

Revere Housing Authority

Annual Plan for Fiscal Year 2022

For State-Aided Public Housing

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

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

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

The Revere Housing Authority's Annual Plan for their 2022 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. Public Comments and LHA Responses
 - b. Cover sheet for tenant satisfaction surveys
 - c. Tenant Satisfaction Survey - 667only
 - d. Tenant Satisfaction Survey - 200-705only
 - e. MOR_Revere

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
667-03	Elderly	ADAMS COURT 667-03	6	1968	60
667-1B	Elderly	CUSHMAN AVENUE 667-1B	4	1956	16
667-02	Elderly	GARFIELD and ELIOT 667-02	3	1961	46
667-04	Elderly	LISTON TOWERS 667-04	1	1969	103
667-1A	Elderly	PROCTOR AVENUE 667-1A	7	1956	20
705-G	Family	SCATTERED SITE- NAHANT 705-G	1	1920	16
200-01	Family	STATE VETERANS 200-01	80	1950	286
	Family	Family units in smaller developments	14		53
Total			116		600

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-06	Elderly	HYMAN TOWERS 667-06	1	1976	106

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.

Revere Housing Authority manages 99 MRVP vouchers.

Federally Assisted Developments

Revere Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 659 households.

LHA Central Office

Revere Housing Authority
 70 Cooledge St., Revere, MA, 02151
 Patricia Duffy, Interim Executive Director
 Phone: 781-284-4394
 Email: tduffy@revereha.com

LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
George Anzuoni	Vice-Chair	State Appointee	02/18/2020	03/18/2024
Fatou Drammeh	Member		03/13/2017	03/13/2022
Anthony Perrone	Chair	Labor Appointee	11/13/2017	11/12/2022
Richard Viscay	Treasurer		03/16/2020	03/31/2025

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.	09/26/2020
B.	Advertise the public hearing in public postings.	09/25/2020
C.	Notify all LTO's and RAB, if there is one, of the hearing and provide access to the Proposed Annual Plan.	N/A
D.	Post draft AP for tenant and public viewing.	10/02/2020
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	N/A
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	12/16/2020
G.	Executive Director presents the Annual Plan to the Board.	12/16/2020
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	12/16/2020

Certification

CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

I, Carlos Lopez, Executive Director of the Revere 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: 01/08/2021

The Department of Housing and Community Development (DHCD) completed its review of this Annual Plan (AP) on January 25, 2022. Review comments have been inserted into the plan.

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

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

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

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

The CIP includes the following parts:

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

Additional Remarks by Revere Housing Authority

Significant improvements of the next 5 years include the 2nd phase of siding and roof replacements at State Development. We expect to find functional improvements to the heating and energy usage, along with aesthetic improvements for the whole neighborhood.

Capital Improvement Plan (CIP)

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

Category of Funds	Allocation	Planned Spending	Description
Balance of Formula Funding (FF)	\$4,524,917.73		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$678,737.66		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$3,846,180.07	\$3,971,244.50	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$16,303.87	\$16,950.00	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)	\$3,829,876.20	\$3,954,294.50	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$280,353.55	\$280,353.55	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	\$0.00	\$0.00	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	\$0.00	\$0.00	Community Preservation Act funds awarded by a city or town for specific projects.
Operating Reserve(OR) Funds	\$0.00	\$0.00	Funds from the LHA's operating budget.
Other Funds	\$0.00	\$0.00	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$4,126,533.63	\$4,251,598.06	Total of all anticipated funding available for planned projects and the total of planned spending.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Capital Improvement Plan (CIP)

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
248060	2008 FF Master CFA	STATE VETERANS 200-01	\$3,500	\$3,500	\$0	\$0	\$0	\$0	\$0	\$0
248099	FF: Replace Roof & siding at 84 Walnut(705O) & 39 Highland(705A)	SCATTERED SITE-WALNUT ST 705-O	\$658,511	\$653,775	\$0	\$4,737	\$0	\$0	\$0	\$0
248102	FF: 20-22 Thornton Common Interior	SCATTERED SITE-THORNTON ST 705-L	\$466,245	\$29,116	\$0	\$0	\$0	\$0	\$0	\$0
248103	VU\$65K 45 Walnut Street 705 (3 vacant units)	SCATTERED SITE-WALNUT AVE 705-N	\$749,025	\$712,492	\$2,898	\$36,533	\$0	\$0	\$0	\$0
248105	FY17 - Sustainability - Water - toilets (286)	STATE VETERANS 200-01	\$130,000	\$0	\$0	\$119,737	\$10,264	\$0	\$0	\$0
248108	FF: Roofs 110-112 Shirley Ave	SCATTERED SITE-SHIRLEY AVE 705-J	\$138,795	\$118,511	\$0	\$20,285	\$0	\$0	\$0	\$0
248109	FF: 22-26 Raymd,150 Cooledge, 16-18 Raymd Roof Rplcmnt	STATE VETERANS 200-01	\$1,024,940	\$164,747	\$790,179	\$0	\$0	\$0	\$0	\$0
248112	FF: Fuse box replacement	CUSHMAN AVENUE 667-1B	\$513,215	\$37,682	\$183,419	\$1	\$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
248114	200-1 Siding, Roofing, & Window Replacement Phase 2	STATE VETERANS 200-01	\$1,301,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0
248117	1513 North Shore Road Roof Replacement	SCATTERED SITE-NORTH SHORE RD 705-H	\$29,420	\$5,400	\$11,920	\$0	\$0	\$0	\$0	\$0
248118	Repair spalling concrete walkways	GARFIELD and ELIOT 667-02	\$16,950	\$0	\$0	\$0	\$0	\$0	\$0	\$0
248119	Adams Court Water Main Replacement	Adams Court 667-01	\$255,640	\$0	\$9,140	\$0	\$0	\$0	\$0	\$0
•	200-1 Siding/Bulkhead Replacement Phase IV	STATE VETERANS 200-01	\$368,000	\$0	\$0	\$0	\$165,475	\$202,526	\$0	\$0
•	200-1 Siding/Bulkhead Replacement Phase V	STATE VETERANS 200-01	\$368,000	\$0	\$0	\$0	\$0	\$165,475	\$202,526	\$0
•	200-1 Siding/Bulkhead Replacement Phase VI	STATE VETERANS 200-01	\$368,000	\$0	\$0	\$0	\$0	\$165,475	\$202,526	\$0
•	200-1 Siding/Bulkhead Replacement Phase VII	STATE VETERANS 200-01	\$368,000	\$0	\$0	\$0	\$0	\$0	\$165,475	\$202,526

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
•	200-1 Siding/Bulkhead Replacement Phase VIII	STATE VETERANS 200-01	\$368,000	\$0	\$0	\$0	\$0	\$0	\$165,475	\$202,526
•	Garfield Eliot Roof Replacement	GARFIELD and ELIOT 667-02	\$246,015	\$0	\$0	\$0	\$0	\$0	\$0	\$246,015
TOTALS			\$7,373,255	\$1,725,220	\$997,556	\$181,291	\$175,738	\$533,475	\$736,000	\$651,066

Capital Improvement Plan (CIP)

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

Cap Hub Project Number	Project Name	DHCD Special Award Comment	Special DHCD Awards				Other Funding			
			Emergency Reserve	Compliance Reserve	Sustainability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
248099	FF: Replace Roof & siding at 84 Walnut(7050) & 39 Highland(705A)	clerk	\$0	\$0	\$0	\$8,050	\$0	\$0	\$0	\$0
248103	VU\$65K 45 Walnut Street 705 (3 vacant units)	VU\$65K: Reoccupy 45 Walnut Ave (3 units)	\$0	\$0	\$0	\$195,000	\$0	\$0	\$0	\$0
248105	FY17 - Sustainability - Water - toilets (286)	Toilets & showerheads (286)	\$0	\$0	\$130,000	\$0	\$0	\$0	\$0	\$0
248109	FF: 22-26 Raymd,150 Cooledge, 16-18 Raymd Roof Rplcmnt		\$0	\$0	\$0	\$18,444	\$0	\$0	\$0	\$0
248112	FF: Fuse box replacement	asbestos abatement fuse box and electric circuit panel replacement	\$0	\$135,235	\$0	\$0	\$0	\$0	\$0	\$0
TOTALS			\$0	\$135,235	\$130,000	\$221,494	\$0	\$0	\$0	\$0

Capital Improvement Plan (CIP) Narrative

Including Requests to DHCD & Supporting Statements

1. Request for increased spending flexibility.

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

Revere 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.

The way our CAP Share was distributed over the 5 years is off-balance (\$2.4M in year 1, \$1.2M in year 2, \$400K in year 3) which makes it difficult to meet the numbers without forcing new large projects into year 1. The projects in our plan are almost entirely building envelope for our 80 State Veterans buildings. If design and funds allow, we would attempt to complete all 80 buildings as soon as possible.

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.

Revere Housing Authority has not requested additional funding.

3. Overall goals of the Housing Authority's CIP

The overall goal of the Revere Housing Authority is to provide good, clean, safe and affordable housing to our residents. Under the direction of the Board of Commissioners, our dedicated staff works with resources both from the capital improvement program and operating budgets to provide quality housing units and services to our residents. The Revere Housing Authority strives to turn over vacant units in an efficient, effective manner to improve access to housing. Our 2021 CIP is a continuation of our 2020 CIP, focusing on the building envelope of State Veterans buildings. This ongoing project covers all 5 years of our plan.

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 differences

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 09/16/2020.

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 09/11/2020.

8. Project priorities

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

9. High priority deficiencies

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

See attached.

10. Accessibility

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

11. Special needs development

Revere 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
	667-03			200-01
	667-04			667-02
	667-06			667-03
				667-04
				667-06
				705-01
				705-02

RE: Electrical-- we have applied for LEAN for electrical upgrades at 667-3, 667-4, 667-6.

RE: Water -- The City of Revere actually monitors the residences of the city for abnormal water usage. When the city notices a spike in water usage or an abnormal use of water, it notifies the landlord or home owner of their finding in a letter and the landlord, in this case the RHA, takes action. When we do get notified that a particular residence has a spike in water usage we send the RHA plumber out to the residence to look for water main breaks, leaks in toilets. The RHA has worked with DHCD and have installed showerheads and low flow toilets in many of our developments. At the Garfield and Eliot 6672 Development we replaced the heating system and found many leaks underground and repaired those leaks. We now have a water main issue at our 6674 Adams Ct development which needs our immediate attention.

13. Energy or water saving initiatives

Revere Housing Authority is currently pursuing energy or water-saving audits or grants as noted below. We have applied for LEAN for electrical upgrades at 667-3, 667-4, 667-6. No audit has been scheduled and will be soon.

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.)

4% c. 667 (DHCD Goal 2%)

2% c. 200 (DHCD Goal 2%)

1% c. 705 (DHCD Goal 2%)

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

No units are offline for capital improvements. Issues filling units stem from CHAMP.

15. Vacancies

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

CIP Approval For Revere Housing Authority for FY 2021

Formula Funding Capital Improvement Plan (CIP), WorkPlan 5001

3/25/2021

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

- Currently you do not have any jobs to start because all of your funding is committed to existing projects. DHCD Sustainability Director had the following comments: Every siding project must include a review of insulation and air-barriers before siding is re-installed. DHCD SUST funding may be requested to assist, but LEAN should first take a look. The siding projects should not overlook this critical step, as missing this opportunity would be bad. The same goes for improving insulation as part of the roof replacement project. The roof replacement should also consider light-colored surfaces, which reflect sunlight and keep the building cooler. In addition, FCA data suggests that many of Revere's developments lack sufficient attic insulation. This should be confirmed, and if there's not enough, ask LEAN to investigate as well. If they're unable to assist, DHCD sustainability could help with that too.

There are no projects to be managed independently by the LHA.

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

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

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

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

This document was created on 3/25/2021 by Cynthia Barney, Project Manager

Maintenance and Repair Plan**Maintenance Objective**

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

About This Maintenance and Repair Plan

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

- a. **Classification and Prioritization of Maintenance Tasks** - Defines and prioritizes types of work to be accomplished by maintenance staff and vendors. Explains how the housing authority is expected to respond to work orders (tasks or requests) based on the work order classification.
- b. **Emergency Response System** - Defines what constitutes an emergency and how to notify staff of an emergency.
- c. **Normal Maintenance Response System** - How to contact the maintenance staff for a non-emergency request.
- d. **Work Order Management** - Description of the housing authority's system for managing work orders (tasks and requests).
- e. **Maintenance Plan Narrative & Policy Statement** - Self-assessment, basic information, and goals for the coming year, along with a description of the housing authority's maintenance program.
- f. **Preventive Maintenance Schedule** - A listing and schedule of tasks designed to keep systems and equipment operating properly, to extend the life these systems and equipment, and to avoid unexpected breakdowns.
- g. **Routine Maintenance Schedule** - A listing and schedule of ordinary maintenance tasks such as mopping, mowing, raking, and trash collection required to keep the facilities in good condition.
- h. **Unit Inspections** - Scheduling of annual unit inspections.

Classification and Prioritization of Maintenance Tasks

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

- I. **Emergencies** - Emergencies are only those conditions which are **immediately threatening** to the life or safety of our residents, staff, or structures.
 - **Goal: initiated with 24 to 48 hours.**
- II. **Vacancy Refurbishment - Work necessary to make empty units ready for new tenants.**
 - After emergencies, the refurbishment of vacancies for immediate re-occupancy has the highest priority for staff assignments. **Everyday a unit is vacant is a day of lost rent.**
 - **Goal: vacancy work orders are completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.**
- III. **Preventive Maintenance** - Work which must be done to **preserve and extend the useful life** of various elements of your physical property and avoid emergency situations.
 - A thorough Preventive Maintenance Program and Schedule that deals with all elements of the physical property is provided later in the document.
 - The Preventive Maintenance Program is reviewed and updated annually and as new systems and facilities are installed.
- IV. **Programmed Maintenance** - Work which is important and is completed to the greatest extent possible within time and budget constraints. Programmed maintenance is grouped and scheduled to make its completion as efficient as possible. Sources of programmed maintenance include:
 - Routine Work includes those tasks that need to be done on a regular basis to keep our physical property in good shape. (Mopping, Mowing, Raking, Trash, etc.)
 - Inspections are the other source of programmed maintenance.
 - o Inspections are visual and operational examinations of parts of our property to determine their condition.
 - o All dwelling units, buildings and sites must be inspected at least annually.
 - o **Goal: Inspection-generated work orders are completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).**
- V. **Requested Maintenance** - Work which is requested by residents or others, does not fall into any category above, and should be accomplished as time and funds are available.
 - Requests from residents or others for maintenance work which does not fall into one of the other categories has the lowest priority for staff assignment.
 - **Goal: Requested work orders are completed in 14 calendar days from the date of tenant request or if not completed within that timeframe (and not a health or safety issue), the task is added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.**

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call Answering Service	781-284-7079	24 hr. Maintenance line answering se
Call LHA at Phone Number	781-284-4394	Prefer tenants to use the emergency
Other	781-284-7079	Emergency maintenance number

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 Revere Housing Authority main office.

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

Normal Maintenance Request Process

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service		
Call Housing Authority Office		
Submit Online at Website		
Email to Following Email		
Other	781-284-7079	24 hr. Maintenance line

Work Order Management

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

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

Work order classification used:

Emergency	
Vacancy	
Preventative Maintenance	
Routine	
Inspections	
Tenant Requests	

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

C. Our work order process includes the following steps:

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

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

We use HAB for work orders, all types.

Maintenance Plan Narrative

Following are Revere 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?

Given the fact there very are seldom calls from residents regarding work orders not being completed appropriately, I would assess our maintenance operations to be efficient and adequate. Staff members have not raised any concerns about maintenance operations and are able to freely collobrate with the maintenance department to address any resident of site needs. Projects are handled in accordance with all regulatory standards and residents are well informed of any work that may directly affect them.

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

Due to COVID-19 precautionary measures in accordance with the CDC, Federal and state guidelines, only resident emergency work orders are being addressed at this time. Routine work orders are being logged into the work order system and work on these will resume as state continues to open of in it’s third phase. Currently, our city is listed a "high" risk city for positive COVID tests which have delayed our ability to resume all normal maintenace operations. In the meantime, all maintenance staff use PPE, sanitizing and conducting electrostatic cleanings of the buildings on a daily basis.

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

Continue to complete Capital improvement projects which include siding and roofing, address all outstanding work orders, begin strategies to redo mid-rise building common area flooring and painting. Also, address the majority of our deferred maintenance issues such as windows screens, resident apartment painting and screen doors.

D. Maintenance Budget Summary

The budget numbers shown below are for the consolidated budget only. They do not include values from supplemental budgets, if any.

	Total Regular Maintenance Budget	Extraordinary Maintenance Budget
Last Fiscal Year Budget	\$1,141,041.00	\$44,000.00
Last Fiscal Year Actual Spending	\$1,224,487.00	\$91,252.00
Current Fiscal Year Budget	\$1,249,738.00	\$247,705.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	42
Average time from date vacated to make Unit "Maintenance Ready"	133 days
Average time from date vacated to lease up of unit	163 days

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

Maintenance department has been in process of adding staff to fill past vacant positions. The maintenance team continues to work together to train and improve operations in accordance with changing service trends. In addition, maintenance team will continue to implement the most up-to-date safety protocols and best practices as part of the developing continuing education risk management programs.

Attachments

These items have been prepared by the Revere 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.

Revere Housing Authority

PREVENTIVE MAINTENANCE POLICY

March 28, 2018

Preventive maintenance is work undertaken according to a schedule to prevent breakdown of major mechanical systems and equipment, and to prevent the deterioration of apartments and equipment. The RHA Preventive Maintenance Program will include regular comprehensive inspections and repairs of all units, equipment, buildings, and common areas. Identifying these maintenance needs will help the authority reduce the frequency and severity of breakdowns and service interruptions. These inspections will include checking, measuring, observing, and correcting deficiencies found in the units, major mechanical systems, equipment/vehicles, exterior of units, and grounds.

The RHA Preventive Maintenance Program will be the key to achieving control of maintenance. It will reduce resident-generated work orders to a manageable level, speed up vacancy turnaround since units will be generally in better condition upon a vacate, and provide information to management for follow-up with regard to care of the unit by the occupant.

The Maintenance Department will have more control over the scheduling of Preventive maintenance than it has over routine corrective or emergency maintenance. Repair needs caught early will prevent emergencies, save dollars later, and substantially reduce resident generated work-orders. The Preventive maintenance inspections and work also will help establish a record of deterioration which may signal modernization needs that can be systematically planned and scheduled. This maintenance will avoid waiting for a major crisis to occur before addressing a predictable problem.

The RHA Preventive Maintenance Schedule will identify when tasks need to be completed. The system in place will record the date each inspection was conducted; who did it, and a process for ensuring that needed work is completed. This process will assign accountability to inspectors, and provides a sense of responsibility for their work.

When the Preventive maintenance program requires work that is predictable and repetitive (such as cleaning burners or replacing filters), maintenance staff will tend to work from a schedule. If inspections identify a need for unanticipated repairs, or replacements, the staff will generate work orders. If work orders are written, they will be identified as routine or emergency and will follow the work assignment process. A schedule of unit inspections will be prepared at the beginning of each calendar year and monitored each month to ensure that all units are inspected at least annually.

1.0 PREVENTIVE MAINTENANCE PROGRAM

Preventive maintenance is part of the planned or scheduled maintenance program of the Housing Authority. The purpose of the scheduled maintenance program is to allow the Authority to anticipate maintenance requirements and make sure the Authority can address them in the most cost-effective manner. The Preventive maintenance program focuses on the major systems that keep the properties operating. These systems include heating and air conditioning, electrical, life safety and plumbing.

A. General Operating Systems

The heart of any Preventive maintenance program is a schedule that calls for the regular servicing of all systems. The development of this schedule begins with the identification of each system or item that must be checked and serviced, the date it must be serviced, and the individual responsible for the work. The servicing intervals and tasks for each system must be included in the schedule. The completion of all required tasks is considered a high priority for the Housing Authority.

The systems covered by the Preventive maintenance program include but are not limited to:

1. HVAC SYSTEMS

- A. boilers
- B. circulators
- C. domestic hw tanks
- D. air conditioning units

2. SECURITY SYSTEMS

- A. exterior lighting
- B. public hallway lighting
- C. building doors and locks

3. FIRE AND LIFE SAFETY SYSTEMS

- A. emergency generators
- B. fire extinguishers
- C. emergency lighting
- D. exit lights
- E. sprinkler systems
- F. fire alarm systems

4. ROOFS

- A. roof inspection
- B. gutter cleaning

5. ELEVATORS

- A. elevator inspection

6. PLUMBING

- A. catch basins
- B. sanitary drains

7. VEHICLES

- A. safety inspection
- B. tune up
- C. fluid check

8. ELECTRICAL HEAT

- A. common area electric heaters

9. LARGE EXHAUST FANS

- A. roof top units

10. ANNUAL INSPECTIONS

- A. dwelling units
- B. site
- C. building systems
- D. common areas

11. MECHANICAL EQUIPMENT

- A. sump pumps

12. COMMON AREAS

- A. grounds
- B. hallways and stairwells
- C. community rooms and rest rooms

D. elevators

13. PLAYGROUND

A. Inspection

14. PEST CONTROL A.

Extermination

2.0 PREVENTIVE MAINTENANCE PROCEDURE

A specific program will be developed for each system. This program shall include a list of the scheduled service maintenance for each system and the frequency and interval at which that service must be performed. The equipment and materials required to perform the service will be listed as well so that they will be on hand when needed. As assessment of the skills or licensing needed to perform the tasks will also be made to determine if an outside contractor must be used to perform the work. The Preventive maintenance schedule must be updated each time a system is added, updated, or replaced.

1. HVAC Systems

The Housing Authority will have a program for maintenance of the mechanical systems to ensure that the proper amount of heat and hot water is readily available and maintained at the proper temperature and that all circulator pumps are serviced and air filters Changed.

A. Check all units including controls.

B. Inspect unit and piping for leaks, holes, or loose connections.

C. Natural Gas Units: inspect and clean burners if needed;

check pilot operation;

inspect flue and clean if needed;

check firebox for soot buildup

check temperature settings-hot water tanks should not be more than 130*

check pressure relief valve for proper operation and check that drain pipe length satisfies code requirements;

remove any combustible materials;

D. Check circulator pumps for proper operation and leaks. Oil if required.

E. Check A.C. units for proper operation: listen for short cycling

check for refrigerant and oil leaks

inspect wiring and controls

check for corrosion

replace air filters bi annually

2. Security Systems

The Housing Authority will have a program for maintenance of security systems to ensure they will perform as needed to maintain a well-lit and secure environment. A. Check that all exterior and hallway lights are in place, undamaged and working;

Replace bulbs as needed.

B Check operation of time clocks and or sensors;

C. Check door closers to insure doors close and latch;

D. Make sure doorknobs and panic bars are not loose;

E. Inspect door frame and glass.

3. Life Safety Systems

The Housing Authority shall have a comprehensive program for maintenance of life safety systems to ensure that they will be fully functional in the case of an emergency Implementation of a schedule that includes the inspection, servicing and testing of this equipment to be included in the plan includes the following:

A. Exercise the emergency generator every week

Inspect generator battery for corrosion

Check generator for oil leaks

B. Have all fire extinguishers inspected and certified annually

C. Inspect all emergency lights annually

Test each light with test switch

Replace bulbs or batteries as needed

D. Inspect all exit lights

Replace bulbs as needed

E. Check sprinkler system for signs of corrosion and leaks

Have system inspected by a certified sprinkler engineering firm annually

D. Inspect and test every smoke alarm, heat detector and carbon monoxide detector in every unit; hallway; common area; boiler room; basement and attic to insure that each device works and rings out to the fire alarm panel annually.

Inspect and test all fire alarm panels to insure that all signals will report to central fire alarm monitoring system annually.

4 Roof Repairs/ Replacement

The plan will include the required testing and servicing as required by manufacturer's recommendations. It will also include a determination of the most reliable and cost effective way to perform the work including the decision to hire a contractor.

Maintenance of roofs requires regular inspections by knowledgeable personnel to ensure that there is no unauthorized access to roof surfaces and that there is good drainage, clear gutters and prompt discovery of any deficiencies.

- A. Remove any trash and debris from roof.
- B. Inspect roof for damage and deterioration; punctures; missing shingles; loose flashing.
- C. Inspect gutters and downspouts for obstructions (clean as necessary).
- D. Inspect stack vents for obstruction and security covers.

The authority maintenance staff will usually undertake only minor roof repairs. Therefore there should be a list of approved roofing contractors to take on more serious problems for roofs no longer under warranty.

5. The Housing Authority will have a program that ensures that the elevators are inspected annually by The Commonwealth of Massachusetts Department of Public Safety elevator inspection division. The elevators will be properly maintained by a reputable elevator service company.

- A. Check elevator signal lights for proper operation
- B. Inspect elevators for graffiti and damage - clean as needed.

6. The Housing Authority will have a program in which will ensure that the storm drains, catch basins and sanitary drain lines are maintained and remain flowing at all times.

- A. Storm drains and catch basins should be inspected as needed.
- B. Storm drains and catch basins should be cleaned annually.

7. Vehicle/Equipment Maintenance

The Housing Authority will protect the investment it has made in vehicles and other motorized equipment by putting in place a comprehensive maintenance program. The vehicles and equipment to be covered include:

- A. See Appendix B.

8. Electrical Heat

The Housing Authority will have a program that inspects all common area electric heaters to ensure that the public areas of all buildings are adequately heated and that all building systems in these areas are protected.

- A. Check electric heating units for proper operation, including any thermostats.
- B. Check that fan motors are operating properly if applicable.

9. Large Exhaust Fans

The Housing Authority will have a program that inspects all rooftop exhaust fans for operation. Motors will be checked and belts adjusted to ensure the longest life possible for all mechanical parts.

- A. Listen for unusual noises or vibrations
- B. Inspect belt condition and alignment; adjust tension as required.
- C. check motor and fan bearings.
- D. Inspect general condition of exterior and interior of unit.
- E. Check operation of controls.

10 Annual Inspections

The Housing Authority's goals of efficiency and cost-effectiveness are achieved through a carefully designed and rigorously implemented inspection program. This program calls for the inspection of all areas of the Authority's property including;

- A. Dwelling Units
- B. Site
- C. Common areas
- D. Building exterior
- E. Building Systems

Each area is to be inspected annually and documented with inspection forms and work orders as backup and will ensure that all areas comply with standards set by HUD and local codes.

11 Mechanical Equipment

Sump pumps are to be inspected and tested for proper operation to provide protection against flooding and subsequently damage to boilers; hot water tanks, basements and crawl spaces.

- A. Manually test all flotation devices to ensure proper function.
- B. Visually inspect each sump pump and its associated wires and switches for wear and proper connections.

12 Common Areas

Regular inspections of the property grounds and building exteriors as well as building interiors are required to maintain the curb appeal and marketability of the property.

- A. Ground will be policed daily and any trash or debris will be disposed of from the site as well as around any and all dumpster enclosures.

- B. Grounds and buildings will be policed daily for any graffiti. Graffiti will be removed within twenty four hours whenever possible.
- C. Common hallways and stairs will be swept and mopped on a regular schedule. Each hallway should be done at least once per week.
- D. Community rooms, kitchens and rest rooms will be cleaned and vacuumed daily. All trash barrels will be emptied and any paper supplies will be restocked as needed.

13. Playgrounds

- A. Playgrounds will be policed daily for graffiti and trash and all shall be removed immediately.
- B. Check all apparatus daily for any damage.
- C. Tighten any and all nuts and bolts bi-annually.

14. Pest Control

The Housing Authority will make all efforts to provide a healthy and pest-free environment for its residents. The Authority will determine which, if any, pests infest its properties and will then provide the best possible treatment for the eradication of those pests. All residents will be informed at least forty eight hours before treatment. The notification will be in writing and will include instructions that describe how to prepare the unit for treatment. If necessary, the instructions shall be bi-lingual to properly notify the resident population. Resident requests for extermination will be done routinely at least once per week or as often as needed. Annual flush out of buildings will be completed on an as needed basis and determined by funding.

APPENDIX A
Scheduled Checklist

Liston Towers

Task	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Generator Test	Weekly	Vendor	X	X	X	X	X	X	X	X	X	X	X	X
Fire Alarm Test	Bi-Annual	Vendor		X						X				
Elevator	Monthly	Vendor												
Grounds	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Backflow Check	Annual	Vendor		X										
Fire Extinguisher Check	Annual	Vendor					X							
Exhaust Fan Check	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Sprinkler System Test	Annual	Vendor				X								

The Carl Hyman Tower

Task	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Generator Test	Weekly	Vendor	X	X	X	X	X	X	X	X	X	X	X	X
Fire Alarm Test	Bi-Annual	Vendor		X						X				
Elevator	Monthly	Vendor												
Grounds	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Backflow Check	Annual	Vendor		X										
Fire Extinguisher Check	Annual	Vendor					X							
Exhaust Fan Check	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Common Drain	Bi-Annual	Staff			X						X			
Sprinkler System Test	Annual	Vendor				X								
AC Filters	Annual	Staff					X							

Adams Court

Task	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Fire Alarm Test	Bi-Annual	Vendor		X						X				
Grounds	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Fire Extinguisher Check	Annual	Vendor					X							

APPENDIX B

Vehicles Equipment

	Year	Make	Model	Body	Vin#	Registration #
1	2008	FORD	ECONOLINE E250	CARGO VAN	1 FTNE24LX8DB25101	M26323
2	1998	FORD	ECONOLINE E150	CARGO VAN	1FTRE1462WHC15967	M34014
3	2002	FORD	ECONOLINE E150	CARGO VAN	1 FTRE14L82HA59482	M43581
4	2008	USCA	UTILITY TRAIL	OTHER	5NHUAS21381033576	M53258
5	2003	FORD	F250	SUPER DUTY PICKUP	3FTNF21L83MB28318	M70512
6	2008	FORD	F350	SUPER DUTY PICKUP	1FTWF31518EE11667	M79945
7	2008	FORD	F450	SUPER DUTY CAB AND	1FDXF47Y68EE11669	M77414
8	2008	FORD	ESCAPE XLT	WAGON 4 DR,	1FMCU93148KE68951	M76382
9	2000	CHEVROLET	EXPRESS 62500	CARGO VAN	1GCGG25R6Y1188932	M82402
10	2010	FORD	ECONOLINE E250	CARGO VAN	1 FTNE2EL3ADA67045	M83646
11	2011	FORD	ECONOLINE E250	CARGO VAN	1FTNE2EL2BDA98918	M87745
12	2011	FORD	RANGER	CLUB CAB PICKUP	1FTLR1FE8BPA51767	M87744
13	2015	FORD	F350	SUPER DUTY PICKUP	1FTRF3B69FEC37963	M93672
14	2016	FORD	TRANSIT T-150	CARGO VAN	1FTYE1ZMOGKA18481	M35531
15	2016	FORD	TRANSIT T-150	CARGO VAN	1FTYE1ZM2GKA18482	M55487
16	2016	FORD	F350	SUPER DUTY CAB AND	1FDRF3H6XGEA92856	M14849
17	2015	BOBCAT	LOADER	OTHER	ALJ814681	M87610
18	2016	KUBOTA	LOADER	OTHER	A5KC2GDBCFG024026	M96270
19	2016	CROSS	CONSTR	OTHER	431FS0813G1000124	M96271

STREET ADDRESS	UNIT	ROOM	LOCATION	ITEM	DEFICIENCY	COMMENT
50 WALNUT AVE	203	Bathroom	Center Center	Ceiling	10-50% of the ceiling area area shows damage from stains mold or mildew.	unknown substance on ceiling
50 WALNUT AVE	306	Bedroom	Center Center	Interior Walls	There is a hole or missing tile/panel or other damage that is between 1 square inch and 8.5 inches by 11 inches. The hole does not penetrate the adjoining room.	under window
50 WALNUT AVE	307	Kitchen		Stove	The stove or oven operation of doors and drawers is impeded but the stove is functioning.	oven dirty
50 WALNUT AVE	308	Kitchen		Stove	The stove or oven operation of doors and drawers is impeded but the stove is functioning.	stove excess grease
50 WALNUT AVE	309	Bathroom	Center Front	Interior Walls	There is a hole or missing tile/panel or other damage that is between 1 square inch and 8.5 inches by 11 inches. The hole does not penetrate the adjoining room.	near sink
50 WALNUT AVE	403	Bathroom	Center Center	Ceiling	10-50% of the ceiling area area shows damage from stains mold or mildew.	unknown substance on ceiling
50 WALNUT AVE	410	Bathroom	Center Center	Interior Walls	There is a hole or missing tile/panel or other damage that is between 1 square inch and 8.5 inches by 11 inches. The hole does not penetrate the adjoining room.	corner bead exposed by sink
50 WALNUT AVE	508	Bathroom	Center Center	Ceiling	There is less than 4 sq ft of peeling paint on the ceiling.	bubbling paint
50 WALNUT AVE	511	Bathroom	Center Center	Interior Walls	There is a hole or missing tile/panel or other damage that is between 1 square inch and 8.5 inches by 11 inches. The hole does not penetrate the adjoining room.	peeling paint near shwr rod
50 WALNUT AVE	604	Bathroom	Center Center	Ceiling	10-50% of the ceiling area area shows damage from stains mold or mildew.	above tub
50 WALNUT AVE	803	Kitchen		Interior Walls	There is a hole or missing tile/panel or other damage that is between 1 square inch and 8.5 inches by 11 inches. The hole does not penetrate the adjoining room.	corner bead exposed
50 WALNUT AVE	808	Bathroom	Center Center	Plumbing	The sink does not drain freely or drains slowly but the fixture can be used.	None
50 WALNUT AVE	809	Bathroom	Center Front	Ceiling	There is less than 4 sq ft of peeling paint on the ceiling.	None
50 WALNUT AVE	809	Kitchen		Ceiling	There is less than 4 sq ft of peeling paint on the ceiling.	coat closet
50 WALNUT AVE	811	Bathroom	Center Center	Floors	5-10% of the floor covering has stains surface burns shallow cuts small holes tear loose areas or exposed seams. It is functional and poses no safety hazard.	missing pieces
50 WALNUT AVE	902	Kitchen	Center Center	Stove	An accumulation of dirt/grease in the hood exhaust threatens the free passage of air.	grease buildup
50 WALNUT AVE	903	Kitchen		Stove	The stove or oven operation of doors and drawers is impeded but the stove is functioning.	2 brnrs missing
50 WALNUT AVE	905	Bathroom	Center Front	Interior Walls	There is a hole or missing tile/panel or other damage that is between 1 square inch and 8.5 inches by 11 inches. The hole does not penetrate the adjoining room.	peeling paint next to tub
50 WALNUT AVE	905	Living Room		Interior Walls	There is evidence of a water stain or mold/mildew on one or more walls affecting an area of more than 4 square inches but less than 1 square foot.	no mold dmg under window
50 WALNUT AVE	906	Bedroom	Right Rear	Ceiling	There is less than 4 sq ft of peeling paint on the ceiling.	None
50 WALNUT AVE	908	Bathroom	Center Center	Ceiling	There is less than 4 sq ft of peeling paint on the ceiling.	peeling paint
50 WALNUT AVE	909	Bedroom	Center Center	Floors	5-10% of the floor covering has stains surface burns shallow cuts small holes tear loose areas or exposed seams. It is functional and poses no safety hazard.	missing pieces
50 WALNUT AVE	909	Kitchen		Interior Walls	There is a hole or missing tile/panel or other damage that is between 1 square inch and 8.5 inches by 11 inches. The hole does not penetrate the adjoining room.	corner bead exposed near intercom
50 WALNUT AVE	1001	Bedroom	Center Center	Windows	A window is not functioning but can be secured. Other windows in the immediate are functioning.	crank inop

STREET ADDRESS	UNIT	ROOM	LOCATION	ITEM	DEFICIENCY	COMMENT
50 WALNUT AVE	1008	Living Room		Ceiling	There is less than 4 sq ft of peeling paint on the ceiling.	None
50 WALNUT AVE	1011	Kitchen		Ceiling	10-50% of the ceiling area area shows damage from stains mold or mildew.	tnt states chocolate exploded while melting on stove top
50 WALNUT AVE	1105	Bathroom	Center	Ceiling	There is less than 4 sq ft of peeling paint on the ceiling.	peeling paint
50 WALNUT AVE	1108	Kitchen		Ceiling	There is less than 4 sq ft of peeling paint on the ceiling.	pantry peeling paint
50 WALNUT AVE	1108	Bathroom	Center	Ceiling	There is less than 4 sq ft of peeling paint on the ceiling.	peeling paint

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 03/31/2020. It also shows the approved budget for the current year (2021) 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 Revere Housing Authority , except as noted for separate budgets on the following pages.

2. Hyman Towers

LHA Comments

We are excited about the new funding we have received for a new position, Resident Service Director, who will support the self-sufficiency program and resident referral services.

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 Revere Housing Authority operating reserve at the end of fiscal year 2020 was \$1,745,126.00, which is 79.4% 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 Revere Housing Authority , except as noted for separate budgets on the following pages.						
REVENUE						
Account Number	Account Class	2020 Approved Revenue Budget	2020 Actual Amounts Received	2021 Approved Revenue Budget	% Change from 2020 Actual to 2021 Budget	2021 Dollars Budgeted per Unit per Month
3110	Shelter Rent - Tenants	\$2,926,644.00	\$3,068,789.00	\$3,164,040.00	3.1%	\$440.92
3111	Shelter Rent - Tenants - Fraud/Retroactive	\$0.00	\$165,686.00	\$0.00	-100%	\$0.00
3115	Shelter Rent - Federal Section 8	\$0.00	\$0.00	\$0.00	0%	\$0.00
3190	Nondwelling Rentals	\$0.00	\$0.00	\$0.00	0%	\$0.00
3400	Administrative Fee - MRVP	\$0.00	\$0.00	\$0.00	0%	\$0.00
3610	Interest on Investments - Unrestricted	\$0.00	\$14,347.00	\$8,750.00	-39%	\$1.22
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$20,000.00	\$18,153.00	\$18,000.00	-0.8%	\$2.51
3691	Other Revenue - Retained	\$183,000.00	\$141,635.00	\$183,000.00	29.2%	\$25.50
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)	\$1,511,950.00	\$1,304,868.00	\$1,759,994.00	34.9%	\$245.26
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	\$4,641,594.00	\$4,713,478.00	\$5,133,784.00	8.9%	\$715.41

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Revere Housing Authority , except as noted for separate budgets on the following pages.						
EXPENSES						
Account Number	Account Class	2020 Approved Expense Budget	2020 Actual Amounts Spent	2021 Approved Expense Budget	% Change from 2020 Actual to 2021 Budget.	2021 Dollars Budgeted per Unit per Month
4110	Administrative Salaries	\$396,284.00	\$300,664.00	\$446,275.00	48.4%	\$62.19
4120	Compensated Absences	\$0.00	\$1,906.00	\$0.00	-100%	\$0.00
4130	Legal	\$110,000.00	\$75,401.00	\$110,000.00	45.9%	\$15.33
4140	Members Compensation	\$30,000.00	\$33,035.00	\$30,000.00	-9.2%	\$4.18
4150	Travel & Related Expenses	\$4,335.00	\$369.00	\$3,209.00	769.6%	\$0.45
4170	Accounting Services	\$13,716.00	\$12,868.00	\$13,716.00	6.6%	\$1.91
4171	Audit Costs	\$7,200.00	\$8,884.00	\$10,000.00	12.6%	\$1.39
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$146,703.00	\$131,024.00	\$125,742.00	-4%	\$17.52
4191	Tenant Organization	\$0.00	\$0.00	\$3,588.00	100%	\$0.50
4100	TOTAL ADMINISTRATION	\$708,238.00	\$564,151.00	\$742,530.00	31.6%	\$103.47
4310	Water	\$920,000.00	\$839,561.00	\$805,000.00	-4.1%	\$112.18
4320	Electricity	\$585,000.00	\$611,625.00	\$590,000.00	-3.5%	\$82.22
4330	Gas	\$98,000.00	\$98,614.00	\$95,896.00	-2.8%	\$13.36
4340	Fuel	\$0.00	\$763.00	\$0.00	-100%	\$0.00
4360	Net Meter Utility Debit/Energy Conservation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4390	Other	\$0.00	\$0.00	\$0.00	0%	\$0.00
4391	Solar Operator Costs	\$0.00	\$309,081.00	\$340,000.00	10%	\$47.38
4392	Net Meter Utility Credit (Negative Amount)	\$0.00	-\$309,081.00	-\$340,000.0	10%	-\$47.38
4300	TOTAL UTILITIES	\$1,603,000.0	\$1,550,563.0	\$1,490,896.	-3.8%	\$207.76

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Revere Housing Authority , except as noted for separate budgets on the following pages.						
EXPENSES						
Account Number	Account Class	2020 Approved Expense Budget	2020 Actual Amounts Spent	2021 Approved Expense Budget	% Change from 2020 Actual to 2021 Budget	2021 Dollars Budgeted per Unit per Month
4410	Maintenance Labor	\$777,541.00	\$740,349.00	\$809,238.00	9.3%	\$112.77
4420	Materials & Supplies	\$140,000.00	\$239,081.00	\$210,000.00	-12.2%	\$29.26
4430	Contract Costs	\$223,500.00	\$245,057.00	\$230,500.00	-5.9%	\$32.12
4400	TOTAL MAINTENANCE	\$1,141,041.00	\$1,224,487.00	\$1,249,738.00	2.1%	\$174.16
4510	Insurance	\$174,469.00	\$144,480.00	\$168,266.00	16.5%	\$23.45
4520	Payment in Lieu of Taxes	\$45,000.00	\$30,294.00	\$45,000.00	48.5%	\$6.27
4540	Employee Benefits	\$613,879.00	\$576,894.00	\$697,754.00	21%	\$97.23
4541	Employee Benefits - GASB 45	\$0.00	\$22,372.00	\$0.00	-100%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$0.00	\$0.00	0%	\$0.00
4570	Collection Loss	\$10,000.00	\$20,737.00	\$10,000.00	-51.8%	\$1.39
4571	Collection Loss - Fraud/Retroactive	\$0.00	\$165,686.00	\$0.00	-100%	\$0.00
4580	Interest Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4590	Other General Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4500	TOTAL GENERAL EXPENSES	\$843,348.00	\$960,463.00	\$921,020.00	-4.1%	\$128.35
4610	Extraordinary Maintenance	\$44,000.00	\$91,252.00	\$247,705.00	171.5%	\$34.52
4611	Equipment Purchases - Non Capitalized	\$30,000.00	\$25,706.00	\$42,000.00	63.4%	\$5.85
4612	Restricted Reserve Expenditures	\$0.00	\$0.00	\$0.00	0%	\$0.00
4715	Housing Assistance Payments	\$0.00	\$0.00	\$0.00	0%	\$0.00
4801	Depreciation Expense	\$0.00	\$1,289,715.00	\$0.00	-100%	\$0.00
4600	TOTAL OTHER EXPENSES	\$74,000.00	\$1,406,673.00	\$289,705.00	-79.4%	\$40.37
4000	TOTAL EXPENSES	\$4,369,627.00	\$5,706,337.00	\$4,693,889.00	-17.7%	\$654.11

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Revere Housing Authority , except as noted for separate budgets on the following pages.						
SUMMARY						
Account Number	Account Class	2020 Approved Budget	2020 Actual Amounts	2021 Approved Budget	% Change from 2020 Actual to 2021 Budget	2021 Dollars Budgeted per Unit per Month
3000	TOTAL REVENUE	\$4,641,594.00	\$4,713,478.00	\$5,133,784.00	8.9%	\$715.41
4000	TOTAL EXPENSES	\$4,369,627.00	\$5,706,337.00	\$4,693,889.00	-17.7%	\$654.11
2700	NET INCOME (DEFICIT)	\$271,967.00	\$-992,859.00	\$439,895.00	-144.3%	\$61.30
7520	Replacements of Equip. - Capitalized	\$40,000.00	\$27,911.00	\$23,000.00	-17.6%	\$3.21
7540	Betterments & Additions - Capitalized	\$5,000.00	\$0.00	\$15,000.00	100%	\$2.09
7500	TOTAL NONOPERATING EXPENDITURES	\$45,000.00	\$27,911.00	\$38,000.00	36.1%	\$5.30
7600	EXCESS REVENUE OVER EXPENSES	\$226,967.00	\$-1,020,770.00	\$401,895.00	-139.4%	\$56.01

Hyman Towers						
REVENUE						
Account Number	Account Class	2020 Approved Revenue Budget	2020 Actual Amounts Received	2021 Approved Revenue Budget	% Change from 2020 Actual to 2021 Budget	2021 Dollars Budgeted per Unit per Month
3110	Shelter Rent - Tenants	\$425,628.00	\$426,674.00	\$415,116.00	-2.7%	\$326.35
3111	Shelter Rent - Tenants - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
3115	Shelter Rent - Federal Section 8	\$1,071,516.00	\$1,054,172.00	\$1,110,012.00	5.3%	\$872.65
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	\$80.00	\$4,397.00	\$5,000.00	13.7%	\$3.93
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$70,000.00	\$86,968.00	\$8,900.00	-89.8%	\$7.00
3691	Other Revenue - Retained	\$75,000.00	\$57,016.00	\$58,000.00	1.7%	\$45.60
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	\$1,642,224.00	\$1,629,227.00	\$1,597,028.00	-2%	\$1,255.53

Hyman Towers						
EXPENSES						
Account Number	Account Class	2020 Approved Expense Budget	2020 Actual Amounts Spent	2021 Approved Expense Budget	% Change from 2020 Actual to 2021 Budget	2021 Dollars Budgeted per Unit per Month
4110	Administrative Salaries	\$142,558.00	\$107,359.00	\$153,726.00	43.2%	\$120.85
4120	Compensated Absences	\$0.00	\$0.00	\$0.00	0%	\$0.00
4130	Legal	\$7,500.00	\$5,155.00	\$7,500.00	45.5%	\$5.90
4140	Members Compensation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4150	Travel & Related Expenses	\$798.00	\$58.00	\$605.00	943.1%	\$0.48
4170	Accounting Services	\$6,260.00	\$5,700.00	\$6,260.00	9.8%	\$4.92
4171	Audit Costs	\$2,500.00	\$727.00	\$5,000.00	587.8%	\$3.93
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$28,813.00	\$26,027.00	\$28,530.00	9.6%	\$22.43
4191	Tenant Organization	\$636.00	\$0.00	\$0.00	0%	\$0.00
4100	TOTAL ADMINISTRATION	\$189,065.00	\$145,026.00	\$201,621.00	39%	\$158.51
4310	Water	\$110,000.00	\$105,029.00	\$110,000.00	4.7%	\$86.48
4320	Electricity	\$218,000.00	\$229,298.00	\$218,000.00	-4.9%	\$171.38
4330	Gas	\$18,000.00	\$15,153.00	\$18,000.00	18.8%	\$14.15
4340	Fuel	\$0.00	\$0.00	\$0.00	0%	\$0.00
4360	Net Meter Utility Debit/Energy Conservation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4390	Other	\$0.00	\$0.00	\$0.00	0%	\$0.00
4391	Solar Operator Costs	\$130,000.00	\$127,233.00	\$140,000.00	10%	\$110.06
4392	Net Meter Utility Credit (Negative Amount)	\$-130,000.00	\$-127,233.00	\$-140,000.00	10%	\$-110.06
4300	TOTAL UTILITIES	\$346,000.00	\$349,480.00	\$346,000.00	-1%	\$272.01

Hyman Towers						
EXPENSES						
Account Number	Account Class	2020 Approved Expense Budget	2020 Actual Amounts Spent	2021 Approved Expense Budget	% Change from 2020 Actual to 2021 Spent	2021 Dollars Budgeted per Unit per Month
4410	Maintenance Labor	\$343,893.00	\$326,367.00	\$338,014.00	3.6%	\$265.73
4420	Materials & Supplies	\$35,000.00	\$40,393.00	\$36,000.00	-10.9%	\$28.30
4430	Contract Costs	\$50,000.00	\$54,441.00	\$52,000.00	-4.5%	\$40.88
4400	TOTAL MAINTENANCE	\$428,893.00	\$421,201.00	\$426,014.00	1.1%	\$334.92
4510	Insurance	\$48,964.00	\$38,661.00	\$43,137.00	11.6%	\$33.91
4520	Payment in Lieu of Taxes	\$8,000.00	\$8,000.00	\$8,000.00	0%	\$6.29
4540	Employee Benefits	\$254,402.00	\$240,629.00	\$277,852.00	15.5%	\$218.44
4541	Employee Benefits - GASB 45	\$0.00	\$9,271.00	\$0.00	-100%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$0.00	\$0.00	0%	\$0.00
4570	Collection Loss	\$1,000.00	\$0.00	\$1,000.00	100%	\$0.79
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	\$312,366.00	\$296,561.00	\$329,989.00	11.3%	\$259.43
4610	Extraordinary Maintenance	\$85,000.00	\$22,989.00	\$78,000.00	239.3%	\$61.32
4611	Equipment Purchases - Non Capitalized	\$2,000.00	\$1,160.00	\$18,000.00	1451.7%	\$14.15
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	\$139,989.00	\$0.00	-100%	\$0.00
4600	TOTAL OTHER EXPENSES	\$87,000.00	\$164,138.00	\$96,000.00	-41.5%	\$75.47
4000	TOTAL EXPENSES	\$1,363,324.00	\$1,376,406.00	\$1,399,624.00	1.7%	\$1,100.33

**Annual Plan 2022
Annual Operating Budget**

Hyman Towers						
SUMMARY						
Account Number	Account Class	2020 Approved Budget	2020 Actual Amounts	2021 Approved Budget	% Change from 2020 Actual to 2021 Budget	2021 Dollars Budgeted per Unit per Month
3000	TOTAL REVENUE	\$1,642,224.00	\$1,629,227.00	\$1,597,028.00	-2%	\$1,255.53
4000	TOTAL EXPENSES	\$1,363,324.00	\$1,376,406.00	\$1,399,624.00	1.7%	\$1,100.33
2700	NET INCOME (DEFICIT)	\$278,900.00	\$252,821.00	\$197,404.00	-21.9%	\$155.19
7520	Replacements of Equip. - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7540	Betterments & Additions - Capitalized	\$305,000.00	\$0.00	\$310,000.00	100%	\$243.71
7500	TOTAL NONOPERATING EXPENDITURES	\$305,000.00	\$0.00	\$310,000.00	100%	\$243.71
7600	EXCESS REVENUE OVER EXPENSES	\$-26,100.00	\$252,821.00	\$-112,596.00	-144.5%	\$-88.52

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 \$50.00 per unit per month, as of July 1, 2020.

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 6/30/20, all deficit LHAs may keep 100% of the net meter credit savings, while they can keep 50% effective 7/1/2020.

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

3693: Other Revenue – Net Meter: This account should 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 6/30/20 all LHAs may retain 100% of their total net meter credit savings, and should report those savings as Other Revenue – Retained on line #3691. LHAs can keep 50% of savings effective 7/1/2020.

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4360: Net Meter Utility Debit/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. In addition, for all quarterly or year-end operating statements 9/30/20 or later, and all budgets 6/30/21 or later, please use this line to record the total net meter credits earned as reported in Line 4392, MINUS the Solar Operator Costs reported in Line 4391, with the result expressed as a positive number. For example, if you reported -\$20,000 in Net Meter Utility Credits in Line 4392 and \$15,000 in Solar Operator Costs in Line 4391, you would subtract the \$15,000 reported on Line 4391 from the -\$20,000 reported on Line 4392, and post the remainder of \$5,000 on Line 4360, as a positive number. This number essentially represents the "net" savings the LHA earned from its net meter credit contract.

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.

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

DHCD has cancelled publication of Performance Management Reviews for fiscal years ending 3/31/2020 through 3/31/2021 due to disruptions of normal operations in response to the COVID-19 virus. Therefore, there are no ratings included in this report.

Explanation of PMR Criteria Ratings

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

CRITERION	DESCRIPTION
Financial	
Adjusted Net Income	<p>The Adjusted Net Income criterion calculation starts with an LHA's Net Income and subtracts Depreciation, GASB 45 (Retirement Costs), GASB 68 (Retirement Costs), Extraordinary Maintenance (maintenance expense outside of routine/ordinary expenses), and Equipment Purchases – Non Capitalized. This Adjusted Net Income amount is then divided by the Total Expenses of the LHA. If this Adjusted Net Income amount is positive, it means underspending and if it is negative it means overspending.</p> <p>Underspending Rating:</p> <ul style="list-style-type: none"> • “No Findings” : 0 to 9.9% • “Operational Guidance”: 10 to 14.9% • “Corrective Action”: 15% or higher <p>Overspending Rating:</p> <ul style="list-style-type: none"> • “No Findings” : 0 to -4.9% • “Operational Guidance”: -5% to -9.9% • “Corrective Action”: -10% or below
Operating Reserves	<p>Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures.</p> <ul style="list-style-type: none"> • “No Findings” :35%+ of maximum operating reserve • “Operational Guidance”: 20% to 34.9% of maximum operating reserve • “Corrective Action”: <20% of maximum operating reserve
Capital Planning	
Capital Improvement Plan (CIP) Submitted	<p>Housing authorities are required to submit a five-year capital plan every year.</p> <ul style="list-style-type: none"> • “No Findings” =Submitted on time 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	<p>Under the Formula Funding Program (FF), authorities receive undesignated funds to spend on projects in their Capital Improvement Plan. They are rated on the percentage of available funds they have spent over a three-year period</p> <ul style="list-style-type: none"> • “No Findings” = at least 80% • “Operational Guidance” = At least 50% • “Corrective Action” = Less than 50%

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

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

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

Policies

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

Policy	Last Ratified by Board Vote	Notes
*Rent Collection Policy	10/18/2008	
*Personnel Policy	03/23/2017	
*Capitalization Policy	06/01/2007	
*Procurement Policy	01/11/2017	
*Grievance Policy	05/16/2018	
Affirmative Action Policy	03/15/2017	
Anti-Discriminatory Harassment Policy	03/15/2017	
Other – Define in the ‘Notes’ column	05/15/2019	Community Room Policy
Criminal Offender Records Information (CORI) Policy	01/04/2013	
Equal Employment Opportunity Policy and Affirmative Action Plan	03/15/2017	
Fair Housing Marketing Plan	06/01/2015	
Investment Policy	04/01/1985	
Language Access Plan	12/02/2015	
Parking	09/18/2018	
Pet Policy	03/11/2009	
Reasonable Accommodations Policy	12/09/2016	
Records Conservation and Disposal Policy	12/09/2016	

Policy	Last Ratified by Board Vote	Notes
Sexual Harassment Policy	03/15/2017	
Smoking Policy	08/01/2013	
Travel Policy	10/26/2006	
Other – Define in the ‘Notes’ column	03/28/2018	Security Camera Policy
Other – Define in the ‘Notes’ column	06/14/2017	VA.W.A.
Other – Define in the ‘Notes’ column	04/20/2018	Crime Report Dissemination
Other – Define in the ‘Notes’ column	08/15/2014	Fraud, Waste, and Abuse Policy
Other – Define in the ‘Notes’ column	03/15/2007	State Wage match Policy
Other – Define in the ‘Notes’ column	08/16/2018	Security Deposit Policy

* 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-2022-Revere Housing Authority-00164 has no current waivers from the regulations of the Department of Housing and Community Development (DHCD).

Glossary

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

AHVP: Alternative Housing Voucher Program

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

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

ANUEL: Allowable Non-Utility Expense Level

AP: Annual Plan

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

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

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

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

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

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

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

CNA: Capital Needs Assessment

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

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

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

DHCD: Massachusetts Department of Housing & Community Development

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

FF: Formula Funding

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

FYE: Fiscal Year End

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

HHA: Host Housing Authority for the RCAT program.

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

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

LHA: Local Housing Authority

LTO: Local Tenants Organization

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

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

MOR: Management and Occupancy Report

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

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

Performance Management Review (PMR):

PMR: Performance Management Review

RCAT: Regional Capital Assistance Team

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

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

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

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

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

Attachments

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

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

- Public Comments and LHA Responses
- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey - 667only
- Tenant Satisfaction Survey - 200-705only
- MOR_Revere

**PUBLIC HEARING
FIVE YEAR PLAN 2021-2025
December 16, 2020
6:30 pm**

The meeting was called to order by the Chairman and roll call showed the following:

PRESENT: VISCAI - ANZUONI - PERRONE
ABSENT: None

The Executive Director presented the plan. The plan is a continuation of projects and there has been no major changes/additions.

The Chairman asked for proponents and opponents of the plan to please submit their name(s) and address.

PROPOSERS:

Patricia Duffy
226 Pleasant Street
Wakefield, Massachusetts

Dean Harris
25 Stark Avenue
Revere, Massachusetts

OPPOSERS:

None

Chairman Perrone asked if there were any questions or comments.

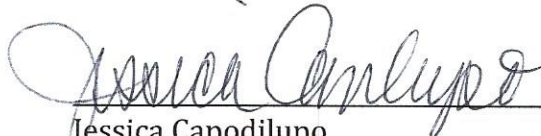
Commissioner Anzuoni stated that the RHA has done an excellent job preparing the plan and continues to provide clean, safe, and affordable housing to our tenants.

Commissioner Viscay asked why the budget seemed imbalanced. An explanation was provided that it is not a budget, it is a plan that may change over the course of the fiscal year due to increases in funding for specific projects. The budget for the plan is formula driven.

On motion of George Anzuoni, seconded by Richard Viscay, it was

VOTED: To adjourn the 5-Year Plan public hearing at 7:00 pm.

Respectfully submitted



Jessica Capodilupo
Board Designate to record Minutes

Resident Surveys – Background:

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

ROUND ONE SURVEYS

Spring 2016: (c. 200 and c. 705)

Fall 2016: (667 - Group 1)

Fall 2017: (667 - Group 2)

Fall 2018: (667 - Group 3)

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

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

ROUND TWO SURVEYS

Fall 2019 (667 - Group 1) - COMPLETED

Fall 2020 (200s and 705s)

Fall 2021 (667 - Group 2)

Fall 2022 (667 - Group 3)

Please Note:

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

REVERE HOUSING AUTHORITY

Chapter 667 Housing Summary 2016 - 2018

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

Fall 2016:

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

Fall 2017:

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

Fall 2018:

- Surveys were sent to 13,304 housing units (Chapter 667). 6717 surveys were filled out and returned.
- In the **Revere Housing Authority**, surveys were sent to a total of **351** housing units (Chapter 667); **138** surveys were completed.

This report provides some information about how the residents from the **Revere Housing Authority** who answered the survey responded. It compares their answers to those from residents in the entire state and to those from large LHAs in Greater Boston. These large LHAs in the Greater Boston area include: Arlington, Boston, Chelsea, Everett, Quincy, Revere, Somerville, Waltham, and Watertown.

Communication

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

	Revere Housing Authority	Large LHAs in Greater Boston*	Entire State
Contacted management about a problem or concern.....	78%	79%	78%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	83%	83%	87%
Saw the Capital Improvement Plan.....	11%	22%	30%
Saw the Operating Budget.....	10%	13%	17%
Knew the Executive Director held a meeting with residents...	44%	40%	53%

* Large LHAs in the Greater Boston area include: Arlington, Boston, Chelsea, Everett, Quincy, Revere, Somerville, Waltham, and Watertown.

Services and Programs

50% of the Revere Housing Authority residents in Ch. 667 who responded to the survey said they would be interested in services and programs. Here are the services and programs residents said they would be most interested in participating in:

	Revere Housing Authority	Large LHAs in Greater Boston	Entire State
Job training programs.....	10%	8%	6%
Money management programs (<i>budgeting, taxes, income building</i>).....	9%	9%	10%
Children’s programs (<i>tutoring, childcare, afterschool programs</i>).....	2%	3%	2%
Health and Medical Services (<i>visiting nurse, meal programs</i>).....	29%	39%	35%
Adult Education (<i>GED, ESL, educational counseling</i>)	10%	14%	10%

Maintenance and Repair

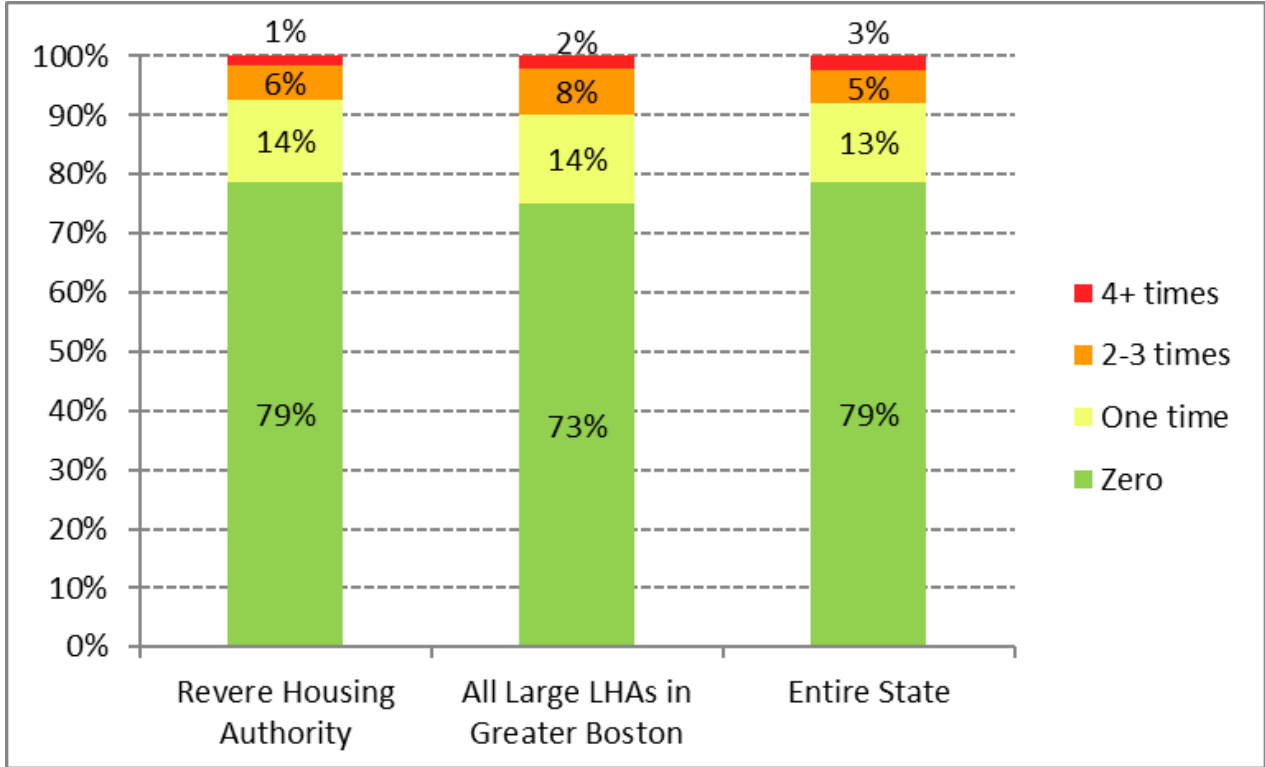
Who had problems? About one fifth of respondents had a problem with their heating and half had a plumbing problem in the last 12 months.

	Revere Housing Authority	Large LHAs in Greater Boston	Entire State
Had a heating problem.....	21%	27%	21%
Had a problem with water or plumbing.....	50%	51%	49%

- **Heating Problems**

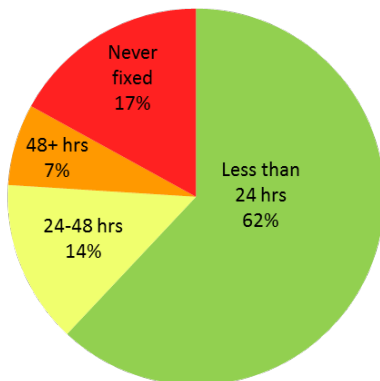
How many times did residents have heating problems?

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

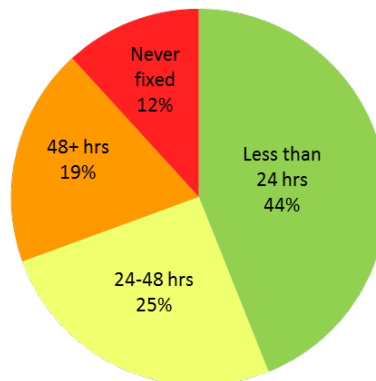


How long did it take to fix the heating problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

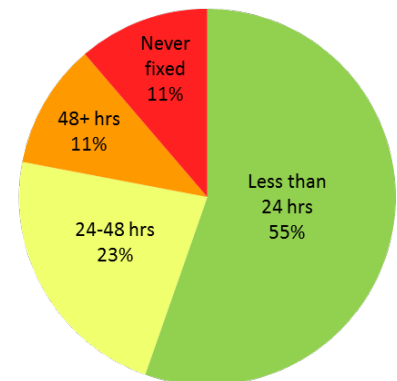
Revere Housing Authority



Large LHAs in Greater Boston



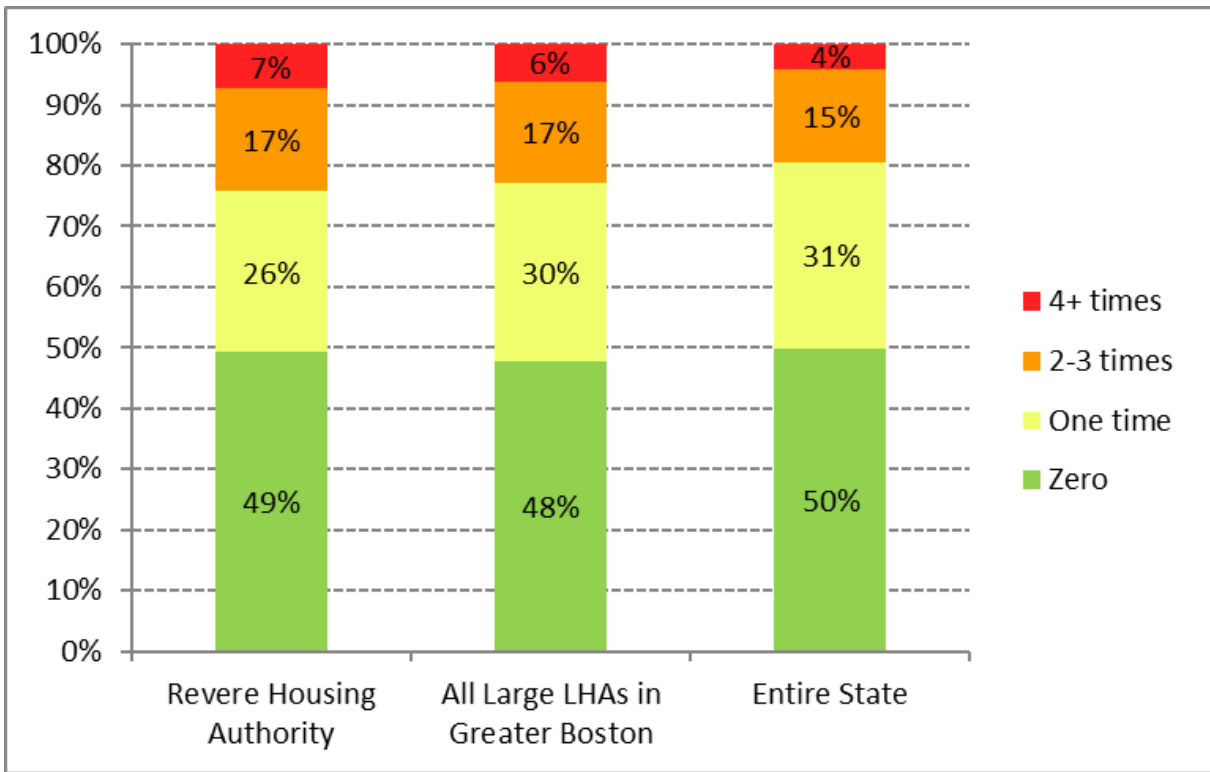
Entire State



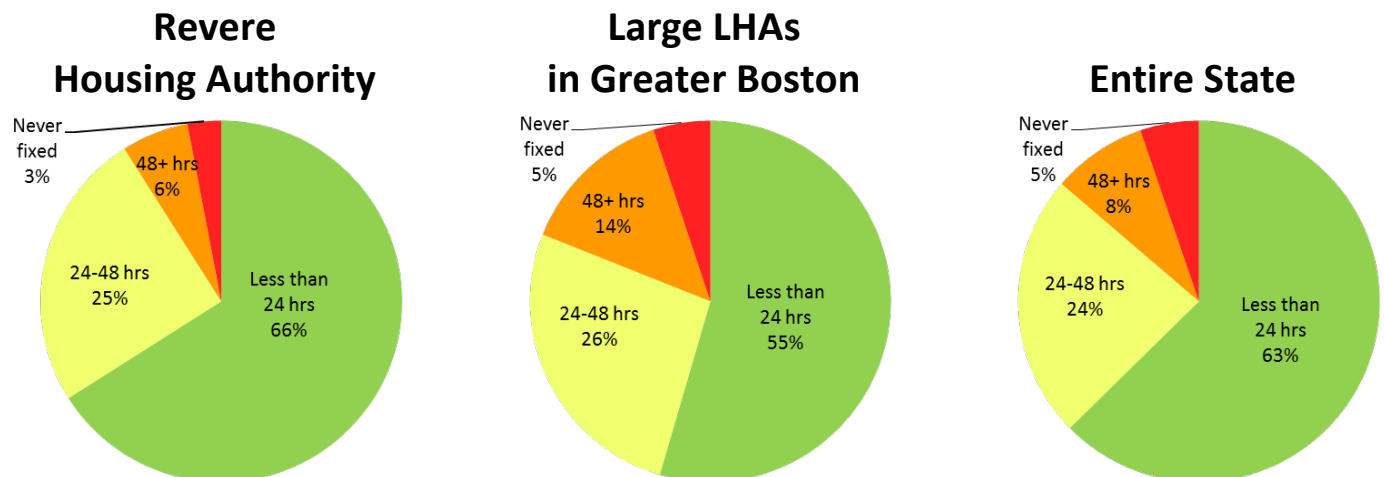
- **Water or Plumbing Problems**

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

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

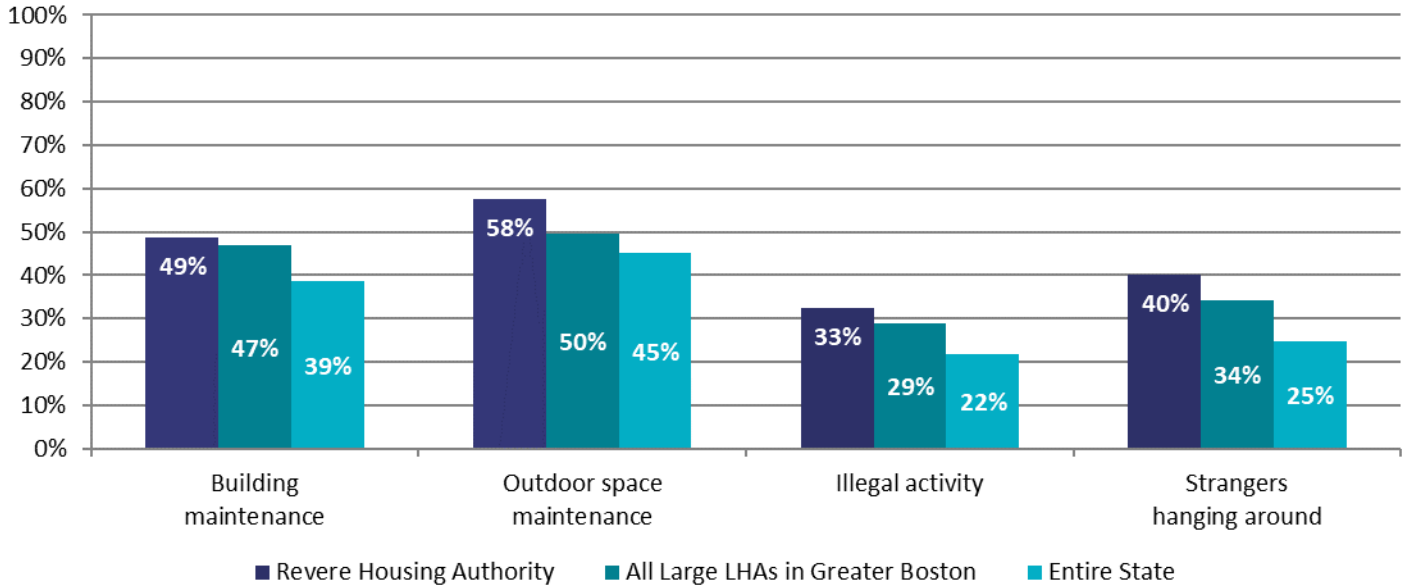


How long did it take to fix the water or plumbing problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.



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

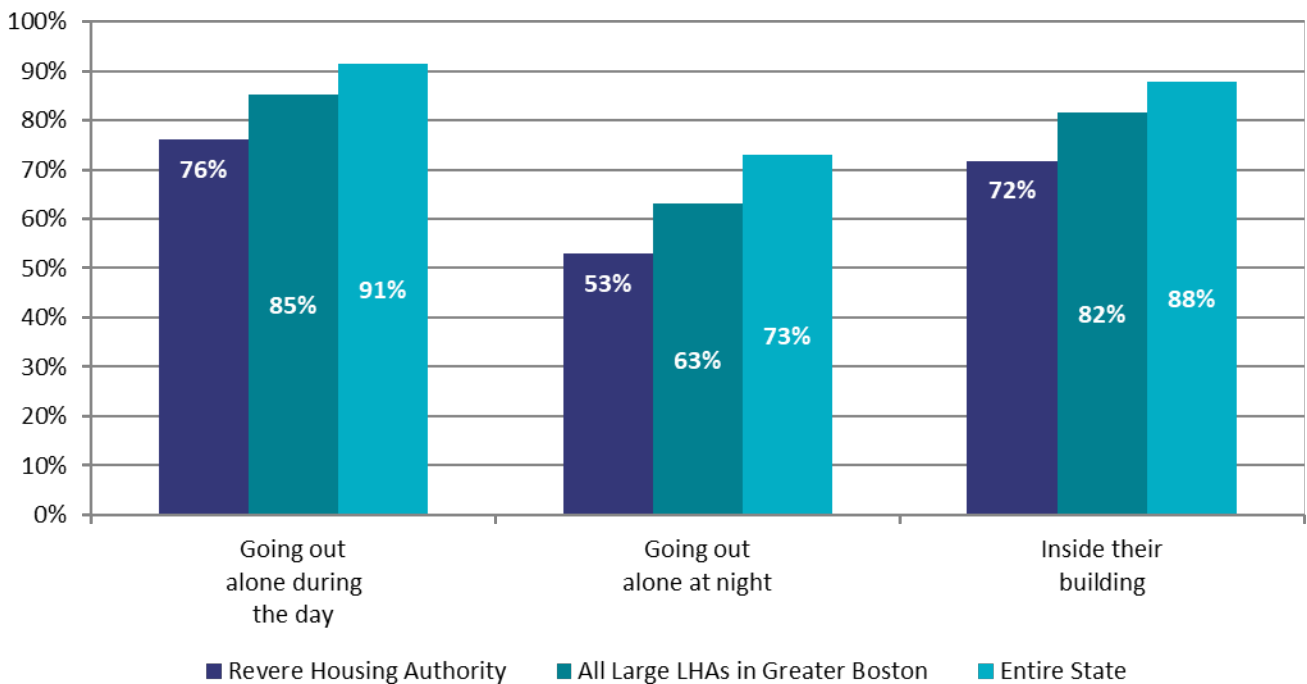
Respondents who “always” or “sometimes” had problems with....



Safety

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

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



REVERE HOUSING AUTHORITY

Chapter 200 & Chapter 705 Housing Summary Spring 2016

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

Surveys were sent to **283** housing units (Chapters 200 and 705) in the **Revere Housing Authority**. **121** surveys were completed.

This report provides some information about how the residents from the **Revere Housing Authority** who answered the survey responded. It compares answers to those from the entire state and to those from all large LHAs in Greater Boston. Large LHAs in the Greater Boston area include: Arlington, Boston, Chelsea, Everett, Quincy, Revere, Somerville, Waltham, and Watertown.

Communication

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

	Revere Housing Authority	All Large LHAs in Greater Boston*	Entire State
Contacted management about a problem or concern.....	88%	86%	87%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	83%	80%	76%
Saw the Capital Improvement Plan.....	8%	18%	18%
Saw the Operating Budget.....	7%	15%	12%
Knew the Executive Director held a meeting with residents..	7%	20%	21%

* Large LHAs in the Greater Boston area include: Arlington, Boston, Chelsea, Everett, Quincy, Revere, Somerville, Waltham, and Watertown

Services and Programs

71% of the Revere Housing Authority residents in Ch. 200 and Ch. 705 who responded to the survey said they would be interested in services and programs. Here are the services and programs residents said they would be most interested in participating in:

	Revere Housing Authority	All Large LHAs in Greater Boston	Entire State
Job training programs.....	26%	34%	31%
Money management programs (<i>budgeting, taxes, income building</i>).....	13%	23%	29%
Children’s programs (<i>tutoring, childcare, afterschool programs</i>).....	29%	38%	39%
Health and Medical Services (<i>visiting nurse, meal programs</i>).....	31%	29%	26%
Adult Education (<i>GED, ESL, educational counseling</i>)	20%	33%	28%

Maintenance and Repair

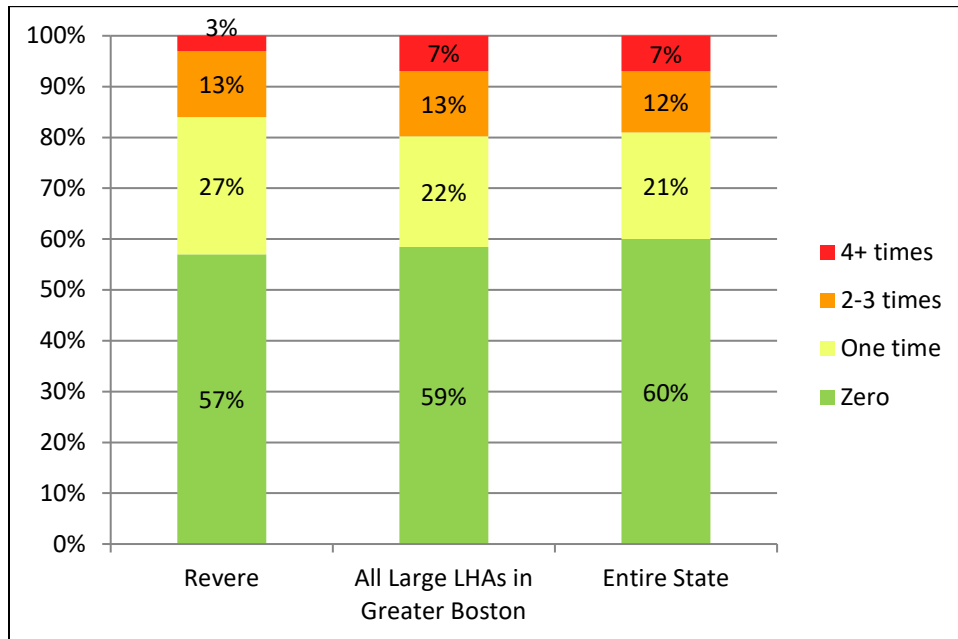
- **Who had problems?** Almost half of respondents had problems with their heat and about three-quarters had plumbing problems in the last 12 months.

	Revere Housing Authority	All Large LHAs in Greater Boston	Entire State
Had a heating problem.....	41%	40%	40%
Had a problem with water or plumbing.....	74%	61%	57%

- **Heating Problems**

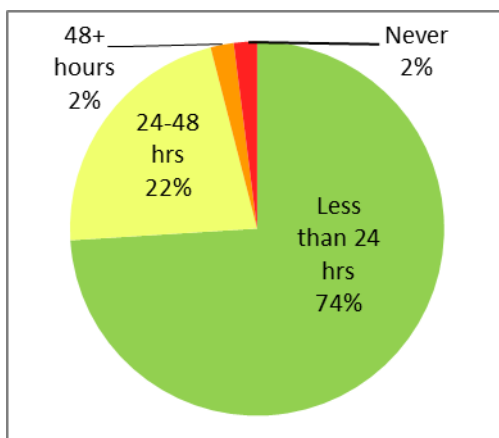
How many times did residents have heating problems?

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

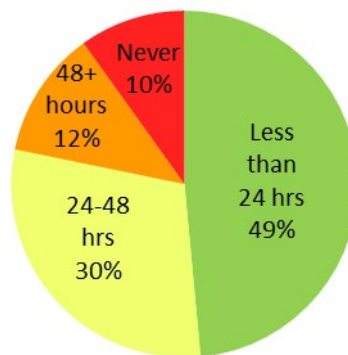


How long did it take to fix the heating problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

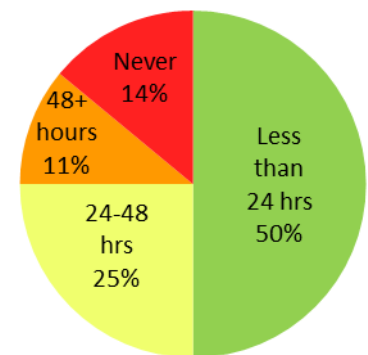
Revere Housing Authority



All Large LHAs in Greater Boston



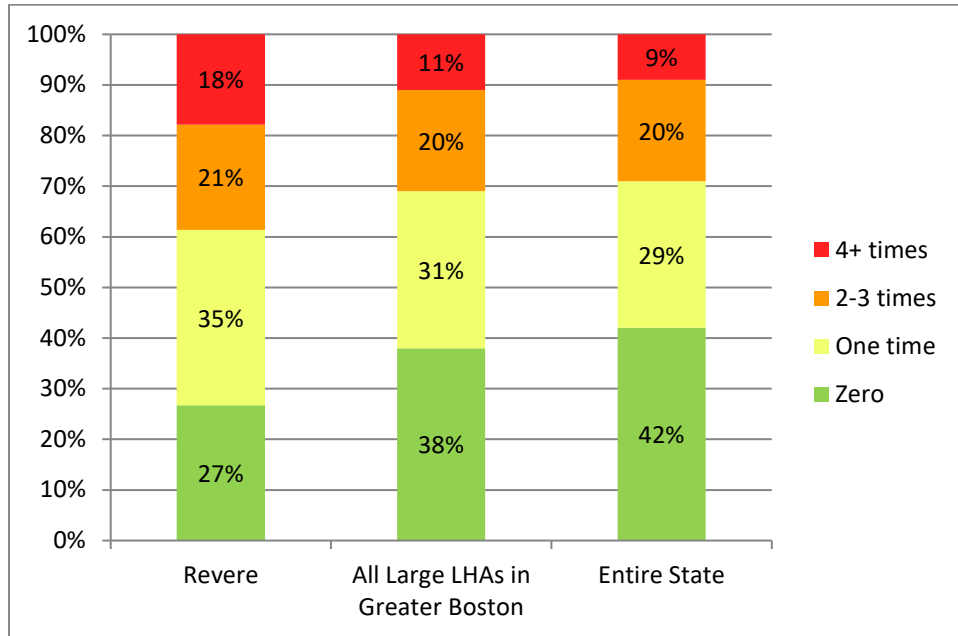
Entire State



- Water or Plumbing Problems**

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

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

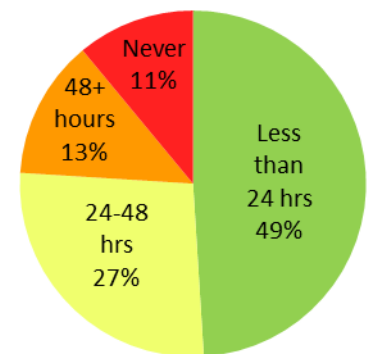
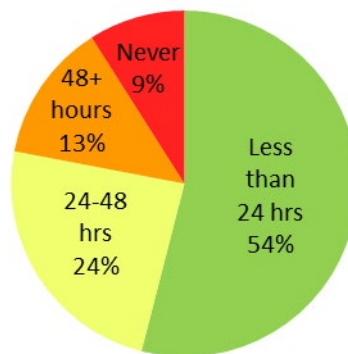
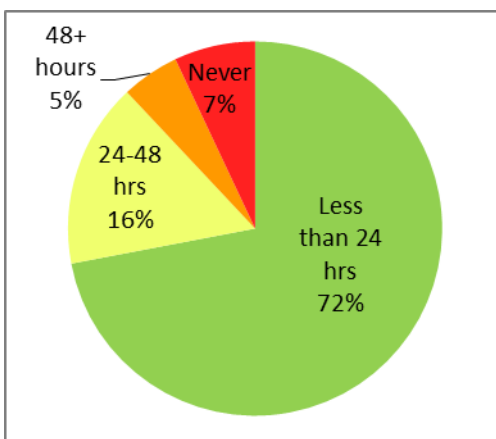


How long did it take to fix the water or plumbing problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

Revere Housing Authority

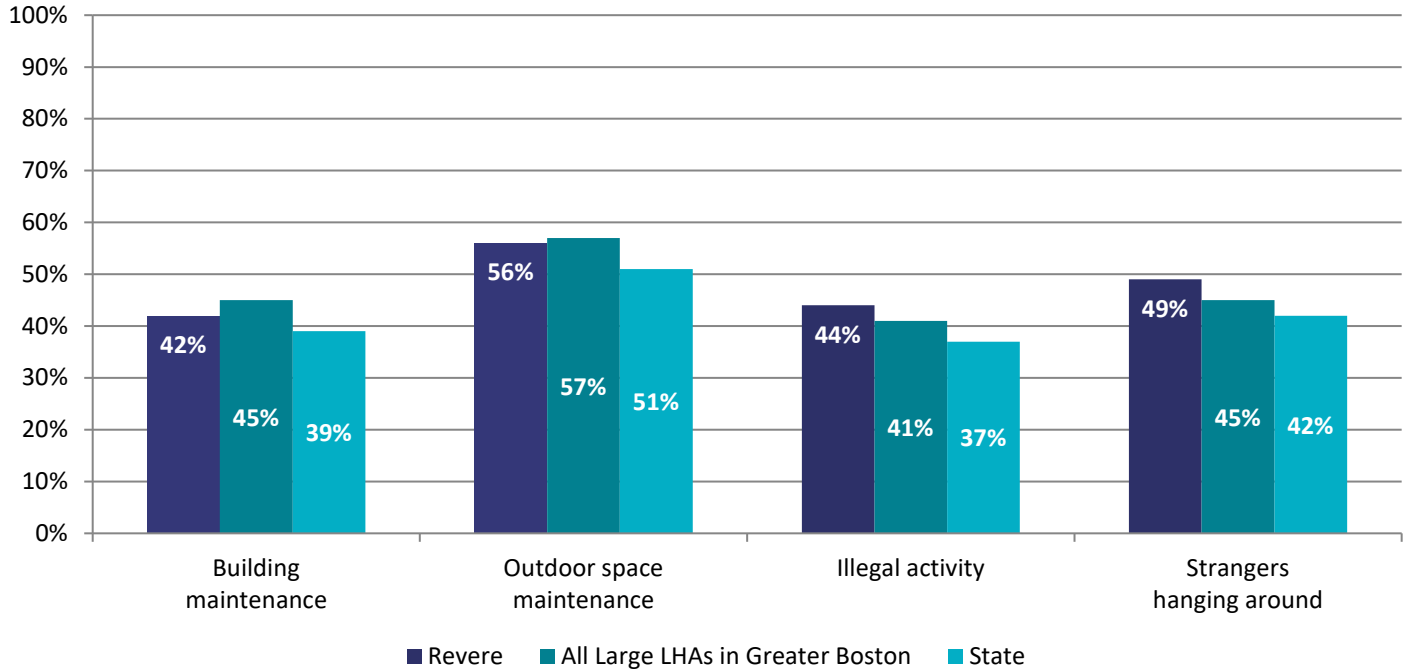
All Large LHAs in Greater Boston

Entire State



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

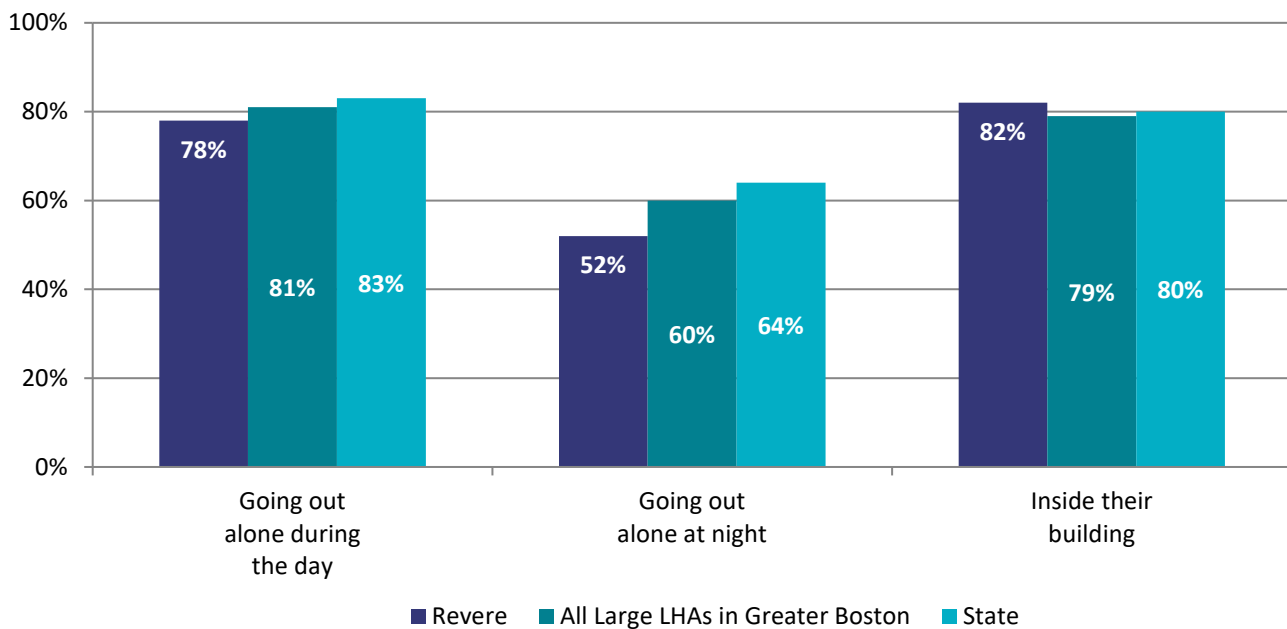
Respondents who “always” or “sometimes” had problems with...



Safety

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

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





Commonwealth of Massachusetts
**DEPARTMENT OF HOUSING &
 COMMUNITY DEVELOPMENT**

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

July 11, 2018

James Milinazzo, Executive Director
 Revere Housing Authority
 70 Cooledge Street
 Revere, MA 02151

Re: Management Review Report: Section 8 New Construction/Substantial Rehab Program
 MA06H052015

Dear Mr. Milinazzo:

The enclosed report reflects the results of a Management Review of the Section 8 NCSR Program conducted by the Department of Housing and Community Development on May 30, 2018. This review is conducted periodically to determine compliance with HUD's Regulations and the owner's established management procedures and practices. Please note that your review reflects the following ratings:

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

Overall Rating **Satisfactory**

The findings cited in the enclosed report should be addressed in accordance with the required corrective actions within 30 calendar days or within the cited timeline. If additional time is needed to correct deficiencies, please submit a corrective action plan within 30 calendar days. The corrective action plan must include targeted timeframes for resolving the deficiencies and will be monitored by DHCD until all deficiencies have been addressed.

If you have any questions regarding this report please feel free to contact me at 617-573-1224 or Melanie.loveland-hale@mass.gov.

Sincerely,

Melanie Loveland Hale
 Bureau of Housing Management

Encl.

Management Review for Multifamily Housing Projects

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

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

Summary

Date of On-Site Review 5/30/18	Date of Report 6/29/2018	Project Number 800009916	Contract Number MA06H052015
Section of the Act	Name of Owner Revere Housing Authority	Project Name 50 Walnut Avenue	Project Address 50 Walnut Avenue, Revere MA
Loan Status: <input type="checkbox"/> Insured <input type="checkbox"/> HUD-Held <input type="checkbox"/> Non-Insured <input type="checkbox"/> Co-Insured	Contract Administrator <input type="checkbox"/> HUD <input checked="" type="checkbox"/> CA <input type="checkbox"/> PBCA	Type of Subsidy: <input type="checkbox"/> Section 8 <input type="checkbox"/> PAC <input type="checkbox"/> Section 236 <input type="checkbox"/> Section 221(d)(3) BMIR	Type of Housing: <input type="checkbox"/> Family <input type="checkbox"/> Disabled <input type="checkbox"/> Elderly <input checked="" type="checkbox"/> Elderly/Disabled <input type="checkbox"/> Other (please specify)

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

A. General Appearance and Security	A	C	TCD	Enter a score between 1 and 100 for the General Appearance and Security Rating. If this Section was not reviewed, enter 0. <u>79</u> is 10% of the overall score. This category is rated
1. General Appearance	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2. Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
B. Follow-up and Monitoring of Project Inspections	A	C	TCD	Enter a score between 1 and 100 for the Follow-up and Monitoring of Project Inspections Rating. If this Section was not reviewed, enter 0. <u>80</u> is 10% of the overall score. This category is rated
3. Follow-Up and Monitoring of Last Physical Inspection and Observations	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
4. Follow-Up and Monitoring of Lead-Based Paint Inspection	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
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. <u>70</u> is 10% of the overall score. This category is rated
5. Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
6. Vacancy and Turnover	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
7. Energy Conservation	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
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. <u>79</u> is 25% of the overall score. This category is rated
8. Budget Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
9. Cash Controls	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
10. Cost Controls	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
11. Procurement Controls	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
12. Accounts Receivable/Payable	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
13. Accounting and Bookkeeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
E. Leasing and Occupancy	A	C	TCD	Enter a score between 1 and 100 for the Leasing and Occupancy Rating. If this Section was not reviewed, enter 0. <u>69</u> is 25% of the overall score. This category is rated
14. Application Processing/ Tenant Selection	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
15. Leases and Deposits	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
16. Eviction/Termination of Assistance Procedures	<input type="checkbox"/>	<input type="checkbox"/>		
17. Enterprise Income Verification (EIV) System Access and Security Compliance	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
18. Compliance with Using EIV Data and Reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
19. Tenant Rental Assistance Certification Systems (TRACS) Monitoring and Compliance	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
20. TRACS Security Requirements	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
21. Tenant File Security	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
22. Summary of Tenant File Review	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
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. <u>79</u> is 10% of the overall score. This category is rated
23. Tenant Concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
24. Provision of Tenant Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
G. General Management Practices	A	C	TCD	General Management Practices Rating. If this Section was not reviewed, enter 0. <u>80</u> is 10% of the overall score. This category is rated
25. General Management Operations	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
26. Owner/Agent Participation	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
27. Staffing and Personnel Practices	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Overall Rating: <input type="checkbox"/> Superior <input type="checkbox"/> Above Average <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Below Average <input type="checkbox"/> Unsatisfactory <u>76</u> 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)

Melanie Loveland Hale

Signature: Melanie Scotland Hale

Date: 7/6/18

Name and Title of Person Approving this Report: (Please type or print)

Signature: [Signature]

Date: 7/10/2018

NOTE: If this review is conducted by a CA or PBCA as indicated above, the overall rating reflects a review as it relates to compliance with the Housing Assistance Payment Contract (HAP) only. form HUD-9834 (06/2016)
Ref. HUD Handbook 4350.1, REV-1 and HUD Handbook 4566.2

Item Number	Finding	Target Completion Date
14. (b)	<p>Condition: Owner does not require certification that applicant is not subject to lifetime sex offender registry.</p> <p>Criteria: 24 CFR 891.410 Selection and Admission of tenants. Chapter 4-7, HUD Handbook 4350.3 REV-1, part B.2. Owners must establish written screening criteria to prohibit admission of certain individuals who have engaged in drug-related criminal behavior, or are subject to a State lifetime sex offender registration program.</p> <p>Effect: RHA is not in compliance with the requirement.</p> <p>Action: The RHA must amend its tenant selection plan to screen applicants who are subject to a State lifetime sex offender registration program.</p>	10/1/2018
14. (g)	<p>Condition: Owner does not have a written tenant selection plan that includes all the criteria state in Chapter 4, Handbook 4350.3 REV-1.</p> <p>Criteria: 24 CFR 891.410 Selection and Admission of Tenants.</p> <p>Effect: RHA is not in compliance with the requirement.</p> <p>Action: Chapter 4, HUD Handbook 4350.3 REV-1: Tenant Selection Plan RHA must develop and make public written tenant selection policies and procedures that include descriptions of the eligibility requirements and income limits for admission.</p>	12/1/2018
14i	<p>Condition: RHA is not applying Income Targeting and Monitoring Requirements in Section 8 Properties.</p> <p>Criteria: HUD Handbook 4350.3 REV-1, Change 4 (Part 4-25: Applying Income Targeting).</p> <p>Effect: May result in non-compliance although normal tenant selection has resulted in selection of 40% extremely low-income households.</p> <p>Action: RHA must track income of applicants to ensure that not less than 40% of the dwelling units that become available for occupancy in any project fiscal year are least to extremely low-income families.</p>	9/1/2018
17f	<p>Condition: RHA does not have a procedure to review all EIV User IDs to periodically determine if the users still have a valid need to access EIV data.</p> <p>Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-20 1 Safeguarding EIV Data)</p> <p>Cause: Failure to create written policy.</p> <p>Effect: RHA does not meet the requirement</p> <p>Action: RHA must have procedure to review EIV user access on an annual basis.</p>	9/1/2018
17. (h)	<p>Condition: RHA does not have a procedure to document and report the occurrence of improper disclosures of EIV data</p> <p>Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-21 Safeguarding EIV Data)</p> <p>Cause: Unknown</p> <p>Effect: RHA does not meet the requirement</p> <p>Action: RHA must have procedure to document and report the occurrence of improper disclosures of EIV data in accordance with HUD 4350.3</p>	9/1/2018
17. (i)	<p>Condition: RHA does not have a procedure to report any occurrence of unauthorized EIV access or security breach to the HUD National Help Desk.</p> <p>Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-21 Safeguarding EIV Data)</p> <p>Cause: Unknown</p> <p>Effect: RHA does not meet the requirement</p> <p>Action: RHA must have a procedure to report any occurrence of unauthorized EIV access or security breach to the HUD National Help Desk.</p>	9/1/2018
17. (l)	<p>Condition: Incorrect EIV Tenant Consent forms in files</p> <p>Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Par. 9-17(a): Disclosure of EIV Data)</p> <p>Cause: RHA mistakenly using public housing form.</p> <p>Effect: RHA does not meet the requirement</p> <p>Action: RHA must use form in accordance with 4350.3, please see Exhibit 9-4</p>	9/1/2018
18. (b)	<p>Condition: RHA does not retain an EIV "Master" file that is maintained in accordance with 4350.3.</p> <p>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)</p> <p>Cause: Unknown</p> <p>Effect: RHA does not meet the requirement</p>	9/1/2018

	Action: RHA must retain a "Master" EIV file in accordance with 4350.3 Rev-1, Change 4 (Par. 9-12: EIV Verification Reports)	
<u>20b-e</u>	Condition: RHA does not have a procedure to ensure that staff with access to EIV and/or TRACS have completed the security awareness training each year and retain a signed Rules of Behavior. Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 9, Section 5: 9-20 Security Training) Cause: Unknown Effect: RHA does not meet the requirement Action: RHA must have procedure to document staff have met security requirements.in accordance with HUD 4350.3	9/1/2018
<u>22a. (ii)</u>	Condition: RHA files do not contain all documentation as required in HUD Handbook 4350.3., applicable HUD Notice Criteria: 24 CFR 5.659 Family Information and Verification and HUD Handbook 4350.3 Rev-1, Change 4 (Ch. 6: Lease Requirements and Leasing Activities) Cause : Unknown Effect: RHA does not meet the requirement Action: RHA must review and utilize forms in accordance with HUD Handbook 4350.3 Rev-1, Change 4 (Par. 3-11 Consent and Verification Forms, please Exhibit 3-3 through 3-7; Exhibit 9-4 through 9-5; HUD Form 92006; HUD form 90167; Attached sample acknowledgment (EIV, Race and Ethnicity Form, Resident Rights, Lead Paint Disclosure and 9887/9887A) and asset disposition form	9/01/2018
<u>22c (i-ii)</u>	Condition: SHA is not using HUD Addendum as an attachment to the DHCD lease. In one instance the lease was not signed. Criteria: HUD Handbook 4350.3 Rev-1, Change 4; Ch. 6 Lease Requirements, Par. 6-5(A)(1). Cause: Lease current at the time of lease up, but not amended to meet HUD/DHCD requirements. Effect: Tenant lease(s) may not include HUD/DHCD requirements. Action: At initial rent-up, Owner must use DHCD model lease with HUD Addendum.	9/1/2018
<u>22 c. (iii)</u>	Condition: In two instances, lease addendums are not signed by tenant Criteria: HUD Handbook 4350.3 Rev-1, Change 4 (Par. 6-5: Lease Requirements) Effect: Lease addendums are not in compliance. Action: RHA must tenant obtain signatures for the owner's lease addendum in accordance with 4350.3 (Par. 6- 5(B)(1)(b)	9/1/2018
<u>22c.(iv)</u>	Condition: 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: RHA does not meet the requirement. Action: RHA must attach HUD Form 92006 in accordance with HUD Handbook 4350.3	9/1/2018
<u>22c.(vii)</u>	Condition: File does not contain signed acknowledgements 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: RHA does not meet the requirement. Action: RHA must obtain signed forms and or acknowledgements in accordance with HUD Handbook 4350.3 Rev-1, Change 4	9/01/2018
<u>22d. (i)</u>	Condition: Re- Certification Notices are not issued in accordance with the HUD Requirements Criteria: 24 CFR 5.657 Section 8 Project-based Assistance Programs: Re-examination of Family Income and Composition and (Par. 7-7(B) Description of Required Notices) Cause: Unknown Effect: RHA does not meet the requirement Action: RHA must notify tenants of recertification in accordance with the HUD Handbook 4350.3	10/01/2018
<u>22d. (iv)</u>	Condition: EIV report 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: RHA is not using EIV Effect: RHA may be receiving an over/under payment of the subsidy Action: RHA must use EIV in accordance with HUD handbook 4350.3 Rev-1, Change 4 (Par. 9-9: Documentation to Demonstrate Owners Compliance with Use of the Income	9/01/2018

<u>22d. (vi)</u>	<p>Condition: RHA is not using the EIV Income Discrepancy Report</p> <p>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)</p> <p>Cause: Unknown</p> <p>Effect: RHA may have unresolved discrepancies resulting incorrect TTP and HAP</p> <p>Action: RHA must use the EIV Income Discrepancy Report in accordance with 4350.3 (Par. 9-11 (C): Income Discrepancy Report)</p>	9/01/2018
<u>22d. (xi)</u>	<p>Condition: Rent increase notification not provided to tenants in accordance with HUD notification requirements.</p> <p>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 (Par. 7-7(B) Description of Required Notices)</p> <p>Cause: Unknown</p> <p>Effect: RHA does not meet the requirement</p> <p>Action: RHA must provide notice of rent increases in accordance with HUD Handbook 4350.3.</p>	9/01/2018
<u>22d (xii) & 22e (i)</u>	<p>Condition: RHA is applying an incorrect minimum rent of \$50. Minimum rent should be \$25.</p> <p>Criteria: 24 CFR 5.630 Minimum Rent and HUD Handbook 4350.3, Rev.1 Change 4 Ch. 5 Determining Income and Calculating Rent, Part 5-26 Procedures for Determining Tenant Contribution for Section 8.</p> <p>Cause: Unknown.</p> <p>Effect: Incorrect minimum rent has resulted in underpayment of subsidy and incorrect voucher payment.</p> <p>Action: Owner must review current application of minimum rent and correct rents not in compliance with HUD Handbook 4350.3.</p>	8/1/2018
<u>22f. (iv)</u>	<p>Condition: RHA is not utilizing the Existing Tenant Search for all household members and applicants</p> <p>Criteria: 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)</p> <p>Cause: Unknown</p> <p>Effect: Potential dual subsidy payment</p> <p>Action: RHA must use the Existing Tenant Report for new tenants in accordance with 4350.3(Par. 9-8 (B) —</p>	9/1/2018
<u>22g (iv)</u>	<p>Condition: RHA has applied unqualified charges against tenant security deposit. In addition, the RHA is not complying with state Security Deposit Law regarding interest and statement of unit condition.</p> <p>Criteria: HUD Handbook 4350.3 Rev-1, Change 4 Par. 6-13 Section 2 Security Deposits and Chapter 6 Lease Requirement and Leasing Activities Section page 6-31. Massachusetts General Laws Chapter 186, sec 15B Security Deposits.</p> <p>Effect: RHA is failing to issue interest earned on individual security deposits annually. RHA is failing to provide specific statement of condition; certification with language mandated in Chapter 186, 15b. RHA has applied charges against security deposits in contravention of Chapter 186, 15b.</p> <p>Action: RHA must revise statement of unit condition documents signed at occupancy to include language mandated by M.G.L Chapter 186, sec. 15b. The RHA must create a written security deposit policy that is in compliance with the state statute.</p>	8/1/2018