

FRAMINGHAM 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 EOHL.

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 FRAMINGHAM 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, which may include:
 - a. Approval documents and any Public Comments
 - b. Tenant Satisfaction Survey
 - c. Performant Management Review report
 - d. Other documents added by LHA

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
200-02	Family	St. Lo Rd	50	1949	75
667-06	Elderly	Rose Kennedy	8	1973	84
667-08	Elderly	Memorial House	1	1987	60
200-01	Family	The Musterfield at Concord Place	9		110
667-07	Elderly	Hastings House	1	1981	72
667-04	Elderly	Arsenal	9	1965	80
667-05	Elderly	Rose Kennedy Lane	10	1968	120
667-02	Elderly	Everett, Gallagher, and Grant Streets	7	1961	40
705-03	Family	Oran Road	3	1956	12
667-03	Elderly	Guadacanal, Normandy, and Arsenal Road	10	1963	80
705-02	Family	Scattered Site - Beaver Gardens / Beaver Park	1		58
	Family	Family units in smaller developments	3		6
	Other	Other Special Occupancy units	3		23
Total			115		820

Massachusetts Rental Voucher Program (MRVP)

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

FRAMINGHAM HOUSING AUTHORITY manages 63 MRVP vouchers.

Federally Assisted Developments

FRAMINGHAM HOUSING AUTHORITY also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 1219 households.

LHA Central Office

FRAMINGHAM HOUSING AUTHORITY
1 John J. Brady Drive Framingham, MA 01702

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LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Deborah Lakin	Member		03/25/2024	06/30/2028
Janice M. Rogers	Chair		01/13/2025	06/30/2029
Robert F. Downing	Member		07/08/2024	04/21/2029
Robert L. Merusi	Member		04/01/2022	04/01/2027
Stephen Joyce	Member		04/01/2022	04/01/2026

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.	7/24/2025
B.	Advertise the public hearing in public postings.	7/24/2025
C.	Notify all LTOs or 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.	7/24/2025
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.)	9/15/2025
G.	Executive Director presents the Annual Plan to the Board.	9/15/2025
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	9/15/2025

Certification

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

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

This certification applies to the following applications:

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

CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

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

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

Date of certification: 9/17/2025

The Executive Office of Housing and Livable Communities (EOHLC) completed its review of this Annual Plan (AP) on . Review comments have been inserted into the plan.

Capital Improvement Plan (CIP) Description

What Is the Capital Improvement Plan?

The Capital Improvement Plan (CIP) is a five-year plan that outlines major repairs and improvements to housing authority properties. It describes each project's scope, estimated cost, and timeline, while reflecting the Local Housing Authority's prioritization of its most critical needs, particularly those related to resident health and safety. The plan also identifies how projects may be funded and when they are anticipated to take place, based on the Massachusetts Executive Office of Housing and Livable Communities (EOHLC) fiscal year (July 1 through June 30).

How Projects Are Funded Each Year

Each year, every Local Housing Authority (LHA) receives a Formula Funding Award from EOHLC. This annual award provides the primary source of funding for new projects included in the CIP. While funding levels may vary, it is generally reasonable to anticipate that similar award amounts will be available over the next two years, which helps inform project planning and scheduling. LHAs may also apply for additional "special awards" from EOHLC for specific projects that meet certain criteria, such as emergency repairs, regulatory compliance, or energy and water conservation improvements.

Why Plans and Costs May Change

The CIP is a planning document and must be submitted to EOHLC for review and approval. While the plan reflects current cost estimates, project budgets often increase between the time they are planned and when construction begins. As a result, available funding may not go as far as originally anticipated, and some projects may need to be adjusted, delayed, or completed in phases.

Why Project Schedules Can Shift

Because the CIP is updated each year, project schedules and priorities may change over time. In particular, previously unidentified conditions or urgent repair needs may arise after the plan is developed; due to their impact on health, safety, or building integrity, these issues may take precedence over projects that were previously scheduled. When this occurs, the plan may be updated through CIP Revision.

To better understand how a plan has changed—including which projects were advanced, delayed, or added—it is helpful to compare the current year's CIP with the prior year's CIP. This comparison can show how EOHLC funding decisions and plan revisions have affected project timing and priorities.

Other Funding Sources

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. However, not all of these funding sources are available every year, or in all communities.

The CIP includes the following parts:

1. A list of existing projects approved in last year's CIP Plan or added to the plan through CIP Revision during the year.
2. A list of planned capital projects showing spending per fiscal year.
3. 'Narrative Questions' with a variety of additional information.

Active and Proposed Projects with Projected Spending by Fiscal Year

Active Projects			
Project #	Project Title	Development	Total Development Cost
100267	ARPA FF: 667-3 Maint BLDG Renov Study	Guadacanal, Normandy, and Arsenal Road	\$137,506.18
100270	ARPA FF: Entryway Railings and Columns	Arsenal	\$61,863.13
100271	ARPA FF: Kitchen Reno 667-5 & 667-6 RKL	Rose Kennedy Lane	\$296,325.98
100272	ARPA FF: Masonry Repairs 667-5	Rose Kennedy Lane	\$20,000.00
100274	ARPA FF: Masonry Repairs 667-6	Rose Kennedy	\$27,183.00
100275	Repaving Parking lot (9RKL) 667--5 & 667-6	Rose Kennedy	\$51,934.50
100339	AIP: 667 Routine Turnovers		\$107,200.00
100132	HILAPP St Lo Windows, Siding, Ext Doors - force account	St. Lo Rd	\$1,225,521.98
100215	Roof for community building	Arsenal	\$16,589.00
100222	Site Fence Replacement Temple	TEMPLE PLACE	\$12,000.00
100225	Bathroom Plumbing Fixture Replacement		\$16,370.00
100298	Sewer pipe replacement	St. Lo Rd	\$23,000.00
100299	Common Hallway 667-4 Painting Phase 3	Arsenal	\$71,871.78
100304	Heat Detector Replacement 705-3	Oran Road	\$2,268.00
100305	Security Cameras 667-4	Arsenal	\$23,000.00
100309	Fire Alarm Repairs- Basement flooding	Guadacanal, Normandy, and Arsenal Road	\$23,000.00
100313	Heat Detector Replacement (7942)	Everett, Gallagher, and Grant Streets	\$3,968.00
100314	Heat Detector Replacement (7938)	Arsenal	\$21,000.00
100315	Replace Heat Detectors 54 Arsenal (7941)	Arsenal	\$28,000.00
100317	Heat Detector Replacement (7940)	Rose Kennedy	\$12,000.00
100321	Roof Replacements	St. Lo Rd	\$181,345.00
100322	Decks St Lo 200-2	St. Lo Rd	\$85,000.00
100323	Trash Corral Replacements Phase 2	St. Lo Rd	\$76,338.08
100324	Site Paving	St. Lo Rd	\$100,000.00
100328	Unit Turnover - Force Account	Guadacanal, Normandy, and Arsenal Road	\$330,000.00
100333	Fire door and bulkhead stair replacement	Underwood	\$18,000.00

100334	Mini Split Installation- 85 Alexander	Alexander St	\$10,000.00
100335	Deck Replacement	Alexander St	\$33,300.00
100336	Roofing Replacement		\$57,100.00
100340	security, lighting and life safety upgrades Memorial House	Memorial House	\$70,150.00
100341	site paving, walkways and side walk improvements	Rose Kennedy Lane	\$86,250.00
100342	Trash Corrals and Site Fencing Upgrades	Rose Kennedy Lane	\$11,500.00
100343	site paving, walkways & sidewalk imprvmnts 667-6	Rose Kennedy	\$60,500.00
100344	Trash Corrals and Site Fencing Upgrades	Rose Kennedy	\$15,125.00
100345	intercom replacement	Hastings House	\$145,100.00
100346	Door Replacement	TEMPLE PLACE	\$9,200.00
100347	Lift repair or replacement	Underwood	\$13,455.00
100348	Hastings Emerg.boilers rplcmt 667-5	Hastings House	\$68,992.32
100349	Circulator Pump Replacement (Emergency)	Oran Road	\$14,950.00
100252	Window Replacement Bethany	Scattered Site	\$15,000.00
100263	ARPA Targeted Fire Alarm Syst. Upgrade 667- 2, -7 &-8, 689-1 &2	Everett, Gallagher, and Grant Streets	\$1,320,585.50
100279	- Entry Doors RKL (2)	Rose Kennedy	\$313,217.36
100283	Cracks and lintel separation		\$34,000.00
100290	Replace Failed Heat Detectors/Bases	Guadacanal, Normandy, and Arsenal Road	\$8,000.00
100292	ARPA TAR: Fed Pac & Master Meter 667-6 Compliance - Stoves	Rose Kennedy	\$1,038,891.82
Total			\$6,296,601.63

Proposed Projects			
FY2026	Available Formula Funding:		\$811,241.62
Project Title	Development	Total Development Cost	Special Award(s) Requested
Basement Drainage Assesment	Rose Kennedy Lane	\$151,250.00	
Total		\$151,250.00	

Proposed Projects			
FY2027	Anticipated Formula Funding:		\$811,241.62
Project Title	Development	Total Development Cost	
This year's funding is being applied to increased costs for previous projects, with no new projects proposed for this plan year.			

Proposed Projects			
FY2028	Anticipated Formula Funding:		\$811,241.62
Project Title	Development	Total Development Cost	
This year's funding is being applied to increased costs for previous projects, with no new projects proposed for this plan year.			

Years 4 and 5 (reflect estimated annual planning amounts)		
FY2029 and FY2030		
Project Title	Development	Total Development Cost
RKL site lighting upgrades Phase 2 667-5	Rose Kennedy Lane	\$40,838.00
RKL Site Lights P2 667-6	Rose Kennedy	\$40,838.00
667-5 Floors/Kitchen/Baths	Rose Kennedy Lane	\$51,750.00
667-4 kitchens/Bathroom/Floors	Arsenal	\$121,000.00
(2020) Site Paving 667-2	Everett, Gallagher, and Grant Streets	\$6,806.00
(2022) Interior Renovations St Lo	St. Lo Rd	\$151,250.00
interior Unit door replacement	Rose Kennedy	\$37,812.00
Vacant unit improvements	St. Lo Rd	\$30,250.00
security cameras	St. Lo Rd	\$75,625.00
Bathroom Upgrades 667-3	Guadacanal, Normandy, and Arsenal Road	\$25,300.00
Vacant Units 667-3	Guadacanal, Normandy, and Arsenal Road	\$57,500.00
Vacant Units 667-5	Rose Kennedy Lane	\$14,950.00
Repainting Phase 2	Hastings House	\$412,500.00
Accessible Unit Renovations	Rose Kennedy Lane	\$181,500.00
HCAP unit renovations	Rose Kennedy	\$75,625.00
Vacant Unit Kitchens	Rose Kennedy Lane	\$0.00
Emergency Heat/Hot water Repair	Memorial House	\$20,125.00
Bathroom renovations	Hastings House	\$151,250.00
Common Area Hallway Upgrades RKL-5	Rose Kennedy Lane	\$86,250.00
Common Area Hallway Upgrades RKL-6	Rose Kennedy	\$86,250.00
Ars-3 Vacant Units Upgrades	Guadacanal, Normandy, and Arsenal Road	\$37,812.00
Arsenal -4 Vacant unit upgrades	Arsenal	\$75,625.00
RKL -6 vacant unit upgrades	Rose Kennedy	\$51,750.00
Bathroom Renovations Phase 2	Hastings House	\$378,125.00
Total		\$2,210,731.00

The 'Narrative Questions' with Additional Information

1. Project Closeout

Have you reviewed in progress projects, contacted your PM to close out old projects, and recirculated unused funds? Please explain why or why not.

Answer: Yes

Explanation: we periodically work with our PM to close out projects.

2. Request for Additional Funding

Request additional funding from EOHLIC by going to the project's detail page and adding a comment that includes the funding type and requested amount. Upload any relevant attachments at the bottom of this form. Do not include requests already approved in your latest CIP.

3. Overall Goals of the Capital Improvement Plan

What do you plan to achieve with this year's CIP plan and how do the projects you've selected support this goal?

Explanation: this is a revision we are adding a new project. Our goals are to enhance the life quality of our residents and we feel this project does that as it is a health and safety issue for our residents.

4. Changes from the Previous CIP

Aside from completing projects that were listed in your previous CIP and adding new projects in the new planning year(s), in what way does your new CIP differ from your previous CIP?

Explanation: revision- adding a new project to address a health and safety item. we need to address a ground water issue in the basements/laundry areas at our 667-5 development.

5. Requirements from previous CIP approval

A. Approval Requirements

Did your previous CIP Approval Letter include conditions to be satisfied when implementing the CIP projects or conditions to be included in your new CIP?

Answer: No

6. Project Priorities

Does your CIP only include high priority capital projects (Priority 1 and 2 projects)? If no, explain your rationale for including lower priority projects.

Answer: Yes

7. High Priority Deficiencies

Are there any high priority capital deficiencies (priority 1 or 2 projects) in your CPS Backlog that you could not fit in your year 1 or 2 CIP plan? If yes, provide an explanation and the plan to address the deficiencies. Make sure to go through the CPS Backlog and update priorities when necessary.

Answer: No

8. Accessibility

Are you aware of any accessibility deficiencies in your portfolio (units, common areas, and sites)? If yes, describe the deficiencies and list the projects in this CIP that will address them.

Answer: No

9. Special Needs Development

A. DMH/DDS Developments

LHAs must meet with each service provider on an annual basis to discuss the physical condition and necessary repairs of each of the DDS/DMH developments (167 or 689). Does your LHA have one or more DDS/DMH developments? If yes, provide details from the service provider input.

Answer: Yes

B. DMH/DDS Projects

Does your plan include projects for the DMH/DDS developments recommended by this service provider? If no, provide an explanation. Include input from the service provider staff for expanding the DMH/DDS set aside.

Service Provider Input Completion Date: 04/24/2026

Answer: No

Explanation: this is a new project at a non 689 property. the FHA \ does meet with the 689 properties though out the year and will meet with them when preparing our CIP.

10. Sustainability Program

Are you requesting Sustainability Funding for any of your projects?

Answer: No

11. Solar Initiatives

Does your current CIP contain roof replacement projects?

Answer: No

12. Resilience

Are any of your developments flagged for weather vulnerabilities in CPS? For example, sea-level rise/storm surge, rainfall flooding, and extreme heat.

Answer: No

13. Fossil Fuels

PHN 2024-11 stipulates that EOHLC Capital Funds cannot be used to install new fossil fuel-fired equipment, barring a few exceptions. This includes natural gas, propane, and heating oil.

Will fossil fuel-fired equipment be installed as a part of any project in this CIP?

Answer: No

14. Vacant Units

Please list the projects in this CIP submission that are tied to reoccupying vacant units. If there are none, write none.

Explanation: none.

15. EOHLC/RCAT Assistance

Has EOHLC or RCAT staff provided you with assistance developing this CIP? If yes, who were the EOHLC or RCAT staff involved?

Answer: No

16. Certification Statement

I certify that this is the complete and accurate list of projects that I will be submitting to the Board for approval as part of the Annual Plan process.

If there are any additions, deletions, or modifications to this list of projects resulting from the Board or LTO/public meeting, I will promptly notify my EOHLC Project Manager and RCAT Project Manager and make the necessary changes.

Answer: Yes

17. Other Comments

Comments: Adding a new project to address a health and safety concern. we have ground water in the basements/laundry areas of our 667-5 Rose Kennedy Lane site and we have concerns about mold. we feel as though this is a urgent issue that needs to be addressed for the health of the residents living in the buildings.

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 Executive Office of Housing and Livable Communities (EOHLC).

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

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	508-872-0422	after hours, weekends, and holidays
Call LHA at Phone Number	508-872-0422	8:00 am - 4:00 pm
Other		

See attached **Preventative Maintenance Plan** for more details.

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 FRAMINGHAM 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		
Call Housing Authority Office	508-872-0422	8am-4pm
Submit Online at Website		
Email to Following Email		
Other		

Work Order Management

- A. EOHLIC review of this housing authority’s operations shows that the authority uses the following system for tracking work orders: PHA Web
- B. We do track deferred maintenance tasks in our work order system.
- C. Our work order process includes the following steps:

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

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

Maintenance Plan Narrative

Following are FRAMINGHAM HOUSING AUTHORITY’s answers to questions posed by EOHLC.

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

Our maintenance staff has worked incredibly hard to collaborate with tenants and staff to handle all maintenance requests that come up. They work diligently to ensure that all issues are handled in a timely manner and to ensure the safety and quality of life for our residents.

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

for the most part our maintenance operations have stayed the same. we continue to focus on making sure all workorderes are completed in a timely manner and focus on completing the work order paperwork accurately and efficiently.

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

one of of our goals to to make sure we are completing all vacancy workorderes in a timely manner in order to get them back online and rented.

- 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	\$0.00	\$0.00
Last Fiscal Year Actual Spending	\$0.00	\$0.00
Current Fiscal Year Budget	\$0.00	\$0.00

- E. Unit Turnover Summary

# Turnovers Last Fiscal Year	48
Average time from date vacated to make unit "Maintenance Ready"	51 days
Average time from date vacated to lease up of unit	99 days

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

Attachments

These items have been prepared by the FRAMINGHAM HOUSING AUTHORITY and appear on the following pages:

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

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



Maintenance Plan

Program and Procedures

1. Introduction

This document outlines the Framingham Housing Authority's (FHA) maintenance program and procedures.

DESCRIPTION OF FHA DEVELOPMENTS:

A. 667

667-2 Everit Ave, John J. Gallagher Drive, 130 Grant Street

667-3 Arsenal Road

667-4 Arsenal Road

667-5 Rose Kennedy Lane (even addresses)

667-6 Rose Kennedy Lane (odd addresses)

667-7 Hastings House 115 Cochituate Road, Framingham, MA 01702

667-8 Memorial House 317 Hollis Street, Framingham, MA 01702

B. 200-2

St Lo

Corregidor

Guadalcanal

C. MUSTERFEILD

Anzio

Pearl Harbor

Concord Street

Arsenal

D. 689's

40 Temple Street

85 Alexander Street

24 Underwood Road

E. 705's

705-1- 8/10 Webster Street, 46 Bethany Road, 234-236 Beaver Street

705-2 - (Pelham Properties) managed by Corcoran Management

705-3- Oran Road

F. 28's (Federal)

28-1 Beaver, Carlson and Pusan

28-2 John J. Brady Drive

G. FHDCII Properties

3 Wilmont Road, 1220 Concord Street, 27 Coburn Street, 45/47 Arsenal Road, 55/57 Arsenal Road, 124 Lawrence.

2. Staffing

The FHA has 15 full-time and 0 part-time employees.

3. Tracking of Maintenance Work/Work Orders:

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

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

4. Routine Maintenance

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

Maintenance employees complete a series of scheduled routine tasks on a daily, weekly, and monthly basis to ensure that FHA properties and equipment are well cared for and properly functioning. These tasks strive to maintain the condition of the building exterior, building interior, and all related equipment.

As it pertains to the exterior building, staff will take actions such as power washing trash areas and picking trash from common areas including the playground and picnic area. This ongoing effort is helpful in keeping FHA properties clean and ensuring that all tenants can enjoy a safe living environment.

Regular action will also be taken to ensure that the interiors of FHA buildings are clean for residents. This ongoing effort strives to keep specific areas clean including woodwork, glass on windows and doors, stairways, laundry rooms, and trash areas. Vacuuming also takes place on a regular basis to maintain clean common areas for FHA residents.

Collectively, these routine maintenance tasks help to guarantee a safe, clean, and welcoming environment for tenants to live and go about their daily lives with ease.

A complete list of routine maintenance tasks can be found on attachment A of this manual.

5) Annual Unit Inspections

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

6) Preventive Maintenance

Preventive maintenance is work which must be done to preserve and extend the useful life of materials, building systems, equipment and other elements of the FHA properties and to prevent emergency situations. Due to the complexity of the FHA mechanical systems at this site, preventive maintenance is provided through a combination of outside contractors and FHA staff.

Maintenance staff walks all properties on an annual basis to inspect insect screens, make a list of missing or damaged screens to be repaired or replaced, inspect damaged down spouts, and inspect air conditioning equipment. These actions are paramount to maintaining the condition of all FHA properties.

Staff is tasked with checking all exterior lights each month to ensure that they are properly operating for each building. This is important because it helps maintain a safe environment for tenants.

A series of tasks are completed each year to maintain FHA grounds and landscaping efforts. Mulch is ordered and subsequently delivered to the various properties, seasonal planting takes place, and spring clean ups take place at each unit. This work allows FHA properties to maintain a clean and organized appearance for staff and tenants alike.

There are also a series of actions taken to ensure that the electrical systems are functioning properly without a risk of danger. For example, the generators are tested on an annual basis to verify that they are working in case of an emergency. Elevators are also inspected each year to maintain their working condition and for the safety of residents.

Maintenance staff and mechanics also take preventive measures to maintain the condition of automobiles and small engines owned and operated by the Authority. The trucks used by maintenance staff are checked each month for potential oil changes and inspection stickers. Seasonal equipment including plows, sanders, and salt spreaders are also examined to ensure

that they are fully functional for staff use. Collectively, these preventive tasks help diminish the likelihood of emergencies and strive to guarantee longevity for various tools and materials.

A complete list of preventive maintenance tasks can be found in attachment A of this manual.

The following are contracted out by the FHA:

a) Fire Protection

An outside firm under contract to the Authority maintains the buildings' fire protection system. This firm will test the operation of the system on a semi-annual basis in accordance with the guidelines provided by the National Fire Protection Association. If any maintenance person detects a problem with the system – typically limited to hearing the audible trouble alarm – they should immediately contact the Authority's alarm contractor.

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

b) Extermination/Pest Control

The Authority contracts out for all pest related issues. This includes spraying for bees, hornets, wasps or any other flying insects. All resident complaints concerning cockroaches, flying insects, mice or other pests are handled by the Authority's pest control contractor.

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

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

c) Generator Service:

The generators at Hastings, Memorial and John J. Brady Drive administrative office are serviced twice a year by a contractor.

7) Vacancy Turnaround

The Maintenance Director has the primary responsibility of coordinating the maintenance turnaround of units. All efforts will be made to re-occupy a unit within 20-30 business days of the unit becoming vacant.

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

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

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

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

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

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

8) Maintenance Charges

The Authority does use a Schedule of Standard Maintenance Charges (attachment C) to assess a resident for maintenance related work. When maintenance repairs are determined to be

required because of resident/guest abuse or misuse, the resident is charged the actual Authority costs to make the repair. The charges will vary due to the amount of time of the repair (regular or after hours), the hourly rate of the person making the repairs, and the materials involved. The maintenance employee who completed the work will indicate whether they feel an item should be a resident charge on the work order. A copy of this work order will be forwarded to the administrative office for a final calculation of the charge for the repair.

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

9) Definition of Maintenance Emergencies

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

The Authority considers the following items maintenance emergencies:

- Fires of any kind (Call 911)
- Gas leaks / Gas odor (Call 911)
- Electric power failures
- 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 / Heating system does not work
- No Hot water
- Snow or ice storm
- Dangerous structural defects
- Inoperable Smoke / CO detectors, beeping or chirping
- Elevator stoppage, entrapment
- Inoperable emergency lighting or exit signs
- Inoperative refrigerator or Stove
- Blocked egress /exits
- Blocked electrical panel
- Exposed wires, Unsecured or missing covers, open breaker port, missing knockouts
- Call for Aide not working or cord missing, blocked, tied up or does not reach to floor
- Clogged sink, toilet, or drain, Sewer odor
- Heater / Exhaust system leaking dangerous gases

- GFCI Outlet is inoperable
- Evidence of Leak/Mold/Mildew
- Window will not stay up, Window will not lock, Broken Windowpane
- Flammables improperly stored
- Excessive garbage in area not designated for storage
- Infestation of Rodents or Insects
- Sharp edges that could pose a cutting hazard
- Tripping hazards
- Leaking pipes
- Drip legs do not extend within 12" of floor
- Door hardware is inoperable
- Self-closing door does not latch
- Risk of falling chimney pieces
- No running water in unit or building
- Elevator inoperable
- Fire Extinguisher expired / Fire Sprinkler components missing or damaged
- Fire Alarm Control Panel System Trouble

Attachment D: contains this list and a handout given to residents upon signing a lease.

10) Deferred Maintenance;

Work orders will be deferred if:

- a. if items may be best completed if the unit is vacant
- b. If the item is a season item
- c. lack of funding
- d. efficiency (where it is easier to group common tasks together to a larger project)
- e. organizational upkeep tasks
- f. if the work shall be part of a larger Modernization Project.

The FHA will keep a list of deferred maintenance items with the following information:

1. Item
2. Date added to Deferred Maintenance Plan
3. Item Description
4. Location and/or unit#
5. Reason Deferred
6. Estimated Costs
7. Materials Needed
8. Original Work order#
9. Target Completion Date
10. Actual Completion Date
11. Other Comments

ATTACHMENT A

Routine Maintenance Schedule and Checklist														
LHA NAME: Framingham Housing Authority							All Developments							
Landscaping and Grounds Routine Maintenance														
Building Exterior														
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Power Wash Trucks	Weekly	Staff	X	X			X	X	X	X				
Power Wash Musterfield Trash Areas	Monthly	Staff					X	X	X	X				
Musterfield Playground/Picnic Area Picked Up	Daily	Staff					X	X	X	X	X			
Clean main drain on Anzio Road	Monthly	Staff	X				X				X			
Building Routine Maintenance														
Building Interior														
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Common Areas 667-3 & 667-4 Clean Landings	Monthly	Staff	X		X		X		X		X		X	
Common Areas 667-3 & 667-4 Wipe down wood work	Monthly	Staff	X		X		X		X		X		X	
Common Areas 667-3 & 667-4 Clean glass on windows, front/back of doors	Monthly	Staff	X		X		X		X		X		X	
Common Areas 667-3 & 667-4 Clean windows in the hallways	Monthly	Staff	X		X		X		X		X		X	
RKL&667-2 - clean landings	Monthly	Staff		X		X		X		X		X		X
RKL&667-2 - wipe down wood work	Monthly	Staff		X		X		X		X		X		X
RKL&667-2 - clean glass on windows/doors (front & back)	Monthly	Staff		X		X		X		X		X		X
RKL&667-2 - clean windows in hallways	Monthly	Staff		X		X		X		X		X		X
JJB Common Area - vacuum	Monthly	Staff	X				X		X		X		X	
JJB Common Area - glass cleaned (front/back)	Monthly	Staff	X				X		X		X		X	
JJB Common Area - windows cleaned	Monthly	Staff	X				X		X		X		X	
JJB Common Area - stairways cleaned	Monthly	Staff	X				X		X		X		X	

Routine Maintenance Schedule and Checklist

LHA NAME: Framingham Housing Authority			All Developments												
Cleaning laundry rooms at Arsenal/JJB/RKL/Everit Ave	Weekly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	X
Trash removal	Per schedule	Staff	X	X	X	X	X	X	X	X	X	X	X	X	X
Clean all laundry rooms	Per schedule	Staff	X	X	X	X	X	X	X	X	X	X	X	X	X
Other:															
Have a safety meeting	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	X

NOTE:

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

Preventive Maintenance Schedule and Checklist

LHA NAME: Framingham Housing Authority

All Developments

Buildings & Grounds Preventive Maintenance

Building Exterior

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Exterior Dryer vent cleaning John J. Brady Drive	Annually	Staff		X										
Remove AC Covers 28-2 JJB (Week of Marathon Monday)	Annually	Staff				X								
Walk all Properties and Inspect Insect Screens, Make List of Missing/Damaged Screens and Replace/Repair as Needed	Annually	Staff				X								
Inspect Properties for Damaged Down Spouts & Gutters/Repair as Needed	Annually	Staff				X								
Inspect All AC Equip. in All Locations (service if needed)	Annually	Staff					X							
1 Hour Check Exterior Lights For Proper Operation	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X
Exterior Painting at 667-3 and 667-4 Incl. Railings/Benches	Annually	Staff							X					

Building Interior

Inspect Hastings Garage Floor (Determine Need for Reseal)	Annually	Staff										X		
Daylight Savings - make sure clocks are set	Bi-Annually	Staff			X								X	
Heavy Cleaning of Main Office	Annually	Staff		X										

Buildings & Grounds Preventive Maintenance

TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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Preventive Maintenance Schedule and Checklist

LHA NAME: Framingham Housing Authority			All Developments											
Trash / Recycling Room														
Inspect All Trash Areas for Needed Fence Repairs (St. Lo)	Annually	Staff				X								
Maguire Equip.both trash compactors (Hastings/Memorial)	Annually	Staff			X									
Power Wash Trash Shutes - Hastings/Memorial	Annually	Staff		X										
Landscaping														
Plant Pansies/Other Seasonal Plantings All Locations	Annually	Staff					X							
Seasonal Plantings Switch at Musterfield	Annually	Staff							X					
Plant "Fall" Flowers at All Locations - Last Week	Annually	Staff										X		
Mount Leaf Vac for Leaf Collection	Annually	Staff											X	
Go Thru All Landscape Contractors for Spring Clean Ups	Annually	Staff				X								
Order and Deliver Mulch	Annually	Staff				X								
Grounds														
Grounds Crew Start Following Grass Cutting Schedule	Annually	Staff					X							
Grounds Crew Work at All Locations	Annually	Staff					X							
Inspect All Flags/Replace if Nec. - Week Before Mem. Day	Annually	Staff					X							
Clear Debris From Drying Yard at 28-1	Annually	Staff												X
Check all grounds for sticks/heavy branches	Annually	Staff			X									
Send Water Truck Out (discretion Director of Maintenance)	Monthly	Staff					X	X	X	X	X	X		
Mechanical, Electrical Systems Preventive Maintenance														
HVAC (Heating, Ventilation, Air Conditioning)														
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Preventive Maintenance Schedule and Checklist

LHA NAME: Framingham Housing Authority			All Developments														
Inspect/Clean All Boilers Beaver, Carlson, Pusan (28-1)	Annually	Staff										X					
Plumbing																	
Install Water Tank	Annually	Staff						X									
Irrigation Turned On/Tested - Irrigation Vendor 1st Week	Annually	Staff						X									
(Musterfield) Exercise Leonard Valves	Monthly	Staff	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Spray Park - test the back flow preventer and make sure it is ready to go for the warm weather	Annually	Staff/Town						X									
Electrical system																	
Load Test Generators Hastings/Memorial/Main Office	Annually	Staff														X	
Sweep clean all hot water/electrical rooms	Annually	Staff	X														
Check all hot water/electrical rooms for debris	Annually	Staff	X														
Elevator Inspections Memorial/Hastings/Main office	Annually	Staff					X										
Generators at Hastings/Memorial/Main Office	Annually	Staff					X										
Month End - Generator PM Schedule Hastings/Memorial JJB	Annually	Staff													X		

Preventive Maintenance Schedule and Checklist

LHA NAME: Framingham Housing Authority

All Developments

Machine Preventive Maintenance

Automobile														
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Check for oil changes/inspection stickers on trucks	Monthly	Mechanic	X	X	X	X	X	X	X	X	X	X	X	X

Small Engines														
Bring all spring equipment to maint. mechanic for repairs	Annually	Staff			X									
Wash All Plows and Snow Equipment for Storage (add fuel stabilizer when required)	Annually	Staff				X								
Wash/Put Away Sanders and Salt Spreaders From Trucks	Annually	Staff				X								
Clear and clean salt bins	Annually	Staff				X								
Service all snow equipment	Weekly	Staff	X											

Other

Meetings														
TASK	Frequency	By	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Meet with Fleet Mechanic to Discuss What Needs to be Ordered for Winter Months/What Large Repairs are Needed for Existing Equipment	Annually	Staff								X				

ATTACHMENT B

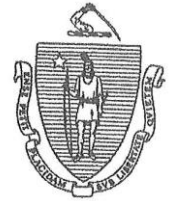


FRAMINGHAM HOUSING AUTHORITY

1 John J. Brady Drive
Framingham, MA 01702-2300

Charges for Maintenance Repairs

Approved by the Board May 13, 2013



PAUL LANDERS
EXECUTIVE DIRECTOR

TELEPHONE (508) 879-7562
Fax (508) 626-0252

TTY RELAY SERVICE 711

COMMISSIONERS:

JANET LEOMBRUNO
PHYLLIS A. MAY
ROBERT L. MERUSI
JANICE M. ROGERS
STEPHEN P. STARR

<u>Item</u>	<u>Price</u>
Screen Door	\$250.00
Rescreen Door	\$50.00
Window Screen	\$35.00
Rescreen Window	\$15.00
Broken Window	\$8.00 per sq. ft. of glass
Inside Door Glass	\$125.00
New Locks	\$125.00
New Locks 200-1/2	\$200.00
Rekey Locks	\$25.00
Rekey Locks 200-1/2	\$50.00
Extra Set of Keys	\$15.00
Lockout	\$40.00 (Approved by Board on 5.13.13)
Countertop Replacement	\$18.00 per sq. ft.
Garbage Disposal Replacement	\$250.00 or actual cost
Outside Debris Removal	ACTUAL COST
Thermostat	Specific cost by development
Light Bulb (Replacement)	\$5.00 (Approved by Board on 11.14.11)
Paint (Gallon)	\$15.00

- Removal of any items from your unit will be charged according to an hourly wage for each employee used.
- Labor charges will be added to any unnecessary tasks not due to usual wear and use by tenant.
- Any unreported damage noted by the FHA and not reported by the tenant shall be repaired and charged accordingly.
- Any damages not listed on this sheet will be charged according to fair labor and material cost to repair the item.
- All charges must be PAID at the Housing Authority Office within 10 days of the billing date.

PL 5/13/13



EQUAL HOUSING OPPORTUNITY

ATTACHMENT C

If you have a medical, police, or fire emergency, you need to contact 911 immediately.

Emergency definition and lists

Definition of a maintenance emergency – **A condition that is immediately threatening to the life and safety of residents, staff, or structures.**

The following is the minimum list of emergencies that should be called out to maintenance for immediate repair:

Examples of Emergencies to be called to maintenance

- | | |
|--|--|
| <ul style="list-style-type: none">• Fires of any kind (Call 911)• Gas leaks or Gas odor (Call 911)• Electric power failures• Electrical hazards, sparking outlets• Broken water pipes or flooding• No water or unsafe water• Sewer or toilet blockage• Roof leaks• Lock outs | <ul style="list-style-type: none">• Door or Window lock failure• No heat• No Hot water• Snow or ice storm• Dangerous structural conditions• Inoperable Smoke or CO detectors, beeping or chirping detectors• Elevator stoppage or entrapment |
|--|--|

If a tenant has an emergency during normal business hours they should call **508-872-0422**. If a tenant has an emergency after hours, weekends, or holidays, they should contact the Framingham Housing Authority **Answering Service at 508-872-0422**. The answering service will contact a member of our staff to respond to the emergency.

IF you have a medical, police or fire emergency, you need to call 911 immediately

Work Order Number	Address	Entered Date	Deferred Date	Work Order Description	Reason Deferred	Deferred Type	Estimated Completion Date	Actual Completion Date	Linked Work Order Number	Materials Needed	Cost Estimate	Estimated Hours	Other Comments
76479	19 Corregidor Road	5/26/2023	8/18/2024	front side deck is wobbly/ moves tenant will like a new kitchen floor, because kitchen floor look drifty and discolored	deck project	Deferred Maintenance Plan					0		
80061	22A Arsenal Road	2/21/2024	2/21/2024	new kitchen	Arsenal Rd Kitchen project	Deferred Maintenance Plan					0		
80178	274 BEAVER STREET Unit: 2742	3/4/2024	3/4/2024	274B Beaver St. — Gens Barthelmy (trans 47 Guadalcanal Rd.) Unit VACATED keys RETURNED	Beaver St-PHASE II	Capital Improvement Plan					0		
80268	5A Rose Kennedy Lane	3/13/2024	8/9/2024	Answering Service afternoon: HAS SOME TILES REPLACED IN THE KITCHEN, THEY ARE CRACKED AND BROKEN tenant called again 5/3 at 2:54pm: will like a new living room floor, all the tiles are coming apart	Floor Project	Deferred Maintenance Plan					0		
80284	8 CARLSON ROAD Unit: 0083	3/15/2024	3/15/2024	8C Carlson Rd — Mikel Baskin Unit VACATED keys RETURNED	Beaver St-PHASE II	Capital Improvement Plan					0		
80407	4 CARLSON ROAD Unit: 0044	3/27/2024	3/27/2024	4D Carlson Rd — Aura Cruz Reyes (transfer Musterfield) Unit VACATED keys RETURNED	Beaver St-PHASE II	Capital Improvement Plan					0		
80613	21D Rose Kennedy Lane	4/22/2024	8/9/2024	Maeve: she said that the kitchen/ living room tiles are damaged and will like maintenance to check and repair or replace.	Floor Project	Deferred Maintenance Plan					0		
80620	3 PUSAN ROAD Unit: 0032	4/23/2024	4/23/2024	3B Pusan Rd — Sandra Acosta-Cuevas (transfer Guadalcanal Rd.) Unit VACATED keys RETURNED PHASE II — Unit will remain VACANT	PHASE II	Capital Improvement Plan				3B Pusan Rd — Sandra Acosta-Cuevas (transfer Guadalcanal Rd.) Unit VACATED keys RETURNED PHASE II — Unit will remain VACANT	0		
80633	4 CARLSON ROAD Unit: 0041	4/26/2024	4/26/2024	4A Carlson Road — Tanisha Wilkins-Amado (Transfer St. Lo Road) Unit VACATED keys RETURNED FINALLY got the keys!!!! PHASE II — Unit will remain VACANT		Capital Improvement Plan				4A Carlson Road — Tanisha Wilkins-Amado (Transfer St. Lo Road) Unit VACATED keys RETURNED PHASE II — Unit will remain VACANT	0		
80640	270 BEAVER STREET Unit: 2701	5/1/2024	5/1/2024	270A Beaver Street — Ejro Barrack-Andi (Musterfield) Unit VACATED keys RETURNED PHASE II — Unit will remain VACANT		Capital Improvement Plan				270A Beaver Street — Ejro Barrack-Andi (Musterfield) Unit VACATED keys RETURNED PHASE II — Unit will remain VACANT	0		
81020	10C Arsenal Road	5/29/2024	8/9/2024	kitchen drawers broken, (it's hard to open the kitchen drawers) bathroom floor tiles are rising up it becoming a hazard	Floor Project	Deferred Maintenance Plan					0		
81028	270 BEAVER STREET Unit: 2703	5/31/2024	6/3/2024	270C Beaver Street — Yanira Perez (Abandoned Unit) Unit VACATED keys RETURNED PHASE II — Unit will remain VACANT	Beaver St PHASE II	Capital Improvement Plan					0		
81250	270 BEAVER STREET Unit: 2702	6/24/2024	6/24/2024	270B Beaver Street — Eugene Sane (57 St. Lo) Unit VACATED keys RETURNED PHASE II — Unit will remain VACANT	Beaver St PHASE II	Capital Improvement Plan	6/24/2024 12:00:00 AM				0		
81336	30D Arsenal Road	6/27/2024	4/29/2025	filthy needs to be cleaned (sending out notices) toilet loose running sink stopper gone towel ring missing kitchen infestation 7/3	rehab project	Deferred Maintenance Plan					0		
81341	14A Arsenal Road	6/27/2024	4/30/2025	bathroom walls ceiling mold repair kitchen base cabinet around edges doors evidence of water leaking hardwood at bedroom door	Kitchen project	Deferred Maintenance Plan					0		
81602	36 Pearl Harbor Road	7/22/2024	9/24/2024	dining room has missing tiles (2) kitchen cabinet door broken and the small refrigerator they had brought me it doesn't fit anything	floor project	Deferred Maintenance Plan					0		
81677	4A Arsenal Road	7/29/2024	5/19/2025	front right burner not working correctly burns on countertop 3-way switch in BR not working floor between BR and LR swelling re-caulk tin water behind surround re-caulk floor at tub repair bedroom Bi-fold knob and door	vacant unit	Deferred Maintenance Plan					0		
81715	272 BEAVER STREET Unit: 2724	7/31/2024	7/31/2024	272D Beaver Street — Janet Rivera (Musterfield) Unit VACATED keys RETURNED PHASE II — Unit will remain VACANT	Beaver PHASE II	Capital Improvement Plan	7/31/2024 12:00:00 AM				0		
81809	46 Bethany Rd. Unit: 2	8/12/2024	9/3/2024	bathroom floor tiles are cracking tenant called again waiting for maintenance to check out the cracked tiles on 8/19 at 9:11 am	Floor project	Deferred Maintenance Plan					0		
81996		9/3/2024	9/3/2024	main entrance tiles need to be replaced	Floor project	Deferred Maintenance Plan					0		
82303	4 CARLSON ROAD Unit: 0043	9/27/2024	9/27/2024	4C Carlson Road — Sabrina Blasotto (Transfer CCW) Unit VACATED keys RETURNED PHASE II — Unit will remain VACANT	Beaver PHASE II	Capital Improvement Plan					0		
82304	2 CARLSON ROAD Unit: 0024	9/27/2024	9/27/2024	2D Carlson Road — Jose Torres (Transfer CCW) Unit VACATED keys RETURNED PHASE II — Unit will remain VACANT	Beaver PHASE II	Capital Improvement Plan					0		
82305	3R PUSAN ROAD Unit: 0033	9/27/2024	9/27/2024	3RC Carlson Road — Adelina Mora-Garcia (Transfer CCW) Unit VACATED keys RETURNED	Beaver PHASE II	Capital Improvement Plan					0		
82306	3 PUSAN ROAD Unit: 0033	8/31/2024	9/27/2024	3C Carlson Road — Danielle Egan (Transfer CCW) Unit VACATED keys RETURNED	Beaver PHASE II	Capital Improvement Plan					0		

82345	5 PUSAN ROAD Unit: 0052	10/2/2024	10/3/2024	5B Pusan Road - Sophia Vergara-Cousins(trans 49 St. Lo) Unit VACATED keys RETURNED PHASE II - Unit will remain VACANT	Beaver PHASE II	Capital Improvement Plan							0
82459	115 Cochituate Rd. Unit 213	9/12/2024	4/29/2025	repair entry door does not close exposed wire under cooktop and sink disposal install shelving in bedroom closet toilet loose resecure towel bars and grab bars please check T-Stat paint passes through from the kitchen to the Living room ADS unit cover wire and plumbing under counter needs handicap shower	rehab project	Deferred Maintenance Plan							0
82920	28 Pearl Harbor Road	10/23/2024	4/24/2025	repair Lazy Susan outlet cover missing behind microwave hole in the wall right BR hole in the wall from the doorknob and door broken BR hard right paint around LAV paint patch in the stairwell	parts project	Deferred Maintenance Plan							0
82927	42 Pearl Harbor Road	10/23/2024	4/24/2025	Change the blind on a door repair Lazy Susan replace fridge gasket LAV pop-up missing recalk tub bathroom ceiling peeling repair Med cab door patch around the vanity light	parts project	Deferred Maintenance Plan							0
82928	44 Pearl Harbor Road	10/23/2024	4/25/2025	vent hood knob missing repair both Lazy Susan replace drip pans repair base cab left of the stove clear front of Elec panel toilet loose recalk tub	Parts project	Deferred Maintenance Plan							0
82942	62 Pearl Harbor Road	10/24/2024	4/24/2025	repair fridge gasket replace Lazy Susan spinner bath pop-up missing vanity light covers missing fridge light out	parts project	Deferred Maintenance Plan							0
82990	10C Oran Road	10/25/2024	5/14/2025	The back left burner missing kitchens and hallway floors missing pieces and coming up (not VCT look-like tenant)	Floor project	Deferred Maintenance Plan							0
83478	23 St. Lo Road	12/4/2024	4/30/2025	hood light out left BR light out Vanity light out bathroom light missing lens clean bath filter paint patch behind the toilet replace front storm door	Storm door project	Deferred Maintenance Plan							0
83705	51B Arsenal Road	6/22/2024	3/26/2025	new light above the sink flickers paint patch on the ceiling (done by Mike the painter) update smokes caulk tub install bi-fold knob (List)	rehab project	Deferred Maintenance Plan							0
83953	26 St. Lo Road	12/4/2024	5/29/2025	replace fridge gasket and freezer cover exposed insulation in the basement VCT popping in the kitchen hole in the bifold for the right bed left BR door broken	Floor project	Capital Improvement Plan							0
84846		3/17/2025	4/9/2025	Building 40 R.K.L. hallway and outside light not working again, sometimes it works then it stops working for like 1-2 days	electrical project	Deferred Maintenance Plan							0

Annual 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 12/31/2024. It also shows the approved budget for the current year (2024) 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 Executive Office of Housing and Livable Communities (EOHLC). 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 EOHLC 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 EOHLC.

EOHLC 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 EOHLC 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 EOHLC and obtain its approval.

The FRAMINGHAM HOUSING AUTHORITY operating reserve at the end of fiscal year 2024 was \$0.00, which is 0.00% 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 FRAMINGHAM HOUSING AUTHORITY						
REVENUE						
Account Number	Account Class	2023 Approved Revenue Budget	2023 Actual Amounts Received	2024 Approved Revenue Budget	% Change from 2023 Actual to 2024 Budget	2024 Dollars Budgeted Per Unit per Month

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by FRAMINGHAM HOUSING AUTHORITY						
EXPENSES						
Account Number	Account Class	2023 Approved Revenue Budget	2023 Actual Amounts Received	2024 Approved Revenue Budget	% Change from 2023 Actual to 2024 Budget	2024 Dollars Budgeted Per Unit per Month

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by FRAMINGHAM HOUSING AUTHORITY						
EXPENSES						
Account Number	Account Class	2023 Approved Revenue Budget	2023 Actual Amounts Received	2024 Approved Revenue Budget	% Change from 2023 Actual to 2024 Budget	2024 Dollars Budgeted Per Unit per Month

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by FRAMINGHAM HOUSING AUTHORITY						
SUMMARY						
Account Number	Account Class	2023 Approved Revenue Budget	2023 Actual Amounts Received	2024 Approved Revenue Budget	% Change from 2023 Actual to 2024 Budget	2024 Dollars Budgeted Per Unit per Month

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 repayment 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 EOHLC 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 – EOHLC (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 EOHLC 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 EOHLIC 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 EOHLIC 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 EOHLC 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

PMRs are conducted for most LHAs on a biennial basis. This year there is no PMR record for this Housing Authority.

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 • Corrective Action: LHAs have not completed any trainings
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 • Corrective Action: Paper applications are not available; Or the LHA has failed to date and time stamp paper applications and/or failed to enter them correctly; Or Less than 75% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp; Or more than 5% of new paper applications are entered more than 30 days after date/time stamp
Vacancies occupied using CHAMP	<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 EOHLC's Housing Applications Vacancy System within 30 days; And the housed Applicant ID and Pull List ID match between EOHLC'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 EOHLC's Housing Applications Vacancy System, all vacancies are not recorded within 30 days; Or the Housed Applicant ID and Pull List ID match between EOHLC'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 EOHLC's Housing Applications Vacancy System; Or the Housed Applicant ID and Pull List ID do not match (or data is missing) between EOHLC'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%
Health & Safety	
Health & safety violations	<p>EOHLC 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.</p>

CRITERION	DESCRIPTION
Facility Management – Inspection Standards and Practices	
100% Unit Inspections	All units inspected at LHA during FY under review <ul style="list-style-type: none"> • No Findings: 100% of units inspected • Corrective Action: Less than 100% of units inspected
LHA Inspections Reports/Work Orders	Unit inspection reports create, track, and report work orders for inspection repairs, and inspection WOs completed within 30 days or add to DM/CIP <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	Unit inspection reports accurately reflect necessary repairs <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 • Corrective Action: c.667 has equal to or greater than 3 EHS deficiencies or c.200/705 unit has equal to or greater than 4 EHS deficiencies
Facility Management – Preventative Maintenance Standards and Practices	
LHA Preventative Maintenance Schedule Accuracy and Implementation of Preventative Schedules	LHA preventative maintenance schedule accurately reflects all necessary work to maximize the life of LHA components <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 • Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies

CRITERION	DESCRIPTION
Facility Management – Vacancy Turnover Standards and Practices	
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 • Corrective Action: Vacancy work orders are not created, tracked and reported for every unit; Or vacancy work orders are Maintenance Ready in >45 days for c.667 and >60 days for c.200/705 and have no approved waiver
Accuracy and Standard of Vacancy Turnovers	<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 • Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies
Work Order Types and Systems	
Emergency Work Orders	<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 • 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
CRITERION	DESCRIPTION
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 • Corrective Action: Not all requested work orders are completed within 14 days or added to DM/CIP

Policies

The following policies are currently in force at the FRAMINGHAM HOUSING AUTHORITY:

Policy	Last Ratified by Board Vote	Notes
*Capitalization Policy	8/9/2021	
*Fair Housing Marketing Plan	8/9/2021	
*Grievance Policy	3/1/2018	Grievance Procedure in place - No FHA Board vote required
*Language Access Plan	8/9/2021	
*Personnel Policy	2/12/2018	
*Procurement Policy	10/12/2016	
*Reasonable Accommodations Policy	7/10/2017	
*Rent Collection Policy	8/9/2021	
Credit/Debit Card Policy	5/12/2014	
Criminal Offender Records Information (CORI) Policy	7/10/2017	
Emergency Response Plan	8/9/2021	Emergency Case Plan
Equal Employment Opportunity Policy and Affirmative Action Plan	6/12/2017	
Maintenance and Other Charges	11/14/2011	Charges for Maintenance Repairs
Other – Define in the ‘Notes’ column	8/9/2021	Workers' Compensation Policy and Procedures
Other – Define in the ‘Notes’ column	5/8/2017	Violence Against Women Act (VAWA) Policy
Other – Define in the ‘Notes’ column	1/11/2016	Vehicle Policy
Other – Define in the ‘Notes’ column	5/25/1989	Drug-Free Workplace Policy
Other – Define in the ‘Notes’ column	8/9/2021	Disposition Policy
Other – Define in the ‘Notes’ column	5/8/2007	Satellite Policy
Other – Define in the ‘Notes’ column	8/9/2004	Program Participation Policy
Other – Define in the ‘Notes’ column	2/18/2016	OBRA Policy
Other – Define in the ‘Notes’ column	8/9/2021	Affirmatively Furthering Fair Housing
Other – Define in the ‘Notes’ column	8/9/2021	Smoke Detector Policy
Other – Define in the ‘Notes’ column	3/12/2018	Code of Conduct Policy
Other – Define in the ‘Notes’ column	11/7/1966	By Laws - Framingham Housing Authority
Other – Define in the ‘Notes’ column	8/9/2021	Eviction Policy
Parking	6/14/2021	
Pet Policy	8/9/2021	
Sexual Harassment Policy	3/12/2018	
Smoking Policy	9/12/2016	Non-Smoking Policy
Travel Policy	5/22/2011	

* Starred policies are required by EOHLIC. 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 EOHLIC.

Waivers

FRAMINGHAM HOUSING AUTHORITY has received the following waivers from EOHLIC'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 Approved by EOHLIC	Date Expired
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*The list of waivers has been provided by the LHA and has not been verified by EOHLIC.

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 EOHLC for each year.

Capital Funds: Funds provided by EOHLC 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 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 EOHLC conducts its review of the LHA's CIP in CIMS. For the Annual Plan CIMS imports data from other EOHLC 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 EOHLC'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 EOHLC.

EOHLC: Massachusetts Executive Office of Housing and Livable Communities

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 Voucher Program'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 EOHLC and the LHA to take a deep dive into the data, lift up best practices, and work together towards improving operations voucher Program.

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, EOHLC 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 EOHLC.

Attachments

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

- Performance Management Review
- Cover sheet for tenant satisfaction surveys
- Tenant comments

August 20, 2025
Noon-1:30pm

Tenant Participation Annual Plan

Tenants:

2G JJB, 16D JJB, 9D RKL, 6RKL, 26A Arsenal, 51D Arsenal, 19 Corregidor, St lo (no address given)

John J. Brady

Project Updates:

Window project starts in September. Just finished the shutter and exterior paint project and are working on updating the building signage.

Comments:

Would like to see more accessible doors.

Tenants commented that they were happy with the geothermal

Rose Kennedy Lane:

Project updates:

Site work next summer and kitchen renovations.

Comments:

Would like to see bike racks and picnic tables with umbrellas added as part of the site work project.

New street signage – tenants noted that most of the signs are faded and hard to read.

Tenants love the new geothermal units.

Arsenal Road

Project updates:

Finishing the common area hallway update project

Comments:

No projects they would like. Would like the hallways cleaned (especially the rear hallways)

St Lo:

Project updates:

Finishing the roofs and trash corral project.

Comments:

Happy with the work that has been done. A few tenants wanted to see a play area for the children that lived in the St Lo development so that they didn't have to go all the way to the Musterfield.

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.

FRAMINGHAM HOUSING AUTHORITY

Performance Management Review (PMR) Report

Fiscal Year End 12/31/2023

*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	FRAMINGHAM HOUSING AUTHORITY
Fiscal Year Ending	Dec 2023
Housing Management Specialist	Robert Pelletier
Facilities Management Specialist	Wilzor Exantus

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

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

LHA Name	FRAMINGHAM HOUSING AUTHORITY
FYE	Dec 2023
HMS Name	Robert Pelletier
FMS Name	Wilzor Exantus

Criteria	Rating
Staff Certification and Training	No Findings

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

LHA Name	FRAMINGHAM HOUSING AUTHORITY
FYE	Dec 2023
HMS Name	Robert Pelletier
FMS Name	Wilzor Exantus

Rating:

Recommendations:

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

LHA Name	FRAMINGHAM HOUSING AUTHORITY
FYE	Dec 2023
HMS Name	Robert Pelletier
FMS Name	Wilzor Exantus

Occupancy

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

1. No Recommendations

Tenant Accounts Receivable (TAR)

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

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

Board Member Training

Rating: 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: Corrective Action

Revenue

1. No Recommendations

Expense

Salaries

1. No Recommendations

Legal

1. No Recommendations

Utilities

1. No Recommendations

Maintenance

1. No Recommendations

Other

1. Monitor expenses throughout the year; over or underspending in certain budget lines can be fixed by reducing or increasing other lines to ensure you stay within your ANUEL.

Operating Reserve

Rating: No Findings

1. No Recommendations

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

LHA Name	FRAMINGHAM HOUSING AUTHORITY
FYE	Dec 2023
HMS Name	Robert Pelletier
FMS Name	Wilzor Exantus

CHAMP Criteria 1a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1c

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 2a

Rating: Corrective Action

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

CHAMP Criteria 2b

Rating: 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 (Planning Year)

Rating: Not Applicable

Recommendations: 1. No Recommendations

CHAMP Criteria 3c (Planning Year)

Rating: Not Applicable

Recommendations: 1. No Recommendations

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

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

LHA Name	FRAMINGHAM HOUSING AUTHORITY
FYE	Dec 2023
HMS Name	Robert Pelletier
FMS Name	Wilzor Exantus

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

Rating: Corrective Action

Recommendations: 1. Ensure that Units are Inspected per EOHLC guidance
2. Ensure that all deficiencies found at the time of unit inspection are included in Inspection Reports including tenant violations
3. Ensure Inspection Reports are created for each Unit Inspection

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

Rating: Corrective Action

Recommendations: 1. No Recommendations

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: Corrective Action

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 5: Vacancy Turnover Work Orders accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. Ensure that work orders are created, tracked, and completed for all Health and Safety deficiencies
2. Ensure that all Notices of Lease Violation are issued for all tenant related deficiencies identified during unit inspection
3. Ensure that all Lease Violations are resolved per EOHLC guidance

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.