

## Notice of Public Hearing

### The Whitman Housing Authority invites all tenants and the general public to a review of the Authority's Proposed Annual Plan for Fiscal Year 2022

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

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

Hearing time and date: **7:00 PM on 03/08/2021**

Hearing location: Via Teleconference.

Please call 1-866-899-4679

and enter code 485 952 773#

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

- o Copies of the Annual Plan are available at the Authority's office or may be reviewed online at <https://tinyurl.com/LHA-MA-AnnualPlan>
- o Comments may be submitted orally at the hearing, by emailing the housing authority office, or by submitting written comments at the housing authority office. Comments must be received no later than the close of the public hearing.
- o For reasonable accommodation requests contact the housing authority office by 02/22/2021 at 4:00 PM.
- o Contact information for Whitman Housing Authority:  
Office: P.O. Box 334, Whitman, MA 02382  
Phone: (781) 447-6363  
Email: eileen.whitha@verizon.net

## Aviso de audiencia pública

### El/La Whitman Housing Authority invita a todos los arrendatarios y al público en general a una revisión del Plan Anual Propuesto por la autoridad para el año fiscal 2022

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

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

Fecha y hora de la audiencia: **7:00 PM** del **03/08/2021**

Lugar de la audiencia: Via Teleconference.

Please call 1-866-899-4679

and enter code 485 952 773#

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

- o Puede obtener copias del Plan anual en la oficina de la autoridad o consultar el Plan por Internet en <https://tinyurl.com/LHA-MA-AnnualPlan>. El Plan está disponible únicamente en inglés.
- o Si desea hacer comentarios, puede hacerlo oralmente en la audiencia o enviar los comentarios por correo electrónico o postal a la oficina de la autoridad de vivienda. Los comentarios se deben recibir antes del cierre de la audiencia pública.
- o Si tiene una solicitud razonable en relación con una discapacidad, póngase en contacto con la oficina de la autoridad de vivienda antes del 02/22/2021 a las 4:00 PM.
- o Información de contacto de Whitman Housing Authority:
  - Oficina: P.O. Box 334, Whitman, MA 02382
  - Teléfono: (781) 447-6363
  - Correo electrónico: eileen.whitha@verizon.net

**Detailed Instructions for Remote Access**

On January 22, 2021, a copy of the Annual Plan will be available in the community buildings of all (3) elderly developments and just outside the office for family tenants to view. Residents are invited to join the monthly Board Meeting on March 8th, 2021 at 7:00 P.M.. During this meeting the Board will discuss and vote on the Housing Authority's five (5) year Capital Improvement Plan. The Whitman Housing Authority welcomes all tenant comments either by phone, mail or e-mail prior to the Board Meeting regarding the proposed projects listed in the plan or those that residents feel should be addressed in the proposed plan prior to the Board vote.

Send comments by -

Email to: [egibson@whitmanha.org](mailto:egibson@whitmanha.org)

Phone: 781-447-6363 Ext. 3

Mail: P.O. Box 334, Whitman, MA 02382

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

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

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

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

The CIP includes the following parts:

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

**Annual Plan  
Capital Improvement Plan (CIP)**

Whitman Housing Authority (LHA)

**Additional Remarks by Whitman Housing Authority**

The Whitman Housing Authority was recently granted a Creative Place-Making Grant in the amount of \$220,000 for the Pine Circle elderly/disabled development. This project will create an outdoor space that encourages a sense of community among residents, integrates health and wellness, social interactions, and engagement in a hands-on project that incorporates art as social change. The scope includes landscaping with decorative flowerbeds and flowering trees throughout, outdoor exercise equipment to help improve physical and mental health, open space shaded plazas including a gazebo, outdoor furniture and a tenant managed project designed with the goal of preventing the extinction of the Monarch butterfly.

Capital Improvement Plan (CIP)

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

Category of Funds	Allocation	Planned Spending	Description
Balance of Formula Funding (FF)	\$418,142.95		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	\$41,814.30		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	\$376,328.66	\$331,326.77	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	\$6,296.46	\$6,296.46	Accessibility projects
DMH Set-aside	\$0.00	\$0.00	Dept. of Mental Health facility
DDS Set-aside	\$0.00	\$0.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	\$370,032.19	\$325,030.31	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	\$34,636.46	\$34,636.46	Targeted awards from DHCD
Community Development Block Grant (CDBG) Funds	\$0.00	\$0.00	Federal funds awarded by a city or town for specific projects.
Community Preservation Act (CPA) Funds	\$0.00	\$0.00	Community Preservation Act funds awarded by a city of town for specific projects.
Operating Reserve(OR) Funds	\$0.00	\$0.00	Funds from the LHA's operating budget.
Other Funds	\$220,000.00	\$220,000.00	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	\$630,965.12	\$585,963.23	Total of all anticipated funding available for planned projects and the total of planned spending.

**Annual Plan  
Capital Improvement Plan (CIP)**

**CIP Definitions:**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Annual Plan  
Capital Improvement Plan (CIP)**

Whitman Housing Authority (LHA)

**Regional Capital Assistance Team**

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

- o For projects with construction cost under \$10,000, the LHA has the sole responsibility to initiate, implement and manage the project. RCAT offers technical assistance upon request.
- o For projects with construction cost between \$10,000 and \$100,000 the RCAT will have lead responsibility to initiate, implement and manage the project with both DHCD and LHA involvement and oversight throughout the process. For projects in this range, the LHA will work with the RCAT Project Manager who will contact the LHA to initiate projects.
- o For projects with construction cost over \$100,000, or projects below that threshold that are complex or have a subsequent phase that exceeds \$100,000 construction cost, DHCD will take the lead and draft a WO or RFS to hire a designer to prepare plans and specs. RCAT will not be involved in the implementation of projects in this range and the LHA will continue to work directly with the DHCD Project Manager and DHCD design staff.



Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2021	fy2022 Planned	fy2023	fy2024	fy2025	fy2026
338027	2008 FF Master CFA	STETSON TERRACE 667-01	\$9,250	\$9,250	\$0	\$0	\$0	\$0	\$0	\$0
338069	Roof replacement	PINE CIRCLE 667-04	\$224,801	\$193,874	\$22,577	\$0	\$0	\$0	\$0	\$0
338072	Exterior Door Replacement	PINEHAVEN DRIVE 705-02	\$84,940	\$81,480	\$3,460	\$0	\$0	\$0	\$0	\$0
338078	Casement/Awnning Window Replacement	PINEHAVEN DRIVE 705-02	\$35,773	\$0	\$0	\$35,773	\$0	\$0	\$0	\$0
338079	Siding & Windows	School St 705-01 (Bedford St)	\$42,450	\$0	\$0	\$42,450	\$0	\$0	\$0	\$0
338081	Covid-19 Office Adaptation: Expansion of Office Space	HARVARD COURT 667-03	\$9,955	\$1,899	\$8,057	\$0	\$0	\$0	\$0	\$0
338082	Creative Placemaking: 667-4 Outdoor Improvements	PINE CIRCLE 667-04	\$220,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0
338083	SUST - Energy - Refrigerators	PINE CIRCLE 667-04	\$21,700	\$0	\$21,700	\$0	\$0	\$0	\$0	\$0
338084	SUST- Energy, Conversion of Stove - gas to electric	SCHOOL STREET 705-01	\$2,800	\$1,260	\$1,541	\$0	\$0	\$0	\$0	\$0
•	GF/AFCI Installation - Stetson Terrace	STETSON TERRACE 667-01	\$49,938	\$0	\$0	\$0	\$0	\$49,938	\$0	\$0

## Annual Plan

## Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2021	fy2022 Planned	fy2023	fy2024	fy2025	fy2026
•	Maintenance Garage Roof & Siding Replace (667-1)	STETSON TERRACE 667-01	\$34,700	\$0	\$0	\$0	\$0	\$0	\$34,700	\$0
•	ADA Bathroom Project	PINE CIRCLE 667-04	\$60,000	\$0	\$0	\$0	\$60,000	\$0	\$0	\$0
•	Intercom System Upgrade 667-4	PINE CIRCLE 667-04	\$107,927	\$0	\$0	\$0	\$0	\$0	\$0	\$107,927
•	Exterior Breaker and Meter Replacement 667-4	PINE CIRCLE 667-04	\$115,644	\$0	\$0	\$0	\$0	\$0	\$115,644	\$0
•	Re-pave Upper Parking - Pine Circle 667-4	PINE CIRCLE 667-04	\$60,710	\$0	\$0	\$0	\$0	\$60,710	\$0	\$0
•	Exterior Door Replacement	SCHOOL STREET 705-03	\$25,694	\$0	\$0	\$0	\$0	\$0	\$0	\$25,694
•	Porch Removal - Fullerton Ave	SCHOOL STREET 705-01	\$51,601	\$0	\$0	\$0	\$51,601	\$0	\$0	\$0
•	Porch Renovation and Garage Door - South Ave	SCHOOL STREET 705-01	\$30,855	\$0	\$0	\$0	\$30,855	\$0	\$0	\$0
<b>TOTALS</b>			\$1,188,738	\$287,763	\$57,334	\$78,223	\$142,456	\$110,648	\$150,344	\$133,621

Capital Improvement Plan (CIP)

Cap Hub Project Number	Project Name	DHCD Special Award Comment	Special DHCD Awards				Other Funding			
			Emergency Reserve	Compliance Reserve	Sustainability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
338069	Roof replacement		\$0	\$0	\$0	\$0	\$0	\$8,350	\$0	\$0
338072	Exterior Door Replacement	Refrigerators	\$0	\$0	\$82,000	\$0	\$0	\$0	\$0	\$0
338081	Covid-19 Office Adaptation:	covid-19 office adaptation	\$0	\$9,955	\$0	\$0	\$0	\$0	\$0	\$0
338082	Expansion of Office Space	Creative placemaking	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$220,000
338083	667-4 Outdoor Improvements	Refrigerators	\$0	\$0	\$21,700	\$0	\$0	\$0	\$0	\$0
338084	SUST - Energy - Refrigerators	Gas to electric stove conversion	\$0	\$0	\$2,800	\$0	\$0	\$0	\$0	\$0
<b>TOTALS</b>			\$0	\$9,955	\$106,500	\$0	\$0	\$8,350	\$0	\$220,000

## **Capital Improvement Plan (CIP) Narrative**

### **Including Requests to DHCD & Supporting Statements**

#### **1. Request for increased spending flexibility.**

DHCD designates a spending target (cap share) and an allowable spending range for each year of the CIP. A Housing Authority may request to shift the cap shares of the first three years in order to increase scheduling flexibility. A CIP utilizing this flexibility is called an Alternate CIP. The total spending over three years and over five years must continue to meet the limits set by DHCD. DHCD will approve an Alternate CIP only with acceptable justification and only if funding is available.

Whitman Housing Authority has not submitted an Alternate CIP.

#### **2. Request for additional funding.**

A Housing Authority may request additional funding from DHCD for projects that qualify as emergencies, required legal compliance upgrades, or sustainability improvements.

Whitman Housing Authority has not requested additional funding.

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

The overall goal of WHA is to provide clean, safe and healthy housing for our residents, to use our resources efficiently and to apply for special funding whenever available to meet that goal. We have recently completed a kitchen renovation project at our 705-2 property funded with a HILAPP grant and an exterior door project using a sustainability grant. Currently we are also using sustainability funding for stove conversions and efficient refrigerators. A Creative Placemaking grant was awarded to WHA to enhance our 667-4 property and will begin in FY2022.. The focus of this CIP is to use our FF allocation on building envelope projects at scattered 705 units, and safety projects such as Meter & Breaker Replacement at 667-4.

#### **4. Changes from the Housing Authority's previous CIP**

Every new CIP differs from the previous CIP because projects have been completed and a new year has been added with new projects. These changes and other significant changes to the content of the CIP are highlighted below:

Due to budget constraints and priority projects such as Meter/Breaker Replacement and necessary building envelope projects at our scattered sites, we removed (2) projects that were previously in our CIP: Underground Wiring (which is not currently causing issues) and Concrete Pad Repair (the worst pads have been repaired allowing us to wait for increased funding for the full project).

**5. Requirements of previous CIP approval**

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

**6. Quarterly capital reports**

Our most recent quarterly capital report (form 80 and 90) was submitted on 09/30/2020.

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

Our CPS facility data has been updated with current condition information, including changes resulting from projects completed in the past year, as of 01/31/2021.

**8. Project priorities**

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

**9. High priority deficiencies**

We have not been able to include all of our high priority (CPS priority 1 and 2) projects in our CIP:

As explained above, we will complete as funding allows. WHA continues to seek alternate funding programs and outside funding to help complete projects.

**10. Accessibility**

We have identified the following accessibility deficiencies in our portfolio:

The Community Building at Stetson Terrace (667-1) is not compliant. The (2) restrooms and kitchen do not have ADA fixtures nor the space for someone in a wheelchair to access. There is one existing ramp through the rear laundry entrance, but no ramp to the main entrance. We have created a project for ADA conversion of this free-standing building and are seeking additional funding to complete.

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

The project for conversion of this building is \$220k due to structural work as well as site work for the addition of another ramp to the main entrance. Although this project does not currently fit within the budget limitations of this CIP, it has been created in CPS. RCAT has reached out to DHCD to confirm if Accessible Unit Initiative funding is available. WHA will continue to research other funding sources as well.

**11. Special needs development**

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

**12. Energy and water consumption**

Our 12 most recent monthly energy reports are for months 1/2020 to 12/2020.

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

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

667-03

667-03 Harvard Court is a New Construction Section 8.

**13. Energy or water saving initiatives**

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

**14. Vacancy rate**

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

4% c. 667 (DHCD Goal 2%)

0% c. 200 (DHCD Goal 2%)

0% c. 705 (DHCD Goal 2%)

Whitman Housing Authority will address the excess vacancies in the following manner:  
HAFIS report included a unit that was repurposed to house a victim of the Stoughton Housing Authority fire. As this unit was not vacant and we were receiving monthly rent, the WHA inadvertently did not request an extension of the vacancy waiver causing us to exceed the 2% goal. This was reported to HMS..

**15. Vacancies**

Whitman Housing Authority has no units listed as vacant, proposed to be vacant, or at risk of becoming vacant.

## Maintenance and Repair Plan

### **Maintenance Objective**

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

### **About This Maintenance and Repair Plan**

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

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



### Classification and Prioritization of Maintenance Tasks

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

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

**Emergency Request System**

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

<b>METHOD</b>	<b>CONTACT INFO.</b>	<b>TIMES</b>
Call Answering Service	(774) 259-4028	After hours, weekends and holidays
Call LHA at Phone Number	(781) 447-6363	8:30 am - 4:30 pm Monday - Friday

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 Whitman Housing Authority main office.

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

**Normal Maintenance Request Process**

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service	(774) 259-4028	Maint. after hours, weekends, holidays
Call Housing Authority Office	(781) 447-6363	8:30 am - 4:30 pm Monday - Friday
Submit Online at Website		
Email to Following Email		
Other		

*The Maintenance Supervisor answers all after hours calls and determines if the issue is an emergency that needs to be addressed immediately and if so, he dispatches it to the on-call maintenance man.*

**Work Order Management**

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

Type of work order system: DHCD's usual on-site review for this housing authority's work order system was cancelled due to the COVID-19 emergency.

Work order classification used:

Emergency	
Vacancy	
Preventative Maintenance	
Routine	
Inspections	
Tenant Requests	

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

C. Our work order process includes the following steps:

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

**Maintenance Plan Narrative**

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

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

Our latest Performance Management Review resulted in no findings in all categories. Maintenance staff work diligently to meet appropriate time frames for all work order types and all emergencies are initiated within 24-48 hours.

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

This past year has been challenging due to the COVID-19 pandemic but maintenance staff have been in every day sanitizing the buildings to keep our residents safe. Although inspections in elderly units have been put on hold, staff continue to address all tenant requested work orders following strict COVID policy and procedures.

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

It is with great hope that all residents and staff will be vaccinated for the COVID-19 virus by March 31st, 2021. Our goal is to get operations back to normal and all physical inspections of units and all generated work orders completed.

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	\$164,813.00	\$54,000.00
Last Fiscal Year Actual Spending	\$159,096.00	\$53,325.00
Current Fiscal Year Budget	\$163,031.00	\$66,703.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	13
Average time from date vacated to make Unit "Maintenance Ready"	73 days
Average time from date vacated to lease up of unit	76 days

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

The "Unit Turnover Summary" above includes a unit that was used to house a victim of a fire at the Stoughton Housing Authority. Although the unit was not vacant and we received monthly rent, the Dept. of Housing & Community Development required that the WHA request a waiver to repurpose the unit, as the tenant would return to the Stoughton Housing Authority when construction was completed. This made it appear that the unit was vacant for 403 days. There was also a three-bedroom unit that was vacant due to a complete renovation including new windows, both a full kitchen and bath renovation, all new floors and new baseboard heat. This unit was vacant for 364 days. These circumstances contributed to an inflated average time for normal turnovers.

**Attachments**

These items have been prepared by the Whitman 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.

## January

Monitor on-going snow removal

Annual Inspections – Harvard Court (Building 4)

Test emergency lighting (H.C.)

Test emergency exit signs and battery back-up (H.C.)

Test building alarms (H.C.)

Inspection and routine service of vertical lifts (H.C.)

Paint common area walls and ceilings as needed (P.C.)

Change filters on gas furnaces (S.S.)

## February

Monitor on-going snow removal

State inspection – vertical lifts (every even year)

Clean split heat pump filters at (S.T. and H.C.)

Paint common area walls and ceilings as needed (S.T. and H.C.)

Truck Maintenance:

Change oil and filter, lube front end and dump bed

Check all fluid levels

Check antifreeze, radiator and thermostat

Check belts and hoses

Check plugs, wiring battery, clean and grease terminals

Clean air filter

Check tires, wheel alignment and balance

Check heater and defroster

Check wiper blades for wear

## March

Monitor on-going snow removal

Inspect and test fire alarm and devices (P.C. Buildings 5, 6, 10)

Test emergency lighting (P.C.)

Test/check water heaters/tanks and change timers for daylight savings (H.C.)

Inspect hot water heaters/tanks (P.C.)

Inspect hot water heater/tanks (S.T.)

Test all generators (H.C., P.C., S.T.)

Termite inspection (H.C.)

Test leaf blowers, hedge clippers and lawn equipment. Service if needed.

Spring clean-up:

Remove debris from lawn, roadways, walkways and parking areas (H.C.)

Remove debris from lawn, roadways, walkways and parking areas (P.C.)

Remove debris from lawn, roadways, walkways and parking areas (S.T.)

Monitor and inspect walkways, paving, curbs, catch basins and parking areas.  
Repair as needed (H.C.)

Monitor and inspect walkways, paving, curbs, catch basins and parking areas.  
Repair as needed (P.C.)

Monitor and inspect walkways, paving, curbs, catch basins and parking areas.  
Repair as needed (S.T.)



## April

Annual Inspections – Pinehaven Drive and Scattered Sites

Facilities Condition Assessment building envelope (P.H.D. and S.S) to include:

Roofs, gutters, downspouts, windows, doors, siding, foundation, porches, decks, stairs, railings, fencing, driveways, walkway and exterior fixtures.

Repair as needed or create projects in the Capital Improvement Plan.

Monitor hot water heaters and tanks (P.H.D. and S.S.)

Test sump pumps – (S.S.)

Building Envelope inspection – (H.C.)

Roof, flashing, gutters, downspouts, clapboard, brick, foundation, common area storefront glass, exterior doors and fixtures.

Test emergency lights – (H.C.)

Test emergency exit signs and battery back-up - (H.C.)

Test building alarms – (H.C.)

Test attic fans – (H.C.)

Check roof exhaust in all buildings – (P.C.)

## May

Annual Inspections – Pine Circle (Buildings 5, 6, 10)

Test fire alarm and devices – (S.T. Buildings 3, 5, 7, 9, 11)

Test fire alarm and devices – (H.C. first floors and common areas)

Remove debris from catch basins/storm drains – (H.C.)

Remove debris from catch basins/storm drains – (P.C.)

Remove debris from catch basins/storm drains – (S.T.)

Professionally clean common area carpets and upholstery

Mulch garden beds and trim trees as needed – (H.C.)

Mulch garden beds and trim trees as needed – (S.T.)

Mulch garden beds and trim trees as needed – (P.C.)

Clean main sewer lines to manholes – (P.C.)

Clean main sewer lines to manholes – (S.T.)

## June

Annual Inspections – Pine Circle (Buildings 7, 8, 9)

Test emergency lighting – (P.C.)

Inspect building envelope - Pine Circle to include: roof, flashing, vinyl siding, foundation, windows, doors, porches, platforms, fencing and exterior fixtures.  
Test exterior GFCI's.

Inspect hot water heaters/tanks (P.C.)

Inspect hot water heaters/tanks (S.T.)

Inspect hot water heaters/tanks (H.C.)

Monitor condition of parking lot and signage – (P.C.) Clean, re-seal and repair as needed.

Monitor condition of parking lot and signage – (S.T.) Clean, re-seal and repair as needed.

Monitor condition of parking lot and signage – (H.C.) Clean and re-seal and repair as needed.

Inspect, test and service ABS pumps – (S.T.)

Inspect steps and platforms. Repair as needed – (S.T.)

Clean split heat pump filters – (H.C.)

Clean split heat pump filters – (S.T.)

## July

Schedule vendor to inspect trees at all complexes. Remove dead/dying trees.

Test emergency lighting. (H.C.)

Test emergency exit signs and battery back-up (H.C.)

Inspection and routine service of vertical lifts. (H.C.)

Service and clean split heat pumps (S.T. and H.C.) to include:

- Clean filters

- Inspect condensers and heads

- Check for water pooling

- Inspect refrigerant line

- Clean exterior condensers

## August

Annual inspections – Stetson Terrace (Buildings 3, 5, 7, 9, 11)

Inspect building envelope – Stetson Terrace (Buildings 3, 5, 7, 9, 11) to include: roof, flashing, gutters, downspouts, brick, foundation, windows, doors, stairs, railings, platforms, fencing and exterior fixtures. Test exterior GFCI's.

Professionally clean dryer vents (All Complexes)

Inspect and service gas boilers (S.S. and P.H.D.)

Inspect and service oil boilers/burners (S.S.)

Inspect, service and replace filters on gas furnaces (S.S.)

Schedule repairs for all heating systems if needed

Cut and trim shrubs and tree branches (H.C.)

Cut and trim shrubs and tree branches (P.C.)

Cut and trim shrubs and tree branches (S.T.)

Vehicle Maintenance:

Inspection Sticker

Change oil and filter, lube front end and dump bed

Check all fluid levels

Check antifreeze, radiator and thermostat

Check belts and hoses

Check plugs, wiring battery, clean and grease terminals

Clean air filter

Check tires, wheel alignment and balance

Check heater and defroster

Check wiper blades for wear

## September

Annual inspections – Stetson Terrace (Buildings 6, 8, 10, 12, 15)

Inspect building envelope – Stetson Terrace (Buildings 6, 8, 10, 12, 15) to include: roof, flashing, gutters, downspouts, brick, foundation, windows, doors, stairs, railings, platforms, fencing and exterior fixtures. Test exterior GFCI's.

Fire alarm and device inspection – (P.C. Buildings 7, 8, 9)

Test emergency lighting (P.C.)

Inspect and service gas boilers and water heaters (P.C.)

Inspect hot water heaters/tanks (H.C.)

Inspect hot water heater/tanks (S.T.)

Clean main sewer lines to manholes (H.C.)

Test generators (all complexes)

Test exterior GFCI's (H.C.)

Test and service snow removal and sanding equipment

Perform noted repairs to boilers, burners and furnaces (P.H.D. and S.S.)

## October

Annual inspections – Harvard Court (building 1)

Test and clean smoke/heat and CO detectors (P.H.D. and S.S.)

Test and inspect fire sprinklers (H.C.)

Test fire extinguishers

Test emergency lighting (H.C.)

Test emergency exit signs and battery back-up (H.C.)

Inspect roofs and flashing and clean gutters and downspouts (H.C.)

Inspect roofs and flashing and clean gutters and downspouts (S.T.)

Inspect roofs and flashing and clean gutters and downspouts (P.C.)

Remove debris from storm drains, lawn, roadways, walkways and parking areas.

Inspect paving on roadways, walkways, curbing, and parking lot. Repair as needed (H.C.)

Remove debris from storm drains, lawn, roadways, walkways and parking areas.

Inspect paving on roadways, walkways, curbing, and parking lot. Repair as needed (P.C.)

Remove debris from storm drains, lawn, roadways, walkways and parking areas.

Inspect paving on roadways, walkways, curbing, and parking lot. Repair as needed (S.T.)

Clean gutters and downspouts (S.S. and P.H.D.)

## **November**

Monitor on-going snow removal

Annual inspections – Harvard Court (building 2)

Test and inspect fire alarm and devices – Harvard Court (2<sup>nd</sup>. floor)

Test and inspect fire alarm and devices – Stetson Terrace (6, 8, 10, 12, 15)

Professionally clean common area carpet (H.C.)

Check water heaters and change timer for daylight savings (H.C.)

Clean and store leaf blowers, hedge clippers and lawn equipment



## **December**

Monitor on-going snow removal

Annual inspections – Harvard Court (building 3)

Inspect, test and service ABS pumps (S.T.)

Test emergency lighting (P.C.)

Inspect hot water heaters/tanks (P.C.)

Inspect hot water heaters/tanks (S.T.)

Inspect hot water heaters/tanks (H.C.)

**Deferred Maintenance Work Orders**

Updated 1/20/2021

Work Order No.

Date

Category

Reason Deferred

Work Description

29655

10/10/19

Inspection

Awaiting Budget Approval  
then COVID-19 Restrictions

Replace kitchen and bathroom floor.

**Annual Plan 2022  
Annual Operating Budget**

Whitman Housing Authority

Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 06/30/2020. It also shows the approved budget for the current year (2021) if there is one, and the percent change from last year's spending to this year's approved budget. The final column shows the current approved amount for each account divided by the number of housing units and by 12 months to show the amount per unit per month (PUM). The chart does not show a draft budget for the coming fiscal year as that will typically be developed in the final month of the fiscal year.

The budget format and accounts are mandated by the Department of Housing and Community Development (DHCD). For a better understanding of the accounts and discussion of special situations see the notes following the budget tables and the "Definitions of Accounts" at the end of this section.

The LHA maintains a consolidated budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by the LHA. It does not maintain separate budgets for each development, except as noted in the list of budgets below.

Budgets included in this Annual Plan:

1. Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Whitman Housing Authority , except as noted for separate budgets on the following pages.
2. Harvard Court

**Annual Plan 2022  
Annual Operating Budget**

Whitman Housing Authority

**Operating Reserve**

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

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

The Whitman Housing Authority operating reserve at the end of fiscal year 2020 was \$182,371.00, which is 62.9% of the full reserve amount defined above.

Whitman Housing Authority  
Annual Plan 2022  
Annual Operating Budget

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Whitman Housing Authority, except as noted for separate budgets on the following pages.

REVENUE		2020 Approved Revenue Budget	2020 Actual Amounts Received	2021 Approved Revenue Budget	% Change from 2020 Actual to 2021 Budget	2021 Dollars Budgeted per Unit per Month
Account Number	Account Class					
3110	Shelter Rent - Tenants	\$456,582.00	\$487,326.00	\$480,455.00	-1.4%	\$392.53
3111	Shelter Rent - Tenants - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
3115	Shelter Rent - Federal Section 8	\$0.00	\$0.00	\$0.00	0%	\$0.00
3190	Nondwelling Rentals	\$0.00	\$0.00	\$0.00	0%	\$0.00
3400	Administrative Fee - MRVP	\$0.00	\$0.00	\$0.00	0%	\$0.00
3610	Interest on Investments - Unrestricted	\$1,554.00	\$1,815.00	\$197.00	-89.1%	\$0.16
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$8,000.00	\$6,019.00	\$8,000.00	32.9%	\$6.54
3691	Other Revenue - Retained	\$0.00	\$-294.00	\$0.00	-100%	\$0.00
3692	Other Revenue - Operating Reserves	\$0.00	\$0.00	\$0.00	0%	\$0.00
3693	Other Revenue - Energy Net Meter	\$0.00	\$0.00	\$0.00	0%	\$0.00
3801	Operating Subsidy - DHCD (4001)	\$93,602.00	\$63,139.00	\$71,232.00	12.8%	\$58.20
3802	Operating Subsidy - MRVP Landlords	\$0.00	\$0.00	\$0.00	0%	\$0.00
3803	Restricted Grants Received	\$0.00	\$0.00	\$0.00	0%	\$0.00
3920	Gain/Loss From Sale/Disp. of Prop.	\$0.00	\$0.00	\$0.00	0%	\$0.00
3000	TOTAL REVENUE	\$559,738.00	\$558,005.00	\$559,884.00	0.3%	\$457.42

Whitman Housing Authority  
Annual Plan 2022  
Annual Operating Budget

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Whitman Housing Authority, except as noted for separate budgets on the following pages.

EXPENSES		2020 Approved Expense Budget	2020 Actual Amounts Spent	2021 Approved Expense Budget	% Change from 2020 Actual to 2021 Budget.	2021 Dollars Budgeted per Unit per Month
Account Number	Account Class					
4110	Administrative Salaries	\$91,577.00	\$91,078.00	\$88,303.00	-3%	\$72.14
4120	Compensated Absences	\$0.00	\$19,715.00	\$0.00	-100%	\$0.00
4130	Legal	\$2,000.00	\$0.00	\$3,500.00	100%	\$2.86
4140	Members Compensation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4150	Travel & Related Expenses	\$1,098.00	\$155.00	\$1,098.00	608.4%	\$0.90
4170	Accounting Services	\$7,524.00	\$7,524.00	\$7,752.00	3%	\$6.33
4171	Audit Costs	\$2,083.00	\$2,083.00	\$1,958.00	-6%	\$1.60
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$16,394.00	\$19,655.00	\$18,886.00	-3.9%	\$15.43
4191	Tenant Organization	\$306.00	\$332.00	\$306.00	-7.8%	\$0.25
4100	TOTAL ADMINISTRATION	\$120,982.00	\$140,542.00	\$121,803.00	-13.3%	\$99.51
4310	Water	\$29,286.00	\$31,385.00	\$31,761.00	1.2%	\$25.95
4320	Electricity	\$60,487.00	\$58,833.00	\$60,487.00	2.8%	\$49.42
4330	Gas	\$14,265.00	\$12,852.00	\$14,265.00	11%	\$11.65
4340	Fuel	\$471.00	\$0.00	\$471.00	100%	\$0.38
4360	Net Meter Utility Debit/Energy Conservation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4390	Other	\$0.00	\$0.00	\$0.00	0%	\$0.00
4391	Solar Operator Costs	\$0.00	\$0.00	\$0.00	0%	\$0.00
4392	Net Meter Utility Credit (Negative Amount)	\$0.00	\$0.00	\$0.00	0%	\$0.00
4300	TOTAL UTILITIES	\$104,509.00	\$103,070.00	\$106,984.00	3.8%	\$87.41

Whitman Housing Authority  
Annual Plan 2022  
Annual Operating Budget

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Whitman Housing Authority, except as noted for separate budgets on the following pages.

EXPENSES	2020 Approved Expense Budget	2020 Actual Amounts Spent	2021 Approved Expense Budget	% Change from 2020 Actual to 2021 Budget	2021 Dollars Budgeted per Unit per Month
Account Number	Account Class				
4410	Maintenance Labor	\$91,979.00	\$96,717.00	7%	\$80.39
4420	Materials & Supplies	\$25,817.00	\$22,476.00	-1.3%	\$20.81
4430	Contract Costs	\$41,300.00	\$45,620.00	-5.2%	\$31.99
4400	TOTAL MAINTENANCE	\$159,096.00	\$164,813.00	2.5%	\$133.20
4510	Insurance	\$18,316.00	\$19,509.00	18.9%	\$17.79
4520	Payment in Lieu of Taxes	\$3,456.00	\$3,456.00	0%	\$2.82
4540	Employee Benefits	\$86,173.00	\$77,672.00	-1%	\$69.73
4541	Employee Benefits - GASB 45	\$0.00	\$0.00	-100%	\$0.00
4542	Pension Expense - GASB 68	\$-37,530.00	\$0.00	-100%	\$0.00
4570	Collection Loss	\$1,566.00	\$0.00	-100%	\$0.00
4571	Collection Loss - Fraud/Retroactive	\$0.00	\$0.00	0%	\$0.00
4580	Interest Expense	\$0.00	\$0.00	0%	\$0.00
4590	Other General Expense	\$0.00	\$0.00	0%	\$0.00
4500	TOTAL GENERAL EXPENSES	\$289,691.00	\$100,637.00	-61.8%	\$90.35
4610	Extraordinary Maintenance	\$53,325.00	\$54,000.00	25.1%	\$54.50
4611	Equipment Purchases - Non Capitalized	\$14,333.00	\$17,100.00	-26%	\$8.66
4612	Restricted Reserve Expenditures	\$0.00	\$0.00	0%	\$0.00
4715	Housing Assistance Payments	\$0.00	\$0.00	0%	\$0.00
4801	Depreciation Expense	\$144,528.00	\$0.00	-100%	\$0.00
4600	TOTAL OTHER EXPENSES	\$212,186.00	\$71,100.00	-63.6%	\$63.16
4000	TOTAL EXPENSES	\$904,585.00	\$562,041.00	-35.9%	\$473.62

Annual Plan 2022  
Annual Operating Budget

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Whitman Housing Authority, except as noted for separate budgets on the following pages.						
<b>SUMMARY</b>						
Account Number	Account Class	2020 Approved Budget	2020 Actual Amounts	2021 Approved Budget	% Change from 2020 Actual to 2021 Budget	2021 Dollars Budgeted per Unit per Month
3000	TOTAL REVENUE	\$559,738.00	\$558,005.00	\$559,884.00	0.3%	\$457.42
4000	TOTAL EXPENSES	\$562,041.00	\$904,585.00	\$579,705.00	-35.9%	\$473.62
2700	NET INCOME (DEFICIT)	\$-2,303.00	\$-346,580.00	\$-19,821.00	-94.3%	\$-16.19
7520	Replacements of Equip. - Capitalized	\$0.00	\$0.00	\$0.00	0%	\$0.00
7540	Betterments & Additions - Capitalized	\$0.00	\$0.00	\$8,350.00	100%	\$6.82
7500	TOTAL NONOPERATING EXPENDITURES	\$0.00	\$0.00	\$8,350.00	100%	\$6.82
7600	EXCESS REVENUE OVER EXPENSES	\$-2,303.00	\$-346,580.00	\$-28,171.00	-91.9%	\$-23.02



Annual Plan 2022  
Annual Operating Budget

Harvard Court

REVENUE						
Account Number	Account Class	2020 Approved Revenue Budget	2020 Actual Amounts Received	2021 Approved Revenue Budget	% Change from 2020 Actual to 2021 Budget	2021 Dollars Budgeted per Unit per Month
3110	Shelter Rent - Tenants	\$426,935.00	\$439,523.00	\$426,959.00	-2.9%	\$444.75
3111	Shelter Rent - Tenants - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
3115	Shelter Rent - Federal Section 8	\$386,185.00	\$365,427.00	\$402,541.00	10.2%	\$419.31
3190	Nondwelling Rentals	\$0.00	\$0.00	\$0.00	0%	\$0.00
3400	Administrative Fee - MRVP	\$0.00	\$0.00	\$0.00	0%	\$0.00
3610	Interest on Investments - Unrestricted	\$34,581.00	\$28,496.00	\$4,672.00	-83.6%	\$4.87
3611	Interest on Investments - Restricted	\$0.00	\$0.00	\$0.00	0%	\$0.00
3690	Other Revenue	\$10,000.00	\$14,305.00	\$10,000.00	-30.1%	\$10.42
3691	Other Revenue - Retained	\$0.00	\$0.00	\$0.00	0%	\$0.00
3692	Other Revenue - Operating Reserves	\$0.00	\$0.00	\$0.00	0%	\$0.00
3693	Other Revenue - Energy Net Meter	\$0.00	\$0.00	\$0.00	0%	\$0.00
3801	Operating Subsidy - DHCD (4001)	\$0.00	\$0.00	\$0.00	0%	\$0.00
3802	Operating Subsidy - MRVP Landlords	\$0.00	\$0.00	\$0.00	0%	\$0.00
3803	Restricted Grants Received	\$0.00	\$0.00	\$0.00	0%	\$0.00
3920	Gain/Loss From Sale/Disp. of Prop.	\$0.00	\$0.00	\$0.00	0%	\$0.00
3000	TOTAL REVENUE	\$857,701.00	\$847,751.00	\$844,172.00	-0.4%	\$879.35

Annual Plan 2022  
Annual Operating Budget

Harvard Court

EXPENSES						
Account Number	Account Class	2020 Approved Expense Budget	2020 Actual Amounts Spent	2021 Approved Expense Budget	% Change from 2020 Actual to 2021 Budget	2021 Dollars Budgeted per Unit per Month
4110	Administrative Salaries	\$93,021.00	\$82,657.00	\$91,530.00	10.7%	\$95.34
4120	Compensated Absences	\$0.00	\$20,361.00	\$0.00	-100%	\$0.00
4130	Legal	\$2,000.00	\$0.00	\$2,000.00	100%	\$2.08
4140	Members Compensation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4150	Travel & Related Expenses	\$862.00	\$103.00	\$862.00	736.9%	\$0.90
4170	Accounting Services	\$4,332.00	\$4,332.00	\$4,464.00	3%	\$4.65
4171	Audit Costs	\$1,637.00	\$1,637.00	\$1,538.00	-6%	\$1.60
4180	Penalties & Interest	\$0.00	\$0.00	\$0.00	0%	\$0.00
4190	Administrative Other	\$17,236.00	\$19,455.00	\$20,444.00	5.1%	\$21.30
4191	Tenant Organization	\$10,100.00	\$16,377.00	\$10,100.00	-38.3%	\$10.52
4100	TOTAL ADMINISTRATION	\$129,188.00	\$144,922.00	\$130,938.00	-9.6%	\$136.39
4310	Water	\$22,094.00	\$21,524.00	\$22,569.00	4.9%	\$23.51
4320	Electricity	\$110,537.00	\$108,980.00	\$110,537.00	1.4%	\$115.14
4330	Gas	\$0.00	\$0.00	\$0.00	0%	\$0.00
4340	Fuel	\$0.00	\$0.00	\$0.00	0%	\$0.00
4360	Net Meter Utility Debit/Energy Conservation	\$0.00	\$0.00	\$0.00	0%	\$0.00
4390	Other	\$0.00	\$0.00	\$0.00	0%	\$0.00
4391	Solar Operator Costs	\$0.00	\$0.00	\$0.00	0%	\$0.00
4392	Net Meter Utility Credit (Negative Amount)	\$0.00	\$0.00	\$0.00	0%	\$0.00
4300	TOTAL UTILITIES	\$132,631.00	\$130,504.00	\$133,106.00	2%	\$138.65

Whitman Housing Authority  
Annual Plan 2022  
Annual Operating Budget

Harvard Court

EXPENSES		2020 Approved Expense Budget	2020 Actual Amounts Spent	2021 Approved Expense Budget	% Change from 2020 Actual to 2021 Spent	2021 Dollars Budgeted per Unit per Month
Account Number	Account Class					
4410	Maintenance Labor	\$118,208.00	\$112,419.00	\$120,261.00	7%	\$125.27
4420	Materials & Supplies	\$23,500.00	\$20,752.00	\$23,500.00	13.2%	\$24.48
4430	Contract Costs	\$35,020.00	\$28,628.00	\$38,720.00	35.3%	\$40.33
4400	TOTAL MAINTENANCE	\$176,728.00	\$161,799.00	\$182,481.00	12.8%	\$190.08
4510	Insurance	\$17,528.00	\$16,441.00	\$19,357.00	17.7%	\$20.16
4520	Payment in Lieu of Taxes	\$0.00	\$0.00	\$0.00	0%	\$0.00
4540	Employee Benefits	\$91,054.00	\$91,871.00	\$101,038.00	10%	\$105.25
4541	Employee Benefits - GASB 45	\$0.00	\$229,793.00	\$0.00	-100%	\$0.00
4542	Pension Expense - GASB 68	\$0.00	\$-40,228.00	\$0.00	-100%	\$0.00
4570	Collection Loss	\$0.00	\$1,032.00	\$0.00	-100%	\$0.00
4571	Collection Loss - Fraud/Retroactive	\$0.00	\$0.00	\$0.00	0%	\$0.00
4580	Interest Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4590	Other General Expense	\$0.00	\$0.00	\$0.00	0%	\$0.00
4500	TOTAL GENERAL EXPENSES	\$108,582.00	\$298,909.00	\$120,395.00	-59.7%	\$125.41
4610	Extraordinary Maintenance	\$47,685.00	\$48,297.00	\$49,300.00	2.1%	\$51.35
4611	Equipment Purchases - Non Capitalized	\$6,100.00	\$5,622.00	\$8,300.00	47.6%	\$8.65
4612	Restricted Reserve Expenditures	\$0.00	\$0.00	\$0.00	0%	\$0.00
4715	Housing Assistance Payments	\$0.00	\$0.00	\$0.00	0%	\$0.00
4801	Depreciation Expense	\$0.00	\$94,843.00	\$0.00	-100%	\$0.00
4600	TOTAL OTHER EXPENSES	\$53,785.00	\$148,762.00	\$57,600.00	-61.3%	\$60.00
4000	TOTAL EXPENSES	\$600,914.00	\$884,896.00	\$624,520.00	-29.4%	\$650.54

Annual Plan 2022  
Annual Operating Budget

Harvard Court						
SUMMARY						
Account Number	Account Class	2020 Approved Budget	2020 Actual Amounts	2021 Approved Budget	% Change from 2020 Actual to 2021 Budget	2021 Dollars Budgeted per Unit per Month
3000	TOTAL REVENUE	\$857,701.00	\$847,751.00	\$844,172.00	-0.4%	\$879.35
4000	TOTAL EXPENSES	\$600,914.00	\$884,896.00	\$624,520.00	-29.4%	\$650.54
2700	NET INCOME (DEFICIT)	\$256,787.00	\$-37,145.00	\$219,652.00	-691.3%	\$228.80
7520	Replacements of Equip. - Capitalized	\$0.00	\$56,760.00	\$0.00	-100%	\$0.00
7540	Betterments & Additions - Capitalized	\$94,000.00	\$0.00	\$988,000.00	0%	\$1,029.17
7500	TOTAL NONOPERATING EXPENDITURES	\$94,000.00	\$56,760.00	\$988,000.00	1640.7%	\$1,029.17
7600	EXCESS REVENUE OVER EXPENSES	\$162,787.00	\$-93,905.00	\$-768,348.00	718.2%	\$-800.36

## Explanation of Budget Accounts

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

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

3111: Shelter Rent – Tenants - Fraud/Retroactive: This account should be used for the reporting of total rent receipts from residents due to unreported income. These are often called fraud or retroactive balances. In cases where deficit LHAs discover, pursue cases, and have entered into a written fraud/retroactive 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 \$40.00 per unit per month, as of July 1, 2019.

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 6/30/19, all deficit LHAs may keep 100% of the net meter credit savings.

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

3693: Other Revenue – Net Meter: This account should be 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 6/30/19 all LHAs may retain 100% of their total net meter credit savings, and should report those savings as Other Revenue – Retained on line #3691

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4360: 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.

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

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

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

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



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

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

4520: Payments in Lieu of Taxes:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

7540: Betterments & Additions – Capitalized: This account should be debited with the acquisition cost (only the net cash amount) of non-expendable equipment and major non-routine repairs that are classified as a betterment or addition. These items meet the LHA's criteria for capitalization and will also be added to fixed assets and therefore depreciated over the useful life of the asset. Examples are: major roof replacement, structural repairs such as siding, or major paving work.

In accordance with GAAP accounting, inventory purchases (Replacement of Equipment and Betterments & Additions) are distinguished between capitalized and non-capitalized items. Any inventory or equipment purchase greater than \$5,000 is required by DHCD to be capitalized, inventoried and depreciated. Any inventory or equipment purchase costing \$1,000 to \$4,999 should be inventoried by LHA staff for control

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

**PMR Narrative Responses**

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

DHCD has cancelled publication of Performance Management Reviews for fiscal years ending 3/31/2020 through 12/31/2020 due to disruptions of normal operations in response to the COVID-19 virus. Therefore, there are no ratings included in this report.

Explanation of PMR Criteria Ratings

CRITERION	DESCRIPTION
<b>Management</b>	
Occupancy Rate	<p>The rating is calculated using the following formula: (Total Number of Occupied units on Monthly Report divided by (Total Number of Units Minus Units that Received a Waiver Minus Number of Units Vacant less than 30 days on Monthly Report)</p> <ul style="list-style-type: none"> <li>• “No Findings” : Occupancy Rate is at or above 98%</li> <li>• Operational Guidance: Occupancy rate is at 95% up to 97.9%</li> <li>• Corrective Action: Adjusted occupancy rate is less than 95%</li> </ul>
Tenant Accounts Receivable (TAR)	<p>This criterion calculates the percentage of uncollected rent and related charges owed by starting with the amount reported by the LHA, as uncollected balances for the TAR (Account 1122 from the Balance Sheet) minus Normal Repayment Agreements* divided by Shelter (Tenant) Rent (account 3110 from the Operating Statement)</p> <ul style="list-style-type: none"> <li>• “No Findings” : At or below 2%</li> <li>• “Operational Guidance”: More than 2% , but less than 5%</li> <li>• “Corrective Action”: 5% or more</li> </ul>
Certifications and Reporting Submissions	<p>Housing authorities are required to submit 4 quarterly vacancy certifications by end of the month following quarter end; 4 quarterly operating statements and 4 Tenant Accounts Receivable (TAR) reports within 60 days of quarter end.</p> <ul style="list-style-type: none"> <li>• “No Findings”: At least 11 of the required 12 reports were submitted and at least 9 were submitted on time.</li> <li>• “Operational Guidance”: Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.</li> </ul>
Board Member Training	<p>Percentage of board members that have completed the mandatory online board member training.</p> <ul style="list-style-type: none"> <li>• “No Findings” : 80% or more completed training</li> <li>• “Operational Guidance” : 60-79.9% completed training</li> <li>• “Corrective Action” : &lt;60 % completed training</li> </ul>

CRITERION	DESCRIPTION
<b>Financial</b>	
Adjusted Net Income	<p>The Adjusted Net Income criterion calculation starts with an LHA's Net Income and subtracts Depreciation, GASB 45 (Retirement Costs), GASB 68 (Retirement Costs), Extraordinary Maintenance (maintenance expense outside of routine/ordinary expenses), and Equipment Purchases – Non Capitalized. This Adjusted Net Income amount is then divided by the Total Expenses of the LHA. If this Adjusted Net Income amount is positive, it means underspending and if it is negative it means overspending.</p> <p>Underspending Rating:</p> <ul style="list-style-type: none"> <li>• “No Findings” : 0 to 9.9%</li> <li>• “Operational Guidance”: 10 to 14.9%</li> <li>• “Corrective Action”: 15% or higher</li> </ul> <p>Overspending Rating:</p> <ul style="list-style-type: none"> <li>• “No Findings” : 0 to -4.9%</li> <li>• “Operational Guidance”: -5% to -9.9%</li> <li>• “Corrective Action”: -10% or below</li> </ul>
Operating Reserves	<p>Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures.</p> <ul style="list-style-type: none"> <li>• “No Findings” :35%+ of maximum operating reserve</li> <li>• “Operational Guidance”: 20% to 34.9% of maximum operating reserve</li> <li>• “Corrective Action”: &lt;20% of maximum operating reserve</li> </ul>
<b>Capital Planning</b>	
Capital Improvement Plan (CIP) Submitted	<p>Housing authorities are required to submit a five-year capital plan every year.</p> <ul style="list-style-type: none"> <li>• “No Findings” =Submitted on time and no modifications required or modifications made within 45 days.</li> <li>• “Operational Guidance” =Up to 45 days late and no modifications required or modifications made within 45 days.</li> <li>• “Corrective Action” =More than 45 days late or modifications required and not completed within 45 days.</li> </ul>
Capital Spending	<p>Under the Formula Funding Program (FF), authorities receive undesignated funds to spend on projects in their Capital Improvement Plan. They are rated on the percentage of available funds they have spent over a three-year period</p> <ul style="list-style-type: none"> <li>• “No Findings” = at least 80%</li> <li>• “Operational Guidance” = At least 50%</li> <li>• “Corrective Action” = Less than 50%</li> </ul>

CRITERION	DESCRIPTION
<b>Health &amp; Safety</b>	
Health & safety violations	DHCD has observed conditions at the LHA's developments and reported health and safety violations. The LHA has certified the number of corrected violations in each category.
<b>Facility Management - Inspections</b>	
Unit Inspections Conducted	<p>Housing authorities are required to conduct inspections of all their occupied units at least once a year</p> <ul style="list-style-type: none"> <li>• "No Findings": 100 % of sampled units had inspections conducted once during the year</li> <li>• "Corrective Action": Fewer than 100% of sample units were inspected during the year</li> </ul>
Inspections Report	<p>Housing authorities are required to note all of the deficiencies found during inspections</p> <ul style="list-style-type: none"> <li>• "No Findings": 100 % of deficiencies are noted on inspection report</li> <li>• "Corrective Action": Fewer than 100% of deficiencies are noted in inspection report</li> </ul>
Inspection Work Order	<p>Housing authorities are required to generate work orders for all deficiencies noted during inspections</p> <ul style="list-style-type: none"> <li>• "No Findings": 100 % of deficiencies noted on inspection reports generated work orders</li> <li>• "Corrective Action": Fewer than 100% of deficiencies noted on inspection reports generated work orders</li> </ul>
Work Order System	<p>Work order system identifies, tracks, and can produce reports for inspection work orders.</p> <ul style="list-style-type: none"> <li>• "No Findings": Inspection work orders are identified, tracked, and reportable</li> <li>• "Operational Guidance": Inspection work orders are not identified, and/or tracked, and/or reportable</li> </ul>
Inspections Work Orders Completed	<p>Inspection work orders were 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 included in the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).</p> <ul style="list-style-type: none"> <li>• "No Findings": Sampled inspection work orders were completed within 30 days of inspection date or added to deferred maintenance plan and/or CIP</li> <li>• "Operational Guidance": Sampled inspection work orders were completed within 31 to 45 calendar days of inspection date and not added to deferred maintenance plan or CIP</li> <li>• "Corrective Action": Sampled inspection work orders were completed in over 45 calendar days of inspection date</li> </ul>

CRITERION	DESCRIPTION
<b>Facility Management – Work Order System</b>	
Emergency Work Orders Properly Defined	<p>Emergency work orders should be defined per <u>Property Management Guide</u>, identified, tracked, reportable.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Emergency work orders defined per <u>Property Management Guide</u>, identified, tracked, reportable</li> <li>• “Operational Guidance”: Emergency work orders are not defined per <u>Property Management Guide</u>, and/or identified, and/or tracked, and/or reportable</li> </ul>
Emergency Work Orders Initiation	<p>Emergency work orders should be initiated within 24 to 48 hours.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Emergency work orders initiated within 24-48 hours</li> <li>• “Corrective Action”: Emergency work orders not initiated within 24-48 hours</li> </ul>
Vacancy Work Orders	<p>Vacancy work orders should be identified, tracked and reportable.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Vacancy work orders identified, tracked AND reportable</li> <li>• “Corrective Action”: Vacancy work orders are not identified, and/or tracked, and/or reportable</li> </ul>
Vacancy Work Orders Completed	<p>Vacancy work orders should be completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Vacancy work orders are completed within 30 calendar days or if not completed within timeframe, LHA has a waiver</li> <li>• “Operational Guidance”: Vacancy work orders completed within 31-60 calendar days</li> <li>• “Corrective Action”: Vacancy work orders completed 61+ calendar days</li> </ul>
Preventive Maintenance Program	<p>Housing authorities are required to maintain a comprehensive preventive maintenance program in which preventive work orders are identified, tracked, and reportable.</p> <ul style="list-style-type: none"> <li>• “No Findings”: A comprehensive preventive maintenance program exists and work orders are identified, tracked and reportable</li> <li>• “Corrective Action”: A comprehensive preventive maintenance program does not exist OR work orders are not identified and/or tracked and/or reportable</li> </ul>
Routine Work Orders	<p>Routine work orders should be identified, tracked, reportable and completed regularly.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Routine work orders identified, tracked, reportable and completed regularly</li> <li>• “Operational Guidance”: Routine work orders are not identified, and/or tracked and/or reportable, and/or completed regularly</li> </ul>



CRITERION	DESCRIPTION
Requested Work Orders	<p>Requested work orders should be identified, tracked and reportable.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Requested work orders identified, tracked, reportable and completed regularly</li> <li>• “Operational Guidance”: Requested work orders are not identified and/or tracked and/or reportable, and or completed regularly</li> </ul>
Requested Work Orders Completion	<p>Requested work orders should be 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 should be added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.</p> <ul style="list-style-type: none"> <li>• “No Findings”: Requested work orders are completed within 14 calendar days of tenant request OR added to deferred maintenance plan and/or CIP</li> <li>• “Operational Guidance”: Requested work orders are completed within 15-30 calendar days from the date of tenant request</li> <li>• “Corrective Action”: Requested work orders are completed in over 30 calendar days from the date of tenant request OR not completed</li> </ul>
Emergency Response System	<p>Housing authorities should have a 24 Hour Emergency Response System and distribute Emergency Definition to Residents, Staff, and Answering Service (if applicable).</p> <ul style="list-style-type: none"> <li>• “No Findings”: A 24-hour system for responding to emergencies exists AND definitions of emergencies have been distributed to staff, residents and answering service, if applicable</li> <li>• “Operational Guidance”: System exists, but no definition has been distributed</li> <li>• “Corrective Action”: Neither a system nor distributed definitions exist</li> </ul>



## Policies

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

<b>Policy</b>	<b>Last Ratified by Board Vote</b>	<b>Notes</b>
*Rent Collection Policy	05/12/2003	
*Personnel Policy	11/12/2019	
*Capitalization Policy	02/09/2015	
*Procurement Policy	10/21/2019	
*Grievance Policy	02/10/2020	
Credit/Debit Card Policy	04/13/2015	
Criminal Offender Records Information (CORI) Policy	08/11/2014	
Equal Employment Opportunity Policy and Affirmative Action Plan	05/08/2017	
Fair Housing Marketing Plan	05/08/2017	
Investment Policy	03/09/2015	
Maintenance and Other Charges	10/22/2018	
Parking	02/21/2017	
Reasonable Accommodations Policy	09/18/2017	
Sexual Harassment Policy	08/07/2015	
Smoking Policy	05/14/2018	
Travel Policy	04/13/2015	
Other – Define in the ‘Notes’ column	01/09/2017	Emergency Use of Authority Vehicles

Policy	Last Ratified by Board Vote	Notes
Other – Define in the ‘Notes’ column	08/24/2020	Earnings Income Verification (EIV) Policy

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

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

**Waivers**

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

<b>Description</b>	<b>Reason</b>	<b>Date Waiver Approved by DHCD</b>	<b>Date Expired</b>
Waiver of certain regs for AHVP applicants in CHAMP	Landlord/housing info not required for AHVP applicants	09/03/2020	12/31/2025

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

## Glossary

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

**AHVP:** Alternative Housing Voucher Program

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

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

**ANUEL:** Allowable Non-Utility Expense Level

**AP:** Annual Plan

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

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

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

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

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

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

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

**CNA:** Capital Needs Assessment

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

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

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

**DHCD:** Massachusetts Department of Housing & Community Development

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

**FF:** Formula Funding

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

**FYE:** Fiscal Year End

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

**HHA:** Host Housing Authority for the RCAT program.

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

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

**LHA:** Local Housing Authority

**LTO:** Local Tenants Organization

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

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

**MOR:** Management and Occupancy Report

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

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

**Performance Management Review (PMR):**

**PMR:** Performance Management Review

**RCAT:** Regional Capital Assistance Team

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

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

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

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

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



## **Attachments**

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

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

- Cover Sheet
- Tenant Satisfaction Survey

## **Resident Surveys – Background:**

Since 2016 DHCD has been working with the Center for Survey Research at the University of Massachusetts Boston to survey residents in the state public housing units it oversees. The surveys are confidential, mailed directly to the residents and returned to the Center by mail (or, starting in 2019, completed on-line). In Round One of the surveys, conducted over the period 2016-2018, residents of elderly/disabled developments (also known as c. 667 developments) and family units (also known as c. 705 and c. 200 developments) were surveyed in four groups as described below. (Note: there are many more c. 667 units, so they were broken down into three groups).

### **ROUND ONE SURVEYS**

Spring 2016: (c. 200 and c. 705)

Fall 2016: (667 - Group 1)

Fall 2017: (667 - Group 2)

Fall 2018: (667 - Group 3)

By the end of 2018, all residents were surveyed in Round One 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 c. 200 residents were surveyed. This group was determined to be large enough to generate statistically useful results.

Round Two of the surveys began in 2019. The current plan is to complete all Round Two surveys in four groups as follows:

### **ROUND TWO SURVEYS**

Fall 2019 (667 - Group 1) - COMPLETED

Fall 2020 (200s and 705s)

Fall 2021 (667 - Group 2)

Fall 2022 (667 - Group 3)

### **Please Note:**

1. If there were at least twenty responses from residents of BOTH an authority's c.667 units AND from their c.200/705 units, then there is a separate report for each program.
2. If there were fewer than twenty responses in EITHER program, but at least twenty responses combined, then the elderly and family results were combined into a single report.
3. To protect resident confidentiality, survey results are generally reported ONLY for authorities that had at least twenty total resident responses from their combined c.667/200/705 residents. Therefore, a few smaller authorities that didn't have twenty responses do not have a published survey report.
4. Because the 2019-2022 surveys ask some different questions than the 2016-2018 survey, the results can't be combined (i.e., 2019 c.667 results can't be combined with 2016 c.200/705 results, as described in #2 above).
5. Responses from family residents in c.200 and c.705 housing are always combined together.

# WHITMAN HOUSING AUTHORITY

## Chapter 200, 667, and 705 Housing (combined)

### Summary 2016 - 2017

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

- **Chapter 200 and 705 housing:** In the spring of 2016, surveys were sent to 9772 housing units. 3240 surveys were filled out and returned.
- **Chapter 667 housing:**
  - In the fall of 2016, surveys were sent to 9624 housing units and 5511 surveys were filled out and returned.
  - In the fall of 2017, surveys were sent to 6024 housing units and 3391 surveys were filled out and returned
- In the **Whitman Housing Authority**, surveys were sent to a total of **98** Chapter 667, 705, and 200 housing units; **51** surveys were completed.

This report provides some information about how the residents from the **Whitman Housing Authority** who answered the survey responded. It compares their answers to those from residents in the entire state and to those from small LHAs in Southeastern Massachusetts. These small LHAs in Southeastern Massachusetts include: Acushnet, Bourne, Brewster, Bridgewater, Carver, Chatham, Dennis, Dighton, Duxbury, East Bridgewater, Easton, Falmouth, Foxboro, Halifax, Hanson, Harwich, Mansfield, Marshfield, Mashpee, Mattapoisett, Middleborough, Nantucket, Norfolk, Norton, Orleans, Pembroke, Plainville, Provincetown, Sandwich, Seekonk, Somerset, Taunton, Wareham, West Bridgewater, Whitman, Wrentham, and Yarmouth.

## Communication

Residents were asked about how they interacted with the Whitman Housing Authority in the last 12 months. The table below shows what percentage of residents said they did each of the following:

	Whitman Housing Authority	Small LHAs in the Southeast*	Entire State
Contacted management about a problem or concern.....	86%	78%	80%
Felt they were usually or always treated with courtesy and respect when they contacted management.....	96%	88%	84%
Saw the Capital Improvement Plan.....	37%	36%	28%
Saw the Operating Budget.....	29%	20%	16%
Knew the Executive Director held a meeting with residents...	45%	52%	45%

\* Small LHAs in Southeastern Massachusetts include: Acushnet, Bourne, Brewster, Bridgewater, Carver, Chatham, Dennis, Dighton, Duxbury, East Bridgewater, Easton, Falmouth, Foxboro, Halifax, Hanson, Harwich, Mansfield, Marshfield, Mashpee, Mattapoisett, Middleborough, Nantucket, Norfolk, Norton, Orleans, Pembroke, Plainville, Provincetown, Sandwich, Seekonk, Somerset, Taunton, Wareham, West Bridgewater, Whitman, Wrentham, and Yarmouth.

## Services and Programs

55% of the Whitman Housing Authority residents who responded to the survey said they would be interested in services and programs. Here are the services and programs residents said they would be most interested in participating in:

	Whitman Housing Authority	Small LHAs in the Southeast	Entire State
Job training programs.....	12%	9%	13%
Money management programs ( <i>budgeting, taxes, income building</i> ).....	10%	12%	15%
Children's programs ( <i>tutoring, childcare, afterschool programs</i> ).....	4%	7%	12%
Health and Medical Services ( <i>visiting nurse, meal programs</i> ).....	29%	32%	33%
Adult Education ( <i>GED, ESL, educational counseling</i> ) .....	2%	9%	15%

## Maintenance and Repair

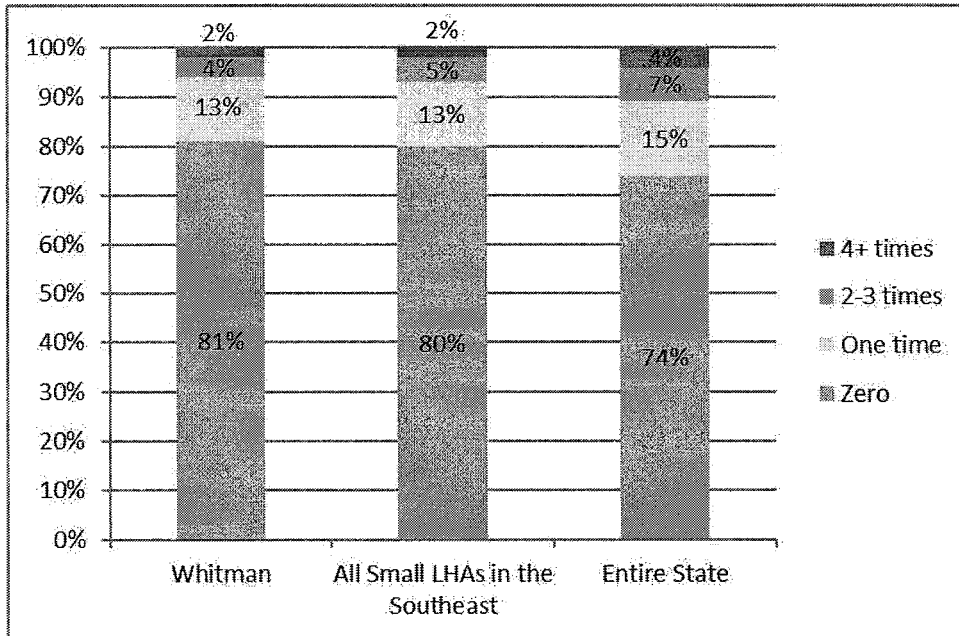
- **Who had problems?** Roughly one-fifth of respondents had a problem with their heating and about two-fifths had a plumbing problem in the last 12 months.

	Whitman Housing Authority	Small LHAs in the Southeast	Entire State
Had a heating problem.....	18%	19%	25%
Had a problem with water or plumbing.....	41%	50%	50%

- Heating Problems

**How many times did residents have heating problems?**

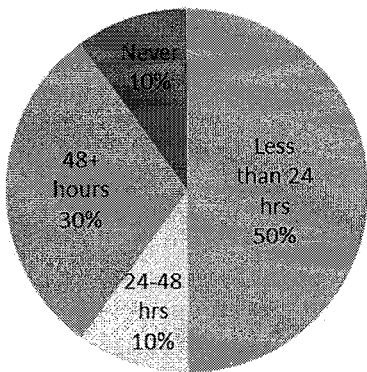
The charts below shows how many times respondents had heat problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows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



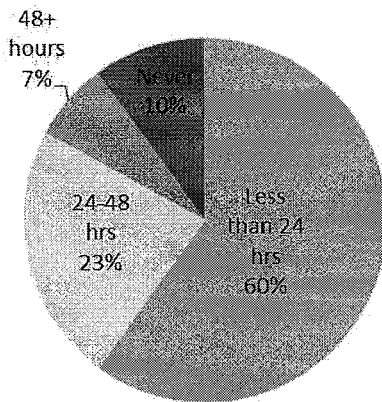
**How long did it take to fix the heating problems?**

For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

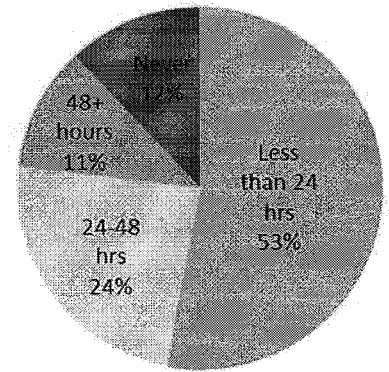
**Whitman Housing Authority**



**Small LHAs in the Southeast**



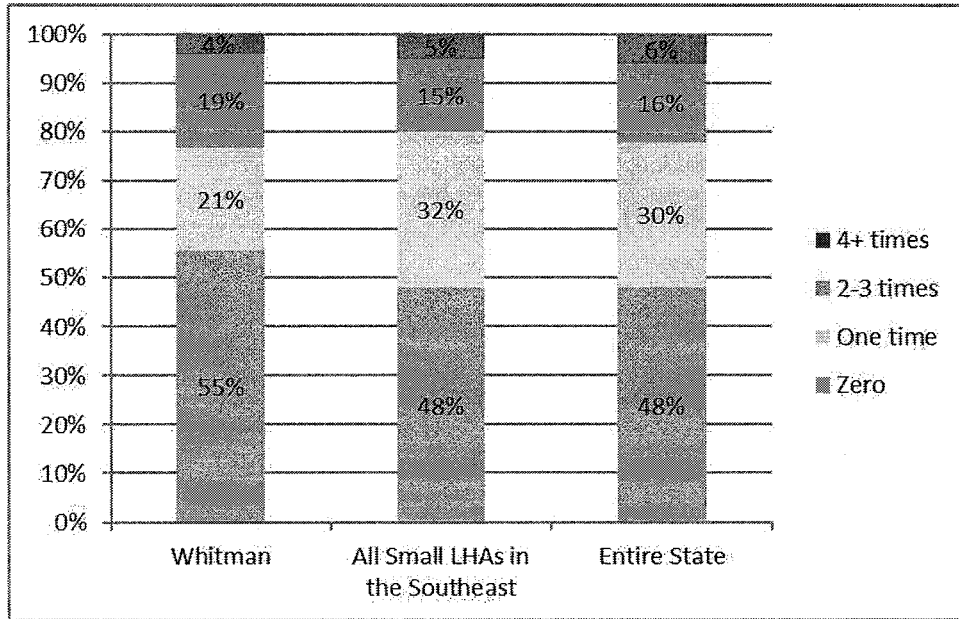
**Entire State**



- **Water or Plumbing Problems**

**How many times did residents have problems with their water or plumbing?**

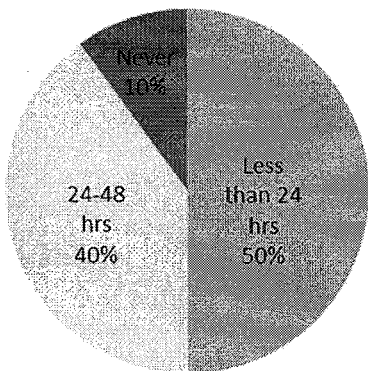
The charts below shows how many times respondents had water or plumbing problems in the last 12 months. The green part of the bars shows what percentage of residents did not have the problem at all. The yellow shows who had the problem one time. The orange shows those who had the problem 2-3 times. And the red shows those who had the problem 4 or more times in the last 12 months.



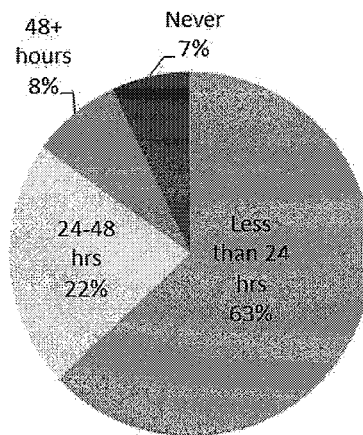
**How long did it take to fix the water or plumbing problems?**

For those respondents who had problems, we asked how long it usually took for the problems to be fixed – less than 24 hours, 24 - 48 hours, more than 48 hours, or never fixed.

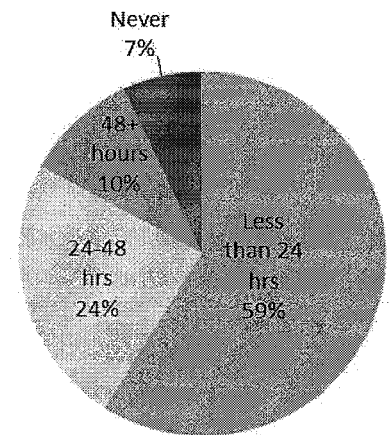
**Whitman Housing Authority**



**Small LHAs in the Southeast**

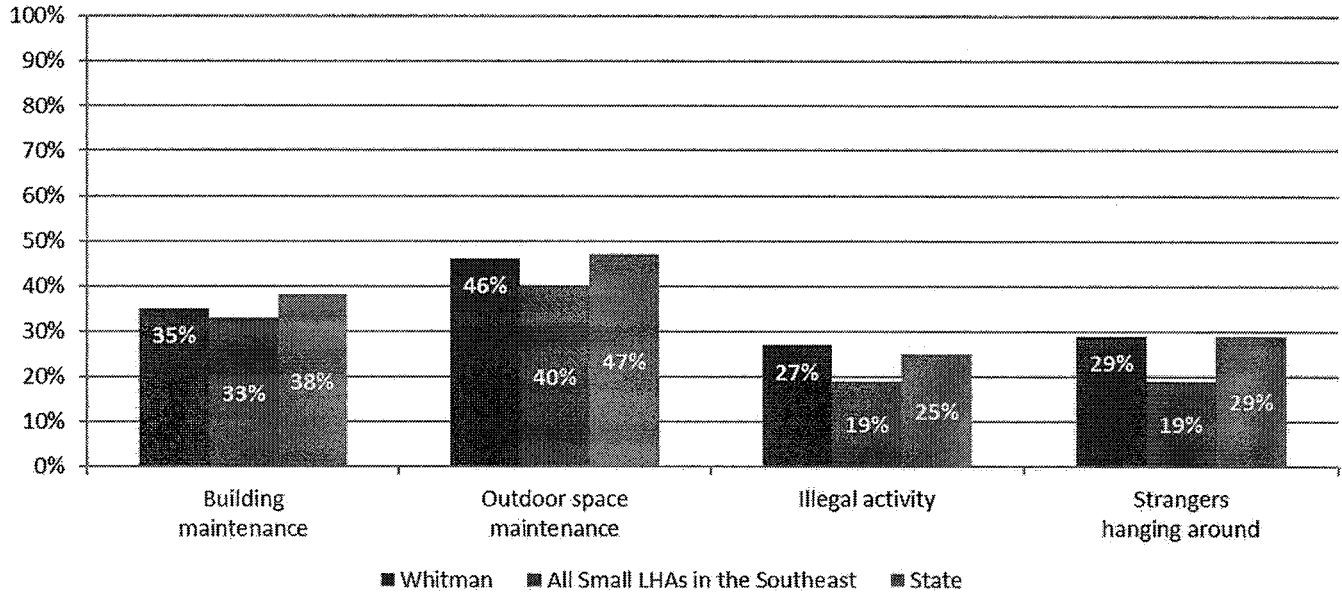


**Entire State**



- **What other problems did respondents have?** Respondents were asked how often they had problems with: building maintenance (*such as clean halls and stairways and having lights and elevators that work*), outdoor space maintenance (*such as litter removal and clear walk ways*), illegal activity in the development, and strangers hanging around who should not be there. The chart below shows what percentage of respondents said that they “always” or “sometimes” had this problem in the last 12 months.

**Respondents who “always” or “sometimes” had problems with...**



**Safety**

Respondents were asked how safe they felt in their building and going outside alone. The chart below shows what percentage of people said they felt “very safe” or “mostly” safe.

**Respondents who felt “very safe” or “mostly safe” ....**

