

## Dennis 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 Dennis 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
  - c. Tenant Satisfaction Survey 667 Program
  - d. Maintenance Policy and Procedures

**State-Aided Public Housing Developments**

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-01	Elderly	CENTER ST VILLAGE 667-01	7	1975	52
705-02	Family	MULHERN DRIVE FAMILY HOUSING 705-02	6	1987	12
667-02	Elderly	OLD BASS RIVER VILLAGE 667-02	4	1987	32
667-1A	Elderly	WINDMILL VILLAGE 667-1A	3	1975	40
	Family	Family units in smaller developments	4		8
	Other	Special Occupancy units	2		8
Total			26		152

**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.

Dennis Housing Authority manages 73 MRVP vouchers.

**Federally Assisted Developments**

Dennis Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 98 households.

LHA Central Office

Dennis Housing Authority

167 Center Street, South Dennis, MA, 02660

Nancy Friend, Executive Director

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Email: nfriend@dennishousing.org

LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Maureen Linehan	Chair		05/01/2012	05/31/2023
Herta Michalak	Treasurer	State Tenant Rep	05/24/2012	05/11/2021
Cynthia Stead	Member		05/18/2018	05/31/2021
Regina White	Vice-Chair		05/18/2018	05/31/2022

Plan History

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

REQUIREMENT		DATE COMPLETED
A.	Advertise the public hearing on the LHA website.	01/27/2021
B.	Advertise the public hearing in public postings.	01/26/2021
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.	01/27/2021
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.)	03/15/2021
G.	Executive Director presents the Annual Plan to the Board.	03/15/2021
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	03/15/2021

**Certification****CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN**

I, Nancy L. Friend, Executive Director of the Dennis 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: 04/15/2021

The Department of Housing and Community Development (DHCD) completed its review of this Annual Plan (AP) on May 11, 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)	\$649,689.55		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$64,968.96		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$584,720.60		Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$7,742.13	\$7,000.00	Accessibility projects
DMH Set-aside	\$4,186.48	\$4,186.48	Dept. of Mental Health facility
DDS Set-aside	\$0.00	\$0.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$572,791.99	\$595,745.89	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$232,008.91	\$232,008.91	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	\$0.00	\$0.00	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	\$0.00	\$0.00	Community Preservation Act funds awarded by a city or town for specific projects.
Operating Reserve(OR) Funds	\$0.00	\$0.00	Funds from the LHA's operating budget.
Other Funds	\$0.00	\$0.00	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$816,729.50	\$838,941.28	Total of all anticipated funding available for planned projects and the total of planned spending.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Capital Improvement Plan (CIP)****Regional Capital Assistance Team**

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

- o For projects with construction cost under \$10,000, the LHA has the sole responsibility to initiate, implement and manage the project. RCAT offers technical assistance upon request.
- o For projects with construction cost between \$10,000 and \$100,000 the RCAT will have lead responsibility to initiate, implement and manage the project with both DHCD and LHA involvement and oversight throughout the process. For projects in this range, the LHA will work with the RCAT Project Manager who will contact the LHA to initiate projects.
- o For projects with construction cost over \$100,000, or projects below that threshold that are complex or have a subsequent phase that exceeds \$100,000 construction cost, DHCD will take the lead and draft a WO or RFS to hire a designer to prepare plans and specs. RCAT will not be involved in the implementation of projects in this range and the LHA will continue to work directly with the DHCD Project Manager and DHCD design staff.



**Capital Improvement Plan (CIP)**

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2021	fy2022 Planned	fy2023	fy2024	fy2025	fy2026
075037	2008 FF Master CFA	CENTER ST VILLAGE 667-01	\$9,250	\$9,250	\$0	\$0	\$0	\$0	\$0	\$0
075071	FF: Roofing Replacement	MULHERN DRIVE FAMILY HOUSING 705-02	\$481,191	\$470,493	\$0	\$0	\$0	\$0	\$0	\$0
075073	FF: Replace Asphalt Shingle Roof Both A and B	WINDMILL VILLAGE 667-1A	\$92,155	\$87,980	\$4,175	\$0	\$0	\$0	\$0	\$0
075076	Replace Siding and remaining windows	WINDMILL VILLAGE 667-1A	\$145,118	\$0	\$0	\$140,010	\$5,109	\$0	\$0	\$0
075077	705 Roof, Gutters and Downspouts	Scattered Site 705-01	\$91,016	\$0	\$13,038	\$77,979	\$0	\$0	\$0	\$0
075078	H&S FY20: Regrade and install drywell to eliminate ponding.	WINDMILL VILLAGE 667-1A	\$4,965	\$873	\$4,965	\$0	\$0	\$0	\$0	\$0
075079	H&S FY20: Install outdoor lighting on four exterior stairwells	OLD BASS RIVER VILLAGE 667-02	\$2,500	\$2,200	\$300	\$0	\$0	\$0	\$0	\$0
075080	H&S FY20: Replace all expired/Failed Heat Detectors		\$9,035	\$0	\$9,035	\$0	\$0	\$0	\$0	\$0
075081	New Septic Grassy Pond	Scattered Site 705-01	\$117,970	\$4,935	\$30,274	\$82,762	\$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	Remaining Planned for 2021	fy2022 Planned	fy2023	fy2024	fy2025	fy2026
075082	Covid-19 Office Adaptation: CB Reconfiguration	CENTER ST VILLAGE 667-01	\$93,555	\$9,580	\$0	\$93,555	\$0	\$0	\$0	\$0
075083	EMG Flooring Replacement	Scattered Site 705-01	\$66,365	\$5,409	\$31,746	\$29,210	\$0	\$0	\$0	\$0
•	Install ADA automatic door	SPECIAL NEEDS HOUSING 167-01	\$8,505	\$0	\$0	\$0	\$8,505	\$0	\$0	\$0
•	New Septic System Center Street	CENTER ST VILLAGE 667-01	\$288,225	\$0	\$0	\$0	\$0	\$29,307	\$258,919	\$0
•	Roof, Gutters, Downspouts	OLD BASS RIVER VILLAGE 667-02	\$201,988	\$0	\$0	\$0	\$201,988	\$0	\$0	\$0
•	Balcony Repair Project	OLD BASS RIVER VILLAGE 667-02	\$8,875	\$0	\$0	\$0	\$0	\$0	\$0	\$8,875
•	New Decks and Stairs Windmill	WINDMILL VILLAGE 667-1A	\$27,240	\$0	\$0	\$27,240	\$0	\$0	\$0	\$0
•	Parking Area Asphalt and Grading	WINDMILL VILLAGE 667-1A	\$183,830	\$0	\$0	\$0	\$0	\$0	\$0	\$103,214
•	Septic System Replacement	Scattered Site 705-01	\$79,380	\$0	\$0	\$79,380	\$0	\$0	\$0	\$0
<b>TOTALS</b>			\$1,911,161	\$590,718	\$93,532	\$530,135	\$215,602	\$29,307	\$258,919	\$112,089

**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
075071	FF: Roofing Replacement		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,400
075078	H&S FY20: Regrade and install drywell to eliminate ponding.	H&S FY20: Regrade and install drywell to eliminate ponding.	\$0	\$0	\$0	\$4,965	\$0	\$0	\$0	\$0
075079	H&S FY20: Install outdoor lighting on four exterior stairwells	H&S FY20: Install outdoor lighting on four exterior stairwells	\$0	\$0	\$0	\$2,500	\$0	\$0	\$0	\$0
075080	H&S FY20: Replace all expired/Failed Heat Detectors	H&S FY20: Install outdoor lighting on four exterior stairwells	\$0	\$0	\$0	\$9,035	\$0	\$0	\$0	\$0
075081	New Septic Grassy Pond	septic system replacement	\$117,970	\$0	\$0	\$0	\$0	\$0	\$0	\$0
075082	Covid-19 Office Adaptation: CB Reconfiguration	covid-19 office adaptation award	\$0	\$67,567	\$0	\$0	\$0	\$0	\$0	\$0
075083	EMG Flooring Replacement	asbestos flooring	\$0	\$40,401	\$0	\$0	\$0	\$0	\$0	\$0
<b>TOTALS</b>			\$117,970	\$107,967	\$0	\$16,500	\$0	\$0	\$0	\$2,400

**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.

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

- Projected spending on projects currently in bidding or construction exceeds Cap Share in one or more years of the CIP.
- The TDC for a proposed project exceeds the Cap Share for a single year and it doesn't make sense to spread it
- We have urgent projects that require excess spending in year 1 or 2.

Several projects had to be spread across outer years in order to fit in the plan as they remain high priorities. Other high priority projects were moved forward to year one out of necessity-the septic system replacement at the 705 (Ellis Dr.) and deck and stairs replacement at the 667-1 Windmill Village.

Old Bass River Roofs are a high priority, there are missing tabs and the LHA has had to patch several leaks. The septic systems at CSV and the scattered sites continue to be a concern and are costly to pump. See #4 below for more details on this years plan.

**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.

Dennis Housing Authority has not requested additional funding.

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

The goals of the DHA are to provide a decent and safe place to live for it's tenants. The priorities are deck and stair replacement at Windmill Village, septic system replacements at 705's and CSV, as well as an office reconfiguration to assist in Covid-19 social distancing requirements by updating the laundry facilities and employee restroom within the community building.

**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:

This LHA has many high priority projects and has reworked its plan to move the roofing project at Old Bass River and septic system project at Center St Village ahead in this year's plan. The roofs at Old Bass River are at the end of their useful life and many shingles are starting to blow off. The LHA is regularly pumping septic systems at a high cost and the system at Center St Village is one of many systems at the end of its useful life. The LHA also added a new project to install an ADA auto door operator at its 167 Special Needs Housing unit.

**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 11/06/2020.

**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 12/24/2020.

**8. Project priorities**

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

**9. High priority deficiencies**

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

**10. Accessibility**

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

**11. Special needs development**

Dennis 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 08/28/2020.

**12. Energy and water consumption**

Our 12 most recent monthly energy reports are for months 12/2019 to 11/2020.

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

	Electric PUM > Threshold	Gas PUM > Threshold	Oil PUM > Threshold	Water PUM > Threshold
Threshold PUM:	\$100	\$80	\$50	\$60
	667-01			
	667-1A			667-1A
	667-01			705-02
				667-01
				705-01

The DHA plans on once again scheduling energy audits to address the issue, but is currently on hold due to the COVID-19 pandemic.

**13. Energy or water saving initiatives**

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

AP-2022-Dennis Housing Authority-00207 had an energy audit under the Low-Income Energy Affordability Network (LEAN) program on 02/11/2019

**14. Vacancy rate**

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

0.8% c. 667 (DHCD Goal 2%)

0% c. 200 (DHCD Goal 2%)

5% c. 705 (DHCD Goal 2%)

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

The DHA turn units over in the required time frame. As of 1/1/21 we have one vacant family 705 unit offline with a DHCD approved waiver for a capital plan flooring replacement job. The unit is expected to be back online and filled as soon as the work is completed.

**15. Vacancies**

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

# CIP Approval For Dennis Housing Authority for FY 2022

## Formula Funding Capital Improvement Plan (CIP), WorkPlan 5001

5/6/2021

Congratulations! The CIP-2022 submitted by Dennis Housing Authority is approved, subject to the following conditions:

- Please verify the insulation levels in the attic as part of the roof replacement project. If it needs improving, please work with LEAN to make improvements, and if they are unable to assist, please talk with DHCD.
- Your LHA participates in the Regional Capital Assistance Team (RCAT) program and project implementation responsibilities are as follows:
  - For projects with construction cost under \$10,000, the LHA has the sole responsibility to initiate, implement and manage the project. RCAT will offer technical assistance upon your request. DHCD recently revised the Small Project Guide to address statutory and policy changes. It is available on the web at <http://www.mass.gov/hed/docs/dhcd/ph/small-projects/dhcdsmallprojectsguide.pdf>. The Guide contains step-by-step instructions to help you make sure that your projects are done efficiently, cost-effectively and according to applicable statutes, rules and regulations. Please be sure to complete projects in accordance with the requirements and procedures described in the Guide.
  - For projects with construction cost between \$10,000 and \$100,000 the RCAT will have lead responsibility to initiate, implement and manage the project with LHA involvement and oversight throughout the process. If you have projects in this range, you will be working with your RCAT Project Manager who will contact you to initiate your project(s). Please note that DHCD has increased the threshold for independent implementation to \$100,000 construction cost in response to the passage of Chapter 218. Projects with an estimated Construction cost greater than \$25,000 still require soliciting the professional services of an architect or engineer. (See DHCD Small Project guide "When to Hire a Designer" (<http://www.mass.gov/hed/docs/dhcd/ph/small-projects/dhcdsmallprojectsguide.pdf>)). The RCAT may be able to provide "In House" specifications with an estimated construction cost greater than \$25,000, but requires the approval of DHCD before proceeding.
  - For projects with construction cost over \$100,000, or projects below that threshold that are complex or have a subsequent phase that exceeds \$100,000 construction cost, DHCD will take the lead and draft a WO or RFS to hire a designer to prepare plans and specs. At this point, RCAT will not be involved in the implementation of projects in this range and you will continue to work directly with your DHCD Project Manager and DHCD design staff.

Dennis 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
075-167-01-0-17-1118	075086	Install ADA automatic door	\$8,505.00	LHA	2022
075-667-1A-0-20-132	075088	New Decks and Stairs Windmill	\$27,240.00	RCAT	2022

Construction cost for FY 2022 projects is to be incurred by June 30, 2022. Construction cost for FY 2023 projects is to be incurred between July 1, 2022 and June 30, 2023. Pre-construction costs may be incurred in FY 2022.

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

CPS Number	FISH #	Project Name	TDC Amount *	Other Funding	DHCD Staff Arch/ Eng	WO/RFS Date
075-667-02-0-17-622	075087	Roof, Gutters, Downspouts	\$201,988.00	\$0.00	DCANN	04/03/2022



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

Details of the Approved CIP can be found at the link to 'Approved & Active CIP Reports' on the CIMS forms page in the CIP Reports section. Projects may utilize funding from multiple sources. The 'Original Approved' report details the proposed funding as submitted by the LHA. Please feel free to call DHCD Project Manager Linda Katsudas at (617) 573-1240 with any questions.

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

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

This document was created on 5/6/2021 by Linda Katsudas, Project Manager

Maintenance and Repair Plan**Maintenance Objective**

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

**About This Maintenance and Repair Plan**

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

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

**Classification and Prioritization of Maintenance Tasks**

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

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

**Emergency Request System**

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

<b>METHOD</b>	<b>CONTACT INFO.</b>	<b>TIMES</b>
Call Answering Service	508-394-3120	24 Hrs.
Call LHA at Phone Number	508-394-3120	M, T, Th (8:30AM - 4PM), F (8:30AM

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 Dennis Housing Authority main office.

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

**Normal Maintenance Request Process**

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service		
Call Housing Authority Office	508-394-3120	Mon, Tues. Thurs. 8:30-4, Fri. 8:30-12
Submit Online at Website		
Email to Following Email		
Other		

**Work Order Management**

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

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

Work order classification used:

Emergency	
Vacancy	
Preventative Maintenance	
Routine	
Inspections	
Tenant Requests	

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

C. Our work order process includes the following steps:

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

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

We use PHA Web for work orders, all types.

### **Maintenance Plan Narrative**

Following are Dennis 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?

Our maintenance operations runs smoothly and remedies issues in a timely manner.

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

Notification alerts of work orders to new smart phones and the ability to access work orders and close out on the smart phone in addition to the existing tablets.

Other changes included modifications due to COVID; Substituting Health & Safety Inspections vs. Annual Inspections in multiple units. Intermittently deferring non-routine work orders in occupied units while only entering for Emergency work orders and daily cleaning and sanitizing of all common areas at locations.

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

To continue providing the best service possible to our tenants during these unprecedented times and to continue to address work orders in a timely fashion to prevent them from becoming a more serious issue.

To continue to complete emergency work orders within 24 hours.

To complete the vacancy work orders within 15 days to help expedite the resident turnover process.

To continue to improve maintenance processes, by logging all work orders and outcomes so that they can be tracked and analyzed.

#### 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	\$213,012.00	\$24,000.00
Last Fiscal Year Actual Spending	\$193,250.00	\$22,228.00
Current Fiscal Year Budget	\$213,361.00	\$46,584.00

#### E. Unit Turnover Summary

# Turnovers Last Fiscal Year	14
Average time from date vacated to make Unit "Maintenance Ready"	34 days
Average time from date vacated to lease up of unit	41 days

#### Attachments

These items have been prepared by the Dennis 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.

## January Preventative Maintenance

	CSV	WMV	OBR	Clipper	Grassy	Ellis	Bayridge	Crestwood	Mulhern	Fjord Drive	Swan River	
1												Monitor and issue on-going snow removal work orders
2												Hot air furnace / Boiler winter PM
3												Check and replace snow flags as needed and fill ice melt buckets
4												Perform quarterly maintenance on sump pumps at 7-9 Crestwood (2 pumps)
5												DHAVehicle Inspection: Complete checklist
6												Lease enforcement: Family residents are responsible for snow removal from front and rear egress of their unit only if they have instances where a dwelling has an independent means of egress, not shared with other occupants. Decks must be cleared
7												Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season
												Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace
8												Check family unit gas and electric meter for lock
9												Monitor light timers and make appropriate changes as needed.

Notes:

## Maintenance Tech:

Signature: \_\_\_\_\_

Date Completed:

GP= Grassy Pond  
ED= Ellis Drive  
BR= Bayridge  
CW= Crestwood

Mark: CSV, Crestwood, Clipper, Swan River  
Chris: OBR, Mulhern, Bayridge  
Chris S: WMV, Ellis, Grassy, Fiord



## February Preventative Maintenance

	CSV	WMV	OBR	Clipper	Grassy	Ellis	Bayridge	Crestwood	Mulhern	Flord Drive	Swan River	
1												1 Monitor and issue on-going snow removal work orders
2												2 Hot air furnace / Boiler winter PM
3												3 Check and replace snow flags as needed and fill ice melt buckets
4												4 Check all emergency lights
5												5 DHAVehicle Inspection: Complete checklist
6												6 Strip, wax and buff vinyl composite tile (VCT) and linoleum flooring in common areas
7												7 Lease enforcement: Family residents are responsible for snow removal from front and rear egress of their units
8												8 Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season
												Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace
9												9 Check family unit gas and electric meter for lock
10												10 Monitor light timers and make appropriate changes as needed.

Notes:

## Maintenance Tech:

Signature: \_\_\_\_\_

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## March Preventative Maintenance

WMV  
OBR  
Clipper  
Grassy  
Ellis  
Bayridge  
Crestwood  
Mulhern  
Fiord Drive  
Swan River


## Maintenance Tech:

Signature: \_\_\_\_\_

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April Preventative Maintenance

CSV																	1	Check all Fire extinguishers in common areas	
																	2	Inspect all building common entry doors	
																	3	Remove Snow Flags once weather appropriate	
																	4	Put down speed bumps	
																	5	Clean Septic Filters	
																	6	Hot air furnace / Boiler winter PM	
																	7	Touch up all common area paint inside and outside	
																	8	Service lawn equipment that we use.	
																		Leaf Blowers, sharpen hand tools, pole saw blades (Contract for lawnmowing)	
																	9	Prune/trim all shrubs and bushes away from bldgs (2ft clearance from all structures)	
																	10	Inspect roofs and siding	
																	11	Clean common area flooring (wax/shampoo) Must coordinate w/ office for tenant notification.	
																	12	Cleaning of parking areas, roadways, driveways, walkways and storm drains	
																	13	Inspect trees and trim as needed (maintain 10ft distance from buildings)	
																	14	DHAVehicle Inspection: Complete checklist	
																	15	Lease enforcement: Furniture, trash and debris free from exteriors	
																	16	Check family unit gas and electric meter for locks	

Notes:

Maintenance Tech: \_\_\_\_\_

Signature: \_\_\_\_\_ Date Completed: \_\_\_\_\_

GP= Grassy Pond  
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## May Preventative Maintenance

	CSV	WMV	OBR	Clipper	Grassy	Ellis	Bayridge	Crestwood	Mulhern	Fjord Drive	Swan River
1											Check storm drains and have serviced if needed
2											Check all septic covers and septic vents for proper placement and condition
3											Clean A/C condensers
4											Un-winterize sillcocks
5											Check Emergency lighting
6											Perform quarterly maintenance on sump pumps at 7-9 Crestwood (2 pumps)
7											Sidewalk and parking lot crack and crevice sealing and repair
8											Weed, Edge and mulch all planting beds
											NOTE: Please note that in accordance with 527 CMR 17, which took effect
											September 2012, the new application of mulch within 18 inches around combustible
											exteriors of buildings such as wood or vinyl, but not brick or concrete, is prohibited
											(See Addendum B: 527 CMR: Board of Fire Prevention Regulations & Preventing
											Mulch Fires)
9											Vehicle Inspection: Complete checklist
10											Lease enforcement: Cooking grills and fire pits (according to policy)
											DHCD recommends the ban of fire pits on all public housing property
											There is extreme risk to life and safety with the unsupervised use of fire pits.
											All cooking grills should be used a minimum of 10 feet from all structures
11											Check family unit gas and electric meter for locks

Notes:

**Maintenance Tech:**

Signature:

Date Completed:

GP= Grassy Pond

ED= Ellis Drive

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CW=Crestwood

Mark: CSV, Crestwood, Clipper, Swan River

Chris: OBR, Mulhern, Bayridge

Chris S: WMV, Ellis, Grassy, Fiord

## June Preventative Maintenance

[illegible]

Notes:

Maintenance Tech: \_\_\_\_\_

Date Completed: \_\_\_\_\_

Signature: \_\_\_\_\_

GP= Grassy Pond  
ED= Ellis Drive  
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CW=Crestwood

Mark: CSV, Crestwood, Clipper, Swan River  
Chris: OBR, Mulhern, Bayridge  
Chris S: WMV, Ellis, Grassy, Fiord

## July Preventative Maintenance

[illegible]

Notes:

**Maintenance Tech:**

Signature: \_\_\_\_\_ Date Completed: \_\_\_\_\_

GP= Grassy Pond  
ED= Ellis Drive  
BR= Bayridge  
CW= Crestwood

# August Preventative Maintenance

CSV	WMV	OBR	Clipper	Scattered	Mulhern	Fiord Drive	Swan River	1	Strip, wax and buff VCT and linoleum flooring.
								2	Check all emergency lighting
								3	Check dumpster and notify supervisor if disinfecting is needed
								4	Clean Septic Filters
								6	DHAVehicle Inspection: Complete checklist
								7	Lease enforcement: Common hallways and stairs free from all obstructions. (PHN 2012-12)
									According to the State Sanitary code 105 CMR 410.451 - No person shall obstruct any exit or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling unit or rooming unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.
								8	Check family unit gas and electric meter for locks
								9	Weed and edge all planting beds every 2 weeks (June 1st to Oct 1st).
									NOTE: Please note that in accordance with 527 CMR 17, which took effect September 2012, the new application of mulch within 18 inches around combustible exteriors of buildings such as wood or vinyl, but not brick or concrete, is prohibited (See Addendum B: 527 CMR: Board of Fire Prevention Regulations & Preventing Mulch Fires)

Notes:

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Maintenance Tech: \_\_\_\_\_

Signature: \_\_\_\_\_

Date Completed: \_\_\_\_\_

GP= Grassy Pond  
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Chris: OBR, Mulhern, Grassy, Ellis, Fiord, Swan River

September Preventative Maintenance

CSV	WMV	OBR	Clipper	Scattered	Mulhern	Fiord Drive	Swan River	1	Check electrical panels in boiler rooms and all common areas.
								2	Domestic hot water systems PM
								3	Perform quarterly maintenance on sump pumps at 7-9 Crestwood (2 pumps)
								4	Boiler tune-up. (Heating season is September 15th through June 15th
								5	Clean Dryer Vents
								6	Clean storage rooms and maintenance areas
								7	Touch up all common area paint
								8	Clean heater vents in all common areas
								9	Check dumpster and notify supervisor if disinfecting is needed
								10	Vehicle Inspection: Complete checklist
								11	Check family unit gas and electric meter for locks
								12	Weed and edge all planting beds every 2 weeks (June 1st to Oct 1st).
									NOTE: Please note that in accordance with 527 CMR 17, which took effect
									September 2012, the new application of mulch within 18 inches around combustible
									exteriors of buildings such as wood or vinyl, but not brick or concrete, is prohibited
									(See Addendum B: 527 CMR: Board of Fire Prevention Regulations & Preventing
									Mulch Fires)

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Maintenance Tech: \_\_\_\_\_ Date Completed: \_\_\_\_\_

Signature: \_\_\_\_\_

GP= Grassy Pond	BR= Bayridge	Mark: CSV, WMV, BR, Crestwood, Clipper
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# October Preventative Maintenance

CSV	WMV	OBR	Clipper	Scattered	Mulhern	Fiord Drive	Swan River		
								1	Fire Prevention Month – Perform Annual PM with contractor and check all fire systems
									fire pumps, fire extinguishers, common area egress, etc
								2	Clean Septic Filters
								3	Boiler tune-up. (Heating season is September 15th through June 15th)
								4	Change heat and air handler filters
								5	Annual cleaning of all gutters. Leaf removal
								6	Prune and trim all shrubs and bushes. (maintain 2ft clearance from all structures
								7	Clean Dryer vents
								8	Winterize all sillcocks and remove garden hoses
								9	Stock ice melt for winter
								10	Service snow blowers
								11	Cleaning of parking areas, roadways, driveways, walkways and storm drains
								12	Clean, service and store lawn equipment
								13	Cleaning of parking areas, roadways, driveways, walkways and storm drains
								14	DHAVehicle Inspection: Complete checklist
								15	Lease enforcement: Decorations (Holiday & and all other) cords running through doors and windows
									Removal of all AC's (See Attachments: Air Conditioner Policy
									Inspect all basements for proper clearance from heating systems (5ft)
									Fire prevention notices to tenants
								16	Check family unit gas and electric meter for lock
								17	Friday October 30th adjust all timers to reflect time change on Sunday 11/1

Notes:

Maintenance Tech: \_\_\_\_\_

Signature: \_\_\_\_\_

Date Completed: \_\_\_\_\_

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Chris: OBR, Mulhern, Grassy, Ellis, Fiord, Swan River

## November Preventative Maintenance

	CSV	WMV	OBR	Clipper	Scattered	Mulhern	Fjord Drive	Swan River		
									1	Monitor and issue on-going snow removal work orders
									2	Remove speed bumps and store
									3	Hot air furnace / Boiler winter PM
									4	Check all emergency lighting
									5	Inspect trees and trim as needed (maintain 10ft clearance from all structures).
									6	Clean common area carpets and flooring
									7	DHAVehicle Inspection: Complete checklist
									8	Put up snow flags and set out ice melt buckets
									9	Lease enforcement: Blocked egresses (Exterior only-Do not enter units)
										Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season
										Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace
									10	Check family unit gas and electric meter for lock

Notes:

Maintenance Tech:

Signature: \_\_\_\_\_

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Chris: OBR. Mulhern. Grassv. Ellis. Fiord. Swan River



## Dennis Housing Authority Deferred Work Order Report

Filter Criteria Includes: 1) Project: All Projects, 2) Deferred Type: All Types, 3) Deferred Note: N/A, 4) Completed: All

Work Order Number	Completed Date/Time	Deferred Note	Deferred Type
10821	8/17/2020 8:56 AM	Crestwood stain exterior	Deferred Maintenance Plan
11275	12/20/2019 11:50 AM	CSV 5-30 Kitchen cabinets refinished	Deferred Maintenance Plan
11645	3/24/2020 3:36 PM	COVID-19 Clipper Lane shelves	Deferred Maintenance Plan
11653	3/23/2020 9:59 AM	COVID-19 CSV-23 Caulk tub	Deferred Maintenance Plan
11695	3/24/2020 8:41 AM	COVID-19 CSV 6-36 Repair ceiling	Deferred Maintenance Plan
11953	6/22/2020 3:21 PM	COVID - WMV A1-1 Ceiling Damage Repairs	Deferred Maintenance Plan
11964	6/22/2020 3:18 PM	COVID - CSV Unit 50 Misc. Repairs	Deferred Maintenance Plan
12733	1/14/2021 1:26 PM	CSV Painting Building Halls	Deferred Maintenance Plan

*End of Report*

**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 06/30/2020. 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 currently approved 2021 budget does not yet reflect the reverse of the 4% reduction. The end result will be level-funded from the 2020 budget.

**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 Dennis Housing Authority operating reserve at the end of fiscal year 2020 was \$362,352.00, which is 87.2% of the full reserve amount defined above.

**Annual Plan 2022**  
**Annual Operating Budget**

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Dennis Housing Authority.						
<b>REVENUE</b>						
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	\$698,148.00	\$687,780.00	\$667,569.00	-2.9%	\$386.32
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	\$1,360.00	\$1,745.00	\$1,360.00	-22.1%	\$0.79
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$55,900.00	\$53,843.00	\$51,136.00	-5%	\$29.59
3691	Other Revenue - Retained	\$0.00	\$55,938.00	\$0.00	-100%	\$0.00
3692	Other Revenue - Operating Reserves	\$0.00	\$0.00	\$0.00	0%	\$0.00
3693	Other Revenue - Energy Net Meter	\$0.00	\$0.00	\$0.00	0%	\$0.00
3801	Operating Subsidy - DHCD (4001)	\$121,673.00	\$146,345.00	\$187,843.00	28.4%	\$108.71
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	\$877,081.00	\$945,651.00	\$907,908.00	-4%	\$525.41

**Annual Plan 2022**  
**Annual Operating Budget**

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Dennis Housing Authority.						
<b>EXPENSES</b>						
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	\$174,007.00	\$147,858.00	\$195,140.00	32%	\$112.93
4120	Compensated Absences	\$0.00	\$7,636.00	\$0.00	-100%	\$0.00
4130	Legal	\$1,500.00	\$0.00	\$1,500.00	100%	\$0.87
4140	Members Compensation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4150	Travel & Related Expenses	\$1,183.00	\$519.00	\$1,183.00	127.9%	\$0.68
4170	Accounting Services	\$7,992.00	\$7,692.00	\$8,220.00	6.9%	\$4.76
4171	Audit Costs	\$12,100.00	\$12,100.00	\$12,100.00	0%	\$7.00
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$38,873.00	\$25,757.00	\$40,540.00	57.4%	\$23.46
4191	Tenant Organization	\$0.00	\$0.00	\$0.00	0%	\$0.00
4100	TOTAL ADMINISTRATION	\$235,655.00	\$201,562.00	\$258,683.00	28.3%	\$149.70
4310	Water	\$9,919.00	\$9,222.00	\$9,802.00	6.3%	\$5.67
4320	Electricity	\$147,409.00	\$151,612.00	\$158,330.00	4.4%	\$91.63
4330	Gas	\$17,170.00	\$15,657.00	\$16,957.00	8.3%	\$9.81
4340	Fuel	\$0.00	\$0.00	\$0.00	0%	\$0.00
4360	Net Meter Utility Debit/Energy Conservation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4390	Other	\$50,400.00	\$61,040.00	\$50,400.00	-17.4%	\$29.17
4391	Solar Operator Costs	\$0.00	\$87,231.00	\$0.00	-100%	\$0.00
4392	Net Meter Utility Credit (Negative Amount)	\$0.00	\$-87,231.00	\$0.00	-100%	\$0.00
4300	TOTAL UTILITIES	\$224,898.00	\$237,531.00	\$235,489.00	-0.9%	\$136.28



**Annual Plan 2022**  
**Annual Operating Budget**

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Dennis Housing Authority.						
<b>EXPENSES</b>						
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	\$145,249.00	\$127,520.00	\$145,598.00	14.2%	\$84.26
4420	Materials & Supplies	\$25,239.00	\$22,269.00	\$25,239.00	13.3%	\$14.61
4430	Contract Costs	\$42,524.00	\$43,461.00	\$42,524.00	-2.2%	\$24.61
4400	TOTAL MAINTENANCE	\$213,012.00	\$193,250.00	\$213,361.00	10.4%	\$123.47
4510	Insurance	\$28,974.00	\$28,555.00	\$31,615.00	10.7%	\$18.30
4520	Payment in Lieu of Taxes	\$6,474.00	\$6,474.00	\$6,390.00	-1.3%	\$3.70
4540	Employee Benefits	\$139,080.00	\$130,119.00	\$135,823.00	4.4%	\$78.60
4541	Employee Benefits - GASB 45	\$0.00	\$26,896.00	\$0.00	-100%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$0.00	\$0.00	0%	\$0.00
4570	Collection Loss	\$0.00	\$8,140.00	\$0.00	-100%	\$0.00
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	\$174,528.00	\$200,184.00	\$173,828.00	-13.2%	\$100.59
4610	Extraordinary Maintenance	\$24,000.00	\$22,228.00	\$46,584.00	109.6%	\$26.96
4611	Equipment Purchases - Non Capitalized	\$3,300.00	\$2,846.00	\$3,300.00	16%	\$1.91
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	\$249,619.00	\$0.00	-100%	\$0.00
4600	TOTAL OTHER EXPENSES	\$27,300.00	\$274,693.00	\$49,884.00	-81.8%	\$28.87
4000	TOTAL EXPENSES	\$875,393.00	\$1,107,220.00	\$931,245.00	-15.9%	\$538.91

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Dennis Housing Authority.						
<b>SUMMARY</b>						
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	\$877,081.00	\$945,651.00	\$907,908.00	-4%	\$525.41
4000	TOTAL EXPENSES	\$875,393.00	\$1,107,220.00	\$931,245.00	-15.9%	\$538.91
2700	NET INCOME (DEFICIT)	\$1,688.00	\$-161,569.00	\$-23,337.00	-85.6%	\$-13.51
7520	Replacements of Equip. - Capitalized	\$30,000.00	\$4,004.00	\$0.00	-100%	\$0.00
7540	Betterments & Additions - Capitalized	\$0.00	\$24,594.00	\$0.00	-100%	\$0.00
7500	TOTAL NONOPERATING EXPENDITURES	\$30,000.00	\$28,598.00	\$0.00	-100%	\$0.00
7600	EXCESS REVENUE OVER EXPENSES	\$-28,312.00	\$-190,167.00	\$-23,337.00	-87.7%	\$-13.51

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

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

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

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

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





## **Policies**

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

<b>Policy</b>	<b>Last Ratified by Board Vote</b>	<b>Notes</b>
*Rent Collection Policy	07/27/2020	
*Personnel Policy	02/19/2019	
*Capitalization Policy	02/22/2016	
*Procurement Policy	10/16/2017	
*Grievance Policy	01/25/2021	
Community Room Use	10/20/2008	
Credit/Debit Card Policy	08/17/2015	
Criminal Offender Records Information (CORI) Policy	05/13/2019	
Pet Policy	07/22/2019	
Reasonable Accommodations Policy	01/25/2021	
Smoking Policy	12/10/2018	
Other – Define in the ‘Notes’ column	04/13/2018	Air Conditioner Policy (Elderly/Disabled)
Other – Define in the ‘Notes’ column	04/13/2018	Air Conditioner Policy (Family)
Other – Define in the ‘Notes’ column	02/19/2019	Board Appearance Policy
Other – Define in the ‘Notes’ column	01/25/2021	Cash Policy
Other – Define in the ‘Notes’ column	01/14/2008	Ceiling Fan Policy

<b>Policy</b>	<b>Last Ratified by Board Vote</b>	<b>Notes</b>
Other – Define in the ‘Notes’ column	07/27/2020	Cell Phone Policy
Other – Define in the ‘Notes’ column	02/19/2019	Damage Charge Policy
Other – Define in the ‘Notes’ column	08/20/2018	Electronic Resources Policy
Other – Define in the ‘Notes’ column	08/22/2016	Fiscal Policies & Procedures
Other – Define in the ‘Notes’ column	02/23/2015	Inclement Weather Policy
Other – Define in the ‘Notes’ column	07/16/2007	Lock out Policy
Other – Define in the ‘Notes’ column	07/17/2017	Mulhern Mowing/Trimming Policy
Other – Define in the ‘Notes’ column	02/19/2019	On-Call Stipend Policy
Other – Define in the ‘Notes’ column	06/19/2017	Public Records Request Policy
Other – Define in the ‘Notes’ column	07/27/2020	Remote Deposit Capture Policy
Other – Define in the ‘Notes’ column	07/27/2020	Repayment Agreement Policy
Other – Define in the ‘Notes’ column	02/23/2015	Snow Removal Policy
Other – Define in the ‘Notes’ column	12/21/2020	Space Heater Policy
Other – Define in the ‘Notes’ column	11/18/2013	Storage Shed Policy
Other – Define in the ‘Notes’ column	06/15/2009	Theft Policy
Other – Define in the ‘Notes’ column	07/20/2015	Utility Policy (Family)

<b>Policy</b>	<b>Last Ratified by Board Vote</b>	<b>Notes</b>
Other – Define in the ‘Notes’ column	01/28/2013	Windmill Village Storage Policy
Other – Define in the ‘Notes’ column	05/21/2008	Weapons/Guns Policy
Other – Define in the ‘Notes’ column	07/15/2013	Zero Income Policy

\* Starred policies are required by DHCD. Policies without a “Latest Revision” date are not yet in force.

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

**DHCD comment regarding the list of policies:**

I have read the list of policies.

**Waivers**

AP-2022-Dennis Housing Authority-00207 has no current waivers from the regulations of the Department of Housing and Community Development (DHCD).

## Glossary

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

**AHVP:** Alternative Housing Voucher Program

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

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

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

**AP:** Annual Plan

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

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

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

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

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

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

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

**CNA:** Capital Needs Assessment

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

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

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

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

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

**FF:** Formula Funding

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

**FYE:** Fiscal Year End

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

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

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

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

**LHA:** Local Housing Authority

**LTO:** Local Tenants Organization

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

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

**MOR:** Management and Occupancy Report

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

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

**Performance Management Review (PMR):**

**PMR:** Performance Management Review

**RCAT:** Regional Capital Assistance Team

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

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

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

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

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

## **Attachments**

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

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

- Public Comments and LHA Responses
- Cover Sheet
- Tenant Satisfaction Survey 667 Program
- Maintenance Policy and Procedures



**DENNIS HOUSING AUTHORITY**

**Regular Meeting  
March 15, 2021**

**A REGULAR MEETING (VIA REMOTE ACCESS) OF THE MEMBERS OF  
THE DENNIS HOUSING AUTHORITY HELD ON  
MONDAY, MARCH 15, 2021 AT 5:00 PM**

The members of the Dennis Housing Authority met in a Regular session (Via Remote Access) at 167 Center Street, South Dennis, at the place, hour, and date duly posted for the holding of such meeting.

On the above date/time a Public Hearing was held on the Dennis Housing Authority's Annual Plan. There were no public comments on the Annual Plan.

## **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.

# Dennis Housing Authority

## Chapter 667 Housing

### Fall 2019

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

In the Fall of 2019, surveys were sent to 7172 housing units (Chapter 667). 3421 surveys were filled out and returned.

In the **Dennis Housing Authority**, surveys were sent to a total of **124** Dennis housing units (Chapter 667); **65** surveys were completed.

This report provides some information about how the residents from the **Dennis Housing Authority** who answered the survey responded. It compares their answers to those from residents in the entire state and to those from small LHAs in Southeastern Massachusetts. These small LHAs in Southeastern Massachusetts include: Acushnet, Bourne, Dennis, Dighton, East Bridgewater, Falmouth, Hanson, Marshfield, Norton, Orleans, Plainville, Somerset, Taunton, and Yarmouth.

## Communication

- **Communication with management:** Residents were asked about how they interacted with their Housing Authorities in this peer group in the last 12 months. The table below shows what percentage of residents said they did each of the following:

	Dennis Housing Authority	Small LHAs in South-East MA *	Entire State
Felt they were usually or always treated with courtesy and respect when they contacted management.....	94%	89%	87%
Knew the Executive Director held a meeting with residents.....	23%	47%	54%

\* Small LHAs in Southeastern Massachusetts include: Acushnet, Bourne, Dennis, Dighton, East Bridgewater, Falmouth, Hanson, Marshfield, Norton, Orleans, Plainville, Somerset, Taunton, and Yarmouth.

## Maintenance and Repair

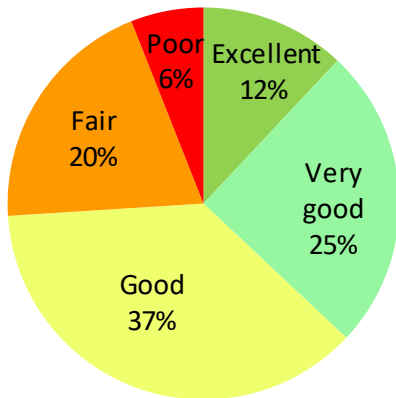
- **Communication with maintenance staff:** Residents were asked about their interactions with the Dennis Housing Authority maintenance staff in the last 12 months.

	Dennis Housing Authority	Small LHAs in South-East MA	Entire State
Felt they were treated with courtesy and respect when they contacted maintenance.....	86%	91%	89%
Were contacted by the Housing Authority before entering their apartment.....	89%	94%	92%

- **Overall maintenance** Respondents were asked how they would they rate overall building maintenance (*such as clean halls and stairways and having lights and elevators that work*) and outdoor space maintenance (*such as litter removal and clear walkways*) in the last 12 months.

### Building maintenance:

**Dennis Housing Authority**



**Small LHAs in South-East MA**

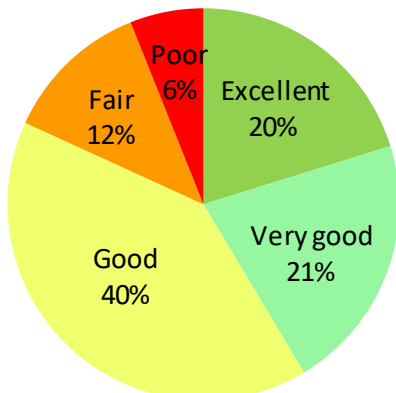


**Entire State**

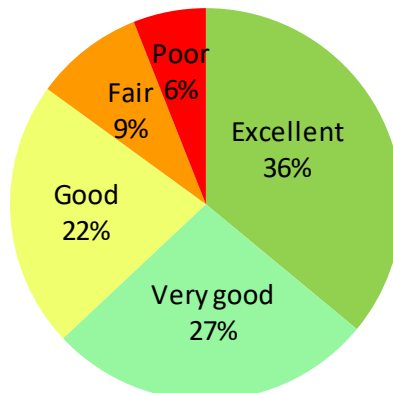


### Outdoor maintenance:

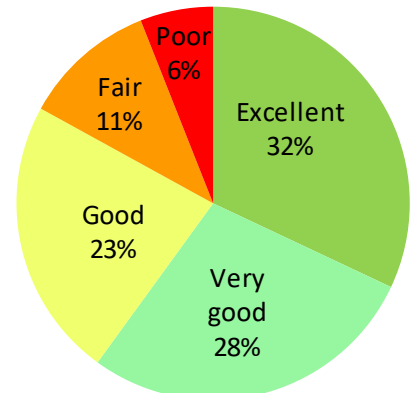
**Dennis Housing Authority**



**Small LHAs in South-East MA**



**Entire State**



- **Heating and Water Problems:** A little less than two thirds of respondents had a problem with their heating and about the same reported a plumbing problem in the last 12 months.

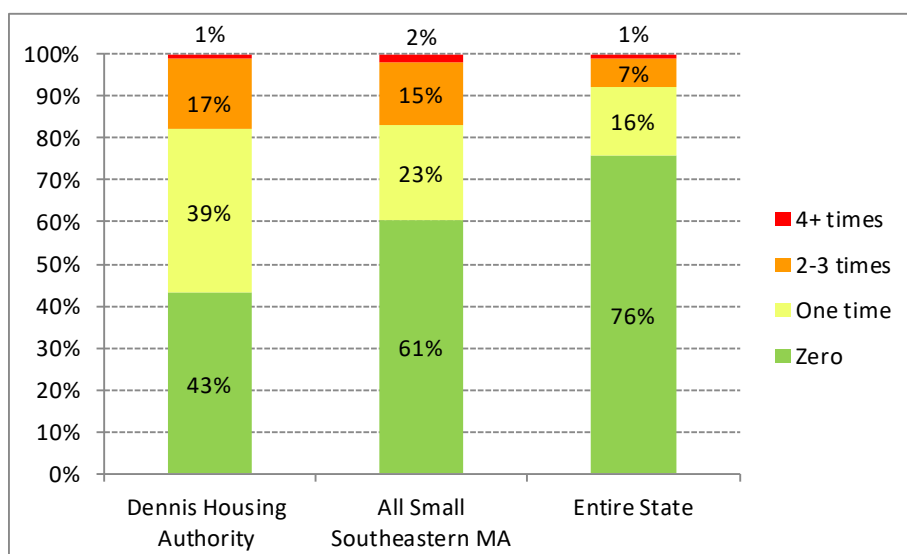
	Dennis Housing Authority	Small LHAs in South-East MA	Entire State
Had any heating problem.....	60%	49%	40%
Had any water problem.....	63%	61%	57%

- **Heating Problems**

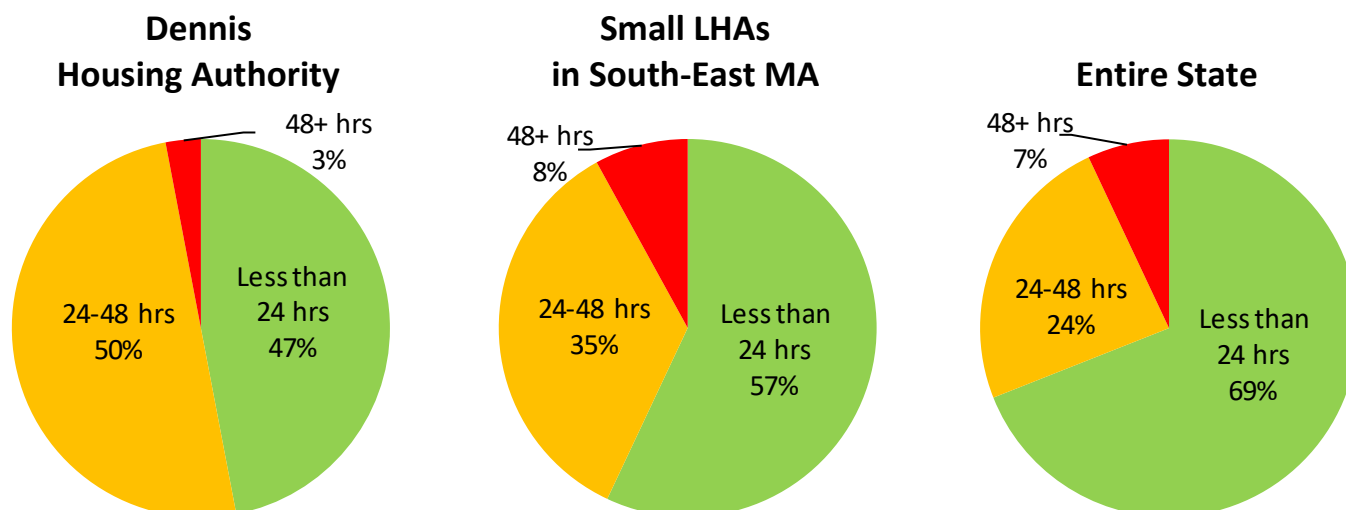
### How many times did residents completely lose heat?

The chart below shows how many times respondents had completely lost heat 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.



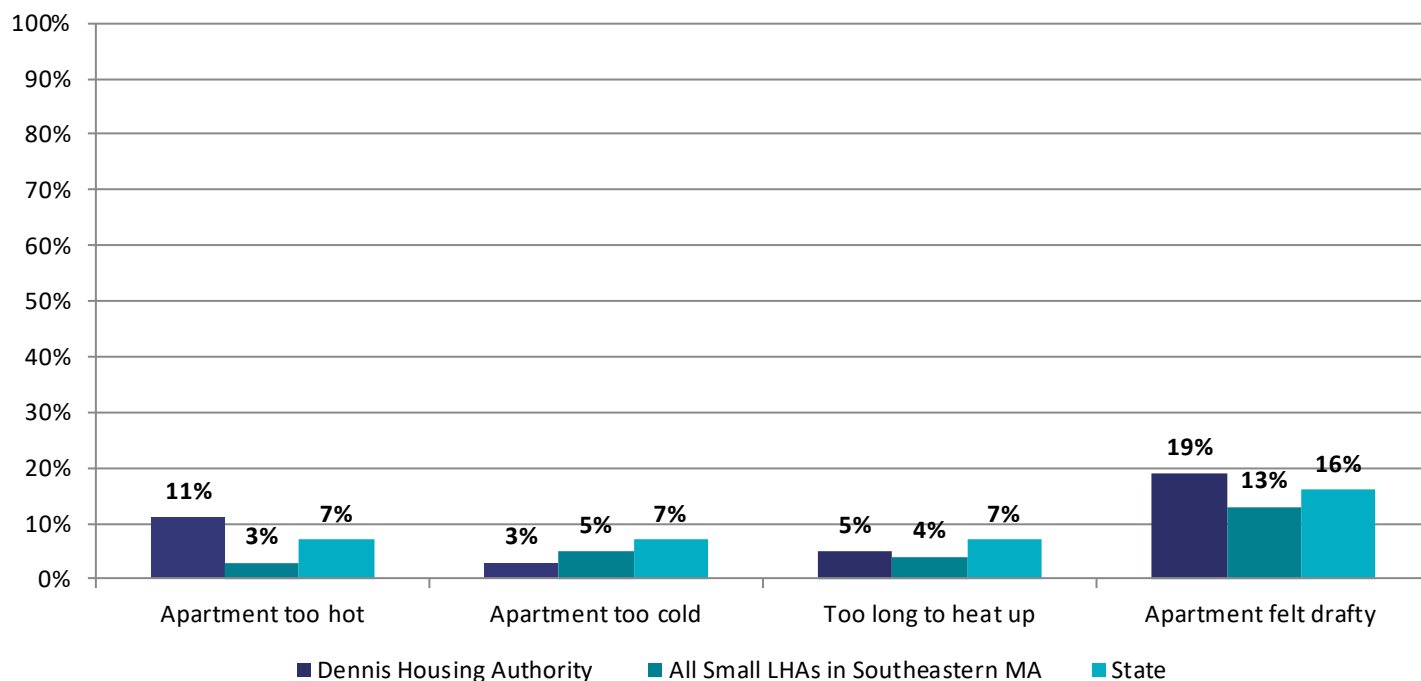
**How long did it usually take for heat to come back on?** For those respondents who reported completely losing heat, we asked how long it usually took for the heat to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



- **Other Heating Problems**

**In the last 12 months did residents have other heating problems?**

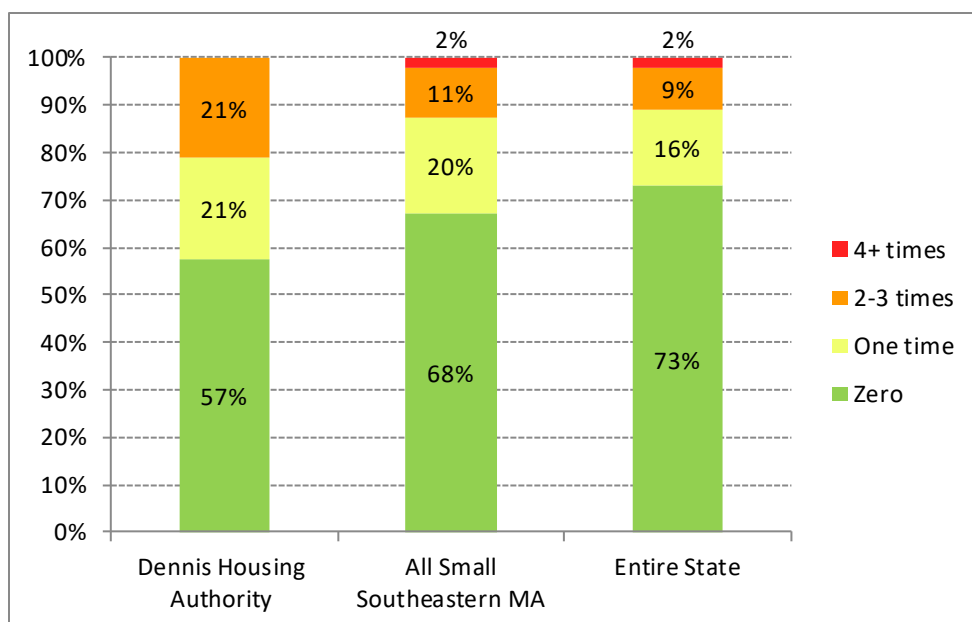
The chart below shows what percentage of residents experienced other heating problems in the last 12 months.



- **Water or Plumbing Problems**

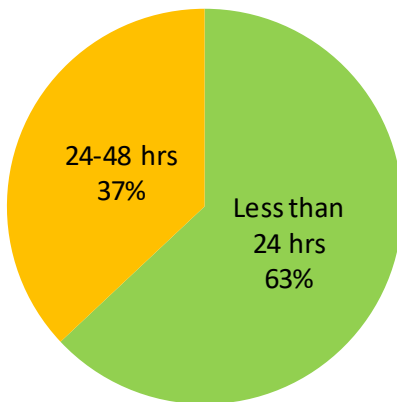
**How many times did residents have no hot water in their apartment?**

The chart below shows how many times respondents did not have no hot water in their apartment 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.

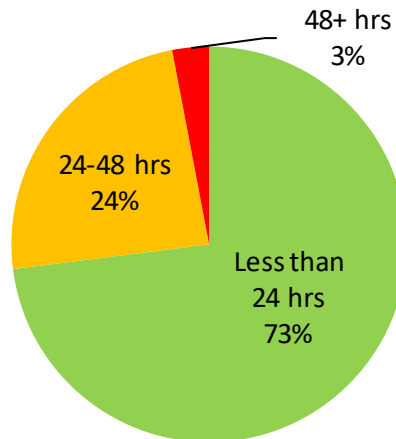


**How long did it usually take for hot water to come back on?** For those respondents who reported not having hot water in their apartment, we asked how long it usually took for hot water to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.

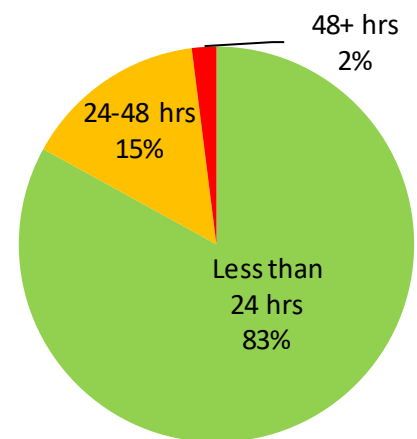
**Dennis  
Housing Authority**



**Small LHAs  
in South-East MA**



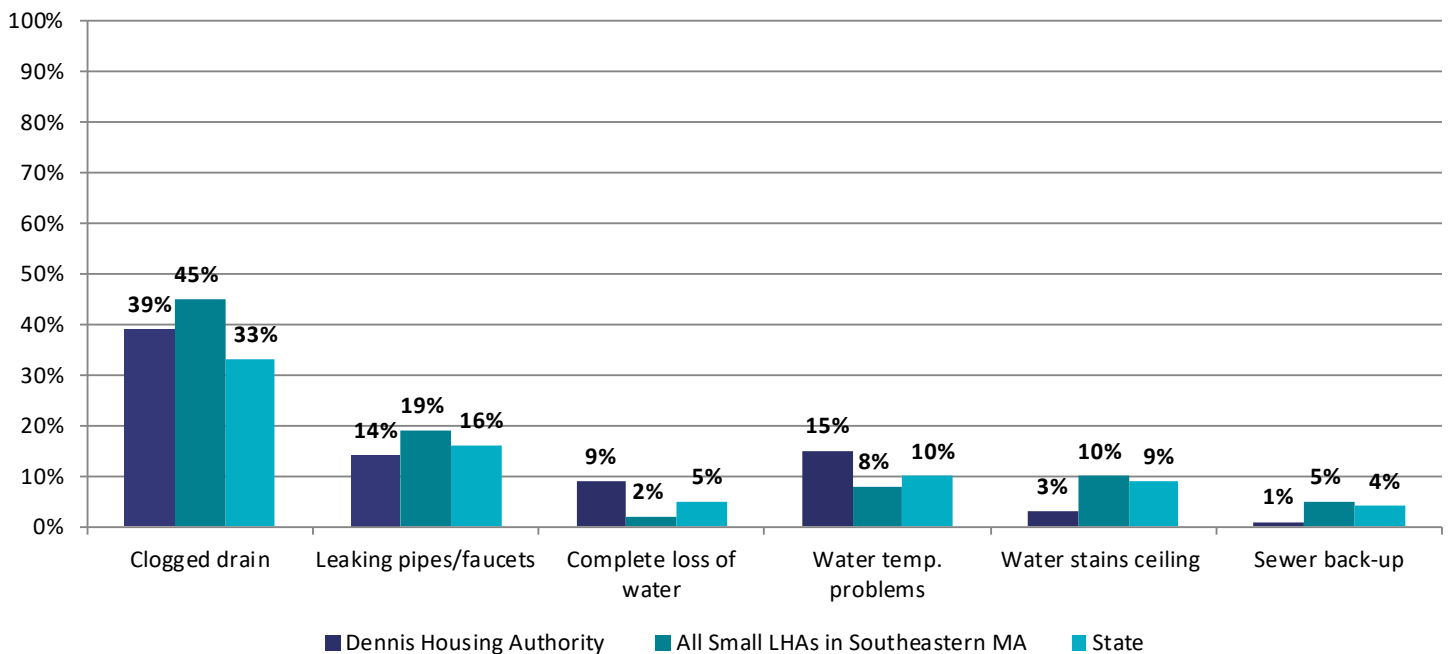
**Entire State**



## • Other Water or Plumbing Problems

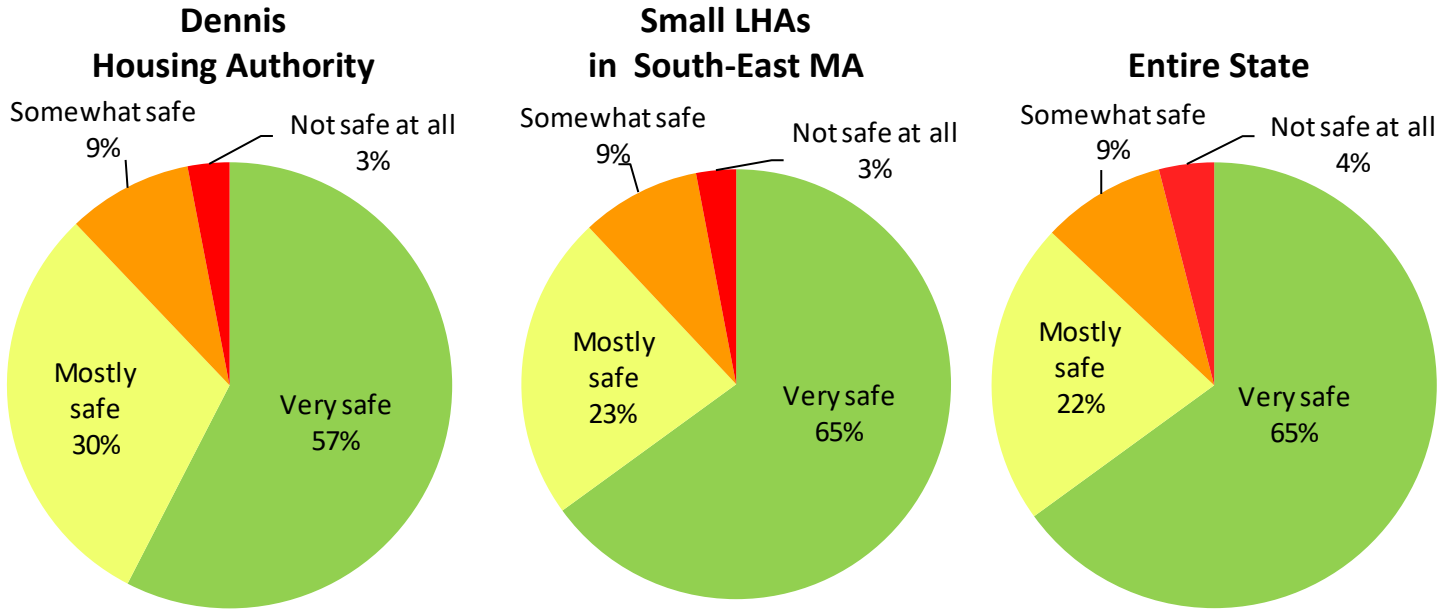
**In the last 12 months did residents have other water or plumbing problems?**

The chart below shows how many times respondents had other water or plumbing problems in the last 12 months.

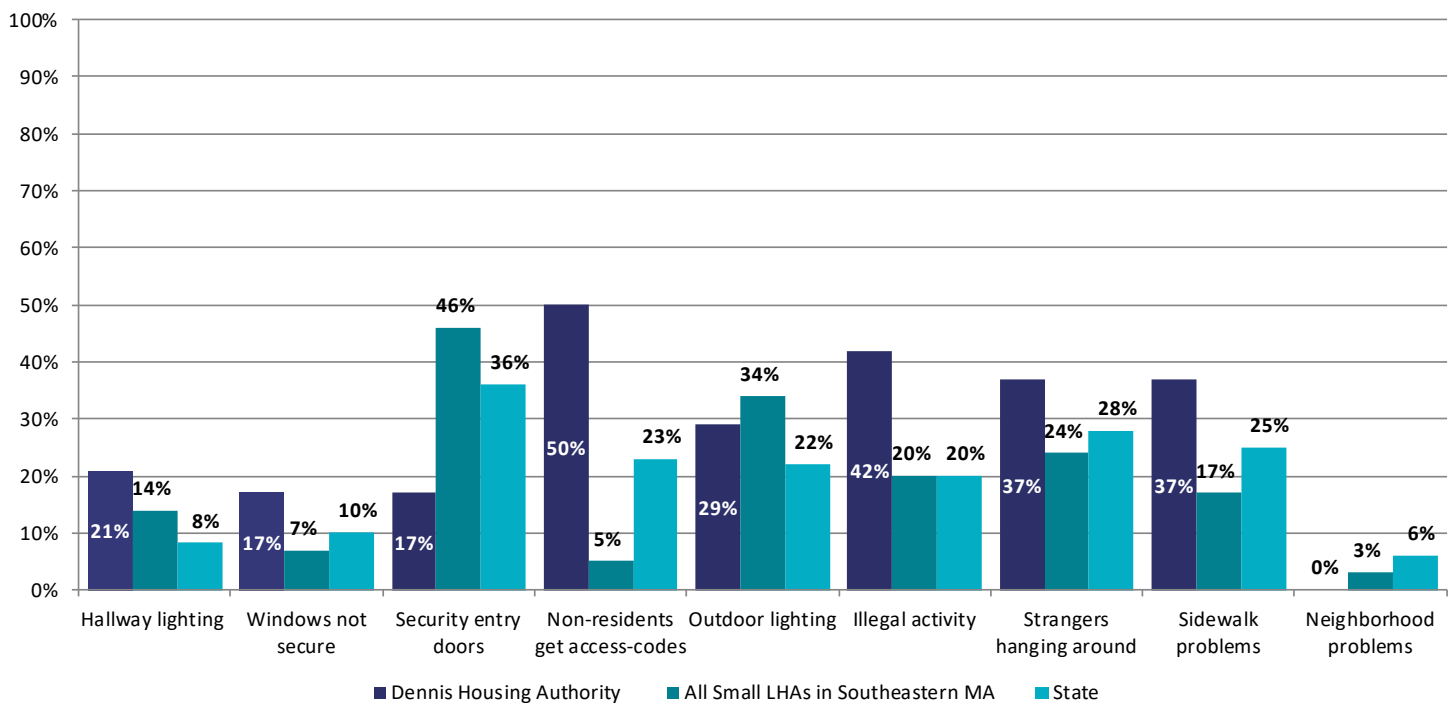


## Safety

**Respondents were asked how safe they felt in their development.** The charts below show what percentage of residents said they felt “very safe”, “mostly” safe, “somewhat safe”, or “not safe at all” in their development in the last 12 months.



**Reasons why respondents felt unsafe in their development:** Respondents were asked why they felt unsafe in their development. This chart shows what specific concerns respondents mentioned.

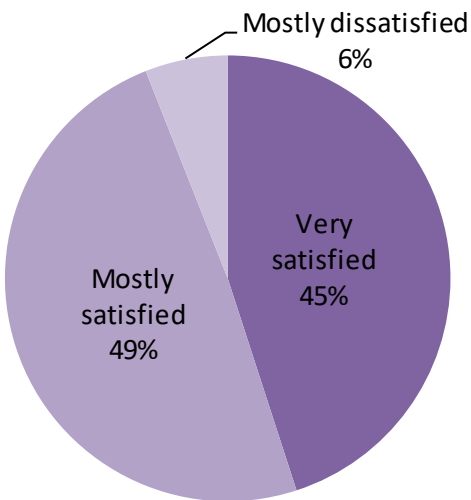




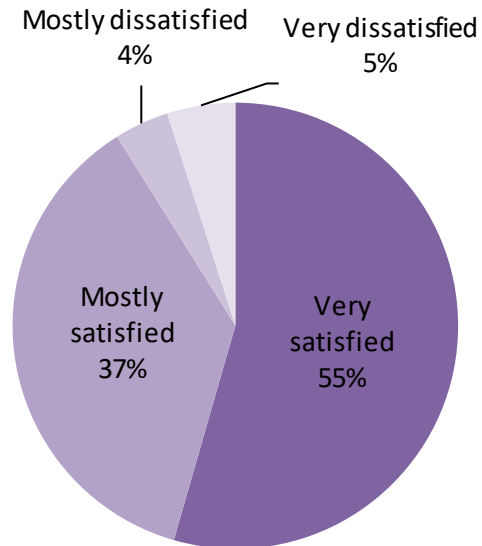
## Overall Satisfaction

Respondents were asked about their overall satisfaction living in their development. The chart below shows what percentage of people said they were “very satisfied”, “mostly satisfied”, “mostly dissatisfied”, or “very dissatisfied”.

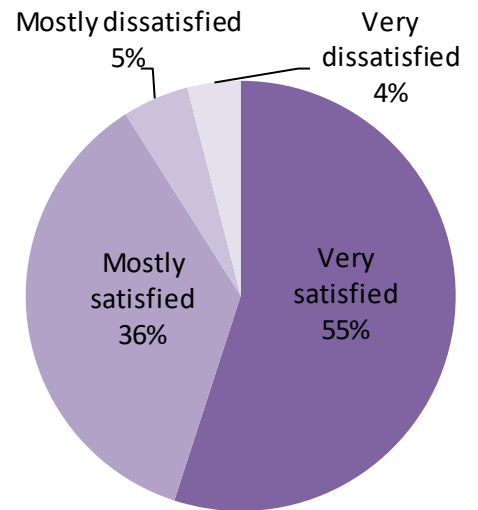
**Dennis  
Housing Authority**



**Small LHAs  
in South-East MA**



**Entire State**





# **Maintenance Policy and Procedures Manual**

**DENNIS HOUSING AUTHORITY**

167 Center Street  
South Dennis, MA 02660

*Approved 6/17/19*



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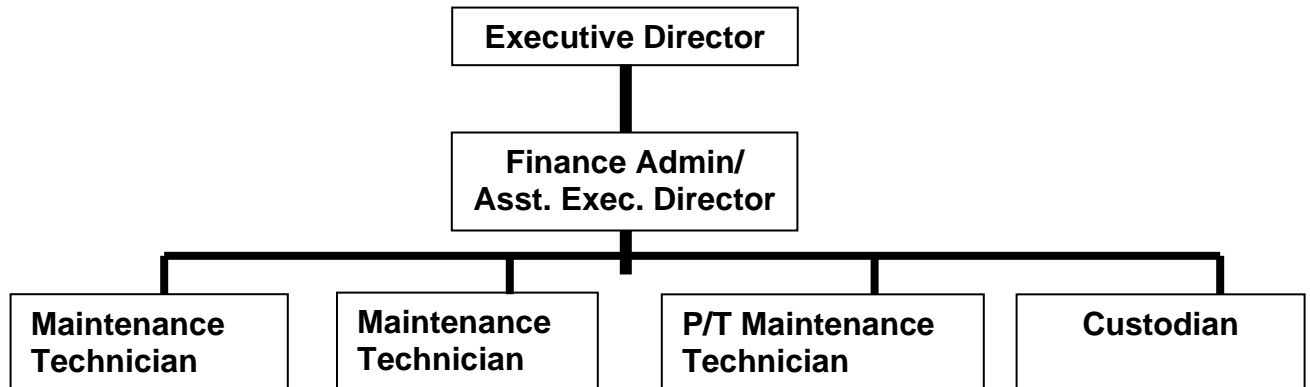
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## **Dennis Housing Authority**

The supervisor of the Dennis Housing Authority is responsible for managing the maintenance function in the most cost-effective manner possible while maximizing the useful life of Authority units and properties while striving to provide the best service to our residents. The following policy statements are designed to establish the structure of an effective and efficient maintenance system

### **TABLE OF ORGANIZATION**



### **COMPONENTS OF A MAINTENANCE SYSTEM**

The Dennis Housing Authority maintenance system shall include certain components:

- A. Prioritization of work**
- B. Comprehensive work procedures**
- C. Performance standards and goals**
- D. Work order system**
- E. Deferred Maintenance**
- F. Skills Updates and Training program**
- G. Long-range planning**

By developing a maintenance system with the above components in place, the authority will have the tools it needs to control the performance of maintenance work at the Dennis Housing Authority.

## **Dennis Housing Authority**

### **A. PRIORITIZATION OF WORK**

The work priorities adopted by the Dennis Housing Authority exemplify its philosophy of delivering maintenance services. This priority system ensures the most important maintenance work is done at a time it can be performed most cost-effectively. Minimizing vacancy loss is part of the cost-effectiveness calculation. The maintenance priorities of the Dennis Housing Authority are the following:

- 1. Emergencies**
- 2. Vacancies**
- 3. Preventative Maintenance**
- 4. Routine Maintenance**
- 5. Requested Maintenance**

Placing Routine maintenance and vacancy preparation work ahead of resident work requests does not indicate that resident requests are unimportant. It emphasizes the importance of maintaining control of the maintenance work by performing scheduled routine and preventive work first. By doing so the Authority will decrease on-demand work and maintain the property in a manner that will keep and attract good tenants.

### **B. COMPREHENSIVE WORK PROCEDURES**

The Supervisor will ensure there are sufficient clear procedures in place to allow staff to implement this maintenance policy statement. All procedures will include the following:

- 1. A statement of purpose**
- 2. The job title(s) of the staff member(s) responsible for carrying out the activities in the procedure;**
- 3. Any forms needed to carry out the activities; and**
- 4. The frequency of any specified activities.**
- 5. After their adoption, maintenance procedures will be reviewed and updated at least bi-annually.**

### **C. PERFORMANCE STANDARDS AND GOALS**

The Supervisor establish measures that will allow the effectiveness of maintenance systems and activities to be evaluated. In establishing their standards, the Housing Authority will take into consideration certain factors:

- 1. Local/State Building and Fire Safety**
- 2. HUD Uniform Physical Condition Standards (UPCS)**
- 3. Dennis Housing Authority job descriptions**

## **Dennis Housing Authority**

Nothing in the documents listed above will prevent the Housing Authority from setting a higher standard than that contained in the documents. These standards and goals will be used to evaluate current operations and performance and to develop strategies to improve performance and meet the standards that have been set.

### **D. WORK ORDER SYSTEM**

The Dennis Housing Authority shall have a comprehensive work order system to include all work request information: source of work, description of work, priority, cost to complete, days to complete, and hours to perform. This information is required for the Authority to plan for the delivery of maintenance services as well as evaluate performance. To obtain the greatest effectiveness from the work order system, all work requests and activities performed by maintenance staff must be recorded on work orders.

#### **Work orders will contain, at a minimum, the following information:**

- 1. Preprinted number**
- 2. Source of request (planned, inspection, resident)**
- 3. Priority assigned**
- 4. Location of work**
- 5. Date and time entered**
- 6. Date and time scheduled**
- 7. Worker(s) assigned**
- 8. Description of work requested**
- 9. Description of work performed**
- 10. Materials used to complete work**
- 11. Resident charge if applicable**

### **E. DEFERRED MAINTENANCE PLAN**

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. Deferred Maintenance should not be confused with capital projects that would be included in the Capital Improvement Plan (CIP). No emergency work order should be categorized as Deferred. Any work order meeting the definition of deferred must be categorized as such within 45 days of issuance of the work order.

Deferred Maintenance would be used in the following situations:

- 1. Vacant Unit Turnover**
  - Anything noticed during inspection that can wait until unit is vacant.  
Example: Carpet replacement and counter top replacement.



## **Dennis Housing Authority**

### **2. Items that cannot be done because of season**

- Example: Landscaping

### **3. Lack of Funding**

- Example: During a yearly inspection it was noticed that common areas needed to be repainted. Because of severe winter we had our budget did not allow us to complete the necessary painting at this time. The work order has been closed out and moved to the Deferred Maintenance Module. When our budget permits the necessary work will be completed.

### **4. Grouping items by location, task or trade**

- Example: During an inspection it was noticed that several exterior lights at different locations were out. It is more cost efficient to group these together as a lift truck is required.

### **5. Upkeep and Organizational Tasks**

- Anything above and beyond cleaning of community centers and offices. Example: strip and wax office floors, shampoo carpets and painting offices and community centers.

Items to be included in the Deferred Maintenance Plan:

- Item/Description
- Date Added to Deferred Maintenance Module
- Site or Unit Number
- Reason Deferred
- Estimated Cost (if deferred due to funding)
- Materials Needed (if specialty items or extensive materials needed)
- Original Work Order Number
- Target Completion Date
- Actual Completion Date

Life and Safety items, work order backlog and small/minor items will not be categorized as deferred in the Deferred Maintenance Plan.

## **F. SKILLS UPDATES AND TRAINING**

In order to allow its staff members to perform to the best of their abilities, the Dennis Housing Authority recognizes the importance of providing the staff with opportunities to refine technical skills, increase and expand craft skills, and learn new procedures.

Suggested training subjects may include (but not limited to)

## **Dennis Housing Authority**

- 1. Safety Procedures**
- 2. Lead Based Paint**
- 3. Health and Safety Standards**
- 4. Trade specific skills updates**
  - a. On demand on-line training**
  - b. Contractor Workshops**
  - c. Technology**
- 5. UPCS & HQS standards**
- 6. Lease Violations and Privacy Laws**

The Supervisor is responsible for developing a training agenda/curriculum for the departmental staff and working with personnel department staff to identify the means of delivering the training.

### **G. LONG RANGE PLANNING**

The Dennis Housing Authority will put in place and maintain a long-range maintenance planning capability in order to ensure the most cost-effective use of Authority resources and the maximum useful life of Authority properties.

The Supervisor will develop a property-specific long-range planning process to include the following components:

- 1. A property maintenance standard;**
- 2. An estimate of the work required to bring the property to the maintenance standard;**
- 3. An estimate of the work required to keep the property at the maintenance standard including routine and preventive maintenance workloads, vacant unit turn-around, inspection requirements and resident on-demand work;**
- 4. An estimate of the on-going cost of operating the property at the maintenance standard;**
- 5. A cost estimate to provide the specified capital improvements; and**
- 6. A revised work plan and cost estimate of maintaining property at the improved standard.**

By developing a work plan, the Authority will be able to anticipate its staff, equipment and materials needs. It will also be possible to determine need for contracting particular services.

### **H. MAINTAINING THE PROPERTY**

All maintenance work performed at Housing Authority properties can be categorized by the source of the work. Each piece of work originates from a particular source -- an emergency, the routine maintenance schedule, the preventive maintenance schedule, a unit inspection, a unit turnover, or a resident request.

# **Dennis Housing Authority**

## **Responding to Emergencies**

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

- 1. The situation constitutes a serious threat to the life, safety or health of residents or staff; or**
- 2. 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 or not 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 occurring after regular working hours, the Dennis 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. See attachments for a list of emergencies.

## **Prepare Vacant Units for Occupancy**

It is the policy of the Dennis Housing Authority **to occupy vacant units as soon as possible**. This policy allows the Authority to maximize the income produced by its properties and operate attractive and safe properties.

The Supervisor is responsible for developing and implementing a system that **ensures an average turn-around time of thirty (30) calendar days**. In order to do so, he or she must have a system that can perform the following tasks:

- 1. Forecast unit preparation needs based on prior years' experience**
- 2. Estimate both the number of units to be prepared and the number of hours it will take to prepare them; and**
- 3. Control work assignments to ensure prompt completion.**

The maintenance procedure for reoccupying vacant units relies on the prompt notification by management of the vacancy, fast and accurate inspection of the unit, ready availability of workers and materials, and good communication with those responsible for leasing the unit. The Supervisor will have the ability to create special teams for vacancy turnaround or to hire contractors when required to maintain Authority goals.

# **Dennis Housing Authority**

## **Preventive Maintenance Program**

Preventive maintenance is part of the planned or scheduled maintenance program of the Dennis Housing Authority. The purpose of the scheduled maintenance program is to allow the Authority to anticipate maintenance requirements and make sure the Authority can address them in the most cost-effective manner. The preventive maintenance program includes work that must be done to preserve and extend the useful life of various elements as well as focuses on the major systems that keep the properties operating. These systems include heating and air conditioning, electrical, life safety and plumbing.

### General Operating Systems

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

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

### Roof Repairs/ Replacement

Maintenance of roofs requires regular inspections by knowledgeable personnel to ensure there is no unauthorized access to roof surfaces and there is good drainage, clear gutters and prompt discovery of any deficiencies. The Supervisor is responsible for the development of a roof maintenance plan to include the following features:

- 1. The type, area, and age of roof**
- 2. Warranties and/or guarantees in effect**
- 3. Company that installed the roof**
- 4. Expected useful life of roof**
- 5. History of maintenance and repair**
- 6. Inspection schedule**

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

## **Dennis Housing Authority**

### Vehicle/Equipment Maintenance

The Dennis Housing Authority will protect the investment it has made in vehicles and other motorized equipment by putting in place a comprehensive maintenance program. The vehicles and equipment to be covered include (but not limited to):

**Trucks  
Leaf blowers  
Weed cutters  
Lawn Mowers  
Chain saws  
Power tools**

The Supervisor is responsible for the development of this plan which shall contain components for minimal routine service as well as servicing for seasonal use. Serviceable components for each vehicle or piece of motorized equipment will be listed in the plan along with the type and frequency of service required.

**The Supervisor shall also maintain a system to ensure any employee operating a vehicle or piece of motorized equipment has the required license or certification.**

### Lead-Based Paint

The Dennis Housing Authority is committed to controlling lead-based paint hazards in all its dwellings, especially family dwellings constructed prior 1978. If any hazards are suspected, the Authority will develop a plan to abate the hazard. Suspicion of hazards should be deemed if ANY of the following are noticed or there exists an awareness of (but not limited to)

- 1. Was the structure or unit constructed prior to 1978?**
- 2. Is there a child under the age of six residing in the unit?**
- 3. Will the work to be performed generate higher than low levels of dust?**
- 4. Is the surface and paint in poor condition? Or greater than 2 square feet?**

The Supervisor shall be directed by the “Work Lead Safe” methodology to “Work Smart, Work Clean and Work Wet”. Supervisor will have the authority to ensure properly trained and certified personnel perform these tasks through a control plan which will include such activities as:

- 1. Detecting the possible hazards of lead-based paint presence**
- 2. Lead Job Check List**
- 3. Proper materials to perform the work**
- 4. Proper equipment to perform the work**
- 5. Personal Protection**

## **Dennis Housing Authority**

- 6. Safe Work Practices**
- 7. Prohibited and Unsafe Work Practices**
- 8. Clean Up**
- 9. Decontamination**
- 10. Quality Assurance/Clearance**

The Supervisor shall ensure staff involved with activities that could affect or disturb Lead Based Paint are properly trained. In addition, The Supervisor shall ensure contractors involved with projects or tasks that could affect or disturb lead-based paint have the HUD/EPA required training and any appropriate certification.

Other responsibilities include informing residents, responding to cases of children with elevated blood lead levels, correcting lead-based paint hazards on an emergency repair basis, and any other efforts that may be appropriate.

### **Life Safety Systems**

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

- 1. Fire alarms and fire alarm systems**
- 2. Fire extinguishers**
- 3. Emergency lighting**
- 4. Smoke/ Co2 detectors**

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

# **Dennis Housing Authority**

## **Inspection Program**

The Dennis Housing Authority's goals of efficiency and cost-effectiveness are achieved through ensuring our stock is maintained in a manner that is decent, safe, sanitary and in good repair. This program calls for the utilization of the following standards:

- 1. Uniform Physical Condition Standard (UPCS) in the Public Housing Program**
- 2. Federal Housing Quality Standards (HQS) in the Section 8 Housing Choice Voucher Program**
- 3. Local and State Housing and Fire Safety Codes**

In any case where there presents itself a conflict between 2 or more standards the more restrictive of the standards will be applied.

The inspection will encompass the following areas

- 1. Dwelling Units**
- 2. Building Exteriors**
- 3. Building Systems**
- 4. Common Areas**
- 5. Site (Grounds)**
- 6. Health and Safety**

The Supervisor will know at all times the condition of each unit. The achievement of these goals may require more than the minimum annual required inspection. The Supervisor is responsible for developing a unit inspection program that schedules inspections at the frequency required.

**For all non-emergency inspections, the Resident shall be given at least 48 hours written notice of the inspection.** The Housing Inspection staff shall normally perform the unit inspection program of the Dennis Housing Authority unless it is determined the inspection program is contracted to an outside source.

**During each inspection, the staff shall perform specified preventive and routine maintenance tasks.** Any other work items noted at the time of the inspection will be documented on the Dennis Housing Authority inspection form. All uncompleted work items shall be converted to a work order within twenty-four hours of the completion of the inspection. **The maintenance staff shall endeavor to complete all inspection-generated work items within 30 days of the inspection.**

**All Technical Services Staff are responsible for monitoring the condition of dwelling units.** Whenever a Housing Inspection and/or maintenance staff member enters a dwelling unit for any purpose, such as completing a resident request for service or accompanying a contractor, he or she shall record on a work order form any required work he or she sees while in the apartment.

## **Dennis Housing Authority**

Nothing in this policy shall prevent any Dennis Housing Authority staff member from reporting any needed work they see in the regular course of their daily activities. Such work items shall be reported to the office on Daily Work Log and a work order recorded in tablet.

### **Scheduled Routine Maintenance**

The Dennis Housing Authority includes in this work category all tasks that can be anticipated and put on a regular timetable for completion. Most of these routine tasks are those that contribute to the curb appeal and marketability of the property.

#### **Pest Control/Extermination**

The Dennis Housing Authority will make all efforts to provide a healthy and pest-free environment for its residents. The Authority will determine which, if any, pests infest its properties and will then provide the best possible treatment for the eradication of those pests.

The supervisor will determine the most cost-effective way of delivering the treatments -- whether by contractor or licensed Authority personnel.

The extermination plan will begin with an analysis of the current condition at each property. The Supervisor shall make sure an adequate schedule for treatment is developed to address any existing infestation. Special attention shall be paid to cockroaches. The schedule will include frequency and locations of treatment. Different schedules may be required for each property.

Resident cooperation with the extermination plan is essential. All apartments in a building will be inspected and treated as needed. Residents will be given information about the extermination program at the time of move-in. All residents will be notified between seven (7) days and forty-eight (48) hours before treatment. The notification will be in writing and will include instructions describing how to prepare the unit for treatment. If necessary, the instructions shall be bi-lingual to properly notify the resident population.

#### **Landscaping and Grounds**

The Dennis Housing Authority will prepare a routine maintenance schedule for the maintenance of the landscaping and grounds of its properties to ensure their continuing attractiveness and marketability.

##### **Routine grounds maintenance includes numerous activities:**

- 1. Litter control**
- 2. Lawn mowing and limited weed cutting: Bi-weekly by contractor**
- 3. Maintenance of driveways, sidewalks and parking lots**
- 4. Care of flower and shrubbery beds and trees**



## **Dennis Housing Authority**

### **5. Maintenance of benches and fences**

The supervisor shall be responsible for the development of a routine maintenance schedule to include:

- 1. A clearly articulated standard of appearance for the grounds that acknowledges but is not limited to local code standards;**
- 2. A list of tasks required to maintain standards and the frequency with which the tasks must be performed;**
- 3. The equipment, materials, and supplies required to perform the tasks and a schedule for their procurement; and**

### **Building Exteriors and Interior Common Areas**

The appearance of the outside of Authority buildings as well as their interior common areas is important to their marketability. Therefore, the Dennis Housing Authority has established a routine maintenance schedule to ensure that they are always maintained in good condition. The components to be maintained include:

- 1. Lobbies**
- 2. Hallways and stairwells**
- 3. Public restrooms**
- 4. Lighting fixtures**
- 5. Common rooms and community spaces**
- 6. Exterior porches and railings**
- 7. Building walls**
- 8. Windows**

The Supervisor is responsible for the development of a routine maintenance schedule for building exterior and interior common areas. The schedule shall be based on the following:

- 1. A clearly articulated standard of appearance for the building**
- 2. A list of tasks required to maintain standards**
- 3. The frequency with which the tasks must be performed**
- 4. A list of materials, equipment and supplies required to perform the tasks.**

### **Interior Painting**

The appearance and condition of the paint within each unit is important to unit condition and resident satisfaction. Accordingly, the Dennis Housing Authority will develop a plan to ensure interior paint in resident dwelling units is satisfactorily maintained. As part of this plan painting standards will be developed to include:

- 1. Surface preparation**

## **Dennis Housing Authority**

- 2. Protection of non-painted surfaces**
- 3. Color and finish**
- 4. Paint quality**
- 5. Methods of application approved**
- 6. Lead paint testing and abatement if required**

The plan will set out the conditions for the consideration of a painting request. These standards include the period of time that has elapsed since the last time the unit was painted. Alternatives for performance of the work will be included including the conditions under which a resident will be allowed to paint his or her own unit.

### **Resident On-Demand Services**

This category of work refers to all resident generated work requests that fall into no other category. These are non-emergency calls made by residents seeking maintenance service. These requests for service cannot be planned in advance or responded to before the resident calls.

**It is the policy of the Dennis Housing Authority to complete these work requests within fourteen (14) days.** However, unless the request is an emergency or entails work that compromises the habitability of the unit, these requests will not be given a priority above scheduled routine and preventive maintenance. By following this procedure, the Dennis Housing Authority believes it can achieve both good resident service and a maintenance system that completes the most important work— first and in the most cost-effective manner.

## **I. CONTRACTING FOR SERVICES**

The Dennis Housing Authority will contract for maintenance services when it is in the best interests of the Authority to do so. When the employees of the Authority have the time and skills to perform the work at hand, they will be the first choice to perform a given task. When the employees of the Authority have the skills to do the work required, but there is more work than there is time available to complete it, the Housing Authority will determine whether it is more cost effective to use a contractor to complete the work. If the Authority staff does not have the skills to complete the work, a contractor will be chosen. In the last instance, the Authority will decide whether it will be cost effective to train a staff member to complete the work.

Once the decision has been made to hire a contractor, the process set out in the Dennis Housing Authority Procurement Policy will be used. These procedures vary depending on the expected dollar amount of the contract. The supervisor will work with the Executive Director to facilitate the contract award. The Executive Director will be responsible for the contribution of the Maintenance Department to this process. The most important aspect of the bid documents will be the specifications or statement of work. The clearer the specifications the easier it will be for the Authority to get the work product it requires.

## **Dennis Housing Authority**

### **J. ATTACHMENTS**

#### **Forms**

## Dennis Housing Authority

Unit: \_\_\_\_\_ Maintenance Tech: \_\_\_\_\_ Ready Date: \_\_\_\_\_

### Unit Turnover Procedures:

(Turn in with move-in inspection report)

- A move-out inspection completed when the unit is vacated. Record any items left behind on inspection form. Discard anything left behind.
- Record damage by tenant and/or pet and track time & materials to repair damage & record on WO.
- Change lock and label and give any keys and lockset to office
- Write up a list of what is needed for unit turnover, if not in stock at DHA complete PO and to office for ordering. **THIS MUST BE DONE IN FIRST DAY OF REHAB**
- All plumbing: drains, faucets, showerheads, toilets, etc. operate properly
- All electrical: stove, refrigerator, lights, bulbs, fixtures etc. operate properly
- Check floor carpet/tile, shades/blinds, countertops, etc. for potential replacement/repair
- All windows locking properly and no wood rot on window or sill
- Test all outlets/ GFCI – interior/exterior for proper operation (WMV-see schedule for change out)
- All bulbs and fixtures are in working order
- Check Fridge and Stove for all shelves/knobs etc. and order parts if needed.
- Test refrigerator, freezer and oven temperature using appropriate thermometers
- **ALL ABOVE ITEMS COMPLETED ON FIRST DAY OF VACANCY**

- 
- Opened, cleaned & lubricated bathroom vent fan(s)
  - Wash all walls and trim for prep for painting. If smokers' unit **MUST** use TSP and wash all surfaces, including ceilings.
  - Patched holes, sand and prime before painting
  - If necessary, apply Kilz (always when smokers unit) or prime walls before painting
  - Painted walls, ceiling, closets, window/door trim
  - Sanded and varnished window sills, cabinets, etc.
  - Pull out fridge and stove and clean walls behind and floor and clean coils of fridge
  - Washed all cabinets, inside/out; wash bathroom fixtures, countertops, showers, etc.
  - Washed windows inside/out, including frames and tracks
  - Flooring: wash/wax tile; clean or replace carpet
  - Tested smoke & carbon monoxide alarms-batteries are changed during annual inspections
  - If family unit, cleaned storage unit and yard area. Trimmed plantings if needed
  - Disable Emergency Call system and any associated lights on interior and exterior
  - Doorbell/ Intercom works
  - Move-in inspection completed

Completion Date: \_\_\_\_\_ Maintenance Tech: \_\_\_\_\_

## **Dennis Housing Authority**

### **Vehicle Monthly Inspection:**

Make: \_\_\_\_\_ Record Mileage: \_\_\_\_\_

- a. Check all fluid levels: crank case, transmission, etc.
- b. Check antifreeze, radiator rust inhibitor, and thermostat.
- c. Check windshield washer fluid.
- d. Check belts and hoses.
- e. Check plugs, wiring, battery, clean and grease terminals.
- f. Clean out air cleaner.
- g. Check wheel alignment and tire balance (signs of uneven wear).
- h. Check heater and defroster.
- i. Check wiper blades for wear.
- j. Change engine oil in vehicle every 3000 miles. Take to service station for complete lube service.
- k. Check underbody and frame for loose bolts, cracks, corrosion and hose off. (November thru March)
- l. Check inspection sticker expiration
- m. Check Brakes
- n. Check all lights-turn signals, headlights, tail lights, interior lights
- o. Clean out and organize cab, bed and tool box

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

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### **Vehicle Annual Inspection:**

Make \_\_\_\_\_ Record Mileage: \_\_\_\_\_

- a. 7,500 miles or yearly rotate tires
- b. Change transmission fluid and filter
- c. Change air filter
- d. Change rear axle fluid
- e. Drain radiator and flush; check all hoses and cap. Clean exterior of radiator
- f. Change fuel filter
- g. Change spark plugs, adjust timing and check distributor cap

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## Dennis Housing Authority

### Programmed Maintenance

Common Area Cleaning Duties	Mon.	Tues.	Wed.	Thurs.	Fri.	
Restrooms:						
Clean, sanitize inside and outside toilet, including lid and seat						
Sink wiped down and sanitized						
Wash mirror as needed						
Restock toilet paper and towels						
Empty trash/ change liner						
Sweep/Swiffer floor						
Damp mop and sanitize floor						
Wipe down walls surrounding toilet & sink						
Wipe down black stand						
Wipe down trash receptacle						
Commons Area:						
Vacuum all entry area rugs						
Vacuum community room as needed or as indicated						
Empty trash in kitchen, laundry and community room						
Clean glass in lobby as needed or indicated						
Sweep/Swiffer floor of lobby and laundry						
Damp mop and sanitize floor in kitchen						
Damp mop floor in entry hall						
Damp mop floor of laundry room						
Walk entire property looking for debris and pick up						
Walk thru 667 properties checking lights, cleanliness necessary repairs, lease violations, etc.						
Walk thru 705 properties for lease violations, needed repairs etc.						
Clean all maintenance areas of any debris						
Office:						
Empty all trash and shredder						
Vacuum						
<b>MONTHLY PROGRAMED MAINTENANCE</b>						
Commons Area:	Jan/Feb	Mar/Apr	May/Ju	Jul/Aug	Sep/Oct	Nov/Dec
Dust community room surfaces and ceiling fans						
Check halls/stairwells of all properties & clean debris						
Strip tile floors, wax and polish						
Check all Fire extinguishers are in place						
Check that all signage is in good shape						
Weed and trim bushes/trees as needed						

## Dennis Housing Authority

### Tenant Notification Memo

#### Memo

**Dennis Housing Authority**

**To:**

**From:** Dennis Housing Authority Maintenance

**Date:**

**Re:** Access to unit

---

ON \_\_\_\_\_ BETWEEN THE HOURS OF \_\_\_\_\_  
AND \_\_\_\_\_  
DAY / DAY

MAINTENANCE WILL BE ENTERING YOU UNIT FOR REQUIRED REPAIRS. IF  
YOU HAVE ANY QUESTIONS, PLEASE CALL THE OFFICE AT 508-394-3120.

THANK YOU

#### Memo

**Dennis Housing Authority**

**To:**

**From:** Dennis Housing Authority Maintenance

**Date:**

**Re:** Access to unit

---

ON \_\_\_\_\_ BETWEEN THE HOURS OF \_\_\_\_\_ AND \_\_\_\_\_  
DAY / DATE

MAINTENANCE WILL BE ENTERING YOU UNIT FOR REQUIRED REPAIRS. IF  
YOU HAVE ANY QUESTIONS, PLEASE CALL THE OFFICE AT 508-394-3120.

THANK YOU

## Daily Maintenance Log

Name: \_\_\_\_\_ Day & Date: \_\_\_\_\_

Center Street- CSV	Windmill Village- WMV A or B	Old Bass River- OBR
Mulhern- Mul	Scattered- list street	Affordable-List street



# **Dennis Housing Authority**

## **Policies and Procedures**

### **Emergency Status Work Orders**

#### **The following require immediate call to Maintenance Technician:**

Fires of any kind (Call 911)  
Gas leaks / Gas odor (Call 911)  
Electric power failures  
Electrical hazards, sparking outlets  
Broken water pipes, flood,  
No water / unsafe water  
Sewer or toilet blockage  
Septic Alarm beeping  
Roof leak  
Lock outs, Door or Window lock failure  
No heat / Heating system does not work  
No Hot water  
Snow or ice storm  
Dangerous structural defects  
Inoperable Smoke / CO detectors, beeping or chirping  
Heater / Exhaust system leaking dangerous gases

#### **The following require emergency status on work order only:**

Inoperable emergency lighting or exit signs  
Inoperative refrigerator or Stove  
Blocked egress /exits  
Blocked electrical panel  
Exposed wires, Unsecured or missing covers, open breaker port,  
missing knockouts  
Clogged sink or drain, Sewer odor  
GFCI Outlet is inoperable  
Evidence of Leak/Mold/Mildew  
Window will not stay up, or will not lock, Broken Window pane  
Flammables improperly stored  
Excessive garbage in area not designated for storage  
Infestation of Rodents or Insects  
Sharp edges that could pose a cutting hazard  
Tripping hazards  
Leaking pipes  
Door hardware is inoperable  
Self-closing door does not latch  
Risk of falling chimney/vent pieces  
No running water in unit or building  
Fire Extinguisher expired

# **Dennis Housing Authority**

**167 Center Street  
South Dennis, MA 02660**

*Tel: (508) 394-3120*

*Fax: (508) 760-2352*

*TTY: (800) 439-2370*

## **Tenant Letter for Emergencies**

If you have a medical, police, or fire emergency, you need to contact 911 immediately.

Emergency definition and lists:

Definition of a maintenance emergency – A condition that is immediately threatening to the life and safety of residents, staff, or structures.

The following is the minimum list of emergencies in which the housing authority should be called for immediate repair:

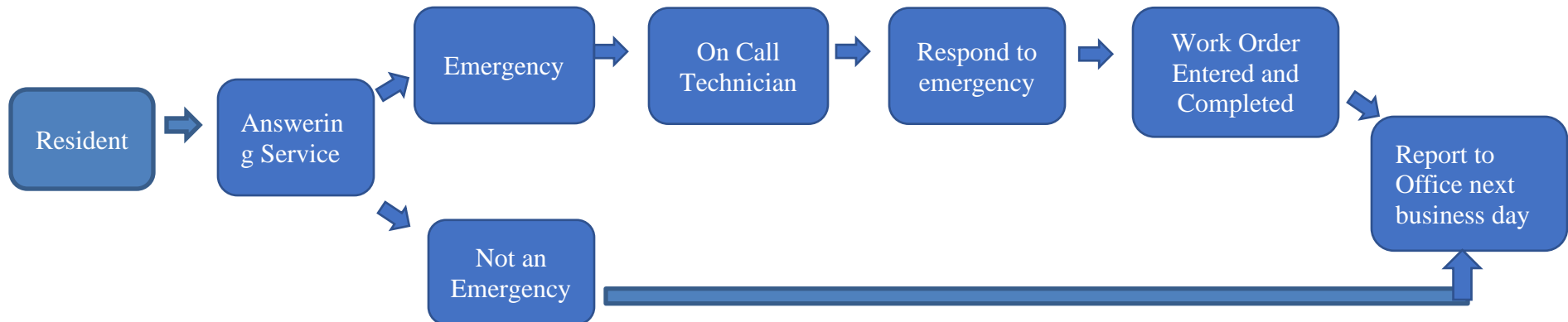
### **The following require immediate call to the Housing Authority:**

Fires of any kind (Call 911)  
Gas leaks / Gas odor (Call 911)  
Electric power failures  
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 / Heating system does not work  
No Hot water  
Dangerous structural defects  
Inoperable Smoke / CO detectors, beeping or chirping  
Heater / Exhaust system leaking dangerous gases

If a tenant has an emergency at any time, they should call 508-394-3120. If it is after hours, weekends, or holidays, the answering service will contact a member of our staff to respond to the emergency.

## Dennis Housing Authority

### Emergency Plan



### **Dennis Housing Authority Office Hours & on call procedures**

Monday, Tues, Thursday - 8:30am – 4:00pm (closed 12-1pm.)

Wednesday– Closed to the Public (By appointment only) Full-time staff in office

Friday– 8:30am – 12:00pm

**DHA Main office # 508-394-3120** – After hours All Cape Answering Service answers and contacts weekly rotating on-call maintenance personnel directly for maintenance emergencies. **DHA Back Line Office # 508-398-3718** **Fax# 508-760-2352**

For emergencies outside the nature of normal business the Executive Director (Nancy Friend) is contacted: cell#508-237-2223, home# 508-945-3579.

On call maintenance rotates weekly and begins at 4 pm on Monday's and ends the following Monday.

If for some reason the on-call person is not able to be reached the next maintenance person is contacted. In the event they cannot be reached Nancy Friend is called.

## **Dennis Housing Authority**

### **Preventive Maintenance-Monthly**

#### **January Preventive Maintenance Tasks**

1. Monitor and issue on-going snow removal work orders.
2. Hot air furnace / Boiler winter PM.
3. Perform quarterly maintenance on sump pumps at 7-9 Crestwood (2 pumps)
4. Annual cleaning of septic systems. Check pumping schedule for properties.
5. Vehicle Inspection-Complete checklist
6. Check smoke detectors and carbon monoxide detectors and change batteries during annual inspections.
7. Unit inspections – schedule so as to complete 100% each year. Annual inspections to be completed by two people. An administrative staff member or the executive director may accompany maintenance when time allows or if there have been issues. An outside contractor may be utilized if determined necessary by the supervisor. It is recommended to inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the timeframe stated in the DHCD Property Maintenance Guide (PMG), two weeks.
8. Lease enforcement: Family residents are responsible for snow removal from front and rear egress of their unit only if they have instances where a dwelling has an independent means of egress, not shared with other occupants, and a written letting agreement so states, the occupant is responsible for maintaining free of snow and ice, the means of egress under his or her exclusive use and control.
9. Check family unit gas and electric meter for locks
10. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

## **Dennis Housing Authority**

### **February Preventive Maintenance Tasks**

1. Monitor and issue on-going snow removal work orders.
2. Hot air furnace / Boiler winter PM.
3. Check all emergency lighting
4. Strip, wax and buff vinyl composite tile (VCT) and linoleum flooring in common areas
5. Vehicle Inspection: Complete checklist
6. Check smoke detectors and carbon monoxide detectors and change batteries during annual inspections
7. Unit inspections – schedule so as to complete 100% each year. Annual inspections to be completed by two people. An administrative staff member or the executive director may accompany maintenance when time allows or if there have been issues. An outside contractor may be utilized if determined necessary by the supervisor. It is recommended to inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the timeframe stated in the DHCD Property Maintenance Guide (PMG), two weeks.
8. Lease enforcement: Family residents are responsible for snow removal from front and rear egress of their unit.
9. Check family unit gas and electric meter for leaks
10. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

## **Dennis Housing Authority**

### **March Preventive Maintenance Tasks**

1. Monitor and issue on-going snow removal work orders.
2. Second Friday, reset light timers and clocks for daylight saving time.
3. Clean Dryer Vents
4. Hot air furnace / Boiler winter PM.
5. Clean storage rooms and maintenance areas.
6. Vehicle Inspection: Complete checklist
7. Check smoke detectors and carbon monoxide detectors and change batteries during annual inspections.
8. Unit inspections – schedule so as to complete 100% each year. Annual inspections to be completed by two people. An administrative staff member or the executive director may accompany maintenance when time allows or if there have been issues. An outside contractor may be utilized if determined necessary by the supervisor. It is recommended to inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the timeframe stated in the DHCD Property Maintenance Guide (PMG), two weeks.
9. Lease enforcement: Furniture, trash and debris free from exteriors
10. Check family unit gas and electric meter for leaks
11. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

## **Dennis Housing Authority**

### **April Preventive Maintenance Tasks**

1. Check all Fire extinguishers in common areas.
2. Inspect all entry doors.
3. Remove Snow Flags
4. Clean Septic Filters
5. Hot air furnace / Boiler winter PM.
6. Touch up all common area paint inside and outside
7. Service lawn equipment that we use. Leaf Blowers, sharpen hand tools, pole saw blades (Contract for lawnmowing)
8. Prune/trim all shrubs and bushes away from buildings (maintain 2ft clearance from all structures)
9. Inspect roofs and siding
10. Clean common area flooring and carpeting
11. Cleaning of parking areas, roadways, driveways, walkways and storm drains
12. Inspect trees and trim as needed (maintain 10ft distance from buildings)
13. Vehicle Inspection: Complete checklist
14. Check smoke detectors and carbon monoxide detectors and change batteries during annual inspections.
15. Unit inspections – schedule so as to complete 100% each year. Annual inspections to be completed by two people. An administrative staff member or the executive director may accompany maintenance when time allows or if there have been issues. An outside contractor may be utilized if determined necessary by the supervisor. It is recommended to inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the timeframe stated in the DHCD Property Maintenance Guide (PMG), two weeks
16. Lease enforcement: Furniture, trash and debris free from exteriors
17. Check family unit gas and electric meter for locks

## **Dennis Housing Authority**

### **May Preventive Maintenance Tasks**

1. Check storm drains and have serviced if needed.
2. Check all septic covers for proper placement.
3. Clean A/C condensers.
4. Un-winterize sillcocks
5. Check emergency lighting
6. Perform quarterly maintenance on sump pumps at 7-9 Crestwood (2 pumps)
7. Annual cleaning of septic systems. Check pumping schedule for properties.
8. Sidewalk and parking lot crack and crevice sealing and repair.
9. Weed, Edge and mulch all planting beds.

NOTE: Please note that in accordance with 527 CMR 17, which took effect September 2012, the new application of mulch within 18 inches around combustible exteriors of buildings such as wood or vinyl, but not brick or concrete, is prohibited. (See Addendum B: 527 CMR: Board of Fire Prevention Regulations & Preventing Mulch Fires)

10. Vehicle Inspection: Complete checklist
11. Check smoke detectors and carbon monoxide detectors and change batteries during annual inspections.
12. Unit inspections – schedule so as to complete 100% each year. Annual inspections to be completed by two people. An administrative staff member or the executive director may accompany maintenance when time allows or if there have been issues. An outside contractor may be utilized if determined necessary by the supervisor. It is recommended to inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the timeframe stated in the DHCD Property Maintenance Guide (PMG), two weeks.
13. Lease enforcement: Cooking grills and fire pits (according to policy)  
DHCD recommends the ban of fire pits on all public housing property. There is extreme risk to life and safety with the unsupervised use of fire pits.  
All cooking grills should be used a minimum of 10 feet from all structures.
14. Check family unit gas and electric meter for locks



## **Dennis Housing Authority**

### **June Preventive Maintenance Tasks**

1. Summer boiler shut-down and PM service. (Non-heating season June 16th to September 14th).
2. Change A/C, heat and air handler filters.
3. Clean Septic filters
4. Weed and edge all planting beds every 2 weeks (June 1st to Oct 1st).
5. Inspect site railings, walkways and stairs for potential hazards. Identify and repair, as needed.
6. Edge and mulch all planting beds.  
NOTE: Please note that in accordance with 527 CMR 17, which took effect September 2012, the new application of mulch within 18 inches around combustible exteriors of buildings such as wood or vinyl, but not brick or concrete, is prohibited. (See Addendum B: 527 CMR: Board of Fire Prevention Regulations & Preventing Mulch Fires)
7. Check dumpster and notify contractor if disinfecting is needed.
8. Check American flags and replace as needed.
9. Vehicle Inspection: Complete checklist
10. Check smoke detectors and carbon monoxide detectors and change batteries during annual inspections.
11. Inventory tools, equipment, refrigerators and stoves in stock.
12. Unit inspections – schedule so as to complete 100% each year. Annual inspections to be completed by two people. An administrative staff member or the executive director may accompany maintenance when time allows or if there have been issues. An outside contractor may be utilized if determined necessary by the supervisor. It is recommended to inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the timeframe stated in the DHCD Property Maintenance Guide (PMG), two weeks.
13. Lease enforcement: Pools, trampolines and swing-sets (according to policy, see PHN 2003-04)  
Furniture, trash and debris free from exterior.
14. Check family unit gas and electric meter for leaks

## **Dennis Housing Authority**

### **July Preventive Maintenance Tasks**

1. Clean dryer vents, exhaust vents and roof vent motors.
2. Inspect gutters, downspouts and splash blocks – repair as needed.
3. Inspect common area windows (glass, seals, balances and locks).
4. Inspect and repair site fencing.
5. Check dumpster and notify contractor if disinfecting is needed.
6. Vehicle Inspection: Complete Check list
7. Check smoke detectors and carbon monoxide detectors and change batteries during annual inspections.
8. Unit inspections – schedule so as to complete 100% each year. Annual inspections to be completed by two people. An administrative staff member or the executive director may accompany maintenance when time allows or if there have been issues. An outside contractor may be utilized if determined necessary by the supervisor. It is recommended to inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the timeframe stated in the DHCD Property Maintenance Guide (PMG), two weeks.
9. Lease enforcement: Pet Policy (according LHA Approved Pet Policy).
10. Check family unit gas and electric meter for locks

## **Dennis Housing Authority**

### **August Preventive Maintenance Tasks**

1. Strip, wax and buff VCT and linoleum flooring.
2. Check all emergency lighting
3. Check dumpster and notify contractor if disinfecting is needed.
4. Clean Septic filters
5. Vehicle Inspection: Complete Check list
6. Check smoke detectors and carbon monoxide detectors and change batteries during annual inspections.
7. Lease enforcement: Common hallways and stairs free from all obstructions. (PHN 2012-12)  
According to the State Sanitary code 105 CMR 410.451 - No person shall obstruct any exit or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling unit or rooming unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.
8. Check family unit gas and electric meter for leaks
9. Unit inspections – schedule so as to complete 100% each year. Annual inspections to be completed by two people. An administrative staff member or the executive director may accompany maintenance when time allows or if there have been issues. An outside contractor may be utilized if determined necessary by the supervisor. It is recommended to inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the timeframe stated in the DHCD Property Maintenance Guide (PMG), two weeks

## **Dennis Housing Authority**

### **September Preventive Maintenance Tasks**

1. Check electrical panels in boiler rooms and all common areas.
2. Domestic hot water systems PM.
3. Perform quarterly maintenance on sump pumps at 7-9 Crestwood (2 pumps)
4. Boiler tune-up. (Heating season is September 15th through June 15th)
5. Annual cleaning of septic systems. Check pumping schedule for properties.
6. Clean Dryer Vents
7. Clean storage rooms and maintenance areas.
8. Touch up all common area paint.
9. Clean heater vents in all common areas.
10. Check dumpster and notify contractor if disinfecting is needed.
11. Vehicle Inspection: Complete Check list
12. Check smoke detectors and carbon monoxide detectors and change batteries during annual inspections.
13. Unit inspections – schedule so as to complete 100% each year. Annual inspections to be completed by two people. An administrative staff member or the executive director may accompany maintenance when time allows or if there have been issues. An outside contractor may be utilized if determined necessary by the supervisor. It is recommended to inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the timeframe stated in the DHCD Property Maintenance Guide (PMG), two weeks.
14. Check family unit gas and electric meter for leaks

## **Dennis Housing Authority**

### **October Preventive Maintenance Tasks**

1. Fire Prevention Month – Perform Annual PM with contractor and check all fire systems, fire pumps, fire extinguishers, common area egress, etc.
2. Clean Septic Filters
3. Boiler tune-up. (Heating season is September 15th through June 15th)
4. Annual cleaning of all gutters. Leaf removal.
5. Prune and trim all shrubs and bushes. (maintain 2ft clearance from all structures)
6. Winterize all sillcocks and remove garden hoses
7. Buy and stock ice melt for winter.
8. Clean dryer vents, exhaust vents and roof vent motors.
9. Service snow blowers.
10. Cleaning of parking areas, roadways, driveways, walkways and storm drains.
11. Clean, service and store lawn equipment.
12. Vehicle Inspection: Complete Check list
13. Check smoke detectors and carbon monoxide detectors and change batteries during annual inspections.
14. Unit inspections – schedule so as to complete 100% each year. Annual inspections to be completed by two people. An administrative staff member or the executive director may accompany maintenance when time allows or if there have been issues. An outside contractor may be utilized if determined necessary by the supervisor. It is recommended to inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the timeframe stated in the DHCD Property Maintenance Guide (PMG), two weeks.
15. Lease enforcement: Decorations (Holiday & and all other) cords running through doors and windows.  
Removal of all AC's (See Attachments: Air Conditioner Policy)  
Inspect all basements for proper clearance from heating systems (5ft).  
Fire prevention notices to tenants.
16. Check family unit gas and electric meter for locks

## **Dennis Housing Authority**

### **November Preventive Maintenance Tasks**

1. First Friday in November reset light timers & clocks back 1 hour: daylight saving time.
2. Monitor and issue on-going snow removal work orders.
3. Check all emergency lights
4. Hot air furnace / Boiler winter PM.
5. Change heat and air handler filters.
6. Annual cleaning of septic systems. Check pumping schedule for properties.
7. Inspect trees and trim as needed (maintain 10ft clearance from all structures).
8. Clean common area carpets and flooring.
9. Check smoke detectors and carbon monoxide detectors and change batteries during annual inspections
10. Unit inspections – schedule so as to complete 100% each year. Annual inspections to be completed by two people. An administrative staff member or the executive director may accompany maintenance when time allows or if there have been issues. It is recommended to inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the timeframe stated in the DHCD Property Maintenance Guide (PMG), two weeks.
11. Vehicle Inspection: Complete Checklist
12. Lease enforcement: Blocked egresses.  
Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.  
Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.
13. Check family unit gas and electric meter for locks

## **Dennis Housing Authority**

### **December Preventive Maintenance Tasks**

1. Monitor and issue on-going snow removal work orders.
2. Check and replace snow flags as needed.
3. Hot air furnace / Boiler winter PM.
4. Vehicle Inspection: Complete Check list
5. Check smoke detectors and carbon monoxide detectors and change batteries during annual inspections.
6. Unit inspections – schedule so as to complete 100% each year. Annual inspections to be completed by two people. An administrative staff member or the executive director may accompany maintenance when time allows or if there have been issues. It is recommended to inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the timeframe stated in the DHCD Property Maintenance Guide (PMG), two weeks.
7. Lease enforcement: Decorations (Holiday & all other) Cords running through doors and window. Live Christmas trees are not allowed.
8. Check family unit gas and electric meter for leaks
9. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.  
Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

# Dennis Housing Authority

## Septic Pumping Schedule

Robert Our Co. 508-432-0530

Type: Maintenance BU=Back Up Pumping done

	2016	2017	2018	2019	2020	2021	2022	2023	2024
Freq.	Date/Type	Date/Type	Date/Type	Date/Type	Date/Type	Date/Type	Date/Type	Date/Type	Date/Type
<b>157-159 Bayridge</b>	2 yr			9/13/2018		September		September	
9/14/16 installed									
<b>6-8 Grassy</b>	1 yr	5/23/2016	11/20/2017	11/16/2018	November	November	November	November	November
			Main line cleared						
<b>6-8 Ellis Drive</b>	1yr	10/19/2016	5/16/2017	5/24/2018	5/15/2019	May	May	May	May
<b>7-9 Crestwood</b>	2 yr		New System Jan 18			January		January	
10/24/17 installed									
<b>Clipper</b>	2 yrs	11/8/2016		11/19/2018		November		November	
<b>WMV</b>	2 yrs	12/19/2016		12/21/2018		December		December	
<b>167 CSV</b>	2 yrs	9/4/2015	11/22/2017		November		November		November
Bldg 1									
Bldg 2			5/1 & 14 (backing up)						
Bldg 3									
Bldg 4									
Bldg 5									
Bldg 6									
Bldg 7									
<b>OBR/Mulhern</b>	2 yrs	11/16/2015	11/29/2017		November		November		November
Fall 2013-new system									

### Notes:

March 2011 - CSV Septic Replacement/Repairs - C.C. Construction	\$193,000.00	Partial New System
Fall 2013 - OBR/Mulhern - New Septic Installation - J.W. Dubis, Inc.	\$456,024.00	Entire New System
9/14/16- Bayridge new septic- Speakman Excavating	\$48,101.00	Entire New System
10/30/2017- Crestwood new septic- Robert Our	\$74,504.92	Entire New System



# Dennis Housing Authority

## Work Order Procedure

**OBJECTIVE:** To ensure work orders are entered and acted on in a manner that supports the housing authority objectives and meets the notification requirement for unit access.

### POLICIES AND PROCEDURES:

#### Daily/Weekly

##### Maintenance Laborer Responsibilities:

To enter and complete work orders following the priority guidelines. To enter actual work done, time spent, materials used, tenant billable items and complete the unit specific questions in the work order system. If work order indicates “No” permission is granted to enter unit, technician to contact tenant to get a verbal authorization to enter unit. Note in work order time and date tenant contacted. If you have trouble getting in touch with the tenant, fill out a maintenance tenant notification form and leave on the door. At minimum, 48-hour notice must be given. To have tenant sign off on work order if tenant is available. If tenant is not home, maintenance to leave a maintenance tag on unit door knob while in the unit and then complete the tag information and leave in visible area inside the unit.

##### Office Staff Responsibilities:

Take the pertinent information from tenants in order to enter work orders using the appropriate priority level and to ensure the maintenance person can be prepared to do the work requested. Refer to Emergency Status Work Order (Attachment 1) and Tenant Emergencies (Attachment 2). To get permission from the tenant for maintenance to enter the unit if they are not home and indicate appropriately when entering the work order.

##### Supervisor Responsibilities:

Review work orders completed as needed and bill tenants when applicable. Process recurring work orders on a weekly basis and to enter work orders for preventative and routine maintenance as needed.

#### Work order priority:

**Emergency:** Refer to Emergency Status list-must be completed within 0-48 hours

**Urgent: DO NOT USE**

**Routine:** Anticipated scheduled tasks and tenant non-emergency requests

**Preventative:** Refer to Preventative Maintenance Guide

**Vacant:** Unit rehab and lock changes

**Inspection UPCS:** Annual inspections

**Contract:** Not currently used

**Inspection other:** Interim/move out or move-in inspections.

# Dennis Housing Authority

## Landscaping and Grounds Procedure

OBJECTIVE: To ensure all lawns, planting beds, bushes and trees are maintained in a manner to keep property aesthetically pleasing and safe for tenants and structures.

### POLICIES AND PROCEDURES:

Daily/Weekly	<u>Maintenance Laborer Responsibilities:</u> Maintenance is responsible to check property daily for trash and make sure no vandalism or property damage occurred since prior day. Weeds to be pulled as needed from planting beds as well as areas close to the buildings. Vines cannot be allowed to grow up the sides of the buildings. Bushes and trees must be cut back away from the buildings. Check benches and fences for safety. Family units are responsible for the upkeep of their grounds. If deficiencies exist, report on your Daily Maintenance Log.
Annually	The supervisor shall be responsible for obtaining quotes/bids on an annual basis and issuing a contract.

### Contractor Responsibilities:

Bi-Weekly	The scope of work includes providing all labor, equipment, materials and supervision necessary to accomplish and complete the work of Bi-Weekly Mowing and Trimming at the listed properties below. Work to commence mid-May through mid-October. All work specified shall be performed to the highest standards of the industry by experienced, qualified craftsman. Properties:		
	Center Street Village 167 Center Street S. Dennis, MA 02660	Windmill Village 109 Upper County Rd. S. Dennis, MA 02660	Old Bass River Village 226 Old Bass River S. Dennis, MA 02660
	Units 1-16 Mulhern Drive S. Dennis, MA 02660		

# **Dennis Housing Authority**

## **Snow/Ice Removal Procedure**

OBJECTIVE: To ensure all pathways, stairs, and sidewalks, parking lots, etc. are cleared appropriately of all snow and ice for 667 properties to provide a safe environment for tenants, employees and the public.

### **POLICIES AND PROCEDURES:**

Weekly/Daily

Maintenance Laborer Responsibilities:

To prioritize snow/ice removal as follows:

**667 Properties**

Fire Hydrants

Vents for heating system clear

Parking lot

Front entry with path to street/parking area

Walkways

Rear entrance to nearest shoveled pathway or drive

Dumpster

All other pathways

Sewer Drains

Between and behind vehicles

**705 Properties**

Fire Hydrants

Vents for heating system clear

Check that tenants have cleared snow from decks

As Needed/Weekly

Maintenance Laborer Responsibilities

Check snow stakes are still present where needed.

Maintenance on call person is responsible for checking all properties/ walkways for ice and salting as needed and contacting other maintenance staff to ensure shoveling begins as early as possible and practical during a snowstorm. During an extended storm period, maintenance staff will need to make repeated passes at priority snow removal areas to insure the safety of residents prior to removing snow from second priority areas.

Following shoveling, maintenance shall spread adequate salt to insure melting of any remaining ice or snow, if required by low temperatures. If contractor needs to be called for snow removal or sanding contact the Executive Director.

In the event of blocked gutters or other cause of icing/icicles, maintenance shall remove icicles as they form to prevent injury to residents.

## **Dennis Housing Authority**

### Executive Director /Supervisor Responsibilities

Contact contractor for plowing and or sanding if needed.

2018-2020 Winter: Snow plow contractor is CP Unlimited Services, Inc.

Jill cell: 413-522-0302

CJ cell: 508-524-4060

To contact for service during a storm please text rather than call as it is easier for them to respond.

### Contractor Responsibilities:

As-Needed

1. Snow plowing will consist of all road ways and paved parking areas and or designated areas as determined by the Authority; and at any/or all of the Authority's properties.
2. Snow plowing and removal from all paved, parking areas of accumulation of snow of over three inches (3") as determined by the national weather service.
3. Contractor to be responsible for total removal of snow which includes areas not available on first visit and requiring shifting of tenant's cars, moving of cars will be coordinated by management. Contractor shall not pile snow in front of or behind vehicles nor should it pile snow in empty parking spaces.
4. Salting all 667 property roadways at the request of the authority.
5. Edges will be staked or marked with fluorescent markers to identify curbs. Contractor to be responsible for repair of any damaged berms, curbs, or roadways the following spring.

As Required

The supervisor shall be responsible for obtaining quotes/bids and issuing a contract. Cycle may be annual, bi-annual or other as determined by the Executive Director.

# **Dennis Housing Authority**

## **Small Equipment Maintenance Procedure**

**OBJECTIVE:** To ensure the continuous operation of small equipment; in particular, trimmers and snow blowers.

### **POLICIES AND PROCEDURES:**

Daily/As needed	<u>Maintenance Laborer Responsibilities:</u> The Maintenance Laborer is the main caretaker of all trimmers, leaf blowers and snow blowers. They shall ensure the equipment is wiped down after each use and is stored in an appropriate dry location. They shall drain the equipment of excess gasoline in the event the equipment is stored within a residential building. They shall ensure adequate oil is in the equipment before each use. They shall use all such equipment with care so as to preserve its useful life.
Annually	Maintenance shall be responsible for annual service and tune-ups to all small equipment. All snow blowers are to be serviced in October each year. Lawn equipment is to be serviced in April.
Record Keeping	The supervisor shall maintain records of all service to lawn mowers and snow blowers completed by outside service company.

## **Dennis Housing Authority**

### **Fire Alarm System Inspection and Service Procedure**

**OBJECTIVE:** To insure the fire alarm system is operating properly and is maintained in accordance with applicable ordinances and codes.

#### **POLICIES AND PROCEDURES:**

Weekly/Daily	<p><u>Maintenance Laborer Responsibilities:</u></p> <p>Maintenance shall check the master alarm panel regularly to determine there is no trouble at the board, as indicated by a trouble light. They shall note any problems with the board or any fire alarm devices (i.e. smoke &amp; CO2 detectors and pull stations) and report them to the supervisor if any are noted. When in units for work orders verify the detectors are connected</p>
As Needed/Weekly	<p><u>Maintenance Laborer Responsibilities</u></p> <p>Maintenance shall report any problems with the fire alarm system immediately upon being informed of the problem to the Maintenance Supervisor. The maintenance tech shall also check all pull stations and the alarm panel during the regular weekly walk-through inspection.</p> <p>Maintenance shall report all resets to the supervisor immediately following each occurrence.</p>
Annually	<p>The supervisor shall coordinate all fire testing procedures through appropriate notification to residents by assisting the contractor by having a maintenance technician available during testing to open apartment doors as needed.</p> <p>The supervisor shall maintain copies of all reports from the Fire Alarm Testing, Contractor in folder for the Alarm Company.</p> <p><u>Supervisor Responsibilities:</u></p> <p>The supervisor shall be responsible for maintaining central records of all service and testing, and for payment of all invoices. The supervisor shall be responsible for ensuring all maintenance over and above regular testing is necessary and for approving all expenditures of this type.</p>

## **Dennis Housing Authority**

### **FIRE ALARM SYSTEM INSPECTION AND SERVICE PROCEDURE cont.**

#### Contractor Responsibilities:

As-Needed	The contractor shall be responsible for re-setting the alarm system if needed after every fire alarm. The contractor shall be notified by the Fire Department of each occurrence. Managers and maintenance personnel have authority to call the contractor in the event the contractor does not report to reset the alarm after an alarm call.
Annually	The contractor is responsible for completing the Annual Inspection Reports and submitting copies to the Executive Director and to the Fire Department.
Record Keeping	Records of all service visits, including- testing, alarm resets, and repair calls shall be maintained by supervisor, along with invoices. Copies of the records of all service visits shall be maintained by the supervisor.

## **Dennis Housing Authority**

### **Fire Extinguisher Inspection and Service Procedures**

**OBJECTIVE:** To ensure all required fire extinguishers are in place and serviced on a regular basis in accordance with applicable ordinances and codes.

#### **POLICIES AND PROCEDURES:**

- |                 |   |
|-----------------|---|
| Daily           | <u>Maintenance Laborer Responsibilities:</u><br>Maintenance shall report any missing- fire extinguishers as soon as it is noticed to the manager.   |
| Annually        | The supervisor shall schedule on an annual basis to have all fire extinguishers inspected/serviced by an appropriate contractor. The supervisor shall insure all such inspections include appropriate tagging of all extinguishers indicating the date of the inspection. |
| Record Keeping: | All fire extinguishers shall be tagged by the contractor including the date inspected.  |

The supervisor shall maintain a record of all service visits and replacements of fire extinguishers in the Preventive Maintenance Service Records under the Fire Extinguisher section.

The supervisor shall maintain a record of all fire extinguishers, their type, location within the building, and purchase date.



## **Dennis Housing Authority**

### **Battery Operated Smoke & Carbon Monoxide Detectors Service Procedure**

OBJECTIVE: To ensure all battery-operated smoke detectors are operational at all times.

#### **POLICIES AND PROCEDURES:**

Daily	<u>Maintenance Laborer Responsibilities:</u> The assigned maintenance person shall note all missing or damaged battery-operated smoke/Co2 detectors during the course of day to day work and report any problems immediately to the supervisor. In the event a battery needs replacing (as indicated by a "beep" from the unit) the maintenance shall immediately replace the battery.
Monthly	Maintenance is responsible for testing all battery-operated smoke/Co2 detectors on each monthly building and grounds inspection by using a broom handle to activate the test button. The supervisor may delegate this responsibility to the Maintenance Laborer, but shall be responsible for insuring this is completed fully every month.
Annually	Once every year the maintenance shall replace all batteries in all battery-operated smoke/Co2 detectors as a preventive maintenance measure. This will be completed at the time of annual unit inspections.

#### Supervisor Responsibilities

As needed/Daily	The supervisor is responsible for issuing a work order and instructing the mechanic to replace all defective or missing battery smoke/Co2 detectors immediately upon learning of the problems.
Monthly	The supervisor is responsible for keeping on hand adequate numbers of 9-volt and AA batteries for the purposes noted above.
Record Keeping	Maintenance shall report all defective battery-operated smoke/Co2 detectors on the Building and Grounds Inspection, and shall maintain records of all work orders issued to correct deficiencies as part of the work order system.

# Dennis Housing Authority

## Dwelling Unit Inspection Procedure

**OBJECTIVE:** To ensure units are maintained in a manner that is decent, safe, sanitary and in good repair. To address any deficiencies deemed as emergency within the required time frame. (Refer to Emergency Status Work Orders)

### POLICIES AND PROCEDURES:

Daily/Weekly/  
Annually

Maintenance Laborer Responsibilities:  
Maintenance is responsible to notice, record and act on any deficiencies in and outside units while treating the tenants with respect. To conduct annual, interim, move-out and move-in inspections as scheduled. If a unit requires repairs due to damage caused by the tenant and are not normal wear and tear, notate on the form by using (TD). The tenant will be sent a letter informing of the damage and have 30 days to make the repair or request maintenance technician to complete the repair and the tenant will be billed. Batteries in all smoke/Co2 detectors are changed at the time of the **annual** inspection. Visual signs of smoking in unit: Smoke smell, ashes and or cigarette butts present, nicotine staining on walls/ceiling. If tenant has a pet, please indicate type of pet, i.e. dog, cat, bird, etc. and note any damage that can be attributed to the animal. Overall Clean and Sanitary Condition: Use the rating scale

Annually

Supervisor Responsibilities  
The supervisor shall be responsible for scheduling interim and annual inspections. Each unit to be inspected at minimum one time per fiscal year. Responsible for obtaining quotes and issuing contract on annual basis if applicable. Conduct final walk-through for all vacancies.

Contractor Responsibilities: When applicable, to conduct inspections and complete inspection reports in accordance with the housing authority guidelines.

Overview: Inspection form must provide complete information. Ratings are not to be left blank.

#### **Rating Scale:**

1. **Excellent:** Component is new, or maintained in like new condition
2. **Good:** Component has normal wear and tear and is being kept in accordance to clean and sanitary guidelines.
3. **Fair:** Component is heading towards end of its useful life or is bordering on not complying with clean and sanitary guidelines.
4. **Poor:** Component needs to be repaired or replaced or does not meet clean and sanitary guidelines.
5. **Missing:** Indicates the component should be present in the unit, but it is not.

N/A: Item does not apply to this unit

## **Dennis Housing Authority**

### ***Annual Inspections –***

Annual inspections are scheduled throughout the year in a manner not to overwhelm maintenance or admin staff. Inspection forms are generated and inspections are completed by two Maintenance and/or Admin staff. Billable damages to be clearly indicated on form. Work orders are generated from annual inspection form details. Unit conditions must be documented on the form as this goes into the tenant file and letters to the tenants must be able to be written based on the information on the form.

### ***Interim Inspections-***

Interim inspections are scheduled to follow up on unit deficiencies. They will vary in the level of detail required. Staff member requesting the interim inspection will inform you of the level of detail needed and items that need to be checked.

### ***Move-out Inspections -***

- A walk through is scheduled by the office with the tenant to occur 1-2 days prior to them vacating the unit. This is to notify the tenant if there are potential billable repair items.
- Maintenance technician will perform the walk through and the move-out inspection as scheduled. Inspection form to be completed in detail in order to facilitate the rehab schedule and billable tenant damage. Technician to take pictures of potential billable items or of belongings left behind.
- Maintenance will complete rehab unit by the maintenance ready date. On the first day of the rehab a Unit Turnover Checklist will be completed to facilitate repairs and material purchases.
- When rehab is finished, work order is completed which will prompt the office to generate a Move-In inspection work order and inspection sheet. The maintenance tech that was responsible for the rehab will conduct move-in inspection and remedy any deficiencies found.

\* If maintenance does not believe the unit rehab can be completed within 30 calendar days, the director must be notified immediately with reason why the time line will not be met.

### ***Move-in Inspection -***

- Move-in inspection form is completed and deficiencies corrected before walk through by supervisor.
- Notate any cosmetic issues that will remain in the unit as they do not pose a safety or security issue. Take picture of issue.
- Take pictures of inside of fridge/freezer and overall picture of kitchen and living room.
- In the event the supervisor determines further work needs to be completed, another work order will be generated by the office

# Dennis Housing Authority

## Purchasing Supplies / Services Procedure

OBJECTIVE: To ensure stock is maintained at an appropriate level in order to reduce costs incurred when buying local. To approve service from outside providers as invoices are not immediately available.

### POLICIES AND PROCEDURES:

Daily/As needed

#### Maintenance Laborer Responsibilities:

ORDERING: Record on the supply order sheet the number of items needed. If the item does not appear on the preprinted order sheet, write in a detailed description of the item on the last page and the quantity needed. Items that are not stocked and needed for a specific unit/work order must be accompanied by a completed purchase order.

PURCHASING: Complete Purchase Order form or Supply Order sheet and put on "To Be Ordered" clipboard with all supporting documents. Purchase order must include:

Vendor

What the order is for (stock, work order/unit, unit serviced)

Date of purchase/Service

Complete the description and cost if available

Sign the purchase order

STOCKING: When order arrives items must be checked in against packing slip or order sheet within 24 hours. Once all items are verified, the packing slip is submitted to Finance Administrator and all items to be put in appropriate place within 48 hours of receipt.

SERVICE: When calling an approved service provider, complete a purchase order and turn in the day the service was called.

Monthly

Orders will be placed on the 10<sup>th</sup> of the month by person designated. If the 10<sup>th</sup> falls on a weekend the order will be made on the following Tuesday.

#### RECORDKEEPING

Order confirmation, purchase orders and invoices will be filed appropriately. Supply order sheet will be updated as items/needs change.

## **Dennis Housing Authority**

### **Air Conditioner Policy**

#### **667 Elderly/Disabled Units**

The Dennis Housing Authority does not install or remove tenant air conditioners. Tenants must make their own arrangements for obtaining whatever help is needed to perform this service.

### **TENANT AIR CONDITIONER USE AGREEMENT**

I \_\_\_\_\_, a resident of Dennis Housing Authority for the elderly/ disabled, hereby certify that I will abide by the following policy requirements for the installation and use of an air conditioner.

1. I agree to obtain prior approval from Management for use of the unit as well as inspection of the installation.
2. I agree that the unit will be 110 V AC capacity and not to exceed the 8,000 BTU limitation.
3. I agree that
  - a) The unit will be installed with the appropriate supports and fortification.
  - b) No external bracing will be used in the installation
  - c) No duct tape, cardboard, cloth or other non-weather proof material will be used as side panels.
  - d) The unit will be maintained in good working order and kept clean
4. I agree that any cost associated with installation or to bring unit into compliance with this policy is at my own expense.
5. I agree that the annual installation date may not be prior to April 15<sup>th</sup> and removal must be no later than October 15<sup>th</sup>.
6. I agree that I will utilize only one unit in my apartment and that I will not open any windows or doors while the unit is in use.

Tenant is responsible for storage of their air conditioner unit, and they may ***not*** be stored in a common area hall.

Date\_\_\_\_\_Tenant\_\_\_\_\_

*AMENDED & DHA BOARD APPROVED: 4/23/18*

## **Dennis Housing Authority**

### **Damage Charge Policy**

During the course of an *annual inspection*, *special inspection* or anytime during tenancy, any damages that are incurred by the tenant will be noted and a list of those damages will be sent to the tenant by a written notice. The tenant will then have thirty (30) days in which to repair, replace or resolve the damages.

A re-inspection date will be scheduled and noted in the notice. Upon re-inspection, if the damages are not repaired, replaced or resolved, the Dennis Housing Authority will repair, replace or resolve the damages and the tenant will be responsible for the cost of labor and materials for any work done in accordance with the *SCHEDULE OF MAINTENANCE CHARGES* in effect at the time the damages are incurred. The tenant will be sent an invoice for the charges and the tenant will be required to pay the charges within thirty (30) days from receiving the invoice. Failure to pay the damages will be considered a violation of the lease, Section IX (N) and further action will be taken.

During the course of a *move-out* inspection, any damages incurred by the tenant will be noted and a list of those damages and an invoice for the repair and/or replacement will be sent to the tenant by written notice. The damages will be repaired, replaced or resolved by the Dennis Housing Authority and the tenant will be charged for the cost of labor and materials in accordance with the *SCHEDULE OF MAINTENANCE CHARGES* in effect at the time the damages are incurred. Such notice will be sent to the tenant at their last known address or forwarding address if provided by the tenant. The tenant will have thirty (30) days in which to submit the amount owed for the damages. If payment is not received within thirty (30) days, the Dennis Housing Authority will pursue restitution in Small Claims Court and or Collection Agency.

# Dennis Housing Authority

## Clean and Sanitary Parameters

Excerpt from lease:

### (I) Maintaining Clean and Sanitary Condition of Leased premises

To keep (and to cause each household member and guest to keep) the leased premises in a clean and sanitary condition and promptly to remedy any lack of cleanliness or lack of sanitary condition. Tenant shall not create any condition which is likely to attract rodents or insects, to cause offensive odors, or to endanger the health of any person. Tenant and household members shall comply with all applicable obligations imposed upon them by the State Sanitary Code.

### (J) Disposal of Garbage and Trash

To dispose (and to cause each household member and guest to dispose) of all garbage, trash and refuse properly in accordance with rules established by LHA and in compliance with state and local law. Prior to disposal Tenant shall keep garbage, trash and refuse in secure bags or containers in a manner which will not attract rodents or insects or cause offensive odors.

### (K) Maintaining Safe Condition of Leased Premises

To keep (and cause each household member and guest to keep) the leased premises in safe condition. There shall be no storage of flammable liquids or hazardous substances in the leased premises or elsewhere on LHA's property, unless such liquids or substances are normal household items and are properly stored. No hazardous waste of any sort shall be stored in the leased premises, and all hazardous waste, including used motor oil, shall be properly disposed of by the Tenant.

Conditions of "clean":

- Excessive belongings do not block exits nor prohibits movement through the apartment.
- Food waste, containers or wrappers that have food residue properly discarded in waste receptacle.
- Food particles and residue cleaned from surfaces.
- Human waste and any material that contains human waste properly disposed.
- Animal waste properly disposed. Litter boxes maintained in a sanitary condition
- Unit free from strong odor of food, human or animal waste.

# Dennis Housing Authority

## Water Meter Reading

### INSTRUCTIONS ON READING A WATER METER AND USING THE METER TO DETECT A POSSIBLE LEAK.

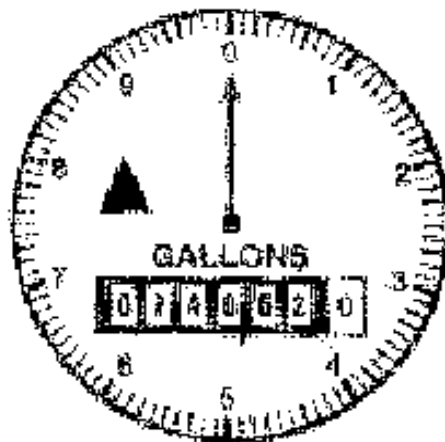
All of the water meters in Dennis record the amount of water in gallons. Your water meter has a set of dials, similar to the odometer of a car, that rotate as water passes through the meter, whether used or lost. Most water meters are located in the basement. The little square or round black device that is on the outside of your home can only be read with computerized readers.

Simply read the numbers to know how many gallons of water you have used since the last reading. In the illustrated example, the meter indicates that 740,620 gallons of water have been used. This number represents a starting point. The meter reading you write down should be more than the reading that printed on your water bill. At the end of the day, week or month, read the meter again. Subtract new reading from the previous reading to find out how gallons passed through the meter.

The meter reading that appears on the water bill is read and billed in thousands of gallons only. The meter reading in the example below would appear as "740" representing 740,000 gallons.

The meter features include a sweep hand and the numbers 0-9 arranged clockwise around the face as shown in the illustration. The "zero" that is painted on the face does not move. Each number on the clock face represents a single gallon. One revolution of the sweep hand represents ten gallons of water used and the first moving number will increase by one.

The small red triangle (or other small red shape) on the meter is a leak indicator. To determine a leak, turn off all water. If the triangle is moving, water is going through the meter, which indicates that a leak is possible.



flapper valve needs to be replaced.

According to the American Water Works Association, a leaking toilet can waste as much as 200 gallons per day. That's 36,500 gallons over a six-month period.

Please contact our office if you have any additional questions regarding your water meter readings. 508-998-3351 or [www.denniswater.org](http://www.denniswater.org).

Customers are encouraged to monitor their meter readings on a regular basis. To determine if there is a possible leak, write down the meter readings before going to bed at night or before leaving for a day. Include all the numbers on the "odometer" and draw a picture of the sweep hand location showing the single gallons. Do not run a dishwasher, laundry or sprinkler line or flush a toilet during the night. Write down the new reading the next morning and subtract the prior reading. If there has been any change it is probably due to a leak, most likely the toilet.

Toilet leaks usually run undetected for quite some time before a homeowner hears or sees the water entering or leaving the toilet bowl. Put some food coloring or testing tablets in the tank and then wait to see if any color appears in the bowl. If it does, the



# Dennis Housing Authority

## Property Details

## Heating System Details

Address	Type of Heat	Heating System for Annual Service	Approx Year Installed
6 Ellis Dr., Dennisport	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
8 Ellis Dr.	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
6 Grassy Pond Dr. Dennis	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
8 Grassy Pond Dr.	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
157 Bayridge Dr. S. Dennis	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
159 Bayridge Dr.	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
7 Crestwood Lane Dennisport	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
9 Crestwood Lane	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
1 Mulhern Drive, S. Dennis	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
2 Mulhern	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
3 Mulhern	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
4 Mulhern	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
5 Mulhern	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
6 Mulhern	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
7 Mulhern	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
8 Mulhern	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
10 Mulhern	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
12 Mulhern	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
14 Mulhern	Gas Fired Forced Hot Air	Carrier Condensing Gas Furnace	2011
16 Mulhern	Gas Fired Forced Hot Air	York TG9S040A08MP11A	2010
Windmill Village A	Gas Fired Forced Hot Water	Weil-McLain GV-6 Boiler	?
Windmill Village A	Gas Fired Forced Hot Water	Weil-McLain GV-6 Boiler	?
Windmill Village B	Gas Fired Forced Hot Water	Weil-McLain GV-6 Boiler	?
Windmill Village B	Gas Fired Forced Hot Water	Weil-McLain GV-6 Boiler	?
WMV Community Bldg S. Dennis	Mitsubishi Mr. Slim	Mitsubishi Mr. Slim	2014
167 Center Street S. Dennis	Admin Office	Mitsubishi Mr. Slim	2014
	Leased Housing Office	Mitsubishi Mr. Slim	2014
	Executive Directors Office	Mitsubishi Mr. Slim	2014
	Community Room	Mitsubishi Mr. Slim	2014

## **Dennis Housing Authority**

### **K. UPDATES AND NOTES**

Updated and approved: 6/17/19