Chelsea Housing Authority
Annual Plan for Fiscal Year 2022
For State-Aided Public Housing

The Annual Plan is a document compiled by housing authority staff in advance of each new fiscal year. The plan serves as both a tool for the Local Housing Authority (LHA) to reflect upon the prior fiscal year, and as an opportunity to develop a clear and transparent plan that builds on successes, identifies needs, and corrects any issues that have arisen in prior years. Additionally, the Annual Plan is an important tool for tenants, who may use the document to better understand the operations and needs of their housing authority, advocate for changes to policies and procedures, access data about the housing authority, and participate in their housing authority's governance.

In addition to the physical document, the Annual Plan is also a process of public engagement. Throughout the Annual Plan process, the LHA executive director or their designee will be expected to review the Plan with any Local Tenant Organizations (LTO's) and Resident Advisory Board (RAB) before the LHA presents the plan to the LHA Board of Commissioners; make a draft available for review to all residents and the general public; post on the website and make a copy available to each LTO at least 30 business days before the public hearing; hold a hearing on the document; and collect, integrate, and report back on substantive comments. Additionally, the Board will read, offer recommendations, and approve the Annual Plan in advance of its submission to DHCD.

The law that mandates the Annual Plan is An Act Relative to Local Housing Authorities, Massachusetts General Laws, Chapter 121B Section 28A. The regulation that expands upon Section 28A is 760 CMR 4.16. The regulations that address Local Tenant Organization (LTO) and resident participation in the Annual Plan are 760 CMR 6.09 (3)(h) and 760 CMR 6.09(4)(a)(4).

The Chelsea Housing Authority's Annual Plan for their 2022 fiscal year includes the following components:

1. Overview and Certification
2. Capital Improvement Plan (CIP)
3. Maintenance and Repair Plan
4. Operating Budget
5. Narrative responses to Performance Management Review (PMR) findings
6. Policies
7. Waivers
8. Glossary
9. Other Elements
    a. 2021 Buckley and Union Park Tenants Association LTO letter
    b. Public Comments and LHA Responses
    c. Cover sheet for AP
    d. Tenant Satisfaction Survey 667 Program
    e. Tenant Satisfaction Survey 200 and 705 Program

State-Aided Public Housing Developments

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
667-02	Elderly	BUCKLEY 667-02	1	1961	208
200-01	Family	FITZPATRICK 200-01	12	1948	70
200-03	Family	INNES APTS 200-03	8	1951	96
200-02	Family	PRATTVILLE APTS 200-02	9	1950	128
667-01	Elderly	UNION PARK 667-01	8	1960	56
Total			38		558

Massachusetts Rental Voucher Program (MRVP)

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

Chelsea Housing Authority manages 67 MRVP vouchers.

Federally Assisted Developments

Chelsea Housing Authority also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 874 households.

LHA Central Office

Chelsea Housing Authority
54 Locke Street, Chelsea, MA, 02150
Albert Ewing, Executive Director
Phone: 617-409-5320
Email: aewing@chelseaha.com

LHA Board of Commissioners

	Role	Category	From	To
Betzaida Acevedo		Federal Tenant Rep	02/25/2020	02/25/2025
Sharon Caulfield	Treasurer		11/09/2020	11/08/2025
Antonio Hernandez		Labor Appointee	04/28/2021	03/20/2026
Bertram Taverna	Chair		01/01/2018	09/26/2021
Juan Vega	Vice-Chair	State Appointee	03/07/2012	04/07/2024

Local Tenant Organizations

	Date of Recognition by LHA	Date LHA Reviewed Draft AP with LTO
Buckley and Union Park Tenants Assc	09/01/2018	07/14/2021

Plan History

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

REQUIREMENT		DATE COMPLETED
A.	Advertise the public hearing on the LHA website.	07/19/2021
B.	Advertise the public hearing in public postings.	07/19/2021
C.	Notify all LTO's and RAB, if there is one, of the hearing and provide access to the Proposed Annual Plan.	07/14/2021
D.	Post draft AP for tenant and public viewing.	07/21/2021
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	07/14/2021
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	09/08/2021
G.	Executive Director presents the Annual Plan to the Board.	10/13/2021
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	10/13/2021

Certification

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

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

This certification applies to the following applications:

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

CERTIFICATION FOR SUBMISSION OF THE ANNUAL PLAN

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

Date of certification: 10/14/2021

The Department of Housing and Community Development (DHCD) completed its review of this Annual Plan (AP) on January 25, 2022. Review comments have been inserted into the plan.

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.

Additional Remarks by Chelsea Housing Authority

Throughout the CHA portfolio we continue to upgrade and improve critical system for the health and safety of our residents. Currently we are in the process of window replacements and security camera replacement at our 200-2 development. Paving and camera replacement at our 667-2 development and boiler room asbestos removal and replacement of boilers through Eversouce program at our 200-1 development.

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)	$2,580,785.87		Total of all FF awards minus prior FF spending
LHA Emergency Reserve	$387,117.88		Amount to reserve for emergencies
Net FF Funds (First 3 Years of the CIP)	$2,193,667.99	$2,140,513.09	Funds to plan & amount actually planned in the first 3 years of the CIP
ADA Set-aside	$-816.06	$0.00	Accessibility projects
DMH Set-aside	$0.00	$0.00	Dept. of Mental Health facility
DDS Set-aside	$0.00	$0.00	Dept. of Developmental Services facility
Unrestricted Formula Funding (FF)	$2,194,484.04	$2,140,513.09	Funds awarded by DHCD to be used on projects selected by the LHA and approved by DHCD.
Special DHCD Funding	$18,977,309.07	$18,977,309.07	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	$119,933,763.22	$119,933,763.22	Funds other than those in the above categories. See explanation below.
Total funds and planned spending	$141,104,740.2	$141,051,585.37	Total of all anticipated funding available for planned projects and the total of planned spending.

Additional notes about funding:

The CHA is currently working to upgrade all of its 667-1 (56 Units) elderly disable through the MOD PHASE initiative. With the PEHO NOFA of 2015 partnering with a private developer to replace 200-3 (96 units) of family development.

Capital Improvement Plan (CIP)

CIP Definitions:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2021	fy2022 Planned	fy2023	fy2024	fy2025	fy2026
057092	PEHO Grant	INNES APTS 200-03	$136,021,984	$1,424,514	$0	$0	$0	$9,542,630	$5,036,483	$0
057093	ModPHASE: Accessibility, K&B, Windows, Doors, Heating, Plumbing	UNION PARK 667-01	$7,401,012	$6,788,403	$0	$3,818,851	$0	$0	$0	$0
057094	Upgrade Sanitary Sewer System	PRATTVILLE APTS 200-02	$418,888	$394,548	$0	$0	$0	$0	$0	$0
057097	FF: Replace stairwell doors and heaters	BUCKLEY 667-02	$114,980	$90,449	$0	$24,532	$0	$0	$0	$0
057099	FF: Bathroom & Kitchen GFCI install	BUCKLEY 667-02	$188,201	$54,032	$0	$6,361	$0	$0	$0	$0
057102	FF: Roof replacement	FITZPATRICK 200-01	$610,158	$495,985	$0	$1,505	$0	$0	$0	$0
057103	FF: Window Replacement	PRATTVILLE APTS 200-02	$990,067	$911,758	$0	$0	$0	$0	$0	$0
057104	Boiler Room Asbestos Removal - CR Request (Action Energy Boilers)	FITZPATRICK 200-01	$604,800	$267,557	$0	$112,255	$0	$0	$0	$0
057106	H&S FY20: Pave Front Parking Lot	FITZPATRICK 200-01	$109,468	$0	$0	$109,468	$0	$0	$0	$0
057108	Camera system replacement	PRATTVILLE APTS 200-02	$365,961	$15,550	$0	$350,411	$0	$0	$0	$0
057109	Security Camera replacement	BUCKLEY 667-02	$222,439	$10,000	$0	$100,439	$0	$0	$0	$0

Capital Improvement Plan (CIP)

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

Cap Hub Project Number	Project Name	Development(s)	Total Cost	Amount Spent Prior to Plan	Remaining Planned for 2021	fy2022 Planned	fy2023	fy2024	fy2025	fy2026
057110	SUST-R -- Floodproofing	PRATTVILLE APTS 200-02	$103,025	$0	$0	$52,390	$50,636	$0	$0	$0
057111	Replacement of MailBoxes	BUCKLEY 667-02	$50,838	$0	$0	$50,838	$0	$0	$0	$0
•	Front and rear entrance doors replacement	FITZPATRICK 200-01	$669,142	$0	$0	$0	$0	$69,515	$599,628	$0
•	Siding replacement	FITZPATRICK 200-01	$866,145	$0	$0	$0	$0	$0	$17,038	$90,129
•	Fire Alarm Upgrade	PRATTVILLE APTS 200-02	$459,294	$0	$0	$0	$219,021	$240,274	$0	$0
•	Structural study	FITZPATRICK 200-01	$3,125	$0	$0	$3,125	$0	$0	$0	$0
•	Window replacement	FITZPATRICK 200-01	$843,118	$0	$0	$0	$0	$0	$37,339	$267,671
•	Common area heat replacement	BUCKLEY 667-02	$66,976	$0	$0	$66,976	$0	$0	$0	$0
•	Dry Sprinkler system replacement - carport	BUCKLEY 667-02	$128,820	$0	$0	$128,820	$0	$0	$0	$0
•	Replace electric baseboard heating	BUCKLEY 667-02	$878,698	$0	$0	$91,235	$787,464	$0	$0	$0
•	Laundry facility upgrades	BUCKLEY 667-02	$11,522	$0	$0	$0	$0	$0	$11,522	$0
TOTALS			$151,128,659	$10,452,794	$0	$4,917,205	$1,057,120	$9,852,418	$5,702,008	$357,799

Capital Improvement Plan (CIP)

FUNDS IN ADDITION TO ANNUAL FORMULA FUNDING AWARD

Cap Hub Project Number	Project Name	DHCD Special Award Comment	Special DHCD Awards				Other Funding			
			Emergency Reserve	Compliance Reserve	Sustain-ability	Special Awards	CDBG	CPA	Operating Reserve	Other Funds
057092	PEHO Grant	PEHO Full Grant - Public and Market-rate housing	$0	$0	$0	$16,200,000	$0	$0	$0	$119,821,984
057093	ModPHASE: Accessibility, K&B, Windows, Doors, Heating, Plumbing	Acc units, k&b, windows, doors, heat, plumb, site	$0	$0	$0	$7,401,012	$0	$0	$0	$0
057099	FF: Bathroom & Kitchen GFCI install	abestos abatement bathroom & kitchen GFCI install	$0	$0	$0	$0	$0	$0	$0	$112,000
057104	Boiler Room Asbestos Removal - CR Request (Action Energy Boilers)	asbestos removal from ceiling and flooring boiler rooms (12)	$0	$379,812	$0	$0	$0	$0	$0	$224,988
057106	H&S FY20: Pave Front Parking Lot	H&S FY20: Pave Front Parking Lot	$0	$0	$0	$109,468	$0	$0	$0	$0
057109	Security Camera replacement		$0	$0	$0	$0	$0	$0	$0	$112,000
057110	SUST-R -- Floodproofing	SUST-R Floodproofing	$0	$0	$103,025	$0	$0	$0	$0	$0
TOTALS			$0	$379,812	$103,025	$23,710,480	$0	$0	$0	$120,270,972

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.

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

   - Other

   The rules of CIMS make it difficult to move large ($800K+) projects between years to perfectly align with the CAP Share allotments. We did out best to make them fit.

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.

   Chelsea Housing Authority has not requested additional funding.

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

   The CHA's goals are to continue to improve its aging infrastructure while providing safe and affordable housing to our family and elderly residents. As we continue to get all our vacant units back online some structural components need to be attended to. To accomplish this, we are proposing replacing Front and rear door, siding replacement, and window replacement at our 200-1 development. For our 200-2 development we are proposing Fire Alarm Upgrade, and floodproofing the development. Lastly at our 667-2 development we are proposing common area heat replacement on each floor and also replace electric baseboard heating in each unit, laundry facility upgrades, replacement of mailboxes and replacement of existing dry sprinkler system.

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

   No significant changes.

5. Requirements of previous CIP approval

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

6. Quarterly capital reports

Our most recent quarterly capital report (form 80 and 90) was submitted on 05/12/2021.

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 07/08/2021.

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:

See attached.

10. Accessibility

We have identified the following accessibility deficiencies in our portfolio:
Overall, we need additional ADA units. We have converted 2 units at Buckley, and 2 at Prattville, and 2 at Union Park that are in process.

We have incorporated the following projects in our CIP to address accessibility deficiencies:
057103 FF: Window Replacement PRATTVILLE APTS 200-02 (ADA units will have ADA windows)
057097 FF: Replace stairwell doors and heaters BUCKLEY 667-02 (stairwell door will h push bars)

11. Special needs development

Chelsea 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 6/2020 to 5/2021.

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
	200-03	200-03		200-03
	200-01	200-01		667-01
	667-02			200-01
	200-02			200-02

057092 - PEHO Grant project is the complete rehab of 200-3, including energy systems.
We have all low flow toilets and shower head installed. We will continue to encourage water and energy conservation.

13. Energy or water saving initiatives

Chelsea 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.)
8% c. 667 (DHCD Goal 2%)
23.1% c. 200 (DHCD Goal 2%)
0% c. 705 (DHCD Goal 2%)

Chelsea Housing Authority will address the excess vacancies in the following manner:
We have 30 vacancies at 200-03 during the comprehensive replacement of Innes Apartments for FISH 057092 with PEHO Grant. And 200-01 we have 10 vacancies at Fitzpatrick and 29 at 200-02 Prattville which we are holding open for relocation.

15. Vacancies

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

CIP Approval For Chelsea Housing Authority for FY 2022

Formula Funding Capital Improvement Plan (CIP), WorkPlan 5001

10/21/2021

Congratulations! The CIP-2022 submitted by Chelsea Housing Authority is approved, subject to the following conditions:

- Before replacing the electric baseboards, please examine whether you can install air-source heat pumps. Please contact LEAN for assistance and report back to Greg Abbe, DHCD Sustainability Director, on the outcome. We are holding both the baseboard replacement project and the common area heating replacement project until we have word on the LEAN meeting.

- Please be sure that all approved projects are designed to resilient standards as appropriate.

Chelsea Housing Authority is authorized to proceed on the following projects, which are to be managed with the LHA or RCAT as the Primary PM**:

CPS Number	FISH #	Project Name	TDC Amount	Primary PM	Project Year
057-200-1-0-09-1843	057113	Structural study	$3,125.00	LHA	2022

Construction cost for FY 2022 projects is to be incurred by June 30, 2022. Construction cost for FY 2023 projects is to be incurred between July 1, 2022 and June 30, 2023. Pre-construction costs may be incurred in FY 2022.

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

CPS Number	FISH #	Project Name	TDC Amount *	Other Funding	DHCD Staff Arch/ Eng	WO/RFS Date
057-667-02-0-17-2174	057114	Dry Sprinkler system replacement - carport	$128,820.00	$0.00	FBOSSI	11/18/2021
057-200-02-0-19-838	057115	Fire Alarm Upgrade	$459,294.00	$0.00	FBOSSI	02/03/2022

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

Details of the Approved CIP can be found at the link to 'Approved & Active CIP Reports' on the CIMS forms page in the CIP Reports section. Projects may utilize funding from multiple sources. The 'Original Approved' report details the proposed funding as submitted by the LHA. Please feel free to call DHCD Project Manager Avalon McLaren at (617) 573-1166 with any questions.

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

**'Primary PM' is used to identify the agency responsible for updating a project's budget and schedule.
This document was created on 10/21/2021 by Avalon McLaren, Project Manager

Maintenance and Repair Plan

Maintenance Objective

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

About This Maintenance and Repair Plan

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

a. **Classification and Prioritization of Maintenance Tasks** - Defines and prioritizes types of work to be accomplished by maintenance staff and vendors. Explains how the housing authority is expected to respond to work orders (tasks or requests) based on the work order classification.

b. **Emergency Response System** - Defines what constitutes an emergency and how to notify staff of an emergency.

c. **Normal Maintenance Response System** - How to contact the maintenance staff for a non-emergency request.

d. **Work Order Management** - Description of the housing authority's system for managing work orders (tasks and requests).

e. **Maintenance Plan Narrative & Policy Statement** - Self-assessment, basic information, and goals for the coming year, along with a description of the housing authority's maintenance program.

f. **Preventive Maintenance Schedule** - A listing and schedule of tasks designed to keep systems and equipment operating properly, to extend the life these systems and equipment, and to avoid unexpected breakdowns.

g. **Routine Maintenance Schedule** - A listing and schedule of ordinary maintenance tasks such as mopping, mowing, raking, and trash collection required to keep the facilities in good condition.

h. **Unit Inspections** - Scheduling of annual unit inspections.

Classification and Prioritization of Maintenance Tasks

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

I. **Emergencies** - Emergencies are only those conditions which are **immediately threatening** to the life or safety of our residents, staff, or structures.
   - **Goal: initiated with 24 to 48 hours.**

II. **Vacancy Refurbishment - Work necessary to make empty units ready for new tenants.**
   - After emergencies, the refurbishment of vacancies for immediate re-occupancy has the highest priority for staff assignments. **Everyday a unit is vacant is a day of lost rent.**
   - **Goal: vacancy work orders are completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver.**

III. **Preventive Maintenance** - Work which must be done to **preserve and extend the useful life** of various elements of your physical property and avoid emergency situations.
   - A thorough Preventive Maintenance Program and Schedule that deals with all elements of the physical property is provided later in the document.
   - The Preventive Maintenance Program is reviewed and updated annually and as new systems and facilities are installed.

IV. **Programmed Maintenance** - Work which is important and is completed to the greatest extent possible within time and budget constraints. Programmed maintenance is grouped and scheduled to make its completion as efficient as possible. Sources of programmed maintenance include:
   - Routine Work includes those tasks that need to be done on a regular basis to keep our physical property in good shape. (Mopping, Mowing, Raking, Trash, etc.)
   - Inspections are the other source of programmed maintenance.
     - Inspections are visual and operational examinations of parts of our property to determine their condition.
     - All dwelling units, buildings and sites must be inspected at least annually.
     - **Goal: Inspection-generated work orders are completed within 30 calendar days from the date of inspection, OR if cannot be completed within 30 calendar days, are added to the Deferred Maintenance Plan or the Capital Improvement Plan in the case of qualifying capital repairs (unless health/safety issue).**

V. **Requested Maintenance** - Work which is requested by residents or others, does not fall into any category above, and should be accomplished as time and funds are available.
   - Requests from residents or others for maintenance work which does not fall into one of the other categories has the lowest priority for staff assignment.
   - **Goal: Requested work orders are completed in 14 calendar days from the date of tenant request or if not completed within that timeframe (and not a health or safety issue), the task is added and completed in a timely manner as a part of the Deferred Maintenance Plan and/or CIP.**

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call Answering Service	617-884-5775	Non-business hours
Call LHA at Phone Number	617-884-5617	M-F 8:30AM - 4:00PM (Wednesday u
Other	617-884-5775	Emergency maintenance number, forw

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 Chelsea Housing Authority main office.

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

Normal Maintenance Request Process

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service	617-884-5775	Non-business hours
Call Housing Authority Office	617-884-5617	M-F 8:30AM - 4:00PM (Wednesday until
Submit Online at Website		
Email to Following Email		
Other		

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.	☑
2	Maintenance Requests logged into the work system	☑
3	Work Orders generated	☑
4	Work Orders assigned	☑
5	Work Orders tracked	☑
6	Work Orders completed/closed out	☑
7	Maintenance Reports or Lists generated	☑

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

We use PHA Web for work orders, all types.

Maintenance Plan Narrative

Following are Chelsea Housing Authority's answers to questions posed by DHCD.

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

The feedback we have received from DHCD has been positive. All of the plans are in place and the associated timelines are adhered to. For the most part the residents seem happy with the response from maintenance.

We have done extra spot cleaning due to COVID with sprayers also have added hand sanitizers on each floor at our elderly developments and have gotten positive feedback from tenants.

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

We have made some changes to work site assignments in order to improve the quality and production of our landscaping program and inspection teams.

Also due to COVID had to change on how we do emergency calls and prevent the spread.

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

To eliminate the back log of vacant units on waivers and concentrate on annual inspections and get all our deferred calls up to date.

D. Maintenance Budget Summary

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

	Total Regular Maintenance Budget	Extraordinary Maintenance Budget
Last Fiscal Year Budget	$1,632,463.00	$127,000.00
Last Fiscal Year Actual Spending	$1,131,322.00	$112,000.00
Current Fiscal Year Budget	$1,319,771.00	$0.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	29
Average time from date vacated to make Unit "Maintenance Ready"	243 days
Average time from date vacated to lease up of unit	243 days

Attachments

These items have been prepared by the Chelsea 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.

DHCD Review Comment Regarding the Attachments

DHCD staff have reviewed the LHA's maintenance plan attachments and have the following comments:

Chelsea Housing Authority provide a preventative policy but di not provide a plan or Schedule.

Chelsea Housing Authority
PREVENTIVE MAINTENANCE POLICY

Adopted: April 14, 2010

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

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

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

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

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

1.0 PREVENTIVE MAINTENANCE PROGRAM

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

A. General Operating Systems

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

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

1. HVAC SYSTEMS

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

2. SECURITY SYSTEMS

    A. exterior lighting
    B. public hallway lighting
    C. building doors and locks

3. FIRE AND LIFE SAFETY SYSTEMS

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

4. ROOFS

A. roof inspection
B. gutter cleaning

5. ELEVATORS

A. elevator inspection

6. PLUMBING

A. catch basins
B. sanitary drains

7. VEHICLES

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

8. ELECTRICAL HEAT

A. common area electric heaters

9. LARGE EXHAUST FANS

A. roof top units

10. ANNUAL INSPECTIONS

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

11. MECHANICAL EQUIPMENT

A. sump pumps

12. COMMON AREAS

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

13. PLAYGROUNDS

A. Inspection

14. PEST CONTROL

A. extermination

2.0 PREVENTIVE MAINTENANCE PROCEDURE

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

1. HVAC Systems

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

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

2. Security Systems

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

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

3. Life Safety Systems

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

A. Exercise the emergency generator every week
Inspect generator battery for corrosion
Check generator for oil leaks
B. Have all fire extinguishers inspected and certified annually

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

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

4. Roof Repairs/ Replacement

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

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

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

5. The Housing Authority will have a program that ensures that the elevators are Inspected annually by The Commonwealth of Massachusetts Department of Public Safety – elevator inspection division. The elevators will be properly maintained by a reputable elevator service company.
   A. Check elevator signal lights for proper operation
   B. Inspect elevators for graffiti and damage – clean as needed.

6. The Housing Authority will have a program in which will ensure that the storm drains, catch basins and sanitary drain lines are maintained and remain flowing at all times.
   A. Storm drains and catch basins should be inspected as needed.
   B. Storm drains and catch basins should be cleaned annually.

7. Vehicle/Equipment Maintenance

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

A. See Appendix A.

8. Electrical Heat

The Housing Authority will have a program that inspects all common area electric heaters to ensure that the public areas of all buildings are adequately heated and that all building systems in these areas are protected.
   A. Check electric heating units for proper operation, including any thermostats.
   B. Check that fan motors are operating properly if applicable.

9. Large Exhaust Fans

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

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

10. Annual Inspections

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

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

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

11. Mechanical Equipment

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

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

12. Common Areas

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

A. Ground will be policed daily and any trash or debris will be disposed of from the site as well as around any and all dumpster enclosures.
B. Grounds and buildings will be policed daily for any graffiti. Graffiti will be removed within twenty four hours whenever possible.
C. Common hallways and stairs will be swept and mopped on a regular schedule.

Each hallway should be done at least once per week.

D. Community rooms, kitchens and rest rooms will be cleaned and vacuumed daily. All trash barrels will be emptied and any paper supplies will be restocked as needed.

13. Playgrounds

A. Playgrounds will be policed daily for graffiti and trash and all shall be removed immediately.

B. Check all apparatus daily for any damage.

C. Tighten any and all nuts and bolts bi-annually.

14. Pest Control

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

Appendix A

	year	make	model	body	vin#	registration
1	1993	Kubota	Tractor	Tractor	50602	M47155
2	2009	Bobcat	S100	Skid - Steer	AB6420018	None
3	2009	Chevrolet	K2500HD	Pickup	1GCHK44KX9F168335	M80534
4	2009	Chevrolet	K2500HD	Pickup	1GBHK44K09F167960	M80532
5	2010	Chevrolet	Exp 2500	Van	1GCZGFBG4A1118743	M81100
6	2010	Carry	Utility	Trailer	4YMUL0819AV069406	M50185
7	2011	Ford	DRWSUP	Bucket Trk	1FDUF5GY3BEA91565	M66415
8	2011	Chevrolet	Exp 3500	Cutaway	1GBOG2BGXB1125574	M46608
9	2013	Ford	Escape	Utility	1FMCU9GX9DUB89010	M66768
10	2013	Ford	Exp 250	Van	1FTNE2EWXDDA76307	M90800
11	2014	Chevrolet	Exp 2500	Van	1GCWGFCAXE1134027	M90879
12	2014	Chevrolet	Silverado	Rack	1GB3KZCG7EF130308	M90610
13	2015	Ford	F250	Pickup	1FTBF2B61FEC04354	M92174
14	2014	Ford	Edge	SUV	2FMDK4JC2EBA75425	M74164
15	2016	Ford	F250	Pickup	1FTBF2B63GEA45158	M95184
16						
17						
18	2002	Jeep	Grand	Cher	1J4GW48S72C174637	Salvage
19	1999	Ford	F250	Pickup	1FTNF21L1XEE64730	Salvage
20	1998	Load	U1510-260	Trailer	4L2PXFK11W2000094	Salvage
21	1997	Ford	Econoline	Van	1FTHE242OVHB53997	Salvage
22	1992	GMC	Vandura	Van	2GTEG25H8N4506892	Salvage
23	1995	Chevrolet	K3500	Utility	1GBHK34K1SE185941	Salvage
24	1996	Ford	Super	Dump	1FDLF47G2TEB77268	Totaled
25	1999	Ford	Econoline	Van	1FTNE24L9XHC13855	Off Road
26	1993	Chevrolet	C1500	Pickup	1GCDC14Z6PE1866373	Salvage
27	2005	Jeep	Grand	Cher	1J4GR48KX5C652884	Auction
28	2002	MAD VAC			2806 OT	M70481
29	2008	Sure	Utility	Trailer	5JWTU162X81015637	Auction

Appendix B

Scheduled Checklist

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

Chelsea Housing Authority

Work Order Complete/Incomplete Report

Program: MA State 200, Project: All, Created From: 3/1/2020, Created Through: 7/14/2021, Status: Incomplete, Status Included: Routine Preventive Vacant Inspection Other, Employee: All, Completed From: 1/1/1900, Completed Through: 12/31/9999

Work Order By Priority

Priority	Count	Incomplete	Complete	Tot. Days	Avg. Days
Routine	142	142	0	0.00	0.00
Preventive	21	21	0	0.00	0.00
Totals:	**163**	**163**	**0**	**0.00**	**0.00**

Work Order By Employee

Assigned Employee	Count	Incomplete	Complete	Tot. Days	Avg. Days
James Granara	20	20	0	0.00	0.00
Song Suong	2	2	0	0.00	0.00
John Faulstich	6	6	0	0.00	0.00
Damon Webster	51	51	0	0.00	0.00
Sean Landry	16	16	0	0.00	0.00
Guillermo Romero	25	25	0	0.00	0.00
Ibro Omeragic	14	14	0	0.00	0.00
Richard Russell	9	9	0	0.00	0.00
James Krasco	2	2	0	0.00	0.00
Eric Montefusco	4	4	0	0.00	0.00
Mark Thompson	2	2	0	0.00	0.00
Greg Beatrice	6	6	0	0.00	0.00
Wayne Brooks	4	4	0	0.00	0.00
Jason Travis	1	1	0	0.00	0.00
Anthony Dichiara	1	1	0	0.00	0.00
Totals:	**163**	**163**	**0**	**0.00**	**0.00**

W/O #	Priority	Unit Address	Tenant Name	Created Date	Completed Date	Mat.	Labor	Actual	Billed
Project: 200-2 Prattville									
7154	Routine	93 Burma Rd Unit: D	Normandina Fuentes	03/13/2020 10:18 AM		$0.00	$0.00	$0.00	$0.00
7950	Routine	61 Exeter St Unit: A	Josephine Bonaventure	05/20/2020 10:45 AM		$0.00	$0.00	$0.00	$0.00
7952	Routine	71 Burma Rd Unit: F	Heidi Cogox Bravo	05/20/2020 12:38 PM		$0.00	$0.00	$0.00	$0.00
8150	Routine	79 Burma Rd Unit: B	Oanh Phan	06/05/2020 10:50 AM		$0.00	$0.00	$0.00	$0.00
8244	Routine	13 Guam Rd Unit: H	Michelle Mcdonald	06/11/2020 02:09 PM		$0.00	$0.00	$0.00	$0.00
8363	Routine	61 Exeter St Unit: A	Josephine Bonaventure	06/18/2020 01:51 PM		$0.00	$0.00	$0.00	$0.00
8441	Routine	77 Burma Rd Unit: G	Tarik Kadhem	06/23/2020 12:46 PM		$0.00	$0.00	$0.00	$0.00
8555	Routine	57 Burma Rd Unit: E	Rosangely Otero Carrasquillo	06/30/2020 02:46 PM		$0.00	$0.00	$0.00	$0.00

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W/O #	Priority	Unit Address	Tenant Name	Created Date	Completed Date	Mat.	Labor	Actual	Billed
Project: 200-2 Prattville									
9085	Routine	61 Exeter St Unit: A	Josephine Bonaventure	08/04/2020 02:38 PM		$0.00	$0.00	$0.00	$0.00
9140	Routine	73 Burma Rd Unit: E	Telisha Vazquez	08/07/2020 08:54 AM		$0.00	$0.00	$0.00	$0.00
9251	Routine	33 Guam Rd Unit: B		08/14/2020 10:55 AM		$0.00	$0.00	$0.00	$0.00
9355	Routine	33 Guam Rd Unit: B	Jeraldine Haggie	08/20/2020 11:12 AM		$0.00	$0.00	$0.00	$0.00
9447	Routine	23 Guam Rd Unit: E	Christina Hilke	08/26/2020 08:37 AM		$0.00	$0.00	$0.00	$0.00
9531	Routine	61 Exeter St Unit: C	Daniela Durand	09/01/2020 12:43 PM		$0.00	$0.00	$0.00	$0.00
9932	Routine	57 Burma Rd Unit: E	Rosangely Otero Carrasquillo	09/24/2020 03:04 PM		$0.00	$0.00	$0.00	$0.00
10152	Routine	65 Exeter St Unit: G	Eileny Franco	10/07/2020 11:47 AM		$0.00	$0.00	$0.00	$0.00
10154	Routine	23 Guam Rd Unit: E	Christina Hilke	10/07/2020 11:55 AM		$0.00	$0.00	$0.00	$0.00
10288	Routine	59 Burma Rd Unit: H	Rosa Herrera	10/15/2020 11:41 AM		$0.00	$0.00	$0.00	$0.00
10401	Routine	91 Burma Rd Unit: A	Nicol Romero	10/22/2020 09:23 AM		$0.00	$0.00	$0.00	$0.00
10444	Routine	61 Exeter St Unit: F	Eduardo Martinez	10/26/2020 12:04 PM		$0.00	$0.00	$0.00	$0.00
10496	Routine	33 Guam Rd Unit: D	Melissa Montano	10/28/2020 11:06 AM		$0.00	$0.00	$0.00	$0.00
10501	Routine	33 Guam Rd Unit: C	Joanna Velasquez	10/28/2020 01:16 PM		$0.00	$0.00	$0.00	$0.00
10584	Routine	57 Burma Rd Unit: H	Diane Washington	11/02/2020 03:05 PM		$0.00	$0.00	$0.00	$0.00
10812	Routine	33 Guam Rd Unit: B	Jeraldine Haggie	11/16/2020 10:02 AM		$0.00	$0.00	$0.00	$0.00
10886	Routine	29 Guam Rd Unit: F	Hawa Kulmiye	11/18/2020 01:41 PM		$0.00	$0.00	$0.00	$0.00
10941	Routine	33 Guam Rd Unit: C	Joanna Velasquez	11/23/2020 12:21 PM		$0.00	$0.00	$0.00	$0.00
11098	Routine	33 Guam Rd Unit: F	Shirley Castillo	12/02/2020 02:56 PM		$0.00	$0.00	$0.00	$0.00
11216	Routine	71 Burma Rd Unit: D	Yesenia Echevarria	12/09/2020 02:50 PM		$0.00	$0.00	$0.00	$0.00
11236	Routine	79 Burma Rd Unit: A	Mezal Al-Jiboury	12/10/2020 03:07 PM		$0.00	$0.00	$0.00	$0.00
11445	Routine	9 Guam Road		12/22/2020 10:13 AM		$0.00	$0.00	$0.00	$0.00
11446	Routine	9 Guam Road		12/17/2020 07:00 AM		$0.00	$0.00	$0.00	$0.00
11580	Routine	19 Guam Rd Unit: G	Delia Romero-Mendez	12/30/2020 02:46 PM		$0.00	$0.00	$0.00	$0.00
11618	Routine	79 Burma Rd Unit: A	Mezal Al-Jiboury	08/10/2020 02:50 PM		$0.00	$0.00	$0.00	$0.00
11619	Routine	23 Guam Rd Unit: B	Jeffrey Tellez	08/10/2020 02:51 PM		$0.00	$0.00	$0.00	$0.00
11620	Routine	33 Guam Rd Unit: B	Jeraldine Haggie	08/10/2020 02:52 PM		$0.00	$0.00	$0.00	$0.00
11638	Routine	93 Burma Rd Unit: H	Janit Mejias	10/21/2020 03:42 PM		$0.00	$0.00	$0.00	$0.00
11722	Routine	61 Exeter St Unit: C	Daniela Durand	01/07/2021 10:33 AM		$0.00	$0.00	$0.00	$0.00
11777	Routine	61 Exeter St Unit: F	Eduardo Martinez	01/11/2021 12:25 PM		$0.00	$0.00	$0.00	$0.00
12132	Routine	61 Exeter St Unit: A	Josephine Bonaventure	01/29/2021 11:08 AM		$0.00	$0.00	$0.00	$0.00

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W/O #	Priority	Unit Address	Tenant Name	Created Date	Completed Date	Mat.	Labor	Actual	Billed
Project: 200-2 Prattville									
12350	Routine	13 Guam Rd Unit: H	Michelle Mcdonald	02/08/2021 03:18 PM		$0.00	$0.00	$0.00	$0.00
12617	Routine			02/19/2021 01:35 PM		$0.00	$0.00	$0.00	$0.00
12702	Routine	33 Guam Rd Unit: G	Mistica Arias	02/23/2021 12:28 PM		$0.00	$0.00	$0.00	$0.00
12740	Routine	13 Guam Rd Unit: F	Lydia Rodriguez	02/25/2021 10:58 AM		$0.00	$0.00	$0.00	$0.00
12986	Routine	79 Burma Rd Unit: F	Maria Ortiz	03/09/2021 01:44 PM		$0.00	$0.00	$0.00	$0.00
13046	Routine	57 Burma Rd Unit: B	Chantal Cuevas	03/11/2021 01:42 PM		$0.00	$0.00	$0.00	$0.00
13048	Routine	57 Burma Rd Unit: E	Rosangely Otero Carrasquillo	03/11/2021 02:38 PM		$0.00	$0.00	$0.00	$0.00
13154	Routine	57 Burma Rd Unit: B	Chantal Cuevas	03/16/2021 02:24 PM		$0.00	$0.00	$0.00	$0.00
13561	Routine	57 Burma Rd Unit: E	Rosangely Otero Carrasquillo	04/05/2021 01:50 PM		$0.00	$0.00	$0.00	$0.00
14127	Routine	33 Guam Rd Unit: B	Jeraldine Haggie	05/06/2021 02:51 PM		$0.00	$0.00	$0.00	$0.00
14147	Routine	9 Guam Rd Unit: H	Mirla Castillo	05/07/2021 02:49 PM		$0.00	$0.00	$0.00	$0.00
14393	Routine			05/20/2021 12:21 PM		$0.00	$0.00	$0.00	$0.00
14400	Routine			05/20/2021 03:28 PM		$0.00	$0.00	$0.00	$0.00
14495	Routine	65 Exeter St Unit: B	Maria Cuervo	05/25/2021 03:43 PM		$0.00	$0.00	$0.00	$0.00
14567	Routine	57 Burma Rd Unit: B	Chantal Cuevas	06/01/2021 10:27 AM		$0.00	$0.00	$0.00	$0.00
14702	Routine			06/07/2021 01:09 PM		$0.00	$0.00	$0.00	$0.00
14766	Routine	79 Burma Rd		06/09/2021 11:33 AM		$0.00	$0.00	$0.00	$0.00
15060	Routine			06/25/2021 01:11 PM		$0.00	$0.00	$0.00	$0.00
15157	Routine	79 Burma Rd Unit: B	Oanh Phan	06/30/2021 01:20 PM		$0.00	$0.00	$0.00	$0.00
15158	Routine	33 Guam Rd Unit: E	Sitey Mohamed	06/30/2021 01:23 PM		$0.00	$0.00	$0.00	$0.00
15164	Routine	33 Guam Rd Unit: C	Joanna Velasquez	06/30/2021 04:40 PM		$0.00	$0.00	$0.00	$0.00
15165	Routine	33 Guam Rd Unit: C	Joanna Velasquez	06/30/2021 04:41 PM		$0.00	$0.00	$0.00	$0.00
15191	Routine	9 Guam Rd Unit: B	Fatuma Abdi	07/02/2021 11:33 AM		$0.00	$0.00	$0.00	$0.00
15210	Routine	9 Guam Rd Unit: F		07/06/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15242	Routine	61 Exeter St Unit: C	Daniela Durand	07/06/2021 09:24 AM		$0.00	$0.00	$0.00	$0.00
15259	Routine	57 Burma Rd Unit: E	Rosangely Otero Carrasquillo	07/06/2021 01:40 PM		$0.00	$0.00	$0.00	$0.00
15263	Routine	29 Guam Rd Unit: G	Shawna Doucette	07/06/2021 02:56 PM		$0.00	$0.00	$0.00	$0.00
15284	Routine	9 Guam Rd Unit: H	Mirla Castillo	07/07/2021 03:42 PM		$0.00	$0.00	$0.00	$0.00
15304	Routine	33 Guam Rd Unit: F	Shirley Castillo	07/08/2021 03:33 PM		$0.00	$0.00	$0.00	$0.00
15360	Preventive			07/13/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15361	Preventive			07/13/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15362	Routine	9 Guam Rd Unit: F		07/13/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00

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W/O #	Priority	Unit Address	Tenant Name	Created Date	Completed Date	Mat.	Labor	Actual	Billed
Project: 200-2 Prattville									
15401	Routine	51 Exeter Maintenance shop		07/14/2021 08:28 AM		$0.00	$0.00	$0.00	$0.00
200-2 Prattville			**Incomplete: 72**	**Complete: 0**		**$0.00**	**$0.00**	**$0.00**	**$0.00**
Project: 200-1 Fitzpatrick									
7173	Routine	6 Saipan Rd	Evelyn Solares	03/16/2020 01:58 PM		$0.00	$0.00	$0.00	$0.00
7174	Routine	6 Saipan Rd	Evelyn Solares	03/16/2020 02:05 PM		$0.00	$0.00	$0.00	$0.00
8053	Routine	37 Normandy Rd	Elsy Romero	05/29/2020 11:46 AM		$0.00	$0.00	$0.00	$0.00
8057	Routine	13 Saipan Rd	Shakiba Hussaini	05/29/2020 01:11 PM		$0.00	$0.00	$0.00	$0.00
9135	Routine	37 Normandy Rd	Elsy Romero	08/06/2020 03:49 PM		$0.00	$0.00	$0.00	$0.00
9238	Routine	35 Normandy Rd	Amarilis Andrade	08/13/2020 02:53 PM		$0.00	$0.00	$0.00	$0.00
9713	Routine	21 Saipan Rd	Ivis Calix	09/11/2020 11:49 AM		$0.00	$0.00	$0.00	$0.00
10287	Routine	22 Normandy Rd	Jaqueline Mejia	10/15/2020 11:38 AM		$0.00	$0.00	$0.00	$0.00
10433	Routine	8 Burma Rd	Salamata Barry	10/26/2020 08:14 AM		$0.00	$0.00	$0.00	$0.00
10645	Routine	21 Normandy Rd	Robin Doucette	11/04/2020 02:52 PM		$0.00	$0.00	$0.00	$0.00
11112	Routine	41 Burma Rd	Zulekha Abukar	12/03/2020 12:42 PM		$0.00	$0.00	$0.00	$0.00
12134	Routine	13 Normandy Rd	Diane Goodrich	01/29/2021 11:37 AM		$0.00	$0.00	$0.00	$0.00
12618	Routine			02/19/2021 01:36 PM		$0.00	$0.00	$0.00	$0.00
12747	Routine	19 Normandy Rd	Carleice Walton	02/25/2021 01:24 PM		$0.00	$0.00	$0.00	$0.00
12838	Routine	35 Burma Rd	Priscilla Rivera	03/02/2021 02:59 PM		$0.00	$0.00	$0.00	$0.00
13071	Routine	22 Normandy Rd	Jaqueline Mejia	03/12/2021 03:11 PM		$0.00	$0.00	$0.00	$0.00
14114	Routine	370 Revere Beach Pkwy	Roxana Castro	05/06/2021 09:18 AM		$0.00	$0.00	$0.00	$0.00
14206	Routine	19 Normandy Rd	Carleice Walton	05/11/2021 11:35 AM		$0.00	$0.00	$0.00	$0.00
14362	Routine	17 Burma Rd	Michael Mason	05/19/2021 08:35 AM		$0.00	$0.00	$0.00	$0.00
14445	Routine	37 Burma Rd	Jamila Ouriour	05/24/2021 03:14 PM		$0.00	$0.00	$0.00	$0.00
14768	Routine	19 Normandy Rd	Carleice Walton	06/09/2021 02:17 PM		$0.00	$0.00	$0.00	$0.00
14949	Routine	39 Burma Rd	Katrina Nieves	06/21/2021 10:23 AM		$0.00	$0.00	$0.00	$0.00
15025	Routine	39 Burma Rd	Katrina Nieves	06/23/2021 04:41 PM		$0.00	$0.00	$0.00	$0.00
15243	Routine	378 Revere Beach Pkwy	Norita Stutto	07/06/2021 09:33 AM		$0.00	$0.00	$0.00	$0.00
15353	Routine	372 Revere Beach Pkwy	Michele Logins	07/12/2021 12:02 PM		$0.00	$0.00	$0.00	$0.00
15358	Routine	13 Saipan Rd	Shakiba Hussaini	07/12/2021 03:08 PM		$0.00	$0.00	$0.00	$0.00
15389	Routine	18 Burma Rd	Marisol Menendez	07/13/2021 01:30 PM		$0.00	$0.00	$0.00	$0.00
15399	Routine	20 Burma Rd	Maria Martinez	07/13/2021 03:51 PM		$0.00	$0.00	$0.00	$0.00
200-1 Fitzpatrick			**Incomplete: 28**	**Complete: 0**		**$0.00**	**$0.00**	**$0.00**	**$0.00**

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W/O #	Priority	Unit Address	Tenant Name	Created Date	Completed Date	Mat.	Labor	Actual	Billed
Project: 200-3 Innes									
7646	Routine	55 Watts St Unit: 6	Dilcia Romero	04/23/2020 01:23 PM		$0.00	$0.00	$0.00	$0.00
7705	Routine	55 Watts St Unit: 4	Melissa Booth	04/29/2020 10:47 AM		$0.00	$0.00	$0.00	$0.00
8018	Routine	230 Central Ave Unit: 2	Paula Munoz	05/27/2020 09:30 AM		$0.00	$0.00	$0.00	$0.00
9297	Routine	172 Central Ave Unit: 3	Nancy Prado	08/17/2020 02:32 PM		$0.00	$0.00	$0.00	$0.00
10162	Routine	72 Willow St Unit: 2	Awilda Campoverde	10/07/2020 02:48 PM		$0.00	$0.00	$0.00	$0.00
10657	Routine	174 Central Ave Unit: 5	Awilda Rodriguez	11/05/2020 02:21 PM		$0.00	$0.00	$0.00	$0.00
10876	Routine	210 Central Ave Unit: 3	Sothbeary Boeung	11/18/2020 11:45 AM		$0.00	$0.00	$0.00	$0.00
10984	Routine	176 Central Ave Unit: 5	Juana Escalante	11/25/2020 08:03 AM		$0.00	$0.00	$0.00	$0.00
11211	Routine	174 Central Ave Unit: 4	Licidad Artica	12/09/2020 11:57 AM		$0.00	$0.00	$0.00	$0.00
11447	Routine	210 Central Ave Unit: 4	Wendy Mendez	12/22/2020 10:19 AM		$0.00	$0.00	$0.00	$0.00
11662	Routine	76 Willow St Unit: 1	Marta Fajardo	01/05/2021 10:46 AM		$0.00	$0.00	$0.00	$0.00
12404	Routine			02/07/2021 02:09 PM		$0.00	$0.00	$0.00	$0.00
12455	Routine	216 Central Ave Unit: 5	Lilian Vasquez	02/12/2021 08:44 AM		$0.00	$0.00	$0.00	$0.00
12580	Routine	210 Central Ave Unit: 2	Mana Al Hammood	02/19/2021 01:37 PM		$0.00	$0.00	$0.00	$0.00
12782	Preventive	61 Watts st. office area		02/28/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
12898	Routine	174 Central Ave Unit: 4	Licidad Artica	03/04/2021 10:23 AM		$0.00	$0.00	$0.00	$0.00
12926	Routine	210 Central Ave Unit: 1	Rosa Caraballo	03/05/2021 04:28 PM		$0.00	$0.00	$0.00	$0.00
13003	Routine	76 Willow St Unit: 1	Marta Fajardo	03/10/2021 11:50 AM		$0.00	$0.00	$0.00	$0.00
13148	Routine	76 Willow St Unit: 1	Marta Fajardo	03/16/2021 01:09 PM		$0.00	$0.00	$0.00	$0.00
13680	Routine			04/12/2021 10:44 AM		$0.00	$0.00	$0.00	$0.00
13744	Routine	76 Willow St Unit: 6	Silvia Valladares	04/13/2021 12:24 PM		$0.00	$0.00	$0.00	$0.00
14026	Routine	76 Willow St Unit: 1	Marta Fajardo	04/30/2021 12:49 PM		$0.00	$0.00	$0.00	$0.00
14302	Routine	76 Willow St Unit: 2		05/18/2021 08:11 AM		$0.00	$0.00	$0.00	$0.00
14327	Routine	76 Willow St Unit: 2		05/19/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14328	Preventive			05/18/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14329	Preventive			05/18/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14461	Preventive			05/25/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14462	Preventive			05/25/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14496	Routine	76 Willow St Unit: 2		05/26/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14551	Routine			05/28/2021 03:14 PM		$0.00	$0.00	$0.00	$0.00
14552	Routine	178 Central Ave		05/28/2021 03:15 PM		$0.00	$0.00	$0.00	$0.00
14593	Preventive			06/01/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14594	Preventive			06/01/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14622	Routine	76 Willow St Unit: 2		06/02/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00

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W/O #	Priority	Unit Address	Tenant Name	Created Date	Completed Date	Mat.	Labor	Actual	Billed
Project: 200-3 Innes									
14641	Routine	210 Central Ave Unit: 3	Sothbeary Boeung	06/02/2021 02:47 PM		$0.00	$0.00	$0.00	$0.00
14717	Preventive			06/08/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14718	Preventive			06/08/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14745	Routine	232 Central Ave Unit: 4	Maria Cuentas	06/08/2021 01:19 PM		$0.00	$0.00	$0.00	$0.00
14748	Routine	76 Willow St Unit: 2		06/09/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14801	Routine	236 Central Ave		06/11/2021 01:22 PM		$0.00	$0.00	$0.00	$0.00
14838	Preventive			06/15/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14839	Preventive			06/15/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14886	Routine	76 Willow St Unit: 2		06/16/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14971	Preventive			06/22/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14972	Preventive			06/22/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15000	Routine	76 Willow St Unit: 2		06/23/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15093	Routine			06/28/2021 02:03 PM		$0.00	$0.00	$0.00	$0.00
15098	Preventive			06/29/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15099	Preventive			06/29/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15116	Routine	172 Central Ave Unit: 3	Nancy Prado	06/29/2021 08:48 AM		$0.00	$0.00	$0.00	$0.00
15124	Routine	172 Central Ave Unit: 3	Nancy Prado	06/29/2021 11:45 AM		$0.00	$0.00	$0.00	$0.00
15130	Routine	55 Watts St Unit: 4	Melissa Booth	06/30/2021 08:04 AM		$0.00	$0.00	$0.00	$0.00
15131	Routine	76 Willow St Unit: 2		06/30/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15211	Preventive			07/06/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15212	Preventive			07/06/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15252	Routine	236 Central boiler room		07/06/2021 11:01 AM		$0.00	$0.00	$0.00	$0.00
15266	Routine	76 Willow St Unit: 2		07/07/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15311	Routine	234 Central Ave Unit: 1	Glenda Cruz	07/09/2021 09:18 AM		$0.00	$0.00	$0.00	$0.00
15363	Preventive			07/13/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15364	Preventive			07/13/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15382	Routine	234 Central Ave Unit: 2	Gladys Calderon	07/13/2021 09:39 AM		$0.00	$0.00	$0.00	$0.00
15420	Routine	174 Central Ave Unit: 1	Estervina Rodriguez	07/14/2021 01:31 PM		$0.00	$0.00	$0.00	$0.00
15422	Routine	230 Central Ave Unit: 2	Paula Munoz	07/14/2021 01:33 PM		$0.00	$0.00	$0.00	$0.00
200-3 Innes			**Incomplete: 63**	**Complete: 0**		**$0.00**	**$0.00**	**$0.00**	**$0.00**
Grand Totals:			**Incomplete: 163**	**Complete: 0**		**$0.00**	**$0.00**	**$0.00**	**$0.00**

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Chelsea Housing Authority

Work Order Complete/Incomplete Report

Program: MA State 667, Project: All, Created From: 3/1/2020, Created Through: 7/14/2021, Status: Incomplete, Status Included: Routine Preventive Vacant Inspection Other, Employee: All, Completed From: 1/1/1900, Completed Through: 12/31/9999

Work Order By Priority

Priority	Count	Incomplete	Complete	Tot. Days	Avg. Days
Routine	181	181	0	0.00	0.00
Preventive	9	9	0	0.00	0.00
Totals:	**190**	**190**	**0**	**0.00**	**0.00**

Work Order By Employee

Assigned Employee	Count	Incomplete	Complete	Tot. Days	Avg. Days
James Granara	26	26	0	0.00	0.00
Angelo Zirpolo	63	63	0	0.00	0.00
Damon Webster	11	11	0	0.00	0.00
James Krasco	2	2	0	0.00	0.00
Roberto Figueroa	1	1	0	0.00	0.00
Song Suong	2	2	0	0.00	0.00
Ibro Omeragic	2	2	0	0.00	0.00
Richard Russell	18	18	0	0.00	0.00
Jason Rosario	39	39	0	0.00	0.00
Wayne Brooks	1	1	0	0.00	0.00
Mark Thompson	2	2	0	0.00	0.00
Greg Beatrice	18	18	0	0.00	0.00
Sean Landry	4	4	0	0.00	0.00
John Faulstich	1	1	0	0.00	0.00
Totals:	**190**	**190**	**0**	**0.00**	**0.00**

W/O #	Priority	Unit Address	Tenant Name	Created Date	Completed Date	Mat.	Labor	Actual	Billed
Project: 667-2 Buckley									
7422	Routine	14 Bloomingdale Unit: 431	Barbara Richard	04/02/2020 02:47 PM		$0.00	$0.00	$0.00	$0.00
7948	Routine	14 Bloomingdale Unit: 421	Maria Orellana	05/20/2020 09:11 AM		$0.00	$0.00	$0.00	$0.00
8108	Routine	14 Bloomingdale Unit: 603	Anna La Marra	06/02/2020 12:02 PM		$0.00	$0.00	$0.00	$0.00
8124	Routine	14 Bloomingdale Unit: 431	Barbara Richard	06/03/2020 01:03 PM		$0.00	$0.00	$0.00	$0.00
8135	Routine	14 Bloomingdale Unit: 510	John Arsenault	06/03/2020 04:00 PM		$0.00	$0.00	$0.00	$0.00
8361	Routine	14 Bloomingdale Unit: 613	Ana Alcantara	06/18/2020 10:00 AM		$0.00	$0.00	$0.00	$0.00
8366	Routine	14 Bloomingdale Unit: 716	Miriam Carrion	06/18/2020 02:32 PM		$0.00	$0.00	$0.00	$0.00
8382	Routine	14 Bloomingdale Unit: 723	Wayne Sisco	06/19/2020 01:21 PM		$0.00	$0.00	$0.00	$0.00
8475	Routine	14 Bloomingdale Unit: 726	Jaime Santos	06/24/2020 04:29 PM		$0.00	$0.00	$0.00	$0.00
8500	Routine	14 Bloomingdale Unit: 310	Maria Perez	06/26/2020 11:32 AM		$0.00	$0.00	$0.00	$0.00

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W/O #	Priority	Unit Address	Tenant Name	Created Date	Completed Date	Mat.	Labor	Actual	Billed
Project: 667-2 Buckley									
8610	Routine	14 Bloomingdale Unit: 203	Emilia Velasquez	07/06/2020 10:47 AM		$0.00	$0.00	$0.00	$0.00
8619	Routine	14 Bloomingdale Unit: 320	Agusto Bran	07/06/2020 02:02 PM		$0.00	$0.00	$0.00	$0.00
8679	Routine	14 Bloomingdale Unit: 203	Emilia Velasquez	07/09/2020 11:05 AM		$0.00	$0.00	$0.00	$0.00
8823	Routine	14 Bloomingdale Unit: 427	Martha Rojas	07/17/2020 10:16 AM		$0.00	$0.00	$0.00	$0.00
8929	Routine	14 Bloomingdale Unit: 519	Doralba Lopez	07/24/2020 11:16 AM		$0.00	$0.00	$0.00	$0.00
9037	Routine	14 Bloomingdale Unit: 112	Franci Gallardo	07/31/2020 11:31 AM		$0.00	$0.00	$0.00	$0.00
9083	Routine	14 Bloomingdale Unit: 628	Gloria Power	08/04/2020 01:10 PM		$0.00	$0.00	$0.00	$0.00
9143	Routine	14 Bloomingdale Unit: 503	Drita Halili	08/07/2020 10:47 AM		$0.00	$0.00	$0.00	$0.00
9164	Routine	14 Bloomingdale Unit: 320	Agusto Bran	08/10/2020 12:30 PM		$0.00	$0.00	$0.00	$0.00
9169	Routine	14 Bloomingdale Unit: 503	Drita Halili	08/10/2020 02:07 PM		$0.00	$0.00	$0.00	$0.00
9170	Routine	14 Bloomingdale Unit: 427	Martha Rojas	08/10/2020 03:48 PM		$0.00	$0.00	$0.00	$0.00
9266	Routine	14 Bloomingdale Unit: 707	Jaime Ortiz	08/14/2020 11:48 AM		$0.00	$0.00	$0.00	$0.00
9401	Routine	14 Bloomingdale Unit: 505	Andrew Giordano	08/24/2020 11:30 AM		$0.00	$0.00	$0.00	$0.00
9459	Routine	14 Bloomingdale Unit: 628	Gloria Power	08/26/2020 10:32 AM		$0.00	$0.00	$0.00	$0.00
9962	Routine	14 Bloomingdale Unit: 103	Thelma Dichiara	09/28/2020 11:53 AM		$0.00	$0.00	$0.00	$0.00
9997	Routine	14 Bloomingdale Unit: 626		09/29/2020 02:34 PM		$0.00	$0.00	$0.00	$0.00
10067	Routine	14 Bloomingdale Unit: 702	Alberto Pena	10/02/2020 11:37 AM		$0.00	$0.00	$0.00	$0.00
10269	Routine	14 Bloomingdale Unit: 404	Irene Medina	10/14/2020 01:31 PM		$0.00	$0.00	$0.00	$0.00
10270	Routine	14 Bloomingdale Unit: 520	Gail Rectenwald	10/14/2020 01:33 PM		$0.00	$0.00	$0.00	$0.00
10275	Routine	14 Bloomingdale Unit: 115	Ky Hoang	10/14/2020 03:37 PM		$0.00	$0.00	$0.00	$0.00
10299	Routine	14 Bloomingdale Unit: 220	Annie Adams	10/16/2020 10:30 AM		$0.00	$0.00	$0.00	$0.00
10422	Routine	14 Bloomingdale Unit: 526	Sandra Banks-Obanor	10/23/2020 01:21 PM		$0.00	$0.00	$0.00	$0.00
10489	Routine	14 Bloomingdale Unit: 505	Andrew Giordano	10/28/2020 09:16 AM		$0.00	$0.00	$0.00	$0.00
10493	Routine	14 Bloomingdale Unit: 213	Cesar Castillo	10/28/2020 10:50 AM		$0.00	$0.00	$0.00	$0.00
10539	Routine	14 Bloomingdale Unit: 220	Annie Adams	10/30/2020 03:03 PM		$0.00	$0.00	$0.00	$0.00
10631	Routine	14 Bloomingdale Unit: 115	Ky Hoang	11/04/2020 09:28 AM		$0.00	$0.00	$0.00	$0.00
10817	Routine	14 Bloomingdale Unit: 108	Lauren Toro	11/16/2020 12:10 PM		$0.00	$0.00	$0.00	$0.00
10820	Routine	14 Bloomingdale Unit: 315	John Carroll	11/16/2020 01:23 PM		$0.00	$0.00	$0.00	$0.00
10851	Routine	14 Bloomingdale Unit: 709	Evangelio Rosa	11/17/2020 10:08 AM		$0.00	$0.00	$0.00	$0.00
10854	Routine	14 Bloomingdale Unit: 231	Jacqueline Snell	11/17/2020 11:04 AM		$0.00	$0.00	$0.00	$0.00
10902	Routine	14 Bloomingdale Unit: 108	Lauren Toro	11/19/2020 11:45 AM		$0.00	$0.00	$0.00	$0.00
10922	Routine	14 Bloomingdale Unit: 329	Thomas Gilsenan	11/20/2020 03:55 PM		$0.00	$0.00	$0.00	$0.00
10963	Routine	14 Bloomingdale Unit: 427	Martha Rojas	11/24/2020 09:09 AM		$0.00	$0.00	$0.00	$0.00

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W/O #	Priority	Unit Address	Tenant Name	Created Date	Completed Date	Mat.	Labor	Actual	Billed
Project: 667-2 Buckley									
11079	Routine	14 Bloomingdale Unit: 308	Sandra Gimler	12/01/2020 03:21 PM		$0.00	$0.00	$0.00	$0.00
11160	Routine	Managers office		12/07/2020 12:20 PM		$0.00	$0.00	$0.00	$0.00
11284	Routine	Managers office		12/14/2020 02:59 PM		$0.00	$0.00	$0.00	$0.00
11328	Routine	14 Bloomingdale Unit: 117	Altagracia Cepeda	12/16/2020 11:07 AM		$0.00	$0.00	$0.00	$0.00
11621	Routine	14 Bloomingdale Unit: 223	Emerito Garcia	08/12/2020 02:53 PM		$0.00	$0.00	$0.00	$0.00
11625	Routine	14 Bloomingdale Unit: 116	Paulina Camacho	09/13/2020 03:03 PM		$0.00	$0.00	$0.00	$0.00
11626	Routine	14 Bloomingdale Unit: 216	Francisco Ramirez	09/13/2020 03:04 PM		$0.00	$0.00	$0.00	$0.00
11627	Routine	14 Bloomingdale Unit: 601	Mireya Torres	09/13/2020 03:05 PM		$0.00	$0.00	$0.00	$0.00
11630	Routine	14 Bloomingdale Unit: 101	Miguel Lamothe	09/13/2020 03:24 PM		$0.00	$0.00	$0.00	$0.00
11631	Routine	14 Bloomingdale Unit: 315	John Carroll	09/13/2020 03:25 PM		$0.00	$0.00	$0.00	$0.00
11632	Routine	14 Bloomingdale Unit: 211	Ramon Mercado Cruz	09/13/2020 03:27 PM		$0.00	$0.00	$0.00	$0.00
11633	Routine	14 Bloomingdale Unit: 702	Alberto Pena	09/13/2020 03:27 PM		$0.00	$0.00	$0.00	$0.00
11666	Routine	14 Bloomingdale Unit: 518	Fabio Caceres Cruz	01/05/2021 12:34 PM		$0.00	$0.00	$0.00	$0.00
11699	Routine	14 Bloomingdale Unit: 205	Gladys Martinez	10/21/2020 03:10 PM		$0.00	$0.00	$0.00	$0.00
11700	Routine	14 Bloomingdale Unit: 212	Jose Villanueva	10/21/2020 03:21 PM		$0.00	$0.00	$0.00	$0.00
11701	Routine	14 Bloomingdale Unit: 511	Juan Rodriguez	10/21/2020 03:22 PM		$0.00	$0.00	$0.00	$0.00
11702	Routine	14 Bloomingdale Unit: 619	Carlos Rosa	10/22/2020 03:23 PM		$0.00	$0.00	$0.00	$0.00
11703	Routine	14 Bloomingdale Unit: 620	Angel Ortiz	10/22/2020 03:24 PM		$0.00	$0.00	$0.00	$0.00
11704	Routine	14 Bloomingdale Unit: 526	Sandra Banks-Obanor	10/22/2020 03:24 PM		$0.00	$0.00	$0.00	$0.00
11707	Routine	14 Bloomingdale Unit: 326	Merida Esteraz	10/15/2020 03:28 PM		$0.00	$0.00	$0.00	$0.00
11708	Routine	14 Bloomingdale Unit: 330	William Hill	10/31/2020 03:30 PM		$0.00	$0.00	$0.00	$0.00
11709	Routine	14 Bloomingdale Unit: 727	Jose Vega	11/23/2020 03:31 PM		$0.00	$0.00	$0.00	$0.00
11710	Routine	14 Bloomingdale Unit: 626	Orlando De Pedro	11/30/2020 03:33 PM		$0.00	$0.00	$0.00	$0.00
12025	Routine			01/25/2021 03:07 PM		$0.00	$0.00	$0.00	$0.00
12140	Routine	Managers office		01/29/2021 01:44 PM		$0.00	$0.00	$0.00	$0.00
12298	Routine	Wheelchair Lift		02/04/2021 02:23 PM		$0.00	$0.00	$0.00	$0.00
12355	Routine	5th floor hot water tank room		02/08/2021 03:50 PM		$0.00	$0.00	$0.00	$0.00
12366	Preventive	Generation Room		02/09/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
12408	Routine	Managers office		02/10/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
12419	Routine	Managers office		02/10/2021 11:53 AM		$0.00	$0.00	$0.00	$0.00
12420	Routine	Managers office		02/10/2021 11:54 AM		$0.00	$0.00	$0.00	$0.00
12534	Routine	Managers office		02/17/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00

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W/O #	Priority	Unit Address	Tenant Name	Created Date	Completed Date	Mat.	Labor	Actual	Billed
Project: 667-2 Buckley									
12602	Routine	14 Bloomingdale Unit: 513	Nancy Torres	02/22/2021 09:14 AM		$0.00	$0.00	$0.00	$0.00
12654	Routine			02/20/2021 03:01 PM		$0.00	$0.00	$0.00	$0.00
12742	Routine	14 Bloomingdale Unit: 705	Carmen Navarro	02/25/2021 11:31 AM		$0.00	$0.00	$0.00	$0.00
12762	Routine	14 Bloomingdale Unit: 509	Laura Griffin	02/26/2021 08:21 AM		$0.00	$0.00	$0.00	$0.00
12783	Routine			03/01/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
12789	Routine	14 Bloomingdale Unit: 317	Deyanira Brea	02/28/2021 09:54 AM		$0.00	$0.00	$0.00	$0.00
12808	Routine	14 Bloomingdale Unit: 711	Barbara Santana	03/01/2021 12:41 PM		$0.00	$0.00	$0.00	$0.00
12885	Routine	14 Bloomingdale Unit: 323	Nguyet Nguyen	03/03/2021 02:40 PM		$0.00	$0.00	$0.00	$0.00
13066	Routine	14 Bloomingdale Unit: 726	Jaime Santos	03/12/2021 01:29 PM		$0.00	$0.00	$0.00	$0.00
13145	Routine	14 Bloomingdale Unit: 401	Luz Quinones	03/16/2021 11:06 AM		$0.00	$0.00	$0.00	$0.00
13365	Routine	14 Bloomingdale Unit: 507	Edith Lopez	03/25/2021 10:15 AM		$0.00	$0.00	$0.00	$0.00
13366	Routine	14 Bloomingdale Unit: 613	Ana Alcantara	03/25/2021 10:49 AM		$0.00	$0.00	$0.00	$0.00
13376	Routine			03/26/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
13383	Routine	14 Bloomingdale Unit: 401	Luz Quinones	03/26/2021 09:41 AM		$0.00	$0.00	$0.00	$0.00
13607	Routine	14 Bloomingdale Unit: 306	Antonio Anyosa	04/07/2021 09:26 AM		$0.00	$0.00	$0.00	$0.00
13859	Routine	14 Bloomingdale Unit: 316	Julia Arriaga	04/21/2021 03:27 PM		$0.00	$0.00	$0.00	$0.00
13870	Routine	14 Bloomingdale Unit: 108	Lauren Toro	04/22/2021 12:12 PM		$0.00	$0.00	$0.00	$0.00
13934	Routine	14 Bloomingdale Unit: 304	Jose Roman	04/26/2021 01:44 PM		$0.00	$0.00	$0.00	$0.00
13994	Routine			04/29/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14025	Routine	14 Bloomingdale Unit: 629	Nancy Vargus	04/30/2021 12:48 PM		$0.00	$0.00	$0.00	$0.00
14104	Routine	14 Bloomingdale Unit: 308	Sandra Gimler	05/05/2021 02:15 PM		$0.00	$0.00	$0.00	$0.00
14176	Routine	Managers office		05/10/2021 03:25 PM		$0.00	$0.00	$0.00	$0.00
14232	Routine	14 Bloomingdale Unit: 622	Eddie Dejesus	05/12/2021 03:07 PM		$0.00	$0.00	$0.00	$0.00
14286	Routine	14 Bloomingdale Unit: 613	Ana Alcantara	05/17/2021 12:37 PM		$0.00	$0.00	$0.00	$0.00
14291	Routine	14 Bloomingdale Unit: 508	Patricia Ebanks-Yanes	05/17/2021 03:23 PM		$0.00	$0.00	$0.00	$0.00
14292	Routine	14 Bloomingdale Unit: 508	Patricia Ebanks-Yanes	05/17/2021 03:25 PM		$0.00	$0.00	$0.00	$0.00
14316	Routine	14 Bloomingdale Unit: 225	Luis Rodriguez Rivera	05/18/2021 02:33 PM		$0.00	$0.00	$0.00	$0.00
14373	Routine	14 Bloomingdale Unit: 220	Annie Adams	05/19/2021 03:17 PM		$0.00	$0.00	$0.00	$0.00
14388	Routine	14 Bloomingdale Unit: 424	Josefa Amaya	05/20/2021 10:31 AM		$0.00	$0.00	$0.00	$0.00
14395	Routine	14 Bloomingdale Unit: 331	Maria Hernandez	05/20/2021 01:40 PM		$0.00	$0.00	$0.00	$0.00
14416	Routine	14 Bloomingdale Unit: 313	Russell Chafe	05/21/2021 12:03 PM		$0.00	$0.00	$0.00	$0.00
14710	Routine	14 Bloomingdale Unit: 513	Nancy Torres	06/07/2021 03:56 PM		$0.00	$0.00	$0.00	$0.00

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W/O #	Priority	Unit Address	Tenant Name	Created Date	Completed Date	Mat.	Labor	Actual	Billed
Project: 667-2 Buckley									
14721	Routine			06/08/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14722	Preventive			06/08/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14735	Routine	14 Bloomingdale Unit: 202	Maria Torres	06/08/2021 09:29 AM		$0.00	$0.00	$0.00	$0.00
14741	Routine			06/08/2021 11:30 AM		$0.00	$0.00	$0.00	$0.00
14749	Routine			06/09/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
14790	Routine	14 Bloomingdale Unit: 325	Edward Colella	06/11/2021 08:49 AM		$0.00	$0.00	$0.00	$0.00
14802	Routine	14 Bloomingdale Unit: 712	Rosita Ibanez	06/11/2021 03:11 PM		$0.00	$0.00	$0.00	$0.00
14803	Routine	14 Bloomingdale Unit: 712	Rosita Ibanez	06/11/2021 03:25 PM		$0.00	$0.00	$0.00	$0.00
14901	Routine	14 Bloomingdale Unit: 108	Lauren Toro	06/17/2021 08:23 AM		$0.00	$0.00	$0.00	$0.00
14907	Routine	14 Bloomingdale Unit: 108	Lauren Toro	06/17/2021 10:14 AM		$0.00	$0.00	$0.00	$0.00
14930	Routine	14 Bloomingdale Unit: 206	Esperanza Velez Matos	06/21/2021 08:24 AM		$0.00	$0.00	$0.00	$0.00
15102	Routine			06/29/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15103	Preventive			06/29/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15127	Routine	14 Bloomingdale		06/29/2021 03:03 PM		$0.00	$0.00	$0.00	$0.00
15133	Routine			06/30/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15134	Routine	Managers office		06/30/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15145	Routine			06/30/2021 10:25 AM		$0.00	$0.00	$0.00	$0.00
15168	Routine			07/01/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15177	Routine	14 Bloomingdale Unit: 712	Rosita Ibanez	07/01/2021 03:23 PM		$0.00	$0.00	$0.00	$0.00
15183	Routine			07/02/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15192	Routine	14 Bloomingdale Unit: 431	Barbara Richard	07/02/2021 11:37 AM		$0.00	$0.00	$0.00	$0.00
15193	Routine	14 Bloomingdale Unit: 111	Luis Colon	07/02/2021 11:41 AM		$0.00	$0.00	$0.00	$0.00
15206	Routine	14 Bloomingdale Unit: 325	Edward Colella	07/06/2021 08:43 AM		$0.00	$0.00	$0.00	$0.00
15207	Routine	14 Bloomingdale Unit: 226	Mark Hoffman	07/06/2021 08:43 AM		$0.00	$0.00	$0.00	$0.00
15215	Routine			07/05/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15216	Routine			07/06/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15217	Preventive			07/06/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15247	Routine	14 Bloomingdale Unit: 612	Sadeq Al-Zeyadi	07/06/2021 10:31 AM		$0.00	$0.00	$0.00	$0.00
15248	Routine	14 Bloomingdale Unit: 711	Barbara Santana	07/06/2021 10:32 AM		$0.00	$0.00	$0.00	$0.00
15249	Routine	14 Bloomingdale Unit: 713	Carmen Brown	07/06/2021 10:33 AM		$0.00	$0.00	$0.00	$0.00
15264	Routine	14 Bloomingdale Unit: 429	Richard Blythe	07/06/2021 03:01 PM		$0.00	$0.00	$0.00	$0.00
15267	Routine			07/07/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15268	Routine	Managers office		07/07/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00

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W/O #	Priority	Unit Address	Tenant Name	Created Date	Completed Date	Mat.	Labor	Actual	Billed
Project: 667-2 Buckley									
15290	Routine			07/08/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15316	Routine			07/09/2021 10:50 AM		$0.00	$0.00	$0.00	$0.00
15325	Routine	14 Bloomingdale Unit: 717	Kim Leng	07/12/2021 08:07 AM		$0.00	$0.00	$0.00	$0.00
15332	Routine			07/09/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15333	Routine			07/12/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15352	Routine			07/12/2021 11:55 AM		$0.00	$0.00	$0.00	$0.00
15367	Routine			07/13/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15368	Preventive			07/13/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15369	Preventive	Generation Room		07/13/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15380	Routine	14 Bloomingdale Unit: 317	Deyanira Brea	07/13/2021 08:44 AM		$0.00	$0.00	$0.00	$0.00
15381	Routine	14 Bloomingdale Unit: 317	Deyanira Brea	07/13/2021 08:45 AM		$0.00	$0.00	$0.00	$0.00
15391	Routine	14 Bloomingdale Unit: 429	Richard Blythe	07/13/2021 01:53 PM		$0.00	$0.00	$0.00	$0.00
15392	Routine	14 Bloomingdale Unit: 329	Thomas Gilsenan	07/13/2021 01:54 PM		$0.00	$0.00	$0.00	$0.00
15393	Routine	14 Bloomingdale Unit: 529	Concepcion Torres Sanchez	07/13/2021 01:55 PM		$0.00	$0.00	$0.00	$0.00
15394	Routine	14 Bloomingdale Unit: 427	Martha Rojas	07/13/2021 01:56 PM		$0.00	$0.00	$0.00	$0.00
15395	Routine	14 Bloomingdale Unit: 431	Barbara Richard	07/13/2021 01:56 PM		$0.00	$0.00	$0.00	$0.00
15412	Routine	14 Bloomingdale Unit: 609	Walter Escott	07/14/2021 09:41 AM		$0.00	$0.00	$0.00	$0.00
15413	Routine			07/14/2021 11:29 AM		$0.00	$0.00	$0.00	$0.00
15414	Routine			07/14/2021 12:00 PM		$0.00	$0.00	$0.00	$0.00
15416	Routine			07/14/2021 12:03 PM		$0.00	$0.00	$0.00	$0.00
15417	Routine			07/14/2021 12:25 PM		$0.00	$0.00	$0.00	$0.00
15419	Routine	14 Bloomingdale Unit: 331	Maria Hernandez	07/14/2021 01:29 PM		$0.00	$0.00	$0.00	$0.00
15421	Routine	14 Bloomingdale Unit: 629	Nancy Vargus	07/14/2021 01:32 PM		$0.00	$0.00	$0.00	$0.00
15424	Routine	14 Bloomingdale Unit: 714	Denise Bergeron	07/14/2021 02:43 PM		$0.00	$0.00	$0.00	$0.00
15425	Routine	14 Bloomingdale Unit: 714	Denise Bergeron	07/14/2021 02:44 PM		$0.00	$0.00	$0.00	$0.00
667-2 Buckley		**Incomplete: 165**		**Complete: 0**		**$0.00**	**$0.00**	**$0.00**	**$0.00**
Project: 667-1 Union Park									
7637	Routine	242 Walnut Street Unit: 3	Miguel Lamothe	04/22/2020 02:59 PM		$0.00	$0.00	$0.00	$0.00
7941	Routine	242 Walnut Street Unit: 3	Miguel Lamothe	05/19/2020 07:44 AM		$0.00	$0.00	$0.00	$0.00
8288	Routine	46 Orange Street Unit: 2	Sandra Banks-Obanor	06/15/2020 03:31 PM		$0.00	$0.00	$0.00	$0.00
8447	Routine	44 Sixth Street Unit: 4	Adlynn Ruiz	06/23/2020 03:56 PM		$0.00	$0.00	$0.00	$0.00

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W/O #	Priority	Unit Address	Tenant Name	Created Date	Completed Date	Mat.	Labor	Actual	Billed
Project: 667-1 Union Park									
10007	Routine	54 Orange Street Unit: 2	Karen Tedesco	09/29/2020 03:52 PM		$0.00	$0.00	$0.00	$0.00
10503	Routine	Community room		10/29/2020 08:05 AM		$0.00	$0.00	$0.00	$0.00
12364	Preventive			02/09/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
12464	Routine	46 Sixth Street Unit: 1	Miguel Cora	02/12/2021 03:20 PM		$0.00	$0.00	$0.00	$0.00
12619	Routine			02/19/2021 01:36 PM		$0.00	$0.00	$0.00	$0.00
12655	Routine			02/20/2021 03:02 PM		$0.00	$0.00	$0.00	$0.00
13712	Routine	30 Sixth Street Unit: 2	Ana Garcia Rodriguez	04/13/2021 06:57 AM		$0.00	$0.00	$0.00	$0.00
13772	Routine	232 Walnut Street Unit: 4	Cheryl Richard	04/15/2021 07:49 AM		$0.00	$0.00	$0.00	$0.00
13900	Routine	54 Orange St		04/23/2021 02:38 PM		$0.00	$0.00	$0.00	$0.00
14223	Routine	46 Orange Street Unit: 2	Rosa Orellana	05/12/2021 11:40 AM		$0.00	$0.00	$0.00	$0.00
14511	Routine	46 Orange Street Unit: 2	Rosa Orellana	05/26/2021 11:22 AM		$0.00	$0.00	$0.00	$0.00
14668	Routine	38 Sixth Street Unit: 3		06/04/2021 11:13 AM		$0.00	$0.00	$0.00	$0.00
14700	Routine	46 Orange Street Unit: 2	Rosa Orellana	06/07/2021 12:48 PM		$0.00	$0.00	$0.00	$0.00
14947	Routine	40 Sixth Street Unit: 3		06/21/2021 10:08 AM		$0.00	$0.00	$0.00	$0.00
15027	Routine			06/24/2021 08:24 AM		$0.00	$0.00	$0.00	$0.00
15088	Routine	38 Sixth Street Unit: 2	Maria Alicea	06/28/2021 11:35 AM		$0.00	$0.00	$0.00	$0.00
15203	Routine	Community room		07/06/2021 07:53 AM		$0.00	$0.00	$0.00	$0.00
15274	Routine	30 Sixth Street Unit: 2	Ana Garcia Rodriguez	07/06/2021 08:43 PM		$0.00	$0.00	$0.00	$0.00
15351	Routine			07/12/2021 11:54 AM		$0.00	$0.00	$0.00	$0.00
15365	Preventive			07/13/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
15366	Preventive			07/13/2021 08:00 AM		$0.00	$0.00	$0.00	$0.00
667-1 Union Park		**Incomplete: 25**		**Complete: 0**		**$0.00**	**$0.00**	**$0.00**	**$0.00**
Grand Totals:		**Incomplete: 190**		**Complete: 0**		**$0.00**	**$0.00**	**$0.00**	**$0.00**

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Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 12/31/2020. 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.

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 Chelsea Housing Authority operating reserve at the end of fiscal year 2020 was $2,719,285.00, which is 117.7% of the full reserve amount defined above.

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Chelsea Housing Authority.

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	$2,165,000.00	$2,169,829.00	$1,928,000.00	-11.1%	$286.90
3111	Shelter Rent - Tenants - Fraud/Retroactive	$0.00	$972.00	$0.00	-100%	$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	$28,000.00	$22,373.00	$25,000.00	11.7%	$3.72
3611	Interest on Investments - Restricted	$0.00	$0.00	$0.00	0%	$0.00
3690	Other Revenue	$12,500.00	$7,103.00	$12,000.00	68.9%	$1.79
3691	Other Revenue - Retained	$63,500.00	$159,958.00	$37,000.00	-76.9%	$5.51
3692	Other Revenue - Operating Reserves	$0.00	$0.00	$0.00	0%	$0.00
3693	Other Revenue - Energy Net Meter	$0.00	$0.00	$25,000.00	100%	$3.72
3801	Operating Subsidy - DHCD (4001)	$3,263,792.00	$2,985,565.00	$3,051,479.00	2.2%	$454.09
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	$2,160.00	$0.00	-100%	$0.00
3000	TOTAL REVENUE	$5,532,792.00	$5,347,960.00	$5,078,479.00	-5%	$755.73

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Chelsea Housing Authority.

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	$592,290.00	$541,379.00	$604,880.00	11.7%	$90.01
4120	Compensated Absences	$0.00	$54,679.00	$0.00	-100%	$0.00
4130	Legal	$25,000.00	$12,352.00	$15,000.00	21.4%	$2.23
4140	Members Compensation	$0.00	$0.00	$0.00	0%	$0.00
4150	Travel & Related Expenses	$4,002.00	$154.00	$2,693.00	1648.7%	$0.40
4170	Accounting Services	$21,600.00	$21,600.00	$21,600.00	0%	$3.21
4171	Audit Costs	$7,460.00	$7,460.00	$7,460.00	0%	$1.11
4180	Penalties & Interest	$0.00	$0.00	$0.00	0%	$0.00
4190	Administrative Other	$164,340.00	$139,667.00	$231,993.00	66.1%	$34.52
4191	Tenant Organization	$3,360.00	$1,596.00	$3,360.00	110.5%	$0.50
4100	TOTAL ADMINISTRATION	$818,052.00	$778,887.00	$886,986.00	13.9%	$131.99
4310	Water	$717,022.00	$695,367.00	$658,933.00	-5.2%	$98.06
4320	Electricity	$1,030,089.0	$868,449.00	$955,716.00	10%	$142.22
4330	Gas	$394,667.00	$293,559.00	$328,341.00	11.8%	$48.86
4340	Fuel	$0.00	$0.00	$0.00	0%	$0.00
4360	Net Meter Utility Debit/Energy Conservation	$0.00	$156,300.00	$0.00	-100%	$0.00
4390	Other	$0.00	$0.00	$0.00	0%	$0.00
4391	Solar Operator Costs	$119,000.00	$101,863.00	$12,000.00	-88.2%	$1.79
4392	Net Meter Utility Credit (Negative Amount)	$-119,000.00	$-258,163.00	$-12,000.00	-95.4%	$-1.79
4300	TOTAL UTILITIES	$2,141,778.0	$1,857,375.0	$1,942,990.	4.6%	$289.14

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Chelsea Housing Authority.

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
4410	Maintenance Labor	$550,134.00	$494,357.00	$563,511.00	14%	$83.86
4420	Materials & Supplies	$300,889.00	$213,678.00	$275,260.00	28.8%	$40.96
4430	Contract Costs	$781,440.00	$423,287.00	$481,000.00	13.6%	$71.58
4400	TOTAL MAINTENANCE	$1,632,463.00	$1,131,322.00	$1,319,771.00	16.7%	$196.39
4510	Insurance	$132,884.00	$121,432.00	$124,191.00	2.3%	$18.48
4520	Payment in Lieu of Taxes	$10,584.00	$10,584.00	$10,584.00	0%	$1.58
4540	Employee Benefits	$620,946.00	$604,058.00	$638,422.00	5.7%	$95.00
4541	Employee Benefits - GASB 45	$0.00	$19,449.00	$0.00	-100%	$0.00
4542	Pension Expense - GASB 68	$0.00	$0.00	$0.00	0%	$0.00
4570	Collection Loss	$15,000.00	$0.00	$50,000.00	100%	$7.44
4571	Collection Loss - Fraud/Retroactive	$0.00	$972.00	$0.00	-100%	$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	$779,414.00	$756,495.00	$823,197.00	8.8%	$122.50
4610	Extraordinary Maintenance	$127,000.00	$112,000.00	$0.00	-100%	$0.00
4611	Equipment Purchases - Non Capitalized	$11,989.00	$1,651.00	$4,500.00	172.6%	$0.67
4612	Restricted Reserve Expenditures	$0.00	$2,543.00	$0.00	-100%	$0.00
4715	Housing Assistance Payments	$0.00	$0.00	$0.00	0%	$0.00
4801	Depreciation Expense	$0.00	$1,102,691.00	$0.00	-100%	$0.00
4600	TOTAL OTHER EXPENSES	$138,989.00	$1,218,885.00	$4,500.00	-99.6%	$0.67
4000	TOTAL EXPENSES	$5,510,696.00	$5,742,964.00	$4,977,444.00	-13.3%	$740.69

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by Chelsea Housing Authority.

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	$5,532,792.00	$5,347,960.00	$5,078,479.00	-5%	$755.73
4000	TOTAL EXPENSES	$5,510,696.00	$5,742,964.00	$4,977,444.00	-13.3%	$740.69
2700	NET INCOME (DEFICIT)	$22,096.00	$-395,004.00	$101,035.00	-125.6%	$15.03
7520	Replacements of Equip. - Capitalized	$70,146.00	$60,824.00	$0.00	-100%	$0.00
7540	Betterments & Additions - Capitalized	$102,850.00	$0.00	$102,850.00	100%	$15.31
7500	TOTAL NONOPERATING EXPENDITURES	$172,996.00	$60,824.00	$102,850.00	69.1%	$15.31
7600	EXCESS REVENUE OVER EXPENSES	$-150,900.00	$-455,828.00	$-1,815.00	-99.6%	$-0.27

Explanation of Budget Accounts

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3802: Operating Subsidy – MRVP/AHVP Landlords:
The credit balance in this account represents the anticipated total receipts from DHCD during the fiscal year for housing assistance payments to landlords. At the end of each fiscal year this account will be adjusted to equal the actual subsidy earned.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4520: Payments in Lieu of Taxes:
This account should be charged with all payments in lieu of taxes accruing to a municipality or other local taxing body.

4540: Employee Benefits: This account should be charged with local housing authority contributions to employee benefit plans such as pension, retirement, and health and welfare plans. It should also be charged with administrative expenses paid to the State or other public agencies in connection with a retirement plan, if such payment is required by State Law, and with Trustee's fees paid in connection with a private retirement plan, if such payment is required under the retirement plan contract.
Employee benefits are based upon a given percentage of the total payroll; therefore, the total amount approved in this account will be based on the approved budgeted salaries representing the state's fair share.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Narrative Responses to the Performance Management Review (PMR) Findings

DHCD has cancelled publication of Performance Management Reviews for fiscal years ending 3/31/2020 through 3/31/2021 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
Management	
Occupancy Rate	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) • "No Findings" : Occupancy Rate is at or above 98% • Operational Guidance: Occupancy rate is at 95% up to 97.9% • Corrective Action: Adjusted occupancy rate is less than 95%
Tenant Accounts Receivable (TAR)	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) • "No Findings" : At or below 2% • "Operational Guidance": More than 2% , but less than 5% • "Corrective Action": 5% or more
Certifications and Reporting Submissions	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. • "No Findings": At least 11 of the required 12 reports were submitted and at least 9 were submitted on time. • "Operational Guidance": Less than 11 of the required 12 reports were submitted and/or less than 9 were submitted on time.
Board Member Training	Percentage of board members that have completed the mandatory online board member training. • "No Findings" : 80% or more completed training • "Operational Guidance" : 60-79.9% completed training • "Corrective Action" : <60 % completed training

CRITERION	DESCRIPTION
Financial	
Adjusted Net Income	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. Underspending Rating: • "No Findings" : 0 to 9.9% • "Operational Guidance": 10 to 14.9% • "Corrective Action": 15% or higher Overspending Rating: • "No Findings" : 0 to -4.9% • "Operational Guidance": -5% to -9.9% • "Corrective Action": -10% or below
Operating Reserves	Current Operating Reserve as a percentage of total maximum reserve level. Appropriate reserve level is buffer against any unforeseen events or expenditures. • "No Findings" :35%+ of maximum operating reserve • "Operational Guidance": 20% to 34.9% of maximum operating reserve • "Corrective Action": <20% of maximum operating reserve
Capital Planning	
Capital Improvement Plan (CIP) Submitted	Housing authorities are required to submit a five-year capital plan every year. • "No Findings" =Submitted on time and no modifications required or modifications made within 45 days. • "Operational Guidance" =Up to 45 days late and no modifications required or modifications made within 45 days. • "Corrective Action" =More than 45 days late or modifications required and not completed within 45 days.
Capital Spending	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 • "No Findings" = at least 80% • "Operational Guidance" = At least 50% • "Corrective Action" = Less than 50%

CRITERION	DESCRIPTION
Health & Safety	
Health & safety violations	DHCD has observed conditions at the LHA's developments and reported health and safety violations. The LHA has certified the number of corrected violations in each category.
Facility Management - Inspections	
Unit Inspections Conducted	Housing authorities are required to conduct inspections of all their occupied units at least once a year • "No Findings": 100 % of sampled units had inspections conducted once during the year • "Corrective Action": Fewer than 100% of sample units were inspected during the year
Inspections Report	Housing authorities are required to note all of the deficiencies found during inspections • "No Findings": 100 % of deficiencies are noted on inspection report • "Corrective Action": Fewer than 100% of deficiencies are noted in inspection report
Inspection Work Order	Housing authorities are required to generate work orders for all deficiencies noted during inspections • "No Findings": 100 % of deficiencies noted on inspection reports generated work orders • "Corrective Action": Fewer than 100% of deficiencies noted on inspection reports generated work orders
Work Order System	Work order system identifies, tracks, and can produce reports for inspection work orders. • "No Findings": Inspection work orders are identified, tracked, and reportable • "Operational Guidance": Inspection work orders are not identified, and/or tracked, and/or reportable
Inspections Work Orders Completed	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). • "No Findings": Sampled inspection work orders were completed within 30 days of inspection date or added to deferred maintenance plan and/or CIP • "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 • "Corrective Action": Sampled inspection work orders were completed in over 45 calendar days of inspection date

CRITERION	DESCRIPTION
Facility Management – Work Order System	
Emergency Work Orders Properly Defined	Emergency work orders should be defined per Property Management Guide, identified, tracked, reportable. • "No Findings": Emergency work orders defined per Property Management Guide, identified, tracked, reportable • "Operational Guidance": Emergency work orders are not defined per Property Management Guide, and/or identified, and/or tracked, and/or reportable
Emergency Work Orders Initiation	Emergency work orders should be initiated within 24 to 48 hours. • "No Findings": Emergency work orders initiated within 24-48 hours • "Corrective Action": Emergency work orders not initiated within 24-48 hours
Vacancy Work Orders	Vacancy work orders should be identified, tracked and reportable. • "No Findings": Vacancy work orders identified, tracked AND reportable • "Corrective Action": Vacancy work orders are not identified, and/or tracked, and/or reportable
Vacancy Work Orders Completed	Vacancy work orders should be completed within 30 calendar days or if not completed within that timeframe, LHA has a waiver. • "No Findings": Vacancy work orders are completed within 30 calendar days or if not completed within timeframe, LHA has a waiver • "Operational Guidance": Vacancy work orders completed within 31-60 calendar days • "Corrective Action": Vacancy work orders completed 61+ calendar days
Preventive Maintenance Program	Housing authorities are required to maintain a comprehensive preventive maintenance program in which preventive work orders are identified, tracked, and reportable. • "No Findings": A comprehensive preventive maintenance program exists and work orders are identified, tracked and reportable • "Corrective Action": A comprehensive preventive maintenance program does not exist OR work orders are not identified and/or tracked and/or reportable
Routine Work Orders	Routine work orders should be identified, tracked, reportable and completed regularly. • "No Findings": Routine work orders identified, tracked, reportable and completed regularly • "Operational Guidance": Routine work orders are not identified, and/or tracked and/or reportable, and/or completed regularly

CRITERION	DESCRIPTION
Requested Work Orders	Requested work orders should be identified, tracked and reportable. • "No Findings": Requested work orders identified, tracked, reportable and completed regularly • "Operational Guidance": Requested work orders are not identified and/or tracked and/or reportable, and or completed regularly
Requested Work Orders Completion	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. • "No Findings": Requested work orders are completed within 14 calendar days of tenant request OR added to deferred maintenance plan and/or CIP • "Operational Guidance": Requested work orders are completed within 15-30 calendar days from the date of tenant request • "Corrective Action": Requested work orders are completed in over 30 calendar days from the date of tenant request OR not completed
Emergency Response System	Housing authorities should have a 24 Hour Emergency Response System and distribute Emergency Definition to Residents, Staff, and Answering Service (if applicable). • "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 • "Operational Guidance": System exists, but no definition has been distributed • "Corrective Action": Neither a system nor distributed definitions exist

Policies

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

Policy	Last Ratified by Board Vote	Notes
*Rent Collection Policy	12/13/2017	
*Personnel Policy	08/12/2020	
*Capitalization Policy	11/28/2012	
*Procurement Policy	07/25/2012	
*Grievance Policy	01/17/2001	
Anti-Discriminatory Harassment Policy	09/28/2005	
Community Room Use	04/16/2014	
Criminal Offender Records Information (CORI) Policy	05/13/2020	
Emergency Response Plan	12/01/2016	
Language Access Plan	01/01/2014	
Parking	09/21/2016	
Pet Policy	09/28/2005	
Sexual Harassment Policy	10/16/2012	
Smoking Policy	09/21/2016	
Travel Policy	01/23/2013	
Other – Define in the 'Notes' column	04/14/2021	Internal Control 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

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

Description	**Reason**	**Date Waiver Approved by DHCD**	**Date Expired**
Biennial recertification of c.667 rents	Approved due to manpower and consideration of administrative time.	10/07/2007	

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 the 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.

- 2021 Buckley and Union Park Tenants Association LTO letter
- Public Comments and LHA Responses
- Cover sheet for AP
- Tenant Satisfaction Survey 667 Program
- Tenant Satisfaction Survey 200 and 705 Program

Buckley/Union Park Resident Council
Buckley Apartments
14 Bloomingdale Street
Chelsea, MA 02150

July 13, 2021

To: Commonwealth of Massachusetts
Department of Housing and Community Development

Re: Chelsea Housing Authority Formula Funding 2022

This letter is to certify that the Buckley/Union Bark resident council is in support of the Chelsea Housing Authorities 2022 5 Year Formula funding Capital Improvement Plan to include:

- **FITZPATRICK** - Structural study, Front and rear door replacement, Window replacement, Siding replacement
- **PRATTVILLE** - Fire Alarm Upgrade.
- **BUCKLEY** - Common area heat replacement, Dry Sprinkler system replacement – carport, Replace electric baseboard heating, laundry facility upgrades.

The Chelsea Housing Authority staff meet with us on July 14, 2021, and answered all our questions and concerns to each project and future projects.

Thank you for your continued support for improvements to developments.

Sincerely,

Joseph Pandolfo
President
Buckley/ Union Park Resident Council

54 LOCKE STREET CHELSEA, MASSACHUSETTS 02150
PHONE: (617) 884-5617 FAX: (617) 884-6552 TDD: (617) 884-0586

09/17/2021

This letter is to inform DHCD that the Chelsea Housing Authority Conducted their Annual Plan (AP) and Capital Improvement Plan (CIP), public hearing on September 8, 2021 and there were no public comments made for changes to the either the AP or CIP

Arnaldo Velazquez
Director of Finance and Administration
Chelsea Housing Authority
avelazquez@chelseaha.com
617-409-5315

Resident Surveys – Background

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

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

Round One Surveys (2016 – 2018)

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

Notes re: Round One Surveys

1. In previous publications of this survey data, if there were at least twenty responses from residents of an authority's c.667 units or from their c.200/705 units, then there is a separate report for that program.
2. However, to be consistent with the new Round Two methodology described below, we recalculated the Round One data using the new methodology. Since we no longer combine c.667 results with c.200/705 results, a number of LHAs no longer have a report for their c.200/705 units, given the small data set for those units.

Round Two Surveys (2019 – 2022)

Round Two of the surveys began in 2019. CSR surveyed about one-third of the elderly/disabled residents in Fall 2019 and all of the family residents in Fall 2020. We expect the remaining elderly/disabled residents to be surveyed in Fall 2021 and Fall 2022.

Notes re: Round Two Surveys

1. We refined our reporting methodology and will issue survey results for any program (c. 667 or c. 200/705) meeting these requirements:
    - 8-19 completed surveys received, if the response rate is at least 40%
    - 20-29 completed surveys received, if the response rate is at least 20%
    - 30+ completed surveys received, if the response rate is at least 15%
2. Responses from the family units will not be combined with responses from elderly/disabled units as they were in Round One. Since the variance between the results of the elderly/disabled and family programs was sometimes significant, combining the two was determined to yield less accurate results.

Chelsea Housing Authority

Chapter 667 Housing
Fall 2019

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

In the Fall of 2019, surveys were sent to 7172 housing units (Chapter 667). 3421 surveys were filled out and returned.

In the **Chelsea Housing Authority,** surveys were sent to a total of **200** Chelsea housing units (Chapter 667); **96** surveys were completed.

This report provides some information about how the residents from the **Chelsea Housing Authority** who answered the survey responded. It compares their answers to those from residents in the entire state.

Communication

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

	Chelsea Housing Authority	Entire State
Felt they were usually or always treated with courtesy and respect when they contacted management…….	69%	87%
Knew the Executive Director held a meeting with residents.....	27%	54%

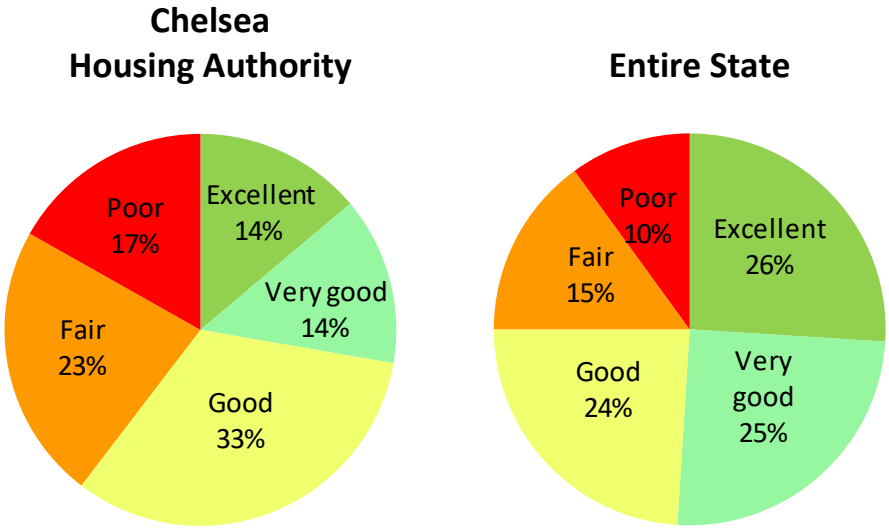
Maintenance and Repair

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

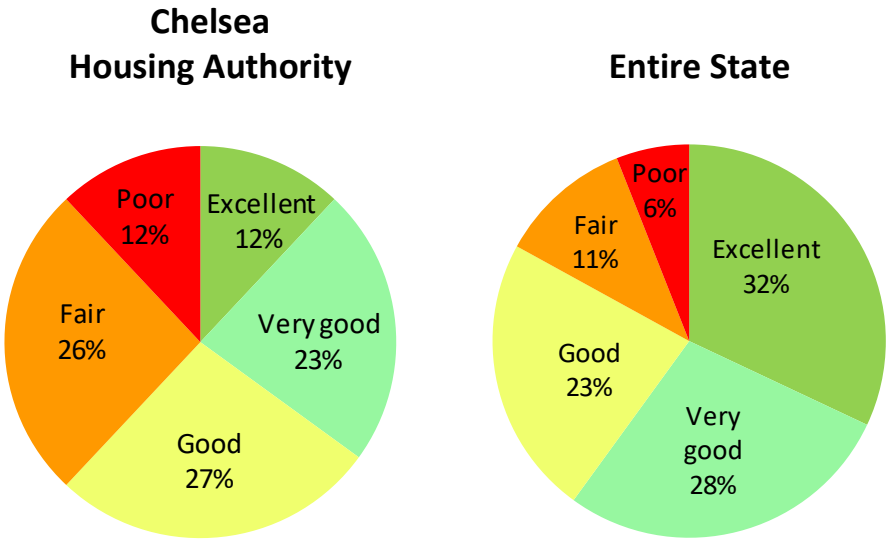
	Chelsea Housing Authority	Entire State
Felt they were treated with courtesy and respect when they contacted maintenance……..…….	74%	89%
Were contacted by the Housing Authority before entering their apartment…….	97%	92%

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

Building maintenance:



Outdoor maintenance:

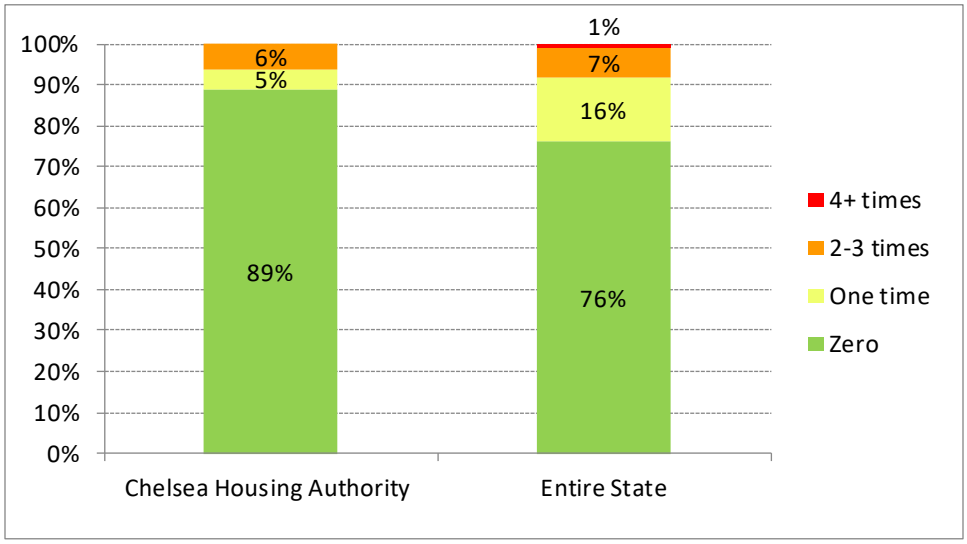


- **Heating and Water Problems:** About one third of respondents had a problem with their heating and about a half had a plumbing problem in the last 12 months.

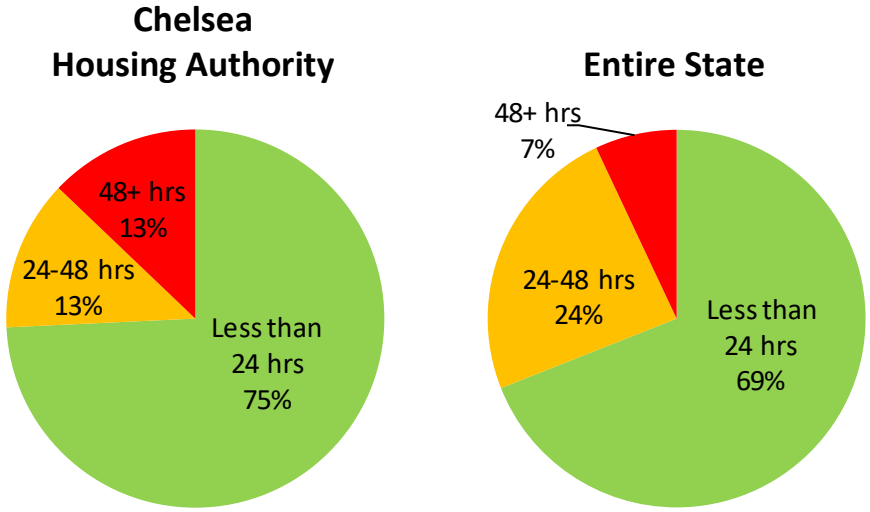
	Chelsea Housing Authority	Entire State
Had any heating problem…….……	36%	40%
Had any water problem……....	55%	57%

- **Heating Problems**

How many times did residents completely lose heat?
The chart below shows how many times respondents had completely lost heat in the last 12 months. The green part of the bars shows what percentage of residents 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.

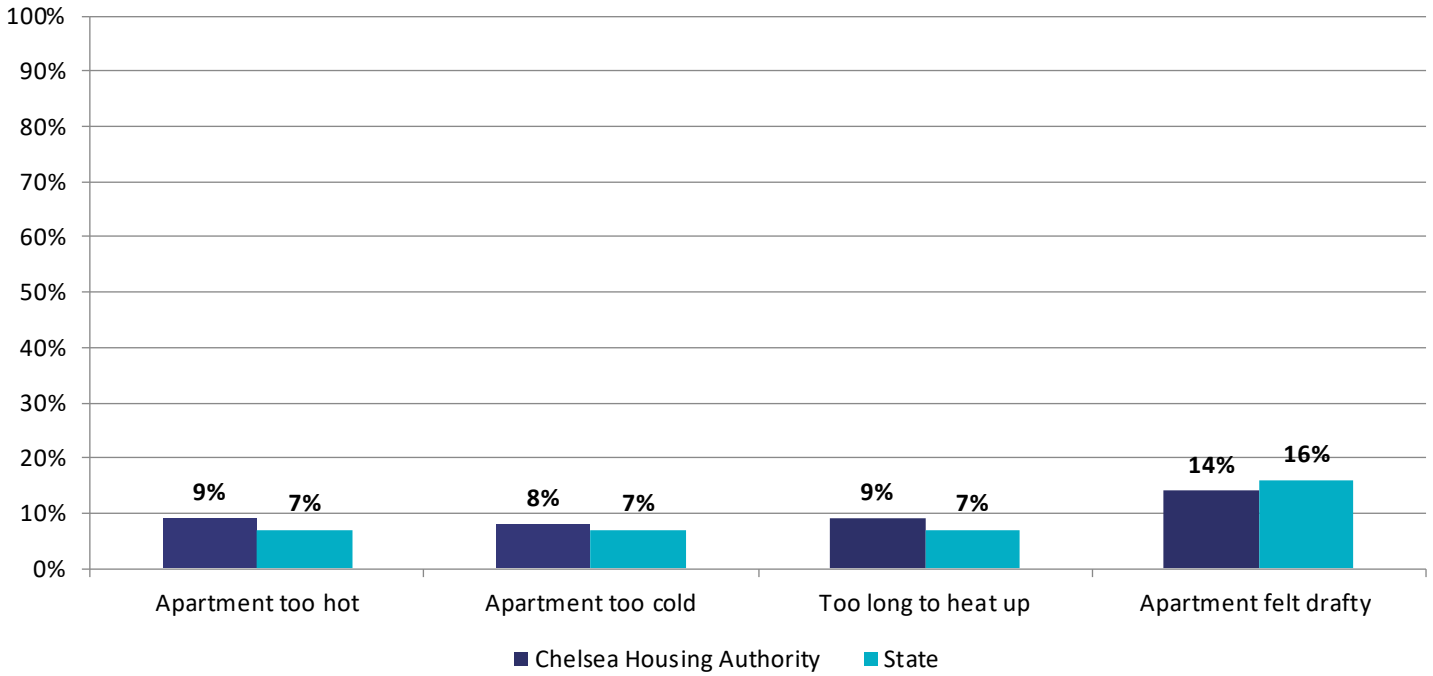


How long did it usually take for heat to come back on? For those respondents who reported completely losing heat, we asked how long it usually took for the heat to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



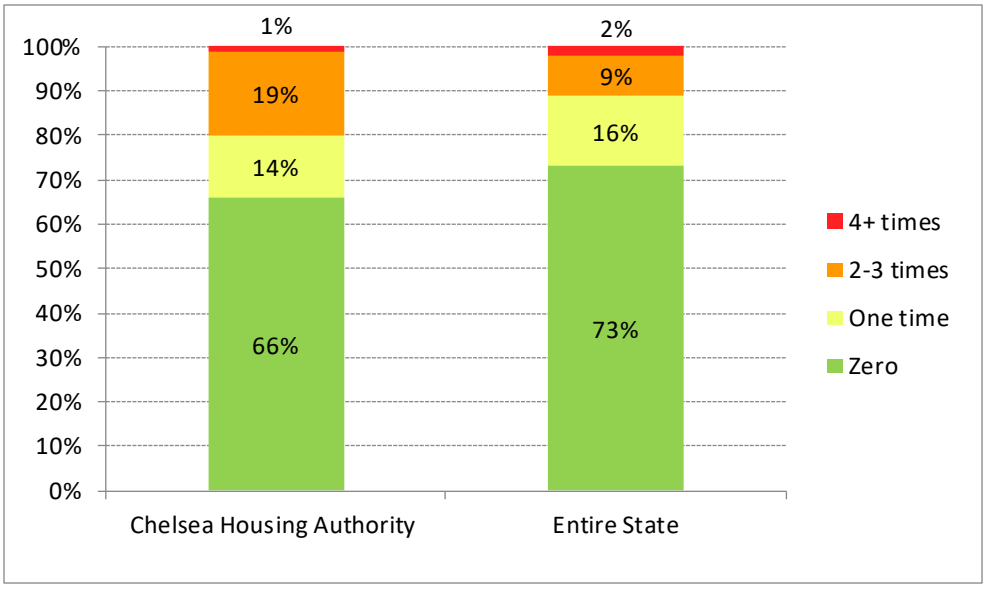
- **Other Heating Problems**

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

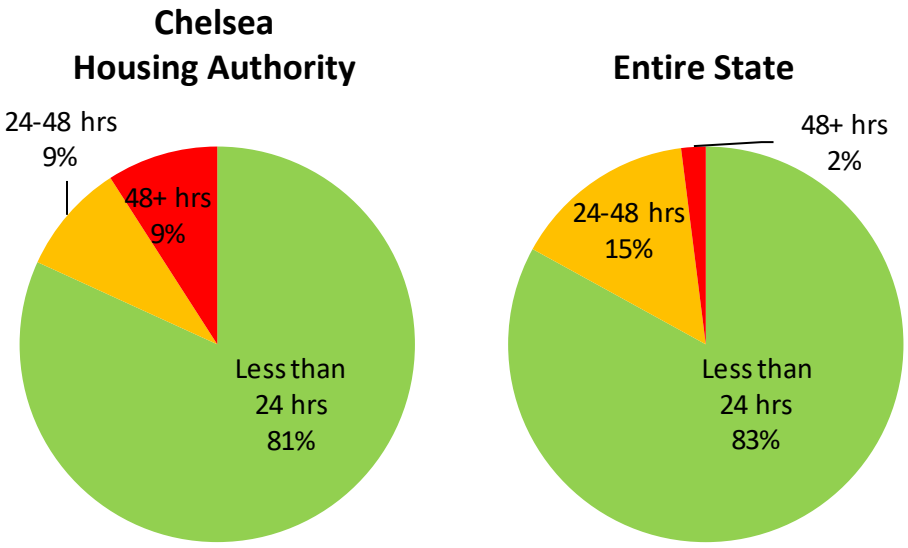


- **Water or Plumbing Problems**

How many times did residents have no hot water in their apartment?
The chart below shows how many times respondents did not have no hot water in their apartment 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.

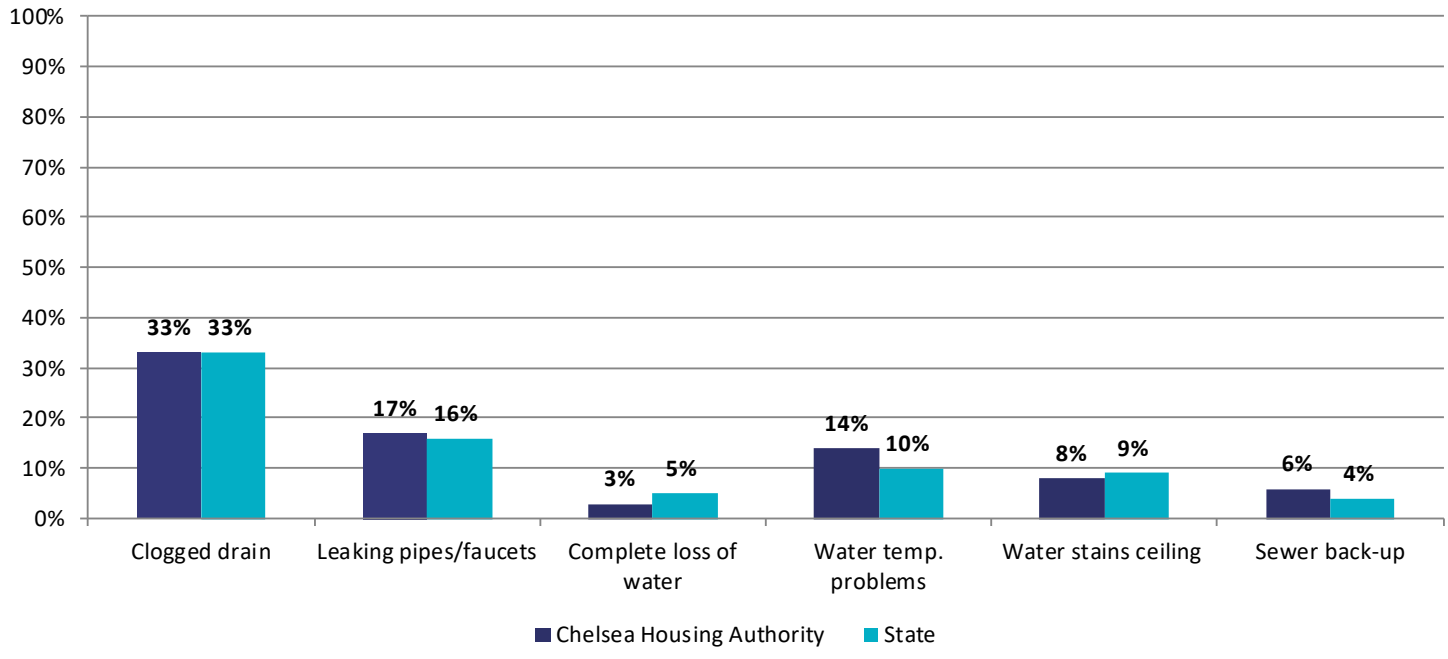


How long did it usually take for hot water to come back on? For those respondents who reported not having hot water in their apartment, we asked how long it usually took for hot water to come back on – less than 24 hours, 24 - 48 hours, or more than 48 hours.



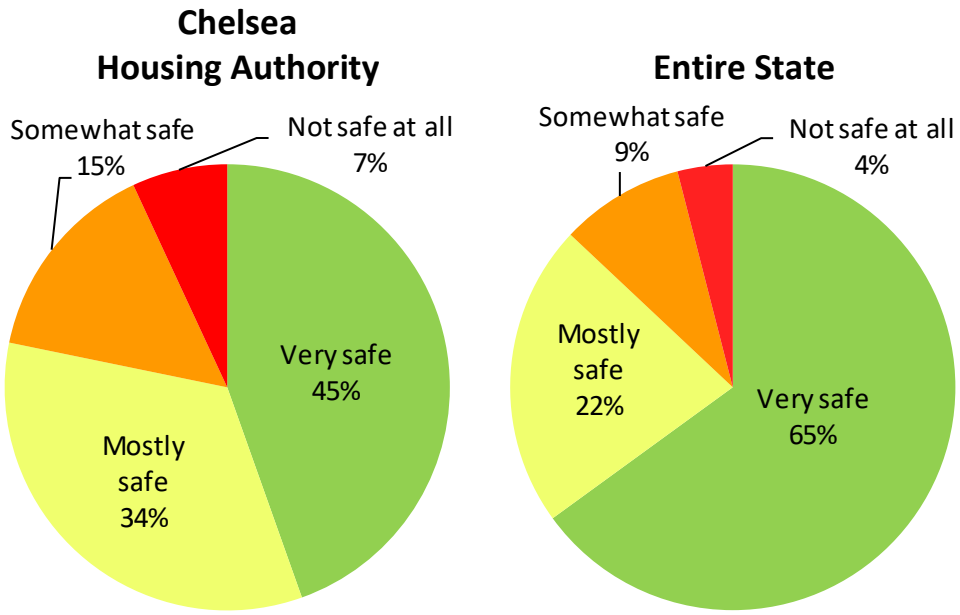
- **Other Water or Plumbing Problems**

In the last 12 months did residents have other water or plumbing problems?
The chart below shows how many times respondents had other water or plumbing problems in the last 12 months.

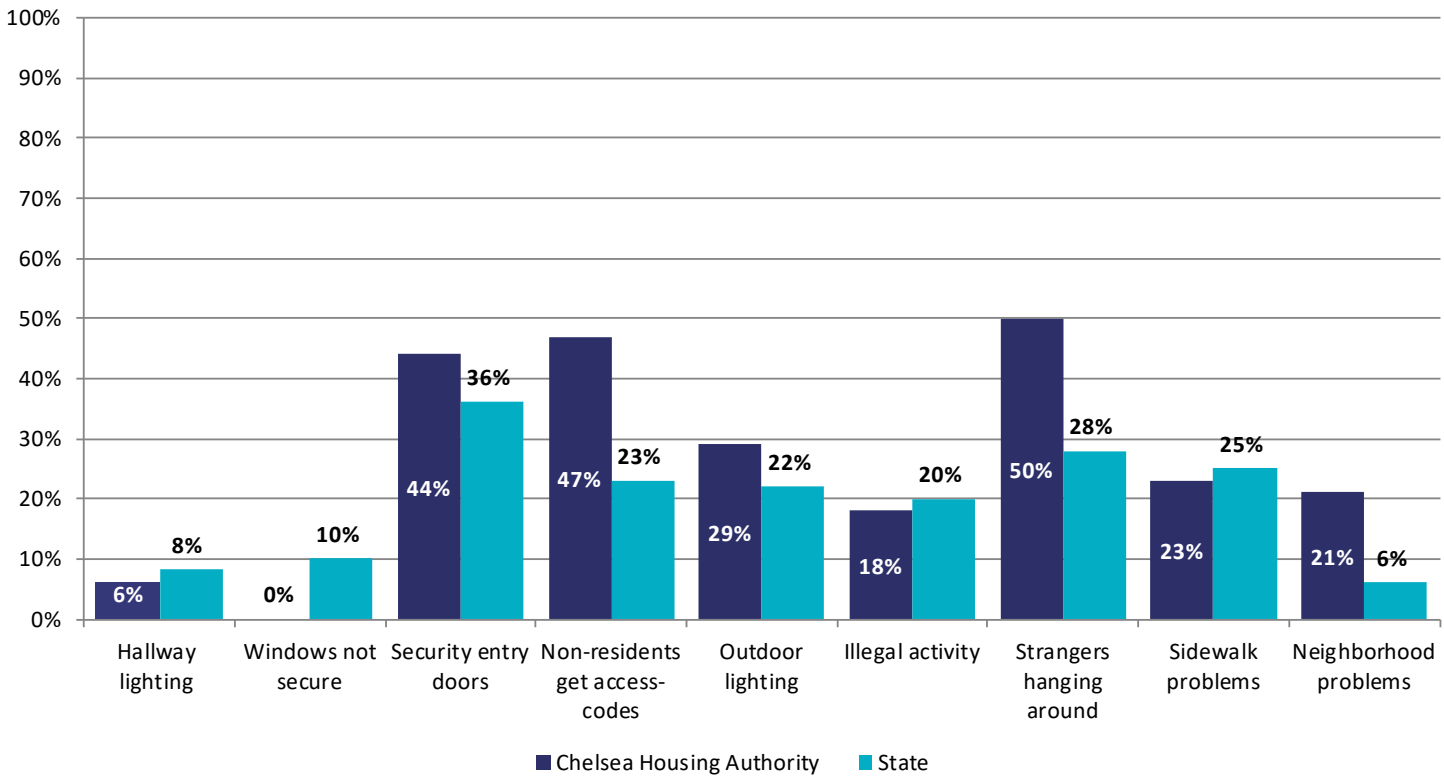


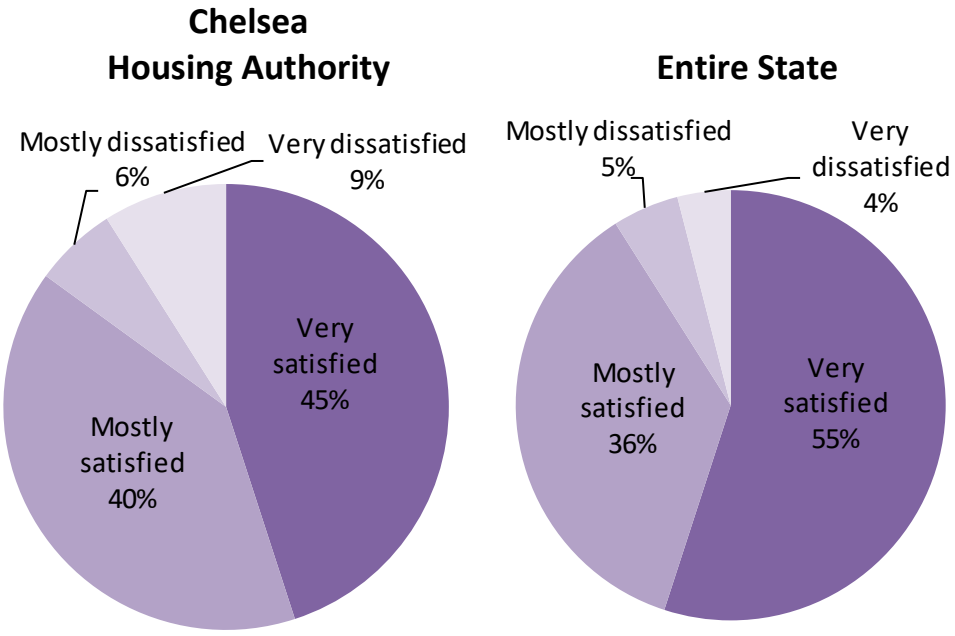
Safety

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



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



Overall Satisfaction

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