

## Overview and Certification

# Brookline Housing Authority Annual Plan for Fiscal Year 2026 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 Brookline Housing Authority's Annual Plan for their 2026 fiscal year includes the following components:

1. Overview and Certification
2. Capital Improvement Plan (CIP)
3. Maintenance and Repair Plan
4. Operating Budget
5. Narrative responses to Performance Management Review (PMR) findings
6. Policies
7. Waivers
8. Glossary
9. Other Elements
  - a. Public Comments and LHA Responses
  - b. Cover sheet for tenant satisfaction surveys
  - c. Tenant Satisfaction Survey 200 and 705 Program
  - d. Performance Management Review

**State-Aided Public Housing Developments**

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

| <b>Dev No</b> | <b>Type</b> | <b>Development Name</b>               | <b>Num Bldgs</b> | <b>Year Built</b> | <b>Dwelling Units</b> |
|---------------|-------------|---------------------------------------|------------------|-------------------|-----------------------|
| 200-02        | Family      | EGMONT STREET VETERANS 200-02         | 6                | 1949              | 114                   |
| 667-03        | Elderly     | High St. & Egmont Accessible 667-03   | 4                | 1998              | 15                    |
| 200-01        | Family      | HIGH STREET VETS 200-01               | 7                | 1949              | 177                   |
| 705-01        | Family      | TRUSTMAN APTS 705-01                  | 3                | 1900              | 86                    |
|               | Elderly     | Elderly units in smaller developments | 1                |                   | 2                     |
|               | Other       | Special Occupancy units               | 3                |                   | 31                    |
| Total         |             |                                       | 24               |                   | 425                   |

**Massachusetts Rental Voucher Program (MRVP)**

The Massachusetts Rental Voucher Program (MRVP) is a state-funded program that provides rental subsidies to low-income families and individuals. In most cases, a “mobile” voucher is issued to the household, which is valid for any market-rate housing unit that meets the standards of the state sanitary code and program rent limitations. In some cases, vouchers are “project-based” into a specific housing development; such vouchers remain at the development if the tenant decides to move out.

Brookline Housing Authority manages 41 MRVP vouchers.

**Federally Assisted Developments**

Brookline Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 1507 households.

LHA Central Office

Brookline Housing Authority  
 90 Longwood Avenue, Brookline, MA, 02446  
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LHA Board of Commissioners

|                      | <u>Role</u> | <u>Category</u>    | <u>From</u> | <u>To</u>  |
|----------------------|-------------|--------------------|-------------|------------|
| Susan Cohen          | Vice-Chair  |                    | 05/08/2023  | 05/07/2028 |
| Barbara Dugan        | Treasurer   | Federal Tenant Rep | 05/01/2020  | 04/30/2025 |
| Michael Jacobs       | Chair       |                    | 05/01/2021  | 04/30/2026 |
| Judith Katz          | Member      | State Appointee    | 06/23/2021  | 06/22/2026 |
| Kimberley Richardson | Member      | Tenant             | 05/07/2024  | 05/07/2029 |

Plan History

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

|    | <u>REQUIREMENT</u>                                                                                                                     | <u>DATE COMPLETED</u> |
|----|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| A. | Advertise the public hearing on the LHA website.                                                                                       | 10/21/2024            |
| B. | Advertise the public hearing in public postings.                                                                                       | 10/21/2024            |
| 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.                                                                                           | 10/16/2024            |
| 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.) | 12/10/2024            |
| G. | Executive Director presents the Annual Plan to the Board.                                                                              | 12/10/2024            |
| H. | Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)                          | 12/10/2024            |

## Certification

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

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

This certification applies to the following applications:

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

### CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

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

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

Date of certification: 12/20/2024

The Department of Housing and Community Development (DHCD) completed its review of this Annual Plan (AP) on March 14, 2025. Review comments have been inserted into the plan.

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

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

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

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

The CIP includes the following parts:

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

**Capital Improvement Plan (CIP)****Additional Remarks by Brookline Housing Authority**

The Brookline Housing Authority secured \$6,000,000 of local American Rescue Act Program (ARPA) funds which EOHLC has committed to match up to \$10,000,000 (\$16,000,000 total) which the Brookline Housing Authority intends to use to help substantially renovate its Egmont Street veterans and Trustman Apartments properties over the next two years to renovate hallways/stairs/lighting and to replace windows.

We received a grant from EOHLC of \$10,000 to study energy conservation measures and electrification of BHA properties. We received a Compliance Reserve award for EOHLC in the amount of \$731,929 to help with de-leading and lead encapsulation efforts as common areas are repainted. We received an initial funding notice for \$456,624 to electrify appliances at the BHA High Street Veterans' property and this project is now projected to cost over \$3M to fully electrify the property.

**Capital Improvement Plan (CIP)**

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

| <b>Category of Funds</b>                       | <b>Allocation</b>      | <b>Planned Spending</b> | <b>Description</b>                                                                                        |
|------------------------------------------------|------------------------|-------------------------|-----------------------------------------------------------------------------------------------------------|
| Balance of Formula Funding (FF)                | \$2,030,146.27         |                         | Total of all FF awards minus prior FF spending                                                            |
| LHA Emergency Reserve                          | \$304,521.94           |                         | Amount to reserve for emergencies                                                                         |
| Net FF Funds (First 3 Years of the CIP)        | \$1,725,624.33         | \$2,109,482.54          | Funds to plan & amount actually planned in the first 3 years of the CIP                                   |
| ADA Set-aside                                  | \$18,522.40            | \$18,522.40             | Accessibility projects                                                                                    |
| DMH Set-aside                                  | \$44,617.99            | \$44,617.99             | Dept. of Mental Health facility                                                                           |
| DDS Set-aside                                  | \$0.00                 | \$0.00                  | Dept. of Developmental Services facility                                                                  |
| Unrestricted Formula Funding (FF)              | \$1,662,483.93         | \$2,046,342.15          | Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.                    |
| Special DHCD Funding                           | \$10,863,409.78        | \$10,863,409.78         | Targeted awards from DHCD                                                                                 |
| Community Development Block Grant (CDBG) Funds | \$2,270,563.45         | \$2,270,563.45          | 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                    | \$150,183.84           | \$150,183.84            | Funds from the LHA's operating budget.                                                                    |
| Other Funds                                    | \$16,363,447.43        | \$16,363,447.43         | Funds other than those in the above categories. See explanation below.                                    |
| <b>Total funds and planned spending</b>        | <b>\$31,373,228.83</b> | <b>\$31,757,087.04</b>  | <b>Total of all anticipated funding available for planned projects and the total of planned spending.</b> |

**Capital Improvement Plan (CIP)****Additional notes about funding:**

The Town of Brookline, through its CDBG Board, is supportive of the Brookline Housing Authority State Housing Portfolio. In FY2025, The BHA received \$48,000 for its Resident Services program and \$519,258 (matched with HILAPP Award from EOHLC) for High Street Veterans site work, trip hazards and interior door replacement.

The Town of Brookline, through its CPA Board, funded the replacement of Egmont Street Veterans roofs in the amount of \$500,000 and the BHA currently has a pending HILAPP matching fund application with EOHLC to fund additional roof replacement.

The Commonwealth through a Rep. Vitolo ARPA Budget Earmark has also funded \$500,000 of kitchen renovations at Egmont Street Veterans and Trustman Apartments that is being completed on unit turnover through 2026 with approximately 50% of funds remaining to be spent.

The BHA received a 3-year \$80,000 per year grant from the Brookline Community Foundation to support expanded resident services programming.



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Capital Improvement Plan (CIP)**

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

| Cap Hub Project Number | Project Name                                                  | Development(s)                   | Total Cost  | Amount Spent Prior to Plan | Remaining Planned for 2024 | fy2025 Planned | fy2026    | fy2027 | fy2028 | fy2029 |
|------------------------|---------------------------------------------------------------|----------------------------------|-------------|----------------------------|----------------------------|----------------|-----------|--------|--------|--------|
| 046098                 | OR Flooring - Interior doors & Painting - Harris Street       | Harris and Beacon Streets 167-01 | \$43,497    | \$0                        | \$0                        | \$6,747        | \$0       | \$0    | \$0    | \$0    |
| 046099                 | 200-1 Bathroom Vent Installation - SUST CDBG                  | HIGH STREET VETS 200-01          | \$608,185   | \$139,514                  | \$0                        | \$875          | \$0       | \$0    | \$0    | \$0    |
| 046100                 | Retaining Wall and Paving 200-1                               | HIGH STREET VETS 200-01          | \$104,900   | \$104,400                  | \$0                        | \$0            | \$0       | \$0    | \$0    | \$0    |
| 046102                 | Fire Alarm Upgrades - Harris Street 167-1                     | Harris and Beacon Streets 167-01 | \$79,766    | \$0                        | \$0                        | \$0            | \$0       | \$0    | \$0    | \$0    |
| 046103                 | ADA Unit Upgrade                                              | KENT STREET 689-01               | \$53,478    | \$9,349                    | \$0                        | \$2,664        | \$0       | \$0    | \$0    | \$0    |
| 046104                 | Driveway/ Parking - Repaving - Fence Replacement              | KENT STREET 689-01               | \$53,415    | \$49,901                   | \$0                        | \$0            | \$0       | \$0    | \$0    | \$0    |
| 046105                 | Water infiltration into Basement HS Vets 200-1                | HIGH STREET VETS 200-01          | \$68,621    | \$50,700                   | \$0                        | \$3,800        | \$0       | \$0    | \$0    | \$0    |
| 046106                 | ARPA FF: Painting Patching & Stair Flooring Replcmt -CR 200-1 | HIGH STREET VETS 200-01          | \$1,569,151 | \$485,746                  | \$0                        | \$182,421      | \$0       | \$0    | \$0    | \$0    |
| 046107                 | Basement concrete floor settlement 705-1                      | TRUSTMAN APTS 705-01             | \$887,401   | \$36,270                   | \$0                        | \$657,300      | \$0       | \$0    | \$0    | \$0    |
| 046108                 | Master Meter- Electrification                                 | HIGH STREET VETS 200-01          | \$3,635,412 | \$28,400                   | \$0                        | \$3,399,044    | \$155,799 | \$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 2024 | fy2025 Planned | fy2026      | fy2027 | fy2028 | fy2029 |
|------------------------|-----------------------------------------------------------------------------------------|----------------------------------|--------------|----------------------------|----------------------------|----------------|-------------|--------|--------|--------|
| 046109                 | HILAPP Bathroom fan project Phase II 200-1 CDBG                                         | HIGH STREET VETS 200-01          | \$1,590,001  | \$138,377                  | \$0                        | \$103,574      | \$0         | \$0    | \$0    | \$0    |
| 046110                 | Fire Alarm Upgrades - HSV - CDBG 200-1                                                  | HIGH STREET VETS 200-01          | \$1,747,098  | \$0                        | \$0                        | \$474,034      | \$71,135    | \$0    | \$0    | \$0    |
| 046111                 | HSV Apartment doors replacement - CDBG                                                  | HIGH STREET VETS 200-01          | \$950,000    | \$0                        | \$0                        | \$8,579        | \$885,000   | \$0    | \$0    | \$0    |
| 046112                 | HILAPP Windows & Painting, Patching & Stair Floor Rplmt- ARPA Funds (Trustman & Egmont) | EGMONT STREET VETERANS 200-02    | \$14,121,740 | \$0                        | \$0                        | \$0            | \$3,121,740 | \$0    | \$0    | \$0    |
| 046113                 | Fire Alarm Upgrades - 1057 Beacon Street                                                | Harris and Beacon Streets 167-01 | \$175,456    | \$8,000                    | \$0                        | \$166,080      | \$0         | \$0    | \$0    | \$0    |
| 046114                 | Repointing of brickwork 1057 Beacon St 167-1                                            | Harris and Beacon Streets 167-01 | \$105,283    | \$11,845                   | \$0                        | \$3,460        | \$0         | \$0    | \$0    | \$0    |
| 046115                 | Decarbonization Feasibility Study                                                       | HIGH STREET VETS 200-01          | \$88,061     | \$0                        | \$0                        | \$0            | \$0         | \$0    | \$0    | \$0    |
| 046116                 | ARPA Earmark: Unit Turnovers                                                            | EGMONT STREET - TRUSTMAN APTS    | \$500,000    | \$0                        | \$0                        | \$0            | \$0         | \$0    | \$0    | \$0    |

Capital Improvement Plan (CIP)

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

| Cap Hub Project Number | Project Name                                                         | Development(s)                   | Total Cost  | Amount Spent Prior to Plan | Remaining Planned for 2024 | fy2025 Planned | fy2026    | fy2027   | fy2028    | fy2029    |
|------------------------|----------------------------------------------------------------------|----------------------------------|-------------|----------------------------|----------------------------|----------------|-----------|----------|-----------|-----------|
| 046117                 | Site improvements-w alkways/railings/ parking & exterior stairs-CDBG | HIGH STREET VETS 200-01          | \$658,000   | \$0                        | \$0                        | \$0            | \$196,163 | \$0      | \$0       | \$0       |
| 046118                 | Replace boiler at 51-55 Egmont                                       | EGMONT STREET VETERANS 200-02    | \$48,400    | \$33,142                   | \$0                        | \$8,192        | \$0       | \$0      | \$0       | \$0       |
| 046119                 | Replace boilers at 217 Pleasant St and 33 & 61 Eggmont               | EGMONT STREET VETERANS 200-02    | \$87,378    | \$0                        | \$0                        | \$1,600        | \$0       | \$0      | \$0       | \$0       |
| •                      | Interior painting of common areas and resident apartments            | Harris and Beacon Streets 167-01 | \$45,375    | \$0                        | \$0                        | \$0            | \$0       | \$0      | \$0       | \$0       |
| •                      | Common area and apartment flooring                                   | Harris and Beacon Streets 167-01 | \$151,250   | \$0                        | \$0                        | \$151,250      | \$0       | \$0      | \$0       | \$0       |
| •                      | Interior painting of common areas and apartments                     | Harris and Beacon Streets 167-01 | \$45,375    | \$0                        | \$0                        | \$0            | \$0       | \$0      | \$0       | \$0       |
| •                      | Rear decking and bulkhead replacement                                | Harris and Beacon Streets 167-01 | \$22,688    | \$0                        | \$0                        | \$0            | \$0       | \$0      | \$0       | \$0       |
| •                      | Window Replacement - Phase 1 HSV                                     | HIGH STREET VETS 200-01          | \$1,210,000 | \$0                        | \$0                        | \$0            | \$0       | \$0      | \$0       | \$0       |
| •                      | Window Replacement - Phase 2 HSV                                     | HIGH STREET VETS 200-01          | \$1,210,000 | \$0                        | \$0                        | \$0            | \$2,321   | \$94,123 | \$434,767 | \$678,791 |

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 2024 | fy2025 Planned | fy2026   | fy2027    | fy2028 | fy2029 |
|------------------------|-----------------------------------------------------------|-------------------------------|-------------|----------------------------|----------------------------|----------------|----------|-----------|--------|--------|
| •                      | HSV Apartment rear door replacement                       | HIGH STREET VETS 200-01       | \$696,053   | \$0                        | \$0                        | \$0            | \$20,357 | \$175,697 | \$0    | \$0    |
| •                      | Stairwell railings front and rear                         | HIGH STREET VETS 200-01       | \$410,014   | \$0                        | \$0                        | \$0            | \$0      | \$0       | \$0    | \$0    |
| •                      | Roof replacement                                          | EGMONT STREET VETERANS 200-02 | \$1,500,400 | \$0                        | \$0                        | \$0            | \$0      | \$0       | \$0    | \$0    |
| •                      | Window replacement - Egmont                               | EGMONT STREET VETERANS 200-02 | \$642,408   | \$0                        | \$0                        | \$0            | \$0      | \$0       | \$0    | \$0    |
| •                      | Replace common area flooring and aptment flooring         | KENT STREET 689-01            | \$151,250   | \$0                        | \$0                        | \$151,250      | \$0      | \$0       | \$0    | \$0    |
| •                      | Interior painting of common areas and resident apartments | KENT STREET 689-01            | \$45,375    | \$0                        | \$0                        | \$0            | \$45,375 | \$0       | \$0    | \$0    |
| •                      | Front ramp/retaining wall & brick walkway replacement     | KENT STREET 689-01            | \$27,225    | \$0                        | \$0                        | \$0            | \$27,225 | \$0       | \$0    | \$0    |
| •                      | Hallways /entryways improvements                          | TRUSTMAN APTS 705-01          | \$877,716   | \$0                        | \$0                        | \$0            | \$0      | \$0       | \$0    | \$0    |
| •                      | Window replacement                                        | TRUSTMAN APTS 705-01          | \$2,923,663 | \$0                        | \$0                        | \$0            | \$0      | \$0       | \$0    | \$0    |

Capital Improvement Plan (CIP)

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

| Cap Hub Project Number | Project Name                                                  | DHCD Special Award Comment    | Special DHCD Awards |                    |                 |                | Other Funding |     |                   |             |
|------------------------|---------------------------------------------------------------|-------------------------------|---------------------|--------------------|-----------------|----------------|---------------|-----|-------------------|-------------|
|                        |                                                               |                               | Emergency Reserve   | Compliance Reserve | Sustain-ability | Special Awards | CDBG          | CPA | Operating Reserve | Other Funds |
| 046098                 | OR Flooring - Interior doors & Painting - Harris Street       |                               | \$0                 | \$0                | \$0             | \$0            | \$0           | \$0 | \$36,750          | \$0         |
| 046099                 | 200-1 Bathroom Vent Installation - SUST CDBG                  | Bath Fans                     | \$0                 | \$0                | \$150,000       | \$0            | \$312,063     | \$0 | \$0               | \$0         |
| 046102                 | Fire Alarm Upgrades - Harris Street 167-1                     |                               | \$0                 | \$0                | \$0             | \$0            | \$0           | \$0 | \$70,500          | \$0         |
| 046106                 | ARPA FF: Painting Patching & Stair Flooring Replcmt -CR 200-1 | de-lead of paint              | \$0                 | \$864,358          | \$0             | \$473,906      | \$0           | \$0 | \$0               | \$0         |
| 046108                 | Master Meter- Electrification                                 | master meter                  | \$0                 | \$3,635,412        | \$0             | \$0            | \$0           | \$0 | \$0               | \$0         |
| 046109                 | HILAPP Bathroom fan project Phase II 200-1 CDBG               | bathroom fan project Phase II | \$0                 | \$0                | \$0             | \$665,173      | \$383,703     | \$0 | \$0               | \$420,368   |
| 046110                 | Fire Alarm Upgrades - HSV - CDBG 200-1                        | Fire alarm upgrade HSV        | \$0                 | \$66,445           | \$0             | \$1,145,535    | \$458,840     | \$0 | \$0               | \$0         |
| 046111                 | HSV Apartment doors replacement - CDBG                        | Hilapp award                  | \$0                 | \$0                | \$0             | \$573,163      | \$56,421      | \$0 | \$0               | \$0         |

Capital Improvement Plan (CIP)

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

| Cap Hub Project Number | Project Name                                                                            | DHCD Special Award Comment                            | Special DHCD Awards |                    |                |                | Other Funding |     |                   |              |
|------------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------|---------------------|--------------------|----------------|----------------|---------------|-----|-------------------|--------------|
|                        |                                                                                         |                                                       | Emergency Reserve   | Compliance Reserve | Sustainability | Special Awards | CDBG          | CPA | Operating Reserve | Other Funds  |
| 046112                 | HILAPP Windows & Painting, Patching & Stair Floor Rplmt- ARPA Funds (Trustman & Egmont) | windows painting patching and stair floor replacement | \$0                 | \$0                | \$0            | \$3,121,740    | \$0           | \$0 | \$0               | \$11,000,000 |
| 046115                 | Decarbonization Feasibility Study                                                       | DER Feasibility Study                                 | \$0                 | \$0                | \$41,411       | \$0            | \$0           | \$0 | \$0               | \$0          |
| 046116                 | ARPA Earmark: Unit Turnovers                                                            | ARPA earmark                                          | \$0                 | \$0                | \$0            | \$0            | \$0           | \$0 | \$0               | \$500,000    |
| 046117                 | Site improvements-walkways/railings/parking & exterior stairs-CDBG                      |                                                       | \$0                 | \$0                | \$0            | \$0            | \$461,837     | \$0 | \$0               | \$0          |
| •                      | Interior painting of common areas and resident apartments                               |                                                       | \$0                 | \$0                | \$0            | \$0            | \$0           | \$0 | \$45,375          | \$0          |
| •                      | Interior painting of common areas and apartments                                        |                                                       | \$0                 | \$0                | \$0            | \$0            | \$0           | \$0 | \$45,375          | \$0          |
| •                      | Rear decking and bulkhead replacement                                                   |                                                       | \$0                 | \$0                | \$0            | \$0            | \$0           | \$0 | \$22,688          | \$0          |
| •                      | Window Replacement - Phase 1 HSV                                                        |                                                       | \$0                 | \$0                | \$0            | \$0            | \$0           | \$0 | \$0               | \$1,210,000  |

Capital Improvement Plan (CIP)

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

| Cap Hub Project Number | Project Name                        | DHCD Special Award Comment | Special DHCD Awards |                    |                |                | Other Funding |           |                   |             |
|------------------------|-------------------------------------|----------------------------|---------------------|--------------------|----------------|----------------|---------------|-----------|-------------------|-------------|
|                        |                                     |                            | Emergency Reserve   | Compliance Reserve | Sustainability | Special Awards | CDBG          | CPA       | Operating Reserve | Other Funds |
| •                      | HSV Apartment rear door replacement |                            | \$0                 | \$0                | \$0            | \$0            | \$500,000     | \$0       | \$0               | \$0         |
| •                      | Stairwell railings front and rear   |                            | \$0                 | \$0                | \$0            | \$0            | \$410,014     | \$0       | \$0               | \$0         |
| •                      | Roof replacement                    |                            | \$0                 | \$0                | \$0            | \$0            | \$0           | \$500,000 | \$0               | \$1,000,400 |
| •                      | Window replacement - Egmont         |                            | \$0                 | \$0                | \$0            | \$0            | \$0           | \$0       | \$0               | \$642,408   |
| •                      | Hallways /entryways improvements    |                            | \$0                 | \$0                | \$0            | \$0            | \$0           | \$0       | \$0               | \$877,716   |
| •                      | Window replacement                  |                            | \$0                 | \$0                | \$0            | \$0            | \$0           | \$0       | \$0               | \$2,923,663 |



## **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.

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

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

Projected spending on projects currently in bidding or construction exceeds Cap Share in year 2 related to Active FISH projects #'s 046111& 046117.

### **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.

Brookline Housing Authority has not requested additional funding.

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

Installing new windows and replacing roofs will improve energy efficiency, making improvements to the common area entry ways/hallways including painting will create a more pleasant space and will improve resident quality of life, and life/safety/security improvements that will ensure these critical affordable resources remain safe/sanitary for the next decade. Additional upgrades to fire alarm systems will improve life safety, installing new apartment doors will greatly improve security, replacement of site railings and walkways will improve the site and health & safety of our residents. The electrification of one of the sites will improve energy efficiency and reduce our carbon footprint. Building masonry and basement settlement repairs will improve the integrity of the buildings. Interior painting and flooring replacement at our DMH properties will create a more pleasant space for these residents' homes and allows for the integrity of the buildings to be maintained.

**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:

Our new CIP differs from last year as we have been successful in receiving additional EOHLIC HILAPP awards, use of BHA operating reserves with its DMH properties, ARPA Earmark, Brookline Town CDBG and CPA funding allowing the BHA to include additional projects. This additional funding will free up EOHLIC FF for existing and new projects.

**5. Requirements of previous CIP approval**

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

**6. Quarterly capital reports**

Our most recent quarterly capital report (form 80 and 90) was submitted on 08/27/2024.

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

Our CPS facility data has been updated with current condition information, including changes resulting from projects completed in the past year, as of 09/10/2024.

**8. Project priorities**

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

**9. High priority deficiencies**

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

**10. Accessibility**

We have identified the following accessibility deficiencies in our portfolio:

Height of intercoms not accessible, building directional signage for visually impaired insufficient, additional handrails in common areas needed. At the 167-1 development the fire alarm upgrade project 046113 will include strobes in some of the apartments for hearing impaired residents to address these ADA issues. Site accessibility issues for car parking insufficient.

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

Relocation of intercoms, installation of building directional signage for visually impaired, additional handrails in common areas and hallways and installation of ADA apartment numbering at 200-2 and 705-1 will be addressed in 046112 project.

Installation of strobes for the hearing impaired in some of the apartments at the 167-1 project 046113 will address ADA issues.

Site accessibility/car parking will be addressed in the 046117 project at the 200-1 development.

**11. Special needs development**

Brookline 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 08/16/2024.

**12. Energy and water consumption**

Our 12 most recent monthly energy reports are for months 9/2023 to 8/2024.

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

|                | <b>Electric<br/>PUM &gt; Threshold</b> | <b>Gas<br/>PUM &gt; Threshold</b> | <b>Oil<br/>PUM &gt; Threshold</b> | <b>Water<br/>PUM &gt; Threshold</b> |
|----------------|----------------------------------------|-----------------------------------|-----------------------------------|-------------------------------------|
| Threshold PUM: | \$100                                  | \$80                              | \$50                              | \$60                                |
|                | 705-01                                 | 705-01                            |                                   | 705-01                              |
|                | 200-01                                 | 200-02                            |                                   | 200-01                              |
|                | 200-02                                 |                                   |                                   | 200-02                              |

We have recently completed a sustainability feasibility study at 200-1 to review greenhouse gas emissions to help the BHA to reduce energy costs at this development. We are awaiting the next steps from EOHLC's sustainability staff regarding how these projects will be funded for the 200-1 development.

### **13. Energy or water saving initiatives**

Brookline Housing Authority is currently pursuing energy or water-saving audits or grants as noted. We received \$84,000 in sustainability funds to conduct a feasibility study to review energy costs and greenhouse gases at the 200-1 development High Street Veterans. The results of the feasibility study and related work is expected to cost \$49M. We are waiting for instructions from EOHLC as to whether any funding is available to carry out any of the energy projects at 200-1.

### **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%)

4% c. 200 (DHCD Goal 2%)

7% c. 705 (DHCD Goal 2%)

Brookline Housing Authority will address the excess vacancies in the following manner:  
We are currently renovating kitchens at Egmont Street Veterans and Trustman Apartments through a state budget earmark on turnover that will improve the quality of units and make them quicker to lease- project # 046116. This may increase vacancy temporarily but decrease vacancy in the long-run. These units have waivers and the BHA on an adjusted basis has performed at or below the state-wide goals for 4+ years with less than a 3% vacancy rate.

# CIP Approval For Brookline Housing Authority for FY 2025

## Formula Funding Capital Improvement Plan (CIP), WorkPlan 5001

1/3/2025

Congratulations! The CIP-2025 submitted by Brookline Housing Authority is approved, subject to the following conditions:

There are no projects to be managed independently by the LHA.

Projects for which the Primary PM is DHCD or RCAT - Large\*\*

| CPS Number                 | FISH # | Project Name                                      | TDC Amount *   | Other Funding  | DHCD Staff Arch/ Eng | WO/RFS Date |
|----------------------------|--------|---------------------------------------------------|----------------|----------------|----------------------|-------------|
| 046-167-01-002-23-138<br>1 | 046120 | Common area and apartment flooring                | \$151,250.00   | \$0.00         | DCANN                | 02/03/2025  |
| 046-200-02-0-23-1349       | 046121 | Roof replacement                                  | \$1,500,400.00 | \$1,500,400.00 | DCANN                | 02/20/2025  |
| 046-689-01-001-23-127<br>7 | 046122 | Replace common area flooring and aptment flooring | \$151,250.00   | \$0.00         | DCANN                | 02/27/2025  |

Going forward, if you need to add a project that is not in your approved CIP you will need to submit a revision through CIMS. Instructions for revising your CIP can be found on the CIMS Forms menu.

Details of the Approved CIP can be found at the link to 'Approved & Active CIP Reports' on the CIMS forms page in the CIP Reports section. Projects may utilize funding from multiple sources. The 'Original Approved' report details the proposed funding as submitted by the LHA. Please feel free to call DHCD Project Manager Ashley OSullivan at (617) 573-1100 with any questions.

\* Where the TDC is followed by an asterisk the project has been indicated as 'Complex' by DHCD.

\*\*'Primary PM' is used to identify the agency responsible for updating a project's budget and schedule.

This document was created on 1/3/2025 by Ashley OSullivan, Project Manager

Maintenance and Repair Plan

**Maintenance Objective**

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

**About This Maintenance and Repair Plan**

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

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

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

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

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

**Emergency Request System**

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

| <b>METHOD</b>            | <b>CONTACT INFO.</b>     | <b>TIMES</b>             |
|--------------------------|--------------------------|--------------------------|
| Call Answering Service   | 617-277-2022             | Non-business hours       |
| Call LHA at Phone Number | 617-277-1884             | M-F 8:00AM - 4:30PM      |
| Other                    | www.brooklinehousing.org | 24 Hr. Work Order center |

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 Brookline Housing Authority main office.

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



**Normal Maintenance Request Process**

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

| <b>METHOD</b>                 | <b>CONTACT INFO.</b>     | <b>TIMES</b>             |
|-------------------------------|--------------------------|--------------------------|
| Text Phone Number             |                          |                          |
| Call Answering Service        | 617-277-2022             | Non-business hours       |
| Call Housing Authority Office | 617-277-1884             | M-F 8:00AM - 4:30PM      |
| Submit Online at Website      | www.brooklinehousing.org | 24 Hr. Work Order center |
| Email to Following Email      | maintenance@brooklineho  | 24/7                     |
| Other                         | 617-277-2022 x311        | M-F 8:00AM - 4:30PM      |

**Work Order Management**

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

Type of work order system:

Work order classification used:

|                          |  |
|--------------------------|--|
| Emergency                |  |
| Vacancy                  |  |
| Preventative Maintenance |  |
| Routine                  |  |
| Inspections              |  |
| Tenant Requests          |  |

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

C. Our work order process includes the following steps:

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

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

We use PHA Web for work orders, all types.

**Maintenance Plan Narrative**

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

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

The BHA Maintenance Department continues to deliver service as best as possible given the resources it receives from EOHLC for the State Public Housing Program. The BHA has taken great strides to digitize work order systems and review data to ensure all emergency work orders are completed in less than 48 hours and all routine work orders are completed within a reasonable timeframe well within state guidelines (14 days). The Maintenance Department has also undertaken more preventative maintenance to ensure boilers and hot water heaters function despite building age more regularly and have completed modernization projects on turnover above EOHLC formula funding. Recent investments through the Town of Brookline ARPA funds, EOHLC ARPA and HILAPP Funds and Town of Brookline CDBG funds will help to improve maintenance of state public housing buildings by investing over \$20M in the next 2-3 years compared to the .5 - \$1M invested per year in the prior decade.

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

We have created a system where over 10% of residents are called back for feedback on work order completion and to ensure work orders are completed in a satisfactory manner. The BHA has also increased its cleaning contract at state public housing properties to be biweekly instead of monthly. The BHA has hired a company, Horgan, to help with more regular site clearing activities and to ensure common area policies are followed and no fire egress hazards are left unaddressed. Finally, snow plowing has double the amount of staff assigned as federal and LIHTC properties have a snow plowing contract allowing BHA maintenance personnel to focus on snow plow activities at state public housing sites.

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

Our goals for next year are that work orders will be completed within a two week timeframe and all emergency work orders within a 24 hour timeframe. The BHA will also consider adding snow plowing contracts to its State Public Housing Sites. Finally, the BHA will follow-up on inspections in a more timely manner to clear non-emergency inspection work orders.

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          | \$1,301,507.00                   | \$28,000.00                      |
| Last Fiscal Year Actual Spending | \$1,515,747.00                   | \$114,417.00                     |
| Current Fiscal Year Budget       | \$1,312,375.00                   | \$0.00                           |

E. Unit Turnover Summary

|                                                                 |         |
|-----------------------------------------------------------------|---------|
| # Turnovers Last Fiscal Year                                    | 23      |
| Average time from date vacated to make Unit "Maintenance Ready" | 13 days |
| Average time from date vacated to lease up of unit              | 20 days |

### **Attachments**

These items have been prepared by the Brookline 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.

**Routine Maintenance Schedule and Checklist**

**BROOKLINE HOUSING AUTHORITY**

**200- 1&2, 705-1, 667**

**Landscaping and Grounds Routine Maintenance**

**Building Exterior**

| <b>TASK</b>                                    | <b>Frequency</b>      | <b>By</b> | <b>Jan</b> | <b>Feb</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>Jun</b> | <b>Jul</b> | <b>Aug</b> | <b>Sep</b> | <b>Oct</b> | <b>Nov</b> | <b>Dec</b> |
|------------------------------------------------|-----------------------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| site daily routine Walk property-pick up trash | Daily                 | Staff     | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          |
| Mow lawn (Mulching lawnmower); edge if needed  | Weekly / Seasonal     | VENDOR    |            |            |            | X          | X          | X          | X          | X          | X          | X          |            |            |
| Rake leaves (Fall, Spring)                     | Bi-Annually           | VENDOR    |            |            | X          |            |            |            |            |            |            | X          |            |            |
| Snow (Shovel, Plow), Treat (Walkways)          | Daily / Seasonal      | Staff     | X          | X          | X          |            |            |            |            |            |            |            | X          | X          |
| Seasonal cleaning (Spring and Fall)            | Start & End of Season | VENDOR    |            |            | X          |            |            |            |            |            |            | X          |            |            |
|                                                |                       |           |            |            |            |            |            |            |            |            |            |            |            |            |
|                                                |                       |           |            |            |            |            |            |            |            |            |            |            |            |            |
|                                                |                       |           |            |            |            |            |            |            |            |            |            |            |            |            |
|                                                |                       |           |            |            |            |            |            |            |            |            |            |            |            |            |
|                                                |                       |           |            |            |            |            |            |            |            |            |            |            |            |            |

**Building Routine Maintenance**

**Building Interior**

| <b>TASK</b>                                                              | <b>Frequency</b> | <b>By</b>    | <b>Jan</b> | <b>Feb</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>Jun</b> | <b>Jul</b> | <b>Aug</b> | <b>Sep</b> | <b>Oct</b> | <b>Nov</b> | <b>Dec</b> |
|--------------------------------------------------------------------------|------------------|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Hallways, Stairs, Lobbies, Community Room sweep and Vacuum public spaces | Monthly          | Vendor       | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          |
| Wash windows in public areas                                             | Monthly          | Vendor       | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          |
| Toilets - Clean public toilets/restrooms                                 | Daily / Weekly   | Staff/Vendor | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          |
|                                                                          |                  |              |            |            |            |            |            |            |            |            |            |            |            |            |
| Light Bulbs - Replace if burnt out in common areas and offices           | as needed        | Staff        | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          |
|                                                                          |                  |              |            |            |            |            |            |            |            |            |            |            |            |            |
| Dumpsters- pick-up                                                       | Weekly           | Vendor       | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          |
| Clean dumpster areas                                                     | Twice a week     | Staff        | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          | X          |
|                                                                          |                  |              |            |            |            |            |            |            |            |            |            |            |            |            |
|                                                                          |                  |              |            |            |            |            |            |            |            |            |            |            |            |            |
|                                                                          |                  |              |            |            |            |            |            |            |            |            |            |            |            |            |
|                                                                          |                  |              |            |            |            |            |            |            |            |            |            |            |            |            |
|                                                                          |                  |              |            |            |            |            |            |            |            |            |            |            |            |            |
|                                                                          |                  |              |            |            |            |            |            |            |            |            |            |            |            |            |
|                                                                          |                  |              |            |            |            |            |            |            |            |            |            |            |            |            |
|                                                                          |                  |              |            |            |            |            |            |            |            |            |            |            |            |            |

**Routine Maintenance Schedule and Checklist**

**BROOKLINE HOUSING AUTHORITY**

**200- 1&2, 705-1, 667**

**Other Routine Maintenance**

**Inventory, Meeting, Training, Tools**

| <b>TASK</b>                                     | <b>Frequency</b> | <b>By</b> | <b>Jan</b> | <b>Feb</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>Jun</b> | <b>Jul</b> | <b>Aug</b> | <b>Sep</b> | <b>Oct</b> | <b>Nov</b> | <b>Dec</b> |
|-------------------------------------------------|------------------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Inventory is done annually by Inspection vendor | Annually         | Vendor    |            |            |            |            |            |            |            |            |            |            |            |            |
| Trainings                                       | as needed        |           |            |            |            |            |            |            |            |            |            |            |            |            |
| Meetings                                        | Monthly          | Staff     | x          | x          | x          | x          | x          | x          | x          | x          | x          | x          | x          | x          |
|                                                 |                  |           |            |            |            |            |            |            |            |            |            |            |            |            |
|                                                 |                  |           |            |            |            |            |            |            |            |            |            |            |            |            |

**NOTE:**

***Routine (and Emergency) Work Orders are generated will be created due to results from Inspections Maintenance Tasks.***



Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 03/31/2024. It also shows the approved budget for the current year (2025) 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.

**LHA Comments**

Per EOHLC budget guidance, the Brookline Housing Authority anticipates receiving a one-time increase to bring its reserve balances back up to 35% of operating costs consistent with EOHLC requirements.

Also note that BHA received a letter from the Department of Labor Standards significantly increasing maintenance wage rates that will impact the number of maintenance employees it can employ.



**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 Brookline Housing Authority operating reserve at the end of fiscal year 2024 was \$133,213.00, which is 5.3% 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 Brookline Housing Authority. |                                                              |                              |                              |                              |                                          |                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------------------------------|------------------------------|------------------------------|------------------------------------------|------------------------------------------|
| <b>REVENUE</b>                                                                                                                                                  |                                                              |                              |                              |                              |                                          |                                          |
| Account Number                                                                                                                                                  | Account Class                                                | 2024 Approved Revenue Budget | 2024 Actual Amounts Received | 2025 Approved Revenue Budget | % Change from 2024 Actual to 2025 Budget | 2025 Dollars Budgeted per Unit per Month |
| 3110                                                                                                                                                            | Shelter Rent -Tenants                                        | \$2,220,000.00               | \$2,572,358.00               | \$2,400,000.00               | -6.7%                                    | \$507.61                                 |
| 3111                                                                                                                                                            | Shelter Rent - Tenants - Fraud/Retroactive                   | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3115                                                                                                                                                            | Shelter Rent -Federal Section 8\MRVP One-time Leased up Rev. | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3190                                                                                                                                                            | Nondwelling Rentals                                          | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3400                                                                                                                                                            | Administrative Fee - MRVP                                    | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3610                                                                                                                                                            | Interest on Investments - Unrestricted                       | \$0.00                       | \$43,582.00                  | \$15,000.00                  | -65.6%                                   | \$3.17                                   |
| 3611                                                                                                                                                            | Interest on Investments - Restricted                         | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3690                                                                                                                                                            | Other Revenue                                                | \$15,600.00                  | \$14,180.00                  | \$12,000.00                  | -15.4%                                   | \$2.54                                   |
| 3691                                                                                                                                                            | Other Revenue - Retained                                     | \$37,800.00                  | \$37,986.00                  | \$37,800.00                  | -0.5%                                    | \$7.99                                   |
| 3692                                                                                                                                                            | Other Revenue - Operating Reserves                           | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3693                                                                                                                                                            | Other Revenue - Energy Net Meter                             | \$0.00                       | \$0.00                       | \$0.00                       | 0%                                       | \$0.00                                   |
| 3801                                                                                                                                                            | Operating Subsidy - EOHLC (4001)                             | \$2,522,261.00               | \$2,113,829.00               | \$2,436,228.00               | 15.3%                                    | \$515.28                                 |
| 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                                                | \$4,795,661.00               | \$4,781,935.00               | \$4,901,028.00               | 2.5%                                     | \$1,036.60                               |

| Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Brookline Housing Authority. |                                             |                              |                           |                              |                                           |                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|------------------------------|---------------------------|------------------------------|-------------------------------------------|------------------------------------------|
| <b>EXPENSES</b>                                                                                                                                                 |                                             |                              |                           |                              |                                           |                                          |
| Account Number                                                                                                                                                  | Account Class                               | 2024 Approved Expense Budget | 2024 Actual Amounts Spent | 2025 Approved Expense Budget | % Change from 2024 Actual to 2025 Budget. | 2025 Dollars Budgeted per Unit per Month |
| 4110                                                                                                                                                            | Administrative Salaries                     | \$327,765.00                 | \$284,056.00              | \$344,686.00                 | 21.3%                                     | \$72.90                                  |
| 4120                                                                                                                                                            | Compensated Absences                        | \$0.00                       | \$21,480.00               | \$0.00                       | -100%                                     | \$0.00                                   |
| 4130                                                                                                                                                            | Legal                                       | \$10,000.00                  | \$73,439.00               | \$50,000.00                  | -31.9%                                    | \$10.58                                  |
| 4140                                                                                                                                                            | Members Compensation                        | \$28,400.00                  | \$28,400.00               | \$28,400.00                  | 0%                                        | \$6.01                                   |
| 4150                                                                                                                                                            | Travel & Related Expenses                   | \$1,090.00                   | \$207.00                  | \$1,090.00                   | 426.6%                                    | \$0.23                                   |
| 4170                                                                                                                                                            | Accounting Services                         | \$0.00                       | \$0.00                    | \$0.00                       | 0%                                        | \$0.00                                   |
| 4171                                                                                                                                                            | Audit Costs                                 | \$7,750.00                   | \$7,160.00                | \$7,750.00                   | 8.2%                                      | \$1.64                                   |
| 4180                                                                                                                                                            | Penalties & Interest                        | \$0.00                       | \$0.00                    | \$0.00                       | 0%                                        | \$0.00                                   |
| 4190                                                                                                                                                            | Administrative Other                        | \$680,799.00                 | \$626,058.00              | \$637,075.00                 | 1.8%                                      | \$134.75                                 |
| 4191                                                                                                                                                            | Tenant Organization                         | \$65,000.00                  | \$182,567.00              | \$65,000.00                  | -64.4%                                    | \$13.75                                  |
| 4100                                                                                                                                                            | TOTAL ADMINISTRATION                        | \$1,120,804.0                | \$1,223,367.0             | \$1,134,001.                 | -7.3%                                     | \$239.85                                 |
| 4310                                                                                                                                                            | Water                                       | \$580,900.00                 | \$564,060.00              | \$608,000.00                 | 7.8%                                      | \$128.60                                 |
| 4320                                                                                                                                                            | Electricity                                 | \$578,450.00                 | \$591,671.00              | \$665,600.00                 | 12.5%                                     | \$140.78                                 |
| 4330                                                                                                                                                            | Gas                                         | \$418,950.00                 | \$409,007.00              | \$379,900.00                 | -7.1%                                     | \$80.35                                  |
| 4340                                                                                                                                                            | Fuel                                        | \$960.00                     | \$1,318.00                | \$960.00                     | -27.2%                                    | \$0.20                                   |
| 4360                                                                                                                                                            | Net Meter Utility Debit/Energy Conservation | \$0.00                       | \$0.00                    | \$0.00                       | 0%                                        | \$0.00                                   |
| 4390                                                                                                                                                            | Other                                       | \$0.00                       | \$0.00                    | \$0.00                       | 0%                                        | \$0.00                                   |
| 4391                                                                                                                                                            | Solar Operator Costs                        | \$0.00                       | \$0.00                    | \$0.00                       | 0%                                        | \$0.00                                   |
| 4392                                                                                                                                                            | Net Meter Utility Credit (Negative Amount)  | \$0.00                       | \$0.00                    | \$0.00                       | 0%                                        | \$0.00                                   |
| 4300                                                                                                                                                            | TOTAL UTILITIES                             | \$1,579,260.0                | \$1,566,056.0             | \$1,654,460.                 | 5.6%                                      | \$349.93                                 |

| Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Brookline Housing Authority. |                                       |                              |                           |                              |                                          |                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|------------------------------|---------------------------|------------------------------|------------------------------------------|------------------------------------------|
| <b>EXPENSES</b>                                                                                                                                                 |                                       |                              |                           |                              |                                          |                                          |
| Account Number                                                                                                                                                  | Account Class                         | 2024 Approved Expense Budget | 2024 Actual Amounts Spent | 2025 Approved Expense Budget | % Change from 2024 Actual to 2025 Budget | 2025 Dollars Budgeted per Unit per Month |
| 4410                                                                                                                                                            | Maintenance Labor                     | \$360,044.00                 | \$334,330.00              | \$402,490.00                 | 20.4%                                    | \$85.13                                  |
| 4420                                                                                                                                                            | Materials & Supplies                  | \$159,052.00                 | \$229,170.00              | \$169,623.00                 | -26%                                     | \$35.88                                  |
| 4430                                                                                                                                                            | Contract Costs                        | \$782,411.00                 | \$952,247.00              | \$740,262.00                 | -22.3%                                   | \$156.57                                 |
| 4400                                                                                                                                                            | TOTAL MAINTENANCE                     | \$1,301,507.00               | \$1,515,747.00            | \$1,312,375.00               | -13.4%                                   | \$277.58                                 |
| 4510                                                                                                                                                            | Insurance                             | \$132,659.00                 | \$144,766.00              | \$158,837.00                 | 9.7%                                     | \$33.59                                  |
| 4520                                                                                                                                                            | Payment in Lieu of Taxes              | \$16,924.00                  | \$16,932.00               | \$16,924.00                  | 0%                                       | \$3.58                                   |
| 4540                                                                                                                                                            | Employee Benefits                     | \$287,840.00                 | \$332,666.00              | \$309,431.00                 | -7%                                      | \$65.45                                  |
| 4541                                                                                                                                                            | Employee Benefits - GASB 45           | \$0.00                       | \$-15,743.00              | \$0.00                       | -100%                                    | \$0.00                                   |
| 4542                                                                                                                                                            | Pension Expense - GASB 68             | \$0.00                       | \$0.00                    | \$0.00                       | 0%                                       | \$0.00                                   |
| 4570                                                                                                                                                            | Collection Loss                       | \$45,000.00                  | \$34,157.00               | \$45,000.00                  | 31.7%                                    | \$9.52                                   |
| 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                | \$482,423.00                 | \$512,778.00              | \$530,192.00                 | 3.4%                                     | \$112.14                                 |
| 4610                                                                                                                                                            | Extraordinary Maintenance             | \$28,000.00                  | \$114,417.00              | \$0.00                       | -100%                                    | \$0.00                                   |
| 4611                                                                                                                                                            | Equipment Purchases - Non Capitalized | \$20,000.00                  | \$33,738.00               | \$10,000.00                  | -70.4%                                   | \$2.12                                   |
| 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                       | \$1,550,416.00            | \$0.00                       | -100%                                    | \$0.00                                   |
| 4600                                                                                                                                                            | TOTAL OTHER EXPENSES                  | \$48,000.00                  | \$1,698,571.00            | \$10,000.00                  | -99.4%                                   | \$2.12                                   |
| 4000                                                                                                                                                            | TOTAL EXPENSES                        | \$4,531,994.00               | \$6,516,519.00            | \$4,641,028.00               | -28.8%                                   | \$981.60                                 |

| Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Brookline Housing Authority. |                                       |                      |                     |                      |                                          |                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|----------------------|---------------------|----------------------|------------------------------------------|------------------------------------------|
| <b>SUMMARY</b>                                                                                                                                                  |                                       |                      |                     |                      |                                          |                                          |
| Account Number                                                                                                                                                  | Account Class                         | 2024 Approved Budget | 2024 Actual Amounts | 2025 Approved Budget | % Change from 2024 Actual to 2025 Budget | 2025 Dollars Budgeted per Unit per Month |
| 3000                                                                                                                                                            | TOTAL REVENUE                         | \$4,795,661.00       | \$4,781,935.00      | \$4,901,028.00       | 2.5%                                     | \$1,036.60                               |
| 4000                                                                                                                                                            | TOTAL EXPENSES                        | \$4,531,994.00       | \$6,516,519.00      | \$4,641,028.00       | -28.8%                                   | \$981.60                                 |
| 2700                                                                                                                                                            | NET INCOME (DEFICIT)                  | \$263,667.00         | \$-1,734,584.00     | \$260,000.00         | -115%                                    | \$54.99                                  |
| 7520                                                                                                                                                            | Replacements of Equip. - Capitalized  | \$35,000.00          | \$30,320.00         | \$69,183.00          | 128.2%                                   | \$14.63                                  |
| 7540                                                                                                                                                            | Betterments & Additions - Capitalized | \$0.00               | \$19,350.00         | \$0.00               | -100%                                    | \$0.00                                   |
| 7500                                                                                                                                                            | TOTAL NONOPERATING EXPENDITURES       | \$35,000.00          | \$49,670.00         | \$69,183.00          | 39.3%                                    | \$14.63                                  |
| 7600                                                                                                                                                            | EXCESS REVENUE OVER EXPENSES          | \$228,667.00         | \$-1,784,254.00     | \$190,817.00         | -110.7%                                  | \$40.36                                  |

## Explanation of Budget Accounts

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

The credit balance in this account represents the anticipated total receipts from DHCD during the fiscal year for housing assistance payments to landlords. At the end of each fiscal year this account will be adjusted to equal the actual subsidy earned.

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

4520: Payments in Lieu of Taxes:

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

4540: Employee Benefits: This account should be charged with local housing authority contributions to employee benefit plans such as pension, retirement, and health and welfare plans. It should also be charged with administrative expenses paid to the State or other public agencies in connection with a retirement plan, if such payment is required by State Law, and with Trustee's fees paid in connection with a private retirement plan, if such payment is required under the retirement plan contract.

Employee benefits are based upon a given percentage of the total payroll; therefore, the total amount approved in this account will be based on the approved budgeted salaries representing the state's fair share.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Narrative Responses to the Performance Management Review (PMR) Findings

The Performance Management Review conducted by the Department of Housing and Community Development (DHCD) for the 2024 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 Brookline 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: Corrective Action

Reason: The Brookline Housing Authority continues to collect rents in the 75-85% range from Tenants since the Covid-19 pandemic. We see this increasing but it is still below TAR guidelines.

Response: The BHA has talked with EOHLC about moving up its write-offs vote of the board from May to March so that it is incorporated into the same fiscal year. Additionally, the BHA has hired some talented Property Managers believing that strong property managers with good relationships can help improve collections, apply for tenancy preservation resources as allowed (RAFT) and work with its partners at the Brookline Center to preserve tenancy with funding support or pursue legal action if appropriate. We believe this will continue to improve in future years but not instantly.

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

Rating: No Findings

Criterion: Completion of mandatory online board member training

Rating:

Criterion: Annual Plan Submitted - Annual Plan (AP) submitted on time

Rating: No Findings

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: Corrective Action

Reason: The BHA continues to receive less operating subsidy and rent than it costs to operate its state public housing. This is the fifth+ straight year that the State Public Housing program has operated at a loss and drained reserves despite operating State Public Housing units at a per unit cost \$4,000 per year less than its Federal Public Housing and LIHTC Housing properties. In other words, the BHA is already operating these properties with significantly less expense but cannot operate at a surplus given state and local cost structures. This may get worse in FY 2026 due to DLS increases to maintenance wage rates significantly above budget and prior year rates (15%+).

Response: The BHA has entered into a solar net metering contract that will allow 100% of utility credits to be saved against the state public housing budget (estimated to be \$60,000 per year). Additionally EOHLC budget guidance states that reserves will be replenished to the 35% guidance level. The BHA continues to look for budgetary savings but ultimately is looking at ways to increase revenues at its state public housing properties through innovative uses of its Faircloth Authority and the Commonwealth's federalization NOFA or other revenue increasing avenues.

### **Category: Capital Planning**

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

Rating: No Findings

### **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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Management</b>                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Occupancy Rate                           | <p>The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report)</p> <ul style="list-style-type: none"> <li>• “No Findings” : Occupancy Rate is at or above 98%</li> <li>• Operational Guidance: Occupancy rate is at 95% up to 97.9%</li> <li>• Corrective Action: Adjusted occupancy rate is less than 95%</li> </ul>                                            |
| Tenant Accounts Receivable (TAR)         | <p>This criterion calculates the percentage of uncollected rent and related charges owed by starting with the amount reported by the LHA, as uncollected balances for the TAR (Account 1122 from the Balance Sheet) minus Normal Repayment Agreements* divided by Shelter (Tenant) Rent (account 3110 from the Operating Statement)</p> <ul style="list-style-type: none"> <li>• “No Findings” : At or below 2%</li> <li>• “Operational Guidance”: More than 2% , but less than 5%</li> <li>• “Corrective Action”: 5% or more</li> </ul>            |
| Certifications and Reporting Submissions | <p>Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end.</p> <ul style="list-style-type: none"> <li>• “No Findings”: At least 11 of the required 12 reports were submitted and at least 9 were submitted on time.</li> <li>• “Operational Guidance”: Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.</li> </ul> |
| Board Member Training                    | <p>Percentage of board members that have completed the mandatory online board member training.</p> <ul style="list-style-type: none"> <li>• “No Findings” : 80% or more completed training</li> <li>• “Operational Guidance” : 60-79.9% completed training</li> <li>• “Corrective Action” : &lt;60 % completed training</li> </ul>                                                                                                                                                                                                                  |
| Staff Certifications and Training        | <p>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.</p> <ul style="list-style-type: none"> <li>• No Findings: LHAs completed the required number of trainings</li> </ul> <p>Corrective Action: LHAs have not completed any trainings</p>                                                                                                                                                                                     |
| Annual Plan (AP) Submitted               | <p>Housing authorities are required to submit an annual plan every year.</p> <ul style="list-style-type: none"> <li>• “No Findings” =Submitted on time</li> <li>• “Operational Guidance” =Up to 45 days late</li> <li>• “Corrective Action” =More than 45 days late</li> </ul>                                                                                                                                                                                                                                                                      |



| CRITERION                      | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CHAMP</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Paper applications             | <p>Paper applications are available, received and entered into CHAMP</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> </ul> <p>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</p>                                                                                                                                                         |
| Vacancies occupied using CHAMP | <p>Vacancies are recorded correctly and occupied using CHAMP</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> <li>• 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</li> </ul> |

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

| CRITERION                                                             | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Health &amp; Safety</b>                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Health & safety violations                                            | DHCD has observed conditions at the LHA’s developments and reported health and safety violations. The LHA has certified the number of corrected violations in each category.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Facility Management – Inspection Standards and Practices</b>       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 100% Unit Inspections                                                 | All units inspected at LHA during FY under review <ul style="list-style-type: none"> <li>• No Findings: 100% of units inspected</li> </ul> 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 <ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> <li>• 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)</li> </ul> |
| Accuracy of LHA Inspections                                           | Unit inspection reports accurately reflect necessary repairs <ul style="list-style-type: none"> <li>• No Findings: c.667 unit has less than 2 EHS deficiencies and c.200/705 unit has less than 3 EHS deficiencies</li> <li>• Operational Guidance: c.667 unit has 2 EHS deficiencies or c.200/705 has 3 EHS deficiencies</li> </ul> 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Facility Management – Vacancy Turnover Standards and Practices</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| CRITERION                                                                                   | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Vacancy Turnover Work Orders                                                                | <p>Work orders created for every vacancy and completed within 30 days (or waiver requested)</p> <ul style="list-style-type: none"> <li>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 &lt;=30 days for c.667 units or &lt;=45 days for c.200/705 units or have approved waiver</li> <li>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</li> </ul> <p>Corrective Action: Vacancy work orders are not created, tracked and reported for every unit; Or vacancy work orders are Maintenance Ready in &gt;45 days for c.667 and &gt;60 days for c.200/705 and have no approved waiver</p> |
| Accuracy and Standard of Vacancy Turnovers                                                  | <p>Vacancy turnover work orders accurately reflect necessary repairs</p> <ul style="list-style-type: none"> <li>No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies</li> <li>Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies</li> </ul> <p>Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Facility Management – Preventative Maintenance Standards and Practices</b>               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| LHA Preventative Maintenance Schedule Accuracy and Implementation of Preventative Schedules | <p>LHA preventative maintenance schedule accurately reflects all necessary work to maximize the life of LHA components</p> <ul style="list-style-type: none"> <li>No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies</li> <li>Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies</li> </ul> <p>Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies</p>                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Work Order Types and Systems</b>                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Emergency Work Orders                                                                       | <p>All emergency work orders are created, tracked, reported and completed within 48 hours</p> <ul style="list-style-type: none"> <li>No Findings: All emergency work orders under review are created, tracked, reported and completed within 48 hours</li> <li>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</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| CRITERION             | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | <ul style="list-style-type: none"> <li>• 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</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                 |
| Requested Work Orders | <p>All requested work orders are created, tracked, reported and completed within 14 days or added to DM/CIP</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> </ul> <p>Corrective Action: Not all requested work orders are completed within 14 days or added to DM/CIP</p> |

## Policies

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

| <b>Policy</b>                                          | <b>Last Ratified<br/>by Board Vote</b> | <b>Notes</b> |
|--------------------------------------------------------|----------------------------------------|--------------|
| *Rent Collection Policy                                | 04/01/2016                             |              |
| *Personnel Policy                                      | 09/10/2024                             |              |
| *Capitalization Policy                                 | 11/08/2022                             |              |
| *Procurement Policy                                    | 06/08/2021                             |              |
| *Grievance Policy                                      | 06/13/2023                             |              |
| Affirmative Action Policy                              | 09/01/2013                             |              |
| Community Room Use                                     | 05/23/2023                             |              |
| Criminal Offender Records<br>Information (CORI) Policy | 07/01/2016                             |              |
| Emergency Response Plan                                | 09/10/2024                             |              |
| Investment Policy                                      | 11/08/2022                             |              |
| Language Access Plan                                   | 03/14/2023                             |              |
| Maintenance and Other Charges                          | 03/01/2019                             |              |
| Parking                                                | 03/01/2019                             |              |
| Pet Policy                                             | 03/01/2019                             |              |
| Reasonable Accommodations Policy                       | 03/14/2023                             |              |
| Sexual Harassment Policy                               | 03/01/2018                             |              |
| Smoking Policy                                         | 03/01/2019                             |              |
| Travel Policy                                          | 07/01/2000                             |              |

| <b>Policy</b>               | <b>Last Ratified<br/>by Board Vote</b> | <b>Notes</b> |
|-----------------------------|----------------------------------------|--------------|
| Fair Housing Marketing Plan | 03/14/2023                             |              |

\* 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

Brookline 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.

| <b>Description</b>   | <b>Reason</b>                                                                                                                   | <b>Date Waiver Approved by DHCD</b> | <b>Date Expired</b> |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|---------------------|
| Waiver to leave RCAT | Brookline has proven the staff to manage its capital and maintenance operations without outside technical assistance from RCAT. | 06/30/2022                          | 06/30/2025          |

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 to 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.

- Public Comments and LHA Responses
- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey 200 and 705 Program
- Performance Management Review



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**BOARD OF COMMISSIONERS**

Michael Jacobs, Chairman  
Susan C. Cohen, Vice-Chair  
Barbara Dugan, Treasurer  
Judith A. Katz, Commissioner  
Kimberley Richardson, Commissioner  
Lisa M. Brown, Interim Executive Director

**Brookline Housing Authority**

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December 13, 2024

To Whom it May Concern,

The Brookline Housing Authority Board of Commissioners voted unanimously (5-0) to approve the FY2026 EOHLC Annual Plan at a public hearing held on December 10, 2024. No public comments were received in writing before the hearing or made at the hearing.

A handwritten signature in blue ink that reads 'Lisa M. Brown'.

**Lisa Brown**  
Interim Executive Director

## **Resident Surveys – Background**

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

During each round all units are mailed surveys, with one exception: in the case of the twelve housing authorities with more than 225 c.200 family units, a randomly selected group of 225 units was surveyed at each housing authority. This group was determined to be large enough to generate statistically useful results. In both rounds, responses from c.200 and c.705 residents are always combined.

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

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

## **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.

## **Round Three Surveys (2023 – 2027)**

Round Three of the surveys began in 2023. CSR surveyed about one-third of the elderly/disabled units and one-third of family units in Fall 2023.

# Brookline Housing Authority

## Chapter 200 & Chapter 705 Family Housing

### Fall 2020

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

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

In the **Brookline Housing Authority**, surveys were sent to a total of **311** Brookline housing units, **71** surveys were completed.

This report provides some information about how the residents from the **Brookline Housing Authority** answered the survey. It compares their answers to those from residents in the entire state and to those from medium LHAs in Metro Boston. These medium LHAs in Metro Boston include: Belmont, Brockton, Canton, Dedham, Natick, Norwood, Orient Heights Development, Randolph, Stoughton, Wellesley, Weymouth, Winthrop. (Please note that survey data may not have been received from each one of these nearby LHAs.)

## Communication

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

|                                                                                                        | Brookline Housing Authority | Medium LHAs in Metro Boston* | Entire State |
|--------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------|--------------|
| Felt they were usually or always treated with courtesy and respect when they contacted management..... | 68%                         | 69%                          | 71%          |
| Knew the Executive Director held a meeting with residents.....                                         | 20%                         | 15%                          | 15%          |

\* Medium LHAs in Metro Boston include: Belmont, Brockton, Brookline, Canton, Dedham, Natick, Norwood, Orient Heights Development, Randolph, Stoughton, Wellesley, Weymouth, Winthrop. (Please note that survey data may not have been received from each one of these nearby LHAs.)

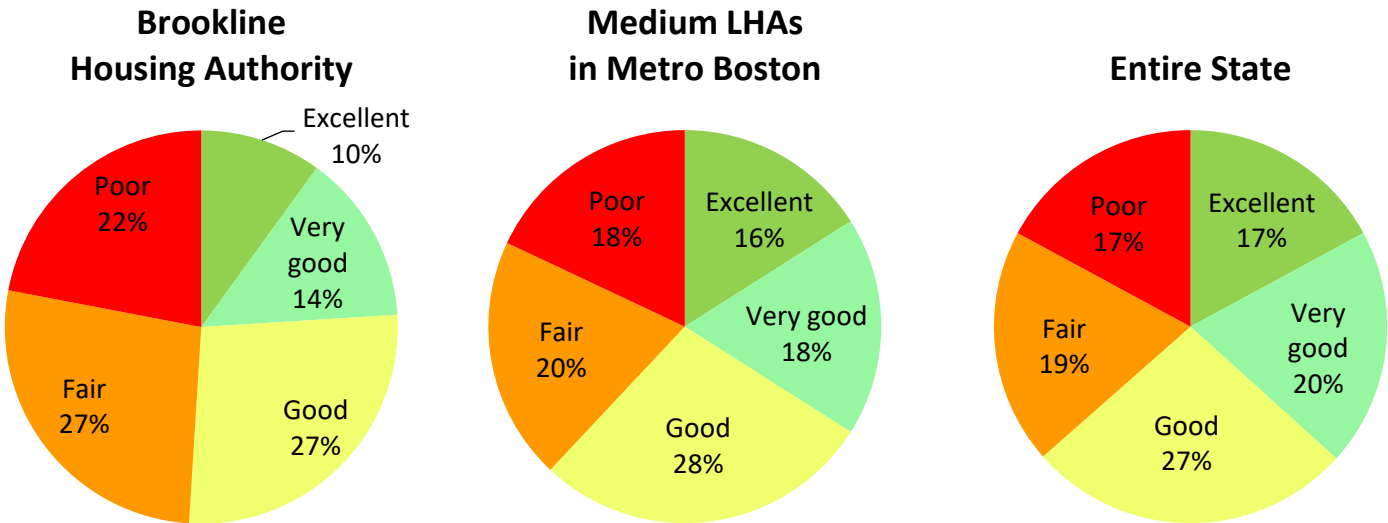
# Maintenance and Repair

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

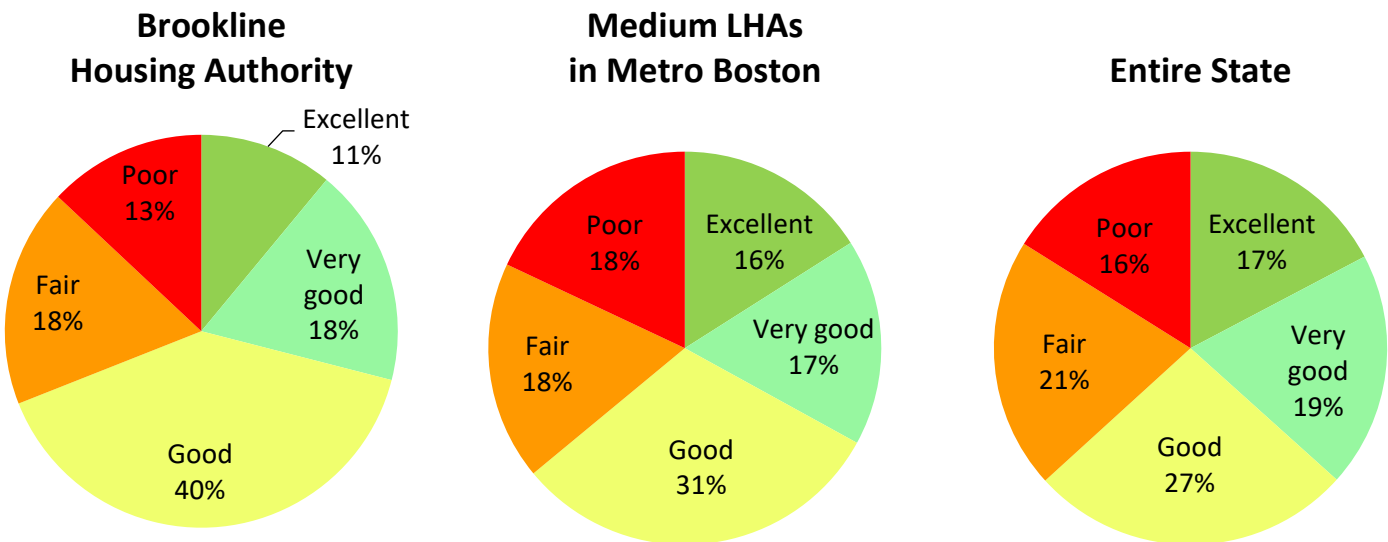
|                                                                                                         | Brookline Housing Authority | Medium LHAs in Metro Boston | Entire State |
|---------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------|--------------|
| Felt they were usually or always treated with courtesy and respect when they contacted maintenance..... | 72%                         | 74%                         | 75%          |
| Were contacted by the Housing Authority before staff entered their apartment.....                       | 77%                         | 85%                         | 86%          |

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

**Building maintenance:**



**Outdoor maintenance:**





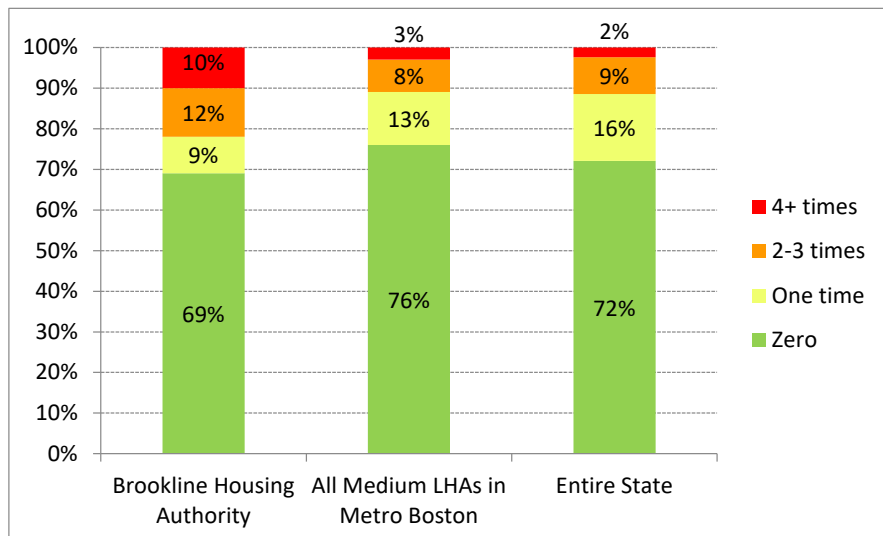
- **Heating and Water Problems:** About one half of respondents had a problem with their heating and about three-quarters had a plumbing problem in the last 12 months.

|                              | Brookline Housing Authority | Medium LHAs in Metro Boston | Entire State |
|------------------------------|-----------------------------|-----------------------------|--------------|
| Had any heating problem..... | 56%                         | 54%                         | 56%          |
| Had any water problem.....   | 76%                         | 71%                         | 74%          |

- **Heating Problems**

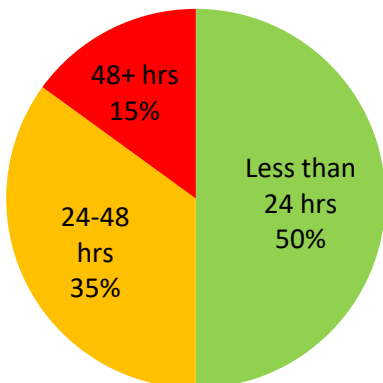
**How many times did residents completely lose heat?**

The chart below shows how many times respondents had completely lost heat in the last 12 months. The green part of the bars shows what percentage of residents never completely lost heat. The yellow shows who lost heat one time. The orange shows those who lost heat 2-3 times. And the red shows those who lost heat 4 or more times in the last 12 months.

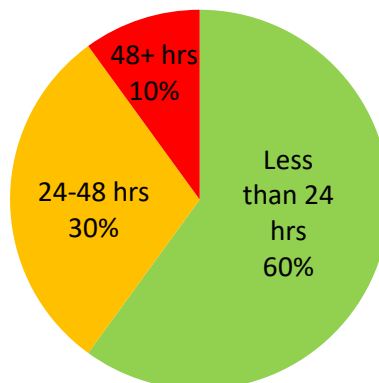


**How long did it usually take for heat to come back on?** For those respondents who reported completely losing heat, we asked how long it usually took for the heat to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.

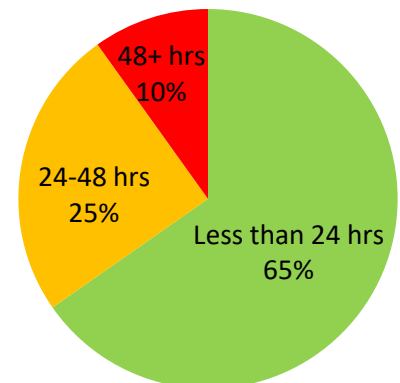
**Brookline Housing Authority**



**Medium LHAs in Metro Boston**



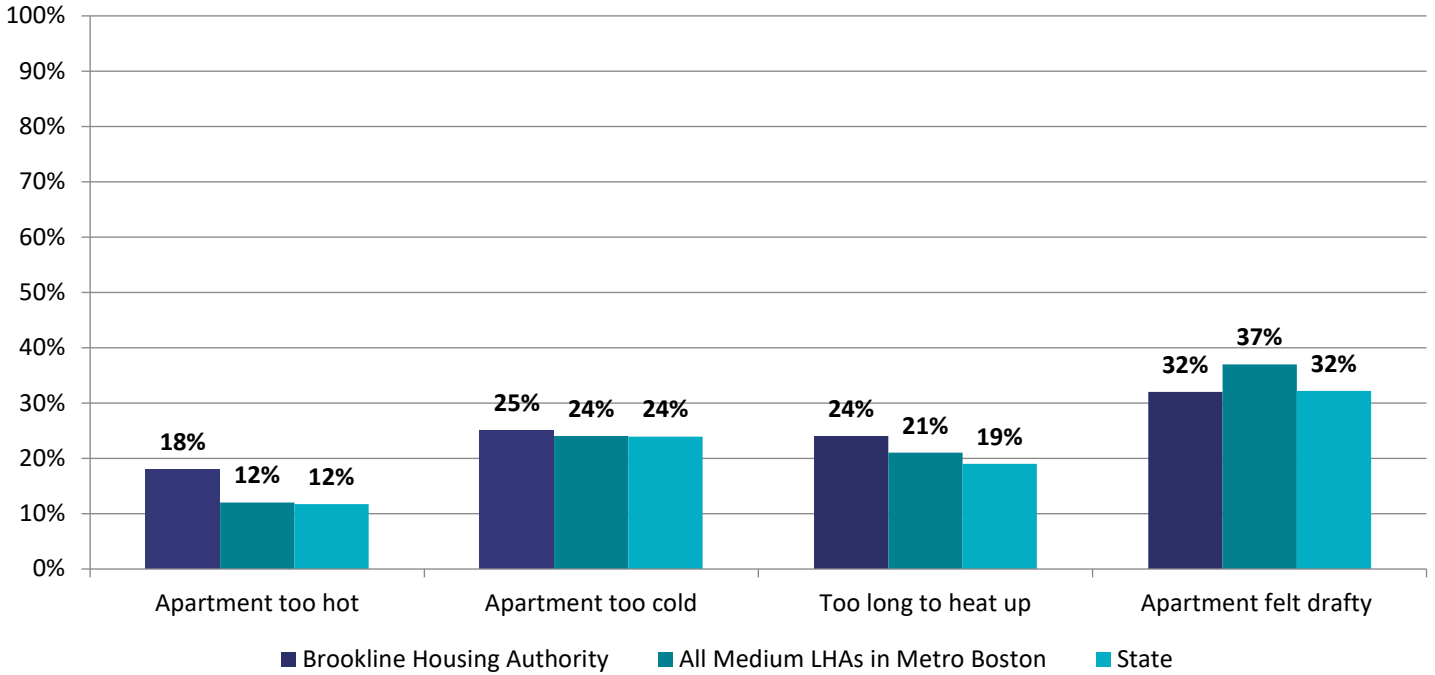
**Entire State**



- **Other Heating Problems**

**In the last 12 months did residents have other heating problems?**

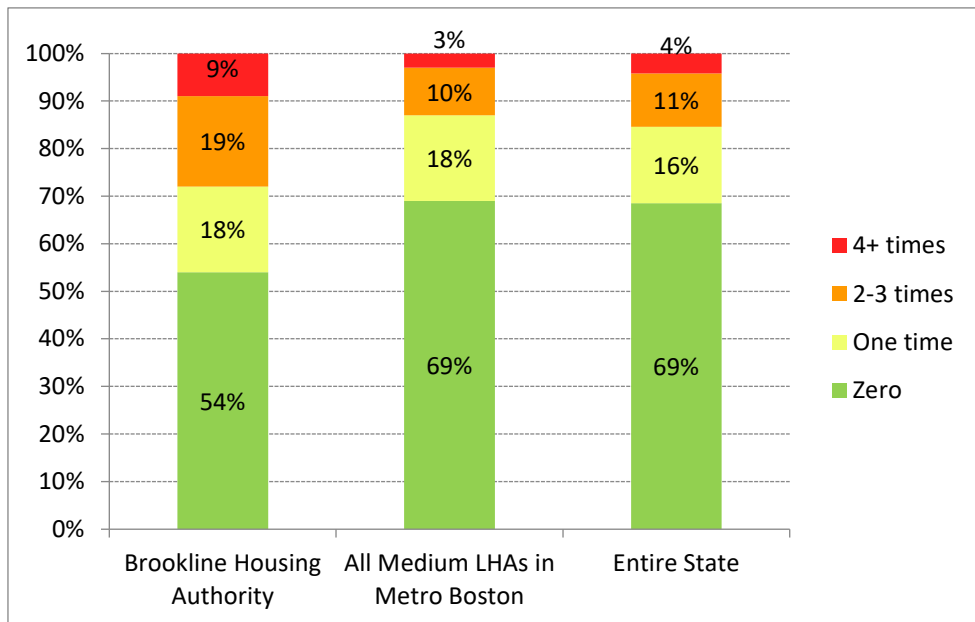
The chart below shows what percentage of residents experienced other heating problems in the last 12 months.



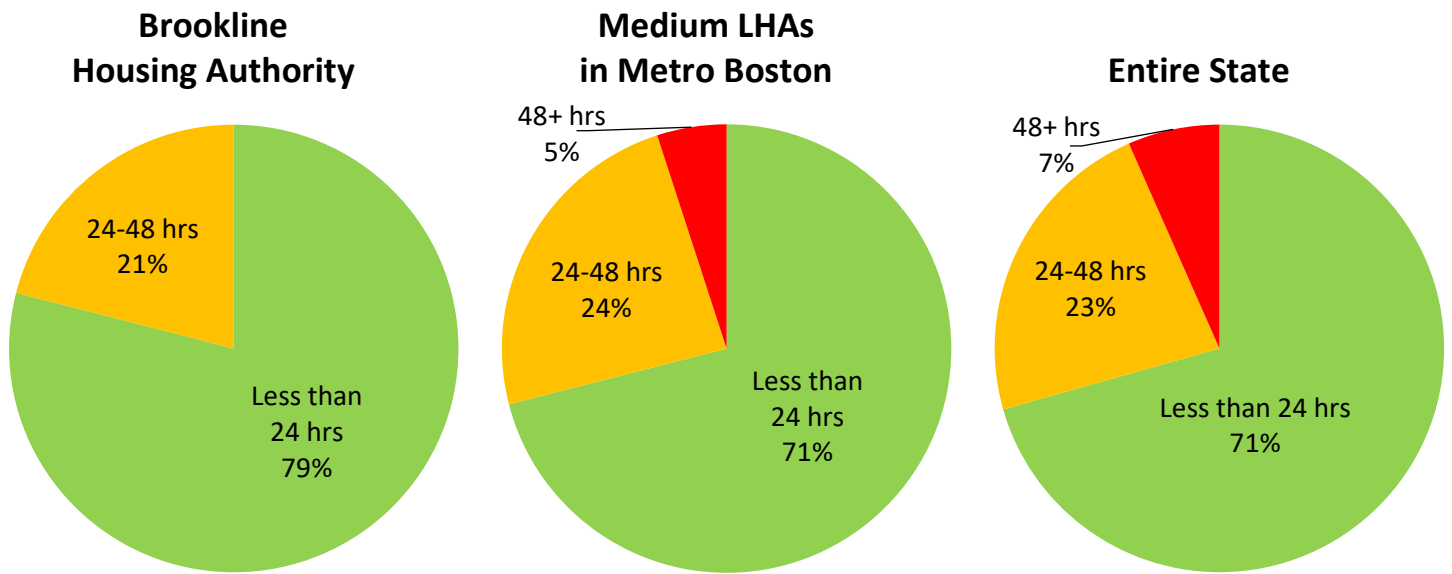
- **Water or Plumbing Problems**

**How many times did residents have no hot water in their apartment?**

The chart below shows how many times respondents did not have hot water in their apartment in the last 12 months. The green part of the bars shows what percentage of residents never had this problem. The yellow shows who lost hot water one time. The orange shows those who lost hot water 2-3 times. And the red shows those who lost hot water 4 or more times in the last 12 months.



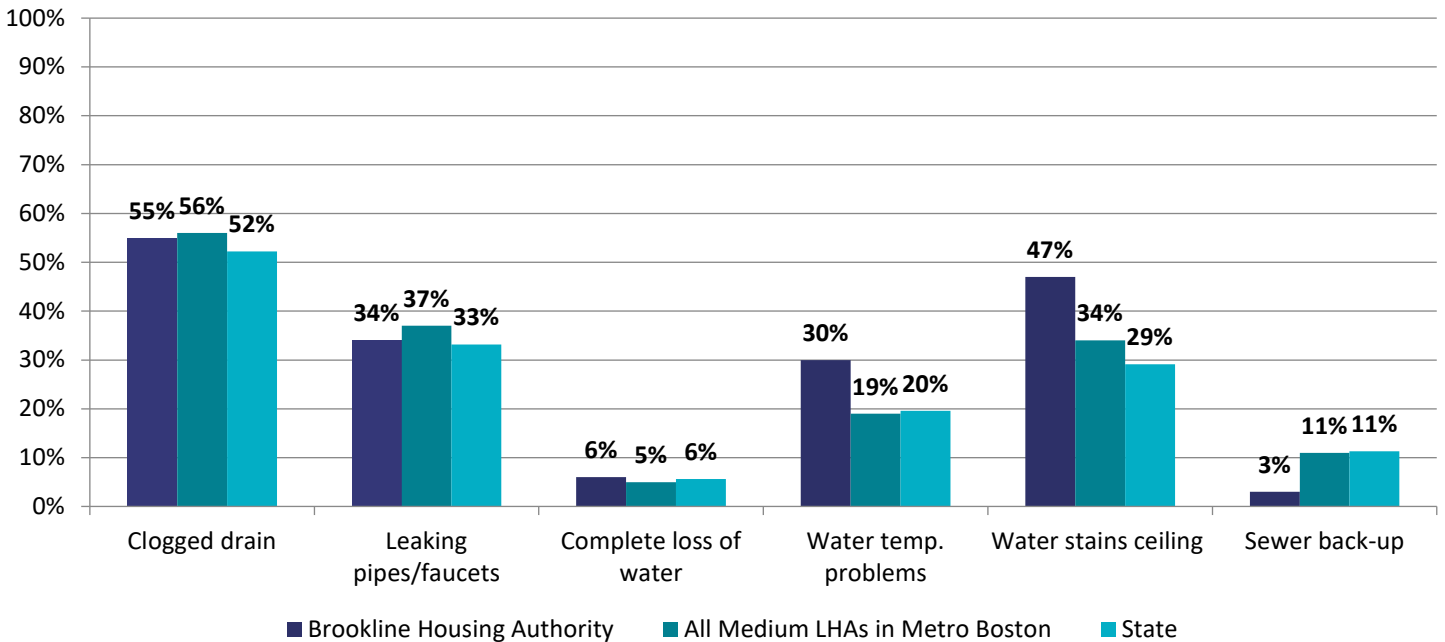
**How long did it usually take for hot water to come back on?** For those respondents who reported not having hot water in their apartment, we asked how long it usually took for hot water to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



• **Other Water or Plumbing Problems**

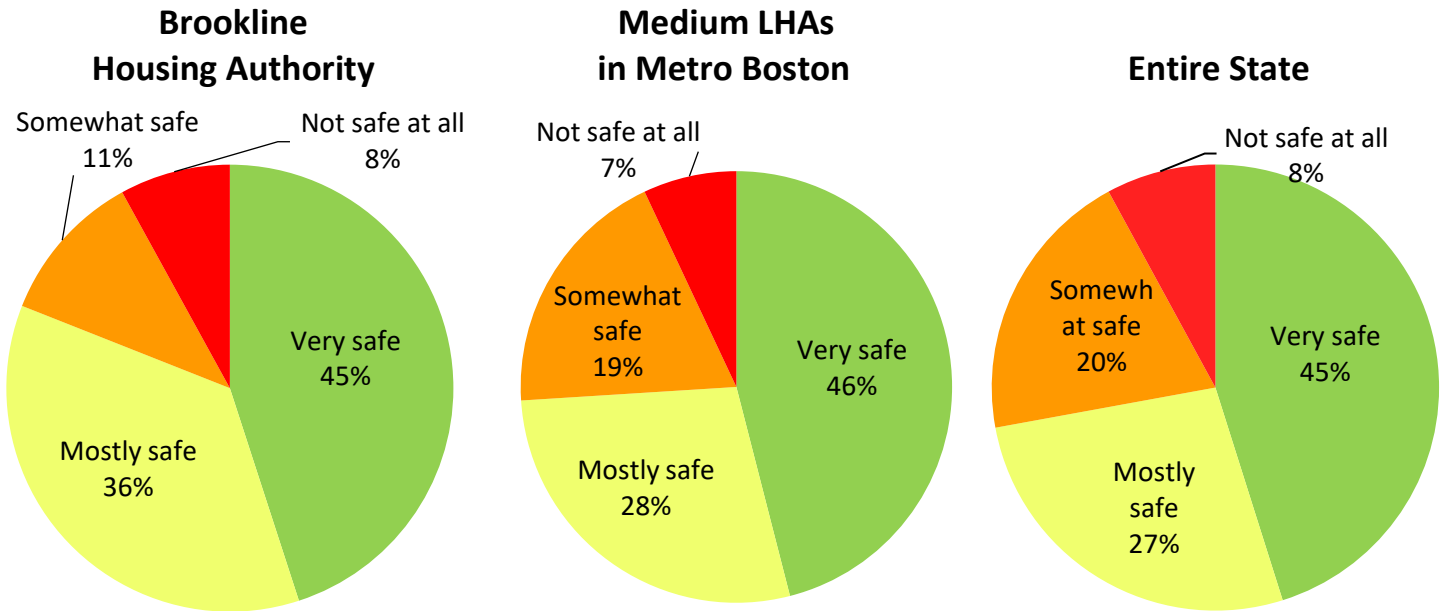
**In the last 12 months did residents have other water or plumbing problems?**

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

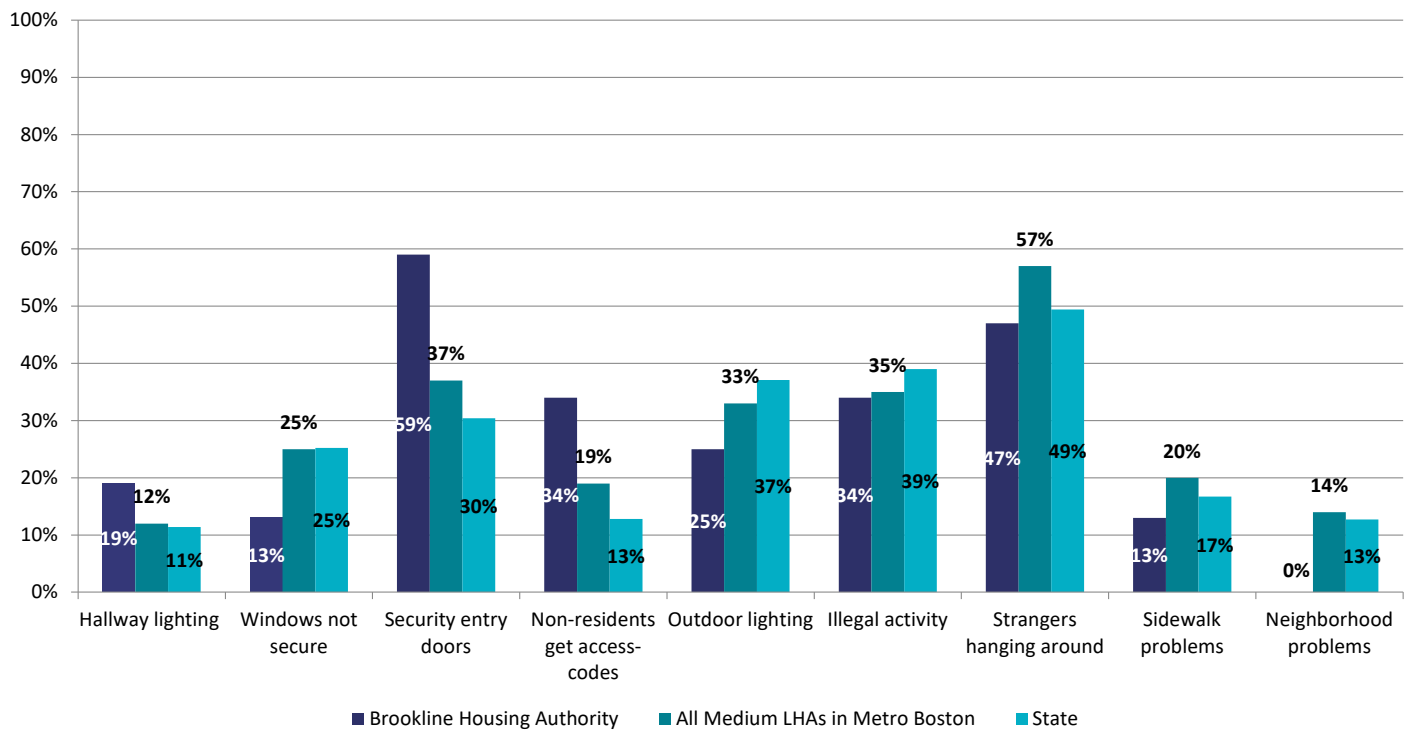


# Safety

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



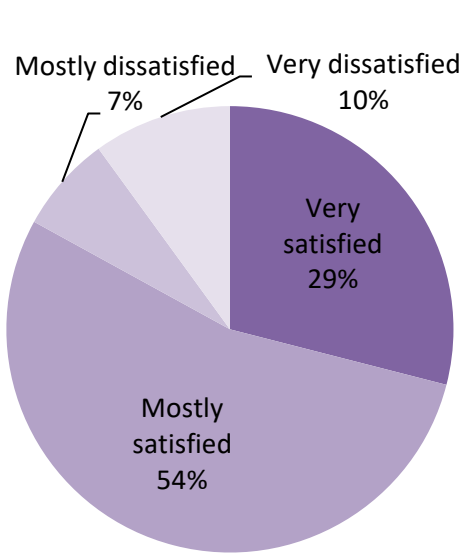
**Reasons why respondents felt unsafe in their development:** Respondents were asked why they felt unsafe in their development. This chart shows what specific concerns respondents mentioned.



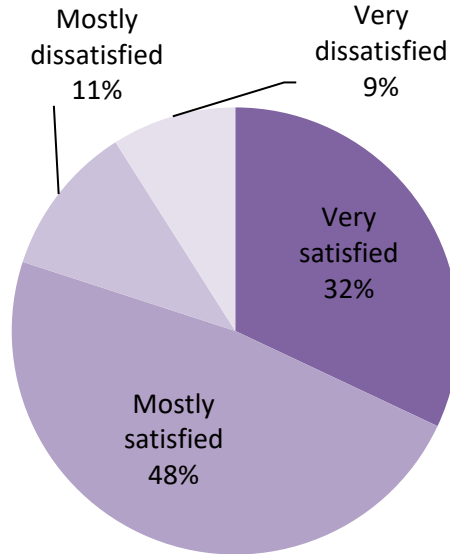
# Overall Satisfaction

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

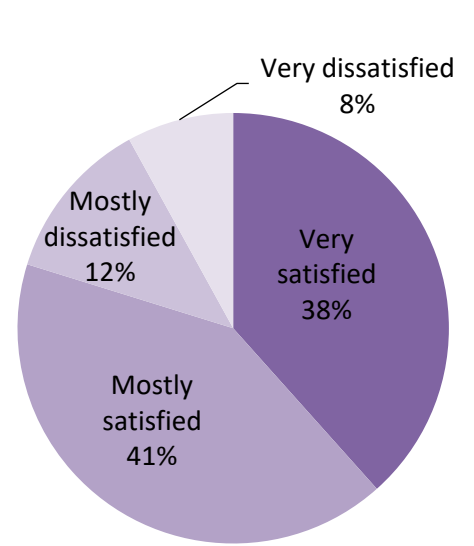
**Brookline  
Housing Authority**



**Medium LHAs  
in Metro Boston**



**Entire State**



# **BROOKLINE HOUSING AUTHORITY**

## **Performance Management Review (PMR) Report**

**Fiscal Year End 3/31/2024**

\*For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority

# Executive Office of Housing and Livable Communities (EOHLC)

## 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                | BROOKLINE HOUSING AUTHORITY |
| Fiscal Year Ending               | Mar 2024                    |
| Housing Management Specialist    | Robert Pelletier            |
| Facilities Management Specialist | Wilzor Exantus              |

| Criteria                                 | Score/Rating         |                   |                   |                   |
|------------------------------------------|----------------------|-------------------|-------------------|-------------------|
|                                          | Management           |                   |                   |                   |
|                                          | c.667                | c.705             | c.200             | Cumulative        |
| Occupancy Rate                           | No Findings          | No Findings       | No Findings       | No Findings       |
|                                          | c.667                | c.705             | c.200             | Cumulative        |
| Tenant Accounts Receivable (TAR)         | Operational Guidance | Corrective Action | Corrective Action | Corrective Action |
| Board Member Training                    | Corrective Action    |                   |                   |                   |
| Certifications and Reporting Submissions | No Findings          |                   |                   |                   |
| Annual Plan                              | No Findings          |                   |                   |                   |
|                                          | Financial            |                   |                   |                   |
| Adjusted Net Income                      | No Findings          |                   |                   |                   |
| Operating Reserves                       | Corrective Action    |                   |                   |                   |

**EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)  
Staff Certification & Training Rating**

|          |                             |
|----------|-----------------------------|
| LHA Name | BROOKLINE HOUSING AUTHORITY |
| FYE      | Mar 2024                    |
| HMS Name | Robert Pelletier            |
| FMS Name | Wilzor Exantus              |

| Criteria                         | Rating      |
|----------------------------------|-------------|
| Staff Certification and Training | No Findings |



**EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)**  
**CFA Submission**

|          |                             |
|----------|-----------------------------|
| LHA Name | BROOKLINE HOUSING AUTHORITY |
| FYE      | Mar 2024                    |
| HMS Name | Robert Pelletier            |
| FMS Name | Wilzor Exantus              |

CFA Submission (Planning Year)

Rating: Not Applicable

Recommendations: 1. No Recommendations

# EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) PMR Desk Audit Recommendations Report

|          |                             |
|----------|-----------------------------|
| LHA Name | BROOKLINE HOUSING AUTHORITY |
| FYE      | Mar 2024                    |
| HMS Name | Robert Pelletier            |
| FMS Name | Wilzor Exantus              |

## Occupancy

Rating All: No Findings  
Rating 667: No Findings  
Rating 705: No Findings  
Rating 200: No Findings

1. No Recommendations

## Tenant Accounts Receivable (TAR)

Rating All: Corrective Action  
Rating 667: Operational Guidance  
Rating 705: Corrective Action  
Rating 200: Corrective Action

1. Create or update rent collection policy and procedures and submit to EOHLC for review, with supporting Board vote.
2. 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.
3. Increase ways to accept rent payment, i.e. check scanners, lock boxes, electronic debit, autopay, etc.
4. Report to credit bureau when resident has vacated unit with past due rent balance.
5. Consider using small claims court (<https://www.mass.gov/info-details/massachusetts-law-about-small-claims>)
6. Create written repayment agreements, either in house or court ordered, and ensure they are adhered to.
7. 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.
8. Set reasonable thresholds for commencing legal action.
9. Ensure proper documentation of past due balances and collection efforts with tenants.

## Board Member Training

Rating: Corrective Action

1. Ensure you update the board attendance application with the most recent board members, and their term dates.
2. Ensure each board member has a unique email for the board member training.
3. Provide computer guidance as needed to help board members complete the training.

## Certifications and Reporting Submissions

Rating: No Findings

1. No Recommendations

## Annual Plan Submission

Rating: No Findings

1. No Recommendations

## Adjusted Net Income/Revenue

Rating: No Findings

**Revenue**

1. No Recommendations

**Expense**

**Salaries**

1. No Recommendations

**Legal**

1. No Recommendations

**Utilities**

1. No Recommendations

**Maintenance**

1. No Recommendations

**Other**

1. No Recommendations

**Operating Reserve**

Rating: Corrective Action

1. Please refer to 2019-01 Revisions to PMR Criteria for 1st Publishing Year and 2018-04 PHN 2018-04 Operating Reserve Augmentation and New Spending Thresholds and current budget guidelines.
2. 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 EOHLC, unless the expenses are to resolve health and safety issues.
3. Each LHA must maintain a projected operating reserve of 20% of maximum reserve level, which remains the minimum operating reserve level for all LHAs.

**EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)**  
**CHAMP Close Out Report**

|          |                             |
|----------|-----------------------------|
| LHA Name | BROOKLINE HOUSING AUTHORITY |
| FYE      | Mar 2024                    |
| HMS Name | Robert Pelletier            |
| FMS Name | Wilzor Exantus              |

**CHAMP Criteria 1a**

Rating: No Findings

Recommendations: 1. No Recommendations

**CHAMP Criteria 1b**

Rating: No Findings

Recommendations: 1. No Recommendations

**CHAMP Criteria 1c**

Rating: No Findings

Recommendations: 1. No Recommendations

**CHAMP Criteria 2a**

Rating: Operational Guidance

Recommendations: 1. Ensure that all vacancies are recorded in the EOHLC Housing Apps Vacancy Reporting System within 30 days of the vacancy date.  
2. Ensure that you are entering vacancy data correctly within 30 days.  
3. Establish reoccurring calendars reminders to help ensure vacancy data is entered into the EOHLC Housing Apps Vacancy Reporting System within 30 days.

**CHAMP Criteria 2b**

Rating: Operational Guidance

Recommendations: 1. Ensure that all unit offer data is correctly entered into the EOHLC Housing Apps Vacancy Reporting System (Including Application ID, List Pull ID, Applicant Priority/Preference, and Lease Start date)

**CHAMP Criteria 3a**

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3b (Planning Year)

Rating: Not Applicable

Recommendations: 1. No Recommendations

CHAMP Criteria 3c (Planning Year)

Rating: Not Applicable

Recommendations: 1. No Recommendations

**EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)  
PMR Physical Condition Report**

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

|          |                             |
|----------|-----------------------------|
| LHA Name | BROOKLINE HOUSING AUTHORITY |
| FYE      | Mar 2024                    |
| HMS Name | Robert Pelletier            |
| FMS Name | Wilzor Exantus              |

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

Rating: No Findings

Recommendations: 1. Ensure that all Notices of Lease Violation are issued for all tenant related deficiencies identified during unit inspection

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. Ensure that all Notices of Lease Violation are issued for all tenant related deficiencies identified during unit inspection

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. Ensure that all work orders for all Health and Safety deficiencies are completed in the appropriate timeframe  
2. Ensure that all Notices of Lease Violation are issued for all tenant related deficiencies identified during unit inspection

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

Rating: No Findings

Recommendations: 1. Ensure that all work required for a Vacancy Turn Over is recorded in a Vacancy Turn Over Work Order  
2. Ensure that all Vacancy Turn Over Work Orders are created and tracked per EOHLC guidance

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. Ensure that all Tenant Requested Work Orders are created, tracked, and reported per EOHLC guidance  
2. Ensure that all Tenant Requested Work Orders are completed within 14 days or are added to the DM/CIP  
3. Refer to Property Maintenance Guide - Chapters 1 to 3 on Work Order Systems See Handout B

#### **Health & Safety Deficiencies**

Inspection reports were provided to the LHA at the time of the EOHLC site visit. Health and safety deficiencies were identified during the PMR Inspection. These items must be completed or initiated within 48 hours. Following completion of these health and safety deficiencies, the Executive Director must login to the FMS software application and certify, by electronic signature, that all health and safety deficiencies have been completed. Please contact your assigned FMS for further assistance.