

Overview and Certification

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

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

The Littleton 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. Public Comments
 - b. Cover sheet for tenant satisfaction surveys
 - c. Tenant Satisfaction Survey 667 Program
 - d. Performance Management Review

State-Aided Public Housing Developments

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
705-01	Family	PATRIOT CIRCLE 705-01	6	1990	12
667-01	Elderly	PINE TREE PARK 667-01	9	1975	48
	Other	Special Occupancy units	2		8
Total			17		68

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.

Littleton Housing Authority manages 18 MRVP vouchers.

LHA Central Office

Littleton Housing Authority
19 Shattuck St., Littleton, MA, 01460
Lisa Larrabee, Management Agent
Phone: 978-486-8833
Email: llarrabee@littletonha.org

LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Gino Frattallone	Vice-Chair	State Appointee	05/02/2016	05/02/2023
Ben Hankins		State Tenant Rep	09/15/2021	05/31/2026
Bartlett Harvey	Chair		05/01/2017	05/01/2025
Mildred McGovern	Member		05/01/2017	05/01/2027
Matthew Nordhaus			06/01/2019	05/01/2025

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.	11/04/2022
B.	Advertise the public hearing in public postings.	11/04/2022
C.	Notify all LTO's and RAB, if there is one, of the hearing and provide access to the Proposed Annual Plan.	N/A
D.	Post draft AP for tenant and public viewing.	11/04/2022
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	N/A
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	01/04/2023
G.	Executive Director presents the Annual Plan to the Board.	01/04/2023
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	01/04/2023

Certification

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

I, Lisa Larrabee, Executive Director of the Littleton Housing Authority, certify on behalf of the Housing Authority that I have conducted an annual review of all Littleton 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 Littleton 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, Lisa Larrabee, Executive Director of the Littleton 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: 01/10/2023

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.

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)	\$427,400.03		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$42,740.00		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$384,660.03	\$398,322.11	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$2,298.78	\$2,298.78	Accessibility projects
DMH Set-aside	\$0.00	\$0.00	Dept. of Mental Health facility
DDS Set-aside	\$40,852.14	\$40,018.36	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$341,509.11	\$356,004.97	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$904,747.77	\$904,747.77	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	\$0.00	\$0.00	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	\$0.00	\$0.00	Community Preservation Act funds awarded by a city or town for specific projects.
Operating Reserve(OR) Funds	\$0.00	\$0.00	Funds from the LHA's operating budget.
Other Funds	\$0.00	\$0.00	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$1,289,407.80	\$1,303,069.88	Total of all anticipated funding available for planned projects and the total of planned spending.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2022	fy2023 Planned	fy2024	fy2025	fy2026	fy2027
158056	FF: EMG Boiler Replacement-Em ergency Reserve Request	PINE TREE PARK 667-01	\$14,167	\$14,167	\$0	\$0	\$0	\$0	\$0	\$0
158057	FF: EMG Apple Building Unit 1 Mold Intrusion	PINE TREE PARK 667-01	\$2,440	\$0	\$0	\$2,148	\$0	\$0	\$0	\$0
158059	FY19 SUS ENERGY ASHP Community Building/Mainten ance	PINE TREE PARK 667-01	\$9,920	\$0	\$0	\$9,920	\$0	\$0	\$0	\$0
158061	FF: LED Wall Packs-Dev Wide	PINE TREE PARK 667-01	\$9,531	\$0	\$0	\$9,531	\$0	\$0	\$0	\$0
158062	FF: Door Closer Project-Dev wide	PINE TREE PARK 667-01	\$5,040	\$0	\$0	\$5,040	\$0	\$0	\$0	\$0
158063	FF: New mailbox for community building	PINE TREE PARK 667-01	\$7,538	\$0	\$0	\$7,538	\$0	\$0	\$0	\$0
158064	FF: Paving and asphalt repair	PATRIOT CIRCLE 689-01	\$65,080	\$65,080	\$0	\$0	\$0	\$0	\$0	\$0
158065	FF: EMG mold Project	PATRIOT CIRCLE 689-01	\$5,000	\$0	\$0	\$5,000	\$0	\$0	\$0	\$0
158067	*EMG* Mold Remediation 19D	PATRIOT CIRCLE 705-01	\$9,986	\$0	\$0	\$9,986	\$0	\$0	\$0	\$0
158068	Septic Tank Replacement Dev-Wide	PINE TREE PARK 667-01	\$616,336	\$13,000	\$0	\$184,062	\$419,274	\$0	\$0	\$0
158070	Vacant Unit Initiative Birch 10	PINE TREE PARK 667-01	\$101,960	\$8,200	\$0	\$78,686	\$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
158071	*Vacant Unit Requests both 689s	PATRIOT CIRCLE 689-01	\$229,825	\$7,760	\$0	\$222,065	\$0	\$0	\$0	\$0
158072	*Vacant Unit Request* 19H	PATRIOT CIRCLE 705-01	\$128,218	\$3,120	\$0	\$120,216	\$4,882	\$0	\$0	\$0
•	Replace tile showers with Tub Surrounds	PINE TREE PARK 667-01	\$138,243	\$0	\$0	\$0	\$79,094	\$59,150	\$0	\$0
•	Phase 2 of Dev Wide Paving	PINE TREE PARK 667-01	\$314,131	\$0	\$0	\$0	\$0	\$76,562	\$237,570	\$0
•	689-Tree Removal	PATRIOT CIRCLE 689-01	\$2,194	\$0	\$0	\$0	\$2,194	\$0	\$0	\$0

Capital Improvement Plan (CIP)
FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

Cap Hub Project Number	Project Name	DHCD Special Award Comment	Special DHCD Awards				Other Funding			
			Emergency Reserve	Compliance Reserve	Sustain- ability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
158067	*EMG* Mold Remediation 19D	water leak damage & mold clean up	\$2,448	\$0	\$0	\$0	\$0	\$0	\$0	\$0
158068	Septic Tank Replacement Dev-Wide	septic system replacement	\$616,336	\$0	\$0	\$0	\$0	\$0	\$0	\$0
158070	Vacant Unit Initiative Birch 10	ARPA Formula Funding	\$0	\$0	\$0	\$54,814	\$0	\$0	\$0	\$0
158071	*Vacant Unit Requests both 689s	vacant unit rehab budget shortfall	\$0	\$0	\$0	\$192,000	\$0	\$0	\$0	\$0
158072	*Vacant Unit Request* 19H	rehab of unit 19H	\$65,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Capital Improvement Plan (CIP) Narrative**Including Requests to DHCD & Supporting Statements****1. Request for increased spending flexibility.**

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

Littleton 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.

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

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.

Littleton Housing Authority has not requested additional funding.

3. Overall goals of the Housing Authority's CIP

Our overall goal is to provide decent safe and sanitary housing for our residents. We're accomplishing that by addressing our most deteriorated units through capital improvements so we can get them occupied once again.

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:

There have been no changes

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 08/12/2022.

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 09/01/2022.

8. Project priorities

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

9. High priority deficiencies

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

10. Accessibility

We have identified the following accessibility deficiencies in our portfolio:

We're currently in the process of fully renovating an ADA unit

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

10 Birch is being renovated into an ADA unit.

11. Special needs development

Littleton 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 09/01/2022.

12. Energy and water consumption

Our 12 most recent monthly energy reports are for months 10/2020 to 9/2021.

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

	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

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

AP-2024-Littleton Housing Authori-00704 had an energy audit under the Low-Income Energy Affordability Network (LEAN) program on 06/13/2020

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.)

13% c. 667 (DHCD Goal 2%)

0% c. 200 (DHCD Goal 2%)

17% c. 705 (DHCD Goal 2%)

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

The 705 vacancy rate is due to them being offline for capital projects. They will be rented after they are completed.

The 667- has 2 units ready to occupied but we are holding them for the Leicester Fire victims.

We also have a unit renovation project at 10 Birch. And another unit was just rented, so the 667 vacancy % should go down significantly.

Maintenance and Repair Plan

Maintenance Objective

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

About This Maintenance and Repair Plan

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

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

Classification and Prioritization of Maintenance Tasks

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

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

Additional Remarks by the Littleton Housing Authority

PHA-Web

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call LHA at Phone Number	978-486-8833	Monday - Thursday 8:30 AM to 3:30
Other	978-490-9234	24/7

If a tenant forgets to call the emergency maintenance phone number and leaves a message on the office voice mail, the voice mail is automatically forwarded to the Executive Director's cell phone. Also, the Executive Director has a good working relationship with the Littleton Fire and Police Departments so if they are called for any reasons for an emergency, she is contacted by each department.

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 Littleton Housing Authority main office.

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

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	978-486-8833	Monday - Thursday 8:30 AM to 3:30 PM
Submit Online at Website		
Email to Following Email	mdinsmore@littletonha.org	24/7
Other	Maintenance request form	24/7

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: PHANetwork

Work order classification used:

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

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

C. Our work order process includes the following steps:

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

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

The Board of Commissioners is provided a verbal update and an additional printout at each board meeting for the prior month of work orders both complete or in-complete.

Maintenance Plan Narrative

Following are Littleton Housing Authority's answers to questions posed by DHCD.

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

We feel that we are improving our status due to the new maintenance person we have hired. We also made further improvements by implementing PHA-Web

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

We have implemented PHA-Web and we are now sharing maintenance staff between Littleton, Westford, & Groton

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

To continue to improve service to the residents as well as to turn over vacant unit more quickly. Upon completion of unit inspections we holding tenants responsible for damage done to their units.

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	\$117,597.00	\$0.00
Last Fiscal Year Actual Spending	\$162,754.00	\$0.00
Current Fiscal Year Budget	\$80,700.00	\$2,700.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	6
Average time from date vacated to make Unit "Maintenance Ready"	149 days
Average time from date vacated to lease up of unit	157 days

Attachments

These items have been prepared by the Littleton Housing Authority and appear on the following pages:

Preventive Maintenance Schedule - a table of preventive maintenance items showing specific tasks, who is responsible (staff or vendor), and the month(s) they are scheduled

Deferred Maintenance Schedule - a table of maintenance items which have been deferred due to lack of resources.

Maintenance Plan

Littleton Housing Authority

Table of Contents

Table of Contents

Page

Maintenance Plan Document – Description, Instructions

-

General description and Instructions

(See specific sections for additional instructions)

Section 1 – Annual Plan Component

Housing Authority General Maintenance & Repair Statement of Priorities 1

Emergency Response System-Standard Operating Procedure (SOP) 2

Normal Maintenance Response System-Standard Operating Procedure (SOP) 4

Maintenance Plan Narrative 5

Work Order Management 6

Section 2 – PMR Component

Routine and Preventive Maintenance, and Inspections (Buildings, Grounds & Units) 7 – 24

APPENDIX

of Pages

Appendix – List and General Information 1

Appendix 1 – Development Information 5

Appendix 2 – Building Systems 11

Appendix 3 – Maintenance Policy (*Sample*) 6

Maintenance Plan Document – Description, Instructions

The **Maintenance Plan (MP)** document has separate fillable sections for the Annual Plan and the PMR Components. The Housing Authority (**HA**) should complete and return these sections to the CW RCAT (Phaldie Taliep).

1. Annual Plan Component (in Word)

a. Statement of Priorities

- Definitions of Emergency, Vacancy Refurbishment, Preventive Maintenance, Programmed Maintenance, Requested Maintenance.

b. Emergency Response Standard Operating Procedure or SOP

- How the Housing Authority (**HA**) responds to an emergency call and how the Staff and Residents are informed about what constitutes an Emergency.

c. Normal Maintenance Response SOP

- How the Housing Authority (**HA**) responds to a Regular Maintenance Call (a non-emergency) and how the Staff and Residents are informed about what constitutes a Regular Maintenance Call.

d. Maintenance Plan Summary/Narrative

- A summary of Budgets and Deferred Maintenance.

e. Work Order Management

- How Work Orders are managed by the **HA**.

2. PMR Component (in Word). An Excel File is also attached (as a separate document).

a. Work Plan for Preventive and Routine Maintenance, and Inspections (Word)

- A Schedule and Checklist of various Maintenance and Inspections items.
- The Checklist items and the Schedule (when work is performed) are both editable by the **HA and Maintenance** to suit specific local conditions and procedures.

Appendix

i. Appendix 1 - Development Information (667, 689, or 705).

This form would be used to summarize what exists at each Development (667-1, 667-2, 689-1, or 705-1). Information would be collected on a development-by-development basis.

ii. Appendix 2 – Building Systems

This is for use by Maintenance to allow for collection of information specific to each development.

The information could be filed in a 3-ring binder with warranty and other documentation of the various building systems (fire alarm, heating, hot water, elevators, electrical) at each of the HAs developments.

iii. Appendix 3 – Maintenance Policy (Sample)

This should be edited by the **HA**

Commented [JM1]: Reiterate that appendices are not required for MP submission but are recommended to be used for Authority's records.

Housing Authority General Maintenance & Repair Statement of Priorities

- 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 constraint. Programmed maintenance is grouped and scheduled to make their completion as efficient as possible. Sources of programmed maintenance include:
 1. **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.)
 2. **Inspections** are the other source of programmed maintenance.
 - Inspections are visual and operational examinations of parts of our property to determine their condition.
 - All dwelling units, buildings and properties **must be inspected at least annually.**
 - **Goal: Inspection 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.**

Note: If the LHA has any other Work Order types, please list them below with any other additional comments.

Additional LHA comments/content:

Emergency Response System-Standard Operating Procedure (SOP) (2 pages)**Emergency Response System – Two Key Parts:**

- 1) System for responding to Emergencies: There exists an after-hours on call system to respond to emergency maintenance requests 24 hours a day and the system documents the results of that response.
- 2) Distributed Definition of What an Emergency is: LHA maintains a list (see list below) of items that are considered an emergency. Residents, staff and call service should have a clear definition of what an emergency is.

System for Responding to Emergencies:

1. Does your LHA have a 24 hour system for responding to emergencies?

YES	NO
*	

2. List of Emergencies.

The following is a list of matters that DHCD and the State Sanitary Code the [LHA] deems an Emergency. If you have any questions regarding this list or other matters that may constitute an Emergency, please contact the [LHA] main office.

EMERGENCY	YES	NO	N/A
Fires of any kind	*		
Gas leaks	*		
Electric power failures	*		
Elevator stoppage			*
Broken water pipes	*		
Sewer blockage	*		
Roof drain blockage	*		
Roof leak	*		
Security lock failure	*		
Lock outs		*	
No heat	*		
Inoperative refrigerator	*		
Snow or ice storm	*		
Inadequate or unsafe water supply.	*		
Inadequate heat, improper venting or air supply, or air supply which deprives a bedroom or	*		
Un-restored shut off of electricity or gas.	*		
Inadequate electrical facilities or electrical hazards.	*		
Inoperable toilet or sewage disposal system.	*		
Inadequate, obstructed or exits, passageways, or fire escapes, in disrepair (incl. snow and ice).	*		
Accumulation of garbage, rubbish or filth.	*		
Failure to provide physical security to the building main and Unit entrances	*		
Roof, foundation, elevator or other structural defect of immediate danger.	*		

Annual Plan Component

Plumbing, heating or gas burning facilities which expose occupants or public to fire, burns, shock, accident or other danger, or water temperature below 110 or exceeding 130 degrees.	*		
Defect in asbestos or activity or work in violation.	*		
Missing, inoperative or tenant disconnected smoke detector/CO2 detector.	*		
Discarded or unused refrigerator with door.	*		
Improper storage of LP gas or other volatile or flammable substances.	*		
Infestation or improper storage of pesticides.	*		
Inoperable emergency lighting or exit signs	*		

3. How can tenants get in contact with the LHA if they have an **Emergency** at any time day or night?
(Complete all that apply and fill in the accompanying details)

METHOD	CONTACT INFO.	TIMES
Can Text Phone Number during following hours	NO	NO
Can Call (Maintenance Emergency Phone) at Phone Number	978-302-6129	ANYTIME
Can Call LHA at Phone Number	978-486-8833	NORMAL BUSINESS HOURS
Can Submit Online at Website	NO	NO
Can Email to Following Email	NO	NO
Other		

4. Has LHA distributed this Emergency Contact procedure to:

	YES	NO
Tenants	*	
Staff	*	
Answering Service (if applicable)		

Normal Maintenance Response System-Standard Operating Procedure (SOP)

Non-Emergency Response System:

- 1) System for Responding to **Non-Emergencies**: There exists a contact system to respond to **Non-Emergency** maintenance requests the system documents the results of that response.

System for Responding to Non-Emergencies:

1. Does your LHA have a system for responding to normal maintenance (**Non-emergencies**)?

YES	NO
*	

2. How can tenants get in contact with the LHA if they have a **Non-emergency** at any time day or night?
(check all that apply and fill in the accompanying details)

METHOD	CONTACT INFO.	TIMES
Can Text Phone Number during following hours	NO	NO
Can Call (Answering Service) at Phone Number	NO	NO
Can Call LHA at Phone Number	978-486-8833	NORMAL BUSINESS HOURS
Can Submit Online at Website		
Can Email to Following Email	mdinsmore@littletonha.org llarrabee@littletonha.org	ANYTIME
FILL OUT WORK ORDER REQUEST FORM B	BY OFFICE DOOR	ANYTIME

3. Has LHA distributed this Contact procedure to:

	YES	NO
Tenants	*	
Staff	*	
Answering Service (if applicable)		

Annual Plan Component

Maintenance Plan Narrative

Narrative Question # 1	How would you assess your Maintenance Operations based on feedback you received from staff, tenants, DHCD (PMR & AUP), and any other sources?
Good but there is room for improvement.	

Narrative Question # 2	What changes have you made to maintenance operations since your last Annual Plan submission?
We are less responsive to routine work order requests and more responsive to making vacancy prep a priority.	

Narrative Question # 3	What are your maintenance goals for this coming year?
More thorough unit inspections with follow up of letters to tenants on lease violations.	

<u>Maintenance Budget Summary</u>			
	Overall Budget	Extraordinary Maintenance	Date
Current Fiscal Year Budget	105422	0	3/31/20
Current Fiscal Year Spent to date			
This upcoming Fiscal year Budget			

<u>Unit Turnover Summary</u>	
# Turnovers last Fiscal year	15
Average time to make Unit "Maintenance Ready"	2 months
Average time to Lease –up unit	1 month

<u>Additional LHA comments/content:</u>
One part time maintenance person does turnovers. We have no extra money to hire them out.

Work Order Management

LHA Uses the following type of Work Order System to record and track all work completed.

Type of Work Order System	Check One	Comments
Computer Software System-Web Based (e.g. PHA Network, HAB, PHA-Web, etc.)		
Computer Software System-Non-Web based (e.g. SHARP (MS Access), MS Excel, MS Word, etc.)	*	
Manual System—Please specify in Comments section		
Other-Please Specify in Comments section		

Work orders are created using the following types/categories: (check all that apply)

Emergency	*
Vacancy	*
Preventive Maintenance	*
Inspections	*
Routine	*
Tenant Requests	*
Other-Please specify	

Work Order Process:

Step	Step Description	YES/NO
1	Maintenance Request taken/submitted per the Standard Operating procedures above	yes
2	Maintenance Requests logged into a computerized system or manual log	yes
3	Maintenance Report(s) or List(s) generated	yes
4	Work Orders Generated	yes
5	Work Orders Assigned	yes
6	Work Orders Tracked	yes
7	Work Orders Completed/Closed Out	yes

If the above process differs for any of the categories of Work Orders please describe how the process differs:

Maintenance Schedules and Checklists

Instructions

- 1. LHAs should complete the Schedule and Checklists in accordance with its Maintenance Policy.**
- 2. LHAs should use the information collected on Appendix 1 and Appendix 2 as input for the three (3) Schedule and Checklists (for Routine Maintenance, Preventive Maintenance, and Unit Inspections).**

Routine Maintenance Schedule and Checklist

Routine Maintenance Schedule and Checklist

LHA NAME:

DEVELOPMENT:

Landscaping and Grounds Routine Maintenance

[illegible]

Building Routine Maintenance															
Building Interior															
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Hallways, Stairs, Lobbies, Community Rm - Vacuum carpet, mop floors, sweep and Vacuum public spaces	Bi-Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Wash windows in public areas	Bi-Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Toilets - Clean public toilets/restrooms	Bi-Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Clean Staff toilets/restrooms	Bi-Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Offices- Sweep / Vacuum offices	Bi-Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Light Bulbs - Replace if burnt out in common areas and offices	As Needed	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Elevators- Clean cab walls and doors	NONE	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Sweep / Mop / Vacuum elevator floors	NONE	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Trash Chutes, Dumpsters- Clean trash chutes	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Clean dumpster areas	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Other Routine Maintenance															
Inventory, Meeting, Training, Tools															
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Maintain Authority inventory	Quarterly	Staff			X			X			X			X	
Attend Staff meetings	Quarterly	Staff			X			X			X			X	
Attend Training sessions	Annual	Staff				X									
Clean and sharpen tools	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Sharpen mower blades (after each Mowing)	Weekly / Monthly	Staff				X	X	X	X	X	X				

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

Preventive Maintenance Schedule and Checklist

Preventive Maintenance Schedule and Checklist

LHA NAME:

DEVELOPMENT:	
---------------------	--

Buildings & Grounds Preventive Maintenance

Building Envelope

[illegible]

Preventive Maintenance Schedule and Checklist															
LHA NAME:			DEVELOPMENT:												
Buildings & Grounds Preventive Maintenance															
Building Interior															
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
WOOD FLOORS - Refinish	NONE	Staff / Vendor													
VINYL FLOORS - Refinish, polish	As Needed	Staff													
CEILINGS - Refinish	As Needed	Staff / Vendor													
WALLS - Refinish	As Needed	Staff / Vendor													
WALLS - Recaulk (kitchen and bath)	As Needed	Staff / Vendor													
FLOORS - Professionally clean common area carpet	As Needed	Vendor				X									
WALLS - Wash off hand prints and dirt in high traffic areas	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Pest Control															
PEST CONTROL - Notify residents, Apply Chemicals	As Needed	Vendor	X	X	X	X	X	X	X	X	X	X	X	X	
Common Kitchen, Laundry															
KITCHEN - Clean Range, Microwave, Refrigerator	Annually	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
GAS STOVE - Valve and line cleaning	NONE	Vendor									X				
LAUNDRY - Wipe surfaces, empty trash, mop floor, clean behind machines, check lint traps and clean as needed	Bi-Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
LAUNDRY - Professionally clean dryer vents	Annually	Vendor									X				

PMR Component

Trash / Recycling Room														
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Clean, mop floor, wash out containers	NONE	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Cans (Trash / Recycle) - Regular pickup	NONE	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Landscaping														
Aerate lawn/overseed/top dress with compost	As Needed	Staff				X								
Mulch landscape beds	NONE	Staff				X								
Shrubs, Trees (remove broken, dead, deformed branches)	As Needed	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Remove weeds (don't let weeds go to seed)	AS WE HAVE TIME	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Protect Shrubs (winter)	NO											X	X	
Pest / Disease - Monitor, Integrated Pest Mgmt & Natural Gardening. DON'T use products harmful to environment	NO	Staff				X	X	X	X	X	X	X		
Watering/Irrigation - soak (dry out before watering again)	NO	Staff				X	X	X	X	X	X	X		
Irrigation System														
Spring (Start) / Fall (Shutdown) - blow out lines	NONE	Vendor					X					X		
Grounds														
Signage - inspect, clean, repair as needed	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Walks, Paving, Curbs - monitor, clean, repair as needed	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Parking Lot - Monitor condition, clean and reseal as needed	Annually	Staff / Vendor									X			
Fence - monitor condition, clean and repaint as needed	Annually	Staff					X							

PMR Component

PMR Component

Mechanical, Electrical Systems Preventive Maintenance														
HVAC (Heating, Ventilation, Air Conditioning)														
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
FURNACE, AHU - Filter Changing / Cleaning, Service	Annually	Staff / Vendor									X			
FCU, Window AC Filters, Duct Cleaning - Clean, Replace as needed	NONE	Staff					X						X	
Air Source Heat Pumps - Check Oil	NONE	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Co-Gen System	NONE	Vendor					X						X	
Water system														
Test / Check Water Temperatures	Annually	Staff										X		
Lubricate valves and pumps	As Needed	Vendor					X					X		
Clean, Test integrity, Change Washers	As Needed	Staff / Vendor									X			
Test pressure	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Plumbing														
Toilets - check for leaks, running water	Annually	Staff						X						
Faucets and shut-offs - check for leaks, drips	Annually	Staff						X						
Boilers/HW Tanks - Inspect, service	Quarterly	Staff / Vendor			X			X			X			X
Pumps - sump pump in basement, confirm operational	NONE	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Fire Sprinklers														
Inspect, Test Backflow	Annually	Vendor						X						
Sanitary system														
Clean, Lubricate valves and pumps	Bi-Annually	Vendor					X					X		
Replace toilet mechanism	Every 5yrs	Staff / Vendor									X			
Test system integrity	Annually	Staff / Vendor									X			
Storm drain system														

P M R Component

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Clean, Lubricate valves and pumps	Bi-Annually	Vendor					X					X		
Test system integrity	Annually	Staff / Vendor									X			
Electrical system														
Tighten connections to electrical panels	As Needed	Vendor	Recommended by DHCD's Handbook. However, if this was never performed, then it should be performed by licensed EC <u>after</u> an infrared test by a Testing Company											
Clean, Test	As Needed	Vendor												
Infrared Test	Every 5 - 10 Years	Vendor												
Fire Alarms														
System (Hardwired) - Clean, Test	Annually	Vendor							X					
Fire Extinguishers - Test, Recharge, Replace (if necessary)	Annually	Vendor							X					
Generator														
Test	NONE	Automatic	X	X	X	X	X	X	X	X	X	X	X	X
Lubricate	NONE	Vendor												
Small Generators	NONE	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Emergency Lighting (Not on Generator)														
Recharge batteries	Annually	Vendor							X					
Test	NO	Staff	X	X	X	X	X	X	X	X	X	X	X	X
ALL Light Fixtures														
Lighting - clean fixtures, replace lamps as needed	As Needed	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Security systems														
Test system	NONE	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Elevator system														
Test lights	NONE	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Mechanical - professional service contract	NONE	Vendor			X			X			X			X
Solid waste disposal system														
Clean compactors, Lubricate machinery	NONE	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Lubricate trash chute doors	NONE	Staff				X						X		

Dwelling Unit Preventive Maintenance														
Heat and smoke detectors														
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Battery Heat / Smoke Detectors - Test, Change batteries	Annually										X			
Test hardwired detectors (with System)	Annually										X			
Pest control														
Notify Residents, Install Chemicals	As Needed	Vendor	X	X	X	X	X	X	X	X	X	X	X	X
Floors														
Refinish floors	At Turnover / As Needed													
Ceilings														
Refinish	At Turnover / As Needed													
Walls														
Refinish	At Turnover / As Needed													
Recaulk (kitchen and bath)	At Turnover / As Needed													
Kitchen fixtures														
KITCHEN - Clean Range, Microwave, Refrigerator	At Turnover										X			
GAS STOVE - Valve and line cleaning	NONE	Vendor									X			
UNIT APPLIANCES - clean interior and exterior, vacuum under and behind	AT turnover	Resident Staff						X						
HVAC fixtures														
Air Source Heat Pumps - Vacuum, Clean Condenser	NONE	Staff										X		
Unit Forced Hot Water - Check for Air locks, Bleed	As Needed	Staff / Vendor									X	X		
Unit Electrical Baseboard - Vacuum around fins	As Needed	Resident										X		
Unit Forced Hot Air - Vacuum Vents	As Needed	Resident										X		
Unit Bathroom Fans - Inspect, Vacuum, Clean covers	As Needed	Resident						X						

Machine Preventive Maintenance														
Automobile NONE														
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Lubricate, Change Filters	Per Manufacturers Recommendations	Vendor										X		
Change tires	Rotate Annually	Vendor										X		
Replace brakes, other fixed life parts	Per Manufacturers Recommendations	Vendor										X		
Change brushes on sweepers	Annually	Vendor										X		
Annual Sticker (Vehicles, Trailers)	Annually (Varies)	Vendor												
Small Engines NONE														
ALL WORK by Service Contract	Per Manufacturers Recommendations	Vendor										X		
OIL - Check Level, Change, Replace Filter	Per Manufacturers Recommendations	Staff										X		
Air Filter - Replace Foam/Paper Air cleaner	Per Manufacturers Recommendations (OR Every Season)	Staff										X		
Replace Spark Plug, In-line Fuel Filter	Per Manufacturers Recommendations (OR Every 100 Hrs)	Staff										X		
Prep Work Season Start, Season End)	Bi-Annually	Staff			X							X		
Snow Removal and Sanding Equipment	Annually											X		

Inspection Schedule - Buildings, Grounds and Units

Inspections Schedule and Checklist															
LHA NAME:			DEVELOPMENT:												
Buildings & Grounds Inspections															
Building Envelope															
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
ROOFS - Sloped/Flat and EPDM/Shingle/Metal	Bi-Annually / Annually	Staff				X						X			
ROOFS - Cracks, water pooling, leaks, flashing	Bi-Annually / Annually	Staff				X						X			
WALLS - Brick, Vinyl, Shingle	Annually	Staff				X									
WINDOWS, DOORS - Seals, Operators	Annually	Staff				X									
DECKS, EXT STAIRS - Wash	Annually	Staff				X									
FOUNDATIONS - Cracks, vent covers	Annually	Staff				X									
Building Interior															
FLOORS - Wood, Vinyl, Carpet	Annually	Staff				X									
CEILINGS	Annually	Staff				X									
WALLS	Annually	Staff				X									
Pest Control															
PEST CONTROL - Pests	Monthly / As Needed	Vendor	X	X	X	X	X	X	X	X	X	X	X	X	
Common Kitchen, Laundry															
KITCHEN - Inspect Appliances	Annually	Staff										X			
GAS STOVE - Inspect	Annually	Vendor										X			
Kitchen, Bath - Cabinets, fixtures	Annually	Staff										X			
LAUNDRY - Machines operational	Bi-Annually	Staff				X						X			
Trash / Recycling Room															
Trash Container leaks	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Trash Chute doors	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Trash / Recycle Cans	Weekly / Bi-Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	

P M R Component

Landscaping														
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Lawn, Shrubs, Landscape Beds	Annually	Staff				X								
Pest / Disease - Monitor, Integrated Pest Mgmt	Monthly	Vendor			X	X	X	X	X	X	X	X		
Irrigation System NONE														
Heads, Controls - Check	End/Start of Season	Staff				X						X		
Grounds														
Signage - Inspect	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Walks, Paving, Curbs - Cracks, broken curbs	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Parking Lot - Cracks, and Water Ponding	Bi-Annually	Staff			X						X			
Fence - Holes, Falling over	Bi-Annually	Staff			X						X			
Mechanical, Electrical Systems Inspections														
HVAC (Heating, Ventilation, Air Conditioning)														
FURNACE, AHU - Condenser clear of leaves and other debris	Bi-Annually	Staff / Vendor				X						X		
FCU, Window AC Filters - Inspect for season	NONE	Staff				X						X		
Air source Heat Pumps - Check Coil	NONE	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Co-Gen System - Inspect	NONE	Vendor				X						X		
Water system														
Inspect - Valves, Pumps	Bi-Annually	Staff					X					X		
Test pressure	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Plumbing														
Toilets - Leaks	Annually	Staff						X						
Faucets and shut-offs - Leaks	Annually	Staff						X						
Boilers/HW Tanks - Leaks	Quarterly	Staff			X			X			X			X
Pumps - Operating	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Fire Sprinklers														
Inspect, Test Backflow	Annually	Vendor				X								
Sanitary system														
Inspect - Valves, Pumps	Bi-Annually	Vendor					X					X		
Test system integrity	Annually	Staff / Vendor									X			

PMR Component

Storm drain system															
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Inspect - Valves, Pumps	Bi-Annually	Vendor				X						X			
Test system integrity	Annually	Staff / Vendor									X				
Electrical system															
Inspect connections in panels	As needed	Vendor	Recommended by DHCDs Handbook. Perform during major work that includes panel changes												
Fire Alarms															
System (Hardwired) - Inspect Common / Public Areas	Bi-Annually	Staff / Vendor				X						X			
System (Hardwired) - FA Panel for Trouble	Annually	Staff / Vendor									X				
Fire Extinguishers - Check Gauge for Replacement need	Annually	Vendor									X				
Generator NONE															
Test	Monthly	Automatic	X	X	X	X	X	X	X	X	X	X	X	X	
Emergency Lighting (Not on Generator)															
Inspect and Test	Monthly / Quarterly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
ALL Light Fixtures															
Lighting - Lights working	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Security systems NONE															
System working	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	
Elevator system NONE															
Elevator Equipment	Bi-Annually / Annually	Vendor				X						X			
Test lights	Monthly	Staff / Vendor	X	X	X	X	X	X	X	X	X	X	X	X	
Solid waste disposal system NONE															
Compactor machinery, trash Chute	Quarterly	Staff			X			X			X			X	

P M R C o m p o n e n t

Machine Inspections														
Automobile NONE														
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Check Oil	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Check tires	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Check Brakes	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Registration	Annually (Varies)	Staff												
Small EnginesNONE														
Check Oil Level	Every 5 Hrs	Staff			X	X	X	X	X	X				
Check Fuel (in Tank and Stored)	After Use, Season End/Start	Staff		X	X	X	X	X	X	X	X			
Inspect Machine / Equipment	Before and after Use	Staff			X	X	X	X	X	X				

NOTE: Inspections will generate additional Routine (and Emergency) Work Orders.

Dwelling Unit Inspections Schedule and Checklist														
LHA NAME:			DEVELOPMENT:											
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Pine Tree Park														
Apple 1 & 2	Annually	Staff								*				
Birch	Annually	Staff								*				
Cherry	Annually	Staff								*				
Daisy	Annually	Staff								*				
Pine Tree Park														
Elm 1 & 2	Annually	Staff	*											
Fir 1 & 2	Annually	Staff	*											
Goldfinch	Annually	Staff	*											
Hawthorne 1 & 2	Annually	Staff	*											
Patriot Circle														
Units A, B, C, D, E, F, G, H, K, L	Annually	Staff									*			
143 & 145 King Street	Annually	Staff									*			
Units I & J	Annually	Staff & Vendor					*							
Heat and smoke detectors														
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Battery Heat / Smoke Detectors - Inspect Condition	B Annually	Staff	*				*			*	*			
Inspect System Heat detectors (in Units)	Bi-Annually / Annually	Staff	*				*			*	*			
Pest control														
Inspect Unit	Annually	Staff	*				*			*	*			
Floors, Ceilings, Walls														
Floors (Wood, Vinyl, Tile)	Annually	Staff	*				*			*	*			
Kitchen fixtures														
KITCHEN - Inspect Appliances	Annually	Staff	*				*			*	*			
GAS STOVE - Inspect	NONE	Vendor												
Kitchen, Bath - Cabinets, fixtures	Annually	Staff	*				*			*	*			
HVAC fixtures														
(Heat Pumps, Bath Fans, Forced Hot Air, Baseboard)	Annually	Staff	*				*			*	*			
Fans, Baseboard, Vents - Inspect (dust, debris)	Annually	Staff	*				*			*	*			

APPENDIX

1. **Development Information (5 Developments per Page)**
2. **Building Systems**
3. **Maintenance Policy**

General Information

A. LHAs should use

- i. **Appendix 1 to document the various Developments at the LHA.**
- ii. **Appendix 2 to document the Building Systems at the various Developments.**

Appendix 1 and Appendix 2 will generate information that would be serve as input to the Maintenance Plan Schedule and Checklists.

B. LHAs could use a 3-ring binder to

- i. **File the Appendix a and Appendix 2.**
- ii. **File any information (Equipment information, Owner/User Manuals, copies of Warranties, etc) from completed projects.**
- iii. **The 3-ring binder will contain pertinent information regarding building systems (Roofs, Mechanical, Electrical, Fire Alarm, etc) at the various developments.**

APPENDIX 1

DEVELOPMENT INFORMATION

Instructions

Use this Appendix to document information on systems at the LHA's various Developments.

The Development Information sheet has space for five (5) developments (705, 667, 689) per page (3 pages are provided)

- LHAs with more than 15 developments, please print or copy a 4rd sheet and number the pages accordingly

A separate page is provided for Renovation Details and Unusual Features at the Developments.

Use the Check Boxes to provide the following details for each Development at the LHA.

Using Appendix 1 – An Example

- Brimfield HA has four (4) building; three (3) residential and one (1) Community Building.
- One Development Information sheet would be used.

For LHA Use (Input to PMR Component)

Provide Development Details. Check Applicable Boxes						
Development No. (667-1)		Pine Tree Park	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Year Built		1970	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Development Name & Address		19 Shattuck Street	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Major Renovation (Year ONLY). For Details, Use Pa		Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Check the Box if applicable		CHECK BOX	CHECK BOX	CHECK BOX	CHECK BOX	CHECK BOX
No of Floors	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	2 – 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4 - 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	+ 8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No of Units	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	Community Rm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Laundry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Main Office	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reception	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Storage	Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Garage	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Storage Shed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Container	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roof Systems	Off-Site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Shingles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	EPDM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Metal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building Systems	BUR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Elevator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Chair Lift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Generator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Safety Systems	Access Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Fire Alarm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Monitored	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Fire Pump	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heat	Sprinklers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Gas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Propane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Co-Gen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hot Water	Electric	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Gas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Propane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Co-Gen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hot Water	Electric	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For LHA Use (Input to PMR Component)

Provide Development Details. Check Applicable Boxes						
Development No. 705		Patriot Circle	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Year Built		1990	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Development Name & Address		19 Shattuck Street	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Major Renovation (Year ONLY). For Details, Use Pa		Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Check the Box if applicable		CHECK BOX	CHECK BOX	CHECK BOX	CHECK BOX	CHECK BOX
No of Floors	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	2 – 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4 - 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	+ 8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No of Units	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	Community Rm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Laundry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Main Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Storage	Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Garage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Storage Shed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Container	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roof Systems	Off-Site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Shingles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	EPDM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Metal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building Systems	BUR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Elevator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Chair Lift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Generator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Safety Systems	Access Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Fire Alarm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Monitored	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Fire Pump	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heat	Sprinklers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Gas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Propane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Co-Gen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hot Water	Electric	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Gas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Propane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Co-Gen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For LHA Use (Input to PMR Component)

Provide Development Details. Check Applicable Boxes						
Development No. (667-1)		Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Year Built		Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Development Name & Address		Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Major Renovation (Year ONLY). For Details, Use Pa		Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Check the Box if applicable		CHECK BOX	CHECK BOX	CHECK BOX	CHECK BOX	CHECK BOX
No of Floors	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	2 – 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4 - 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	+ 8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No of Units	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	Community Rm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Laundry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Main Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Storage	Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Garage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Storage Shed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Container	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roof Systems	Off-Site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Shingles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	EPDM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Metal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building Systems	BUR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Elevator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Chair Lift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Generator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Safety Systems	Access Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Fire Alarm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Monitored	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Fire Pump	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heat	Sprinklers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Gas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Propane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Co-Gen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hot Water	Electric	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Gas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Propane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Co-Gen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For LHA Use (Input to PMR Component)

Major Renovations	
Year	Details
Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.

Unusual Development Features	
Development No and Address	Details
Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.

APPENDIX 2

BUILDING SYSTEMS

Instructions

This Appendix provides information on various building components (building systems) at the LHAs developments.

Equipment Serial and Model Numbers could be collected when new equipment is installed.

The information could be filed in a 3-ring binder.

A.1 HEATING SYSTEMS

A-1 Electric Heat						
Heating System	Baseboard		Wall Heater		Heat Pumps	
1 Unit per 1 Apartment	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
1 Unit per Building	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Serviced by:	Serviced by (Phone #):		On-Call Contract			
			Yes: <input type="checkbox"/> No: <input type="checkbox"/>			
			Yes: <input type="checkbox"/> No: <input type="checkbox"/>			
A-2 Oil / Gas Heat						
Heating System	Oil-Fired		Gas-Fired			
Heating System	<input type="checkbox"/>		<input type="checkbox"/>			
1 Unit per 1 Apartment	Yes <input type="checkbox"/>		No <input type="checkbox"/>			
1 Unit per Building	Yes <input type="checkbox"/>		No <input type="checkbox"/>			
Serviced by:	Serviced by (Phone #):		On-Call Contract			
			Yes: <input type="checkbox"/> No: <input type="checkbox"/>			
			Yes: <input type="checkbox"/> No: <input type="checkbox"/>			

A-3 Cogeneration and Geothermal		
Heating System	Oil-Fired	Gas-Fired
Heating System	<input type="checkbox"/>	<input type="checkbox"/>
1 Unit per 1 Apartment	Yes <input type="checkbox"/>	No <input type="checkbox"/>
1 Unit per Building	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Serviced by:	Serviced by (Phone #):	On-Call Contract
		Yes: <input type="checkbox"/> No: <input type="checkbox"/>
		Yes: <input type="checkbox"/> No: <input type="checkbox"/>

A.2 HEATING EQUIPMENT INFORMATION

	Serial #	Model #
Electric Heating	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
Oil / Gas Heating	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
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	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.

A.3 HEATING EQUIPMENT INFORMATION

	Serial #	Model #
Co-Gen Heating	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
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	Click here to enter text.	Click here to enter text.
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	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Other: _____ _____	Click here to enter text.
Click here to enter text.		Click here to enter text.
Click here to enter text.		Click here to enter text.
Click here to enter text.		Click here to enter text.
Click here to enter text.		Click here to enter text.
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Click here to enter text.		Click here to enter text.
Click here to enter text.		Click here to enter text.
Click here to enter text.		Click here to enter text.

A. HOT WATER SYSTEMS

	Electric	Oil	Gas
Hot Water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 Unit per 1 Apartment	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
1 Unit per Building	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
LHA-Owned / Rented	Rented <input type="checkbox"/>	LHA-Owned <input type="checkbox"/>	
Name of Rental Company	Click here to enter text.	Click here to enter text.	
Serviced by:	Serviced by (Phone #):	On-Call Contract	
		Yes: <input type="checkbox"/> No: <input type="checkbox"/>	
		Yes: <input type="checkbox"/> No: <input type="checkbox"/>	

B.2 HOT WATER EQUIPMENT INFORMATION

	Serial #	Model #
Electric	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
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	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Oil / Gas	Click here to enter text.
Click here to enter text.		Click here to enter text.
Click here to enter text.		Click here to enter text.
Click here to enter text.		Click here to enter text.
Click here to enter text.		Click here to enter text.
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Click here to enter text.		Click here to enter text.
Click here to enter text.		Click here to enter text.
Click here to enter text.		Click here to enter text.

C.1 PUMPS

Check Box if Pumps are in Place; Leave unchecked if no pumps are in Place		
Pumps:	Drinking Water	Sump
If YES, Check	<input type="checkbox"/>	<input type="checkbox"/>
Number of Pumps	Click here to enter text.	Click here to enter text.
Flood Control:	Basement Flood	Area Flood
If YES, Check	<input type="checkbox"/>	<input type="checkbox"/>
Number of Pumps	Click here to enter text.	Click here to enter text.
Other:	Elevator Pit:	
If YES, Check	<input type="checkbox"/>	
Number of Pumps	Click here to enter text.	

C.2 PUMP EQUIPMENT INFORMATION

	Serial #	Model #
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
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	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.
	Click here to enter text.	Click here to enter text.

D. ROOF SYSTEMS (If more ha 8 Developments, copy this page)

DEV #: Click here to enter text.	Install Date	Warranty	Shingle	EPDM	Metal	BUR
Address: Click here to enter text.		Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
DEV #: Click here to enter text.	Install Date	Warranty	Shingle	EPDM	Metal	BUR
Address: Click here to enter text.		Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
DEV #: Click here to enter text.	Install Date	Warranty	Shingle	EPDM	Metal	BUR
Address: Click here to enter text.		Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
DEV #: Click here to enter text.	Install Date	Warranty	Shingle	EPDM	Metal	BUR
Address: Click here to enter text.		Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
DEV #: Click here to enter text.	Install Date	Warranty	Shingle	EPDM	Metal	BUR
Address: Click here to enter text.		Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
DEV #: Click here to enter text.	Install Date	Warranty	Shingle	EPDM	Metal	BUR
Address: Click here to enter text.		Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
DEV #: Click here to enter text.	Install Date	Warranty	Shingle	EPDM	Metal	BUR
Address: Click here to enter text.		Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
Annual Inspection	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	By: Click here to enter text.				

E. FIRE PROTECTION (SPRINKLER AND FIRE ALARM SYSTEMS)

Fire Alarm System:	Non-Addressable	Addressable Monitored	Phone	Cell
If YES, Check Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
System Name	Click here to enter text.		Install Date: Click here to enter text.	
FD Radio Connection	Click here to enter text.		Last Test: Click here to enter text.	
Under Warranty?	Yes: <input type="checkbox"/>		No: <input type="checkbox"/>	
Service Company	Click here to enter text.			
Sprinkler System:	Wet	Dry	Fire Pump	Install Date
If YES, Check Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
Date of Last Test	Click here to enter text.		Click here to enter text.	
Under Warranty?	Yes: <input type="checkbox"/>		No: <input type="checkbox"/>	
Service Company	Click here to enter text.		Click here to enter text.	
Annual Inspections by: Include Phone Number (Attach copy of the Report):	Click here to enter text.			

F. EMERGENCY / STANDBY POWER SYSTEMS

Generator	Diesel	Gas	Size (kW)	Install Date
If YES, Check Box	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.	Click here to enter text.
Engine	Click here to enter text.			
Generator located	Inside Building	Outside Building	Containment Area (If Diesel)	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Brand Name	Click here to enter text.			
Serviced by: Include Phone Number	Click here to enter text.			

G. ELEVATORS / CHAIR LIFTS

Elevator:		Elevator #1	Elevator #2	Elevator #3	Elevator #4
If YES, Check Box		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type	Hydraulic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Traction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brand Name		Click here to enter text. Click here to enter text. Click here to enter text.			
Year Installed:		Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Serviced / Maintained by: Include Phone Number		Click here to enter text. Click here to enter text. Click here to enter text.			

Chair Lift:		Chair Lift #1	Chair Lift #2	Chair Lift #3	Chair Lift #4
If YES, Check Box		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type	Hydraulic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Electrical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brand Name		Click here to enter text.		Click here to enter text.	
Year Installed:		Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Serviced by: Include Phone Number		Click here to enter text.			

For LHA Use (Input to PMR Component)

H. GFCI, ARC FAULT PROTECTION, ELECTRIC PANELS

GFCI	Kitchen	Bathroom	Kitchen	Other
	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
Tamper-Resistant	Yes <input type="checkbox"/>		No <input type="checkbox"/>	
Arc Fault Protection	Bedrooms	Kitchen	Bedroom 3	Bedroom 4
	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
Tamper-Resistant	Yes <input type="checkbox"/>		No <input type="checkbox"/>	
Electric Panels	Federal Pacific		In Closet	
	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Amps	60 <input type="checkbox"/>	100 <input type="checkbox"/>	Other Click here to enter text.	

I. EXTERIOR AND COMMON LIGHTING

Lighting:	Exterior (Wall mount)	Exterior (Pole Mount)	Entry Ways	Hallways
LED (Arrays)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LED (Medium Base)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incandescent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Halogen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPS / LPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Click here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For LHA Use

APPENDIX 2
MAINTENANCE POLICY
Sample

INSTRUCTIONS

The Attached document (WORD) could be used by LHA as a Maintenance Policy document.

Maintenance Plan (Program and Policy)

1. Introduction

This document outlines the YOUR Housing Authority's (YHA) maintenance program and procedures.

Description of YHA Developments (1 paragraph per development)

Located off of Church Street, 667-2 this development has 44 one-bedroom apartments. These units are in 11 one-story buildings with each apartment having a front and back door opening directly to the outside. This site also includes a stand-alone community building, with laundry facilities, public bathrooms and a small kitchen. There is also a free-standing maintenance shed.

2. Staffing

This site has 2 PT maintenance staff.

3. Tracking of Maintenance Work (How do you track your Work Orders)

All maintenance work performed by the YHA staff is tracked through a work order system, PHA Network. Work orders are generated by routine scheduled work, on demand routine and emergency requests from the residents and staff, the results of apartments/building inspections and the preventive maintenance program.

Work orders are prepared and tracked by computer/tablet and smart phones from the Administrative Office/on the go via Maintenance staff. Work orders are entered into the system by the administrative/maintenance staff based on maintenance requests received from residents as well as from all other sources. Resident requests are received by telephone calls/walk-in requests at the Administrative Office. For after hours, holiday and weekend emergency problems, the tenants call an emergency number for on-call staff to be notified.

The maintenance person completing a work order is responsible for updating/completing the work order from the computerized work order system.

4. Routine Maintenance

The primary routine maintenance tasks at this site are custodial in nature and related to the general cleanliness and appearance of the property.

a) Interior of the Community Building

At least twice times a week, the Maintenance Supervisor will conduct a visual inspection of the community room, laundry room and public bathrooms. Based on this visual inspection, these areas will receive the custodial attention needed to keep these areas clean, attractive and hazard free. These tasks will include but not be limited to: vacuuming, sweeping, dry moping and washing the kitchen/laundry/bathroom floors, washing down the laundry areas sink, washing machines and dryers and emptying the waste baskets, washing all glass and door surfaces, cleaning the public bathrooms and restocking toilet paper, paper towels and soap and emptying the waste baskets, dry moping and washing the community room floor, emptying the waste baskets and cleaning the kitchen.

All surfaces in the laundry and public bathrooms will be thoroughly washed and disinfected. As necessary these floors will be washed and buffed to keep their appearance neat and clean.

b) Exterior

On a daily basis, the Maintenance Supervisor should inspect the sites walkways and parking areas. As necessary, these areas should be broom cleaned and free of any visible trash or tripping hazards. The lawns will be mowed as necessary to keep the grass height below 3 inches. In the spring and fall all grass area should be thoroughly raked and cleaned to remove the accumulation of dead grass, leaves and other debris. The plantings around the site should be kept neatly trimmed and free of trash and debris.

During the winter months, all walkways and parking areas will be kept free and clear of snow and ice. If snow and ice conditions occur outside of the normal workday and workweek, the maintenance staff will report to the Administrative Office for snow and ice removal purposes and will be dispatched to this location by the Maintenance Supervisor. The walkways will be handled using the snow blower assigned to the site and hand tools. Other YHA maintenance staff will handle the areas of the site that can be cleaned by a plow. Prior to the start of each winter season the Maintenance Supervisor and Executive Director will meet and walk the site to determine if any adjustments are needed to the snow removal plan for the site.

Trash removal at the site is provided by an outside contractor hired by the Authority. Residents are responsible for placing their household trash in barrels provided by the Authority and stored at designated sites throughout property. The barrels will be weekly at the designated pick-up area, by the contracted trash removal company. As needed the barrels will be cleaned and disinfected by the Authority's maintenance staff.

5) Annual Unit Inspections

The Executive Director or designee and a certified public housing inspector will perform an annual inspection of each unit in the property using an inspection form provided by the authority. All items found during the inspection considered immediate threats to life and property (emergencies) must be repaired within 24 hours. All other items should be corrected as soon as possible, but in no more than 30 business days. During these inspections, the inspectors may identify trends in the condition of certain building components, these observations should be brought to the attention of Maintenance Supervisor. The Maintenance Supervisor will also review these inspection forms to make a separate assessment of any unit condition that should be addressed. Any housekeeping concerns observed by maintenance during the annual inspection or any other unit entry should be promptly reported to the administrative staff.

6) Preventive Maintenance

Because of the complexity of the YHA mechanical systems at this site preventive maintenance is provided through a combination of outside contractors and YHA staff.

a) Fire Protection

An outside firm under contract to the Authority maintains the building's fire protection system. This firm will test the operation of the system on a semi-annual basis in accordance with the guidelines provided by the National Fire Protections Association. If

any maintenance person detects a problem with the system, typically limited to hearing the audible trouble alarm, they should immediately contact the Authority's alarm contractor.

Maintenance of this system by the YHA maintenance staff is limited to assisting the contractor in performing their inspections and responding to assist the Fire Department when an alarm is triggered. At no time should an YHA employee silence or turn off a fire protection system without the express authorization of the Northbridge Fire Department.

b) Roof

Each building is equipped with shingle roofs. In the fall and spring of each year, the maintenance staff should conduct a visual inspection of the roofs. During the inspection, the staff person is looking for any lifting shingles or loose flashing. At the same time, the maintenance person will make certain all of the roof drains and gutters appear to be free and clear of any obstructions. Any problems observed during this inspection should be brought to the immediate attention of the Maintenance Supervisor.

c) Exterior Masonry

In the spring and fall, the maintenance staff will conduct a visual inspection, of the building's masonry and concrete. Look for gaps in the mortar, spalling bricks, spalling in the concrete vertical and horizontal surfaces.

d) Space Heating

The heat at Colonial Drive is provided by a heat pump system. The heat at Lake Terrace is forced hot water system. There are 4 boilers serving the Lake Terrace. Prior to the start of each heating season, the boilers will be serviced by an outside contractor to make certain they are in proper working condition. The heating pump systems at Colonial Drive filters will be cleaned 2x yearly by Maintenance staff. During unit inspections and the inspection of the common areas, the building maintenance person should make certain the heating elements and thermostats in all units are operating correctly. On a daily basis, during the heating season, a maintenance staff member should conduct a visual inspection of these YHA mechanical areas to spot any obvious leaks and to detect any abnormal sounds in the circulator motors associated with this system. At Sutton Street heat is provided by propane. During unit inspections and the inspection of the common areas, the building maintenance person should make certain the heating elements and thermostats in all units are operating correctly

e) Domestic Hot Water

At Lake Terrace the domestic hot water is heated by natural gas in one boiler room, per building. On a daily basis, a maintenance person should conduct a visual inspection of this YHA mechanical area to spot any obvious leaks and to detect any abnormal sounds in the circulator motors associated with this system. On an annual basis, the boilers should be inspected by the authority's HVAC contractor to make certain the equipment is operating within the appropriate operating parameters. At Colonial Drive, the domestic hot water is provided by electric hot water heaters, on a daily basis, a maintenance person should conduct a visual inspection of this YHA mechanical area to spot any obvious leaks and to detect any abnormal sounds in the circulator motors associated with this system. On an annual basis, the boilers should be inspected by the authority's HVAC contractor to make certain the equipment is operating within the appropriate operating parameters. At Sutton Street, the domestic hot water is provided by boiler. On an annual basis, the boilers should be inspected by the authority's contractor to make certain the equipment is operating within the appropriate operating parameters.

f) Plumbing & Electrical Repairs

The YHA maintenance staff is expected to have the skills necessary to perform most minor plumbing and electrical repairs such as repairing a leaking faucet or a defective light switch. When the maintenance staff encounter a plumbing or electrical problem they are not trained to handle or are comfortable with they are to contact the Executive Director. Based on the nature of the problem, the Maintenance Supervisor/Executive Director will authorize calling in an outside plumber or electrician.

g) Extermination/Pest Control

Because of liability issues, the authority no longer performs any of its own pest control services. This includes spraying for bees, hornets, wasps or any other flying insects. All resident complaints concerning cockroaches, flying insects, mice or other pests are handled by the authority's pest control contractor.

Pest control problems are addressed through an integrated pest management approach. This approach is designed to minimize the amount of chemicals used to treat a problem. The contractor will work to identify the harborage point of the infestation and treat it at its source. The contractor may require the assistance of Authority maintenance staff to make any necessary repairs to assist in the control of the problem.

When the maintenance staff becomes aware of a pest problem either through resident or other reports or through their own observation, they should inform the Maintenance Supervisor. The Administrative Staff will assist in the preparation of notices to insure full access for treatment of the problem.

7) Vacancy Turnaround

The Maintenance Supervisor has primary responsibility for coordinating the maintenance turnaround of units at this site. All efforts will be made to re-occupy a unit within 20 business days of the unit becoming vacant.

The terms of the lease require each resident to give the authority 30 days written notice of their intent to vacate a unit. Residents are directed to provide written notice to the administrative staff. If the administrative staff receives written notice of intent to vacate, they will promptly notify the Maintenance Supervisor and the tenant selection staff of the planned move out date.

Experience has shown not all residents provide proper written notice. It is not unheard of for residents to move out without any notice. As the primary regular site presence, maintenance staff should promptly investigate any information concerning someone vacating. If an investigation finds that someone has moved without notice, maintenance should immediately notify the administrative staff.

Once a unit is vacant, the Maintenance Supervisor should conduct a move out inspection. The former resident of the unit should be invited to participate in this inspection. The unit will be inspected to determine if there is any damage to the unit beyond normal wear and tear that should be repaired at the expense of the former occupant. In addition, the inspection should identify what repairs will be needed to prepare the unit for re-occupancy. Depending on the workload, the maintenance staff may be expected to paint and clean the apartment or the work may be contracted out. The Maintenance Supervisor should work with the Executive Director who will make the determination and coordinate any other outside contractor work needed to complete this turnaround.

The timely re-occupancy of its units is a core part of the authority's operations. Because of this importance, senior Authority staff will meet on a weekly basis to review occupancy issues in a staff meeting.

The administrative or maintenance staff will show prospective residents available units. During the presentations, the staff person will make certain to present all of the positive aspects of the site and the unit that is being shown.

Once a new tenant has taken possession of a unit, the administrative staff will conduct a move in inspection. The purpose of this inspection is to take a written snapshot of the condition of the unit at move in. This record will be used to determine if the resident will be held responsible for any excess wear and tear or damage to the unit identified during annual or move out inspections.

8) Maintenance Charges

The Authority does not use a Schedule of Standard Maintenance charges to assess a resident for maintenance related work. When maintenance repairs are determined to be required because of resident/guest abuse or misuse, the resident is charged the actual Authority costs to make the repair. The charges will vary due to the amount of time of the repair (regular or after hours), the hourly rate of the person making the repairs and the materials involved. The maintenance person who completed the work will indicate whether they feel an item should be a resident charge on the work order. A copy of this work order will be forwarded to the administrative office for a final calculation of charge for the repair.

A written itemized bill will be sent to resident. Failure to promptly pay a maintenance charge or enter into and keep a repayment agreement for said charge is grounds for eviction. A resident may appeal the assessment of a maintenance charge to the Executive Director any may also appeal this charge through the grievance process.

9) Definition of Maintenance Emergencies

A maintenance emergency is when a building's residents or Authority staff is faced with a health or life-threatening situation or if there is a building condition that will result in serious structural or systems damage if it is not repaired immediately.

The Authority considers the following items maintenance emergencies: gas leak, exposed electrical wires, broken water lines. Broken/clogged sewer lines, major roof or other building envelope leaks, security lock failure (unit or building), no electricity/heat, inoperable refrigerator (YHA owned), fire and any other natural disasters. All emergency items will be repaired or stabilized within 24 hours.

DEFERRED MAINTENANCE LOG

DATE OF ORIGINAL WORK ORDER	UNIT	DESCRIPTION	REASON	DATE COMPLETED
1/12/2014	19L	back patio repair	broken	applying for vacant unit funds
1/12/2014	19K	Sub floor repair	broken	
3/21/2016	18	ADA Cabinet Upgrades	Not compliant	8/7/2018
3/21/2016	18	Back door ramp	Not compliant	
18-May-17	19H	Replace back screen door	broken	6/18/2018
18-May-17	19A	Replace front screen door	broken	6/18/2018
5/18/2017	19G	Replace front screen door	broken	6/18/2018
18-May-17	All 667 buildings	general cleaning common areas	dirty	ongoing
18-May-17	All 667 buildings	touch up painting common areas	scratches and dings	ongoing
6/27/2017	19G	rugs	moisture	No moisture - monitoring
11/20/2017	19K	Bay window replacement	rotted	
Winter 2018	Grounds	tree trimming	broken branches	4/10/2018
4/20/2018	19H	shed door replacement	broken	vacant unit turnover funds awarded
5/18/2018	19K	downstairs bath vanity	beyond its useful life	2/6/2019
6/19/2018	19H	kitchen cabinets	broken	vacant unit turnover funds awarded
7/24/2018	1	ceiling repair	leak from upstairs	7/1/2019
8/16/2018	19I & 19J	tree trimming	leaning on houses and shed	5/3/2021
2/12/2019	Daisy Building	sidewalk repair	walkway in front floods	RCAT Project Completed
8/22/2018	19H	Bay window replacement	Leaks	vacant unit turnover funds awarded
7/15/2019	Fir 31	ceiling repair	see work order 2838	11/22/2021
6/19/2019	19I	tile floor repair	see work order 2802	vacant unit turnover funds awarded
7/23/2019	19L	living room screens	see work order 2892	applying for vacant unit funds
7/23/2019	19L	holes in living room walls	see work order 2891	applying for vacant unit funds
7/23/2019	19L	living room carpet	see work order 2890	applying for vacant unit funds
7/23/2019	19L	holes in laundry room walls	see work order 2889	applying for vacant unit funds
7/23/2019	19L	kitchen window screens	see work order 2888	applying for vacant unit funds
7/23/2019	19L	refrigerator	see work order 2887	applying for vacant unit funds
7/23/2019	19L	kitchen cabinets	see work order 2884	applying for vacant unit funds
7/23/2019	19L	hallway/stairwell screens	see work order 2883	applying for vacant unit funds
7/23/2019	19L	hallway/stairwell holes	see work order 2881	applying for vacant unit funds
7/23/2019	19L	diningroom walls	see work order 2877	applying for vacant unit funds
7/23/2019	19L	diningroom ceiling	see work order 2876	applying for vacant unit funds
7/23/2019	19L	bedroom 3 screens	see work order 2874	applying for vacant unit funds
7/23/2019	19L	bedroom 3 interior door	see work order 2873	applying for vacant unit funds
7/23/2019	19L	bedroom 2 screens	see work order 2872	applying for vacant unit funds
7/23/2019	19L	bedroom 2 carpet	see work order 2871	applying for vacant unit funds
7/23/2019	19L	bedroom 2 interior door	see work order 2870	applying for vacant unit funds

7/23/2019	19L	bedroom 2 closet	see work order 2869	applying for vacant unit funds
7/23/2019	19L	bedroom 1 screens	see work order 2868	applying for vacant unit funds
7/23/2019	19L	Bedroom 1 interior door	see work order 2867	applying for vacant unit funds
7/23/2019	19L	bathroom 2 screens	see work order 2866	applying for vacant unit funds
7/23/2019	19L	bathroom 2 walls	see work order 2865	applying for vacant unit funds
7/23/2019	19L	bathroom 2 toilet	see work order 2864	applying for vacant unit funds
7/23/2019	19L	bathroom 2 floor	see work order 2860	applying for vacant unit funds
7/23/2019	19L	bathroom 2 door	see work order 2859	applying for vacant unit funds
7/23/2019	19L	bathroom 2 toilet paper holder	see work order 2858	applying for vacant unit funds
7/23/2019	19L	bathroom 1 walls	see work order 2857	applying for vacant unit funds
7/23/2019	19L	bathroom 1 vanity	see work order 2854	applying for vacant unit funds
7/23/2019	19L	grounds	see work order 2846	applying for vacant unit funds
7/31/2019	19I	entrance floor tiles	see work order 2912	vacant unit turnover funds awarded
2/3/2020	19D	blinds	see work order 3169	
2/3/2020	19D	water damage	see work order 3170	1/6/2021
2/5/2020	19E	ceiling stain	see work order 3175	
2/5/2020	19E	Blinds	see work order 3177	
2/26/2020	19 Shattuck #11	appliances	see work order 3269	
3/11/2020	19 Shattuck #24	painting	see work order 3313	
3/11/2020	19 Shattuck #24	ceiling	see work order 3312	
3/16/2020	19 Shattuck #40	rugs	see work order 3334	
9/23/2020	19 Shattuck #46	Ceiling	see work order 3444	6/1/2022
12/10/2020	19C	Outside spigot	see work order 3507	
1/25/2021	19 Shattuck #35	shades	see work order 3559	4/23/2021
11/3/2021	19A	window replacement	window rotted	window rotted

[illegible]

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.

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 Littleton Housing Authority operating reserve at the end of fiscal year 2022 was \$23,145.00, which is 11.6% of the full reserve amount defined above.

Annual Plan 2024
Annual Operating Budget

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Littleton Housing Authority.						
REVENUE						
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	\$288,000.00	\$286,197.00	\$296,316.00	3.5%	\$411.55
3111	Shelter Rent - Tenants - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
3115	Shelter Rent - Federal Section 8	\$0.00	\$0.00	\$0.00	0%	\$0.00
3190	Nondwelling Rentals	\$0.00	\$0.00	\$0.00	0%	\$0.00
3400	Administrative Fee - MRVP	\$0.00	\$0.00	\$0.00	0%	\$0.00
3610	Interest on Investments - Unrestricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$1,750.00	\$2,806.00	\$2,250.00	-19.8%	\$3.13
3691	Other Revenue - Retained	\$0.00	\$5,970.00	\$0.00	-100%	\$0.00
3692	Other Revenue - Operating Reserves	\$0.00	\$0.00	\$0.00	0%	\$0.00
3693	Other Revenue - Energy Net Meter	\$0.00	\$0.00	\$0.00	0%	\$0.00
3801	Operating Subsidy - DHCD (4001)	\$199,535.00	\$186,385.00	\$61,094.00	-67.2%	\$84.85
3802	Operating Subsidy - MRVP Landlords	\$0.00	\$0.00	\$0.00	0%	\$0.00
3803	Restricted Grants Received	\$0.00	\$0.00	\$0.00	0%	\$0.00
3920	Gain/Loss From Sale/Disp. of Prop.	\$0.00	\$0.00	\$0.00	0%	\$0.00
3000	TOTAL REVENUE	\$489,285.00	\$481,358.00	\$359,660.00	-25.3%	\$499.53

Annual Plan 2024
Annual Operating Budget

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Littleton Housing Authority.						
EXPENSES						
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	\$0.00	\$0.00	\$0.00	0%	\$0.00
4120	Compensated Absences	\$0.00	\$0.00	\$0.00	0%	\$0.00
4130	Legal	\$150.00	\$0.00	\$3,500.00	100%	\$4.86
4140	Members Compensation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4150	Travel & Related Expenses	\$0.00	\$0.00	\$0.00	0%	\$0.00
4170	Accounting Services	\$8,880.00	\$8,796.00	\$9,182.00	4.4%	\$12.75
4171	Audit Costs	\$3,780.00	\$7,560.00	\$3,780.00	-50%	\$5.25
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$69,125.00	\$64,296.00	\$72,000.00	12%	\$100.00
4191	Tenant Organization	\$0.00	\$0.00	\$0.00	0%	\$0.00
4100	TOTAL ADMINISTRATION	\$81,935.00	\$80,652.00	\$88,462.00	9.7%	\$122.86
4310	Water	\$28,980.00	\$25,545.00	\$28,980.00	13.4%	\$40.25
4320	Electricity	\$23,275.00	\$20,575.00	\$23,275.00	13.1%	\$32.33
4330	Gas	\$23,842.00	\$22,580.00	\$23,842.00	5.6%	\$33.11
4340	Fuel	\$0.00	\$0.00	\$0.00	0%	\$0.00
4360	Net Meter Utility Debit/Energy Conservation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4390	Other	\$6,500.00	\$0.00	\$4,000.00	100%	\$5.56
4391	Solar Operator Costs	\$0.00	\$0.00	\$0.00	0%	\$0.00
4392	Net Meter Utility Credit (Negative Amount)	\$0.00	\$0.00	\$0.00	0%	\$0.00
4300	TOTAL UTILITIES	\$82,597.00	\$68,700.00	\$80,097.00	16.6%	\$111.25

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Littleton Housing Authority.						
EXPENSES						
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	\$27,697.00	\$2,859.00	\$0.00	-100%	\$0.00
4420	Materials & Supplies	\$8,900.00	\$17,291.00	\$10,700.00	-38.1%	\$14.86
4430	Contract Costs	\$81,000.00	\$142,604.00	\$70,000.00	-50.9%	\$97.22
4400	TOTAL MAINTENANCE	\$117,597.00	\$162,754.00	\$80,700.00	-50.4%	\$112.08
4510	Insurance	\$11,525.00	\$11,293.00	\$10,620.00	-6%	\$14.75
4520	Payment in Lieu of Taxes	\$3,600.00	\$3,600.00	\$3,600.00	0%	\$5.00
4540	Employee Benefits	\$73,590.00	\$71,953.00	\$65,984.00	-8.3%	\$91.64
4541	Employee Benefits - GASB 45	\$0.00	\$-2,505.00	\$0.00	-100%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$52,289.00	\$0.00	-100%	\$0.00
4570	Collection Loss	\$5,000.00	\$0.00	\$1,000.00	100%	\$1.39
4571	Collection Loss - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
4580	Interest Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4590	Other General Expense	\$8,091.00	\$0.00	\$0.00	0%	\$0.00
4500	TOTAL GENERAL EXPENSES	\$101,806.00	\$136,630.00	\$81,204.00	-40.6%	\$112.78
4610	Extraordinary Maintenance	\$0.00	\$0.00	\$2,700.00	100%	\$3.75
4611	Equipment Purchases - Non Capitalized	\$0.00	\$0.00	\$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	\$131,180.00	\$0.00	-100%	\$0.00
4600	TOTAL OTHER EXPENSES	\$0.00	\$131,180.00	\$2,700.00	-97.9%	\$3.75
4000	TOTAL EXPENSES	\$383,935.00	\$579,916.00	\$333,163.00	-42.5%	\$462.73

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Littleton Housing Authority.						
SUMMARY						
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	\$489,285.00	\$481,358.00	\$359,660.00	-25.3%	\$499.53
4000	TOTAL EXPENSES	\$383,935.00	\$579,916.00	\$333,163.00	-42.5%	\$462.73
2700	NET INCOME (DEFICIT)	\$105,350.00	\$-98,558.00	\$26,497.00	-126.9%	\$36.80
7520	Replacements of Equip. - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7540	Betterments & Additions - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7500	TOTAL NONOPERATING EXPENDITURES	\$0.00	\$0.00	\$0.00	0%	\$0.00
7600	EXCESS REVENUE OVER EXPENSES	\$105,350.00	\$-98,558.00	\$26,497.00	-126.9%	\$36.80

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 Littleton 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: No Findings

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: Paused due to COVID-19

Criterion: Certifications and Reporting Submissions - timely submission of statements and certifications

Rating: Operational Guidance

Criterion: Completion of mandatory online board member training

Rating: Operational Guidance

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: Paused due to COVID-19

Criterion: Current Operating Reserve as a percentage of total maximum reserve level.

Rating: Corrective Action

Reason: We over spent it our OR as we had multiple units needing repairs - turnovers.
Also our retirement & insurance costs sky rocketed

Response: We have since applied for unit turnover Sustainability funds as well as DHCD ER funds and have received some in order to turn over the units needed.

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.

	Number of violations cited	Number of violations corrected
Maintenance related violations	2	2
Tenant related violations	4	4

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: Corrective Action

Reason: Our FMS did not like our Preventative maintenance plan from SHARP.

Response: We have since changed to PHA-Web

Criterion: Routine work orders should be identified, tracked, reportable and competed regularly.

Rating: Operational Guidance

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
Management	
Occupancy Rate	<p>The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report)</p> <ul style="list-style-type: none"> • “No Findings” : Occupancy Rate is at or above 98% • Operational Guidance: Occupancy rate is at 95% up to 97.9% • Corrective Action: Adjusted occupancy rate is less than 95%
Tenant Accounts Receivable (TAR)	<p>This criterion calculates the percentage of uncollected rent and related charges owed by starting with the amount reported by the LHA, as uncollected balances for the TAR (Account 1122 from the Balance Sheet) minus Normal Repayment Agreements* divided by Shelter (Tenant) Rent (account 3110 from the Operating Statement)</p> <ul style="list-style-type: none"> • “No Findings” : At or below 2% • “Operational Guidance”: More than 2% , but less than 5% • “Corrective Action”: 5% or more
Certifications and Reporting Submissions	<p>Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end.</p> <ul style="list-style-type: none"> • “No Findings”: At least 11 of the required 12 reports were submitted and at least 9 were submitted on time. • “Operational Guidance”: Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.
Board Member Training	<p>Percentage of board members that have completed the mandatory online board member training.</p> <ul style="list-style-type: none"> • “No Findings” : 80% or more completed training • “Operational Guidance” : 60-79.9% completed training • “Corrective Action” : <60 % completed training
Annual Plan (AP) Submitted	<p>Housing authorities are required to submit an annual plan every year.</p> <ul style="list-style-type: none"> • “No Findings” =Submitted on time • “Operational Guidance” =Up to 45 days late • “Corrective Action” =More than 45 days late

CRITERION	DESCRIPTION
Financial	
Adjusted Net Income	<p>The Adjusted Net Income criterion calculation starts with an LHA's Net Income and subtracts Depreciation, GASB 45 (Retirement Costs), GASB 68 (Retirement Costs), Extraordinary Maintenance (maintenance expense outside of routine/ordinary expenses), and Equipment Purchases – Non Capitalized. This Adjusted Net Income amount is then divided by the Total Expenses of the LHA. If this Adjusted Net Income amount is positive, it means underspending and if it is negative it means overspending.</p> <p>Underspending Rating:</p> <ul style="list-style-type: none"> • “No Findings” : 0 to 9.9% • “Operational Guidance”: 10 to 14.9% • “Corrective Action”: 15% or higher <p>Overspending Rating:</p> <ul style="list-style-type: none"> • “No Findings” : 0 to -4.9% • “Operational Guidance”: -5% to -9.9% • “Corrective Action”: -10% or below
Operating Reserves	<p>Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures.</p> <ul style="list-style-type: none"> • “No Findings” :35%+ of maximum operating reserve • “Operational Guidance”: 20% to 34.9% of maximum operating reserve • “Corrective Action”: <20% of maximum operating reserve
Capital Planning	
Capital Spending	<p>Under the Formula Funding Program (FF), authorities receive undesignated funds to spend on projects in their Capital Improvement Plan. They are rated on the percentage of available funds they have spent over a three-year period</p> <ul style="list-style-type: none"> • “No Findings” = at least 80% • “Operational Guidance” = At least 50% • “Corrective Action” = Less than 50%

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

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

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

Policies

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

Policy	Last Ratified by Board Vote	Notes
*Rent Collection Policy	11/04/2020	
*Personnel Policy	11/04/2020	
*Capitalization Policy	11/04/2020	
*Procurement Policy	11/04/2020	
*Grievance Policy	11/04/2020	
Smoking Policy	08/05/2015	
Fair Housing Marketing Plan	12/07/2022	
Language Access Plan	12/07/2022	
Reasonable Accommodations Policy	12/07/2022	

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

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

Waivers

AP-2024-Littleton Housing Authori-00704 has no current waivers from the regulations of the Department of Housing and Community Development (DHCD).

Attachments

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

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

- Public Comments
- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey 667 Program
- Performance Management Review

Littleton Housing Authority Annual Plan Hearing

We had our Annual Plan Hearing on January 4th, 2023. There were now Public or Substantial comments.

Lisa Larrabee
Executive Director

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.

LITTLETON HOUSING AUTHORITY

Chapter 667 Housing Summary 2016 - 2018

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 2016:

- Surveys were sent to 9624 housing units (Chapter 667). 5511 surveys were filled out and returned.

Fall 2017:

- Surveys were sent to 6024 housing units (Chapter 667). 3391 surveys were filled out and returned.

Fall 2018:

- Surveys were sent to 13,304 housing units (Chapter 667). 6717 surveys were filled out and returned.
- In the **Littleton Housing Authority**, surveys were sent to a total of **48** housing units (Chapter 667); **24** surveys were completed.

This report provides some information about how the residents from the **Littleton Housing Authority** who answered the survey responded. It compares their answers to those from residents in the entire state and to those from small LHAs in Central Massachusetts. These small LHAs in Central Massachusetts include: Acton, Auburn, Ayer, Charlton, Clinton, Concord, Dudley, Gardner, Grafton, Groton, Holden, Hopkinton, Hudson, Lancaster, Leicester, Littleton, Lunenburg, Maynard, North Brookfield, Northborough, Northbridge, Oxford, Pepperell, Shrewsbury, Southborough, Southbridge, Spencer, Sterling, Sudbury, Sutton, Templeton, Upton, Uxbridge, Webster, West Boylston, West Brookfield, Westborough, Westford, and Winchendon.

Communication

Residents in Ch. 667 housing were asked about how they interacted with the Littleton Housing Authority in the last 12 months. The table below shows what percentage of residents said they did each of the following:

	Littleton Housing Authority	Small LHAs in Central MA *	Entire State
Contacted management about a problem or concern.....	96%	77%	78%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	87%	89%	87%
Saw the Capital Improvement Plan.....	21%	32%	30%
Saw the Operating Budget.....	13%	18%	17%
Knew the Executive Director held a meeting with residents...	73%	53%	53%

* Small LHAs in Central Massachusetts include: Acton, Auburn, Ayer, Charlton, Clinton, Concord, Dudley, Gardner, Grafton, Groton, Holden, Hopkinton, Hudson, Lancaster, Leicester, Littleton, Lunenburg, Maynard, North Brookfield, Northborough, Northbridge, Oxford, Pepperell, Shrewsbury, Southborough, Southbridge, Spencer, Sterling, Sudbury, Sutton, Templeton, Upton, Uxbridge, Webster, West Boylston, West Brookfield, Westborough, Westford, and Winchendon.

Services and Programs

71% of the Littleton Housing Authority residents in Ch. 667 who responded to the survey said they would be interested in services and programs. Here are the services and programs residents said they would be most interested in participating in:

	Littleton Housing Authority	Small LHAs in Central MA	Entire State
Job training programs.....	13%	4%	6%
Money management programs (<i>budgeting, taxes, income building</i>).....	8%	9%	10%
Children's programs (<i>tutoring, childcare, afterschool programs</i>).....	4%	1%	2%
Health and Medical Services (<i>visiting nurse, meal programs</i>).....	58%	34%	35%
Adult Education (<i>GED, ESL, educational counseling</i>)	4%	7%	10%

Maintenance and Repair

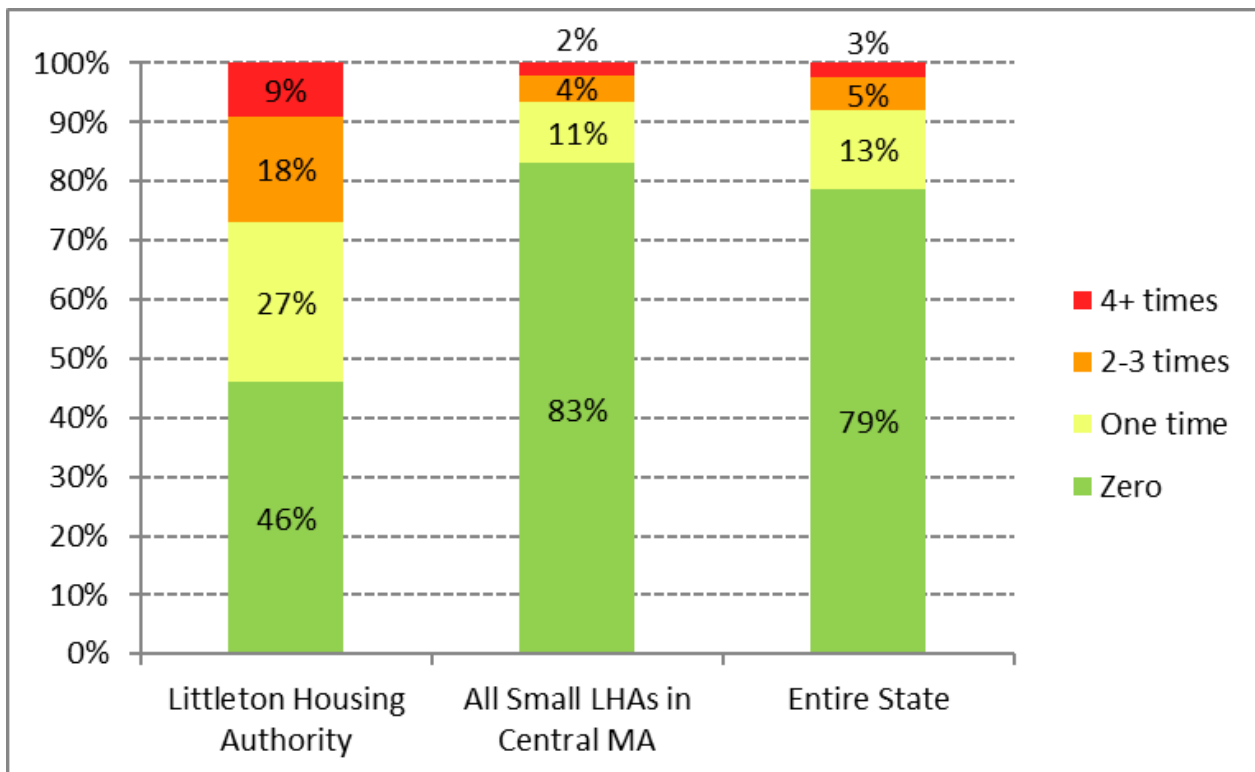
Who had problems? About one-half of respondents had a problem with their heating and about three-quarters had a plumbing problem in the last 12 months.

	Littleton Housing Authority	Small LHAs in Central MA	Entire State
Had a heating problem.....	58%	17%	21%
Had a problem with water or plumbing.....	71%	47%	49%

- **Heating Problems**

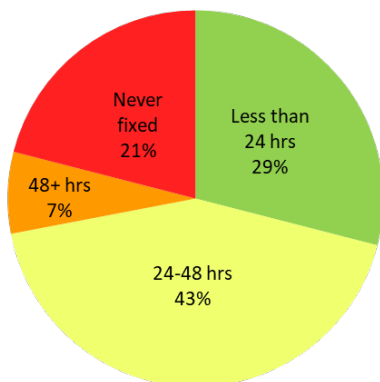
How many times did residents have heating problems?

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

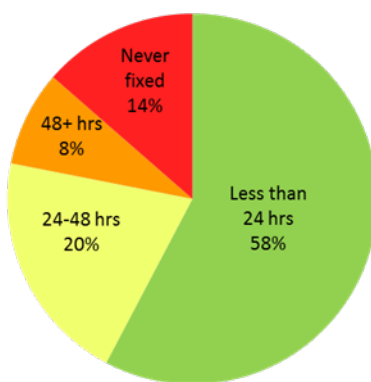


How long did it take to fix the heating problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

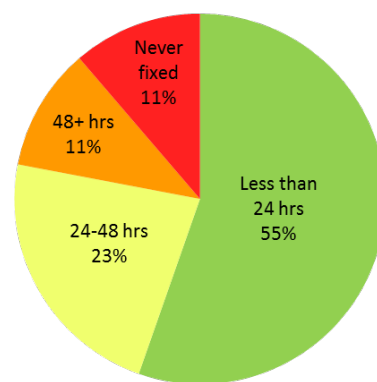
**Littleton
Housing Authority**



**Small LHAs
in Central MA**



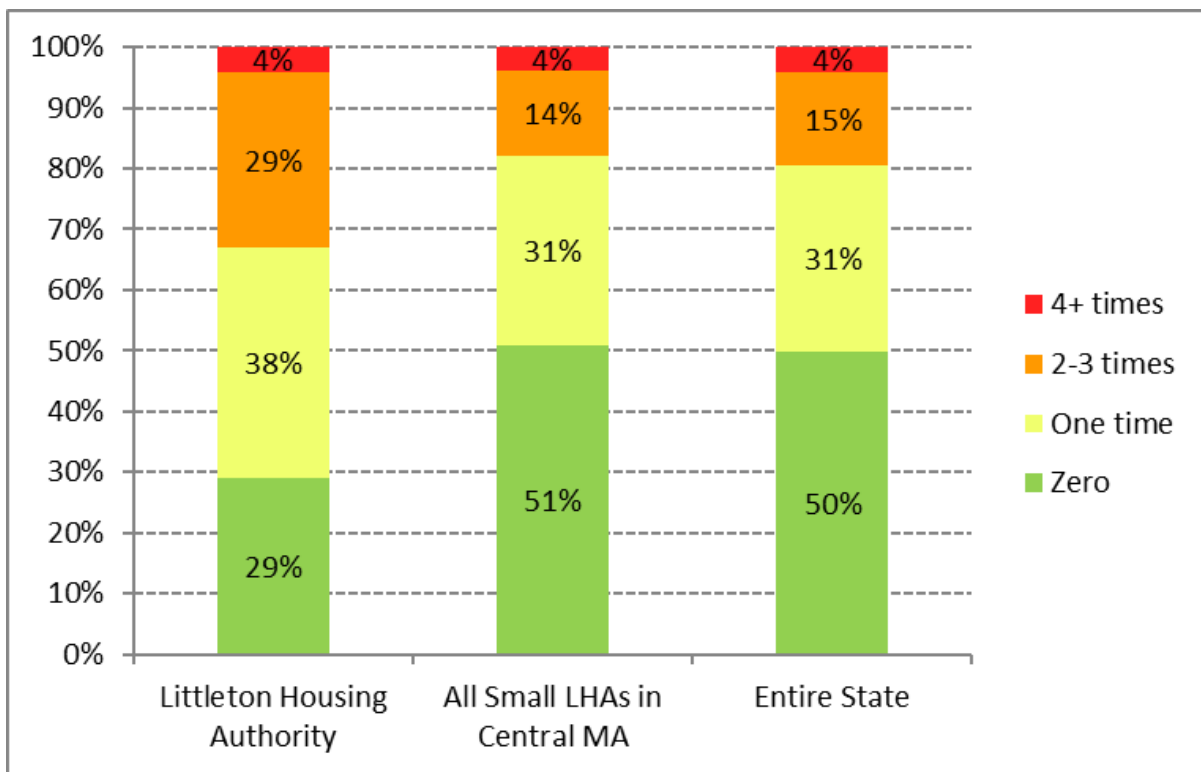
Entire State



- **Water or Plumbing Problems**

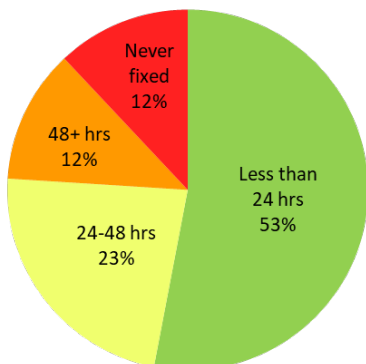
How many times did residents have problems with their water or plumbing?

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

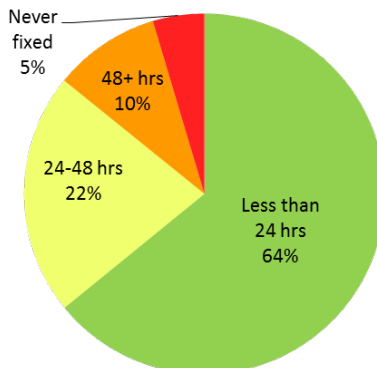


How long did it take to fix the water or plumbing problems? For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

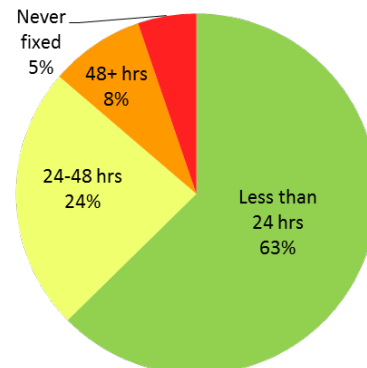
Littleton Housing Authority



Small LHAs in Central MA

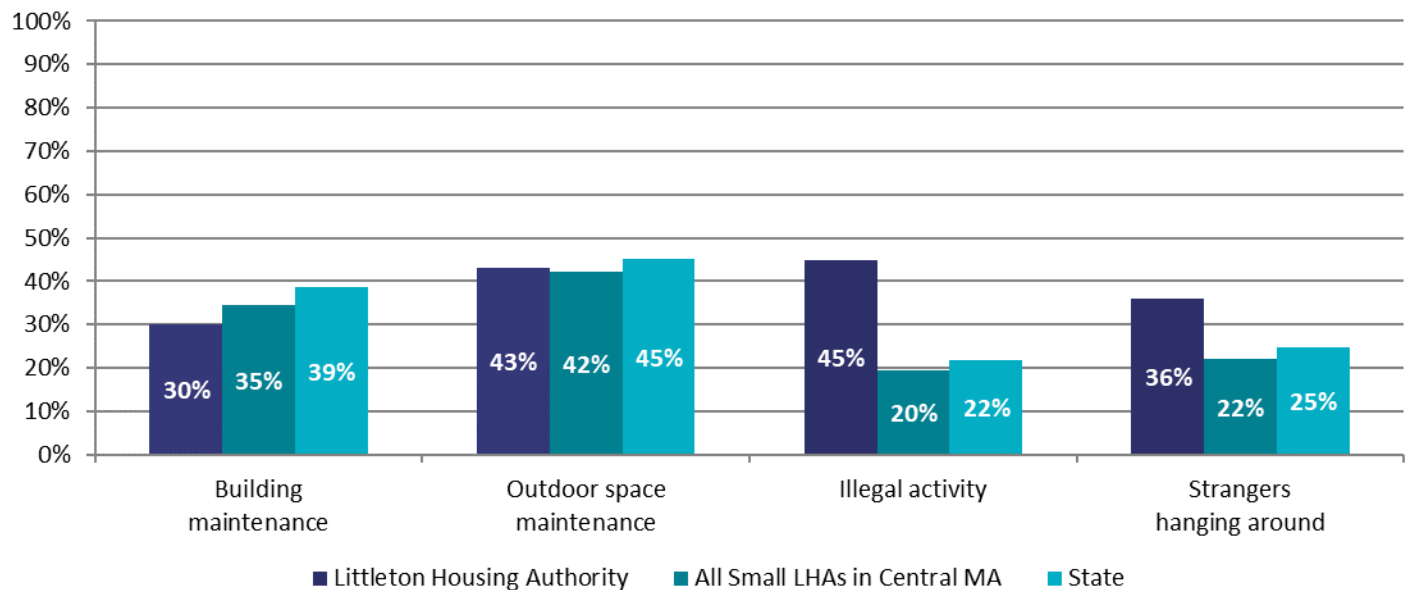


Entire State



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

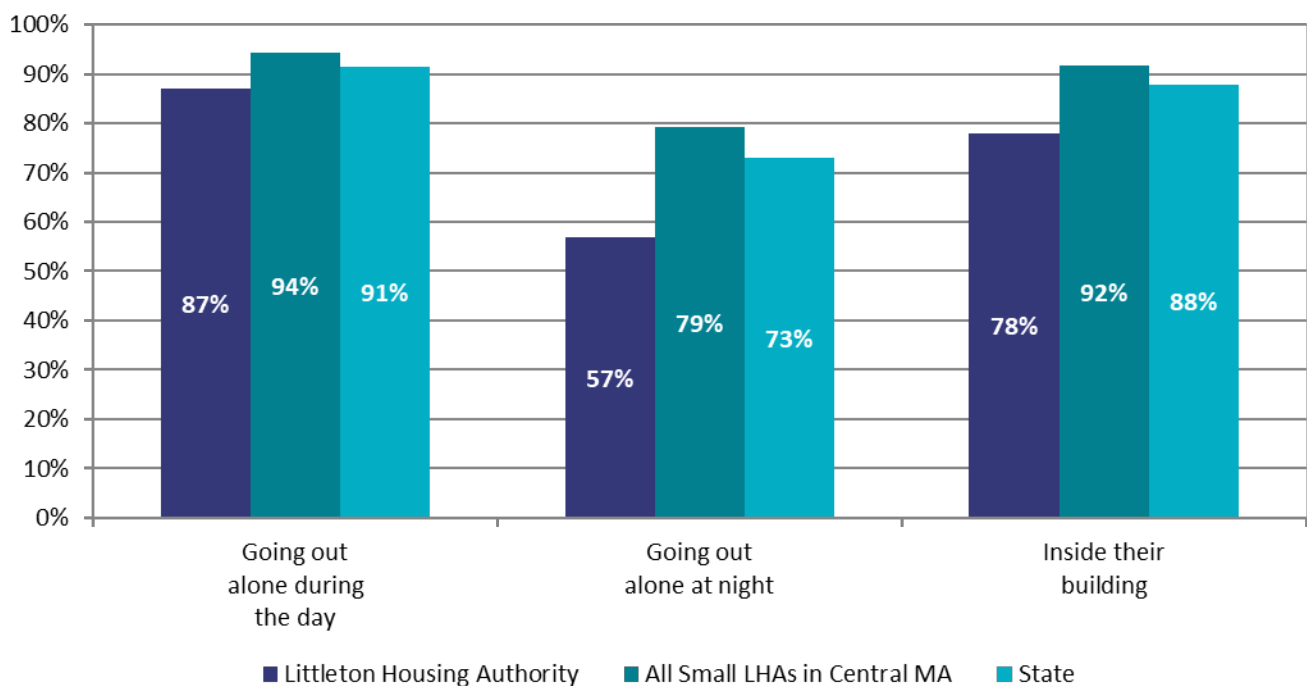
Respondents who “always” or “sometimes” had problems with....



Safety

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

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



LITTLETON
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

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD) PMR Desk Audit Ratings Summary Official Published PMR Record For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority	
Housing Authority	Littleton Housing Authority
Fiscal Year Ending	03/31/2022
Housing Management Specialist	Thomas Lee
Facilities Management Specialist	Todd Lawson

Criteria	Score/Rating			
	Management			
Occupancy Rate	c.667	c.705	c.200	Cumulative
	No Findings	No Findings	Not Applicable	No Findings
Tenant Accounts Receivable (TAR)	c.667	c.705	c.200	Cumulative
	Paused due to COVID-19	Paused due to COVID-19	Not Applicable	Paused due to COVID-19
Board Member Training	Operational Guidance			
Certifications and Reporting Submissions	Operational Guidance			
Annual Plan	No Findings			
	Financial			
Adjusted Net Income	Paused due to COVID-19			
Operating Reserves	Corrective Action			
	Capital			
Capital Spending	Paused due to COVID-19			

LHA Littleton Housing Authority

Occupancy

Rating All: No Findings
Rating 667: No Findings
Rating 200: Not Applicable
Rating 705: No Findings

- ☐ 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: Operational Guidance

- ☒ 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: Corrective Action

- ☒ 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: Operational Guidance

- ☐ 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	
Housing Authority	Littleton Housing Authority
Fiscal Year Ending	3/31/2022
Housing Management Specialist	Thomas Lee
Facilities Management Specialist	Todd Lawson

Inspection and Work Order System Criteria	Rating
Inspections	
LHA conducted 100% of the unit inspections.	No Findings
Inspections report noted 100% of the necessary repairs in each unit.	No Findings
100% of inspection-related work orders were generated.	No Findings
Work order system identifies, tracks, and can produce reports for inspection work orders.	No Findings
Inspection work orders were completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or included in the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).	No Findings
Work Order System	
Emergency work orders defined per PMG, identified, tracked, reportable.	No Findings
Emergency work orders initiated within 24 to 48 hours.	No Findings
Vacancy work orders identified, tracked and reportable.	No Findings
Vacancy work orders were completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.	No Findings
Comprehensive Preventive Maintenance Program exists & preventive work orders identified, tracked, and reportable.	Corrective Action
Routine work orders identified, tracked, reportable and completed regularly.	Operational Guidance
Requested work orders are identified, tracked and reportable.	No Findings
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.	No Findings
LHAs have a 24 hour system for responding to emergencies and have distributed definition of emergency to residents, staff and answering service (if applicable).	No Findings

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

Housing Authority	Littleton Housing Authority
Fiscal Year Ending	3/31/2022
Housing Management Specialist	Thomas Lee
Facilities Management Specialist	Todd Lawson

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. 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)

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:

LHA just switch over from Sharp to PHAnetwork. LHA is now learning the new work orders software system.

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 - Corrective Action

- ☐ 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:

It is recommended that LHA create a Preventive Plan that helps in the upkeep of all buildings and equipment. Work orders should be created and closed for all items on your Preventive Maintenance Plan. LHA can reference the Property Maintenance Guide chapter 1, and the DHCD suggested Preventive Maintenance (PHN2016-18) to help establish its own Preventive Plan.

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: