

## Quincy 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 Quincy 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. QHA 2026 AP LTO Review Mtg Certification
  - b. QHA 2026 AP LTO Review Mtg Certification 2
  - c. QHA 2026 AP LTO ESRC Mtg Certification
  - d. QHA 2026 AP LTO Review Mtg Comments
  - e. QHA 2026 AP Public Hearing Comments
  - f. Cover sheet for tenant satisfaction surveys
  - g. Tenant Satisfaction Survey 200 and 705 Program
  - h. Tenant Satisfaction Survey 667 Program
  - i. Performance Management Review
  - j. QHA 2026 AP Board Meeting Vote Extracts

**State-Aided Public Housing Developments**

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-01	Elderly	DAVID J. CROWLEY COURT 667-01	12	1958	44
667-02	Elderly	LOUIE GEORGE 667-02	11	1964	75
667-03	Elderly	SAWYER TOWERS 667-03	1	1970	153
200-01	Family	SNUG HARBOR 200-01	102	1949	396
667-04	Elderly	TOBIN TOWERS 667-04	1	1975	200
705-02	Family	WESTACRES 705-02	9	1950	36
	Other	Special Occupancy units	4		15
	Family	Family units in smaller developments	2		3
Total			142		922

**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.

Quincy Housing Authority manages 26 MRVP vouchers.

**Federally Assisted Developments**

Quincy Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 2222 households.

## LHA Central Office

Quincy Housing Authority

80 Clay Street, Quincy, MA, 02170

James Marathas, Executive Director

Phone: 617-847-4350

Email: jmarathas@quincyha.com

## LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Timothy Baker	Member		01/22/2024	02/02/2026
Brian Clifford	Vice-Chair	Labor Appointee	02/06/2023	02/07/2028
John DeCarli		Tenant	11/06/2023	02/02/2026
Michael Flaherty	Chair		02/07/2022	02/01/2027
Josephine Shea	Member		11/14/2024	03/18/2029

## Local Tenant Organizations

	<u>Date of Recognition by LHA</u>	<u>Date LHA Reviewed Draft AP with LTO</u>
Elderly Services Residents Council	01/01/1972	03/07/2025
Harborview Residents Committee, In	01/01/1974	03/07/2025
Sawyer Towers Tenant Association	11/24/2023	03/07/2025

## Plan History

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

REQUIREMENT		DATE COMPLETED
A.	Advertise the public hearing on the LHA website.	02/19/2025
B.	Advertise the public hearing in public postings.	02/19/2025
C.	Notify all LTO's and RAB, if there is one, of the hearing and provide access to the Proposed Annual Plan.	02/19/2025
D.	Post draft AP for tenant and public viewing.	02/19/2025
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	03/07/2025
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	04/16/2025
G.	Executive Director presents the Annual Plan to the Board.	04/16/2025
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	04/16/2025

## Certification

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

I, Rick Brouillard, Director of Modernization of the Quincy Housing Authority, certify on behalf of the Housing Authority that I have conducted an annual review of all Quincy 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 Quincy 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, Rick Brouillard, Director of Modernization of the Quincy 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: 04/28/2025

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

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

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

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

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

The CIP includes the following parts:

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

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

We completed Intercom System Upgrades at both State Towers and are currently managing the last of our Elevator Upgrades which is at Sawyer Towers, 667-3. We have many exciting projects this coming Fiscal year. We continue to look at Energy efficiency, Sustainability and Resiliency in our Planning. We have remodeled public restrooms in all of our buildings and have worked with national Grid and Action Energy over the past 5 years to obtain over 10 million in Heating, Ventilation, Air Conditioning and Weatherization grants and projects as well as many program grants from EOHLC for Emergency and Regulatory Compliance projects. A couple of our biggest projects this year will be the much needed replacement of the Fire Alarm System at 667-2, Louis George Village, and upgrade of Federal Pacific electric panel distribution system at Tobin Towers. QHA is also planning on converting approx. 200 units of state public housing to Federal public housing. Stay tuned for a busy year.



**Capital Improvement Plan (CIP)****Aggregate Funding Available for Projects in the First Three Years of the CIP:**

Category of Funds	Allocation	Planned Spending	Description
Balance of Formula Funding (FF)	\$7,262,978.15		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$1,089,446.72		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$6,173,531.43	\$6,030,937.77	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$50,381.85	\$50,500.00	Accessibility projects
DMH Set-aside	\$238,579.91	\$238,579.80	Dept. of Mental Health facility
DDS Set-aside	\$21,205.14	\$21,175.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$5,863,364.53	\$5,720,682.97	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$4,093,271.84	\$3,988,871.84	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	\$0.00	\$0.00	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	\$0.00	\$0.00	Community Preservation Act funds awarded by a city or town for specific projects.
Operating Reserve(OR) Funds	\$0.00	\$0.00	Funds from the LHA's operating budget.
Other Funds	\$18,906.00	\$18,906.00	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$10,285,709.27	\$10,038,715.61	Total of all anticipated funding available for planned projects and the total of planned spending.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Capital Improvement Plan (CIP)**

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
243102	2008 FF Master CFA	DAVID J. CROWLEY COURT 667-01	\$3,400	\$3,400	\$0	\$0	\$0	\$0	\$0	\$0
243190	FF: Driveway and Walkway Resurfacing	SNUG HARBOR 200-01	\$1,392,488	\$1,241,840	\$0	\$0	\$0	\$0	\$0	\$0
243216	Laundry Room Relocation	LOUIE GEORGE 667-02	\$16,500	\$5,315	\$443	\$10,744	\$0	\$0	\$0	\$0
243231	Balcony door replacement and renovations	LOUIE GEORGE 667-02	\$204,505	\$33,479	\$64,433	\$0	\$0	\$0	\$0	\$0
243246	Replace Fire Doors	SNUG HARBOR 200-01	\$454,684	\$2,000	\$83,287	\$362,898	\$0	\$0	\$0	\$0
243247	Ceiling Overlay	SNUG HARBOR 200-01	\$201,610	\$5,000	\$2,760	\$184,751	\$0	\$0	\$0	\$0
243248	Tree Removal	SNUG HARBOR 200-01	\$11,000	\$11,000	\$0	\$0	\$0	\$0	\$0	\$0
243249	Security System 15 Bicknell St.	SNUG HARBOR 200-01	\$96,650	\$7,710	\$12,354	\$0	\$0	\$0	\$0	\$0
243250	Storm Door Replacement	DAVID J. CROWLEY COURT 667-01	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
243251	Paint exterior soffits and trim.	LOUIE GEORGE 667-02	\$39,600	\$39,600	\$0	\$0	\$0	\$0	\$0	\$0
243252	Install Bathroom GFCI Outlets - Force Account	LOUIE GEORGE 667-02	\$37,624	\$0	\$960	\$36,665	\$0	\$0	\$0	\$0
243253	Basement Window Grates	SAWYER TOWERS 667-03	\$52,938	\$0	\$0	\$0	\$0	\$0	\$0	\$0
243254	Repair Basement Stairs and Nosings	SAWYER TOWERS 667-03	\$10,736	\$10,736	\$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 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
243255	Intercom System Replacement at the 667-3 and 667-4	SAWYER TOWERS 667-03	\$494,813	\$14,710	\$108,141	\$0	\$0	\$0	\$0	\$0
243256	Stairwell Painting	SAWYER TOWERS 667-03	\$52,303	\$99,851	\$0	\$0	\$0	\$0	\$0	\$0
243257	Lintel Renovations and Caulking	SAWYER TOWERS 667-03	\$155,250	\$0	\$2,582	\$146,729	\$5,940	\$0	\$0	\$0
243260	Electrical Efficiency System Removal	TOBIN TOWERS 667-04	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
243262	Sliding Glass Door Replacement	TOBIN TOWERS 667-04	\$907,500	\$0	\$0	\$0	\$100,279	\$807,222	\$0	\$0
243266	Bathtub Shower Fixture Replacement	SAFFORD STREET 689-01	\$43,845	\$0	\$11,221	\$32,625	\$0	\$0	\$0	\$0
243267	Electrical Upgrade-Force Account	WESTACRES 705-02	\$405,248	\$8,000	\$1,145	\$393,272	\$0	\$0	\$0	\$0
243268	ARPA FF: Elevator Upgrades	SAWYER TOWERS 667-03	\$1,932,736	\$0	\$420,611	\$1,225,194	\$0	\$0	\$0	\$0
243269	Compactor Replacement	TOBIN TOWERS 667-04	\$62,193	\$0	\$14,844	\$47,350	\$0	\$0	\$0	\$0
243271	ARPA Targeted Federal Pacific Electrical Systems Replacement	TOBIN TOWERS 667-04	\$847,000	\$0	\$0	\$390,889	\$456,112	\$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 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
243274	Replace Restroom Flooring - Force Account	SAWYER TOWERS 667-03	\$16,698	\$2,421	\$13,169	\$1,110	\$0	\$0	\$0	\$0
243276	Office Renovations - Force Account	TOBIN TOWERS 667-04	\$20,873	\$0	\$5,987	\$14,887	\$0	\$0	\$0	\$0
243278	Restroom Flooring Replacement - Force Account	TOBIN TOWERS 667-04	\$30,890	\$28,082	\$0	\$0	\$0	\$0	\$0	\$0
243282	Renovate Off-Line Units - Force Account	SNUG HARBOR 200-01	\$56,350	\$0	\$0	\$0	\$0	\$0	\$0	\$0
243283	Emergency Generator	DAVID J. CROWLEY COURT 667-01	\$20,873	\$0	\$5,892	\$14,982	\$0	\$0	\$0	\$0
243284	HVAC Improvements - Force Account	TOBIN TOWERS 667-04	\$13,915	\$0	\$2,582	\$8,646	\$0	\$0	\$0	\$0
243285	Roof Replacement	WESTACRES 705-02	\$212,170	\$0	\$10,173	\$197,047	\$0	\$0	\$0	\$0
243286	Window Replacement	SAWYER TOWERS 667-03	\$378,125	\$0	\$0	\$307,540	\$70,586	\$0	\$0	\$0
243287	Paint Exterior Balcony Railings	TOBIN TOWERS 667-04	\$140,885	\$0	\$0	\$120,645	\$0	\$0	\$0	\$0
243288	Exterior unit door replacement	DAVID J. CROWLEY COURT 667-01	\$514,441	\$0	\$14,148	\$472,754	\$0	\$0	\$0	\$0
243289	Emergency Generator Installation	SNUG HARBOR 200-01	\$75,776	\$0	\$0	\$75,776	\$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 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
243290	Snug Harbor Heating System Replacement-LEA N-Force Account	SNUG HARBOR 200-01	\$1,126,148	\$0	\$0	\$0	\$194,998	\$155,917	\$0	\$0
243291	Force Account - Extensive Unit Rehabilitation	WESTACRES 705-02	\$67,500	\$0	\$0	\$67,500	\$0	\$0	\$0	\$0
243292	Window Replacement	DAVID J. CROWLEY COURT 667-01	\$89,843	\$0	\$0	\$89,843	\$0	\$0	\$0	\$0
243293	Heating Boiler Replacement	SOUTH STREET 167-01	\$62,323	\$0	\$0	\$62,323	\$0	\$0	\$0	\$0
243294	Force Account - Sewer Piping Phase II	SNUG HARBOR 200-01	\$20,000	\$0	\$0	\$20,000	\$0	\$0	\$0	\$0
243295	Paint Basement Doors and Replace Hardware	SNUG HARBOR 200-01	\$75,625	\$0	\$0	\$75,625	\$0	\$0	\$0	\$0
243296	Parking Lots Repavement	SNUG HARBOR 200-01	\$556,600	\$0	\$0	\$447,504	\$109,097	\$0	\$0	\$0
243297	Roof Replacement	SNUG HARBOR 200-01	\$123,585	\$0	\$0	\$119,059	\$4,526	\$0	\$0	\$0
243298	Community Room Kitchen Renovations - Force Account	SAWYER TOWERS 667-03	\$19,250	\$0	\$5,195	\$14,056	\$0	\$0	\$0	\$0
243299	SUST Resiliency Study	SNUG HARBOR 200-01	\$0	\$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 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
243301	Emergency Waste Pipe Repair/Replacem ent-667-4	TOBIN TOWERS 667-04	\$39,325	\$0	\$0	\$39,325	\$0	\$0	\$0	\$0
•	DMH Set Aside Kitchens and Baths-Force Acct	SOUTH STREET 167-01	\$133,429	\$0	\$0	\$133,429	\$0	\$0	\$0	\$0
•	Basement Window Replacement	SNUG HARBOR 200-01	\$189,063	\$0	\$0	\$0	\$0	\$0	\$189,063	\$0
•	Flooring Replacement	SNUG HARBOR 200-01	\$83,944	\$0	\$0	\$0	\$0	\$0	\$83,944	\$0
•	Force Account - Interior Painting	SNUG HARBOR 200-01	\$19,000	\$0	\$0	\$0	\$0	\$19,000	\$0	\$0
•	Force Account - Interior Painting Phase II	SNUG HARBOR 200-01	\$19,000	\$0	\$0	\$0	\$0	\$0	\$19,000	\$0
•	HVAC Improvements	SNUG HARBOR 200-01	\$18,906	\$0	\$0	\$0	\$0	\$0	\$0	\$0
•	Flooring Replacement	DAVID J. CROWLEY COURT 667-01	\$15,881	\$0	\$0	\$0	\$0	\$15,881	\$0	\$0
•	Basement Door Replacement	DAVID J. CROWLEY COURT 667-01	\$30,250	\$0	\$0	\$30,250	\$0	\$0	\$0	\$0
•	Force Account - Crawl Space	LOUIE GEORGE 667-02	\$7,500	\$0	\$0	\$7,500	\$0	\$0	\$0	\$0
•	Flooring Replacement	LOUIE GEORGE 667-02	\$92,641	\$0	\$0	\$92,641	\$0	\$0	\$0	\$0
•	Bathroom modernization	LOUIE GEORGE 667-02	\$1,134,375	\$0	\$0	\$0	\$0	\$14,747	\$88,240	\$533,880
•	Fire Alarm Replacement	LOUIE GEORGE 667-02	\$368,712	\$0	\$0	\$175,826	\$192,887	\$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 2025	fy2026 Planned	fy2027	fy2028	fy2029	fy2030
•	Replace site benches	LOUIE GEORGE 667-02	\$15,125	\$0	\$0	\$0	\$15,125	\$0	\$0	\$0
•	Hallway Painting - Force Account	SAWYER TOWERS 667-03	\$57,500	\$0	\$0	\$57,500	\$0	\$0	\$0	\$0
•	Benches and Picnic Tables	SAWYER TOWERS 667-03	\$16,638	\$0	\$0	\$16,638	\$0	\$0	\$0	\$0
•	Stairwell Painting	TOBIN TOWERS 667-04	\$52,938	\$0	\$0	\$52,938	\$0	\$0	\$0	\$0
•	667-4 Unit Window Replacement	TOBIN TOWERS 667-04	\$453,750	\$0	\$0	\$216,377	\$237,374	\$0	\$0	\$0
•	667-4 Ground Level Window Replacement	TOBIN TOWERS 667-04	\$164,863	\$0	\$0	\$164,863	\$0	\$0	\$0	\$0
•	EMG: Admin. Acoustical Ceiling replacement	TOBIN TOWERS 667-04	\$17,738	\$0	\$0	\$17,738	\$0	\$0	\$0	\$0
•	Kitchen modernization	LOUIE GEORGE 667-02	\$1,304,730	\$0	\$0	\$0	\$0	\$0	\$86,203	\$288,667
•	Curtis Street DDS Set-aside	CURTIS STREET 689-04	\$21,175	\$0	\$0	\$0	\$0	\$21,175	\$0	\$0
•	Bathroom Renovations	WESTACRES 705-02	\$582,313	\$0	\$0	\$0	\$0	\$60,495	\$521,819	\$0
•	Force Account - Sewer Lines	WESTACRES 705-02	\$10,000	\$0	\$0	\$0	\$10,000	\$0	\$0	\$0
•	Flooring Replacement-Combine w 243291	WESTACRES 705-02	\$15,881	\$0	\$0	\$15,881	\$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
243231	Balcony door replacement and renovations		\$0	\$0	\$0	\$0	\$0	\$0	\$32,035	\$0
243268	ARPA FF: Elevator Upgrades	ARPA Formula Funding	\$718,402	\$0	\$0	\$1,212,153	\$0	\$0	\$0	\$0
243271	ARPA Targeted Federal Pacific Electrical Systems Replacement	fed pac and fire alarm upgrades 3 developments	\$0	\$0	\$0	\$847,000	\$0	\$0	\$0	\$0
243290	Snug Harbor Heating System Replacement-LEA N-Force Account	Snug Harbor Lean Heating System Replacement - force account work	\$0	\$0	\$0	\$1,126,148	\$0	\$0	\$0	\$0
•	HVAC Improvements		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$18,906

**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.

Quincy 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.
- The TDC for a proposed project exceeds the Cap Share for a single year and it doesn't make sense to spread it
- We have urgent projects that require excess spending in year 1 or 2.

Many of the projects were not estimated properly or efficiently. As a result, many of the project are being estimated by the design consultants substantially higher than originally planned.

**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.

Quincy Housing Authority has not requested additional funding.

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

The Quincy Housing Authority is committed to improving the safety and quality of life for all of its tenants. The 2025 CIP honors that commitment by using capital funds to address critical needs including elevator replacement, repairing hazardous walkways and parking areas, addressing structural concerns on some areas of exterior brick work, replacing windows and sliding glass doors that have reached the end of their useful life, replacing defective intercom systems, installing a security system, replacing fire doors and roofs, and addressing our other highest priority work items. We hope to be able to address the unit bathrooms and kitchens in the future years.

**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:

No significant changes.

**5. Requirements of previous CIP approval**

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

**6. Quarterly capital reports**

Our most recent quarterly capital report (form 80 and 90) was submitted on 08/28/2024.

**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 02/07/2025.

**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:

Parking Lots at SNUG HARBOR 200-01 needs ADA parking spaces

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

Parking Lots at SNUG HARBOR 200-01 will have ADA parking spaces

**11. Special needs development**

Quincy Housing Authority has one or more special needs (167 or 689 programs) development. We have completed the service provider input process according to the required procedures detailed in the lease agreement and held an annual meeting with the service provider staff at all special needs developments as of 07/30/2024.

**12. Energy and water consumption**

Our 12 most recent monthly energy reports are for months 2/2024 to 1/2025.

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

	Electric PUM > Threshold	Gas PUM > Threshold	Oil PUM > Threshold	Water PUM > Threshold
Threshold PUM:	\$100	\$80	\$50	\$60
		667-01		200-01
		667-02		667-03
				667-02
				667-04

200-01 has high tenant density/residency and the corresponding high-water usage. QHA has already instituted water conservation measures at all developments including 667 developments. We continue to development and implement additional water conservation projects.

**13. Energy or water saving initiatives**

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

**14. Vacancy rate**

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

1% c. 667 (DHCD Goal 2%)

2% c. 200 (DHCD Goal 2%)

3% c. 705 (DHCD Goal 2%)

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

Recently we transferred a Resident from 705-2 in order that we could rewire the entire units electrical system. Any other units that were reported as vacant during the last reporting period are now leased up.

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	617-773-6863	24 hr Maintenance line answering ser
Call LHA at Phone Number	617-847-4350	M-F 8:30AM - 4:30PM

Emergency Response System: Answering service monitors all maintenance calls 24/7. The calls are forwarded to maintenance clerks by email and generated in a work order through HAB immediately. The maintenance supervisor and clerks review hourly for work orders classified as emergencies.

The Executive Director is on call 24/7 and is paged for all work orders. Any work order requiring immediate attention and deemed to be a life and safety issue is paged within 15 minutes. There is a response requirement of 30 minutes. The Housing Authority maintains contracts for all trades for emergency situations which the authority is not staffed to address. These vendors and their contact information is on hand with maintenance supervisor and Executive Director.

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 Quincy 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	617-773-6863	24 hr Maintenance line answering service
Call Housing Authority Office		
Submit Online at Website		
Email to Following Email		
Other		



*Normal Maintenance Request Process: All tenants are provided the maintenance work order phone number through lobby monitors, mail, notices, website, and lease information. The email is generated and sent to the maintenance department. The work orders are reviewed and prioritized daily by the Executive Director.*

*Every operational day the ED reviews and sets up daily work plans for all employees. The work plans are reviewed at the conclusion of each day to verify materials and hours worked. The work order is closed out expensing the time and materials from each work order to the correct property by the maintenance clerks.*

### 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 HAB Housing Software for work orders, all types.

### **Maintenance Plan Narrative**

Following are Quincy 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?

Maintenance Operations is a high volume and very efficient office supporting, Executive Director, residents, approx. 30 maintenance staff members, vendors, and other departments. Maintenance closely collaborates with finance and Modernization Departments to track all projects for reimbursement. Daily work orders are created for staff daily assignments, vacancies, preventative maintenance, and projects, a work order is a bill to the project. Work orders are turned in and closed out recording all staff time and materials spent fixing any unit deficiencies. The w/o is essentially a bill for each project.

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

In the past year we started using Chat GPT to translate and create tenant notifications. This tool has allowed us to quickly create bullet pointed tenant notices and made us self-reliant, as we no longer have to wait for translation services. We have increased tracking of lock changes and exterminator on spread sheets. Force account projects and other projects have new tracking methods through Hab to create better efficiencies and reporting capabilities. Restructured office staff tasks to create consistency and efficiencies.

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

Train new staff. Create a better filing system. Clean up document library. Update Vehicle inventory list, vendor list, emergency contact list, emergency response binder, blue property description binder, property description with what appliances and utilities are at each site.

Attend training on Chat GPT to create a more comprehensive response to all maintenance challenges.

**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	\$2,790,583.00	\$93,000.00
Last Fiscal Year Actual Spending	\$2,735,024.00	\$4,820.00
Current Fiscal Year Budget	\$0.00	\$0.00

**E. Unit Turnover Summary**

# Turnovers Last Fiscal Year	71
Average time from date vacated to make Unit "Maintenance Ready"	2 days
Average time from date vacated to lease up of unit	4 days

**Attachments**

These items have been prepared by the Quincy 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.



# QUINCY HOUSING AUTHORITY

80 CLAY STREET  
QUINCY, MASSACHUSETTS 02170-2799

James N. Marathas  
Executive Director  
Telephone: (617) 847-4350  
Fax: (617) 770-2876

## January Preventative Maintenance Task

1. Monitor and issue on-going snow removal work orders.
2. Hot air furnace / Boiler winter PM.
3. Oil circulator pumps.
4. Clean dryer vents.
5. Vehicle Inspection:
  - a. Check all fluid levels: crank case, transmission, etc.
  - b. Check antifreeze, radiator rust inhibitor, and thermostat.
  - c. Check windshield washer fluid.
  - d. Check belts and hoses.
  - e. Check plugs, wiring, battery, clean and grease terminals.
  - f. Clean out air cleaner.
  - g. Check wheel alignment and tire balance (signs of uneven wear).
  - h. Check heater and defroster.
  - i. Check wiper blades for wear.
  - j. Check underbody for corrosion and hose off.
  - k. Change engine oil in all vehicles. (1<sup>st</sup> quarter)
6. Check Smoke and Carbon Monoxide detectors during annual inspections.
7. Clean/disinfect compactor and trash chutes.
8. Inventory tools, equipment, refrigerators and stoves in stock.
9. Inventory of supplies and small parts.
10. Unit inspections – schedule so as to complete 100% each year.

- a) It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
  - b) It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
11. Lease enforcement: Snow removal from front and rear egress.
12. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
- a) Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.



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## February Preventative Maintenance Task

1. Monitor and issue on-going snow removal work orders.
2. A/C, heat and air handler filter change.
3. Clean sanitary systems, lubricate valves and pumps.
4. Clean and lubricate trash chutes and doors
5. Strip, wax and buff VAT and linoleum flooring.
6. Vehicle Inspection:
  - a. Check all fluid levels: crank case, transmission, etc.
  - b. Check antifreeze, radiator rust inhibitor, and thermostat.
  - c. Check windshield washer fluid.
  - d. Check belts and hoses.
  - e. Check plugs, wiring, battery, clean and grease terminals.
  - f. Clean out air cleaner.
  - g. Check wheel alignment and tire balance (signs of uneven wear).
  - h. Check heater and defroster.
  - i. Check wiper blades for wear.
  - j. Check underbody for corrosion and hose off.
7. Check Smoke and Carbon Monoxide detectors during annual inspections.
8. Clean/disinfect compactor and trash chutes.
9. Inventory of supplies and small parts.
10. Unit inspections – schedule so as to complete 100% each year.

- a. It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
  - b. It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
11. Lease enforcement: Clear common hallways and stairs free from all obstructions.  
(PHN 2012-12)
- a) According to the State Sanitary code 105 CMR 410.451 - No person shall obstruct any exit or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling unit or rooming unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.
12. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
- a. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.



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## March Preventative Maintenance Task

1. Second Sunday, reset light timers and clocks for daylight saving time.
2. Monitor and issue on-going snow removal work orders.
3. Clean storage rooms and maintenance areas.
4. Touch up all common area paint.
5. Clean heater vents in all common areas.
6. Vehicle Inspection:
  - a. Check all fluid levels: crank case, transmission, etc.
  - b. Check antifreeze, radiator rust inhibitor, and thermostat.
  - c. Check windshield washer fluid.
  - d. Check belts and hoses.
  - e. Check plugs, wiring, battery, clean and grease terminals.
  - f. Clean out air cleaner.
  - g. Check wheel alignment and tire balance (signs of uneven wear).
  - h. Check heater and defroster.
  - i. Check wiper blades for wear.
  - j. Check underbody for corrosion and hose off.
7. Check Smoke and Carbon Monoxide detectors during annual inspections.
8. Clean/disinfect compactor and trash chutes.
9. Unit inspections – Schedule so as to complete 100% each year.
  - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.



- It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
9. Lease enforcement: Furniture, trash and debris free from exteriors.
  10. Inventory of supplies and small parts.
  11. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
    - Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.



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## April Preventative Maintenance Task

1. Fire extinguisher annual recertification.
2. Inspect all entry doors.
3. Clean dryer vents, exhaust vents and roof vent motors.
4. Service lawn equipment.
5. Inspect roofs and siding.
6. Clean common area flooring and carpeting.
7. Clean/disinfect dumpsters and compactor.
8. Cleaning of parking areas, roadways, driveways, walkways and storm drains.
9. Inspect trees and trim as needed (maintain 10ft distance from buildings)
10. Vehicle Inspection:
  - a. Check all fluid levels: crank case, transmission, etc.
  - b. Check antifreeze, radiator rust inhibitor, and thermostat.
  - c. Check windshield washer fluid.
  - d. Check belts and hoses.
  - e. Check plugs, wiring, battery, clean and grease terminals.
  - f. Clean out air cleaner.
  - g. Check wheel alignment and tire balance (signs of uneven wear).
  - h. Check heater and defroster.
  - i. Check wiper blades for wear.
  - j. Check underbody for corrosion and hose off
11. Check Smoke and Carbon Monoxide detectors during annual inspections.
12. Inventory of supplies and small parts.

13. Unit inspections – schedule so as to complete 100% each year.
  - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
  - It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
14. Lease enforcement: Check for proper AC installation (according to policy) - See attached recommended Air Conditioner Policy.



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## May Preventative Maintenance Task

1. Clean all manholes.
2. Emergency generator PM.
3. Clean A/C condensers.
4. Sidewalk and parking lot crack and crevice sealing and repair.
5. Weed treatment at all sites.
6. Edge and mulch all planting beds.

**NOTE:** Please note that in accordance with 527 CMR 17, which took effect September 2012, the new application of mulch within 18 inches around combustible exteriors of buildings such as wood or vinyl, but not brick or concrete, is prohibited. (see attachment)

7. Clean/disinfect compactor and dumpsters.
8. Prune/trim all shrubs and bushes away from buildings (maintain 2 ft. clearance from all structures).
9. Fertilize lawns.
10. Vehicle Inspection:
  - a. Check all fluid levels: crank case, transmission, etc.
  - b. Check antifreeze, radiator rust inhibitor, and thermostat.
  - c. Check windshield washer fluid.
  - d. Check belts and hoses.
  - e. Check plugs, wiring, battery, clean and grease terminals.
  - f. Clean out air cleaner.
  - g. Check wheel alignment and tire balance (signs of uneven wear).
  - h. Check heater and defroster.
  - i. Check wiper blades for wear.

11. Inventory of supplies and small parts.
12. Check Smoke and Carbon Monoxide detectors during annual inspections.
13. Unit inspections – schedule so as to complete 100% each year.
  - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
  - It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
14. Lease enforcement: Cooking grills and fire pits (according to policy)
  - DHCD recommends the ban of fire pits on all public housing property. There is extreme risk to life and safety with the unsupervised use of fire pits.
  - All cooking grills should be used a minimum of 10 feet from all structures.



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## June Preventative Maintenance Task

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

**NOTE:** Please note that in accordance with 527 CMR 17, which took effect September 2012, the new application of mulch within 18 inches around combustible exteriors of buildings such as wood or vinyl, but not brick or concrete, is prohibited. (See attachment.)

7. Clean/disinfect dumpsters and compactor.
8. Check flags and replace as needed
9. Vehicle Inspection:
  - a. Check all fluid levels: crank case, transmission, etc.
  - b. Check antifreeze, radiator rust inhibitor and thermostat.
  - c. Check windshield washer fluid.
  - d. Check belts and hoses.
  - e. Check plugs, wiring, battery, clean and grease terminals.
  - f. Clean out air cleaner.
  - g. Check wheel alignment and tire balance (signs of uneven wear).
  - h. Check heater and defroster.
  - i. Check wiper blades for wear.

10. Check Smoke and Carbon Monoxide detectors during annual inspections.
11. Inventory of supplies and small parts.
12. Unit inspections – schedule so as to complete 100% each year.
  - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
  - It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
13. Lease enforcement: pools, trampolines and swing-sets (according to policy)
  - a. Furniture, trash and debris free from exterior.



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## July Preventative Maintenance Task

1. Clean dryer vents, exhaust vents and roof vent motors.
2. Inspect gutters, downspouts and splash blocks – repair as needed.
3. Inspect common area windows (glass, seals, balances and locks).
4. Inspect and repair site fencing
5. Clean/disinfect dumpsters and compactor.
6. Vehicle Inspection:
  - a. Check all fluid levels: crank case, transmission, etc.
  - b. Check antifreeze, radiator rust inhibitor, and thermostat.
  - c. Check windshield washer fluid.
  - d. Check belts and hoses.
  - e. Check plugs, wiring, battery, clean and grease terminals.
  - f. Clean out air cleaner.
  - g. Check wheel alignment and tire balance (signs of uneven wear).
  - h. Check heater and defroster.
  - i. Check wiper blades for wear.
  - j. Change engine oil in all (3<sup>rd</sup> quarter)
7. Inventory of supplies and small parts.
8. Check Smoke and Carbon Monoxide detectors during annual inspections.
9. Unit inspections – schedule so as to complete 100% each year.
  - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.



- It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.

10. Lease enforcement: Pet policy (according to pet policy)



# QUINCY HOUSING AUTHORITY

80 CLAY STREET  
QUINCY, MASSACHUSETTS 02170-2799

James N. Marathas  
Executive Director  
Telephone: (617) 847-4350  
Fax: (617) 770-2876

## August Preventative Maintenance Task

1. Make-up Air Units Preventative Maintenance.
2. Strip, wax and buff VAT and linoleum flooring.
3. Clean/disinfect dumpsters compactor.
4. Vehicle Inspection:
  - a. Check all fluid levels: crank case, transmission, etc.
  - b. Check antifreeze, radiator rust inhibitor, and thermostat.
  - c. Check windshield washer fluid.
  - d. Check belts and hoses.
  - e. Check plugs, wiring, battery, clean and grease terminals.
  - f. Clean out air cleaner.
  - g. Check wheel alignment and tire balance (signs of uneven wear).
  - h. Check heater and defroster.
  - i. Check wiper blades for wear.
5. Inventory of supplies and small parts.
6. Check Smoke and Carbon Monoxide detectors during annual inspections.
7. Lease enforcement: Common hallways and stairs free from all obstructions. (PHN 2012-12)
  - According to the State Sanitary code 105 CMR 410.451 - No person shall obstruct any exit or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling unit or rooming unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.
8. Unit inspections – schedule so as to complete 100% each year.
  - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.

- It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.



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## September Preventative Maintenance Task

1. Check electrical panels in boiler rooms and all common areas.
2. Domestic hot water systems PM.
3. Clean storage rooms and maintenance areas.
4. Touch up all common area paint.
5. Clean heater vents in all common areas.
6. Clean/disinfect dumpsters and compactor.
7. Vehicle Inspection:
  - a. Check all fluid levels: crank case, transmission, etc.
  - b. Check antifreeze, radiator rust inhibitor, and thermostat.
  - c. Check windshield washer fluid.
  - d. Check belts and hoses.
  - e. Check plugs, wiring, battery, clean and grease terminals.
  - f. Clean out air cleaner.
  - g. Check wheel alignment and tire balance (signs of uneven wear).
  - h. Check heater and defroster.
  - i. Check wiper blades for wear.
8. Inventory of supplies and small parts.
9. Check Smoke and Carbon Monoxide detectors during annual inspections.
10. Unit inspections – schedule so as to complete 100% each year.
  - It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.

- It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.

11. Lease enforcement: Removal of all AC's (according to policy)



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## October Preventative Maintenance Task

1. October 7<sup>th</sup> through the 13<sup>th</sup> – Fire Prevention Month: Perform PM and check all fire systems, sprinklers, fire pumps, fire extinguishers, common area egress, etc.
2. Annual sewer station PM.
3. Boiler tune-up. (Heating season is September 15<sup>th</sup> through June 15<sup>th</sup>)
4. Change A/C, heat and air handler filters.
5. Clean/disinfect dumpsters and compactor.
6. Annual cleaning of all gutters.
7. Leaf removal.
8. Prune and trim all shrubs and bushes. (maintain 2ft clearance from all structures)
9. Fertilize lawns.
10. Buy and stock ice melt for winter.
11. Clean dryer vents, exhaust vents and roof vent motors.
12. Service snow blowers.
13. Cleaning of parking areas, roadways, driveways, walkways and storm drains.
14. Clean, service and store lawn equipment.
15. Vehicle Inspection:
  - a. Check all fluid levels: crank case, transmission, etc.
  - b. Check antifreeze, radiator rust inhibitor, and thermostat.
  - c. Check windshield washer fluid.
  - d. Check belts and hoses.
  - e. Check plugs, wiring, battery, clean and grease terminals.

- f. Clean out air cleaner.
  - g. Check wheel alignment and tire balance (signs of uneven wear).
  - h. Check heater and defroster.
  - i. Check wiper blades for wear.
  - j. Change engine oil in all vehicles. (4<sup>th</sup> quarter)
16. Inventory of supplies and small parts.
17. Check Smoke and Carbon Monoxide detectors during annual inspections.
18. Unit inspections – schedule so as to complete 100% each year.
- It is recommended that inspections be completed by an administrative staff member or the Executive Director and a maintenance staff employee. This will ensure that the executive director and administrative staff become aware of the property conditions and any lease enforcement issues.
  - It is recommended that you inspect a manageable number of units each month which allows for all maintenance deficiencies to be completed within the DHCD Property Maintenance Guidelines 14-day period.
19. Lease enforcement: Decorations (Halloween) cords running through doors and windows.
- a. Inspect all basements for proper clearance from heating systems (5ft).
  - b. Fire prevention notices to tenants.



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## November Preventative Maintenance Task

1. First Saturday in November reset light timers and clocks back 1 hour for daylight saving time.
2. Monitor and issue on-going snow removal work orders.
3. Inspect trees and trim as needed (maintain 10ft clearance from all structures).
4. Monitor and issue on-going snow removal work orders.
5. Clean common area carpets and flooring.
6. Clean/disinfect compactor and trash chutes.
7. Vehicle Inspection:
  - a. Check all fluid levels: crank case, transmission, etc.
  - b. Check antifreeze, radiator rust inhibitor, and thermostat.
  - c. Check windshield washer fluid.
  - d. Check belts and hoses.
  - e. Check plugs, wiring, battery, clean and grease terminals.
  - f. Clean out air cleaner.
  - g. Check wheel alignment and tire balance (signs of uneven wear).
  - h. Check heater and defroster.
  - i. Check wiper blades for wear.
  - j. Check underbody for corrosion and hose off.
8. Inventory of supplies and small parts.
9. Lease enforcement: Blocked egresses.
10. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
  - Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.





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## December Preventative Maintenance Task

1. Monitor and issue on-going snow removal work orders.
2. Check and replace flags as needed.
3. Clean/disinfect compactor and trash chutes.
4. Vehicle Inspection:
  - a. Check all fluid levels: crank case, transmission, etc.
  - b. Check antifreeze, radiator rust inhibitor, and thermostat.
  - c. Check windshield washer fluid.
  - d. Check belts and hoses.
  - e. Check plugs, wiring, battery, clean and grease terminals.
  - f. Clean out air cleaner.
  - g. Check wheel alignment and tire balance (signs of uneven wear).
  - h. Check heater and defroster.
  - i. Check wiper blades for wear.
  - j. Check underbody for corrosion and hose off.
5. Inventory of supplies and small parts.
6. Lease enforcement: Decorations (Christmas) Cords running through doors and windows.
7. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.  
Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

## Deferred Maintenance Plan

[illegible]

**Operating Budget**

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 06/30/2024. 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.

Refer also to the Performance Management Review (PMR) section of this Annual Report for the LHA's response to a "Corrective Action" finding for the "Adjusted Net Income" rating.

**Operating Reserve**

The LHA's operating reserve is the amount of funds that an LHA sets aside to sustain itself during lean years, or to remedy urgent health and safety concern or address deferred maintenance items. In addition, while DHCD approves a fixed non-utility operating budget level for every LHA (called the Allowable Non-Utility Expense Level, or ANUEL), LHAs can propose a budget that exceeds that level, with the additional cost to be funded from the Operating Reserve, as long as the reserve will still remain above the minimum threshold set by DHCD.

DHCD defines a full (100%) Operating Reserve (OR) amount to be equal to one-half of the previous year's operating expenses and requires LHAs to maintain a minimum OR of 35% of this amount to cover any unplanned but urgent needs that may arise during the year and that can't be funded by the operating budget. If the reserve is between 20% and 35% of the full level, the LHA must obtain prior written approval from DHCD to spend reserve funds, unless the expense is to resolve a health and safety issue. If the reserve is below the 20% level, the LHA can only spend OR funds on health and safety issues. In both cases, the LHA should address the health and safety issue immediately but must retroactively inform DHCD and obtain its approval.

The Quincy Housing Authority operating reserve at the end of fiscal year 2024 was \$2,995,213.00, which is 81.6% 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 Quincy 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	\$5,262,552.00	\$5,273,935.00	\$0.00	0%	\$0.00
3111	Shelter Rent - Tenants - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
3115	Shelter Rent -Federal Section 8\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	\$87.00	\$0.00	0%	\$0.00
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$25,800.00	\$51,718.00	\$0.00	0%	\$0.00
3691	Other Revenue - Retained	\$58,200.00	\$172,183.00	\$0.00	0%	\$0.00
3692	Other Revenue - Operating Reserves	\$0.00	\$0.00	\$0.00	0%	\$0.00
3693	Other Revenue - Energy Net Meter	\$0.00	\$0.00	\$0.00	0%	\$0.00
3801	Operating Subsidy - EOHLC (4001)	\$2,710,341.00	\$2,256,233.00	\$0.00	0%	\$0.00
3802	Operating Subsidy - MRVP Landlords	\$0.00	\$0.00	\$0.00	0%	\$0.00
3803	Restricted Grants Received	\$0.00	\$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	\$8,056,893.00	\$7,754,156.00	\$0.00	0%	\$0.00

**Annual Plan 2026**  
**Annual Operating Budget**

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Quincy 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	\$586,492.00	\$582,976.00	\$0.00	0%	\$0.00
4120	Compensated Absences	\$0.00	\$10,504.00	\$0.00	0%	\$0.00
4130	Legal	\$11,600.00	\$0.00	\$0.00	0%	\$0.00
4140	Members Compensation	\$39,600.00	\$33,000.00	\$0.00	0%	\$0.00
4150	Travel & Related Expenses	\$0.00	\$0.00	\$0.00	0%	\$0.00
4170	Accounting Services	\$15,375.00	\$11,717.00	\$0.00	0%	\$0.00
4171	Audit Costs	\$16,720.00	\$16,546.00	\$0.00	0%	\$0.00
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$1,143,670.0	\$1,126,487.0	\$0.00	0%	\$0.00
4191	Tenant Organization	\$7,000.00	\$4,698.00	\$0.00	0%	\$0.00
4100	TOTAL ADMINISTRATION	\$1,820,457.0	\$1,785,928.0	\$0.00	0%	\$0.00
4310	Water	\$1,137,648.0	\$976,037.00	\$0.00	0%	\$0.00
4320	Electricity	\$962,396.00	\$718,228.00	\$0.00	0%	\$0.00
4330	Gas	\$178,134.00	\$160,624.00	\$0.00	0%	\$0.00
4340	Fuel	\$0.00	\$0.00	\$0.00	0%	\$0.00
4360	Net Meter Utility Debit/Energy Conservation	\$0.00	\$154,060.00	\$0.00	0%	\$0.00
4390	Other	\$0.00	\$0.00	\$0.00	0%	\$0.00
4391	Solar Operator Costs	\$600,000.00	\$511,328.00	\$0.00	0%	\$0.00
4392	Net Meter Utility Credit (Negative Amount)	\$-600,000.00	\$-658,151.00	\$0.00	0%	\$0.00
4300	TOTAL UTILITIES	\$2,278,178.0	\$1,862,126.0	\$0.00	0%	\$0.00

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Quincy 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	\$337,963.00	\$409,395.00	\$0.00	0%	\$0.00
4420	Materials & Supplies	\$390,000.00	\$403,763.00	\$0.00	0%	\$0.00
4430	Contract Costs	\$2,062,620.00	\$1,921,866.00	\$0.00	0%	\$0.00
4400	TOTAL MAINTENANCE	\$2,790,583.00	\$2,735,024.00	\$0.00	0%	\$0.00
4510	Insurance	\$334,265.00	\$306,808.00	\$0.00	0%	\$0.00
4520	Payment in Lieu of Taxes	\$18,576.00	\$18,517.00	\$0.00	0%	\$0.00
4540	Employee Benefits	\$481,782.00	\$553,942.00	\$0.00	0%	\$0.00
4541	Employee Benefits - GASB 45	\$0.00	\$211,317.00	\$0.00	0%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$0.00	\$0.00	0%	\$0.00
4570	Collection Loss	\$120,000.00	\$68,038.00	\$0.00	0%	\$0.00
4571	Collection Loss - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
4580	Interest Expense	\$0.00	\$4,900.00	\$0.00	0%	\$0.00
4590	Other General Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4500	TOTAL GENERAL EXPENSES	\$954,623.00	\$1,163,522.00	\$0.00	0%	\$0.00
4610	Extraordinary Maintenance	\$93,000.00	\$4,820.00	\$0.00	0%	\$0.00
4611	Equipment Purchases - Non Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
4612	Restricted Reserve Expenditures	\$0.00	\$0.00	\$0.00	0%	\$0.00
4715	Housing Assistance Payments	\$0.00	\$0.00	\$0.00	0%	\$0.00
4801	Depreciation Expense	\$0.00	\$3,023,032.00	\$0.00	0%	\$0.00
4600	TOTAL OTHER EXPENSES	\$93,000.00	\$3,027,852.00	\$0.00	0%	\$0.00
4000	TOTAL EXPENSES	\$7,936,841.00	\$10,574,452.00	\$0.00	0%	\$0.00

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Quincy 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	\$8,056,893.00	\$7,754,156.00	\$0.00	0%	\$0.00
4000	TOTAL EXPENSES	\$7,936,841.00	\$10,574,452.00	\$0.00	0%	\$0.00
2700	NET INCOME (DEFICIT)	\$120,052.00	\$-2,820,296.00	\$0.00	0%	\$0.00
7520	Replacements of Equip. - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7540	Betterments & Additions - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7500	TOTAL NONOPERATING EXPENDITURES	\$0.00	\$0.00	\$0.00	0%	\$0.00
7600	EXCESS REVENUE OVER EXPENSES	\$120,052.00	\$-2,820,296.00	\$0.00	0%	\$0.00



## Explanation of Budget Accounts

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4520: Payments in Lieu of Taxes:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The Performance Management Review conducted by the Department of Housing and Community Development (DHCD) for the 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 Quincy 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: This is consistent with the lack of quarterly filings.

The Quincy Housing Authority failed to report on TAR with respect to repayment agreements in place and distinguish between rents owed and other uncollected receivables.

Response: The QHA has established an internal process to track amounts held in agreement for tenant rents and other balances. This process will improve communication between repayment agreement execution and financial reporting. These agreements will be tracked in the agency's housing management software.

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

Rating: Operational Guidance

Reason: The Quincy Housing Authority failed to submit all certifications quarterly.

Response: The QHA has adopted an internal schedule to ensure more timely submissions of financial reports. The agency underwent a major reorganization within the finance department and has since hired an entirely new finance department.

Criterion: Completion of mandatory online board member training

Rating: Operational Guidance

Reason: The Quincy Housing Authority was identified as having one or more board members, who did not complete the mandatory online board member training. This was the result of scheduling and limited technology proficiency among one board member.

Response: The Quincy Housing Authority has assisted all commissioners to complete the mandatory training.



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: Corrective Action

Reason: This is consistent with the lack of quarterly filings.

Response: The authority has adopted an internal schedule to ensure more timely submissions of financial reports.

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

Rating:

**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: Corrective Action

Reason: The Quincy Housing Authority had two applications that were not appropriately time stamped and/or located.

Response: The QHA adopted an internal procedure to ensure that all applications are time stamped and retained according to State file retention policies.

Criterion: Vacancies are recorded correctly and occupied using CHAMP

Rating: Operational Guidance

Reason: The Quincy Housing Authority had two vacancies which were not accurately reported because of data entry errors.

Response: The QHA will be more cognizant of data entry ensuring that information entered is entered more carefully to reduce errors.

**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> <li>Corrective Action: LHAs have not completed any trainings</li> </ul>
Annual Plan (AP) Submitted	<p>Housing authorities are required to submit an annual plan every year.</p> <ul style="list-style-type: none"> <li>• “No Findings” =Submitted on time</li> <li>• “Operational Guidance” =Up to 45 days late</li> <li>• “Corrective Action” =More than 45 days late</li> </ul>

CRITERION	DESCRIPTION
<b>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 Quincy Housing Authority:

<b>Policy</b>	<b>Last Ratified by Board Vote</b>	<b>Notes</b>
*Rent Collection Policy	06/20/2018	
*Personnel Policy	07/18/2018	
*Capitalization Policy	10/19/2016	
*Procurement Policy	06/20/2018	
*Grievance Policy	10/05/2020	
Community Room Use	11/01/2000	
Language Access Plan	06/15/2022	
Maintenance and Other Charges	08/12/2020	
Parking	05/03/2017	
Pet Policy	03/28/2018	
Smoking Policy	07/08/2015	
Fair Housing Marketing Plan	06/15/2022	
Reasonable Accommodations Policy	06/15/2022	

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

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

**Waivers**

AP-2026-Quincy Housing Authority-01241 has no current waivers from the regulations of the Department of Housing and Community Development (DHCD).

## **Attachments**

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

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

- QHA 2026 AP LTO Review Mtg Certification
- QHA 2026 AP LTO Review Mtg Certification 2
- QHA 2026 AP LTO ESRC Mtg Certification
- QHA 2026 AP LTO Review Mtg Comments
- QHA 2026 AP Public Hearing Comments
- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey 200 and 705 Program
- Tenant Satisfaction Survey 667 Program
- Performance Management Review
- QHA 2026 AP Board Meeting Vote Extracts

# QUINCY HOUSING AUTHORITY TENANT ASSOCIATIONS 2026 DRAFT ANNUAL PLAN REVIEW & INPUT MEETING

April 22, 2025

Rick Brouillard  
Director of Modernization  
Quincy Housing Authority  
80 Clay Street, Quincy MA 02170

To: Rick Brouillard or Whomever it may concern:

This letter shall serve to certify that a meeting was held March 7, 2025, at 80 Clay Street, Quincy MA 02170.

The purpose of this meeting was to review the 2026 Annual Plan and provide input from the Local Tenants Organizations (LTO) as well as tenants.

The meeting was chaired by Rick Brouillard, Modernization Director.

Present at this meeting were the following people:

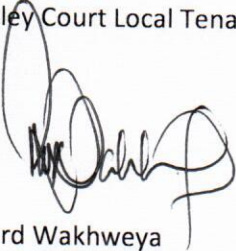
1. Deborah Gibson, President, Crowley Court Local Tenants Association
2. Rose Cameron, member, Crowley Court Local Tenants Association
3. Richard Wakhweya, Executive Board Member - Resident Agent, Harborview Residents Committee, Inc. - HRCI
4. Russell Sharp, Assistant Director of Modernization, Quincy Housing Authority
5. Lisa Dunn, Modernization Coordinator
6. Eileen Dever, Property Manager, Tobin Towers & Snug Harbor
7. Lyssa Lucien, Property Manager, Sawyer Towers
8. Lori Schilling, Property Manager, Harborview & Snug Harbor

Notes to include tenant concerns were recorded.

Respectfully submitted,



Deborah Gibson  
President  
Crowley Court Local Tenants Association



Richard Wakhweya  
Executive Board Member - Resident Agent  
Harborview Residents Committee, Inc. - HRCI

## QUINCY HOUSING AUTHORITY TENANT ASSOCIATIONS 2026 DRAFT ANNUAL PLAN REVIEW & INPUT MEETING

April 22, 2025

Rick Brouillard  
Director of Modernization  
Quincy Housing Authority  
80 Clay Street, Quincy MA 02170

To: Rick Brouillard or Whomever it may concern:

This letter shall serve to certify that a meeting was held March 7, 2025, at 80 Clay Street, Quincy MA 02170.

The purpose of this meeting was to review the 2026 Annual Plan and provide input from the Local Tenants Organizations (LTO) as well as tenants.

The meeting was chaired by Rick Brouillard, Modernization Director.

Present at this meeting were the following people:

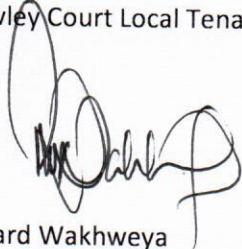
1. Deborah Gibson, President, Crowley Court Local Tenants Association
2. Rose Cameron, member, Crowley Court Local Tenants Association
3. Richard Wakhweya, Executive Board Member - Resident Agent, Harborview Residents Committee, Inc. - HRCI
4. Russell Sharp, Assistant Director of Modernization, Quincy Housing Authority
5. Lisa Dunn, Modernization Coordinator
6. Eileen Dever, Property Manager, Tobin Towers & Snug Harbor
7. Lyssa Lucien, Property Manager, Sawyer Towers
8. Lori Schilling, Property Manager, Harborview & Snug Harbor

Notes to include tenant concerns were recorded.

Respectfully submitted,



Deborah Gibson  
President  
Crowley Court Local Tenants Association



Richard Wakhweya  
Executive Board Member - Resident Agent  
Harborview Residents Committee, Inc. - HRCI



## QUINCY HOUSING AUTHORITY TENANT ASSOCIATIONS 2026 DRAFT ANNUAL PLAN REVIEW & INPUT MEETING

April 22, 2025

Rick Brouillard  
Director of Modernization  
Quincy Housing Authority  
80 Clay Street, Quincy MA 02170

To: Rick Brouillard or Whomever it may concern:

This letter serves to certify that a meeting was held March 11, 2025, at 80 Clay Street, Quincy MA 02170.

The purpose of this meeting was to review the 2026 Annual Plan and provide input from the Local Tenants Organizations (LTO) as well as tenants.

The meeting was chaired by Rick Brouillard, Modernization Director.

Present at this meeting were the following people:

1. Brett Perkins, President, Elderly Service Residents Council

Notes to include tenant concerns were recorded. They consisted of the following:

1. The Tenant organization looks forward to the construction of its new storage room and has been waiting patiently for this to happen.
2. Tenants inquired about the Sliding glass doors and windows being replaced. Action: this is an Active project that is in the initial stages of planning.

Respectfully submitted,



Brett Perkins  
President  
Elderly Service Residents Council



# QUINCY HOUSING AUTHORITY

80 CLAY STREET  
QUINCY, MASSACHUSETTS 02170-2799

James N. Marathas  
Executive Director  
Telephone: (617) 847-4350  
Fax: (617) 770-2876

## Quincy Housing Authority 2026 Annual Plan Local Tenant Organization Record of Substantive Comments

The LTO Annual Plan Review & Input meeting took place on March 7, 2025 at 10 AM.

There were three members of the Tenant Organizations and six Quincy Housing Authority staff present.

1. It was commented that the design of the picnic tables provided at various developments needs to accommodate handicapped/disabled residents. A suggestion that the benches be the slide in type and do not have a cross piece that requires the resident to lift their leg up over 18 inches to get seated on the bench.  
Action: This will be discussed with the Director and may be worked into the Capital Plan as a Revision to the Capital Plan after its approval by EOHLC.
2. The residents of Snug Harbor, 200-1, mentioned that Security Cameras are needed to deter and help mitigate vandalism and theft throughout the development.  
Action: QHA is in process of strengthening its Security Surveillance systems and will be pursuing a maintenance contract for its security systems. QHA will review the Capital Plan to evaluate the feasibility of adding a Capital project or projects for System installation.
3. The LTO representative for Snug Harbor, 200-1, said that Building unit number signage is needed at the building rear. Also, that signage is needed on the Fire Doors that indicated that the doors need to be keep closed and not propped open.  
Action: QHA has a active project for the replacement of the Fire Doors which includes door closers in it and will review the signage scope with the Director to discuss options for implementing this.
4. The LTO representative for Snug Harbor, 200-1, said that Paving throughout Snug Harbor is needed.  
Action: QHA will be working with EOHLC on a plan to get this condition addressed.
5. The Crowley Court, 667-1, Tenant representative said that the metal Trellises in frontof the buildings need painting.  
Action: QHA will evaluate whether to do this as a Maintenance project or factor it into the Capital plan.



EQUAL HOUSING OPPORTUNITY  
*"Where our tenants come first"*

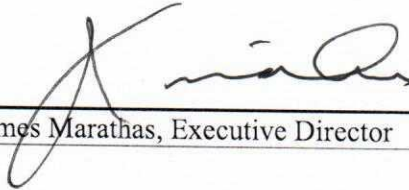


6. The Crowley Court, 667-1, Tenant representative said that the Laundry Facility needs a Modernization.  
Action: QHA will factor this into the Capital plan as a project. It will be introduced as a Revision to the Capital Plan after its Approval by EOHLC.

7. The Sawyer Towers, 667-3, Tenant representative said that a Bench or seating system is needed in the front entry vestibule .  
Action: QHA will look into options for getting this done. This is likely to be an Extraordinary Maintenance project or an Operating expense purchase vs a Capital Project.

8. The Crowley Court, 667-1, Tenant representative said that there are two units that have no parking area that is close by which creates a problem for the elderly Crowley Court residents because all of the Family residents take up the street side parking and the Elderly have to walk long distances.  
Action: QHA will look into options for designating two spots for Crowley residents. The Director of Modernization will speak with the residents more about layout and options.

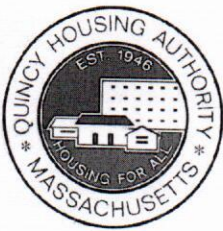
Note: The Authority will take this information into consideration when finalizing the Capital Plan. Given the Authority's existing priorities and limited Capital resources from the state, it is likely that any Capital Project related items, may be introduced as a Revision to the Capital Plan after its Approval by EOHLC.

  
James Marathas, Executive Director

4/28/25

Date





# QUINCY HOUSING AUTHORITY

80 CLAY STREET  
QUINCY, MASSACHUSETTS 02170-2799

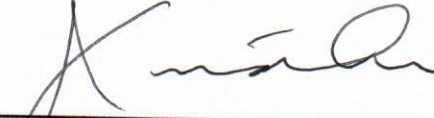
James N. Marathas  
Executive Director  
Telephone: (617) 847-4350  
Fax: (617) 770-2876

## Quincy Housing Authority 2026 Annual Plan Public Hearing Record of Substantive Comments from the Public

There were two members of the General Public present, and approximately 10 residents.

1. The members of the public had questions regarding the content of the Annual plan which were answered but no substantive comments that would require modification of the plan.
2. The residents, several of which were members of the Tenant Associations, had several concerns. The residents brought up the fact that there is a theft problem that happens at most developments and that Security cameras need to be added and/or adjusted to cover more of the areas where theft incidents are happening.  
Action: QHA is in process of strengthening its Security Surveillance systems and will be pursuing a maintenance contract for its security systems. QHA will look to add a Capital project for the upgrade of the system.
3. Residents of Sawyer Towers are concerned about the Elevators. Currently the Elevators are the subject of an active Modernization project, however, approximately 4 weeks ago, the State shut down one of the elevator cars which had previously been tested successfully, citing that a "Running Placard" had not had its Removal Test performed. QHA has been working diligently with its Elevator Service Company and the Modernization Contractor to get this elevator back online. We were just notified today (4/23/25) that the State has scheduled an emergency Placard Removal test. After investigation by our elevator service company, it appears as though this situation was caused by a clerical error on the part of the State.
4. A paralegal representative from the Housing Unit of Greater Boston Legal Services inquired if there was any mention in the Annual Plan about Quincy Housing Authority's plans to Federalize some of its state-aided public housing. The Director of Modernization commented that mention would be made in the Annual Plan.

Note: The Authority will take this information into consideration when finalizing the Capital Plan. Given the Authority's existing priorities and limited Capital resources from the state, it is likely that any Capital Project related items, may be introduced as a Revision to the Capital Plan after its Approval by EOHLC.

  
James Marathas, Executive Director

4/26/25

Date



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*"Where our tenants come first"*

## **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.



Resident Survey  
**QUINCY HOUSING AUTHORITY**  
Chapter 200 & Chapter 705 Housing  
Fall 2020

**NOTE**

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

In the fall of 2020, surveys were sent to **260** housing units (Chapter 200 & Chapter 705) in the Quincy Housing Authority. **49** surveys were completed. The percentages presented here are based on that number.

**1. How many years have you lived in your current apartment?**

- 8%** Less than 2 years
- 29%** 2 to 5 years
- 20%** 6 to 10 years
- 43%** More than 10 years

**Maintenance & Repair**

- 8. In the last 12 months, how often were you treated with courtesy and respect by the maintenance staff of your development?**
- 4%** Never
  - 33%** Sometimes
  - 28%** Usually
  - 35%** Always
- 9. Does the Housing Authority let you know before they enter your apartment?**
- 78%** Yes
  - 18%** No
  - 4%** Don't Know
- 10. "Building maintenance" includes things such as clean halls and stairways and having lights and elevators that work. In the last 12 months, how would you rate the overall building maintenance?**
- 19%** Poor
  - 18%** Fair
  - 37%** Good
  - 22%** Very Good
  - 4%** Excellent
- 11. In the last 12 months, how would you rate how well the outdoor space is maintained at your development (such as litter removal and clear walkways)?**
- 29%** Poor
  - 10%** Fair
  - 40%** Good
  - 15%** Very Good
  - 6%** Excellent
- 12. In the last 12 months, how many times did you completely lose heat in your apartment?**
- 82%** Never → **If Never, go to #14**
  - 8%** Once
  - 8%** 2 or 3 times
  - 2%** 4 times or more

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

**67%** Less than 24 hours

**22%** 24 to 48 hours

**11%** More than 48 hours

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

	Yes
a. Apartment was too hot	<b>6%</b>
b. Apartment was too cold	<b>27%</b>
c. Took too long for apartment to heat up	<b>27%</b>
d. Apartment felt too drafty	<b>37%</b>

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

**86%** Never → **If Never, go to #17**

**8%** Once

**4%** 2 or 3 times

**2%** 4 times or more

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

**29%** Less than 24 hours

**57%** 24 to 48 hours

**14%** More than 48 hours

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

	Yes
a. Clogged drains (sink, toilet, shower)	<b>41%</b>
b. Leaking pipes or faucets	<b>27%</b>
c. Complete loss of water	<b>12%</b>
d. Water temperature problems (too hot, too cold, unreliable)	<b>10%</b>
e. Water stains on the ceiling	<b>29%</b>
f. Sewer backed-up into your apartment	<b>4%</b>

### Communication

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

**6%** Yes

**49%** No

**45%** Don't remember

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

**11%** Never

**30%** Sometimes

**30%** Usually

**29%** Always

### Safety

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

**30%** Very safe → **If Very safe, go to #22**

**43%** Mostly safe

**21%** Somewhat safe

**6%** Not at all safe

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

### Building/Indoor Concerns

**3%** Not enough lighting in the hallways

**24%** Windows are not secure

**30%** Security of entry doors

**18%** Other tenants give door access code to non-residents

### Outdoor Concerns

**42%** Not enough outdoor lights

**27%** Illegal activity in the development

**49%** Strangers hanging around who should not be there

**21%** Sidewalks are difficult to walk on

### Other Concerns

**18%** The neighborhood/area the development is in

**27%** Another reason

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

**23%** Very satisfied

**62%** Mostly satisfied

**4%** Mostly dissatisfied

**11%** Very dissatisfied



Resident Survey  
**QUINCY HOUSING AUTHORITY**  
Chapter 667 Housing  
Fall 2021

**NOTE**

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

In the fall of 2021, surveys were sent to **200** housing units (Chapter 667) in the Quincy Housing Authority. **59** surveys were completed. The percentages presented here are based on that number.

**1.** How many years have you lived in your current apartment?

- 16%** Less than 2 years
- 16%** 2 to 5 years
- 26%** 6 to 10 years
- 42%** More than 10 years

**Maintenance & Repair**

**8.** In the last 12 months, how often were you treated with courtesy and respect by the maintenance staff of your development??

- 2%** Never
- 12%** Sometimes
- 22%** Usually
- 64%** Always

**9.** Does the Housing Authority let you know before they enter your apartment?

- 86%** Yes
- 9%** No
- 5%** Don't Know

**10.** "Building maintenance" includes things such as clean halls and stairways and having lights and elevators that work. In the last 12 months, how would you rate the overall building maintenance?

- 13%** Poor
- 7%** Fair
- 24%** Good
- 24%** Very Good
- 32%** Excellent

**11.** In the last 12 months, how would you rate how well the outdoor space is maintained at your development (such as litter removal and clear walkways)?

- 10%** Poor
- 4%** Fair
- 24%** Good
- 25%** Very Good
- 37%** Excellent

**12.** In the last 12 months, how many times did you completely lose heat in your apartment?

- 87%** Never → **If Never, go to #14**
- 11%** Once
- 2%** 2 or 3 times
- 0%** 4 times or more



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

- 86%** Less than 24 hours  
**14%** 24 to 48 hours  
**0%** More than 48 hours

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

	Yes
a. Apartment was too hot	<b>3%</b>
b. Apartment was too cold	<b>2%</b>
c. Took too long for apartment to heat up	<b>3%</b>
d. Apartment felt too drafty	<b>12%</b>

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

- 66%** Never → **If Never, go to #17**  
**22%** Once  
**12%** 2 or 3 times  
**0%** 4 times or more

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

- 85%** Less than 24 hours  
**10%** 24 to 48 hours  
**5%** More than 48 hours

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

	Yes
a. Clogged drains (sink, toilet, shower)	<b>39%</b>
b. Leaking pipes or faucets	<b>5%</b>
c. Complete loss of water	<b>15%</b>
d. Water temperature problems (too hot, too cold, unreliable)	<b>12%</b>
e. Water stains on the ceiling	<b>9%</b>
f. Sewer backed-up into your apartment	<b>3%</b>

### Communication

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

- 40%** Yes  
**25%** No  
**35%** Don't remember

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

- 12%** Never  
**10%** Sometimes  
**29%** Usually  
**49%** Always

### Safety

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

- 66%** Very safe → **If Very safe, go to #22**  
**21%** Mostly safe  
**6%** Somewhat safe  
**7%** Not at all safe

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

#### Building/Indoor Concerns

- 9%** Not enough lighting in the hallways  
**9%** Windows are not secure  
**45%** Security of entry doors  
**32%** Other tenants give door access code to non-residents

#### Outdoor Concerns

- 23%** Not enough outdoor lights  
**23%** Illegal activity in the development  
**41%** Strangers hanging around who should not be there  
**9%** Sidewalks are difficult to walk on

#### Other Concerns

- 9%** The neighborhood/area the development is in  
**20%** Another reason

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

- 51%** Very satisfied  
**32%** Mostly satisfied  
**8%** Mostly dissatisfied  
**9%** Very dissatisfied

# **QUINCY HOUSING AUTHORITY**

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

**Fiscal Year End 6/30/2024**

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

<b>Executive Office of Housing and Livable Communities (EOHLC)</b> <b>PMR Desk Audit Ratings Summary</b> <b>Official Published PMR Record</b> For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority	
Housing Authority	QUINCY HOUSING AUTHORITY
Fiscal Year Ending	Jun 2024
Housing Management Specialist	Carrie Sousa
Facilities Management Specialist	Robert Garrett

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



EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) Staff Certification & Training Rating	
LHA Name	QUINCY HOUSING AUTHORITY
FYE	Jun 2024
HMS Name	Carrie Sousa
FMS Name	Robert Garrett

Criteria	Rating
Staff Certification and Training	No Findings

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) CFA Submission	
LHA Name	QUINCY HOUSING AUTHORITY
FYE	Jun 2024
HMS Name	Carrie Sousa
FMS Name	Robert Garrett

CFA Submission

Rating: No Findings

Recommendations: 1. No Recommendations

# EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)

## PMR Desk Audit Recommendations Report

LHA Name	QUINCY HOUSING AUTHORITY
FYE	Jun 2024
HMS Name	Carrie Sousa
FMS Name	Robert Garrett

### 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: Corrective Action  
Rating 705: Corrective Action  
Rating 200: Corrective Action

1. Reporting was submitted 2 days late and data wasn't available for review. QHA had several financial department personnel changes during this fiscal year.

### Board Member Training

Rating: Operational Guidance

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.
4. Training needs to be completed upon appointment and then every two-years

### Certifications and Reporting Submissions

Rating: Operational Guidance

1. Submit all four quarters of Tenants Accounts Receivables (TAR) application within 60 days of quarter end.
2. Submit all four quarterly operating statements within 60 days of the quarter end.
3. Schedule board meetings well in advance. Consider scheduling a backup date to ensure you are able to have your board vote/approval in time to meet reporting deadlines.
4. Set a recurring appointment in your email calendar for help remembering reporting dates and deadlines.
5. Reporting was submitted 2 days late and data wasn't available for review. QHA had several financial department personnel changes during this fiscal year.

### Annual Plan Submission

Rating: No Findings

1. No Recommendations

### Adjusted Net Income/Revenue

Rating: Corrective Action

#### Revenue

1. No Recommendations

## Expense

### Salaries

1. No Recommendations

### Legal

1. No Recommendations

### Utilities

1. No Recommendations

### Maintenance

1. No Recommendations

### Other

1. Reporting was submitted 2 days late and data wasn't available for review. QHA had several financial department personnel changes during this fiscal year.

## Operating Reserve

Rating: Corrective Action

1. Reporting was submitted 2 days late and data wasn't available for review. QHA had several financial department personnel changes during this fiscal year.

## EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)

### CHAMP Close Out Report

LHA Name	QUINCY HOUSING AUTHORITY
FYE	Jun 2024
HMS Name	Carrie Sousa
FMS Name	Robert Garrett

#### CHAMP Criteria 1a

Rating: No Findings

Recommendations: 1. No Recommendations

#### CHAMP Criteria 1b

Rating: Corrective Action

Recommendations: 1. Prioritize the intake of CHAMP Paper Applications to ensure that all CHAMP Paper Applications are date and timestamped.  
2. Prioritize the data entry of CHAMP Paper Applications to ensure that all CHAMP Paper Applications are entered into CHAMP accurately.  
3. Ensure applications are uploaded into CHAMP or kept on file. QHA informed us that paper applications from Holbrook were entered under the Quincy system and applications were damaged.

#### CHAMP Criteria 1c

Rating: No Findings

Recommendations: 1. QHAs performance was exceptional in this category.

#### 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.

#### CHAMP Criteria 2b

Rating: No Findings

Recommendations: 1. No Recommendations

#### CHAMP Criteria 3a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3c

Rating: No Findings

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	QUINCY HOUSING AUTHORITY
FYE	Jun 2024
HMS Name	Carrie Sousa
FMS Name	Robert Garrett

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 5: Vacancy Turnover Work Orders accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

**Health & Safety Deficiencies**

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




No. 25-22

EXTRACT

OF THE MINUTES of the Quincy Housing Authority Board Meeting duly held on April 16, 2025 whereby it was voted as follows:

Commissioner Baker made a motion, seconded by Commissioner DeCarli, to approve the Quincy Housing Authority Fiscal year 2026 Capital Improvement Plan and to authorize the Executive Director to submit it to EOHC for State approval. The motion passed unanimously.

A true copy,  
ATTEST:

  
\_\_\_\_\_  
James Marathas, Secretary


No. 25-23

EXTRACT

OF THE MINUTES of the Quincy Housing Authority Board Meeting duly held on April 16, 2025 whereby it was voted as follows:

Commissioner Baker made a motion, seconded by Commissioner DeCarli to approve the Quincy Housing Authority Fiscal year 2026 Annual Plan and to authorize the Executive Director to submit it to EOHCL for State approval. The motion passed unanimously.

A true copy,  
ATTEST:

  
\_\_\_\_\_  
James Marathas, Secretary