

## Overview and Certification

# Boston Housing Authority

## Annual Plan for Fiscal Year 2024

### 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 Boston Housing Authority Administrator or their designee will be expected to review the Plan with the Local Tenant Organizations (LTO's) and Resident Advisory Board (RAB) before the public hearing; 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. Following the hearing and any appropriate revisions to the Annual Plan, the administrator or their designee will submit the plan to DHCD.

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

**Overview and Certification**

The Boston Housing Authority's Annual Plan for their 2024 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. DHCD Memo regarding LTO/RAB review
  - b. Responses to Comments
  - c. Cover sheet for tenant satisfaction surveys
  - d. Tenant Satisfaction Survey 200 and 705 Program
  - e. Tenant Satisfaction Survey 667 Program
  - f. Performance Management Review
  - g. Capital Improvement Plan - "AP- Summary Additional Remarks"

**State-Aided Public Housing Developments**

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

<b>Dev No</b>	<b>Type</b>	<b>Development Name</b>	<b>Num Bldgs</b>	<b>Year Built</b>	<b>Dwelling Units</b>
200-07	Family	ARCHDALE 200-07	6	1952	285
705-01	Family	BOWDOIN STREET 705-01	2	1930	13
200-05	Family	FAIRMOUNT 200-05	37	1951	202
200-04	Family	FANEUIL 200-04	10	1950	258
667-01	Elderly	FRANKLIN FIELD 667-1	7	1958	40
667-02	Elderly	FRANKLIN FIELD 667-2	7	1963	64
200-10	Family	GALLIVAN BLVD. 200-10	131	1953	251
705-03	Family	Harwood Street and Winston Rd 705-03	5	1992	10
667-03	Elderly	MONSIGNOR POWERS 667-03	1	1976	69
200-08	Family	ORIENT HEIGHTS 200-08	22	1952	154
705-06	Family	Scattered Sites 705-06	62	0	119
200-12	Family	SOUTH STREET 200-12	10	1953	132
200-01	Family	WEST BROADWAY 200-01	21	1949	485
	Elderly	Elderly units in smaller developments	1		5
	Other	Special Occupancy units	9		52
Total			331		2,139

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.

Boston Housing Authority manages 975 MRVP vouchers.

Additional Remarks on LHA Data

administrator email is kate.bennett@bostonhousing.org

LHA Central Office

Boston Housing Authority  
52 Chauncy Street, Boston, MA, 02111  
Kate Bennett, Administrator  
Phone: 617-988-4000  
Email: debbie.sullivan@bostonhousing.org

Local Tenant Organizations

	<u>Date of Recognition by LHA</u>	<u>Date LHA Reviewed Draft AP with LTO</u>
Faneuil Garden Tenant Organization	05/19/2016	11/10/2022
Franklin Field Elderly Task Force	11/30/2017	11/10/2022
Gallivan Boulevard Tenant Associatic	01/01/2015	11/10/2022
Orient Heights Tenant Association	06/09/2015	11/10/2022
West Broadway Task Force	02/03/2020	11/10/2022

Resident Advisory Board

	<u>Date of Recognition by LHA</u>	<u>Date LHA Reviewed Draft AP with RAB</u>
Resident Advisory Board	08/01/2016	11/10/2022

Plan History

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

	REQUIREMENT	DATE COMPLETED
A.	Advertise the public hearing on the LHA website.	10/27/2022
B.	Advertise the public hearing in public postings.	10/27/2022
C.	Notify all LTO's and RAB, if there is one, of the hearing and provide access to the Proposed Annual Plan.	10/27/2022
D.	Post draft AP for tenant and public viewing.	10/27/2022
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	11/10/2022
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	12/12/2022
G.	Executive Director presents the Annual Plan to the Board.	N/A
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	01/25/2023

## Certification

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

I, John Kane, Coordinator of Grants and Strategic Partnerships of the Boston Housing Authority, certify on behalf of the Housing Authority that I have conducted an annual review of all Boston Housing Authority users of DHCD Capital Software applications and Housing Applications and that all current LHA users are authorized to use the systems and have the appropriate level of user access based on their job responsibility. I approve all system access and access levels for all Boston Housing Authority users.

This certification applies to the following applications:

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

### CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

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

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

Date of certification: 01/25/2023

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

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

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

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

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

The CIP includes the following parts:

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

**Additional Remarks by Boston Housing Authority**

Please see attachment named "AP- Summary Additional Remarks" at the end of the Annual Plan for additional remarks.

## 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)	\$9,881,648.81		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$1,482,247.32		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$8,399,401.49	\$9,063,181.99	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$163,124.37	\$164,000.00	Accessibility projects
DMH Set-aside	\$32,863.39	\$33,275.00	Dept. of Mental Health facility
DDS Set-aside	\$325,340.80	\$325,707.06	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$7,878,072.94	\$8,540,199.93	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$3,944,260.63	\$3,944,260.63	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	\$0.00	\$0.00	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	\$0.00	\$0.00	Community Preservation Act funds awarded by a city or town for specific projects.
Operating Reserve(OR) Funds	\$803,216.26	\$803,216.26	Funds from the LHA's operating budget.
Other Funds	\$26,081,437.34	\$26,081,437.34	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$39,228,315.72	\$39,892,096.22	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
035330	FF: Wire Mold - Archdale	ARCHDALE 200-07	\$554,228	\$260,838	\$0	\$0	\$0	\$0	\$0	\$0
035349	FF: Scattered site building envelope - 70 Norwell St & 564 Blue Hill	Scattered Sites 705-06	\$1,420,768	\$911,634	\$0	\$4,001	\$0	\$0	\$0	\$0
035365	FF: building envelope - 49 Tremont St. Charlestown	Scattered Sites 705-06	\$315,492	\$30,006	\$0	\$285,486	\$0	\$0	\$0	\$0
035396	FF: Transformer Replacement	WEST BROADWAY 200-01	\$222,449	\$192,554	\$0	\$3,943	\$0	\$0	\$0	\$0
035400	Orient Heights Phase II	ORIENT HEIGHTS 200-08	\$22,651,330	\$750,000	\$0	\$0	\$0	\$0	\$2,313	\$0
035411	Auth-Wide: Stair Hall Improvements (Phase I) BHA#1259-01	SOUTH STREET 200-12	\$1,614,700	\$0	\$0	\$0	\$44,205	\$1,261,667	\$308,829	\$0
035413	Plumbing Repairs & Unit Restoration - 0 Cliffmont - BHA #1674-02	Zero Cliffmount St., Roslindale	\$311,374	\$198,682	\$0	\$82,143	\$0	\$0	\$0	\$0
035414	FF: Security and Public Safety - Cameras	FANEUIL 200-04	\$690,379	\$673,319	\$0	\$1,640	\$0	\$0	\$0	\$0
035420	FF: Unit Exterior Doors and Hardware Galivan Blvd.	GALLIVAN BLVD. 200-10	\$1,300,000	\$0	\$0	\$147,875	\$1,152,125	\$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
035424	FF: SUST-CSI 2019: Building Envelope and Mechanicals - Msgr Powers Phase I	MONSIGNOR POWERS\ MONSIGNOR POWERS	\$7,097,655	\$3,921,365	\$0	\$94,513	\$0	\$0	\$0	\$0
035426	FF: Building Envelope - Side Wall at Abutters	BOWDOIN STREET 705-01	\$269,838	\$209,897	\$0	\$59,941	\$0	\$0	\$0	\$0
035427	FF: Authority Wide New Building Envelope BHA 1562-01	Scattered Sites 705-06	\$1,400,000	\$0	\$0	\$0	\$0	\$0	\$500,103	\$899,898
035429	Auth-Wide: Roof Replacement (Phase I) BHA#1473-01	Multiple Developments	\$1,900,000	\$0	\$0	\$0	\$0	\$49,875	\$763,094	\$1,087,032
035430	Domestic Hot Water Upgrades - 2019/20 - Faneuil	FANEUIL 200-04	\$811,466	\$569,064	\$0	\$113,307	\$0	\$0	\$0	\$0
035432	Security and Public Safety - Cameras	FANEUIL 200-04	\$870,048	\$460,467	\$0	\$302,356	\$0	\$0	\$0	\$0
035435	Misc. Site Improvements	FANEUIL 200-04	\$337,954	\$49,469	\$0	\$11,995	\$0	\$0	\$0	\$0
035447	Structural Restoration and Building Renovations	Scattered Sites 705-06	\$156,016	\$9,610	\$0	\$0	\$801	\$145,606	\$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
035448	Authority Wide Comprehensive Roofing Survey	GALLIVAN BLVD. 200-10	\$163,500	\$128,575	\$0	\$0	\$0	\$0	\$0	\$0
035450	Authority Wide Comprehensive Stair Hall Survey	GALLIVAN BLVD. 200-10	\$98,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0
035451	Authority Wide Comprehensive Mechanical Systems Survey	GALLIVAN BLVD. 200-10	\$80,000	\$0	\$0	\$52,000	\$28,000	\$0	\$0	\$0
035452	Authority Wide Comprehensive Deck, Stairs Survey	GALLIVAN BLVD. 200-10	\$92,380	\$76,448	\$0	\$0	\$0	\$0	\$0	\$0
035453	Authority Wide Comprehensive Life and Safety Survey	GALLIVAN BLVD. 200-10	\$99,000	\$99,000	\$0	\$0	\$0	\$0	\$0	\$0
035454	Authority Wide Comprehensive Site Survey	GALLIVAN BLVD. 200-10	\$60,000	\$0	\$0	\$39,000	\$21,000	\$0	\$0	\$0
035457	Orient Heights Phase III	ORIENT HEIGHTS 200-08	\$21,450,000	\$13,847,782	\$0	\$0	\$872,500	\$0	\$0	\$0
035461	Installation of a New PVC Sanitary Drain System at Bldgs 3&4 at Archdale	ARCHDALE 200-07	\$369,856	\$326,410	\$0	\$1,640	\$0	\$0	\$0	\$0
035463	Building Envelope Restoration at 21 Maryland Street	Scattered Sites 705-06	\$424,498	\$63,236	\$0	\$0	\$313,461	\$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
035467	Central Stores Relocation Project - TA Only - no FF	West Broadway - DDS / DMH 689-03	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
035468	Fire Alarm Panel Replacment	Cliffmont 689-04	\$10,216	\$1,196	\$0	\$9,020	\$0	\$0	\$0	\$0
035470	SUST-CSI 2019: Msgr Powers Phase II - HVAC, and associated work	MONSIGNOR POWERS 667-03	\$10,404,356	\$3,793,143	\$0	\$1,091,448	\$0	\$0	\$0	\$0
035480	Site beautification (Private grant)	FRANKLIN FIELD 667-1	\$322,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0
035482	Kitchen & Bath modernization	Scattered Sites 705-06	\$209,079	\$8,244	\$0	\$73,605	\$127,231	\$0	\$0	\$0
035483	BHA Project #2055-01; 62 Clifton St. & 10 Batchelder Envelope Renovations	CLIFTON & BATCHELDER STREETS 689-06	\$1,000,252	\$0	\$0	\$67,213	\$905,039	\$0	\$0	\$0
035484	ARPA FF: BHA Project #2048-01_02-Envelope Renovations 33 Winston St.	Harwood Street and Winston Rd 705-03	\$334,079	\$0	\$0	\$19,600	\$86,626	\$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
035485	BHA Project #2047-01_02-Envelope Renovations Blu Hill Development	Scattered Sites 705-06	\$915,874	\$0	\$0	\$41,988	\$206,511	\$0	\$0	\$0
035486	ARPA Targeted: Boston Fire Alarm Upgrade -BHA Project #2065-02	WINSTON ROAD 167-02	\$1,496,268	\$0	\$0	\$0	\$0	\$0	\$0	\$0
035487	ARPA Targeted: Boston Fed Pac Panel Upgrade -BHA Project #2067-02	Scattered Sites 705-06	\$580,604	\$0	\$0	\$0	\$0	\$0	\$0	\$0
035496	ARPA FF: Transformer Replacement	WEST BROADWAY 200-01	\$713,144	\$0	\$0	\$0	\$0	\$0	\$0	\$0
035497	ARPA FF: Temporary Structural Stair Rp	WEST BROADWAY 200-01	\$8,697	\$0	\$0	\$0	\$0	\$0	\$0	\$0
035498	ARPA FF: Site Utilities Drainage	FAIRMOUNT 200-05	\$978,224	\$0	\$0	\$0	\$0	\$0	\$0	\$0
035499	ARPA FF: ECM Control Replacement	ARCHDALE 200-07	\$258,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0
035501	ARPA FF: Vault Transformer Replacement	SOUTH STREET 200-12	\$285,519	\$0	\$0	\$8,093	\$33,915	\$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
035502	BHA Project #2062-02- TA Only - No FF	WEST BROADWAY 200-01	\$3,229,900	\$0	\$0	\$0	\$0	\$0	\$0	\$0
035503	BHA Project #2094-01_02 UST Stablization(2) 15,000 Tanks / AST Installation	FANEUIL 200-04	\$286,389	\$0	\$0	\$9,862	\$276,527	\$0	\$0	\$0
035504	"BHA Project #2090-02 Urgent Roofing Repair at Archdale	ARCHDALE 200-07	\$211,750	\$0	\$0	\$5,400	\$206,351	\$0	\$0	\$0
035505	BHA Project #1947-02 - Envelope Improvement TA Only - No FF	SOUTH STREET 200-12	\$653,315	\$0	\$0	\$0	\$0	\$0	\$0	\$0
035506	BHA Project #2091-02 Uregent Roofing Repairs at South Street	SOUTH STREET 200-12	\$667,920	\$0	\$0	\$11,108	\$656,813	\$0	\$0	\$0
035507	UST Closure in Place - BHA Project #1628-19	MONSIGNOR POWERS 667-03	\$84,799	\$0	\$0	\$71,535	\$13,264	\$0	\$0	\$0
035508	"BHA Project #2092-01_ Investi gative Site Development Study PH I	Torrey Street 689-05	\$137,759	\$0	\$0	\$2,291	\$135,469	\$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
035509	BHA Project #2092-01_ Investigative Site Development Study PH I	Tremont Street - Dorchester 689-08	\$137,759	\$0	\$0	\$2,291	\$135,469	\$0	\$0	\$0
035510	BHA Project # 2068-02 Envelope	Scattered Sites 705-06	\$163,350	\$0	\$0	\$0	\$0	\$18,051	\$145,300	\$0
035511	BHA Project # 2087-02-Heating & DHW Retrofit TA Only - No FF	GALLIVAN BLVD. 200-10	\$4,035,349	\$0	\$0	\$0	\$0	\$0	\$0	\$0
035512	BHA Project #2099-01_02-Load Center Upgrade	GALLIVAN BLVD. 200-10	\$527,513	\$0	\$0	\$13,452	\$514,062	\$0	\$0	\$0
035513	BHA Project # 2097-02_ Wire Access Points at 9 State Sites	GALLIVAN BLVD. 200-10	\$75,625	\$0	\$0	\$8,357	\$67,269	\$0	\$0	\$0
035514	BHA #2108-01_02: Standby Emergency Generator System	MONSIGNOR POWERS 667-03	\$333,825	\$0	\$0	\$8,861	\$284,965	\$0	\$0	\$0
•	DMH Tree Trimming - Authority Wide	WINSTON ROAD 167-02	\$33,275	\$0	\$0	\$0	\$0	\$33,275	\$0	\$0
•	ARPA Targeted Award: Boston Fire Alarm Panels Pri. # 2065-02	FANEUIL 200-04	\$22,023	\$0	\$0	\$0	\$0	\$0	\$0	\$0



Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2022	fy2023 Planned	fy2024	fy2025	fy2026	fy2027
•	ARPA Targeted Award: Boston Fire Alarm Panels Prj. # 2065-02	FANEUIL 200-04	\$22,023	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	ARPA Targeted Award: Boston Fire Alarm Panels Prj. # 2065-02	FAIRMOUNT 200-05	\$783,475	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Authority Wide - Life and Safety	ARCHDALE 200-07	\$375,000	\$0	\$0	\$0	\$0	\$0	\$149,510	\$225,491
•	Authority Wide - Mechanical systems	FRANKLIN FIELD 667-1	\$375,000	\$0	\$0	\$0	\$0	\$0	\$149,510	\$225,491
•	ARPA Targeted Award: Boston Fire Alarm Panels Prj. # 2065-02	West Broadway - DDS / DMH 689-03	\$22,023	\$0	\$0	\$0	\$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	Sustainability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
035308	Faneuil Decentralization Project BHA#0972-01		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$410,692
035400	Orient Heights Phase II	Orient Heights Phase II Redevelopment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$21,851,330
035424	FF: SUST-CSI 2019: Building Envelope and Mechanicals - Msgr Powers Phase I	Variable refrigerant flow system, hotw system, roof and insulation	\$0	\$0	\$208,500	\$0	\$0	\$0	\$0	\$2,818,998
035457	Orient Heights Phase III	HILLAP Orient Heights Phase 3	\$0	\$0	\$0	\$17,450,000	\$0	\$0	\$0	\$4,000,000
035470	SUST-CSI 2019: Msgr Powers Phase II - HVAC, and associated work	CSI- Phase 2	\$803,953	\$0	\$541,500	\$0	\$0	\$0	\$803,953	\$4,601,007
035480	Site beautification (Private grant)		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$322,000
035484	ARPA FF: BHA Project #2048-01_02-Envelope Renovations 33 Winston St.		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$224,670

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	Sustainability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
035485	BHA Project #2047-01_02-Envelope Renovations Blu Hill Development		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$660,000
035486	ARPA Targeted: Boston Fire Alarm Upgrade -BHA Project #2065-02	ARPA Formula Funding	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,496,268
035487	ARPA Targeted: Boston Fed Pac Panel Upgrade -BHA Project #2067-02	ARPA Formula Funding	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$580,604
035496	ARPA FF: Transformer Replacement	ARPA Formula Funding	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$713,144
035497	ARPA FF: Temporary Structural Stair Rp	ARPA Formula Funding	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$8,697
035498	ARPA FF: Site Utilities Drainage	ARPA Formula Funding	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$978,224
035499	ARPA FF: ECM Control Replacement	ARPA Formula Funding	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$258,000
035501	ARPA FF: Vault Transformer Replacement	ARPA Formula Funding	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$243,512

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	Sustainability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
035502	BHA Project #2062-02- TA Only - No FF		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,229,900
035505	BHA Project #1947-02 - Envelope Improvement TA Only - No FF		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$653,315
035511	BHA Project # 2087-02-Heating & DHW Retrofit TA Only - No FF		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$4,035,349
•	ARPA Targeted Award: Boston Fire Alarm Panels Prj. # 2065-02		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$22,023
•	ARPA Targeted Award: Boston Fire Alarm Panels Prj. # 2065-02		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$22,023
•	ARPA Targeted Award: Boston Fire Alarm Panels Prj. # 2065-02		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$783,475
•	ARPA Targeted Award: Boston Fire Alarm Panels Prj. # 2065-02		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$22,023

## **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.

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

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

Boston has multiple projects that exceed \$1M, making it difficult to get the projects perfectly falling within the min/max in a given fiscal 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.

Boston Housing Authority has not requested additional funding.

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

The BHA's overall goal, involving all departments, is to keep as many of the buildings and units on-line as possible. Continued this year is a comprehensive modernization of our Elderly development at Monsignor Powers, to address Building Envelope, roofing, heating and lighting, and exhaust systems (kitchens and baths). The BHA's CIP is focused on security and personal safety projects at some of our most at-risk properties. We are also introducing an Authority-wide concept for roofing, building envelope, and stair halls projects (vs. all roofs at one development at a time, for example), for which we are conducting Authority-wide surveys to determine the developments that need immediate attention, and will address them as Phase 1, Phase 2, etc.

**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:

Very similar overall, with many new additions.

**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 10/28/2022.

**7. Capital Planning System (CPS) updates**

Our CPS facility data has been updated with current condition information, including changes resulting from projects completed in the past year, as of 11/30/2022.

**8. Project priorities**

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

**9. High priority deficiencies**

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

We have chosen the highest important projects for these 5 years. Other projects in CPS still show high importance, but they need to come after the projects chosen here.

**10. Accessibility**

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

**11. Special needs development**

Boston 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 07/19/2022.

**12. Energy and water consumption**

Our 12 most recent monthly energy reports are for months 9/2004 to 8/2005.

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

No developments exceed threshold values.

**13. Energy or water saving initiatives**

Boston 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.)

11% c. 667 (DHCD Goal 2%)

3% c. 200 (DHCD Goal 2%)

6% c. 705 (DHCD Goal 2%)

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

FISH 035424 at 667-03 (Monsignor Powers) includes a full-unit rehab to make into ADA unit.

035-705-06-039-21-908 will attach to FISH 035447 to bring 40 Park Street (705) back on-line.

The rest of the vacancies are not due to capital improvements.

Maintenance and Repair Plan**Maintenance Objective**

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

**About This Maintenance and Repair Plan**

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

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



**Classification and Prioritization of Maintenance Tasks**

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

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

### Emergency Request System

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

<b>METHOD</b>	<b>CONTACT INFO.</b>	<b>TIMES</b>
Call LHA at Phone Number	617-988-HELP (4357)	24 Hr. Work Order center
Other	Management/Maint Office	9am to 5pm Monday through 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 Boston Housing Authority main office.

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

**Normal Maintenance Request Process**

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service		
Call Housing Authority Office	Individual site Management	8am to 5pm Monday through Friday
Submit Online at Website		
Email to Following Email		
Other	617-988-HELP (4357)	24 Hr. Work Order center

*In addition to calling the 24-hour BHA work order line, residents may also report maintenance issues directly to their management office, during business hours. Management staff will create work orders for any reported maintenance issues.*

**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: Another type of Software/System

Work order classification used:

Emergency	✓
Vacancy	✓
Preventative Maintenance	✓
Routine	
Inspections	✓
Tenant Requests	✓

B. We do not track deferred maintenance tasks in our work order system.

C. Our work order process includes the following steps:

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

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

BHA has upgraded from the legacy work order software it has utilized for over 25 years, to new Elite work order software with modern features and capabilities that will more seamlessly integrate with other housing management modules that share the Elite platform.

**Maintenance Plan Narrative**

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

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

Feedback from staff, residents and DHCD, reinforce and encourage the goals of continuing to improve information to more efficiently deliver and monitor maintenance services, and more effectively communicate with residents.

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

BHA continues to implement, and refine, features of the new Elite work order system to better meet the needs of the agency. BHA has also begun the implementation of One Call Now software, which will assist the agency in communicating with residents via voice, text, and email messaging. In addition to a host of other communications benefits, it will greatly assist in providing timely information to residents about maintenance issues impacting their communities, such as planned utility outages, or the status of repairs regarding emergencies that result in an interruption of heat, electricity, etc.

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

BHA hopes to continue to use upgraded, and updated technology to improve maintenance tracking and PM scheduling, service delivery, and communication with residents.

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	\$6,165,451.00	\$255,694.00
Last Fiscal Year Actual Spending	\$7,358,808.00	\$47,478.00
Current Fiscal Year Budget	\$0.00	\$0.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	127
Average time from date vacated to make Unit "Maintenance Ready"	97 days
Average time from date vacated to lease up of unit	180 days

**Attachments**

These items have been prepared by the Boston 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.

# **BOSTON HOUSING AUTHORITY PREVENTIVE MAINTENANCE**

Section 1:	Introduction
Section 2:	Development Systems Inventory, Work Stations, Schedules and Service Records
Section 3:	General Standards for maintenance of mechanical spaces
Section 4:	Electrical systems and Exterior/common area lighting
Section 5:	Elevators
Section 6:	Fire Safety Systems
Section 7:	Generators
Section 8:	Heating Systems
Section 9:	Plumbing Systems
Section 10:	Ventilation and Air Conditioning
Section 11:	Roofs
Section 12:	Small Equipment and Skid Steer Loaders
Section 13:	Vehicles/Trucks
Section 14:	Trash Chutes and Compactors
Section 15:	Regular Custodial Preventive Maintenance

## **PREVENTIVE MAINTENANCE**

### **Section 1 Introduction to Preventive Maintenance**

This part of the SOP manual contains the policies and procedures for preventive maintenance for the Boston Housing Authority's Family and Elderly Developments. Each of the sections provide information on the exact procedures, record keeping, activity cycles, and lines of responsibility for each building system or component covered by this policy.

The preventive maintenance program serves multiple purposes such as reducing repairs, repair costs, and loss of service to residents. The program prolongs the life of buildings, systems and structures. When preventive maintenance activities are performed correctly, we improve customer service and eliminate major breakdowns that create inconvenience to residents. Performance of preventive maintenance tasks is completed by site staff, central staff and contractors, depending upon the system or task.

#### **1.1 Defining the Terms**

Preventive maintenance is the term used to describe maintenance activities which, when performed consistently and correctly, help to prevent breakdowns and extend the life of building features, equipment and systems. These activities can be categorized in a hierarchy as follows:

**Inspection – Testing – Cleaning – Servicing – Repair – Replacement**

##### **1.1.1 Inspection**

Inspection is an integral part of any preventive maintenance program. Inspection includes casual observation in the course of the day by BHA staff and residents through which deficiencies can be reported and corrected as well as formal inspections on a regular basis of all building components and systems. Most of the inspections called for in this manual will be performed by BHA staff (Managers, Laborers, Groundskeepers, Resident Custodians and Superintendents); others will be performed by trained technical staff such as electricians, fire extinguisher contractors, and others. Inspections pick up problems on a regular basis and report them for correction before they become larger problems.

### **1.1.2 Testing**

In general, testing is performed as a method to determine whether or not an item is working correctly. The most significant testing is performed by the fire alarm contractor who tests every "device" (smoke detectors, pull stations, sprinkler heads, etc.) every year. Other testing includes checking the generator weekly to make sure it runs, testing boilers prior to the start of the heating system, and so forth

### **1.1.3 Cleaning**

While cleaning may not be considered a part of preventive maintenance, it is critical to the operation of many systems. It includes regular cleaning of elevator tracks to prevent the build up of debris, regular cleaning of carpets to prevent deterioration from dirt particles, regular cleaning, stripping and waxing of VCT flooring to lengthen the life of such surfaces, and regular wipe downs of all equipment after every use. It also includes cleaning of boiler fire chambers, cleaning of oil supply nozzles, and other more technical cleaning tasks which may require special training.

### **1.1.4 Service**

Service includes such work as lubrication, changing filters, changing belts, changing oil, etc. on equipment. Small equipment such as lawnmowers and snow throwers should be serviced at least annually. Generators should be serviced quarterly. Heating systems must be serviced at various levels as frequently as daily; other service can be performed weekly, monthly, quarterly or annually. Tasks involved in service are very specific ("lubricate burner motor," "adjust hoses and belts," "replace oil lube filter"). These specific tasks are detailed on each of the service checklist forms, which will be found for various equipment and systems in this manual. All service requires some training; most service must be done by appropriate trained personnel on the BHA staff or by contractors.

### **1.1.5 Repair**

Repairs are made either as the result of an inspection, testing or service activity which identified a repair need, or when an item suddenly becomes dysfunctional. In general, preventive maintenance activities are performed both to prevent the need for repair and to identify repairs needed before they reach the point that they cause a complete malfunction. Some repairs are actually replacements but are usually considered a repair if the item being replaced is a minor component of the system. For instance, a belt might break and cause a malfunction; you will replace the belt, and this is considered a repair to the overall equipment.

### **1.1.6 Replacement**

Replacement of an entire system or component should only occur when the system has met or exceeded its useful life. A roof, for instance, should last between 20 and 30 years. While you might need to make repairs to the roof after 10 or 15 years, a properly cared for roof should not need to be replaced until the 20 or 25 year point. The same applies to a variety of building systems. Very frequently, well cared for building systems can last well beyond their anticipated useful life.

## **1.2 Defining the Expectations**

The Manager of each development is responsible for insuring that all preventive maintenance activities are carried out on schedule and properly recorded. Most of the work of supervising preventive maintenance in Family Developments is delegated by the manager to the Maintenance Superintendent. In addition, the BHA's service programs coordinator handles preventive maintenance on a variety of highly technical systems, such as elevators and fire alarms, and the heating systems coordinator supervises much of the work required on large heating systems. The following lists more specifically these responsibilities:

### **1.2.1 Development Management and Maintenance Staff**

(Includes tasks performed by managers, maintenance superintendents, laborers, groundskeepers as well as work performed by contractors under the supervision and direction of the manager)

- Boiler room Inspections
- Annual replacement of Whalen Unit filters
- Daily/Weekly walk through inspections
- Quarterly Building and Grounds Inspections
- Monthly test of emergency lighting systems
- Weekly inspection of generator
- Annual testing and servicing of fire extinguishers
- Annual replacement of batteries in battery operated smoke detectors
- Annual or more frequent preventive clearing of main drain systems
- Annual steam cleaning of trash chutes
- Annual replacement and/or cleaning of window A/C filters
- Weekly/Quarterly inspection of roof and roof fans
- Annual clearing of main vertical and horizontal drains
- Regular cleaning of gutters and down spouts
- Regular care of trash compactors
- Annual service of small engine equipment (i.e. lawn mowers and snow blowers)
- Regular cleaning of elevators and tracks

#### **1.2.2 Heating Plant Staff**

- Weekly inspection and service of boiler Rooms
- Annual cleaning and state inspections of boilers
- Regular service on burners and other boiler components

#### **1.2.3 Service Program Coordinator**

- Monthly elevator service
- Annual elevator inspections
- Quarterly testing of fire alarm systems
- Annual testing of back flow preventers
- Quarterly & annual service to generators
- Steel Skid Loader Service Three Times per Year
- Annual testing of sprinklers & fire pumps
- Management of Roofing Repair Crew
- Quarterly inspections of all BHA Fleet Vehicles
- Annual Dumpster surveys

#### **1.2.4 Construction and Repair Division**

Replacement of major building systems and equipment

### **1.3 Tracking and Reporting**

Critical to the completion of preventive maintenance work is maintaining accurate and complete records of all work completed.

#### **1.3.1 Record Keeping**



Establish an **Annual Service Record Book, usually a loose-leaf binder**. Managers will establish a service record binder for each fiscal year. In the event that the material is too voluminous to be contained in one book, managers may decide to keep certain materials - such as weekly reports (B&G walk-through short-forms, IPM service records etc) - in separate notebooks or files, noting in the primary notebook where to find this material.

The Service Record Books will contain all records of Preventive Maintenance performed during the year by in-house staff or by contractors. It will also include call-back service slips for items such as elevators and alarm systems. Follow the instructions in each Section under record keeping to determine what should be in each section. Establish a section for each type of system or structure at the development.

The Service Record Binder will also contain all reports of flush out extermination.

All materials required should be filed in this book as they occur. All records must be complete no later than **April 10** of each year.

The **Work Order System** at each development will be used to maintain records of all work performed by in-house staff on the systems referred to in this manual as well as all other repair work occurring at the development. All preventive maintenance (P) work orders shall be filed in the Annual Service Record binder as well as in the work order system files.

The **purchase order filing system** shall include copies of all purchase orders, etc. and shall act as a back up filing system if necessary for preventive maintenance.

Instructions for filing of specific information is found in the Policies and Procedures sections of each of the building systems addressed in this manual.

### **1.3.2 Annual Schedule of Activities**

As a final step in preventive maintenance planning, an annual schedule of activities will be prepared for each development. Throughout this Manual, this form is referred to as the Annual PM Plan – Schedule and Report Form. This schedule will detail out daily, weekly, monthly, quarterly and annual maintenance activities for easy reference and manager planning. The format for this schedule is contained in the SOP Master Building Systems Appendices on the S: FamEld Drive, and is a combined schedule/reporting form. The annual landscape maintenance plan, snow removal plan and annual pest management plan supplement building systems preventive maintenance plans. These plans should be maintained in the Building Systems Inventory Binder and up-dated each year.

### **1.3.3 Reporting**

Managers will report on all preventive maintenance activities to their Regional Managers or Assistant Director of Property Management on a monthly basis. This report shall indicate the annual plan of activities and report, on a cumulative basis, what work has actually been accomplished. The report format is available in the SOP Master Building Systems Appendices on the S: FamEld Drive (same as schedule referenced above). Each development shall set up the report at the beginning of the fiscal year, based on the site's systems and schedule of activities, and report out monthly on completion of activities planned.

## Section 2 Development Systems Inventory, Work Stations, Schedules and Service Records

### 2.1 Creating A Development Profile and Systems Inventory (Systems Inventory Book)

In order to properly maintain its systems and structures, a development staff needs to know what they have. Thus each development needs a Development Profile and Systems Inventory notebook or binder (referred to as the Systems Inventory Book throughout this manual). This book shall be updated each time there is a change in the system through a capital replacement or repair project, purchase of new equipment or vehicles, or major operations upgrade project.

Each Systems Inventory book shall contain detailed information on all of its structures and systems including sections on the following items, as applicable to each development:

- Site & Floor Plans, including number of buildings and units, types of units
- Annual Preventive Maintenance Plan Schedules and report forms, including Preventive on building systems, pest management, snow removal and landscape care
- Record of Capital Improvements
- Inventory, specification sheets, and service checklist forms for the following systems:
  - Electrical systems
  - Exterior and Interior common area lighting
  - Elevators
  - Fire Safety Systems
  - Generators
  - Heating Systems and all components
  - Plumbing Systems including domestic hot water
  - Roofs
  - Equipment and Vehicles
  - Trash Chutes and Compactors
  - Ventilation and Air Conditioning Systems

Inventory and Specification sheets shall include detailed information on the location, age of the system and components, replacement parts, warranty information etc as applicable and specific scheduled preventive maintenance procedures to be conducted on each system. What is to be included in each section is described in each of the following Sections of this manual. Sample Master System Inventory, Specification and Checklist forms are contained in the SOP Master Building Systems Appendices on the S: FamEld Drive. These forms will need to be customized for the actual systems and components in your Development.

Many Developments may already have a *Profile and System Inventory* notebook created for the systems and components at their sites. This data may need to be reviewed and updated. Technical Staff from the Building Services Department are currently working on revising and updating Authority-wide system inventory and specification information and may be able to provide you with assistance on creating or updating a *Systems Inventory Book* for the systems at your Development.

Our goal is to format a *Development Profile and Building System folder* on the Fam/Eld S:Drive for every Development. These folders will contain inventory, specifications and warranty information etc specific to each building structure, system and component at each Development. This initiative is a *work-in-progress*. The Building Services Department's Technical staff will be working with you on this initiative. As the information is gathered, it will be formatted and saved on the Fam/Eld S:Drive in the folder labeled **SOP Profile and Bldg. Systems by Development**.

The **SOP Profile and Bldg. Systems by Development** folder will be divided into sub-folders that correspond to each Development e.g. Charlestown's sub-folder will be labeled **101- Charlestown Profile and Bldg. Sys.** Each Development sub-folder will be further sub-divided into folders for each Building System/component/structure etc subject to preventive maintenance and organized the same way as the sub-folders in the SOP Master Building Systems Appendices folder.

## 2.2 Creating a PM work station

Each superintendent shall have constructed an appropriate work station for maintaining all checklists and schedules for in-house staff to complete. This work station must consist of a bulletin board on which systems information is maintained, a sample of each type of checklist is maintained, and clip boards containing all of the checklist forms which are regularly used, such as for generators, heating systems and so forth. Items used only annually do not need to be included at the work station. The work station will also include a protected (framed or laminated) copy of the annual PM schedule.

Developments may need to create more than one PM work station depending on the location of various equipment and on who is assigned to maintain it. For instance, it probably makes sense to have the boiler room PM information in the boiler room and all other information in the maintenance office.

## 2.3 Creating an Annual Preventive Maintenance Plan

As a final step in preventive maintenance planning, an annual calendar of activities will be prepared for each development. This schedule will detail out daily and weekly activities, and schedule out all annual maintenance tasks for easy reference and manager planning.

Based on Preventive Maintenance Task Frequency and seasonally related work, the Maintenance Superintendent shall schedule all activities required on an annual basis. For instance, quarterly service of generators might take place during the first week of April, July, October and January. Annual inspection and service of extinguishers might be done in October. Boiler cleaning might be done in July. The Heating Systems Coordinator will be involved in assisting to schedule out heating related systems maintenance and the Service Systems Coordinator will assist with fire alarm maintenance, elevator maintenance and other items. The Garage staff will schedule preventive maintenance on all trucks.

Forms and procedures for producing this plan have been developed and are located in the SOP Master Building Systems Appendices on the S: FamEld Drive

## 2.4 Maintenance of Service Records

Each development shall maintain a complete record of all preventive maintenance services performed on an annual, fiscal year basis (April 1 through March 31). This shall be set up as a loose-leaf binder divided into sections for each category of preventive maintenance, pest management, Building and Grounds Quarterly Inspections and landscape care completed at the development. This is referred to in this manual as the "Annual Service Record Binder or Book." Copies of all inspections, service records, and repair records shall be maintained in this binder for all systems and structures subject to preventive maintenance. Those areas, such as building and grounds walk-through short-form inspections and daily fireman log sheets, which create voluminous amounts of paper, may be set up in separate binders or files, in chronological order, starting over each April 1.

The following Sections describe, at the end of each system or structure defined, what records must be maintained in the Annual Service Record Binder or Book. Records may include inspection reports, service records from contractors, service checklists from staff, and repair records, both from contractors and staff (i.e. work orders).

## **Section 3     General Standards for Maintenance of Mechanical spaces**

This Section is included as a supplement to the information found in each of the building systems Sections that follow. This Section deals with the responsibility of site staff to maintain the spaces that mechanical equipment is housed in.

Standard: All boiler rooms and other mechanical spaces shall be maintained securely, cleanly, litter and debris free, and well lit at all times. Areas should be painted wherever practical in order to achieve a high level of cleanliness.

### **3.1     Boiler Rooms**

It is the responsibility of site staff – managers and maintenance superintendents – to insure that boiler rooms are maintained properly at all times. These tasks are the responsibility of the Fireman. Boiler rooms must be:

- Able to be locked and properly secured whenever no one is in it
- Have no broken windows
- Be properly and completely lit at all times
- Be free of debris and dirt at all times
- Be free of storage (do not use boiler rooms as storage areas)
- Have organized shop areas, if any
- No furniture except desk and desk chair. No TV's
- Have clean desk areas, if any
- Have clean bathrooms, if any
- Have a painted floor (repaint at least annually with heavy duty deck paint)
- Have walls painted at least 8 feet high (repaint at least every two years)
- Have working eye wash stations (if using disposable stations monitor expiration date for washing solution and replace as needed.)
- Have working and well located fire extinguishers, serviced annually
- Have working door, burner and flood alarm systems
- Be free of any safety hazards (mark or paint all low pipes)
- Have Burn kits and First Aid kits maintained and up to date
- Have spill kits and barrels (in oil fired boiler rooms)

### **3.2     Interior transformer areas**

All interior transformer areas must be in rooms, which can be locked and are maintained in a locked state at all times, free of clutter and debris. Treat any leaks as hazardous and report to Building Services immediately.

### **3.3     Transformers: (exterior)**

Some transformers are located outside, in enclosed fenced in areas. These fences must be securely locked at all times and the areas inside the fence clear of debris, weeds and shrubbery. If transformer is not enclosed it should be clean and free of clutter, shrubs trimmed.

### **3.4 Dispersed boilers/hot water heater areas of basements or rooms**

If these items are in rooms, they should be kept locked at all times. Each such room should be on the same key for ease of maintenance. Some of these items may not be in separate rooms, increasing the need to insure that the basement itself is secure. The areas around this equipment should be clean and free of debris. It is helpful to paint the floor area around the equipment or if in a separate room, to paint both walls (to 8 feet) and floors. All such areas must be clearly lit at all times.

### **3.5 Primary and Secondary Electrical Panels**

If main electric panels are in separate rooms, the rooms must be locked at all time. If not, it is critical to keep the basement locked at all times. All panels must be kept covered at all times, and locked. No storage is permitted near electrical panels and access to electrical panels must be free at all times.

### **3.6 Generators**

If generators are in separate rooms, the rooms must be locked at all time. If not, it is critical to keep the basement locked at all times. No storage is permitted near generators. Generator rooms must be painted and kept free of debris and dirt at all times.

Some generators are located outside, in enclosed fenced in areas. These fences must be securely locked at all times and the area inside the fence free of debris, weeds and shrubbery.

### **3.7 Condensate return units**

Condensate return units are generally in open areas of basements. Insure that lighting is available at all times at the unit. Maintain the areas free of debris and dirt. Keep spare pumps and motors on hand.

### **3.8 Sump pumps**

Sump pumps will be located in a variety of locations including boiler rooms and basements. Keep spares on hand. You should have 2 that are operational and a spare. Insure that no debris is in the sump pump pit and that sump pump areas are well lit.

### **3.9 Cable and phone junction boxes**

Cable and phone junction boxes are generally located in basements but may also be in back stairwells of some developments. These boxes should be covered and locked at all times. This is the responsibility of the phone and cable companies.

### **3.10 Maintenance Shops & Offices**

- Clean; organized; free of clutter
- Rest room clean, operational
- Doors secure; locks functional
- Floors and walls painted
- Adequate lighting
- Proper storage of flammable materials
- Floors and walls painted
- Appropriate furniture
- Lunch area for staff including table, chairs, refrigerator, microwave, sink (if possible) and lockers

### **3.11 Responsibility for Maintaining Standards**

It is the responsibility of site staff to insure that all of the above standards are met. Day shift firemen are primarily responsible for boiler room maintenance items under the supervision of the site superintendent. Supervisory staff from the Building Services Division will perform regular inspections and assist in supervision, but the primarily responsibility for meeting these standards is the site superintendent's.

Similarly, the site superintendent is responsible for maintenance of all other mechanical spaces. Laborers and janitor/groundskeepers generally carry out the work, though tradesmen should be asked to conduct regular PM inspections and electricians and painters may be needed to conduct certain other tasks related to these spaces.

### **3.12 Responsibility for Materials, Supplies and Parts**

It is the Site Superintendent's and Manager's responsibility to provide all necessary materials, tools, supplies and replacement parts needed to maintain boiler rooms and all equipment. Firemen or Building Services staff may make requests for such items, but orders shall be placed and managed by site staff.

### **3.13 Dealing with Oil Spills and Chemicals**

Developments that use oil must purchase a 20-gallon Spill Pack Kit. This kit contains what you would need if there were an oil spill in the Boiler room.

All oil spills must be entered in the logbook and noted how the spill was cleaned up. It must be reported to the Heating Plant Coordinator, Manager and Maintenance Superintendent immediately.

Spill Pack Kits can be purchased through the Grainger catalog or at any oil supply company.

## **Section 4    Electrical systems and Exterior/common area lighting**

### **4.1    Electrical Distribution System**

#### **4.1.1            Objective:**

To insure the continuous provision of electricity to the development

#### **4.1.2            Scheduled Activities**

##### **Annually:**

##### Manager/Maintenance Superintendent Responsibilities:

Once a year, the Manager shall arrange for an in-house Electrician to perform a general inspection of the electrical distribution system. The electrician shall record on a site-map the location of all main service panels and the specifications for each unit. Based on this list, the Manager shall include stock requirements in their stock inventory system for the development.

##### Electrician

Annually, the Electrician shall perform a general inspection of the electrical system including, but not limited to:

1. Pulling the main circuit boards
2. Checking all circuit breakers and breaker boxes
3. Checking all main feeders
4. Tightening all lugs

#### **4.1.3            Systems Inventory Information**

An Electrical Distribution Systems Inventory and Specification sheet, including location and replacement part information, shall be maintained in the Systems Inventory Book and updated as needed. A site plan of all main service panel locations will be used to supplement this information and will be maintained in the Systems Inventory book. The Inventory shall also include a master checklist for inspections and services specific to the system at the site, as applicable. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Electrical Distribution Systems inventory, specification and checklists forms.

#### **4.1.4            Service Records**

Records of the Electrical Distribution preventive maintenance activities including all inspection and service checklists, repairs etc will be filed in the annual Service Record Binder in the Electrical Section.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## 4.2 Battery Pack Emergency Lighting Systems

### 4.2.1 Objective:

To insure that all battery pack emergency lighting systems are in good working order in the event of an electrical shut down.

### 4.2.2 Scheduled Activities

#### Daily/Weekly

##### Laborer/Groundskeeper/Custodian Responsibilities:

During the course of daily work, the Laborer/Groundskeeper/Custodian should note any obvious breakage of the emergency lighting system and report such breakage immediately.

#### Monthly

##### Manager/Maintenance Superintendent's Responsibilities:

Once a month, the Manager/Maintenance Superintendent shall test the emergency lighting system by pressing the test button, then observing all lights to determine that they come on. If it indicates 'low charge' the battery must be changed.

#### Quarterly

##### Manager/ Maintenance Superintendent's Responsibilities:

To conduct a formal inspection of the building exterior for each unique building address. Note any breakage/defect of the emergency lighting system. Test the emergency lighting system by pressing the test button, then observing all lights to determine that they come on. If it indicates 'low charge' the battery must be changed. All deficiencies found during any inspection shall be transferred to work orders for correction as either emergency or Building and Grounds priorities.

#### As Needed

##### Manager/Maintenance Superintendent Responsibilities:

In the event that any component of an emergency lighting system is not working, the Manager or Maintenance Superintendent shall create a work order and/or contact a contractor to make appropriate repairs. In the event that an in-house Electrician completes the work, the Manager shall obtain all stock required for the repair. All such repairs shall be treated as very urgent.

### 4.2.3 Systems Inventory Information

A Battery Pack Emergency Lighting System Inventory and Specification sheet, including location and replacement part information, shall be maintained in the Systems Inventory Book and updated as needed. A site plan may be used to supplement this information and will be maintained in the Systems Inventory book. The Inventory shall also include a master checklist for inspections and services specific to the equipment at the site, as applicable. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Battery Pack Emergency Lighting system inventory, specification and checklists forms

### 4.2.4 Service Records

Records of all Battery Pack emergency lighting system preventive maintenance activities including all inspection and services checklists, repairs etc will be filed in the annual Service Record Binder in the Electrical Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

Copies of all formal Quarterly Building and Grounds Inspection forms must be included in the annual Service Record Binder.



All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## **4.3 Intercoms**

### **4.3.1 Objective:**

To insure an operable intercom system for the safety of all residents.

### **4.3.2 Scheduled Activities:**

#### **Annually**

#### Manager/Maintenance Superintendent Responsibilities:

In garden style buildings, the Manager/Maintenance Superintendent shall test all intercoms in the course of the annual living unit inspection program to insure their correct operation. In multi-family dwelling buildings, the Manager/Maintenance Superintendent may choose to perform the annual testing of the intercom system with the assistance of a Laborer/Groundskeeper. Utilizing two way radios is an efficient method of performing these inspections.

In the event that any intercom is not working properly, the Manager/Superintendent shall create a work order and/or issue a purchase order to have the intercom repaired by a contractor or an in-house Electrician.

Note: The intercom test can serve a second purpose by determining if any residents are buzzing people in without checking on who they are first. This can be an important part of safety education training.

### **4.3.3 Systems Inventory Information**

An Intercom/door bell system Inventory and Specification sheet, including location and replacement part information, shall be maintained in the Systems Inventory Book and updated as needed. A site plan may be used to supplement this information and will be maintained in the Systems Inventory book. The Inventory shall also include a master checklist for inspections and services specific to the equipment at the site, as applicable. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Intercom system inventory, specification and checklists forms

### **4.3.4 Service Records**

Records of all Intercom/door bell systems preventive maintenance activities including all inspection and services checklists, repairs etc will be filed in the annual Service Record Binder in the Electrical Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files. Records of intercom/door bell system repairs shall also be maintained as part of the Living Unit inspection system.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## 4.4 Emergency Pull Cord (Call-for-Aid) Systems

### 4.4.1 Objective:

To insure that all pull cords are in proper working order to insure resident safety.

### 4.4.2 Scheduled Activities:

As-Needed

#### Manager/Maintenance Superintendent's Responsibilities:

Any time that an emergency pull cord is found to be out of order, the Manager or Maintenance Superintendent shall create an emergency work order, or issue an emergency purchase order to have it repaired immediately. This includes insuring that the chain or cord is hanging loosely below the actual switch and that all lights and enunciators are working properly.

#### **Annually**

#### Manager's Responsibilities:

Annually as part of every Living Unit Inspection, the Manager shall test the emergency pull cord to determine whether or not it is in good working order. In the event that the pull cord does not work, an emergency work order or purchase order shall be issued to have it repaired immediately.

### 4.4.3 Systems Inventory Information

An Emergency Pull Cord System Inventory and Specification sheet, including location of enunciators and enunciator panels and replacement part information, shall be maintained in the Systems Inventory Book and updated as needed. A site plan may be used to supplement this information and will be maintained in the Systems Inventory book. The Inventory shall also include a master checklist for inspections and services specific to the equipment at the site, as applicable. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Emergency Pull Cord system inventory, specification and checklists forms

### 4.4.4 Service Records

Records of all Emergency Pull Cord System preventive maintenance activities including all inspection and services checklists, repairs etc will be filed in the annual Service Record Binder in the Electrical Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files. Records of Emergency Pull Cord System repairs shall also be maintained as part of the Living Unit inspection system.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## 4.5 Exterior Lights

### 4.5.1 Objective:

To maintain maximum exterior lighting at all times.

### 4.5.2 Scheduled Activities:

#### **Daily/Weekly**

#### Laborer/Groundskeeper/Custodian Responsibilities:

To inspect all exterior lights [mounted on buildings or pole lights] daily and report any problems such as broken fixtures or missing/broken bulbs to the Manager/Maintenance Superintendent immediately. All problems must be recorded on the weekly Building & Grounds short-form. The Manager/Maintenance Superintendent shall issue a work order for the repairs.

### **Weekly**

#### Manager/ Maintenance Superintendent's Responsibilities:

During each weekly Building and Grounds Walk-through inspection, the Manager/Superintendent shall observe all exterior lights to note any problems. Manager/Superintendent must also review the completed weekly Building and Grounds inspection forms to make sure that all deficiencies recorded were reported [and visa-versa] and transferred to work orders for correction as either emergency or Building and Grounds priorities.

### **Quarterly**

#### Manager/ Maintenance Superintendent's Responsibilities:

To conduct a formal inspection of the building exterior for each unique building address. Note any broken fixtures or missing/broken bulbs. All deficiencies found during any inspection shall be transferred to work orders for correction as either emergency or Building and Grounds priorities.

### **Annually**

#### Manager Responsibilities:

Once each year, in October, the Manager shall inspect all exterior lights at night to insure that all are working properly.

#### Maintenance Superintendent Responsibilities:

Once each year, during the period from May to October, the Maintenance Superintendent shall arrange to change/repair/re-lamp all non-working exterior lights.

### **As Needed:**

#### Maintenance Superintendent Responsibilities:

In the event that a lamp burns out or there are other problems with the exterior lights between annual re-lamping dates, the Maintenance Superintendent shall issue a work order and arrange to have the exterior light repaired.

### **4.5.3 Systems Inventory Information:**

An Exterior Light Inventory and Specification sheet, including location and replacement part information, shall be maintained in the Systems Inventory Book and updated as needed. A site plan may be used to supplement this information and will be maintained in the Systems Inventory book. The Inventory shall also include a master checklist for inspections and services specific to the equipment at the site, as applicable. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Exterior Light system inventory, specification and checklists forms.

### **4.5.4 Service Records**

Records of all Exterior Lights preventive maintenance activities including all inspection and services checklists, repairs etc will be filed in the annual Service Record Binder in the Electrical Section. Records of

all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## **Section 5    Elevators**

### **5.1    Objective:**

To insure the safe and continuous operation of elevators through regular service and inspection. To maintain elevators in accordance with applicable ordinances and codes,

### **5.2    Scheduled Activities:**

#### **Daily/Weekly**

##### Laborer/Groundskeeper/Custodian Responsibilities:

Daily, the Laborer/Groundskeeper/Custodians shall clean the elevator cabs and sills, check the lighting in the cab and replace any burnt out bulbs (if applicable), check the call buttons, wipe down the electric eye and determine that each elevator is operable. In the event that an elevator is not functioning properly, he/she will report this to the Manager, or in his/her absence, to the Maintenance Superintendent. All problems must be recorded on the weekly B&G inspection form. If a certain address is habitually out of service due to use or vandalism, it should be brought to the attention of the Service Programs Coordinator.

#### **Monthly**

##### Elevator Service Contractor Responsibilities:

The Elevator Service Contractor is responsible for inspecting and servicing each elevator at least once each month or more frequently if so specified in the service contract. The tasks to be completed and the frequency for each task are defined on the BHA elevator preventive maintenance chart that is maintained in the elevator machine room. See S: FamEld Drive – SOP Master Building Systems Appendices for master Elevator preventive maintenance chart.

#### **Quarterly**

##### Manager/ Maintenance Superintendent's Responsibilities:

To conduct a formal inspection of the building's common areas for each unique building address. Record any problems noted with the Elevators and notify the Service Programs Coordinator.

#### **Annually**

##### Elevator Service Contractor /Service Programs Coordinator Responsibilities:

The Elevator Service Contractor is responsible for arranging for and coordinating with the Service Programs Coordinator, an annual inspection of all elevators by the State Elevator Inspector.

#### **As Needed**

##### Service Programs Coordinator Responsibilities:

The Service Programs Coordinator is responsible for bidding the elevator service contract every two years, for monitoring monthly performance against contract provisions, for insuring payments against the contract, and for making decisions concerning major repair work within the contract.

##### Manager/Maintenance Supervisor Responsibilities:

The Manager/Maintenance Supervisor is responsible for insuring that the elevator is properly cared for by the Laborer/Groundskeeper/Custodian, for reporting all problems with the elevator to the Service Programs Coordinator, and for obtaining copies of service slips for every visit by an Elevator service contractor. The Manager has authority to call the contractor for service on the elevator whenever it malfunctions during normal working hours. All calls for service shall be entered in the Elevator Service Log and tracked. See S: FamEld Drive – SOP Master Building Systems Appendices for master Elevator Service Log form.

Elevator Service Contractor's issues such as response times for emergencies, chronic issues with the same address or monthly maintenance work not performed should be brought to the attention of the Service Programs Coordinator immediately.

### **5.3 Policies for calling for emergency service**

During normal working hours, the Manager and the Maintenance Superintendent have authority to contact the Elevator service contractor for service.

During non-working hours, The Work Order Center shall contact the Emergency Response Service Manager to report the problem. The ERS Manager will have authority to contact the Elevator service contractor for service.

In Developments with Special Assignment Laborers, the Work Order Center shall contact the Special Assignment Laborer, who will then check to determine if the elevator is malfunctioning, and be authorized to contact the Elevator service contractor for service. If the Special Assignment Laborer calls for service, he/she must meet the contractor, state the reason they have requested emergency service and sign service slip from elevator service contractor. A fire alarm will trigger the elevator into an emergency recall position. The Fire Alarm service contractor will have to be called to reset the system.

### **5.4 Policies for Inspection Notifications:**

The manager is responsible for notifications to residents when the elevator car will be out of service due to inspections. Fire Alarm and Generator service contractors must be notified for yearly inspections and access must be provided. This should be coordinated with the Service Programs Coordinator.

### **5.5 Systems Inventory Information:**

An Elevator Inventory and Specification sheet, including location and service contract information shall be maintained in the Systems Inventory Book and updated as needed. A site plan may be used to supplement this information and will be maintained in the Systems Inventory book. The Inventory shall also include a master checklist for inspections and services specific to the equipment at the site, as applicable. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Elevator inventory, specification and checklists forms, Elevator Service Logs and Elevator PM Chart.

### **5.6 Service Records:**

Records of all Elevator preventive maintenance activities including all inspection checklists, service slips, repairs etc will be filed in the annual Service Record Binder in the Elevator Section.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

The Elevator Service Contractor is responsible for filling in the BHA Elevator Preventive Maintenance Chart maintained in the elevator machine room at the time of each servicing and for providing a service slip for every visit (preventive or service visit) with information on the date, time and duration of the visit and on the work performed. This service slip shall be left with the Manager.

The Manager is responsible for maintaining all service call slips in the Service Records Binder. Service Programs Coordinator shall be responsible for maintaining central records of all service and testing etc.

## **Section 6     Fire Safety Systems**

### **6.1     Fire Alarm – Connected Systems**

#### **6.1.1            Objective:**

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

#### **6.1.2            Scheduled Activities:**

##### **Weekly/Daily**

##### Manager/Superintendent/Laborer/Groundskeeper/Custodian Responsibilities:

The Manager/Superintendent/Laborer/Groundskeeper/Custodian shall check the master alarm panel to determine that there is no trouble at the panel board, as indicated by a trouble light. The master alarm panel is located in various buildings at different Developments. In some Developments the master panel is located in the management office, in which case it is the responsibility of the Manager and management staff to monitor, record and report any problems.

Any problems with the panel or any fire alarm devices (i.e. smoke detectors and pull stations) shall be noted and reported to the Manager [whether it is located in the management office or elsewhere]. All problems must be recorded on the weekly Building & Grounds Inspection short forms. Newer panels will sound an alarm when a trouble is identified. This will have to be acknowledged in order to silence the alarm. The system stores the trouble in its memory. The alarm service contractor will have to be dispatched to repair/replace the device.

##### **As Needed/Weekly**

##### Manager Responsibilities:

The Manager shall report any problems with the fire alarm system immediately upon being informed of the problem to the Service Programs Coordinator. The Manager shall also check all pull stations and the alarm panel during the regular weekly walk-through inspection.

##### Fire Alarm Service Contractor/In-house Electrician Responsibilities:

The Fire Alarm service contractor or in-house Electrician shall be responsible for re-setting the alarm system acknowledging the trouble after every fire alarm. The fire alarm contractor should respond within two hours to fully re-set the system. If the contractor does not show up in this time period, managers and maintenance personnel should call them. Local device replacement only will be done by site electricians and these must be of the same type and brand as the existing system.

##### **Quarterly**

##### Manager Responsibilities:

The Manager shall coordinate all alarm testing procedures through appropriate notification to residents and by assisting the contractor by having the Laborer/Groundskeeper/Custodian available during testing to open apartment doors as needed.

##### Fire Alarm Service Contractor Responsibilities:

The contractor is responsible for quarterly testing of the fire alarm system. At each quarterly visit all alarm initiating devices (i.e. pull stations, smokes, system devices) will be checked, including 25% of all apartment smoke detectors shall be tested, so that every device is tested at least once each year. The contractor shall be responsible for coordinating all testing with the development manager.

The Fire alarm service contractor is responsible for completing the Quarterly Inspection Reports and submitting copies to the Manager and to the Fire Department. The contractor is responsible for leaving service slips upon completion of any alarm reset or service visit with the manager.

### **Every two Years**

#### Service Programs Coordinator Responsibilities:

The Service Programs Coordinator shall be responsible for bidding a service contract once every two years, or at such annual intervals as may be determined to be necessary. The Service Programs Coordinator shall be responsible for maintaining central records of all service and testing, and for payment of all invoices. The services programs coordinator shall be responsible for insuring that all maintenance over and above regular testing is necessary and for approving all expenditures of this type.

### **6.1.3 Systems Inventory Information:**

A Fire Alarm System Inventory and Specification sheet, including location of all devices and service contract information shall be maintained in the Systems Inventory Book and updated as needed. A site plan may be used to supplement this information and will be maintained in the Systems Inventory book. The Inventory shall also include a master checklist for inspections and services specific to the system at the site. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Fire Alarm inventory, specification and checklists forms...

### **6.1.4 Service Records:**

#### Development Records

Records of all Fire Alarm System preventive maintenance activities including all inspection checklists, service visits, regular testing, alarm resets and repairs etc will be filed in the annual Service Record Binder in the Fire Alarm Systems Section. The Manager shall maintain copies of all reports from the Fire Alarm Testing Contractor in the Service Record binder in chronological order and shall send the original to the Service Programs Coordinator immediately upon its receipt.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

#### Service Programs Coordinator Records

Records of all service visits, including regular testing, alarm resets, and repair calls shall be maintained by the service programs coordinator, along with invoices.

## **6.2 Fire Extinguisher Inspection and Service Procedure**

### **6.2.1 Objective:**

To insure that all required fire extinguishers are in place and serviced on a regular basis in accordance with applicable ordinances and codes.

### **6.2.2 Scheduled Activities:**

#### **Daily/Weekly**

#### Laborer/Groundskeeper/Custodian Responsibilities:



Routinely, the Laborer/Groundskeeper/Custodian is responsible for checking that all fire extinguishers are in their proper locations, and that the seal is not broken and the inspection tag is in place. Any instances should be brought to the immediate attention of the Manager and/or the Maintenance Superintendent. All problems should be recorded on the weekly Building & Grounds Inspection short forms.

### **Weekly**

#### Manager/ Maintenance Superintendent's Responsibilities:

During each weekly Building and Grounds Walk-through inspection, the Manager/Superintendent shall observe all fire extinguishers to note any problems. Manager/Superintendent must also review the completed weekly Building and Grounds inspection forms to make sure that all deficiencies recorded were reported [and visa versa] and transferred to work orders for correction as either emergency or Building and Grounds priorities.

### **Quarterly**

#### Manager/ Maintenance Superintendent's Responsibilities:

To conduct a formal inspection of all building common areas. Inspect all fire extinguishers to make sure that they are in their proper locations, and that the seal is not broken and the inspection tag is in place. All deficiencies found during any inspection shall be transferred to work orders for correction as either emergency or Building and Grounds priorities.

### **Annually**

#### Manager Responsibilities:

The Manager shall issue a purchase order on an annual basis to have all fire extinguishers inspected/serviced by an appropriate contractor. The Manager shall insure that all such inspections include appropriate tagging of all extinguishers indicating the date of the inspection.

### **Every five years**

#### Manager Responsibilities:

Every five years, the Manager shall issue a purchase order to have all fire extinguishers pressure tested by an appropriate contractor.

## **6.2.3 Systems Inventory Information**

A Fire Extinguisher Inventory and Specification sheet, including location, types, sizes, date of purchase information shall be maintained in the Systems Inventory Book and updated as needed. A site plan may be used to supplement this information and will be maintained in the Systems Inventory book. The Inventory shall also include a master checklist for inspections and services specific to the equipment at the site, as applicable. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Fire Extinguisher inventory, specification and checklists forms.

## **6.2.4 Service Records**

Records of all Fire Extinguisher preventive maintenance activities including all inspection and service checklists, repairs/replacements etc will be filed in the annual Service Record Binder in the appropriate Section.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

All fire extinguishers shall be tagged by the contractor including the date inspected.

## 6.3 Sprinkler System Inspection and Service Procedure

### 6.3.1 Objective:

To insure the continuous, effective and efficient operation of the sprinkler system in accordance with all applicable codes and ordinances.

### 6.3.2 Scheduled Activities:

#### **Daily/Weekly/as needed**

##### Custodian/Laborer/Groundskeeper's Responsibilities:

The Custodian/Laborer/Groundskeeper shall report any leaking or damaged sprinkler heads as it is noticed to the manager/maintenance superintendent. The Laborer/Groundskeeper or Resident Custodian shall perform a visual inspection of the fire pump, check pump room heat weekly and report any problems/malfunction to the Manager/maintenance superintendent immediately. Any problems/ malfunction should be recorded on the weekly Building & Grounds short-form. Resident Custodians and Laborers/Groundskeepers shall remove all tape or other covering used to protect sprinkler heads during vacant unit preparation.

##### Manager's Responsibilities:

The Manager is responsible for reporting any damage to or suspected malfunctioning of the sprinkler system or pumps to the Service Programs Coordinator as soon as a problem is detected. The Manager shall arrange with the Superintendent to order and maintain additional heads on site for immediate replacement if/when the need arises.

#### **Annually**

##### Manager/Maintenance Superintendent's Responsibilities

The Manager/Superintendent is responsible for coordinating all sprinkler flow and pump testing with the Service Programs Coordinator and the contractor on an annual basis. This service should include, but not be limited to, flow testing to insure that alarms will sound if sprinkler is triggered, and, pump testing for fire and/or jockey pump.

##### Service Programs Coordinator Responsibilities

The Service Program Coordinator shall be responsible for obtaining quotes/bids on an annual basis and issuing a contract or purchase order for annual testing of the sprinkler system by an independent licensed sprinkler systems company. This testing is to insure that pump will perform to provide the designed amount of water at the designed pressure in the event of a fire. The Service Programs Coordinator shall be responsible for insuring adequate oversight of the contract; issuing work orders or PO for follow up repair work, and paying bills.

### 6.3.3 Systems Inventory Information

A Sprinkler System Inventory and Specification sheet, including location of all devices, replacement parts, as needed and service contract information shall be maintained in the Systems Inventory Book and updated as needed. A site plan may be used to supplement this information and will be maintained in the Systems Inventory book. The Inventory shall also include a master checklist for inspections and services specific to the equipment at the site, as applicable. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Sprinkler System inventory, specification and checklists forms.

### 6.3.4 Service Records

#### Development Records

Copies of all records of all Sprinkler System preventive maintenance activities including all inspection checklists, service visits, annual testing and repairs etc will be filed in the annual Service Record Binder in the Fire Alarm Systems Section. The Manager shall maintain copies of all reports from the Sprinkler System Testing Contractor in the Service Record binder in chronological order and shall send the original to the Service Programs Coordinator immediately upon its receipt. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

#### Service Programs Coordinator Records

Records of all service visits, including annual testing and repair calls shall be maintained by the service programs coordinator, along with invoices.

## **6.4 Smoke Detector Service Policy**

### **6.4.1 Objective:**

To insure that all smoke detectors in all common areas are operational at all times. Note: all hard-wired smoke detectors include a battery for back up purposes. Therefore, all new smoke detectors installed, even if the hard-wired type will require annual battery changes.

### **6.4.2 Scheduled Activities:**

#### **Daily/Weekly/As Needed**

##### Custodian/Laborer/Groundskeeper Responsibilities:

The Custodian/Laborer/Groundskeeper shall note all missing or damaged battery operated smoke detectors during the course of day to day work and report any problems immediately to the Manager/Superintendent. All problems must be recorded on the weekly Building and Grounds inspections short-form. In the event that a battery needs replacing (as indicated by a "beep" from the unit) the Custodian/Laborer/Groundskeeper shall immediately replace the battery. Damaged device enclosures must also be noted.

##### Manager/Maintenance Superintendent Responsibilities:

The Manager/Maintenance Superintendent is responsible for issuing a work order and instructing a mechanic to replace all defective or missing battery smoke detectors immediately upon learning of the problem. The Manager/Maintenance Superintendent is responsible for keeping on hand adequate numbers of batteries and smoke detectors. Smoke detectors can be ordered from the BHA 120 Stock System. Batteries on hand for replacement should be checked for date code before being installed.

#### **Quarterly**

##### Manager/Maintenance Superintendent Responsibilities

The Manager is responsible for testing all battery-operated smoke detectors on each quarterly building and grounds inspection by activating the test button. The Manager may delegate this responsibility to the Laborer/Groundskeeper or Electrician, but shall be responsible for insuring that this is completed fully every quarter.

#### **Annually**

##### Custodian/Laborer/Groundskeeper Responsibilities:

Once every year, in October, the laborer/groundskeeper shall replace all batteries in all battery operated smoke detectors in common areas as a preventive maintenance measure. This shall also apply to batteries

in the new type of hard-wired smoke detectors that include a battery back up. Batteries in smoke detectors in apartments shall be changed at the time of the annual Living unit inspection.

### **6.4.3 Systems Inventory Information**

A Smoke Detector Inventory and Specification sheet, including location of all devices, including information on battery or hard wired, and system connected or not connected and replacement part information shall be maintained in the Systems Inventory Book and updated as needed. A site plan may be used to supplement this information and will be maintained in the Systems Inventory book. The Inventory shall also include a master checklist for inspections and services specific to the equipment at the site, as applicable. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Smoke Detector inventory, specification and checklists forms.

### **6.4.4 Service Records**

Copies of all records of all Smoke Detectors preventive maintenance activities including all inspection and service checklists, regular testing and repairs etc will be filed in the annual Service Record Binder in the Fire Alarm Systems Section. All defective smoke detectors shall be reported on the Building and Grounds Inspections [Weekly - Short and Quarterly - Long Forms] and LUI inspections. All replacement of batteries in common areas must be recorded on a checklist format using the smoke detector inventory/specification sheets and filed in the Service Record Binder.

Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## **6.5 Smoke Hatch Inspection and Service Procedure**

### **6.5.1 Objective:**

To insure that the smoke hatch component of the fire alarm system is operating properly and is maintained in accordance with applicable ordinances and codes.

### **6.5.2 Scheduled Activities:**

#### **Daily/Weekly**

##### Custodian/Laborer/Groundskeeper Responsibilities:

The Laborer/Groundskeeper shall visually inspect the smoke hatch for any noticeable problems, such as opened hatches, tampering with manual cords and/or vandalism. The Custodian/Laborer/Groundskeeper shall report any problems to the Manager/Maintenance Superintendent immediately. All problems must be recorded on the weekly Building & Grounds short-forms.

##### Manager/Maintenance Superintendent Responsibilities:

The Manager/Maintenance Superintendent shall report any problems with the smoke hatch or other fire alarm system components immediately upon being informed of the problem to the Service Programs Coordinator. The Manager/Maintenance Superintendent shall also check the pull cord and the hatch during

all weekly walk-through inspections. The Manager/Maintenance Superintendent shall report all resets to the Service Programs Coordinator immediately following each occurrence.

#### **Quarterly**

##### Manager Responsibilities:

The Manager shall coordinate all testing procedures related to smoke hatches, as part of any regular connected system inspection, through appropriate notification to residents and by assisting the contractor by having the Custodian/Laborer/Groundskeeper available during testing to allow entry into common area hallways as needed.

#### **Annually / Every 2 years**

##### Service Programs Coordinator Responsibilities:

The Service Programs Coordinator shall be responsible for bidding a service contract once every two years, or at such annual intervals as may be determined to be necessary. The Service Programs Coordinator shall be responsible for insuring that all maintenance over and above regular testing is necessary and for approving all expenditures of this type.

### **6.5.3 Systems Inventory Information**

A Smoke Hatch Inventory and Specification sheet, including location and replacement part information shall be maintained in the Building Systems Inventory Book and updated as needed. A site plan may be used to supplement this information and will be maintained in the Systems Inventory book. The Inventory shall also include a master inspection and service checklist specific to the equipment at the site, as applicable. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Smoke Hatch inventory, specification and checklists forms.

### **6.5.4 Service Records:**

##### Development Records:

Copies of all records of all Smoke Hatch preventive maintenance activities including all inspection and service checklists, regular testing and repairs etc will be filed in the annual Service Record Binder in the Fire Alarm Systems Section. All defective smoke hatches shall be reported on the Building and Grounds Inspections [both the weekly short-form and the quarterly long-form].

Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

The Manager shall maintain copies of all reports from the fire alarm testing contractor in the Service Records binder, and shall send the originals to the Service Programs Coordinator immediately upon receipt.

##### Service Programs Coordinator Records:

The Service Programs Coordinator shall be responsible for maintaining central records of all service and testing.

## **Section 7     Generators**

### **7.1     Objective:**

To ensure a continuous, efficient and reliable source of stand-by electrical energy through regular maintenance and service of the emergency generator.

### **7.2     Scheduled Activities:**

#### **Weekly**

##### Manager/Maintenance Super/Electrician/Resident Custodian Responsibilities:

The Manager/Maintenance Superintendent is responsible for insuring that the Electrician performs a weekly inspection of the emergency generator and performs the tasks detailed on the Emergency Generator Weekly Service Activity Report. The Electrician shall complete the report, sign it and give it to the Maintenance Superintendent each week upon completion. Resident Custodians shall complete this checklist at Elderly/Disabled developments. See S: FamEld Drive, SOP Master Building Systems Appendices to obtain a master copy of Emergency Generator Weekly Service Activity Report.

#### **Quarterly**

##### Service Contractor Responsibilities

The service contractor shall be responsible for performing quarterly inspections and service as detailed on the Emergency Generator Inspection and Service Report. See S: FamEld Drive, SOP Master Building Systems Appendices to obtain a master copy of Emergency Generator Inspection and Service Report

#### **Annually**

##### Generator Service Program Coordinator Responsibilities:

The Service Program Coordinator is responsible for obtaining quotes and issuing a purchase order on an annual basis to a qualified contractor for quarterly and annual service to the emergency generator and for insuring that the contractor completes all required activities on time.

The Generator Service Program Coordinator is responsible for obtaining quotes and issuing a purchase order on an annual basis to a qualified contractor for annual service and testing of the Automatic Transfer Switch.

##### Generator Service Contractor Responsibilities

At one quarterly service visit each year, the Generator service contractor shall complete all of the annually required tasks as indicated on the Emergency Generator Inspection and Service Report.

##### Manager Responsibilities

The manager shall arrange to have the fuel tank topped off at least once per year.

#### **As Needed**

##### Manager

The Manager shall be responsible for obtaining quotes and issuing purchase orders for repairs required to the generator which is above and beyond the scope of the annual service contract. The generator should be re-fueled after each use in an emergency condition and topped off on an annual basis.

##### Service Program Coordinator

The Service Program Coordinator shall be responsible for reviewing repair or replacement decisions in consultation with the manager and assisting the manager in determining actions to be taken.

## 7.3 Systems Inventory Information

A Generator Inventory and Specification sheet, including location and spare/replacement part information, fuel information, regular run time shall be maintained in the Systems Inventory Book and updated as needed. A site plan may be used to supplement this information and will be maintained in the Systems Inventory book. The Inventory shall also a master checklist of inspections and services specific to the equipment at the site, as applicable. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Generator inventory, specification and checklists forms.

## 7.4 Service Records

### Development Records:

Copies of all records of all Generator preventive maintenance activities including all inspection checklists, service visits, regular testing and repairs etc will be filed in the annual Service Record Binder in the Fire Alarm Systems Section. The Emergency Generator Weekly Service Activity Report is to be completed by the Superintendent and Electrician or Resident Custodian (for elderly developments) and submitted to the development Manager. All copies shall be maintained in the Service Record Binder.

The Emergency Generator Inspection and Service Reports are completed by the Generator service contractor at the time of each inspection and are submitted to the development Manager upon completion of the service. The contractor may use its own company form. These reports shall be signed by the contractor's service representative and maintained in the service record binder. The original shall be sent to the Service Programs Coordinator immediately upon receipt.

Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

### Service Programs Coordinator:

The Service Programs Coordinator shall be responsible for maintaining central records of all service and testing.

## **Section 8     Heating Systems**

### **8.1     Introduction to Heating System Maintenance**

Maintenance of heating systems is among the most important maintenance to be performed within the Preventive Maintenance Plan. Heating systems including the central heating plants or the decentralized boiler rooms, the distribution systems, and heating fixtures and controls inside the units require consistent and regular maintenance to serve out their useful life and provide the very basic service of heat and hot water to all residents of our developments. In many locations, significant capital investments have been made to the heating systems throughout the City, and a number of other projects are in the planning, design, or construction stages. It is crucial that we protect this investment.

Managers, Maintenance Superintendents, Heating Systems Coordinator and Inspector, Burner Technicians, Firemen, and Steamfitter's play very important roles.

It is the primary responsibility of the Fireman to perform daily monitoring and maintenance functions to the central heating plants and/or decentralized heating boiler rooms as specified in the union contract and the primary responsibility of the Heating System Coordinator and Inspector to perform more complex tasks, inspect the work of the Firemen and Burner Technicians and make recommendations for replacement and repair of various systems and components. The Heating Systems Coordinator and Inspector will be responsible for monitoring and managing work performed by outside contractors. The Heating Systems Coordinator will retain overall responsibility for overseeing central heating plant and decentralized heating boiler room work.

Because of physical proximity, and in some cases the interrelated system components, of domestic hot water systems at most of the developments supported by the heating system, the central domestic hot water system is covered in this section.

Although preventive maintenance is not performed on electric heating systems (except as part of apartment and buildings and grounds inspections) we have included a short section on the maintenance of stock for electrically heated developments due to the extreme important of having stock on hand for heating repairs in the event of an emergency.

The heating system with forced warm air and heat pumps applies to the building at 52 Chauncy Street in Boston only.

It is extremely important that the material in this section is accurately completed and that the procedures and policies called for are strictly adhered to for the continued proper operation and longevity of the systems across the City.



## 8.2 Central Plants & Decentralized Boiler Rooms

### 8.2.1 Objective

To insure the continuous operation of all heating systems including equipment, controls, and the central domestic hot water components, to prolong the life of all equipment, components, and controls related to efficient heat generation and distribution, and to create and maintain a healthy indoor environment.

### 8.2.2 Scheduled Activities

#### Daily

##### Fireman Responsibilities:

The fireman is responsible for daily monitoring systems operations, performing routine maintenance services to central heating plants and/or decentralized boiler rooms as required, recording systems operational data and fuel consumption/ordering/delivery data, identifying the system or components' deficiencies if any and reporting them to Manager and/or Maintenance Superintendent, Heating System Coordinator or Inspector immediately. The fireman is responsible for filling out the *Boiler Room Service Activity Report* daily and maintaining a daily log of central plant or decentralized boiler room's activities in the logbook, which shall be located inside the boiler room. The specific duties to be performed at each site as called out in the union contract are detailed on daily *Service Activity Reports* specific to the particular plant or boiler room being serviced, including regular disposal of rubbish and periodic sweeping, washing, and painting of floors. The daily *Service Activity Report* shall be submitted monthly to the Heating System Coordinator/ Inspector and contain a record of all activities performed. The fuel oil ordering/delivery data/slips shall be submitted weekly to the Manager or Maintenance Superintendent. These slips must be forwarded to the Accounts Payable Department in a timely manner [Refer to section 30.13].

*Boiler Room Service Activity reports* specific to the boiler room at your Development can be obtained on the Fam/Eld S:Drive, in the *SOP Profile and Building Systems by Development* folder. This folder is organized into sub-folders for each development. Each Development sub-folder is further divided into folders for each system/component/structure subject to preventive maintenance. The Heating systems information sheets/reports etc, specific to the systems located at your Development can be obtained from the Heating sub-folder within your Development folder.

In the event of very urgent or emergency problems, and the unavailability of the development staff and Heating System Coordinator/Inspector, the fireman shall report the problems directly to the Emergency Response Service. The ERS staff or the dispatcher who answers the call after regulator hours will relay the message to the BHA Duty Officer.

##### Maintenance Fireman or Fireman during Off-Heating Season Responsibilities:

Spare fireman during heating season shall report to BHA Heating Dept for their daily assignments. Based on the fireman shift coverage, the spare fireman may be assigned to a regular shift covering a specific area if the regular fireman is absent, then he shall follow the procedures specified above. The spare firemen or the maintenance firemen during off-heating season will be assigned to a specific heating plant or boiler room for maintenance and cleaning work daily as instructed by the Heating System Coordinator or Heating System Inspector.

All firemen are responsible to obtain, from the BHA Central Store, maintain, and use the personal protection safety equipment based on the work they are assigned. They are responsible to follow all the regulations and rules outlined in the BHA Employee Safety and Loss Control Handbook and MSDS Binder.

##### Burner Technicians Responsibilities:

Burner Technicians are responsible to perform daily boiler/burner or system components' repair, adjustment, replacement, or burners' cleaning, fine-tuning, and start-up work as assigned by the Heating System Coordinator and Inspector, or respond to the service calls during evening shift or over weekend as directed by the ERS.

## Weekly

### Heating Systems Coordinator/Inspector Responsibilities:

The Heating Systems Coordinator or Inspector shall perform no less than a weekly inspection of all central boiler plants and boiler rooms covered by the firemen and shall instruct fireman of additional maintenance at that time in accordance with the development maintenance checklist (see appendix).

The Heating Systems Coordinator has overall responsibilities for insuring proper operation of the heating boilers and major components in the central heating plants and decentralized boiler rooms, which are monitored and covered by the firemen on daily basis, and the completion of all required maintenance, repair, and the replacement work performed on them. The Heating System Coordinator or Inspector shall submit purchase requisitions for service work that require to be carried out by contractors from outside the BHA to the Building System Maintenance Director for approval.

### Manager/Maintenance Superintendent Responsibilities:

The Manager/Maintenance Superintendent shall inspect the central heating plant or the boiler room on at least a weekly basis as part of the Building and Grounds Inspection. The Manager/Maintenance Superintendent shall observe heating plant and boiler room for performance of Fireman's areas for cleanliness and proper lighting. At this time, the Manager/Maintenance Superintendent shall enter in the Boiler Room logbook an entry indicating his or her reason for being in the boiler room. Each heating plant or boiler room must have a boiler room log book.

The Manager/Maintenance Superintendent shall inspect the distribution piping, fittings, and valves in the building basement for any sign of leaks or malfunctions. All deficiencies found during any inspection shall be reported to the Heating Systems Coordinator and/or transferred to work orders for correction as either emergency or Building and Grounds priorities

## Quarterly

### Manager/Maintenance Superintendent Responsibilities:

To conduct a formal inspection of the heating plant and boiler room during the quarterly Building and Grounds Inspections. The Manager /Maintenance Superintendent shall inspect all areas for cleanliness and proper lighting. The Manager /Maintenance Superintendent shall inspect distribution piping, fittings, and valves in the building basement for any sign of leaks or malfunctions. Check components for rust/corrosion. All deficiencies found during any inspection shall be reported to the Heating Systems Coordinator and/or transferred to work orders for correction as either emergency or Building and Grounds priorities

At this time, the Manager/Maintenance Superintendent shall enter in the Boiler Room logbook an entry indicating his or her reason for being in the boiler room.

## Annually

### Heating Systems Coordinator/Inspector Responsibilities:

Each year the Heating Systems Coordinator shall schedule boiler cleanings and arrange for jurisdictional inspections at all developments. These boiler cleanings shall include all the work listed on the "Boiler Cleaning and State Mandated Inspection Scope of Services" attached. All cleanings and inspections shall take place between the period of June 15 and September 15 of each year. The Heating System Coordinator or Inspector shall submit purchase requisitions for annual services and cleaning out some of the boilers/heaters and components that require to be carried out by factory-trained technicians to the Building System Maintenance Director for approval.

Each year, the Heating Systems Coordinator shall arrange for the Burner Technicians to service and perform general preventive maintenance on all central heating plants' boilers and related major components such as boiler feed pumps, feed valves, ID fans, and controls. This service shall be performed in compliance with the "Burner Service Scope of Services" attached. All service shall be completed each year between June 15 and September 15. The Heating System Coordinator or Inspector shall submit purchase requisitions for obtaining the new complete components or replacement kits if the replacement of the components or kits is needed to the Building System Maintenance Director for approval.

The Heating Systems Coordinator and Inspector shall develop a list of summer maintenance and replacement projects for the central heating plants or decentralized boiler rooms, the distribution system components, and the controls. They shall arrange to purchase appropriate stock, plan and schedule the work to be performed by the fireman, burner technician, the steamfitter and electrician. The Heating Systems Coordinator and Inspector shall work with the Manager or Maintenance Superintendent to coordinate all such projects, including system shut-down and apartment access for apartment work etc.

#### **As needed**

##### Heating Systems Coordinator/Inspector Responsibilities:

The Heating Systems Coordinator and Inspector shall report all repairs required in the boiler rooms or central heating plants such as plumbing and sewer leaks, lighting, access, alarm systems etc.; and the leaks on the distribution system in the basement space to the Maintenance Superintendent, as needed, especially repairs requiring assistance from BHA trade persons.

The Heating Systems Coordinator and Inspector shall document and relay the information to the Manager or Maintenance Superintendent regarding all the work performed on the heating systems by the steamfitter and electrician so it can be recorded on the development work order system.

##### Manager Responsibilities

The Manager shall work with the Maintenance Superintendent and the Heating System Coordinator and Inspector as needed to insure that maintenance is performed and repairs are made to the heating system including the heating plant/boiler room, distribution system, controls, and heating fixtures inside the unit. The Manager shall make all decisions concerning major repairs to heating distribution systems in the basement, underground, and inside the residential units. The Manager shall approve all purchase orders for stock, repair or replacement work, and annual preventive maintenance service as listed above.

The Manager has overall responsibilities for insuring that all heating plant and boiler rooms maintenance and repair is completed properly and on time to insure service delivery to residents.

The Manager with the assistance of the Heating Systems Coordinator and Inspector shall work with the Project Manager or Architect to determine priorities of the needed heating systems improvements, select designers, develop designs and manage construction contracts for all major repair and replacement of heating systems and components.

### **8.2.3 System Inventory Information:**

The Development Heating System Inventory & Specification sheet shall contain detailed specifications of all boilers, burners, controls, major components and controls on the distribution piping, heating fixture and controls inside the unit, and auxiliary equipment and instrument including major spare parts and shall be maintained in the Building Systems Inventory Book and updated as needed. The Inventory shall also include all daily, weekly, monthly, and annual service checklist forms specific to the equipment & instrument at the site. The inventory will also include location information and a site map can be used to supplement this.

Central Heating Plant and Decentralized Heating Boiler Room Information Sheets shall be provided by the Heating Maintenance Unit for all Family Developments and can be found in the S: FamEld Drive, *SOP Profile and Building Systems by Development* folder. This folder is organized into sub-folders for each development. Each Development sub-folder is further divided into folders for each system/component/structure subject to preventive maintenance. The Heating systems information sheets, specific to the systems located at your Development can be obtained from the Heating sub-folder within your Development folder.

See S: FamEld Drive, *SOP Master Building Systems Appendices* for sample master Central Heating Plant and Decentralized Heating Boiler Room inventory, specification and checklists forms if the Heating Maintenance Unit does not have this information for the heating system at your Development

## 8.2.4 Service Records

### Development Records:

The Fireman's Daily Checklist shall be submitted weekly to the Manager or Maintenance Superintendent and the original maintained in the Service Record Book, or in separate file folders in chronological order.

The central plants and boiler rooms' logbooks shall be submitted annually to the Manager or Maintenance Superintendent and maintained in the development management office.

The fuel oil delivery slips shall be submitted weekly by the fireman to the Manager or Maintenance Superintendent. These slips must be forwarded to the Accounts Payable Department in a timely manner [Refer to section 30.13]

*The Heating System Inspector's weekly Inspection and Service Report* will be submitted to the Heating System Coordinator and copied to the development Manager for filing in the Service Records Book.

Records of all preventive maintenance (P) work orders completed by the steam fitter, plumber, and electrician shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

### Heating Department Records

All records of service and repairs performed including annual boiler cleanings and preventive maintenance service as well as other contracted repairs shall be maintained in the Heating Dept. by the Heating System Coordinator and Inspector. Copies shall be maintained in the Service Record Binder.

All records of service and repairs performed including annual boiler cleanings and preventive maintenance by BHA Firemen and/or Burner Technicians shall be maintained in the Heating Dept. by the Heating System Coordinator and Inspector. Copies shall be maintained in the Service Record Binder.

## 8.3 Boiler Cleaning and Jurisdictional Inspection

Boiler cleanings shall be performed annually by qualified contractors or development Firemen and Burner Technicians in accordance with the scope of services listed below. Following the cleaning, and prior to closing the boiler, the Heating Systems Coordinator and Inspector shall arrange for an insurance inspection for the boilers that are subject to annual state inspection according to state code and regulations. The following scope of services shall be adhered to:

### **Prior to Calling Insurance Company's Boiler Inspector:**

1. All firesides are to be properly brushed and vacuumed. This includes tubes in the fire tube boilers and gas passes in cast iron sectional boilers.
2. All fireboxes are to be cleaned and vacuumed.
3. All hand hole plates and manhole covers are to be removed and surface cleaned.
4. All controls and plugs are to be opened and flushed out.
5. The area around the boiler including the boiler itself (top, etc.) is to be cleaned and free of soot.

### **Prior to and During the Inspection:**

1. Water shall be drawn off and the waterside thoroughly washed out.

2. Manhole and hand hole plates, washout plugs, as well as inspection plugs in water column connections shall be removed as required by the inspector. The furnace and combustion chambers shall be cooled and thoroughly cleaned.
3. Insulation and brickwork shall be removed if required by the inspector in order to determine the condition of the boiler, headers, furnace, supports or other parts.
4. The pressure gauge shall be removed for testing if required by the Inspector.
5. Any leakage of steam or hot water into the boiler shall be prevented by disconnecting the pipe or valve at the most convenient point or at any appropriate means approved by the inspector.
6. Before opening the manhole or manholes and entering any part of a boiler that is connected to a common header with any other boilers, the required steam or water system valves or cocks between the two closed stop valves opened. The feed valves must be closed, tagged and preferably padlocked, and drain valves or cocks between the two valves opened. After draining the boiler, the blow-off valves shall be closed, tagged, and preferably padlocked. Blow-off lines, where practicable, shall be disconnected between pressure parts and valves. All drains and vent lines shall be opened.

#### **After the Inspection:**

- The original Boiler Inspection Certificates when issued shall be maintained at BHA Heating Dept., one copy set shall be displayed in the boiler plant or boiler room, and another set shall be kept in file by the development management.
- If the boiler fails to pass the inspection, the Heating Systems Coordinator/Inspector and the development staff shall work together to identify the reason for failure on the inspection, address the deficiencies if any, and arrange re-inspections if needed until the Boiler Inspection Certificate is obtained.
- Heating Systems Coordinator/Inspector shall inform the BHA Risk Management the inspection problem and result whenever it becomes available.

## **8.4 Annual Preventive Maintenance and Start up Services – Gas Fired Boiler Systems**

For gas-fired boiler systems, a qualified service contractor or qualified BHA service personnel shall perform annual preventive maintenance and start up services in accordance with the scope of services listed below.

#### **Scope of Services**

1. Report upon arrival to BHA Representative when required.
2. Inspect and report on conditions of refractory, exhaust hood, and heat exchangers if applied.
3. Drain and recharge expansion tanks for hydronic heating system.
4. Inspect all boiler controls and safeties on individual boiler and on the common header. Inspect the combustion air in-take fan and/or exhaust louver opening for proper operation.
5. Inspect ignition assembly replace electrode if needed, inspect pilot thermocouples, scanner, and replace them if needed.
6. Tighten electrical connections to individual controls, pump, valve, and inside the control panel.
7. Open and clean boiler pump's controller, low water cutoffs, and automatic feeder if applied.
8. Test all boilers, inspect the gas trains and adjust gas manifold pressure, and adjust fuel-air ratio and check sequences of operations. Check the exhaust damper opening and draft inducer operation if applied.
9. Test the prove function of pilot status, limits, flow switches, combustion air intake and/or exhaust louver opening, and operating controls.
10. Adjust and calibrate indoor/outdoor temperature settings and burner sequencing control.
11. Remove gas manifold and gas header.
12. Remove pilot assemblies and burners.
13. Clean gas train orifice opening, pilot assemblies, and burners.
14. Reassemble burner and gas manifolds (replace burner gaskets).

15. Perform efficiency tests on each boiler and provide a written test report to BHA and tag system with test results.
16. Submit report to BHA on boiler condition and suggest the needed repairs as required.

## **8.5 Annual Preventive Maintenance and Start up Services – Oil Fired Boiler Systems**

Annual preventive maintenance and start up services shall be performed on all oil-fired boiler systems by a qualified service contractor or BHA Fireman and Burner Technician in accordance with the scope of services listed below. This service shall be performed by September 15 of each year.

### **Scope of Services**

1. Report in with BHA representative
2. Record and report abnormal conditions, measurements taken etc.
3. Inspect all burner linkages for proper installation and/or damage
4. Test primary and secondary shut off dampers for tight seal.
5. Inspect linkages for ease of operation and lubricate as required.
6. Verify operation of primary and secondary air dampers and inspect for cleanliness

### High and Low Pressure Air Atomizing Oil Burner Only

1. Remove and replace nozzles
2. Inspect condition of, and replace the air filter element
3. Inspect installation of mounting points and tighten all major points

### Atomizing Supply Air Compressor

1. Lubricate motor bearings
2. Lubricate compressor bearings
3. Inspect pull grooves and belts for alignment, wear and tension, and replace belt (s)
4. Verify operation of air compressor
5. Inspect and correct for unusual noises, vibrations, odors, etc
6. Inspect motor windings for dirt buildup and clean
7. Inspect starter for signs of wear, overheating, arcing, burns, etc.
8. Lubricate coupling
9. Visually inspect coupling for abnormal conditions
10. Change oil and oil filter
11. Change air filter

### Rotary Cup Oil Burner (only)

1. Clean, inspect and lubricate all mechanical linkages and couplings
2. Lubricate all bearings and gears
3. Clean atomizing cup

### Mechanical Atomizing Oil Burner (Only)

1. Remove, clean and inspect nozzles

### Force or Induced Draft Blower

2. Inspection condition of and clean blowers and air passages
3. Inspect installation of mounting points and tighten all major points
4. Visually inspect coupling for abnormal conditions
5. Lubricate coupling
6. Inspect motor windings for dirt build up.
7. Lubricate motor bearings
8. Inspect for unusual noises, vibrations, odors etc.

9. Lubricate blower bearings
10. Inspect pulley grooves and belts for alignment, wear and tension (replace belts)
11. Inspect starter for signs of wear, overheating, arcing, burns, etc.

#### Fuel System and Oil Pumps

1. Inspect area around pump seals for seal leakage
2. Inspect installation of mounting points and tighten all major points
3. Inspect starter for signs of wear, overheating, arcing, burns, etc.
4. Verify operation and setting of oil pressure regulator
5. Replace cartridge type oil filter and gasket if necessary
6. Inspect for unusual noises, vibrations, odors, etc.
7. Lubricate pump bearings
8. Lubricate coupling
9. Inspect and Lubricate motors
10. Inspect motor windings for dirt build up
11. Visually inspect accessible fuel delivery system for leaks.

#### Pre-heater

1. Verify operation of oil pre-heater system
2. Verify accuracy of pre-heater pressure and temp gauges - replace if defective

#### Pilot

1. Leak test pilot gas train (soap test)\* if applied
2. Inspect ignition assembly replace electrode and ignition wiring including raja clips
3. Inspect pilot orifice and clean
4. Inspect and set spark gap

#### Flame safeguard

1. Clean flame detectors
2. Test flame detention device
3. Test minimum pilot test
4. Test pilot flame failure protection
5. Test main flame failure protection
6. Perform combustion test and adjust air mixture as necessary (CO2 Test)
7. Test for detection with hot combustion chamber

#### Operational Test

1. Test low oil pressure safety circuit
2. Test low oil temperature safety circuit
3. Verify operation of operating controls
4. Inspect flame condition
5. Test atomizing air pressure supervisory switch
6. Test all special safety devices
7. Verify operation of high operating limit controls

## 8.6 Centralized Domestic Hot Water Systems

### 8.6.1 Objective:

To insure the continuous operation of the centralized domestic hot water heating system, for proper delivery of service to the residents according to state plumbing and sanitary codes.

### 8.6.2 Scheduled Activities

#### Daily

##### Fireman Responsibilities:

The Fireman is responsible for performing daily inspections and service of the domestic hot water system. The Fireman shall maintain in the daily log of boiler room activities, including the temperature of the heated water stored in the tanks and at the outlet of the tempering valve if available, or the water temperature just coming out of the instantaneous hot water heaters when applied. The Fireman shall inspect the heating (either steam or heating hot water) control valve, city water feed, and domestic hot water re-circulating pump for proper operation. The Fireman shall visual inspect any sign of leaks around the system and report any deficiency to Heating the Manager and System Coordinator/Inspector. This daily checklist as part of the heating system shall be submitted weekly to the Manager and the Heating Dept. accordingly.

#### Weekly

##### Fireman Responsibilities

Oil Fired developments during off-heating season: to insure the continued operation of the central heating system, weekly, the Fireman shall dip the oil tank and take a reading. The Fireman shall log this reading to the boiler plant logbook and copy it to Maintenance Superintendent who will order oil as needed. The Fireman or Maintenance Superintendent shall be responsible for obtaining delivery slips from the deliverer and giving them to the Manager for immediate submission to the Accounts Payable Coordinator. Please note: during the heating season, tank should be checked daily or at more frequent intervals. Oil may be ordered any working day.

##### Manager Responsibilities

The Manager shall inspect the boiler room on at least at weekly basis as part of the Building and Grounds Inspection. Manager shall observe boiler room for performance of Fireman's areas for cleanliness and proper lighting, as well as check the daily log for entries on DHW temperature readings. At this time, the Manager should log an entry in the Boiler Room logbook of their visit.

#### As needed

##### Fireman Responsibilities

The Fireman shall immediately report any problems to the Manager and/or Maintenance Superintendent, and the Heating Systems Coordinator/Inspector. In the event of very urgent or emergency problems, and the unavailability of the development staff, the Fireman shall report the problems directly to the ERS; the ERS staff or the dispatcher who answers the call after regulator hours will relay the message to the BHA Duty Officer.

##### Manager Responsibilities

The Manager shall inspect the distribution piping, fittings, and valves in the building basement for any sign of leaks or malfunctions.

The Manager shall work with the Heating System Coordinator and Inspector as needed to insure that maintenance is performed and repairs are made to the domestic hot system including the hot water storage tanks or instantaneous hot water heaters, heating coils, control valves, tempering valves, and the re-circulating pump etc.

The Manager shall work with the Maintenance Superintendent to insure that the storage tanks are drained and cleaned in summer, the maintenance is performed and repairs are made to the distribution piping and



controls, and plumbing fixtures such as mixing valves inside the unit. The Manager shall make all decisions concerning major repairs to the domestic hot water distribution systems in the basement, underground, and inside the residential units. The Manager shall approve all purchase orders for stock, repair or replacement work, and annual preventive maintenance service as listed above.

The Manager has overall responsibilities for insuring that all the domestic hot water system maintenance and repair is completed properly and on time to insure service delivery to residents.

The Manager, with the assistance of the Heating Systems Coordinator and Inspector will work with the Project Manager or Architect to determine priorities of needed domestic hot water system improvements, select designers, develop designs and manage construction contracts for all major repair and replacement of domestic hot water systems and components.

### **8.6.3 Systems Inventory Information**

The Development Centralized Domestic Hot Water Inventory & Specification sheet shall contain detailed specifications of the system's components including spare parts and shall be maintained in the Systems Inventory Book and updated as needed. The Inventory shall also include all daily; weekly, scheduled service checklist forms specific to the equipment & instrument at the site.

Centralized Domestic Hot Water Information Sheets shall be provided by the Heating Maintenance Unit for Family Developments and can be found in the S: FamEld Drive, *SOP Profile and Building Systems by Development* folder. This folder is organized into sub-folders for each development. Each Development sub-folder is further divided into folders for each system/component/structure subject to preventive maintenance. The Centralized Domestic Hot Water information sheets, specific to the systems located at your Development can be obtained from the Heating sub-folder within your Development folder.

See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Centralized Domestic Hot Water inventory, specification and checklists forms if the Heating Maintenance Unit does not have this information specific to your Development

### **8.6.4 Service Records**

Copies of all records of all Centralized Domestic Hot Water Systems preventive maintenance activities including all inspection checklists, services, regular testing and repairs etc will be filed in the annual Service Record Binder in the Heating Section.

Records of all preventive maintenance (P) work shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## **8.7 Electrically-Heated Developments**

### **8.7.1 Objective**

To supply resident with adequate heat and insure that parts and supplies are on hand to repair electric heating in the event of failure.

### **8.7.2 Scheduled Activities**

## **Monthly/As Needed**

### Manager/Maintenance Superintendent Responsibilities

The Manager/Maintenance Superintendent is responsible for insuring that all electric heating components are in stock at all times. In particular, Managers should insure that the development is well stocked prior to the start of each heating season (September 15 of each year). Components include electric heat elements for baseboards (various sizes) and line voltage thermostats.

## **Annually**

### Manager's Responsibilities:

During the course of Living Unit Inspections, check all thermostats and heating units to insure that they are working properly. It will not be possible to check heating units for operation on hot days; however, this procedure should be followed on any day that the temperature allows. Heating units with broken or missing covers can create a fire hazard and should be replaced or repaired immediately.

## **8.7.3 Systems Inventory Information**

An Electrical Heating Inventory and Specification sheet, including location and replacement/spare part information, shall be maintained in the Systems Inventory Book and updated as needed. Specification sheets should include all sizes and types of electric baseboard units with notations as to where each size/type is used (i.e. room of apartment). A site plan may be used to supplement this information and will be maintained in the Systems Inventory book. The Inventory shall also include all scheduled service checklist forms specific to the equipment at the site, as applicable. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Electrical Heating inventory, specification and checklists forms.

## **8.7.4 Service Records**

Copies of all records of all Electrical Heating systems preventive maintenance activities including all inspection checklists, services, repairs etc will be filed in the annual Service Record Binder in the Heating Systems Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## **8.8 Fan Coil Unit inventory and Maintenance**

### **8.8.1 Objective**

To maintain all fan coil units in good working condition.

### **8.8.2 Scheduled Activities**

#### **Annually**

#### Maintenance Superintendent/Manager/Electrician Responsibilities:

On an annual basis, during the off-heating season between May 15 and September 15, the in-house electrician shall check each fan coil unit following the procedure described below. It is the manager/maintenance superintendent's responsibility to schedule this work. Additionally, the filters shall be changed at this time.

#### **Maintenance Procedure:**

- Inspect the unit for any signs of leaking and unusual odors
- Remove return grille and replace filter
- Clean grille if required
- Inspect the fan and clean
- Inspect the drain pan and clean.
- Check the condensate drain line to insure it is open and clear.

In elderly buildings changing filters may be assigned to the resident custodian. At this time he/she will check the general operation of the system, and if the motor is malfunctioning, the Electrician shall repair or replace as needed.

### **8.8.3 Systems Inventory Information**

The Fan Coil Unit Inventory & Specification sheet shall contain detailed specifications of all units including replacement part information as necessary and shall be maintained in the Systems Inventory Book and updated as needed. The Inventory shall also include all scheduled service checklist forms specific to the equipment at the site, as applicable. The inventory will also include location information and a site map can be used to supplement this.

For Family Developments - Fan Coil Unit Information Sheets shall be provided by the Heating Maintenance Unit and can be found in the S: FamEld Drive, *SOP Profile and Building Systems by Development* folder. This folder is organized into sub-folders for each development. Each Development sub-folder is further divided into folders for each system/component/structure subject to preventive maintenance. The Fan Coil Unit Information Sheets, specific to the systems located at your Development can be obtained from the Heating sub-folder within your Development folder.

Elderly developments with fan coil units (Bellflower and Roslyn) need similar information. A hard copy should be kept in the Systems Inventory Binder. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Fan Coil Unit inventory, specification and checklists forms

### **8.8.4 Service Records**

Copies of all records of all Fan Coil Units preventive maintenance activities including all inspection checklists, services, repairs etc will be filed in the annual Service Record Binder in the Heating Systems Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## **8.9 Condensate Return Pumps**

### **8.9.1 Objective**

To insure the continuous operation of all condensate return pumps through regular inspection and service, thereby insuring appropriate heat circulation, minimization of loss of energy and save water.

## 8.9.2 Scheduled Activities

### Weekly

#### Steam fitter Responsibilities:

During the heating season, the Steamfitter shall complete a weekly inspection of all condensate return pumps using the Condensate Return Pump checklist. Any failure of a pump shall be immediately reported to the Maintenance Superintendent and work orders issued as appropriate to make all necessary repairs.

Each weekly inspection shall include:

1. Checking that the control (float switch) is in the automatic position
2. Watching the unit run through at least one complete cycle to check for proper operation
3. Checking for steam or water leaks, unusual odors or sounds.

### Monthly

#### Maintenance Superintendent Responsibilities:

The Maintenance Superintendent shall accompany the Steamfitter on inspections at least once per month and note any problems during their walk-through to be addressed as part of routine maintenance or preventive maintenance.

## 8.9.3 Systems Inventory Information

The Condensate Return Pumps Inventory & Specification sheet shall contain detailed specifications of all units including replacement part information as necessary and shall be maintained in the Systems Inventory Book and updated as needed. The Inventory shall also include all scheduled service checklist forms specific to the equipment at the site, as applicable. The inventory will also include location information and a site map can be used to supplement this. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Condensate Return Pumps inventory, specification and checklists forms.

## 8.9.4 Service Records

Copies of all records of all Condensate Return Pumps preventive maintenance activities including all inspection checklists, services, repairs etc will be filed in the annual Service Record Binder in the Heating Systems Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## 8.10 Steam Trap Cyclical Replacement Program

### 8.10.1 Objective

To replace every steam trap on a five-year cycle during the off-heating season to insure the efficient and quite delivery of steam heat. Steam traps have a useful life of no more than 8 years, but usually less. This program is intended to replace traps prior to failure.

## 8.10.2 Scheduled Activities

### One Time

#### Manager/Maintenance Superintendent Responsibilities:

As a start up activity, where this does not exist<sup>1</sup>, each Manager/Maintenance Superintendent shall supervise the Steamfitter in the completion of a steam trap survey covering the entire development. The Manager/Maintenance Superintendent shall request the assistance of the Heating Systems Coordinator or Inspector in carrying out this task if required.

The purpose of the survey shall be to compile information on the number, size, type, and location of all development steam traps. As a general matter, in most developments, apartment steam traps are located at each heating unit and a survey of a representative sample of traps will be sufficient. All basements, boiler rooms, and other common area spaces will have to be specifically surveyed to identify each steam trap separately.

Following the survey, the Manager/Maintenance Superintendent shall develop a schedule for replacement of 20% of all steam traps each year. In general, this replacement program will begin in the common areas of the development, as the largest steam traps will be found in these spaces. However, if these have been recently replaced, the Manager/Maintenance Superintendent may decide to start in apartments.

The schedule shall reflect replacement of all steam traps in a five-year period starting with common areas steam traps in year one and one quarter of all apartments in year 2, 3, 4 and 5. . Once one cycle has been completed, the cycle will begin again.

### Annually

#### Manager/Maintenance Superintendent Responsibilities:

Each year the Manager shall order adequate steam traps for the replacement cycle that will occur over that summer. Since some traps will be rebuilt each year, the Manager will determine the number of new traps which need to be purchased based on the stock of rebuilt traps available. For the first year, all traps will have to be purchased.

The Maintenance Superintendent shall develop a daily schedule of work to replace steam traps during the summer months. Work may begin prior to June 15 on warm days when the heating plant can be shut down. Work orders shall be created on a daily basis, using the priority code "P" to account for the steam fitters time.

The Manager shall coordinate the activity in apartments through notices to residents of the work being performed and 48-hour notices to enter.

#### Steam fitter Responsibilities:

The Steamfitter shall systematically replace all steam traps as scheduled. Old steam traps shall be removed and stored in an appropriate maintenance shop area for refitting during winter months. These refitted traps shall be used as spares and for the next annual cycle of steam trap replacement.

## 8.10.3 Systems Inventory Information

The Steam Trap Inventory & Specification sheet must include information on type; size of all traps with summary information for apartments as well as replacement part information and shall be maintained in the Systems Inventory Book and updated as needed. The Inventory shall also include all checklists for replacement dates and this information updated as work is completed. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Steam Trap inventory, specification and checklists forms. A schedule for regular replacement of traps on a five-year cycle shall be included.

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<sup>1</sup> This program began in 1999 and this work should be complete.

#### **8.10.4 Service Records**

Copies of all records of all Steam Trap preventive maintenance activities will be filed in the annual Service Record Binder in the Heating System Section. Each year, upon replacement of traps, the appropriate columns of the sheets shall be completed and included in Service Record Binder.

Records of all preventive maintenance (P) work orders [e.g. for all interim replacement of traps] shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

Finally notations of all interim replacement of traps shall be included on the Interim Trap Replacement log for reference when performing cyclical replacement activities so as not to duplicate work unnecessarily.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

### **8.11 System Temperature Controls Measures & Maintenance**

#### **8.11.1 Objective:**

To insure continued, efficient, and reliable operation of a heating system, by maintaining functional temperature controls on boiler sequence controls, heating loop control valves, heating zone valves inside the building, self-contained control valve or manual inlet valve on heating fixture inside the apartment, and unit thermostat properly at all times.

#### **8.11.2 Scheduled Activities**

##### **Twice Yearly**

##### Manager/Maintenance Superintendent Responsibilities:

The development Manager and Maintenance Superintendent is responsible for the proper operation of heating zone valves inside the building, self-contained control valve or manual inlet valve on heating fixture inside the apartment, and unit thermostat.

Twice annually, in June and November, the Superintendent shall coordinate to have the zone valves inspected and serviced as necessary by BHA Mechanic or qualified contractor. Additionally, the Superintendent shall have at least one extra zone valve for each type/size on site, in case of an emergency replacement is needed.

##### Steam fitter/Contractor Responsibilities:

During the scheduled inspection and service period, the Steamfitter or contractor shall perform all necessary general maintenance to the zone valves including, but not limited to: inspecting valves for any visual defects and foreign objects, lubricating the valves, manually operating the valves (if applicable), "jumping" the connections to check the operation of the valves (if applicable). Any valve that is found to be defective must be replaced at this time.

##### **As Needed**

##### Heating Systems Coordinator/Inspector Responsibilities:

BHA Heating Dept. is responsible for the proper operation of boiler sequence controls and/or pump controls, and heating loop control valves inside the central boiler plant or boiler room.

The Heating System Coordinator & Inspector shall check the boiler controls and heating loop control valves during their regular boiler plant inspection for proper operation. Have the Burner Technicians check the outside temperature air sensors and replace them when needed, and fine-tune the boiler controls and set-points.

During their regular inspection, the Heating System Coordinator/Inspector shall visually inspect zone valves for operation and both external and internal leakage.

### **8.11.3 Systems Inventory Information**

Systems Temperature Controls Inventory & Specification sheet must include information on all zone valves. Self-contained control valve or manual inlet on heating fixture inside the apartment, and unit thermostat as well as areas/locations and replacement part information and shall be maintained in the Systems Inventory Book and updated as needed. The Inventory shall also include all scheduled service checklist forms specific to the equipment at the site, as applicable. A site map can be used to supplement the location information if necessary. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Systems Temperature Controls inventory, specification and checklists forms

### **8.11.4 Service Records**

Copies of all records of all system temperature controls preventive maintenance activities including all inspection checklists, services, repairs etc will be filed in the annual Service Record Binder in the Heating Systems Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## **8.12 Forced Warm Air and Heat Pumps System & Maintenance/52 Chauncy Street**

### **8.12.1 Objective**

To insure the continued efficient operation of the 52 Chauncy Street heating system, by insuring that all temperature controls are functioning properly at all times.

### **8.12.2 Scheduled Activities**

#### **Twice Annually**

#### Maintenance Superintendent/Building Manager Responsibilities:

Twice annually, in June and November, the Superintendent shall coordinate to have the zone valves inspected and serviced as necessary by a BHA Mechanic or qualified contractor. Additionally, the Superintendent shall have at least one extra zone valve on site, in case of an emergency replacement is needed.

#### Steam fitter/Contractor Responsibilities:

During the scheduled inspection and service period, the Steam fitter or contractor shall perform all necessary general maintenance to the zone valves including, but not limited to: inspecting valves for any visual defects and foreign objects, lubricating the valves, manually operating the valves (if applicable), "jumping" the

connections to check the operation of the valves (if applicable). Any valve that is found to be defective must be replaced at this time.

**As needed**

Heating Systems Coordinator/Inspector Responsibilities:

During the walk through, the Heating System Coordinator/Inspector shall visually inspect zone valves, and shall check the service loose-leaf binder to insure that the necessary work has been completed.

**8.12.3 Systems Inventory Information**

Forced Warm Air and Heat Pumps Systems Inventory & Specification sheet must include information on all zone valves, including location and replacement part information and shall be maintained in the systems Inventory Book and updated as needed. The Inventory shall also include all scheduled service checklist forms specific to the equipment at the site, as applicable. A site map can be used to supplement the location information if necessary. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Forced Warm Air and Heat Pumps Systems inventory, specification and checklists forms

**8.12.4 Service Records**

Copies of all records of all Forced Warm Air and Heat Pumps preventive maintenance activities including all inspection checklists, services, repairs etc will be filed in the annual Service Record Binder in the Heating Systems Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

**8.13 Fuel Oil Consumption and Ordering Policy**

**8.13.1 Objective**

To insure the continued efficient operation of an oil-fired heating system, by insuring consistent delivery of heating oil, monitoring fuel consumption, and providing reliable heat and/or hot water to residents.

**8.13.2 Scheduled Activities:**

**Daily**

Firemen Responsibilities:

During heating season [September 15<sup>th</sup> – May 15<sup>th</sup>], each morning, the Fireman must dip the oil tank and take a reading and record in boiler room logbook. During off-heating season [May 16<sup>th</sup> – September 14<sup>th</sup>]; the Fireman must dip the oil tank and take a reading and record in boiler room logbook at least once a week. The Fireman shall call this reading to the Maintenance Superintendent who will order oil as needed. Prior to and after receiving an oil delivery, the Fireman must dip the tank to insure that the appropriate amount of oil requested was delivered, and to minimize the potential hazard of any oil spillage due to over filling of an oil tank.

Fireman shall monitor the fuel oil circulating pumps for proper operation and visual inspect the fuel oil pumps, filters/strainers, and burners for any sign of leakage and respond to it properly.



Fireman is responsible to monitor the fuel oil consumption and report to the Heating System Coordinator or Inspector immediately for any drastic volume change in the storage tanks.

### **Weekly**

#### Fireman Responsibilities

Fireman shall alternate the fuel oil circulating pumps and strainers/filters once a week and clean the strainers/filter elements immediately ready for use again.

### **As Needed**

#### Firemen/Maintenance Superintendent Responsibilities:

The Fireman or Maintenance Superintendent shall be responsible for obtaining delivery slips from the deliverer and giving them to the Manager for immediate submission to the Accounts Payable Department. Oil may be ordered any working day.

#### Manager Responsibilities:

As oil delivery slips/receipts are provided, and each month, as the oil usage forms are submitted, the Manager must review these forms and submit them in a timely manner to the appropriate departments for processing.

### **8.13.3 Systems Inventory Information**

Oil Fire Heating Systems Inventory & Specification sheet, including information on fuel type [oil must be specified as #2, #4 or #6] location and replacement part information shall be maintained in the systems Inventory Book and updated as needed. The Inventory shall also include all scheduled service checklist forms specific to the equipment at the site, as applicable. A site map can be used to supplement the location information if necessary. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Oil Fire Heating Systems inventory, specification and checklists forms.

### **8.13.4 Service Records**

Copies of all records of oil-fired heating system preventive maintenance activities including all inspection checklists, services, repairs etc will be filed in the annual Service Record Binder in the Heating Systems Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

All copies of oil delivery slips/receipts shall be maintained in the development's purchasing filing system. All monthly oil usage forms shall be maintained in the Service Record binder, in chronological order.

## **Section 9     Plumbing**

### **9.1     Water Distribution System - Inspection and Service Procedures**

#### **9.1.1            Objective:**

To insure that the plumbing distribution system is operating properly and is maintained in accordance with applicable ordinances and codes.

#### **9.1.2            Scheduled Activities:**

##### **Monthly**

##### Manager/Maintenance Superintendent Responsibilities:

Each month, the Manager/ Maintenance Superintendent shall conduct a general inspection of the plumbing distribution system. This inspection should include, but not be limited to: visual inspections for leaks, location of water shut-off valves, broken or missing valve handles.

##### **Annually**

##### Manager Responsibilities:

Each year during the living unit inspection cycle, the manager should observe the conditions of plumbing fixtures, caulking, grout, and any visual leaks that may be originating from another location. These conditions should be noted on the living unit inspection form and processed to issue work orders to be completed by the appropriate staff. Hot water temperature must be tested and recorded.

##### Plumber Responsibilities:

Each year, the Plumber shall conduct a test of all main valves to insure their operation. This should include all building main valves, as well as, all hot and cold riser valves. This test should include, but not be limited to lubricating the valve, operating the valve back 1/4 turn, and checking for leaks.

#### **9.1.3            Systems Inventory Information:**

Water Distribution System Inventory & Specification sheet, including information on all valves, their location and replacement parts shall be maintained in the Systems Inventory Book and updated as needed. The Inventory shall also include all scheduled service checklist forms specific to the equipment at the site, as applicable. The Maintenance Superintendent shall coordinate with the Plumber and steam fitter tagging of all valves. Once all valves have been identified and tagged the inventory and PM maintenance checklist shall be completed with the tag number all the valves, and a description of the valves. A site map can be used to supplement the location information if necessary. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Water Distribution system inventory, specification and checklists forms.

#### **9.1.4            Service Records:**

Copies of all records of Water Distribution system preventive maintenance activities including all inspection checklists, services, repairs etc shall be filed in the annual Service Record Binder in the Plumbing Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## 9.2 Drain Cleaning

### 9.2.1 Objective:

To insure that main horizontal and roof drains flow adequately within dwelling buildings and out to the street. In addition, to insure adequate site drainage by insuring that all dry wells are clear and not clogged and that street storm water systems are not blocked.

### 9.2.2 Scheduled Activities:

#### **Annually**

##### Manager/Maintenance Superintendent Responsibilities:

Once a year, the Manager/Superintendent shall arrange for the plumber to open each basement clean out and check the flow of waste water. Any drains which are flowing slowly shall be routed out by machine (contractor or in-house).

#### **As needed/where needed**

##### Manager/Maintenance Superintendent Responsibilities:

The Manager/Superintendent shall maintain a list of problem drains and have them cleaned regularly to help prevent back ups. The frequency of each clean out schedule shall depend upon the nature and scope of the problem. For site drainage, the manager/super shall arrange to have clogged dry wells cleaned out in-house or by a contractor to insure that water does not pond on the site after rain storms. Any clogged street drain may be cleaned by laborers/JGs if the clog is on the surface or the City may be called. See Roofing, Section 33, for information on roof drains.

##### In-house Plumber Responsibilities:

In between scheduled cleaning of drains, if a problem arises, a work order shall be issued and an in-house plumber will service as needed by use of a drain machine.

### 9.2.3 Systems Inventory Information:

The Drain Inventory & Specification sheet must include information on all main-drains, storm lines and dry wells used for site drainage, including location information and shall be maintained in the Systems Inventory Book and updated as needed. A site map can be used to supplement the location information if applicable. The Inventory shall also include a master inspection and service checklist specific to the drains at the site and a list of those drains needing regular scheduled clean-outs. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Drain inventory, specification and checklists forms.

### 9.2.4 Service Records:

Copies of all records of all drain preventive maintenance activities including all inspection and service checklists, repairs etc will be filed in the annual Service Record Binder in the Plumbing Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## 9.3 Back Flow Prevention

### 9.3.1 Objective:

To insure that the back flow device is operating properly and is maintained in accordance with applicable ordinances and codes.

### 9.3.2 Scheduled Activities:

#### **Annually**

#### Manager / Maintenance Superintendent Responsibilities:

The Manager/Maintenance Superintendent shall coordinate the annual inspection of back flow preventers by the Boston Water and Sewer Commission by being available on the scheduled inspection date to accompany the inspectors. Any deficiencies in the back flow preventer must be completed immediately. Managers are responsible for maintaining at least one repair kit on hand at all times in the event that one needs to be repaired on an emergency basis.

#### Boston Water and Sewer Responsibilities:

Annually, the Boston Water and Sewer Commission will perform a back flow inspection and submit a copy of the results to the manager.

### 9.3.3 Systems Inventory Information:

The Back Flow Device Inventory & Specification sheet must include information on all back flow preventers, including location information and the system to which they are related and shall be maintained in the Systems Inventory Book and updated as needed. A site map can be used to supplement the location information if applicable. The Inventory shall also include a master inspection and service checklist specific to the back flow devices at the site and a list of those drains needing regular scheduled clean-outs. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Back Flow device inventory, specification and checklists forms.

### 9.3.4 Service Records:

Copies of all records of all back flow device preventive maintenance activities including all inspection checklists, services, repairs etc will be filed in the annual Service Record Binder in the Plumbing Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## 9.4 Domestic Hot Water System

### 9.4.1 Objective:

To insure that the domestic hot water system is operating properly and is maintained in accordance with applicable ordinances and codes.

### 9.4.2 Scheduled Activities:

## **Monthly**

### Plumber Responsibilities:

Each month, the plumber shall perform a general inspection of the domestic hot water system and perform a discharge temperature check. The Plumber shall record its reading on the "Domestic Hot Water Chart" a master copy can be obtained in the S: FamEld Drive, SOP Master Building Systems Appendices. Any problems discovered at the time of the inspection must be corrected at that time.

## **Annually**

### Manager/Superintendent Responsibilities

Each year during the living unit inspection, the manager shall perform a hot water check in every unit and note the temperature on the living unit inspection form. Per Massachusetts Sanitary Code, water temperature must not be less than 110 degrees (F), and exceed no greater than 130 degrees (F). On an annual basis, the Manager/Superintendent shall arrange to have a plumber drain and flush all DHW storage tanks including stand-alone DHW heaters.

## **Every Three Years**

### Manager/Superintendent Responsibilities

Once every three years, the superintendent shall arrange for the plumber to open and inspect any DHW heater/storage tank over 120 gallons.

## **As needed**

### Manager/Maintenance Superintendent Responsibilities:

If between scheduled DHW inspections, the system were to malfunction, the manager and/or maintenance superintendent shall issue a work order and/or purchase requisition to have the in-house plumber or contractor make the necessary repairs to the system. In the event that an in-house plumber is used, all required stock necessary to maintain the system should be kept on inventory.

## **9.4.3 Systems Inventory Information**

The Domestic Hot Water System Inventory & Specification sheet must include information on all DHW Heaters, storage tanks and circulating pumps, including location information and shall be maintained in the Systems Inventory Book and updated as needed. A site map can be used to supplement the location information if applicable. The Inventory shall also include a master inspection and service checklist specific to the system at the site. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Domestic Hot Water System inventory, specification and checklists forms.

## **9.4.4 Service Records**

Copies of all records of all Domestic Hot Water system preventive maintenance activities including all inspection/service checklists, repairs etc will be filed in the annual Service Record Binder in the Plumbing Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files. All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form.

## **Section 10 Ventilation and Air Conditioning**

### **10.1 Window Air Conditioning Units / BHA owned**

#### **10.1.1 Objective:**

To insure the correct operation of all BHA owned window air conditioning units used to cool management, community and maintenance spaces during summer months.

#### **10.1.2 Scheduled Activities:**

##### **As Needed**

##### Managers/Maintenance Superintendents Responsibilities

Managers must keep spare filters on hand and respond to any problems with the units through purchase orders to contractors or issuance of work orders for repairs.

##### **Annually**

##### Maintenance Superintendent Responsibilities:

The Superintendent shall insure that the following tasks are complete each year by appropriate staff:

- During the month of May, each year, clean and/or change filter in the unit. For filters, which are washable, remove filter, wash thoroughly under a sink, dry, and replace in the unit. For units with disposable filters, remove old filter and replace with a new filter.
- At the same time, run the unit to test its operation. If there are any problems with the unit, report them to the manager for correction.
- Where practical, remove units from the windows on October 1 of each year, and store in a dry area, on a level surface. Where this is not practical, seal the units with an appropriate cover to prohibit air infiltration in the winter. Units should be returned to the window no later than June 1.

#### **10.1.3 Systems Inventory Information**

The Ventilation and Air Conditioning Inventory & Specification sheet must include information on all window air conditioner units, including all filters and other spare parts information, location information and shall be maintained in the Systems Inventory Book and updated as needed. A site map can be used to supplement the location information if necessary. The Inventory shall also include a master inspection and service checklist specific to the units at the site. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Ventilation and Air Conditioning inventory, specification and checklists forms.

#### **10.1.4 Service Records**

Copies of all records of all Ventilation and Air Conditioning preventive maintenance activities including all inspection checklists, services [including annual filter changing and testing of the unit by the resident custodian], repairs etc will be filed in the annual Service Record Binder in the appropriate Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files. All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form. Contractor service calls should indicate the work performed.

## 10.2 Roof Top Exhaust Fans

### 10.2.1 Objective:

To insure continuous operation of all roof top exhaust fans and to limit repair and service calls.

### 10.2.2 Scheduled Activities:

#### **Weekly/Quarterly**

##### Manager/Maintenance Superintendent's Responsibilities:

To check the operation of rooftop fans at each Building and Grounds Inspection and to issue work orders or place purchase orders to repair any inoperable units.

#### **Annually**

##### Maintenance Superintendent Responsibilities:

To schedule annual preventive maintenance of all roof top fans by a qualified electrician. These scheduled preventive maintenance visits should occur during the period from April through September.

### 10.2.3 Systems Inventory Information

The Roof Top Exhaust Fan Inventory & Specification sheet must include location and spare part information and shall be maintained in the Systems Inventory Book and updated as needed. A site map can be used to supplement the location information if necessary. The Inventory shall also include a master inspection and service checklist specific to the system at the site. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Roof Top Exhaust Fan inventory, specification and checklists forms.

### 10.2.4 Service Records

Copies of all records of all Roof Top Exhaust Fan preventive maintenance activities including all inspection checklists, services, repairs etc will be filed in the annual Service Record Binder in the appropriate Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## 10.3 Boiler Room Make-up Air Units

### 10.3.1 Objective:

To insure the continuous operation of all make-up air units (fans) and related equipment.

### 10.3.2 Scheduled Activities:

#### **Annually**

##### Firemen Responsibilities:

On an annual basis, the Fireman shall change filters and clean the coils in the air handling units to insure clean and adequate airflow. As needed, more frequent cleanings of the coils may be required.

Manager/Maintenance Superintendent Responsibilities:

The manager shall insure that annual preventive maintenance of all central air handling units is completed by a BHA mechanic or by a qualified contractor using a purchase order. See S: FamEld Drive Master Building Systems Appendices for annual preventive maintenance checklists.

**As Needed**

Fireman Responsibilities:

As needed, the Fireman shall assure that there are no cleaning supplies, solvents, or other odor or out-gas producing materials stored adjacent to ventilation equipment.

Manager Responsibilities:

To make all repairs as needed through issuance of a work order or purchase order as needed. To maintain stock on hand for all filters required.

**10.3.3 Systems Inventory Information**

The Boiler Room Make-up Air Unit Inventory & Specification sheet must include information on type and size of filters, if required, location and spare part information and shall be maintained in the Systems Inventory Book and updated as needed. A site map can be used to supplement the location information if necessary. The Inventory shall also include a master inspection and service checklist specific to the system at the site. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Boiler Room Make-up Air Unit inventory, specification and checklists forms.

**10.3.4 Service Records**

Copies of all records of all Boiler Room Make-up Air Unit preventive maintenance activities including all inspection checklists, services, repairs etc will be filed in the annual Service Record Binder in the appropriate Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

**10.4 Air Handling Units/Common Area Ventilation**

**10.4.1 Objective:**

To insure the continuous operation of all air handling units (fans) and related equipment.

**10.4.2 Scheduled Activities:**

**Weekly/Quarterly/As Needed**

Management Staff/Custodians/Laborers/Janitor Groundskeepers Responsibilities:

As part of weekly and quarterly building walk-through inspections, staff shall insure that there is no cleaning supplies, solvents, or other odor or out-gas producing materials stored adjacent to ventilation equipment.



Manager Responsibilities:

To make all repairs as needed through issuance of a work order or purchase order and to maintain stock on hand for all filters required.

**Annually**

Manager/Maintenance Superintendent Responsibilities:

The manager shall insure that annual preventive maintenance of all central air handling units is completed by a BHA mechanic or by a qualified contractor using a purchase order. This shall include changing filters and cleaning coils.

**10.4.3 Systems Inventory Information**

An Air Handling Units/Common Area Ventilation Inventory & Specification sheet including information on type and size of filters, if required, location and spare part information shall be maintained in the Systems Inventory Book and updated as needed. A site map can be used to supplement the location information if necessary. The Inventory shall also include a master inspection and service checklist specific to the system at the site. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Air Handling Units/Common Area Ventilation inventory, specification and checklists forms.

**10.4.4 Service Records**

Copies of all records of all Air Handling Units/Common Area Ventilation preventive maintenance activities including all inspection checklists, services, repairs etc will be filed in the annual Service Record Binder in the appropriate Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## **10.5 Split System Air conditioning Systems and Heat Pumps**

**10.5.1 Objective:**

To insure the proper operation and maintenance of split system air conditioning systems and heat pump units. These are generally located in Elderly developments to cool and heat common areas.

**10.5.2 Scheduled Activities:**

**Weekly/Quarterly**

Manager/Maintenance Superintendent Responsibilities

The manager shall inspect all components of split system air conditioning systems/heat pump units for obvious signs of damage during each weekly and quarterly building and grounds inspection.

**Annually/ twice yearly**

Manager/Maintenance Superintendent Responsibilities

The manager shall issue a Purchase Order at least once each year, during the period from April to May, for annual preventive maintenance services on the split system air conditioning system /heat pump unit to a qualified contractor. Managers may determine that twice annual service is required, particularly if the unit runs both heat and air conditioning, in which case service Purchase Orders should additionally be issued in the fall of each year.

**As Needed****Manager/Maintenance Superintendent Responsibilities**

The maintenance superintendent/manager shall insure repair of split system air conditioning and heat pump units on an as needed basis.

**10.5.3 Systems Inventory Information**

A Split system air conditioning systems and Heat pump units Inventory & Specification sheet, including location and spare part information shall be maintained in the Systems Inventory Book and updated as needed. A site map can be used to supplement the location information if necessary. The Inventory shall also include a master inspection and service checklist specific to the systems at the site. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master split system air conditioning systems and heat pump unit's inventory, specification and checklists forms.

**10.5.4 Service Records**

Copies of all records of all Split system air conditioning systems and Heat pump units' preventive maintenance activities including all inspection checklists, services, repairs etc will be filed in the annual Service Record Binder in the appropriate Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## Section 11 Roofs

### 11.1 Flat Roofs

#### 11.1.1 Objective:

To identify necessary maintenance, repair and replacement of building roofs, minimize damage to facilities resulting from faulty roofing and to inspect and maintain new roof work.

#### 11.1.2 Scheduled Activities:

##### **Weekly/Quarterly**

##### Laborers/JGs/Custodians/Manager Maintenance Superintendent Responsibilities

Check roofs for obvious problems during all weekly walk-through inspections, and carefully inspect roofs during the quarterly Buildings and Grounds Inspections. Make all access to roofs secure, including doors and windows. Direct staff in any clean up activities required, write work orders for any repairs needed, insure that work orders are completed by the staff or contractors. Report major problems to the Service Programs Coordinator for correction.

##### **Quarterly**

At least once per quarter, this inspection should take place during or immediately following a rainstorm.

Flat Roof inspections shall include checking for:

1. Clogged drains and/or standing water.
2. Drain caps in place/strainers in place and unbroken
3. Debris requiring removal
4. Unauthorized equipment attached to the roof requiring removal
5. Condition of penthouse doors and windows/hatch
6. Problems with exhaust fans
7. Signs of flashing or parapet wall disrepair
8. Vegetation, tree growth at roof edge or above
9. Any other obvious problem or defect

##### **Annually**

##### Roofing Crew Responsibilities:

The Roofing Crew shall perform an annual inspection of all roofs and submit a report to the Manager. This report should be maintained in the Preventive Maintenance Service Record Book and any corrective actions needed should be coordinated by the Manager. Roof materials must be consistent and compatible with the current roofing system.

#### 11.1.3 Systems Inventory Information

A Roof Inventory & Specification sheet including date of installation, warranty and material specification information and location information shall be maintained in the Systems Inventory Book and updated as needed. A site map can be used to supplement the location information if necessary. The Inventory shall also include a master inspection and service checklist specific to the system at the site. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Roof inventory, specification and checklists forms.

#### 11.1.4 Service Records

Copies of all records of all roof preventive maintenance activities including all inspection and services checklists, repairs etc will be filed in the annual Service Record Binder in the Roofing Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## **11.2 Pitched Roofs**

### **11.2.1 Objective:**

To identify necessary maintenance, repair and replacement of building roofs to minimize damage to facilities resulting from faulty roofing.

### **11.2.2 Scheduled Activities:**

#### **Weekly/Quarterly**

##### Managers/Maintenance Superintendent Responsibilities:

Roofs should be checked for obvious problems during all weekly walk-through inspections, and carefully inspect roofs during the quarterly Buildings and Grounds Inspections. Direct staff in any activities required, write work orders for any repairs needed, insure that work orders are completed by the staff or contractors. Report major problems to the service programs coordinator for correction.

#### **Quarterly**

At least once per quarter, this inspection should take place during or immediately following a rainstorm.

##### Pitched Roof inspections shall include checking for:

1. Clogged or damaged gutters and downspouts
2. Condition of the fascia board.
3. Condition of roof tiles/roofing materials
4. Unauthorized antennas/satellite dishes
5. Condition of flashing
6. Attic ventilation grills
7. Vegetation
8. Any other obvious problem or deficiency

#### **Annually**

##### Roofing Crew Responsibilities:

The Roofing Crew shall perform an annual inspection of all roofs and submit a report to the Manager. This report should be maintained in the Preventive Maintenance Service Record Book and any corrective actions needed should be coordinated by the Manager.

### **11.2.3 Systems Inventory Information**

A Roof Inventory & Specification sheet including date of installation, warranty and material specification information and location information shall be maintained in the Systems Inventory Book and updated as needed. A site map can be used to supplement the location information if necessary. The Inventory shall also include a master inspection and service checklist specific to the system at the site. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master Roof inventory, specification and checklists forms.

#### **11.2.4 Service Records**

Copies of all records of all roof preventive maintenance activities including all inspection checklists, services, repairs etc will be filed in the annual Service Record Binder in the Roofing Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files. All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form.

## **Section 12 Small Engine Equipment, Power Tools and Skid Steer Loaders**

### **12.1 Small Engine Equipment and Power Tools**

#### **12.1.1 Objective:**

To keep all BHA small engine equipment [lawn mowers; lawn tractors; hedge trimmers; weed trimmers; chainsaws; leaf blowers; leaf vacuums; power edgers; power pole pruners; snow blowers; power brooms/sweepers; drain machines; generators etc] and power tools [drills; planers; saws; grinders; screw guns; chipping hammers; cutting torch etc] in prime working condition. To insure long life, safety of operation, availability at all times needed and to limit the cost for repairs and replacements.

#### **12.1.2 Scheduled Activities for Operation and maintenance of Small Equipment**

##### **On –going**

##### Equipment Operator's Responsibilities:

Small Engine Equipment and Power Tools may not be left unattended by Operator when in use. Staff shall be held responsible for equipment stolen due to failure to adhere to this policy. Each employee is responsible for the equipment or tool they are using. The employee should check their equipment at the start of the job and must report any problem immediately. If the employee encounters any problems during the workday with a tool or equipment this also must be reported to a supervisor immediately.

##### Manager/Maintenance Superintendents Responsibilities:

Manager/Superintendents shall insure that all employees operating any piece of equipment are given copies of the manufacturer's specifications on usage and care of all power tool or small engine equipment that employee may be using. Equipment operators should understand the potential hazards as well as the safety precautions to prevent those hazards from occurring.

It is the supervisor's responsibility to secure all small equipment in proper storage locations when not in use. Run gas out first if storage is in an occupied building. Small Engine Equipment should be kept in a secured area. All hand power tools must be kept in a locked gang box at the end of each work day. All tools and equipment must remain at the development they are assigned. Any employee that removes a tool or equipment for their personal use will be subjected to disciplinary action. Any tool which is shared by more than one employee shall be kept in a central, secure location and a sign out/sign in system will be used; each employee using this equipment must sign it out. All small engine equipment and power tools that are damaged shall be removed from use and tagged "**Do Not Use.**"

##### **Annually**

##### Manager/Maintenance Superintendents Responsibilities:

Managers/Superintendents shall insure that all employees using equipment are properly trained. The Risk Management Department in conjunction with the Operations Department provides annual training in Small Engine Equipment – Safety & Maintenance. The training program is scheduled in April annually. All employees using small engine equipment must attend this annual training. For new employees, superintendents can contact the Risk Manager to schedule a training session, if employee commences work after the April Training Session.

The Manager/ Maintenance Superintendent shall be responsible for issuing purchase orders to reputable small equipment service companies for annual service and tune-ups to all small engine equipment. All snow removal equipment must be serviced between April and October each year and newly serviced snow removal equipment must be on site before November 1 of each year. Landscape power equipment must be serviced between November 1 and April 1 of each year, but no later than April 15.

### **12.1.3 Servicing Small Engine Equipment**

See Public Folders P-drive, SOP Appendices folder for a listing of recommended small engine equipment service companies [or Contact the Procurement Department] that you can contact for quotes when seeking bids for service/repair work [this listing may be updated at any time]. The manager/superintendent shall maintain records of all service to small engine equipment and power tools in the annual Service Records binder.

### **12.1.4 Purchasing New Equipment**

The Manager/Maintenance Superintendent shall be responsible for seeking quotes and issuing purchase orders to reputable small equipment vendors to procure new equipment as needed. The Risk Manager in conjunction with the Landscape Management Coordinator has developed a listing of approved items and specifications for landscape small engine equipment to be utilized when purchasing new equipment. See Public Folders P-drive, SOP Appendices folder for a listing of approved items and a listing of small engine equipment Vendors or contact the Procurement Department. [This listing maybe updated at anytime.

### **12.1.5 Small Engine Equipment & Power Tools - Safe Operation & Maintenance Policies:**

It is the responsibility of the superintendent to make sure that all staff operating small engine equipment and power tools is following all proper maintenance and safety policy and procedures as outlined in the equipment/tool manufacturer's manuals. General small engine equipment safety and maintenance guidelines for equipment operators are outlined below to supplement the equipment/tool manufacturer's manual and located in the appendix as a checklist form.

Superintendents and operators need to know and understand all small engine equipment and power tools. Superintendents and operators must read and understand the owner's manual and labels affixed to the tool. Learn its application and limitations as well as the specific potential hazards peculiar to this equipment/tool. Equipment operator must check all equipment:

- For noticeable defects and damage.
- To insure the gas tank is full
- To make sure when using two-stage equipment such as weed trimmers and leaf blowers that the machines are using the proper Gas/Oil Mix. (Bluish color).
- If using an electric power tool, check extension cord for any damage.
- Make sure all safety devices are in place and in proper working order including safety shields on snow blowers and plastic shields on weed trimmers.
- Check lawnmower blades for noticeable chunks and divots missing.
- When using weed trimmer check head to make sure it is secure and has proper amount of line.

### **12.1.6 Rules for Safe Operation of Small Engine Equipment and Power Tools**

All equipment operators must follow strict safety requirements:

- Small engine equipment operators must walk the work area and remove any foreign objects – glass; bottles; large rocks; trash and any other item that may cause injury to the operator before using the equipment.
- Operators must never Start-Up and/or Operate small engine equipment indoors.
- Equipment Operators must put on safety glasses when operating any small engine equipment or power tool.
- Equipment operator must use hearing protection when appropriate E.g. when using power equipment such as leaf blowers; weed trimmers and chainsaws.
- Power tool operators must not expose electric power tools to rain.

- Power tool operators must not use electric power tools in damp or wet location or in the presence of flammable fluids or gases.
- Electric tools should be operated within their design limitations. Use the right tool for the job!
- All work areas should be well lit.
- Equipment/Tool operator must watch what he/she is at all times doing.
- Never overreach – keep proper footing and balance at all times.
- Dress properly – do not wear loose clothing or jewelry when operating equipment as they can get caught in moving parts.
- Power tool operators must disconnect tool from power source when not in use, before servicing or changing parts etc.
- Keep guards in place, in working order and in proper adjustment and alignment.
- Remove adjusting keys and wrenches when not in use, before servicing and when changing parts. Ensure that the switch is in “off” position before pulling in tool.
- Only trained repair persons should attempt repairs, electrical or mechanical.

#### **12.1.7 General Maintenance of Power Equipment:**

Equipment Operator must check engine oil every-time he/she uses a piece of power equipment. Oil must be changed every two months or as needed during summer and once during winter preventive maintenance. Air filter and gas filters must be checked; cleaned and replaced as needed. Spark plugs must be checked and cleaned once a month. Blades must be sharpened prior to season and as needed during season. Blades must be replaced if defective. Weed trimmer heads must be checked to make sure trimmer line spool is full. Gas/ oil mix must be checked often.

#### **12.1.8 Storage of Equipment and Gas:**

Equipment must be store only in designated areas. All gas cans, gas/oil mix and starter fluids must be placed inside a Certified Fire Protection Cabinet. Small engine equipment such as weed trimmers or leaf blowers must never be hung from steam and hot water pipes and natural gas lines. Spark plug wires must be removed when putting equipment away or when employee is working on a piece of equipment. During winter months make sure all equipment except snow blowers have all petroleum products drained and the equipment serviced for the following year. All employees operating any piece of equipment must be given copies of the manufacture’s specification on usage and care of all power tool or small engine equipment that employee may be using.

#### **12.1.9 Equipment Rental**

Consider the Equipment Rental option for site tasks that occur occasionally and for which purchasing equipment would be not cost effective. There is a Statewide Contract for Rental Equipment, refer to S: FamEld Drive SOP appendices for the list of Vendors on this Contract or check with the Procurement Department. As with purchasing goods or service, you will need to comply with all procurement procedures with renting equipment.

#### **12.1.10 Systems Inventory Information**

A small engine equipment and power tools Inventory & Specification sheet including date of purchase, date of service and warranty information shall be maintained in the Building systems Inventory Book and updated as needed. The Inventory shall also include all scheduled checklist forms specific to the equipment at the site, as applicable. See S: FamEld Drive, SOP Master Building Systems Appendices for sample small engine equipment and power tools Inventory, specification and checklists forms.



All small equipment and power tools must be tagged with asset number and service date records. All equipment/tool manuals and warranty information must be kept on file in maintenance Update this record as new equipment is purchased and/or old equipment removed from service.

### **12.1.11 Service Records**

Copies of all records of all small engine equipment and power tools preventive maintenance activities including all inspection checklists, services, repairs and replacement etc will be filed in the annual Service Record Binder in the Appropriate Section. Records of all preventive maintenance purchase orders for regular and as needed services shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## **12.2 Skid Steer Loaders**

### **12.2.1 Objective:**

To ensure the continuous safe operation of the Development's skid steer loader.

### **12.2.2 Operator Licensing Requirements**

All employees using Skid Steer Loaders [or a compressed air, diesel, electric, gasoline, or steam drum hoists or winches to lift and move loads] must possess a valid, current Hoisting License. It is the responsibility of the superintendent to insure that all employees operating a Skid Steer Loader [or a compressed air, diesel, electric, gasoline, or steam drum hoists or winches to lift and move loads] have a valid and current Hoisting License. See Fam/Eld S:Drive, SOP Appendices for more information

### **12.2.3 Training Requirements**

Superintendents shall insure that all employees operating skid steer loaders are licensed and are properly trained. All Operators should understand the potential hazards as well as the safety precautions to prevent those hazards from occurring. See Public P-Drive, SOP Appendices for the handout on Skid Steer Loader Training, a training developed by the Risk Manager and Landscape Management Coordinator. All Skid Steer Loader Operators must receive a copy of this handout and a copy must be posted in the maintenance office. The Risk Management Department in conjunction with the Operations Department provides annual training in Skid Steer Loader – Safe Operation & Maintenance. The training program is usually scheduled in November. All employees operating Skid Steer Loaders must attend this annual training.

### **12.2.4 Scheduled Activities for Safe Operation and Maintenance of Skid Loader:**

#### **Daily / Upon Each use**

##### Operator's Responsibilities:

Operating a Skid loader is a very serious undertaking and as with all equipment/tools – power and non-power - the operator must exercise extreme care before, during and after operation.

##### Prior to use, the Operator must:

- Check all fluids including water (for water cooled engines), diesel fuel, and oil
- Perform a walk-around inspection of the vehicle
- Check for defects, including tires, lights; safety features; lift arms and cylinder pivot pins; attachments and other components
- Make sure that everything is in tact and working properly.

- Report any problem immediately.

If the operator encounters any problems during the workday with the skid loader this also must be reported to a supervisor immediately.

Prior to, during and after use of Skid Steer Loaders, Operators must:

- Familiarize him/herself with the work area before operating the skid loader, checking for obstacles and avoiding uneven terrain and steep slopes.
- Turn off the engine when fueling the skid loader.
- Never overload the bucket (refer to the Manufacturer's manual for optimal load amounts and make sure you are using the right size bucket for the machine you are operating).
- Use the equipment carefully to avoid harm to property or persons.
- Never lift, swing, or move a load over any person
- Never start to dig at a site unless Dig Safe has provided clearance.
- Clean the equipment after each use.
- Report any problem immediately. If the employee encounters any problems during the workday with a tool or equipment this also must be reported to a supervisor immediately.
- Always adhere to the safety precautions found in the Manufacturer's operation & maintenance manual.

Maintenance Superintendent Responsibilities - Ongoing:

The Maintenance Superintendent shall insure that the equipment is properly stored, maintained and operated at all times. In the event of equipment failure or breakdown, the maintenance superintendent is responsible for contacting the Service Company and issuing a purchase order for repairs and/or service as needed.

**Three Times Per year**

Service Programs Coordinator Responsibilities

The service program coordinator will insure that preventive maintenance services are carried out on all Skid Steer Loaders (at the sites) at least three times per year. The service program coordinator shall issue a contract or purchase order on an annual basis and shall have the equipment serviced on site in approximately October, February and July of each year.

Contractor Responsibilities

The contractor shall be responsible for completing full cleaning and servicing as called for by the BHA's purchase description and by manufacturer operating and maintenance recommendations. The service contractor shall leave with site staff a full service slip after each planned maintenance or repair visit, detailing work completed and noting any further corrective action needed. This slip must be signed by a site staff member who can verify that work was performed.

**12.2.5 Systems Inventory Information**

A Skid Loader Inventory & Specification sheet including date of purchase, date of service, list and model number for all attachments and warranty information shall be maintained in the Building systems Inventory Book and updated as needed. The Inventory shall also include all scheduled checklist forms specific to the Skid Loader at the site. See S: FamEld Drive, SOP Master Building Systems Appendices for Skid Loader Inventory, specification and checklists forms. The Service Program Coordinator will also maintain these records.

**12.2.6 Service Records**

Copies of all records of all Skid Loader preventive maintenance activities including all inspection checklists, services, repairs etc will be filed in the annual Service Record Binder in the Appropriate Section. Records of all preventive maintenance purchase orders for regular and as needed services shall be filed in the annual

Service Record Binder as well as the purchase order system files. The Service Program Coordinator will also maintain these records.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## **Section 13 Vehicles/Trucks**

### **13.1 Objective:**

To maintain trucks to insure long life, safety of operation, and availability at all times needed.

### **13.2 Scheduled Activities:**

#### **Daily/Upon each use:**

##### Laborer/Truck Driver Responsibilities:

It is the responsibility of the truck driver to do a visual check of the truck daily and check the fluids every time the truck is fueled. The driver shall, at each re-fueling, complete a thorough inspection of each vehicle and complete the truck inspection checklist each time this is completed. All vehicles shall be kept clean and debris free at all times and be washed as often as needed. During the winter months as salt and sand builds up this task should be performed more often at the site. After every snow/ice storm, all snow/ice removal vehicles (trucks, plows, sanders, etc) must be wiped down and cleaned thoroughly. Trucks and plows should be free of salt. Augers and other parts of sanders should be clean. Refer to Snow Removal, Section 14.

#### **As needed**

##### Laborer/Truck Driver Responsibilities:

Scrape and paint racks and body parts as needed to keep rust free. Clean up rust and re-paint at site.

In snow removal operations do not use overdrive and plow in low gear. Rubber bumpers are recommended for plow blades. Plow blades should be removed from trucks within 24 hours after a storm.

#### **Quarterly/Annual - Regular Service**

##### Garage Staff Responsibilities

The Garage staff maintains a schedule for regular service for all vehicles. They will contact superintendents/other staff when it is time for the truck to go to the garage for service.

### **13.3 Usage Policy/Licensing**

It is the responsibility of the supervisor to give out and explain the BHA policy on motor vehicle usage to the truck driver and the back up driver. A copy of the policy will be kept in the glove compartment.

If an employee operates heavy equipment he or she must have an appropriate license. Supervisors should have a copy of a valid driver's license for every employee who drives a BHA vehicle. It is the employee's responsibility to inform supervisors of any change in their license status, but supervisors should also check periodically that all drivers have an up to date driver's license. Copies of all drivers' licenses must be forwarded to the Risk Management Department.

BHA will pay for renewal of special licenses (such as hoisting licenses for Skid Loaders, refer to Section 34). The renewal application must be submitted to the Manger who will complete a check requisition.

Trucks may not be used to transport other staff members to appointments, court or other locations except in emergencies.

### **13.4 Insurance and Accidents/Reporting**

Report accidents immediately, no matter how small, to Risk Management and the Garage.

The Authority is not self-insured as to its fleet and equipment. The Authority carries full coverage on vehicles and equipment 1997 and newer. Collision coverage carries a \$500 deductible and glass carries no deductible.

Be sure there is an Insurance ID card in each vehicle; these can be replaced if needed by Risk Management.

There should be an accident information card in each vehicle to assist in obtaining information at the scene of an accident. If not, the garage has extra copies.

Report all accidents whether there is damage or not to Risk Management using the Commonwealth of Massachusetts Report of Motor Vehicle Accident Form. Risk Management will report to police and Registry.

Accidents with Authority vehicles are not reflected on personal driving records.

If another party does damage to a BHA vehicle Risk Management will assume responsibility for obtaining reimbursement. Staff involved in an accident or witnessing the damaged should obtain and report the name and address of the responsible party.

Body damage should be repaired on newer trucks.

## **13.5 Vehicle Towing Policy**

In the event that a BHA vehicle has been towed or stolen the following procedures must be followed:

1. Notify the direct Supervisor/Manager and Garage Forman of the following items;
  - a. Vehicle ID, including plate (this should be documented at the site or can be obtained from the Garage).
  - b. Where the vehicle was parked (include cross street references)?
  - c. Was it a legal space?
  - d. What time was the vehicle last seen?
  - e. Make note of any obvious signs of vandalism, broken glass at the space etc.
2. Once the vehicle is located, have a valid Registration available with the person picking it up. Purchase Order #'s will be needed if fees are assessed.
3. Inventory the vehicle for any additional damage or missing items. Submit a detailed report to Risk Management and copy the Garage of these items.
4. The site is liable for fees incurred by towed vehicles and additional fees for storage if the vehicle isn't located by the end of business of the first (1<sup>st</sup>) day. This charge will compound daily so follow-up is critical.

## **13.6 Systems Inventory Information**

The garage maintains all information regarding all vehicles.

## **13.7 Service Records**

Copies of all records of all vehicle/truck preventive maintenance activities including all inspection checklists, service-slips from the BHA Garage or outside Garage for each vehicle will be filed in the annual Service

Record Binder in the Vehicle Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

A copy of the completed work order should be provided to the Manager. The Garage staff also maintains these records.

## **Section 14 Trash Chutes and Compactors**

### **14.1 Objective:**

To maintain trash chutes and compactors in as clean a manner as possible, discouraging pest infestation, and to maintain compactors in such a way as to prolong their life as much as possible. Most compactor use is in elderly buildings.

### **14.2 Scheduled Activities:**

#### **Daily**

##### Custodian/Laborer/Groundskeeper Responsibilities:

Check trash rooms to insure that all trash is removed or put down the chute. Maintain chute doors and trash room floors and walls in a clean condition. Wipe down all surfaces with disinfectant. Sweep up and dispose of any trash or garbage that escapes from the chute.

For bag-type compactors: Pull trash at least daily. Secure bags tightly and place into rubbish containers where possible. Where there are no rubbish containers, place bag in an out of the way location and insure that it is well secured to avoid odors and attraction to roaches or rodents.

For container type compactors: Pull containers in accordance with the schedule for pick up. Before returning the container to the building, wash out completely by spraying disinfectant and hosing down.

#### **As needed**

##### Custodian/Laborer/Groundskeeper Responsibilities:

The custodian/laborer/groundskeeper shall report to the manager/maintenance superintendent any problems with the operation of the chute doors, the proper fit of the chute seals, or the operation of the compactor immediately for correction.

#### **Weekly**

##### Custodian/Laborer/Groundskeeper Responsibilities:

In buildings where there is chute-washing equipment in operable condition, the custodian/laborer/groundskeeper shall wash down the chute on a weekly basis.

##### Manager/Maintenance Superintendent's Responsibilities:

The manager shall note the condition of trash rooms and the compactor and compactor room at each weekly inspection. The chute doors are to be checked for a proper seal. Any needed repairs shall be completed by a contractor upon issuance of a purchase order by the manager or by a BHA employee after issuance of a work order.

#### **Annually**

##### Manager/Maintenance Superintendent's Responsibilities

Once per year, the manager shall issue a purchase order to have the trash chutes steam cleaned, and chute door seals replaced when necessary by an appropriate contractor. Once per year, the manager shall issue a purchase order to have each compactor serviced by an appropriate compactor repair/service company.

### **14.3 Systems Inventory Information**

A trash chute and compactor Inventory & Specification sheet including location and replacement part information shall be maintained in the Building systems Inventory Book and updated as needed. A site map

can be used to supplement the location information if necessary. The Inventory shall also include all scheduled checklist forms specific to the system at the site. See S: FamEld Drive, SOP Master Building Systems Appendices for sample master trash chute and compactor inventory, specification and checklists forms.

## **14.4 Service Records**

Copies of all records of all trash chute and compactor preventive maintenance activities including all inspection checklists, services, repairs [e.g. repair/replacement to chute doors] etc will be filed in the annual Service Record Binder in the appropriate Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

All preventive maintenance activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.



# Section 15 Regular Custodial Preventive Maintenance

## 15.1 Introduction

Regular Custodial Maintenance policies and procedures are covered in detail in Part 2 of this Manual – topics include Building and Grounds Inspections, Hallway and Common Area Maintenance, Grounds and Landscape Care, Snow Removal, Trash Removal and Pest Management. In these Sections we covered maintenance activities performed by laborers, JGs, resident custodians etc on a routine basis, occurring on a daily/weekly schedule as well as activities performed by maintenance staff [or others] on a non-routine basis occurring on a cyclical schedule annually. *Cyclical schedule annually* means occurring at varying intervals throughout the year. The cycle frequency may be quarterly – that is an activity will need to be scheduled 4 times a year, semi-annual – twice a year or annual only needs to be performed once a year.

The cyclical schedule of activities for Custodial preventive maintenance may depend on the season/weather [e.g. as with Snow Removal]; sometimes the cycle will be on a *fixed* schedule annually [e.g. Mosquito Control in late June]; and sometimes the cycle may be on an as-needed basis [e.g. frequency for scheduling basement flea/pest control may depend on the actual level of infestation].

In this Section we are going to take a look at each topic and further discuss scheduling regular custodial maintenance activities for preventive maintenance in order to maintain the high standards for custodial maintenance expected. As with other preventive maintenance activities these maintenance custodial activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

Copies of all inspections, service records, tracking reports, repair records etc for all custodial maintenance activities subject to preventive maintenance must be maintained in the Annual Service Record Binder in the appropriate sections.

## 15.2 Buildings [Refer to Sections 10, 11 & 12]

### 15.2.1 Objective:

To maintain the buildings [interior and exterior] at the highest possible level of cleanliness, to perform regular inspections to check on safety and repair requirements and to rid all developments of pests. Note: - Building systems [e.g. elevators, fire alarms, electrical, heating, plumbing, generators, ventilation, roofs etc] are covered in the previous Sections in this part of the Manual.

### 15.2.2 Scheduled Activities

#### Daily/Weekly

##### Laborers/JGs and Resident Custodian Responsibilities

All interior common areas [lobby/entrances, interior hallways, stairways, common rooms, laundry rooms etc] and all building exterior [doors, windows, roofs, gutters, downspouts etc] should be inspected daily for any litter, graffiti, damage or potential hazards etc. All common areas - should be thoroughly cleaned daily – cleaned meaning all litter picked up and all areas swept. All common areas – walls, floors, ceilings etc should be thoroughly cleaned - washed down weekly. All items detailed on the Building & Grounds Inspection short-form should be inspected at least weekly accordance with the defined standards detailed in Section 11. Any

problems observed must be reported to the Manager or Maintenance Superintendent on the day the problem is identified. Problems may include – graffiti or damage to stair treads, carpets, railings, stair pans, windows, roofs, Entry/Exit/Fire doors, mail boxes etc. All problems must be recorded on the weekly Buildings & Grounds inspections short-form.

Manager/ Maintenance Superintendent Responsibilities:

To insure that JGs, laborers, resident custodians work to a regular schedule so that it is possible to thoroughly clean all common areas at least weekly. To perform weekly inspections of all building hallways and common areas to insure that maintenance tasks are being performed as expected and as directed. To review the completed Building & Grounds Inspection short forms that JGs, laborers, resident custodians fill out and submit weekly. All deficiencies found during any inspection must be transferred to work orders for correction as either emergency or Building and Grounds priorities.

**Quarterly**

Manager/Maintenance Superintendent Responsibilities:

To schedule 3 or 4 times a year - the cleaning of the outside glass of windows where the windows tilt in. To conduct a formal Building & Grounds Inspection which includes inspection of the building exterior for each unique building address. To conduct a formal inspection of each interior common area where access is limited to BHA employees [utility rooms, boiler rooms]. To conduct a formal inspection of each interior common area that is regularly accessed by residents and/or general public. All deficiencies found during any inspection shall be transferred to work orders for correction as either emergency or Building and Grounds priorities.

**As needed**

Manager/ Maintenance Superintendent Responsibilities:

Any painting or other repairs should be scheduled as needed according to B&G priorities etc.

**15.2.3 Service Records**

Copies of all formal building & grounds quarterly inspections, any service records, tracking reports, repair records etc for any building maintenance activities subject to preventive maintenance shall be maintained in the Annual Service Record Binder in the appropriate sections. The weekly Building & Grounds inspections short-forms should be filed in a 3-Ring binder or file and can be sorted by JG/Laborer/Resident Custodian.

As with other preventive maintenance activities, maintenance custodial activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

**15.3 Grounds and landscape Care [Refer to Section 13]**

### 15.3.1 Objective

To maintain grounds and landscape to the highest standards for overall cleanliness and curb appeal of the developments, for health and safety of residents, employees and visitors and to the longevity of hardscape and greenscape surfaces. To identify necessary maintenance, repair and replacement of grounds and landscape elements to maintain these standards.

### 15.3.2 Scheduled Activities

#### Daily/Weekly

##### Laborers/JGs and Resident Custodian Responsibilities:

All grounds [including but not limited to walkways, steps, parking lots, stairwells, playgrounds, benches, fences, dumpsters etc] and landscaped areas should be inspected daily for graffiti, damage or potential hazards throughout the entire year. Potential hazards may include exposed nails, footings or sharp protrusions on benches, fences, play structures; play equipment not functioning as intended; large broken or low hanging tree branches; dead or diseased trees/shrubs; missing or broken handrails; large potholes; tripping hazards; obstructed stairwells/entranceways; vegetation obstructing views etc

All items detailed on the Building & Grounds Inspection short-form should be inspected at least weekly in accordance with the defined standards detailed in Section 11. All problems must be reported to the Manager or Maintenance Superintendent on the day the problem is identified. All problems must be recorded on the weekly Building and Grounds Inspection short-form. All trash must be picked up from all areas daily and grounds must be cleaned. Any clogged street drains; if clog is on the surface must be cleaned. All lawn areas must be mowed and trimmed weekly throughout the growing season as long as the grass is growing. All lawn areas must be watered weekly to supplement rainfall during the summer. All planting areas and paved areas should be weeded weekly or as often as is needed. If flower beds/pots are planted they must be routinely maintained throughout the growing season. All dead, damaged shrubs or small caliper trees must be routinely removed. Perform incidental pruning of trees and shrubs [that you can handle safely with the proper tools and personal protective gear] for safety and security reasons – i.e. remove dead/broken branches, raise tree crown for clearance, prune shrubs obstructing views etc]

##### Manager/ Maintenance Superintendent Responsibilities:

Perform weekly inspections of all grounds and landscaped areas to insure that all grounds and landscape maintenance tasks are being performed as expected and as directed. Review the completed Building & Grounds Inspection short forms that JGs, laborers, resident custodians fill out and submit weekly. All deficiencies [e.g. exposed nails, footings or sharp protrusions on benches, fences, play structures; play equipment not functioning as intended; large broken or low hanging tree branches; dead or diseased trees/shrubs; missing or broken handrails; large potholes; tripping hazards; obstructed stairwells/entranceways; vegetation obstructing views, broken hose bibs, blocked catch basins etc] found during any inspection shall be transferred to work orders for correction as either emergency or Building and Grounds priorities.

#### Quarterly

##### Manager/Maintenance Superintendent Responsibilities:

To perform formal quarterly inspections of the grounds of each building address [Refer to Section 11 – Building and Grounds Inspections]. Perform formal quarterly inspections of all play areas, benches, fences etc. All deficiencies found during any inspection shall be transferred to work orders for correction as either emergency or Building and Grounds priorities.

#### Twice yearly

##### Manager/ Maintenance Superintendent's Responsibilities:

To insure that all storm drains are cleaned twice a year. [Refer to Section 31 Plumbing]

**Annually/Seasonally** [Refer to Section 13 and Landscape Manual for more detail on all aspects of landscape care].

Laborers/JGs/ Resident Custodian and Program Landscape Crew's Responsibilities

To perform a thorough clean up in the Spring annually. To edge, weed and mulch all planting areas in the Spring annually. To maintain and treat [fertilize/lime at a minimum] all lawn areas annually. To pickup and remove all leaves from all areas in the Fall. If flower beds/pots are planted they must be maintained. To prune all shrubs annually as needed at the proper times at a minimum for security and safety reasons.

Manager'/ Maintenance Superintendent's Responsibilities:

To insure that all landscaped tasks are scheduled and performed within the given timelines annually. Plan on contracting out some tree care services annually [for hazard reduction pruning and/or maintenance pruning] to outside professional arborists over the winter months. At a minimum, trees should be inspected regularly for obvious potential hazards and the necessary steps should be taken to take care of all potential hazards immediately either with in-house staff or outside contractors for security and safety reasons. To schedule a formal inspection of hose bib connectors annually to make sure they are in good working order prior to the start of the landscape season. To perform an annual evening safety and lighting inspection of the grounds [this is usually scheduled in October – refer to Section 26].

**15.3.3 Plans & Service Records**

As part of your Annual Preventive Maintenance Plan, Property Managers must submit a landscape maintenance plan for your Property to the Assistant Director of Property Management or Regional Property Manager no later than April 1<sup>st</sup>, annually. Refer to Section 13 for Landscape Planning guidelines.

All landscape maintenance services performed by in-house program landscape crews or outside landscape contractors must be tracked and recorded on serviced maintenance reports. See S: FamEld Drive, SOP Appendices for sample serviced maintenance reports.

All tree work performed by in-house staff should be scheduled and tracked using the work-order system. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all landscape care preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files.

The formal Quarterly Building and Grounds inspection reports and playground/fence/bench inspection reports must be filed in the annual service record binder in the appropriate section. The weekly Building & Grounds short-forms should be filed in a 3-Ring binder or file and can be sorted by JG/Laborer/Resident Custodian.

As with other preventive maintenance activities, maintenance custodial activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

**15.4 Snow Removal [Refer to Section 14]**

**15.4.1 Objective**

To insure that Developments are properly prepared for the Snow Season annually. To insure that proper snow /ice removal procedures are in place and adhered to before, during and after every snow/ice storms.

## 15.4.2 Scheduled Activities:

### Annually

#### Manager/Maintenance Superintendent's Responsibilities:

To insure that the Snow Plan for your Development(s) is in place no later than October 15<sup>th</sup> every year. All snow removal equipment and supplies must be on-hand also no later than Nov. 1<sup>st</sup>. Snow Removal equipment must be serviced between April and October every year [Refer to Section 34] and all equipment must be tested to make sure that it is in proper working order no later than Nov. 1<sup>st</sup>. Hydrants and Storm Drains must be marked. Landscaped areas must be protected as needed. Local back-up contractor listings must be updated etc

### Every Snow/Ice Storm

#### Laborers/JGs and Resident Custodian Responsibilities:

To remove snow and ice according to the priority order outlined in your Snow Removal Plan and in accordance with proper standards and procedures outlined in Section 14

#### Manager/ Maintenance Superintendent's Responsibilities:

Property Managers/ Maintenance Supervisors must be on the grounds as much as possible during snow removal to oversee snow removal activities and problem solve. Report to your Assistant Director for Property Management or Regional Property Manager if any problem arises regarding equipment or completing snow removal work in a timely manner. Assistant Directors and Regional Property Manager will assist with problem solving and supplying additional resources if necessary.

## 15.4.3 Plans and Service Records

Property Managers must submit a Snow Removal Plan for your Development to your Assistant Director for Property Management or Regional Property Manager no later than October 15<sup>th</sup>, annually. Maintain this plan in the Building Systems Inventory and post in the maintenance office. Refer to Section 14 for Snow Removal Plan guidelines.

The Property Manager or Maintenance Supervisor must fill out the *Snow/Ice Storm Personnel/Equipment/Material Data Sheet and Snow/Ice Removal Checklists* for EVERY snow/ice storm Form can be obtained in the Public P-Drive, SOP Appendices Folder. A copy of these documents must be kept on file at the site and a copy must be forwarded to your Program Maintenance Supervisor along with your overtime slips. PMS will review all documents for accuracy and forward a copy to the Landscape Coordinator [in a timely manner] to file in the Master File. These documents are tools to track and record all snow/ice removal activities. The data recorded on these documents will be used in the event that there is an insurance claim and/or we need to submit information to Federal Emergency Management Agency [FEMA] for major storm reimbursement costs.

As with other preventive maintenance activities, maintenance custodial activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## 15.5 Trash Removal

### 15.5.1 Objective

To maintain trash collection areas, trash containers and trash enclosures in as clean a manner as possible, discouraging pest infestation. To identify necessary maintenance, repair and replacement of trash

containers, container covers and enclosures to maintain trash containers and enclosures in good working order.

### **15.5.2 Scheduled Activities**

#### **Daily/Weekly**

##### Laborers/JGs and Resident Custodian Responsibilities

Inspect and maintain all trash areas daily. Dumpster/trash areas must be picked up and cleaned as one of the first tasks of each day. At least weekly, especially in the summer, dumpsters must be hosed down and deodorized. Any graffiti or hazards should be reported immediately to Management.

##### Manager/Maintenance Superintendent Responsibilities:

To inspect all dumpsters and trash collection areas during the weekly inspection walk-through of Buildings and Grounds. Dumpster contractors (who work for the City) are responsible for picking up any trash, which may fall out of the dumpster when it is dumped. They are also supposed to pick up any large items (furniture, etc) which are left next to the dumpster to be picked up. Managers and superintendents are responsible for monitoring compliance with these rules. You should notify Boston's Sanitation division of any problems, including missed pick-ups. The Program Services Coordinator will assist managers and superintendents who do not receive an adequate response from the City.

#### **Quarterly**

##### Manager/Maintenance Superintendent Responsibilities:

Perform quarterly inspections of all trash areas. Inspect and record the condition of each container, container covers and container enclosure. All deficiencies found during any inspection shall be transferred to work orders for correction as either emergency or Building and Grounds priorities. Trash areas should be baited to control pest infestation

#### **Annually**

##### Manager/Maintenance Superintendent Responsibilities:

Conduct a formal Dumpster Survey annually. A sample survey document can be obtained from the Public P-Drive, SOP Building Systems Appendices Folder All dumpsters should be painted annually. You should plan on replacing any dumpsters that are over 3-4 years old.

#### **As needed**

##### Manager/Maintenance Superintendent Responsibilities:

Replace covers as needed with plastic/fiberglass type covers. Make the necessary repairs as needed to insure that trash containers and enclosures are in good working order and meet standards expected.

### **15.5.3 Systems Inventory Information**

A list of all dumpsters, sizes, ages, and locations shall be maintained in the building systems inventory binder. If the development uses compactors or other trash removal or storage systems this information shall be compiled and maintained in the Building Systems Inventory binder.

### **15.5.4 Service Records**

Copies of all records of all trash preventive maintenance activities including all inspection checklists, services, repairs and replacements shall be filed in the annual Service Record Binder in the appropriate Section. Records of all preventive maintenance (P) work orders shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders shall be filed in the annual Service Record Binder as well as the purchase order system files

Keep a record of all Dumpster surveys and forward a copy to the Service Program Coordinator to file in the Master File.

As with other preventive maintenance activities, maintenance custodial activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: FamEld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

## **15.6 Pest Management**

### **15.6.1 Objective:**

To control pests in apartments, common areas, basements and grounds at all times.

### **15.6.2 Scheduled Activities:**

### **Daily/Weekly/Monthly**

#### Laborers/JGs and Resident Custodians Responsibilities

Daily inspection and cleanup of debris around dumpster areas, grounds, hallways, stairwells, common areas etc. will greatly contribute to your development plan of striving to attain pest free developments.

Laborers/JGs/Resident Custodians shall report any evidence of pest activity to Manager/Superintendent. If an active rodent problem exists and a mapping of activity and placement of bait boxes is available, activity should be monitored by staff as well as the contractor and reported to Manager/Superintendent.

### **Quarterly/Annually**

#### Manager/Maintenance Superintendent Responsibilities

Record any evidence of pest activity during any LUI inspection. Any pest activity observed must be added to the Focus list for apartments for contractor follow up.

All basements/crawl spaces, dumpsters/trash areas, common areas, grounds, etc. should be inspected quarterly for any pest activity. If a problem exists, add the area to the B&G focus list for contractor follow up.

### **Annually**

#### Licensed Pest Applicators - Staff or Contractor:

Must bait all catch basins annually on a fixed schedule – usually in the end of June/early July for mosquito control as requested by Suffolk County Mosquito Control (SCMC). SCMC request that all catch basins treated are marked with traffic paint. The pesticide, marking paint and paint wands will be provided by them. The paint wands must be returned to SCMD after the treatments are completed.

### **Annually**

#### Manager

Prepare bidding documents for IPM contract once yearly using only state contract vendors. Refer to [www.commbuys.com](http://www.commbuys.com) or the SOP appendices, Section 16 for the list of approved vendors. See Section 16 in the SOP manual and Section 16 in the SOP Appendices for the BHA IPM specification to bid the IPM contract and the procedure for the second year option.

### **As needed**

#### Manager/Maintenance Superintendent Responsibilities

To respond to any reports of pest activity in accordance with timelines and standards outlined in Section 16 and 18. The standard for Extermination Call Back work orders is 14 days. Adhere to the Vacancy Preparation Standards detailed in Section 20 which includes cleaning up of old pesticide baits, pests and pest evidence and harborage reduction through exclusion.

### **15.6.3 Service Records**

All extermination activities performed by in-house staff must be tracked on work orders. Copies of all inspections, BHA or outside pest service records, reports, repair records, housekeeping citations etc. for all pest management related activities must be maintained in the annual service record binder in the appropriate section.

Records of all preventive maintenance (P) work orders (actual copies or work order reports) shall be filed in the annual Service Record Binder as well as the work order system files. Records of all preventive maintenance purchase orders for IPM shall be filed in the annual Service Record Binder as well as the purchase order system files. Pesticide service records whether they are from in-house activities or from an IPM contractor shall be filed in the annual Service Record Binder or an IPM/bed bug log book.

As with other preventive maintenance activities, maintenance custodial and pest control activities must be included and tracked on your Annual Preventive Maintenance Plan – Schedule and Report form See S: Fam/Eld Drive, SOP Master Building Systems Appendices for sample Annual PM Plan – Schedule and Report Form.

### **Pest Control Service Record-keeping [From Section 16]**



**License Holder's Responsibility:**

In-house employees who perform pest control services on BHA property must maintain records of all pesticide usage by filling out the **BHA Pest Control Service Record form**. See, S:drive, SOP, SOP Appendices, Section 16 Pests and Mold, Pesticide Use Form for a copy of this form. The information recorded on these forms and proof of insurance from the Risk Management Department will be submitted to the State annually as part of the Pesticide Usage Reporting process. This is the responsibility of the licensed pesticide applicator. See S:drive, SOP, SOP Appendices, Section 16 - Pests and Mold for additional information on Pesticide Use Reporting to the State. In-house employees who perform pest control services on BHA property are required to keep a copy of each completed BHA Pest Control Service Record form for his/her own personal records and the reporting requirements. The report must include all pesticides used.

Remember that products available to the general public must still be reported by the BHA licensed pesticide applicator such as Round Up for weed control. A copy must also be filed with the corresponding pest control work order and submitted to the Maintenance Superintendent to file. A copy of all service records for pesticide contractors' and in-house licensed employees' work at the BHA must be provided to the manager at the time of service and kept in a Service Record Binder or IPM/Bed bug log book.

**Manager/Maintenance Superintendent's Responsibility:**

The Property Manager or Maintenance Superintendent must insure that all pest control work orders have a Pest Control Service Record document attached. The Property Manager, Maintenance Superintendent or their designee must maintain copies of all pest control work orders and pest control service records.

**Program Maintenance Supervisor's Responsibility:**

The PMS should on a yearly basis, gather the pesticide usage reports for Mosquito or weed control from their pesticide applicators and forward to the Maintenance Systems Manager at the Building Services Office. He/she will copy them to the SOP Appendices for future reference and, in case, the pesticide applicator(s) misplaced any of their copies of the documentation needed for the state usage reporting process.

**Outside Contractor's Responsibility:**

Outside Pest Control Contractors can use the BHA Pest Control Service Form or may use an equivalent form developed by the Contractor. If the contractor chooses to use their own form, the BHA manager should review it and approve its content prior to the start of the contract.

All records of inspections/treatments shall be maintained in the Preventive Maintenance Annual Service Record Binder or IPM/Bed bug log books.

**ENANCE SCHEDULE & report FORM (ART 1 - BUILDING SYSTEMS)REVENTIVE MAINTENANCE SCHEDULE & report FORM (ART 1 - B**

Dev #	Development Name	Use P to denote when Task is Planned
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501 WEST BROADWAY

Refer to Chater in SO Manual	reventive Maintenance on Building Systems which includes: Inspecting - Testing - Cleaning - Servicing - Reair - Relacement														
	Item:	Schd	Ar	May	June	July	Aug	Se	Oct	Nov	Dec	Jan	Feb	Mar	
26 - Electrical	Electrical Distribution Inspection	A								P					
	Battery Lights, visual Inspect.	W	Daily/Weekly Laborers/JGs/RC should note any obvious breakage and report immediately												
	Battery Lights Testing	M	P	P	P	P	P	P	P	P	P	P	P	P	
	Battery Lights Testing (on B&G Inspections)	Q	Refer to your B&G Routine and Formal Inspection Schedules												
	Intercom Inspections on Annual LUI	A	Refer to LUI Schedule												
	Call-for Aid	A										P			
	Exterior Lights - visual Inspect.	W	Daily/Weekly Laborers/JGs/RC should note any obvious roblems and report immediately												
	Exterior Lights (on B&G Inspections)	Q	Refer to your B&G Routine and Formal Inspection Schedules												
	Exterior Lights -Nite Inspection	A		P											
Exterior Lights -Servicing, coordinate with Boom Lift/Aerial Truck Schedule	AN														
28 - Fire Safety Systems	Fire Alarm Sys - Inspection	W	Daily/Weekly Laborers/JGs/RC/Mgr./Suer must Inspect master alarm anel check and report any roblems immediately												
	Fire Alarm Sys. Service Contractor (and Inspect on B&G Inspections)	Q			P			P			P			P	
	Extinguishers -visual Inspect.	W	Daily/Weekly Laborers/JGs/RC/Mgr./Suer must check fired extinguishers and report any roblems immediately												
	Extinguishers (on B&G Inspections)	Q	Refer to B&G Schedule												
	Extinguishers serviced by outside contractor	A											P		
	Srinkler Systems	W	Daily/Weekly Laborers/JGs/RC shall conduct a visual Inspection and report any roblems immediately												
	Srinkler Systems Service Contract	A											P		
	Fire um Service Contractor	A													P
	Smoke Detector-visual Inspect.	W	Daily/Weekly Laborers/JGs/RC shall conduct a visual Inspection and report any roblems immediately												
	Smoke Detector in Common Areas Inspection (on B&G Inspections)	Q	Refer to B&G Schedule												
	Smoke Detector testing & battery relacement	A	Refer to LUI Schedule												
	Smoke Hatch Inspect	W	Daily/Weekly Laborers/JGs/RC shall conduct a visual Inspection and report any roblems immediately												
	Smoke Hatch Inspect (on B&G Inspections)	Q	Refer to B&G Schedule												
Smoke Hatch Service	A	N/A													
31 - lumbing	Water Distribution System Inspect	M	P	P	P	P	P	P	P	P	P	P	P	P	
	Water Distribution System Inspect(on LUI)	A	Refer to LUI Schedule												
	Water Distribution System Testing - by lumber	A			P										
	Vertical Drains - Clean/Check - lumber	A			P										
	Horiz Drains - Clean/Check - lumber	A	P												
	Back Flow reventers - Inspect by BWSC	A		P											
	Domestic Hotwater Sys - Inspect.	M	P	P	P	P	P	P	P	P	P	P	P	P	

D=Daily; W=Weekly; M=Monthly; Q=Quarterly; T=Three times per year; S=Semi-Annual; A=Annual AN=As Needed.  
Indicate date Planned at beginning of each fiscal year by writing or typing P. Indicate actual Completed month by typing or writing C.

**ENANCE SCHEDULE & report FORM (ART 1 - BUILDING SYSTEMS)REVENTIVE MAINTENANCE SCHEDULE & report FORM (ART 1 - B**

<b>Dev #</b>	<b>Development Name</b>	<b>Use P to denote when Task is Planned</b>
501	WEST BROADWAY	

Refer to Chater in SO Manual	reventive Maintenance on Building Systems which includes: Inspecting - Testing - Cleaning - Servicing - Reair - Relacement													
	Item:	Schd	Ar	May	June	July	Aug	Se	Oct	Nov	Dec	Jan	Feb	Mar
	Domestic Hotwater Sys - Inspect on LUI	A	Refer to LUI Schedule											
	Domestic Hotwater Sys - Drain & Flush by lumber	A	N/A											
32 - Vent. & AC	Window A/C - Service	A	N/A											
	Roof To Exhaust Fan - Inspect.	Q	Refer to B&G Schedule											
	Roof To Exhaust Fan - Electrician	A	N/A											
	Boiler Rm. Makeu Air Unit. - by Fireman	A	N/A											
	Air handling Units/Common Area Ventilation - by Mechanic	W/Q	Weekly/Quarterly Inspection - Laborers/JGs/RC/Mgrs/Suers should note any obvious roblems and report immediately											
	Air handling Units/Common Area Ventilation - by Mechanic	A	N/A											
	Slit System AC & Heat ums - Inspect	W/Q	Weekly/Quarterly Inspection - Mgrs/Suers should note any obvious roblems and report immediately											
	Slit System AC & Heat ums - Contractor Service	A										P		
33 - Roofs	Roofs - on Inspections	W/Q	Weekly/Quarterly Inspection - Laborers/JGs/RC/Mgrs/Suers should note any obvious roblems and report immediately											
	Roof - Inspection following rainstorm	Q	P			P			P			P		
	Roofs - Inspect by roofing Crew	A		P										
34 - Small Equipment & Skid Loaders	Landscae Equi. (Nov. - March)	A	P											
	Snow Removal Equi. (Aril - Oct.)	A								P	P	P	P	P
	Skid Steel Ldr	T	P											
35 - Vehicles & Trucks	pick-u/Rack Body Truck	D	Daily/uon each use - Truck Driver is resonsible for conducting a visual Inspection and check fluid every time truck is fueled. At each re-fueling, complete the truck Inspection checklist.											
	pick-u/Rack Body Truck - by Garage	Q			P				P			P		P
Refer to Chapter in SOP Manual	Regular Custodial Maintenance subject to Preventive Maintenance													
Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
11 - B&G (And Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule											
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules											
12 - Hallway (and Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule											
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules											
14 - Snow Removal Plan (and Ch. 37)	Annual Plan	A							P					
	Snow Removal	AN								P	P	P	P	
15 - Trash Removal (and Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall inspect & clean and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule											
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules											

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Indicate date Planned at beginning of each fiscal year by writing or typing P. Indicate actual Completed month by typing or writing C.

**ENANCE SCHEDULE & report FORM (ART 1 - BUILDING SYSTEMS)REVENTIVE MAINTENANCE SCHEDULE & report FORM (ART 1 - B**

<b>Dev #</b>	<b>Development Name</b>	<b>Use P to denote when Task is Planned</b>
501	WEST BROADWAY	

Refer to Chater in SO Manual	reventive Maintenance on Building Systems which includes: Inspecting - Testing - Cleaning - Servicing - Reair - Relacement													
	Item:	Schd	Ar	May	June	July	Aug	Se	Oct	Nov	Dec	Jan	Feb	Mar
16 - Pest Management (And Ch. 37)	Annual Survey	A	P											
	Annual Plan	A	P											
	Inspect for Pest Activity during any inspection eg LUI Inspections and qrtly Inspections	W/Q/A	Daily/Weekly Laborers/JGs/RC shall report any pest activity immediately. Refer to B&G Inspection Schedule and LUI Inspection Schedule for Quarterly/Annual Inspections											
	Flush-Out (units that are not part of IPM Plan)	S												
	Basement/crawl spaces Inspect	Q			P				P			P		P
	Bait Storm Drains - to control West Nile Virus	A					P							
13 - Grounds & Landscape Care	IPM	as per plan	P	P	P	P	P	P	P	P	P	P	P	P
	Annual Landscape Maintenance Plan	A	<b>Refer to Landscape Maintenance Calendar for Schedule</b>											
	Spring Cleanup	A												
	Mulching Planting areas	A												
	Lawn Fertilization/Lime	A												
	Lawn Weed Control	A												
	Hardscape Weed Control	A & AN												
	Lawn Grub Control	A/AN												
	Lawn Aeration	A												
	Lawn Overseeding	A												
	Planting Bed Weed/Feed Control	W												
	Planting Beed Weed Control	W												
	Watering	W												
	Lawn Mowing	W												
	Fall Leaf Pick up & Removal	A												
	Tree Inspections (with B&G Inspections)	W/Q	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately. Refer to B&G for formal quarterly inspection schedule											
	Tree Maintenance - as per plan	A & AN	Refer to Landscape Maintenance Calendar for Schedule											
	Shrub Inspection (with B&G Inspections)	W/Q	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately. Refer to B&G for formal quarterly inspection schedule											
	Shrub Maintenance - as per plan	A & AN	Refer to Landscape Maintenance Calendar for Schedule											
	Flower Planting	A or S												
Playground/Fence & Bench Inspect.	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately												
Monthly Walk through by Supers/Managers	M	Refer to B&G Monthly Inspection Schedule												
Replenish Fibar Mulch for playground surface	A/AN	P												
Thorough Playground Inspection before school vacation.	A	P												
Playground/Fence & Bench Formal Inspection (on B&G Inspections)	Q	Refer to Formal Quarterly B&G Schedules												
<b>Heating System Description: Gas Fired System (Refer to SOP Manual Chapter 30)</b>														
<b>Task:</b>	<b>Schd</b>	<b>Apr</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	
<b>Daily Service Activities</b>	D	P	P	P	P	P	P	P	P	P	P	P	P	

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**ENANCE SCHEDULE & report FORM (ART 1 - BUILDING SYSTEMS)REVENTIVE MAINTENANCE SCHEDULE & report FORM (ART 1 - B**

<b>Dev #</b>	<b>Develoment Name</b>	<b>Use P to denote when Task is Planned</b>
501	WEST BROADWAY	

Refer to Chater in SO Manual	reventive Maintenance on Building Systems which includes: Inspecting - Testing - Cleaning - Servicing - Reair - Relacement													
	Item:	Schd	Ar	May	June	July	Aug	Se	Oct	Nov	Dec	Jan	Feb	Mar
<b>Weekly Service Activities</b>	W	P	P	P	P	P	P	P	P	P	P	P	P	P
<b>Feed Pump</b>	M	P	P	P	P	P	P	P	P	P	P	P	P	P
<b>Burner Motor</b>	M	P	P	P	P	P	P	P	P	P	P	P	P	P
<b>Air Handler</b>	M	P	P	P	P	P	P	P	P	P	P	P	P	P
<b>Circulating Pump</b>	M	P	P	P	P	P	P	P	P	P	P	P	P	P
<b>Annual Cleaning</b>	A					P								
<b>State Inspection</b>	A						P							

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**PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)**

Dev #	Development Name	Use P to denote when Task is Planned													
505	Fairmount														
Refer to Chapter in SOP Manual	Preventive Maintenance on Building Systems which includes: Inspecting - Testing - Cleaning - Servicing - Repair - Replacement														
Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
26 - Electrical	Electrical Distribution Inspection	A	P												
	Battery Lights, visual inspect.	W	Daily/Weekly Laborers/JGs/RC should note any obvious breakage and report immediately												
	Battery Lights Testing	M	P	P	P	P	P	P	P	P	P	P	P		
	Battery Lights Testing (on B&G Inspections)	Q	Refer to your B&G Routine and Formal Inspection Schedules												
	Exterior Lights - visual inspect.	W	Daily/Weekly Laborers/JGs/RC should note any obvious problems and report immediately												
	Exterior Lights (on B&G Inspections)	Q	Refer to your B&G Routine and Formal Inspection Schedules												
	Exterior Lights -Nite Inspection	A						P							
	Exterior Lights -Servicing, coordinate with Boom Lift/Aerial Truck Schedule	AN							P	P					
	Extinguishers -visual inspect.	W	Daily/Weekly Laborers/JGs/RC/Mgr./Super must check fired extinguishers and report any problems immediately												
	Extinguishers (on B&G Inspections)	Q	Refer to B&G Schedule												
	Extinguishers serviced by outside contractor	A	P												
	Smoke Detector-visual inspect.	W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately												
	Smoke Detector in Common Areas Inspection (on B&G Inspections)	Q	Refer to B&G Schedule												
	Smoke Detector testing & battery replacement	A	Refer to LUI Schedule												
31 - Plumbing	Water Distribution System Inspect	M	P	P	P	P	P	P	P	P	P	P	P		
	Water Distribution System Inspect(on LUI)	A	Refer to LUI Schedule												
	Water Distribution System Testing - by Plumber	A	P												
	Vertical Drains - Clean/Check - Plumber	A	P												
	Horiz Drains - Clean/Check - Plumber	A	P												
	Domestic Hotwater Sys - Inspect.	M	P	P	P	P	P	P	P	P	P	P	P		
	Domestic Hotwater Sys - Inspect on LUI	A	Refer to LUI Schedule												
	Domestic Hotwater Sys - Drain & Flush by Plumber	A												P	
32 - Vent. & AC	Window A/C - Service	A		P											
33 - Roofs	Roofs - on Inspections	W/Q	Weekly/Quarterly Inspection - Laborers/JGs/RC/Mgrs/Supers should note any obvious problems and report immediately												
	Roof - Inspection following rainstorm	Q			P			P			P		P		
34 - Small Equipment & Skid Loaders	Landscape Equip. (Nov. - March)	A											P		
	Snow Removal Equip. (April - Oct.)	A							P						
35 - Vehicles & Trucks	Pick-up/Rack Body Truck	D	Daily/upon each use - Truck Driver is responsible for conducting a visual inspection and check fluid every time truck is fueled. At each re-fueling, complete the truck inspection checklist.												
	Pick-up/Rack Body Truck - by Garage	Q			P			P			P		P		
Refer to Chapter in SOP Manual	Regular Custodial Maintenance subject to Preventive Maintenance														
Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately													

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 Indicate date Planned at beginning of each fiscal year by writing or typing P. Indicate actual Completed month by typing or writing C.

**PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)**

Development Profile and System Property Work-in-Progress

Dev #	Development Name
505	Fairmount

Use P to denote when Task is Planned

Refer to Chapter in SOP Manual	Preventive Maintenance on Building Systems which includes: Inspecting - Testing - Cleaning - Servicing - Repair - Replacement													
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
11 - B&G (And Ch. 37)	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule											
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules											
12 - Hallway (and Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule											
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules											
14 - Snow Removal Plan (and Ch. 37)	Annual Plan	A							P					
	Snow Removal	AN								P	P	P	P	P
15 - Trash Removal (and Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall inspect & clean and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule											
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules											
	Annual Survey	A							P					
16 - Pest Management (And Ch. 37)	Annual Plan	A												P
	Inspect for Pest Activity during any inspection eg LUI Inspections and qrtly Inspections	W/Q/A	Daily/Weekly Laborers/JGs/RC shall report any pest activity immediately. Refer to B&G Inspection Schedule and LUI Inspection Schedule for Quarterly/Annual Inspections											
	Flush-Out (units that are not part of IPM Plan)	S												
	Basement/crawl spaces Inspect	Q			P				P			P		P
	Bait Storm Drains - to control West Nile Virus	A					P							
	IPM	as per plan	P	P	P	P	P	P	P	P	P	P	P	P
13 - Grounds & Landscape Care	Annual Landscape Maintenance Plan	A												P
	Spring Cleanup	A	P											
	Mulching Planting areas	A	P											
	Lawn Fertilization/Lime	A	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Weed Control	A	Refer to Landscape Maintenance Calendar for Schedule											
	Hardscape Weed Control	A & AN	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Grub Control	A/AN	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Aeration	A	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Overseeding	A	Refer to Landscape Maintenance Calendar for Schedule											
	Planting Bed Weed/Feed Control	P	P	P	P	P	P	P	P	P	P	P	P	P
	Planting Beed Weed Control	W	Refer to Landscape Maintenance Calendar for Schedule											
	Watering	W	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Mowing	W	Refer to Landscape Maintenance Calendar for Schedule											
	Fall Leaf Pick up & Removal	A								P	P			
	Tree Inspections (with B&G Inspections)	W/Q	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately. Refer to B&G for formal quarterly inspection schedule											
	Tree Maintenance - as per plan	A & AN	Refer to Landscape Maintenance Calendar for Schedule											
	Shrub Inspection (with B&G Inspections)	W/Q	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately. Refer to B&G for formal quarterly inspection schedule											
Shrub Maintenance - as per plan	A & AN	Refer to Landscape Maintenance Calendar for Schedule												

D=Daily; W=Weekly; M=Monthly; Q=Quarterly; T-Three times per year; S=Semi-Annual; A=Annual AN=As Needed.

Indicate date Planned at beginning of each fiscal year by writing or typing P. Indicate actual Completed month by typing or writing C.

**PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)**

<b>Dev #</b>	<b>Development Name</b>	<b>Use P to denote when Task is Planned</b>
505	Fairmount	

Refer to Chapter in SOP Manual	Preventive Maintenance on Building Systems which includes: Inspecting - Testing - Cleaning - Servicing - Repair - Replacement													
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Flower Planting	A or S	Refer to Landscape Maintenance Calendar for Schedule											
	Basketball Court/Fence Inspect.	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Monthly Inspection Schedule											
	Basketball Court/Fence Formal Inspection (on B&G Inspections)	Q	Refer to Formal Quarterly B&G Schedules											

Heating System Description: Gas Fired System (Refer to SOP Manual Chapter 30)														
Task:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Annual Cleaning and Filter Replacement	A						P							

D = Daily; W = Weekly; M = Monthly; Q = Quarterly; T = Three times per year; S = Semi-Annual; A = Annual; AN = As Needed



**PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)**

Dev #	Development Name	Name of person inputting data	Date of Input
507	ARCHDALE		

Use P to denote when Task is Planned  
 Use C to denote when task is Completed  
 If task is completed when scheduled use P/C - REFER TO SAMPLE

Refer to Chapter in SOP Manual	Preventive Maintenance on Building Systems which includes: inspecting - Testing - Cleaning - Servicing - Repair - Replacement														
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
26 - Electrical	Electrical Distribution Inspection	A		P				P				P			
	Battery Lights, visual inspect.	W	Daily/Weekly Laborers/JGs/RC should note any obvious breakage and report immediately												
	Battery Lights Testing	M	P	P	P	P	P	P	P	P	P	P	P	P	
	Battery Lights Testing (on B&G Inspections)	Q	Refer to your B&G Routine and Formal inspection Schedules												
	Intercom inspections on Annual LUI	A	Refer to LUI Schedule												
	Exterior Lights - visual inspect.	W	Daily/Weekly Laborers/JGs/RC should note any obvious problems and report immediately												
	Exterior Lights (on B&G inspections)	Q	Refer to your B&G Routine and Formal inspection Schedules												
	Exterior Lights -Nite inspection	A												P	
Exterior Lights -Servicing, coordinate with Boom Lift/Aerial Truck Schedule	AN	P												P	
28 - Fire Safety Systems	Fire Alarm Sys - inspection	W	Daily/Weekly Laborers/JGs/RC/Mgr./Super must inspect master alarm panel check and report any problems immediately												
	Fire Alarm Sys. Service Contractor (and inspect on B&G inspections)	Q			P			P			P			P	
	Extinguishers -visual inspect.	W	Daily/Weekly Laborers/JGs/RC/Mgr./Super must check fired extinguishers and report any problems immediately												
	Extinguishers (on B&G inspections)	Q	Refer to B&G Schedule												
	Extinguishers serviced by outside contractor	A		P											
	Smoke Detector-visual inspect.	W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately												
	Smoke Detector in Common Areas inspection (on B&G inspections)	Q	Refer to B&G Schedule												
Smoke Detector testing & battery replacement	A	Refer to LUI Schedule													
31 -Plumbing	Water Distribution System inspect	M	P	P	P	P	P	P	P	P	P	P	P	P	
	Water Distribution System inspect(on LUI)	A	Refer to LUI Schedule												
	Water Distribution System Testing - by plumber	A		P					P		P				
	Vertical Drains - Clean/Check - plumber	A		P					P		P				
	Horiz Drains - Clean/Check - plumber	A		P					P		P				
	Back Flow preventers - inspect by BWSC	A												P	
	Domestic Hotwater Sys - inspect.	M		P					P		P				
Domestic Hotwater Sys - inspect on LUI	A	Refer to LUI Schedule													
32 - Vent. & AC	Window A/C - Service	A		P											
	Boiler Rm. Makeup Air Unit. -	A					P								
33 - Roofs	Roofs - on inspections	W/Q	Weekly/Quarterly inspection - Laborers/JGs/RC/Mgrs/Supers should note any obvious problems and report immediately												
	Roof - inspection following rainstorm	Q		P					P		P				
34 - Small Equipment & Skid Loaders	Landscape Equip. (Nov. - March)	A		P											
	Snow Removal Equip. (April - Oct.)	A								P					
	Skid Steel Ldr	A								P					

D=Daily; W=Weekly; M=Monthly; Q=Quarterly; T=Three times per year; S=Semi-Annual; A=Annual AN=As Needed.  
 Indicate date Planned at beginning of each fiscal year by writing or typing P. Indicate actual Completed month by typing or writing C.

**PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)**

<b>Dev #</b>	<b>Development Name</b>	<b>Name of person inputting data</b>	<b>Date of Input</b>	Use P to denote when Task is Planned Use C to denote when task is Completed If task is completed when scheduled use P/C - REFER TO SAMPLE
507	ARCHDALE			

Refer to Chapter in SOP manual	Preventive Maintenance on Building Systems which includes: inspecting - Testing - Cleaning - Servicing - Repair - Replacement													
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
35 - Vehicles & Trucks	Pick-up / Truck	D	Daily/upon each use - Truck Driver is responsible for conducting a visual inspection and check fluid every time truck is fueled. At each re-fueling, complete the truck inspection checklist.											
	Pick-up Truck - by Garage	Q		P			P			P			P	
Refer to Chapter in SOP Manual	Regular Custodial Maintenance subject to Preventive Maintenance													
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
11 - B&G (And Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule											
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules											
12 - Hallway (and Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule											
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules											
14 - Snow Removal Plan (and Ch. 37)	Annual Plan	A							P					
	Snow Removal	AN	P							P	P	P	P	P
15 - Trash Removal (and Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall inspect & clean and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule											
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules											
	Annual Survey	A			P									
16 - Pest Management (And Ch. 37)	Annual Plan	A												P
	Inspect for Pest Activity during any inspection eg LUI Inspections and qrtly Inspections	W/Q/A	Daily/Weekly Laborers/JGs/RC shall report any pest activity immediately. Refer to B&G Inspection Schedule and LUI Inspection Schedule for Quarterly/Annual Inspections											
	Bait Storm Drains - to control West Nile Virus	A				p								
	IPM	as per plan	P	P	P	P	P	P	P	P	P	P	P	P
13 - Grounds &	Annual Landscape Maintenance Plan	A	Refer to Landscape Maintenance Calendar for Schedule											
	Spring Cleanup	A	Refer to Landscape Maintenance Calendar for Schedule											
	Mulching Planting areas	A	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Fertilization/Lime	A	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Weed Control	A	Refer to Landscape Maintenance Calendar for Schedule											
	Hardscape Weed Control	A & AN	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Grub Control	A/AN	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Aeration	A	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Overseeding	A	Refer to Landscape Maintenance Calendar for Schedule											
	Planting Bed Weed/Feed Control	W	Refer to Landscape Maintenance Calendar for Schedule											
	Planting Beed Weed Control	W	Refer to Landscape Maintenance Calendar for Schedule											
	Watering	W	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Mowing	W	Refer to Landscape Maintenance Calendar for Schedule											
Fall Leaf Pick up & Removal	A	Refer to Landscape Maintenance Calendar for Schedule												

D=Daily; W=Weekly; M=Monthly; Q=Quarterly; T=Three times per year; S=Semi-Annual; A=Annual AN=As Needed.  
 Indicate date Planned at beginning of each fiscal year by writing or typing P. Indicate actual Completed month by typing or writing C.

**PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)**

<b>Dev #</b>	<b>Development Name</b>	<b>Name of person inputting data</b>	<b>Date of Input</b>	Use P to denote when Task is Planned Use C to denote when task is Completed If task is completed when scheduled use P/C - REFER TO SAMPLE
507	ARCHDALE			

Refer to Chapter in SOP Manual	Preventive Maintenance on Building Systems which includes: inspecting - Testing - Cleaning - Servicing - Repair - Replacement													
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Landscape Care	Tree Inspections (with B&G Inspections)	W/Q	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately. Refer to B&G for formal quarterly inspection schedule											
	Tree Maintenance - as per plan	A & AN	Refer to Landscape Maintenance Calendar for Schedule											
	Shrub Inspection (with B&G Inspections)	W/Q	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately. Refer to B&G for formal quarterly inspection schedule											
	Shrub Maintenance - as per plan	A & AN	Refer to Landscape Maintenance Calendar for Schedule											
	Flower Planting	A or S	Refer to Landscape Maintenance Calendar for Schedule											
	Playground/Fence & Bench Inspect.	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Monthly Inspection Schedule											
	Replenish Fibar Mulch for playground surface	A/AN	Refer to Landscape Maintenance Calendar for Schedule											
	Thorough Playground Inspection before school vacation.	A	Refer to Landscape Maintenance Calendar for Schedule											
Playground/Fence & Bench Formal Inspection (on B&G Inspections)	Q	Refer to Formal Quarterly B&G Schedules												

Heating System Description: Gas Fired System (Refer to SOP Manual Chapter 30)													
Task:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Daily Service Activities	D	P	P	P	P	P	P	P	P	P	P	P	P
Weekly Service Activities	W	P	P	P	P	P	P	P	P	P	P	P	P
Feed Pump	M	P	P	P	P	P	P	P	P	P	P	P	P
Burner Motor	M	P	P	P	P	P	P	P	P	P	P	P	P
Air Handler	M	P	P	P	P	P	P	P	P	P	P	P	P
Circulating Pump	M	P	P	P	P	P	P	P	P	P	P	P	P
Annual Cleaning	A					P							
State Inspection	A						P						

D=Daily; W=Weekly; M=Monthly; Q=Quarterly; T=Three times per year; S=Semi-Annual; A=Annual AN=As Needed.  
 Indicate date Planned at beginning of each fiscal year by writing or typing P. Indicate actual Completed month by typing or writing C.

**PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)**

Dev #	Development Name	Use P to denote when Task is Planned													
510	Gallivan														
Refer to Chapter in SOP manual	Preventive Maintenance on Building Systems which includes: Inspecting - Testing - Cleaning - Servicing - Repair - Replacement														
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
26 - Electrical	Exterior Lights - visual inspect.	W	Daily/Weekly Laborers/JGs/RC should note any obvious problems and report immediately												
	Exterior Lights (on B&G Inspections)	Q	Refer to your B&G Routine and Formal Inspection Schedules												
	Exterior Lights -Nite Inspection	A							P						
28 - Fire Safety Systems	Exterior Lights -Servicing, coordinate with Boom Lift/Aerial Truck Schedule	AN								P					
	Extinguishers -visual inspect.	W	Daily/Weekly Laborers/JGs/RC/Mgr./Super must check fired extinguishers and report any problems immediately												
	Extinguishers (on B&G Inspections)	Q	Refer to B&G Schedule												
	Extinguishers serviced by outside contractor	A								P					
	Smoke Detector-visual inspect.	W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately												
	Smoke Detector testing & battery replacement	A	Refer to LUI Schedule												
	Horiz Drains - Check	A	Refer to LUI Schedule												
	Domestic Hotwater Sys - Inspect.	M	Refer to LUI Schedule												
	Domestic Hotwater Sys - Inspect on LUI	A	Refer to LUI Schedule												
32 - Vent. & AC	Window A/C - Service	A		P											
33 - Roofs	Roofs - on Inspections	W/Q	Weekly/Quarterly Inspection - Laborers/JGs/RC/Mgrs/Supers should note any obvious problems and report immediately												
34 - Small Equipment & Skid Loaders	Landscape Equip. (Nov. - March)	A	P												
	Snow Removal Equip. (April - Oct.)	A							P						
	Skid Steel Ldr	T							P						
35 - Vehicles & Trucks	Pick-up Truck	D	Daily/upon each use - Truck Driver is responsible for conducting a visual inspection and check fluid every time truck is fueled. At each re-fueling, complete the truck inspection checklist.												
	Pick-up Truck - by Garage	?									P				
Refer to Chapter in SOP Manual	Regular Custodial Maintenance subject to Preventive Maintenance														
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
11 - B&G (And Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately												
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule												
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules												
12 - Hallway (and Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately												
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule												
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules												
14 - Snow Removal Plan (and Ch. 37)	Annual Plan	A							P						
	Snow Removal	AN								P	P	P	P	P	
15 - Trash Removal (and Ch.	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall inspect & clean and report any problems immediately												
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule												

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**PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)**

Dev #	Development Name	Use P to denote when Task is Planned												
510	Gallivan													
Refer to Chapter in SOP Manual	Preventive Maintenance on Building Systems which includes: Inspecting - Testing - Cleaning - Servicing - Repair - Replacement													
Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
37)	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules											
	Annual Survey	A						P						
	Annual Plan	A											P	
16 - Pest Management (And Ch. 37)	Inspect for Pest Activity during any inspection eg LUI Inspections and qrtly Inspections	W/Q/A	Daily/Weekly Laborers/JGs/RC shall report any pest activity immediately. Refer to B&G Inspection Schedule and LUI Inspection Schedule for Quarterly/Annual Inspections											
	Bait Storm Drains - to control West Nile Virus	A				P								
	IPM	as per plan	P	P	P	P	P	P	P	P	P	P	P	
13 - Grounds & Landscape Care	Annual Landscape Maintenance Plan	A	P											
	Spring Cleanup	A	P	P										
	Mulching Planting areas	A		P										
	Hardscape Weed Control	A & AN				P	P							
	Planting Beed Weed Control	W	Refer to Landscape Maintenance Calendar for Schedule											
	Watering	W	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Mowing	W	Refer to Landscape Maintenance Calendar for Schedule											
	Fall Leaf Pick up & Removal	A							P	P	P			
	Tree Inspections (with B&G Inspections)	W/Q	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately. Refer to B&G for formal quarterly inspection schedule											
	Tree Maintenance - as per plan	every other year												
	Shrub Inspection (with B&G Inspections)	W/Q	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately. Refer to B&G for formal quarterly inspection schedule											
	Flower Planting	A or S		P				P						
	Fence Inspection	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
Monthly Walk through by Supers/Managers	M	Refer to B&G Monthly Inspection Schedule												
Fence Formal Inspection (on B&G Inspections)	Q	Refer to Formal Quarterly B&G Schedules												
Heating System Description: Gas Fired System (Refer to SOP Manual Chapter 30)														
Task:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Annual Cleaning and Inspection	A				P	P	P							

D = Daily; W = Weekly M = Monthly Q = Quarterly T = Three times per year S = Semi-Annual A = Annual AN = As Needed

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Boston Housing Authority  
Standard Operating Procedures  
Development Profile and Systems Inventory  
Work-in-Progress

## PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)

Dev #	Development Name
512	South Street

Use P to denote when Task is Planned

Refer to Chapter in SOP Manual	Preventive Maintenance on Building Systems which includes: inspecting - Testing - Cleaning - Servicing - Repair - Replacement														
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
26 - Electrical	Electrical Distribution Inspection	A		C				P				P			
	Battery Lights, visual inspect.	W	Daily/Weekly Laborers/JGs/RC should note any obvious breakage and report immediately												
	Battery Lights Testing	M	C	C	C	C	C	P	P	P	P	P	P	P	
	Battery Lights Testing (on B&G Inspections)	Q	Refer to your B&G Routine and Formal inspection Schedules												
	Intercom inspections on Annual LUI	A	Refer to LUI Schedule												
	Exterior Lights - visual inspect.	W	Daily/Weekly Laborers/JGs/RC should note any obvious problems and report immediately												
	Exterior Lights (on B&G inspections)	Q	Refer to your B&G Routine and Formal inspection Schedules												
	Exterior Lights -Nite inspection	A												P	
Exterior Lights -Servicing, coordinate with Boom Lift/Aerial Truck Schedule	AN													P	
28 - Fire Safety Systems	Fire Alarm Sys - inspection	W	Daily/Weekly Laborers/JGs/RC/Mgr./Super must inspect master alarm panel check and report any problems immediately												
	Fire Alarm Sys. Service Contractor (and inspect on B&G inspections)	Q			P			P			P			P	
	Extinguishers -visual inspect.	W	Daily/Weekly Laborers/JGs/RC/Mgr./Super must check fired extinguishers and report any problems immediately												
	Extinguishers (on B&G inspections)	Q	Refer to B&G Schedule												
	Extinguishers serviced by outside contractor	A						P							
	Smoke Detector-visual inspect.	W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately												
	Smoke Detector in Common Areas inspection (on B&G inspections)	Q	Refer to B&G Schedule												
Smoke Detector testing & battery replacement	A	Refer to LUI Schedule													
31 -Plumbing	Water Distribution System inspect	M	P	P	P	P	P	P	P	P	P	P	P	P	
	Water Distribution System inspect(on LUI)	A	Refer to LUI Schedule												
	Water Distribution System Testing - by plumber	A		P				P		P					
	Vertical Drains - Clean/Check - plumber	A		P				P		P					
	Horiz Drains - Clean/Check - plumber	A		P				P		P					
	Back Flow preventers - inspect by BWSC	A												P	
	Domestic Hotwater Sys - inspect.	M	P	P	P	P	P	P	P	P	P	P	P	P	
	Domestic Hotwater Sys - inspect on LUI	A	Refer to LUI Schedule												
32 - Vent. & AC	Window A/C - Service	A		P											
	Boiler Rm. Makeup Air Unit. -	A					P								
33 - Roofs	Roofs - on inspections	W/Q	Weekly/Quarterly inspection - Laborers/JGs/RC/Mgrs/Supers should note any obvious problems and report immediately												
	Roof - inspection following rainstorm	Q		P				P		P					
34 - Small	Landscape Equip. (Nov. - March)	A		P											

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Boston Housing Authority  
Standard Operating Procedures  
Development Profile and Systems Inventory  
**PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)**  
WORK-IN-PROGRESS

Dev #	Development Name
512	South Street

Use P to denote when Task is Planned

Refer to Chapter in SOP Manual	Preventive Maintenance on Building Systems which includes: inspecting - Testing - Cleaning - Servicing - Repair - Replacement													
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Equipment & Skid Loaders	Snow Removal Equip. (April - Oct.)	A					P		P					
	Skid Steel Ldr	A					P		P					
35 - Vehicles & Trucks	Pick-up / Truck	D	Daily/upon each use - Truck Driver is responsible for conducting a visual inspection and check fluid every time truck is fueled. At each re-fueling, complete the truck inspection checklist.											
	Pick-up Truck - by Garage	Q		P			P			P			P	
Refer to Chapter in SOP Manual	Regular Custodial Maintenance subject to Preventive Maintenance													
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
11 - B&G (And Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule											
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules											
12 - Hallway (and Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule											
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules											
14 - Snow Removal Plan (and Ch. 37)	Annual Plan	A							P					
	Snow Removal	AN								P	P	P	P	P
15 - Trash Removal (and Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall inspect & clean and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Routine Inspection Schedule											
	Formal Qrtly. Insp. On B&G Inspections	Q	Refer to Formal Quarterly B&G Schedules											
	Annual Survey	A			P									
16 - Pest Management (And Ch. 37)	Annual Plan	A												P
	Inspect for Pest Activity during any inspection eg LUI Inspections and qrtly Inspections	W/Q/A	Daily/Weekly Laborers/JGs/RC shall report any pest activity immediately. Refer to B&G Inspection Schedule and LUI Inspection Schedule for Quarterly/Annual Inspections											
	Bait Storm Drains - to control West Nile Virus	A				P								
	IPM	as per plan	P	P	P	P	P	P	P	P	P	P	P	P
	Annual Landscape Maintenance Plan	A	Refer to Landscape Maintenance Calendar for Schedule											
	Spring Cleanup	A	Refer to Landscape Maintenance Calendar for Schedule											
	Mulching Planting areas	A	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Fertilization/Lime	A	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Weed Control	A	Refer to Landscape Maintenance Calendar for Schedule											
	Hardscape Weed Control	A & AN	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Grub Control	A/AN	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Aeration	A	Refer to Landscape Maintenance Calendar for Schedule											
Lawn Overseeding	A	Refer to Landscape Maintenance Calendar for Schedule												

D=Daily; W=Weekly; M=Monthly; Q=Quarterly; T=Three times per year; S=Semi-Annual; A=Annual AN=As Needed.  
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## PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)

Dev #	Development Name
512	South Street

Use P to denote when Task is Planned

Refer to Chapter in SOP Manual	Preventive Maintenance on Building Systems which includes: inspecting - Testing - Cleaning - Servicing - Repair - Replacement													
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
13 - Grounds & Landscape Care	Planting Bed Weed/Feed Control	W	Refer to Landscape Maintenance Calendar for Schedule											
	Planting Beed Weed Control	W	Refer to Landscape Maintenance Calendar for Schedule											
	Watering	W	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Mowing	W	Refer to Landscape Maintenance Calendar for Schedule											
	Fall Leaf Pick up & Removal	A	Refer to Landscape Maintenance Calendar for Schedule											
	Tree Inspections (with B&G Inspections)	W/Q	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately. Refer to B&G for formal quarterly inspection schedule											
	Tree Maintenance - as per plan	A & AN	Refer to Landscape Maintenance Calendar for Schedule											
	Shrub Inspection (with B&G Inspections)	W/Q	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately. Refer to B&G for formal quarterly inspection schedule											
	Shrub Maintenance - as per plan	A & AN	Refer to Landscape Maintenance Calendar for Schedule											
	Flower Planting	A or S	Refer to Landscape Maintenance Calendar for Schedule											
	Playground/Fence & Bench Inspect.	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Monthly Inspection Schedule											
	Replenish Fibar Mulch for playground surface	A/AN	Refer to Landscape Maintenance Calendar for Schedule											
	Thorough Playground Inspection before school vacation.	A	Refer to Landscape Maintenance Calendar for Schedule											
Playground/Fence & Bench Formal Inspection (on B&G Inspections)	Q	Refer to Formal Quarterly B&G Schedules												

### Heating System Description: Gas Fired System (Refer to SOP Manual Chapter 30)

Task:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Daily Service Activities	D	P	P	P	P	P	P	P	P	P	P	P	P
Weekly Service Activities	W	P	P	P	P	P	P	P	P	P	P	P	P
Feed Pump	M	P	P	P	P	P	P	P	P	P	P	P	P
Burner Motor	M	P	P	P	P	P	P	P	P	P	P	P	P
Air Handler	M	P	P	P	P	P	P	P	P	P	P	P	P
Circulating Pump	M	P	P	P	P	P	P	P	P	P	P	P	P
Annual Cleaning	A						P						
State Inspection	A						P						

D = Daily; W = Weekly M = Monthly Q = Quarterly T = Three times per year S = Semi-Annual A = Annual AN = As Needed

D=Daily; W=Weekly; M=Monthly; Q=Quarterly; T=Three times per year; S=Semi-Annual; A=Annual AN=As Needed.  
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**PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)**

<b>Dev #</b>	<b>Development Name</b>	<b>Use P to denote when Task is Planned</b>
603	M.Powers	

Refer to Chapter in SOP Manual	Preventive Maintenance on Building Systems which includes: Inspecting - Testing - Cleaning - Servicing - Repair - Replacement													
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Battery Lights, visual inspect.	W	Daily/Weekly Laborers/JGs/RC should note any obvious breakage and report immediately											
	Battery Lights Testing	M	P	P	P	P	P	P	P	P	P	P	P	P
	Battery Lights Testing (on B&G Inspections)	Q	Refer to your B&G Routine and Formal Inspection Schedules											
	Intercom Inspections on Annual LUI	A								P				
	Exterior Lights - visual inspect.	W	Daily/Weekly Laborers/JGs/RC should note any obvious problems and report immediately											
	Exterior Lights (on B&G Inspections)	Q			P			P			P			P
27 - Elevators	Elevators visual Inspect.	W	Daily/Weekly Laborers/JGs/RC should note any obvious breakage and report immediately											
	Elevators Service Contractor	M	P	P	P	P	P	P	P	P	P	P	P	P
	Elevator Inspection (on B&G Inspections)	Q	Refer to your B&G Routine and Formal Inspection Schedules											
	Elevators Service Contractor	A	P											
28 - Fire Safety Systems	Fire Alarm Sys - inspection	W	Daily/Weekly Laborers/JGs/RC/Mgr./Super must inspect master alarm panel check and report any problems immediately											
	Fire Alarm Sys. Service Contractor (and Inspect on B&G Inspections)	Q			P			P			P			P
	Extinguishers -visual inspect.	W	Daily/Weekly Laborers/JGs/RC/Mgr./Super must check fired extinguishers and report any problems immediately											
	Extinguishers (on B&G Inspections)	Q	Refer to B&G Schedule											
	Extinguishers serviced by outside contractor	A	P											
	Sprinkler Systems	W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
	Sprinkler Systems Service Contract	A			P									
	Fire Pump Service Contractor	A			P									
	Smoke Detector-visual inspect.	W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
Smoke Detector in Common Areas Inspection (on B&G Inspections)	Q	Refer to B&G Schedule												
Smoke Detector testing & battery replacement	A	Refer to LUI Schedule												

D=Daily; W=Weekly; M=Monthly; Q=Quarterly; T=Three times per year; S=Semi-Annual; A=Annual AN=As Needed.  
 Indicate date Planned at beginning of each fiscal year by writing or typing P. Indicate actual Completed month by typing or writing C.

**PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)**

<b>Dev #</b>	<b>Development Name</b>	<b>Use P to denote when Task is Planned</b>
603	M.Powers	

Refer to Chapter in SOP Manual	Preventive Maintenance on Building Systems which includes: Inspecting - Testing - Cleaning - Servicing - Repair - Replacement													
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
29 - Generators	Generator Inspect	W	Weekly Mgr/Super is responsible for insuring that the Electrician performs weekly inspection and performs task on weekly service activity report.											
	Generator Inspect (on B&G Inspect)	Q	Refer to B&G Schedule											
	Generator Contractor Service	A			P									
31 - Plumbing	Water Distribution System Inspect	M	P	P	P	P	P	P	P	P	P	P	P	P
	Vertical Drains - Clean/Check - Plumber	A	P											
	Horiz Drains - Clean/Check - Plumber	A	P											
	Back Flow Preventers - Inspect by BWSC	A											P	
	Domestic Hotwater Sys - Inspect.	M	P	P	P	P	P	P	P	P	P	P	P	P
	Domestic Hotwater Sys - Inspect on LUI	A	Refer to LUI Schedule											
32 - Vent. & AC	Split System A/C - Service	A			P									
	Roof Top Exhaust Fan - Electrician	A	P											
33 - Roofs	Roofs - on Inspections	S	Weekly/Quarterly Inspection - Laborers/JGs/RC/Mgrs/Supers should note any obvious problems and report immediately											
	Roof - Inspection following rainstorm	Q			P			P			P			P
34 - Small Equipment & Skid Loaders	Landscape Equip. (Nov. - March)	A		P										
	Snow Removal Equip. (April - Oct.)	A	P											
	Skid Steel Ldr	T	P											
Refer to Chapter in SOP Manual	Regular Custodial Maintenance subject to Preventive Maintenance													
Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
11 - B&G (And Ch. 37)	Weekly Walk Through	D/W	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately											
	Monthly Walk through by Supers/Managers	M	P	P	P	P	P	P	P	P	P	P	P	P
	Formal Qrtly. Insp. On B&G Inspections	Q			P			P			P			P
12 - Hallway (and Ch. 37)	Weekly Walk Through	D/W	P	P	P	P	P	P	P	P	P	P	P	P
	Monthly Walk through by Supers/Managers	M	P	P	P	P	P	P	P	P	P	P	P	P
	Formal Qrtly. Insp. On B&G Inspections	Q			P			P			P			P
14 - Snow Removal Plan (and Ch. 37)	Annual Plan	A							P					
	Snow Removal	AN							P	P	P	P	P	P
15 - Trash Removal (and Ch. 37)	Weekly Walk Through	D/W	P	P	P	P	P	P	P	P	P	P	P	P
	Monthly Walk through by Supers/Managers	M	P	P	P	P	P	P	P	P	P	P	P	P
	Formal Qrtly. Insp. On B&G Inspections	Q			P			P			P			P
	Annual Survey	A	P											
16 - Pest Management (And	Annual Plan	A	P											
	Inspect for Pest Activity during any inspection eg LUI Inspections and qrtly Inspections	W/Q/A	Daily/Weekly Laborers/JGs/RC shall report any pest activity immediately. Refer to B&G Inspection Schedule and LUI Inspection Schedule for Quarterly/Annual Inspections											

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**PREVENTIVE MAINTENANCE SCHEDULE & REPORT FORM (PART 1 - BUILDING SYSTEMS)**

<b>Dev #</b>	<b>Development Name</b>
603	M.Powers

Use P to denote when Task is Planned

Refer to Chapter in SOP Manual	Preventive Maintenance on Building Systems which includes: Inspecting - Testing - Cleaning - Servicing - Repair - Replacement													
	Item:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Ch. 37)	Flush-Out (units that are not part of IPM Plan)	S												
	IPM	as per plan	P	P	P	P	P	P	P	P	P	P	P	P
13 - Grounds & Landscape Care	Annual Landscape Maintenance Plan	A	P											
	Lawn Weed Control	A	Refer to Landscape Maintenance Calendar for Schedule											
	Hardscape Weed Control	A & AN	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Grub Control	A/AN	Refer to Landscape Maintenance Calendar for Schedule											
	Planting Beed Weed Control	W	Refer to Landscape Maintenance Calendar for Schedule											
	Watering	W	Refer to Landscape Maintenance Calendar for Schedule											
	Lawn Mowing	W	Refer to Landscape Maintenance Calendar for Schedule											
	Fall Leaf Pick up & Removal	A							P	P				
	Shrub Inspection (with B&G Inspections)	W/Q	Daily/Weekly Laborers/JGs/RC shall conduct a visual inspection and report any problems immediately. Refer to B&G for formal quarterly inspection schedule											
	Monthly Walk through by Supers/Managers	M	Refer to B&G Monthly Inspection Schedule											

**Heating System Description: Gas Fired System (Refer to SOP Manual Chapter 30)**

Task:	Schd	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Daily Service Activities</b>	D	P	P	P	P	P	P	P	P	P	P	P	P
<b>Weekly Service Activities</b>	W	P	P	P	P	P	P	P	P	P	P	P	P
<b>Feed Pump</b>	M	P	P	P	P	P	P	P	P	P	P	P	P
<b>Burner Motor</b>	M	P	P	P	P	P	P	P	P	P	P	P	P
<b>Air Handler</b>	M	P	P	P	P	P	P	P	P	P	P	P	P
<b>Circulating Pump</b>	M	P	P	P	P	P	P	P	P	P	P	P	P
<b>Annual Cleaning</b>	A			P									
<b>State Inspection</b>	A				P								

D = Daily; W = Weekly M = Monthly Q = Quarterly T = Three times per year S = Semi-Annual A = Annual AN = As Needed

D=Daily; W=Weekly; M=Monthly; Q=Quarterly; T=Three times per year; S=Semi-Annual; A=Annual AN=As Needed.

Indicate date Planned at beginning of each fiscal year by writing or typing P. Indicate actual Completed month by typing or writing C.

The Boston Housing Authority does not currently have a formal Deferred Maintenance Plan, as all required work, for code compliance purposes, is captured in the work order system or through the Capital planning process (CIP). At the beginning of the prior fiscal year (in April and May of 2021), BHA completed the basic implementation of a new work order system, and the Operations Division is planning to incorporate additional enhancements that were previously unavailable in the old, legacy work order software. These will include tools that will ease the generation of cyclical and seasonal work orders and improve the tracking and monitoring of data regarding systemic deficiencies, including the frequency and types of repairs that have been requested/completed, and costs associated with the work over a given period. With better tracking, analysis and reporting available, BHA may begin classifying certain work items as deferred maintenance, as staff will be better equipped to do long-range planning and work scheduling and be able to keep track of any deferred items separately from the day-to-day maintenance requirements. As the additional features are implemented over the next several months, and as BHA reviews the Standard Operating Procedures (SOP), the Authority will also evaluate the best approach to handling items that may be candidates for categorization as deferred maintenance for some of the following reasons:

**1. Items Best Completed When Unit is Vacant**

- Example: A unit should have its heating pipes replaced, or heat and smoke detectors hard wired, or electrical service upgraded. Any of these items for one unit would likely be too small a project to be added to CIP but should be done when the unit becomes vacant. They would be added to the Deferred Maintenance Plan and then completed when the unit becomes vacant.

**2. Seasonal Items are items that cannot be completed because of the season.**

- Example: Tree and shrub trimming would not be done while there is snow on the ground. This would be added to the Deferred Maintenance Plan and completed when the season permits.

**3. Lack of Funding**

- Example: During an inspection, the property manager noticed that the common hallway needs to be repainted. Because of a severe winter, the operating budget does not have sufficient funds to complete all the necessary painting at this time. The item is moved to the property's Deferred Maintenance Plan. It would be completed when the operating budget is built back up and the maintenance staff are able to commit time for the minor project.

**4. Efficiency – Items can be grouped together by location, task or trade**

- Example: A plumber is required to repair 10 leaking diverter valves that were discovered during inspections. It is more efficient to group these work orders together for the plumber. These work orders would be deferred until the plumber can be scheduled to do them all at once.

**5. Competing Priorities**

- Example: In the event the BHA experiences a large increase in vacancies in a short period of time and all available maintenance staff are required to focus on turning over vacant units to be available for applicants, BHA may defer work that does not compromise health or safety or adversely impact the quality of life of the resident population.

The following are examples of items that would not be postponed and added to a Deferred Maintenance List:

1. **Life & Safety Items:** If the deficiency is a life or safety hazard, it must not be moved to a Deferred Maintenance Plan. Emergency repairs are top priority and must be repaired before any other maintenance.
2. **Work order backlog** – The deferred maintenance list would not to be used as a catch all for work orders that are not completed in a timely manner.
3. **Small/Minor Items:** for example, one cracked tile would not be an item worth adding to the Deferred Maintenance Plan.

When classifying any item as Deferred Maintenance, BHA would capture the following information:

- Item
- Date Added to Deferred Maintenance Plan
- Item Description
- Location or Unit Number
- Reason Deferred
- Estimated Costs
- Materials Needed
- Original Work Order Number
- Target Completion Date
- Actual Completion Date
- Other Comments

Any Deferred Maintenance items would be reviewed regularly by BHA property managers, maintenance supervisors, regional management, and the Director of Property Management.

Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 03/31/2022. It also shows the approved budget for the current year (2023) 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.

Refer also to the Performance Management Review (PMR) section of this Annual Report for the LHA's response to a "Corrective Action" finding for the "Adjusted Net Income" rating.

**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 Boston Housing Authority operating reserve at the end of fiscal year 2022 was \$45,491,880.00, which is 312% 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 Boston Housing Authority.						
<b>REVENUE</b>						
Account Number	Account Class	2022 Approved Revenue Budget	2022 Actual Amounts Received	2023 Approved Revenue Budget	% Change from 2022 Actual to 2023 Budget	2023 Dollars Budgeted per Unit per Month
3110	Shelter Rent - Tenants	\$10,101,885.00	\$9,676,892.00	\$0.00	0%	\$0.00
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	\$122,672.00	\$31,424.00	\$0.00	0%	\$0.00
3611	Interest on Investments - Restricted	\$5,455.00	\$87,471.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$157,567.00	\$549,956.00	\$0.00	0%	\$0.00
3691	Other Revenue - Retained	\$70,438.00	\$34,989,096.00	\$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)	\$18,739,146.00	\$19,234,179.00	\$0.00	0%	\$0.00
3802	Operating Subsidy - MRVP Landlords	\$0.00	\$0.00	\$0.00	0%	\$0.00
3803	Restricted Grants Received	\$0.00	\$463,293.00	\$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	\$29,197,163.00	\$65,032,311.00	\$0.00	0%	\$0.00



Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Boston Housing Authority.						
<b>EXPENSES</b>						
Account Number	Account Class	2022 Approved Expense Budget	2022 Actual Amounts Spent	2023 Approved Expense Budget	% Change from 2022 Actual to 2023 Budget.	2023 Dollars Budgeted per Unit per Month
4110	Administrative Salaries	\$1,957,888.0	\$1,792,092.0	\$0.00	0%	\$0.00
4120	Compensated Absences	\$0.00	\$308,152.00	\$0.00	0%	\$0.00
4130	Legal	\$137,606.00	\$63,539.00	\$0.00	0%	\$0.00
4140	Members Compensation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4150	Travel & Related Expenses	\$9,631.00	\$14,485.00	\$0.00	0%	\$0.00
4170	Accounting Services	\$0.00	\$0.00	\$0.00	0%	\$0.00
4171	Audit Costs	\$35,575.00	\$8,259.00	\$0.00	0%	\$0.00
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$2,505,026.0	\$4,829,363.0	\$0.00	0%	\$0.00
4191	Tenant Organization	\$416,457.00	\$82,520.00	\$0.00	0%	\$0.00
4100	TOTAL ADMINISTRATION	\$5,062,183.0	\$7,098,410.0	\$0.00	0%	\$0.00
4310	Water	\$3,280,680.0	\$3,863,947.0	\$0.00	0%	\$0.00
4320	Electricity	\$3,168,200.0	\$3,641,839.0	\$0.00	0%	\$0.00
4330	Gas	\$2,121,550.0	\$1,611,346.0	\$0.00	0%	\$0.00
4340	Fuel	\$514,500.00	\$497,162.00	\$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	\$693,247.00	\$0.00	0%	\$0.00
4392	Net Meter Utility Credit (Negative Amount)	\$0.00	\$-851,430.00	\$0.00	0%	\$0.00
4300	TOTAL UTILITIES	\$9,084,930.0	\$9,456,111.0	\$0.00	0%	\$0.00

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Boston Housing Authority.						
<b>EXPENSES</b>						
Account Number	Account Class	2022 Approved Expense Budget	2022 Actual Amounts Spent	2023 Approved Expense Budget	% Change from 2022 Actual to 2023 Budget	2023 Dollars Budgeted per Unit per Month
4410	Maintenance Labor	\$4,156,101.00	\$4,659,844.00	\$0.00	0%	\$0.00
4420	Materials & Supplies	\$735,748.00	\$960,976.00	\$0.00	0%	\$0.00
4430	Contract Costs	\$1,273,602.00	\$1,737,988.00	\$0.00	0%	\$0.00
4400	TOTAL MAINTENANCE	\$6,165,451.00	\$7,358,808.00	\$0.00	0%	\$0.00
4510	Insurance	\$616,575.00	\$685,631.00	\$0.00	0%	\$0.00
4520	Payment in Lieu of Taxes	\$67,993.00	\$66,660.00	\$0.00	0%	\$0.00
4540	Employee Benefits	\$2,546,949.00	\$2,414,081.00	\$0.00	0%	\$0.00
4541	Employee Benefits - GASB 45	\$0.00	\$0.00	\$0.00	0%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$0.00	\$0.00	0%	\$0.00
4570	Collection Loss	\$363,359.00	\$369,245.00	\$0.00	0%	\$0.00
4571	Collection Loss - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
4580	Interest Expense	\$5,298.00	\$0.00	\$0.00	0%	\$0.00
4590	Other General Expense	\$1,987,422.00	\$1,469,604.00	\$0.00	0%	\$0.00
4500	TOTAL GENERAL EXPENSES	\$5,587,596.00	\$5,005,221.00	\$0.00	0%	\$0.00
4610	Extraordinary Maintenance	\$255,694.00	\$47,478.00	\$0.00	0%	\$0.00
4611	Equipment Purchases - Non Capitalized	\$231,960.00	\$191,229.00	\$0.00	0%	\$0.00
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	\$2,037,749.00	\$0.00	0%	\$0.00
4600	TOTAL OTHER EXPENSES	\$487,654.00	\$2,276,456.00	\$0.00	0%	\$0.00
4000	TOTAL EXPENSES	\$26,387,814.00	\$31,195,006.00	\$0.00	0%	\$0.00

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Boston Housing Authority.						
<b>SUMMARY</b>						
Account Number	Account Class	2022 Approved Budget	2022 Actual Amounts	2023 Approved Budget	% Change from 2022 Actual to 2023 Budget	2023 Dollars Budgeted per Unit per Month
3000	TOTAL REVENUE	\$29,197,163.00	\$65,032,311.00	\$0.00	0%	\$0.00
4000	TOTAL EXPENSES	\$26,387,814.00	\$31,195,006.00	\$0.00	0%	\$0.00
2700	NET INCOME (DEFICIT)	\$2,809,349.00	\$33,837,305.00	\$0.00	0%	\$0.00
7520	Replacements of Equip. - Capitalized	\$38,000.00	\$0.00	\$0.00	0%	\$0.00
7540	Betterments & Additions - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7500	TOTAL NONOPERATING EXPENDITURES	\$38,000.00	\$0.00	\$0.00	0%	\$0.00
7600	EXCESS REVENUE OVER EXPENSES	\$2,771,349.00	\$33,837,305.00	\$0.00	0%	\$0.00

## Explanation of Budget Accounts

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4520: Payments in Lieu of Taxes:

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

The Performance Management Review conducted by the Department of Housing and Community Development (DHCD) for the 2022 LHA fiscal year resulted in the following ratings. Criteria which received a 'Corrective Action' rating show both a reason for the rating and a response by the LHA. The reason indicates Boston Housing Authority's understanding of why they received the rating, while the responses describe their goals and the means by which they will meet or improve upon the performance-based assessment standards established by DHCD in the PMR. When the PMR rating is 'Operational Guidance', the LHA may have responded, but was not required to.

### **Category: Management**

Criterion: Occupancy Rate - the percentage of units that are occupied on monthly report.

Rating: Operational Guidance

Reason: BHA has experienced increased slightly vacancies in the Chapter 200, state family housing portfolio, and is working to improve the make ready, marketing and lease up process. DHCD also recommends more frequent updates of vacancy reporting, monthly rather than quarterly, per new CHAMP-related PMR requirements for future PMR reviews.

Response: BHA Operations and Admissions Departments have regular working meetings to plan and monitor progress in improving the occupancy performance and overcome the challenges presented by staffing shortages, supply-chain issues, increased costs and aging inventory, as well as an increasingly competitive local affordable housing market, that features increasing options for low-income households. BHA is also actively improving monitoring and tracking tools to better assist with reporting, and better inform decisions on deploying staff efficiently address maintenance needs, with vacancies as a priority.

Criterion: Tenant Accounts Receivable (TAR) - the percentage of uncollected rent and related charges owed by tenants to the local housing authority (LHA), out of the total amount of rent and related costs charged to tenants.

Rating: Corrective Action

Reason: (There was no Corrective Action on this question in the PMR. Error here to be corrected soon.)

Response: (There was no Corrective Action on this question in the PMR. Error here to be corrected soon.)

Criterion: Certifications and Reporting Submissions - timely submission of statements and certifications

Rating: No Findings

Criterion: Completion of mandatory online board member training

Rating:

Criterion: Annual Plan Submitted - Annual Plan (AP) submitted on time

Rating: No Findings

**Category: Financial**

Criterion: Adjusted Net Income - a measure of overspending or underspending.

Rating: Corrective Action

Reason: (There was no Corrective Action on this question in the PMR. Error here to be corrected soon.)

Response: (There was no Corrective Action on this question in the PMR. Error here to be corrected soon.)

Criterion: Current Operating Reserve as a percentage of total maximum reserve level.

Rating: No Findings

**Category: Capital Planning**

Criterion: Timely spending of capital funds awarded under the Formula Funding program

Rating: Paused due to COVID-19

**Category: Facility Management - Health & Safety**

Criterion: Health and Safety Violations

DHCD has observed conditions at the LHA's developments and reported the following health and safety violations. The LHA has certified the number of corrected violations in each category.

	<b>Number of violations cited</b>	<b>Number of violations corrected</b>
<b>Maintenance related violations</b>	8	8
<b>Tenant related violations</b>	1	1

**Category: Facility Management - Inspections**

Criterion: LHA Conducted 100% of the Unit Inspections.

Rating: Paused due to COVID-19

Criterion: Inspection reports noted 100% of the necessary repairs in each unit.

Rating: Paused due to COVID-19

Criterion: 100% of inspection-related work orders were generated.

Rating: Paused due to COVID-19

Criterion: Work order system identifies, tracks, and can produce reports for inspection work orders.

Rating: Paused due to COVID-19

Criterion: Inspection work orders were completed within 30 calendar days from the date of inspection, OR if cannot be completed with 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).

Rating: Paused due to COVID-19

**Category: Facility Management - Work Order System**

Criterion: Emergency work orders defined per Property Management Guide, identified, tracked, reportable.

Rating: No Findings

Criterion: Emergency work orders initiated within 24-48 hours.

Rating: No Findings

Criterion: Vacancy work orders identified, tracked and reportable.

Rating: No Findings

Criterion: Vacancy work orders were completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.

Rating: No Findings

Criterion: Comprehensive Preventive Maintenance Program exists & preventive work orders identified, tracked, and reportable.

Rating: No Findings

Criterion: Routine work orders should be identified, tracked, reportable and competed regularly.

Rating: Operational Guidance

Reason: DHCD recommended adjusting routine work order reports to clearly identify whether work orders were initiated by management or by resident.

Response: BHA is adding the "requested by" information to existing work order reports.

Criterion: Requested work orders identified, tracked and reportable.

Rating: No Findings

Criterion: Requested work orders were completed in 14 calendar days from the date of tenant request or it not ocmpleted within that timeframe (and not a health or safety issue), the task was added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.

Rating: Paused due to COVID-19

**Category: Facility Management - Emergency Response System:**

Criterion: Housing authorities has 24 Hour Emergency Response System, Distributed Emergency Definition to Residents, Staff, and Answering Service (if applicable).

Rating: No Findings

Explanation of PMR Criteria Ratings

CRITERION	DESCRIPTION
<b>Management</b>	
Occupancy Rate	<p>The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report)</p> <ul style="list-style-type: none"> <li>• “No Findings” : Occupancy Rate is at or above 98%</li> <li>• Operational Guidance: Occupancy rate is at 95% up to 97.9%</li> <li>• Corrective Action: Adjusted occupancy rate is less than 95%</li> </ul>
Tenant Accounts Receivable (TAR)	<p>This criterion calculates the percentage of uncollected rent and related charges owed by starting with the amount reported by the LHA, as uncollected balances for the TAR (Account 1122 from the Balance Sheet) minus Normal Repayment Agreements* divided by Shelter (Tenant) Rent (account 3110 from the Operating Statement)</p> <ul style="list-style-type: none"> <li>• “No Findings” : At or below 2%</li> <li>• “Operational Guidance” : More than 2% , but less than 5%</li> <li>• “Corrective Action” : 5% or more</li> </ul>
Certifications and Reporting Submissions	<p>Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end.</p> <ul style="list-style-type: none"> <li>• “No Findings” : At least 11 of the required 12 reports were submitted and at least 9 were submitted on time.</li> <li>• “Operational Guidance” : Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.</li> </ul>
Board Member Training	<p>Percentage of board members that have completed the mandatory online board member training.</p> <ul style="list-style-type: none"> <li>• “No Findings” : 80% or more completed training</li> <li>• “Operational Guidance” : 60-79.9% completed training</li> <li>• “Corrective Action” : &lt;60 % completed training</li> </ul>
Annual Plan (AP) Submitted	<p>Housing authorities are required to submit an annual plan every year.</p> <ul style="list-style-type: none"> <li>• “No Findings” =Submitted on time</li> <li>• “Operational Guidance” =Up to 45 days late</li> <li>• “Corrective Action” =More than 45 days late</li> </ul>

CRITERION	DESCRIPTION
<b>Financial</b>	
Adjusted Net Income	<p>The Adjusted Net Income criterion calculation starts with an LHA's Net Income and subtracts Depreciation, GASB 45 (Retirement Costs), GASB 68 (Retirement Costs), Extraordinary Maintenance (maintenance expense outside of routine/ordinary expenses), and Equipment Purchases – Non Capitalized. This Adjusted Net Income amount is then divided by the Total Expenses of the LHA. If this Adjusted Net Income amount is positive, it means underspending and if it is negative it means overspending.</p> <p>Underspending Rating:</p> <ul style="list-style-type: none"> <li>• “No Findings” : 0 to 9.9%</li> <li>• “Operational Guidance”: 10 to 14.9%</li> <li>• “Corrective Action”: 15% or higher</li> </ul> <p>Overspending Rating:</p> <ul style="list-style-type: none"> <li>• “No Findings” : 0 to -4.9%</li> <li>• “Operational Guidance”: -5% to -9.9%</li> <li>• “Corrective Action”: -10% or below</li> </ul>
Operating Reserves	<p>Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures.</p> <ul style="list-style-type: none"> <li>• “No Findings” :35%+ of maximum operating reserve</li> <li>• “Operational Guidance”: 20% to 34.9% of maximum operating reserve</li> <li>• “Corrective Action”: &lt;20% of maximum operating reserve</li> </ul>
<b>Capital Planning</b>	
Capital Spending	<p>Under the Formula Funding Program (FF), authorities receive undesignated funds to spend on projects in their Capital Improvement Plan. They are rated on the percentage of available funds they have spent over a three-year period</p> <ul style="list-style-type: none"> <li>• “No Findings” = at least 80%</li> <li>• “Operational Guidance” = At least 50%</li> <li>• “Corrective Action” = Less than 50%</li> </ul>

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



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

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

## Policies

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

<b>Policy</b>	<b>Latest Version</b>	<b>Notes</b>
*Rent Collection Policy	03/15/2022	ACOP
*Personnel Policy	10/18/2021	Policy Acknowledgement Sign-off
*Capitalization Policy	07/05/2000	
*Procurement Policy	05/29/2009	
*Grievance Policy	03/26/2021	
Community Room Use	03/25/2014	
Anti-Discriminatory Harassment Policy	10/24/2013	Civil Rights Protection Plan
Credit/Debit Card Policy	08/01/2007	
Criminal Offender Records Information (CORI) Policy	03/15/2022	ACOP
Emergency Response Plan	08/10/2004	Storm policy for staff attendance
Fair Housing Marketing Plan	03/15/2022	ACOP
Investment Policy	07/05/2000	
Language Access Plan	05/05/2014	
Pet Policy	04/01/2002	
Reasonable Accommodations Policy	01/12/2016	
Sexual Harassment Policy	04/01/2019	Workplace Harassment Policy
Smoking Policy	04/01/2017	Non-Smoking Policy is part of Public Housing Lease, section 18

<b>Policy</b>	<b>Latest Version</b>	<b>Notes</b>
Other – Define in the ‘Notes’ column	03/15/2022	Admissions and Continued Occupancy Policy
Other – Define in the ‘Notes’ column	03/12/2021	Tenant Participation Policy
Other – Define in the ‘Notes’ column	09/01/2004	Resident Maintenance and Citation Policy

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

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

## Waivers

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

Description	Reason	Date Waiver Approved by DHCD	Date Expired
Admissions and Continued Occupancy Policy	align federal and state admissions, transfers, and supported housing policies	12/27/2021	
Tenant Grievance Procedures	align federal and state tenant grievance procedures	01/15/2019	

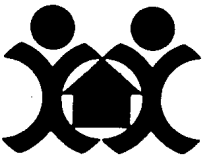
The list of waivers has been provided by the LHA and has not been verified by DHCD.

## **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.

- DHCD Memo regarding LTO/RAB review
- Responses to Comments
- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey 200 and 705 Program
- Tenant Satisfaction Survey 667 Program
- Performance Management Review
- Capital Improvement Plan - "AP- Summary Additional Remarks"



**BOSTON HOUSING AUTHORITY**

Operations  
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Boston, Massachusetts 02111

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TDD: 800-545-1833 x420  
www.BostonHousing.org

MEMORANDUM

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TO: DHCD ( ) Urgent  
FROM: John Kane ( ) Please Reply by: \_\_\_\_\_  
DATE: January 23, 2023  
SUBJECT: BHA annual plan

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The Boston Housing Authority has shared the State Annual Plan 2023 covering April 1, 2023 through March 31, 2024 with the city-wide, peer-elected Resident Advisory Board. BHA staff met with the Resident Advisory Board from September through December discussing the Plan process and documents and sent copies of the Plan to the RAB and Local Tenant Organizations. The Plan was put out for public comment on November 1, 2022 and the comment period closed on December 15, 2022 with a virtual public hearing held on zoom December 12, 2022 at 11 am and another at 6 pm.

The BHA took several steps to notify the public of the FY 2023 State Annual Plan and the opportunity to comment. The BHA placed an advertisement in the Boston Globe, included a notice with the rent statement of public housing residents, requested mixed finance partners to share the same notice with their BHA ACC-subsidized tenants, sent a mailing to Leased Housing participants in Boston and nearby towns notifying them of the Public Hearing and the proposed Plan. The BHA also sent letters to many local officials and advocacy groups. The Plan was made available for review at Boston Public Library Copley Square branch, BHA's headquarters at 52 Chauncy St., and on its website [www.bostonhousing.org](http://www.bostonhousing.org).

The RAB has not submitted a letter to BHA regarding the state annual plan. However, the RAB and public have submitted comments which appear alongside written responses in another attachment called Response to Comments.

## Comments and Responses to the BHA FY 2023 State Annual Plan.

The following document contains the comments and responses received on the BHA's FY 2023 State Annual Plan covering April 1, 2023 to March 31, 2024. BHA staff met with the Resident Advisory Board from September through December discussing the Plan process and documents and sent copies of the Plan to the RAB and Local Tenant Organizations. The Plan was put out for public comment on November 1, 2022 and the comment period closed on December 15, 2022 with a virtual public hearing held on zoom December 12, 2022 at 11 am and another at 6 pm.

The BHA took several steps to notify the public of the FY 2023 State Annual Plan and the opportunity to comment. The BHA placed an advertisement in the Boston Globe, included a notice with the rent statement of public housing residents, requested mixed finance partners to share the same notice with their BHA ACC-subsidized tenants, sent a mailing to Leased Housing participants in Boston and nearby towns notifying them of the Public Hearing and the proposed Plan. The BHA also sent letters to many local officials and advocacy groups. The Plan was made available for review at Boston Public Library Copley Square branch, BHA's headquarters at 52 Chauncy St., and on its website [www.bostonhousing.org](http://www.bostonhousing.org).

### **Overview and Certification**

Comment: (Ops/RED) P. 2: This lists a total of 2,139 state public housing units. Of these, most are in BHA's 7 Chapter 200 (general occupancy) developments--West Broadway (200-01), Faneuil (200-04), Fairmount (200-05), Archdale (200-07), Orient Heights (200-08), Gallivan Boulevard (200-10), and South Street (200-12). Also included are 3 Chapter 667 (elderly-disabled) sites--two components at Franklin Field (totaling 104 units) and one at Monsignor Powers (otherwise known as L Street), with 69 units. There are also 3 Chapter 705 (newer family) sites: Bowdoin Street (13 units), Harwood/Winston Streets (10 units), and Scattered Site (119 units). Finally, there are 52 "special occupancy" units (likely under the Chapter 689 handicapped program). It should be noted that Camden Street is no longer included: it has gone through a subsidy conversion and change in ownership, although it is still under a BHA Ground Lease. There may be a question whether it should really be treated differently than Orient Heights (which is also Mixed Finance).

Response: The BHA will consider this. We will also update the State Public Housing listing.

Comment: (Lsd Hsg) p.3: This shows that BHA has 975 Mass. Rental Voucher Program (MRVP) subsidies. This does not provide a break-down between which are "tenant-based" and which are "project-based" BHA should add that information.

Response: Thanks for the comment. The BHA will consider this.



Comment: (RCP) p. 3: This shows recognized Local Tenant Organizations (LTOs) at Faneuil, Franklin Field Elderly, Gallivan Boulevard, Orient Heights, and West Broadway. I believe at one point in the last 7 years, the South Street LTO was recognized; I don't know if the Archdale and Fairmount sites, which were recognized at one point, lost recognition. It would help for BHA to discuss any steps being taken to ensure LTO participation at all sites. In addition, the Plan includes a date for review of the Plan with the listed LTOs (but those dates are currently blank)-see also p. 4, which contains blank for BHA meetings with LTOs.

Response: BHA staff reviewed the table and added any recognition dates, if applicable. This table in the state plan is not the forum to discuss steps being taken to ensure LTO participation at all sites. BHA staff would welcome that conversation in other settings, such as with the resident empowerment coalition. Regarding plan review, the DHCD template does not permit putting in dates in the future. The draft was published in the end of October. State LTOs were invited to a meeting in November as well as the public hearings in December and the template will be updated prior to submission.

### **Capital Improvement Plan**

Comment: The CIP is a little confusing—it is not located, in the BHA documents that were mailed out, in the expected location, but rather at the end of the document (after the tenant satisfaction surveys and the Performance Management Review). BHA also emailed a related separate document to the RAB and screen shared it during the Nov. 10, 2022 RAB meeting (presumably this will be shared by hard copy thereafter). Given the relationship between the CIP and the separate document that was emailed on November 10, I will respond to those items together in a separate supplemental set of notes. However, the packet that was sent to the RAB at the end of October, 2022, included BHA's Additional Remarks on this, so I will include those here.

Response: In the DHCD annual plan, the Capital Plan immediately follows the Overview and Certifications. The commenter is referring to the Attachments at the end of the document titled Summary Additional Remarks. The document screen shared at the Nov RAB meeting, the FY23-FY27 Work Activities spreadsheet was sent to the Board.

Comment: Under "Evaluation of Past Performance", BHA says these included "two major undertakings" last year. However, while it's clear that the \$7 million at Monsignor Powers for building envelope work and ADA compliance is one of these, it is not clear what the other one is. Listed here as completed in 2022 is \$131,500 for planning for roof work. Is this the other "major undertaking"? As written, it is not clear if this is authority-wide work or not—it appears it would be, but there is reference to "Archdale" as the neighborhood. There are also two

projects listed on the next page with completion dates in mid-2023: \$104,380 for authority-wide planning on building envelope work, and \$99,000 for what appears to be authority-wide planning (but with an unclear reference to South Boston) for life/safety risks.

Response: During the FY21-FY22 CIP period under Phase I the BHA's Capital Construction Department "CCD" created Authority Wide initiative a survey planning tool, which would enable the CCD to proactively plan needs based work, predicated on a components system's conditions, priorities and whether the component should be replaced or repaired. In Phase II of the Authority Wide initiative – construction projects will be created to address each of the development needs, based the information provided from these AW Surveys

In the Evaluation of Past Performance, the 2nd major undertaking referenced is specifically for the Phase I Authority Wide Surveys, which includes: Authority Wide: Roof Replacement (Survey), Roof Replacement (Survey), and Life & Safety (Survey). The fee for these three (3) surveys is \$131,500.00, \$104,380.00, and \$99,000.00 respectively.

The Neighborhood information, i.e. Archdale & South Boston listed [items 2 & 4] on these pages, inserted inadvertently, and will be deleted from the Evaluation of Past Performance sheet.

Comment: On p. 3 of the Additional Remarks, "Current Project FY 22-FY25", there is reference to \$10.3 million for energy efficiency, utility cost reduction & ventilation at Monsignor Powers.

Response: Thank you.

Comment: Pp. 4-5 of the Additional Remarks, "Grants or Awards Highlights, FY 22-FY 23", notes 8 awards: three ABCD grants at Monsignor Powers (\$750,000), West Broadway (\$3 million), and Gallivan Boulevard (\$3 million) for energy efficient and utility cost reduction work; two grants for Faneuil (including one from the Harvard Flex Fund), totaling \$276,250, to do preliminary design to assess redevelopment feasibility, and for site beautification; a private grant of \$322,00 for site beautification (appears to be for community gardening) of Franklin Field Elderly ; \$3.2 million BHA-wide under ARPA to repair or replace vault/site transformers, ECM controls, building envelopes, site utilities, and interior stairs at different sites ; and \$1.8 million BHA-wide under ARPA to replace Federal Pacific panels, Fire Alarm Panels, and 1 fire pump.

Response: Thank you.

## **Maintenance and Repair**

Comment: Attached (as I think was also the case for last year's plan) is a many-page Preventive Maintenance handbook, which has a date for most of the document of September 2004 and is entitled "Work-in-progress". Could BHA advise whether any revisions have been done to this handbook since 2004 and, if any of them are relatively recent, could they highlight or provide in a redlined version"? It's important to show that the manual is up-to-date with current systems and technologies, as well as DHCD requirements.

Response: The attached SOP was substantially updated in 2018; it will always be a Work in Progress.

Comment: Following the handbook are many pages of detailed preventive maintenance reports on schedules and building systems. Are these a BHA format and tied to the handbook? Or is this a DHCD format?

Response: The colorful preventive maintenance schedule calendars is a template provided by DHCD which BHA staff populate.

Comment: The Plan includes two pages regarding deferred maintenance, and says that BHA does not currently have a Deferred Maintenance Plan, since all required work for code compliance purposes is either captured in the work order or Capital Improvement Plan. However, deferred maintenance may identify items that are not yet code deficiencies reported as work orders, nor longer term major capital improvements needed to extend the life and habitability of a property. Deferred maintenance would include the items in the preventive maintenance reports" where upkeep or monitoring may extend the useful life of components and avoid a Sanitary or Building Code issue. There is reference to the new work order system and how it should help to identify items that would fit within "deferred maintenance"--are there projected dates for when this will be in place for the different developments in the BHA's state portfolio? The clustering included here (work best done during vacancies, seasonally, affected by funding availability, or which can be grouped together) are all useful both for routine maintenance and where work may be put out under contract. In addition, as indicated here, priorities can shift and require deferral as long as essential health/safety is not compromised (example of addressing a backlog of vacancies and then coming back to a plumbing issue). Does the new reporting system have fields into which deferred items can be sorted/scheduled/grouped?

Response: The BHA does not classify specific maintenance items as "deferred maintenance". Maintenance work is captured in the work order system in the appropriate priority. If it is beyond the capacity of the Operations Department it will be added to the capital plan. For example a roof replacement needed for a building will be part of the capital plan, but required roof repairs will be completed using the annual operating budget.

## Operating Budget

Comment: Introduction (p. 1): There is nothing equivalent to this in BHA's federal report, and it is a gap (it is not a HUD requirement). Moreover, as noted here, this does not provide the planned annual operating budget for this coming year, as this is normally developed toward the end of the fiscal year—but there is also no mechanism for subsequent sharing with residents of that proposed budget (that I am aware of). On both the state and federal side, certain items may be addressed in the operating budget, rather than in the Capital Plan (such as extraordinary maintenance), and for each site, it is important to know what's being spent from each, on what, and what may be available for needs that arise during the year.

Response: BHA is open to continuing the discussion focused on budget process and perhaps bringing LTOs and the RAB together for this purpose.

Comment: As noted here on p. 1, BHA's operating reserve at the end of March, 2022 was almost \$45.5 million, more than 3 times the minimum required by DHCD. I assume this was due to fortuitous circumstances which aren't likely to continue long-term. It may be helpful to have a discussion with BHA about Operating Reserves generally, and the different assumptions that are built into DHCD and HUD requirements on this. As was noted in a report to the Monitoring Committee a few months ago, the need for sufficient federal reserves to not run afoul of PHAs scores and possible "troubled" designation at any given site has meant that BHA has had to assign certain payback streams (Harbor Point) to particular sites (Hailey) and this also influences decisions about where and what type of repositioning to pursue. It may be useful to have a resident forum on this, presented in terms that resident leaders can understand, which can help inform them in site-specific decision-making.

Response: See above response.

Comment: On p. 2, there are significant increases in income, likely due to COVID-relief funding (a jump of almost \$35 million under "other revenue". On p. 3, there is a large jump in compensated absences (likely pandemic-related), and somewhat in "travel and related expenses": what was encompassed here? "Administrative other" expenses jumped by \$2 million--what are these? Tenant organization expenses fell by \$330,000—is BHA able to reserve any of those for future LTO use/needs? On p. 4, there was a \$2 million depreciation expense that wasn't in the original budget—what is this for? On p. 5, because of unanticipated revenue, BHA ended up having almost \$34 million in a net positive balance (as opposed to the \$2.8 million anticipated).

Response: On p. 2, "other revenue" was mostly due to a transfer of Notes Receivable from State Modernization Program to State Operating Program (27,795,000 of Orient Heights Notes and 5,870,000 of Camden Notes for a total of 33,845,000). On p. 3, the large jump in compensated absences was due to the pandemic and people didn't take vacation which led to

an increase of accrued compensated absences expense. The “travel and related expenses” encompassed various costs including things such as gasoline purchases. “Administrative other” expenses increase by \$2 million included subsidy pass-thru paid to the MUPHT in the amount of 352,416, and subsidy pass-through paid to Orient Heights in the amount of 1,950,000. Regarding Tenant organization expenses the FY 2022 budget was due in February 2021 and was based on our full fiscal year 4/1/2019 to 3/31/2020. Since then we have moved Mass Union of Public Housing Tenants to 4190 Administrative Other (FY 2022 was \$367,099). On p. 4, the \$2 million depreciation expense was annual depreciation expenses of fixed assets. State system doesn’t allow BHA to enter anything in line 4801 for Depreciation Expense. Regarding having almost \$34 million in a net positive balance see previous response regarding Notes Receivable. BHA staff are available upon request to further discuss with the RAB.

### **Performance Management Review**

Comment: (Ops/Admissions) P.1: Under “Occupancy Rate”, BHA’s rating was “Operational Guidance”, which DHCD indicates means no LHA response is needed (unlike “Corrective Action”, in which an agency response is required). The last page of the materials (not this section in order) shows that the Vacancy Rate for BHA’s Chapter 705 and 667 units are MUCH higher than DHCD’s goal of 2% (6.3% and 10.7%, respectively), and the Chapter 200 rate is 3.2% (still above DHCD goal). It is interesting that DHCD did not require Corrective Action, but they may have realized that BHA, like other LHAs, is having some unique challenges with lease-up during the pandemic (staffing shortages, supply chain and increased costs). As noted in our notes on the federal side, there are also certain initiatives that BHA took to address high rejection rates and to encourage applicant acceptance—it is not clear if those ACOP changes are yet in place, and how they may be affected behavior.

Response: The BHA has implemented a quality control unit turnover process that requires senior management to inspect vacant apartments before they are viewed by the assigned applicant. Rejection rates for condition of the unit have all but disappeared. The CHAMP system at times presents a challenge in the timely filling of vacancies. Removal of applicants on the state waiting list are governed by CHAMP.

Comment: P.2: Under “Facility Management: Health and Safety”, DHCD reported that it found 8 maintenance-related violations and 1 tenant-related violation, all of which were corrected. DHCD has not indicated that any other corrective language is required. I am not sure how this compares with what DHCD has seen at other LHAs or statewide.

Response: Thank you for the comment. The commenter may direct this to DHCD.

Comment: p. 3: DHCD requested and BHA agreed to adjust its work order reporting to make clear if a work order originated from the resident or management. This will be helpful in evaluating responses to work orders. In addition, if any work orders were generated from supervisory reviews of a random sample of completed work orders (i.e., the supervisor found that work was not complete, or that staff did not identify a deficiency that should have been listed), it would be helpful to track that.

Response: The BHA work order system has always specified the source of the work item. Work orders generated for supervisory QC review have a designation that identifies them as such.

## **Policies**

Comment: This refers to a Personnel Policy from Oct. 2021. Is this something that can be shared with the RAB, or which is on BHA's website?

Response: The BHA does not have a single personnel policy. New BHA staff sign a document referred to as the Policy Acknowledgement Sign-off, a copy of which can be shared with the RAB that refers to several other documents such as a drug-free workplace, code of conduct, telephone usage, family medical and parental leave and more in which the new employee acknowledges that they have received and read copies of the various workplace policies and understand their responsibilities.

Comment: The Capitalization Policy (from May 1999), the Procurement Policy (from May 2009), the Investment Policy (from May 1999), and the Resident Maintenance and Citation Policy (from September 2004) have not been shared with the RAB, to the best of my knowledge. Similarly, can these be shared?

Response: Yes these policies can be shared with the RAB.

Comment: There is reference to a Grievance Policy revision from March, 2021, but I am not aware of any changes to the grievance policy then—could BHA clarify?

Response: BHA updated text in the federal annual plan supplement template section on grievance procedures, a very minor technical change, and HUD approved the plan on March 26, 2021. In the 2021 Plan there was a parenthetical that was deleted that referenced the implementation of a policy. This is the relevant section of the Plan Supplement: Residents seeking a grievance hearing are afforded the option of electing to have a hearing before a Grievance Hearing Panel or a Hearing Officer. ~~(This policy will be implemented this fiscal year.)~~

Comment: There is reference to three separate policies having to do with harassment—the Anti-Discrimination Harassment Policy (from October 2013), the Sexual Harassment Policy (from April 2019), and then a note in the adjoining column, referring to a Workplace Harassment Policy. I thought there was one policy that combined all of these aspects, and which had been updated with the last few years, and which would cover not only BHA employee relations, but interactions between BHA staff and residents and vendors. Can BHA clarify?

Response: The text in the left hand column is provided by DHCD in the template. BHA covers issues related to anti-discriminatory harassment in its Civil Rights Protection Plan. There is one Workplace Harassment Policy. BHA covers issues related to sexual harassment in its Workplace Harassment Policy. The Workplace Harassment Policy covers BHA employee relations and interactions between BHA staff and residents and vendors.

Comment: There is a reference to a Violence Against Women Act (VAWA) Policy, from 2018. VAWA applies to BHA's federal program. DHCD has issued guidance about similar topics for state assisted housing. I am not sure if BHA is saying that it is: (a) applying its federal VAWA policy to state developments; (b) has a separate policy for its state developments (which has not been shared with the RAB), or (c) just follows the DHCD domestic violence guidance without a formal additional policy. Please clarify.

Response: The commenter is correct. The VAWA policy applies to the federal program. The VAWA reference has been removed.

Comment: There is a reference to a Section 3 Policy. Section 3 is a federal requirement. I am not aware of the BHA having a Section 3 Policy that it updated in April 2021 and shared with the RAB (either on the federal or state side). DHCD has issued guidance on trying to enhance resident training and hiring opportunities. Some clarification about what BHA is doing with regard to state developments and any formal policy (and resident participation in review and comment on the same) would be helpful.

Response: The commenter is correct. The Section 3 policy applies to the federal program. The Section 3 reference has been removed.

## **Waivers**

Comment: This refers to two waivers: a. One last approved by DHCD in December, 2021, allowing BHA to use certain language in its Admission and Continued Occupancy Policy (ACOP), in lieu of what's in DHCD regulations, regarding admission and continued occupancy of BHA's state public housing program; b. the other, last approved by DHCD in January 2019, allows the

BHA to use a consolidated grievance procedure for both its state and federal sites. There is no issue with these waivers. BHA has long used DHCD waivers in order to align, as much as possible, its different housing programs, and this approach is favored by residents and housing advocates.

Response: Thank you for the comment. The BHA continues working with DHCD to determine what waivers may continue to be requested in order to avoid duplication of efforts for those households.

## **Glossary**

Comment: My assumption is that this is just text from DHCD in its template, and therefore there is no need for RAB comment on a BHA submission.

Response: Correct.

## **Other Elements (Tenant Satisfaction Surveys, PMR)**

Comment: I believe the Housing Survey data here (conducted in the fall of 2020) is new, and was not included in the State PHA Plan that the RAB reviewed in the fall of 2021. This shows that there was a slightly better than 20% response rate state wide (2,124 responses out of 10,163 surveys sent), but the BHA response rate was less (67 out of 367 surveys sent). I also would guess that the proportion of surveys sent out for Boston in comparison to the state-wide survey was less than the ratio of BHA's state portfolio to the State's overall portfolio. I'm not sure who was responsible for getting the surveys out.

Response: Survey data from Fall 2020 for Chapter 200 and chapter 705 were included in last year's annual plan reviewed by the RAB in fall of 2021. DHCD is responsible for sending out the surveys. To the extent the commenter has additional questions about the distribution of surveys, commenter should follow up with DHCD.

Comment: The survey showed that BHA did well in how residents felt they were treated (81% positive as opposed to 71% statewide); BHA was also rated better in terms of courtesy/respect in how maintenance requests were handled and getting advance notice prior to entry. The dark colors in the pie charts are hard to read, but it appears that BHA did slightly worse in terms of rating for building maintenance (and about the same for outside maintenance) in comparison to the statewide returns. BHA also did better in fewer reported heating problems (and about the same as the statewide average for problems with hot water). BHA also did better in heating



efficiency—a lower percent of apartments feeling too hot, too cold, taking too long to heat up, or being drafty. More units were reported to be without plumbing problems, and a higher percentage had hot water restored within 24 hours.

Response: Agreed. To the extent the commenter has additional questions about the survey data and availability of a breakdown by site, commenter should follow up with DHCD.

Comment: On the other hand, BHA is not doing as well in with surveys on a sense of safety. While the “not safe at all” category was higher statewide (8% as opposed to 5% for BHA), the “somewhat safe” category was significantly larger at BHA (31%) than statewide (20%). It would help to know more about this—whether this is based on factors at the site, or whether it is affected by issues in the neighboring community—since this would influence the strategies to be used. The bar graph indicates that both open security entry doors, as well as strangers hanging around, were critical factors in BHA negative ratings.

Response: Agreed. See above responses.

Comment: DHCD also included Chapter 667 surveys. Given how few Chapter 667 units there are at BHA, the majority of Chapter 667 households were contacted (177) and the return rate was above 25% (much better than for the Chapter 200 program). Far fewer of the BHA’s Chapter 667 respondents knew the Executive Director had held a meeting with residents—this is likely a reflection of the miniscule nature of BHA’s Chapter 667 program (largely at Franklin Field Elderly and Monsignor Powers) in comparison with it being the dominant portion of many other LHAs’ portfolios in the Commonwealth. BHA scored well as to general maintenance, but was fairly comparable with the State-wide figures. BHA did, however, get more reports about apartments being too hot or too cold, and more plumbing problems were one-time as opposed to repeated. All hot water problems for BHA were resolved within 48 hours (there were still some outstanding beyond this in the state-wide report), but BHA had more reported problems with sewer backup. Safety ratings, as in the Chapter 200 portfolio, were lower, with 31% of BHA respondents saying “not safe at all” or “somewhat safe”, as opposed to 14% statewide. The biggest factor here was “strangers hanging around” and “non-residents get access codes”, but also a concern about non-secure windows. BHA’s overall satisfaction rating, however, was significantly lower than statewide (18% saying very or mostly dissatisfied, as opposed to 9% statewide).

Response: Agreed.

Comment: On the Performance Management Review, a number of items were paused due to COVID-19, or had no findings. Operational guidance on occupancy and other topics makes suggestions about best practices, but it is not clear that BHA is falling short in any way. (It may be that this is the same text for all LHAs—see the reference to Board meetings, which would not apply to the BHA where there is no Board of Commissioners.)

Response: Agreed.

Comment: For the Capital Improvement Plan, see above. I'd note that on p. 3 of the CIP Narrative (Section 2.3), Why are these figures so high and what steps is BHA taking to reduce the vacancy rate so that units are fully utilized to address the great housing need in Boston?

Response: The BHA is focused on increasing the occupancy rate in its public housing portfolio by addressing the number of units ready for assignment and the number of fully screened applicants ready to be assigned. The ACOP sets out several circumstances that allow an applicant or transfer to reject an offer for good cause, including the condition of the offered unit. The BHA has instituted a quality control program that entails the reinspection by senior management before a vacant unit is shown to a prospective applicant. Refusals because of the condition of the apartment have all but disappeared.

## **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.

# Boston 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 **Boston Housing Authority**, surveys were sent to a total of **367** Boston housing units, **67** surveys were completed.

This report provides some information about how the residents from the **Boston Housing Authority** answered the survey. It compares their answers to those from residents in the entire state and to those from large LHAs in Metro Boston. These large LHAs in Metro Boston include: Arlington, Boston, Everett, Chelsea, Quincy, Revere, Somerville, Waltham, Watertown. (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:

	Boston Housing Authority	Large LHAs in Metro Boston*	Entire State
Felt they were usually or always treated with courtesy and respect when they contacted management.....	81%	69%	71%
Knew the Executive Director held a meeting with residents.....	14%	11%	15%

\* Large LHAs in Metro Boston include: Arlington, Boston, Chelsea, Everett, Quincy, Revere, Somerville, Waltham, Watertown. (Please note that survey data may not have been received from each one of these nearby LHAs.)

# Maintenance and Repair

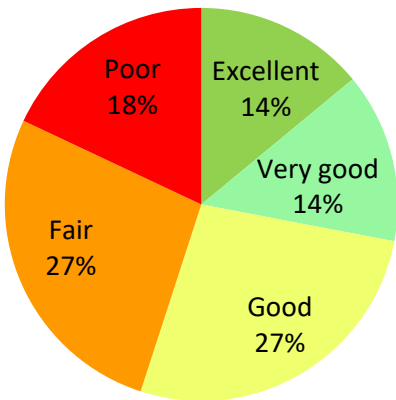
- Communication with maintenance staff:** Residents were asked about their interactions with the Boston Housing Authority maintenance staff in the last 12 months.

	Boston Housing Authority	Large LHAs in Metro Boston	Entire State
Felt they were usually or always treated with courtesy and respect when they contacted maintenance.....	79%	72%	75%
Were contacted by the Housing Authority before staff entered their apartment.....	94%	86%	86%

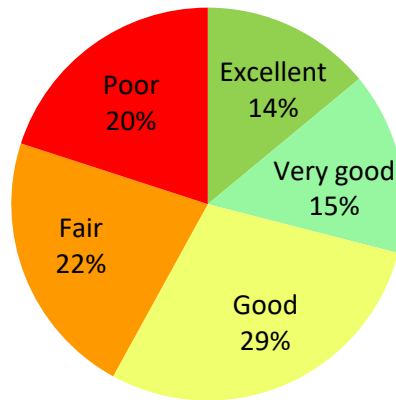
- Overall maintenance:** Respondents were asked how they would rate overall building maintenance (such as clean halls and stairways and having lights and elevators that work) and outdoor space maintenance (such as litter removal and clear walkways) in the last 12 months.

**Building maintenance:**

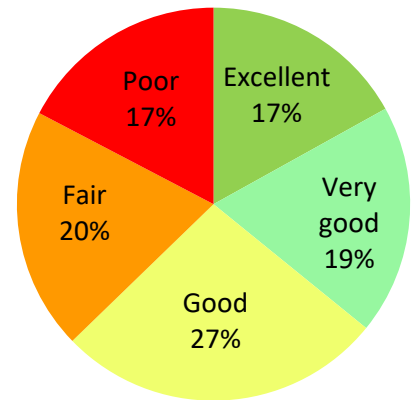
**Boston Housing Authority**



**Large LHAs in Metro Boston**

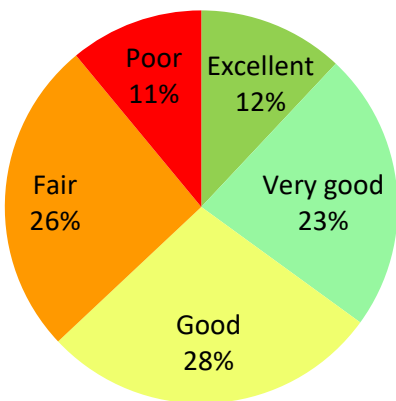


**Entire State**

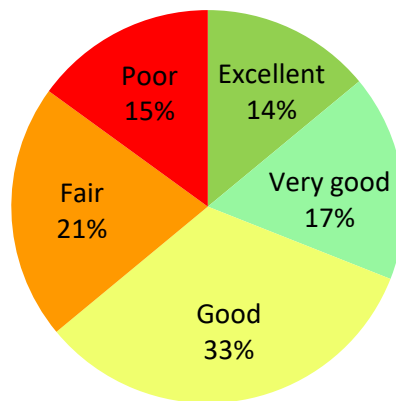


**Outdoor maintenance:**

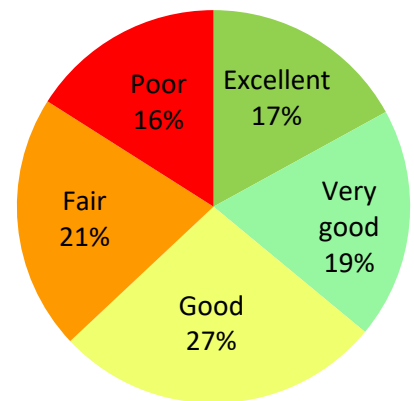
**Boston Housing Authority**



**Large LHAs in Metro Boston**



**Entire State**



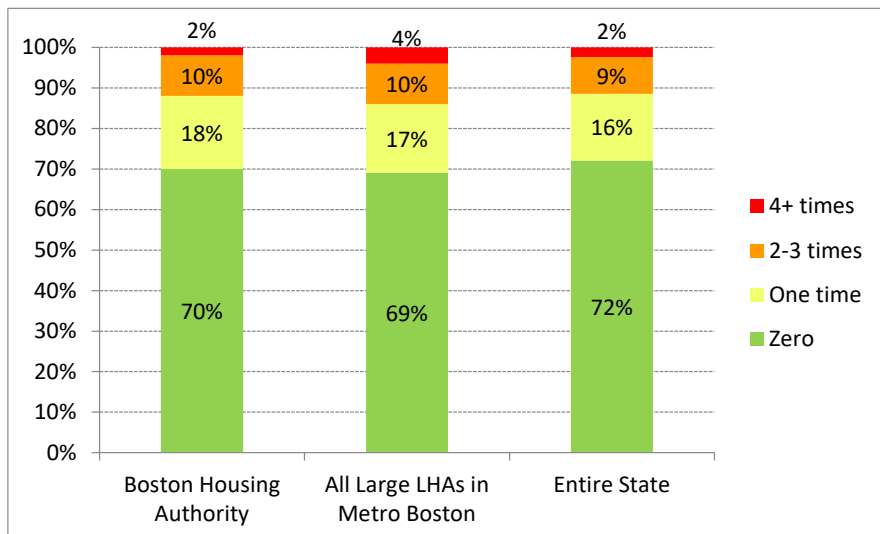
- **Heating and Water Problems:** About one half of respondents had a problem with their heating and about two-thirds had a plumbing problem in the last 12 months.

	Boston Housing Authority	Large LHAs in Metro Boston	Entire State
Had any heating problem.....	45%	55%	56%
Had any water problem.....	70%	74%	74%

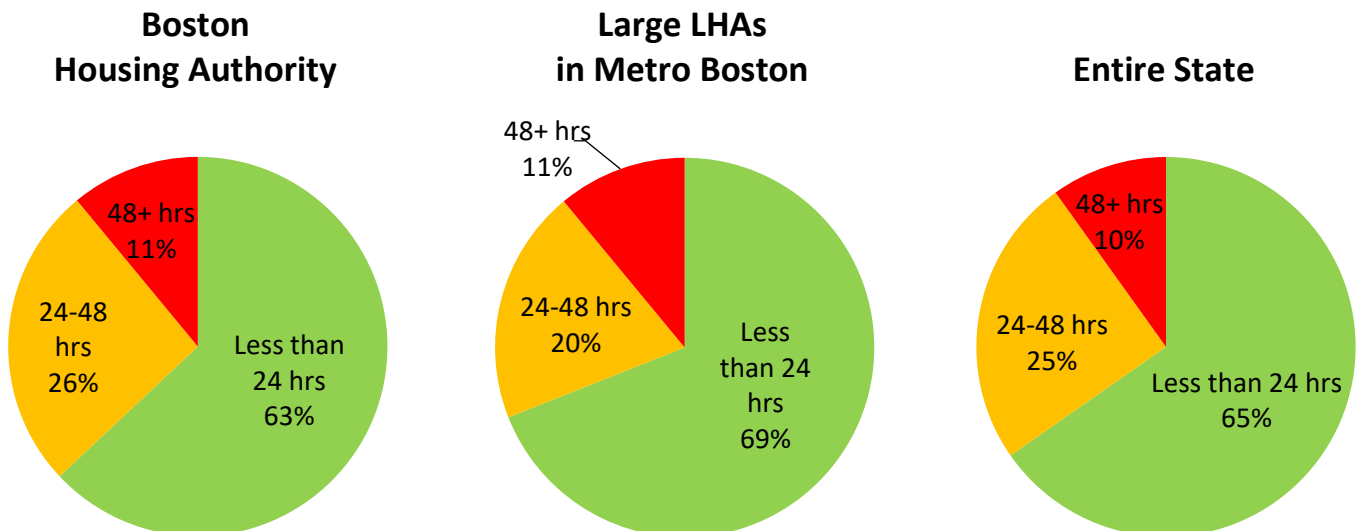
- **Heating Problems**

**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.



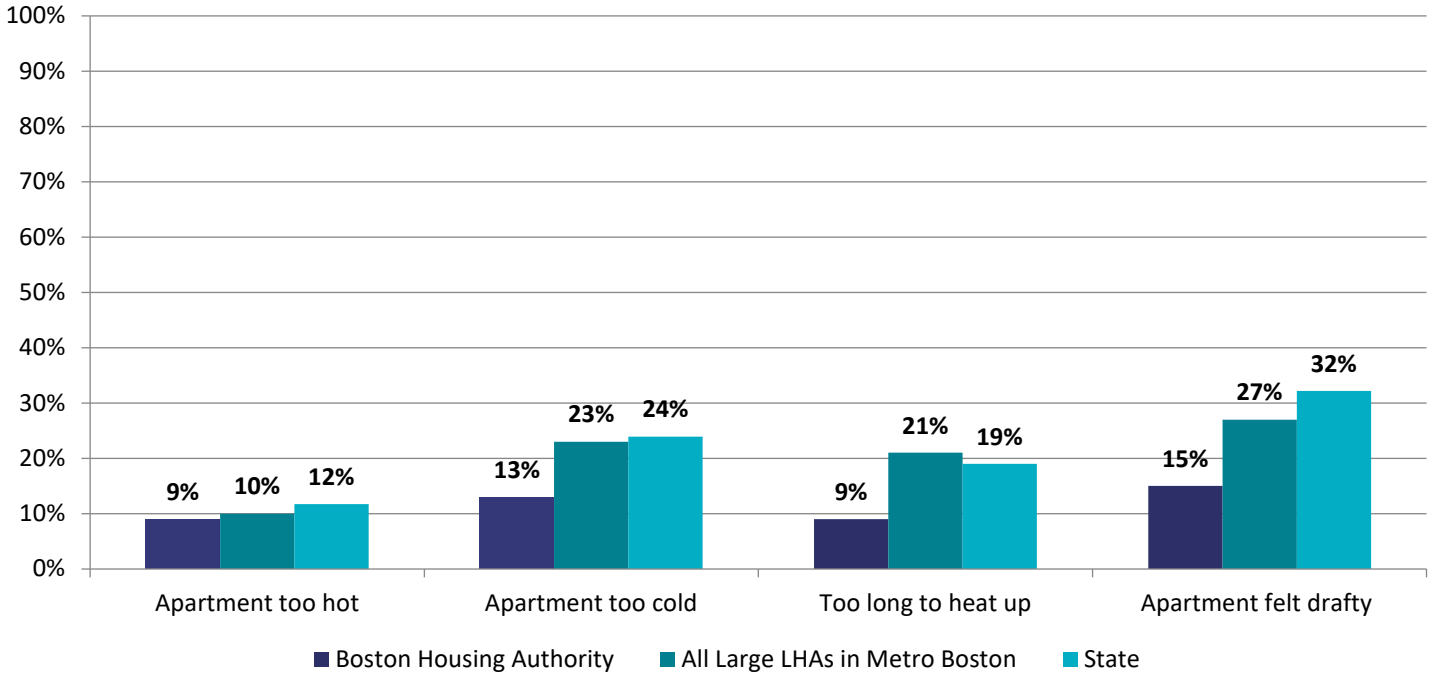
**How long did it usually take for heat to come back on?** For those respondents who reported completely losing heat, we asked how long it usually took for the heat to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



- **Other Heating Problems**

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

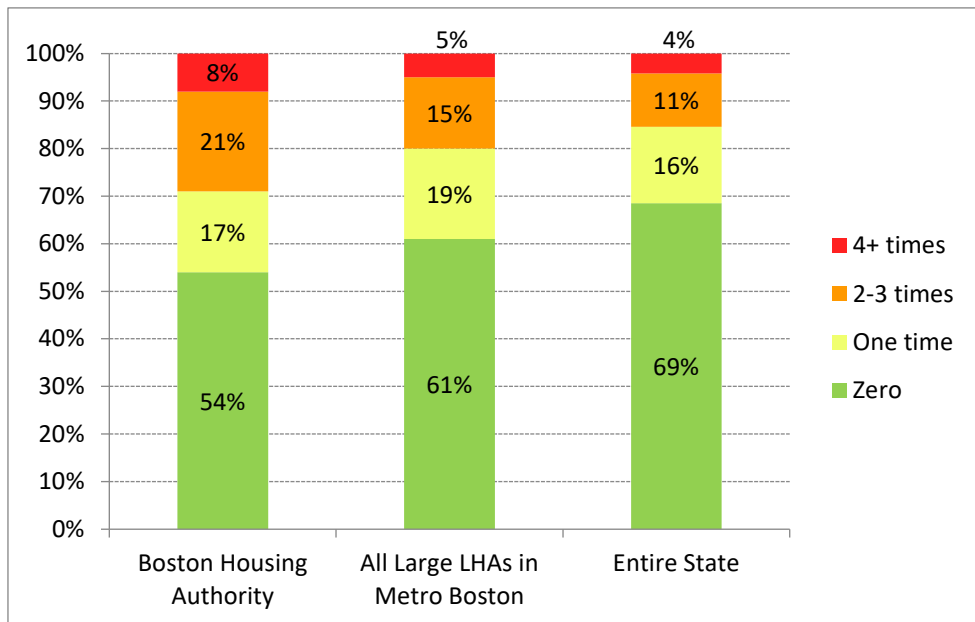
The chart below shows what percentage of residents experienced other heating problems in the last 12 months.



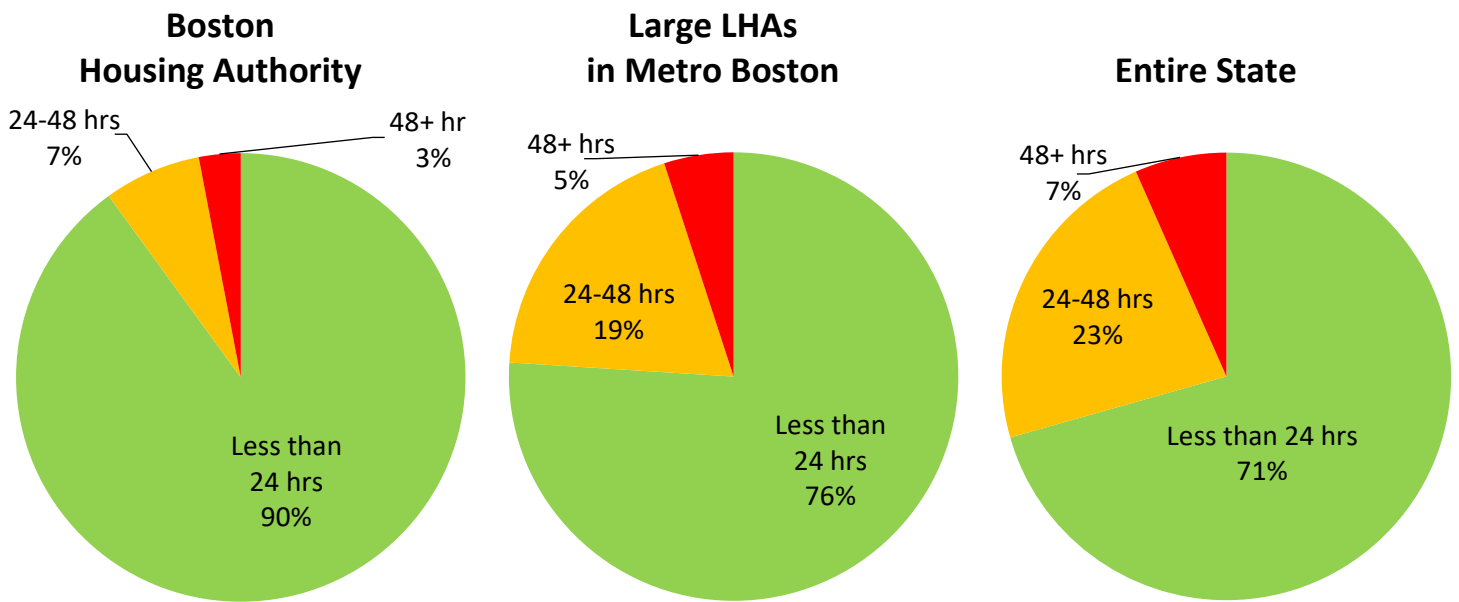
- **Water or Plumbing Problems**

**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.



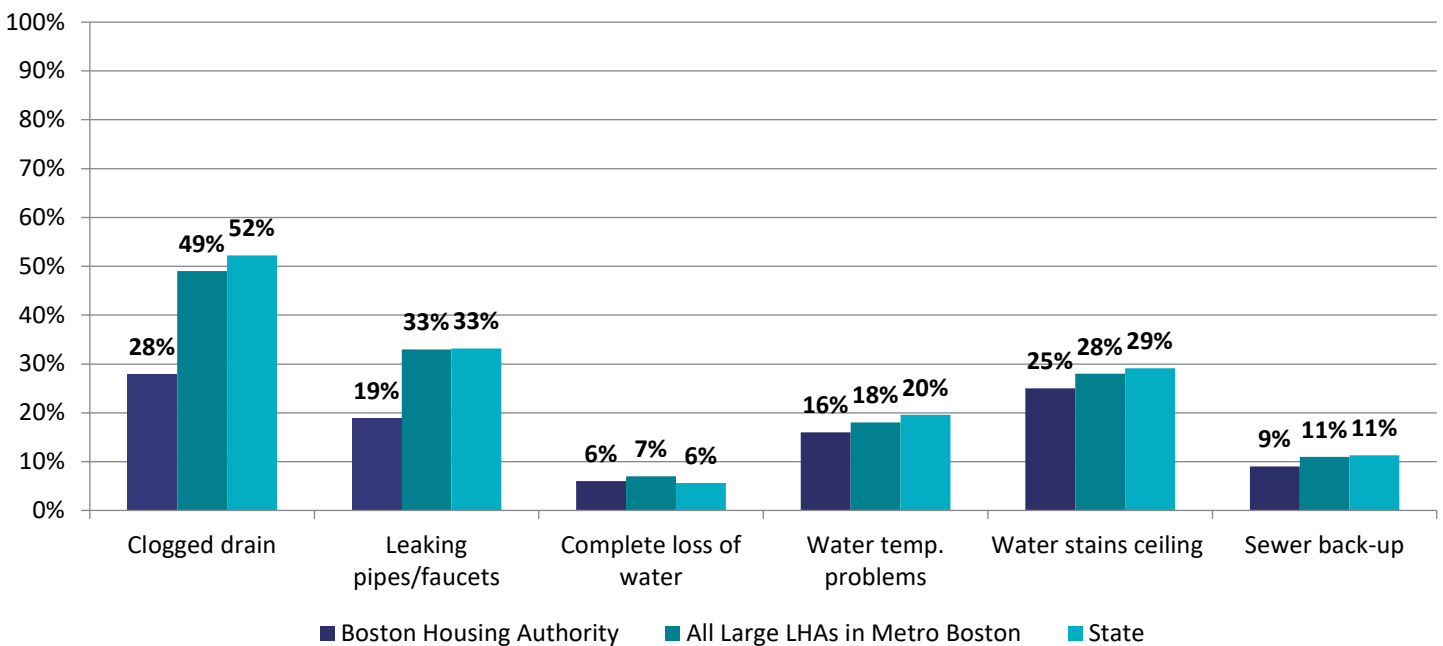
**How long did it usually take for hot water to come back on?** For those respondents who reported not having hot water in their apartment, we asked how long it usually took for hot water to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



• **Other Water or Plumbing Problems**

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

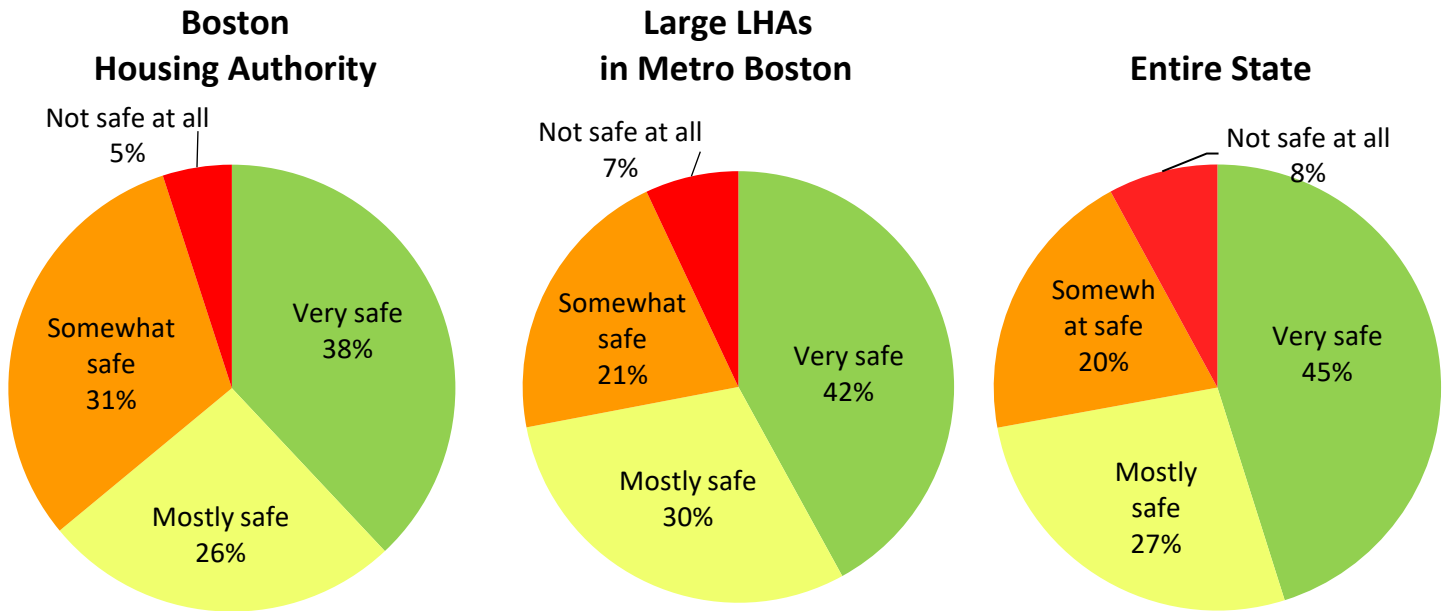
The chart below shows what percentage of residents experienced other water or plumbing problems in the last 12 months.



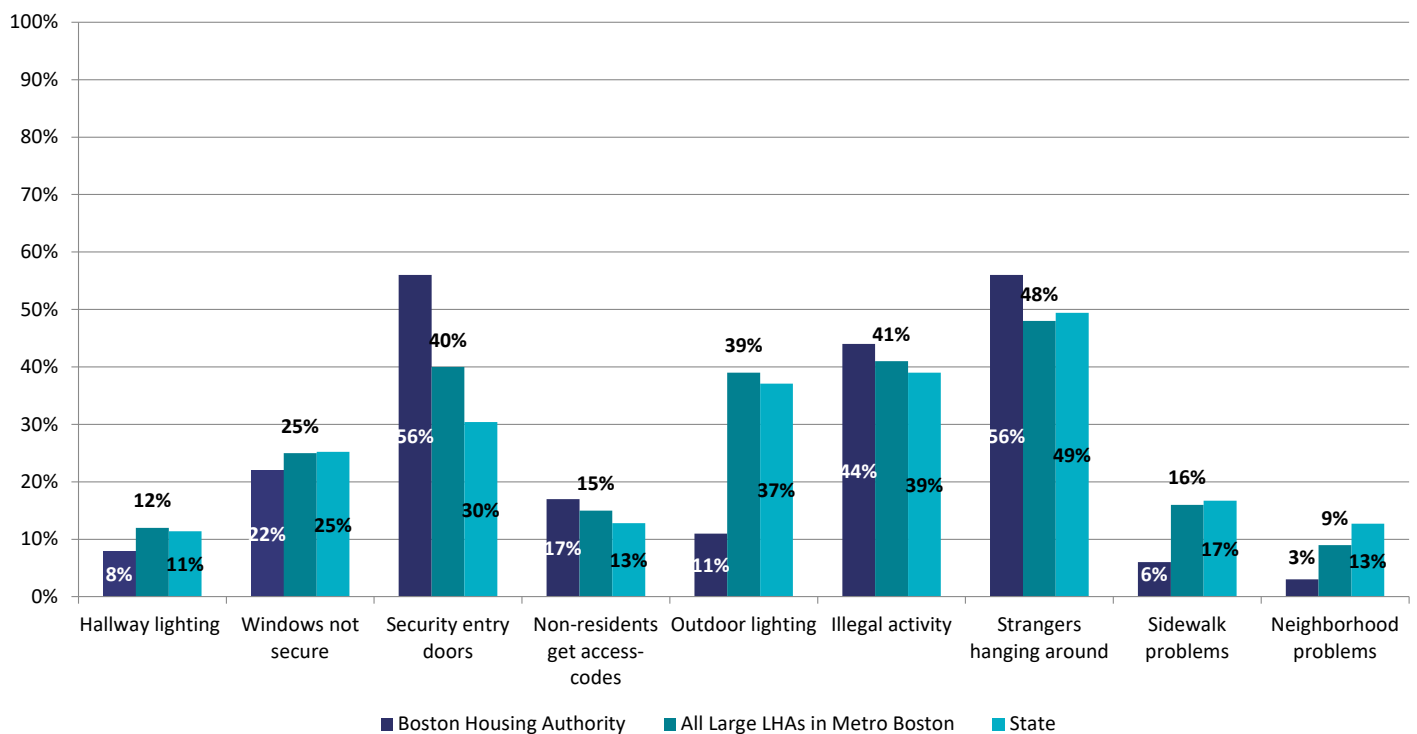


# Safety

**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.



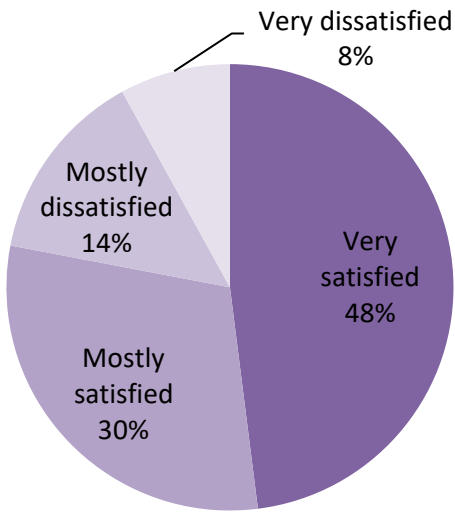
**Reasons why respondents felt unsafe in their development:** Respondents were asked why they felt unsafe in their development. This chart shows what specific concerns respondents mentioned.



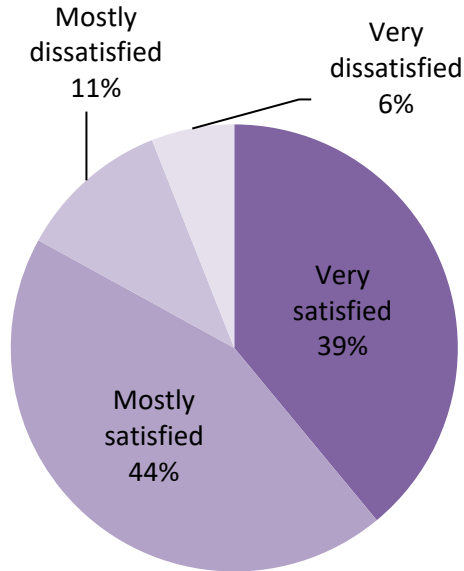
# Overall Satisfaction

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*.

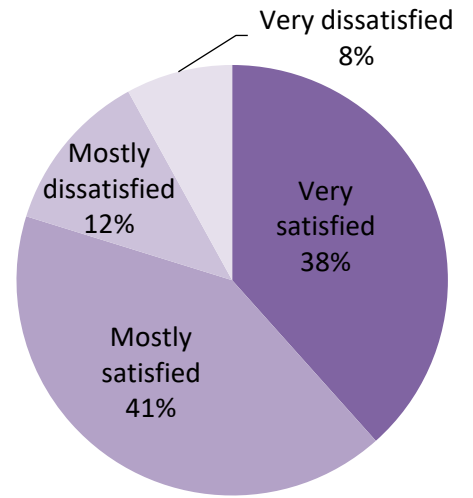
**Boston  
Housing Authority**



**Large LHAs  
in Metro Boston**



**Entire State**



# Boston Housing Authority

## Chapter 667 Housing Summary 2019 – 2021

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

### Fall 2019:

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

### Fall 2021:

- Surveys were sent to 8350 housing units (Chapter 667). 3787 surveys were filled out and returned.
- In the **Boston Housing Authority**, surveys were sent to a total of **177** Boston housing units (Chapter 667); **47** surveys were completed.

This report provides some information about how the residents from the **Boston Housing Authority** who answered the survey responded. It compares their answers to those from residents in the entire state and to those from large LHAs in Metro Boston. These large LHAs in Metro Boston include: Arlington, Boston, Chelsea, Quincy, Waltham and Watertown.

## Communication

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

	Boston Housing Authority	Large LHAs in Metro Boston*	Entire State
Felt they were usually or always treated with courtesy and respect when they contacted management.....	79%	77%	84%
Knew the Executive Director held a meeting with residents.....	14%	32%	43%

\* Large LHAs in Metro Boston: Arlington, Boston, Chelsea, Quincy, Waltham and Watertown.

# Maintenance and Repair

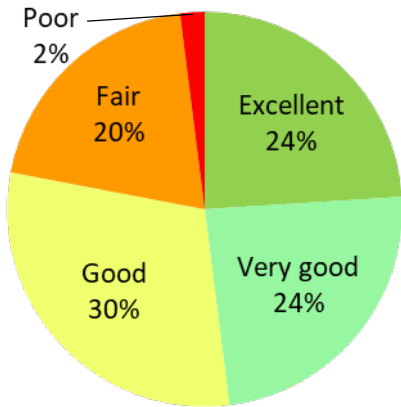
- Communication with maintenance staff:** Residents were asked about their interactions with the Boston Housing Authority maintenance staff in the last 12 months.

	Boston Housing Authority	Large LHAs in Metro Boston	Entire State
Felt they were treated with courtesy and respect when they contacted maintenance.....	<b>81%</b>	<b>83%</b>	<b>88%</b>
Were contacted by the Housing Authority before entering their apartment.....	<b>93%</b>	<b>90%</b>	<b>91%</b>

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

**Building maintenance:**

**Boston Housing Authority**



**Large LHAs in Metro Boston**



**Entire State**



**Outdoor maintenance:**

**Boston Housing Authority**



**Large LHAs in Metro Boston**



**Entire State**



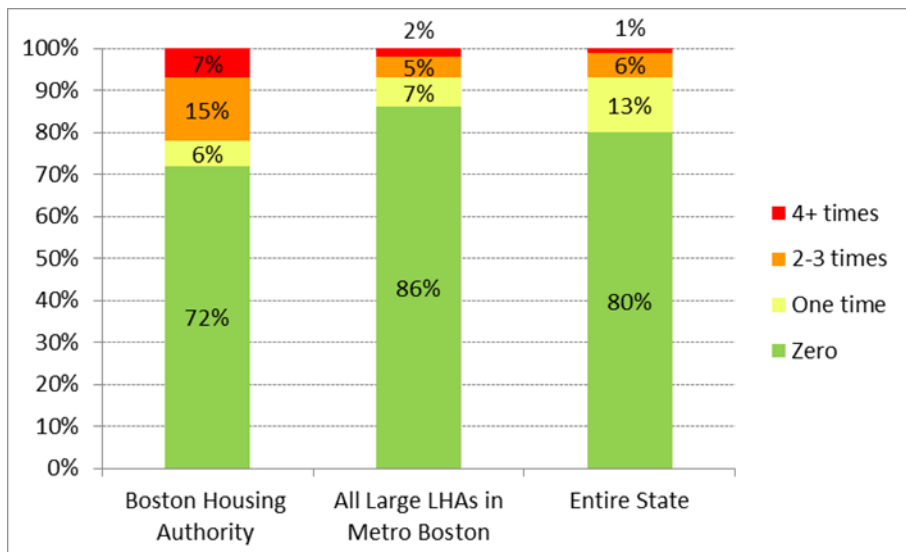
- Heating and Water Problems:** More than one third of respondents had a problem with their heating and about three quarters had a plumbing problem in the last 12 months.

	Boston Housing Authority	Large LHAs in Metro Boston	Entire State
Had any heating problem.....	43%	35%	36%
Had any water problem.....	72%	59%	57%

- Heating Problems**

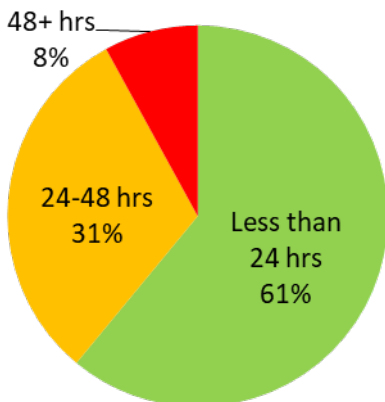
**How many times did residents completely lose heat?**

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

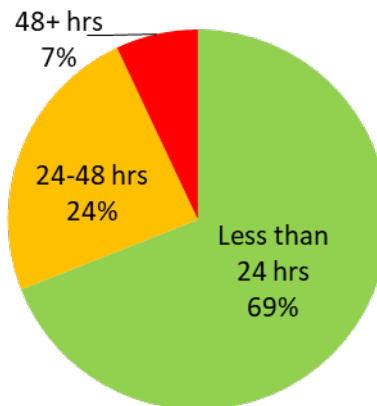


**How long did it usually take for heat to come back on?** For those respondents who reported completely losing heat, we asked how long it usually took for the heat to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.

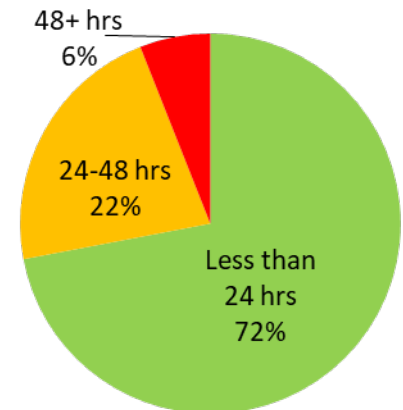
**Boston Housing Authority**



**Large LHAs in Metro Boston**



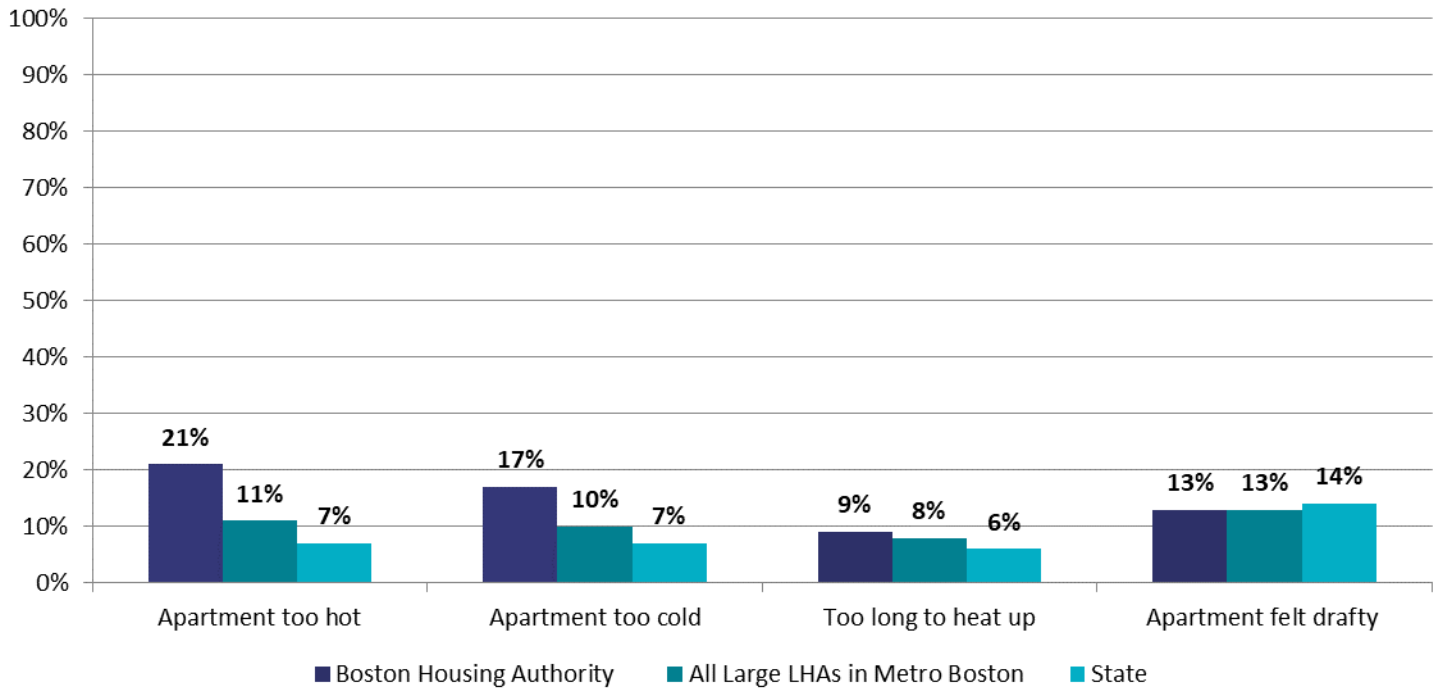
**Entire State**



- **Other Heating Problems**

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

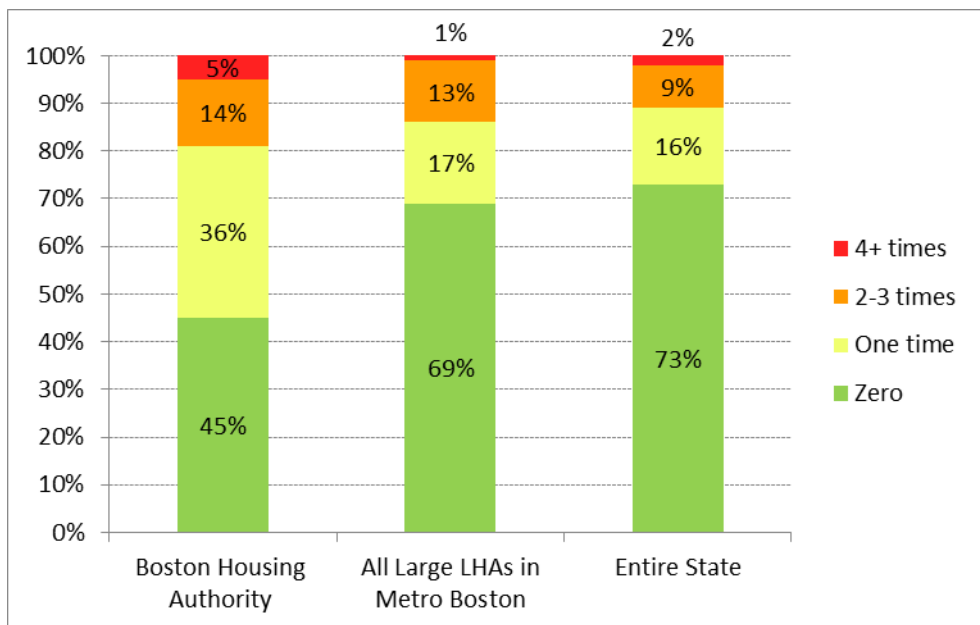
The chart below shows what percentage of residents experienced other heating problems in the last 12 months.



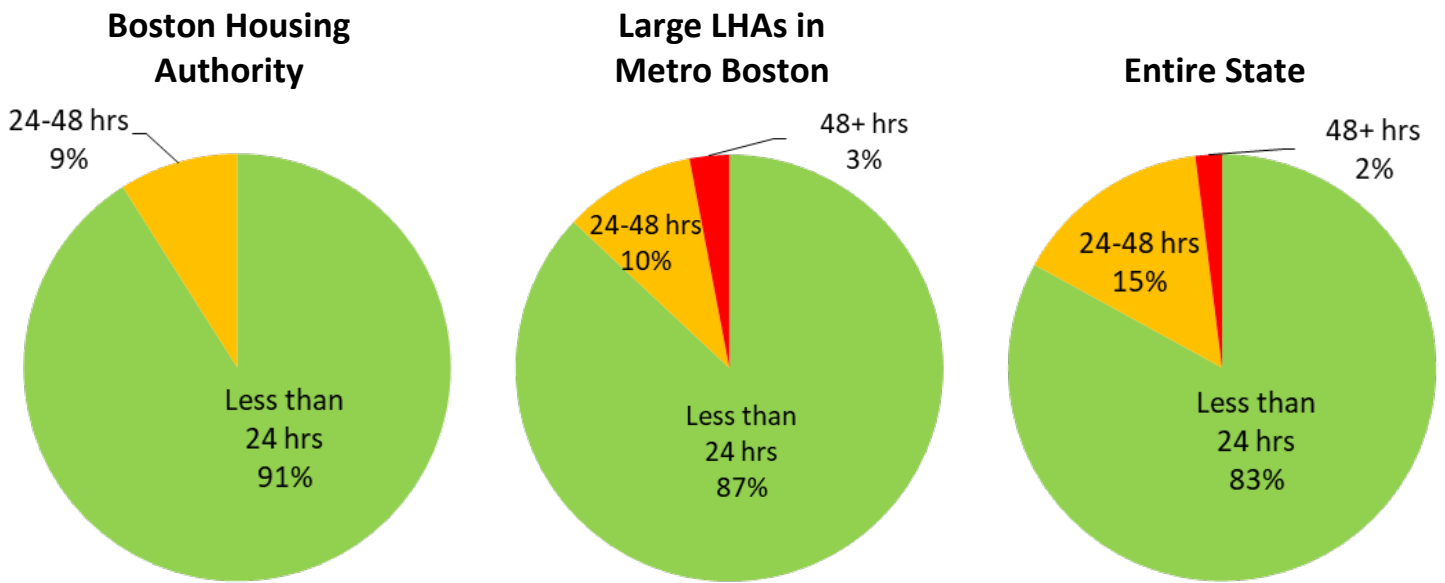
- **Water or Plumbing Problems**

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

The chart below shows how many times respondents did not have no hot water in their apartment in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows those who had the problem 4 or more times in the last 12 months.



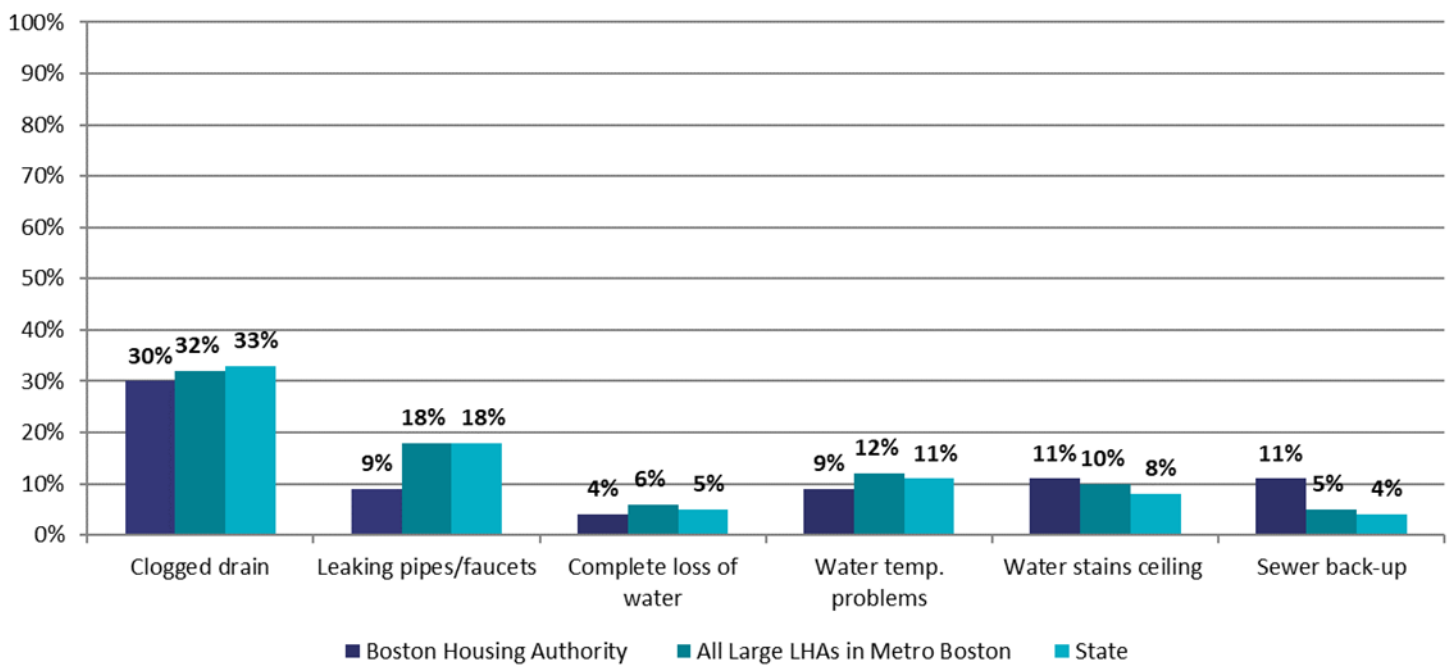
**How long did it usually take for hot water to come back on?** For those respondents who reported not having hot water in their apartment, we asked how long it usually took for hot water to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



• **Other Water or Plumbing Problems**

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

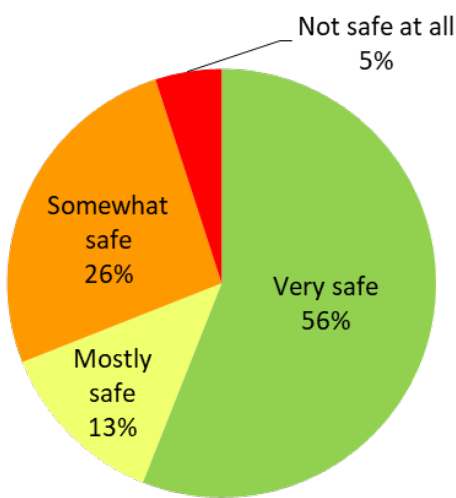
The chart below shows how many times respondents had other water or plumbing problems in the last 12 months.



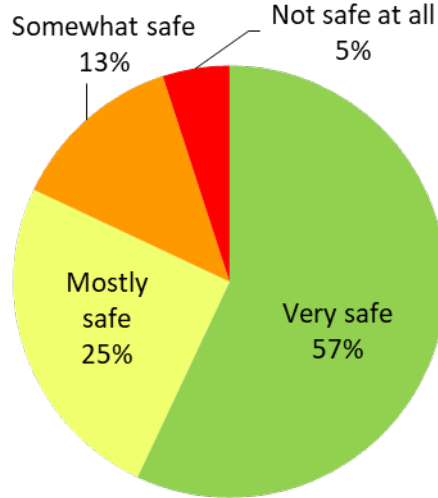
# Safety

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

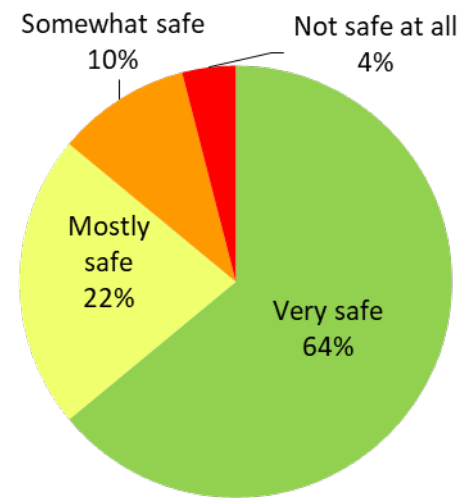
**Boston Housing Authority**



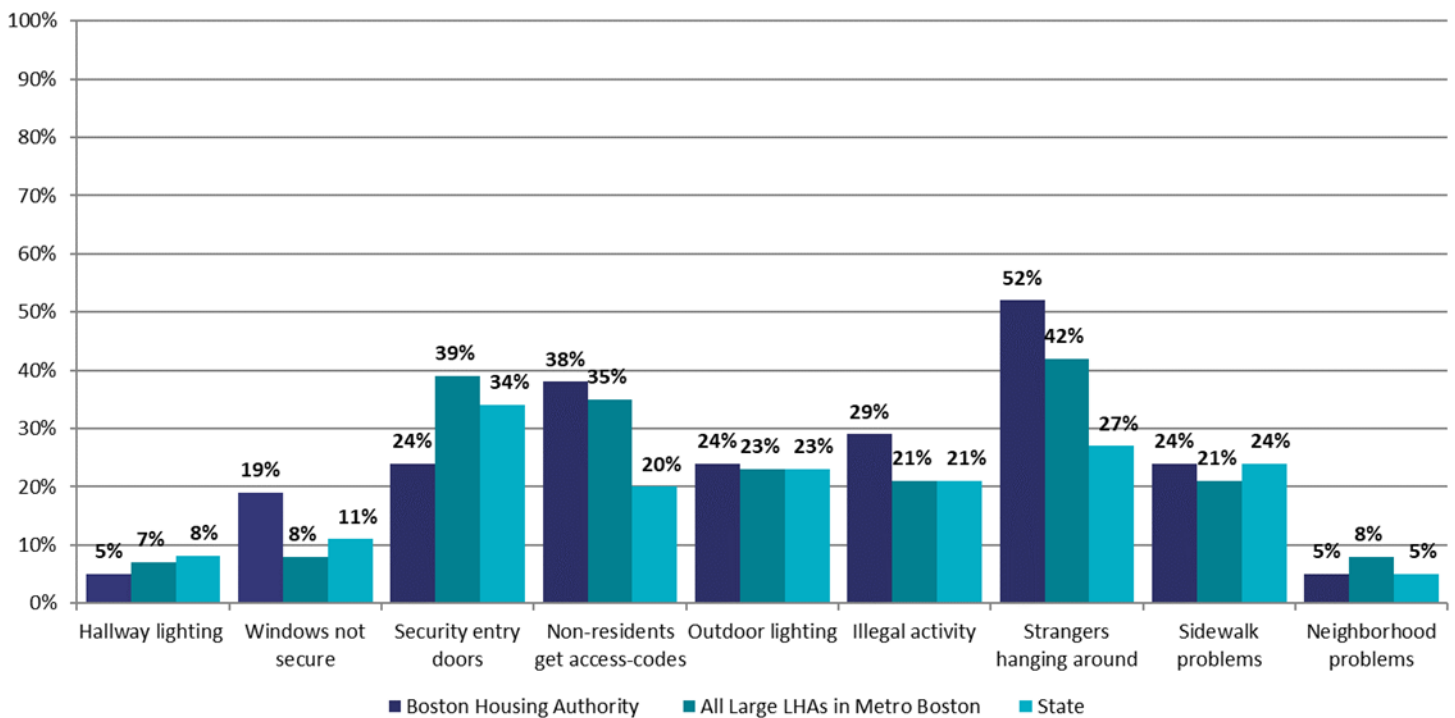
**Large LHAs in Metro Boston**



**Entire State**



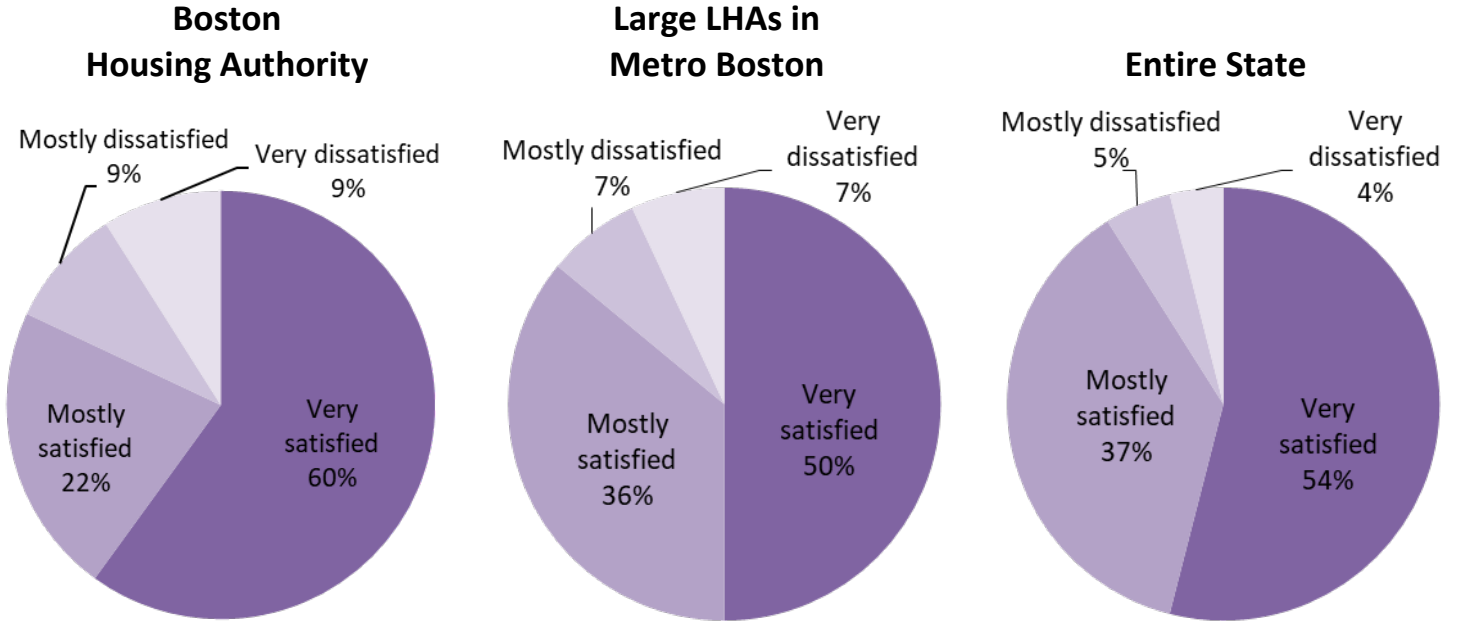
**Reasons why respondents felt unsafe in their development:** Respondents were asked why they felt unsafe in their development. This chart shows what specific concerns respondents mentioned.





# 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”.



**BOSTON**

**HOUSING AUTHORITY**

**Performance Management Review**  
**(PMR) Report**

**Fiscal Year End 03/31/2022**

\*For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority

# Performance Management Review

<b>DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)</b> <b>PMR Desk Audit Ratings Summary Official Published PMR Record</b> For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority				
Housing Authority	Boston Housing Authority			
Fiscal Year Ending	03/31/2022			
Housing Management Specialist	Melanie Loveland-Hale			
Facilities Management Specialist	Wilzor Exantus			
Criteria	Score/Rating			
	Management			
Occupancy Rate	<b>c.667</b>	<b>c.705</b>	<b>c.200</b>	<b>Cumulative</b>
	No Findings	Operational Guidance	Operational Guidance	Operational Guidance
Tenant Accounts Receivable (TAR)	<b>c.667</b>	<b>c.705</b>	<b>c.200</b>	<b>Cumulative</b>
	Paused due to COVID-19	Paused due to COVID-19	Paused due to COVID-19	Paused due to COVID-19
Board Member Training				
Certifications and Reporting Submissions	No Findings			
Annual Plan	No Findings			
	Financial			
Adjusted Net Income	Paused due to COVID-19			
Operating Reserves	No Findings			
	Capital			
Capital Spending	Paused due to COVID-19			

# LHA Boston Housing Authority

## Occupancy

Rating All: Operational Guidance  
Rating 667: No Findings  
Rating 200: Operational Guidance  
Rating 705: Operational Guidance

- Enter vacancies into system at least monthly and ensure that there are no duplicates. Reach out to HMS if accidental duplicates occur.
- Use online vacancy system, see user guide if need help. All vacancies must be reported; and quarterly certifications must be completed certifying all data is in system. Request waivers when applicable.
- Follow tenant selection best practices to improve vacancy turnover (pulling lists in CHAMP as soon as vacancy occurs and previewing list to prescreen in advance of vacancies as needed).
- Include unit turnovers in capital improvement plan.
- Engage in a management agreement or contract with private firms to help with heavy unit turnover.
- Review turnovers with staff weekly or biweekly to monitor status of vacant units.
- Develop plan for updating units with long term occupancy to limit turn over time at vacancy; family units may need consistent attentions o when lease up, condition is not affecting vacancy turnover time.
- Ensure that yearly inspection findings are addressed and address tenant damage/lease violations.
- Other:**

## Certifications and Reporting Submissions

Rating: No Findings

- Submit all four quarterly vacancy certifications by the end of the month following the quarter end.
- Submit all four quarters of Tenants Accounts Receivables (TAR) application within 60 days of quarter end.
- Submit all four quarterly operating statements within 60 days of the quarter end.
- Schedule board meetings well in advance. Consider scheduling a backup date to ensure you are able to have your board vote/approval in time to meet reporting deadlines.
- Set a recurring appointment in your email calendar for help remembering reporting dates and deadlines.
- Other:**

## Operating Reserve

**Rating:** No Findings

- Please refer to PHN 2018-04 and current budget guidelines for information on operating reserve
- An LHA may spend down to 35% of maximum reserve level without consulting DHCD, but the LHA must budget these expenses in the correct line items of their annual operating budget. If the expense occurred after DHCD approval of the annual operating budget, the LHA should submit a budget revision with these expenditures.
- Any expenditures from the operating reserve that will result in a projected operating reserve of less than 35% of maximum reserve level, requires *prior written approval* from DHCD, *unless the expenses are to resolve health and safety issues*.
- Each LHA must maintain a projected operating reserve of 20% of maximum reserve level, which *remains the minimum operating reserve level for all LHAs*.
- Other:**

## Board Member Training

**Rating:**

- Ensure you update the board attendance application with the most recent board members, and their term dates.
- Ensure each board member has a unique email for the board member training.
- Provide computer guidance as needed to help board members complete the training.
- Other:**

## Annual Plan Submission

**Rating:** No Findings

- Ensure you submit the Annual Plan on time.
- Other:**

**DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)  
PMR Physical Condition Ratings**

<b>Housing Authority</b>	<b>Boston Housing Authority</b>
<b>Fiscal Year Ending</b>	<b>3/31/2022</b>
<b>Housing Management Specialist</b>	<b>Melanie Loveland-Hale</b>
<b>Facilities Management Specialist</b>	<b>Wilzor Exantus</b>

<b>Inspection and Work Order System Criteria</b>	<b>Rating</b>
<b>Inspections</b>	
LHA conducted 100% of the unit inspections.	<b>No Findings</b>
Inspections report noted 100% of the necessary repairs in each unit.	<b>No Findings</b>
100% of inspection-related work orders were generated.	<b>No Findings</b>
Work order system identifies, tracks, and can produce reports for inspection work orders.	<b>No Findings</b>
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).	<b>No Findings</b>
<b>Work Order System</b>	
Emergency work orders defined per PMG, identified, tracked, reportable.	<b>No Findings</b>
Emergency work orders initiated within 24 to 48 hours.	<b>No Findings</b>
Vacancy work orders identified, tracked and reportable.	<b>No Findings</b>
Vacancy work orders were completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.	<b>No Findings</b>
Comprehensive Preventive Maintenance Program exists & preventive work orders identified, tracked, and reportable.	<b>No Findings</b>
Routine work orders identified, tracked, reportable and completed regularly.	<b>Operational Guidance</b>
Requested work orders are identified, tracked and reportable.	<b>No Findings</b>
Requested work orders were 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 was added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.	<b>No Findings</b>
LHAs have a 24 hour system for responding to emergencies and have distributed definition of emergency to residents, staff and answering service (if applicable).	<b>No Findings</b>

**DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)  
PMR Physical Condition Report**

For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority

<b>Housing Authority</b>	<b>Boston Housing Authority</b>
<b>Fiscal Year Ending</b>	<b>3/31/2022</b>
<b>Housing Management Specialist</b>	<b>Melanie Loveland-Hale</b>
<b>Facilities Management Specialist</b>	<b>Wilzor Exantus</b>

**Health and Safety Violations. Must be initiated within 24 to 48 hours. If the box below is not checked, you did not have any health and safety violations.**

DHCD will provide a list of health and safety violations found. Inspection reports will be provided by your HMS. The health and safety items have an 'X' in the HS column of the inspection report. Actions to correct these violations must be initiated within 24 to 48 hours. When you have completed work orders for these items send documentation to [dhcd-phinspectionviolations@massmail.state.ma.us](mailto:dhcd-phinspectionviolations@massmail.state.ma.us). In the subject line please indicate the LHAName and the PMR Year. If health and safety violations are not resolved within 60 days, DHCD will follow-up with a second site visit.

**Criteria A: LHA conducted 100% of the unit inspections - No Findings**

- Look to a nearby LHA for help with inspections (formulate a management agreement)
- Attend a Regional DHCD-led Inspection Training (in person)
- Refer to Property Maintenance Guide - Chapter 3 on Inspections See Handout B
- Consider Organization of Staff (see Chapter 4 of PMG) See Handout B
- Develop/Improve internal organizational processes and procedures to ensure you are properly scheduling, tracking, and documenting inspections throughout the year.
- Consider software (web-based applications) or Excel/Access to help you conduct/track/document inspections See Handout H
- Schedule your inspections throughout the year (by development or by anniversary date), rather than once a year
- Hire a qualified contractor (contact the DHCD Compliance Specialist (#617-573-1100 or dhcd-publichousingprocurement@massmail.state.ma.us) for procurement information)

**Additional Notes:**

**Criteria B: Inspection report noted 100% of the necessary repairs in each unit - No Findings**

- Unable to make recommendations as did not notify tenants of possible inspections
- Attend a Regional DHCD-led Inspection Training (in person)
- Look into maintenance trainings offered by MAHAMS See Handout L
- Include tenant violations in inspection reports
- Review state sanitary code ([https://www.mass.gov/files/documents/2016/07/pv/105cmr410\\_0.pdf](https://www.mass.gov/files/documents/2016/07/pv/105cmr410_0.pdf))

**Additional Notes:**

**Criteria C: 100% of inspection-related work orders were generated - No Findings**

- Attend a Regional DHCD-led Inspection Training (in person)
- Refer to Property Maintenance Guide - Chapter 3 on Inspections See Handout B
- Ensure all tenant violations are included in the inspection report and that these violations are followed-up on by administrative staff with the tenant.
- Develop internal organizational processes and procedures to ensure you are properly generating and tracking inspection work orders throughout the year
- Improve internal organizational processes and procedures to ensure you are properly generating and tracking inspection work orders throughout the year
- Consider software (web-based applications) or Excel/Access to help you conduct/generate/track inspections See Handout H

**Additional Notes:**



## Work Order System Identifies, Tracks, and Can Produce Reports for the Following

Criteria D: Inspection - *No Findings*

Criteria F: Emergency (defined per PMG) - *No Findings*

Criteria H: Vacancy - *No Findings*

Criteria K: Routine - *Operational Guidance*

Criteria L: Requested - *No Findings*

- Consider software (web-based applications) or Excel/Access to help you generate/track/close out work orders See Handout H
- Refer to Property Maintenance Guide - Chapters 1 to 3 on Work Order Systems See Handout B
- Refer to PHN 2016-16 and 2016-36 and 2018-8 on Maintenance Aspects of Performance Management Review See Handout C+D
- Train staff on work order types and how to input them into your work order system/If you use web-based software, reach out to your vendor for training/training materials/changes to the software See Handout K + Software Handouts (M, N, or O) If Applicable
- LHA should align work order types, their priorities and a definition of what is considered an emergency with the Property Maintenance Guide (Pages I-5 to I-10) See Handout B + K
- Look to other LHAs with strong work order systems/processes and procedures around work orders and ask for their assistance
- Definition of Emergency Work Orders Should Be Conditions (no matter the time of day) which are immediately threatening to the life or safety of your residents, staff, or structures. LHA should create emergency list and distribute to staff and tenants. Produce emergency work orders for any work that is on list and initiate work within 24 to 48 hours. See Handout J
- LHA should establish a system of move out inspections for all vacant units. Produce work orders from those move out inspection reports, and list on work order time spent working on turnover, date turnover was started and date finished, list of work done, and material used.

### Additional Notes:

The BHA has a work order system but is not utilizing the system according to DHCD PMR guidelines. When creating work orders, the BHA should record what TYPE of work order is being created according to DHCD guidelines. The TYPE's of work orders are - Emergency, Vacancy, Preventive Maintenance, Inspection, Routine, and Requested. If the LHA is using PHA-Network, "Scheduled" is acceptable for "Routine" Work orders. If the LHA is using PHA-Web, Routine requested by Tenant is acceptable for Requested and Routine requested by Maintenance is acceptable for Routine.

## Timely Completion of Work Order Types

Criteria E: Inspection - *No Findings*

Criteria G: Emergency - *No Findings*

Criteria I: Vacancy - *No Findings*

Criteria M: Requested - *No Findings*

- Consult DHCD's list of work order types, their priorities and a definition of what is considered an emergency See Handout J + K
- Refer to Property Maintenance Guide - Chapters 1 to 3 on Work Order Systems See Handout B
- Refer to PHNs 2016-16 and 2016-36 and 2018-8 on Maintenance Aspects of Performance Management Review See Handout C + D
- Vacancy turnovers should be completed within 30 calendar days or less. If cannot complete work within 30 days, LHA should contact Housing Management Specialist for a waiver. Use Online Vacancy System to Apply for Waivers (see PHN 2013 - 07) for Waiver Types (if waiver-eligible) See Handout G
- Consider Use of Capital Improvement Plan (CIP) for Capital Projects (see PHN 2012-22 for Capital vs. Operating funds; Contact Your Project Manager or RCAT for More Information) See Handout I
- Hire a qualified contractor (if plan to procure, contact DHCD Compliance Specialist (#617-573-1100 or dhcd-publichousingprocurement@massmail.state.ma.us) for procurement information
- Schedule your inspections throughout the year (by development or by anniversary date), rather than once a year
- Train staff on work order types and how to input them into your work order system/If you use web-based software, reach out to your vendor for training/training materials/changes to the software See Handout K + Software Handouts (M, N or O) If Applicable
- Consider software (web-based applications) or Excel/Access to help you generate/track/close out work orders See Handout H
- Consider Use of a Deferred Maintenance Plan/Operating Funds (Talk to Facilities Management Specialist and/or Housing Management Specialist)
- Look into Maintenance trainings offered by MAHAMS See Handout L
- Look into Dwelling Unit Inspection trainings offered by DHCD
- Look to other LHAs with strong work order systems/processes around work orders and ask for their assistance (possibly formulate a management agreement)
- Request Vacant Unit Funds (see PHN 2016-34 for more information) See Handout F
- Look for other external funding sources
- Build a broader vendor network (to ensure timely delivery of parts/materials)
- Consider Organization of Staff (see Chapter 4 of PMG) See Handout B

### Additional Notes:

#### Emergency Work Order:

#### Vacancy Work Order:

#### Timeliness Requested Work Order:

#### Timeliness of Inspection Work Order:

**Criteria J: Comprehensive Preventive Maintenance Program Exists + Preventive Work Orders Identified, Tracked, Reportable - *No Findings***

- ☐ Refer to the Property Maintenance Guide (Pages I-23 to I-32 and Pages 8-7 to 8-26) See Handout B
- ☐ Refer to Annual PHNs on this topic, latest of which was PHN 2016-18 "Preventive Maintenance Monthly Reminders" See Handout E
- ☐ Process to schedule, generate, prioritize, and track work orders as a part of the Preventive Maintenance Program (consider using software to automate processes where possible) See Handout H
- ☐ Designate one person with the responsibility of reviewing/updating the Preventive Maintenance Program on a regular basis, as well as in real-time as new equipment is purchased
- ☐ Create a Preventive Maintenance Program/Plan that helps in the upkeep of all buildings and equipment. Work orders should be created and closed for all items on Preventive Maintenance Plan; Consult the Property Maintenance Guide (Pages I-23 to I-32) and Public Housing Notices 2016 - 18 "Preventive Maintenance Reminders" for how to develop a Preventive Maintenance Program See Handout B
- ☐ Consider software (web-based applications) or Excel/Access to help you generate/track/close out work orders See Handout H
- ☐ Refer to Property Maintenance Guide - Chapters 1 to 3 on Work Order Systems See Handout B
- ☐ Refer to PHN 2016-16 and 2016-36 and 2018-8 on Maintenance Aspects of Performance Management Review See Handout C+D
- ☐ Train staff on work order types and how to input them into your work order system/If you use web-based software, reach out to your vendor for training/training materials/changes to the software See Handout K + Software Handouts (M, N, or O) If Applicable
- ☐ Look to other LHAs with strong work order systems/processes and procedures around work orders and ask for their assistance

**Additional Notes:**

**Criteria N: 24 Emergency Response System, Distributed Emergency Definition to Residents, Staff, and Answering Service (if applicable) - *No Findings***

- ☐ Create an Emergency System that Is Available 24 Hours a Day (if plan to procure, contact DHCD Compliance Specialist (#617-573-1100 or dhcd-publichousingprocurement@massmail.state.ma.us))
- ☐ Refer to Property Maintenance Guide (Pages I-5 to I-10) on Emergencies and System Setup See Handout B
- ☐ LHA should create a list of emergency items and distribute to all staff, tenants and answering service if have one. Produce emergency work orders for any work that is on your emergency list and initiate work within 24 to 48 hours. See Handout J

**Additional Notes:**

## AP- Summary Additional Remarks

The *Capital Improvement Plan (CIP) five-year plan: FY 2023 – FY 2027* constitutes a strategic plan to address the Boston Housing Development “BHA” goals for its state’s portfolio. The Plan provides a comprehensive analysis of the needs of its residents and sets out specific goals, objectives, and outcomes, which addresses these needs over a continuous five-year period.

Additionally, the plan outlines the funding resources, and the projects selected from the CIP to achieve these goals. To provide a further insight and overview into the CIP some of projects included in the AP have been highlighted and broken out by a specific category for review. The categories are noted as follows: 1.) Evaluation Past Performance, 2) Current Projects, and 3.) Grant or Awards

### Evaluation of Past Performance

Last year, BHA undertook two major undertakings , which met certain program goals and outcomes. The following highlights of these undertakings are noted below.

1 PROJECT NAME	SUST-CSI 2019: Building Envelope and Mechanicals - Monsignor Powers
Development	Monsignor Powers
Neighborhood	South Boston
Needs Addressed	Modernization and Accessibility
Funding	Formula Funded: \$7,000,000,   <b>CSI Grant \$49,000</b>
Description	Building Envelope Modernization. Scope of Work included new metal railings, restoration of balcony concrete floors, provide mitigation measures to prevent water damage at the façade, creation of fully compliant ADA Apartment, and replace and Insulate Roof.
Completion Date	11/30/2022
The number of units affected and type of development that will benefit from the proposed activities	68 units   Elderly

2 PROJECT NAME	Auth-Wide: Roof Replacement (Survey)
Development	Development Wide
Neighborhood	Archdale,
Needs Addressed	Proactive-Planning
Funding	Formula Funded: \$131,500.00
Description	The goal of this Survey is to determine the roofs current condition, and to determine an action plan to correct these deficiencies within in the rolling five-year plan. [ approximately <b>one million</b> square feet of roofing was surveyed ]
Completion Date	5/13/2022
The number of units affected and type of development that will benefit from the proposed activities	<b>10</b> Developments, <b>146</b> Scattered Sites and <b>56</b> DSS/DMH units.

<b>3 PROJECT NAME</b>	<b>Auth-Wide: Building Envelope (Survey)</b>
<b>Development</b>	<b>Development Wide</b>
<b>Neighborhood</b>	
Needs Addressed	Proactive-Planning
Funding	Formula Funded: \$104,380.00
Description	The goal of this Survey is to determine the building envelopes current condition, and to determine an action plan to correct these deficiencies within in the rolling five-year plan. [ approximately <b>fifty</b> buildings were surveyed ]
Completion Date	6/30/2023
The number of units affected and type of development that will benefit from the proposed activities	<b>10</b> Developments, <b>146</b> Scattered Sites and <b>56</b> DSS/DMH units

<b>4 PROJECT NAME</b>	<b>Auth-Wide: Life &amp; Safety (Survey)</b>
<b>Development</b>	<b>Development Wide</b>
<b>Neighborhood</b>	South Boston
Needs Addressed	Proactive-Planning
Funding	Formula Funded: \$99,000.00
Description	The goal of the survey is to identify the life and safety risks to our occupants and buildings within the developments physical environment, and to determine an action plan to correct these Life Safety System (LSS) deficiencies withing the rolling five-year plan.
Completion Date	6/30/2023
The number of units affected and type of development that will benefit from the proposed activities	<b>10</b> Developments, <b>146</b> Scattered Sites and <b>56</b> DSS/DMH units

**Current Project FY22-FY25**

<b>1 PROJECT NAME</b>	<b>SUST-CSI 2019: Building Envelope and Mechanicals - Monsignor Powers</b>
<b>Development</b>	<b>Monsignor Powers</b>
<b>Neighborhood</b>	South Boston
Needs Addressed	Energy Efficiency, Utility Cost Reduction, and Ventilation
Funding	Formula Funded: \$ 10,329,940.24,   CSI Grant \$750,000
Description	Replace existing heating systems with New Heat Pump for each unit which will provide Heating and Air conditioning – along the installation of kitchen exhaust fans, bathroom ventilation and ducts. Replace lighting
Completion Date	6/30/2023
The number of units affected and type of development that will benefit from the proposed activities	68 units   Elderly

**Grants or Awards Highlights - AP- FY22 -FY23**

<b>1 GRANT or AWARD</b>	<b>Public Housing Innovations: Boston Planning Grant</b>
Development	<b>Faneuil</b>
Neighborhood	Brighton
Needs Addressed	Neighborhood Revitalization and Community Stabilization
Funding Amount	<b>\$50,000</b>
Description	Funding for the preliminary design services to assess the existing sites feasibility for redevelopment
Award Period	FY22
Project Type	Site

<b>2 GRANT or AWARD</b>	<b>Harvard Flex Fund</b>
Development	<b>Faneuil</b>
Neighborhood	Brighton
Needs Addressed	Site Beautification
Funding Amount	<b>\$ 226,250</b>
Description	Landscape, Hardscape and Other Improvements
Award Period	FY21
Project Type	Site

<b>3 GRANT or AWARD</b>	<b>Site Beautification (Private grant)</b>
Development	<b>Franklin Field Elderly</b>
Neighborhood	Dorchester
Needs Addressed	Social Benefit and Well Being of Residents
Funding Amount	<b>\$322,000</b>
Description	A shared, semi-public space where the development residents share the work and harvest of maintaining a garden space for growing fruits, vegetables, and flowers
Award Period	FY22
Project Type	Site

<b>4 GRANT or AWARD</b>	<b>American Rescue Plan Act (ARPA)</b>
Development	<b>Development Wide</b>
Neighborhood	Boston
Needs Addressed	BHA's Immediate Priority 1 Projects
Funding Amount	<b>\$ 3,229,549</b>
Description	The Repair or Replacement of both Vault and Site Transformers, ECM Controls, Building Envelopes, Site Utilities, and interior Stairs at different Developments.
Award Period	FY22-FY25
Project Type	Dwelling, Non-Dwelling and Site

<b>5 GRANT or AWARD</b>	<b>ARPA Targeted Award: Boston FAS, Zoned Complete</b>
Development	<b>Development Wide</b>
Neighborhood	Boston
Needs Addressed	DHCD's Immediate Priority 1 Projects
Funding Amount	<b>\$1,813,099</b>
Description	Replacement of Federal Pacific Panels, Fire Alarm Panels and 1 Fire Pump
Award Period	FY22-FY25
Project Type	Development Site

<b>6 GRANT or AWARD</b>	<b>Action for Boston Community Development</b>
Development	<b>Monsignor Powers</b>
Neighborhood	South Boston
Needs Addressed	Energy Efficiency
Funding Amount	\$750,000
Description	Offset for HVAC and other Energy Conservation Measures
Award Period	FY23 -FY24
Project Type	Dwelling, and Non-Dwelling

<b>7 GRANT or AWARD</b>	<b>Action for Boston Community Development</b>
Development	<b>West Broadway</b>
Neighborhood	South Boston
Needs Addressed	Energy Efficiency and Utility Cost Reduction
Funding Amount	<b>\$3,229,900</b>
Description	Development Wide Heating and DHW Boiler Retrofit
Award Period	FY23-FY24
Project Type	Non-Dwelling

<b>8 GRANT or AWARD</b>	<b>Action for Boston Community Development</b>
Development	<b>Gallivan Boulevard</b>
Neighborhood	Mattapan
Needs Addressed	Energy Efficiency and Utility Cost Reduction
Funding Amount	<b>\$3,189,999</b>
Description	Development Wide Heating & DHW Retrofit [ Heat Pumps ]
Award Period	FY23-FY24
Project Type	Dwelling