

Notice of Public Hearing

The Woburn Housing Authority invites all tenants and the general public to a review of the Authority's Proposed Annual Plan for Fiscal Year 2026

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

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

Hearing time and date: **2:00 PM on 03/27/2025**

Hearing location: Woburn Housing Authority
Annual Plan Hearing - Board Meeting
See Special Instructions Below:

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

- o Copies of the Annual Plan are available at the Authority's office or may be reviewed online at <https://tinyurl.com/LHA-MA-AnnualPlan>
- o Comments may be submitted orally at the hearing, by emailing the housing authority office, or by submitting written comments at the housing authority office. Comments must be received no later than the close of the public hearing.
- o For reasonable accommodation requests contact the housing authority office by 03/13/2025 at 4:30 PM.
- o Contact information for Woburn Housing Authority:
Office: 59 Campbell St., Woburn, MA 01801
Phone: (781) 935-0818
Email: dkeating@woburnhousing.org

Detailed Instructions for Remote Access

Woburn Housing Authority

Annual Plan Hearing - Board Meeting

March 27th, 2025 at 2:00 PM

59 Campbell Street - Woburn MA

In Our Community Room

To View Our Annual Plan

Please Click or Enter the link below

<https://tinyurl.com/LHA-MA-AnnualPlan>

Aviso de audiencia pública

El/La Woburn Housing Authority invita a todos los arrendatarios y al público en general a una revisión del Plan Anual Propuesto por la autoridad para el año fiscal 2026

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

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

Fecha y hora de la audiencia: **2:00 PM** del **03/27/2025**

Lugar de la audiencia: Woburn Housing Authority
Annual Plan Hearing - Board Meeting
See Special Instructions Below:

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

- o Puede obtener copias del Plan anual en la oficina de la autoridad o consultar el Plan por Internet en <https://tinyurl.com/LHA-MA-AnnualPlan>. El Plan está disponible únicamente en inglés.
- o Si desea hacer comentarios, puede hacerlo oralmente en la audiencia o enviar los comentarios por correo electrónico o postal a la oficina de la autoridad de vivienda. Los comentarios se deben recibir antes del cierre de la audiencia pública.
- o Si tiene una solicitud razonable en relación con una discapacidad, póngase en contacto con la oficina de la autoridad de vivienda antes del 03/13/2025 a las 4:30 PM.
- o Información de contacto de Woburn Housing Authority:
Oficina: 59 Campbell St., Woburn, MA 01801
Teléfono: (781) 935-0818
Correo electrónico: dkeating@woburnhousing.org

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សេចក្តីជូនដំណឹងអំពីសវនកម្មសាធារណៈ

**Woburn Housing Authority អញ្ជើញអ្នកជួល
និងសាធារណជនទូទៅទាំងអស់ឲ្យទៅពិនិត្យមើលឡើងវិញនូវផែនការ
ប្រចាំឆ្នាំដែលមានដាក់សុន្ទីរបស់អាជ្ញាធរសម្រាប់ឆ្នាំសារពើពន្ធ
2026**

ផែនការប្រចាំឆ្នាំមានគោលបំណងផ្តល់ការយល់ដឹងអំពីប្រតិបត្តិការ និងផែនការរបស់អាជ្ញាធរសម្រាប់ឆ្នាំសារពើពន្ធជាមុននេះ ព្រោះរាល់ដំណើរការទាំងឡាយសាធារណៈដែលជួយដោយរបបរបស់អាជ្ញាធរ។ ផែនការប្រចាំឆ្នាំដែលមានដាក់សុន្ទីរ មានជាតុដូចខាងក្រោម៖

1. ផែនការកែលម្អអនុបត្តិការដែលមានដាក់សុន្ទីរ (5 ឆ្នាំ)
2. ផែនការជួសជុល និងថែទាំដែលមានដាក់សុន្ទីរ
3. ថវិកាប្រតិបត្តិការបច្ចុប្បន្ន
4. ការផ្តល់យោបល់លទ្ធផលនៃការពិនិត្យមើលឡើងវិញនូវការគ្រប់គ្រងការបំពេញការងារ (PMR)
5. បញ្ជីគោលនយោបាយអាជ្ញាធរលំនៅដ្ឋាន
6. បញ្ជីការលះបង់សិទ្ធិប្រទេសបញ្ញត្តិគ្រប់គ្រងរបស់ក្រសួងអភិវឌ្ឍន៍សហគមន៍ និងលំនៅដ្ឋាន (DHCD)
7. ធាតុផ្សេងទៀត

កាលបរិច្ឆេទ និងម៉ោងសវនកម្ម៖ **2:00 PM នៅ 03/27/2025**

ទីកន្លែងសវនកម្ម៖ **Woburn Housing Authority
Annual Plan Hearing - Board Meeting
See Special Instructions Below:**

គេហជន

និងសាធារណជនទូទៅគួរមានអញ្ជើញឱ្យពិនិត្យមើលឡើងវិញនូវផែនការប្រចាំឆ្នាំមុនពេលបើកសវនាការហើយអាចបញ្ជូនមតិសាធារណៈដូចមានកត់សម្គាល់ខាងក្រោម។ អាជ្ញាធរគួរតែគ្រប់គ្រងរាល់នានារបស់អង្គការរបស់អ្នកជួលក្នុងមូលដ្ឋាន (LTO) ឬក្រុមប្រឹក្សាសហគមន៍គេហជន (RAB) អំពីតម្រូវការ និងអាទិភាពនានា ហើយបញ្ជូនតម្រូវការ និងអាទិភាពទាំងនោះមួយចំនួន ឬទាំងអស់ទៅក្នុងសេចក្តីព្យាងផែនការ បើអាជ្ញាធរយល់ថាសមស្របជាមួយការគ្រប់គ្រងដែលត្រូវគួរ។ មតិសំខាន់ៗនឹងគួរមានសង្ខេប និងបញ្ជូនទៅក្នុងផែនការប្រចាំឆ្នាំ នៅពេលវាគួរមានដាក់សុន្ទីរក្រសួងអភិវឌ្ឍន៍សហគមន៍ និងលំនៅដ្ឋាន (DHCD)។

- o សេចក្តីដឹងមុននៃផែនការប្រចាំឆ្នាំ មាននៅការិយាល័យរបស់អាជ្ញាធរ ឬអាចពិនិត្យមើលឡើងវិញលើបណ្តាញតាមរយៈ: <<https://tinyurl.com/LHA-MA-AnnualPlan>>។ មានជាភាសាអង់គ្លេសសេចក្តីណែនាំ។
- o មតិណាអាចគួរមានផ្តល់ដោយផ្ទាល់មាត់នៅក្នុងសវនាការ ដោយផ្សព្វផ្សាយលើទូរទស្សន៍ការិយាល័យអាជ្ញាធរលំនៅដ្ឋាន ឬដោយដាក់មតិជាលាយលក្ខណ៍អក្សរនៅការិយាល័យអាជ្ញាធរលំនៅដ្ឋាន។ មតិណាគួរតែផ្តល់ឱ្យមានមុនពេលបិទសវនាការសាធារណៈ។
- o សម្រាប់សំណើសុំការសុំនាក់សមរម្យ សូមទាក់ទងការិយាល័យអាជ្ញាធរលំនៅដ្ឋានក្រុមប្រឹក្សាសហគមន៍គេហជន 03/13/2025 នៅម៉ោង 4:30 PM។
- o ព័ត៌មានទំនាក់ទំនងសម្រាប់ Woburn Housing Authority៖
 - ការិយាល័យ៖ 59 Campbell St., Woburn, MA 01801
 - ទូរស័ព្ទ៖ (781) 935-0818
 - អ៊ីមែល៖ dkeating@woburnhousing.org

Detailed Instructions for Remote Access

Woburn Housing Authority
Annual Plan Hearing - Board Meeting
March 27th, 2025 at 2:00 PM
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Thông báo Điều trần Công khai

Woburn Housing Authority

xin mời tất cả những người thuê nhà và cộng đồng đến tham dự buổi đánh giá Kế hoạch Hàng năm Đề xuất cho Năm Tài chính của Cơ quan Quản lý 2026

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

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

Ngày và giờ điều trần: **2:00 PM** và **03/27/2025**

Địa điểm điều trần: Woburn Housing Authority
Annual Plan Hearing - Board Meeting
See Special Instructions Below:

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

- o Các bản sao của Kế hoạch Hàng năm sẵn có tại văn phòng Cơ quan Quản lý hoặc quý vị có thể xem trực tuyến tại <https://tinyurl.com/LHA-MA-AnnualPlan>. Các bản này chỉ có bằng Tiếng Anh.
- o Các ý kiến đóng góp có thể được nộp bằng lời tại buổi điều trần, gửi email cho văn phòng cơ quan quản lý gia cư, hoặc nộp ý kiến bằng văn bản tại văn phòng cơ quan quản lý gia cư. Các ý kiến đóng góp phải được nhận không muộn hơn giờ kết thúc phiên điều trần.
- o Để đưa ra các yêu cầu về biện pháp điều chỉnh đặc biệt hợp lý, hãy liên hệ với văn phòng cơ quan quản lý gia cư trước 03/13/2025 lúc 4:30 PM.
- o Thông tin liên hệ cho Woburn Housing Authority:
Văn phòng: 59 Campbell St., Woburn, MA 01801
Điện thoại: (781) 935-0818
Email: dkeating@woburnhousing.org

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开公众听证会的通知

Woburn Housing Authority 邀请所有租户和公众 对本管理局的 2026 财政年度建议的《年度计划》进行审查

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

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

听证会时间和日期: **2:00 PM 在 03/27/2025**

听证会地点: **Woburn Housing Authority**

Annual Plan Hearing - Board Meeting

See Special Instructions Below:

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

- 可以在管理局的办公室获得《年度计划》的副本，或者可以上网进入 <https://tinyurl.com/LHA-MA-AnnualPlan> 在线查看。那些副本或网上内容是用英语的。
- 各位要提出评论，可以在听证会上通过口头方式、或通过向住房管理局的办公室发送电子邮件、或在住房管理局的办公室当面提交书面评论。所有评论必须在公众听证会结束之前收到。
- 对于合理的需通融的要求，请在 03/13/2025 之前通过 4:30 PM 与住房管理局的办公室联系。
- Woburn Housing Authority 的联系方式：
办公室： 59 Campbell St., Woburn, MA 01801
电话： (781) 935-0818
电子邮件： dkeating@woburnhousing.org

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Aviso de Audiência Pública

O Woburn Housing Authority convida todos os locatários e o público em geral para uma revisão do plano anual proposto pela Autoridade para o ano fiscal 2026

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

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

Data e hora da audiência: **2:00 PM em 03/27/2025**

Local da audiência: Woburn Housing Authority
Annual Plan Hearing - Board Meeting
See Special Instructions Below:

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

- Cópias do Plano Anual estão disponíveis no escritório da Autoridade ou podem ser analisadas on-line em <https://tinyurl.com/LHA-MA-AnnualPlan>. Estas estão apenas no idioma inglês.
- Os comentários podem ser apresentados oralmente na audiência, por e-mail para o escritório da autoridade habitacional ou por escrito para o escritório da autoridade habitacional. Os comentários devem ser recebidos, no máximo, até o encerramento da audiência pública.
- Para solicitações razoáveis de acomodação, entre em contato com o escritório da autoridade habitacional em 03/13/2025 às 4:30 PM.
- Informações de contato para Woburn Housing Authority:
Escritório: 59 Campbell St., Woburn, MA 01801
Telefone: (781) 935-0818
E-mail: dkeating@woburnhousing.org

Detailed Instructions for Remote Access

Woburn Housing Authority
Annual Plan Hearing - Board Meeting
March 27th, 2025 at 2:00 PM
59 Campbell Street - Woburn MA
In Our Community Room
To View Our Annual Plan
Please Click or Enter the link below
<https://tinyurl.com/LHA-MA-AnnualPlan>

Уведомление о публичном слушании

Woburn Housing Authority приглашает всех жильцов и представителей общественности принять участие в рассмотрении предлагаемого Жилищным управлением Годового плана на фискальный год 2026

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

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

Время слушания: **2:00 PM** Дата слушания **03/27/2025**

Место проведения слушания: Woburn Housing Authority
Annual Plan Hearing - Board Meeting
See Special Instructions Below:

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

- o Копии Годового плана можно получить в офисе Жилищного управления или на сайте: <https://tinyurl.com/LHA-MA-AnnualPlan>. Документы доступны только на английском языке.
- o Замечания можно сделать устно в ходе слушания, а также отправить их по электронной почте в офис Жилищного управления или оставив их в письменном виде в офисе Жилищного управления. Замечания должны быть получены до закрытия публичного слушания.
- o Разумные запросы о размещении можно направить в офис Жилищного управления до 03/13/2025 4:30 PM.
- o Контактная информация Woburn Housing Authority:
Офис: 59 Campbell St., Woburn, MA 01801
Телефон: (781) 935-0818
Адрес эл. почты: dkeating@woburnhousing.org

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Avi Odisyon Piblik

The Woburn Housing Authority

ap envite tout lokatè ak piblik la an jeneral nan yon revizyon Plan Anyèl pou Ane Fiskal la ke Administrasyon an Pwopoze 2026

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

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

Dat ak lè odisyon: **2:00 PM** nan dat **03/27/2025**

Adrès odisyon an: Woburn Housing Authority
Annual Plan Hearing - Board Meeting
See Special Instructions Below:

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

- Kopi Plan Anyèl yo disponib nan biwo Administrasyon an oswa w ka revize anliy nan <https://tinyurl.com/LHA-MA-AnnualPlan>. Sa yo se nan lang Anglè sèlman.
- Yo gendwa soumèt kòmantè yo vèbalman nan odisyon an, pa imèl bay biwo administrasyon lojman an, oswa nan soumisyon kòmantè ekri w yo nan biwo administrasyon lojman an. Yo ta dwe voye kòmantè yo nan yon moman ki pa pi ta pase odisyon piblik la.
- Pou demand akomodasyon rezonab kontakte biwo administrasyon lojman an kote w ap 03/13/2025 a 4:30 PM.
- Enfòmasyon kontak pou Woburn Housing Authority:
Biwo: 59 Campbell St., Woburn, MA 01801
Telefòn: (781) 935-0818
Imèl: dkeating@woburnhousing.org

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Woburn Housing Authority

Proposed 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 Woburn 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. Cover sheet for tenant satisfaction surveys
 - b. Tenant Satisfaction Survey 200 and 705 Program
 - c. Tenant Satisfaction Survey 667 Program
 - d. Performance Management Review

State-Aided Public Housing Developments

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

| Dev No | Type | Development Name | Num Bldgs | Year Built | Dwelling Units |
|---------------|-------------|---------------------------------|------------------|-------------------|-----------------------|
| 667-03 | Elderly | CAMPBELL STREET 667-03 | 1 | 1972 | 100 |
| 200-01 | Family | CRESTON AVENUE 200-01 | 10 | 1949 | 68 |
| 200-03 | Family | LIBERTY AVE. 200-03 | 25 | 1953 | 48 |
| 667-04 | Elderly | LIBRARY PLACE 667-04 | 1 | 1981 | 45 |
| 667-02 | Elderly | NICHOLS STREET EXTENSION 667-02 | 10 | 1964 | 54 |
| 667-01 | Elderly | WARREN AVENUE 667-01 | 6 | 1963 | 40 |
| 200-02 | Family | WEBSTER AVENUE 200-02 | 9 | 1951 | 60 |
| Total | | | 62 | | 415 |

Federally Assisted Developments

Woburn Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 392 households.

LHA Central Office

Woburn Housing Authority
59 Campbell St., Woburn, MA, 01801
David Keating, Interim Executive Director
Phone: 781-935-0818
Email: tmaher@woburnhousing.org

LHA Board of Commissioners

| | <u>Role</u> | <u>Category</u> | <u>From</u> | <u>To</u> |
|--------------------|-------------|--------------------|-------------|------------|
| Susan Cahsell | Member | | 09/25/2024 | 03/21/2028 |
| Carol Donovan | Vice-Chair | State Appointee | 09/26/2023 | 01/08/2029 |
| Kathleen Gallagher | Treasurer | Federal Tenant Rep | 02/26/2002 | 02/26/2020 |
| Daniel Gately | Chair | | 07/20/2007 | 04/01/2024 |
| Thomas Quinn | Member | | 05/15/2023 | 03/31/2028 |

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. | 02/05/2025 |
| B. Advertise the public hearing in public postings. | 02/05/2025 |
| C. Notify all LTO's and RAB, if there is one, of the hearing and provide access to the Proposed Annual Plan. | N/A |
| D. Post draft AP for tenant and public viewing. | 02/05/2025 |
| E. Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.) | N/A |
| F. Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.) | |
| G. Executive Director presents the Annual Plan to the Board. | |
| H. Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.) | |

Overview and Certification

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

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

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

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

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

The CIP includes the following parts:

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

Capital Improvement Plan (CIP)

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

| Category of Funds | Allocation | Planned Spending | Description |
|--|-----------------|------------------|--|
| Balance of Formula Funding (FF) | \$3,005,317.71 | | Total of all FF awards minus prior FF spending |
| LHA Emergency Reserve | \$450,797.66 | | Amount to reserve for emergencies |
| Net FF Funds (First 3 Years of the CIP) | \$2,554,520.05 | \$2,154,101.62 | Funds to plan & amount actually planned in the first 3 years of the CIP |
| ADA Set-aside | \$17,525.11 | \$17,525.11 | Accessibility projects |
| DMH Set-aside | \$0.00 | \$0.00 | Dept. of Mental Health facility |
| DDS Set-aside | \$0.00 | \$0.00 | Dept. of Developmental Services facility |
| Unrestricted Formula Funding (FF) | \$2,536,994.94 | \$2,136,576.51 | Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD. |
| Special DHCD Funding | \$8,156,189.81 | \$8,108,389.81 | 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 | \$399,395.17 | \$399,395.17 | Funds from the LHA's operating budget. |
| Other Funds | \$138,062.85 | \$138,062.85 | Funds other than those in the above categories. See explanation below. |
| Total funds and planned spending | \$11,248,167.89 | \$10,799,949.46 | Total of all anticipated funding available for planned projects and the total of planned spending. |

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- o For projects with construction cost under \$10,000, the LHA has the sole responsibility to initiate, implement and manage the project. RCAT offers technical assistance upon request.

- o For projects with construction cost between \$10,000 and \$100,000 the RCAT will have lead responsibility to initiate, implement and manage the project with both DHCD and LHA involvement and oversight throughout the process. For projects in this range, the LHA will work with the RCAT Project Manager who will contact the LHA to initiate projects.

- o For projects with construction cost over \$100,000, or projects below that threshold that are complex or have a subsequent phase that exceeds \$100,000 construction cost, DHCD will take the lead and draft a WO or RFS to hire a designer to prepare plans and specs. RCAT will not be involved in the implementation of projects in this range and the LHA will continue to work directly with the DHCD Project Manager and DHCD design staff.

Capital Improvement Plan (CIP)

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

| Cap Hub Project Number | Project Name | Development(s) | Total Cost | Amount Spent Prior to Plan | Remaining Planned for 2025 | fy2026 Planned | fy2027 | fy2028 | fy2029 | fy2030 |
|------------------------|--|---------------------------------|-------------|----------------------------|----------------------------|----------------|-------------|--------|--------|--------|
| 347067 | FF: ADA - Ramp and Railings | WARREN AVENUE 667-01 | \$12,000 | \$0 | \$0 | \$12,000 | \$0 | \$0 | \$0 | \$0 |
| 347071 | LEAN - ASHPs, multi-heads to replace heat sink units | NICHOLS STREET EXTENSION 667-02 | \$5,265 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| 347072 | Accessible units 3 units Library Place 667-4 | LIBRARY PLACE 667-04 | \$262,800 | \$227,318 | \$15,125 | \$0 | \$0 | \$0 | \$0 | \$0 |
| 347077 | ARPA FF Wiring Upgrade Dev Wide - Webster | WEBSTER AVENUE 200-02 | \$602,855 | \$0 | \$25,179 | \$504,046 | \$73,631 | \$0 | \$0 | \$0 |
| 347078 | Site Improvements: decks, ramps, stairs, railings, paving through out dev. | NICHOLS STREET EXTENSION 667-02 | \$2,515,428 | \$2,107,015 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| 347079 | Elevator - major upgrade - CR Request | LIBRARY PLACE 667-04 | \$7,465,331 | \$216,880 | \$1,049,001 | \$4,556,580 | \$1,229,896 | \$0 | \$0 | \$0 |
| 347081 | ARPA FF Warren Ave Retaining wall repairs | WARREN AVENUE 667-01 | \$125,218 | \$6,370 | \$31,540 | \$0 | \$0 | \$0 | \$0 | \$0 |
| 347082 | Handicapped Unit Conversion (Grant Funds) | CAMPBELL STREET 667-03 | \$1,100,967 | \$891,812 | \$24,960 | \$0 | \$0 | \$0 | \$0 | \$0 |
| 347084 | ARPA Targeted - 200-2 Fire System repl. & 667-4 Fire pump repl. | WEBSTER AVENUE 200-02 | \$391,280 | \$0 | \$635 | \$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 |
|------------------------|--|---------------------------------|-------------|----------------------------|----------------------------|----------------|--------|--------|-----------|----------|
| 347085 | Bathroom modernization | WEBSTER AVENUE 200-02 | \$547,255 | \$0 | \$37,915 | \$496,884 | \$0 | \$0 | \$0 | \$0 |
| 347086 | Dev Wide Roofs - Nichols | NICHOLS STREET EXTENSION 667-02 | \$1,712,939 | \$0 | \$16,529 | \$1,558,322 | \$0 | \$0 | \$0 | \$0 |
| • | 200-1 Creston Ave concrete step repair | CRESTON AVENUE 200-01 | \$185,403 | \$0 | \$0 | \$0 | \$0 | \$0 | \$169,538 | \$15,866 |
| • | Playground Replacement | CRESTON AVENUE 200-01 | \$136,125 | \$0 | \$0 | \$0 | \$0 | \$0 | \$136,125 | \$0 |
| • | Outside Lighting 200-2 Webster Ave. | WEBSTER AVENUE 200-02 | \$10,962 | \$0 | \$0 | \$0 | \$0 | \$0 | \$10,962 | \$0 |
| • | New bathroom floors 667-2 Community Room | NICHOLS STREET EXTENSION 667-02 | \$10,932 | \$0 | \$0 | \$0 | \$0 | \$0 | \$10,932 | \$0 |
| • | Outside Lighting 667-2 Nichols St. Ext. | NICHOLS STREET EXTENSION 667-02 | \$10,962 | \$0 | \$0 | \$0 | \$0 | \$0 | \$10,962 | \$0 |
| • | Trash Compactor Replacement | LIBRARY PLACE 667-04 | \$63,220 | \$0 | \$0 | \$0 | \$0 | \$0 | \$63,220 | \$0 |
| • | Replace exterior doors | NICHOLS STREET EXTENSION 667-02 | \$129,773 | \$0 | \$0 | \$0 | \$0 | \$0 | \$129,773 | \$0 |

Capital Improvement Plan (CIP)

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

| Cap Hub Project Number | Project Name | DHCD Special Award Comment | Special DHCD Awards | | | | Other Funding | | | |
|------------------------|--|---|---------------------|--------------------|----------------|----------------|---------------|-----|-------------------|-------------|
| | | | Emergency Reserve | Compliance Reserve | Sustainability | Special Awards | CDBG | CPA | Operating Reserve | Other Funds |
| 347067 | FF: ADA - Ramp and Railings | ADA ramp and railings | \$0 | \$7,303 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| 347071 | LEAN - ASHPs, multi-heads to replace heat sink units | | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$5,265 | \$0 |
| 347072 | Accessible units 3 units Library Place 667-4 | Create #205,305,405 to fully Accessible units | \$0 | \$0 | \$0 | \$252,000 | \$0 | \$0 | \$0 | \$0 |
| 347077 | ARPA FF Wiring Upgrade Dev Wide - Webster | ARPA Formula Funding | \$0 | \$0 | \$0 | \$514,118 | \$0 | \$0 | \$0 | \$0 |
| 347078 | Site Improvements: decks, ramps, stairs, railings, paving through out dev. | create 1-6 fully accessible units | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$401,400 |
| 347079 | Elevator - major upgrade - CR Request | 347079 2nd elevator initiative award | \$0 | \$0 | \$0 | \$7,054,136 | \$0 | \$0 | \$400,000 | \$0 |
| 347081 | ARPA FF Warren Ave Retaining wall repairs | ARPA Formula Funding | \$49,593 | \$0 | \$0 | \$75,625 | \$0 | \$0 | \$0 | \$0 |
| 347082 | Handicapped Unit Conversion (Grant Funds) | asbestos removal | \$0 | \$123,600 | \$0 | \$951,906 | \$0 | \$0 | \$0 | \$0 |

Capital Improvement Plan (CIP)

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

| Cap Hub Project Number | Project Name | DHCD Special Award Comment | Special DHCD Awards | | | | Other Funding | | | |
|------------------------|---|----------------------------|---------------------|--------------------|----------------|----------------|---------------|-----|-------------------|-------------|
| | | | Emergency Reserve | Compliance Reserve | Sustainability | Special Awards | CDBG | CPA | Operating Reserve | Other Funds |
| 347084 | ARPA Targeted - 200-2 Fire System repl. & 667-4 Fire pump repl. | ARPA Targeted | \$0 | \$0 | \$0 | \$391,280 | \$0 | \$0 | \$0 | \$0 |
| 347086 | Dev Wide Roofs - Nichols | | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$138,089 |

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.

Woburn 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.
- We have urgent projects that require excess spending in year 1 or 2.

Projects in first two years bring budget over.

The projects that we are requesting get fished are all high priority, and some are safety issues.

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.

Woburn Housing Authority has not requested additional funding.

3. Overall goals of the Housing Authority's CIP

To provide safe and sanitary developments for our tenants. To utilize all of the funds that we have for high priority projects.

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:

New director.

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 08/29/2024.

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 12/18/2024.

8. Project priorities

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

9. High priority deficiencies

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

10. Accessibility

We have identified the following accessibility deficiencies in our portfolio:

The stairs at 200-1, 200-2, 200-3 are crumbling and not in safe condition.

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

11. Special needs development

Woburn Housing Authority does not have a special needs (167 or 689 programs) development.

12. Energy and water consumption

Our 12 most recent monthly energy reports are for months 12/2023 to 11/2024.

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

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

667-02

667-03

We have reached out to Greg Abbe about lean initiatives.

13. Energy or water saving initiatives

Woburn 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.)

0.4% c. 667 (DHCD Goal 2%)

1.7% c. 200 (DHCD Goal 2%)

0% c. 705 (DHCD Goal 2%)

Woburn Housing Authority will address the excess vacancies in the following manner:
Champ program makes it very difficult to house tenants in an efficient and fast way.

15. Other comments

Some of the new projects are high priority and safety issues. We really need to get these done soon.

Thank you.

Maintenance and Repair Plan

Maintenance Objective

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

About This Maintenance and Repair Plan

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

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

Classification and Prioritization of Maintenance Tasks

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

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

Additional Remarks by the Woburn Housing Authority

PHA-Web

Emergency Request System

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

| METHOD | CONTACT INFO. | TIMES |
|--------------------------|----------------------|--------------------------------------|
| Call Answering Service | 781-933-3457 | All other times |
| Call LHA at Phone Number | 781-933-3457 | Mon - Thurs. 8:30 AM - 3:30 PM - Fri |

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 Woburn Housing Authority main office.

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

Normal Maintenance Request Process

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

| METHOD | CONTACT INFO. | TIMES |
|-------------------------------|----------------------|---|
| Text Phone Number | | |
| Call Answering Service | 781-933-3457 | All other times |
| Call Housing Authority Office | 781-933-3457 | Mon - Thurs. 8:30 AM - 3:30 PM - Fri 8:30 |
| Submit Online at Website | | |
| Email to Following Email | | |
| Other | 781-935-0818 | Main Office - 8:30- 10:00 AM Mon - Thurs |

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"/> |

Maintenance Plan Narrative

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

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

We have received favorable feed back from as aspects: Tenants - PMR Report & staff members. Tenants often send thank you notes for the Board to acknowledge the work that is being done along with treats.

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

We have purchased a new sander for the roads, as well as a new truck & plow.

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

In the budget we have put in a request for a new truck for the maintenance supervisor as well as a dump body on an older vehicle.

D. Maintenance Budget Summary

The budget numbers shown below are for the consolidated budget only. They do not include values from supplemental budgets, if any.

| | Total Regular Maintenance Budget | Extraordinary Maintenance Budget |
|----------------------------------|----------------------------------|----------------------------------|
| Last Fiscal Year Budget | \$1,108,224.00 | \$79,000.00 |
| Last Fiscal Year Actual Spending | \$1,018,250.00 | \$34,082.00 |
| Current Fiscal Year Budget | \$1,265,537.00 | \$140,200.00 |

E. Unit Turnover Summary

| | |
|---|---------|
| # Turnovers Last Fiscal Year | 44 |
| Average time from date vacated to make Unit "Maintenance Ready" | 26 days |
| Average time from date vacated to lease up of unit | 38 days |

F. Anything else to say regarding the Maintenance Plan Narrative?

Once again the tenants often send thank you notes for the Board to acknowledge the work that is being done along with treats.

Attachments

These items have been prepared by the Woburn 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.

WOBURN HOUSING AUTHORITY MAINTENANCE PLAN

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

COMPONENTS OF A MAINTENANCE SYSTEM

The Woburn Housing Authority maintenance system shall include certain components:

- A. A system of priorities for work requests;
- B. Comprehensive working procedures;
- C. Performance goals;
- D. A work order system;
- E. A skills training program; and
- F. A long range planning system.

By developing a maintenance system that has these components in place, the authority will have the tools it needs to control the performance of maintenance work at the Housing Authority.

PRIORITY SYSTEM

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

1. Emergencies - maintenance needs representing threats to life, health and safety or the property.
2. Maintenance needs related to curb appeal, facility appearance and preventive Maintenance.
3. Maintenance required preparing a unit for occupancy.
4. Maintenance work which will have a negative impact on the property if it is not completed. This priority level will include most resident on-demand work request.
5. Maintenance needs not included in other areas.

Placing planned maintenance and vacancy preparation work ahead of resident work requests does not indicate that resident requests are unimportant. It emphasizes the importance of maintaining control of the maintenance work by performing scheduled routine and preventive work first. By doing so, the Authority will decrease on-demand work and maintain the property in a manner that will keep and attract good tenants.

DEVELOP PERFORMANCE STANDARDS AND GOALS

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

- A. Local housing codes;
- B. Public Housing Assessment System (PHAS) standards; and
- C. Housing Authority job descriptions.

Nothing in the documents listed above will prevent the Housing Authority from setting a standard that is higher than that contained in the documents. These standards and goals will be used to evaluate current operations and performance and to develop strategies to improve performance and meet the standards that have been set.

WORK ORDER SYSTEM

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

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

- A **Preprinted number**
- B **Source of request (planned, inspection, resident, etc.)**
- C **Priority assigned**
- D **Location of work**
- E **Date and time received**
- F **Date and time assigned**
- G **Workers) assigned**
- H **Description of work requested (with task number)**
- I **Description of work performed (with task number)**
- J **Estimated and actual time to complete**
- K **Materials used to complete work**
- L **Resident charge**
- M **Resident signature**

TRAINING

In order to allow its staff members to perform to the best of their abilities, the Housing Authority recognizes the importance of providing the staff with opportunities to refine technical skills, increase and expand craft skills, and learn new procedures. Each employee must participate in at least 8 hours of training annually.

The Director of Maintenance is responsible for developing a training curriculum for the departmental staff and working with personnel department staff to identify the means of delivering the training.

LONG RANGE PLANNING

The Housing Authority will put in place a long-range maintenance planning capability in order to ensure the most cost-effective use of Authority resources and the maximum useful life of Authority properties.

The Director of Maintenance will develop 'a property-specific long-range planning process that includes the following components:

- A. A property maintenance standard;
- B. An estimate of the work required to bring the property to the maintenance standard
- C. An estimate of the work required to keep the property at the maintenance standard including routine and preventive maintenance workloads, vacant unit turn-around, inspection requirements and resic'tent on-demand work;
- D. An estimate of the on-going cost of operating the property at the maintenance standard;
- E. A market analysis of the property to determine if there are any capital improvements needed to make the property more competitive;
- F. A cost estimate to provide the specified capital improvements; and
- G. A revised work plan and cost estimate of maintaining property at the improved standard.

By developing a work plan, the Authority will be able to anticipate its staff, equipment and Materials needs. It will also be possible to determine need for contracting particular services.

MAINTAINING THE PROPERTY

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

RESPONDING TO EMERGENCIES

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

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

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

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

PREPARE VACANT UNITS FOR REOCCUPANCY

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

The Director of Maintenance is responsible for developing and implementing a system that ensures an average turn-around time of fifteen (15) calendar days. In order to do so, he or she must have a system that can perform the following tasks:

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

The maintenance procedure for reoccupying vacant units relies on the prompt notification by management of the vacancy, fast and accurate inspection of the unit, ready availability of workers and materials, and good communication with those responsible for leasing the unit. The Director of Maintenance has the ability to create special teams for vacancy turnaround or to hire contractors when that is required maintaining Authority goals.

PREVENTIVE MAINTENANCE PROGRAM

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

A. General Operating Systems

The heart of any preventive maintenance program is a schedule that calls for the regular servicing of all systems. The development of this schedule begins with the identification of each system or item that must be checked and serviced, the date it must be serviced, and the individual responsible for the work. The servicing intervals and tasks for each system must be included in the schedule. The completion of all required tasks is considered a high priority for the Housing Authority.

The systems covered by the preventive maintenance program include but are not limited to:

1. HVAC SYSTEMS
2. SECURITY SYSTEMS
3. FIRE AND LIFE SAFETY SYSTEMS
4. ROOFS
5. ELEVATORS
6. PLUMBING
7. VEHICLES
8. ELECTRIC HEAT
9. EXHAUST FANS
10. ANNUAL INSPECTIONS
11. MECHANICALS EQUIPMENT
12. COMMON AREA
13. PLAYGROUNDS
14. PEST CONTROL

A specific program will be developed for each system. This program shall include a list of the scheduled service maintenance for each system and the frequency and interval at which that service must be performed. The equipment and materials required to perform the service will be listed as well so that they will be on hand when needed. An assessment of the skills or licensing needed to perform the tasks will also be made to determine if an outside contractor must be used to perform the work. The preventive maintenance schedule must be updated each time a system is added, updated, or replaced.

Woburn Housing Authority

PREVENTIVE MAINTENANCE POLICY

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

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

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

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

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

PREVENTIVE MAINTENANCE PROGRAM

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

A. General Operating Systems

The heart of any preventive maintenance program is a schedule that calls for the regular servicing of all systems. The development of this schedule begins with the identification of each system or item that must be checked and serviced, the date it must be serviced, and the individual responsible for the work. The servicing intervals and tasks for each system must be included in the schedule. The completion of all required tasks is considered a high priority for the Housing Authority.

The systems covered by the preventive maintenance program include but are not limited to:

1. HVAC SYSTEMS

- A. boilers
- B. circulators
- C. domestic hw tanks
- D. air conditioning units
- E. Filters

2. SECURITY SYSTEMS

- A. exterior lighting
- B. public hallway lighting
- C. building doors and locks
- D. Security Cameras

3. FIRE AND LIFE SAFETY SYSTEMS

- A. emergency generators
- B. fire extinguishers
- C. emergency lighting
- D. exit lights
- E. sprinkler systems
- F. fire alarm systems

4. ROOFS

- A. roof inspection
- B. gutter cleaning

5. ELEVATORS

- A. elevator inspection

6. PLUMBING

- A. catch basins
- B. sanitary drains

7. VEHICLES

- A. safety inspection
- B. tune up
- C. fluid check

8. ELECTRICAL HEAT

- A. common area electric heaters

9. LARGE EXHAUST FANS

- A. roof top units

10. ANNUAL INSPECTIONS

- A. dwelling units
- B. site
- C. building systems
- D. common areas

11. MECHANICAL EQUIPMENT

- A. sump pumps

12. COMMON AREAS

- A. grounds
- B. hallways and stairwells
- C. community rooms and rest rooms
- D. elevators

13. PLAYGROUNDS

A. Inspection

14. PEST CONTROL

A. extermination

PREVENTIVE MAINTENANCE PROCEDURE

A specific program will be developed for each system. This program shall include a list of the scheduled service maintenance for each system and the frequency and interval at which that service must be performed. The equipment and materials required to perform the service will be listed as well so that they will be on hand when needed. As assessment of the skills or licensing needed to perform the tasks will also be made to determine if an outside contractor must be used to perform the work. The preventive maintenance schedule must be updated each time a system is added, updated, or replaced.

1. HVAC Systems

The Housing Authority will have a program for maintenance of the mechanical systems to ensure that the proper amount of heat and hot water is readily available and maintained at the proper temperature and that all circulator pumps are serviced and air filters changed.

- A. Check all units including controls.
- B. Inspect unit and piping for leaks, holes, or loose connections.
- C. Natural Gas Units: inspect and clean burners if needed;
 - check pilot operation;
 - inspect flue and clean if needed;
 - check firebox for soot buildup
 - check temperature settings-hot water tanks should not be more than 130*
 - check pressure relief valve for proper operation and check that drain pipe length satisfies code requirements;
 - remove any combustible materials;
- D. Check circulator pumps for proper operation and leaks. Oil if required.
- E. Check A.C. units for proper operation: listen for short cycling
 - check for refrigerant and oil leaks
 - inspect wiring and controls
 - check for corrosion
 - replace air filters - bi annual

2. Security Systems

The Housing Authority will have a program for maintenance of security systems to ensure they will perform as needed to maintain a well-lit and secure environment.

- A. Check that all exterior and hallway lights are in place, undamaged and working;
Replace bulbs as needed.
- B. Check operation of time clocks and or sensors;
- C. Check door closers to insure doors close and latch;
- D. Make sure doorknobs and panic bars are not loose;
- E. Inspect door frame and glass.

3. Life Safety Systems

The Housing Authority shall have a comprehensive program for maintenance of life safety systems to ensure that they will be fully functional in the case of an emergency. Implementation of a schedule that includes the inspection, servicing and testing of this equipment to be included in the plan includes the following:

- A. Exercise the emergency generator every week
 - Inspect generator battery for corrosion
 - Check generator for oil leaks
- B. Have all fire extinguishers inspected and certified annually
- C. Inspect all emergency lights annually
 - Test each light with test switch
 - Replace bulbs or batteries as needed
- D. Inspect all exit lights
 - Replace bulbs as needed
- E. Check sprinkler system for signs of corrosion and leaks
 - Have system inspected by a certified sprinkler engineering firm annually
- D. Inspect and test every smoke alarm, heat detector and carbon monoxide detector in every unit; hallway; common area; boiler room; basement and attic to insure that each device works and rings out to the fire alarm panel annually.
Inspect and test all fire alarm panels to insure that all signals will report to central fire alarm monitoring system annually.

The plan will include the required testing and servicing as required by manufacturer's recommendations. It will also include a determination of the most reliable and cost effective way to perform the work including the decision to hire a contractor.

4. Roof Repairs/ Replacement

Maintenance of roofs requires regular inspections by knowledgeable personnel to ensure that there is no unauthorized access to roof surfaces and that there is good drainage, clear gutters and prompt discovery of any deficiencies.

- A. Remove any trash and debris from roof.
- B. Inspect roof for damage and deterioration; punctures; missing shingles; loose flashing.
- C. Inspect gutters and downspouts for obstructions (clean as necessary).
- D. Inspect stack vents for obstruction and security covers.

The authority maintenance staff will usually undertake only minor roof repairs. Therefore there should be a list of approved roofing contractors to take on more serious problems for roofs no longer under warranty.

5 Elevators

The Housing Authority will have a program that ensures that the elevators are inspected annually by The Commonwealth of Massachusetts Department of Public Safety - elevator inspection division. The elevators will be properly maintained by a reputable elevator service company.

- A. Check elevator signal lights for proper operation
- B. Inspect elevators for graffiti and damage - clean as needed.

6 Catch Basins / Storm Drains

The Housing Authority will have a program in which will ensure that the storm drains, catch basins and sanitary drain lines are maintained and remain flowing at all times.

- A. Storm drains and catch basins should be inspected as needed.
- B. Storm drains and catch basins should be cleaned annually.

7 Vehicle/Equipment Maintenance

The Housing Authority will protect the investment it has made in vehicles and other motorized equipment by putting in place a comprehensive maintenance program. The vehicles and equipment to be covered include:

- A. See Appendix A.

8 Electrical Heat

- A. The Housing Authority will have a program that inspects all common area electric heaters to ensure that the public areas of all buildings are adequately heated and that all building systems in these areas are protected.

Check electric heating units for proper operation, including any thermostats.

9. Large Exhaust Fans

The Housing Authority will have a program that inspects all rooftop exhaust fans for operation. Motors will be checked and belts adjusted to ensure the longest life possible for all mechanical parts.

- A. Listen for unusual noises or vibrations
- B. Inspect belt condition and alignment; adjust tension as required.
- C. check motor and fan bearings.
- D. Inspect general condition of exterior and interior of unit.
- E. Check operation of controls.

10 Annual Inspections

The Housing Authority's goals of efficiency and cost-effectiveness are achieved through a carefully designed and rigorously implemented inspection program. This program calls for the inspection of all areas of the Authority's property including;

- A. Dwelling Units
- B. Site
- C. Common areas
- D. Building exterior
- E. Building Systems

Each area is to be inspected annually and documented with inspection forms and work orders as backup and will ensure that all areas comply with standards set by HUD and local codes.

11 Mechanical Equipment

Sump pumps are to be inspected and tested for proper operation to provide protection against flooding and subsequently damage to boilers; hot water tanks, basements and crawl spaces.

- A. Manually test all flotation devices to ensure proper function.
- B. Visually inspect each sump pump and it's associated wires and switches for wear and proper connections.

12 .Common Areas

Regular inspections of the property grounds and building exteriors as well as building interiors are required to maintain the curb appeal and marketability of the property.

- A. Ground will be policed daily and any trash or debris will be disposed of from the site as well as around any and all dumpster enclosures.
- B. Grounds and buildings will be policed daily for any graffiti. Graffiti will be removed within twenty four hours whenever possible.
- C. Common hallways and stairs will be swept and mopped on a regular schedule. Each hallway should be done at least once per week.
- D. Community rooms, kitchens and rest rooms will be cleaned and vacuumed daily. All trash barrels will be emptied and any paper supplies will be restocked as needed.

13. Playgrounds

- A. Playgrounds will be policed daily for graffiti and trash and all shall be removed immediately.
- B. Check all apparatus daily for any damage.
- C. Tighten any and all nuts and bolts bi-annually.

14 Pest Control

The Housing Authority will make all efforts to provide a healthy and pest-free environment for its residents. The Authority will determine which, if any, pests infest its properties and will then provide the best possible treatment for the eradication of those pests. All residents will be informed at least twenty four hours before treatment. The notification will be in writing and will include instructions that describe how to prepare the unit for treatment. If necessary, the instructions shall be bi-lingual to properly notify the resident population. Resident requests for extermination will be done routinely at least once per week or as often as needed. Annual flush out of buildings will be completed on an as needed basis and determined by funding.

Scheduled Checklist

| Daily | Weekly | Monthly | Bi-annual | Annual |
|----------------|--------------------|------------------|-------------------------------|-------------------------------|
| Grounds | Generator Test | Ext. Lights | Emergency Lights | Unit Insp |
| Hallways | Hall Lights | Build. Drs/locks | Playground-bolts | Site Insp |
| Stairwells | Vehicles-fluids | Lg. Exhaust fans | Ac Units . Replace filters | Building Insp |
| Comm. Rooms | Boiler room checks | | Gutter Cleaning | Comm. Area Insp |
| Pub. Restrooms | | | | Boilers-service |
| Elevators | | | | Circulators |
| Playgrounds | | | | Hw Tanks |
| | | | | Generator Service |
| | | | | Fire Extinguishers |
| | | | | Sprinkler System test/service |
| | | | | Fire Alarms |
| | | | | Annual Elevator test |
| | | | | Catch Basins |
| | | | | Sanitary Drains |
| | | | | Vehicle Tune up-Sticker |
| | | | | Roof Inspection |
| | | | | Sump Pumps |
| | | | | Furnance filters |
| | | | | Battery replacements |
| | | | | |



DEFERRED MAINTENANCE PLAN

Deferred maintenance could be upgrades or repairs that are deferred to a future budget cycle or postponed for some other reason. Sometimes, it is referred to as extraordinary maintenance. Deferred Maintenance should not be confused with capital projects that would be included in the Capital Improvement Plan (CIP).

No emergency work order should be categorized as deferred maintenance. Any work order that meets the definition of deferred must be categorized as such within 45 days of issuance of the work order. Life and Safety items, work order backlog and small/minor items will not be categorized as deferred in the Deferred Maintenance Plan.

Deferred work orders will be closed out and moved to the Deferred Maintenance Module. When our budget permits the necessary work will be completed. Deferred Maintenance would be used when found in the following situations:

1. Inspections
Anything noticed during inspection that can wait until unit is vacant. Example: Carpet/flooring replacement and kitchen/counter top replacement, bathroom upgrade.
Seasonal
Such as Landscaping.
2. Funding –
As needs are addressed and funds allocated

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.

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 Woburn Housing Authority operating reserve at the end of fiscal year 2024 was \$1,508,054.00, which is 98.1% 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 Woburn Housing Authority. | | | | | | |
|--|--|------------------------------|------------------------------|------------------------------|--|--|
| REVENUE | | | | | | |
| 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 | \$3,200,000.00 | \$3,213,375.00 | \$3,192,000.00 | -0.7% | \$640.96 |
| 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 | \$65,000.00 | \$107,414.00 | \$11,000.00 | -89.8% | \$2.21 |
| 3611 | Interest on Investments - Restricted | \$0.00 | \$0.00 | \$0.00 | 0% | \$0.00 |
| 3690 | Other Revenue | \$12,000.00 | \$10,865.00 | \$11,500.00 | 5.8% | \$2.31 |
| 3691 | Other Revenue - Retained | \$0.00 | \$154.00 | \$0.00 | -100% | \$0.00 |
| 3692 | Other Revenue - Operating Reserves | \$0.00 | \$0.00 | \$0.00 | 0% | \$0.00 |
| 3693 | Other Revenue - Energy Net Meter | \$0.00 | \$0.00 | \$0.00 | 0% | \$0.00 |
| 3801 | Operating Subsidy - EOHLC (4001) | \$13,500.00 | \$13,186.00 | \$353,753.00 | 2582.8% | \$71.03 |
| 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 | \$3,290,500.00 | \$3,344,994.00 | \$3,568,253.00 | 6.7% | \$716.52 |

| Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Woburn Housing Authority. | | | | | | |
|--|---|------------------------------|---------------------------|------------------------------|---|--|
| EXPENSES | | | | | | |
| 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 | \$508,832.00 | \$326,362.00 | \$548,479.00 | 68.1% | \$110.14 |
| 4120 | Compensated Absences | \$0.00 | \$86,266.00 | \$0.00 | -100% | \$0.00 |
| 4130 | Legal | \$25,000.00 | \$12,648.00 | \$25,000.00 | 97.7% | \$5.02 |
| 4140 | Members Compensation | \$38,300.00 | \$36,485.00 | \$38,000.00 | 4.2% | \$7.63 |
| 4150 | Travel & Related Expenses | \$6,120.00 | \$259.00 | \$5,151.00 | 1888.8% | \$1.03 |
| 4170 | Accounting Services | \$24,000.00 | \$24,000.00 | \$24,000.00 | 0% | \$4.82 |
| 4171 | Audit Costs | \$13,250.00 | \$13,250.00 | \$14,120.00 | 6.6% | \$2.84 |
| 4180 | Penalties & Interest | \$0.00 | \$0.00 | \$0.00 | 0% | \$0.00 |
| 4190 | Administrative Other | \$102,833.00 | \$93,856.00 | \$121,463.00 | 29.4% | \$24.39 |
| 4191 | Tenant Organization | \$10,000.00 | \$10,000.00 | \$10,000.00 | 0% | \$2.01 |
| 4100 | TOTAL ADMINISTRATION | \$728,335.00 | \$603,126.00 | \$786,213.00 | 30.4% | \$157.87 |
| 4310 | Water | \$280,000.00 | \$279,809.00 | \$280,000.00 | 0.1% | \$56.22 |
| 4320 | Electricity | \$354,270.00 | \$336,204.00 | \$369,913.00 | 10% | \$74.28 |
| 4330 | Gas | \$183,972.00 | \$190,845.00 | \$205,852.00 | 7.9% | \$41.34 |
| 4340 | Fuel | \$0.00 | \$0.00 | \$0.00 | 0% | \$0.00 |
| 4360 | Net Meter Utility Debit/Energy Conservation | \$0.00 | \$0.00 | \$0.00 | 0% | \$0.00 |
| 4390 | Other | \$0.00 | \$0.00 | \$0.00 | 0% | \$0.00 |
| 4391 | Solar Operator Costs | \$0.00 | \$0.00 | \$0.00 | 0% | \$0.00 |
| 4392 | Net Meter Utility Credit (Negative Amount) | \$0.00 | \$0.00 | \$0.00 | 0% | \$0.00 |
| 4300 | TOTAL UTILITIES | \$818,242.00 | \$806,858.00 | \$855,765.00 | 6.1% | \$171.84 |

| Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Woburn Housing Authority. | | | | | | |
|--|---------------------------------------|------------------------------|---------------------------|------------------------------|--|--|
| EXPENSES | | | | | | |
| 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 | \$587,587.00 | \$470,818.00 | \$638,856.00 | 35.7% | \$128.28 |
| 4420 | Materials & Supplies | \$206,637.00 | \$222,177.00 | \$255,181.00 | 14.9% | \$51.24 |
| 4430 | Contract Costs | \$314,000.00 | \$325,255.00 | \$371,500.00 | 14.2% | \$74.60 |
| 4400 | TOTAL MAINTENANCE | \$1,108,224.00 | \$1,018,250.00 | \$1,265,537.00 | 24.3% | \$254.12 |
| 4510 | Insurance | \$131,984.00 | \$146,764.00 | \$203,720.00 | 38.8% | \$40.91 |
| 4520 | Payment in Lieu of Taxes | \$6,336.00 | \$6,336.00 | \$6,336.00 | 0% | \$1.27 |
| 4540 | Employee Benefits | \$446,021.00 | \$419,794.00 | \$450,682.00 | 7.4% | \$90.50 |
| 4541 | Employee Benefits - GASB 45 | \$0.00 | \$16,873.00 | \$0.00 | -100% | \$0.00 |
| 4542 | Pension Expense - GASB 68 | \$0.00 | \$255,778.00 | \$0.00 | -100% | \$0.00 |
| 4570 | Collection Loss | \$2,000.00 | \$16,142.00 | \$30,000.00 | 85.9% | \$6.02 |
| 4571 | Collection Loss - Fraud/Retroactive | \$0.00 | \$0.00 | \$0.00 | 0% | \$0.00 |
| 4580 | Interest Expense | \$0.00 | \$0.00 | \$0.00 | 0% | \$0.00 |
| 4590 | Other General Expense | \$0.00 | \$0.00 | \$0.00 | 0% | \$0.00 |
| 4500 | TOTAL GENERAL EXPENSES | \$586,341.00 | \$861,687.00 | \$690,738.00 | -19.8% | \$138.70 |
| 4610 | Extraordinary Maintenance | \$79,000.00 | \$34,082.00 | \$140,200.00 | 311.4% | \$28.15 |
| 4611 | Equipment Purchases - Non Capitalized | \$30,000.00 | \$23,162.00 | \$40,200.00 | 73.6% | \$8.07 |
| 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 | \$705,101.00 | \$0.00 | -100% | \$0.00 |
| 4600 | TOTAL OTHER EXPENSES | \$109,000.00 | \$762,345.00 | \$180,400.00 | -76.3% | \$36.22 |
| 4000 | TOTAL EXPENSES | \$3,350,142.00 | \$4,052,266.00 | \$3,778,653.00 | -6.8% | \$758.77 |

| Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Woburn Housing Authority. | | | | | | |
|--|---------------------------------------|----------------------|---------------------|----------------------|--|--|
| SUMMARY | | | | | | |
| 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 | \$3,290,500.00 | \$3,344,994.00 | \$3,568,253.00 | 6.7% | \$716.52 |
| 4000 | TOTAL EXPENSES | \$3,350,142.00 | \$4,052,266.00 | \$3,778,653.00 | -6.8% | \$758.77 |
| 2700 | NET INCOME (DEFICIT) | \$-59,642.00 | \$-707,272.00 | \$-210,400.00 | -70.3% | \$-42.25 |
| 7520 | Replacements of Equip. - Capitalized | \$64,240.00 | \$56,681.00 | \$64,240.00 | 13.3% | \$12.90 |
| 7540 | Betterments & Additions - Capitalized | \$20,000.00 | \$18,776.00 | \$62,000.00 | 230.2% | \$12.45 |
| 7500 | TOTAL NONOPERATING EXPENDITURES | \$84,240.00 | \$75,457.00 | \$126,240.00 | 67.3% | \$25.35 |
| 7600 | EXCESS REVENUE OVER EXPENSES | \$-143,882.00 | \$-782,729.00 | \$-336,640.00 | -57% | \$-67.60 |

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 Woburn 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: No Findings

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

Rating: No Findings

Criterion: Completion of mandatory online board member training

Rating: No Findings

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

Rating: No Findings

Criterion: Staff completed relevant certifications or trainings

Rating: No Findings

Category: Financial

Criterion: Adjusted Net Income - a measure of overspending or underspending.

Rating: No Findings

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

Rating: No Findings

Category: Capital Planning

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

Rating: Not Applicable

Category: CHAMP

Criterion: Paper applications are available, received and entered into CHAMP

Rating: No Findings

Criterion: Vacancies are recorded correctly and occupied using CHAMP

Rating: No Findings

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: Operational Guidance

Criterion: Vacancy turnover work orders accurately reflect necessary repairs

Rating: No Findings

Category: Facility Management - Preventive Maintenance Standards and Practices

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

Rating: No Findings

Category: Facility Management - Work Order Types and Systems

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

Rating: No Findings

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

Rating: No Findings

Explanation of PMR Criteria Ratings

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

| CRITERION | DESCRIPTION |
|--------------------------------|---|
| CHAMP | |
| Paper applications | <p>Paper applications are available, received and entered into CHAMP</p> <ul style="list-style-type: none"> • No Findings: Paper applications are available; And paper applications are date and time stamped correctly; And 90% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp; And 2% or less of new paper applications are entered more than 30 days after date/time stamp • Operational Guidance: Paper applications are available; And paper applications are date and time stamped and entered correctly; And 75% - 89% of new paper applications are entered into CHAMP within 15 calendar days; And 3% - 5% of new paper applications are entered more than 30 days after date/time stamp <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"> • No Findings: All vacancies during the fiscal year are recorded in DHCD's Housing Applications Vacancy System within 30 days; And the housed Applicant ID and Pull List ID match between DHCD's Housing Applications Vacancy System and CHAMP for unit occupied during the fiscal year, excluding administrative transfers; And 25% or less of occupied units have data entry errors • Operational Guidance: All vacancies during the fiscal year are recorded in DHCD's Housing Applications Vacancy System, all vacancies are not recorded within 30 days; Or the Housed Applicant ID and Pull List ID match between DHCD's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers; And greater than 25% of occupied units have data entry errors • Corrective Action: All vacancies during the fiscal year are not recorded in DHCD's Housing Applications Vacancy System; Or the Housed Applicant ID and Pull List ID do not match (or data is missing) between DHCD's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers |

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

| CRITERION | DESCRIPTION |
|---|--|
| Health & Safety | |
| Health & safety violations | DHCD has observed conditions at the LHA's developments and reported health and safety violations. The LHA has certified the number of corrected violations in each category. |
| Facility Management – Inspection Standards and Practices | |
| 100% Unit Inspections | <p>All units inspected at LHA during FY under review</p> <ul style="list-style-type: none"> • No Findings: 100% of units inspected <p>Corrective Action: Less than 100% of units inspected</p> |
| LHA Inspections Reports/Work Orders | <p>Unit inspection reports create, track, and report work orders for inspection repairs, and inspection WOs completed within 30 days or add to DM/CIP</p> <ul style="list-style-type: none"> • No Findings: All inspection work orders/lease violations are created, tracked, and reported; And non-health and safety work orders for inspection repairs/lease violations are completed within 30 days or added to DM/CIP; And health and safety work orders for inspection repairs/lease violations are addressed within 48 hours • Operational Guidance: All health and safety inspection work orders/lease violations are created, tracked, reported and completed within 48 hours; And LHA fail to create, track, or report no more than 1 or 2 (based on LHA size) non-EHS (exigent health and safety) deficiencies; Or LHA failed to complete any non-EHS work orders/lease violations appropriately • Corrective Action: Any EHS work orders/lease violations not created, tracked, reported, or completed; Or 1 of the following: LHA failed to create, track or report a) More than 1 non-EHS deficiency (small LHA); b) More than 2 non-EHS deficiencies (Medium/Large) |
| Accuracy of LHA Inspections | <p>Unit inspection reports accurately reflect necessary repairs</p> <ul style="list-style-type: none"> • No Findings: c.667 unit has less than 2 EHS deficiencies and c.200/705 unit has less than 3 EHS deficiencies • Operational Guidance: c.667 unit has 2 EHS deficiencies or c.200/705 has 3 EHS deficiencies <p>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</p> |
| Facility Management – Vacancy Turnover Standards and Practices | |

| 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"> • No Findings: Vacancy work orders are created, tracked and reported for every unit and reflect all work in unit; And Vacancy work orders are Maintenance Ready in <=30 days for c.667 units or <=45 days for c.200/705 units or have approved waiver • Operational Guidance: Vacancy work orders are created, tracked and reported for every unit; And work orders do not reflect all work completed in unit; Or vacancy work orders are Maintenance Ready in 31-45 days for c.667 and 46-60 days for c.200/705 and no approved waiver <p>Corrective Action: Vacancy work orders are not created, tracked and reported for every unit; Or vacancy work orders are Maintenance Ready in >45 days for c.667 and >60 days for c.200/705 and have no approved waiver</p> |
| Accuracy and Standard of Vacancy Turnovers | <p>Vacancy turnover work orders accurately reflect necessary repairs</p> <ul style="list-style-type: none"> • No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies • Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies <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> |
| Facility Management – Preventative Maintenance Standards and Practices | |
| 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"> • No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies • Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies <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> |
| Work Order Types and Systems | |
| Emergency Work Orders | <p>All emergency work orders are created, tracked, reported and completed within 48 hours</p> <ul style="list-style-type: none"> • No Findings: All emergency work orders under review are created, tracked, reported and completed within 48 hours • Operational Guidance: All emergency work orders completed within 48 hours; Less than 100% but greater than or equal to 80% of work orders under review are correctly created, tracked and reported administratively |

| CRITERION | DESCRIPTION |
|-----------------------|---|
| | <ul style="list-style-type: none"> • Corrective Action: Not all emergency work orders are completed within 48 hours; Or less than 80% of work orders under review are correctly created, tracked and reported administratively |
| Requested Work Orders | <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"> • No Findings: All requested work orders under review are created, tracked, and reported; All work is complete within 14 days or added to DM/CIP • Operational Guidance: All requested work orders completed within 14 days or added to DM/CIP; And less than 100% of work orders under review are correctly created, tracked and reported <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 Woburn Housing Authority:

| Policy | Last Ratified by Board Vote | Notes |
|---|--|------------------------------------|
| *Rent Collection Policy | 01/28/2021 | |
| *Personnel Policy | 01/28/2021 | |
| *Capitalization Policy | 01/28/2021 | |
| *Procurement Policy | 01/28/2021 | |
| *Grievance Policy | 01/28/2021 | |
| Sexual Harassment Policy | 01/28/2021 | |
| Investment Policy | 01/28/2021 | |
| Smoking Policy | 01/28/2021 | |
| Credit/Debit Card Policy | 01/28/2021 | |
| Other – Define in the ‘Notes’ column | 01/28/2021 | Fraud Prevention |
| Language Access Plan | 01/28/2021 | |
| Travel Policy | 01/28/2021 | |
| Other – Define in the ‘Notes’ column | 01/28/2021 | Resident on Resident Harassment |
| Other – Define in the ‘Notes’ column | 01/28/2021 | Tenant Transfer |
| Other – Define in the ‘Notes’ column | 01/27/2022 | Portable Space Heater |
| Fair Housing Marketing Plan | 06/30/2022 | |
| Reasonable Accommodations Policy | 06/30/2022 | |

| Policy | Last Ratified by Board Vote | Notes |
|---------------|--|--------------|
|---------------|--|--------------|

* 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

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

| Description | Reason | Date Waiver Approved by DHCD | Date Expired |
|---|------------------------------------|-------------------------------------|---------------------|
| Biennial recertification of c.667 rents | administrative and resident burden | 02/13/2012 | |
| Waiver to join RCAT | For assistance in the CIP | 11/21/2024 | |

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

Glossary

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

AHVP: Alternative Housing Voucher Program

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

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

ANUEL: Allowable Non-Utility Expense Level

AP: Annual Plan

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

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

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

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

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

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

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

CNA: Capital Needs Assessment

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

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

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

DHCD: Massachusetts Department of Housing & Community Development

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

FF: Formula Funding

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

FYE: Fiscal Year End

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

HHA: Host Housing Authority for the RCAT program.

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

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

LHA: Local Housing Authority

LTO: Local Tenants Organization

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

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

MOR: Management and Occupancy Report

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

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

Performance Management Review (PMR):

PMR: Performance Management Review

RCAT: Regional Capital Assistance Team

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

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

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

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

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

Attachments

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

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

- Cover sheet for tenant satisfaction surveys
- Tenant Satisfaction Survey 200 and 705 Program
- Tenant Satisfaction Survey 667 Program
- Performance Management Review

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
WOBURN 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 **176** housing units (Chapter 200 & Chapter 705) in the Woburn Housing Authority. **34** surveys were completed. The percentages presented here are based on that number.

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

- 12%** Less than 2 years
- 9%** 2 to 5 years
- 20%** 6 to 10 years
- 59%** 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?
- 3%** Never
 - 22%** Sometimes
 - 19%** Usually
 - 56%** Always
- 9.** Does the Housing Authority let you know before they enter your apartment?
- 88%** Yes
 - 6%** No
 - 6%** 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?
- 6%** Poor
 - 13%** Fair
 - 34%** Good
 - 38%** Very Good
 - 9%** 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)?
- 12%** Poor
 - 21%** Fair
 - 32%** Good
 - 32%** Very Good
 - 3%** Excellent
- 12.** In the last 12 months, how many times did you completely lose heat in your apartment?
- 62%** Never → **If Never, go to #14**
 - 23%** Once
 - 15%** 2 or 3 times
 - 0%** 4 times or more

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

46% Less than 24 hours

39% 24 to 48 hours

15% 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 | 29% |
| b. Apartment was too cold | 35% |
| c. Took too long for apartment to heat up | 21% |
| d. Apartment felt too drafty | 44% |

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

37% Never → **If Never, go to #17**

21% Once

30% 2 or 3 times

12% 4 times or more

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

50% Less than 24 hours

45% 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) | 47% |
| b. Leaking pipes or faucets | 41% |
| c. Complete loss of water | 9% |
| d. Water temperature problems (too hot, too cold, unreliable) | 35% |
| e. Water stains on the ceiling | 27% |
| f. Sewer backed-up into your apartment | 12% |

Communication

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

0% Yes

75% No

25% 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

15% Sometimes

32% Usually

41% Always

Safety

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

59% Very safe → **If Very safe, go to #22**

32% Mostly safe

3% 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

0% Not enough lighting in the hallways

25% Windows are not secure

25% Security of entry doors

0% Other tenants give door access code to non-residents

Outdoor Concerns

33% Not enough outdoor lights

42% Illegal activity in the development

58% Strangers hanging around who should not be there

8% Sidewalks are difficult to walk on

Other Concerns

0% The neighborhood/area the development is in

25% Another reason

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

29% Very satisfied

62% Mostly satisfied

6% Mostly dissatisfied

3% Very dissatisfied



Resident Survey WOBURN 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 **238** housing units (Chapter 667) in the Woburn Housing Authority. **127** surveys were completed. The percentages presented here are based on that number.

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

- 20%** Less than 2 years
- 25%** 2 to 5 years
- 20%** 6 to 10 years
- 35%** 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??
- 1%** Never
 - 9%** Sometimes
 - 18%** Usually
 - 72%** Always
- 9.** Does the Housing Authority let you know before they enter your apartment?
- 94%** Yes
 - 5%** No
 - 1%** 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?
- 7%** Poor
 - 15%** Fair
 - 19%** Good
 - 24%** Very Good
 - 35%** 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
 - 14%** Fair
 - 16%** Good
 - 21%** Very Good
 - 39%** Excellent
- 12.** In the last 12 months, how many times did you completely lose heat in your apartment?
- 93%** Never → **If Never, go to #14**
 - 4%** Once
 - 3%** 2 or 3 times
 - 0%** 4 times or more

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

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

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

| | Yes |
|---|-----|
| a. Apartment was too hot | 9% |
| b. Apartment was too cold | 4% |
| c. Took too long for apartment to heat up | 4% |
| d. Apartment felt too drafty | 8% |

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

- 77% Never → If Never, go to #17
- 14% Once
- 7% 2 or 3 times
- 2% 4 times or more

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

- 79% Less than 24 hours
- 14% 24 to 48 hours
- 7% 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) | 35% |
| b. Leaking pipes or faucets | 11% |
| c. Complete loss of water | 3% |
| d. Water temperature problems (too hot, too cold, unreliable) | 7% |
| e. Water stains on the ceiling | 2% |
| f. Sewer backed-up into your apartment | 5% |

Communication

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

- 27% Yes
- 43% No
- 30% 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?

- 3% Never
- 8% Sometimes
- 20% Usually
- 69% Always

Safety

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

- 75% Very safe → If Very safe, go to #22
- 16% Mostly safe
- 8% Somewhat safe
- 1% Not at all safe

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

Building/Indoor Concerns

- 0% Not enough lighting in the hallways
- 9% Windows are not secure
- 32% Security of entry doors
- 23% Other tenants give door access code to non-residents

Outdoor Concerns

- 21% Not enough outdoor lights
- 18% Illegal activity in the development
- 21% Strangers hanging around who should not be there
- 41% Sidewalks are difficult to walk on

Other Concerns

- 6% The neighborhood/area the development is in
- 21% Another reason

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

- 70% Very satisfied
- 23% Mostly satisfied
- 5% Mostly dissatisfied
- 2% Very dissatisfied

WOBURN 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

Executive Office of Housing and Livable Communities (EOHLC)

PMR Desk Audit Ratings Summary **Official Published PMR Record**

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

| | |
|----------------------------------|--------------------------|
| Housing Authority | WOBURN HOUSING AUTHORITY |
| Fiscal Year Ending | Jun 2024 |
| Housing Management Specialist | Melanie Loveland-Hale |
| Facilities Management Specialist | Todd Lawson |

| Criteria | Score/Rating | | | |
|--|--------------|----------------|-------------|-------------|
| | Management | | | |
| | c.667 | c.705 | c.200 | Cumulative |
| Occupancy Rate | No Findings | Not Applicable | No Findings | No Findings |
| | c.667 | c.705 | c.200 | Cumulative |
| Tenant Accounts Receivable (TAR) | No Findings | Not Applicable | No Findings | No Findings |
| Board Member Training | No Findings | | | |
| Certifications and Reporting Submissions | No Findings | | | |
| Annual Plan | No Findings | | | |
| | Financial | | | |
| Adjusted Net Income | No Findings | | | |
| Operating Reserves | No Findings | | | |

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

| | |
|----------|--------------------------|
| LHA Name | WOBURN HOUSING AUTHORITY |
| FYE | Jun 2024 |
| HMS Name | Melanie Loveland-Hale |
| FMS Name | Todd Lawson |

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

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

| | |
|----------|--------------------------|
| LHA Name | WOBURN HOUSING AUTHORITY |
| FYE | Jun 2024 |
| HMS Name | Melanie Loveland-Hale |
| FMS Name | Todd Lawson |

CFA Submission

Rating: Not Applicable

Recommendations: 1. No Recommendations

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

| | |
|----------|--------------------------|
| LHA Name | WOBURN HOUSING AUTHORITY |
| FYE | Jun 2024 |
| HMS Name | Melanie Loveland-Hale |
| FMS Name | Todd Lawson |

Occupancy

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

1. No Recommendations

Tenant Accounts Receivable (TAR)

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

1. No Recommendations

Board Member Training

Rating: No Findings

1. No Recommendations

Certifications and Reporting Submissions

Rating: No Findings

1. No Recommendations

Annual Plan Submission

Rating: No Findings

1. No Recommendations

Adjusted Net Income/Revenue

Rating: No Findings

Revenue

1. No Recommendations

Expense

Salaries

1. No Recommendations

Legal

1. No Recommendations

Utilities

1. No Recommendations

Maintenance

1. No Recommendations

Other

1. No Recommendations

Operating Reserve

Rating: No Findings

1. No Recommendations

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

| | |
|----------|--------------------------|
| LHA Name | WOBURN HOUSING AUTHORITY |
| FYE | Jun 2024 |
| HMS Name | Melanie Loveland-Hale |
| FMS Name | Todd Lawson |

CHAMP Criteria 1a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1c

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 2a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 2b

Rating: No Findings

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

CHAMP Criteria 3a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3b

Rating: No Findings

Recommendations: 1. Ensure that the Board adopts the Affirmative Action Goal percentages and applicable placement rate for fiscal year 2025.

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 | WOBURN HOUSING AUTHORITY |
| FYE | Jun 2024 |
| HMS Name | Melanie Loveland-Hale |
| FMS Name | Todd Lawson |

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: Operational Guidance

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