Notice of Public Hearing

The Newton Housing Authority invites all tenants and the general public to a review of the Authority's Proposed Annual Plan for Fiscal Year 2023

The Annual Plan is intended to provide insight into the Authority's operations and plans for the coming fiscal year as they affect the Authority's state-aided public housing. The Proposed Annual Plan is comprised of the following elements:

1. Proposed Capital Improvement Plan (5-year)
2. Proposed Maintenance and Repair Plan
3. Current Operating Budget
4. Responses to the Performance Management Review (PMR) findings
5. List of housing authority policies
6. List of waivers from governing regulations of the Department of Housing and Community Development (DHCD)
7. Other elements

Hearing time and date: 2:00 pm on 09/09/2022

Hearing location: Newton Housing Authority - Community Room
82 Lincoln Street - Newton Highlands, MA 02461
See Special Instructions Below

Residents and the general public are invited to review the Annual Plan before the hearing and may submit public comments as noted below. The Authority shall consider the concerns of any Local Tenants' Organization (LTO) or Resident Advisory Board (RAB) regarding needs and priorities and incorporate some or all of such needs and priorities in the draft plan if deemed by the Authority to be consistent with sound management. Substantive comments will be summarized and included in the Annual Plan when it is submitted to the Department of Housing and Community Development (DHCD).

- Copies of the Annual Plan are available at the Authority's office or may be reviewed online at https://tinyurl.com/LHA-MA-AnnualPlan
- Comments may be submitted orally at the hearing, by emailing the housing authority office, or by submitting written comments at the housing authority office. Comments must be received no later than the close of the public hearing.
- For reasonable accommodation requests contact the housing authority office by 08/22/2022 at 4:00 pm.
- Contact information for Newton Housing Authority:
  Office: 82 Lincoln Street, Newton Highlands, MA 02461
  Phone: (617) 552-5501
  Email: azarechian@newtonhousing.org

Detailed Instructions for Remote Access

Newton Housing Authority
Annual Plan Hearing - Board Meeting
September 9th, 2022 at 2 PM
82 Lincoln Street - Newton Highlands, MA 02461
In our Community Room
Join Zoom Meeting
https://us02web.zoom.us/j/88616358411?pwd=N0NNT3JwTHBhR0V1N3QrK0FoWHVSUT09
Meeting ID: 886 1635 8411
Dial by your location
1 929 205 6099 US (New York)
To View Our Annual Plan
Please Click or Enter the link below:
https://tinyurl.com/LHA-MA-AnnualPlan

Aviso de audiencia pública

El/La Newton Housing Authority
invita a todos los arrendatarios y al público en general a una revisión del Plan Anual Propuesto por la autoridad para el año fiscal 2023

El Plan anual tiene como objetivo dar a conocer las operaciones de la autoridad y sus planes para el año fiscal entrante en lo que respecta a sus iniciativas de vivienda pública con financiamiento estatal. El Plan anual propuesto comprende los siguientes elementos:

1. Plan de mejoras de capital propuesto (5 años)
2. Plan de mantenimiento y reparaciones propuesto
3. Presupuesto operativo actual
4. Respuestas a los hallazgos en la Revisión de gestión del desempeño (PMR)
5. Listado de las políticas de la autoridad de vivienda
6. Listado de las exenciones a las normas vigentes del Departamento de Vivienda y Desarrollo Comunitario (DHCD)
7. Otros elementos

Fecha y hora de la audiencia: 2:00 pm del 09/09/2022

Lugar de la audiencia: Newton Housing Authority - Community Room
82 Lincoln Street - Newton Highlands, MA 02461
See Special Instructions Below

Invitamos a los residentes y al público en general a leer el Plan anual antes de la audiencia y a hacer comentarios públicos por los medios que se indican más abajo. La autoridad tomará en consideración las inquietudes de cualquier organización de arrendatarios locales (LTO) o junta asesora de residentes (RAB) en relación con las necesidades y prioridades. Si las considera consistentes con los principios de buena gestión, la autoridad incorporará dichas necesidades y prioridades -en parte o en su totalidad- en la versión preliminar del plan. Los comentarios sustantivos se resumirán e incluirán en el Plan anual cuando este se envíe al Departamento de Vivienda y Desarrollo Comunitario (DHCD).

- Puede obtener copias del Plan anual en la oficina de la autoridad o consultar el Plan por Internet en <https://tinyurl.com/LHA-MA-AnnualPlan>. El Plan está disponible únicamente en inglés.
- Si desea hacer comentarios, puede hacerlo oralmente en la audiencia o enviar los comentarios por correo electrónico o postal a la oficina de la autoridad de vivienda. Los comentarios se deben recibir antes del cierre de la audiencia pública.
- Si tiene una solicitud razonable en relación con una discapacidad, póngase en contacto con la oficina de la autoridad de vivienda antes del 08/22/2022 a las 4:00 pm.
- Información de contacto de Newton Housing Authority:
  Oficina: 82 Lincoln Street, Newton Highlands, MA 02461
  Teléfono: (617) 552-5501
  Correo electrónico: azarechian@newtonhousing.org

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<u>សេចក្ដីជូនដំណឹងអំពីសវនការសាធារណៈ:</u>

Newton Housing Authority អញ្ជើញអ្នកជួល និងសាធារណជនទូទៅទាំងអស់ឲ្យទៅពិនិត្យមើលឡើងវិញនូវផែនការប្រចាំឆ្នាំដែលបានដាក់សុនើរបស់អាជ្ញាធរសម្រាប់ឆ្នាំសារពើពន្ធ 2023

ផែនការប្រចាំឆ្នាំមានគោលបំណងជូនដល់ការយល់ដឹងអំពីប្រតិបត្តិការ និងផែនការរបស់អាជ្ញាធរសម្រាប់ឆ្នាំសារពើពន្ធខាងមុខនេះ ព្រមទាំងពាល់ដល់លំនៅដ្ឋានសាធារណៈដែលជួយដោយរដ្ឋបាលរបស់អាជ្ញាធរ។ ផែនការប្រចាំឆ្នាំដែលបានដាក់សុនើ មានធាតុផ្សំចំនួនខាងក្រោម៖

1. ផែនការកែលម្អរដ្ឋបាលដែលបានដាក់សុនើ (5 ឆ្នាំ)
2. ផែនការជួសជុល និងថែទាំដែលបានដាក់សុនើ
3. ឋិកាប្រតិបត្តិការបច្ចុប្បន្ន
4. ការឆ្លើយតបនឹងលទ្ធផលនៃការពិនិត្យមើលឡើងវិញនូវការគ្រប់គ្រងការបំពេញការងារ (PMR)
5. បញ្ជីគោលនយោបាយអាជ្ញាធរលំនៅដ្ឋាន
6. បញ្ជីការលះបង់សិទ្ធិពីបទប្បញ្ញត្តិគ្រប់គ្រងរបស់ក្រសួងអភិវឌ្ឍសហគមន៍ និងលំនៅដ្ឋាន (DHCD)
7. ធាតុផ្សងទៀត

កាលបរិច្ឆេទ និងម៉ោងសវនការ៖ **2:00 pm** នៅ **09/09/2022**

ទីកន្លែងសវនការ៖ Newton Housing Authority - Community Room
82 Lincoln Street - Newton Highlands, MA 02461
See Special Instructions Below

គោលដៅ
និងសាធារណជនទូទៅត្រូវបានអញ្ជើញឱ្យពិនិត្យមើលឡើងវិញនូវផែនការប្រចាំឆ្នាំមុនពេលបើកសវនាការ ហើយអាចបញ្ជូនមតិសាធារណៈដូចបានកត់សម្គាល់ខាងក្រោម។
អាជ្ញាធរត្រូវគិតគូរពីកង្វល់នានារបស់អង្គការរបស់អ្នកជួលកុនុងមូលដ្ឋាន (LTO) ឬក្រុមប្រឹក្សាយោបល់គោជន (RAB) អំពីតម្រូវការ និងអាទិភាពនានា ហើយបញ្ចូលតម្រូវការ និងអាទិភាពទាំងនោះមួយចំនួន ឬទាំងអស់ទៅកុនុងសេចក្តីព្រាងផែនការ បើអាជ្ញាធរយល់ថាសមស្របជាមួយការគ្រប់គ្រងដែលត្រឹមត្រូវ។ មតិសំខាន់ៗនឹងត្រូវបានសង្ខេប និងបញ្ចូលទៅកុនុងផែនការប្រចាំឆ្នាំ នៅពេលវាត្រូវបានដាក់ជូនក្រសួងអភិវឌ្ឍសហគមន៍ និងលំនៅដ្ឋាន (DHCD)។

- សេចក្ដីចមូលឯនដែនៃការប្រចាំឆ្នាំ មាននៅការិយាល័យរបស់អាជ្ញាធរ ឬអាចពិនិត្យមើលឡើងវិញលើបណ្ដាញតាមរយៈ <https://tinyurl.com/LHA-MA-AnnualPlan>។ មានជាភាសាអង់គ្លេសតែប៉ុណ្ណោះ។
- មតិនានាអាចត្រូវបានផ្ដល់ដោយផ្ទាល់មាត់នៅកុនុងសវនាការ ដោយផ្ញើអ៊ីមែលទៅការិយាល័យអាជ្ញាធរលំនៅដ្ឋាន ឬដោយដាក់មតិជាលាយលក្ខណ៍អក្សរនៅការិយាល័យអាជ្ញាធរលំនៅដ្ឋាន។ មតិនានាត្រូវតែផ្ដល់ឱ្យហានមុនពេលបិទសវនាការសាធារណៈ។
- សម្រាប់សំណើសុំការសុនាក់នៅសមរម្យ សូមទាក់ទងការិយាល័យអាជ្ញាធរលំនៅដ្ឋានភ្លាមថ្ងៃ 08/22/2022 នៅម៉ោង 4:00 pm។
- ព័ត៌មានទំនាក់ទំនងសម្រាប់ Newton Housing Authority៖

  ការិយាល័យ៖ 82 Lincoln Street, Newton Highlands, MA 02461
  ទូរស័ព្ទ៖ (617) 552-5501
  អ៊ីមែល៖ azarechian@newtonhousing.org

Detailed Instructions for Remote Access

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Thông báo Điều trần Công khai

Newton Housing Authority
xin mời tất cả những người thuê nhà và cộng đồng đến tham dự buổi đánh giá Kế hoạch Hàng năm Đề xuất cho Năm Tài chính của Cơ quan Quản lý 2023

Kế hoạch Hàng năm này nhằm đem lại cái nhìn sâu sắc đối với các hoạt động của Cơ quan Quản lý và các kế hoạch cho năm tài chính sắp tới vì chúng ảnh hưởng đến vấn đề gia cư công cộng có sự trợ giúp của tiểu bang của Cơ quan Quản lý. Kế hoạch Hàng năm Đề xuất bao gồm các thành phần sau:

1. Kế hoạch Cải tạo Cơ bản Đề xuất (5 năm)
2. Kế hoạch Bảo trì và Sửa chữa Đề xuất
3. Ngân sách Vận hành Hiện tại
4. Trả lời đối với những phát hiện trong bản Đánh giá Quản lý Hoạt động (PMR)
5. Danh sách các chính sách của cơ quan quản lý gia cư
6. Danh sách các quyết định miễn tuân thủ các quy định chi phối của Sở Gia cư và Phát triển Cộng đồng (DHCD)
7. Các thành phần khác

Ngày và giờ điều trần: 2:00 pm và 09/09/2022

Địa điểm điều trần: Newton Housing Authority - Community Room
82 Lincoln Street - Newton Highlands, MA 02461
See Special Instructions Below

Các cư dân và cộng đồng được mời tham gia xem xét Kế hoạch Hàng năm trước phiên điều trần và có thể gửi ý kiến đóng góp của công chúng như được mô tả dưới đây. Cơ quan Quản lý phải cân nhắc các quan ngại của bất kỳ Tổ chức của Người Thuê nhà Địa phương (LTO) hay Hội đồng Cố vấn Cư dân (RAB) nào về các nhu cầu và ưu tiên và kết hợp một số hoặc tất cả các nhu cầu và ưu tiên đó trong bản thảo kế hoạch nếu Cơ quan Quản lý coi là phù hợp với việc quản lý hợp lý. Các ý kiến đóng góp có cơ sở sẽ được tóm tắt và đưa vào nội dung Kế hoạch Hàng năm khi nộp cho Sở Gia cư và Phát triển Cộng đồng (DHCD).

- Các bản sao của Kế hoạch Hàng năm sẵn có tại văn phòng Cơ quan Quản lý hoặc quý vị có thể xem trực tuyến tại <https://tinyurl.com/LHA-MA-AnnualPlan>. Các bản này chỉ có bằng Tiếng Anh.
- Các ý kiến đóng góp có thể được nộp bằng lời tại buổi điều trần, gửi email cho văn phòng cơ quan quản lý gia cư, hoặc nộp ý kiến bằng văn bản tại văn phòng cơ quan quản lý gia cư. Các ý kiến đóng góp phải được nhận không muộn hơn giờ kết thúc phiên điều trần.
- Để đưa ra các yêu cầu về biện pháp điều chỉnh đặc biệt hợp lý, hãy liên hệ với văn với văn phòng cơ quan quản lý gia cư trước 08/22/2022 lúc 4:00 pm.
- Thông tin liên hệ cho Newton Housing Authority:
  Văn phòng: 82 Lincoln Street, Newton Highlands, MA 02461
  Điện thoại: (617) 552-5501
  Email: azarechian@newtonhousing.org

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开公众听证会的通知

Newton Housing Authority 邀请所有租户和公众对本管理局的 2023 财政年度建议的《年度计划》进行审查

该《年度计划》旨在深入了解本管理局的运作和下一财政年度的计划，因为它们会影响到管理局的由马萨诸塞州资助和管理的公共住房。建议的年度计划包括以下内容：

1. 建议的资本改善计划（5年）
2. 建议的维修计划
3. 当前的运营预算
4. 对绩效管理审查（PMR）调查结果的回应
5. 住房管理局政策一览表
6. 从住房和社区发展部（DHCD）的法规可豁免的条例清单
7. 其他基本点

听证会时间和日期: 2:00 pm 在 09/09/2022

听证会地点：Newton Housing Authority - Community Room
82 Lincoln Street - Newton Highlands, MA 02461
See Special Instructions Below

请租户和公众在听证会之前审阅《年度计划》，并可以按照以下说明提交公众意见。本管理局将考虑任何地方租户组织（LTO）或居民咨询委员会（RAB）对需求和需优先考虑的事项的关注，并在管理局认为是与明智、稳妥的管理相一致的情况下，将部分或全部此类需求和需优先考虑的事项纳入计划草案。公众的实质性意见会被汇总并纳入《年度计划》，然后被提交给住房和社区发展部（DHCD）。

- 可以在管理局的办公室获得《年度计划》的副本，或者可以上网进入 <https://tinyurl.com/LHA-MA-AnnualPlan> 在线查看。那些副本或网上内容是用英语的。
- 各位要提出评论，可以在听证会上通过口头方式、或通过向住房管理局的办公室发送电子邮件、或在住房管理局的办公室当面提交书面评论。所有评论必须在公众听证会结束之前收到。
- 对于合理的需通融的要求，请在 08/22/2022 之前通过 4:00 pm 与住房管理局的办公室联系。
- Newton Housing Authority 的联系方式：

  办公室： 82 Lincoln Street, Newton Highlands, MA 02461
  电话: (617) 552-5501
  电子邮件: azarechian@newtonhousing.org

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Aviso de Audiência Pública

O Newton Housing Authority convida todos os locatários e o público em geral para uma revisão do plano anual proposto pela Autoridade para o ano fiscal 2023

O Plano Anual é destinado a fornecer insights sobre as operações e planos da Autoridade para o próximo ano fiscal, uma vez que afetam as habitações públicas da Autoridade estadual. O plano anual proposto é composto pelos seguintes elementos:

1. Plano de melhoria de capital proposto (5 anos)
2. Plano de manutenção e reparação proposto
3. Orçamento operacional atual
4. Respostas aos achados da Revisão de Gerenciamento de Desempenho (PMR)
5. Lista de políticas da autoridade habitacional
6. Lista de isenções de regulamentos aplicáveis do Departamento de Habitação e Desenvolvimento Comunitário (DHCD)
7. Outros elementos

Data e hora da audiência: 2:00 pm em 09/09/2022

Local da audiência: Newton Housing Authority - Community Room
82 Lincoln Street - Newton Highlands, MA 02461
See Special Instructions Below

Os residentes e o público em geral são convidados a revisar o Plano Anual antes da audiência e podem enviar comentários públicos, conforme indicado abaixo. A Autoridade deve considerar as preocupações de qualquer Organização de Locatários Locais (LTO) ou Conselho Consultivo de Residentes (RAB) em relação às necessidades e prioridades e incorporar algumas ou todas essas necessidades e prioridades ao projeto do plano se a Autoridade considerar que é consistente com a boa gestão. Os comentários substanciais serão resumidos e incluídos no Plano Anual quando este for submetido ao Departamento de Habitação e Desenvolvimento Comunitário (DHCD).

- Cópias do Plano Anual estão disponíveis no escritório da Autoridade ou podem ser analisadas on-line em <https://tinyurl.com/LHA-MA-AnnualPlan>. Estas estão apenas no idioma inglês.
- Os comentários podem ser apresentados oralmente na audiência, por e-mail para o escritório da autoridade habitacional ou por escrito para o escritório da autoridade habitacional. Os comentários devem ser recebidos, no máximo, até o encerramento da audiência pública.
- Para solicitações razoáveis de acomodação, entre em contato com o escritório da autoridade habitacional em 08/22/2022 às 4:00 pm.
- Informações de contato para Newton Housing Authority:
  Escritório: 82 Lincoln Street, Newton Highlands, MA 02461
  Telefone: (617) 552-5501
  E-mail: azarechian@newtonhousing.org

Detailed Instructions for Remote Access

Newton Housing Authority
Annual Plan Hearing - Board Meeting
September 9th, 2022 at 2 PM
82 Lincoln Street - Newton Highlands, MA 02461
In our Community Room
Join Zoom Meeting
https://us02web.zoom.us/j/88616358411?pwd=N0NNT3JwTHBhR0V1N3QrK0FoWHVSUT09
Meeting ID: 886 1635 8411
Dial by your location
1 929 205 6099 US (New York)
To View Our Annual Plan
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Уведомление о публичном слушании

Newton Housing Authority приглашает всех жильцов и представител общественности принять участие в рассмотрении предлагаемого Жили управлением Годового плана на фискальный год 2023

Целью Годового плана является представление сведений о деятельности и планах Жилищного управления на предстоящий фискальный год в том, что касается предоставления социального жилья Жилищным управлением при поддержке штата Массачусетс. Предлагаемый Годовой план включает следующие разделы:

1. Предлагаемый план капитального ремонта (5-летний);
2. Предлагаемый план технического обслуживания и ремонта;
3. Текущий операционный бюдж;
4. Ответы по результатам оценки организации хозяйственной деятельности (PMR);
5. Список политик Жилищного управления;
6. Список отказов от постановлений Департамента жилищного хозяйства и общественного развития (DHCD);
7. Другие разделы.

Время слушания: 2:00 pm Дата слушания 09/09/2022

Место проведения слушания: Newton Housing Authority - Community Room
82 Lincoln Street - Newton Highlands, MA 02461
See Special Instructions Below

Жильцы и представители общественности приглашаются принять участие в рассмотрении Годового плана перед началом слушания и могут делать открытые замечания, как указано ниже. Жилищное управление рассмотрит замечания Местной жилищной организации (LTO) или Жилищного консультационного совета (RAB), касающиеся потребностей и приоритетов жильцов, и включит все такие приоритеты и потребности или их часть в проект плана, если Жилищное управление посчитает, что они соответствуют принципам рационального управления. Содержательные замечания будут резюмированы и включены в Годовой план при его подаче в Департамент жилищного хозяйства и общественного развития (DHCD).

- Копии Годового плана можно получить в офисе Жилищного управления или на сайте: <https://tinyurl.com/LHA-MA-AnnualPlan>. Документы доступны только на английском языке.
- Замечания можно сделать устно в ходе слушания, а также отправить их по электронной почте в офис Жилищного управления или оставив их в письменном виде в офисе Жилищного управления. Замечания должны быть получены до закрытия публичного слушания.
- Разумные запросы о размещении можно направить в офис Жилищного управления до 08/22/2022 4:00 pm.
- Контактная информация Newton Housing Authority:
  Офис: 82 Lincoln Street, Newton Highlands, MA 02461
  Телефон: (617) 552-5501
  Адрес эл. почты: azarechian@newtonhousing.org

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Avi Odisyon Piblik

The Newton Housing Authority
ap envite tout lokatè ak piblik la an jeneral nan yon revizyon Plan Anyèl pou Ane Fiskal la ke Administrasyon an Pwopoze 2023

Plan Anyèl la fèt nan entansyon pou bay apèsi sou operasyon Otorite a ak plan pou ane fiskal k ap vini a nan fason k ap afekte lojman piblik Administrasyon ke eta a finanse. Plan Anyèl yo pwopoze a te gen eleman sa yo ladann:

1. Plan Amelyorasyon Kapital yo Pwopoze (5-an)
2. Plan Antretyen ak Reparasyon yo Pwopoze
3. Bidjè Operasyon Aktyèl
4. Rezilta Revizyon Repons Jesyon Pèfòmans lan (Performance Management Review, PMR)
5. Lis règleman administrasyon lojman yo
6. Lis egzonerasyon règlemantasyon k ap fè otorite nan Depatman Lojman ak Devlopman Kominotè a (Department of Housing and Community Development, DHCD)
7. Lòt eleman yo

Dat ak lè odisyon: 2:00 pm nan dat 09/09/2022

Adrès odisyon an: Newton Housing Authority - Community Room
82 Lincoln Street - Newton Highlands, MA 02461
See Special Instructions Below

N ap envite rezidan yo ak piblik la an jeneral pou vin fè revizyon Plan Anyèl la avan odisyon an epi yo gendwa soumèt kòmantè piblik jan sa note annapre a. Administrasyon an pral konsidere enkyetid nenpòt Òganizasyon Lokatè Lokal (LTO) oswa Komite Konsiltatif Rezidan (Resident Advisory Board, RAB) anrapò ak bezwen preyorite epi enkòpore kèlke nan yo oswa tout nan bezwen sa yo ak priyorite yo nan dokiman plan an si Administrasyon an jije ke sa nesesè pou on bon jesyon. Y ap fè rezime kòmantè enpòtan yo epi mete yo nan Plan Anyèl la lè yo te soumèt li bay Depatman Lojman ak Devlopman Kominotè (Department of Housing and Community Development, DHCD).

- Kopi Plan Anyèl yo disponib nan biwo Administrasyon an oswa w ka revize anliy nan <https://tinyurl.com/LHA-MA-AnnualPlan>. Sa yo se nan lang Anglè sèlman.
- Yo gendwa soumèt kòmantè yo vèbalman nan odisyon an, pa imèl bay biwo administrasyon lojman an, oswa nan soumisyon kòmantè ekri w yo nan biwo administrasyon lojman an. Yo ta dwe voye kòmantè yo nan yon moman ki pa pi ta pase odisyon piblik la.
- Pou demand akomodasyon rezonab kontakte biwo administrasyon lojman an kote w ap 08/22/2022 a 4:00 pm.
- Enfòmasyon kontak pou Newton Housing Authority:
  Biwo: 82 Lincoln Street, Newton Highlands, MA 02461
  Telefòn: (617) 552-5501
  Imèl: azarechian@newtonhousing.org

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Newton Housing Authority
Proposed 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 Newton 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. Cover sheet for tenant satisfaction surveys
    b. Tenant Satisfaction Survey 200 and 705 Program

State-Aided Public Housing Developments

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
705-01	Family	BEACONWOOD 705-01	10	1975	20
667-06	Elderly	CENTENARY VILLAGE 667-06	1	1991	12
705-07	Family	VILLAGE FALLS CONDOMINIUMS 705-07	1	1989	14
	Family	Family units in smaller developments	23		46
	Other	Special Occupancy units	3		38
	Elderly	Elderly units in smaller developments	2		9
Total			40		139

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-02	Elderly	HAMILTON GROVE 667-02	1	1982	42

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.

Newton Housing Authority manages 26 MRVP vouchers.

Federally Assisted Developments

Newton Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 806 households.

LHA Central Office

Newton Housing Authority
82 Lincoln Street, Newton Highlands, MA, 02461
Amy Zarechian, Executive Director
Phone: 617-552-5501
Email: rbelkin@newtonhousing.org

LHA Board of Commissioners

	Role	Category	From	To
Mary Corrigan	Member		12/15/2018	01/01/2023
Richard Kronish	Chair		12/18/2017	12/31/2022
Vincent ODonnell	Treasurer		06/26/2019	08/16/2024
Thomas Turner	Vice-Chair		12/18/2017	12/31/2022
Judith Weber		State Appointee	03/01/2020	08/06/2026

Resident Advisory Board

	Date of Recognition by LHA	Date LHA Reviewed Draft AP with RAB
Resident Advisory Board	01/01/2021	09/28/2021

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.	07/19/2022
B.	Advertise the public hearing in public postings.	07/19/2022
C.	Notify all LTO's and RAB, if there is one, of the hearing and provide access to the Proposed Annual Plan.	07/19/2022
D.	Post draft AP for tenant and public viewing.	07/19/2022
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	
G.	Executive Director presents the Annual Plan to the Board.	
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	

Overview and Certification

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

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)	$589,624.29		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	$58,962.43		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	$530,661.86	$887,805.09	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	$1,703.10	$1,703.10	Accessibility projects
DMH Set-aside	$14,925.98	$14,925.98	Dept. of Mental Health facility
DDS Set-aside	$22,437.00	$22,437.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	$491,595.78	$848,739.01	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	$212,600.34	$212,600.34	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 of town for specific projects.
Operating Reserve(OR) Funds	$180,871.84	$180,871.84	Funds from the LHA's operating budget.
Other Funds	$692,435.35	$692,435.35	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	$1,616,569.39	$1,973,712.62	Total of all anticipated funding available for planned projects and the total of planned spending.

Capital Improvement Plan (CIP)

CIP Definitions:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2022	fy2023 Planned	fy2024	fy2025	fy2026	fy2027
211036	2008 FF Master CFA	CENTENARY VILLAGE 667-06	$3,000	$3,000	$0	$0	$0	$0	$0	$0
211078	FF: Replace Gutters & Downspouts - Historical Building	WALNUT STREET 689-02	$12,320	$0	$0	$0	$12,320	$0	$0	$0
211100	Window Replacement	CENTENARY VILLAGE. 689-04	$325,750	$18,400	$0	$307,350	$0	$0	$0	$0
211103	Bath Replace Int. Comp.	LAGRANGE STREET 705-4F	$36,483	$0	$0	$33,374	$3,110	$0	$0	$0
211107	Site Upgrades & Interior Total Renovation VUA	TREMONT STREET 705-4B	$229,300	$0	$0	$0	$48,427	$0	$0	$0
211108	ADA Ramp Unit 80A Thurston Rd	ECHO RIDGE 667-01	$26,512	$0	$0	$26,512	$0	$0	$0	$0
211109	ARPA Targeted Award: Newton Fed Pac Panel and Fire Alarm Upgrade	667-06, 667-1A, 689-02, 689-03, 689-04	$692,644	$0	$0	$0	$151	$0	$0	$0
•	Exterior painting and repairs (historic structure)	WALNUT STREET 689-02	$43,919	$0	$0	$43,919	$0	$0	$0	$0
•	Front door repairs (historic structure)	WALNUT STREET 689-02	$32,503	$0	$0	$32,503	$0	$0	$0	$0

Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2022	fy2023 Planned	fy2024	fy2025	fy2026	fy2027
•	Parking lot reconstruction, drainage & landscape improvements	HYDE. 689-03	$128,965	$0	$0	$128,965	$0	$0	$0	$0
•	Link To FISH 211100 - Window Replacement - Add Funds Needed	CENTENARY VILLAGE. 689-04	$22,437	$0	$0	$22,437	$0	$0	$0	$0
•	Replace Exterior Doors	TREMONT STREET 705-4B	$18,080	$0	$0	$18,080	$0	$0	$0	$0
•	Kitchen and Bathroom Upgrades-Phase 1 - Bryon Road	BRYON ROAD 705-4D	$272,250	$0	$0	$129,826	$142,425	$0	$0	$0
•	Kitchen and Bathroom Upgrades-Phase 2 - Bryon Road	BRYON ROAD 705-4D	$272,250	$0	$0	$0	$0	$0	$34,926	$237,325
•	Exterior door replacement Units A,C,E, and F	NONANTUM VILLAGE 705-5E	$72,465	$0	$0	$0	$0	$61,682	$10,784	$0
•	Side deck and stair replacement Units A-F	NONANTUM VILLAGE 705-5E	$93,502	$0	$0	$93,502	$0	$0	$0	$0

Capital Improvement Plan (CIP)

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

Cap Hub Project Number	Project Name	DHCD Special Award Comment	Special DHCD Awards				Other Funding			
			Emergency Reserve	Compliance Reserve	Sustain-ability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
211100	Window Replacement	window replace - to cover budget shortfall	$152,805	$0	$0	$0	$0	$0	$0	$0
211107	Site Upgrades & Interior Total Renovation VUA	vacant unit repairs	$0	$0	$0	$46,627	$0	$0	$180,873	$0
211108	ADA Ramp Unit 80A Thurston Rd	ADA ramp	$0	$25,972	$0	$0	$0	$0	$0	$0
211109	ARPA Targeted Award: Newton Fed Pac Panel and Fire Alarm Upgrade		$0	$0	$0	$0	$0	$0	$0	$692,493

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.

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

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

   We have urgent projects that require excess spending in year 1 or 2 as well as keeping our Benchmark up in our 1st year

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.

   Newton Housing Authority has not requested additional funding.

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

   NHA's overall goals for our capital plan is to provide quality, safe, affordable housing for low-income families and elderly persons in the City of Newton. The Authority is focused on renovating many of our older units needing ADA upgrades particularly in our 689-3 State elderly/special needs buildings as well as our 667-6 units which we are currently installing new windows to ensure energy efficiency to the building envelope. Increased access for all users by removing barriers that may exist are incorporated into our plan with ADA sidewalks/ramps and redevelopment of site conditions. An entire overhaul of 705-4 (Tremont St) is in the planning stages.

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

   We have not added any projects - However, 211-705-4B-S01-21-969 now FISH 211107 was just pulled into our plan through a recent Revision

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 03/31/2022.

7. Capital Planning System (CPS) updates

Newton Housing Authority has not completed CPS updates. Our plan going forward is as follows:

We are working with a consultant to get this done by Aug. 10th

8. Project priorities

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

9. High priority deficiencies

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

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

10. Accessibility

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

11. Special needs development

Newton Housing Authority has one or more special needs (167 or 689 programs) development. We have completed the service provider input process according to the required procedures detailed in the lease agreement and held an annual meeting with the service provider staff at all special needs developments as of 02/14/2022.

12. Energy and water consumption

Our 12 most recent monthly energy reports are for months 5/2021 to 4/2022.

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

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

667-1A

705-06
705-4G
667-02
705-4F
705-5B
705-4C
705-4B
705-6E
705-05
705-01
705-4A
667-1A
705-4E

We have installed low flow toilets, showerheads, washers, high efficiency hot water heaters. We have also made policy as to no outside water. We have also investigated the developments for any water leaks.

13. Energy or water saving initiatives

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

14. Vacancy rate

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

3.5% c. 667 (DHCD Goal 2%)

0% c. 200 (DHCD Goal 2%)

3.8% c. 705 (DHCD Goal 2%)

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

See Question 15

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.
     - Inspections are visual and operational examinations of parts of our property to determine their condition.
     - All dwelling units, buildings and sites must be inspected at least annually.
     - **Goal: Inspection-generated work orders are completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).**

V. **Requested Maintenance** - Work which is requested by residents or others, does not fall into any category above, and should be accomplished as time and funds are available.
   - Requests from residents or others for maintenance work which does not fall into one of the other categories has the lowest priority for staff assignment.
   - **Goal: Requested work orders are completed in 14 calendar days from the date of tenant request or if not completed within that timeframe (and not a health or safety issue), the task is added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.**

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call Answering Service	617-964-8082	24/7
Call LHA at Phone Number	617-552-5501	9:00am-5:00pm Monday-Friday

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 Newton Housing Authority main office.

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

Normal Maintenance Request Process

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service	617-964-8082	24/7
Call Housing Authority Office	617-552-5501	9:00am-5:00pm Monday-Friday
Submit Online at Website		
Email to Following Email		
Other		

Work Order Management

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

Type of work order system:

Work order classification used:

Emergency	
Vacancy	
Preventative Maintenance	
Routine	
Inspections	
Tenant Requests	

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

C. Our work order process includes the following steps:

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

Maintenance Plan Narrative

Following are Newton 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?

We received positive feedback about our Maintenance Operations in our most recent tenant surveys and will continue to address any resident concerns regarding overall maintenance performance, building and outdoor space maintenance. We have also received positive feedback regarding the switch to a 24-hour on-call phone service. Proactive heating and hot water system replacement has increased energy efficiency lowering costs for residents and reducing calls for no-heat work orders.

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

We switched to a 24-hour on-call phone service, allowing tenants to speak with live representatives at any time of day, instead of the previous voicemail system during office hours, which has resulted in more efficient work order assignment and decreased repeat calls for the same work order.

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

The NHA will continue to address building maintenance, landscaping and snow removal needs at our properties and pursue additional opportunities for energy efficiency. We are also looking into additional contracting for painting, unit turnover, and/or general cleaning to augment our current maintenance capacity.

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	$558,967.00	$20,000.00
Last Fiscal Year Actual Spending	$581,699.00	$55,693.00
Current Fiscal Year Budget	$572,088.00	$44,545.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	1
Average time from date vacated to make Unit "Maintenance Ready"	128 days
Average time from date vacated to lease up of unit	129 days

Attachments

These items have been prepared by the Newton 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.

Newton Housing Authority
Annual/Preventative Maintenance Plan

January:
Check heating circulator pumps, check boilers and perform maintenance as required
Elevator service
Clean dryer vents at Centenary Village, New Hyde, Echo Ridge

February:
Check heating circulation pumps, check boilers and perform maintenance as required
Elevator service

March:
Check heating circulation pumps, check boilers and perform maintenance as required
Service NHA trucks/vehicles
Service landscaping equipment
Elevator service
Adjust timers for daylight savings time
Inspect and repair site fencing

April:
Check heating circulation pumps, check boilers and perform maintenance as required
Landscaping/grounds spring clean up
Elevator service
Valient Oil service at LaGrange/Bryon Rd.

May:
Check heating circulation pumps, check boilers and perform maintenance as required
Replace and clean mini split filters and replace cold air return filters in all state properties
Cut grass bi-monthly
Elevator service
Weekly dumpster deodorizing
Check roofs and siding
Emergency generator maintenance
Parking lot and sidewalk crack and pothole repair
Sprinkler system inspection- Newton Fire Department

June:
Check heating circulation pumps, check boilers and perform maintenance as required
Cut grass bi-monthly
Prune and trim shrubs at Beaconwood, New Hyde, Centenary, St. Jean's, Echo Ridge
Elevator service
Weekly dumpster deodorizing
June 15th- summer boiler shut down

July:
Weekly dumpster deodorizing
Replace flags as needed
Cut grass bi-monthly
Clean dryer vents at Centenary Village, New Hyde, Echo Ridge
Elevator service

August:
Weekly dumpster deodorizing
Cut grass bi-monthly
Check electrical panels
Purchase ice melt
Elevator service

September:
Check heating circulation pumps, check boilers and perform maintenance as required
Weekly dumpster deodorizing
September 15th- winter boiler tune up
Cut grass bi-monthly
Fall clean-up/leaf removal
Elevator service

October:
Check heating circulation pumps, check boilers and perform maintenance as required
Valient Oil service at LaGrange/Bryon Rd.
Elevator Service
Keene Fire and Safety fire extinguisher inspection and recertification
Emergency generator maintenance
Parking lot and sidewalk crack and pothole repair
Replace and clean mini split filters and replace cold air return filters in all state properties
Service all snowblowers and plows
Service NHA trucks/vehicles
Purchase snow shovels as needed
Elevator service

November:
Check heating circulation pumps, check boilers and perform maintenance as required
Clean gutters
Check roofs and siding
Adjust timers for daylight savings time
Elevator service

December:
Check heating circulation pumps, check boilers and perform maintenance as required

Inventory tools, equipment, refrigerators and stoves in storage
Elevator service

State-Aided Housing Deferred Maintenance Plan							
Date Added	**Item**	**Location**	**Reason Deferred**	**Work Order #**	**Target Completion Date**	**Actual Completion Date**	**Budget if known**
7/18/2018	Generator maintenance	82 Lincoln St.	Recommendation of generator contractor, to fix insulation of muffler would require replacement of all insulation/muffler. Not necessary at current time.	28334	2029		$55,000
9/10/2018	Window replacement	183 Oak Street #303	Living room window lost seal, need full replacement	28798	44562		
7/22/2021	Unit rehab	225 Tremont St.	Unit requires complete renovation - capital improvement	38411	Dec-22		$229,300
10/4/2021	Stair replacement	6 Bryon Rd.	Front stairs partially collapsed - capital improvement	37271	22-Sep		$22,702
10/26/2021	Window replacement	61 Pearl St.	Unit windows need replacing, will be done under CBDG project	37431	Sep-22		
3/25/2022	Kitchen floor replacement	163 Jackson Road #2	Kitchen needs flooring replaced, will be done under CBDG project	38608	Sep-22		
5/24/2022	Window screen replacement	1175 Chestnut St. #32	Missing screens from previous replacement, delay in materials	39077	Aug-22		
5/25/2022	Dishwasher replacement	82 Lincoln St. #302	Vendor experiencing delays	39093	Aug-22		
5/26/2022	Exterior door replacement	18 Alden Place	Special order/delay with material availability	39099	Aug-22		

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 12/31/2021. 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, except as noted in the list of budgets below.

Budgets included in this Annual Plan:

1.Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Newton Housing Authority , except as noted for separate budgets on the following pages.

2.Hyde School

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 Newton Housing Authority operating reserve at the end of fiscal year 2021 was $473,854.00, which is 92.1% 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 Newton Housing Authority , except as noted for separate budgets on the following pages.

REVENUE

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	$540,000.00	$531,491.00	$552,000.00	3.9%	$455.45
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	$5,775.00	$2,732.00	$1,650.00	-39.6%	$1.36
3611	Interest on Investments - Restricted	$0.00	$0.00	$0.00	0%	$0.00
3690	Other Revenue	$4,800.00	$7,020.00	$6,000.00	-14.5%	$4.95
3691	Other Revenue - Retained	$10,000.00	$22,867.00	$5,000.00	-78.1%	$4.13
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)	$388,875.00	$389,813.00	$602,140.00	54.5%	$496.82
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	$949,450.00	$953,923.00	$1,166,790.00	22.3%	$962.70

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Newton Housing Authority , except as noted for separate budgets on the following pages.

EXPENSES

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	$93,843.00	$93,842.00	$118,606.00	26.4%	$97.86
4120	Compensated Absences	$0.00	$33.00	$0.00	-100%	$0.00
4130	Legal	$6,000.00	$8,461.00	$10,000.00	18.2%	$8.25
4140	Members Compensation	$0.00	$0.00	$0.00	0%	$0.00
4150	Travel & Related Expenses	$1,614.00	$1,510.00	$1,704.00	12.8%	$1.41
4170	Accounting Services	$3,500.00	$3,504.00	$6,000.00	71.2%	$4.95
4171	Audit Costs	$4,780.00	$4,867.00	$4,780.00	-1.8%	$3.94
4180	Penalties & Interest	$0.00	$0.00	$0.00	0%	$0.00
4190	Administrative Other	$17,855.00	$18,129.00	$18,357.00	1.3%	$15.15
4191	Tenant Organization	$606.00	$0.00	$606.00	100%	$0.50
4100	TOTAL ADMINISTRATION	$128,198.00	$130,346.00	$160,053.00	22.8%	$132.06
4310	Water	$108,188.00	$132,083.00	$123,480.00	-6.5%	$101.88
4320	Electricity	$20,115.00	$15,565.00	$16,713.00	7.4%	$13.79
4330	Gas	$10,731.00	$9,258.00	$10,293.00	11.2%	$8.49
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	$139,034.00	$156,906.00	$150,486.00	-4.1%	$124.16

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Newton Housing Authority , except as noted for separate budgets on the following pages.

EXPENSES

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	$100,401.00	$104,261.00	$105,594.00	1.3%	$87.12
4420	Materials & Supplies	$22,300.00	$27,131.00	$24,990.00	-7.9%	$20.62
4430	Contract Costs	$436,266.00	$450,307.00	$441,504.00	-2%	$364.28
4400	TOTAL MAINTENANCE	$558,967.00	$581,699.00	$572,088.00	-1.7%	$472.02
4510	Insurance	$20,609.00	$24,381.00	$24,805.00	1.7%	$20.47
4520	Payment in Lieu of Taxes	$0.00	$0.00	$0.00	0%	$0.00
4540	Employee Benefits	$67,925.00	$71,668.00	$85,150.00	18.8%	$70.26
4541	Employee Benefits - GASB 45	$0.00	$12,759.00	$0.00	-100%	$0.00
4542	Pension Expense - GASB 68	$0.00	$0.00	$0.00	0%	$0.00
4570	Collection Loss	$5,000.00	$1,640.00	$5,000.00	204.9%	$4.13
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	$93,534.00	$110,448.00	$114,955.00	4.1%	$94.85
4610	Extraordinary Maintenance	$20,000.00	$55,693.00	$44,545.00	-20%	$36.75
4611	Equipment Purchases - Non Capitalized	$7,975.00	$6,441.00	$8,825.00	37%	$7.28
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	$318,967.00	$0.00	-100%	$0.00
4600	TOTAL OTHER EXPENSES	$27,975.00	$381,101.00	$53,370.00	-86%	$44.03
4000	TOTAL EXPENSES	$947,708.00	$1,360,500.00	$1,050,952.00	-22.8%	$867.12

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Newton Housing Authority , except as noted for separate budgets on the following pages.

SUMMARY

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	$949,450.00	$953,923.00	$1,166,790.00	22.3%	$962.70
4000	TOTAL EXPENSES	$947,708.00	$1,360,500.00	$1,050,952.00	-22.8%	$867.12
2700	NET INCOME (DEFICIT)	$1,742.00	$-406,577.00	$115,838.00	-128.5%	$95.58
7520	Replacements of Equip. - Capitalized	$0.00	$0.00	$0.00	0%	$0.00
7540	Betterments & Additions - Capitalized	$0.00	$0.00	$0.00	0%	$0.00
7500	TOTAL NONOPERATING EXPENDITURES	$0.00	$0.00	$0.00	0%	$0.00
7600	EXCESS REVENUE OVER EXPENSES	$1,742.00	$-406,577.00	$115,838.00	-128.5%	$95.58

Hyde School						
REVENUE						
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	$65,580.00	$64,975.00	$65,400.00	0.7%	$227.08
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	$150.00	$31.00	$10.00	-67.7%	$0.03
3611	Interest on Investments - Restricted	$0.00	$0.00	$0.00	0%	$0.00
3690	Other Revenue	$2,400.00	$2,551.00	$2,400.00	-5.9%	$8.33
3691	Other Revenue - Retained	$0.00	$0.00	$0.00	0%	$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)	$173,274.00	$173,785.00	$187,511.00	7.9%	$651.08
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	$241,404.00	$241,342.00	$255,321.00	5.8%	$886.53

Hyde School						
EXPENSES						
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	$21,065.00	$21,065.00	$19,661.00	-6.7%	$68.27
4120	Compensated Absences	$0.00	$484.00	$0.00	-100%	$0.00
4130	Legal	$2,500.00	$337.00	$1,500.00	345.1%	$5.21
4140	Members Compensation	$0.00	$0.00	$0.00	0%	$0.00
4150	Travel & Related Expenses	$383.00	$359.00	$405.00	12.8%	$1.41
4170	Accounting Services	$2,000.00	$1,904.00	$3,000.00	57.6%	$10.42
4171	Audit Costs	$0.00	$0.00	$0.00	0%	$0.00
4180	Penalties & Interest	$0.00	$0.00	$0.00	0%	$0.00
4190	Administrative Other	$4,243.00	$5,301.00	$4,362.00	-17.7%	$15.15
4191	Tenant Organization	$0.00	$0.00	$0.00	0%	$0.00
4100	TOTAL ADMINISTRATION	$30,191.00	$29,450.00	$28,928.00	-1.8%	$100.44
4310	Water	$15,375.00	$15,597.00	$19,110.00	22.5%	$66.35
4320	Electricity	$24,012.00	$23,738.00	$25,638.00	8%	$89.02
4330	Gas	$7,813.00	$7,802.00	$8,601.00	10.2%	$29.86
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	$47,200.00	$47,137.00	$53,349.00	13.2%	$185.24

Hyde School						
EXPENSES						
Account Number	Account Class	2021 Approved Expense Budget	2021 Actual Amounts Spent	2022 Approved Expense Budget	% Change from 2021 Actual to 2022 Spent	2022 Dollars Budgeted per Unit per Month
4410	Maintenance Labor	$50,211.00	$51,554.00	$52,221.00	1.3%	$181.32
4420	Materials & Supplies	$5,618.00	$7,386.00	$6,996.00	-5.3%	$24.29
4430	Contract Costs	$46,500.00	$35,242.00	$32,500.00	-7.8%	$112.85
4400	TOTAL MAINTENANCE	$102,329.00	$94,182.00	$91,717.00	-2.6%	$318.46
4510	Insurance	$5,626.00	$6,607.00	$6,250.00	-5.4%	$21.70
4520	Payment in Lieu of Taxes	$0.00	$0.00	$0.00	0%	$0.00
4540	Employee Benefits	$28,357.00	$30,331.00	$27,117.00	-10.6%	$94.16
4541	Employee Benefits - GASB 45	$0.00	$4,857.00	$0.00	-100%	$0.00
4542	Pension Expense - GASB 68	$0.00	$0.00	$0.00	0%	$0.00
4570	Collection Loss	$0.00	$50.00	$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	$33,983.00	$41,845.00	$33,367.00	-20.3%	$115.86
4610	Extraordinary Maintenance	$0.00	$16,564.00	$8,000.00	-51.7%	$27.78
4611	Equipment Purchases - Non Capitalized	$2,650.00	$4,896.00	$2,900.00	-40.8%	$10.07
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	$40,253.00	$0.00	-100%	$0.00
4600	TOTAL OTHER EXPENSES	$2,650.00	$61,713.00	$10,900.00	-82.3%	$37.85
4000	TOTAL EXPENSES	$216,353.00	$274,327.00	$218,261.00	-20.4%	$757.85

Hyde School						
SUMMARY						
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	$241,404.00	$241.342.00	$255.321.00	5.8%	$886.53
4000	TOTAL EXPENSES	$216,353.00	$274.327.00	$218.261.00	-20.4%	$757.85
2700	NET INCOME (DEFICIT)	$25,051.00	$-32.985.00	$37.060.00	-212.4%	$128.68
7520	Replacements of Equip. - Capitalized	$0.00	$6.837.00	$0.00	-100%	$0.00
7540	Betterments & Additions - Capitalized	$0.00	$7.054.00	$0.00	-100%	$0.00
7500	TOTAL NONOPERATING EXPENDITURES	$0.00	$13.891.00	$0.00	-100%	$0.00
7600	EXCESS REVENUE OVER EXPENSES	$25,051.00	$-46.876.00	$37.060.00	-179.1%	$128.68

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 properly 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.

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
Management	
Occupancy Rate	The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report) • "No Findings" : Occupancy Rate is at or above 98% • Operational Guidance: Occupancy rate is at 95% up to 97.9% • Corrective Action: Adjusted occupancy rate is less than 95%
Tenant Accounts Receivable (TAR)	This criterion calculates the percentage of uncollected rent and related charges owed by starting with the amount reported by the LHA, as uncollected balances for the TAR (Account 1122 from the Balance Sheet) minus Normal Repayment Agreements* divided by Shelter (Tenant) Rent (account 3110 from the Operating Statement) • "No Findings" : At or below 2% • "Operational Guidance": More than 2% , but less than 5% • "Corrective Action": 5% or more
Certifications and Reporting Submissions	Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end. • "No Findings": At least 11 of the required 12 reports were submitted and at least 9 were submitted on time. • "Operational Guidance": Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.
Board Member Training	Percentage of board members that have completed the mandatory online board member training. • "No Findings" : 80% or more completed training • "Operational Guidance" : 60-79.9% completed training • "Corrective Action" : <60 % completed training
Annual Plan (AP) Submitted	Housing authorities are required to submit an annual plan every year. • "No Findings" =Submitted on time • "Operational Guidance" =Up to 45 days late • "Corrective Action" =More than 45 days late

CRITERION	DESCRIPTION
Financial	
Adjusted Net Income	The Adjusted Net Income criterion calculation starts with an LHA's Net Income and subtracts Depreciation, GASB 45 (Retirement Costs), GASB 68 (Retirement Costs), Extraordinary Maintenance (maintenance expense outside of routine/ordinary expenses), and Equipment Purchases – Non Capitalized. This Adjusted Net Income amount is then divided by the Total Expenses of the LHA. If this Adjusted Net Income amount is positive, it means underspending and if it is negative it means overspending. Underspending Rating: • "No Findings" : 0 to 9.9% • "Operational Guidance": 10 to 14.9% • "Corrective Action": 15% or higher Overspending Rating: • "No Findings" : 0 to -4.9% • "Operational Guidance": -5% to -9.9% • "Corrective Action": -10% or below
Operating Reserves	Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures. • "No Findings" :35%+ of maximum operating reserve • "Operational Guidance": 20% to 34.9% of maximum operating reserve • "Corrective Action": <20% of maximum operating reserve
Capital Planning	
Capital Spending	Under the Formula Funding Program (FF), authorities receive undesignated funds to spend on projects in their Capital Improvement Plan. They are rated on the percentage of available funds they have spent over a three-year period • "No Findings" = at least 80% • "Operational Guidance" = At least 50% • "Corrective Action" = Less than 50%

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

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

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

Policies

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

Policy	**Last Ratified by Board Vote**	**Notes**
*Rent Collection Policy	09/11/2009	
*Personnel Policy	06/11/2019	
*Capitalization Policy	06/10/2016	
*Procurement Policy	07/06/2016	
*Grievance Policy	03/10/2000	
Parking	03/09/2001	
Pet Policy	01/12/2018	
Reasonable Accommodations Policy	06/10/2011	
Language Access Plan	08/14/2015	
Criminal Offender Records Information (CORI) Policy	06/08/2012	
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-Newton Housing Authority-00656 has no current waivers from the regulations of the Department of Housing and Community Development (DHCD).

Glossary

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

AHVP: Alternative Housing Voucher Program

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

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

ANUEL: Allowable Non-Utility Expense Level

AP: Annual Plan

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

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

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

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

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

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

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

CNA: Capital Needs Assessment

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

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

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

DHCD: Massachusetts Department of Housing & Community Development

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

FF: Formula Funding

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

FYE: Fiscal Year End

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

HHA: Host Housing Authority for the RCAT program.

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

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

LHA: Local Housing Authority

LTO: Local Tenants Organization

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

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

MOR: Management and Occupancy Report

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

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

Performance Management Review (PMR):

PMR: Performance Management Review

RCAT: Regional Capital Assistance Team

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

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

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

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

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

Attachments

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

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

- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey 200 and 705 Program

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.

Newton Housing Authority

Chapter 200 & Chapter 705 Family Housing
Fall 2020

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

In the Fall of 2020, surveys were sent to 10,163 family housing units (Chapters 200 and 705). 2,124 surveys were filled out and returned.

In the **Newton Housing Authority,** surveys were sent to a total of **80** Newton housing units, **22** surveys were completed.

This report provides some information about how the residents from the **Newton Housing Authority** answered the survey. It compares their answers to those from residents in the entire state and to those from Small LHAs in Metro Boston. These Small LHAs in Metro Boston include: Abington, Ashland, Avon, Bellingham, Blackstone, Braintree, Camden Street Apartments, Cohasset, Hingham, Holbrook, Holliston, Hopedale, Hull, Malden, Medfield, Medford, Medway, Mendon, Millis, Milton, Needham, Norwell, Rockland, Scituate, Sharon, Walpole, Winchester. (Please note that survey data may not have been received from each one of these nearby LHAs.)

Communication

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

	Newton Housing Authority	Small LHAs in Metro Boston*	Entire State
Felt they were usually or always treated with courtesy and respect when they contacted management…….	64%	70%	71%
Knew the Executive Director held a meeting with residents.....	20%	26%	15%

* Small LHAs in Metro Boston include: Abington, Ashland, Avon, Bellingham, Blackstone, Braintree, Camden Street Apartments, Cohasset, Hingham, Holbrook, Holliston, Hopedale, Hull, Malden, Medfield, Medford, Medway, Mendon, Millis, Milton, Needham, Newton, Norwell, Rockland, Scituate, Sharon, Walpole, Winchester. (Please note that survey data may not have been received from each one of these nearby LHAs.)

Maintenance and Repair

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

	Newton Housing Authority	Small LHAs in Metro Boston	Entire State
Felt they were usually or always treated with courtesy and respect when they contacted maintenance…….	73%	70%	75%
Were contacted by the Housing Authority before staff entered their apartment……	95%	87%	86%

- **Overall maintenance:** Respondents were asked how they would 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:

Newton Housing Authority

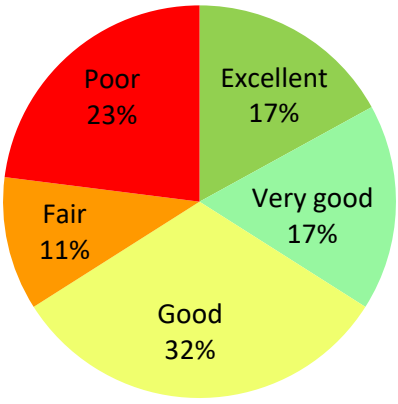
Small LHAs in Metro Boston

Entire State

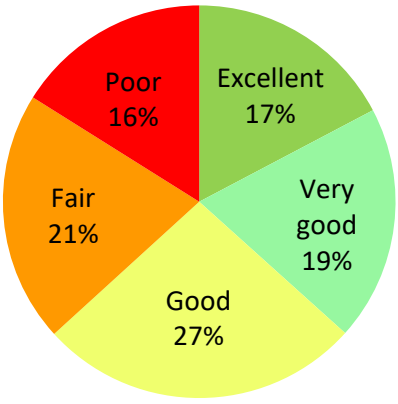
Outdoor maintenance:

Newton Housing Authority

Small LHAs in Metro Boston



Entire State

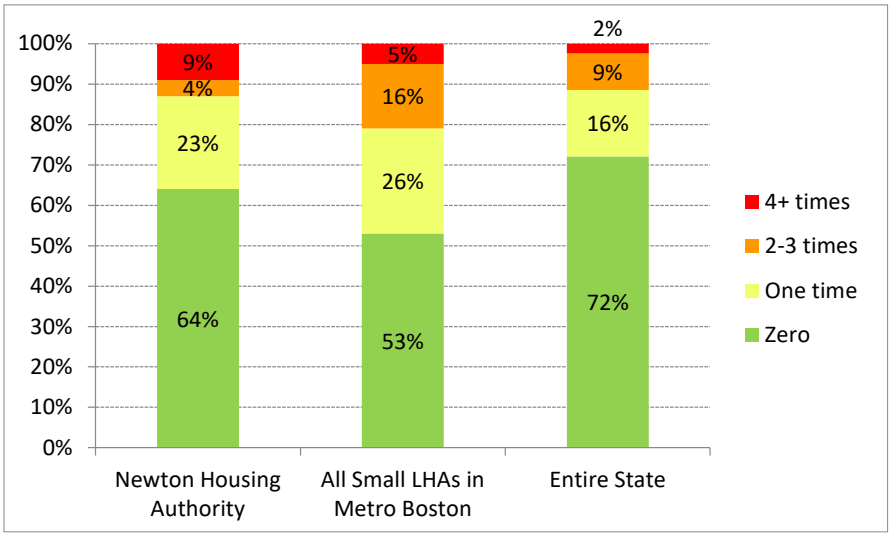


- **Heating and Water Problems:** About one-half of respondents had a problem with their heating and about three-quarters had a plumbing problem in the last 12 months.

	Newton Housing Authority	Small LHAs in Metro Boston	Entire State
Had any heating problem……	55%	70%	56%
Had any water problem……	73%	74%	74%

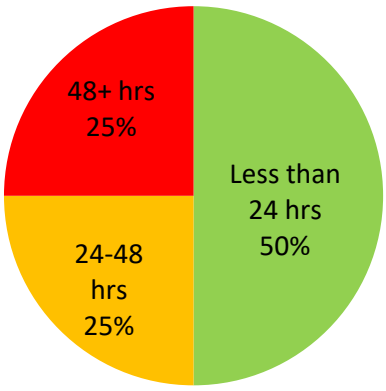
- **Heating Problems**

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 never completely lost heat. The yellow shows who lost heat one time. The orange shows those who lost heat 2-3 times. And the red shows those who lost heat 4 or more times in the last 12 months.

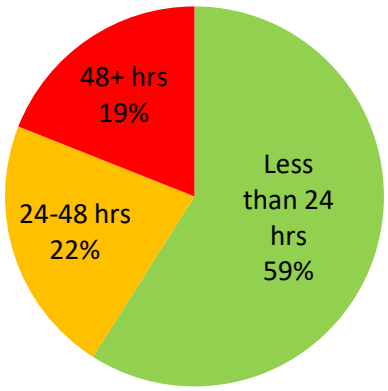


How long did it usually take for heat to come back on? For those respondents who reported completely losing heat, we asked how long it usually took for the heat to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.

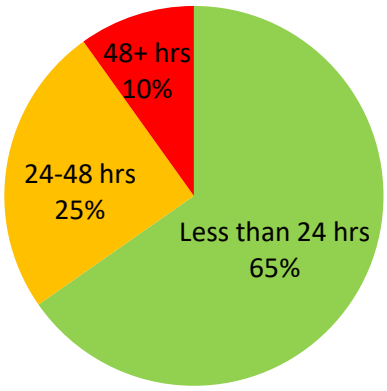
Newton Housing Authority



Small LHAs in Metro Boston

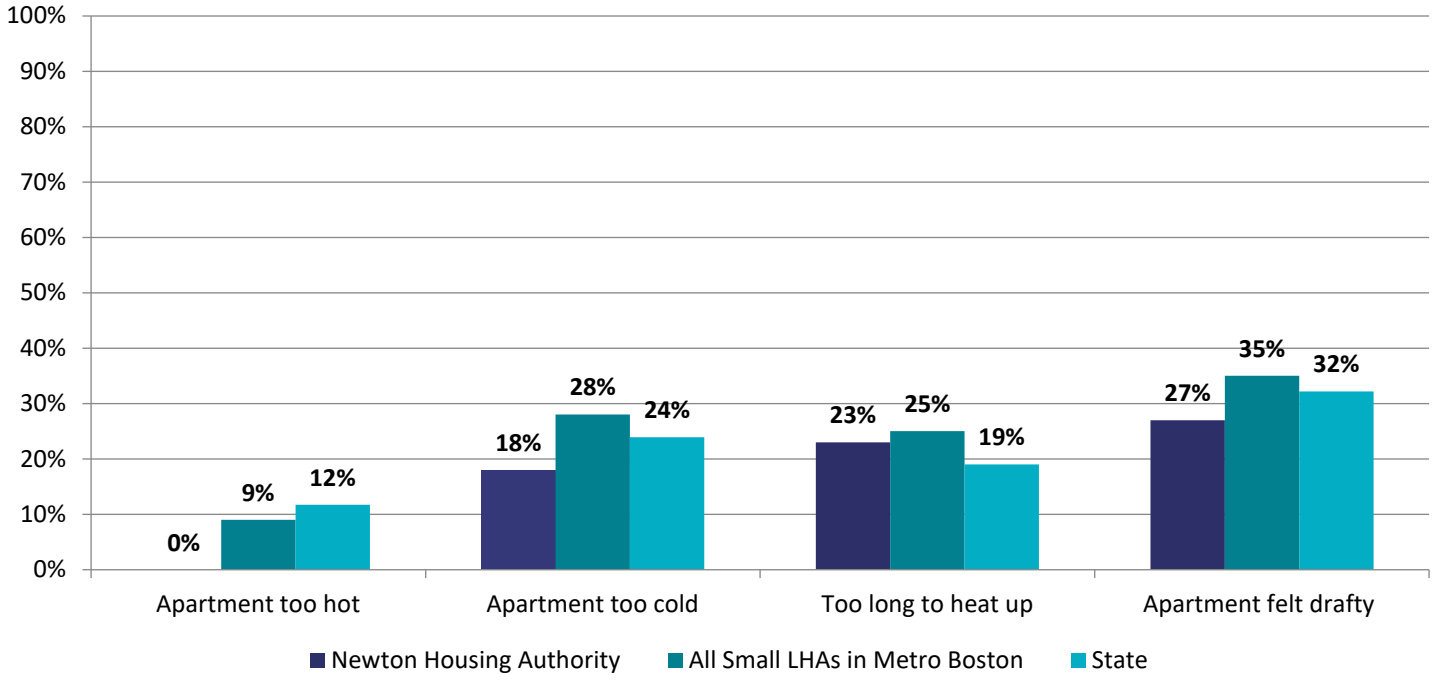


Entire State



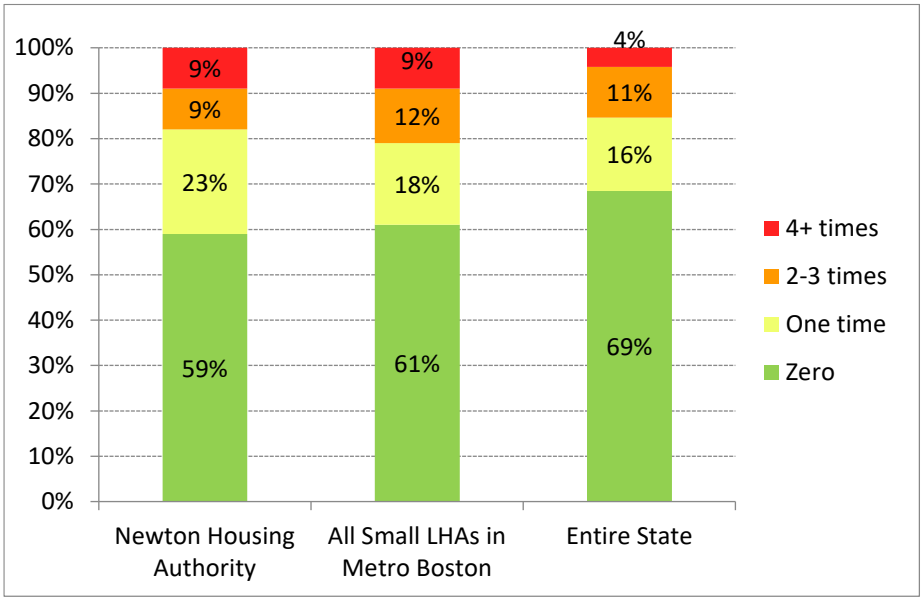
- **Other Heating Problems**

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.

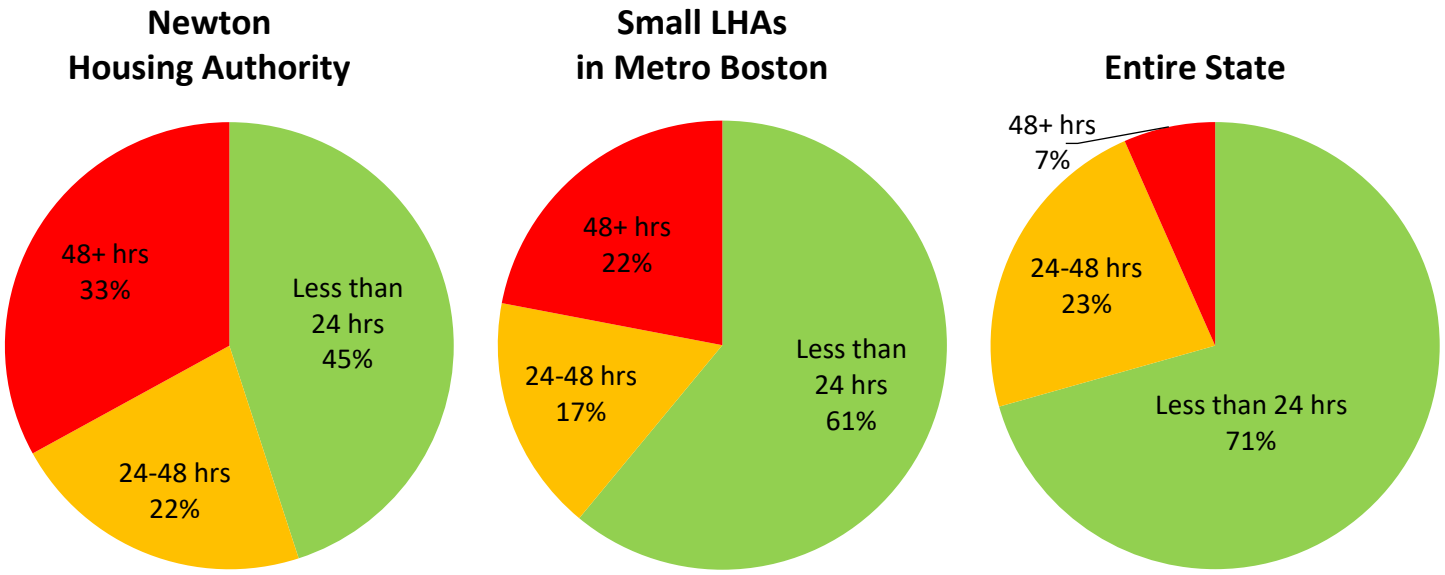


- **Water or Plumbing Problems**

How many times did residents have no hot water in their apartment?
The chart below shows how many times respondents did not have hot water in their apartment in the last 12 months. The green part of the bars shows what percentage of residents never had this problem. The yellow shows who lost hot water one time. The orange shows those who lost hot water 2-3 times. And the red shows those who lost hot water 4 or more times in the last 12 months.

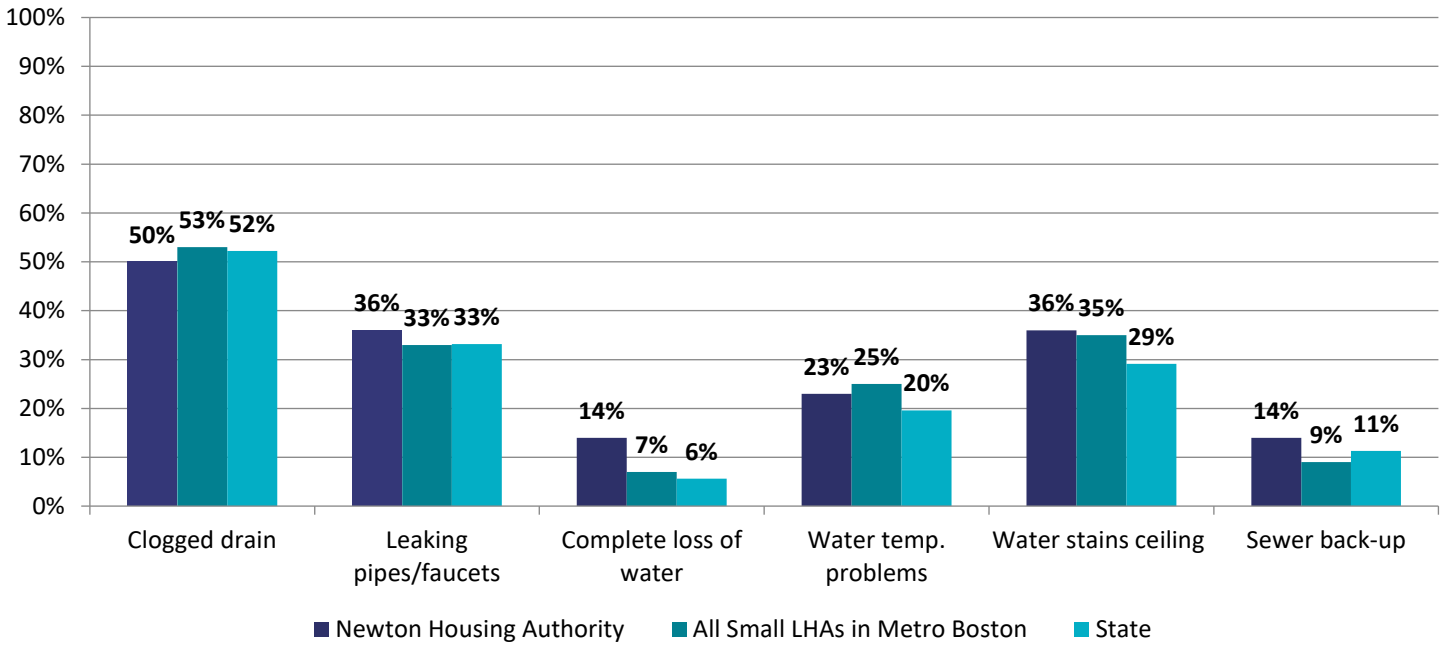


How long did it usually take for hot water to come back on? For those respondents who reported not having hot water in their apartment, we asked how long it usually took for hot water to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



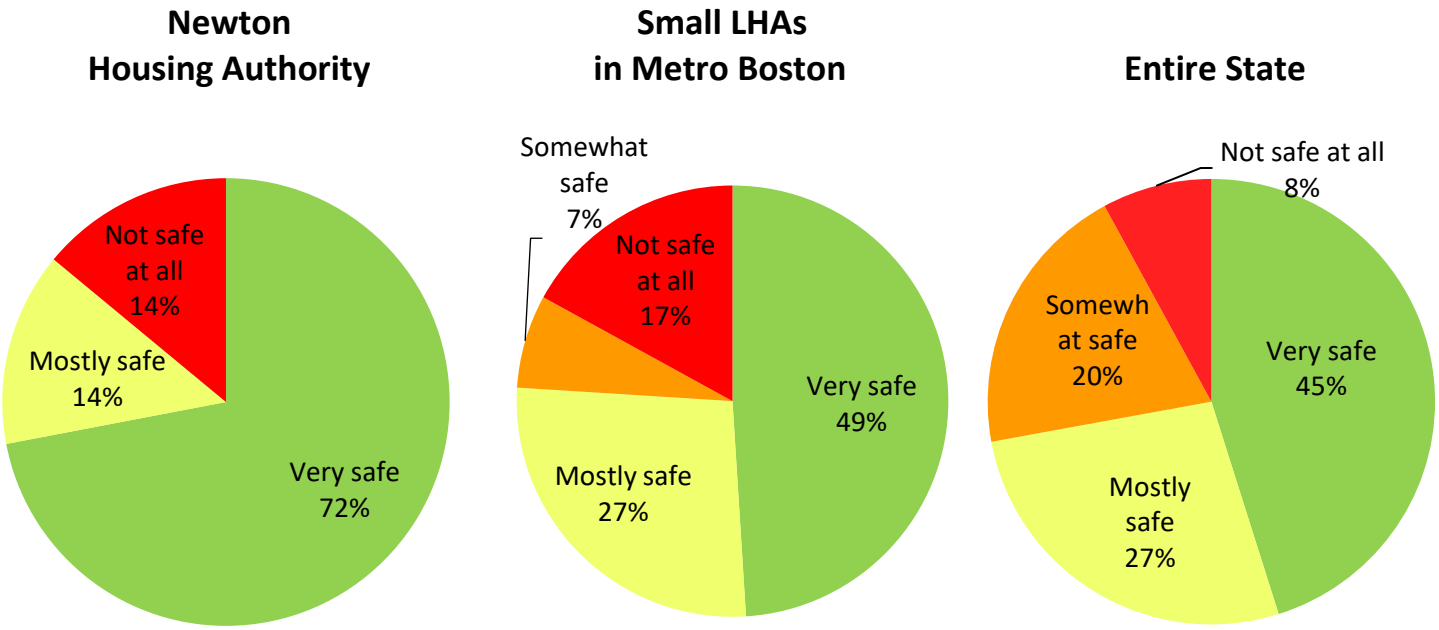
- **Other Water or Plumbing Problems**

In the last 12 months did residents have other water or plumbing problems?
The chart below shows what percentage of residents experienced other water or plumbing problems in the last 12 months.

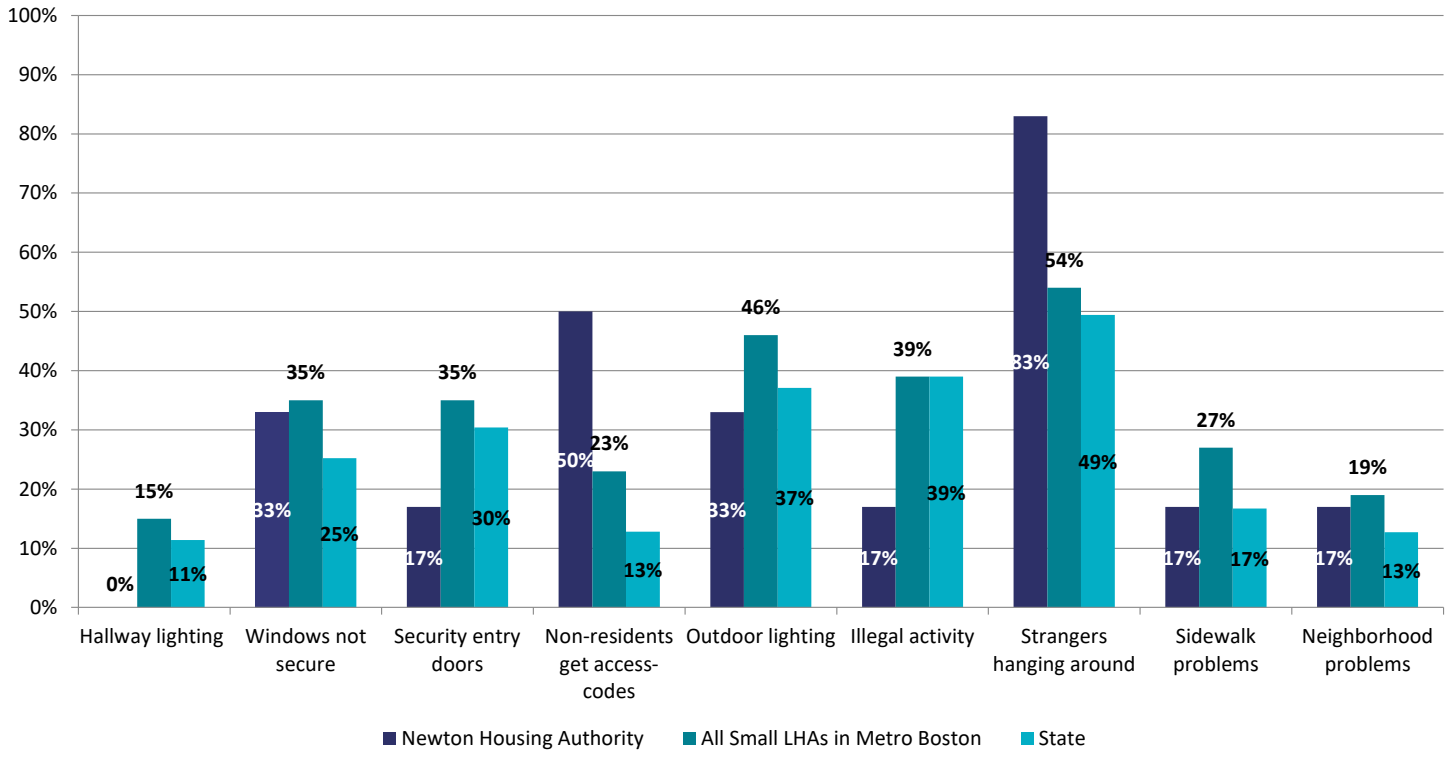


Safety

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.



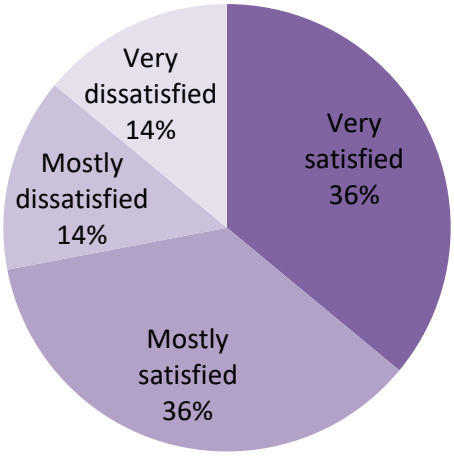
Reasons why respondents felt unsafe in their development: Respondents were asked why they felt unsafe in their development. This chart shows what specific concerns respondents mentioned.



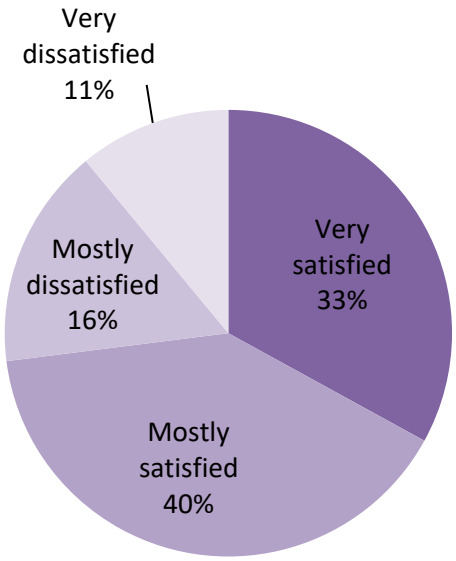
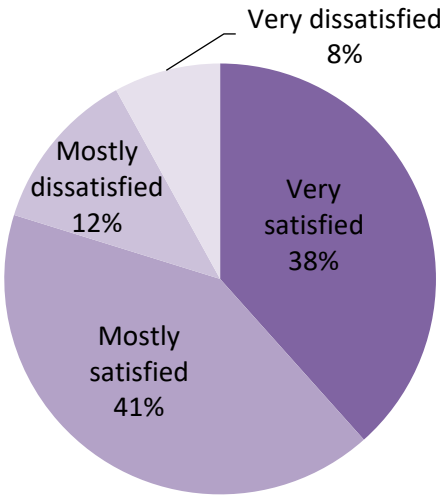
Overall Satisfaction

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*.

Newton Housing Authority



Small LHAs in Metro Boston



Entire State