

Overview and Certification

Brookline Housing Authority Annual Plan for Fiscal Year 2022 For State-Aided Public Housing

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

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

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

The Brookline Housing Authority's Annual Plan for their 2022 fiscal year includes the following components:

1. Overview and Certification
2. Capital Improvement Plan (CIP)
3. Maintenance and Repair Plan
4. Operating Budget
5. Narrative responses to Performance Management Review (PMR) findings
6. Policies
7. Waivers
8. Glossary
9. Other Elements
 - a. Public Comments and LHA Responses
 - b. Cover sheet for tenant satisfaction surveys
 - c. Tenant Satisfaction Survey - 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	EGMONT STREET VETERANS 200-02	6	1949	114
667-03	Elderly	High St. & Egmont Accessible 667-03	4	1998	15
200-01	Family	HIGH STREET VETS 200-01	7	1949	177
705-01	Family	TRUSTMAN APTS 705-01	3	1900	86
	Elderly	Elderly units in smaller developments	1		2
	Other	Special Occupancy units	3		31
Total			24		425

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.

Brookline Housing Authority manages 37 MRVP vouchers.

Federally Assisted Developments

Brookline Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 1449 households.

LHA Central Office

Brookline Housing Authority
 90 Longwood Avenue, Brookline, MA, 02446
 Michael Alperin, Executive Director
 Phone: 617-277-2022
 Email: lbrown@brooklinehousing.org

LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Susan Cohen	Member		05/08/2018	05/07/2023
Barbara Dugan	Treasurer	Federal Tenant Rep	05/01/2020	04/30/2025
Michael Jacobs	Chair		05/01/2016	04/30/2021
Judith Katz	Member	State Appointee	06/23/2016	06/22/2021
Joanne Sullivan	Vice-Chair		05/01/2019	04/30/2024

Plan History

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

	<u>REQUIREMENT</u>	<u>DATE COMPLETED</u>
A.	Advertise the public hearing on the LHA website.	10/14/2020
B.	Advertise the public hearing in public postings.	10/14/2020
C.	Notify all LTO's and RAB, if there is one, of the hearing and provide access to the Proposed Annual Plan.	N/A
D.	Post draft AP for tenant and public viewing.	10/15/2020
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	N/A
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	12/08/2020
G.	Executive Director presents the Annual Plan to the Board.	12/08/2020
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	12/09/2020

Certification

CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

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

Date of certification: 12/10/2020

The Department of Housing and Community Development (DHCD) completed its review of this Annual Plan (AP) on March 22, 2021. Review comments have been inserted into the plan.

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

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

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

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

The CIP includes the following parts:

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

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

Category of Funds	Allocation	Planned Spending	Description
Balance of Formula Funding (FF)	\$1,536,458.72		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$230,468.81		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$1,305,989.91	\$1,356,980.31	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$12,275.49	\$12,275.49	Accessibility projects
DMH Set-aside	\$68,832.84	\$68,832.84	Dept. of Mental Health facility
DDS Set-aside	\$0.00	\$0.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$1,224,881.58	\$1,275,871.98	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$118,034.79	\$73,473.79	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	\$1,131,283.03	\$1,131,283.03	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	\$0.00	\$0.00	Community Preservation Act funds awarded by a city of town for specific projects.
Operating Reserve(OR) Funds	\$68,250.00	\$68,250.00	Funds from the LHA's operating budget.
Other Funds	\$0.00	\$0.00	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$2,623,557.73	\$2,629,987.13	Total of all anticipated funding available for planned projects and the total of planned spending.

Capital Improvement Plan (CIP)

Additional notes about funding:

The Town of Brookline, through its CDBG Board, is incredibly supportive of the Brookline Housing Authority State Housing Portfolio. In FY2021, The Brookline Housing Authority received \$12,000 for its "Next Steps Program", \$15,000 for its "ESOL Program", and \$343,568 for Resident Health and Safety projects including new energy efficient boilers at High Street Veterans, and new entry doors and locks at Trustman Apartments.

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
046079	DMH: Exterior Stair Repair	Harris and Beacon Streets 167-01	\$75,868	\$64,299	\$0	\$0	\$0	\$0	\$0	\$0
046082	FF: Community Building - ADA Updates - Compliance	HIGH STREET VETS 200-01	\$212,400	\$0	\$0	\$0	\$0	\$0	\$0	\$0
046083	FF: Entry Facade Tile Repair High and Egmont	High and Egmont St	\$49,860	\$0	\$0	\$0	\$0	\$0	\$0	\$0
046084	Door Lock Replacement	EGMONT STREET VETERANS 200-02	\$486,756	\$0	\$3,336	\$1	\$0	\$0	\$0	\$0
046085	Retaining Wall Replacement - Veterans 200-01	HIGH STREET VETS 200-01	\$58,398	\$10,472	\$45,929	\$0	\$0	\$0	\$0	\$0
046086	Egmont Courtyard Renovation Construction	EGMONT STREET VETERANS 200-02	\$437,100	\$6,800	\$14,643	\$0	\$0	\$0	\$0	\$0
046088	FY20 SUST-Energy and FF, Bathroom Vent Installation	EGMONT STREET VETERANS 200-02	\$520,888	\$162,241	\$259,001	\$0	\$0	\$0	\$0	\$0
046089	Emg Boiler Replacement - DHCD ER Request - HS Vets	HIGH STREET VETS 200-01	\$33,579	\$28,959	\$0	\$4,621	\$0	\$0	\$0	\$0
046092	Rodent infestation	TRUSTMAN APTS 705-01	\$135,600	\$0	\$10,600	\$0	\$0	\$0	\$0	\$0
046093	Replace Boilers - HS Vets	HIGH STREET VETS 200-01	\$266,567	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	fy2021 Spent	fy2021 Planned	fy2022	fy2023	fy2024	fy2025
046094	Door and Lock Replacement	TRUSTMAN APTS 705-01	\$77,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Replace Carpeting - Beacon Street	Harris and Beacon Streets 167-01	\$31,500	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Flooring - Interior doors & Painting - Harris Street	Harris and Beacon Streets 167-01	\$36,750	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Kitchen Cabinet & Counter top Replacement UTO - HS Vets	HIGH STREET VETS 200-01	\$56,000	\$0	\$0	\$0	\$0	\$56,000	\$0	\$0
•	Bathroom Vent Installation - SUST	HIGH STREET VETS 200-01	\$369,930	\$0	\$0	\$92,688	\$120,763	\$0	\$0	\$0
•	Roadway-Parking Lot - Sidewalk Repave - HS Vets	HIGH STREET VETS 200-01	\$186,300	\$0	\$0	\$145,116	\$41,185	\$0	\$0	\$0
•	Replace retaining wall	HIGH STREET VETS 200-01	\$52,800	\$0	\$0	\$0	\$52,800	\$0	\$0	\$0
•	Replace Boilers - Egmont	EGMONT STREET VETERANS 200-02	\$132,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Kitchen Cabinet & Counter top Replacement UTO - Egmont	EGMONT STREET VETERANS 200-02	\$56,000	\$0	\$0	\$0	\$0	\$0	\$56,000	\$0
•	Window replacement - Egmont	EGMONT STREET VETERANS 200-02	\$399,665	\$0	\$0	\$0	\$0	\$0	\$190,586	\$209,080

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
•	FISH 046091 Replace aluminum gutters, d/spouts-install snow dams on roofs.	High St. & Egmont Accessible 667-03	\$38,960	\$0	\$0	\$38,959	\$0	\$0	\$0	\$0
•	ADA Unit Upgrade	KENT STREET 689-01	\$35,840	\$0	\$0	\$0	\$35,844	\$0	\$0	\$0
•	Fire Alarm Upgrade	KENT STREET 689-01	\$44,735	\$0	\$0	\$44,735	\$0	\$0	\$0	\$0
•	Driveway/ Parking - Repaving - Fence Replacement	KENT STREET 689-01	\$24,681	\$0	\$0	\$0	\$24,681	\$0	\$0	\$0
TOTALS			\$3,819,176	\$272,769	\$333,508	\$326,117	\$275,272	\$56,000	\$246,586	\$209,080

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
046084	Door Lock Replacement		\$0	\$0	\$0	\$0	\$435,800	\$0	\$0	\$0
046088	FY20 SUST- Energy and FF, Bathroom Vent Installation	bath fans	\$0	\$0	\$100,000	\$0	\$0	\$0	\$0	\$0
046089	Emg Boiler Replacement - DHCD ER Request - HS Vets	replacement of 2 failed boilers	\$33,579	\$0	\$0	\$0	\$0	\$0	\$0	\$0
046093	Replace Boilers - HS Vets		\$0	\$0	\$0	\$0	\$266,567	\$0	\$0	\$0
046094	Door and Lock Replacement		\$0	\$0	\$0	\$0	\$77,000	\$0	\$0	\$0
•	Replace Carpeting - Beacon Street		\$0	\$0	\$0	\$0	\$0	\$0	\$31,500	\$0
•	Flooring - Interior doors & Painting - Harris Street		\$0	\$0	\$0	\$0	\$0	\$0	\$36,750	\$0
•	Bathroom Vent Installation - SUST		\$0	\$0	\$0	\$0	\$219,930	\$0	\$0	\$0
•	Replace Boilers - Egmont		\$0	\$0	\$0	\$0	\$132,000	\$0	\$0	\$0
TOTALS			\$33,579	\$0	\$100,000	\$0	\$1,131,297	\$0	\$68,250	\$0

Capital Improvement Plan (CIP) Narrative **Including Requests to DHCD & Supporting Statements**

1. Request for increased spending flexibility.

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

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

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

There are a series of projects in the first year that need to be addressed due to the safety of our tenants - The parking lot & walkaways at our 200-01 High Street Vets is in very poor condition with multiple tripping hazards throughout.

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.

Brookline Housing Authority has requested \$135,600.00 in DHCD Emergency Reserve funding for project #046-705-01-S01-20-640, Rodent infestation. Reason: Rat Infestation - Health & Safety of our Tenants - This is a Capital Project - Not a Management Issue

Brookline Housing Authority has requested \$150,000.00 in DHCD Sustainability funding for project #046-200-01-0-19-286, Bathroom Vent Installation - SUST. Reason: The bathrooms currently do not have any ventilation/fans which could possibly cause a mold issue. Potential asbestos removal, associated electrical work and coring components

3. Overall goals of the Housing Authority's CIP

The Brookline HA's mission is to preserve and provide safe, secure, decent, accessible and affordable housing. This requires constant investment in our properties. 86 units were created 40 years ago and another 291 units were built more than 60 years ago. This year we completed the replacement of a retaining wall, and an exterior stairs/wall project to provide safe access to one of our DMH group homes and ADA units. We are in the process of completing a gutters/downspouts/snow rail project using DHCD's Health & Safety funds, which will improve water drainage and prevent snow falling from the roof onto the walkway and causing a potential slip/tripping hazard in winter months. The Coronavirus has presented challenges with the suspension of one of our sustainability projects - the installation of mechanical bathroom fans at one of our family developments, however, this will restart in October and will greatly improve the indoor air quality for our residents. Cont - in Other comments

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:

Additional Retaining wall replacement at High St Vets 200-1; Fire Alarm upgrades at Kent St. 689-1; ADA unit kitchen cabinet/flooring upgrades 689-1; Replacement of doors/locks at Trustman 705-1; Common Area Carpeting replacement at 1057 Beacon St. -167-1; Interior Painting/kitchen flooring/bedroom doors at 11 Hars St. 167-1; Rodent eradication at Trustman 705-1, and Gutters/downspouts/snowrails at ADA units 667-3;

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 09/29/2020.

8. Project priorities

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

9. High priority deficiencies

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

At this point we have depleted our funding resources. We will address further deficiencies when additional funds become available.

10. Accessibility

We have identified the following accessibility deficiencies in our portfolio:

There is a parking lot/roadway/walkway that is in our current plan that will have curb cuts for accessibility (200-1 development).

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

11. Special needs development

Brookline 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 08/26/2020.

12. Energy and water consumption

Our 12 most recent monthly energy reports are for months 7/2019 to 6/2020.

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
	200-01			200-01
	200-02			200-02
	705-01			705-01

We have in the past installed low flow toilets and shower heads at the above sites to reduce water consumption. There was also LED lights installed. However, these are family developments all of which tend to have a higher water and electric consumption. We are planning another electrical energy audit in the Fall 2020 which may result in additional energy efficiency upgrades.

13. Energy or water saving initiatives

Brookline Housing Authority is currently pursuing energy or water-saving audits or grants as note We are planning on installing energy efficient boilers at High Street Veterans 200-1 utilizing CDB the Town of Brookline.

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%)

4% c. 200 (DHCD Goal 2%)

4% c. 705 (DHCD Goal 2%)

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

Due to the Covid-19 pandemic the lease up of units was greatly affected which had an impact on the vacancy rate.

Now the State of Massachusetts and DHCD have issued guidelines for the re-opening of the State and guidelines /protocols for leasing units we expect the vacancy rate to be reduced.

15. Vacancies

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

Development #	# of Units	Reason
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Brookline Housing Authority has not proposed to newly vacate or re-purpose any units.

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

16. Other comments

Continued from Question 3 - Installing windows & boilers will improve energy efficiency, installing new building entry doors and a new lock system to the main entryways of our family buildings will greatly improve security for our residents, rodent eradication/trash dumpster reconfiguration will improve the site and health & safety of our residents and the renovation of the courtyards/play areas for our families will create a much more pleasant and safe area for families to enjoy the outdoor space. Repaving the roadway and parking lot which are in disrepair with many pot holes and potential tripping hazards will be addressed in the near future

CIP Approval For Brookline Housing Authority for FY 2021

Formula Funding Capital Improvement Plan (CIP), WorkPlan 5001

1/19/2021

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

- LHAs are eligible for \$150k in DHCD SUST funding bi-annually for routine SUST awards. Brookline received \$100k in FY20, and therefore are only eligible for \$50k in FY21. Regarding energy costs, Brookline has multiple developments that exceed the various PUMs for utility costs. In addition, the 200-2 is the 4th most intense greenhouse gas emitter in the state portfolio, while 200-1 is the 25th highest. As such, these developments need comprehensive solutions to reduce energy consumption and GHG emissions. Brookline should work with DHCD's Sustainability Program Developer, as well as their PMs, to put together a plan.
- The BHA received a Health & Safety Award for 046091 for \$32,173.00 and the Trustman Rodent project 046092 did not qualify for ER funds because the BHA had sufficient Formula Funding for that project 046091. If you have any questions, please let us know.

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

CPS Number	FISH #	Project Name	TDC Amount	Primary PM	Project Year
046-689-01-001-20-1035	046095	Fire Alarm Upgrade	\$44,735.00	LHA	2022

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

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

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

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

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

This document was created on 1/19/2021 by Cynthia Barney, Project Manager

Maintenance and Repair Plan

Maintenance Objective

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

About This Maintenance and Repair Plan

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

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

Classification and Prioritization of Maintenance Tasks

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

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

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call Answering Service	617-277-2022	Non-business hours
Call LHA at Phone Number	617-277-1884	M-F 8:00AM - 4:30PM

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 Brookline 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	617-277-2022	Non-business hours
Call Housing Authority Office	617-277-1884	M-F 8:00AM - 4:30PM
Submit Online at Website		
Email to Following Email	maintenance@brooklineho	24/7
Other	617-277-2022 x311	M-F 8:00AM - 4:30PM

Work Order Management

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

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

Work order classification used:

Emergency	
Vacancy	
Preventative Maintenance	
Routine	
Inspections	
Tenant Requests	

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

C. Our work order process includes the following steps:

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

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

Routine and requested work orders both captured and tracked by Work Order system.

Deferred work orders converted to Excel spreadsheet for tracking.

Maintenance Plan Narrative

Following are Brookline 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?

Feedback from all concerned is mostly positive. We are constantly looking for ways to be more efficient to deliver better services.

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

We added a sanitizing program, treating every property daily. We are phasing in a work order tablet system.

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

To complete the work order tablet system.

Improve vacancy turn around time.

Improve on stocking developments with materials used daily.

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	\$971,879.00	\$16,000.00
Last Fiscal Year Actual Spending	\$1,287,801.00	\$14,005.00
Current Fiscal Year Budget	\$1,110,868.00	\$100,000.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	26
Average time from date vacated to make Unit "Maintenance Ready"	74 days
Average time from date vacated to lease up of unit	128 days

Attachments

These items have been prepared by the Brookline 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.

Routine Maintenance Schedule and Checklist

BROOKLINE HOUSING AUTHORITY

200- 1&2, 705-1, 667

Landscaping and Grounds Routine Maintenance

Building Exterior

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
site daily routine Walk property-pick up trash	Daily	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Mow lawn (Mulching lawnmower); edge if needed	Weekly / Seasonal	VENDOR				X	X	X	X	X	X	X		
Rake leaves (Fall, Spring)	Bi-Annually	VENDOR			X							X		
Snow (Shovel, Plow), Treat (Walkways)	Daily / Seasonal	Staff	X	X	X								X	X
Seasonal cleaning (Spring and Fall)	Start & End of Season	VENDOR			X							X		

Building Routine Maintenance

Building Interior

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Hallways, Stairs, Lobbies, Community Room sweep and Vacuum public spaces	Monthly	Vendor	X	X	X	X	X	X	X	X	X	X	X	X
Wash windows in public areas	Monthly	Vendor	X	X	X	X	X	X	X	X	X	X	X	X
Toilets - Clean public toilets/restrooms	Daily / Weekly	Staff/Vendor	X	X	X	X	X	X	X	X	X	X	X	X
Light Bulbs - Replace if burnt out in common areas and offices	as needed	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Dumpsters- pick-up	Weekly	Vendor	X	X	X	X	X	X	X	X	X	X	X	X
Clean dumpster areas	Twice a week	Staff	X	X	X	X	X	X	X	X	X	X	X	X

Routine Maintenance Schedule and Checklist

BROOKLINE HOUSING AUTHORITY

200- 1&2, 705-1, 667

Other Routine Maintenance

Inventory, Meeting, Training, Tools

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inventory is done annually by Inspection vendor	Annually	Vendor												
Trainings	as needed													
Meetings	Monthly	Staff	x	x	x	x	x	x	x	x	x	x	x	x

NOTE:

Routine (and Emergency) Work Orders are generated will be created due to results from Inspections Maintenance Tasks.

Work Order System

The Brookline Housing Authority has a comprehensive work order system that includes all work request information; the date and time of the request, who generated the request, location and description of work, the time it took to complete the task, the priority assigned to the task and the date and time the task was completed and close out in the system.

The work order system can track and produce various reports; tracking opened and or closed work orders by assigned staff, developments, priorities, dates and originator. This serves to evaluate performance of our staff and deliver the most effective completion of work order requests.

When a work order is generated it's identified with a work order number. The work order will be delivered to the assigned staff who will prioritize the work order and complete the tasks in a timely manner. Once the work order is completed it will be filled in with the start time and date, the completion time and date and a brief description of the what was done. The work order then will be turned into the maintenance office to be closed out in the work order system. Development daily routines will not be put into the work order system but will be monitored by the area foreman.

The priorities are as follows:

Emergencies

Vacancies

Preventive Maintenance

Programmed/ Inspections work orders

Requested Maintenance – these can be generated by, staff, management or tenants

RESPONDING TO EMERGENCIES

Emergencies are the highest priority source of work. The Housing Authority will consider a work item to be an emergency if the following occur:

- A. The situation constitutes a serious threat to the life, safety or health of residents or staff; or
- B. The situation will cause serious damage to the property structure or systems if not repaired within twenty-four (24) hours.

If a staff member is unsure whether a situation is an emergency, he or she will consult with his or her supervisor. If a supervisor is not available, the employee will use his or her best judgment to make the decision.

For emergencies that occur after regular working hours, the Housing Authority shall have a twenty-four (24) emergency response system in place. This response system includes the designation of a maintenance employee in charge for each day as well as a list of qualified pre-approved contractors, open purchase orders for obtaining required supplies or equipment, and access to Authority materials and supplies. The designated employee shall prepare a work order and report on any emergency within twenty-four hours after abatement of the emergency.

Events that should be considered emergencies are;

- . Fire of any kind
- . Gas leaks or smell of gas
- . No electricity in a unit or power failure/Electrical Hazards
- . Inoperable Smoke or CO Detectors
- . Water leaks or flooding
- . No Water/Unsafe Water
- . Main sewer or toilet back up
- . Roof leaks
- . Elevator not working
- . No heat
- . No hot water (if more than one call for a particular system)
- . Lock out.
- . Building Entrance or unit lock broken or 1st floor window lock
- . Building Structural Issues
- . Snow Removal – Ice

The Foremen or Maintenance Director should be alerted of all emergencies

Brookline Housing Authority

90 Longwood Avenue
Brookline, Massachusetts 02446
Main Office 617-277-2022
TDD 1-800-545-1833, Extension 213

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ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Ceci est important. Veuillez faire traduire.
本通知很重要。請將之譯成中文。
នេះគឺជាជំពូកដ៏សំខាន់ សូមមេត្តាបកប្រែជូនផង

RESPONDING TO EMERGENCIES

Emergencies are the highest priority source of work. The Housing Authority will consider a work item to be an emergency if the following occur:

- A. The situation constitutes a serious threat to the life, safety or health of residents or staff; or
- B. The situation will cause serious damage to the property structure or systems if not repaired within twenty-four (24) hours.

For emergencies that occur **after regular working hours (nights, weekends and holidays) call 617-277-2022**

For emergencies **during regular work hours call 617-277-1884 or 617 277-2022**

Events that should be considered emergencies are;

- . Fire of any kind
- . Gas leaks or smell of gas
- . No electricity in a unit or power failure/Electrical Hazards
- . Inoperable Smoke or CO Detectors
- . Water leaks or flooding
- . No Water/Unsafe Water
- . Main sewer or toilet back up
- . Roof leaks
- . Elevator not working
- . No heat
- . No hot water (if building wide)
- . Lock out.
- . Building Entrance or unit lock broken or 1st floor window lock
- . Building Structural Issues
- . Snow Removal – Ice
- . Tripping Hazards

EMERGENCY RESPONSE VENDORS

CATEGORY	COMPANY	PHONE	CELL	NOTES
Police/Fire	Brookline	911		any emergency
GAS	National Grid (leaks)	800-490-0045		
Fuel Oil	Global Petroleum	1-800-826-5686		acct# 141323
ELECTRIC	Eversource	800-592-2000		
FIRE ALARM/SECURITY	ADT	1-800-888-1216		Monitoring
Fire alarm system	Aetna	617-282-3888		service repairs
SPRINKLER SYSTEM	Encore Fire Protection	617-903-3191		service repairs
EMERG GENERATOR	FM Generator	1-781-828-3191		service repairs
CLEAN UP SERVICES	Service Masters	1-800-649-6369		emergency cleaning
HVAC	Industrial Burner Systems	617-479-3900		service repairs
	Cooling & Heating Hot water			
PLUMBING	Industrial Burner Systems	617-479-3900		service repairs
	D&F Plumbing	781-320-8600		service repairs
ELECTRICITY	Steverman Electric	617-566-3242	617-593-4010	service repairs
ELEVATORS	Associated Elevator	1-800-828-5151		service repairs
Town of Brookline	DPW	617-730-2156		Trees,roads,sidewalks
Brookline Water Dept		617-730-2156x2195		shutoffs/line leaks
EXCAVATION	Insite const.	1-781-850-6861		
DRAIN CLEANING	Drian Doctor	1-888-372-4621		includes catch basins
LOCK SERVICE	Brookline Lock	617-566-1212		
TOWING	Roberts Towing	617-782-0800		
Glass replacement	ACE Glass	617-323-6554		service repairs

Brookline Deferred Work Orders

Unit	WO Req #	Call in Date	Work to do	Priority	Status	Assigned
144 Amory St., #10, Brookline, MA 02446	78031	3/3/2020	Inspection Generated Work Order. Bathroom A Toilet Fail Toilet base loose/damaged.	6	Open	ML
144 Amory St., #12, Brookline, MA 02446	78032	3/3/2020	Inspection Generated Work Order. Living Room Window/Screen/Light Fail Large window screen in living room is missing	6	Open	ML
144 Amory St., #2, Brookline, MA 02446	78020	3/3/2020	Inspection Generated Work Order. Bathroom A Tub/Shower Fail Mold mildew on caulk between tub and wall. Exterior Other Recommendation Front common hall light is out. Bathroom A Toilet Fail Toilet is loose at floor and the seat is cracked.	6	Open	ML
144 Amory St., #3, Brookline, MA 02446	78022	3/3/2020	Inspection Generated Work Order. Kitchen Stove/Range/Oven Fail Foil on drip pans ... left front burner broken.Bathroom A Tub/Shower Recommendation Tub drain plug missing.Housekeeping Housekeeping Items Fail-Recommend	6	Open	ML
144 Amory St., #4, Brookline, MA 02446	78023	3/3/2020	Inspection Generated Work Order. Kitchen Stove/Range/Oven Fail Right rear burner inoperable - recommend changing rangehood. tenant states every time she puts in a new bulb it shorts out in half an hour. Bathroom A Window/Screen/Vent. Fail Mechanical fan.	6	Open	ML
144 Amory St., #7, Brookline, MA 02446	78026	3/3/2020	Inspection Generated Work Order. Kitchen Floor Fail Cable on floor in hall possible tripping hazard	6	Open	ML
144 Amory St., #9, Brookline, MA 02446	78029	3/3/2020	Inspection Generated Work Order. Bathroom A Tub/Shower Fail Mold mildew on caulk between tub and wall	6	Open	ML
15 Egmont St., #1, Brookline, MA 02446	77999	3/3/2020	Inspection Generated Work Order. Bathroom A Tub/Shower Fail Mold mildew on caulk between tub and wall.	6	Open	ML
15 Egmont St., #2, Brookline, MA 02446	78001	3/3/2020	Inspection Generated Work Order. Kitchen Stove/Range/Oven Fail Rangehood filter ripped	6	Open	ML
15 Egmont St., #3, Brookline, MA 02446	78003	3/3/2020	Inspection Generated Work Order. Living Room Floor Fail Broken floor tiles. Living Room Security/Entry Door Recommendation Paint entrance door	6	Open	ML
15 Egmont St., #4, Brookline, MA 02446	78005	3/3/2020	Inspection Generated Work Order. Kitchen Sink Recommendation Recommend replacing sink sprayer inoperable.Bathroom A Walls Fail Wall water damage in shower.Bathroom A Walls Fail Wall water damage in shower.	6	Open	ML
15 Egmont St., #5, Brookline, MA 02446	78006	3/3/2020	Inspection Generated Work Order. Kitchen Sink Recommendation Kitchen faucet makes loud noise when turned on.Bathroom A Toilet Fail Toilet base loose/damaged. And it does not flush bathroom one.Bathroom A Tub/Shower Fail Replace bath tub diverter	6	Open	ML
15 Egmont St., #6, Brookline, MA 02446	78008	3/3/2020	Inspection Generated Work Order. See WTD list for work order details.Kitchen Stove/Range/Oven Fail Left rear burner is broken. Kitchen Electrical Fail Extension cord in use for additional refrigerator.	6	Open	ML
15 Egmont St., #7, Brookline, MA 02446	78010	3/3/2020	Inspection Generated Work Order. See WTD list for work order details.Kitchen Sink Fail Faucet drips. Bathroom A Toilet Fail Toilet base loose/damaged.Bathroom B Door Fail Bathroom two does not latch... latch is missing	6	Open	ML
15 Egmont St., #8, Brookline, MA 02446	78012	3/3/2020	Inspection Generated Work Order. Living Room Electrical Fail Overhead light near front door inoperable. Living Room Floor Fail A couple of broken floor tiles.Bathroom A Ceiling Fail Mold mildew on ceiling bathroom one.	6	Open	ML
150 Amory St., #10, Brookline, MA 02446	78040	3/3/2020	Inspection Generated Work Order. Living Room Ceiling Fail Small water stain hall ceiling.Bathroom A Tub/Shower Recommendation Drain plug missing	6	Open	ML
150 Amory St., #4, Brookline, MA 02446	78034	3/3/2020	Inspection Generated Work Order. Kitchen Electrical Fail Rangehood light is out. Bathroom A Door Recommendation Door does not latch.	6	Open	ML
150 Amory St., #6, Brookline, MA 02446	78035	3/3/2020	Inspection Generated Work Order. Kitchen Stove/Range/Oven Fail All 3 small burners inoperable.	6	Open	ML
150 Amory St., #7, Brookline, MA 02446	78036	3/3/2020	Inspection Generated Work Order. Living Room Electrical Fail Tenant can not turn off heat replace zone valve. Living Room Window/Screen/Light Fail Screen does not fir correctly. Bathroom A Window/Screen/Vent. Fail Mechanical fan inoperable	6	Open	ML

Brookline Deferred Work Orders

Unit	WO Req #	Call in Date	Work to do	Priority	Status	Assigned
150 Amory St., #9, Brookline, MA 02446	78038	3/3/2020	Inspection Generated Work Order. Living Room Security/Entry Door Recommendation Recommend painting door.	6	Open	ML
156 Amory St., #1, Brookline, MA 02446	78041	3/3/2020	Inspection Generated Work Order. Kitchen Stove/Range/Oven Fail Foil on two drip pans left front burner does not sit flat.	6	Open	ML
156 Amory St., #10, Brookline, MA 02446	78053	3/3/2020	Inspection Generated Work Order. Kitchen Stove/Range/Oven Fail Foil on stove drip pans. Bathroom A Tub/Shower Recommendation Tub drain plug missing.	6	Open	ML
156 Amory St., #11, Brookline, MA 02446	78054	3/3/2020	Inspection Generated Work Order. Living Room Security/Entry Door Recommendation Recommend painting door. Kitchen Stove/Range/Oven Fail Rangehood filter missing. Kitchen Sink Recommendation Kitchen sink cold water faucet.	6	Open	ML
156 Amory St., #12, Brookline, MA 02446	78056	3/3/2020	Inspection Generated Work Order. Kitchen Cabinet/Counter Tops Fail Cabinet door under sink broken. Bathroom A Toilet Fail Toilet base loose/damaged.Bathroom A Tub/Shower Recommendation Tub drain plug missing	6	Open	ML
156 Amory St., #2, Brookline, MA 02446	78042	3/3/2020	Inspection Generated Work Order. Bathroom A Sink Fail Slow to drain	6	Open	ML
156 Amory St., #3, Brookline, MA 02446	78043	3/3/2020	Inspection Generated Work Order. Living Room Ceiling Fail Water stains in hall - living room ceiling peeling.Bathroom A Toilet Fail Toilet loose at floor	6	Open	ML
156 Amory St., #4, Brookline, MA 02446	78044	3/3/2020	Inspection Generated Work Order.Living Room Security/Entry Door Recommendation Recommend to paint door.Kitchen Sink Fail Garbage disposal not working properly.Kitchen Stove/Range/Oven Recommendation Recommend replace	6	Open	ML
156 Amory St., #6, Brookline, MA 02446	78046	3/3/2020	Inspection Generated Work Order. Living Room Security/Entry Door Recommendation Recommend paint door. Kitchen Stove/Range/Oven Fail Right rear burner inoperable	6	Open	ML
156 Amory St., #7, Brookline, MA 02446	78048	3/3/2020	Inspection Generated Work Order. Living Room Ceiling Fail Water stains. Kitchen Stove/Range/Oven Fail Rangehood fan inoperable foil on drip pan	6	Open	ML
156 Amory St., #8, Brookline, MA 02446	78050	3/3/2020	Inspection Generated Work Order. Bedroom A Ceiling Fail Water stain bedroom ceiling	6	Open	ML
156 Amory St., #9, Brookline, MA 02446	78052	3/3/2020	Inspection Generated Work Order. Bedroom A Window/Scrn./Light/Vent Fail Bedroom window screen missing and the other does not fit.	6	Open	ML
21 Egmont St., #1, Brookline, MA 02446	78064	3/4/2020	Inspection Generated Work Order. Living Room Ceiling Fail Water stains hall ceiling. Living Room Window/Screen/Light Fail Living room window held in place with tape ... if opened it falls into the room.	6	Open	ML
21 Egmont St., #3, Brookline, MA 02446	78014	3/3/2020	Inspection Generated Work Order. Living Room Ceiling Fail Ceiling water stains in hall. Bathroom A Tub/Shower Fail Mold mildew on caulk between sink and wall and between tub and wall.Housekeeping Housekeeping Items Fail-Recommendation Clutter	6	Open	ML
21 Egmont St., #4, Brookline, MA 02446	78016	3/3/2020	Inspection Generated Work Order. Bathroom A Ceiling Fail Mold mildew on bathroom one ceiling. Bathroom A Tub/Shower Recommendation Tub drain plug missing. Bathroom B Ceiling Fail Bathroom two water damage	6	Open	ML
21 Egmont St., #5, Brookline, MA 02446	78066	3/4/2020	Inspection Generated Work Order. Bathroom A Sink Fail Bathroom one sink is off the wall and on the floor ... floor tiles missing and sub floor damage ... mechanical fan inoperable full of dust	6	Open	ML
21 Egmont St., #6, Brookline, MA 02446	78018	3/3/2020	Inspection Generated Work Order. Bedroom C Ceiling Fail Ceiling water stains bedroom 3	6	Open	ML
27 Egmont St., #1, Brookline, MA 02446	78068	3/4/2020	Inspection Generated Work Order. Living Room Floor Fail Hall floor tile missing. Living Room Walls Fail Hole in wall in hall. Kitchen Sink Fail Faucet drips	6	Open	ML
27 Egmont St., #2, Brookline, MA 02446	78070	3/4/2020	Inspection Generated Work Order. Living Room Floor Fail Broken floor tiles. Living Room Security/Entry Door Recommendation Recommend painting door. Bathroom A Tub/Shower Fail Shower head is missing	6	Open	ML

Brookline Deferred Work Orders

Unit	WO Req #	Call in Date	Work to do	Priority	Status	Assigned
27 Egmont St., #3, Brookline, MA 02446	78072	3/4/2020	Inspection Generated Work Order.Exterior Stairs/Rails Fail Two lights are out in front common stairs... Front common hall foyer repair wall holes.	6	Open	ML
27 Egmont St., #4, Brookline, MA 02446	78108	3/4/2020	Inspection Generated Work Order. Living Room Window/Screen/Light Fail Window screen ripped living room. Bedroom A Window/Scrn./Light/Vent Fail Bedroom one all three screens missing. Bedroom D Ceiling Fail Water stains ceiling bedroom four	6	Open	ML
27 Egmont St., #5, Brookline, MA 02446	78073	3/4/2020	Inspection Generated Work Order. Living Room Walls Recommendation Finish wall repair in hall outside of bathroom. Bathroom A Toilet Fail Toilet base loose/damaged. Bathroom one.	6	Open	ML
27 Egmont St., #6, Brookline, MA 02446	78075	3/4/2020	Inspection Generated Work Order. Bathroom A Ceiling Fail Excessive mold mildew on ceiling bathroom one. Bathroom B Electrical Recommendation Space heater in use.	6	Open	ML
33 Egmont St., #1, Brookline, MA 02446	78085	3/4/2020	Inspection Generated Work Order. Living Room Walls Fail Hole in wall behind living room door. Living Room Ceiling Fail Hall ceiling peeling. Bathroom A Toilet Fail Toilet base loose/damaged. Bathroom 1.	6	Open	ML
33 Egmont St., #2, Brookline, MA 02446	78086	3/4/2020	Inspection Generated Work Order. Kitchen Stove/Range/Oven Fail Rangehood excessive grease. Bathroom A Ceiling Fail Finish ceiling repair.	6	Open	ML
33 Egmont St., #3, Brookline, MA 02446	78088	3/4/2020	Inspection Generated Work Order.Kitchen Sink Fail Loud whistle noise when faucets turned on. Bathroom B Toilet Fail Bathroom 2 toilet seat is loose.	6	Open	ML
33 Egmont St., #4, Brookline, MA 02446	78089	3/4/2020	Inspection Generated Work Order.Kitchen Stove/Range/Oven Fail Rangehood filter excessive grease clean or replace. Bedroom B Walls Fail Radiator cover damaged bedroom two. Living Room Ceiling Fail Living room ceiling is peeling.	6	Open	ML
33 Egmont St., #5, Brookline, MA 02446	78091	3/4/2020	Inspection Generated Work Order. Bathroom A Tub/Shower Fail Shower head leaks.Exterior Stairs/Rails Fail Stuff in rear common hall.	6	Open	ML
33 Egmont St., #6, Brookline, MA 02446	78093	3/4/2020	Inspection Generated Work Order. Bathroom B Toilet Pass Toilet base loose/damaged.	6	Open	ML
337 St Paul St, #3, Brookline, MA 02446	78078	3/4/2020	Inspection Generated Work Order. Bathroom A Toilet Fail Toilet is loose at floor.	6	Open	ML
337 St Paul St, #6, Brookline, MA 02446	78083	3/4/2020	Inspection Generated Work Order. Living Room Window/Screen/Light Fail Large living window falls in to unit when opened. Kitchen Floor Fail Several broken or loose floor tiles in kitchen and living room.	6	Open	ML
337 St. Paul St., #4, Brookline, MA 02446	78079	3/4/2020	Inspection Generated Work Order. Living Room Electrical Fail Hall light is missing cover. Kitchen Stove/Range/Oven Fail Rangehood filter excessive grease. Bathroom A Walls Fail Bathroom one loose wall tiles over sink.	6	Open	ML
337 St. Paul St., #5, Brookline, MA 02446	78081	3/4/2020	Inspection Generated. Kitchen Stove/Range/Oven Fail Rangehood fan inoperable excessive grease on filter. Bathroom A Ceiling Fail Mold mildew on ceiling and on caulk between tub and wall. Bathroom A Toilet base loose/damaged.	6	Open	ML
341 St. Paul St., #2, Brookline, MA 02446	78096	3/4/2020	Inspection Generated. Bathroom A Window/Screen/Vent. Fail Mechanical fan inoperable. Bathroom B Toilet Fail Toilet base loose/damaged. Bathroom two.Kitchen Stove/Range/Oven Fail Rangehood mechanical fan inoperable.... right front burner inoperable	6	Open	ML
341 St. Paul St., #3, Brookline, MA 02446	78098	3/4/2020	Inspection Generated Work Order.Kitchen Stove/Range/Oven Fail Foil on drip pans, wall and stove top ... tenant will remove. Bathroom A Electrical Fail Bathroom one light is inoperable	6	Open	ML
341 St. Paul St., #4, Brookline, MA 02446	78120	3/6/2020	Inspection Generated Work Order. Kitchen Stove/Range/Oven Fain rangehood filter excessive grease and ripped. Kitchen Electrical Fail Overhead light is inoperable. Bathroom A Toilet Fail Toilet base loose/damaged. Bathroom A Tub/Shower Fail Caulk needed.	6	Open	ML
341 St. Paul St., #5, Brookline, MA 02446	78100	3/4/2020	Inspection Generated Work Order.Kitchen Floor Fail Missing floor tile. Exterior Stairs/Rails Recommendation Tenant is using rear common hall for storage	6	Open	ML

Brookline Deferred Work Orders

Unit	WO Req #	Call in Date	Work to do	Priority	Status	Assigned
341 St. Paul St., #6, Brookline, MA 02446	78102	3/4/2020	Inspection Generated Work Order. Living Room Floor Fail Broken floor tiles in hall some sub floor damage. Kitchen Sink Fail Sink faucet drips ... it is a steady flow of water.	6	Open	ML
347 St. Paul St., #1, Brookline, MA 02446	78126	3/6/2020	Inspection Generated Work Order. Bathroom A Ceiling Fail Bathroom one ceiling is peeling some mold mildew. Bathroom A Electrical Fail . Bathroom B Electrical Fail Gfi outlet is loose bathroom two.	6	Open	ML
347 St. Paul St., #2, Brookline, MA 02446	78123	3/6/2020	Inspection Generated Work Order. Living Room Ceiling Fail Water damage ceiling near small window. Kitchen Stove/Range/Oven Fail Rangehood fan and light inoperable.... excessive grease on filter.	6	Open	ML
347 St. Paul St., #3, Brookline, MA 02446	78104	3/4/2020	Inspection Generated Work Order. Living Room Electrical Fail Overhead light cover in hall missing.Living Room Walls Fail Cove base missing in front hall. Kitchen Security/Entry Door Fail Kitchen closet door off track.	6	Open	ML
347 St. Paul St., #4, Brookline, MA 02446	78125	3/6/2020	Inspection Generated. Kitchen Ceiling Fail Kitchen ceiling peeling. Bathroom A Walls Fail Water damage on wall between tub and toilet. Bathroom A Tub/Shower Fail Caulk needed between tub and wall - possible leak into apartment below.	6	Open	ML
347 St. Paul St., #5, Brookline, MA 02446	78105	3/4/2020	Inspection Generated Work Order. Kitchen Electrical Fail Overhead light inoperable. Kitchen Sink Fail Faucet drips.Bathroom A Tub/Shower Fail Mold mildew on ceiling and between tub and wall	6	Open	ML
347 St.Paul St, #6, Brookline, MA 02446	78107	3/4/2020	Inspection Generated Work Order. Bathroom A Ceiling Fail Ceiling is peeling.	6	Open	ML
7 Egmont St., #1, Brookline, MA 02446	77988	3/3/2020	Inspection Generated Work Order. Bathroom A Ceiling Fail Water damage on wall over shower ... fixed with scotch tape.... ceiling is peeling.	6	Open	ML
7 Egmont St., #3, Brookline, MA 02446	77989	3/3/2020	Inspection Generated Work Order. Kitchen Stove/Range/Oven Fail Foil on drip pans	6	Open	ML
7 Egmont St., #4, Brookline, MA 02446	77990	3/3/2020	Inspection Generated Work Order. Kitchen Stove/Range/Oven Fail Right rear burner inoperable. Bathroom A Ceiling Fail Ceiling peeling over shower.	6	Open	ML
7 Egmont St., #5, Brookline, MA 02446	77992	3/3/2020	Inspection Generated Work Order. Living Room Electrical Fail Front hall light is out. Bathroom A Toilet Fail Toilet loose at floor both bathrooms. Bathroom A Walls Recommendation Finish ceiling repair bathroom one.	6	Open	ML
7 Egmont St., #6, Brookline, MA 02446	77994	3/3/2020	Inspection Generated. Kitchen Window/Scrn./Light Recommendation Window seal is broken and screen is missing. Kitchen Cabinet/Counter Tops Recommendation Counter top is cracked. Bathroom A Tub/Shower Fail Some mold.	6	Open	ML
7 Egmont St., #7, Brookline, MA 02446	77995	3/3/2020	Inspection Generated Work Order. Kitchen Stove/Range/Oven Fail Both left stove burners are inoperable.Living Room Walls Fail Hall cove base missing and one missing floor tile. Kitchen Cabinet/Counter Tops Recommended	6	Open	ML
7 Egmont St., #8, Brookline, MA 02446	77997	3/3/2020	Inspection Generated Work Order. Living Room Electrical Fail Light covers missing hall overhead lights.Living Room Walls Fail Large hole in hall wall.	6	Open	ML

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

The budget was developed prior to the Corona Virus pandemic. The Brookline Housing Authority expects material deviations and cost overruns due to the pandemic. These overruns may be partially or wholly offset by federal and state reimbursements.

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 Brookline Housing Authority operating reserve at the end of fiscal year 2020 was \$667,681.00, which is 34.3% of the full reserve amount defined above.

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Brookline 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	\$2,354,400.00	\$2,417,107.00	\$2,460,000.00	1.8%	\$520.30
3111	Shelter Rent - Tenants - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
3115	Shelter Rent - Federal Section 8	\$0.00	\$0.00	\$0.00	0%	\$0.00
3190	Nondwelling Rentals	\$0.00	\$0.00	\$0.00	0%	\$0.00
3400	Administrative Fee - MRVP	\$0.00	\$0.00	\$0.00	0%	\$0.00
3610	Interest on Investments - Unrestricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$14,400.00	\$13,423.00	\$14,400.00	7.3%	\$3.05
3691	Other Revenue - Retained	\$44,300.00	\$34,650.00	\$37,800.00	9.1%	\$7.99
3692	Other Revenue - Operating Reserves	\$0.00	\$0.00	\$0.00	0%	\$0.00
3693	Other Revenue - Energy Net Meter	\$0.00	\$0.00	\$0.00	0%	\$0.00
3801	Operating Subsidy - DHCD (4001)	\$1,279,149.00	\$1,148,778.00	\$1,563,843.00	36.1%	\$330.76
3802	Operating Subsidy - MRVP Landlords	\$0.00	\$0.00	\$0.00	0%	\$0.00
3803	Restricted Grants Received	\$0.00	\$0.00	\$0.00	0%	\$0.00
3920	Gain/Loss From Sale/Disp. of Prop.	\$0.00	\$0.00	\$0.00	0%	\$0.00
3000	TOTAL REVENUE	\$3,692,249.00	\$3,613,958.00	\$4,076,043.00	12.8%	\$862.11

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Brookline 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	\$217,318.00	\$216,196.00	\$213,885.00	-1.1%	\$45.24
4120	Compensated Absences	\$0.00	\$10,920.00	\$0.00	-100%	\$0.00
4130	Legal	\$17,500.00	\$22,969.00	\$22,500.00	-2%	\$4.76
4140	Members Compensation	\$33,120.00	\$34,283.00	\$35,300.00	3%	\$7.47
4150	Travel & Related Expenses	\$1,653.00	\$422.00	\$1,235.00	192.7%	\$0.26
4170	Accounting Services	\$0.00	\$0.00	\$0.00	0%	\$0.00
4171	Audit Costs	\$6,700.00	\$2,402.00	\$6,700.00	178.9%	\$1.42
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$540,243.00	\$541,160.00	\$512,729.00	-5.3%	\$108.45
4191	Tenant Organization	\$90,000.00	\$46,078.00	\$90,000.00	95.3%	\$19.04
4100	TOTAL ADMINISTRATION	\$906,534.00	\$874,430.00	\$882,349.00	0.9%	\$186.62
4310	Water	\$489,384.00	\$478,554.00	\$547,045.00	14.3%	\$115.70
4320	Electricity	\$536,796.00	\$497,027.00	\$536,796.00	8%	\$113.54
4330	Gas	\$344,951.00	\$326,929.00	\$360,000.00	10.1%	\$76.14
4340	Fuel	\$994.00	\$973.00	\$994.00	2.2%	\$0.21
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	\$0.00	0%	\$0.00
4392	Net Meter Utility Credit (Negative Amount)	\$0.00	\$0.00	\$0.00	0%	\$0.00
4300	TOTAL UTILITIES	\$1,372,125.0	\$1,303,483.0	\$1,444,835.	10.8%	\$305.59

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Brookline 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	\$353,234.00	\$355,896.00	\$398,583.00	12%	\$84.30
4420	Materials & Supplies	\$98,108.00	\$213,041.00	\$156,146.00	-26.7%	\$33.03
4430	Contract Costs	\$520,537.00	\$718,864.00	\$556,139.00	-22.6%	\$117.63
4400	TOTAL MAINTENANCE	\$971,879.00	\$1,287,801.00	\$1,110,868.00	-13.7%	\$234.96
4510	Insurance	\$72,324.00	\$75,244.00	\$80,163.00	6.5%	\$16.95
4520	Payment in Lieu of Taxes	\$14,500.00	\$16,922.00	\$17,000.00	0.5%	\$3.60
4540	Employee Benefits	\$310,130.00	\$293,510.00	\$319,566.00	8.9%	\$67.59
4541	Employee Benefits - GASB 45	\$0.00	\$-15,330.00	\$0.00	-100%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$0.00	\$0.00	0%	\$0.00
4570	Collection Loss	\$10,000.00	\$25,433.00	\$10,000.00	-60.7%	\$2.12
4571	Collection Loss - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
4580	Interest Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4590	Other General Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4500	TOTAL GENERAL EXPENSES	\$406,954.00	\$395,779.00	\$426,729.00	7.8%	\$90.26
4610	Extraordinary Maintenance	\$16,000.00	\$14,005.00	\$100,000.00	614%	\$21.15
4611	Equipment Purchases - Non Capitalized	\$15,000.00	\$7,801.00	\$25,000.00	220.5%	\$5.29
4612	Restricted Reserve Expenditures	\$0.00	\$0.00	\$0.00	0%	\$0.00
4715	Housing Assistance Payments	\$0.00	\$0.00	\$0.00	0%	\$0.00
4801	Depreciation Expense	\$0.00	\$1,834,001.00	\$0.00	-100%	\$0.00
4600	TOTAL OTHER EXPENSES	\$31,000.00	\$1,855,807.00	\$125,000.00	-93.3%	\$26.44
4000	TOTAL EXPENSES	\$3,688,492.00	\$5,717,300.00	\$3,989,781.00	-30.2%	\$843.86

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Brookline 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	\$3,692,249.00	\$3,613,958.00	\$4,076,043.00	12.8%	\$862.11
4000	TOTAL EXPENSES	\$3,688,492.00	\$5,717,300.00	\$3,989,781.00	-30.2%	\$843.86
2700	NET INCOME (DEFICIT)	\$3,757.00	\$-2,103,342.00	\$86,262.00	-104.1%	\$18.24
7520	Replacements of Equip. - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7540	Betterments & Additions - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7500	TOTAL NONOPERATING EXPENDITURES	\$0.00	\$0.00	\$0.00	0%	\$0.00
7600	EXCESS REVENUE OVER EXPENSES	\$3,757.00	\$-2,103,342.00	\$86,262.00	-104.1%	\$18.24

Explanation of Budget Accounts

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

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

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

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

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

3400: Administrative Fee- MRVP/AHVP: This account should be credited with Administrative Fees to be received for the MRVP/AHVP Program. The MRVP/AHVP administrative fee is \$50.00 per unit per month, as of July 1, 2020.

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

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

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

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

the 75% balance used to offset its need for operating subsidy. However, for the period 7/1/16 through 6/30/20, all deficit LHAs may keep 100% of the net meter credit savings, while they can keep 50% effective 7/1/2020.

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

3693: Other Revenue – Net Meter: This account should normally be credited with 75% of the total net meter credit savings realized by a deficit LHA, while surplus LHAs with net meter credit savings would enter \$0 here. Savings are calculated as the value of the net meter credits appearing on the LHA’s electric bills (or, in some cases, paid in cash to the LHA by their utility company), minus the cost of the payments made to the solar power developer under their Power Purchase Agreement (PPA). Deficit LHAs normally may retain 25% of the savings. That amount should be included as Other Revenue – Retained on line #3691. However, please note that for the period 7/1/16 through 6/30/20 all LHAs may retain 100% of their total net meter credit savings, and should report those savings as Other Revenue – Retained on line #3691. LHAs can keep 50% of savings effective 7/1/2020.

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4360: Net Meter Utility Debit/Energy Conservation: This account is to be charged with costs incurred for energy conservation measures.

4390: Other Utilities: This account should be charged with the cost of utilities which are not provided for in accounts 4310 through 4360. In addition, for all quarterly or year-end operating statements 9/30/20 or later, and all budgets 6/30/21 or later, please use this line to record the total net meter credits earned as reported in Line 4392, MINUS the Solar Operator Costs reported in Line 4391, with the result expressed as a positive number. For example, if you reported -\$20,000 in Net Meter Utility Credits in Line 4392 and \$15,000 in Solar Operator Costs in Line 4391, you would subtract the \$15,000 reported on Line 4391 from the -\$20,000 reported on Line 4392, and post the remainder of \$5,000 on Line 4360, as a positive number. This number essentially represents the "net" savings the LHA earned from its net meter credit contract.

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

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

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

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

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

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

4520: Payments in Lieu of Taxes:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

7540: Betterments & Additions – Capitalized: This account should be debited with the acquisition cost (only the net cash amount) of non-expendable equipment and major non-routine repairs that are classified as a betterment or addition. These items meet the LHA’s criteria for capitalization and will also be added to fixed

assets and therefore depreciated over the useful life of the asset. Examples are: major roof replacement, structural repairs such as siding, or major paving work.

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

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

DHCD has cancelled publication of Performance Management Reviews for fiscal years ending 3/31/2020 through 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	<p>The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report)</p> <ul style="list-style-type: none"> • “No Findings” : Occupancy Rate is at or above 98% • Operational Guidance: Occupancy rate is at 95% up to 97.9% • Corrective Action: Adjusted occupancy rate is less than 95%
Tenant Accounts Receivable (TAR)	<p>This criterion calculates the percentage of uncollected rent and related charges owed by starting with the amount reported by the LHA, as uncollected balances for the TAR (Account 1122 from the Balance Sheet) minus Normal Repayment Agreements* divided by Shelter (Tenant) Rent (account 3110 from the Operating Statement)</p> <ul style="list-style-type: none"> • “No Findings” : At or below 2% • “Operational Guidance” : More than 2% , but less than 5% • “Corrective Action” : 5% or more
Certifications and Reporting Submissions	<p>Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end.</p> <ul style="list-style-type: none"> • “No Findings” : At least 11 of the required 12 reports were submitted and at least 9 were submitted on time. • “Operational Guidance” : Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.
Board Member Training	<p>Percentage of board members that have completed the mandatory online board member training.</p> <ul style="list-style-type: none"> • “No Findings” : 80% or more completed training • “Operational Guidance” : 60-79.9% completed training • “Corrective Action” : <60 % completed training

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

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

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

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

Policies

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

Policy	Last Ratified by Board Vote	Notes
*Rent Collection Policy	04/01/2016	
*Personnel Policy	07/01/2000	
*Capitalization Policy	07/01/2000	
*Procurement Policy	01/01/2018	
*Grievance Policy	04/01/2016	
Affirmative Action Policy	09/01/2013	
Community Room Use	03/01/2019	
Criminal Offender Records Information (CORI) Policy	07/01/2016	
Emergency Response Plan	07/01/2007	
Investment Policy	07/01/2000	
Language Access Plan	04/01/2016	
Maintenance and Other Charges	03/01/2019	
Parking	03/01/2019	
Pet Policy	03/01/2019	
Reasonable Accommodations Policy	01/01/2012	
Sexual Harassment Policy	03/01/2018	
Smoking Policy	03/01/2019	
Travel Policy	07/01/2000	

Policy	Last Ratified by Board Vote	Notes
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* 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

Brookline Housing Authority has received the following waivers from DHCD's regulations. This list does not include vacancy waivers, pet waivers, or any waivers that would release personally identifiable tenant or applicant data.

Description	Reason	Date Waiver Approved by DHCD	Date Expired
Waiver to leave RCAT	Brookline has proven the staff to manage its capital and maintenance operations without outside technical assistance from RCAT.	05/16/2019	06/30/2022

The list of waivers has been provided by the LHA and has not been verified by DHCD.

Glossary

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

AHVP: Alternative Housing Voucher Program

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

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

ANUEL: Allowable Non-Utility Expense Level

AP: Annual Plan

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

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

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

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

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

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

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

CNA: Capital Needs Assessment

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

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

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

DHCD: Massachusetts Department of Housing & Community Development

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

FF: Formula Funding

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

FYE: Fiscal Year End

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

HHA: Host Housing Authority for the RCAT program.

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

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

LHA: Local Housing Authority

LTO: Local Tenants Organization

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

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

MOR: Management and Occupancy Report

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

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

Performance Management Review (PMR):

PMR: Performance Management Review

RCAT: Regional Capital Assistance Team

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

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

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

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

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

Attachments

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

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

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

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Joanne Sullivan, Vice Chairman
Barbara Dugan, Treasurer
Judith A. Katz, Commissioner
Susan C. Cohen, Commissioner

Michael Alperin, Executive Director

**BROOKLINE HOUSING AUTHORITY
DHCD ANNUAL PLAN MEETING
TUESDAY, DECEMBER 8, 2020, 4:30 PM
By Telephone Conference**

The meeting was called to order by Mr. Jacobs at 4:32 PM. Those present included: Ms. Dugan, Ms. Katz, Ms. Sullivan, and Ms. Cohen.

Mr. Jacobs noted that this fiscal year DHCD is asking all housing authorities to complete an annual plan for state public housing developments.

Commissioner questions/comments: None.

Mr. Alperin said the Brookline Housing Authority's (BHA) draft of the Annual Plan for DHCD was completed in October. It was posted at BHA state public housing developments as well as on the BHA website. To date, no comments have been received in writing on that plan.

The BHA wants to give any residents the chance to comment on that plan as part of this hearing. Mr. Alperin noted one error that will be corrected on the table on page 2 before finalizing the plan:

There are actually 177 units at High Street Veterans (Ch. 200-1), 114 units at Egmont Street Veterans (Ch. 200-2), and 15 wheelchair accessible units that were added to these sites but are technically separate developments (Ch. 667-3: 9 units located at High Street Veterans and 6 units located at Egmont Street Veterans for a total of 15). The figures on the table combine the 667-3 units with the 200-1 and 200-2 units to get 186 at High Street Veterans and 120 at Egmont Street Veterans, and then count the 15 Ch. 667-3 units again separately. In summary, we double counted the 15 accessible units in the current table.

Mr. Alperin then opened the meeting up to any residents who may have comments on the annual plan.

Resident questions/comments: None.

A motion to vote to approve the DHCD Annual Plan was made by Ms. Cohen and seconded by Ms. Sullivan, and then unanimously approved by Ms. Cohen, Ms. Sullivan, Ms. Dugan, Ms. Katz and Mr. Jacobs.

Adjournment Vote

On a motion from Ms. Katz and a second from Ms. Sullivan, it was unanimously agreed to adjourn the meeting at 4:36 PM.

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.

BROOKLINE 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 **302** housing units (Chapters 200 and 705) in the **Brookline Housing Authority**. **109** surveys were completed.

This report provides some information about how the residents from the **Brookline Housing Authority** who answered the survey responded. It compares answers to those from the entire state and to those from all medium LHAs in Greater Boston. Medium LHAs in the Greater Boston area include: Belmont, Brockton, Brookline, Canton, Dedham, Milford, Natick, Norwood, Stoughton, Wellesley, Weymouth, and Winthrop.

Communication

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

	Brookline Housing Authority	All Medium LHAs in Metro Boston*	Entire State
Contacted management about a problem or concern.....	86%	93%	87%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	75%	74%	76%
Saw the Capital Improvement Plan.....	27%	20%	18%
Saw the Operating Budget.....	15%	10%	12%
Knew the Executive Director held a meeting with residents..	31%	27%	21%

* Medium LHAs in the Greater Boston area include: Belmont, Brockton, Brookline, Canton, Dedham, Milford, Natick, Norwood, Stoughton, Wellesley, Weymouth, and Winthrop.

Services and Programs

78% of the Brookline 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:

	Brookline Housing Authority	All Medium LHAs in Metro Boston	Entire State
Job training programs.....	31%	35%	31%
Money management programs (<i>budgeting, taxes, income building</i>).....	31%	34%	29%
Children’s programs (<i>tutoring, childcare, afterschool programs</i>).....	22%	39%	39%
Health and Medical Services (<i>visiting nurse, meal programs</i>).....	35%	27%	26%
Adult Education (<i>GED, ESL, educational counseling</i>)	19%	27%	29%

Maintenance and Repair

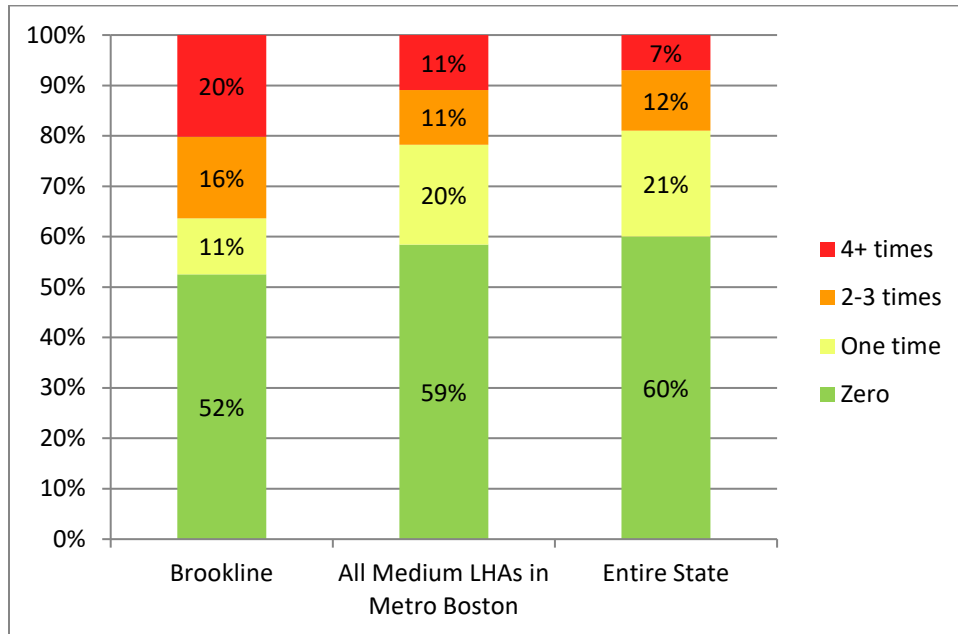
- **Who had problems?** About half of respondents had at least one maintenance problem in the last 12 months.

	Brookline Housing Authority	All Medium LHAs in Metro Boston	Entire State
Had a heating problem.....	46%	41%	39%
Had a problem with water or plumbing.....	56%	65%	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.

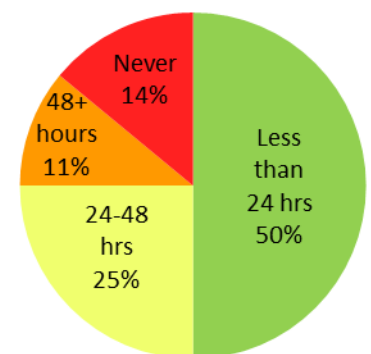
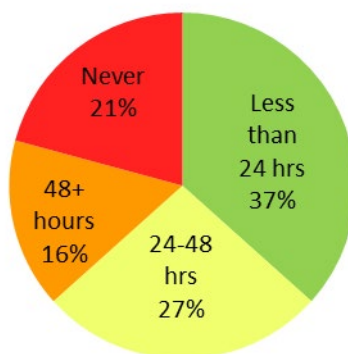
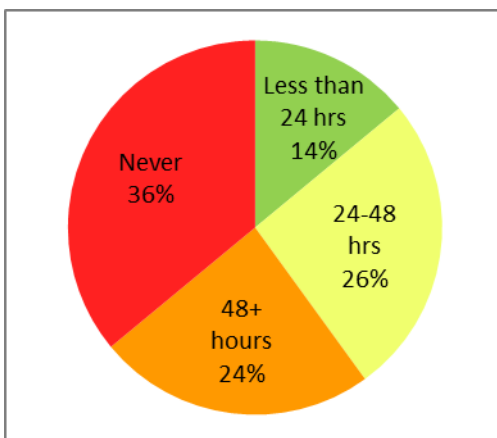


How long did it take to fix the heating problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

Brookline Housing Authority

All Medium LHAs in Metro Boston

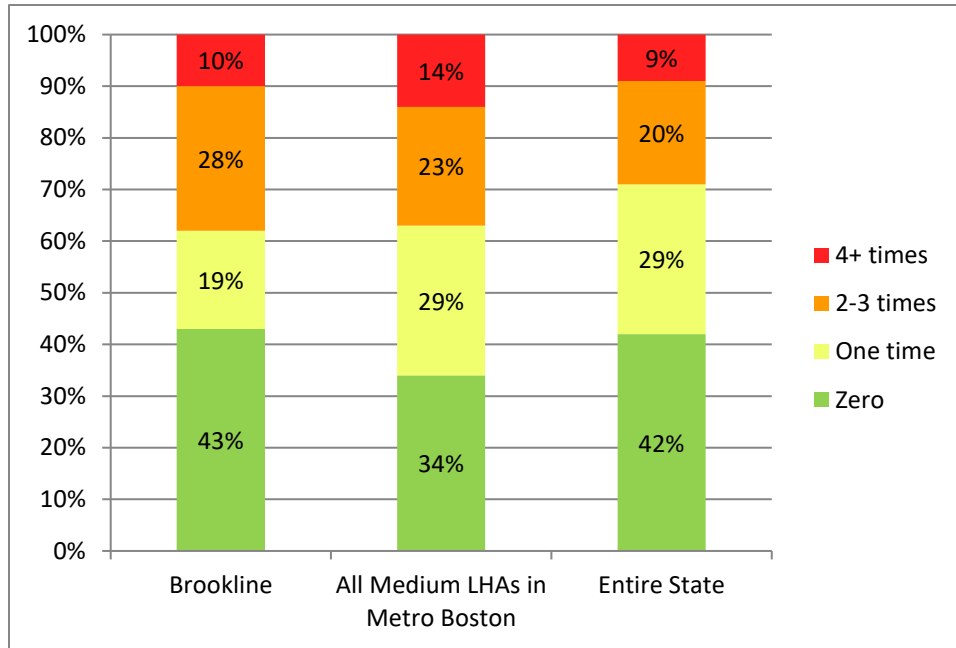
Entire State



- Water or Plumbing Problems**

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

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

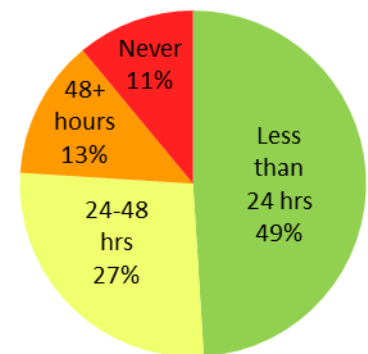
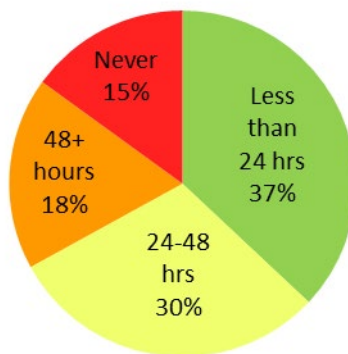
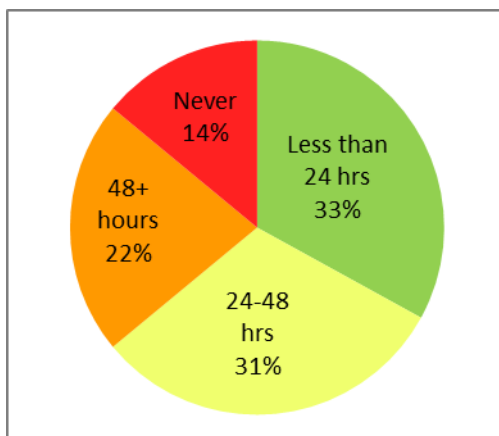


How long did it take to fix the water or plumbing problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

Brookline Housing Authority

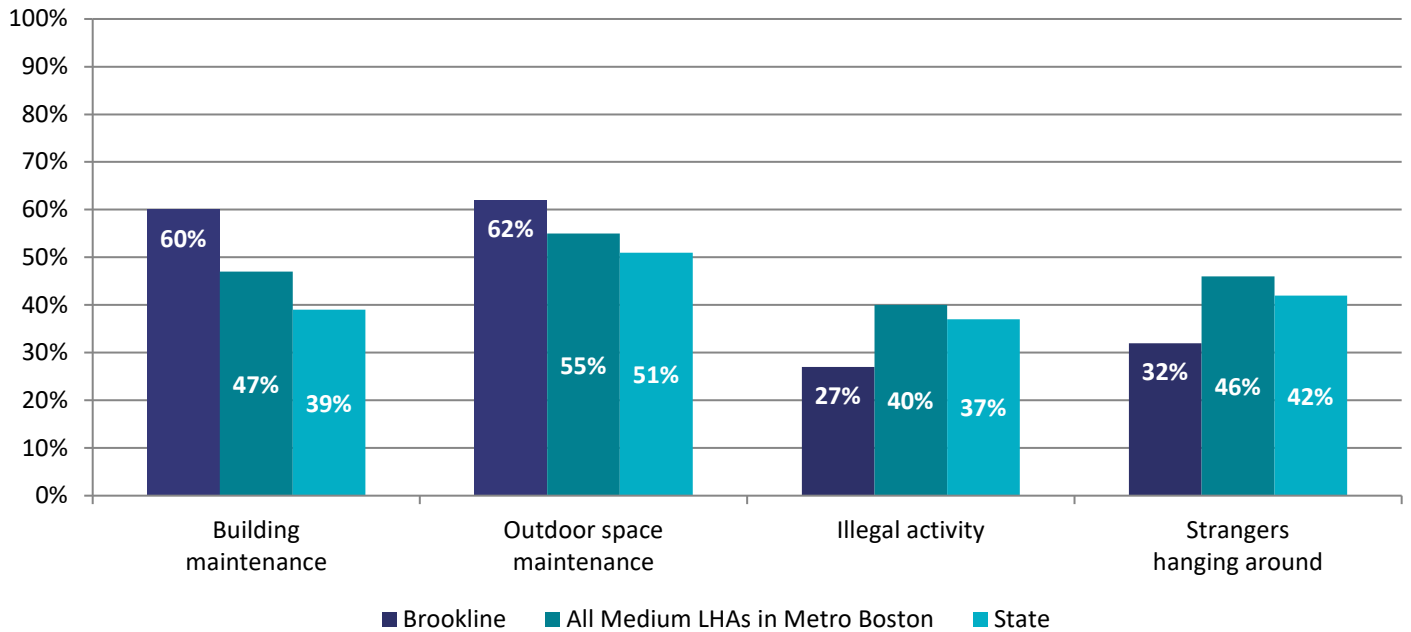
All Medium LHAs in Metro Boston

Entire State



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

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



Safety

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

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

