

## Overview and Certification

# Norwood Housing Authority

## Annual Plan for Fiscal Year 2023

### 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 Norwood Housing Authority's Annual Plan for their 2023 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. No Substantial Comments
  - b. Cover sheet for tenant satisfaction surveys
  - c. Tenant Satisfaction Survey 667 Program

## Overview and Certification

**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.

<b>Dev No</b>	<b>Type</b>	<b>Development Name</b>	<b>Num Bldgs</b>	<b>Year Built</b>	<b>Dwelling Units</b>
667-03	Elderly	NAHATAN VILLAGE 667-03	5	1968	72
667-04	Elderly	NAHATAN VILLAGE 667-04	5	1973	80
200-01	Family	WASHINGTON HEIGHTS 200-01	51	1951	75
667-01	Elderly	WILLOWOOD 667-01	7	1961	50
667-02	Elderly	WILLOWOOD 667-02	4	1965	36
Total			72		313

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

<b>Dev No</b>	<b>Type</b>	<b>Development Name</b>	<b>Num Bldgs</b>	<b>Year Built</b>	<b>Dwelling Units</b>
667-05	Elderly	FRANK L. WALSH 667-05	6	1979	72

**Overview and Certification****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.

Norwood Housing Authority manages 17 MRVP vouchers.

**Federally Assisted Developments**

Norwood Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 509 households.

**LHA Central Office**

Norwood Housing Authority  
40 William Shyne Circle, Norwood, MA, 02062  
Sean Barnicle, Executive Director  
Phone: 781-762-8115  
Email: sbarnicle@norwoodha.org

**LHA Board of Commissioners**

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Kevin Flaherty	Vice-Chair	State Appointee	11/01/2021	07/02/2026
Patricia Griffin Starr	Treasurer		04/07/2021	04/07/2026
Judith Langone	Member		04/03/2018	04/05/2023
Jennifer Polito	Chair		06/09/2020	04/01/2025
Anne White Scoble	Member		04/01/2019	04/02/2024

**Overview and Certification**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.	04/25/2022
B.	Advertise the public hearing in public postings.	04/25/2022
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.	04/25/2022
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.)	06/23/2022
G.	Executive Director presents the Annual Plan to the Board.	06/23/2022
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	06/23/2022

## Certification

### CERTIFICATION OF LHA USER AUTHORIZATION FOR DHCD CAPITAL SOFTWARE AND HOUSING APPLICATIONS

I, Sean G Barnicle, Executive Director of the Norwood Housing Authority, certify on behalf of the Housing Authority that I have conducted an annual review of all Norwood Housing Authority users of DHCD Capital Software applications and Housing Applications and that all current LHA users are authorized to use the systems and have the appropriate level of user access based on their job responsibility. I approve all system access and access levels for all Norwood Housing Authority users.

This certification applies to the following applications:

- Capital Planning System (CPS)
- Consolidated Information Management System (CIMS)
- Cap Hub
- DHCD Housing Management Systems

### CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

I, Sean Barnicle, Executive Director of the Norwood 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.

The Board and Executive Director further certify that LHA operations and all LHA Board-adopted policies are in accordance with M.G.L. c. 121B and all Massachusetts state-aided public housing regulations, including, but not limited to 760 CMR 4.00; 5.00; 6.00; 8.00; and 11:00, as well as adhere to Department-promulgated guidance.

Date of certification: 07/26/2022

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

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

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

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

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

The CIP includes the following parts:

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

## Capital Improvement Plan (CIP)

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

Category of Funds	Allocation	Planned Spending	Description
Balance of Formula Funding (FF)	\$1,893,863.23		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$284,079.48		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$1,609,783.75	\$1,757,854.25	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$23,688.40	\$23,415.00	Accessibility projects
DMH Set-aside	\$0.00	\$0.00	Dept. of Mental Health facility
DDS Set-aside	\$0.00	\$0.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$1,586,095.35	\$1,734,439.25	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$10,698.57	\$10,698.57	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	\$1,620,482.32	\$1,768,552.82	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**

Norwood 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 2022	fy2023 Planned	fy2024	fy2025	fy2026	fy2027
220041	2008 FF Master CFA	WASHINGTON HEIGHTS 200-01	\$4,950	\$4,950	\$0	\$0	\$0	\$0	\$0	\$0
220065	Install GFIs 667-3	NAHATAN VILLAGE 667-03	\$147,076	\$131,174	\$0	\$750	\$0	\$0	\$0	\$0
220066	Exterior siding & Storm Doors Replacement - Phase 2	WASHINGTON HEIGHTS 200-01	\$547,000	\$500,052	\$0	\$915	\$0	\$0	\$0	\$0
220068	Repair Roadways - Walkways - Sidewalks 667-03 & 04 Phase 2	NAHATAN VILLAGE 667-03	\$406,648	\$21,180	\$0	\$385,468	\$0	\$0	\$0	\$0
220070	Exterior Siding & Entry Stairway Rplcmt - Phase 3 & 4	WASHINGTON HEIGHTS 200-01	\$787,276	\$8,855	\$0	\$745,878	\$32,544	\$0	\$0	\$0
220072	Chimney Repair, Repoint & Seal - 667-1 & 667-2 RCAT	WILLOWOOD 667-01	\$75,334	\$2,155	\$0	\$68,880	\$0	\$0	\$0	\$0
220073	ARPA Targeted Award- Fire Alarm Upgrade	667-01, 667-02	\$668,956	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Asphalt Driveway Pavement	WILLOWOOD 667-01	\$13,455	\$0	\$0	\$13,455	\$0	\$0	\$0	\$0
•	Window and Exterior Aluminum Siding Replacement.	NAHATAN VILLAGE 667-03	\$1,349,379	\$0	\$0	\$0	\$0	\$7,616	\$106,906	\$532,430
•	Roofing System Replacement	NAHATAN VILLAGE 667-03	\$344,868	\$0	\$0	\$164,455	\$180,414	\$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 2022	fy2023 Planned	fy2024	fy2025	fy2026	fy2027
•	Roofing System Replacement	NAHATAN VILLAGE 667-04	\$331,306	\$0	\$0	\$0	\$0	\$157,988	\$173,319	\$0
•	Kitchen Modernization	WILLOWOOD 667-01	\$614,253	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Kitchen Modernization	WILLOWOOD 667-02	\$789,693	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Kitchen modernization	NAHATAN VILLAGE 667-04	\$2,203,513	\$0	\$0	\$0	\$0	\$0	\$0	\$0

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

Cap Hub Project Number	Project Name	DHCD Special Award Comment	Special DHCD Awards				Other Funding			
			Emergency Reserve	Compliance Reserve	Sustainability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
220065	Install GFIs 667-3	GFIs asbestos abatement	\$0	\$98,950	\$0	\$0	\$0	\$0	\$0	\$0

## **Capital Improvement Plan (CIP) Narrative**

### **Including Requests to DHCD & Supporting Statements**

#### **1. Request for increased spending flexibility.**

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

Norwood 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

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

2. The TDC for a proposed project exceeds the Cap Share for a single year and it doesn't make sense to spread it over multiple years.

#### **2. Request for additional funding.**

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

Norwood Housing Authority has not requested additional funding.

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

The NHA's goals are to continue improving the building envelope and site conditions at all of our developments. Modernization of our aging elderly properties and family site is needed to keep these properties as current as possible. Our 5 year plan includes paving projects, exterior siding, roof replacement, window replacement and kitchen modernizations.

**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:

The NHA has not made any significant changes to their CIP at this time. The NHA is trying to increase the budget of the Exterior Siding replacement at 200-1, which would decrease the scope for phase 4 of the project.

**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 04/15/2022.

**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 02/21/2022.

**8. Project priorities**

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

**9. High priority deficiencies**

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

The NHA needs to replace some Hot Water Heaters at the 667-4 development, is planning to do so as they fail. The NHA also needs to replace roofs and kitchens at 200-1 development and will need to wait until funding is available in future formula funding grants.

**10. Accessibility**

We have identified the following accessibility deficiencies in our portfolio:

Driveway and Sidewalk at the 667-1 has several heaves and cracks.

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

220-667-01-S01-22-240 Asphalt Driveway Pavement

**11. Special needs development**

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

**12. Energy and water consumption**

Our 12 most recent monthly energy reports are for months 1/2021 to 12/2021.

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.

	<b>Electric PUM &gt; Threshold</b>	<b>Gas PUM &gt; Threshold</b>	<b>Oil PUM &gt; Threshold</b>	<b>Water PUM &gt; Threshold</b>
Threshold PUM:	\$100	\$80	\$50	\$60
	667-03			200-01

The NHA is working with the Town of Norwood regarding our electric costs and our water costs. The Town is replacing the main water lines at our 200-01 development, and the Town of Norwood also provides our municipal electric supply, so we will be working with the town on ways to be more energy efficient.

**13. Energy or water saving initiatives**

Norwood Housing Authority is currently pursuing energy or water-saving audits or grants as note The NHA is finishing a boiler replacement project for 667-1, 667-2, 667-3, and 667-4. This is a gra Action Energy, and the approximate price tag was about \$850,000. The warranty period should I near future of 2022.

**14. Vacancy rate**

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

- 0% c. 667 (DHCD Goal 2%)
- 0% c. 200 (DHCD Goal 2%)
- 0% c. 705 (DHCD Goal 2%)

Maintenance and Repair Plan

**Maintenance Objective**

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

**About This Maintenance and Repair Plan**

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

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

### **Classification and Prioritization of Maintenance Tasks**

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

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

**Additional Remarks by the Norwood Housing Authority**  
HAB, Inc.



**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	781-762-8117	4:30pm - 7:30am
Call LHA at Phone Number	781-762-8117	24 hrs,

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 Norwood 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
Elevator stoppage or entrapment

**Normal Maintenance Request Process**

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

<b>METHOD</b>	<b>CONTACT INFO.</b>	<b>TIMES</b>
Text Phone Number		
Call Answering Service	781-762-8117	4:30pm - 7:30am
Call Housing Authority Office	781-762-8117	24hrs
Submit Online at Website		
Email to Following Email	maintenance@norwoodha.	24hrs
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:

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"/>

**Maintenance Plan Narrative**

Following are Norwood Housing Authority’s answers to questions posed by DHCD.

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

The NHA Maintenance Operations has received numerous compliments on the quick response rate, and the professionalism exhibited by the staff while on site.

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

We have hired some new staff to replace staff those who have retired.

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

Some maintenance goals for the upcoming year include the use of tablets to handle and receive work orders, to hire summer staff to assist with landscaping and unit turnovers, and to deliver the best possible service day in and day out.

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	\$422,469.00	\$182,014.00
Last Fiscal Year Actual Spending	\$436,817.00	\$75,285.00
Current Fiscal Year Budget	\$469,269.00	\$107,585.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	31
Average time from date vacated to make Unit "Maintenance Ready"	70 days
Average time from date vacated to lease up of unit	115 days

**Attachments**

These items have been prepared by the Norwood 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.

# **MAINTENANCE POLICY AND PROCEDURES MANUAL**

NHA Board Approvals:  
Initial: March 6, 2018  
Covid-19 addendum 3/24/2020

**NORWOOD HOUSING AUTHORITY**

**COVID-19 CORONAVIRUS ADDENDUM**  
**QUESTIONNAIRE INSTRUCTIONS**  
**(FOR MAINTENANCE STAFF)**

3/24/2020

This document provides NHA Maintenance staff instructions on administering and responding to the COVID-19 Coronavirus questionnaire when residents request a work order.

1. When you receive the call, if the request is a routine request, please inform the caller that for the next 30 days, only emergency work orders are being completed to limit exposure to residents and staff.
2. Enter the work order and thank the caller for calling us and for being patient.
3. If the request is for something urgent or emergency, please ask the caller the four (4) questionnaire questions.
4. **IF the caller answers “NO” to all four (4) questions**
  - You can proceed to assist them
  - Enter the work order and note in Elite that the caller “passed” all questions
  - Inform your supervisor so the work order can be scheduled.
5. **IF the caller answers “YES” to QUESTIONS 1, 3 and/or 4:**
  - Enter the work order and note in the work order software system that the caller “failed” one or more questions.
  - List the questions the caller “failed”
  - Thank the caller for calling us and for being patient.
  - Inform your supervisor so the work order can be scheduled with appropriate precautions
6. **IF the caller answered “YES” to QUESTION 2:**
  - Please ask them what country they visited.
  - Check to see if the country they traveled is on the CDC’s affected geographic areas of widespread/sustained community transmission: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
  - You can search the country in the Risk Assessment section midway down the page.
  - If the country is located in a “widespread” area, follow the instruction in Section 5 above.
  - If the country is listed in “limited or Ongoing” area, you can assist them. See Section 4 above.

These questions may be asked by Maintenance Administrative Asst. or by responding Maintenance Mechanic/Laborer.

**FACE MASKS MUST BE WORN DURING WORK IN OCCUPIED APARTMENTS AND  
COMMON AREAS UNTIL FURTHER NOTICE.**

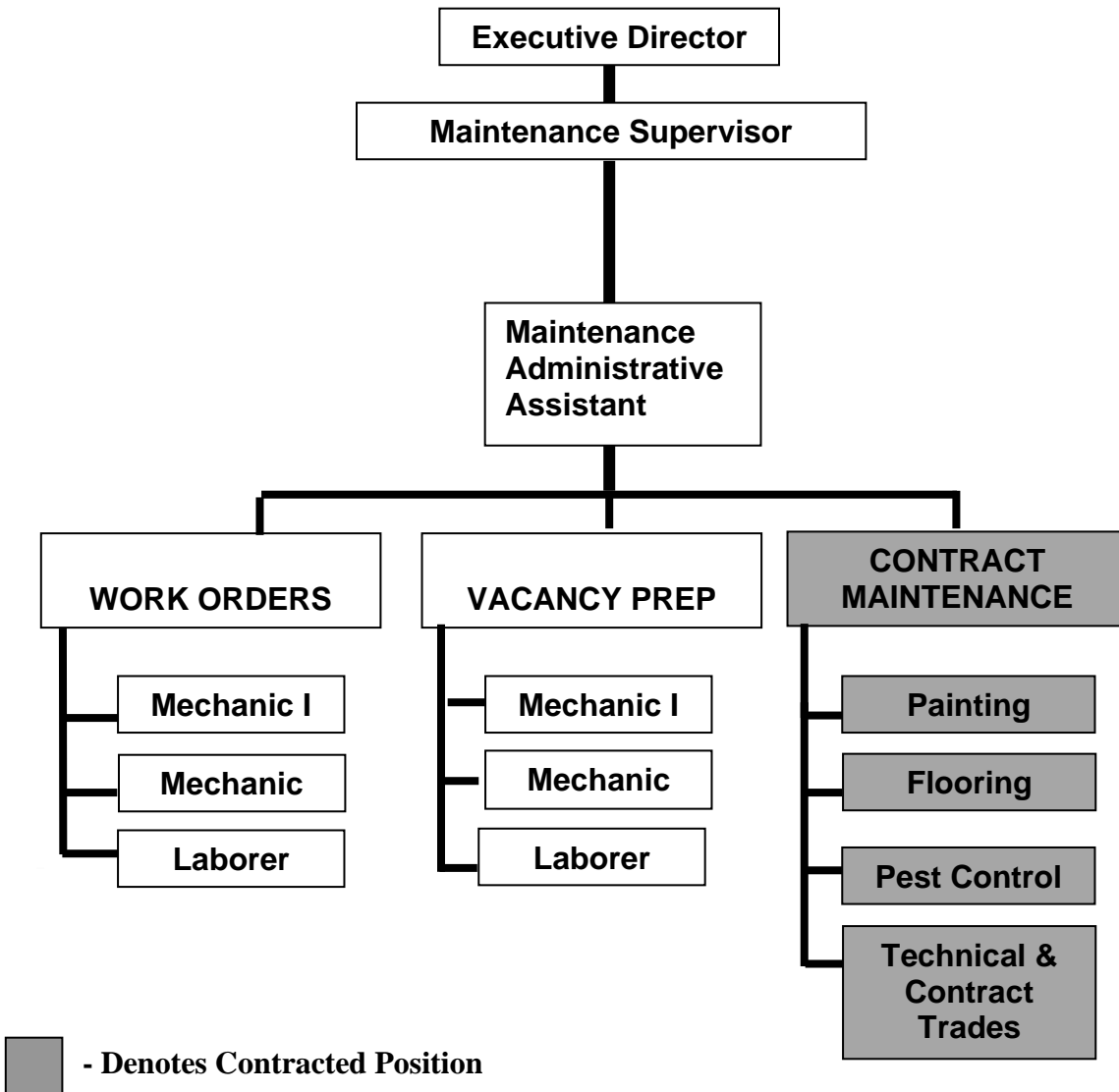
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# MAINTENANCE POLICY AND PROCEDURES MANUAL

The maintenance supervisor of the Norwood 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 Norwood 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 provision**
- F. Skills Updates and Training program**
- G. Long-range planning**

By developing a maintenance system that has these components in place, the authority will have the tools it needs to control the performance of maintenance work at the Norwood Housing Authority.

## **A. PRIORITIZATION OF WORK**

The work priorities adopted by the Norwood Housing Authority exemplify its philosophy of delivering maintenance services. This priority system ensures that 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 Norwood Housing Authority are the following:

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

Placing Programmed 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. See Attachment #2.

## **B. COMPREHENSIVE WORK PROCEDURES**

The Maintenance Supervisor will ensure that 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 annually.**

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

The Maintenance Supervisor establish measures that will allow the effectiveness of maintenance systems and activities to be evaluated. In establishing these 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. Norwood Housing Authority job descriptions.**

Nothing in the documents listed above will prevent the Housing Authority from setting a standard that is higher 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 Norwood Housing Authority shall have a comprehensive work order system that includes 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, etc.)**
- 3. Priority assigned**
- 4. Location of work**
- 5. Date and time received**
- 6. Date and time assigned**
- 7. Worker(s) assigned**
- 8. Description of work requested**
- 9. Description of work performed**
- 10. Actual time to complete**
- 11. Materials used to complete work**
- 12. 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.
- 2. Items that cannot be done because of season**
  - Example: Landscaping
- 3. Lack of Funding**
  - During a yearly inspection it was noticed that common areas needed to be repainted. Because 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 Designation. When our budget permits the necessary work will be completed.

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

- 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
- Date Added to Deferred Maintenance Module
- Item Description
- Site or Unit Number
- Reason Deferred
- Estimated Cost
- Materials Needed
- Original Work Order Number
- Target Completion Date
- Actual Completion Date
- Other Comments

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 Norwood 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)

- 1. Safety Procedures**
- 2. Blood-Borne Pathogens**
- 3. Lead Based Paint**
- 4. Health and Safety Standards**
- 5. Trade specific skills updates**
- 6. Building Code updates/UPCS standards**

The Maintenance Supervisor will work with the Executive Director to locate training sessions and plan for those employees that they decide would benefit from such training.

## **G. LONG RANGE PLANNING**

The Norwood 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 Maintenance Supervisor will continually work with the Executive Director to develop and maintain a property-specific long-range planning process that includes 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**

### **FACE MASKS MUST BE WORN DURING WORK IN OCCUPIED APARTMENTS AND COMMON AREAS UNTIL FURTHER NOTICE.**

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.

### **RESPONDING TO EMERGENCIES**

Emergencies are the **highest priority source of work**. The Norwood 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 that occur after regular working hours, the Norwood 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 Attachment #3 for a list of emergencies.

## **PREPARE VACANT UNITS FOR REOCCUPANCY**

It is the policy of the Norwood Housing Authority **to reoccupy 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 Maintenance 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 Maintenance Supervisor will have the ability to create special teams for vacancy turnaround or to hire contractors when that is required to maintain Authority goals.

## **PREVENTIVE MAINTENANCE PROGRAM**

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

### 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 Norwood Housing Authority. See Attachment #4 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 that service must be performed. The equipment and materials required to perform the service will be listed as well so that

they will be on hand when needed. As assessment of the skills or licensing needed to perform the tasks will also be made to determine if an outside contractor must be used to perform the work. The preventive maintenance schedule must be updated each time a system is added, updated, or replaced.

### **Roof Repairs/ Replacement**

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

### **Vehicle/Equipment Maintenance**

The Norwood 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):

- |                              |                     |                          |
|------------------------------|---------------------|--------------------------|
| <b>Cars, trucks and vans</b> | <b>Lawn Mowers</b>  |                          |
| <b>Tractors</b>              | <b>Leaf blowers</b> | <b>Other Power tools</b> |
| <b>Chain saws</b>            | <b>Weed cutters</b> |                          |

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

### **Lead-Based Paint**

The Norwood 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 Maintenance Supervisor shall be directed by the “Work Lead Safe” methodology to “Work Smart, Work Clean and Work Wet”. Maintenance Supervisor will have the authority to ensure that 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**
- 6. Safe Work Practices**
- 7. Prohibited and Unsafe Work Practices**
- 8. Clean Up**
- 9. Decontamination**
- 10. Quality Assurance/Clearance**

The Maintenance Supervisor shall ensure that staff involved with activities that could affect or disturb Lead Based Paint are properly trained. In addition, The Maintenance Supervisor shall ensure that 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 Norwood Housing Authority shall have a comprehensive program for maintenance of life safety systems to ensure that they will be fully functional in the case of an emergency. The Maintenance Supervisor shall be responsible for the development and implementation of a schedule that includes 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 detectors**
- 5. Sprinkler systems**
- 6. Emergency generators (if installed in future)**

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.



## **INSPECTION PROGRAM**

The Norwood Housing Authority's goals of efficiency and cost-effectiveness are achieved through insuring that 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**

### **FACE MASKS MUST BE WORK DURING WORK IN OCCUPIED APARTMENTS AND COMMON AREAS UNTIL FURTHER NOTICE.**

The Maintenance Supervisor will know at all times the condition of each unit. The achievement of these goals may require more than the minimum annual HUD required inspection. The Maintenance 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 two (2) days written notice of the inspection.** The unit inspection program of the Norwood Housing Authority will normally be performed by a member of the maintenance staff and a member of the administrative staff together unless it is determined that the inspection program, or any part thereof, 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 Norwood Housing Authority inspection form. All uncompleted non-emergency work items shall be converted to a work order within forty eight 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 Staff are responsible for monitoring the condition of dwelling units.** Whenever an administrative 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 an specified form or an electronic file any required work he or she sees while in the apartment. These work items shall also be converted to a service request within twenty-four hours of discovery.

Nothing in this policy shall prevent any Norwood Housing Authority staff member from reporting any needed work that they see in the regular course of their daily activities. Such work items shall be reported

to the Executive Director, the Director of Leasing & Occupancy, or the Maintenance Supervisor or Administrative Assistant.

## **SCHEDULED ROUTINE MAINTENANCE**

The Norwood 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 Norwood 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 Maintenance Supervisor and the Executive Director 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 Maintenance Supervisor shall make sure that an adequate schedule for treatment is developed to address any existing infestation. Special attention shall be paid to cockroaches, bedbugs and mice. 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 must be treated for the plan to be effective. Residents will be given information about the extermination program at the time of move-in. All residents will be informed at least one week and again twenty-four hours before treatment. The notification will be in writing and will include instructions that describe how to prepare the unit for treatment. If necessary, the instructions shall be bi-lingual to properly notify the resident population.

### **Landscaping and Grounds** (Facemasks are not required for exterior work away from common areas.)

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

- 1. Routine grounds maintenance includes numerous activities:**
- 2. Litter control and smoking area cleanup.**
- 3. Lawn care**
- 4. Maintenance of driveways, sidewalks and parking lots**
- 5. Care of flower and shrubbery beds and trees**
- 6. Maintenance of benches and fences.**

The Maintenance Supervisor shall be responsible for the development of a routine maintenance schedule that shall include:

- 1. A clearly articulated standard of appearance for the grounds that acknowledges but is not limited to HUD and local code standards;**
- 2. A list of tasks that are required to maintain that standard 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.**

## **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 and keeping up community standards. Therefore, the Norwood 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 Maintenance 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 that standard**
- 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 Norwood Housing Authority will develop a plan to ensure that interior paint in resident dwelling units is satisfactorily maintained. As part of this plan painting standards will be developed that include:

- 1. Surface preparation**
- 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 Norwood Housing Authority to complete these work requests within seven (7) 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 Norwood 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 Norwood 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 Norwood Housing Authority Procurement Policy will be used. These procedures vary depending on the expected dollar amount of the contract. The Maintenance 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.

# ATTACHMENT 1

## SYSTEM/COMPONENT CHECKLIST

### TYPE OF SYSTEM/COMPONENT INSPECTED

- |  |   |
|--|---|
| <input type="checkbox"/> HVAC systems                | <input type="checkbox"/> Fire extinguishers                 |
| <input type="checkbox"/> Mechanical equipment        | <input type="checkbox"/> Domestic water                     |
| <input type="checkbox"/> Condensation pumps          | <input type="checkbox"/> Roof/Building Exterior             |
| <input type="checkbox"/> Emergency lighting          | <input type="checkbox"/> Vehicle                            |
| <input type="checkbox"/> Exhaust fans                | <input type="checkbox"/> Power Tool                         |
| <input type="checkbox"/> Exterior lights             | <input type="checkbox"/> Fire alarms and fire alarm systems |
| <input type="checkbox"/> Sanitary drains             | <input type="checkbox"/> Emergency lighting                 |
| <input type="checkbox"/> Catch basins/Storm Drainage | <input type="checkbox"/> Sprinkler systems                  |
|  | <input type="checkbox"/> Other _____                        |
- 

Person making observation: \_\_\_\_\_

Date and Time of Observation: \_\_\_\_\_

Location of Component: \_\_\_\_\_

\_\_\_\_\_

Description of Component Inspected: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Description of Defect or Issue: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Recommended Corrective Action: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## **ATTACHMENT 2**

### **MAINTENANCE PRIORITIES**

The work priorities adopted by the Norwood Housing Authority exemplify its philosophy of delivering maintenance services. This priority system ensures that 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 Norwood Housing Authority are the following:

- 1. Emergencies**
- 2. Vacancy Turnover**
- 3. Preventative Maintenance**
- 4. Programmed Maintenance**
- 5. Requested Maintenance**

Placing Programmed 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

## **ATTACHMENT 3**

### **Norwood Housing Authority Maintenance Emergencies**

The following are identified as Maintenance Emergencies by the Norwood Housing Authority:

- Fire / Smoke alarm sounding
- No heat
- Too much heat
- No hot water
- Water leaking (i.e. faucet / laundry valve / pipe leaking)
- Water falling from ceiling
- Water in basement (Washington Heights units)
- Toilet is clogged / won't flush
- Toilet, Kitchen or bathroom sink leaking
- Toilet seat broken
- Tub is clogged
- Kitchen or bathroom sink is clogged
- Broken windows
- Lock change (Resident request/mgmt order, not on turnover)
- Lockouts

## **ATTACHMENT 3**

### **Norwood Housing Authority Preventative Maintenance Tasks by Month.**

#### **January Preventative Maintenance Tasks**

Monitor and issue on-going snow removal work orders (All Senior Sites)  
Inspect Boiler Rooms weekly (all Senior sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections Bi-weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (all Senior sites)

Elevator monthly service – done by contractor (Walsh Housing Only)

Clean elevator weekly (Walsh Housing Only)

Clean community centers, common areas and laundry rooms weekly (all Senior sites)

#### **February Preventative Maintenance Tasks**

Monitor and issue on-going snow removal work orders (All Senior Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Clean dryer vents (All Senior Sites)



## **March Preventative Maintenance Tasks**

Monitor and issue on-going snow removal work orders (All Senior Sites)  
Second Sunday, reset light timers and clocks 1 hour ahead for daylight savings time (All Senior Sites)  
Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting  
Parking lot lighting  
Bi-weekly;  
Emergency lighting  
Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Service Lawn Equipment (in house or bring to contractor)

## **April Preventative Maintenance Tasks**

Inspect roofs and siding (All Sites)

Clean gutters and downspouts. Repair as needed. (All Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting  
Parking lot lighting  
Bi-weekly;  
Emergency lighting  
Hallway lighting

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Inspect walkways, porches, decks and railings. Schedule repairs as needed. (All Senior Sites)

Clean parking lots, driveways, walkways and storm drains (All Senior Sites)

Inspect trees. Trim as needed (All Sites)

Check flags (All Senior Sites)

Grass mowing may begin this month, set schedule.

## **May Preventative Maintenance Tasks**

Service a/c units at Admin. Office, Community Rooms and Maintenance Facility  
Weed treatment at all sites (All Senior Sites)  
Grass mowing – as needed. Prepare schedule for Washington Heights residents  
Mulch and plant flowers in planting beds at all sites (All Senior Sites)  
Trim bushes and shrubs as needed (All Senior Sites)  
Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting  
Parking lot lighting  
Bi-weekly;  
Emergency lighting  
Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule  
Check flags and replace as needed. Do before Memorial Day (All Senior Sites)  
Check dumpsters and recycling bins weekly. Clean around dumpsters as needed (All Senior Sites)  
Elevator monthly service – done by contractor (Walsh Only)  
Clean elevator weekly (Walsh Only)  
Clean community centers, common areas and laundry rooms weekly (All Senior Sites)  
Clean dryer vents (All Senior Sites)

## **June Preventative Maintenance Tasks**

Fire extinguisher annual inspection (All Senior Sites)  
Summer boiler shut down after June 15<sup>th</sup>. (All Senior Sites)  
Grass mowing, ongoing.  
Water flowers daily. Weed flowers beds as needed (All Senior Sites)  
Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting  
Parking lot lighting  
Bi-weekly;  
Emergency lighting  
Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule  
Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)  
Elevator monthly service – done by contractor (Walsh Only)  
Clean elevator weekly (Walsh Only)  
Clean community centers, common areas and laundry rooms weekly (All Senior Sites)  
Service hot water tanks (All Senior Sites)  
Check timers for outdoor lighting (All Senior Sites)  
Clean storm drains (All Senior Sites)

## **July Preventative Maintenance Tasks**

Grass mowing, ongoing.

Water flowers daily. Weed flower beds as needed (All Senior Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Check storm drains (All Senior Sites)

## **August Preventative Maintenance Tasks**

Grass mowing, ongoing

Water flowers daily. Weed flower beds as needed (All Senior Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Boiler inspection by inspector (All Senior Sites)

Boiler service by contractor at Washington Heights units.

Clean dryer vents (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Check/clean storm drains & catch basins (All Senior Sites)

## **September Preventative Maintenance Tasks**

Grass mowing, ongoing.

Water flowers daily. Weed flower beds as needed (All Senior Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Turn on boilers for heating season on or about September 15<sup>th</sup> (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Check/clean storm drains & catch basins (All Senior Sites)

## **October Preventative Maintenance Tasks**

Grass mowing, ongoing as necessary.

Fall clean up begins.

Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Inspect walkways, porches, decks and railings. Repair as needed. (All Senior Sites)

Service snow blowers, plows, and sander

Purchase ice melt

Clean and store lawn equipment

## **November Preventative Maintenance Tasks**

Fall clean up continues.

Reset light timers and clocks 1 hour back for daylight savings time first weekend. (All Senior Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Inspect dry chemical system at Walsh Housing - done by contractor

Check flags and replace as needed. Do before Veterans Day (All Senior Sites)

Check/clean storm drains & catch basins (All Senior Sites)

Clean dryer vents (All Senior Sites)

## **December Preventative Maintenance Tasks**

Monitor and issue on-going snow removal work orders (All Senior Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Check time clocks for outdoor lighting (All Senior Sites)

Check/clean storm drains & catch basins (All Senior Sites)

# **MAINTENANCE POLICY AND PROCEDURES MANUAL**

NHA Board Approvals:  
Initial: March 6, 2018  
Covid-19 addendum 3/24/2020

**NORWOOD HOUSING AUTHORITY**

**COVID-19 CORONAVIRUS ADDENDUM**  
**QUESTIONNAIRE INSTRUCTIONS**  
**(FOR MAINTENANCE STAFF)**

3/24/2020

This document provides NHA Maintenance staff instructions on administering and responding to the COVID-19 Coronavirus questionnaire when residents request a work order.

1. When you receive the call, if the request is a routine request, please inform the caller that for the next 30 days, only emergency work orders are being completed to limit exposure to residents and staff.
2. Enter the work order and thank the caller for calling us and for being patient.
3. If the request is for something urgent or emergency, please ask the caller the four (4) questionnaire questions.
4. **IF the caller answers “NO” to all four (4) questions**
  - You can proceed to assist them
  - Enter the work order and note in Elite that the caller “passed” all questions
  - Inform your supervisor so the work order can be scheduled.
5. **IF the caller answers “YES” to QUESTIONS 1, 3 and/or 4:**
  - Enter the work order and note in the work order software system that the caller “failed” one or more questions.
  - List the questions the caller “failed”
  - Thank the caller for calling us and for being patient.
  - Inform your supervisor so the work order can be scheduled with appropriate precautions
6. **IF the caller answered “YES” to QUESTION 2:**
  - Please ask them what country they visited.
  - Check to see if the country they traveled is on the CDC’s affected geographic areas of widespread/sustained community transmission: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
  - You can search the country in the Risk Assessment section midway down the page.
  - If the country is located in a “widespread” area, follow the instruction in Section 5 above.
  - If the country is listed in “limited or Ongoing” area, you can assist them. See Section 4 above.

These questions may be asked by Maintenance Administrative Asst. or by responding Maintenance Mechanic/Laborer.

**FACE MASKS MUST BE WORN DURING WORK IN OCCUPIED APARTMENTS AND  
COMMON AREAS UNTIL FURTHER NOTICE.**

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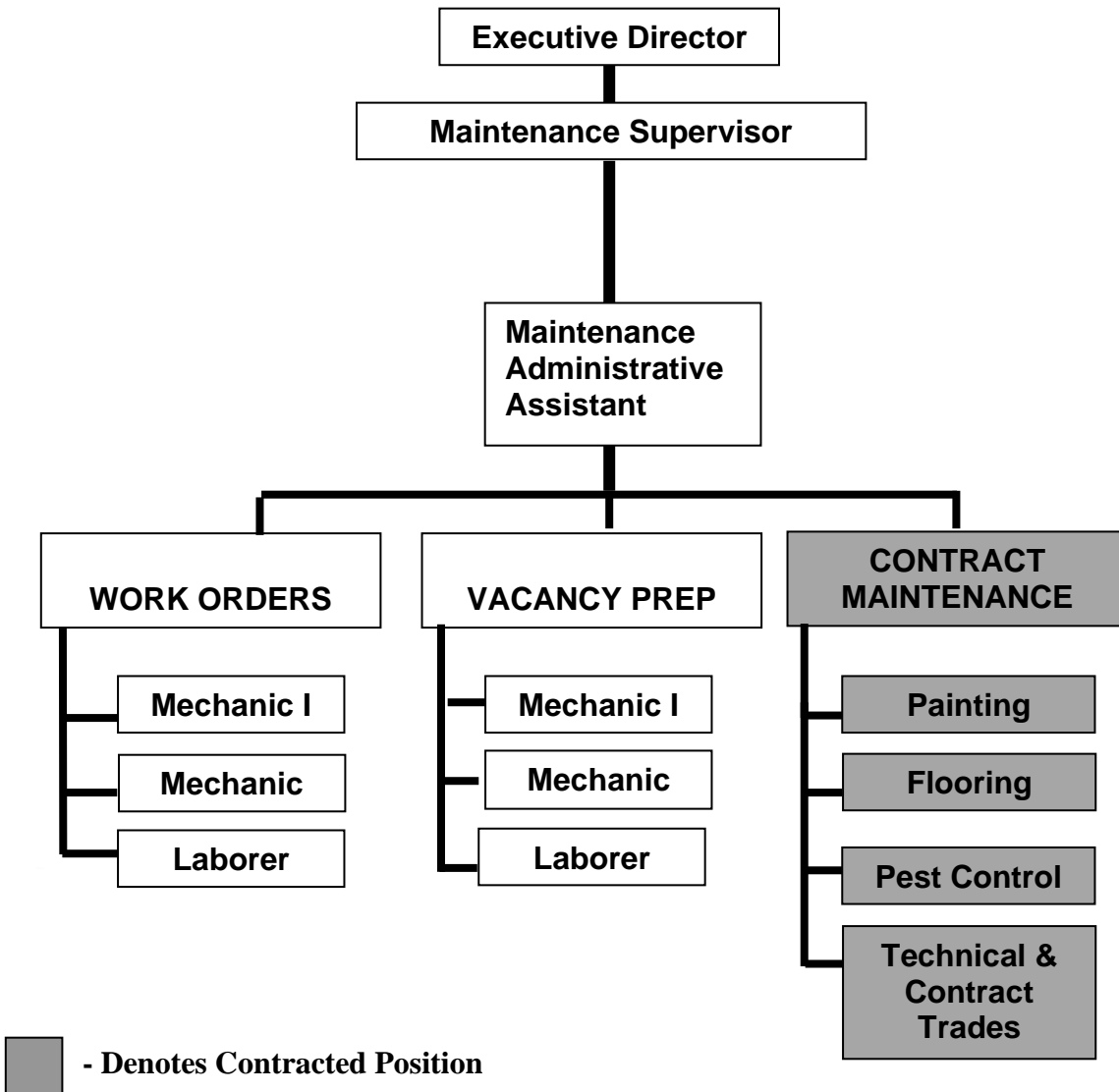
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# MAINTENANCE POLICY AND PROCEDURES MANUAL

The maintenance supervisor of the Norwood 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 Norwood 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 provision**
- F. Skills Updates and Training program**
- G. Long-range planning**

By developing a maintenance system that has these components in place, the authority will have the tools it needs to control the performance of maintenance work at the Norwood Housing Authority.

## **A. PRIORITIZATION OF WORK**

The work priorities adopted by the Norwood Housing Authority exemplify its philosophy of delivering maintenance services. This priority system ensures that 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 Norwood Housing Authority are the following:

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

Placing Programmed 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. See Attachment #2.

## **B. COMPREHENSIVE WORK PROCEDURES**

The Maintenance Supervisor will ensure that 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 annually.**

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

The Maintenance Supervisor establish measures that will allow the effectiveness of maintenance systems and activities to be evaluated. In establishing these 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. Norwood Housing Authority job descriptions.**

Nothing in the documents listed above will prevent the Housing Authority from setting a standard that is higher 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 Norwood Housing Authority shall have a comprehensive work order system that includes 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, etc.)**
- 3. Priority assigned**
- 4. Location of work**
- 5. Date and time received**
- 6. Date and time assigned**
- 7. Worker(s) assigned**
- 8. Description of work requested**
- 9. Description of work performed**
- 10. Actual time to complete**
- 11. Materials used to complete work**
- 12. 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.
- 2. Items that cannot be done because of season**
  - Example: Landscaping
- 3. Lack of Funding**
  - During a yearly inspection it was noticed that common areas needed to be repainted. Because 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 Designation. When our budget permits the necessary work will be completed.

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

- 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
- Date Added to Deferred Maintenance Module
- Item Description
- Site or Unit Number
- Reason Deferred
- Estimated Cost
- Materials Needed
- Original Work Order Number
- Target Completion Date
- Actual Completion Date
- Other Comments

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 Norwood 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)

- 1. Safety Procedures**
- 2. Blood-Borne Pathogens**
- 3. Lead Based Paint**
- 4. Health and Safety Standards**
- 5. Trade specific skills updates**
- 6. Building Code updates/UPCS standards**

The Maintenance Supervisor will work with the Executive Director to locate training sessions and plan for those employees that they decide would benefit from such training.

## **G. LONG RANGE PLANNING**

The Norwood 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 Maintenance Supervisor will continually work with the Executive Director to develop and maintain a property-specific long-range planning process that includes 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**

### **FACE MASKS MUST BE WORN DURING WORK IN OCCUPIED APARTMENTS AND COMMON AREAS UNTIL FURTHER NOTICE.**

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.

### **RESPONDING TO EMERGENCIES**

Emergencies are the **highest priority source of work**. The Norwood 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 that occur after regular working hours, the Norwood 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 Attachment #3 for a list of emergencies.

## **PREPARE VACANT UNITS FOR REOCCUPANCY**

It is the policy of the Norwood Housing Authority **to reoccupy 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 Maintenance 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 Maintenance Supervisor will have the ability to create special teams for vacancy turnaround or to hire contractors when that is required to maintain Authority goals.

## **PREVENTIVE MAINTENANCE PROGRAM**

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

### 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 Norwood Housing Authority. See Attachment #4 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 that service must be performed. The equipment and materials required to perform the service will be listed as well so that

they will be on hand when needed. As assessment of the skills or licensing needed to perform the tasks will also be made to determine if an outside contractor must be used to perform the work. The preventive maintenance schedule must be updated each time a system is added, updated, or replaced.

### **Roof Repairs/ Replacement**

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

### **Vehicle/Equipment Maintenance**

The Norwood 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):

- |                              |                     |                          |
|------------------------------|---------------------|--------------------------|
| <b>Cars, trucks and vans</b> | <b>Lawn Mowers</b>  |                          |
| <b>Tractors</b>              | <b>Leaf blowers</b> | <b>Other Power tools</b> |
| <b>Chain saws</b>            | <b>Weed cutters</b> |                          |

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

### **Lead-Based Paint**

The Norwood 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 Maintenance Supervisor shall be directed by the “Work Lead Safe” methodology to “Work Smart, Work Clean and Work Wet”. Maintenance Supervisor will have the authority to ensure that 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**
- 6. Safe Work Practices**
- 7. Prohibited and Unsafe Work Practices**
- 8. Clean Up**
- 9. Decontamination**
- 10. Quality Assurance/Clearance**

The Maintenance Supervisor shall ensure that staff involved with activities that could affect or disturb Lead Based Paint are properly trained. In addition, The Maintenance Supervisor shall ensure that 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 Norwood Housing Authority shall have a comprehensive program for maintenance of life safety systems to ensure that they will be fully functional in the case of an emergency. The Maintenance Supervisor shall be responsible for the development and implementation of a schedule that includes 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 detectors**
- 5. Sprinkler systems**
- 6. Emergency generators (if installed in future)**

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.

## **INSPECTION PROGRAM**

The Norwood Housing Authority's goals of efficiency and cost-effectiveness are achieved through insuring that 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**

### **FACE MASKS MUST BE WORK DURING WORK IN OCCUPIED APARTMENTS AND COMMON AREAS UNTIL FURTHER NOTICE.**

The Maintenance Supervisor will know at all times the condition of each unit. The achievement of these goals may require more than the minimum annual HUD required inspection. The Maintenance 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 two (2) days written notice of the inspection.** The unit inspection program of the Norwood Housing Authority will normally be performed by a member of the maintenance staff and a member of the administrative staff together unless it is determined that the inspection program, or any part thereof, 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 Norwood Housing Authority inspection form. All uncompleted non-emergency work items shall be converted to a work order within forty eight 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 Staff are responsible for monitoring the condition of dwelling units.** Whenever an administrative 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 an specified form or an electronic file any required work he or she sees while in the apartment. These work items shall also be converted to a service request within twenty-four hours of discovery.

Nothing in this policy shall prevent any Norwood Housing Authority staff member from reporting any needed work that they see in the regular course of their daily activities. Such work items shall be reported

to the Executive Director, the Director of Leasing & Occupancy, or the Maintenance Supervisor or Administrative Assistant.

## **SCHEDULED ROUTINE MAINTENANCE**

The Norwood 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 Norwood 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 Maintenance Supervisor and the Executive Director 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 Maintenance Supervisor shall make sure that an adequate schedule for treatment is developed to address any existing infestation. Special attention shall be paid to cockroaches, bedbugs and mice. 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 must be treated for the plan to be effective. Residents will be given information about the extermination program at the time of move-in. All residents will be informed at least one week and again twenty-four hours before treatment. The notification will be in writing and will include instructions that describe how to prepare the unit for treatment. If necessary, the instructions shall be bi-lingual to properly notify the resident population.

### **Landscaping and Grounds** (Facemasks are not required for exterior work away from common areas.)

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

- 1. Routine grounds maintenance includes numerous activities:**
- 2. Litter control and smoking area cleanup.**
- 3. Lawn care**
- 4. Maintenance of driveways, sidewalks and parking lots**
- 5. Care of flower and shrubbery beds and trees**
- 6. Maintenance of benches and fences.**

The Maintenance Supervisor shall be responsible for the development of a routine maintenance schedule that shall include:

- 1. A clearly articulated standard of appearance for the grounds that acknowledges but is not limited to HUD and local code standards;**
- 2. A list of tasks that are required to maintain that standard 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.**

## **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 and keeping up community standards. Therefore, the Norwood 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 Maintenance 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 that standard**
- 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 Norwood Housing Authority will develop a plan to ensure that interior paint in resident dwelling units is satisfactorily maintained. As part of this plan painting standards will be developed that include:

- 1. Surface preparation**
- 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 Norwood Housing Authority to complete these work requests within seven (7) 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 Norwood 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 Norwood 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 Norwood Housing Authority Procurement Policy will be used. These procedures vary depending on the expected dollar amount of the contract. The Maintenance 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.

# ATTACHMENT 1

## SYSTEM/COMPONENT CHECKLIST

### TYPE OF SYSTEM/COMPONENT INSPECTED

- |  |   |
|--|---|
| <input type="checkbox"/> HVAC systems                | <input type="checkbox"/> Fire extinguishers                 |
| <input type="checkbox"/> Mechanical equipment        | <input type="checkbox"/> Domestic water                     |
| <input type="checkbox"/> Condensation pumps          | <input type="checkbox"/> Roof/Building Exterior             |
| <input type="checkbox"/> Emergency lighting          | <input type="checkbox"/> Vehicle                            |
| <input type="checkbox"/> Exhaust fans                | <input type="checkbox"/> Power Tool                         |
| <input type="checkbox"/> Exterior lights             | <input type="checkbox"/> Fire alarms and fire alarm systems |
| <input type="checkbox"/> Sanitary drains             | <input type="checkbox"/> Emergency lighting                 |
| <input type="checkbox"/> Catch basins/Storm Drainage | <input type="checkbox"/> Sprinkler systems                  |
|  | <input type="checkbox"/> Other _____                        |

---

Person making observation: \_\_\_\_\_

Date and Time of Observation: \_\_\_\_\_

Location of Component: \_\_\_\_\_

Description of Component Inspected: \_\_\_\_\_

Description of Defect or Issue: \_\_\_\_\_

Recommended Corrective Action: \_\_\_\_\_

## **ATTACHMENT 2**

### **MAINTENANCE PRIORITIES**

The work priorities adopted by the Norwood Housing Authority exemplify its philosophy of delivering maintenance services. This priority system ensures that 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 Norwood Housing Authority are the following:

- 1. Emergencies**
- 2. Vacancy Turnover**
- 3. Preventative Maintenance**
- 4. Programmed Maintenance**
- 5. Requested Maintenance**

Placing Programmed 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

## **ATTACHMENT 3**

### **Norwood Housing Authority Maintenance Emergencies**

The following are identified as Maintenance Emergencies by the Norwood Housing Authority:

- Fire / Smoke alarm sounding
- No heat
- Too much heat
- No hot water
- Water leaking (i.e. faucet / laundry valve / pipe leaking)
- Water falling from ceiling
- Water in basement (Washington Heights units)
- Toilet is clogged / won't flush
- Toilet, Kitchen or bathroom sink leaking
- Toilet seat broken
- Tub is clogged
- Kitchen or bathroom sink is clogged
- Broken windows
- Lock change (Resident request/mgmt order, not on turnover)
- Lockouts



## **ATTACHMENT 3**

### **Norwood Housing Authority Preventative Maintenance Tasks by Month.**

#### **January Preventative Maintenance Tasks**

Monitor and issue on-going snow removal work orders (All Senior Sites)  
Inspect Boiler Rooms weekly (all Senior sites)

Check lights weekly: (All Senior Sites)  
Outdoor lighting  
Parking lot lighting  
Bi-weekly;  
Emergency lighting  
Hallway lighting

Vehicle Inspections Bi-weekly.  
Unit Inspections – refer to schedule  
Check dumpsters weekly. Clean around dumpsters as needed (all Senior sites)  
Elevator monthly service – done by contractor (Walsh Housing Only)  
Clean elevator weekly (Walsh Housing Only)  
Clean community centers, common areas and laundry rooms weekly (all Senior sites)

#### **February Preventative Maintenance Tasks**

Monitor and issue on-going snow removal work orders (All Senior Sites)  
Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)  
Outdoor lighting  
Parking lot lighting  
Bi-weekly;  
Emergency lighting  
Hallway lighting

Vehicle Inspections weekly.  
Unit Inspections – refer to schedule  
Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)  
Elevator monthly service – done by contractor (Walsh Only)  
Clean elevator weekly (Walsh Only)  
Clean community centers, common areas and laundry rooms weekly (All Senior Sites)  
Clean dryer vents (All Senior Sites)

## **March Preventative Maintenance Tasks**

Monitor and issue on-going snow removal work orders (All Senior Sites)  
Second Sunday, reset light timers and clocks 1 hour ahead for daylight savings time (All Senior Sites)  
Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting  
Parking lot lighting  
Bi-weekly;  
Emergency lighting  
Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Service Lawn Equipment (in house or bring to contractor)

## **April Preventative Maintenance Tasks**

Inspect roofs and siding (All Sites)

Clean gutters and downspouts. Repair as needed. (All Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting  
Parking lot lighting  
Bi-weekly;  
Emergency lighting  
Hallway lighting

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Inspect walkways, porches, decks and railings. Schedule repairs as needed. (All Senior Sites)

Clean parking lots, driveways, walkways and storm drains (All Senior Sites)

Inspect trees. Trim as needed (All Sites)

Check flags (All Senior Sites)

Grass mowing may begin this month, set schedule.

## **May Preventative Maintenance Tasks**

Service a/c units at Admin. Office, Community Rooms and Maintenance Facility

Weed treatment at all sites (All Senior Sites)

Grass mowing – as needed. Prepare schedule for Washington Heights residents

Mulch and plant flowers in planting beds at all sites (All Senior Sites)

Trim bushes and shrubs as needed (All Senior Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check flags and replace as needed. Do before Memorial Day (All Senior Sites)

Check dumpsters and recycling bins weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Clean dryer vents (All Senior Sites)

## **June Preventative Maintenance Tasks**

Fire extinguisher annual inspection (All Senior Sites)

Summer boiler shut down after June 15<sup>th</sup>. (All Senior Sites)

Grass mowing, ongoing.

Water flowers daily. Weed flowers beds as needed (All Senior Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Service hot water tanks (All Senior Sites)

Check timers for outdoor lighting (All Senior Sites)

Clean storm drains (All Senior Sites)

## **July Preventative Maintenance Tasks**

Grass mowing, ongoing.

Water flowers daily. Weed flower beds as needed (All Senior Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Check storm drains (All Senior Sites)

## **August Preventative Maintenance Tasks**

Grass mowing, ongoing

Water flowers daily. Weed flower beds as needed (All Senior Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Boiler inspection by inspector (All Senior Sites)

Boiler service by contractor at Washington Heights units.

Clean dryer vents (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Check/clean storm drains & catch basins (All Senior Sites)

## **September Preventative Maintenance Tasks**

Grass mowing, ongoing.

Water flowers daily. Weed flower beds as needed (All Senior Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Turn on boilers for heating season on or about September 15<sup>th</sup> (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Check/clean storm drains & catch basins (All Senior Sites)

## **October Preventative Maintenance Tasks**

Grass mowing, ongoing as necessary.

Fall clean up begins.

Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Inspect walkways, porches, decks and railings. Repair as needed. (All Senior Sites)

Service snow blowers, plows, and sander

Purchase ice melt

Clean and store lawn equipment

## **November Preventative Maintenance Tasks**

Fall clean up continues.

Reset light timers and clocks 1 hour back for daylight savings time first weekend. (All Senior Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Inspect dry chemical system at Walsh Housing - done by contractor

Check flags and replace as needed. Do before Veterans Day (All Senior Sites)

Check/clean storm drains & catch basins (All Senior Sites)

Clean dryer vents (All Senior Sites)

## **December Preventative Maintenance Tasks**

Monitor and issue on-going snow removal work orders (All Senior Sites)

Inspect Boiler Rooms weekly (All Senior Sites)

Check lights weekly: (All Senior Sites)

Outdoor lighting

Parking lot lighting

Bi-weekly;

Emergency lighting

Hallway lighting

Vehicle Inspections weekly.

Unit Inspections – refer to schedule

Check dumpsters weekly. Clean around dumpsters as needed (All Senior Sites)

Elevator monthly service – done by contractor (Walsh Only)

Clean elevator weekly (Walsh Only)

Clean community centers, common areas and laundry rooms weekly (All Senior Sites)

Check time clocks for outdoor lighting (All Senior Sites)

Check/clean storm drains & catch basins (All Senior Sites)

### 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 09/30/2021. It also shows the approved budget for the current year (2022) 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.

### **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 Norwood Housing Authority operating reserve at the end of fiscal year 2021 was \$819,797.00, which is 94.1% of the full reserve amount defined above.

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Norwood Housing Authority.						
<b>REVENUE</b>						
Account Number	Account Class	2021 Approved Revenue Budget	2021 Actual Amounts Received	2022 Approved Revenue Budget	% Change from 2021 Actual to 2022 Budget	2022 Dollars Budgeted per Unit per Month
3110	Shelter Rent - Tenants	\$1,583,878.00	\$1,675,220.00	\$1,720,299.00	2.7%	\$458.01
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	\$900.00	\$288.00	\$900.00	212.5%	\$0.24
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$16,000.00	\$10,620.00	\$16,000.00	50.7%	\$4.26
3691	Other Revenue - Retained	\$0.00	\$1,763.00	\$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)	\$364,368.00	\$152,593.00	\$158,075.00	3.6%	\$42.09
3802	Operating Subsidy - MRVP Landlords	\$0.00	\$0.00	\$0.00	0%	\$0.00
3803	Restricted Grants Received	\$0.00	\$0.00	\$0.00	0%	\$0.00
3920	Gain/Loss From Sale/Disp. of Prop.	\$0.00	\$0.00	\$0.00	0%	\$0.00
3000	TOTAL REVENUE	\$1,965,146.00	\$1,840,484.00	\$1,895,274.00	3%	\$504.60



Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Norwood Housing Authority.						
<b>EXPENSES</b>						
Account Number	Account Class	2021 Approved Expense Budget	2021 Actual Amounts Spent	2022 Approved Expense Budget	% Change from 2021 Actual to 2022 Budget.	2022 Dollars Budgeted per Unit per Month
4110	Administrative Salaries	\$284,718.00	\$268,630.00	\$319,155.00	18.8%	\$84.97
4120	Compensated Absences	\$0.00	\$0.00	\$0.00	0%	\$0.00
4130	Legal	\$6,400.00	\$3,726.00	\$6,400.00	71.8%	\$1.70
4140	Members Compensation	\$8,875.00	\$9,848.00	\$11,081.00	12.5%	\$2.95
4150	Travel & Related Expenses	\$3,511.00	\$3,130.00	\$3,511.00	12.2%	\$0.93
4170	Accounting Services	\$12,840.00	\$12,840.00	\$13,224.00	3%	\$3.52
4171	Audit Costs	\$8,207.00	\$8,207.00	\$8,518.00	3.8%	\$2.27
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$32,622.00	\$44,227.00	\$36,366.00	-17.8%	\$9.68
4191	Tenant Organization	\$1,059.00	\$0.00	\$1,059.00	100%	\$0.28
4100	TOTAL ADMINISTRATION	\$358,232.00	\$350,608.00	\$399,314.00	13.9%	\$106.31
4310	Water	\$232,862.00	\$190,868.00	\$191,992.00	0.6%	\$51.12
4320	Electricity	\$218,475.00	\$208,181.00	\$193,116.00	-7.2%	\$51.42
4330	Gas	\$128,610.00	\$109,502.00	\$117,660.00	7.5%	\$31.33
4340	Fuel	\$0.00	\$0.00	\$0.00	0%	\$0.00
4360	Net Meter Utility Debit/Energy Conservation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4390	Other	\$0.00	\$0.00	\$0.00	0%	\$0.00
4391	Solar Operator Costs	\$0.00	\$0.00	\$0.00	0%	\$0.00
4392	Net Meter Utility Credit (Negative Amount)	\$0.00	\$0.00	\$0.00	0%	\$0.00
4300	TOTAL UTILITIES	\$579,947.00	\$508,551.00	\$502,768.00	-1.1%	\$133.86

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Norwood Housing Authority.						
<b>EXPENSES</b>						
Account Number	Account Class	2021 Approved Expense Budget	2021 Actual Amounts Spent	2022 Approved Expense Budget	% Change from 2021 Actual to 2022 Budget	2022 Dollars Budgeted per Unit per Month
4410	Maintenance Labor	\$246,521.00	\$277,305.00	\$287,321.00	3.6%	\$76.50
4420	Materials & Supplies	\$75,000.00	\$67,799.00	\$77,000.00	13.6%	\$20.50
4430	Contract Costs	\$100,948.00	\$91,713.00	\$104,948.00	14.4%	\$27.94
4400	TOTAL MAINTENANCE	\$422,469.00	\$436,817.00	\$469,269.00	7.4%	\$124.94
4510	Insurance	\$76,920.00	\$75,202.00	\$75,356.00	0.2%	\$20.06
4520	Payment in Lieu of Taxes	\$2,700.00	\$2,700.00	\$2,700.00	0%	\$0.72
4540	Employee Benefits	\$267,586.00	\$272,650.00	\$272,195.00	-0.2%	\$72.47
4541	Employee Benefits - GASB 45	\$0.00	\$56,975.00	\$0.00	-100%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$0.00	\$0.00	0%	\$0.00
4570	Collection Loss	\$0.00	\$7,480.00	\$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	\$347,206.00	\$415,007.00	\$350,251.00	-15.6%	\$93.25
4610	Extraordinary Maintenance	\$182,014.00	\$75,285.00	\$107,585.00	42.9%	\$28.64
4611	Equipment Purchases - Non Capitalized	\$28,640.00	\$13,327.00	\$23,454.00	76%	\$6.24
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	\$185,199.00	\$0.00	-100%	\$0.00
4600	TOTAL OTHER EXPENSES	\$210,654.00	\$273,811.00	\$131,039.00	-52.1%	\$34.89
4000	TOTAL EXPENSES	\$1,918,508.00	\$1,984,794.00	\$1,852,641.00	-6.7%	\$493.25

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Norwood Housing Authority.						
<b>SUMMARY</b>						
Account Number	Account Class	2021 Approved Budget	2021 Actual Amounts	2022 Approved Budget	% Change from 2021 Actual to 2022 Budget	2022 Dollars Budgeted per Unit per Month
3000	TOTAL REVENUE	\$1,965,146.00	\$1,840,484.00	\$1,895,274.00	3%	\$504.60
4000	TOTAL EXPENSES	\$1,918,508.00	\$1,984,794.00	\$1,852,641.00	-6.7%	\$493.25
2700	NET INCOME (DEFICIT)	\$46,638.00	\$-144,310.00	\$42,633.00	-129.5%	\$11.35
7520	Replacements of Equip. - Capitalized	\$44,938.00	\$8,707.00	\$18,500.00	112.5%	\$4.93
7540	Betterments & Additions - Capitalized	\$40,914.00	\$41,551.00	\$24,500.00	-41%	\$6.52
7500	TOTAL NONOPERATING EXPENDITURES	\$85,852.00	\$50,258.00	\$43,000.00	-14.4%	\$11.45
7600	EXCESS REVENUE OVER EXPENSES	\$-39,214.00	\$-194,568.00	\$-367.00	-99.8%	\$-0.10

## 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**

PMRs are conducted for most LHAs on a biennial basis. This year there is no PMR record for this Housing Authority.

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>
Annual Plan (AP) Submitted	<p>Housing authorities are required to submit an annual plan every year.</p> <ul style="list-style-type: none"> <li>• “No Findings” =Submitted on time</li> <li>• “Operational Guidance” =Up to 45 days late</li> <li>• “Corrective Action” =More than 45 days late</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 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	<p>Housing authorities are required to conduct inspections of all their occupied units at least once a year</p> <ul style="list-style-type: none"> <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	<p>Housing authorities are required to note all of the deficiencies found during inspections</p> <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	<p>Housing authorities are required to generate work orders for all deficiencies noted during inspections</p> <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	<p>Work order system identifies, tracks, and can produce reports for inspection work orders.</p> <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	<p>Inspection work orders were completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or included in the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).</p> <ul style="list-style-type: none"> <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 Norwood Housing Authority:

<b>Policy</b>	<b>Last Ratified by Board Vote</b>	<b>Notes</b>
*Rent Collection Policy	04/17/2018	
*Personnel Policy	05/18/2021	
*Capitalization Policy	04/17/2018	
*Procurement Policy	07/01/2021	
*Grievance Policy	04/09/2019	
Credit/Debit Card Policy	05/01/2018	
Smoking Policy	10/15/2013	
Reasonable Accommodations Policy	09/30/2014	
Other – Define in the ‘Notes’ column	02/02/2021	Internal Control Policy
Reasonable Accommodations Policy	09/30/2014	
Language Access Plan		We will address this at a future board meeting
Fair Housing Marketing Plan		We will address this at a future board meeting

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

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

## **Waivers**

AP-2023-Norwood Housing Authority-00602 has no current waivers from the regulations of the Department of Housing and Community Development (DHCD).

## **Attachments**

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

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

- No Substantial Comments
- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey 667 Program



**Sean G. Barnicle – Executive Director**  
**Jayne Chen – Director of Leasing & Occupancy**

**Jennifer M. Polito – Chairwoman**  
**Kevin P. Flaherty – Vice Chairman**      **Patricia Griffin Starr – Treasurer**  
**Judith A. Langone – Assistant Treasurer**      **Anne White Scoble – Commissioner**

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At the June 23, 2022 Public hearing, there were no Substantial  
Comments regarding the proposed FY 2023 Annual Plan.

## **Resident Surveys – Background**

Since 2016 DHCD has been working with the Center for Survey Research (CSR) at the University of Massachusetts Boston to survey residents in the state public housing units it oversees. The surveys are confidential, mailed directly to residents, and returned to CSR by mail (or, starting in 2019, completed on-line). CSR surveys residents of elderly/disabled units (also known as Chapter 667) and family units (also known as Chapter 200 and Chapter 705).

During each round all units are mailed surveys, 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 units was surveyed at each housing authority. This group was determined to be large enough to generate statistically useful results. In both rounds, responses from c.200 and c.705 residents are always combined.

## **Round One Surveys (2016 – 2018)**

In Round One of the surveys, CSR surveyed residents of elderly/disabled units (c.667) in three groups in the Fall of 2016, 2017 and 2018. CSR surveyed residents of family units (c.705 and c.200) in the Spring of 2016. (Note: there are many more c.667 units, so they were broken down into three groups).

### *Notes on Round One Surveys*

1. In previous publications of this survey data, if there were at least twenty responses from residents of an authority's c.667 units or from their c.200/705 units, then there is a separate report for that program.
2. We originally combined data from c.667 and c.200/705 units for some LHAs with limited family data. However, to be consistent with the new Round Two methodology described below, we recalculated the Round One data using the new methodology. Since we no longer combine results from the different programs several LHAs no longer have a report for their c.200/705 units given the small data set for those units.

## **Round Two Surveys (2019 – 2022)**

Round Two of the surveys began in 2019. CSR surveyed about one-third of the elderly/disabled units in Fall 2019 and in Fall 2021 and all of the family units in Fall 2020. We expect the remaining elderly/disabled units to be surveyed in Fall 2022.

### *Notes on Round Two Surveys*

1. We refined our reporting methodology and will issue survey results for any program (c.667 or c.200/705) meeting these requirements:
  - 8-19 completed surveys received, if the response rate is at least 40%
  - 20-29 completed surveys received, if the response rate is at least 20%
  - 30+ completed surveys received, if the response rate is at least 15%
2. Responses from the family units will not be combined with responses from elderly/disabled units as they originally were in Round One. Since the variance between the results of the elderly/disabled and family programs was sometimes significant, we determined that combining the two yielded less accurate results.

# Norwood Housing Authority

## Chapter 667 Housing Summary 2019 - 2021

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

### Fall 2019:

- Surveys were sent to 6955 housing units (Chapter 667). 3352 surveys were filled out and returned.

### Fall 2021:

- Surveys were sent to 8350 housing units (Chapter 667). 3787 surveys were filled out and returned.
- In the **Norwood Housing Authority**, surveys were sent to a total of **238** Norwood housing units (Chapter 667); **96** surveys were completed.

This report provides some information about how the residents from the **Norwood Housing Authority** who answered the survey responded. It compares their answers to those from residents in the entire state and to those from medium LHAs in Metro Boston. These medium LHAs in Metro Boston include: Belmont, Brockton, Brookline, Canton, Milford, Norwood, Randolph and Weymouth.

## 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:

	Norwood Housing Authority	Medium LHAs in Metro Boston*	Entire State
Felt they were usually or always treated with courtesy and respect when they contacted management.....	80%	78%	84%
Knew the Executive Director held a meeting with residents.....	62%	38%	43%

\* Medium LHAs in Metro Boston: Belmont, Brockton, Brookline, Canton, Milford, Norwood, Randolph and Weymouth.

# Maintenance and Repair

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

	Norwood Housing Authority	Medium LHAs in Metro Boston	Entire State
Felt they were treated with courtesy and respect when they contacted maintenance.....	<b>80%</b>	<b>83%</b>	<b>88%</b>
Were contacted by the Housing Authority before entering their apartment.....	<b>95%</b>	<b>89%</b>	<b>91%</b>

- 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:**

**Norwood Housing Authority**



**Medium LHAs in Metro Boston**



**Entire State**



**Outdoor maintenance:**

**Norwood Housing Authority**



**Medium LHAs in Metro Boston**



**Entire State**



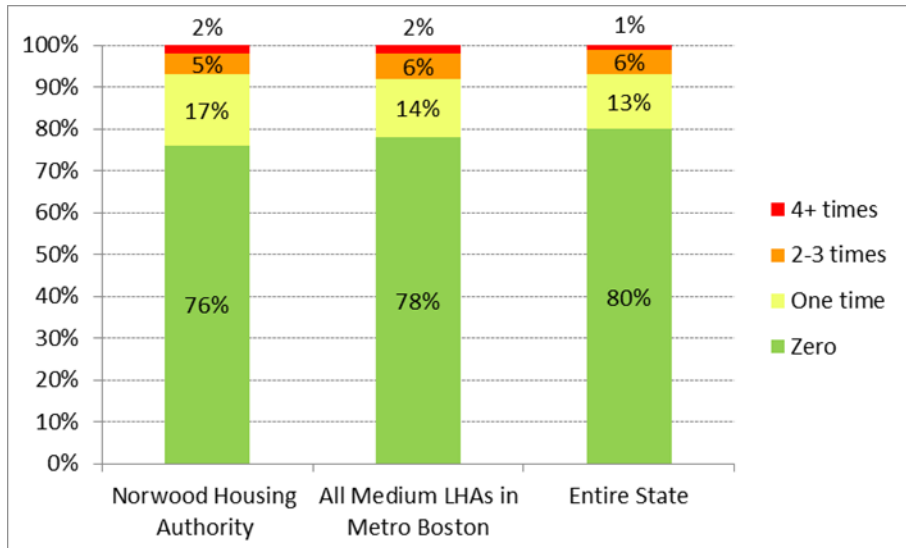
- **Heating and Water Problems:** More than one third of respondents had a problem with their heating and two thirds had a plumbing problem in the last 12 months.

	Norwood Housing Authority	Medium LHAs in Metro Boston	Entire State
Had any heating problem.....	44%	41%	36%
Had any water problem.....	66%	61%	57%

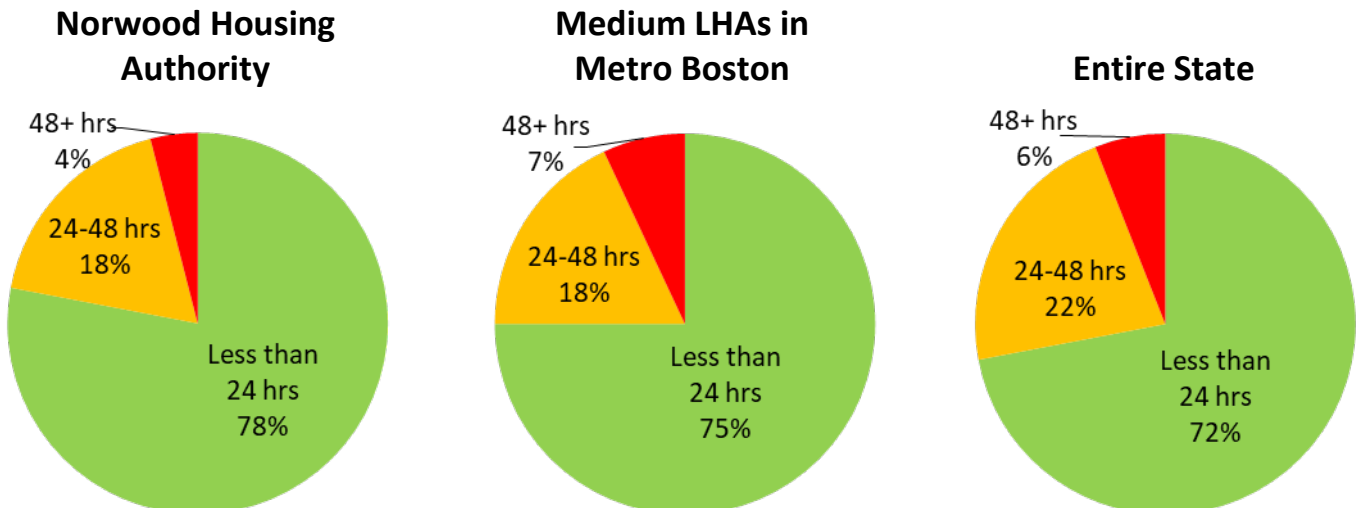
- **Heating Problems**

**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.

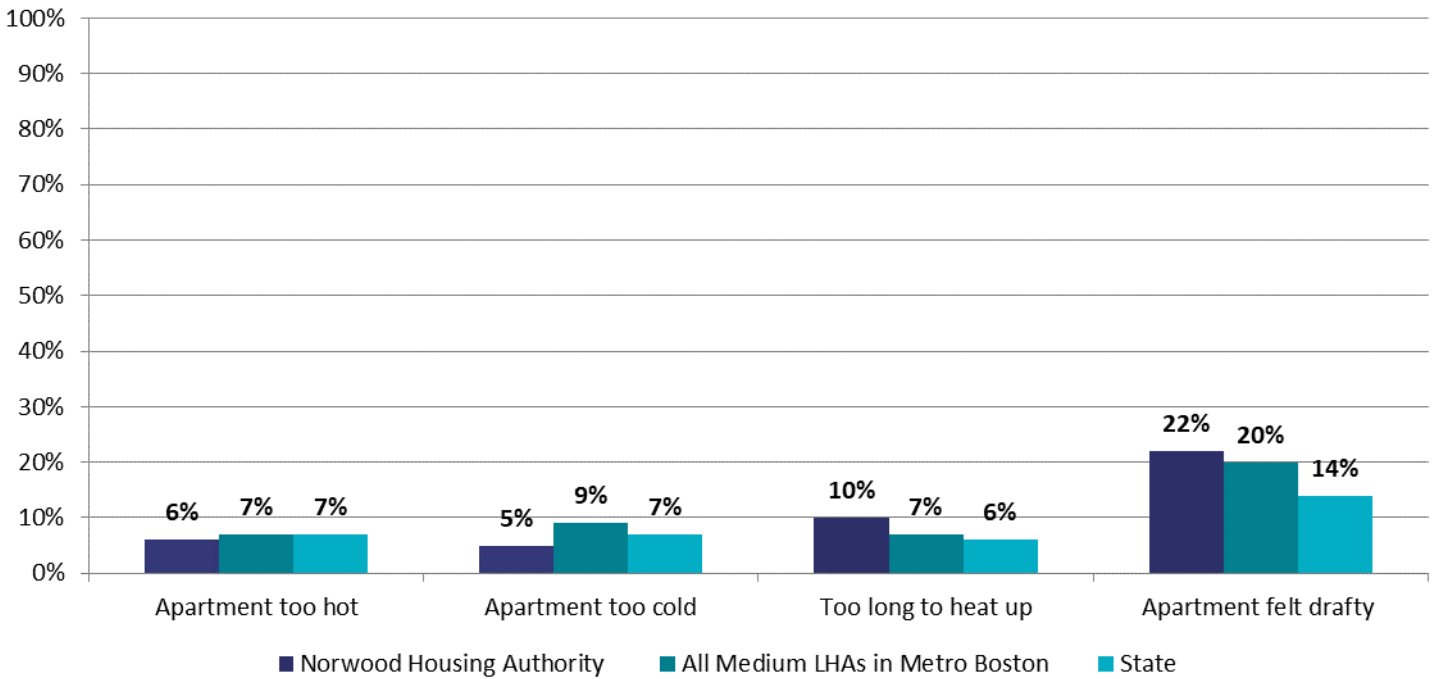




- **Other Heating Problems**

**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.



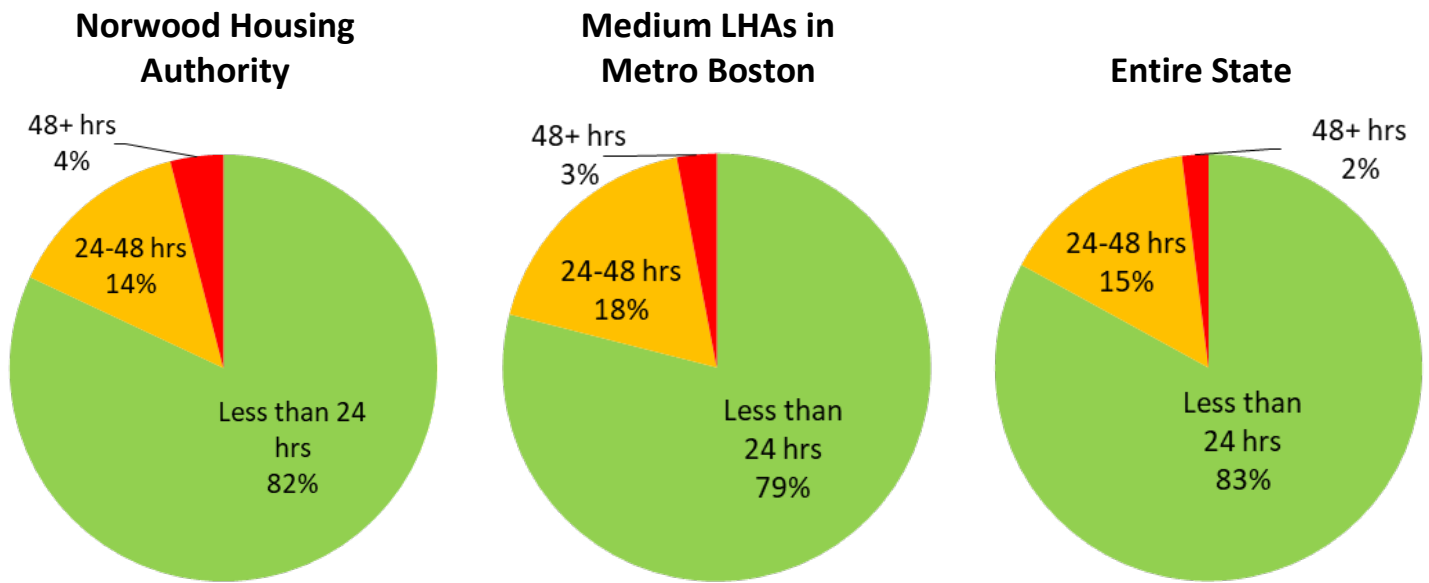
- **Water or Plumbing Problems**

**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.



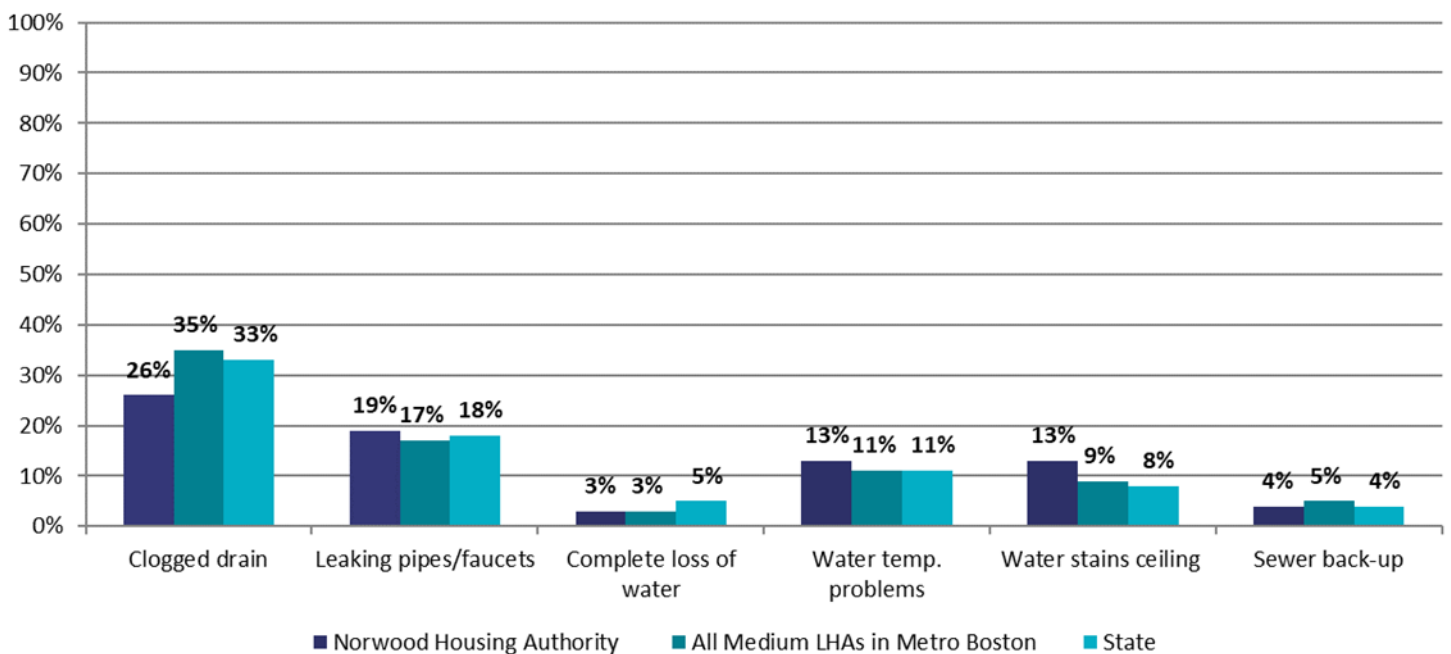
**How long did it usually take for hot water to come back on?** For those respondents who reported not having hot water in their apartment, we asked how long it usually took for hot water to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



• **Other Water or Plumbing Problems**

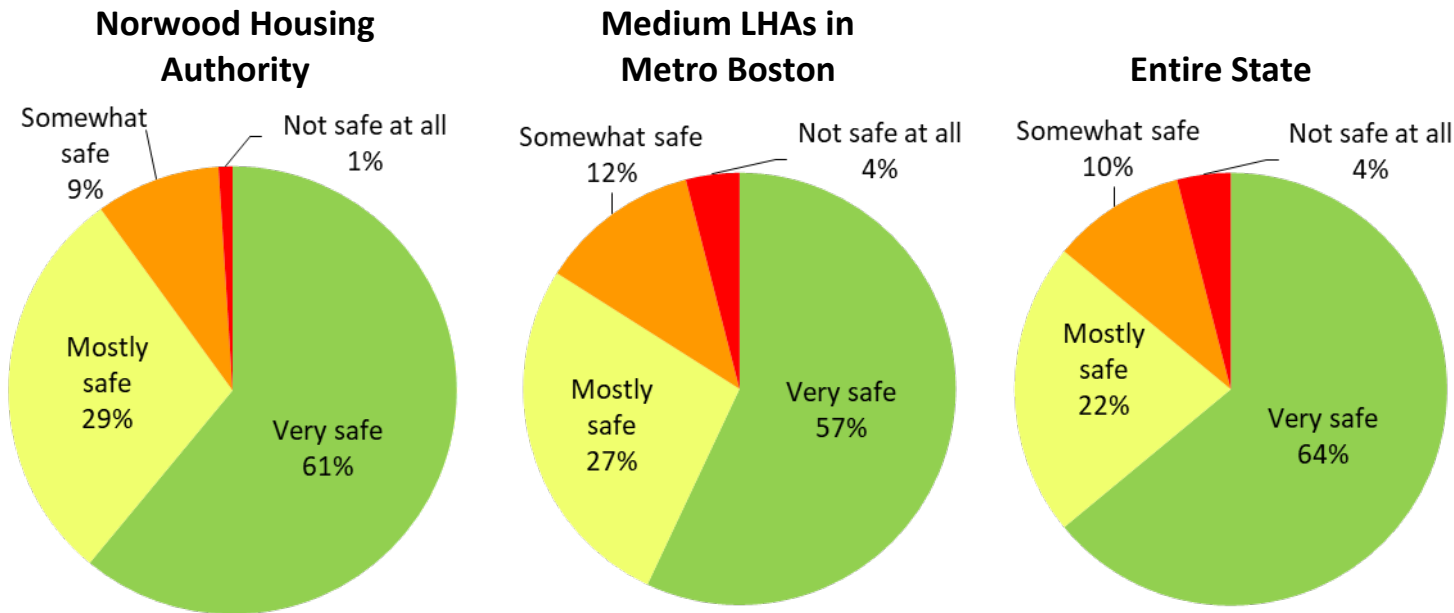
**In the last 12 months did residents have other water or plumbing problems?**

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

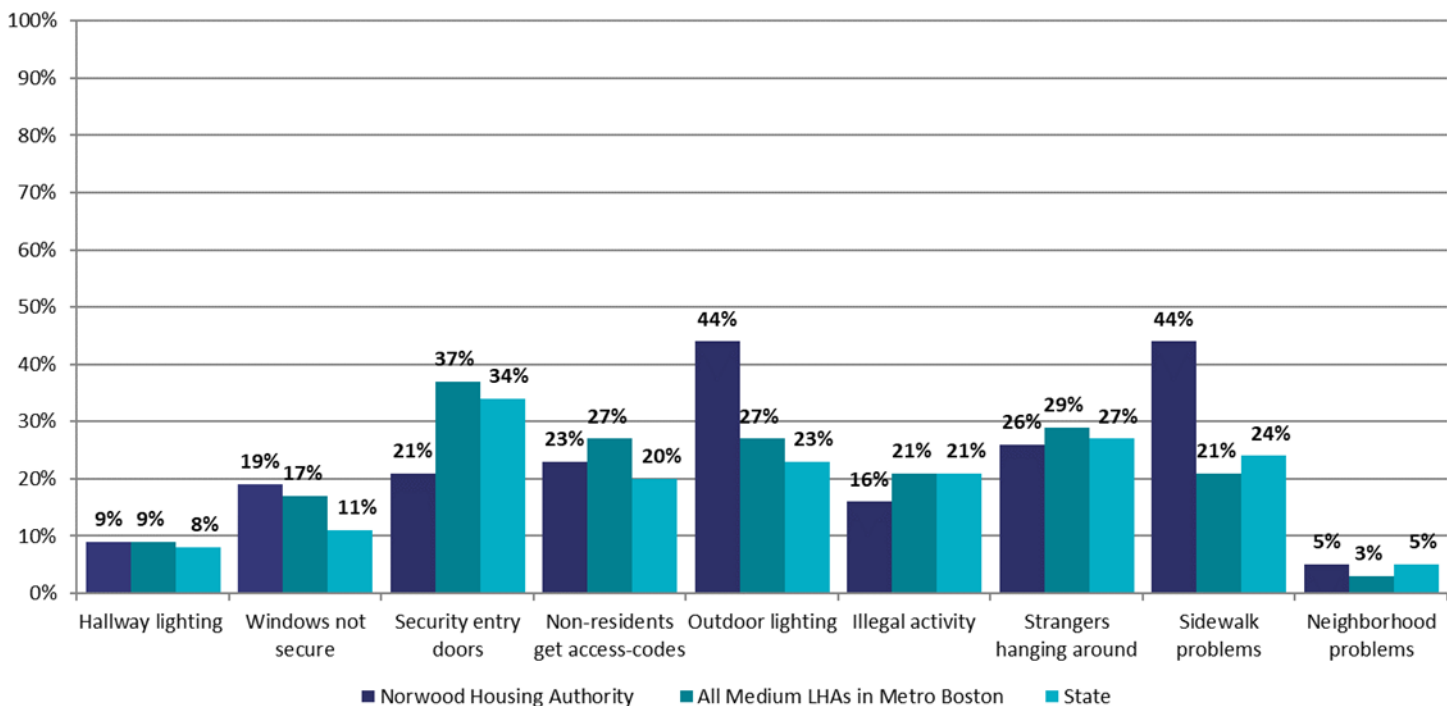


# Safety

**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.



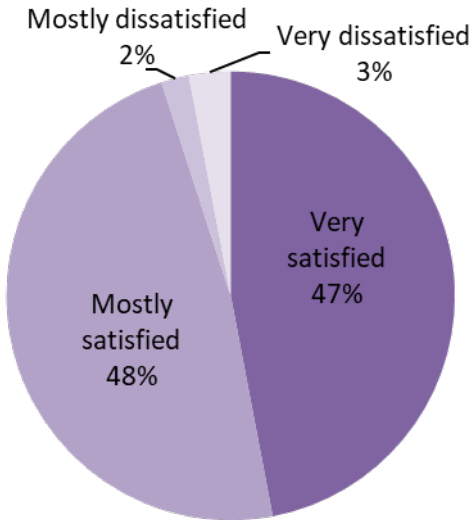
**Reasons why respondents felt unsafe in their development:** Respondents were asked why they felt unsafe in their development. This chart shows what specific concerns respondents mentioned.



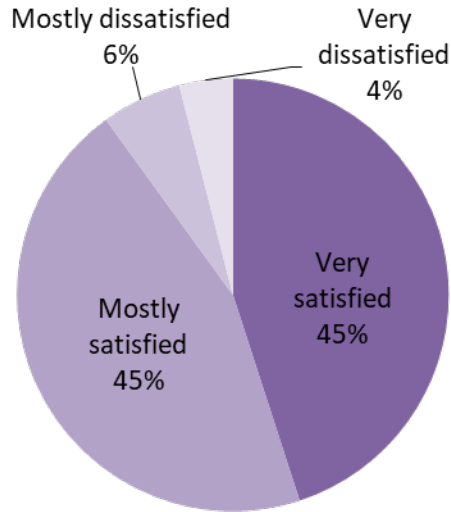
# Overall Satisfaction

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”.

**Norwood Housing Authority**



**Medium LHAs in Metro Boston**



**Entire State**

