Notice of Public Hearing

The Dracut Housing Authority invites all tenants and the general public to a review of the Authority's Proposed Annual Plan for Fiscal Year 2024

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

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

Hearing time and date: 5:30 PM on 06/26/2023

Hearing location: Dracut Annual Plan Hearing/Board Meeting
971 Mammoth Road, Dracut MA
See Special Instructions Below

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

- Copies of the Annual Plan are available at the Authority's office or may be reviewed online at https://tinyurl.com/LHA-MA-AnnualPlan
- Comments may be submitted orally at the hearing, by emailing the housing authority office, or by submitting written comments at the housing authority office. Comments must be received no later than the close of the public hearing.
- For reasonable accommodation requests contact the housing authority office by 06/12/2023 at 5:00 PM.
- Contact information for Dracut Housing Authority:
  Office: 971 Mammoth Road, Dracut, MA 01826
  Phone: (978) 957-3515
  Email: drahouse@aol.com

Detailed Instructions for Remote Access

Dracut Annual Plan Hearing - Board Meeting
June 26th at 5:30 PM
971 Mammoth Road, Dracut MA
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Aviso de audiencia pública

El/La Dracut Housing Authority
invita a todos los arrendatarios y al público en general a una revisión del Plan Anual Propuesto por la autoridad para el año fiscal 2024

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

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

Fecha y hora de la audiencia: 5:30 PM del 06/26/2023

Lugar de la audiencia: Dracut Annual Plan Hearing/Board Meeting
971 Mammoth Road, Dracut MA
See Special Instructions Below

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

- Puede obtener copias del Plan anual en la oficina de la autoridad o consultar el Plan por Internet en <https://tinyurl.com/LHA-MA-AnnualPlan>. El Plan está disponible únicamente en inglés.
- Si desea hacer comentarios, puede hacerlo oralmente en la audiencia o enviar los comentarios por correo electrónico o postal a la oficina de la autoridad de vivienda. Los comentarios se deben recibir antes del cierre de la audiencia pública.
- Si tiene una solicitud razonable en relación con una discapacidad, póngase en contacto con la oficina de la autoridad de vivienda antes del 06/12/2023 a las 5:00 PM.
- Información de contacto de Dracut Housing Authority:
  Oficina: 971 Mammoth Road, Dracut, MA 01826
  Teléfono: (978) 957-3515
  Correo electrónico: drahouse@aol.com

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<u>សេចក្តីជូនដំណឹងអំពីសវនការសាធារណៈ:</u>

Dracut Housing Authority អញ្ជើញអ្នកជួល និងសាធារណជនទូទៅទាំងអស់ឲ្យទៅពិនិត្យមើលឡើងវិញនូវផែនការ ប្រចាំឆ្នាំដែលបានដាក់សុនើរបស់អាជ្ញាធរសម្រាប់ឆ្នាំសារពើពន្ធ 2024

ផែនការប្រចាំឆ្នាំមានគោលបំណងជូនដល់ការយល់ដឹងអំពីប្រតិបត្តិការ និងផែនការរបស់អាជ្ញាធរសម្រាប់ឆ្នាំសារពើពន្ធខាងមុខនេះ ព្រមទាំងពាល់ដល់លំនៅដ្ឋានសាធារណៈដែលជួយដោយរដ្ឋបាលរបស់អាជ្ញាធរ។ ផែនការប្រចាំឆ្នាំដែលបានដាក់សុនើ មានធាតុផ្សំខាងក្រោម៖

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

កាលបរិច្ឆេទ និងម៉ោងសវនការ៖ **5:30 PM នៅ 06/26/2023**

ទីកន្លែងសវនការ៖ Dracut Annual Plan Hearing/Board Meeting
971 Mammoth Road, Dracut MA
See Special Instructions Below

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

- សេចក្តីចមលងនផែនការប្រចាំឆ្នាំ មាននៅការិយាល័យរបស់អាជ្ញាធរ ឬអាចពិនិត្យមើលឡើងវិញលើបណ្តាញតាមរយៈ <https://tinyurl.com/LHA-MA-AnnualPlan>។ មានជាភាសាអង់គ្លេសតែប៉ុណ្ណោះ។
- មតិនានាអាចត្រូវបានផ្តល់ដោយផ្ទាល់មាត់នៅកុនុងសវនាការ ដោយផ្ញើអីមែលទៅការិយាល័យអាជ្ញាធរលំនៅដ្ឋាន ឬដោយដាក់មតិជាលាយលក្ខណ៍អក្សរនៅការិយាល័យអាជ្ញាធរលំនៅដ្ឋាន។ មតិនានាត្រូវតែផ្តល់ឱ្យហានមុនពេលបិទសវនាការសាធារណៈ។
- សម្រាប់សំណើសុំការសុនាក់នៅសមរម្យ សូមទាក់ទងការិយាល័យអាជ្ញាធរលំនៅដ្ឋានភ្លាមថ្ងៃ 06/12/2023 នៅម៉ោង 5:00 PM។
- ព័ត៌មានទំនាក់ទំនងសម្រាប់ Dracut Housing Authority៖

  ការិយាល័យ៖ 971 Mammoth Road, Dracut, MA 01826
  ទូរស័ព្ទ៖ (978) 957-3515
  អ៊ីមែល៖ drahouse@aol.com

Detailed Instructions for Remote Access

Dracut Annual Plan Hearing - Board Meeting
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Thông báo Điều trần Công khai

Dracut Housing Authority
xin mời tất cả những người thuê nhà và cộng đồng đến tham dự buổi đánh giá Kế hoạch Hàng năm Đề xuất cho Năm Tài chính của Cơ quan Quản lý 2024

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

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

Ngày và giờ điều trần: 5:30 PM và 06/26/2023

Địa điểm điều trần: Dracut Annual Plan Hearing/Board Meeting
971 Mammoth Road, Dracut MA
See Special Instructions Below

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

- Các bản sao của Kế hoạch Hàng năm sẵn có tại văn phòng Cơ quan Quản lý hoặc quý vị có thể xem trực tuyến tại <https://tinyurl.com/LHA-MA-AnnualPlan>. Các bản này chỉ có bằng Tiếng Anh.
- Các ý kiến đóng góp có thể được nộp bằng lời tại buổi điều trần, gửi email cho văn phòng cơ quan quản lý gia cư, hoặc nộp ý kiến bằng văn bản tại văn phòng cơ quan quản lý gia cư. Các ý kiến đóng góp phải được nhận không muộn hơn giờ kết thúc phiên điều trần.
- Để đưa ra các yêu cầu về biện pháp điều chỉnh đặc biệt hợp lý, hãy liên hệ với văn với văn phòng cơ quan quản lý gia cư trước 06/12/2023 lúc 5:00 PM.
- Thông tin liên hệ cho Dracut Housing Authority:
  Văn phòng: 971 Mammoth Road, Dracut, MA 01826
  Điện thoại: (978) 957-3515
  Email: drahouse@aol.com

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开公众听证会的通知

Dracut Housing Authority 邀请所有租户和公众对本管理局的 2024 财政年度建议的《年度计划》进行审查

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

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

听证会时间和日期: 5:30 PM 在 06/26/2023

听证会地点： Dracut Annual Plan Hearing/Board Meeting
971 Mammoth Road, Dracut MA
See Special Instructions Below

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

- 可以在管理局的办公室获得《年度计划》的副本，或者可以上网进入 <https://tinyurl.com/LHA-MA-AnnualPlan> 在线查看。那些副本或网上内容是用英语的。
- 各位要提出评论，可以在听证会上通过口头方式、或通过向住房管理局的办公室发送电子邮件、或在住房管理局的办公室当面提交书面评论。所有评论必须在公众听证会结束之前收到。
- 对于合理的需通融的要求，请在 06/12/2023 之前通过 5:00 PM 与住房管理局的办公室联系。
- Dracut Housing Authority 的联系方式：

  办公室： 971 Mammoth Road, Dracut, MA 01826
  电话: (978) 957-3515
  电子邮件: drahouse@aol.com

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Aviso de Audiência Pública

O Dracut Housing Authority
convida todos os locatários e o público em geral para uma revisão do plano anual proposto pela Autoridade para o ano fiscal 2024

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

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

Data e hora da audiência: 5:30 PM em 06/26/2023

Local da audiência: Dracut Annual Plan Hearing/Board Meeting
971 Mammoth Road, Dracut MA
See Special Instructions Below

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

- Cópias do Plano Anual estão disponíveis no escritório da Autoridade ou podem ser analisadas on-line em <https://tinyurl.com/LHA-MA-AnnualPlan>. Estas estão apenas no idioma inglês.
- Os comentários podem ser apresentados oralmente na audiência, por e-mail para o escritório da autoridade habitacional ou por escrito para o escritório da autoridade habitacional. Os comentários devem ser recebidos, no máximo, até o encerramento da audiência pública.
- Para solicitações razoáveis de acomodação, entre em contato com o escritório da autoridade habitacional em 06/12/2023 às 5:00 PM.
- Informações de contato para Dracut Housing Authority:
  Escritório: 971 Mammoth Road, Dracut, MA 01826
  Telefone: (978) 957-3515
  E-mail: drahouse@aol.com

Detailed Instructions for Remote Access

Dracut Annual Plan Hearing - Board Meeting
June 26th at 5:30 PM
971 Mammoth Road, Dracut MA
In Our Community Room
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Уведомление о публичном слушании

Dracut Housing Authority приглашает всех жильцов и представителе общественности принять участие в рассмотрении предлагаемого Жили управлением Годового плана на фискальный год 2024

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

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

Время слушания: 5:30 PM Дата слушания 06/26/2023

Место проведения слушания: Dracut Annual Plan Hearing/Board Meeting
971 Mammoth Road, Dracut MA
See Special Instructions Below

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

- Копии Годового плана можно получить в офисе Жилищного управления или на сайте: <https://tinyurl.com/LHA-MA-AnnualPlan>. Документы доступны только на английском языке.
- Замечания можно сделать устно в ходе слушания, а также отправить их по электронной почте в офис Жилищного управления или оставив их в письменном виде в офисе Жилищного управления. Замечания должны быть получены до закрытия публичного слушания.
- Разумные запросы о размещении можно направить в офис Жилищного управления до 06/12/2023 5:00 PM.
- Контактная информация Dracut Housing Authority:
  Офис: 971 Mammoth Road, Dracut, MA 01826
  Телефон: (978) 957-3515
  Адрес эл. почты: drahouse@aol.com

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Avi Odisyon Piblik

The Dracut Housing Authority
ap envite tout lokatè ak piblik la an jeneral nan yon revizyon Plan Anyèl pou Ane Fiskal la ke Administrasyon an Pwopoze 2024

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

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

Dat ak lè odisyon: 5:30 PM nan dat 06/26/2023

Adrès odisyon an: Dracut Annual Plan Hearing/Board Meeting
971 Mammoth Road, Dracut MA
See Special Instructions Below

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

- Kopi Plan Anyèl yo disponib nan biwo Administrasyon an oswa w ka revize anliy nan <https://tinyurl.com/LHA-MA-AnnualPlan>. Sa yo se nan lang Anglè sèlman.
- Yo gendwa soumèt kòmantè yo vèbalman nan odisyon an, pa imèl bay biwo administrasyon lojman an, oswa nan soumisyon kòmantè ekri w yo nan biwo administrasyon lojman an. Yo ta dwe voye kòmantè yo nan yon moman ki pa pi ta pase odisyon piblik la.
- Pou demand akomodasyon rezonab kontakte biwo administrasyon lojman an kote w ap 06/12/2023 a 5:00 PM.
- Enfòmasyon kontak pou Dracut Housing Authority:
  Biwo: 971 Mammoth Road, Dracut, MA 01826
  Telefòn: (978) 957-3515
  Imèl: drahouse@aol.com

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Dracut Housing Authority
Proposed 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 Dracut 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. Cover sheet for tenant satisfaction surveys
    b. Tenant Satisfaction Survey 667 Program
    c. Tenant Satisfaction Survey 667 Program
    d. Performance Management Review
    e. Management Operations 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
667-2A	Elderly	Mammoth Rd 667-2A	1	1991	18
667-2C	Elderly	Parker Avenue 667-2C	1	1991	20
705-03	Family	Perron Lane Family Housing 705-03	12	1990	19
667-2B	Elderly	Pleasant St (condos) 667-2B	8	1987	15
	Family	Family units in smaller developments	11		17
	Other	Special Occupancy units	2		8
Total			35		97

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-01	Elderly	HANSON GLEN 667-01	12	1980	80

Federally Assisted Developments

Dracut Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 112 households.

LHA Central Office

Dracut Housing Authority
971 Mammoth Road, Dracut, MA, 01826
Mary Karabatsos, Executive Director
Phone: 978-957-3515
Email: drahouse@aol.com

LHA Board of Commissioners

	Role	Category	From	To
Tom Bomil	Member		05/01/2020	05/01/2025
Andre Dubuque		Tenant	05/01/2022	05/01/2027
Charles Kanavos	Member		05/01/2019	05/01/2024
George Nangle	Treasurer		05/01/2018	05/01/2023
Matthew Sheehan	Chair	State Appointee	01/15/2020	01/15/2025

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.	05/03/2023
B.	Advertise the public hearing in public postings.	05/03/2023
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.	05/03/2023
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.)	
G.	Executive Director presents the Annual Plan to the Board.	
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	

Overview and Certification

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

Capital Improvement Plan

DHCD Description of CIPs:

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

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

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

The CIP includes the following parts:

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

Capital Improvement Plan (CIP)

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

Category of Funds	Allocation	Planned Spending	Description
Balance of Formula Funding (FF)	$1,366,173.27		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	$136,617.33		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	$1,229,555.94	$455,930.40	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	$975.91	$968.03	Accessibility projects
DMH Set-aside	$0.00	$0.00	Dept. of Mental Health facility
DDS Set-aside	$0.11	$0.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	$1,228,579.92	$454,962.37	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	$18,066.90	$8,066.90	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	$0.00	$0.00	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	$0.00	$0.00	Community Preservation Act funds awarded by a city of town for specific projects.
Operating Reserve(OR) Funds	$0.00	$0.00	Funds from the LHA's operating budget.
Other Funds	$218,065.02	$218,065.02	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	$1,465,687.86	$682,062.32	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.

Regional Capital Assistance Team

Dracut 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 2023	fy2024 Planned	fy2025	fy2026	fy2027	fy2028
079078	Roof Repair	Perron Lane	$78,262	$64,147	$7,615	$0	$0	$0	$0	$0
079081	FF: Congregate bathroom upgrades (2)	Mammoth Rd 667-2A	$52,215	$24,518	$27,697	$0	$0	$0	$0	$0
079082	FF: Kitchen modernization, 1 unit (on turnover)	Pleasant St (condos) 667-2B	$18,000	$2,098	$0	$15,902	$0	$0	$0	$0
079083	FF: Address Flooding Issues - Basement	SCATTERED SITE-HILDRETH ST 705-C6	$14,700	$500	$1,255	$12,945	$0	$0	$0	$0
079087	Bathroom modernization - Bld 6 - Unit 4	Pleasant St (condos) 667-2B	$9,177	$0	$1,555	$7,623	$0	$0	$0	$0
079088	Kitchen modernization, 1 unit (on turnover)	Pleasant St (condos) 667-2B	$18,000	$2,466	$1,017	$14,518	$0	$0	$0	$0
079089	Install New Generator - Community Center	Parker Avenue 667-2C	$105,641	$8,320	$28,014	$68,564	$0	$0	$0	$0
079092	Replace Heat Detectors & Smoke Detectors	Mammoth Rd 667-2A	$5,500	$1,483	$261	$3,758	$0	$0	$0	$0
079093	Replace rugs with VCT in common areas of Congregate.	Mammoth Rd 667-2A	$5,625	$1,576	$263	$3,787	$0	$0	$0	$0
079095	Bathroom modernization - Bld 10, Unit A1	Pleasant St (condos) 705-C0 705-C0	$8,644	$0	$1,154	$7,491	$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 2023	fy2024 Planned	fy2025	fy2026	fy2027	fy2028
079097	Envelope Repairs	SCATTERED SITE-SLADEN 705-C7	$10,245	$0	$45	$10,201	$0	$0	$0	$0
079098	Kitchen & Bath Modernization	SCATTERED SITE-SLADEN 705-C7	$72,264	$4,410	$3,078	$0	$0	$0	$0	$0
079100	COVID-19 Office Adaptaion: Door and seating	Mammoth Rd 667-2A	$9,900	$0	$653	$9,248	$0	$0	$0	$0
079101	Site drainage improvements	Perron Lane Special Needs 689-01	$69,882	$1,200	$0	$0	$0	$0	$0	$0
079103	ARPA Targeted Award - Dracut - 667-2C Fire Alarm System, Zoned, Complete	Parker Avenue 667-2C	$133,100	$0	$0	$0	$0	$0	$0	$0
079104	ARPA FF: Phase 2-Replacement of 4 roof	Perron Lane Family Housing 705-03	$84,966	$0	$0	$0	$0	$0	$0	$0
•	Congregate kitchen modernization	Mammoth Rd 667-2A	$27,035	$0	$0	$54	$26,982	$0	$0	$0
•	Parker Ave Roof replacement	Parker Avenue 667-2C	$148,090	$0	$0	$148,090	$0	$0	$0	$0
•	Kitchen modernization, partial	Parker Avenue 667-2C	$188,617	$0	$0	$0	$0	$0	$93,895	$94,723
•	Perron Lane Roof replacement Phase 2	Perron Lane Family Housing 705-03	$50,774	$0	$0	$0	$2,567	$48,208	$0	$0
•	Replace Exterior doors, windows, and siding	SCATTERED SITE-BOLTON AVE 705-C8	$83,542	$0	$0	$0	$25,020	$58,523	$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
079092	Replace Heat Detectors & Smoke Detectors	H&S FY20: Replace Heat Detectors & Smoke Detectors	$0	$0	$0	$5,500	$0	$0	$0	$0
079093	Replace rugs with VCT in common areas of Congregate.	H&S FY20: Replace rugs with VCT in common areas of Congregate.	$0	$0	$0	$5,625	$0	$0	$0	$0
079103	ARPA Targeted Award - Dracut - 667-2C Fire Alarm System, Zoned, Complete	ARPA Formula Funding	$0	$0	$0	$0	$0	$0	$0	$133,100
079104	ARPA FF: Phase 2-Replacement of 4 roof	ARPA Formula Funding	$0	$0	$0	$0	$0	$0	$0	$84,966

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.

   Dracut Housing Authority has not submitted an Alternate 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.

   Dracut Housing Authority has not requested additional funding.

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

   Dracut Housing Authority is focused on addressing out standing building envelope needs as well as updating interiors of units including kitchens and common areas.

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:

   Several project s that were slated for the 3-5 years of the previous plan have been removed as they were addressed vis operating funds.

5. **Requirements of previous CIP approval**
   There were no special conditions attached to the approval of our previous CIP.

6. **Quarterly capital reports**
   Our most recent quarterly capital report (form 80 and 90) was submitted on 03/30/2023.

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 04/20/2023.

8. Project priorities

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

9. High priority deficiencies

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

10. Accessibility

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

11. Special needs development

Dracut Housing Authority has one or more special needs (167 or 689 programs) development. We have completed the service provider input process according to the required procedures detailed in the lease agreement and held an annual meeting with the service provider staff at all special needs developments as of 02/15/2023.

12. Energy and water consumption

Our 12 most recent monthly energy reports are for months 1/2022 to 12/2022.

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

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

705-C8

705-C2

705-C5

705--D

The water usage at the 705 developments is high. DHA will reinforce the water usage policy with the residents, as well as the upcoming bathroom project will help reduce usage by implementing low flow devices.

13. Energy or water saving initiatives

Dracut 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-Dracut Housing Authority-00807 had an energy audit under the Low-Income Energy Affordability Network (LEAN) program on 04/15/2018

14. Vacancy rate

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

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

Maintenance and Repair Plan

Maintenance Objective

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

About This Maintenance and Repair Plan

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

a. **Classification and Prioritization of Maintenance Tasks** - Defines and prioritizes types of work to be accomplished by maintenance staff and vendors. Explains how the housing authority is expected to respond to work orders (tasks or requests) based on the work order classification.

b. **Emergency Response System** - Defines what constitutes an emergency and how to notify staff of an emergency.

c. **Normal Maintenance Response System** - How to contact the maintenance staff for a non-emergency request.

d. **Work Order Management** - Description of the housing authority's system for managing work orders (tasks and requests).

e. **Maintenance Plan Narrative & Policy Statement** - Self-assessment, basic information, and goals for the coming year, along with a description of the housing authority's maintenance program.

f. **Preventive Maintenance Schedule** - A listing and schedule of tasks designed to keep systems and equipment operating properly, to extend the life these systems and equipment, and to avoid unexpected breakdowns.

g. **Routine Maintenance Schedule** - A listing and schedule of ordinary maintenance tasks such as mopping, mowing, raking, and trash collection required to keep the facilities in good condition.

h. **Unit Inspections** - Scheduling of annual unit inspections.

Classification and Prioritization of Maintenance Tasks

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

I. **Emergencies** - Emergencies are only those conditions which are **immediately threatening** to the life or safety of our residents, staff, or structures.
   - **Goal: initiated with 24 to 48 hours.**

II. **Vacancy Refurbishment - Work necessary to make empty units ready for new tenants.**
   - After emergencies, the refurbishment of vacancies for immediate re-occupancy has the highest priority for staff assignments. **Everyday a unit is vacant is a day of lost rent.**
   - **Goal: vacancy work orders are completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.**

III. **Preventive Maintenance** - Work which must be done to **preserve and extend the useful life** of various elements of your physical property and avoid emergency situations.
   - A thorough Preventive Maintenance Program and Schedule that deals with all elements of the physical property is provided later in the document.
   - The Preventive Maintenance Program is reviewed and updated annually and as new systems and facilities are installed.

IV. **Programmed Maintenance** - Work which is important and is completed to the greatest extent possible within time and budget constraints. Programmed maintenance is grouped and scheduled to make its completion as efficient as possible. Sources of programmed maintenance include:
   - Routine Work includes those tasks that need to be done on a regular basis to keep our physical property in good shape. (Mopping, Mowing, Raking, Trash, etc.)
   - Inspections are the other source of programmed maintenance.
     - Inspections are visual and operational examinations of parts of our property to determine their condition.
     - All dwelling units, buildings and sites must be inspected at least annually.
     - **Goal: Inspection-generated work orders are completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).**

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

Additional Remarks by the Dracut Housing Authority

HAB

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call Answering Service	978-957-3515	Any time (day or night)
Call LHA at Phone Number	978-957-3515	Any time (day or night)

Residents have been notified to that they should call 911 in emergency situations.

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 Dracut Housing Authority main office.

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

Normal Maintenance Request Process

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service	978-957-3515	5:00 PM - 8:30 AM - Mon - Friday &
Call Housing Authority Office	978-957-3515	8:30 AM - 5:00 PM Mon - Friday
Submit Online at Website		
Email to Following Email	mkarabatsos@dracutha.co	All times
Other		

Work Order Management

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

Type of work order system:

Work order classification used:

Emergency	
Vacancy	
Preventative Maintenance	
Routine	
Inspections	
Tenant Requests	

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

C. Our work order process includes the following steps:

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

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

Deferred work orders are also a classification that we use

Maintenance Plan Narrative

Following are Dracut 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 have received positive feedback from tenants as well as getting addition favorable feed back in all other areas.

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

We have hired a Maintenance Laborer who has experience in fixing equipment, as well as lawncare. This will alleviate the cost expenditure of repairing equipment.

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

We will be a new maintenance laborer this upcoming year.

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	$215,761.00	$39,005.00
Last Fiscal Year Actual Spending	$243,207.00	$61,425.00
Current Fiscal Year Budget	$241,311.00	$35,741.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	11
Average time from date vacated to make Unit "Maintenance Ready"	26 days
Average time from date vacated to lease up of unit	43 days

Attachments

These items have been prepared by the Dracut 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.

Preventive maintenance is work undertaken according to a schedule to prevent breakdown of major mechanical systems and equipment, and to prevent the deterioration of apartments and equipment. The DHA Preventive Maintenance Program will include regular comprehensive inspections and repairs of all units, equipment, buildings, and common areas. Identifying these maintenance needs will help the authority reduce the frequency and severity of breakdowns and service interruptions. These inspections will include checking, measuring, observing, and correcting deficiencies found in the units, major mechanical systems, equipment/vehicles, exterior of units, and grounds.

The DHA Preventive Maintenance Program will be the key to achieving control of maintenance. It will reduce resident-generated work orders to a manageable level, speed up vacancy turnaround since units will be generally in better condition upon a vacate, and provide information to management for follow-up with regard to care of the unit by the occupant.

The Maintenance Department will have more control over the scheduling of Preventive Maintenance than it has over routine corrective or emergency maintenance. Repair needs caught early will prevent emergencies, save dollars later, and substantially reduce resident generated work-orders. The Preventive Maintenance inspections and work also will help establish a record of deterioration which may signal modernization needs that can be systematically planned and scheduled. This maintenance will avoid waiting for a major crisis to occur before addressing a predictable problem.

The DHA Preventive Maintenance Schedule will identify when tasks need to be completed. The system in place will record the date each inspection was conducted; who did it, and a process for ensuring that needed work is completed. This process will assign accountability to inspectors, and provides a sense of responsibility for their work.

When the Preventive Maintenance Program requires work that is predictable and repetitive (such as cleaning burners or replacing filters), maintenance staff will tend to work from a schedule. If inspections identify a need for unanticipated repairs, or replacements, the staff will generate work orders. If work orders are generated, they will be identified as routine or emergency and will follow the work assignment process. A schedule of unit inspections will be prepared at the beginning of each calendar year and monitored each month to ensure that all units are inspected at least annually.

- Circulators
- Domestic hot water tanks

2. **SECURITY SYSTEMS**

   - Exterior lighting
   - Public hallway lighting
   - Building doors and locks

3. **FIRE AND LIFE SAFETY SYSTEMS**

   - Emergency generators
   - Fire extinguishers
   - Emergency lighting/exit lights
   - Sprinkler systems
   - Fire alarm systems

4. **ROOFS**

   - Roof inspection
   - Gutter cleaning

5. **PLUMBING**

   - Catch basins
   - Sanitary drains

6. **VEHICLES**

   - Safety inspection
   - Tune up
   - Fluid check

7. **ANNUAL INSPECTIONS**

   - Dwelling units

9. COMMON AREAS

- Grounds
- Hallways and stairwells
- Community rooms and rest rooms

10. PEST CONTROL

1. Vehicle Inspection:

- Check all fluid levels: crank case, transmission, etc..
- Check antifreeze, radiator rust inhibiter and thermostat
- Check windshield washer fluid
- Check belts and hoses
- Check plugs, wiring, battery, clean and grease terminals
- Clean out air cleaner
- Check wheel alignment and tire balance
- Check heater and defroster
- Check wiper blades for wear
- Check underbody for corrosion and hose off

2. Check smoke detectors and carbon monoxide detectors during annual inspections.

3. Unit inspections – schedule to complete 100 each year.

- It is required that inspections be completed annually by an administrative staff member, the executive director, maintenance staff employee or hired agency. This will ensure that the authority becomes aware of the property conditions and any lease enforcement issues.

4. Inventory of supplies and small parts.

5. Clean storage rooms and maintenance areas.

3. Oil circulator pumps.
4. Clean dryer vents.
5. Inventory tools, equipment, refrigerators and stoves in stock.
6. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

February Preventative Maintenance Tasks

1. Monitor and issue on going snow removal work orders.
2. A/C, heat and air handler filter change.
3. Clean sanitary systems, lubricate valves and pumps.
4. Clean and lubricate trash chutes and doors.
5. Strip, wax and buff vinyl composite tile and linoleum flooring if appropriate.
6. Clear common hallways and stairs free from all obstructions. According to the State Sanitary code 105 CMR 410.451 – No person shall obstruct any exist or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling unit or rooming unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.
7. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

March Preventative Maintenance Tasks

1. Re-set light timers and clocks for daylight saving time.
2. Monitor and issue on-going snow removal work orders.
3. Touch up all common area paint.
4. Clean heater vents in all common areas.
5. Lease enforcement: Furniture, trash and debris free from exteriors

2. Clean dryer vents, exhaust vents and roof vent motors.
3. Service lawn equipment.
4. Inspect roofs and siding.
5. Clean common area flooring and carpeting.
6. Cleaning of parking areas, roadways, driveways, walkways and storm drains.
7. Inspect trees and trim as needed.
8. Check smoke detectors and carbon monoxide detectors during annual inspections.
9. Check for proper AC installations.

May Preventative Maintenance Tasks

1. Clean all manholes.
2. Emergency generator PM.
3. Clean A/C condensers.
4. Sidewalk and parking lot crack and crevice sealing and repair.
5. Weed treatment at all sites.
6. Edge and mulch all planting beds.
7. Prune/trim all shrubs and bushes away from buildings.
8. Fertilize lawns.
9. Lease enforcement: Cooking grills and fire pits. DHCD recommends the ban of fire pits on all public housing property. There is extreme risk to life and safety with the unsupervised use of fire pits.
10. All cooking grills should be used at a minimum of 10 feet from all structures.

June Preventative Maintenance Tasks

1. Summer boiler shut-down and PM service (non-heating season June 16th to September 14th).
2. Change A/C, heat and air handler filters.
3. Check interior emergency lighting.
4. Weed and edge all planting beds every two weeks.
5. Inspect site railings, walkways and stairs for potential hazards. Identify and repair, as needed.
6. Edge and mulch all planting beds.
7. Check flags and replace as needed.

2. Inspect gutters, downspouts and splash blocks, repair as needed.
3. Inspect common area windows.
4. Inspect and repair site fencing.

August Preventative Maintenance Tasks

1. Strip, wax and buff VCT and linoleum flooring.
2. Lease enforcement: Common hallways and stairs free from all obstructions. According to the State Sanitary code 105 CMR 410.451 – No person shall obstruct any exit or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling or rooming unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.

September Preventative Maintenance Tasks

1. Check electrical panels in boiler rooms and all common areas.
2. Domestic hot water systems.
3. Boiler tune – up.
4. Clean storage rooms and maintenance areas.
5. Touch up all common area paint.
6. Clean heater vents in all common areas.
7. Removal of all ACs.

October Preventative Maintenance Tasks

1. October 7th – October 13th- Fire Prevention Month. Schedule fire systems annual inspections and upgrades.
2. Boiler tune up.
3. Change a/c, heat and air handler filters.
4. Annual cleaning of all gutters.
5. Leaf removal.
6. Prune and trim all shrubs and bushes.

November Preventative Maintenance Tasks

1. Reset light timers and clocks back 1 hour for daylight saving time.
2. Inspect trees and trim as needed.
3. Clean common area carpets and flooring.
4. Check on blocked egresses from community buildings.
5. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

December Preventative Maintenance Tasks

1. Monitor and issue on-going snow removal work orders.
2. Check and replace flags as needed.
3. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

- Circulators
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- Check underbody for corrosion and hose off

2. **Check smoke detectors and carbon monoxide detectors during annual inspections.**

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5. Inspect site railings, walkways and stairs for potential hazards. Identify and repair, as needed.
6. Edge and mulch all planting beds.
7. Check flags and replace as needed.

2. Inspect gutters, downspouts and splash blocks, repair as needed.
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H.M.S. for Windows
winWORK Work Orders
Work Order Detail Report

F:\APPS\HMS\REPORTS\PM_WODT3.QRP

S	TENANT NAME		CLOSED DATE	PRI
Lane, , Dracut, MA 01826 ut Water Department)	Maria D Camilo		6/15/2022	P
		SUBCONTRACTOR TOTALS:		
Lane, , Dracut, MA 01826	Maria D Camilo		6/15/2022	P
		SUBCONTRACTOR TOTALS:		
ane, , Dracut, MA ystem.	Non-dwelling		9/12/2022	P
		SUBCONTRACTOR TOTALS:		
Lane, , Dracut, MA ystem.	Non-dwelling		9/12/2022	P
		SUBCONTRACTOR TOTALS:		
Lane, , Dracut, MA 01826 ne property.	Sandra Dirocco		10/21/2022	P
		SUBCONTRACTOR TOTALS:		
n - Bldgs/Grounds/Commo Perron Lane entrance.	Non-dwelling		10/24/2022	P
		SUBCONTRACTOR TOTALS:		
n - Bldgs/Grounds/Commo p.	Non-dwelling		11/9/2022	P
		SUBCONTRACTOR TOTALS:		
n - Bldgs/Grounds/Commo Perron Lane.	Non-dwelling		11/22/2022	P
		SUBCONTRACTOR TOTALS:		
n - Bldgs/Grounds/Commo val of the property.	Non-dwelling		11/30/2022	P
		SUBCONTRACTOR TOTALS:		
n - Bldgs/Grounds/Commo is.	Non-dwelling		12/21/2022	P
		SUBCONTRACTOR TOTALS:		
n - Bldgs/Grounds/Commo ere needed.	Non-dwelling			P
		SUBCONTRACTOR TOTALS:		

S	TENANT NAME	CLOSED DATE	PRI
Lane, , Dracut, MA	Non-dwelling		P

SUBCONTRACTOR TOTALS:

	Ten Charge	*HA Cost*
LABOR TOTALS:	$0.00	$0.00
MATERIAL TOTALS:	$0.00	$0.00
SUBCONTRACTOR TOTALS:	$0.00	$0.00
Grand Totals:		

I, _____ HAVE READ THE DRACUT HOUSING AUTHORITY'S PREVENTATIVE MAINTENANCE POLICY. I FULLY UNDERSTAND THIS POLICY AND WILL ENSURE TO THE BEST OF MY ABILITY TO ADHERE TO THE GUIDELINES WITHIN.

_____

Signature of Maintenance Staff

_____

Date

PREVENTATIVE MAINTENANCE PLAN
DRACUT HOUSING AUTHORITY

901 MAMMOTH ROAD
PARKER AVENUE
MYRON STREET
BOUCHARD AVENUE
VARNUM AVENUE
TURGEON AVENUE
SLADEN STREET
HAMPSON STREET
COVENTRY GARDEN

PREVENTATIVE MAINTENANCE PLAN
901 MAMMOTH ROAD

- CLEAN BOILER MAGS ANNUALLY.
- TURN OFF HEAT COILS IN SPRING AND TURN ON JUST BEFORE WINTER.
- TURN OFF OUTSIDE WATER AT B1 AND B6 BEFORE WINTER AND TURN ON IN THE SPRING.
- CHECK ALL PUMPS AND CONTROLS FOR ANY LOOSE WIRES OR CORROSION.
- HAVE FIRE ALARMS TESTED ANNUALLY.
- INSPECT STRUCTURE ANNUALLY FOR ANY DEFECTS.
- INSPECT UNITS ANNUALLY.
- INSPECT ELECTRICAL PANEL ANNUALLY
- INSPECT WATER HEATER ANNUALLY

THIS PREVENTATIVE MAINTENANCE PLAN IS SUBMITTED BY BRIAN MARTIN
MARCH 1, 2017

PREVENTATIVE MAINTENANCE PLAN
PARKER AVENUE

*CLEAN BOILER MAGS ANNUALLY
* CHECK ALL PUMPS AND CONTROLS FOR LOOSE WIRES OR CORROSION
* HAVE FIRE ALARMS TESTED ANNUALLY
* INSPECT STRUCTURE ANNUALLY FOR ANY DEFECTS
* INSPECT ALL UNITS ANNUALLY
* INSPECT ELECTRICAL PANEL ANNUALLY
* INSPECT WATER ANNUALLY

THIS PREVENTATIVE MAINTENANCE PLAN IS SUBMITTED BY BRIAN MARTIN
MARCH 1, 2017

PREVENTATIVE MAINTENANCE PLAN
MYRON STREET

(HEATED BY GAS)

- INSPECT BOILER ANNUALLY
- CHANGE FILTERS EVERY 3 MONTHS
- INSPECT SUMP PUMP ANNUALLY
- CHANGE BATTERIES IN SMOKE AND CARBON MONOXIDE DETECTORS TWICE A YEAR
- INSPECT STRUCTURE ANNUALLY
- INSPECT ELECTRICAL PANEL ANNUALLY
- INSPECT WATER HEATER ANNUALLY

THIS PREVENTATIVE MAINTENANCE PLAN IS SUBMITTED BY BRIAN MARTIN
MARCH 1, 2017

PREVENTATIVE MAINTANENCE PLAN
BOUCHARD AVENUE

(HEATED BY GAS)

- INSPECT BOILER ANNUALLY AND HAVE CLEANED
- INSPECT SUMP PUMP
- CHANGE BATTERIES IN SMOKE AND CARBON MONOXIDE DETECTORS TWICE A YEAR
- INSPECT STRUCTURE ANNUALLY
- INSPECT ELECTRICAL PANEL ANNUALLY
- INSPECT WATER HEATER ANNUALLY
- INSPECT UNIT ANNUALLY

PREVENTATIVE MAINTENANCE PLAN SUBMITTED BY BRIAN MARTIN
MARCH 1, 2017

PREVENTATIVE MAINTANENCE PLAN
VARNUM AVENUE

(HEATED BY OIL)

- INSPECT BOILER ANNUALLY AND HAVE CLEANED

  CHANGE BATTERIES IN SMOKE AND CARBON MONOXIDE DETECTORS TWICE A YEAR
- INSPECT STRUCTURE ANNUALLY
- INSPECT ELECTRICAL PANEL ANNUALLY
- INSPECT WATER HEATER ANNUALLY
- INSPECT UNIT ANNUALLY
- INSPECT FENCE ANNUALLY

PREVENATATIVE MAINTENANCE PLAN SUBMITTED BY BRIAN MARTIN
MARCH 1, 2017

PREVENTATIVE MAINTENANCE PLAN
TURGEON AVENUE

(HEATED BY OIL)

- INSPECT FURNANCE ANNUALLY AND HAVE CLEANED.
- CHANGE FILTER EVERY 3 MONTHS
- CHANGE BATTERIES TWICE A YEAR IN SMOKE AND CARBON MONOXIDE DETECTORS.
- INSPECT STRUCTURE ANNUALLY
- INSPECT ELECTRICAL PANEL ANNUALLY
- INSPECT WATER HEATER ANNUALLY

PREVENTATIVE MAINTENANCE PLAN SUBMITTED BY BRIAN MARTIN
MARCH 1, 2017

PREVENTATIVE MAINTANENCE PLAN
SLADEN STREET

(HEATED BY OIL)

- INSPECT BOILER ANNUALLY AND HAVE CLEANED
- INSPECT SUMP PUMP ANNUALLY
- CHANGE BATTERIES IN SMOKE AND CARBON MONOXIDE DETECTORS TWICE A YEAR
- INSPECT STRUCTURE ANNUALLY
- INSPECT ELECTRICAL PANEL ANNUALLY
- INSPECT WATER HEATER ANNUALLY
- INSPECT UNIT ANNUALLY

PREVENTATIVE MAINTENANCE PLAN SUBMITTED BY BRIAN MARTIN
MARCH 1, 2017

PREVENTATIVE MAINTANENCE PLAN
47 AND 49/ 61 AND 63 HAMPSON STREET
(HEATED BY GAS)

- INSPECT ALL FOUR FURNANCES ANNUALLY AND HAVE CLEANED
- CHANGE FILTERS ON ALL FOUR FURNACES EVERY 3 MONTHS
- CHANGE BATTERIES IN SMOKE AND CARBON MONOXIDE DETECTORS TWICE A YEAR IN ALL FOUR UNITS
- INSPECT BOTH STRUCTURES ANNUALLY
- INSPECT ALL FOUR ELECTRICAL PANELS ANNUALLY
- INSPECT ALL FOUR WATER HEATER ANNUALLY
- INSPECT ALL FOUR UNITS ANNUALLY

PREVENTATIVE MAINTENANCE PLAN SUBMITTED BY BRIAN MARTIN
MARCH 1, 2017

PREVENTATIVE MAINTENANCE PLAN
204 PLEASANT STREET (COVENTRY GARDENS)

- HAVE FIRE ALARMS INSPECTED ANNUALLY
- HAVE UNITS INSPECTED ANNUALLY
- INSPECT ELECTRICAL PANEL ANNUALLY

THIS PREVENTATIVE MAINTENANCE PLAN IS SUBMITTED BY BRIAN MARTIN
MARCH 1, 2017

Dracut Housing Authority
Preventative Maintenance
65 Phineas St, Perron Ln, Bolton Ave, Hildreth St, Tanglewood Dr.

January

- Snow Removal
- Oil/Grease Tractor Snow Thrower
- Clear around Fire Hydrants
- Shampoo Carpet 65 Phineas community room
- Check Salt Inventory
- Exterior light / Photo cells inspection 65 Phineas
- Clean 65 Phineas Community Room/ Weekly
- Clean around Perron Ln Dumpster / Weekly

February

- Snow Removal
- Oil/ Grease tractor Snow Thrower
- Clear around Fire Hydrants
- Check Salt Inventory
- Clean 65 Phineas Garage
- Clean 65 Phineas Community Room/ Weekly
- Clean around Perron Ln Dumpster / Weekly

March

- Snow Removal
- Oil/Grease Tractor Snow Thrower
- Clear around Fire Hydrants
- Check Salt Inventory
- Repair Plow Divots
- Tune-Ups for Landscaping Equipment
- Check Roofing/Gutters
- Clean 65 Phineas Community Room/ Weekly
- Clean around Perron Ln Dumpster / Weekly

April

- Clean/Change Air Filters on Home Furnaces
- Reline Parking spaces
- Repair Damage from Snow Removal
- Repair Damaged Sidewalks
- Repair Damaged Vinyl Siding on Buildings
- Clean Gutters
- Clean 65 Community Room/ Weekly
- Clean around Perron Ln Dumpster / Weekly
- Inspect clean Clubhouse/Swings at 65 Phineas(Cluster 4 and Community Room)

May

- Paint fence at 65 Phineas
- Paint Benches at 65 Phineas
- Paint light Poles at 65 Phineas
- Prune shrubs
- Plant Annual Flowers/Mulch
- Repair Grass as needed
- Clean 65 Phineas Garage
- Clean 65 Phineas Community Room/ Weekly
- Clean around Perron Ln Dumpster / Weekly

June

- Trim overgrown Tree limbs
- Clean Dryer Vent
- Clean 65 Phineas Community Room/ Weekly
- Clean around Perron Ln Dumpster / Weekly

July

- Powerwash buildings as needed at 65 Phineas
- Repair/Replace Damaged traffic or Entrance signs
- Exterior lights/ photo cell inspection 65 Phineas
- Clean 65 Phineas Community Room/ Weekly
- Clean around Perron Ln Dumpster / Weekly

August

- Clean 65 Phineas Community Room/ Weekly
- Clean around Perron Ln Dumpster / Weekly
- Tune-up Landscaping Equipment
- Clean/Inspect Utility Rooms Phineas Street

September

- Clean 65 Phineas Community Room/ Weekly
- Clean around Perron Ln Dumpster / Weekly
- Service John Deere tractor and equipment
- Trim overgrowth and greenery

October

- Clean 65 Phineas Community Room/ Weekly
- Clean around Perron Ln Dumpster / Weekly
- Plant annual Fall Flowers
- Leaf clean up 65 Phineas
- Leaf clean up Perron Ln.
- Clean/Repair Gutters @ Phineas/Perron
- Winterize Clubhouse/Swings Phineas
- Winterize Plows

November

- Clean 65 Phineas Community Room/ Weekly
- Clean around Perron Ln Dumpster / Weekly
- Leaf clean up 65 Phineas
- Leaf clean up Perron Ln.
- Check Salt Inventory

December

- Clean 65 Phineas Community Room/ Weekly
- Clean around Perron Ln Dumpster / Weekly
- Snow removal
- Clean Dryer Vents
- Winter Decor

Inspections:

- Annual Inspections (Phineas St, Perron Ln, Homes)
- BEF Alarms (Phineas St, Perron Ln)
- Bell Pump (sump pump Perron Ln)
- Lucky Oil (home boilers – oil)
- ASAP Fire & Safety (2-11 Perron Ln, Phineas St)

Dracut Housing Authority
Preventative Maintenance
971 Mammoth Rd

January

- Snow Removal
- Oil/Grease Tractor Snow Thrower
- Clear around Fire Hydrants
- Check Salt Inventory
- Exterior light / Photo cells inspection
- Clean Community Room/ Weekly

February

- Snow Removal
- Oil/ Grease tractor Snow Thrower
- Clear around Fire Hydrants
- Check Salt Inventory
- Clean Garage
- Clean Community Room/ Weekly

March

- Snow Removal
- Oil/Grease Tractor Snow Thrower
- Clear around Fire Hydrants
- Check Salt Inventory
- Repair Plow Divots
- Set up Outside Water Spickets
- Tune-Ups for Lawn Equipment
- Check Roofing/Gutters
- Clean Community Room/ Weekly

April

- Reline Parking spaces
- Repair Damage from Snow Removal
- Repair Damaged Sidewalks
- Repair Damaged Vinyl Siding on Buildings
- Clean Gutters
- Inspect/Clean Swings and Benches

May

- Power wash fence on Mammoth Rd
- Power wash Gazebo
- Paint Benches near Community room

- Paint light Poles
- Prune shrubs
- Plant Annual Flowers/Mulch
- Repair Grass as needed
- Check/Repair Pond Dam

June
- Trim overgrown Tree limbs
- Clean Dryer Vent
- Paint railings along stairs

July
- Trim overgrowth around Pond
- Repair/Replace Damaged traffic or Entrance signs
- Exterior lights/ photo cell inspection

August
- Tune-up Landscaping Equipment
- Inspect Pond Pump

September
- Service John Deere tractor and equipment
- Trim overgrowth and greenery

October
- Plant annual Fall Flowers
- Clean/Repair Gutters
- Winterize Swings
- Winterize Plows

November
- Leaf clean
- Check Salt Inventory
- Winterize Outdoor Water Spickets
- A/C covers around Main Office

December
- Winter Decor
- Snow removal
- Clean Dryer Vents

Inspections:
- Annual Inspection
- BEF Alarms

- ASAP Fire & Safety

DRACUT HOUSING AUTHORITY
MAINTENANCE PLAN
APPROVED BY THE BOARD OF COMMISSIONERS ON JANUARY 29, 2018

The Dracut Housing Authority Maintenance Department is responsible for managing the maintenance function in the most cost-effective manner possible while maximizing the useful life of Authority properties and providing the best service to Authority residents. The following policy statements are designed to establish the structure of an effective and efficient maintenance program.

1. MAINTENANCE SYSTEM

The Dracut Housing Authority maintenance system shall include certain components:

a. A system of priorities for work requests;
b. Comprehensive working procedures;
c. Performance goals;
d. A work order system;
e. A skills training program;
f. A strict enforcement of OSHA guidelines and regulations.

PRIORITY SYSTEM

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

A. Emergencies – conditions which are immediately threatening to the life or safety of our residents, staff or structures.

B. Vacancies – work necessary to make empty units ready for new residents.

C. Preventive Maintenance – work which must be done to preserve and extend the useful life of various elements of the physical property.

D. Programmed Maintenance – types of programmed maintenance include inspection generated work orders and routine work orders. Programmed maintenance will be grouped and scheduled to make the completion as efficient as possible.

E. Requested Maintenance – work which is requested by residents or others, does not fall into any category above and will be accomplished as time and funds are available.

DEVELOP PROCEDURES

The Maintenance Supervisor will ensure that there are sufficient clear procedures in place to allow staff to implement this maintenance policy statement, which shall include but not be limited to:

A. The job title(s) of the staff member(s) responsible for carrying out the activities in the procedure;

B. Any forms needed to carry out the activities; and

C. The frequency of any specified activities.

Maintenance procedures will be reviewed and updated as needed.

DEVELOP PERFORMANCE STANDARDS AND GOALS

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

A. Local housing codes; DHCD Guidelines;

B. HUD Housing Quality Standards;

C. Public Housing Assessment System (PHAS) standards;

D. Dracut Housing Authority job descriptions.

Nothing in the documents listed above will prevent the Housing Authority from setting a standard that is higher than that contained in the documents.

WORK ORDER SYSTEM/PROCEDURE

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

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

a. Preprinted number
b. Source of request (planned, inspection, resident, etc...)
c. Priority assigned
d. Location of work
e. Date and time received
f. Date and time assigned
g. Worker(s) assigned
h. Description of work requested
i. Description of work performed
j. Estimated and actual time to complete
k. Materials used to complete work
l. Resident charge
m. Resident signature, if possible.

TRAINING

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

2. MAINTAINING THE PROPERTY

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

RESPONDING TO EMERGENCIES

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

a. The situation constitutes a serious threat to the life, safety or health of residents or staff; or
b. The situation will cause serious damage to the property structure or systems if not repaired twenty-four (24) hours.

If a staff member is unsure if a situation is an emergency, he or she will consult with his or her supervisor. If a supervisor is not available, the employee will use his or her best judgment to make the decision.

For emergencies that occur after regular working hours, the Dracut Housing Authority shall have a twenty-four (24) emergency response system in place. This response system includes the designation of a maintenance employee in charge for each day as well as a list of qualified pre-approved contractors, open purchase order for obtaining required supplies or equipment, and access to Authority materials and supplies. The designated employee shall prepare a work order and report on any emergency within twenty-four hours after abatement of the emergency.

PREPARE VACANT UNITS FOR REOCCUPANCY

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

The Supervisor (Deputy Director, Executive Director) is responsible for developing and implementing a system that ensures an average turn-around time of (14) calendar days or sooner. In order to do so, he or she must have a system that can perform the following tasks:

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

The maintenance procedure for reoccupying vacant units relies on the prompt notification by management of the vacancy, fast and accurate inspection of the unit, ready availability of workers and materials, and good communication with those responsible for leasing the unit. The Dracut Housing Authority has established a Vacancy Procedure (see Addendum B).

The Supervisor has the ability to hire contractors when that is required to maintain Authority goals with approval of the Executive Director.

PREVENTIVE MAINTENANCE PROGRAM

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

INSPECTION PROGRAM

The Dracut Housing Authority's goals of efficiency and cost-effectiveness are achieved through performance of inspections of all areas of the Authority's facilities - dwelling units, grounds and building exteriors, and major service systems.

A. Dwelling unit Inspections.

The unit inspection system of the Dracut Housing Authority has two primary goals:

1. To assure that all dwelling units comply with standards set by DHCD and local codes; and
2. To assure that the staff of the Dracut Housing Authority knows at all times the condition of each unit for which it is responsible.

The achievement of these goals may require more than the annual require inspection. For all non-emergency inspections, the Resident shall be given at least seven (7) days written notice of the inspection.

Work items noted at the time of the inspection will be documented on the Dracut Housing Authority inspection form. All uncompleted work items shall be converted to a work order within twenty-four hours of the completion of the inspection. The maintenance staff shall endeavor to complete all inspection-generated work items within 30 – 60 days of the inspection.

All maintenance staff is responsible for monitoring the condition of dwelling units. Whenever a maintenance staff member enters a dwelling unit for any purpose, such as completing a resident request for service or accompanying a contractor, he or she shall

record on an inspection form any required work he or she sees while in the apartment. These work items shall also be converted to a service request within twenty-four hours of discovery.

B. Building and Grounds Inspections.

Regular inspections of the property grounds and building exteriors are required to maintain the curb appeal of the property. This curb appeal is required to maintain the attractiveness of the property for both current and prospective residents. Building and grounds inspections must cover these areas:

1. Hallways
2. Stairwells
3. Community room and other common space such as kitchens or public restrooms
4. Laundry facilities
5. Lobbies
6. Common entries
7. Basements
8. Grounds
9. Porches or patios
10. Parking lots
11. Sidewalks and fences
12. Lawns, shrubs and trees
13. Trash compactors or collection areas
14. Building foundations

The staff member responsible for the in sections hall note all deficiencies and ensure that these deficiencies are recorded on a work order within twenty-four hours of the inspection. The Dracut Housing Authority will complete all inspection-generated work items within thirty (30) days of the inspection.

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

C. Systems Inspections

The regular inspection of all major systems is fundamental to a sound maintenance program. The major systems inspection program overlaps with the preventive maintenance program in some areas. To the extent that inspections, in addition to those required for scheduled service intervals, are needed, they will be a part of the inspection schedule. Any work items identified during an inspection shall be converted to a work order within twenty-four hours and completed within thirty (30) days.

SCHEDULED ROUTINE MAINTENANCE

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

A. Pest Control/Extermination

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

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

The extermination plan will begin with an analysis of the current condition at each property. The Supervisor shall make sure that an adequate schedule for treatment is developed to address any existing infestation.

Resident cooperation with the extermination plan is essential. All apartments in a building must be treated for the plan to be effective. Residents will be given information about the extermination program at the time of move-in. All residents will be informed at least one week (when time allows and again twenty-four hours before treatment). The notification will be in writing and will include instructions that describe how to prepare the unit for treatment. If necessary, the instructions shall be bi-lingual to properly notify the resident population.

B. Landscaping and Grounds

The Dracut Housing Authority will prepare a routine maintenance schedule for the maintenance of the landscaping and grounds of its properties that will ensure their continuing attractiveness and marketability. Routine grounds maintenance includes numerous activities, litter control, lawn care, maintenance of driveways, sidewalks and parking lots. Care of flowers, shrubbery, beds and trees. Maintenance of benches, fences and snow removal (when required).

C. Building Exteriors and Interior Common Areas

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

lobbies, hallways and stairwells, public restrooms, lighting fixtures, common rooms and community spaces, exterior porches and railings, building walls and windows.

D. Resident Generated Work Requests

These are non-emergency calls made by residents seeking maintenance service. These requests for service cannot be planned or responded to before the resident calls.

It is the policy of the Dracut Housing Authority to complete these work requests within seven (7) days. However, unless the request is an emergency or entails work that compromises the habitability of the unit, these requests will not be given a priority above scheduled routing and preventive maintenance. By following this procedure, the Dracut Housing Authority believes it can achieve both good resident service and a maintenance system that completes the most important work first and in the most cost-effective way.

3. CONTRACTING FOR SERVICES

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

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

WORK ORDER PROCEDURE

All work requests and activities performed by Maintenance Personnel must be recorded on work orders. All requested repairs by residents must be called into the Housing Authority office.

All requests for service will immediately be data entered into the work order system. If an emergency exists, the staff member will immediately notify (by telephone or text) the maintenance staff person who is responsible for that particular project. If for some reason that person is not available the Housing Authority office will notify another maintenance staff person, via telephone or text about the emergency situation.

The Maintenance Personnel will perform the necessary repairs. The maintenance personnel will complete the appropriate section of the work order form with detailed duties performed, denoting number of man hours and materials used. The maintenance staff person will sign the work order indicating work is completed. The completed work order will be given to the Deputy Director who will enter the data and close out the work order in the housing software system.

WORK ORDER CLASSIFICATION

Work order classification is the most critical item in the prioritization and scheduling of work tasks. Work order classifications and response time recommended standards are as follows:

The following is a list of Maintenance Categories listed in order of priorities for efficiency:

- **Emergency** – work which must be done immediately. Conditions which are immediately threatening to the life or safety of the residents, staff or structures, such as: fires or any kind, gas leaks, electric power failure, broken water pipes, sewer blockage, roof drain blockage, roof leak, security lock failure, no heat, inoperative refrigerator, snow or ice storm. Maintenance personnel should act immediately upon an emergency work order.

- **Preparation of vacant unit –** after emergencies, the preparation of vacant units for immediate re-occupancy should have the highest priority for staff assignments. Vacancy work should not be abandoned when a resident makes a maintenance request that is not a priority/emergency. Vacant units should be prepared within 14 days. This time will vary depending on the scope of work needed to be performed.

- **Preventive Maintenance –** work which must be done to preserve and extend the useful life of various elements of the physical property and to avoid emergency situation as per the Preventive Maintenance Plan.

- **Programmed Maintenance** – work orders which are important and should be completed to the greatest extent possible within time and budget constraints.

    - **Routine Work** – includes those tasks that need to be done on a regular basis to keep physical property in good shape, such as picking up litter, sweeping public spaces, cleaning/sharpening tools, attending training sessions, shoveling snow/plowing, raking leaves, maintaining inventory, etc.
    - **Inspections** – Inspections are visual and operational examinations of part of the property to determine conditions, such as; broken windows, dripping faucets, raised tiles, shrubs, trees, lawns, damages in units, boilers, etc.

- **Requested Maintenance** – work which is requested by residents or others. Requests from residents or others for maintenance which does not fall into any of the categories above.

  Response time standards – attend to within three – seven days.

- **Annual Unit Inspections** – Annual housing inspection work items are those identified during annual unit inspections.

  Response time standards – should be completed within 20 days (except for emergencies).

Unit Turn-over Form

General Areas (Living room, bedrooms, hallways)

☐ Remove all trash, debris or tenant belongings if left behind in unit. Performed by/Date done: _____

☐ Remove all electrical covers, door hardware, cabinet hardware, and light fixtures and clean all. Performed by/Date done: _____

☐ Remove all carpeting or other flooring if replacing as well as vinyl baseboards. Performed by/Date done: _____

☐ Remove window shades. Repair or replace window locks. Check window balances. Performed by/Date done: _____

☐ Remove and repair or replace doors if needed. Performed by/Date done: _____

☐ Repair walls and ceilings and clean if needed. Performed by/Date done: _____

☐ Paint all walls and ceilings. Performed by/Date done: _____

☐ Treat, varnish or paint cabinet doors, woodwork, window frames or doors Performed by/Date done: _____

Kitchen

☐ Thoroughly clean all cabinets, countertops, kitchen sink, plumbing fixtures. Repair or replace as needed. Performed by/Date done: _____

☐ Thoroughly clean range hood and vent filter or replace as needed. Performed by/Date done: _____

☐ Thoroughly clean and sanitize stove and refrigerator. Repair or replace as necessary:

- Stove: Replace drip pans, repair or replace stove burners, remove and clean control knobs (replace if not readable), recalibrate oven temperature, check gaskets and repair as needed.
- Refrigerator: Remove all racks and shelves and clean. Clean inside of freezer and refrigerator thoroughly. Check temperature for both freezer and refrigerator and check door gaskets. Repair or replace as needed. Performed by/Date done: _____

Bathroom

☐ Replace toilet with low-flow toilet if not already done. Performed by/Date done:

☐ Clean toilet thoroughly. Replace toilet seat (leave plastic on seat cover). Ensure toilet is secure and check water feed line.

Performed by/Date done:

☐ Check all plumbing fixtures: Shower and tub valves are working correctly and are not leaking. Sink faucet is working correctly and is not leaking. Check all drains for leaking or signs of corrosion. Check and ensure all stoppers are working correctly. Performed by/Date done:

☐ Replace all tooth brush holders and soap dishes as needed. Check, repair, and replace any shower rods, towel racks, toilet paper holders, or grab bars as needed.

Performed by/Date done:

☐ Re-caulk shower walls as needed. Remove any mildewed caulking at top of tubs and sinks, clean all mildew away from surfaces, re-caulk sink and tub to walls. Check caulking at floor and tub. Clean all tub and sink surfaces to remove dirt and any hard water deposits. Clean and shine all fixtures as needed.

Performed by/Date done:

☐ Clean all shower walls, all room walls and ceiling, and floors. Performed by/Date done:

☐ Clean vanity and medicine cabinet thoroughly. Repair or replace medicine cabinet or vanity as needed. Performed by/Date done:

Completion of Turn-over

☐ Repair or replace any VCT/Vinyl flooring as needed. Performed by/Date done:

☐ Strip and wax any flooring as needed or sand and poly any hardwood floors as needed. Performed by/Date done:

☐ Repair or replace any carpeting. Shampoo carpets. Performed by/Date done:

☐ Repair or replace any vinyl baseboards that have been removed. Performed by/Date done:

☐ Wash and clean all windows and replace window shades. Performed by/Date done:

☐ Replace locks to unit. Performed by/Date done:

F. RUSSELL TAYLOR, JR.
Chairman

DEBRA DEWITT AHERN
Vice-Chairman

GEORGE M. NANGLE
Treasurer

JESSE FORCIER
Assistant-Treasurer

MATTHEW J. SHEEHAN
Secretary

MARY T. KARABATSOS
Executive Director

DRACUT HOUSING AUTHORITY

971 MAMMOTH ROAD
DRACUT MASSACHUSETTS 01826

TEL: (978) 957-3515
FAX: (978) 957-3399

Property		Resident	
Apartment No.	Unit Size	Move-In Inspection Date	Move-Out Inspection Date

Item	Condition		Cost to Correct
	Move-In	Move-Out	
ENTRANCE/HALLS			
Steps and landings			
Handrails			
Doors			
Hardware/Locks			
Floors/Coverings			
Walls/Coverings			
Ceilings			
Windows/Coverings			
Lighting[1]			
Electrical Outlets			
Closets[2]			
Fire alarms/equipment			
LIVING ROOM			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Covering			
Lighting[1]			
Electrical outlets			

Item	Condition		Cost to Correct
	Move-In	Move-Out	
DINING ROOM			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Coverings			
Lighting[1]			
Electrical outlets			
KITCHEN			
Range			
Refrigerator			
Sink/Faucets[3]			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Coverings			
Lighting[1]			
Electrical outlets			
Cabinets			
Closets/Pantry[2]			
Exhaust fan			
Fire alarms/equipment			
BEDROOM(S)			
Doors and locks			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Covering			
Closets[2]			
Lighting[1]			
Electrical outlets			

Item	Condition		Cost to Correct
	Move-In	Move-Out	
BATHROOM(S)			
Sink/Faucets[3]			
Shower/Tub[3]			
Curtain rack/Door			
Towel rack			
Toilet			
Doors/Locks			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Coverings			
Closets[2]			
Cabinets			
Exhaust fan			
Lighting[1]			
Electrical outlets			
OTHER EQUIPMENT			
Heating Equipment			
Air-conditioning unit(s)			
Hot-water heater			
Smoke/Fire alarms			
Thermostat			
Door bell			
TOTAL			

1. Fixtures, Bulbs, Switches, and Timers
2. Floor/Walls/Ceiling, Shelves/Rods, Lighting
3. Water pressure and Hot water

Move-In

This unit **is in decent, safe and sanitary condition. ** Any deficiencies identified in this report will be remedied within 30 days of the date the tenant moves into the unit.

_____
Manager's Signature

I have inspected the apartment and found **this unit to be in decent, safe and sanitary condition. Any deficiencies are noted above.** I recognize that I am responsible for keeping the apartment in good condition, with the exception of normal wear. In the event of damage, I agree to pay the cost to restore the apartment to its original condition.

_____
Resident's Signature

_____
Resident's Signature

	By	Date
Prepared	_____	_____
Reviewed	_____	_____
Prepared	_____	_____
Reviewed	_____	_____

Move-Out

_____
Manager's Signature

___Agree with move-out inspection

___Disagree with move-out inspection

If disagree, list specific items of disagreement.

_____

_____

_____

_____
Resident's Signature

_____
Resident's Signature

	By	Date
Prepared	_____	_____
Reviewed	_____	_____
Prepared	_____	_____
Reviewed	_____	_____

DRACUT HOUSING AUTHORITY'S
MAINTENANCE PLAN

ADOPTED BY THE BOARD OF COMMISSIONERS
ON JANUARY 29, 2018

I, _____ HAVE READ THE DRACUT HOUSING AUTHORITY'S MAINTENANCE PLAN. I FULLY UNDERSTAND THIS POLICY AND WILL ENSURE TO THE BEST OF MY ABILITY TO ADHERE TO THE GUIDELINES WITHIN.

_____
Signature of Maintenance Staff

_____
Date

The Dracut Housing Authority may choose to defer work items due to budget and man power restraints.

The Executive Director and Deputy Director can determine if a maintenance work item may be deferred. If the determination is made to defer a work item, a work order is generated for that item and the item is marked "deferred". No work item will be deferred if the work is determined necessary for decent, safe and sanitary housing standards.

Deferred maintenance item reports will be reviewed by the Executive Director, Deputy Director and Maintenance Staff on a quarterly basis.

The deferred maintenance items will be reviewed prior to capital improvement planning and prior to submission of the budget on an annual basis to determine if the work items need to be grouped and considered for larger modernization projects. Deferred maintenance work items will be kept in an "open" classification until the work is completed.

Adopted by the DHA Board of Commissioners — October 16, 2017

04/12/2022
3:17:23 PM
Kelley
Filter group: BASE WO- Filters
Filter name: Deferred Maintenance

H.M.S. for Windows
winWORK Work Orders
Work Order Summary Report

F

W.O. #	Work to perform	Tenant	Priority	Date Logged	Status	Charges Tenant
13673	Holes in the siding at building 11 , bott	Non-dwelling	DM	04-21-2021	Closed	
13674	Repair winter damage through out, clea	Non-dwelling	DM	04-21-2021	Closed	
13675	Repair spalling and loose cement on ex	Non-dwelling	DM	04-21-2021	Closed	
	Work Orders for	**04/21/2021** **3**				
13706	Floor board splinters on deck. Generat	Jeannette L Chandonnet	DM	04-28-2021	Closed	
13707	Floor board splintered on deck. Genera	Colette M Marion	DM	04-28-2021	Closed	
13708	Replace splintered floor board on deck.	Rita E LaBrie	DM	04-28-2021	Closed	
13709	Replaced top rail on deck- splintered.	Dorothy M Potvin	DM	04-28-2021	Closed	
13710	Replace splintered floor boards on dec	Francis E Mahoney	DM	04-28-2021	Closed	
13711	Replace broken spindle on deck. Gene	Patricia Welch	DM	04-28-2021	Closed	
13712	Replace top board on deck rail-deterior	Gertrude Whipple	DM	04-28-2021	Closed	
	Work Orders for	**04/28/2021** **7**				
13932	The soffit is rotting on the Club House	Non-dwelling	DM	07-01-2021	Closed	
	Work Orders for	**07/01/2021** **1**				
14191	Cabinet door is on order at Home Depo	Sandra Wood	DM	07-16-2021	Closed	
	Work Orders for	**07/16/2021** **1**				
14192	The part for the Oven has been ordered	Non-dwelling	DM	08-07-2021	Closed	
	Work Orders for	**08/07/2021** **1**				
14403	Remove and install new vinyl sliding d	William E Coffin	DM	09-02-2021	Closed	
14404	Remove and install new vinyl sliding d	Michael Larkin	DM	09-02-2021	Closed	
14405	Remove and install new vinyl sliding d	Denise Milinazzo	DM	09-02-2021	Closed	
14476	Remove and install new vinyl sliding d	Howard L Gordon	DM	09-02-2021	Closed	
	Work Orders for	**09/02/2021** **4**				
14193	The bathroom fan has been ordered fro	Madina Kabba	DM	09-10-2021	Closed	
	Work Orders for	**09/10/2021** **1**				
14260	Install new door hinges and gaskets for	Judith Gilbert	DM	09-29-2021	Closed	
	Work Orders for	**09/29/2021** **1**				
14730	The handrails in the stairwell need to b	Non-dwelling	DM	01-01-2022	Closed	
	Work Orders for	**01/01/2022** **1**				

04/12/2022
3:17:23 PM
Kelley
Filter group: BASE WO- Filters
Filter name: Deferred Maintenance

H.M.S. for Windows
winWORK Work Orders
Work Order Summary Report

F

W.O. #	Work to perform	Tenant	Priority	Date Logged	Status	Charges Tenant
14567	The back door in the basement needs to	Denise J Huard	DM	01-19-2022	Closed	
	Work Orders for	**01/19/2022**	**1**			
14692	Check flashing on front door.	Lisa DeCosta	DM	02-28-2022	Open	
	Work Orders for	**02/28/2022**	**1**			
14721	There is a piece of board in the boiler r	Denise J Huard	DM	03-09-2022	Open	
	Work Orders for	**03/09/2022**	**1**			
14738	Please remove the broken pieces of wo	Non-dwelling		03-18-2022	Open	
	Work Orders for	**03/18/2022**	**1**			

Tenant Totals:
H.A. Totals:
Total # of WO: **24**

Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 09/30/2022. 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 Dracut Housing Authority operating reserve at the end of fiscal year 2022 was $236,361.00, which is 73.9% of the full reserve amount defined above.

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Dracut 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	$481,032.00	$491,711.00	$497,460.00	1.2%	$465.79
3111	Shelter Rent - Tenants - Fraud/Retroactive	$0.00	$0.00	$0.00	0%	$0.00
3115	Shelter Rent - Federal Section 8	$0.00	$0.00	$0.00	0%	$0.00
3190	Nondwelling Rentals	$0.00	$0.00	$0.00	0%	$0.00
3400	Administrative Fee - MRVP	$0.00	$0.00	$0.00	0%	$0.00
3610	Interest on Investments - Unrestricted	$150.00	$120.00	$150.00	25%	$0.14
3611	Interest on Investments - Restricted	$0.00	$0.00	$0.00	0%	$0.00
3690	Other Revenue	$1,000.00	$1,639.00	$1,700.00	3.7%	$1.59
3691	Other Revenue - Retained	$4,000.00	$5,718.00	$5,400.00	-5.6%	$5.06
3692	Other Revenue - Operating Reserves	$0.00	$0.00	$0.00	0%	$0.00
3693	Other Revenue - Energy Net Meter	$4,000.00	$5,420.00	$5,400.00	-0.4%	$5.06
3801	Operating Subsidy - DHCD (4001)	$127,716.00	$115,680.00	$159,536.00	37.9%	$149.38
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	$617,898.00	$620,288.00	$669,646.00	8%	$627.01

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Dracut 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	$60,310.00	$60,557.00	$70,487.00	16.4%	$66.00
4120	Compensated Absences	$0.00	$726.00	$0.00	-100%	$0.00
4130	Legal	$7,000.00	$0.00	$3,000.00	100%	$2.81
4140	Members Compensation	$0.00	$0.00	$0.00	0%	$0.00
4150	Travel & Related Expenses	$923.00	$9.00	$923.00	10155.6%	$0.86
4170	Accounting Services	$8,025.00	$7,728.00	$8,099.00	4.8%	$7.58
4171	Audit Costs	$7,580.00	$7,826.00	$8,300.00	6.1%	$7.77
4180	Penalties & Interest	$0.00	$0.00	$0.00	0%	$0.00
4190	Administrative Other	$23,922.00	$26,873.00	$25,920.00	-3.5%	$24.27
4191	Tenant Organization	$0.00	$0.00	$0.00	0%	$0.00
4100	TOTAL ADMINISTRATION	$107,760.00	$103,719.00	$116,729.00	12.5%	$109.30
4310	Water	$52,000.00	$49,216.00	$54,000.00	9.7%	$50.56
4320	Electricity	$34,000.00	$37,223.00	$40,000.00	7.5%	$37.45
4330	Gas	$13,001.00	$13,309.00	$15,000.00	12.7%	$14.04
4340	Fuel	$0.00	$0.00	$0.00	0%	$0.00
4360	Net Meter Utility Debit/Energy Conservation	$0.00	$7,620.00	$10,800.00	41.7%	$10.11
4390	Other	$0.00	$3,930.00	$4,000.00	1.8%	$3.75
4391	Solar Operator Costs	$0.00	$10,840.00	$7,700.00	-29%	$7.21
4392	Net Meter Utility Credit (Negative Amount)	$0.00	$-18,460.00	$-18,500.00	0.2%	$-17.32
4300	TOTAL UTILITIES	$99,001.00	$103,678.00	$113,000.00	9%	$105.81

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Dracut 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	$79,761.00	$83,262.00	$81,711.00	-1.9%	$76.51
4420	Materials & Supplies	$16,000.00	$21,141.00	$22,000.00	4.1%	$20.60
4430	Contract Costs	$120,000.00	$138,804.00	$137,600.00	-0.9%	$128.84
4400	TOTAL MAINTENANCE	$215,761.00	$243,207.00	$241,311.00	-0.8%	$225.95
4510	Insurance	$20,658.00	$21,123.00	$23,552.00	11.5%	$22.05
4520	Payment in Lieu of Taxes	$10,700.00	$10,700.00	$10,700.00	0%	$10.02
4540	Employee Benefits	$87,727.00	$90,372.00	$95,800.00	6%	$89.70
4541	Employee Benefits - GASB 45	$0.00	$18,723.00	$0.00	-100%	$0.00
4542	Pension Expense - GASB 68	$0.00	$0.00	$0.00	0%	$0.00
4570	Collection Loss	$0.00	$1,713.00	$0.00	-100%	$0.00
4571	Collection Loss - Fraud/Retroactive	$0.00	$0.00	$0.00	0%	$0.00
4580	Interest Expense	$0.00	$0.00	$0.00	0%	$0.00
4590	Other General Expense	$0.00	$0.00	$0.00	0%	$0.00
4500	TOTAL GENERAL EXPENSES	$119,085.00	$142,631.00	$130,052.00	-8.8%	$121.77
4610	Extraordinary Maintenance	$39,005.00	$61,425.00	$35,741.00	-41.8%	$33.47
4611	Equipment Purchases - Non Capitalized	$4,000.00	$3,754.00	$4,000.00	6.6%	$3.75
4612	Restricted Reserve Expenditures	$0.00	$0.00	$0.00	0%	$0.00
4715	Housing Assistance Payments	$0.00	$0.00	$0.00	0%	$0.00
4801	Depreciation Expense	$0.00	$185,477.00	$0.00	-100%	$0.00
4600	TOTAL OTHER EXPENSES	$43,005.00	$250,656.00	$39,741.00	-84.1%	$37.21
4000	TOTAL EXPENSES	$584,612.00	$843,891.00	$640,833.00	-24.1%	$600.03

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Dracut 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	$617,898.00	$620,288.00	$669,646.00	8%	$627.01
4000	TOTAL EXPENSES	$584,612.00	$843,891.00	$640,833.00	-24.1%	$600.03
2700	NET INCOME (DEFICIT)	$33,286.00	$-223,603.00	$28,813.00	-112.9%	$26.98
7520	Replacements of Equip. - Capitalized	$10,000.00	$0.00	$10,000.00	100%	$9.36
7540	Betterments & Additions - Capitalized	$0.00	$0.00	$0.00	0%	$0.00
7500	TOTAL NONOPERATING EXPENDITURES	$10,000.00	$0.00	$10,000.00	100%	$9.36
7600	EXCESS REVENUE OVER EXPENSES	$23,286.00	$-223,603.00	$18,813.00	-108.4%	$17.62

Explanation of Budget Accounts

The following explains how each of the line items is to be prepared.

3110: Shelter Rent: The shelter rent projection should be based on the current rent roll plus anticipated changes expected from annual rent re-determinations or as a result of regulatory amendments.

3111: Shelter Rent – Tenants - Fraud/Retroactive: This account should be used for the reporting of total rent receipts from residents due to unreported income. These are often called fraud or retroactive balances. In cases where deficit LHAs discover, pursue cases, and have entered into a written fraud/retroactive re-payment agreement **with a present or former tenant who did not report income,** the LHA will be allowed to retain two-thirds of the funds recovered. One third of the total dollar amount recovered should be included in the LHA's quarterly or year-end Operating Statement as Shelter Rent, account #3111, and two-thirds of this total dollar amount should be included in Other Revenue-Retained, account #3691.

3115: Shelter Rent - Section 8: This account applies only to those developments receiving support through the federal government's Housing and Urban Development (HUD) Section 8 New Construction and/or Substantial Rehab Programs.

3190: Non-Dwelling Rental: This account should be credited with the rents, other than tenants rents reported in line 3110 and 3115, including charges for utilities and equipment, billed to lessees of non-dwelling facilities as well as apartments rented for non-dwelling purposes, such as social service programs.

3400: Administrative Fee- MRVP/AHVP: This account should be credited with Administrative Fees to be received for the MRVP/AHVP Program. The MRVP/AHVP administrative fee is $50.00 per unit per month, as of July 1, 2020.

3610: Interest on Investments – Unrestricted: This account should be credited with interest earned on unrestricted administrative fund investments.

3611: Interest on Investments – Restricted: This account should be credited with interest earned on restricted administrative fund investments. For example, an LHA may receive a grant whose use is restricted to a specific purpose, and the interest income earned on that grant may also be restricted to the same purpose.

3690: Other Operating Revenues: This account should be credited with income from the operation of the project that cannot be otherwise classified. Income credits to this account include, but are not limited to, penalties for delinquent payments, rental of equipment, charges for use of community space, charges to other projects or programs for the use of central office management and maintenance space, commissions and profits from vending machines, including washing machines, and certain charges to residents for additional services, materials, and/or repairs of damage caused by neglect or abuse in accordance with the Department's regulations on lease provisions..

3691: Other Revenue – Retained: This account should be credited with certain miscellaneous revenue to be retained by the LHA, and which is not used to reduce the amount of operating subsidy the LHA is due. The most common examples for this account is receipts for the rental of roof antennas to cell phone providers and net meter credits earned on electricity bills from Net Meter Power Purchase Agreements (PPA's). Generally, surplus LHAs may retain 100% of these savings and deficit LHAs may retain 25% of the savings, with

the 75% balance used to offset its need for operating subsidy. However, for the period 7/1/16 through 6/30/20, all deficit LHAs may keep 100% of the net meter credit savings, while they can keep 50% effective 7/1/2020.

3692: Other Revenue - Operating Reserves: This account should be credited with funds that LHAs plan to utilize from their operating reserve accounts in excess of the Allowable Non-Utility Expense Level (ANUEL). To be approvable, LHA must maintain the DHCD prescribed operating reserve minimum level after deducting the amount budgeted. The only exception to this is when the expenses are for health and safety issues.

3693: Other Revenue – Net Meter: This account should normally be credited with 75% of the total net meter credit savings realized by a deficit LHA, while surplus LHAs with net meter credit savings would enter $0 here. Savings are calculated as the value of the net meter credits appearing on the LHA's electric bills (or, in some cases, paid in cash to the LHA by their utility company), minus the cost of the payments made to the solar power developer under their Power Purchase Agreement (PPA). Deficit LHAs normally may retain 25% of the savings. That amount should be included as Other Revenue – Retained on line #3691. However, please note that for the period 7/1/16 through 6/30/20 all LHAs may retain 100% of their total net meter credit savings, and should report those savings as Other Revenue – Retained on line #3691. LHAs can keep 50% of savings effective 7/1/2020.

3801: Operating Subsidy – DHCD (400-1): This account represents all state-funded operating subsidy to be received and or to be earned for the fiscal year. At the end of each fiscal year, this account will be adjusted in the operating statement to equal the actual subsidy earned by the LHA.

3802: Operating Subsidy – MRVP/AHVP Landlords:
The credit balance in this account represents the anticipated total receipts from DHCD during the fiscal year for housing assistance payments to landlords. At the end of each fiscal year this account will be adjusted to equal the actual subsidy earned.

3920: Gain/Loss from Sale or Disposition of Property (Capitalized or Non-Capitalized): The debit or credit balance of this account represents the following items: a) Cash proceeds from the sale of property that was either: 1) non-capitalized; or 2) capitalized and has been fully depreciated, and b) Realized gain or loss from the sale or disposition of capitalized properly that has not been fully depreciated.

4110: Administrative Salaries: This account should be charged with the gross salaries of LHA personnel engaged in administrative duties and in the supervision, planning, and direction of maintenance activities and operating services during the operations period. It should include the salaries of the executive director, assistant executive director, accountants, accounting clerks, clerks, secretaries, project managers, management aides, purchasing agents, engineers, draftsmen, maintenance superintendents, and all other employees assigned to administrative duties.

4120: Compensated Absences: The debit balance in this account represents the actual cost incurred during the fiscal year for vacation, paid holidays, vested sick leave and earned compensatory time. This account includes both the direct compensated absences cost and associated employer payroll expenses (employment taxes, pension cost, etc.).

4130: Legal Expense: This account should be charged with retainers and fees paid to attorneys for legal services relating to the operation of the projects.

4140: Compensation to Authority Members: A local authority may compensate its members for performance of their duties and such other services as they may render to the authority in connection with its Chapter 200 development(s). Compensation for any other program is not authorized. Because of this, LHAs must base such compensation only on the actual rent receipts for these developments plus a prorated share of other operating receipts of funds on a per unit basis. The precise amount that members may be compensated is defined by statute to a maximum of $40 per member per day, and $50 for the chairperson per day. The total of all compensation to all board members is not to exceed two percent (2%) of actual gross income of Chapter 200 developments in any given year, consistent with the approved budget amount. In no case shall the payment of compensation exceed $12,500 annually for the chairperson, or $10,000 for any member other than the chairperson. Please note the statute requires the member to perform housing authority business in order to receive compensation.

4150: Travel and Related Expense: Legitimate travel expenses incurred by board members and staff in the discharge of their duties for any **state-aided program** are reimbursable from this account, as consistent with Department policy.

4170: Contractual Accounting Services: Fees for accounting services that are provided routinely and are contracted for on an annual basis. Only accounting services performed on a contractual basis (fee accountant) should be included in this item. Full or part-time LHA accounting staff that provides routine accounting services should be included in Account 4110, Administrative Salaries.

4171: Audit Costs: This account includes the state program's prorated share of audit fees paid to an Independent Public Accountant (IPA). The procurement of an IPA is necessary to satisfy the Federal Government's audit requirements. Costs for these services should be shared with all state and federal programs of LHA. **Audit costs are to be absorbed within the ANUEL.** The new Agreed Upon procedures (AUP) audit costs for state-assisted public housing programs should also be included in this account.

4180: Penalties and Interest: Any expenses incurred from penalties, fees, and interest paid on delinquent accounts shall be included in this line item.

4190: Administrative Other: This account is provided for recording the cost of administrative items for which no specific amount is prescribed in this 4100 group of accounts. It includes, but is not limited to, the cost of such items as: reports and accounting forms; stationery and other office supplies; postage; telephone services; messenger service; rental of office space; advertising for bids; publications; membership dues; collection agency & court costs, training costs; management fees, and fiscal agent fees.

4191: Tenant Organization: LTO Funding by the LHA. Upon request the LHA shall fund all LTOs in a city or town at the annual rate of $6.00 per state-aided public housing unit occupied or available for occupancy by residents represented by such LTO(s) or an annual total of $500.00 prorated among all such LTO(s), whichever is more. For more information on the creation and funding of LTOs see 760 CMR 6.09.

Authorities which operate computer learning centers, which are funded by the state consolidated budget or by other sources (which are typically recorded in line #3691 as "Other Revenue Retained", should budget the cost of the centers on this line.

4310: Water: This account should be charged with the cost of water and sewer charges purchased for all purposes.

4320: Electricity: This account should be charged with the total cost of electricity purchased for all purposes. Many LHAs have entered into Net Meter Credit Power Purchase Agreements (PPA's). In these deals, an LHA executes a contract with a solar power developer who constructs and owns an off- site solar electricity-generating site. In exchange for contracting to purchase a percentage of the solar power produced, the LHA receives a credit on its utility electric bill for each KWH purchased or in some cases receives a direct cash payment from their utility company. Please ensure that the amount charged to this account is the total cost of electricity BEFORE any reductions due to the receipt of net meter credits.

4330: Gas: This account should be charged with the cost of gas (natural, artificial, or liquefied) purchased for all purposes.

4340: Fuel: This account should be charged with the cost of coal, fuel oil, steam purchased, and any other fuels (except electricity and gas) used in connection with Local Housing Authority operation of plants for the heating of space or water supplied to tenants as a part of rent.

4360: Net Meter Utility Debit/Energy Conservation: This account is to be charged with costs incurred for energy conservation measures.

4390: Other Utilities: This account should be charged with the cost of utilities which are not provided for in accounts 4310 through 4360. In addition, for all quarterly or year-end operating statements 9/30/20 or later, and all budgets 6/30/21 or later, please use this line to record the total net meter credits earned as reported in Line 4392, MINUS the Solar Operator Costs reported in Line 4391, with the result expressed as a positive number. For example, if you reported -$20,000 in Net Meter Utility Credits in Line 4392 and $15,000 in Solar Operator Costs in Line 4391, you would subtract the $15,000 reported on Line 4391 from the -$20,000 reported on Line 4392, and post the remainder of $5,000 on Line 4360, as a positive number. This number essentially represents the "net" savings the LHA earned from its net meter credit contract.

4391: Solar Operator Costs: Many LHAs have entered into Net Meter Credit Power Purchase Agreements (PPA's). In these deals, an LHA executes a contract with a solar power developer who constructs and owns an off-site solar electricity-generating site. The LHA makes regular (usually monthly) payments to the developer for its contracted share of the solar electricity produced by the site. Those payments should be entered in this account.

4392: Net Meter Utility Credit (Negative Amount): As noted in account #4391 above, many LHAs have executed Net Meter Credit Power Purchase Agreements (PPA's). In exchange for contracting to purchase a percentage of the solar power produced, the LHA receives a credit on its utility electric bill for each KWH purchased from the developer, which reduces the balance on its electric bill, or, in some cases, the credits are paid in cash to the LHA by the utility company. The total gross amount of the net meter credits that appear on the LHA's utility bills should be carried in this account and entered as a negative number. In cases where credits are paid in cash to the Host LHA, the net balance after paying out the amounts due the participating housing authorities, should also be carried in this account and entered as a negative number.

4410: Maintenance Labor: This account should be charged with the gross salaries and wages, or applicable portions thereof, for LHA personnel engaged in the routine maintenance of the project.

4420: Materials & Supplies: This account should be charged with the cost of materials, supplies, and expendable equipment used in connection with the routine maintenance of the project. This includes the operation and maintenance of automotive and other movable equipment, and the cost of materials, supplies, and expendable equipment used in connection with operating services such as janitorial services, elevator services, extermination of rodents and household pests, and rubbish and garbage collection.

4430: Contract Costs: This account should be charged with contract costs (i.e. the cost of services for labor, materials, and supplies furnished by a firm or by persons other than Local Authority employees) incurred in connection with the routine maintenance of the project, including the maintenance of automotive and other movable equipment. This account should also be charged with contract costs incurred in connection with such operating services as janitorial services, fire alarm and elevator service, extermination of rodents and household pests, rubbish and garbage collection, snow removal, landscape services, oil burner maintenance, etc.

4510: Insurance: Includes the total amount of premiums charged all forms of insurance. Fire and extended coverage, crime, and general liability are handled by DHCD on a statewide basis. All other necessary insurance policies include: Workers' Compensation, boiler, vehicle liability and owner, etc.

4520: Payments in Lieu of Taxes:
This account should be charged with all payments in lieu of taxes accruing to a municipality or other local taxing body.

4540: Employee Benefits: This account should be charged with local housing authority contributions to employee benefit plans such as pension, retirement, and health and welfare plans. It should also be charged with administrative expenses paid to the State or other public agencies in connection with a retirement plan, if such payment is required by State Law, and with Trustee's fees paid in connection with a private retirement plan, if such payment is required under the retirement plan contract.
Employee benefits are based upon a given percentage of the total payroll; therefore, the total amount approved in this account will be based on the approved budgeted salaries representing the state's fair share.

4541: Employee Benefits - GASB 45: This line covers "Other Post-Employment Benefits" (OPEB). Of the total benefits offered by employers to attract and retain qualified employees, some benefits, including salaries and active-employee healthcare are taken while the employees are in active service, whereas other benefits, including post-employment healthcare and other OPEB are taken after the employees' services have ended. Nevertheless, both types of benefits constitute compensation for employee services. In accordance with required accounting practices, this amount is not projected in the budget (and is therefore blank) but the estimated future costs of this item is carried in the operating statement.

4542: Pension Expense – GASB 68: The primary objective of GASB 68 Statement is to improve accounting and financial reporting for pension costs. It also improves information provided by state and local governmental employers about financial support for pensions that is provided by other entities. As with account 4541 above, in accordance with required accounting practices, this amount is not projected in the budget (and is therefore blank) but the estimated future costs of this item is carried in the operating statement.

4570: Collection Loss: The balance in this account represents the estimated expense to cover unexpected losses for tenant rents. Note: Do not include losses from fraud/retroactive balances here. Report them in Account 4571 – Collection Loss – Fraud/Retroactive.

4571: Collection Loss – Fraud/Retroactive: The balance in this account represents the estimated expense to cover unexpected losses for tenant rents due to unreported income, i.e. fraud/retroactive balances.

4580: Interest Expense: The debit balance in this account represents the interest expense paid and accrued on loans and notes payable. This debt can be from operating borrowings or capital borrowings.

4590: Other General Expense: This account represents the cost of all items of general expenses for which no specific account is prescribed in the general group of accounts.

4610: Extraordinary Maintenance – Non-Capitalized: This account should be debited with all *costs* (labor, materials and supplies, expendable equipment (such as many tools or routine repair parts), and contract work) of repairs, replacements (but not replacements of non-expendable equipment), and rehabilitation of such a substantial nature that the work is clearly not a part of the routine maintenance and operating program. The items charged to this account should not increase the useful life or value of the asset being repaired. These items are not capitalized and are not added as an increase to fixed assets at the time of completion. Nor are these items depreciated. An example of this would be scheduled repainting of apartments.

4611: Equipment Purchases – Non-Capitalized: This account should be debited with the costs of equipment that does not meet the LHA's criteria for capitalization. Because these items are being expended when paid, they should not be categorized as a fixed asset and therefore will not be depreciated. These items include stoves, refrigerators, small tools, most computers and software, etc.

The budget is a planning tool and as our portfolio ages it is essential that LHAs evaluate their properties annually and plan for extraordinary maintenance. To that end DHCD very strongly recommends that for all 400-1 operating budgets, depending on the age of the portfolio and condition, LHAs spend between $100 and $500 a year per unit in Extraordinary Maintenance, Equipment Purchases, Replacement of Equipment, and Betterments & Additions to ensure that the aging public housing stock is preserved.

4715: Housing Assistance Payments: This account should be debited with all housing assistance payments paid to landlords for the MRVP program on a monthly basis.

4801: Depreciation Expense: This account should be debited with annual fixed asset depreciation expenses as determined by the LHA's capitalization policy.

7520: Replacement of Equipment – Capitalized: This account should be debited with the acquisition cost (only the net cash amount) of non-expendable equipment purchased as a replacement of equipment of substantially the same kind. These items, such as vehicles, computers, or furniture, meet the LHA's criteria for capitalization and will also be added to fixed assets and therefore depreciated over the useful life.

7540: Betterments & Additions – Capitalized: This account should be debited with the acquisition cost (only the net cash amount) of non-expendable equipment and major non-routine repairs that are classified as a betterment or addition. These items meet the LHA's criteria for capitalization and will also be added to fixed

assets and therefore depreciated over the useful life of the asset. Examples are: major roof replacement, structural repairs such as siding, or major paving work.

In accordance with GAAP accounting, inventory purchases (Replacement of Equipment and Betterments & Additions) are distinguished between capitalized and non-capitalized items. Any inventory or equipment purchase greater than $5,000 is required by DHCD to be capitalized, inventoried and depreciated. Any inventory or equipment purchase costing $1,000 to $4,999 should be inventoried by LHA staff for control purposes only but is not subject to capitalization or depreciation, it is, however, required to be expensed when the items are paid for. An LHA's inventory listing should include both capitalized and non-capitalized items of $1,000 and more, as well as all refrigerators and stoves of any value. All items that appear on the inventory listing should be tagged with a unique identification number, and all refrigerators and stoves (regardless of value) should be tagged. LHAs may adopt a capitalization policy that capitalizes inventory purchases at a lesser amount than the $5,000 requirement (i.e. $1,000 - $4,999); however, no capitalization policy can have an amount higher than $5,000. Any inventory or equipment purchases costing $0 to $999 are to be expensed when paid for.

Narrative Responses to the Performance Management Review (PMR) Findings

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 Dracut 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: Operational Guidance

Criterion: Certifications and Reporting Submissions - timely submission of statements and certifications
Rating: No Findings

Criterion: Completion of mandatory online board member training
Rating: No Findings

Criterion: Annual Plan Submitted - Annual Plan (AP) submitted on time
Rating: No Findings

Criterion: Staff completed relevant certifications or trainings
Rating: No Findings

Category: Financial

Criterion: Adjusted Net Income - a measure of overspending or underspending.
Rating: No Findings

Criterion: Current Operating Reserve as a percentage of total maximum reserve level.
Rating: No Findings

Category: Capital Planning

Criterion: Timely spending of capital funds awarded under the Formula Funding program
Rating: Corrective Action

Reason: The projects slowed due to COVID issues

Response: Project are now moving forward, thus so has spending.

Category: CHAMP

Criterion: Paper applications are available, received and entered into CHAMP
Rating: No Findings

Criterion: Vacancies are recorded correctly and occupied using CHAMP
Rating: Operational Guidance

Category: Facility Management - Inspection Standards and Practices

Criterion: 100% of units inspected during FYE under review
Rating: No Findings

Criterion: Unit inspection reports create, track, and report work orders for inspection repairs, and inspection WOs completed within 30 days or add to DM / CIP
Rating: No Findings

Criterion: Unit inspection reports accurately reflect necessary repairs
Rating: No Findings

Category: Facility Management - Vacancy Turnover Standards and Practices

Criterion: Work orders created for every vacancy and completed within 30 days (or waiver requested)
Rating: No Findings

Criterion: Vacancy turnover work orders accurately reflect necessary repairs
Rating: No Findings

Category: Facility Management - Preventive Maintenance Standards and Practices

Criterion: LHA Preventive Maintenance Plan accurately reflects all necessary work to maximize life of LHA components
Rating: No Findings

Category: Facility Management - Work Order Types and Systems

Criterion: All emergency work orders are created, tracked, reported and completed within 48 hours
Rating: No Findings

Criterion: All requested work orders are created, tracked, reported and completed within 14 days or added to DM/CIP
Rating: No Findings

Explanation of PMR Criteria Ratings

CRITERION	DESCRIPTION
Management	
Occupancy Rate	The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report) • "No Findings" : Occupancy Rate is at or above 98% • Operational Guidance: Occupancy rate is at 95% up to 97.9% • Corrective Action: Adjusted occupancy rate is less than 95%
Tenant Accounts Receivable (TAR)	This criterion calculates the percentage of uncollected rent and related charges owed by starting with the amount reported by the LHA, as uncollected balances for the TAR (Account 1122 from the Balance Sheet) minus Normal Repayment Agreements* divided by Shelter (Tenant) Rent (account 3110 from the Operating Statement) • "No Findings" : At or below 2% • "Operational Guidance": More than 2% , but less than 5% • "Corrective Action": 5% or more
Certifications and Reporting Submissions	Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end. • "No Findings": At least 11 of the required 12 reports were submitted and at least 9 were submitted on time. • "Operational Guidance": Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.
Board Member Training	Percentage of board members that have completed the mandatory online board member training. • "No Findings" : 80% or more completed training • "Operational Guidance" : 60-79.9% completed training • "Corrective Action" : <60 % completed training
Staff Certifications and Training	Each LHA must have at least one staff member complete a relevant certification or training During the fiscal year. The number of required trainings varies by LHA size. • No Findings: LHAs completed the required number of trainings Corrective Action: LHAs have not completed any trainings
Annual Plan (AP) Submitted	Housing authorities are required to submit an annual plan every year. • "No Findings" =Submitted on time • "Operational Guidance" =Up to 45 days late • "Corrective Action" =More than 45 days late

CRITERION	DESCRIPTION
CHAMP	
Paper applications	Paper applications are available, received and entered into CHAMP • No Findings: Paper applications are available; And paper applications are date and time stamped correctly; And 90% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp; And 2% or less of new paper applications are entered more than 30 days after date/time stamp • Operational Guidance: Paper applications are available; And paper applications are date and time stamped and entered correctly; And 75% - 89% of new paper applications are entered into CHAMP within 15 calendar days; And 3% - 5% of new paper applications are entered more than 30 days after date/time stamp Corrective Action: Paper applications are not available; Or the LHA has failed to date and time stamp paper applications and/or failed to enter them correctly; Or Less than 75% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp; Or more than 5% of new paper applications are entered more than 30 days after date/time stamp
Vacancies occupied using CHAMP	Vacancies are recorded correctly and occupied using CHAMP • No Findings: All vacancies during the fiscal year are recorded in DHCD's Housing Applications Vacancy System within 30 days; And the housed Applicant ID and Pull List ID match between DHCD's Housing Applications Vacancy System and CHAMP for unit occupied during the fiscal year, excluding administrative transfers; And 25% or less of occupied units have data entry errors • Operational Guidance: All vacancies during the fiscal year are recorded in DHCD's Housing Applications Vacancy System, all vacancies are not recorded within 30 days; Or the Housed Applicant ID and Pull List ID match between DHCD's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers; And greater than 25% of occupied units have data entry errors • Corrective Action: All vacancies during the fiscal year are not recorded in DHCD's Housing Applications Vacancy System; Or the Housed Applicant ID and Pull List ID do not match (or data is missing) between DHCD's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers

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

CRITERION	DESCRIPTION
Health & Safety	
Health & safety violations	DHCD has observed conditions at the LHA's developments and reported health and safety violations. The LHA has certified the number of corrected violations in each category.
Facility Management – Inspection Standards and Practices	
100% Unit Inspections	All units inspected at LHA during FY under review • No Findings: 100% of units inspected Corrective Action: Less than 100% of units inspected
LHA Inspections Reports/Work Orders	Unit inspection reports create, track, and report work orders for inspection repairs, and inspection WOs completed within 30 days or add to DM/CIP • No Findings: All inspection work orders/lease violations are created, tracked, and reported; And non-health and safety work orders for inspection repairs/lease violations are completed within 30 days or added to DM/CIP; And health and safety work orders for inspection repairs/lease violations are addressed within 48 hours • Operational Guidance: All health and safety inspection work orders/lease violations are created, tracked, reported and completed within 48 hours; And LHA fail to create, track, or report no more than 1 or 2 (based on LHA size) non-EHS (exigent health and safety) deficiencies; Or LHA failed to complete any non-EHS work orders/lease violations appropriately • Corrective Action: Any EHS work orders/lease violations not created, tracked, reported, or completed; Or 1 of the following: LHA failed to create, track or report a) More than 1 non-EHS deficiency (small LHA); b) More than 2 non-EHS deficiencies (Medium/Large)
Accuracy of LHA Inspections	Unit inspection reports accurately reflect necessary repairs • No Findings: c.667 unit has less than 2 EHS deficiencies and c.200/705 unit has less than 3 EHS deficiencies • Operational Guidance: c.667 unit has 2 EHS deficiencies or c.200/705 has 3 EHS deficiencies Corrective Action: c.667 has equal to or greater than 3 EHS deficiencies or c.200/705 unit has equal to or greater than 4 EHS deficiencies
Facility Management – Vacancy Turnover Standards and Practices	

CRITERION	DESCRIPTION
Vacancy Turnover Work Orders	Work orders created for every vacancy and completed within 30 days (or waiver requested) • No Findings: Vacancy work orders are created, tracked and reported for every unit and reflect all work in unit; And Vacancy work orders are Maintenance Ready in <=30 days for c.667 units or <=45 days for c.200/705 units or have approved waiver • Operational Guidance: Vacancy work orders are created, tracked and reported for every unit; And work orders do not reflect all work completed in unit; Or vacancy work orders are Maintenance Ready in 31-45 days for c.667 and 46-60 days for c.200/705 and no approved waiver Corrective Action: Vacancy work orders are not created, tracked and reported for every unit; Or vacancy work orders are Maintenance Ready in >45 days for c.667 and >60 days for c.200/705 and have no approved waiver
Accuracy and Standard of Vacancy Turnovers	Vacancy turnover work orders accurately reflect necessary repairs • No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies • Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies
Facility Management – Preventative Maintenance Standards and Practices	
LHA Preventative Maintenance Schedule Accuracy and Implementation of Preventative Schedules	LHA preventative maintenance schedule accurately reflects all necessary work to maximize the life of LHA components • No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies • Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies
Work Order Types and Systems	
Emergency Work Orders	All emergency work orders are created, tracked, reported and completed within 48 hours • No Findings: All emergency work orders under review are created, tracked, reported and completed within 48 hours • Operational Guidance: All emergency work orders completed within 48 hours; Less than 100% but greater than or equal to 80% of work orders under review are correctly created, tracked and reported administratively

CRITERION	DESCRIPTION
	• Corrective Action: Not all emergency work orders are completed within 48 hours; Or less than 80% of work orders under review are correctly created, tracked and reported administratively
Requested Work Orders	All requested work orders are created, tracked, reported and completed within 14 days or added to DM/CIP • No Findings: All requested work orders under review are created, tracked, and reported; All work is complete within 14 days or added to DM/CIP • Operational Guidance: All requested work orders completed within 14 days or added to DM/CIP; And less than 100% of work orders under review are correctly created, tracked and reported Corrective Action: Not all requested work orders are completed within 14 days or added to DM/CIP

Policies

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

Policy	Last Ratified by Board Vote	Notes
*Rent Collection Policy	04/24/1917	
*Personnel Policy	02/22/1916	
*Capitalization Policy	03/21/1916	
*Procurement Policy	02/12/1918	
*Grievance Policy	06/18/1918	
Affirmative Action Policy	10/19/2020	DHA Affirmative Action Policy
Credit/Debit Card Policy	02/22/1916	
Criminal Offender Records Information (CORI) Policy	09/15/2008	
Fair Housing Marketing Plan	05/26/2020	
Sexual Harassment Policy	10/19/2020	DHA Sexual Harassment Policy
Smoking Policy	02/22/2016	
Other – Define in the 'Notes' column	09/23/2009	Extermination guidelines
Other – Define in the 'Notes' column	12/21/2015	Disposition Policy
Other – Define in the 'Notes' column	09/15/2014	Exclusion for Veteran's Disability
Other – Define in the 'Notes' column	11/20/2017	Wage Match Policy
Other – Define in the 'Notes' column	06/01/2015	Maintenance Uniform Policy

Policy	Last Ratified by Board Vote	Notes
Other – Define in the 'Notes' column	09/15/2014	Cell Phone Policy
Other – Define in the 'Notes' column	01/23/2017	Dracut Housing Authority By-Laws
Other – Define in the 'Notes' column	06/18/2018	Communication Policy
Other – Define in the 'Notes' column	01/29/2018	Maintenance Plan
Other – Define in the 'Notes' column	03/19/2018	EIV System Security Policy
Other – Define in the 'Notes' column	02/25/2019	Section 8 Administrative Plan
Other – Define in the 'Notes' column	09/23/2019	DHA Vehicle Policy
Other – Define in the 'Notes' column	02/25/2019	Violence Against Women Act
Other – Define in the 'Notes' column	02/05/2019	Internal Control & Accounting Policy
Other – Define in the 'Notes' column	03/19/2018	DHA Admissions & Continued Occupancy Policy
Fair Housing Marketing Plan	10/19/2020	DHA Fair Housing & Reasonable Accommodations
Other – Define in the 'Notes' column	10/19/2020	Resident & Public Participation Policy - Board Meetings
Language Access Plan	04/25/2022	
Reasonable Accommodations Policy	10/19/2020	We will check the date on that and update asap

* 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

Dracut Housing Authority has received the following waivers from DHCD's regulations. This list does not include vacancy waivers, pet waivers, or any waivers that would release personally identifiable tenant or applicant data.

Description	Reason	Date Waiver Approved by DHCD	Date Expired
Waiver to join RCAT	Waited to see how the Program was working.	07/01/2019	07/01/2022

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

Glossary

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

AHVP: Alternative Housing Voucher Program

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

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

ANUEL: Allowable Non-Utility Expense Level

AP: Annual Plan

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

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

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

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

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

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

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

CNA: Capital Needs Assessment

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

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

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

DHCD: Massachusetts Department of Housing & Community Development

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

FF: Formula Funding

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

FYE: Fiscal Year End

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

HHA: Host Housing Authority for the RCAT program.

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

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

LHA: Local Housing Authority

LTO: Local Tenants Organization

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

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

MOR: Management and Occupancy Report

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

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

Performance Management Review (PMR):

PMR: Performance Management Review

RCAT: Regional Capital Assistance Team

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

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

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

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

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

Attachments

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

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

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

Explanation of Attachments

The Dracut Housing Authority has a Section 8 New Construction development in it's portfolio. Last year MassHousing has taken over as the contract administrator. This transition was seamless and the Dracut Housing Authority continues to adhere to MassHousing's policies and procedures.

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, Fall 2021, and Fall 2022. CSR surveyed all family units in Fall 2020.

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.

Dracut Housing Authority

Chapter 667 Housing
Summary 2019 - 2021

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

Fall 2019:

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

Fall 2021:

- Surveys were sent to 8350 housing units (Chapter 667). 3787 surveys were filled out and returned.

- In the **Dracut Housing Authority,** surveys were sent to a total of **53** Dracut housing units (Chapter 667); **21** surveys were completed.

This report provides some information about how the residents from the **Dracut 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 Northeastern Massachusetts. These small LHAs in Northeastern Massachusetts include: Bedford, Dracut, Essex, Georgetown, Hamilton, Haverhill, Lexington, Lowell, Manchester, Middleton, North Andover, Salisbury, Swampscott, Wakefield, West Newbury, and Wilmington.

Communication

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

	Dracut Housing Authority	Small LHAs in Northeast MA *	Entire State
Felt they were usually or always treated with courtesy and respect when they contacted management…….	86%	85%	84%
Knew the Executive Director held a meeting with residents.....	5%	48%	43%

* Small LHAs in Northeastern Massachusetts include: Bedford, Dracut, Essex, Georgetown, Hamilton, Haverhill, Lexington, Lowell, Manchester, Middleton, North Andover, Salisbury, Swampscott, Wakefield, West Newbury, and Wilmington.

Maintenance and Repair

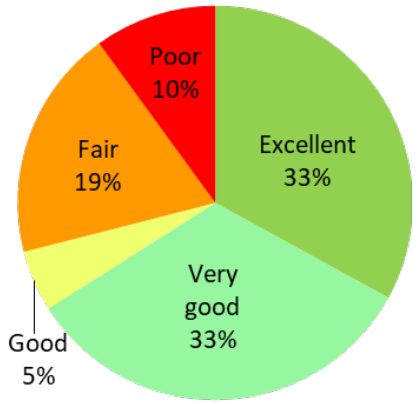
- **Communication with maintenance staff:** Residents were asked about their interactions with the Dracut Housing Authority maintenance staff in the last 12 months.

	Dracut Housing Authority	Small LHAs in Northeast MA	Entire State
Felt they were treated with courtesy and respect when they contacted maintenance……..…….	95%	88%	88%
Were contacted by the Housing Authority before entering their apartment…….	100%	90%	91%

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

Building maintenance:

Dracut Housing Authority



Small LHAs in Northeast MA

Entire State

Outdoor maintenance:

Dracut Housing Authority

Small LHAs in Northeast MA

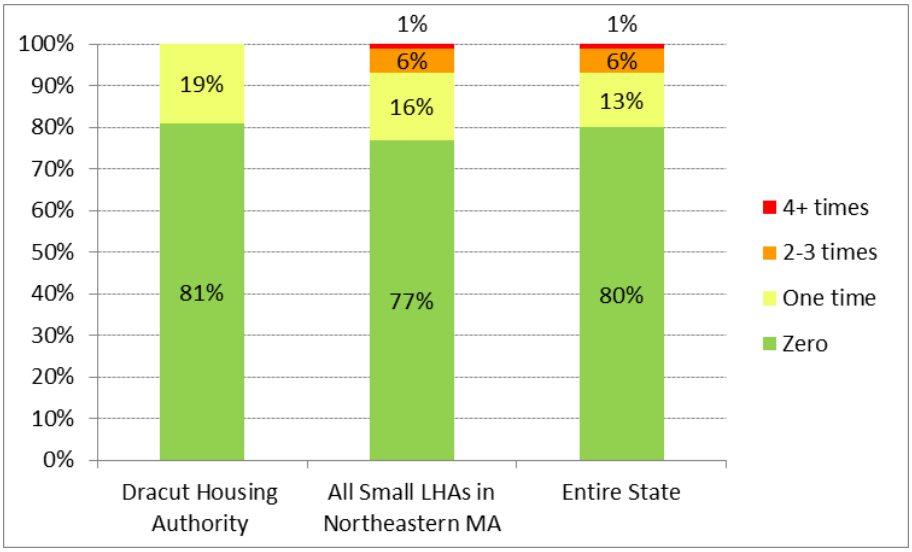
Entire State

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

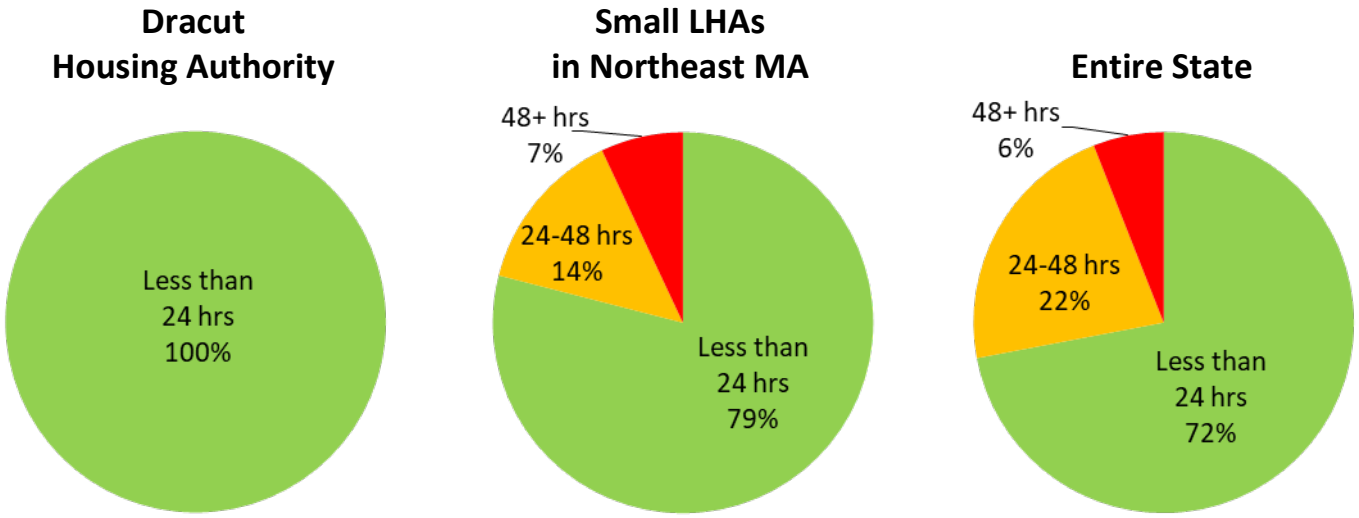
	Dracut Housing Authority	Small LHAs in Northeast MA	Entire State
Had any heating problem…….…….	24%	39%	36%
Had any water problem……...	33%	58%	57%

- **Heating Problems**

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

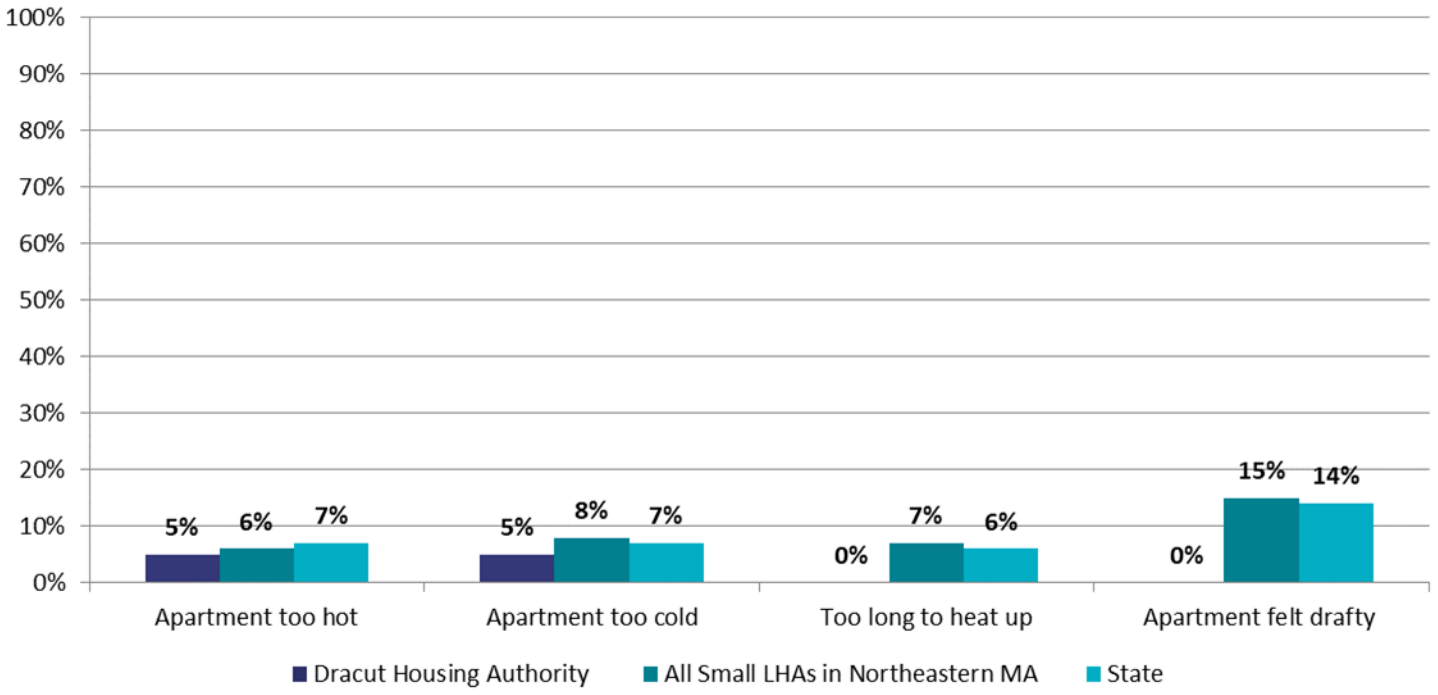


How long did it usually take for heat to come back on? For those respondents who reported completely losing heat, we asked how long it usually took for the heat to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



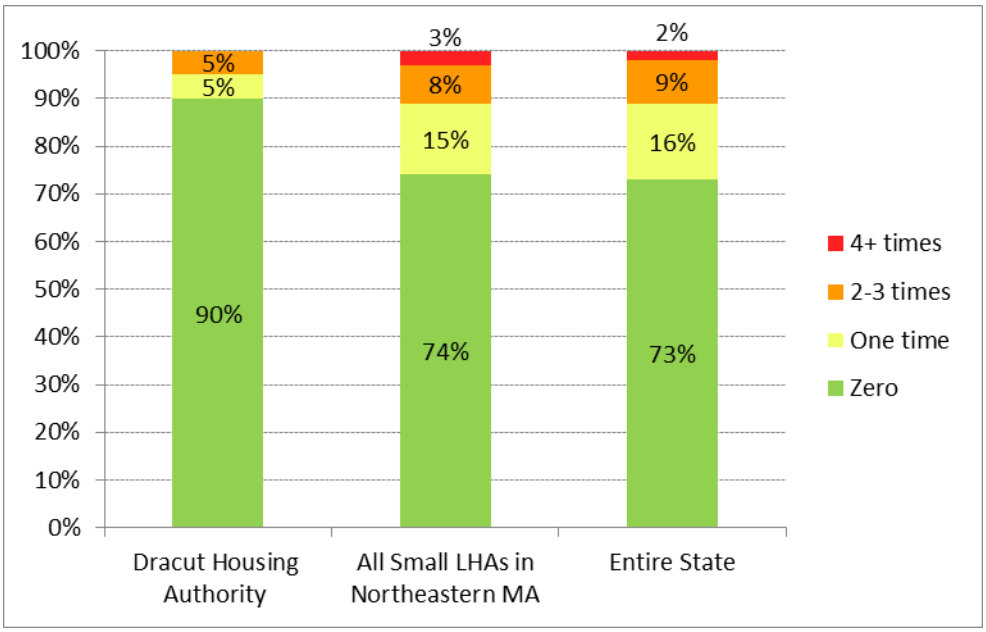
- **Other Heating Problems**

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

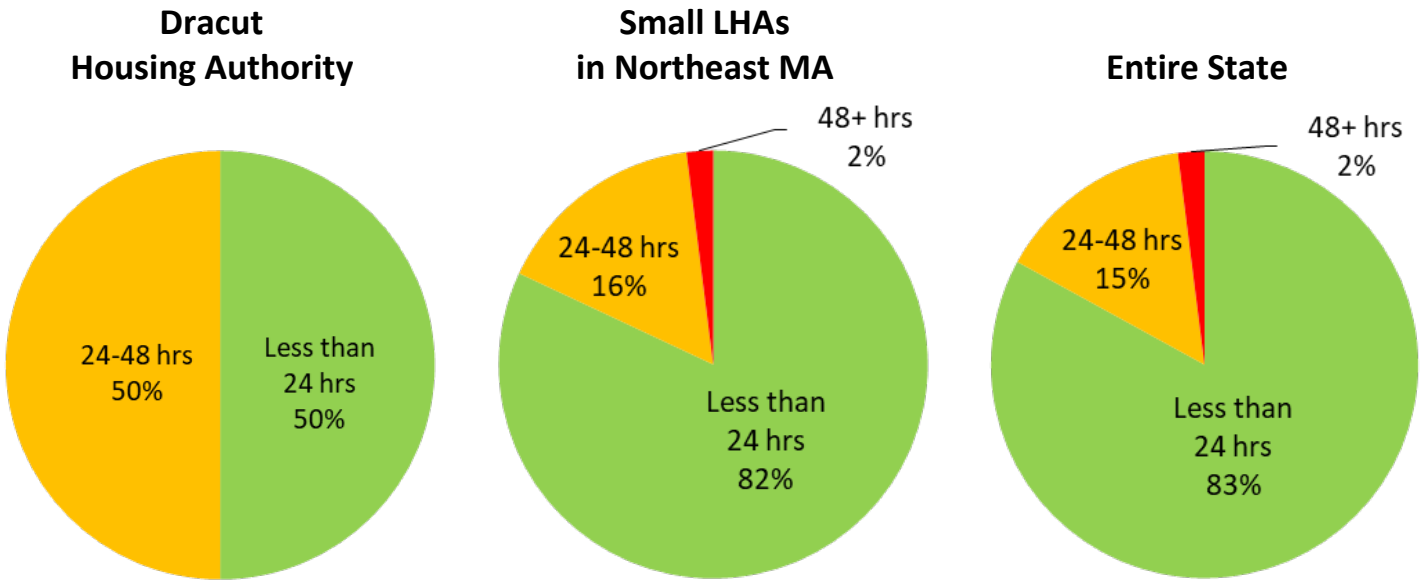


- **Water or Plumbing Problems**

How many times did residents have no hot water in their apartment?
The chart below shows how many times respondents did not have no hot water in their apartment in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows those who had the problem 4 or more times in the last 12 months.

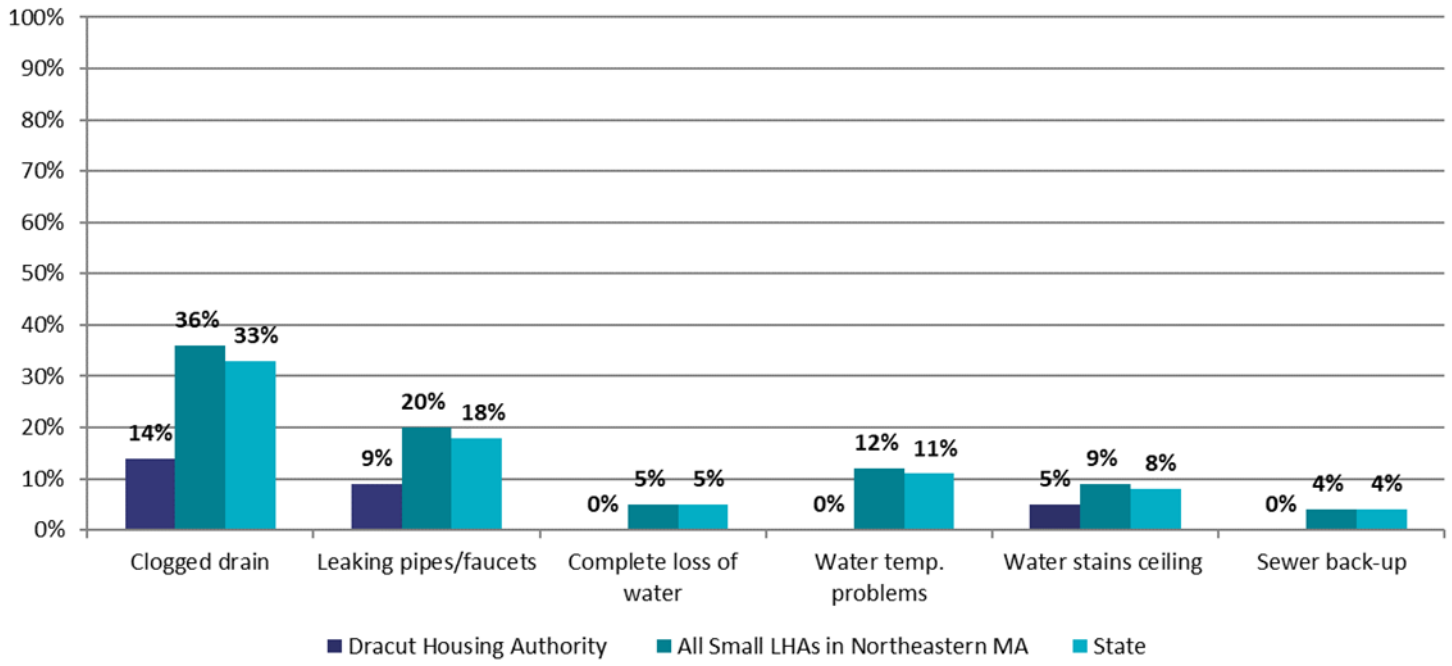


How long did it usually take for hot water to come back on? For those respondents who reported not having hot water in their apartment, we asked how long it usually took for hot water to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



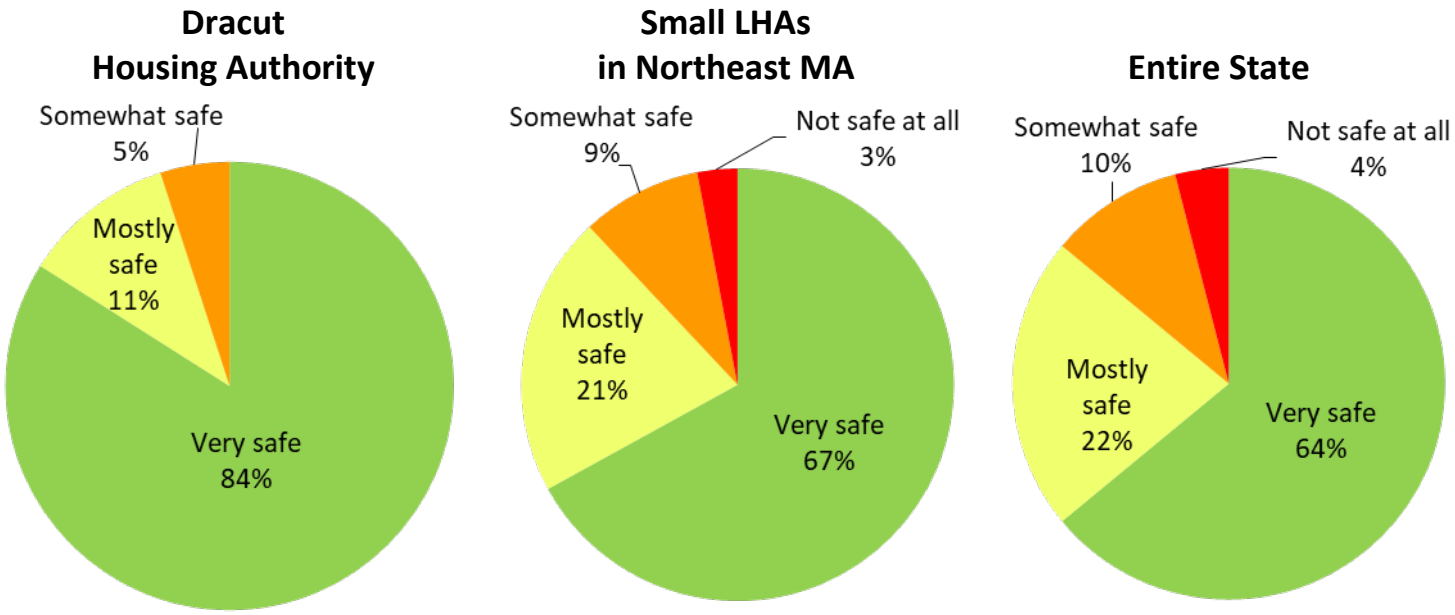
- **Other Water or Plumbing Problems**

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

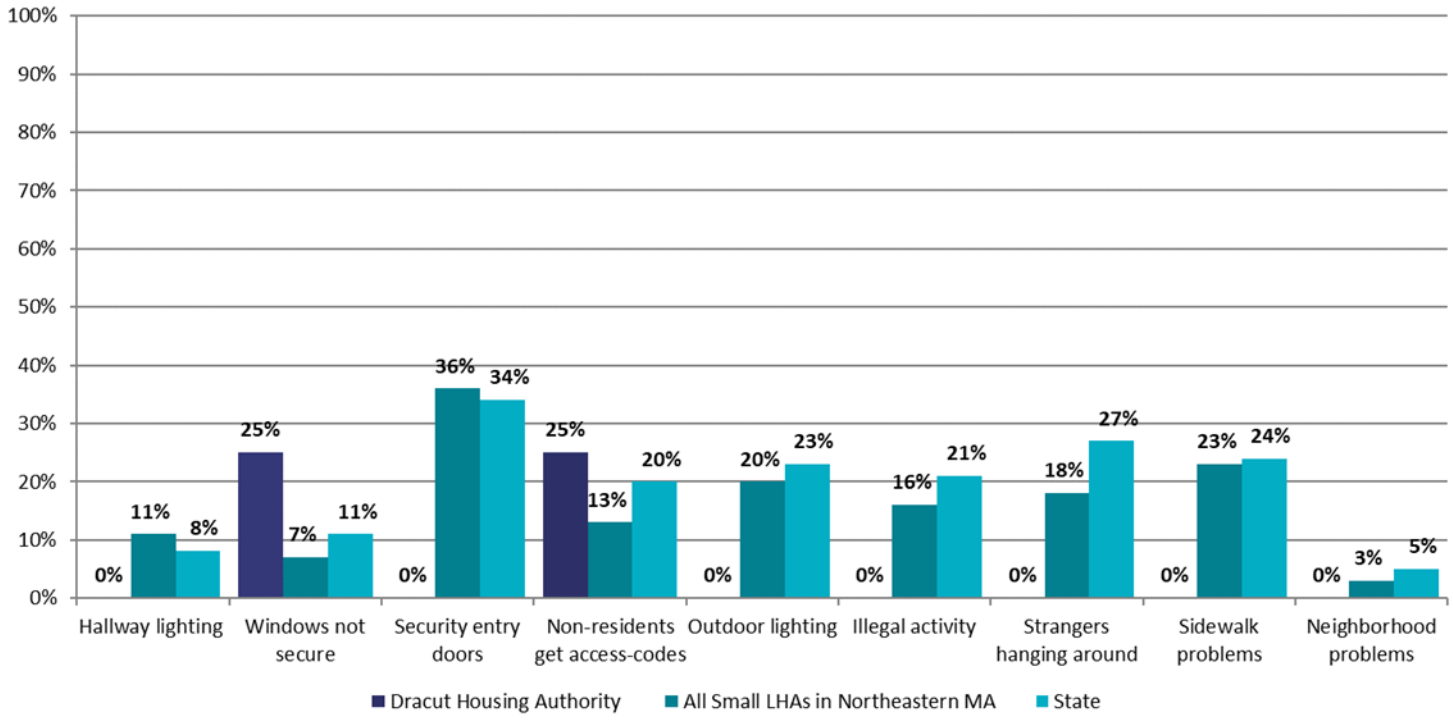


Safety

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



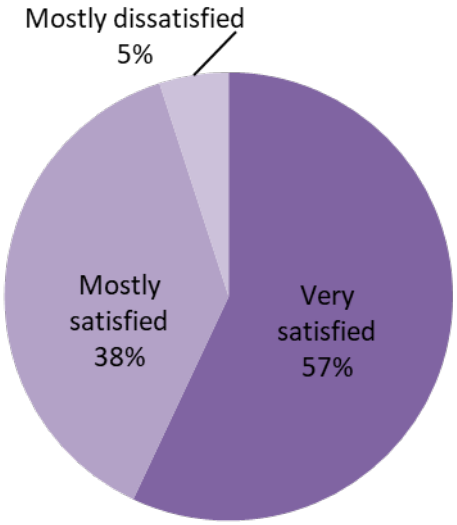
Reasons why respondents felt unsafe in their development: Respondents were asked why they felt unsafe in their development. This chart shows what specific concerns respondents mentioned.



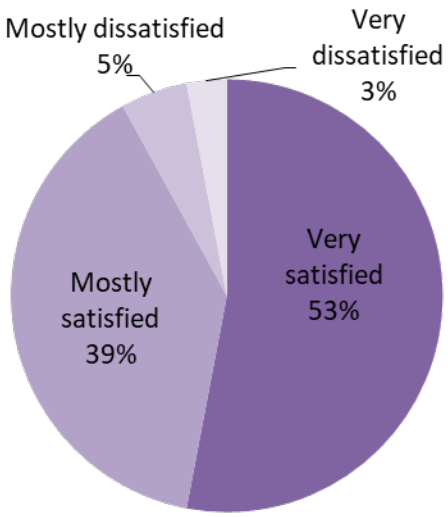
Overall Satisfaction

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

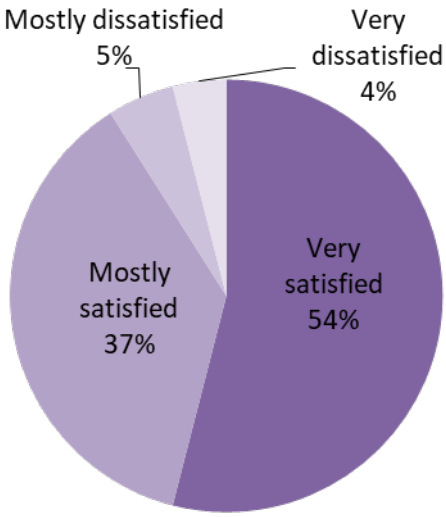
Dracut Housing Authority



Small LHAs in Northeast MA



Entire State



Massachusetts
Department of Housing and
Community Development

Resident Survey

DRACUT HOUSING AUTHORITY

Chapter 667 Housing
Fall 2021

NOTE

This copy of the survey shows the percentage of respondents who chose each answer. DHCD also collected demographic information from survey respondents, such as gender, race, education, and age. The responses to these demographic questions are not included in this report in order to protect the anonymity of respondents.

In the fall of 2021, surveys were sent to **53** housing units (Chapter 667) in the Dracut Housing Authority. **21** surveys were completed. The percentages presented here are based on that number.

1. How many years have you lived in your **current** apartment?
- **14%** Less than 2 years
- **57%** 2 to 5 years
- **14%** 6 to 10 years
- **14%** More than 10 years

Maintenance & Repair

8. In the last 12 months, how often were you treated with courtesy and respect by the maintenance staff of your development??
- **0%** Never
- **5%** Sometimes
- **19%** Usually
- **76%** Always

9. Does the Housing Authority let you know before they enter your apartment??
- **100%** Yes
- **0%** No
- **0%** Don't Know

10. "Building maintenance" includes things such as clean halls and stairways and having lights and elevators that work. In the last 12 months, how would you rate the overall building maintenance??
- **10%** Poor
- **19%** Fair
- **5%** Good
- **33%** Very Good
- **33%** Excellent

11. In the last 12 months, how would you rate how well the outdoor space is maintained at your development (such as litter removal and clear walkways)?
- **5%** Poor
- **14%** Fair
- **9%** Good
- **29%** Very Good
- **43%** Excellent

12. In the last 12 months, how many times did you completely lose heat in your apartment?
- **81%** Never → **If Never, go to #14**
- **19%** Once
- **0%** 2 or 3 times
- **0%** 4 times or more

13. How long did it usually take for your heat to come back on?

100% Less than 24 hours
0% 24 to 48 hours
0% More than 48 hours

14. In the last 12 months, did you have any of these other heating problems?

	Yes
a. Apartment was too hot	5%
b. Apartment was too cold	5%
c. Took too long for apartment to heat up	0%
d. Apartment felt too drafty	0%

15. In the last 12 months, how many times did you have no hot water in your apartment?

90% Never → **If Never, go to #17**
5% Once
5% 2 or 3 times
0% 4 times or more

16. How long did it usually take for the hot water to come back on?

50% Less than 24 hours
50% 24 to 48 hours
0% More than 48 hours

17. In the last 12 months, did you have any of these other water or plumbing problems?

	Yes
a. Clogged drains (sink, toilet, shower)	14%
b. Leaking pipes or faucets	9%
c. Complete loss of water	0%
d. Water temperature problems (too hot, too cold, unreliable)	0%
e. Water stains on the ceiling	5%
f. Sewer backed-up into your apartment	0%

Communication

18. In the last 12 months, has the Executive Director at your development held any meetings with residents??

5% Yes
79% No
16% Don't remember

19. In the last 12 months, how often were you treated with courtesy and respect by the management office of your development?

0% Never
10% Sometimes
20% Usually
70% Always

Safety

20. In the last 12 months, in general, how safe did you feel in your development?

84% Very safe → **If Very safe, go to #22**
11% Mostly safe
5% Somewhat safe
0% Not at all safe

21. For those who felt not at all, somewhat, or mostly safe: Why do you feel unsafe in your development? *(Check all that apply.)*

Building/Indoor Concerns

0% Not enough lighting in the hallways
25% Windows are not secure
0% Security of entry doors
25% Other tenants give door access code to non-residents

Outdoor Concerns

0% Not enough outdoor lights
0% Illegal activity in the development
0% Strangers hanging around who should not be there
0% Sidewalks are difficult to walk on

Other Concerns

0% The neighborhood/area the development is in
0% Another reason

22. Overall, how satisfied are you living in your development?

57% Very satisfied
38% Mostly satisfied
5% Mostly dissatisfied
0% Very dissatisfied

DRACUT

HOUSING AUTHORITY

Performance Management Review (PMR) Report

Fiscal Year End 09/30/2022

*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	Dracut Housing Authority
Fiscal Year Ending	09/30/2022
Housing Management Specialist	Thomas Lee
Facilities Management Specialist	Bob Arsenault

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**
	No Findings	Operational Guidance	Not Applicable	Operational Guidance
Board Member Training	No Findings			
Certifications and Reporting Submissions	No Findings			
Annual Plan	No Findings			
	Financial			
Adjusted Net Income	No Findings			
Operating Reserves	No Findings			
	Capital			
Capital Spending	Corrective Action			

Report Date: 12/19/2022

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)
Staff Certification & Training Rating
For any questions on your FMS PMR Ratings, please contact your HMS.

LHA Name	DRACUT HOUSING AUTHORITY
FYE	09/30/2022
HMS Name	Tommy Lee
FMS Name	Bob Arsenault

Criteria	Rating
Staff Certification and Training	No Findings

LHA **Dracut 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:

Tenant Accounts Receivable (TAR)

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

- ☐ Create or update rent collection policy and procedures and submit to DHCD for review, with supporting Board vote.
- ☑ Adhere to your rent collection policy and lease, i.e. sending notices, reminder letters, 14 day notice to quit, 30 day notice etc. Send notices to tenants early and frequently.
- ☐ Increase ways to accept rent payment, i.e. check scanners, lock boxes, electronic debit, autopay, etc.
- ☐ Report to credit bureau when resident has vacated unit with past due rent balance.
- ☐ Consider using small claims court (https://www.mass.gov/info-details/massachusetts-law-about-small-claims)
- ☑ Create written repayment agreements, either in house or court ordered, and ensure they are adhered to.
- ☐ Evaluate vacated balances to better understand what is collectible and what is unlikely to be collected. Don't allow tenant balances to build-up before doing lease enforcement. Review aged receivables report regularly.
- ☑ Set reasonable thresholds for commencing legal action.
- ☐ Ensure proper documentation of past due balances and collection efforts with tenants.
- ☐ Other:

Board Member Training

Rating: No Findings

- ☐ 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:

Certifications and Reporting Submissions

Rating: No Findings

- ☐ Submit all four quarterly vacancy certifications by the end of the month following the quarter end.
- ☐ Submit all four quarters of Tenants Accounts Receivables (TAR) application within 60 days of quarter end.
- ☐ Submit all four quarterly operating statements within 60 days of the quarter end.
- ☐ Schedule board meetings well in advance. Consider scheduling a backup date to ensure you are able to have your board vote/approval in time to meet reporting deadlines.
- ☐ Set a recurring appointment in your email calendar for help remembering reporting dates and deadlines.
- ☐ Other:

Annual Plan Submission

Rating: No Findings

- ☐ Annual Plan submitted up to 45 days late
- ☐ Annual Plan not submitted/submitted more than 45 days late
- ☐ Other:

Adjusted Net Income/Revenue

Rating: No Findings

Revenue:

- ☐ Update and adhere to rent collection policy
- ☐ Update marketing plan
- ☐ Update internal policies related to vacant unit turnover
- ☐ Review rent roll to identify outstanding rents and/or patterns of rent delinquency.
- ☐ Review operating statements to identify trends in revenue collection such as LHA-wide or development-centered rent issues.
- ☐ 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)
- ☐ Set up repayment agreements with tenants as soon as tenant becomes in arrears; do not let large balances accrue.
- ☐ Make it easier for tenants to pay rent. For example, consider online payments, lockboxes for night time drop-off or extended office hours
- ☐ Review budget reports with both fee accountant/financial staff and your board to stay on top of revenue trends.
- ☐ Ensure rent determinations are completed regularly and are in adherence with DHCD policy

Expense:

Salaries

- ☐ Monitor expenses throughout the year; over or underspending in certain budget lines, can be fixed by reducing or increasing other lines to ensure you stay within your ANUEL.
- ☐ Consider a reorganization of staff time/roles and improve processes.
- ☐ Hire temporary workers or offer overtime to current employees to pick up the workload of staff out on leave.
- ☐ Ensure your budget is in compliance with state and federal requirements regarding allocations.

Legal

- ☐ Review and if needed revise tenant selection process, rent collection process and notice to quit process to reduce evictions/legal costs.
- ☐ Start tracking or better estimate evicition costs based on historical averages throughout the year. If legal costs for evictions are running higher than expected, reduce other budget lines to ensure you stay within your ANUEL.
- ☐ If you qualify, use DHCD's regional attorney program.

Utilities

- ☐ Use online resources such as WegoWise, MassEnergyInsight or software provided by your utility company to track and monitor utility usage. Review the usage monthly to look for unusual expenditures.
- ☐ Weatherize units to improve insulation. Reach out to maintenance director or DHCD staff for more information.
- ☐ Request a referral from your HMS to DHCD's sustainability coordinator if you are interested in saving money through the installation of low-flow toilets, showerheads, LED lights or other cost-savings, energy-efficient measures. DHCD frequently has incentive programs that pay for the procurement and installation of energy and water saving appliances and tools at your LHA.
- ☐ Ensure that you have an air conditioner policy that precludes a/c being in windows out of season/enforce policy if already in place.

Maintenance

- ☐ Develop or update your preventive maintenance, deferred maintenance and routine maintenance plans and review monthly with maintenance staff.
- ☐ Develop or update your procurement and purchasing policies and review with staff.
- ☐ Develop a system to schedule and track preventive maintenance, reach out to your facilities management specialist for assistance.
- ☐ If contractor costs are high, see if your current maintenance team can complete the work or if it is possible to contract with a tradesman.
- ☐ Consider bulk purchasing for supplies and shop around for the best deals.
- ☐ Consider investing (through purchase or maintenance) in equipment that may reduce hours spent on maintenance (such as a snow blower to reduce time shoveling).
- ☐ Other: Please see Public Housing Notice 2018-08 for due dates.

Operating Reserve

Rating: No Findings

- ☐ Please refer to PHN 2018-04 and current budget guidelines for information on operating reserve
- ☐ An LHA may spend down to 35% of maximum reserve level without consulting DHCD, but the LHA must budget these expenses in the correct line items of their annual operating budget. If the expense occurred after DHCD approval of the annual operating budget, the LHA should submit a budget revision with these expenditures.
- ☐ Any expenditures from the operating reserve that will result in a projected operating reserve of less than 35% of maximum reserve level, requires *prior written approval* from DHCD, *unless the expenses are to resolve health and safety issues.*
- ☐ Each LHA must maintain a projected operating reserve of 20% of maximum reserve level, which *remains the minimum operating reserve level for all LHAs.*
- ☐ Other:

Capital Spending

Rating: Corrective Action

- ☐ Spent 50-79% of the past three years of Formula Funding (FF)
- ☑ Spent less than 50% of the past three years of Formula Funding (FF)
- ☐ Other:

Staff Training and Certification

Rating: No Findings

- ☐ Develop an employee training policy (including how to request training, training options)
- ☐ Assess workplace to determine office capabilities to access learning options (e.g. available workplace, hardware equipped to fully participate in webinars)
- ☐ Create a shared calendar of current and upcoming trainings to gauge employee interest.
- ☐ Diversify the LHAs learning options (i.e., online, recorded, phased, in person, etc.) ; Survey the workplace to determine which learning options are preferred
- ☐ Subscribe staff to DHCD Public Housing Constant Contact to receive updates on upcoming DHCD trainings (i.e. CHAMP, FMS, etc.)
- ☐ **Other:**

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)
CHAMP PMR Report

For any questions on your CHAMP PMR Report, please contact your HMS.

Housing Authority	Dracut Housing Authority
Fiscal Year End Date	September 30, 2022
Dates	October 1, 2021 to September 30, 2022
HMS Name	Tommy Lee

Criteria 1: Paper applications available, received and entered into CHAMP

Criteria 1A: Paper Application Availability

Rating: No Findings

Recommendations:
1. No recommendations.

Criteria 1B: Paper Application Timestamps

Rating: No Findings

Recommendations:
1. No recommendations.

Criteria 1C: Paper Application Entry

Rating: No Findings

Recommendations:
1. No recommendations.

Criteria 2: All vacancies are reported and all occupied units filled with CHAMP

Criteria 2A: Vacancies Reported and Recorded on Time

Rating: Operational Guidance

Recommendations:
1. Establish reoccurring calendars reminders to help ensure vacancy data is entered into the DHCD Housing Apps Vacancy Reporting System within 30 days.
2. Report Vacancies between 10/01/21 to 09/30/22.....DHA ran another list at the PMR using the proper dates and the numbers matched

Criteria 2B: Vacancies Filled Using CHAMP

Rating: No Findings

Recommendations:
1. No recommendations.

Report Date: Jan. 23, 2023

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)
PMR Physical Condition Report

For any questions on your FMS PMR Ratings, please contact your FMS.

LHA Name	DRACUT HOUSING AUTHORITY
FYE	09/30/2022
HMS Name	Tommy Lee
FMS Name	Bob Arsenault

Criteria 1: 100% of units inspected during FYE under review

Rating: No Findings

Recommendations: 1. No recommendations

Criteria 2: Unit inspection Reports create, track, and report Work Orders for inspection repairs, and Work Orders are completed within 30 days or added to DM/CIP

Rating: No Findings

Recommendations: 1. No recommendations

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. No recommendations

Criteria 4: Work Orders created for every vacancy and completed within 30 days (or waiver requested)

Rating: No Findings

Recommendations: 1. No recommendations

Criteria 5: Vacancy Turnover Work Orders accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. No recommendations

Criteria 6: LHA Preventive Maintenance Plan accurately reflects all necessary work to maximize life of LHA components

Rating: No Findings

Recommendations: 1. No recommendations

Criteria 7: All emergency work orders are created, tracked, reported and completed within 48 hours

Rating: No Findings

Recommendations: 1. No recommendations

Criteria 8: All requested work orders are created, tracked, reported and completed within 14 days or added to DM/CIP

Rating: No Findings

Recommendations: 1. No recommendations

Health & Safety Deficiencies

Inspection reports were provided to the LHA at the time of the DHCD site visit. There were no Health and Safety deficiencies identified during the PMR Inspection.

MassHousing

Massachusetts Housing Finance Agency
One Beacon Street, Boston, MA 02108

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Fax: 617.854.1091 | www.masshousing.com

Videophone: 857.366.4157 or Relay 711

August 16, 2022

Ms. Kelley Szymanski
Executive Director
Dracut Housing Authority
971 Mammoth Road
Dracut, MA 01826

Ms. Mary Karabatsos
Dracut Housing Authority
971 Mammoth Road
Dracut, MA 01826

RE: HANSON GLEN/DRACUT HA
HUD MA06H052025

Dear Ms. Szymanski and Ms. Karabatsos:

I would like to thank you for the time and cooperation extended to me during the Management Review that was conducted on July 26, 2022. Enclosed is a report that summarizes the results of the review.

Overall, the site scored Above Average. The rating reflects the conditions present at the time of the review. Please provide your response to the corrective actions indicated in the attached summary report by September 15,2022, to MORresponse@masshousing.com.

If applicable, this management review does not relieve the owner/management agent from its responsibility in resolving any financial findings or substandard REAC physical inspection scores (under 60) that are under evaluation by the Departmental Enforcement Center.

Should you have any questions, please do not hesitate to contact me at 617-854-1168 or email at JWhitten@masshousing.com.

Sincerely,

Jessica Whitten

Jessica Whitten
Senior Asset Manager II

Charles D. Baker, *Governor* | Jeanne Pinado, *Chair* | Chrystal Kornegay, *Executive Director*
Karyn E. Polito, Lt. *Governor* | Ping Yin Chai, *Vice Chair*