project-based Assistance Programs: Re-examination of Family Income and Composition and HUD Handbook 4350.3, Rev.1 Change 4 Ch. 7 Recertification, Unit Transfers, and Gross Rent Changes, Section 1: Annual Recertification, Par. 7-7(B) Description of Required Notices. Cause: Unknown. Effect: WHA did not provide tenant(s) a 30-day advance notice of a rent increase. Action: WHA must provide notice of rent increases in accordance with HUD Handbook 4350.3.	Next Recertification
22e. (i)	Condition: Deficiencies in tenant file(s) that results in over payment or under payment of subsidy Criteria: 24 CFR 5.659; 24 CFR 5.233 and HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 5: Determining Income & Calculating Rent) Cause: Unknown. Effect: WHA may incorrectly calculate TTP and/or HAP. Action: WHA must utilize 3rd party and EIV to verify income and calculate income and Deductions in accordance with HUD Handbook 4350.3.	30 days
22f. (ii)	Condition: Tenant file do not contain move-in inspection. Criteria: 24 CFR 5.703 and 5.705 (Unit inspections) and HUD Handbook 4350.3 Rev-1, Change (Ch. 6, Section 4: The Leasing Process, Par. 6-29) Cause: Unknown. Effect: WHA does not meet HUD requirements. Action: WHA must complete and tenant files must contain move-in inspections.	30 days
22f. (iv)	Condition: WHA is not utilizing the Existing Tenant Search for all household members and applicants.	30 days.

	Criteria: Cause: Effect: Action:	24 CFR 5.233 Mandated Use of HUD's Enterprise Income Verification (EIV) System and HUD Handbook 4350.3 Rev-1, Change 4 (Par. 9-8: Using EIV Reports) Unknown Potential dual subsidy payment WHA must use the Existing Tenant Report for new tenants in accordance with 4350.3(Par. 9-8 (B))	
25. (d)	Condition: Criteria: Cause: Effect: Action:	WHA does not have formal ongoing training for its staff (i.e. HUD seminars, Industry Training, AFHMP, Fair Housing, etc.) HUD Handbook 4350.3 Rev-1, Change 4 (Par.1-7: Additional Program Resources) Unknown WHA meets the regulatory requirements WHA should utilize HUD's websites as the most efficient means for obtaining the most recent and up-to-date information on HUD programs.	180 days.

Commonwealth of Massachusetts
DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT
Charles D. Baker, Governor ◆ Karyn E. Polito, Lt. Governor ◆ Janelle L. Chan, Undersecretary

August 21, 2018 [via email]

Nancy Brown
Executive Director
Warren Housing Authority
PO Box 3021
Warren, MA 01083

Re: Management and Occupancy Review Report for Project # MA06H052039

Dear Ms. Brown:

The enclosed report reflects the results of the Management and Occupancy Review (MOR) of the above development, conducted by the Department of Housing and Community Development on June 28, 2018. The MOR is conducted to determine compliance with HUD's regulations and the owner's established management procedures and practices under the Section 8 New Construction / Substantial Rehabilitation Program. The review resulted in the following ratings:

Category	Ratings
General Appearance and Security	Above Average
Follow-up & Monitoring of Project Inspections	Above Average
Maintenance/Operating Procedures	Satisfactory
Financial Management/Procurement	Satisfactory
Leasing & Occupancy	Below Average
Tenant/Management Relations	Satisfactory
General Management Practices	Satisfactory
Overall Rating	**Satisfactory**

The deficiencies cited in the enclosed report need to be addressed in accordance with the respective corrective actions within the time indicated in the report. If additional time is needed, please submit a corrective action plan within the 30 calendar days. The corrective action plan must identify a timeframe when the deficiencies will be resolved and how and what systems, controls, policies and procedures will be adjusted or changed to assure that the error does not reoccur. The corrective action plan will be monitored by DHCD until all deficiencies have been addressed. If you have any questions regarding this report please feel free to contact me at (617) 573-1163.

Sincerely,

Robert A. Muollo
Asset Management / Redevelopment Specialist

Cc Evelyn Muasya, Housing Management Specialist
Laura Taylor, Director, Bureau of Housing Management

Management Review for Multifamily Housing Projects	U.S. Department of Housing and Urban Development Office of Housing – Federal Housing Commissioner	OMB Approval No. 2502-0178 Exp. 04/30/2018

Summary

Date of On-Site Review:	Date of Report:	Project Number:	Contract Number:
June 28, 2018	August 20, 2018		-39
Section of the Act:	Name of Owner: Warren Housing Authority	Project Name: West School (705-1)	Project Address: 95 Winthrop Terrace, Warren, MA 01083
Loan Status: ☐ Insured ☐ HUD-Held ☐ Non-Insured ☐ Co-Insured	Contract Administrator: ☐ HUD ☒ CA ☐ PBCA	Type of Subsidy: ☒ Section 8 ☐ PAC ☐ Section 236 ☐ Section 221(d)(3) BMIR ☐ Rent Supplement ☐ RAP ☐ PRAC ☐ Unsubsidized	Type of Housing: ☐ Family ☐ Disabled ☐ Elderly ☒ Elderly/Disabled ☐ Other (please specify)

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

	A	C	TCD	
A. General Appearance and Security	**A**	**C**	**TCD**	**Enter a score between 1 and 100 for the General Appearance and Security Rating. If this Section was not reviewed, enter 0. 85 is 10% of the overall score. This category is rated 9**
1. General Appearance	☒	☐		
2. Security	☒	☐		
B. Follow-up and Monitoring of Project Inspections	**A**	**C**	**TCD**	**Enter a score between 1 and 100 for the Follow-up and Monitoring of Project Inspections Rating. If this Section was not reviewed, enter 0. 85 is 10% of the overall score. This category is rated 9**
3. Follow-Up and Monitoring of Last Physical Inspection and Observations	☒	☐		
4. Follow-Up and Monitoring of Lead-Based Paint Inspection	☒	☐		
C. Maintenance and Standard Operating Procedures	**A**	**C**	**TCD**	**Enter a score between 1 and 100 for the Maintenance and Standard Operating Procedures Rating. If this Section was not reviewed, enter 0. 75 is 10% of the overall score. This category is rated 8**
5. Maintenance	☒	☐		
6. Vacancy and Turnover	☒	☐		
7. Energy Conservation	☒	☐		
D. Financial Management/Procurement	**A**	**C**	**TCD**	**Enter a score between 1 and 100 for the Financial Management/Procurement Rating. If this Section was not reviewed, enter 0. 73 is 25% of the overall score. This category is rated 19**
8. Budget Management	☒	☐		
9. Cash Controls	☒	☐		
10. Cost Controls	☒	☐		
11. Procurement Controls	☒	☐		
12. Accounts Receivable/Payable	☒	☐		
13. Accounting and Bookkeeping	☒	☐		
E. Leasing and Occupancy	**A**	**C**	**TCD**	**Enter a score between 1 and 100 for the *Leasing and Occupancy Rating.* If this Section was not reviewed, enter 0. 60 is 25% of the overall score. This category is rated 15**
14. Application Processing/ Tenant Selection	☒	☐		
15. Leases and Deposits	☐	☒		
16. Eviction/Termination of Assistance Procedures	☒	☐		
17. Enterprise Income Verification (EIV) System Access and Security Compliance	☐	☒		
18. Compliance with Using EIV Data and Reports	☐	☒		
19. Tenant Rental Assistance Certification Systems (TRACS) Monitoring and Compliance	☐	☒		
20. TRACS Security Requirements	☐	☒		
21. Tenant File Security	☒	☐		
22. Summary of Tenant File Review	☐	☒		
F. Tenant/Management Relations	**A**	**C**	**TCD**	**Enter a score between 1 and 100 for the Tenant Services Rating. If this Section was not reviewed, enter 0. 70 is 10% of the overall score. This category is rated 7**
23. Tenant Concerns	☒	☐		
24. Provision of Tenant Services	☒	☐		
G. General Management Practices	**A**	**C**	**TCD**	**General Management Practices Rating. If this Section was not reviewed, enter 0. 70 is 10% of the overall score. This category is rated 7**
25. General Management Operations	☐	☒		
26. Owner/Agent Participation	☒	☐		
27. Staffing and Personnel Practices	☐	☐		

Overall Rating: ☐ Superior ☐ Above Average ☒ Satisfactory ☐ Below Average ☐ Unsatisfactory 74 Overall Score:

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

Name and Title of Person Preparing this Report: (Please type or print):	Name and Title of Person Approving this Report: (Please type or print):
Robert A. Muollo, Asset Management/Redevelopment Specialist	Laura A. Taylor, Director, Bureau of Housing Management
Signature:	Signature:
Date: 8-17-18	Date: 8/21/2018

Item Number	Finding	Target Completion Date
14. (d)	Condition: HUD 92006 form "Supplement to Application for Federally Assisted Housing" not attached to application Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch.4, Par. 4-14 Taking Applications for Occupancy) Cause: Unknown Effect: WHA did not have information on an individual or organization that may be contacted to assist in providing any delivery of services or special care to applicants who become tenants and to assist with resolving any tenancy issues arising during tenancy. Action: WHA must include HUD-92006 as an attachment to application and obtain signed HUD-92006 form in accordance with HUD Handbook 4350.3.	30 days
14. (h)	Condition: Creating Waitlists Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch.4, Par. 4-16 Creating and Maintaining Waiting Lists) Cause: Unknown Effect: WHA does not meet the requirement. Action: WHA must create separate waitlist in accordance to HUD Handbook 4350.3.	30 days
17. (c)	Condition: EIV Rules of Behavior (ROB) form not signed Criteria: HUD Handbook 4350.3 Rev-1, Change 4(Ch. 9, Section 4: Security of EIV Data Cause: Unknown Effect: WHA does not meet the requirement Action: WHA must complete the (ROB) form in accordance with HUD Handbook 4350.3 (Par. 9 -18: EIV Rules of Behavior (ROB)	30 days
17. (d)	Condition: WHA staff not taking EIV Annual Security Training Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-20 Security Training) Cause: Unknown Effect: WHA does not meet the requirement Action: WHA Staff must take EIV Annual Security Training in accordance with HUD 4350.3	120 days
17. (e)	Condition: WHA does not have EIV user policy Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-21 Safeguarding EIV Data B-1) Cause: Unknown Effect: WHA does not meet the requirement Action: WHA must have a EIV user policy in accordance with HUD 4350.3	30 days
17. (f)	Condition: WHA does not have a procedure to review all EIV users ID's Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-21 Safeguarding EIV Data) Cause: Unknown Effect: WHA does not meet the requirement Action: WHA must have procedure to review all EIV users ID's in accordance with HUD 4350.3	30 days
17. (h)	Condition: WHA does not have a procedure to document and report the occurrence of improper disclosures of EIV data Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-21 Safeguarding EIV Data) Cause: Unknown Effect: WHA does not meet the requirement Action: WHA must have procedure to document and report the occurrence of improper disclosures of EIV data in accordance with HUD Handbook 4350.3	30 days
17. (i)	Condition: WHA does not have a procedure to report any occurrence of unauthorized EIV access or security breach to the HUD National Help Desk. Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-21 Safeguarding EIV Data) Cause: Unknown Effect: WHA does not meet the requirement Action: WHA must have a procedure to report any occurrence of unauthorized EIV access or security breach to the HUD National Help Desk.	30 days
17. (l)	Condition: No EIV Tenant Consent forms in files Criteria : HUD Handbook 4350.3 Rev-1, Change 4 (Par. 9-17(a): Disclosure of EIV Data)	30 days

	Cause : Effect: Action:	Unknown WHA does not meet the requirement WHA must use form in accordance with HUD Handbook 4350.3, please see Exhibit 9-4	
18. (a)	Condition: Criteria: Cause : Effect: Action:	WHA does not have policies and procedures describing the use of EIV employment and income information and EIV reports. HUD Handbook 4350.3 Rev-1, Change 4 (Par.9-21 Safeguarding EIV Data) Unknown WHA does not meet the requirement WHA must have policies and procedures describing the use of EIV employment and income information and EIV reports.	30 days
18. (b)	Condition: Criteria: Cause : Effect: Action:	WHA does not retain a EIV "Master" file 24 CFR 5.233 - Mandated use of HUD's Enterprise Income Verification (EIV) System and HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9: Enterprise Income Verification) Unknown WHA does not meet the requirement WHA must retain a "Master" EIV file in accordance with 4350.3 Rev-1, Change 4 (Par. 9-12: EIV Verification Reports)	30 days
19 (a)	Condition: Criteria: Cause: Effect: Action:	WHA is not using TRACS queries to review and monitor their transmission. WHA is responsible for monitoring TRACS Unknown WHA TRACS Voucher Tenant Compliance is 25% WHA must work with DHCD to bring TRACS Voucher Tenant Compliance >90%	30 days
20. (d)	Condition: Criteria: Cause : Effect: Action:	WHA does not have "Rules of Behavior for TRACS" current (within last 12 months) and on file HUD Handbook 4350.3 Rev-1, Change 4(Ch. 9, Section 4: Security of EIV Data Unknown WHA does not meet the requirement WHA must complete the (ROB) form in accordance with HUD Handbook 4350.3 (Par. 9 -18: EIV Rules of Behavior (ROB)	30 days
22c. (i)	Condition: Criteria: Cause: Effect: Action:	HUD Addendum is not attached to leases HUD Handbook 4350.3 Rev-1, Change 4 Unknown WHA does not meet the requirement WHA must attach the HUD Addendum (attached) and make part of the tenant lease.	30 days
22c. (ii)	Condition: Criteria: Cause: Effect: Action:	Leases are not signed and dated by all required parties. HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 6: Lease Requirements and Leasing Activities, Section 1: Leases and Lease Attachments, Par. 6-1) Unknown It is unclear whether the lease is in effect, as lease not signed by all required parties. All parties must sign and date the lease.	30 days
22c. (iv)	Condition: Criteria: Cause: Effect: Action:	HUD issued addenda not properly attached to leases HUD Handbook 4350.3 Rev-1, Change 4 (Par. 6-5(G): Requirements of HUD Issued Lease Addendums Unknown WHA does not meet the requirement WHA must attach HUD-required addenda to the lease in accordance with HUD Handbook 4350.3 (Par. 6-5(G))	30 days
22c. (vii)	Condition: Criteria: Cause: Effect: Action:	File does not contain signed acknowledgements of receipt and/or copies as required. HUD Handbook 4350.3 Rev-1, (Par. 6-27 Briefing with New Tenants, Figure 6-9: Summary of Documents for Tenants). Unknown WHA does not meet the requirement WHA must obtain signed forms and or acknowledgements in accordance with HUD Handbook 4350.3 Rev-1, Change 4 (*Resident Rights and Responsibilities Brochure, EIV and You Brochure, Fact Sheet: How Your Rent is Determined and Race/Ethnicity Form).*	30 days
22d. (i)	Condition: Criteria:	Recertification Notice(s) are not issued within the allotted time frame in accordance with HUD requirements. 24 CFR 5.657 Section 8 Project-based Assistance Programs: Re-examination of	30 days

	Cause: Effect:	Family Income and Composition and HUD Handbook 4350.3 Rev-1 Change 4, Ch. 7 Recertification, Unit Transfers and Gross Rent Changes, Section 1: Annual Recertification, Par. 7-7(B) Description of Required Notices). Recertification Notice(s) were not provided to tenants within the required timeframe. WHA does not meet the requirement.	
22d. (ii)	Condition: Criteria: Cause: Effect: Action:	Tenant recertification(s) not completed on time. Annual recertification must be completed by the tenant's recertification anniversary date, in accordance with HUD Handbook 4350.3 (Ch. 7: Recertification, Unit Transfers, and Gross Rent Changes, Section 1: Annual Recertification, Par. 7-5(A). Unknown. Tenant recertification(s) was not completed within the required timeframe. Owner must complete annual recertifications by the tenant's recertification anniversary date and process the recertification within 15 months of the previous year's recertification anniversary date, in accordance with HUD Handbook Ch. 7, Par 7-6.	30 days
22d. (iv)	Condition: Criteria: Cause: Effect: Action:	EIV reports are not being used for third party verification of employment or income 24 CFR 5.659 Family information and verification; and HUD handbook 4350.3 Rev-1, Change 4 (Par. 9- 8 Using EIV Reports) WHA is not using EIV Tenant income is not properly verified. WHA must use EIV in accordance with HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Par. 9-9: Documentation to Demonstrate Owners Compliance with Use of the Income Report).	30 days
22d. (vi)	Condition: Criteria: Cause: Effect: Action:	WHA is not using the EIV Income Discrepancy Report 24 CFR 5.233 - Mandated use of HUD's Enterprise Income Verification (EIV) System and HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9: Enterprise Income Verification) Unknown WHA may have unresolved discrepancies resulting incorrect TTP and HAP WHA must use the EIV Income Discrepancy Report in accordance with HUD Handbook 4350.3 (Ch. 9, Par. 9-11 (C): Income Discrepancy Report)	30 days
22d. (viii)	Condition: Criteria: Cause: Effect: Action:	Income on the tenant certification does not agree with verified file information. 24 CFR 5.233 Mandated Use of HUD's Enterprise Income Verification (EIV) System and Verification and HUD Handbook 4350.3, Rev.1 Change 4 Ch. 5 Determining Income and Calculating Rent, Section 3: Verification, Par. 5-13. Tenant files were missing HUD-50059 Certifications; unable to verify certification. Owner may incorrectly calculate TTP. Owner must have signed HUD-50059s in tenant file.	30 days
22e. (xi)	Condition: Criteria: Cause: Effect: Action:	Rent increase notification not provided to tenants in accordance with HUD requirements. 24 CFR 5.657 Section 8 Project-based Assistance Programs: Re-examination of Family Income and Composition and HUD Handbook 4350.3, Rev.1 Change 4 Ch. 7 Recertification, Unit Transfers, and Gross Rent Changes, Section 1: Annual Recertification, Par. 7-7(B) Description of Required Notices. Unknown. WHA did not provide tenant(s) a 30-day advance notice of a rent increase. WHA must provide notice of rent increases in accordance with HUD Handbook 4350.3.	Next Recertification
22e. (i)	Condition: Criteria: Cause: Effect: Action:	Deficiencies in tenant file(s) that results in over payment or under payment of subsidy 24 CFR 5.659; 24 CFR 5.233 and HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 5: Determining Income & Calculating Rent) Unknown. WHA may incorrectly calculate TTP and/or HAP. WHA must utilize 3rd party and EIV to verify income and calculate income and Deductions in accordance with HUD Handbook 4350.3.	30 days
22f. (ii)	Condition: Criteria: Cause: Effect: Action:	Tenant file do not contain move-in inspection. 24 CFR 5.703 and 5.705 (Unit inspections) and HUD Handbook 4350.3 Rev-1, Change (Ch. 6, Section 4: The Leasing Process, Par. 6-29) Unknown. WHA does not meet HUD requirements. WHA must complete and tenant files must contain move-in inspections.	30 days
22f. (iv)	Condition:	WHA is not utilizing the Existing Tenant Search for all household members and applicants.	30 days.

	Criteria: Cause: Effect: Action:	24 CFR 5.233 Mandated Use of HUD's Enterprise Income Verification (EIV) System and HUD Handbook 4350.3 Rev-1, Change 4 (Par. 9-8: Using EIV Reports) Unknown Potential dual subsidy payment WHA must use the Existing Tenant Report for new tenants in accordance with 4350.3(Par. 9-8 (B))	
25. (d)	Condition: Criteria: Cause: Effect: Action:	WHA does not have formal ongoing training for its staff (i.e. HUD seminars, Industry Training, AFHMP, Fair Housing, etc.) HUD Handbook 4350.3 Rev-1, Change 4 (Par. 1-7: Additional Program Resources) Unknown WHA meets the regulatory requirements WHA should utilize HUD's websites as the most efficient means for obtaining the most recent and up-to-date information on HUD programs.	180 days.