

Overview and Certification

Worcester 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\(4\)\(a\)\(4\)](#).

Overview and Certification

The Worcester 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. Valley Resident for Improvement
 - b. Greenwood Resident Council
 - c. Public Comment and WHA Response
 - d. Cover sheet for tenant satisfaction surveys
 - e. Tenant Satisfaction Survey - 667only
 - f. Tenant Satisfaction Survey - 200-705only

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
200-02	Family	CURTIS APTS 200-02	12	1950	371
667-02	Elderly	GREENWOOD STREET APTS 667-02	8	1983	61
705-01	Family	MAIN SOUTH GARDENS 705-01	12	1983	24
705-02	Family	SCATTERED SITE 705-02	7	1988	16
	Other	Special Occupancy units	5		46
Total			44		518

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.

Worcester Housing Authority manages 383 MRVP vouchers.

Federally Assisted Developments

Worcester Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 6152 households.

Additional Remarks on LHA Data

No additional comments

LHA Central Office

Worcester Housing Authority

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LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Rané Bracey-Westbrook	Member		11/14/2017	11/30/2022
Joseph M Capone	Vice-Chair	State Appointee	11/29/2016	11/21/2021
Joseph P. Carlson	Chair		12/08/2015	11/30/2020
William J Eddy	Member		01/25/2017	11/30/2022
Jose Ramos	Treasurer	Federal Tenant Rep	03/22/2016	11/30/2021

Local Tenant Organizations

	<u>Date of Recognition by LHA</u>	<u>Date LHA Reviewed Draft AP with LTO</u>
Valley Resident Improvement	07/01/1990	11/20/2020
Greenwood Resident Council	04/01/2010	11/20/2020

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.	10/30/2020
B.	Advertise the public hearing in public postings.	10/30/2020
C.	Notify all LTO's and RAB, if there is one, of the hearing and provide access to the Proposed Annual Plan.	10/30/2020
D.	Post draft AP for tenant and public viewing.	10/30/2020
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	11/20/2020
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	12/17/2020
G.	Executive Director presents the Annual Plan to the Board.	02/18/2021
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	02/18/2021

Certification

This Annual Plan will be certified by the LHA following approval by the Board.

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

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

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

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

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

The CIP includes the following parts:

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

Capital Improvement Plan (CIP)**Aggregate Funding Available for Projects in the First Three Years of the CIP:**

Category of Funds	Allocation	Planned Spending	Description
Balance of Formula Funding (FF)	\$2,529,398.16		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$379,409.72		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$2,149,988.44	\$1,995,737.89	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$22,202.05	\$22,202.05	Accessibility projects
DMH Set-aside	\$23,166.17	\$23,166.17	Dept. of Mental Health facility
DDS Set-aside	\$130,446.11	\$130,446.11	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$1,974,174.10	\$1,819,923.56	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$11,639,488.99	\$11,639,488.99	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	\$6,469,316.42	\$6,469,316.42	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$20,258,793.85	\$20,104,543.31	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
348140	FF: Exterior Deck Egress Walkways	GREENWOOD STREET APTS 667-02	\$116,970	\$106,254	\$0	\$1,716	\$0	\$0	\$0	\$0
348142	FF: Phase 13 and 14 Curtis Kitchen Mod	CURTIS APTS 200-02	\$744,541	\$733,155	\$0	\$0	\$0	\$0	\$0	\$0
348146	Building Envelope	Scattered Site 705-01	\$588,100	\$0	\$23,076	\$511,195	\$54,286	\$0	\$0	\$0
348147	Fire Alarm System Replacement	GREENWOOD STREET APTS 667-02	\$120,000	\$0	\$0	\$0	\$66,717	\$53,284	\$0	\$0
348148	Fire Alarm Systems Upgrade	HAMILTON STREET 689-03	\$30,000	\$0	\$0	\$18,523	\$11,478	\$0	\$0	\$0
348149	Phase 15 Kitchen Modernization Curtis	CURTIS APTS 200-02	\$329,000	\$10,826	\$122,066	\$174,055	\$32,179	\$0	\$0	\$0
348150	Interior Upgrade	OBERLIN STREET HOMES 689-01	\$23,708	\$0	\$0	\$0	\$23,708	\$0	\$0	\$0
348151	Common area hallway completion Phase I	CURTIS APTS 200-02	\$90,750	\$0	\$0	\$0	\$90,750	\$0	\$0	\$0
348152	Fire Alarm Replacement (Panels)	CURTIS APTS 200-02	\$90,000	\$0	\$0	\$86,040	\$3,960	\$0	\$0	\$0
348153	Accessible Ramp	HAMILTON STREET 689-03	\$75,000	\$0	\$0	\$0	\$75,000	\$0	\$0	\$0
348154	Federalization of 705-1 & 705-2 scattered sites	MAIN SOUTH GARDENS 705-01	\$1,176,389	\$102	\$41,243	\$0	\$892,556	\$47,500	\$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
348160	Gateway Cities: Units & Rear Staircase Rehab, & Creative Place Making	CURTIS APTS 200-02	\$5,850,000	\$0	\$186	\$0	\$758,727	\$4,091,274	\$0	\$0
348161	Gateway Cities - Economic Opportunity Center	CURTIS APTS 200-02	\$10,900,000	\$0	\$180	\$0	\$0	\$5,650,000	\$0	\$0
•	Window replacement	CURTIS APTS 200-02	\$118,848	\$0	\$0	\$0	\$30,920	\$87,929	\$0	\$0
•	Window Replacement Phase II	CURTIS APTS 200-02	\$118,848	\$0	\$0	\$0	\$0	\$0	\$58,941	\$59,908
•	Unit Renovation Phase 17	CURTIS APTS 200-02	\$255,000	\$0	\$0	\$0	\$0	\$255,000	\$0	\$0
•	Phase 16 Kitchen Modernization	CURTIS APTS 200-02	\$255,000	\$0	\$0	\$0	\$254,990	\$0	\$0	\$0
•	Kitchen Modernization Phase 18 Final	CURTIS APTS 200-02	\$383,000	\$0	\$0	\$0	\$0	\$0	\$207,772	\$175,229
•	Window Replacement	GREENWOOD STREET APTS 667-02	\$519,883	\$0	\$0	\$0	\$0	\$26,872	\$271,728	\$221,284
•	Roof replacement	GREENWOOD STREET APTS 667-02	\$224,000	\$0	\$0	\$138,588	\$85,413	\$0	\$0	\$0
•	Replace siding on building	HAMILTON STREET 689-03	\$46,008	\$0	\$0	\$0	\$46,008	\$0	\$0	\$0
TOTALS			\$22,055,044	\$850,337	\$186,751	\$930,115	\$2,426,688	\$10,211,857	\$538,440	\$456,420

Capital Improvement Plan (CIP)

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

Cap Hub Project Number	Project Name	DHCD Special Award Comment	Special DHCD Awards				Other Funding			
			Emergency Reserve	Compliance Reserve	Sustain- ability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
348140	FF: Exterior Deck Egress Walkways		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$900
348142	FF: Phase 13 and 14 Curtis Kitchen Mod	asbestos abatement floor tile	\$0	\$151,000	\$0	\$0	\$0	\$0	\$0	\$11,386
348147	Fire Alarm System Replacement	H&S FY20: Fire alarm panel and devices replacements	\$0	\$0	\$0	\$50,000	\$0	\$0	\$0	\$0
348149	Phase 15 Kitchen Modernization Curtis	asbestos flooring removal	\$0	\$134,000	\$0	\$0	\$0	\$0	\$0	\$0
348154	Federalization of 705-1 & 705-2 scattered sites		\$0	\$0	\$0	\$960,000	\$0	\$0	\$0	\$216,389
348156	H&S FY20: tree pruning and other site improvements	tree pruning and other site improvements	\$0	\$0	\$0	\$12,625	\$0	\$0	\$0	\$3,775
348160	Gateway Cities: Units & Rear Staircase Rehab, & Creative Place Making	Economic Opportunity Center, Rehabbed Units, and Rear Staircases	\$0	\$0	\$0	\$4,850,000	\$0	\$0	\$0	\$1,000,000
348161	Gateway Cities - Economic Opportunity Center		\$0	\$0	\$0	\$5,650,000	\$0	\$0	\$0	\$5,250,000
TOTALS			\$0	\$285,000	\$0	\$11,522,625	\$0	\$0	\$0	\$6,482,449

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.

Worcester Housing Authority has not submitted an Alternate CIP.

2. Request for additional funding.

A Housing Authority may request additional funding from DHCD for projects that qualify as emergencies, required legal compliance upgrades, or sustainability improvements.

Worcester Housing Authority has requested \$134,000.00 in DHCD Compliance Reserve funding for project #348-200-02-0-18-181, Phase 16 Kitchen Modernization. Reason: VAT Floor Abatement

3. Overall goals of the Housing Authority's CIP

The WHA goals are to modernize units (on a vacated basis) and common areas to improve the safety and security of our tenants. The WHA is also working to implement energy conservation measures to improve the quality and performance of our buildings.

4. Changes from the Housing Authority's previous CIP

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

We have added the following projects to our plan – At our 667-02 Window Replacement.

5. Requirements of previous CIP approval

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

6. Quarterly capital reports

Our most recent quarterly capital report (form 80 and 90) was submitted on 06/30/2020.

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 .

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:

We depleted our funding resources at this time. We will address further deficiencies when additional funds become available

10. Accessibility

We have identified the following accessibility deficiencies in our portfolio:

Ramps

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

We are addressing ADA ramps in our CIP

11. Special needs development

Worcester Housing Authority has one or more special needs (167 or 689 programs) development. We have completed the service provider input process according to the required procedures detailed in the lease agreement and held an annual meeting with the service provider staff at all special needs developments as of 08/04/2020.

12. Energy and water consumption

Our 12 most recent monthly energy reports are for months 9/2019 to 8/2020.

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

	Electric PUM > Threshold	Gas PUM > Threshold	Oil PUM > Threshold	Water PUM > Threshold
Threshold PUM:	\$100	\$80	\$50	\$60

705-01

200-02

705-01

705-02

The 705-1 and 705-2 developments are being reviewed for ECM opportunities. However, the increase in consumption (Gas and Water) during the time frame listed, is mostly attributed to the current COVID-19 pandemic. During this time frame, families have been sheltering in place and/or spending more time at home, resulting in more meals being cooked and more water being used due to the use of toilets.

13. Energy or water saving initiatives

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

14. Vacancy rate

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

0% c. 667 (DHCD Goal 2%)

8.4% c. 200 (DHCD Goal 2%)

0% c. 705 (DHCD Goal 2%)

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

We have waivers at our 200-02 as we are doing major modifications at this location.

15. Vacancies

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

Development #	# of Units	Reason
18	200-02	Major modifications to Kitchens & Baths (Roughly 18 per y

Worcester Housing Authority has the following units that we propose to vacate or re-purpose:

Development #	# of Units	Reason
200-02	18	Major modifications to Kitchens & Baths (Roughly 18 per y

Worcester Housing Authority has the following units at risk of becoming vacant:

Development #	# of Units	Reason
200-02	18	Major modifications to Kitchens & Baths (Roughly 18 per year)

Maintenance and Repair Plan

Maintenance Objective

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

About This Maintenance and Repair Plan

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

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

Classification and Prioritization of Maintenance Tasks

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

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

Additional Remarks by the Worcester Housing Authority
Elite and DuForms

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	508-635-3200	24/7
Call LHA at Phone Number	508-635-3200	8:00am to 4:30pm Monday thru Frida

Call for emergency services upon notification or observation of people, property in distress or unlawful acts on WHA properties. Some examples:

1. Unlawful acts- Domestic violence, drug activity, loitering, and grafitti.
2. Citizen in distress- Physical, mental, emotional emergency.
3. **Always follow up with direct supervisor, management, and public safety.

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 Worcester 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	508-635-3200	24/7
Call Housing Authority Office	508-635-3200	8:00am to 4:30pm Monday thru Friday
Submit Online at Website		
Email to Following Email		
Other		

- 1. Limited English Speaking services provided via "Language Bank" for work order submission.*
- 2. **Until further notice, all residents are given a COVID-19 questionnaire to answer on all service requests.***

Work Order Management

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

Type of work order system:

Work order classification used:

Emergency	
Vacancy	
Preventative Maintenance	
Routine	
Inspections	
Tenant Requests	

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

C. Our work order process includes the following steps:

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

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

N/A

Maintenance Plan Narrative

Following are Worcester 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?

1- Residents- The feedback received is very positive. This has been validated by the response received on residents customer service surveys, partaking in resident meetings. Note with the exception of the COVID-19 pandemic which caused a delay on routine work orders. 2- Agencies- We received satisfactory and/or above based on feedback during inspections with local governing agencies. 3- Staff and Co-workers- We emphasized on metrics and analytics to improve our overall production and customer satisfaction. This in turn, has improved our overall operations.

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

1. We have an aggressive and detailed COVID-19 standard operating procedure in place that factors into all maintenance issues, staff and scenarios.
2. We have shifted to 100% pest management being performed by WHA staff with the exception of annual bed bug inspections.

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

1. Expand and enhance our customer service SOP.
2. To ensure the success, by adhering to our SOP to reduce the spread of COVID-19.

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	\$0.00	\$0.00
Last Fiscal Year Actual Spending	\$0.00	\$0.00
Current Fiscal Year Budget	\$1,589,385.00	\$653,556.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	83
Average time from date vacated to make Unit "Maintenance Ready"	57 days
Average time from date vacated to lease up of unit	96 days

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

No additional comments at this time.

Attachments

These items have been prepared by the Worcester 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.

Title	Template Desc	Recurrence	Last Date Scheduled	Seasonal Start Month	Assignment
Curtis Transformer PM	Transformer PM	Yearly	4/1/2020	April	Trades/Electricians
689 Projects - Panel-operated Smoke Alarm PM	Panel-operated Smoke Alarm PM While testing each of the smoke detectors, take the unit down, inspect and clean the unit with compressed air.	Yearly	8/3/2020	August	Trades/Electricians
Curtis PM for Fire Alarm System	Panel-operated Smoke Alarm PM While testing each of the smoke detectors, take the unit down, inspect and clean the unit with compressed air.	Yearly	12/1/2019	December	Outside Service
Greenwood - Hallway Fire Alarm Systems PM	Hallway Fire Alarm Systems PM	Yearly	3/2/2020	March	Trades/Electricians
Domestic Hot Water Systems PM	Domestic Hot Water Systems PM	Yearly	9/1/2020	September	Trades/Plumbing
689-2 Exterior Drain Cleanout (April and October)	Clean the exterior drains at the back of 129 Blackstone River Road	Monthly	4/1/2020	April	Outside Service
Greenwood - Check Electrical Panels in Boiler Rooms	Check Electrical Panels in Boiler Rooms	Yearly	9/1/2020	September	Trades/Electricians
Curtis - Check all Roofs (May and November)	Check all roofs at Curtis	Monthly	5/1/2020	May	Area 1/Maintenance
689-2 Sewer Station PM (March & September)	Bi-Annual Sewer Station PM & Pump	Monthly	9/1/2020	March	Outside Service
Re-certification of Fire Extinguishers	Annual Re-certification of Fire Extinguishers - All WHA Sites with Extinguishers Present	Yearly	7/1/2020	July	Outside Service
689s - Testing of Sprinkler Systems & Fire Pumps	Annual PM Test of Sprinkler Systems & Fire Pumps at the following 32 Oberlin 309 Hamilton 197-199 Providence 8-10 Hudson	Yearly	10/1/2019	October	Outside Service
Cleaning of Gutters - Greenwood, Main South, Scattered, 689s	Annual Cleaning of Gutters at the following locations: North Ashland, Wachusett, and Cottage Greenwood 32 Oberlin 129 Blackstone 309 Hamilton	Yearly	11/1/2019	November	Outside Service
Main South, Scattered, 689-3/4/7 - Replace Smoke/CO Detector Batteries	A3 Replace Smoke Detector & CO Detector Batteries	Yearly	11/1/2019	November	Area 3/Maintenance
Spring Daylight Saving -Greenwood	A2 Second Sunday in March Reset Light Timers for Daylight Saving - One Hour Ahead	Yearly	3/2/2020	March	Area 3/Maintenance
Greenwood, 689-1/2 - Replace Smoke/CO Detector Batteries	A2 Replace Smoke Detector & CO Detector Batteries	Yearly	1/1/2020	January	Area 2/Maintenance
Fall Daylight Saving - Greenwood	A2 First Sunday in November Reset Light Timers for Daylight Saving - One Hour Back	Yearly	11/1/2019	November	Area 2/Maintenance
Greenwood PM of Boilers - June, October, February	A2 boiler PM. Make sure that boilers are running and operating properly.	Monthly	6/1/2020	June	Trades/Plumbing
Bed Bug k9 Inspections	Inspect all units per schedule.	Yearly	7/1/2020	July	Outside Service
689's - HVAC Equipment PM	689 SITES A) Perform all manufacturers recommended PM tasks for all primary equipment (boilers, furnaces, MAU's, HVAC units) in each mechanical room. B) All additional mechanical room equipment must be checked as follows: 1) pumps & air handlers	Yearly	8/3/2020	August	Trades/Electricians

Maintenance Area	Task	Entered Date	Work Order No	Work Order Description	Work Order Type	Crew	WO Status	Primary Street
Curtis	A/C Installation/Removal	8/18/2020 2:00:45 PM	20215910	2 illegal ac's	Unit	A1 Deferred	Open	80 Boylston St Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 2:01:35 PM	20215911	2 illegal ac's	Unit	A1 Deferred	Open	80 Boylston St Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 1:59:39 PM	20215908	2 illegal ac's	Unit	A1 Deferred	Open	76 Boylston St Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 2:00:12 PM	20215909	3 illegal ac's	Unit	A1 Deferred	Open	76 Boylston St Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 1:57:24 PM	20215903	2 illegal ac's	Unit	A1 Deferred	Open	74 Boylston St Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 1:57:55 PM	20215904	1 illegal ac	Unit	A1 Deferred	Open	74 Boylston St Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 1:58:16 PM	20215905	2 illegal ac's	Unit	A1 Deferred	Open	74 Boylston St Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 1:58:35 PM	20215906	2 illegal ac's	Unit	A1 Deferred	Open	74 Boylston St Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 1:56:15 PM	20215900	1 illegal ac	Unit	A1 Deferred	Open	72 Boylston St Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 1:56:37 PM	20215901	1 illegal ac	Unit	A1 Deferred	Open	72 Boylston St Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 1:56:57 PM	20215902	1 illegal ac	Unit	A1 Deferred	Open	72 Boylston St Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 1:53:44 PM	20215896	2 illegal ac's	Unit	A1 Deferred	Open	68 Boylston St Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 1:55:00 PM	20215897	1 illegal ac	Unit	A1 Deferred	Open	68 Boylston St Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 1:55:24 PM	20215898	1 illegal ac	Unit	A1 Deferred	Open	68 Boylston St Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 1:55:41 PM	20215899	1 illegal ac	Unit	A1 Deferred	Open	68 Boylston St Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 1:51:45 PM	20215893	2 illegal ac's	Unit	A1 Deferred	Open	66 Boylston St Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 1:52:07 PM	20215894	2 illegal ac's	Unit	A1 Deferred	Open	66 Boylston St Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 1:52:29 PM	20215895	2 illegal ac's	Unit	A1 Deferred	Open	66 Boylston St Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 1:50:14 PM	20215890	2 illegal ac's	Unit	A1 Deferred	Open	64 Boylston St Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 1:50:44 PM	20215891	3 illegal ac's	Unit	A1 Deferred	Open	64 Boylston St Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 1:51:14 PM	20215892	2 illegal ac's	Unit	A1 Deferred	Open	64 Boylston St Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 1:48:47 PM	20215887	1 Illegal AC	Unit	A1 Deferred	Open	60 Boylston St Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 1:49:12 PM	20215888	1 Illegal AC	Unit	A1 Deferred	Open	60 Boylston St Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 1:49:48 PM	20215889	1 Illegal AC	Unit	A1 Deferred	Open	60 Boylston St Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 2:03:37 PM	20215915	3 illegal ac's	Unit	A1 Deferred	Open	6 Gbv Ave Apt. 2

Curtis	A/C Installation/Removal	8/18/2020 2:04:08 PM	20215916	1 illegal ac	Unit	A1 Deferred	Open	6 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 2:05:22 PM	20215917	1 illegal ac	Unit	A1 Deferred	Open	6 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 2:02:02 PM	20215912	2 illegal ac's	Unit	A1 Deferred	Open	3 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 2:02:29 PM	20215913	2 illegal ac's	Unit	A1 Deferred	Open	3 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 2:02:57 PM	20215914	1 illegal ac	Unit	A1 Deferred	Open	5 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 2:05:56 PM	20215918	1 illegal ac	Unit	A1 Deferred	Open	7 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 2:06:44 PM	20215919	1 illegal ac	Unit	A1 Deferred	Open	9 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 2:07:12 PM	20215920	2 illegal ac's	Unit	A1 Deferred	Open	9 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 2:07:45 PM	20215921	1 illegal ac	Unit	A1 Deferred	Open	11 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 2:08:07 PM	20215922	2 illegal ac's	Unit	A1 Deferred	Open	11 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 2:09:05 PM	20215923	1 illegal ac	Unit	A1 Deferred	Open	15 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 2:09:27 PM	20215924	1 illegal ac	Unit	A1 Deferred	Open	15 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 2:09:50 PM	20215925	1 illegal ac	Unit	A1 Deferred	Open	15 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 2:10:11 PM	20215926	2 illegal ac's	Unit	A1 Deferred	Open	15 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 2:12:41 PM	20215932	1 illegal ac	Unit	A1 Deferred	Open	17 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 2:13:04 PM	20215933	1 illegal ac	Unit	A1 Deferred	Open	17 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 2:13:28 PM	20215934	2 illegal ac's	Unit	A1 Deferred	Open	17 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 2:13:59 PM	20215935	2 illegal ac's	Unit	A1 Deferred	Open	19 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 2:14:17 PM	20215936	1 illegal ac	Unit	A1 Deferred	Open	19 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 2:32:28 PM	20215939	3 illegal ac's	Unit	A1 Deferred	Open	21 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 2:32:50 PM	20215940	1 illegal ac	Unit	A1 Deferred	Open	21 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 2:33:09 PM	20215941	1 illegal ac	Unit	A1 Deferred	Open	21 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 2:38:15 PM	20215945	1 illegal ac	Unit	A1 Deferred	Open	23 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 2:45:54 PM	20215948	1 illegal ac	Unit	A1 Deferred	Open	25 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 2:46:44 PM	20215949	1 illegal ac	Unit	A1 Deferred	Open	25 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 2:47:11 PM	20215950	2 illegal ac's	Unit	A1 Deferred	Open	25 Gbv Ave Apt. 5

Curtis	A/C Installation/Removal	8/18/2020 2:54:26 PM	20215953	1 illegal ac	Unit	A1 Deferred	Open	27 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 2:54:57 PM	20215954	1 illegal ac	Unit	A1 Deferred	Open	27 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 2:55:31 PM	20215955	2 illegal ac's	Unit	A1 Deferred	Open	27 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 2:56:42 PM	20215957	1 illegal ac	Unit	A1 Deferred	Open	29 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 2:57:05 PM	20215958	1 illegal ac	Unit	A1 Deferred	Open	29 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 3:31:38 PM	20216007	2 illegal ac's	Unit	A1 Deferred	Open	37 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:32:43 PM	20216008	2 illegal ac's	Unit	A1 Deferred	Open	37 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 3:33:10 PM	20216009	1 illegal ac	Unit	A1 Deferred	Open	37 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 3:35:30 PM	20216013	1 illegal ac	Unit	A1 Deferred	Open	39 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 3:35:55 PM	20216014	1 illegal ac	Unit	A1 Deferred	Open	39 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 3:36:28 PM	20216015	1 illegal ac	Unit	A1 Deferred	Open	39 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 3:38:30 PM	20216018	2 illegal ac's	Unit	A1 Deferred	Open	41 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 3:39:32 PM	20216019	1 illegal ac	Unit	A1 Deferred	Open	41 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 3:39:51 PM	20216020	3 illegal ac's	Unit	A1 Deferred	Open	41 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 3:41:54 PM	20216024	2 illegal ac's	Unit	A1 Deferred	Open	43 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:42:18 PM	20216025	2 illegal ac's	Unit	A1 Deferred	Open	43 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 3:45:09 PM	20216030	1 illegal ac	Unit	A1 Deferred	Open	45 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 3:45:29 PM	20216031	1 illegal ac	Unit	A1 Deferred	Open	45 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:45:50 PM	20216032	3 illegal ac's	Unit	A1 Deferred	Open	45 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 3:46:06 PM	20216033	2 illegal ac's	Unit	A1 Deferred	Open	45 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 3:46:37 PM	20216034	1 illegal ac	Unit	A1 Deferred	Open	45 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 3:48:18 PM	20216038	1 illegal ac	Unit	A1 Deferred	Open	47 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:48:36 PM	20216039	2 illegal ac's	Unit	A1 Deferred	Open	47 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 3:48:51 PM	20216040	2 illegal ac's	Unit	A1 Deferred	Open	47 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 3:49:06 PM	20216041	2 illegal ac's	Unit	A1 Deferred	Open	47 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 3:51:19 PM	20216047	3 illegal ac's	Unit	A1 Deferred	Open	49 Gbv Ave Apt. 3

Curtis	A/C Installation/Removal	8/18/2020 3:51:36 PM	20216048	1 illegal ac	Unit	A1 Deferred	Open	49 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 3:52:45 PM	20216052	1 illegal ac	Unit	A1 Deferred	Open	51 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 3:53:05 PM	20216053	1 illegal ac	Unit	A1 Deferred	Open	51 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	7/28/2020 8:29:35 AM	20215749	1 A/C installation	Unit	A1 Deferred	Open	51 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 2:59:06 PM	20215960	2 illegal ac's	Unit	A1 Deferred	Open	53 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 2:59:38 PM	20215961	3 illegal ac's	Unit	A1 Deferred	Open	53 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 3:00:21 PM	20215962	1 illegal ac	Unit	A1 Deferred	Open	53 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 3:01:24 PM	20215963	2 illegal ac's	Unit	A1 Deferred	Open	53 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 3:04:16 PM	20215967	3 illegal ac's	Unit	A1 Deferred	Open	55 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:06:41 PM	20215971	1 illegal ac	Unit	A1 Deferred	Open	57 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 3:07:04 PM	20215972	2 illegal ac's	Unit	A1 Deferred	Open	57 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:07:49 PM	20215973	2 illegal ac's	Unit	A1 Deferred	Open	57 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 3:08:16 PM	20215974	1 illegal ac	Unit	A1 Deferred	Open	57 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 3:08:41 PM	20215975	2 illegal ac's	Unit	A1 Deferred	Open	57 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 3:09:18 PM	20215976	1 illegal ac	Unit	A1 Deferred	Open	57 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 3:13:20 PM	20215979	1 illegal ac	Unit	A1 Deferred	Open	59 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:13:38 PM	20215980	1 illegal ac	Unit	A1 Deferred	Open	59 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 3:14:02 PM	20215981	2 illegal ac's	Unit	A1 Deferred	Open	59 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 3:15:47 PM	20215985	1 illegal ac	Unit	A1 Deferred	Open	61 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 3:16:52 PM	20215986	1 illegal ac	Unit	A1 Deferred	Open	61 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 3:17:08 PM	20215987	2 illegal ac's	Unit	A1 Deferred	Open	61 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 3:19:47 PM	20215992	1 illegal ac	Unit	A1 Deferred	Open	63 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 3:20:10 PM	20215993	1 illegal ac	Unit	A1 Deferred	Open	63 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 3:26:19 PM	20216001	2 illegal ac's	Unit	A1 Deferred	Open	68 Tacoma St Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 3:26:46 PM	20216002	1 illegal ac	Unit	A1 Deferred	Open	68 Tacoma St Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:27:07 PM	20216003	1 illegal ac	Unit	A1 Deferred	Open	68 Tacoma St Apt. 4

Curtis	A/C Installation/Removal	8/18/2020 3:27:26 PM	20216004	1 illegal ac	Unit	A1 Deferred	Open	68 Tacoma St Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 3:25:27 PM	20215999	2 illegal ac's	Unit	A1 Deferred	Open	66 Tacoma St Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 3:25:50 PM	20216000	1 illegal ac	Unit	A1 Deferred	Open	66 Tacoma St Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 3:22:30 PM	20215994	1 illegal ac	Unit	A1 Deferred	Open	64 Tacoma St Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:23:42 PM	20215995	3 illegal ac's	Unit	A1 Deferred	Open	64 Tacoma St Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 3:24:01 PM	20215996	1 illegal ac	Unit	A1 Deferred	Open	64 Tacoma St Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 3:24:28 PM	20215997	1 illegal ac	Unit	A1 Deferred	Open	64 Tacoma St Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 3:24:50 PM	20215998	1 illegal ac	Unit	A1 Deferred	Open	64 Tacoma St Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 3:17:46 PM	20215988	2 illegal ac's	Unit	A1 Deferred	Open	62 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 3:18:38 PM	20215989	1 illegal ac	Unit	A1 Deferred	Open	62 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:18:58 PM	20215990	1 illegal ac	Unit	A1 Deferred	Open	62 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 3:19:18 PM	20215991	1 illegal ac	Unit	A1 Deferred	Open	62 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 1:39:39 PM	20215883	1 Illegal AC	Unit	A1 Deferred	Open	60 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 3:14:38 PM	20215982	2 illegal ac's	Unit	A1 Deferred	Open	60 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:14:59 PM	20215983	1 illegal ac	Unit	A1 Deferred	Open	60 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 1:41:59 PM	20215884	1 Illegal AC	Unit	A1 Deferred	Open	60 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 1:44:13 PM	20215886	2 MORE illegal ACs (total of 3 illegals)	Unit	A1 Deferred	Open	60 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 3:15:19 PM	20215984	1 illegal ac	Unit	A1 Deferred	Open	60 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 3:09:47 PM	20215977	1 illegal ac	Unit	A1 Deferred	Open	58 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:12:53 PM	20215978	1 illegal ac	Unit	A1 Deferred	Open	58 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 3:04:46 PM	20215968	1 illegal ac	Unit	A1 Deferred	Open	56 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 3:05:06 PM	20215969	3 illegal ac's	Unit	A1 Deferred	Open	56 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:05:59 PM	20215970	2 illegal ac's	Unit	A1 Deferred	Open	56 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 3:43:11 PM	20216026	2 illegal ac's	Unit	A1 Deferred	Open	44 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:43:34 PM	20216027	3 illegal ac's	Unit	A1 Deferred	Open	44 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 3:44:09 PM	20216028	1 illegal ac	Unit	A1 Deferred	Open	44 Gbv Ave Apt. 5

Curtis	A/C Installation/Removal	8/18/2020 3:44:30 PM	20216029	2 illegal ac's	Unit	A1 Deferred	Open	44 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 3:40:19 PM	20216021	2 illegal ac's	Unit	A1 Deferred	Open	42 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 3:40:45 PM	20216022	3 illegal ac's	Unit	A1 Deferred	Open	42 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:41:22 PM	20216023	1 illegal ac	Unit	A1 Deferred	Open	42 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 3:37:24 PM	20216016	1 illegal ac	Unit	A1 Deferred	Open	40 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:37:47 PM	20216017	2 illegal ac's	Unit	A1 Deferred	Open	40 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 3:34:07 PM	20216010	1 illegal ac	Unit	A1 Deferred	Open	38 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 3:34:27 PM	20216011	3 illegal ac's	Unit	A1 Deferred	Open	38 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 3:34:53 PM	20216012	1 illegal ac	Unit	A1 Deferred	Open	38 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 3:30:36 PM	20216005	1 illegal ac	Unit	A1 Deferred	Open	36 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 3:31:03 PM	20216006	1 illegal ac	Unit	A1 Deferred	Open	36 Gbv Ave Apt. 5
Curtis	A/C Installation/Removal	8/18/2020 2:56:12 PM	20215956	1 illegal ac	Unit	A1 Deferred	Open	28 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 2:47:46 PM	20215951	1 illegal ac	Unit	A1 Deferred	Open	26 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 2:52:55 PM	20215952	1 illegal ac	Unit	A1 Deferred	Open	26 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 2:43:33 PM	20215947	2 illegal ac's	Unit	A1 Deferred	Open	24 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 2:37:24 PM	20215944	1 illegal ac	Unit	A1 Deferred	Open	22 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 2:27:48 PM	20215937	1 illegal ac	Unit	A1 Deferred	Open	20 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 2:31:50 PM	20215938	1 illegal ac	Unit	A1 Deferred	Open	20 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 2:10:41 PM	20215927	1 illegal ac	Unit	A1 Deferred	Open	16 Gbv Ave Apt. 1
Curtis	A/C Installation/Removal	8/18/2020 2:11:04 PM	20215928	1 illegal ac	Unit	A1 Deferred	Open	16 Gbv Ave Apt. 2
Curtis	A/C Installation/Removal	8/18/2020 2:11:22 PM	20215929	2 illegal ac's	Unit	A1 Deferred	Open	16 Gbv Ave Apt. 3
Curtis	A/C Installation/Removal	8/18/2020 2:11:52 PM	20215930	1 illegal ac	Unit	A1 Deferred	Open	16 Gbv Ave Apt. 4
Curtis	A/C Installation/Removal	8/18/2020 2:12:13 PM	20215931	2 illegal ac's	Unit	A1 Deferred	Open	16 Gbv Ave Apt. 6
Curtis	A/C Installation/Removal	8/18/2020 1:58:59 PM	20215907	1 illegal ac	Unit	A1 Deferred	Open	76 Boylston St Apt. 2

				1AC Tenant has unauthorize AC please install properly				
Greenwood	A/C Installation/Removal	7/29/2020 11:09:37 AM	67202540	NO to all questions	Unit	A2 Deferred	Closed	331 Greenwood St Apt. 21
				Please install 2 ACs one in living room / one in bedroom by 7.24.2020				
Greenwood	A/C Installation/Removal	7/22/2020 3:56:04 PM	67202530	Answered NO to all questions	Unit	A2 Deferred	Closed	341 Greenwood St Apt. 60

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.

LHA Comments

No Additional Comments

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 Worcester Housing Authority operating reserve at the end of fiscal year 2020 was \$1,391,816.00, which is 54.5% of the full reserve amount defined above.

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Worcester Housing Authority.						
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	\$0.00	\$0.00	\$2,125,038.00	0%	\$374.39
3111	Shelter Rent - Tenants - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
3115	Shelter Rent - Federal Section 8	\$0.00	\$0.00	\$0.00	0%	\$0.00
3190	Nondwelling Rentals	\$0.00	\$0.00	\$80,347.00	0%	\$14.16
3400	Administrative Fee - MRVP	\$0.00	\$0.00	\$0.00	0%	\$0.00
3610	Interest on Investments - Unrestricted	\$0.00	\$0.00	\$37,200.00	0%	\$6.55
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$0.00	\$0.00	\$17,544.00	0%	\$3.09
3691	Other Revenue - Retained	\$0.00	\$0.00	\$110,786.00	0%	\$19.52
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	\$3,002,874.00	0%	\$529.05
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	\$0.00	\$0.00	\$5,373,789.00	0%	\$946.76

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Worcester Housing Authority.						
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	\$0.00	\$0.00	\$469,228.00	0%	\$82.67
4120	Compensated Absences	\$0.00	\$0.00	\$0.00	0%	\$0.00
4130	Legal	\$0.00	\$0.00	\$40,195.00	0%	\$7.08
4140	Members Compensation	\$0.00	\$0.00	\$31,230.00	0%	\$5.50
4150	Travel & Related Expenses	\$0.00	\$0.00	\$2,500.00	0%	\$0.44
4170	Accounting Services	\$0.00	\$0.00	\$7,254.00	0%	\$1.28
4171	Audit Costs	\$0.00	\$0.00	\$7,520.00	0%	\$1.32
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$0.00	\$0.00	\$583,891.00	0%	\$102.87
4191	Tenant Organization	\$0.00	\$0.00	\$10,674.00	0%	\$1.88
4100	TOTAL ADMINISTRATION	\$0.00	\$0.00	\$1,152,492.	0%	\$203.05
4310	Water	\$0.00	\$0.00	\$526,275.00	0%	\$92.72
4320	Electricity	\$0.00	\$0.00	\$421,620.00	0%	\$74.28
4330	Gas	\$0.00	\$0.00	\$366,886.00	0%	\$64.64
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	\$0.00	\$0.00	\$241,355.00	0%	\$42.52
4392	Net Meter Utility Credit (Negative Amount)	\$0.00	\$0.00	\$-241,355.0	0%	\$-42.52
4300	TOTAL UTILITIES	\$0.00	\$0.00	\$1,314,781.	0%	\$231.64

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Worcester Housing Authority.						
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	\$0.00	\$0.00	\$553,699.00	0%	\$97.55
4420	Materials & Supplies	\$0.00	\$0.00	\$229,621.00	0%	\$40.45
4430	Contract Costs	\$0.00	\$0.00	\$806,065.00	0%	\$142.01
4400	TOTAL MAINTENANCE	\$0.00	\$0.00	\$1,589,385.00	0%	\$280.02
4510	Insurance	\$0.00	\$0.00	\$111,816.00	0%	\$19.70
4520	Payment in Lieu of Taxes	\$0.00	\$0.00	\$3,368.00	0%	\$0.59
4540	Employee Benefits	\$0.00	\$0.00	\$638,300.00	0%	\$112.46
4541	Employee Benefits - GASB 45	\$0.00	\$0.00	\$0.00	0%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$0.00	\$0.00	0%	\$0.00
4570	Collection Loss	\$0.00	\$0.00	\$59,460.00	0%	\$10.48
4571	Collection Loss - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
4580	Interest Expense	\$0.00	\$0.00	\$16,342.00	0%	\$2.88
4590	Other General Expense	\$0.00	\$0.00	\$23,225.00	0%	\$4.09
4500	TOTAL GENERAL EXPENSES	\$0.00	\$0.00	\$852,511.00	0%	\$150.20
4610	Extraordinary Maintenance	\$0.00	\$0.00	\$653,556.00	0%	\$115.14
4611	Equipment Purchases - Non Capitalized	\$0.00	\$0.00	\$40,000.00	0%	\$7.05
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	\$0.00	\$0.00	0%	\$0.00
4600	TOTAL OTHER EXPENSES	\$0.00	\$0.00	\$693,556.00	0%	\$122.19
4000	TOTAL EXPENSES	\$0.00	\$0.00	\$5,602,725.00	0%	\$987.09

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Worcester Housing Authority.						
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	\$0.00	\$0.00	\$5,373,789.00	0%	\$946.76
4000	TOTAL EXPENSES	\$0.00	\$0.00	\$5,602,725.00	0%	\$987.09
2700	NET INCOME (DEFICIT)	\$0.00	\$0.00	\$-228,936.00	0%	\$-40.33
7520	Replacements of Equip. - Capitalized	\$0.00	\$0.00	\$49,608.00	0%	\$8.74
7540	Betterments & Additions - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7500	TOTAL NONOPERATING EXPENDITURES	\$0.00	\$0.00	\$49,608.00	0%	\$8.74
7600	EXCESS REVENUE OVER EXPENSES	\$0.00	\$0.00	\$-278,544.00	0%	\$-49.07

Explanation of Budget Accounts

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4520: Payments in Lieu of Taxes:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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 12/31/2020 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	The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report) • “No Findings” : Occupancy Rate is at or above 98% • Operational Guidance: Occupancy rate is at 95% up to 97.9% • Corrective Action: Adjusted occupancy rate is less than 95%
Tenant Accounts Receivable (TAR)	This criterion calculates the percentage of uncollected rent and related charges owed by starting with the amount reported by the LHA, as uncollected balances for the TAR (Account 1122 from the Balance Sheet) minus Normal Repayment Agreements* divided by Shelter (Tenant) Rent (account 3110 from the Operating Statement) • “No Findings” : At or below 2% • “Operational Guidance”: More than 2% , but less than 5% • “Corrective Action”: 5% or more
Certifications and Reporting Submissions	Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end. • “No Findings”: At least 11 of the required 12 reports were submitted and at least 9 were submitted on time. • “Operational Guidance”: Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.
Board Member Training	Percentage of board members that have completed the mandatory online board member training. • “No Findings” : 80% or more completed training • “Operational Guidance” : 60-79.9% completed training • “Corrective Action” : <60 % completed training

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

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

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

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

Policies

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

Policy	Last Ratified by Board Vote	Notes
*Rent Collection Policy	10/15/2020	
*Personnel Policy	10/15/2020	
*Capitalization Policy	01/20/2011	
*Procurement Policy	12/20/2012	
*Grievance Policy	05/21/2020	

* 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-Worcester Housing Authori-00176 has no current waivers from the regulations of the Department of Housing and Community Development (DHCD).

Attachments

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

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

- Valley Resident for Improvement
- Greenwood Resident Council
- Public Comment and WHA Response
- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey - 667only
- Tenant Satisfaction Survey - 200-705only



Worcester Housing Authority

630A Plantation Street
Worcester, MA 01605

Phone: 508.635.3300
Fax: 774.420.2735
TDD: 508.798.4530

This is an important notice. Please have it translated.

¡Este es un aviso importante. Por favor, hágalo traducir!

هذا إشعار مهم. الرجاء ترجمته.

Đây là một thông báo quan trọng. Xin cho nó được phiên dịch.

MEMORANDUM

Date: January 7, 2021

From: Nancy Jones, Chief Compliance Officer

To: DHCD

CC: Alex Corrales, Chief Executive Officer

RE: LTO's Omission on Annual Plan

Local Tenant Organization - Valley Resident Improvement

The Worcester Housing Authority made several attempts to contact the Valley Resident Improvement President for comments regarding the Annual Plan.

The following actions were taken:

11/01/2020 – Annual Plan (AP) emailed to president

11/02/2020 – Signature of confirmation receiving the Annual Plan

11/20/2020 & 11/23/2020 WHA called & emailed VRI president and was unsuccessful

12/17/2020 – Not in Attendance for Public Hearing

Thank you



Worcester Housing Authority

Worcester Housing Authority

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PUBLIC HEARING COMMENT FORM

Name: Ed Laliberte

Address: [REDACTED]

Telephone Numbers: Home: [REDACTED] Cell: [REDACTED]

HA Review with LTO Date: 11/20/2020

Public Hearing Date: 12/17/2020

Comment and/or suggestions you list below, will be taken into consideration and no response is required by the Worcester Housing Authority.

Did not see a lot of specifics in regards to Greenwood. Would like to have more
Information about when the windows will be put in.

LTO Signature: [Signature]

Date: 12/21/2020



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WORCESTER PUBLIC COMMENT FORM

Name: No Attendance

Address: _____

Telephone Numbers: Home: _____ Cell: _____

Date of Hearing: 12/17/2020

Nature of the comment: (Please describe completely the facts of the comment, question, or concerns)

Public Comments – None

WHA Response - None

Signature: _____

Date: 12/17/2020

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.

WORCESTER HOUSING AUTHORITY

Chapter 667 Housing Summary Fall 2016

The Center for Survey Research at the University of Massachusetts Boston sent surveys to 9624 housing units (Chapter 667) in Massachusetts in the fall of 2016. 5511 residents responded.

Surveys were sent to **60** housing units (Chapter 667) in the **Worcester Housing Authority**. **34** surveys were completed.

This report provides some information about how the residents from the **Worcester Housing Authority** who answered the survey responded. It compares answers to those from the entire state and to those from large LHAs in Massachusetts. These large LHAs in Massachusetts include: Boston, Chelsea, Gloucester, Pittsfield, Quincy, Springfield, and Worcester.

Communication

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

	Worcester Housing Authority	Large LHAs in MA*	Entire State
Contacted management about a problem or concern.....	68%	78%	76%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	79%	82%	88%
Saw the Capital Improvement Plan.....	18%	26%	31%
Saw the Operating Budget.....	23%	16%	17%
Knew the Executive Director held a meeting with residents...	58%	53%	53%

* Large LHAs in Massachusetts include: Boston, Chelsea, Gloucester, Pittsfield, Quincy, Springfield, and Worcester.

Services and Programs

53% of the Worcester 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:

	Worcester Housing Authority	Large LHAs in MA	Entire State
Job training programs.....	9%	8%	6%
Money management programs (budgeting, taxes, income building).....	6%	8%	9%
Children's programs (tutoring, childcare, afterschool programs).....	0%	3%	2%
Health and Medical Services (visiting nurse, meal programs).....	27%	41%	35%
Adult Education (GED, ESL, educational counseling)	18%	15%	11%

Maintenance and Repair

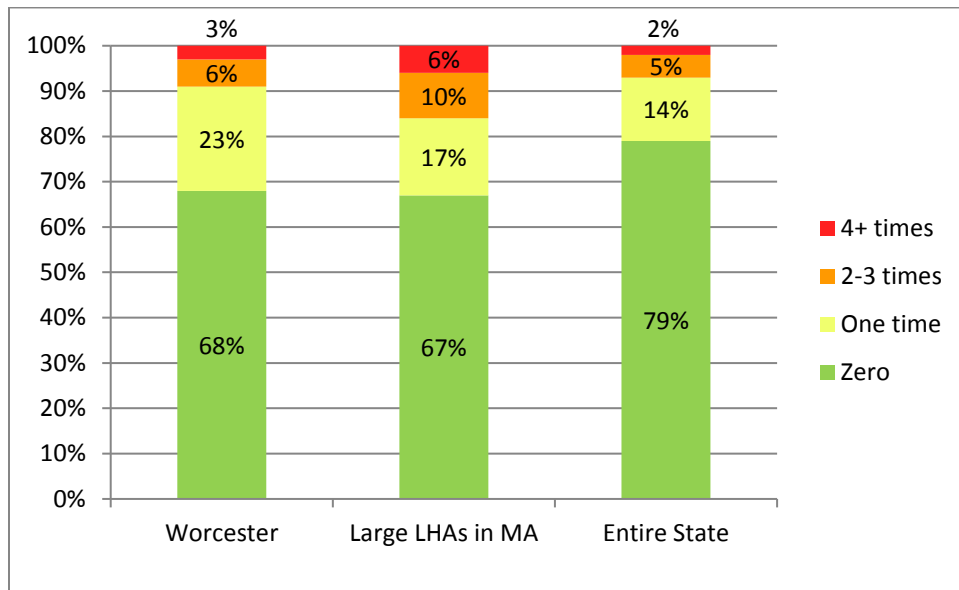
- **Who had problems?** About one-third of respondents had at least one maintenance problem in the last 12 months.

	Worcester Housing Authority	Large LHAs in MA	Entire State
Had a heating problem.....	32%	31%	20%
Had a problem with water or plumbing.....	27%	52%	48%

- **Heating Problems**

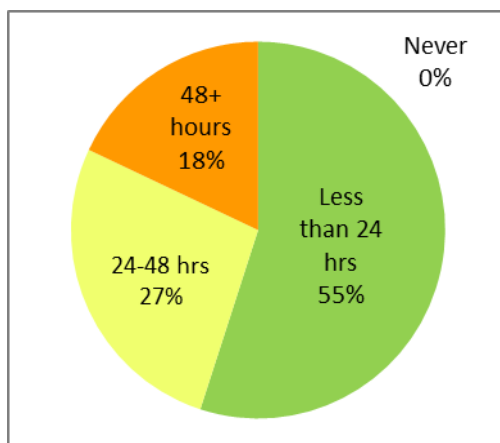
How many times did residents have heating problems?

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.

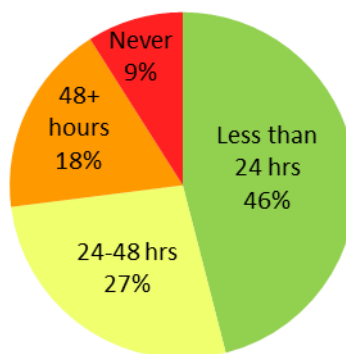


How long did it take to fix the heating problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

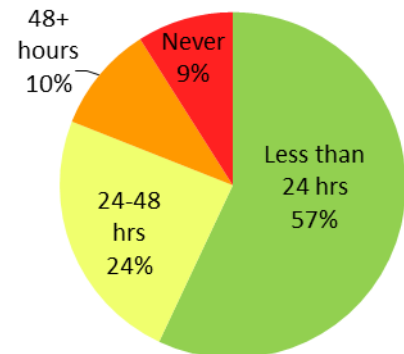
Worcester Housing Authority



Large LHAs in MA



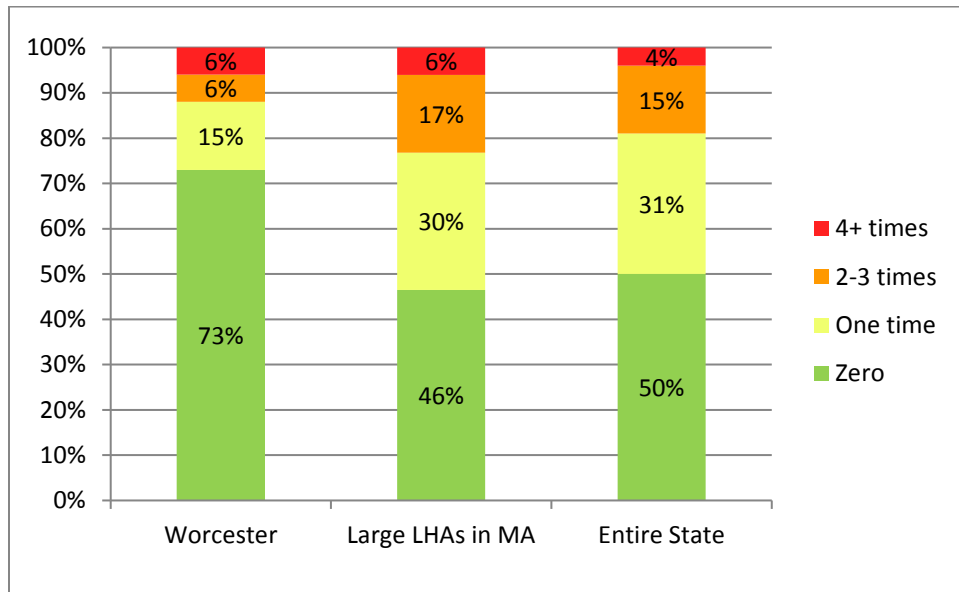
Entire State



- **Water or Plumbing Problems**

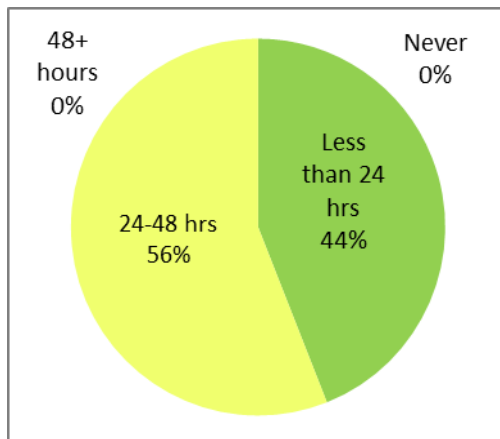
How many times did residents have problems with their water or plumbing?

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

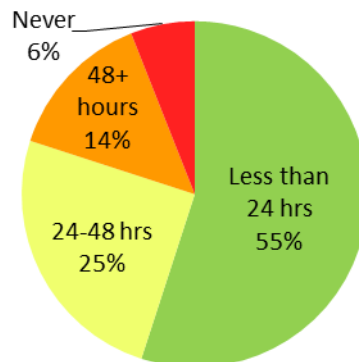


How long did it take to fix the water or plumbing problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

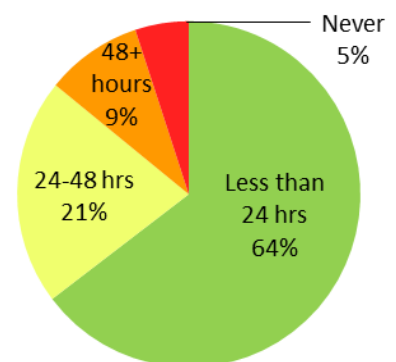
Worcester Housing Authority



Large LHAs in MA

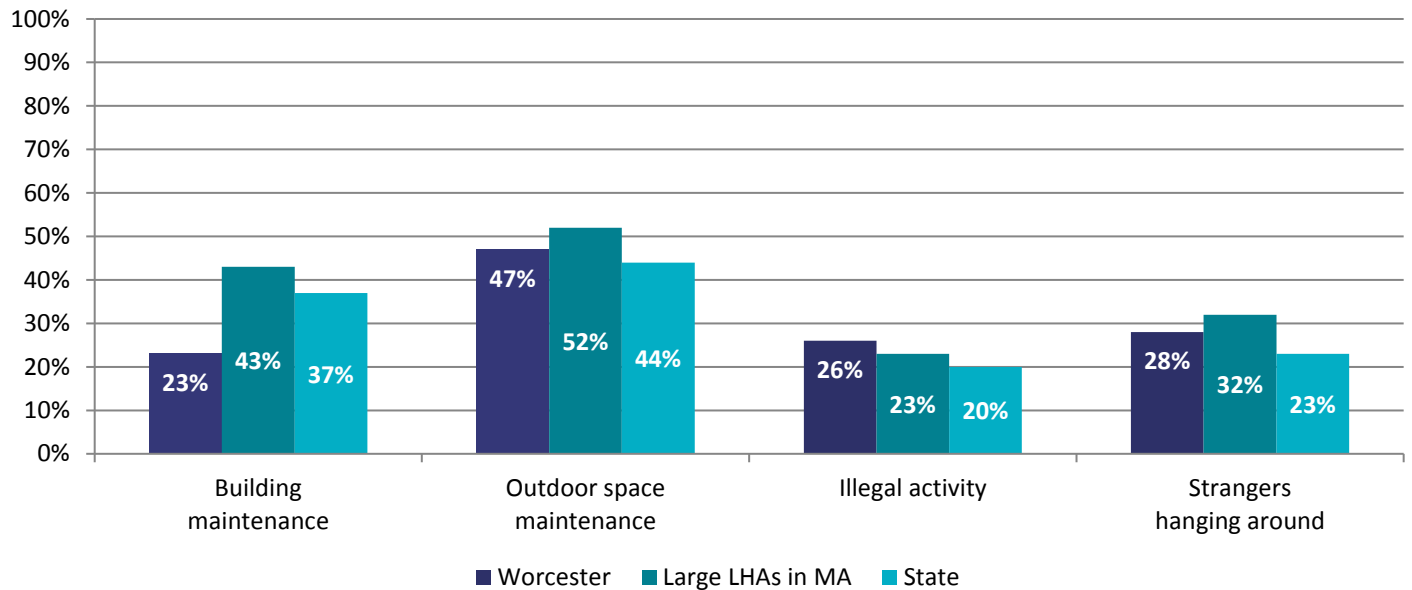


Entire State



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

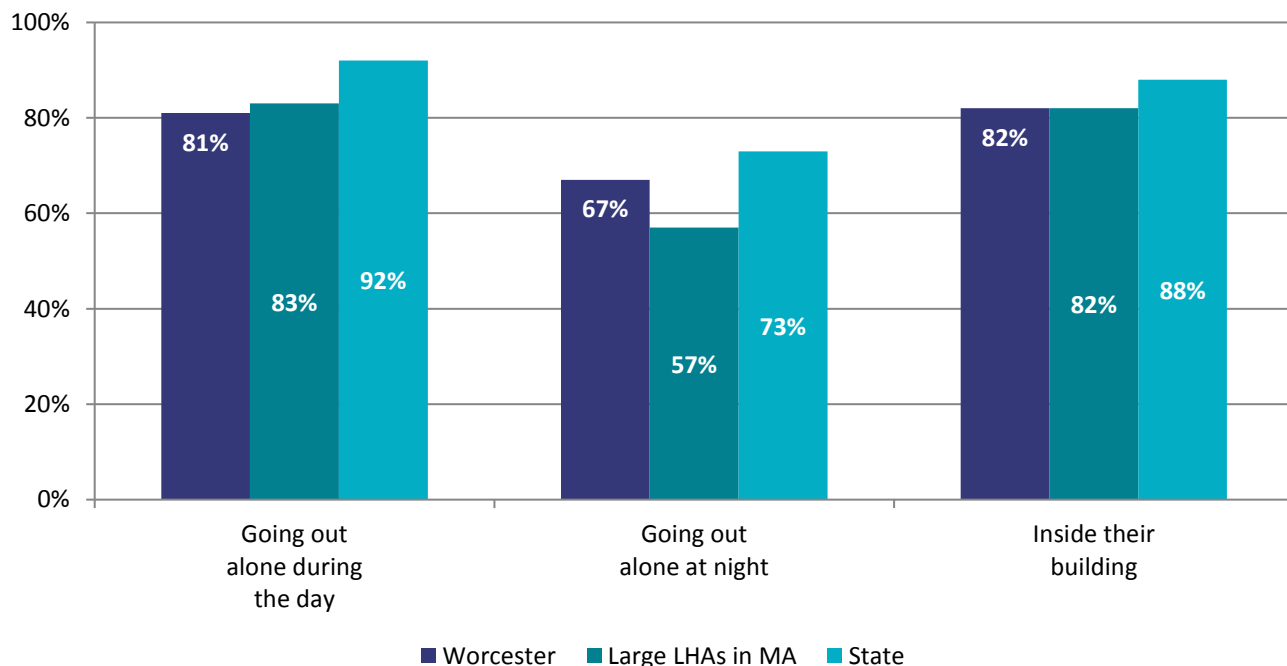
Respondents who “always” or “sometimes” had problems with....



Safety

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

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



WORCESTER 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 **249** housing units (Chapters 200 and 705) in the **Worcester Housing Authority**. **64** surveys were completed.

This report provides some information about how the residents from the **Worcester Housing Authority** who answered the survey responded. It compares answers to those from the entire state and to those from all large LHAs in Central Massachusetts. Large LHAs in Central Massachusetts include: Fitchburg, Framingham, and Worcester.

Communication

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

	Worcester Housing Authority	All Large LHAs in Central MA*	Entire State
Contacted management about a problem or concern.....	83%	84%	87%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	75%	75%	76%
Saw the Capital Improvement Plan.....	32%	25%	18%
Saw the Operating Budget.....	17%	14%	12%
Knew the Executive Director held a meeting with residents..	37%	28%	21%

* Large LHAs in Central Massachusetts include: Fitchburg, Framingham, and Worcester.

Services and Programs

81% of the Worcester 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:

	Worcester Housing Authority	All Large LHAs in Central MA	Entire State
Job training programs.....	30%	28%	31%
Money management programs (budgeting, taxes, income building).....	30%	27%	29%
Children's programs (tutoring, childcare, afterschool programs).....	45%	41%	39%
Health and Medical Services (visiting nurse, meal programs).....	25%	22%	26%
Adult Education (GED, ESL, educational counseling)	28%	30%	29%

Maintenance and Repair

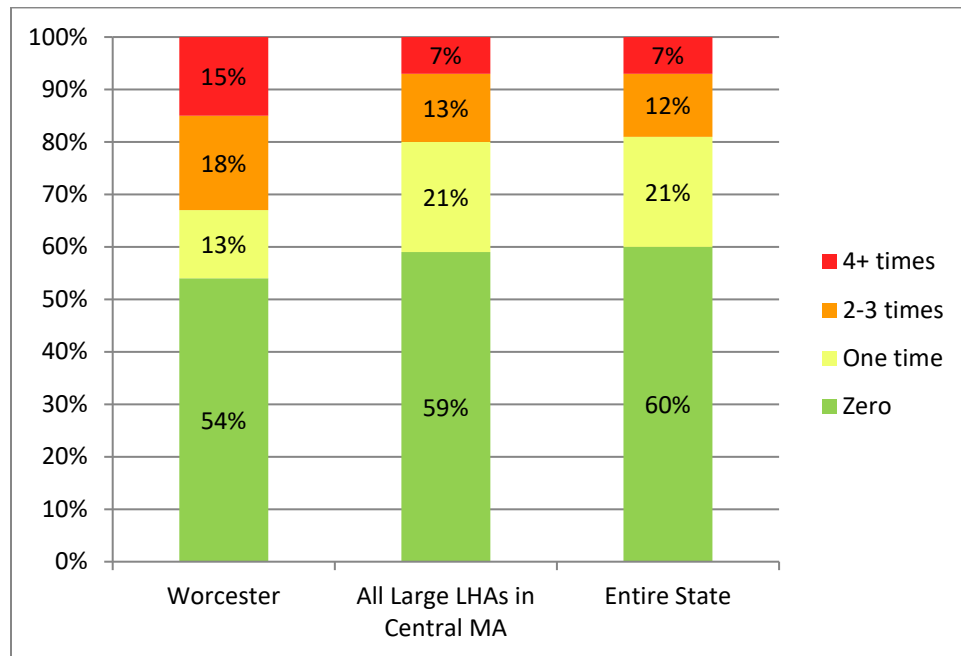
- **Who had problems?** About half of respondents had at least one maintenance problem in the last 12 months.

	Worcester Housing Authority	All Large LHAs in Central MA	Entire State
Had a heating problem.....	44%	40%	39%
Had a problem with water or plumbing.....	50%	49%	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.

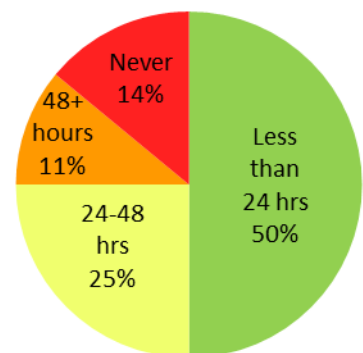
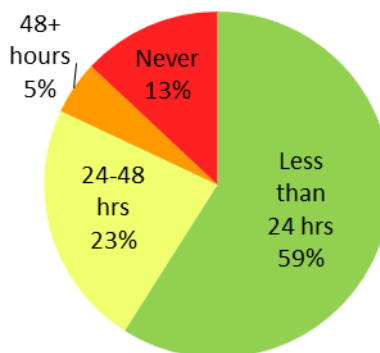
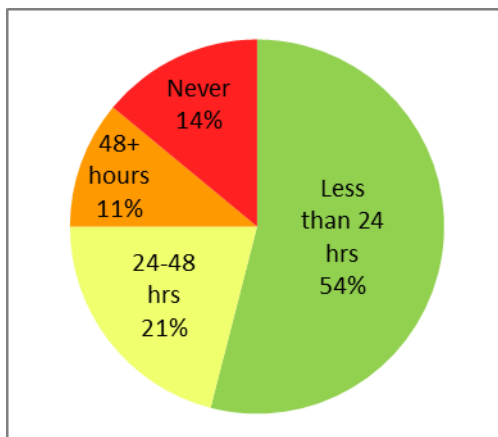


How long did it take to fix the heating problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

Worcester Housing Authority

All Large LHAs in Central MA

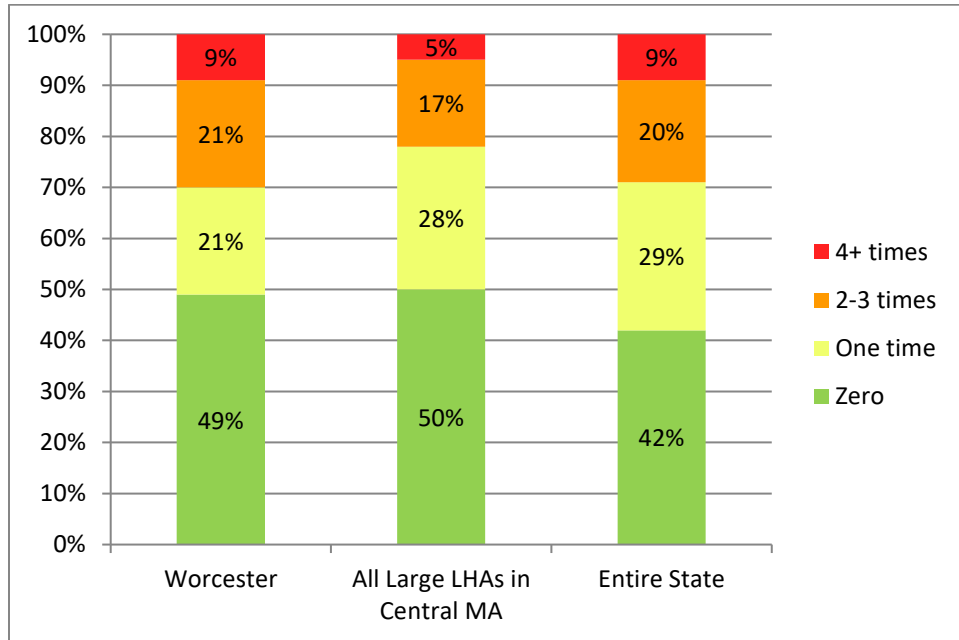
Entire State



- **Water or Plumbing Problems**

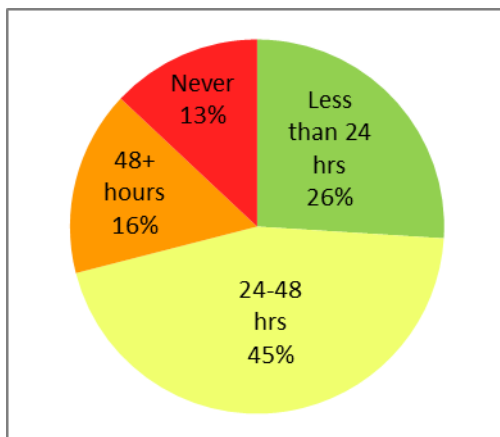
How many times did residents have problems with their water or plumbing?

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

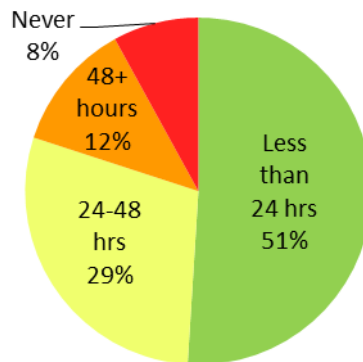


How long did it take to fix the water or plumbing problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

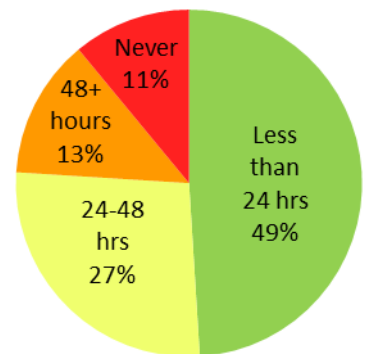
Worcester Housing Authority



All Large LHAs in Central MA

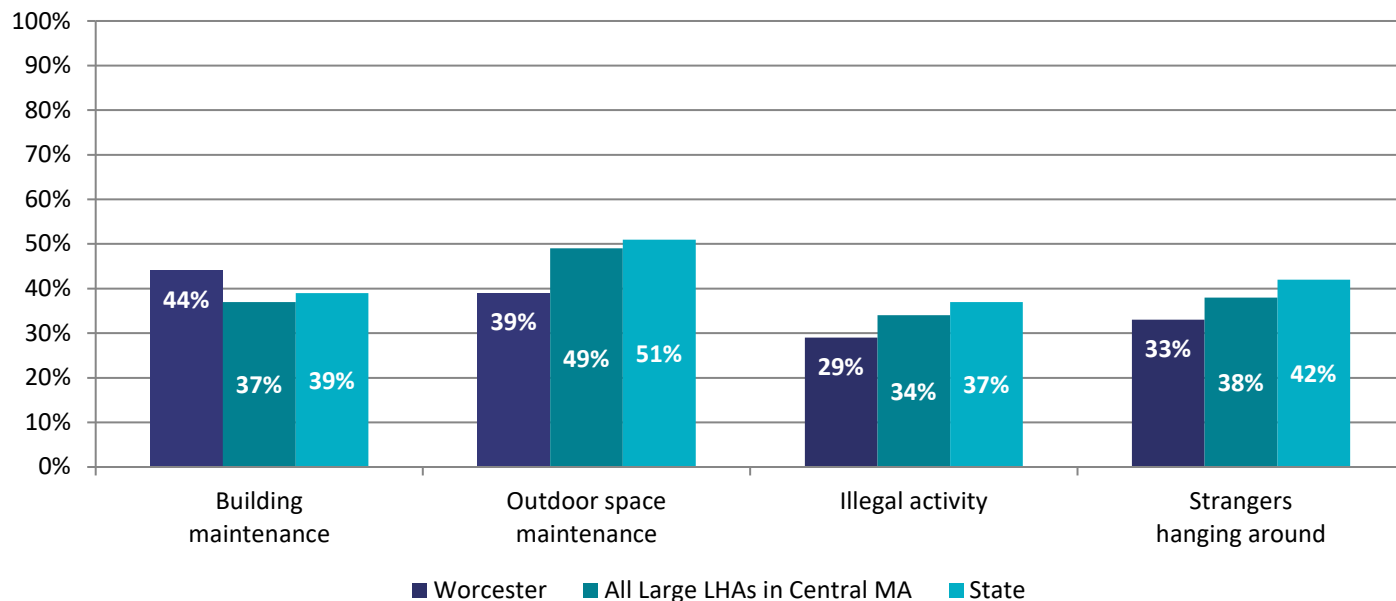


Entire State



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

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



Safety

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

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

