

NEW BEDFORD HOUSING AUTHORITY
Proposed Annual Plan for Fiscal Year 2027
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 EOHLIC.

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 NEW BEDFORD HOUSING AUTHORITY's Annual Plan for their 2027 fiscal year includes the following components:

1. Overview and Certification
2. Capital Improvement Plan (CIP)
3. Maintenance and Repair Plan
4. Operating Budget
5. Narrative responses to Performance Management Review (PMR) findings
6. Policies
7. Waivers
8. Glossary
9. Other Elements, which may include:
 - a. Approval documents and any Public Comments
 - b. Tenant Satisfaction Survey
 - c. Performance Management Review report
 - d. Other documents added by LHA

State-Aided Public Housing Developments

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

Dev No	Type	Development Name	Num Bldgs	Year Built	Dwelling Units
200-02	Family	BLUE MEADOWS	28	1951	149
705-02	Family	BOURNE STREET	1	1972	12
667-1A	Elderly	CRESTVIEW	3	2011	24
200-03	Family	NASHMONT	15	1951	80
667-03	Elderly	NEW BEDFORD HOTEL APARTMENTS	1	1920	112
200-01	Family	PARKDALE	21	1951	100
705-2B	Family	SAWYER PARK	2	1972	18
705-04	Family	SHAWMUT AVENUE	1	1973	9
667-02	Elderly	TRIPP TOWERS	1	1976	202
705-09	Family	Westwood	6		12
	Family	Family units in smaller developments	11		26
	Other	Other Special Occupancy units	2		16
Total			92		760

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.

NEW BEDFORD HOUSING AUTHORITY manages 189 MRVP vouchers.

Federally Assisted Developments

NEW BEDFORD HOUSING AUTHORITY also manages Federally-assisted public housing developments and/or federal rental subsidy vouchers serving 3679 households.

LHA Central Office

NEW BEDFORD HOUSING AUTHORITY
128 UNION ST 4TH FLR New Bedford, MA 02740

Wendy Mendoza-Rivera, Executive Director
Phone: 508-997-4806
Email: wendy.rivera@nbha-ma.org

LHA Board of Commissioners

	<u>Role</u>	<u>Category</u>	<u>From</u>	<u>To</u>
Cynthia Edwards	Member		01/10/2008	12/31/2026
Leona Fisher	Member		03/25/2021	12/31/2029
Stormi Monteiro	Member		09/26/2024	12/31/2026
Timothy Walsh	Chair		03/02/2010	06/16/2016

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.	9/11/2026
B.	Advertise the public hearing in public postings.	9/11/2026
C.	Notify all LTOs or RAB (if there is one) of the hearing and provide access to the Proposed Annual Plan.	N/A
D.	Post draft AP for tenant and public viewing.	9/8/2026
E.	Hold quarterly meeting with LTO or RAB to review the draft AP. (Must occur before the LHA Board reviews the Annual Plan.)	N/A
F.	Annual Plan Hearing. Hosted by the LHA Board, with a quorum of members present. (For Boston, the Administrator will host the hearing.)	
G.	Executive Director presents the Annual Plan to the Board.	
H.	Board votes to approve the AP. (For Boston Housing Authority, the Administrator approves and submits the AP.)	

This Annual Plan (AP) will be reviewed by the Executive Office of Housing and Livable Communities (EOHLC) following the public comment period, the public hearing, and LHA approval.

Capital Improvement Plan (CIP) Description

What Is the Capital Improvement Plan?

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

How Projects Are Funded Each Year

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

Why Plans and Costs May Change

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

Why Project Schedules Can Shift

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

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

Other Funding Sources

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

The CIP includes the following parts:

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

Active and Proposed Projects with Projected Spending by Fiscal Year

Active Projects			
Project #	Project Title	Development	Total Development Cost
205338	AIP: 667 Routine Turnovers		\$67,600.00
205341	Replace Side Entrance Porches	CHURCH STREET II	\$11,193.00
205267	FF ARPA 2019 Replace Main Lobby Interior Entrance Door	NEW BEDFORD HOTEL APARTMENTS	\$832,450.06
205320	ACM Floor Tile Abatement - 2023	PARKDALE	\$4,917.50
205323	M_Meter: Convert gas stoves to electric stoves	PARKDALE	\$299,104.00
205325	Sewer Replacement c 200-2	BLUE MEADOWS	\$203,350.00
205326	Replace 10th Floor Windows in Community & Laundry Rooms - Tripp Towers		\$117,190.68
205329	SUST Gas Stove Replacement Awards	TRIPP TOWERS	\$1,028,605.53
205331	Repair Exterior Railings	BLUE MEADOWS	\$0.00
205333	Siding, Trim & Screen Doors (4 Bldgs) Phase 4	BLUE MEADOWS	\$812,458.52
205334	Hot Water Storage Tank Replacement	TRIPP TOWERS	\$0.00
205336	Replacement of Storm Doors on Tabitha Lane	CRESTVIEW	\$33,891.52
205339	Replacement of Rusty Community Room Doors	CRESTVIEW	\$0.00
205340	Replace Second Floor Decks, Stairs and side entrance porches	TOWNSEND STREET	\$124,365.00
Total			\$3,535,125.81

Proposed Projects			
FY2027	Available Formula Funding:		\$1,034,375.30
Project Title	Development	Total Development Cost	Special Award(s) Requested
Brick Veneer Repairs	NEW BEDFORD HOTEL APARTMENTS	\$92,907.00	
Lighting Upgrades	SOUTH SECOND STREET	\$10,000.00	
Lighting Upgrades	MOUNT PLEASANT STREET	\$10,000.00	
Siding, Trim & Screen Doors Replacement Phase 6	BLUE MEADOWS	\$500,000.00	
Total		\$612,907.00	

Proposed Projects		
FY2028	Anticipated Formula Funding:	\$1,034,375.30
Project Title	Development	Total Development Cost
Sanitary Pipe Replacement - Blue Meadows	BLUE MEADOWS	\$45,375.00
Electrical Service and Infrastructure Upgrades - Nashmont	NASHMONT	\$883,878.00
Total		\$929,253.00

Proposed Projects		
FY2029	Anticipated Formula Funding:	\$1,034,375.30
Project Title	Development	Total Development Cost
Access Control on New Front Doors	TOWNSEND STREET	\$60,500.00
Sanitary Pipe Replacement - Phase 2	BLUE MEADOWS	\$45,375.00
Boiler Replacement - Nashmont	NASHMONT	\$302,500.00
Regrading for Drainage - 2020	SHAWMUT AVENUE	\$126,562.00
Siding, Trim, Storm Doors Replacement - Nashmont	NASHMONT	\$378,125.00
Total		\$913,062.00

Years 4 (reflect estimated annual planning amounts)		
FY2030		
Project Title	Development	Total Development Cost
Sanitary Pipe Replacement - Phase 4	BLUE MEADOWS	\$45,375.00
Boiler Replacement - Blue Meadows	BLUE MEADOWS	\$378,125.00
Repaving Parking Lot	SHAWMUT AVENUE	\$113,438.00
HVAC Upgrades Community Room	NEW BEDFORD HOTEL APARTMENTS	\$378,125.00
Total		\$915,063.00

Years 5 (reflect estimated annual planning amounts)		
FY2031		
Project Title	Development	Total Development Cost
Sanitary Pipe Replacement - Phase 5	BLUE MEADOWS	\$45,375.00
Sanitary Waste Lines Replacement - Tripp Towers	TRIPP TOWERS	\$242,857.00
HVAC Systems Replacement	Westwood	\$284,350.00
Heating Systems & Hot Water Upgrades	SAWYER PARK	\$568,326.00
Total		\$1,140,908.00

The 'Narrative Questions' with Additional Information

1. Project Closeout

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

Answer: Yes

Explanation: The Housing Authority has reviewed active and in-progress projects, coordinated with project managers regarding the status of older projects, and evaluated available balances for potential recirculation. Some projects remain open because final closeout activities are still pending, such as receipt of as-built drawings, final invoices, warranties, regulatory documentation, or completion of administrative review requirements. The Housing Authority continues to actively monitor these projects and work with all parties involved to facilitate timely closeout and make any remaining funds available for reprogramming as soon as practicable.

2. Request for Additional Funding

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

3. Overall Goals of the Capital Improvement Plan

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

Explanation: Our primary goal with this year's Capital Improvement Plan (CIP) is to preserve and modernize the Housing Authority's assets, improve resident quality of life, enhance building safety and reliability, increase energy efficiency, and address deferred maintenance needs in a fiscally responsible manner.

The projects selected for the 2027 CIP were prioritized based on asset condition assessments pertaining to brick veneer repairs, life-cycle replacement schedules with siding replacement, regulatory requirements, lighting upgrades for resident needs, operational impacts, and long-term cost savings. These investments are intended to protect the Authority's housing inventory while reducing future maintenance costs and mitigating the risks associated with aging building systems and infrastructure.

4. Changes from the Previous CIP

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

Explanation: In developing this year's CIP, the Housing Authority conducted a comprehensive review of existing assets, completed projects, changing facility conditions, resident needs, and emerging operational challenges. As a result, the plan includes a refined prioritization of projects that focuses not only on replacing aging components but also on improving and reducing future maintenance costs and enhancing overall property performance.

5. Requirements from previous CIP approval

A. Approval Requirements

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

Answer: Yes

Approval Requirements: Prior CIP Approval Letter informed the Housing Authority that EOHLC Capital funds cannot be used to install new gas-fired equipment. Gas-fired boiler replacement projects will be electrification projects instead. When replacing sanitary pipe, consideration for installing waste heat recovery system shall be given.

B. Completed Requirements

Have you completely satisfied the conditions of your previous CIP Approval? Please explain why or why not.

Answer: Yes

Explanation: N/A

6. Project Priorities

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

Answer: Yes

7. High Priority Deficiencies

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

Answer: Yes

Explanation: High priority deficiencies which are unable to make year 1 or 2 of this CIP plan include gas-fired boiler replacements which cannot take place until a development's electrical infrastructure has been full upgraded to accommodate electrical equipment. Alternative means such as window saddle air source heat pumps are under consideration.

8. Accessibility

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

Answer: No

9. Special Needs Development

A. DMH/DDS Developments

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

Answer: Yes

B. DMH/DDS Projects

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

Service Provider Input Completion Date: 06/10/2026

Answer: Yes

10. Sustainability Program

Are you requesting Sustainability Funding for any of your projects?

Answer: Yes

If yes, have you engaged with the [Mass Save Low Income](#) (LEAN) Program? If no, please explain why not?

Answer: Yes

11. Solar Initiatives

Does your current CIP contain roof replacement projects?

Answer: No

12. Resilience

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

Answer: Yes

If yes, do the projects in this CIP planned at these developments incorporate resilient design elements into the initial design plans and costs? If no, please explain.

Answer: Yes

13. Fossil Fuels

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

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

Answer: No

14. Vacant Units

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

Explanation: None.

15. EOHLC/RCAT Assistance

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

Answer: Yes

Explanation: CyberSense

16. Certification Statement

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

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

Answer: Yes

17. Other Comments

Comments:

Maintenance and Repair Plan

Maintenance Objective

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

About This Maintenance and Repair Plan

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

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

Classification and Prioritization of Maintenance Tasks

Maintenance items are tracked as “work orders” and are classified in the following categories. They are prioritized in the order listed. The following classifications and prioritization are required by the Executive Office of Housing and Livable Communities (EOHLC).

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

Emergency Request System

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

METHOD	CONTACT INFO.	TIMES
Call Answering Service	508-673-6131	After business hours
Call LHA at Phone Number	508-997-4800	During business hours, with answering service backup
Other	Local Property Management Office	During business hours, with answering service backup

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

List of Emergencies - Emergencies are those conditions which are immediately threatening to the life or safety of our residents, staff, or structures. The following is a list of typical conditions that warrant an emergency response. If there is an emergency condition whether or not enumerated on this list please notify the office or answering service at the numbers listed above. If you have any questions regarding this list or other matters that may constitute an emergency, please contact the NEW BEDFORD 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
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
Lock outs for Elderly Sites only

Normal Maintenance Request Process

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

METHOD	CONTACT INFO.	TIMES
Text Phone Number		
Call Answering Service		
Call Housing Authority Office		
Submit Online at Website		
Email to Following Email		
Other	Depending on Development	Call or email Property Management Office for their Development

Work Order Management

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

Step	Description	Checked steps are used by LHA
1	Maintenance Request taken/submitted per the standard procedures listed above for the Emergency Request System and the Normal Maintenance Request Process.	☒
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:

Maintenance Plan Narrative

Following are NEW BEDFORD HOUSING AUTHORITY's answers to questions posed by EOHLC.

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

The New Bedford Housing Authority had zero findings during the last performance review. And has scored equivalent to other Massachusetts LHA's on DHCD resident surveys regarding maintenance and repairs.

NBHA holds a proposed annual meeting plan via zoom that tenants can access.

NBHA also updates EOHLC annually with Capital improvement plan and Maintenance Repair Plan.

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

The NBHA maintenance operations have not changed in the past year. We have changed several maintenance staff roles in the State team.

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

The NBHA will continue to strive for success in completing all aspects of the NBHA work order plan. The NBHA maintains a safe work environment for its employees following applicable Commonwealth of Massachusetts labor standards.

Strive for zero recordable injuries in the maintenance staff in 2026.

Strive for successful turnover time in completing apartment reconditions and all types of generated work orders.

And continue successful completion of Capital Improvement projects on our State components.

- D. Maintenance Budget Summary

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

	Total Regular Maintenance Budget	Extraordinary Maintenance Budget
Last Fiscal Year Budget	\$2,050,310.00	\$0.00
Last Fiscal Year Actual Spending	\$2,170,264.00	\$29,911.00
Current Fiscal Year Budget	\$2,403,874.00	\$12,675.00

E. Unit Turnover Summary

# Turnovers Last Fiscal Year	57
Average time from date vacated to make unit "Maintenance Ready"	13 days
Average time from date vacated to lease up of unit	74 days

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

Attachments

These items have been prepared by the NEW BEDFORD 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.

NBHA PREVENTATIVE MAINTENANCE PLAN

January:

1. Keep paths to dumpsters, mailboxes and rent drop off free of ice and snow
2. Snow removal common sidewalks
3. Plow and sand NBHA properties including parking lots drives and roadways
4. Hot air furnace / Boiler winter PM.
5. Oil circulator pumps
6. Clean dryer vents.
7. Elevator PM
8. Fire Systems PM
9. COGEN PM
10. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
11. Clean/disinfect compactor and trash chutes.
12. Inventory tools, equipment, refrigerators and stoves in stock.
13. Inventory of supplies and small parts.
14. Unit inspections — schedule to complete 100% each year.
15. Lease enforcement: Snow removal from front and rear egress.
16. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
17. Inspect common areas/hallways for burned out lights

February:

1. Keep paths to dumpsters, mailboxes and rent drop off free of ice and snow
2. Snow removal common sidewalks
3. Plow and sand NBHA properties including parking lots drives and roadways
4. A/C, heat and air handler filter change

NBHA PREVENTATIVE MAINTENANCE PLAN

5. Clean sanitary systems; lubricate valves and pumps.
6. Clean and lubricate trash chutes and doors
7. Strip, wax and buff common area VCT and linoleum flooring.
8. Elevator PM
9. COGEN PM
10. Check Smoke and Carbon Monoxide detectors during bi-annual inspections
11. Clean/disinfect compactor and trash chutes.
12. Check basements for water leaks
13. Inventory of supplies and small parts
14. Unit inspections — schedule to complete 100% each year.
15. Lease enforcement: Clear common hallways and stairs free from all obstructions. (PHN 201212)

According to the State Sanitary code 105 CMR 410.451 - No person shall obstruct any exit or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling unit or rooming unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.

16. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

March:

1. Second Sunday, reset light timers and clocks for daylight saving time.
2. Keep paths to dumpsters, mailboxes and rent drop off free of ice and snow
3. Snow removal common sidewalks

NBHA PREVENTATIVE MAINTENANCE PLAN

4. Plow and sand NBHA properties including parking lots drives and roadways
5. Clean storage rooms and maintenance areas
6. Touch up all common area paint.
7. Clean heater vents in all common areas.
8. Elevator PM
9. COGEN PM
10. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
11. Unit inspections — schedule to complete 100% each year.
12. Lease enforcement: Furniture, trash and debris free from exteriors.
13. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
14. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.
15. Inspect roofs and siding for winter damage

April:

1. Fire extinguisher annual recertification
2. Inspect all entry doors
3. Clean dryer vents, exhaust vents and roof vent motors.
4. Clean common area flooring and carpeting
5. Clean/disinfect dumpsters and compactor.
6. Cleaning of parking areas, roadways, driveways (including sand), walkways and storm drains
7. Inspect trees and trim as needed (maintain 10ft distance from buildings)
8. Schedule vehicle inspections/repairs
9. Elevator PM

NBHA PREVENTATIVE MAINTENANCE PLAN

10. Fire Systems PM
11. COGEN PM
12. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
13. Unit inspections — schedule to complete 100% each year.
14. Check basements for water leaks

May:

1. Clean all manholes
2. Yearly Emergency Generator PM
3. Clean A/C condensers, test to ensure they work
4. Sidewalk and parking lot crack and crevice sealing and repair.
5. Weed treatment at all sites
6. Edge and mulch all planting beds
7. Prune/trim all shrubs and bushes away from buildings (maintain 2ft clearance from all structures).
8. Fertilize lawns
9. Elevator PM
10. COGEN PM
11. Lease enforcement: Schedule AC installations
12. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
13. Unit inspections — schedule to complete 100% each year.
14. Lease enforcement: Cooking grills and fire pits (according to policy)
15. EOHLC recommends the ban of fire pits on all public housing property. There is extreme risk to life and safety with the unsupervised use of fire pits.
 - a. All cooking grills should be used a minimum of 10 feet from all structures.

NBHA PREVENTATIVE MAINTENANCE PLAN

June:

1. Summer boiler shut down and PM service. (non-heating season June 1st to September 14th)
2. Change A/C, heat and air handler filters.
3. Check interior emergency lighting.
4. Edge and mulch all planting beds.
5. Weed and edge all planting beds every 2 weeks (June 1st to Oct 1st)
6. Inspect site railings, walkways and stairs for potential hazards. Identify and repair as needed.
7. Check flags and replace as needed
8. Elevator PM
9. COGEN PM
10. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
11. Unit inspections — schedule to complete 100% each year.
12. Inventory of supplies and small parts.
13. Lease enforcement: Pools, trampolines and swing-sets (according to policy, see PHN 2003-04)
14. Furniture, trash and debris free from exterior.

July:

1. Clean dryer vents, exhaust vents and roof vent motors.
2. Inspect gutters, downspouts and splash blocks — repair as needed.
3. Inspect common area windows (glass, seals, balances and locks).
4. Inspect and repair site fencing
5. Clean/disinfect dumpsters and compactor.
6. Elevator PM
7. Fire Systems

PM

NBHA PREVENTATIVE MAINTENANCE PLAN

8. COGEN PM
9. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
10. Unit inspections — schedule to complete 100% each year.
11. Lease enforcement: Pools, trampolines and swing-sets (according to policy, see PHN 2003-04)

August:

1. Make up air units PM
2. Strip, wax and buff VCT and linoleum flooring.
3. Clean/disinfect dumpsters compactor
4. Check Smoke and Carbon Monoxide detectors during annual inspections.
5. Unit inspections — schedule to complete 100% each year.
6. Check exterior trim for paint or rot, paint, repair or replace as needed
7. Inspect fencing, repair/replace as needed
8. Lease enforcement: Common hallways and stairs free from all obstructions. (PHN 2012-12)
9. According to the State Sanitary code 105 CMR 410.451 - No person shall obstruct any exit or passageway. The owner is responsible for maintaining free from obstruction every exit used or intended for use by occupants of more than one dwelling unit or rooming unit. The occupant shall be responsible for maintaining free from obstruction all means of exit leading from his unit and not common to the exit of any other unit.
10. Lease enforcement: Pools, trampolines and swing-sets (according to policy, see PHN 2003-04)

September:

1. Check electrical panels in boiler rooms and all common areas.
2. Domestic hot water systems PM.
3. Clean storage rooms and maintenance areas.
4. Touch up all common area paint.

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5. Clean heater vents in all common areas.
6. Clean/disinfect dumpsters and compactor.
7. Elevator PM
8. COGEN PM
9. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
10. Unit inspections schedule to complete 100% each year.
11. Lease enforcement: Removal of all AC's (according to policy)
12. Prep winter equipment for use

October:

1. October 7th through the 13th — Fire Prevention Month — Perform PM and check all fire systems, sprinklers, fire pumps, fire extinguishers, common area egress, etc.
2. Boiler tune-up. (Heating season is September 15th through June 1st)
3. Inspect storm doors
4. Change A/C, heat and air handler filters.
5. Clean/disinfect dumpsters and compactor.
6. Annual cleaning of all gutters.
7. Leaf removal.
8. Prune and trim all shrubs and bushes. (maintain 2ft clearance from all structures)
9. Fertilize lawns.
10. Buy and stock ice melt for winter,
11. Clean dryer vents, exhaust vents and roof vent motors.
12. Service snow blowers.
13. Cleaning of parking areas, roadways, driveways, walkways and storm drains.
14. Elevator PM

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15. COGEN PM
16. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
17. Unit inspections — schedule to complete 100% each year.
18. Clean, service and store lawn equipment (assuming we have some?)
19. Schedule Vehicle Inspections/PM
20. Lease enforcement: Decorations (Halloween) cords running through doors and windows.
 - a. Inspect all basements for proper clearance from heating systems (5ft).
 - b. Fire prevention notices to tenants.

November:

1. First Saturday in November reset light timers and clocks back 1 hour for daylight saving time
2. Keep paths to dumpsters, mailboxes and rent drop off free of ice and snow
3. Snow removal common sidewalks
4. Plow and sand parking lots
5. Inspect trees and trim as needed (maintain loft clearance from all structures).
6. Inventory of supplies and small parts
7. Lease enforcement: Blocked egresses
8. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
9. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.
10. Elevator PM
11. COGEN PM
12. Check Smoke and Carbon Monoxide detectors during bi-annual inspections.
13. Unit inspections — schedule to complete 100% each year.

NBHA PREVENTATIVE MAINTENANCE PLAN

December:

1. Keep paths to dumpsters, mailboxes and rent drop off free of ice and snow
2. Snow removal common sidewalks
3. Plow and sand parking lots
4. Check and replace flags as needed.
5. Lease enforcement: Decorations (Christmas) Cords running through doors and windows
6. Keep all chimneys, exhaust and intake vents free of snow throughout the winter season and keep dryer exhaust vents free of snow throughout the winter season.
7. Blocked chimneys, exhaust vents and intake vents could result in carbon monoxide poisoning and can affect the performance of the furnace.

Unit Number	Order Number	Requested Date	Address	Tenant Name	Priority	Printed	Job Code	Created By	Development	Job Order Type	End Date
1236	WO0144570	7/8/2024	417 DARTMOUTH ST	Morales,Abanyanna	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/4/202
21	WO0138603	3/9/2024	19 BLUEFIELD ST	Galarza, Lydia	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/3/202
15	WO0138601	3/9/2024	13 BLUEFIELD ST	COSTA, KAREN	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/3/202
1250	WO0161216	6/13/2025	431 DARTMOUTH ST	Enos, Nakita	ROUTINE	☒	FLOOR TILE REPAIR	gramos	2-002 - BLUE M	FLOORING	6/13/20
1252	WO0144576	7/8/2024	433 DARTMOUTH ST	Natal, Evelyn	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/4/202
1279	WO0144751	7/10/2024	457 DARTMOUTH ST	Gonzalez, Anathalia	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/4/202
1308	WO0137686	2/20/2024	469 DARTMOUTH ST	Trinidad Adorno, Anto	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/11/20
1335	WO0137682	2/20/2024	168 ROCKDALE AV	Renaud, Josette	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/11/20
1325	WO0146126	8/8/2024	162 ROCKDALE AV	Medina Zuniga, Deisy	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/4/202
1325	WO0137679	2/20/2024	162 ROCKDALE AV	Medina Zuniga, Deisy	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/4/202
1325	WO0129138	8/28/2023	162 ROCKDALE AV	Medina Zuniga, Deisy	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/11/20
1351	WO0161208	6/13/2025	160 BLUEFIELD ST	Rodriguez Otero, Zul	ROUTINE	☒	PAINTING, OTHER	gramos	2-002 - BLUE M	PAINTING	6/13/20
1339	WO0146294	8/13/2024	168 BLUEFIELD ST	Gonzalez-Viera, Mara	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/4/202
1374	WO0146350	8/14/2024	114 BLUEFIELD ST	Osorio Galindez, Leija	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/4/202
1374	WO0119746	2/9/2023	114 BLUEFIELD ST	Osorio Galindez, Leija	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/12/20
1421	WO0146351	8/14/2024	102 BLUEFIELD ST	Perez, Nilida	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/4/202
1429	WO0146413	8/15/2024	92 BLUEFIELD ST Apt.	Garcia Ramos, Grace	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/14/20
1473	WO0161191	6/13/2025	78 BLUEFIELD ST	Valentin, Naomi	ROUTINE	☒	FLOOR TILE REPAIR	gramos	2-002 - BLUE M	FLOORING	6/13/20
1490	WO0154052	1/14/2025	70 BLUEFIELD ST	Desrochers, Joseph	ROUTINE	☒	DOOR HARDWARE, R	LMadeir	2-002 - BLUE M	ROUTINE	2/4/202
1490	WO0147434	9/6/2024	70 BLUEFIELD ST	Desrochers, Joseph	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/4/202
1490	WO0138523	3/7/2024	70 BLUEFIELD ST	Desrochers, Joseph	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/4/202
1669	WO0141439	5/9/2024	51 BLUEFIELD ST	Hill, Belinda	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/3/202
1665	WO0141422	5/9/2024	49 BLUEFIELD ST	Epps, Amanda	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/3/202
1618	WO0140263	4/10/2024	47 BLUEFIELD ST	Vega Nery, Alany	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/3/202
1617	WO0140262	4/10/2024	45 BLUEFIELD ST	Vazquez, Nathomy	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/3/202
1654	WO0131749	10/18/2023	73 BLUEFIELD ST	Mejia Bernabel, Santa	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/14/20
1654	WO0140264	4/10/2024	73 BLUEFIELD ST	Mejia Bernabel, Santa	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-002 - BLUE M	INSPECTIO	2/4/202

Unit Number	Order Number	Requested Date	Address	Tenant Name	Priority	Printed	Job Code	Treated By	Development	Work Order	End Date
1733	WO0141414	5/9/2024	123 BLUEFIELD ST	Waters, Natalie	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	2/13/20
1733	WO0123677	5/9/2023	123 BLUEFIELD ST	Waters, Natalie	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	5/7/202
1719	WO0144141	6/28/2024	107 BLUEFIELD ST	Hernandez, Shella	ROUTINE	☐	WINDOW, REPAIR/R	LMadeir	2-002 - BLUE M	ROUTINE	6/28/20
1719	WO0141412	5/9/2024	107 BLUEFIELD ST	Hernandez, Shella	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	2/4/202
1777	WO0141419	5/9/2024	65 BLUEFIELD ST	Rosario Portorreal, Yo	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	2/4/202
1777	WO0137950	2/27/2024	65 BLUEFIELD ST	Rosario Portorreal, Y	ROUTINE	☒	CARPENTRY, OTHER	JESTRE	2-002 - BLUE M	ROUTINE	9/3/202
1770	WO0147338	9/5/2024	67 BLUEFIELD ST Apt.	Rivera Pantojas, Milla	ROUTINE	☒	CARPENTRY, OTHER	CCIRIL	2-002 - BLUE M	ROUTINE	2/13/20
2006	WO0133266	11/20/2023	139 BLUEFIELD ST	CAIN BLAKE, SHENAI	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	5/7/202
1997	WO0141444	5/9/2024	137 BLUEFIELD ST	Navedo, Luz	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	2/14/20
1990	WO0144714	7/9/2024	135 BLUEFIELD ST	Rowley, Jack	ROUTINE	☒	OTHER MAINTENANC	CCIRIL	2-002 - BLUE M	SITE	2/13/20
1990	WO0123900	5/11/2023	135 BLUEFIELD ST	Rowley, Jack	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	9/13/20
2030	WO0149568	10/17/2024	147 BLUEFIELD ST	Santiago, Rosa	ROUTINE	☒	CARPENTRY, OTHER	LMadeir	2-002 - BLUE M	ROUTINE	2/4/202
2022	WO0141448	5/9/2024	145 BLUEFIELD ST Apt.	Ortiz-Lebron, Ramon	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	2/13/20
2052	WO0153039	12/26/2024	161 BLUEFIELD ST	Amado, Ana	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	2/4/202
2052	WO0146215	8/9/2024	161 BLUEFIELD ST	Amado, Ana	ROUTINE	☒	INTERIOR PAINTING	CCIRIL	2-002 - BLUE M	PAINTING	2/4/202
2052	WO0146213	8/9/2024	161 BLUEFIELD ST	Amado, Ana	ROUTINE	☒	OTHER MAINTENANC	CCIRIL	2-002 - BLUE M	SITE	2/4/202
2046	WO0153038	12/26/2024	159 BLUEFIELD ST	Natal Ruiz, Lisabeth	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	2/4/202
2062	WO0153040	12/26/2024	167 BLUEFIELD ST	Alves, Nicole	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	2/13/20
2057	WO0151901	12/3/2024	165 BLUEFIELD ST	Legette, Marcia	ROUTINE	☐	CARPENTRY, OTHER	gramos	2-002 - BLUE M	ROUTINE	12/3/20
2068	WO0153043	12/26/2024	169 BLUEFIELD ST	Oquendo, Walesca	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	2/4/202
2099	WO0125101	6/7/2023	186 ROCKDALE AV	Crespo, Luisa	ROUTINE	☒	PLUMBING, OTHER	JCruze	2-002 - BLUE M	PLUMBING	9/13/20
2091	WO0134491	12/13/2023	184 ROCKDALE AV	Taylor, Samantha	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	2/13/20
2091	WO0124985	6/6/2023	184 ROCKDALE AV	Taylor, Samantha	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	5/7/202
2091	WO0142773	6/5/2024	184 ROCKDALE AV	Taylor, Samantha	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	2/4/202
2079	WO0124982	6/6/2023	180 ROCKDALE AV	MARTINEZ, SHAIDEY	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-002 - BLUE M	INSPECTIO	5/7/202
2225	WO0148019	9/18/2024	932 ROCKDALE AV	Raymond, Kendrah	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-001 - PARKDA	INSPECTIO	2/13/20
2211	WO0148018	9/18/2024	928 ROCKDALE AV	Roman, Raul	INSPECT	☒	ANNUAL INSPECTION	Tenmas	2-001 - PARKDA	INSPECTIO	2/13/20

Unit Number	Order Number	Requested Date	Address	Tenant Name	Priority	Printed	Job Code	Treated By	Development	Job Order	Type	End Date
2229	WO0147785	9/12/2024	936 ROCKDALE AV	Tavares, Isabel	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/13/20
2263	WO0148021	9/18/2024	946 ROCKDALE AV	Hebert, Roxanne	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/14/20
2307	WO0148053	9/18/2024	960 ROCKDALE AV	Santiago, Alexandra	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/14/20
2307	WO0095300	9/1/2021	960 ROCKDALE AV	Santiago, Alexandra	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		10/17/2
2291	WO0161224	6/13/2025	956 ROCKDALE AV	Ferrinha, Anabela	ROUTINE	☒	DRYWALL REPAIR	qramos	2-001 - PARKDA	CARPENTR		6/13/20
2291	WO0148052	9/18/2024	956 ROCKDALE AV	Ferrinha, Anabela	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/14/20
2291	WO0145088	7/15/2024	956 ROCKDALE AV	Ferrinha, Anabela	ROUTINE	☒	PATCHING (INTERIO	Lmadeir	2-001 - PARKDA	ROUTINE		2/14/20
2291	WO0074383	3/5/2020	956 ROCKDALE AV	Ferrinha, Anabela	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		10/17/2
2318	WO0148023	9/18/2024	964 ROCKDALE AV	Vieira Gibau, Vlachesi	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/18/20
2311	WO0148020	9/18/2024	962 ROCKDALE AV	BETHUNE, BERNANET	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/18/20
2311	WO0143423	6/14/2024	962 ROCKDALE AV	Bethune, Bernanette	ROUTINE	☒	PAINTING, OTHER	Lmadeir	2-001 - PARKDA	PAINTING		2/18/20
2333	WO0148024	9/18/2024	966 ROCKDALE AV	GOMES, MARIA	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/18/20
2373	WO0148027	9/18/2024	976 ROCKDALE AV	OLMO PEREZ, JANET	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/18/20
2370	WO0148026	9/18/2024	974 ROCKDALE AV	CONNOR, LILLIAN	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/18/20
2350	WO0162383	7/7/2025	972 ROCKDALE AV	Santana Rivera, Car	ROUTINE	☒	FLOOR TILE REPAIR	qramos	2-001 - PARKDA	FLOORING		7/7/202
2388	WO0148030	9/18/2024	984 ROCKDALE AV	Serpa, Robin	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/18/20
2379	WO0148029	9/18/2024	982 ROCKDALE AV	Jones, Dawn	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/18/20
2376	WO0148028	9/18/2024	980 ROCKDALE AV	Reed, Cheryl	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/18/20
2406	WO0148043	9/18/2024	994 ROCKDALE AV	Silva, Brandi	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/18/20
2406	WO0130059	9/14/2023	994 ROCKDALE AV	Silva, Brandi	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		5/7/202
2404	WO0148042	9/18/2024	992 ROCKDALE AV	Garcia Perez, Reinald	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/18/20
2396	WO0148032	9/18/2024	990 ROCKDALE AV	Tkacs, Sierra	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/18/20
2414	WO0161219	6/13/2025	171 SUMMIT ST	Martinez, Juan	ROUTINE	☒	FLOOR TILE REPAIR	qramos	2-001 - PARKDA	FLOORING		6/13/20
2414	WO0142354	5/30/2024	171 SUMMIT ST	Martinez, Juan	ROUTINE	☒	EXTERIOR LIGHT RE	Lmadeir	2-001 - PARKDA	SITE		2/18/20
2449	WO0161232	6/13/2025	155 SUMMIT ST	Curran, Carol	ROUTINE	☒	PAINTING, OTHER	qramos	2-001 - PARKDA	PAINTING		6/13/20
2464	WO0140456	4/18/2024	149 SUMMIT ST	Duarte Furtado, Joceli	INSPECTI	☒	ANNUAL INSPECTION	Tennas	2-001 - PARKDA	INSPECTIO		2/18/20
2477	WO0148270	9/24/2024	141 SUMMIT ST	Pina, Shevona	ROUTINE	☒	PAINTING, OTHER	Lmadeir	2-001 - PARKDA	PAINTING		2/18/20

Unit Number	Order Num	Requested Dat	Address	Tenant Name	Priority	Printed	Job Code	Treated B	Development	ork Order Ty	End Dates
2477	WO0140454	4/18/2024	141 SUMMIT ST	Pina,Shevona	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	2-001 - PARKDA	INSPECTIO	2/18/20
2482	WO0122824	4/20/2023	139 SUMMIT ST	Sharpe,Zanaja	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	2-001 - PARKDA	INSPECTIO	5/7/202
2544	WO0141183	5/7/2024	121 SUMMIT ST	Mlesak,Halina	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	2-001 - PARKDA	INSPECTIO	2/18/20
2544	WO0132712	11/7/2023	121 SUMMIT ST	Mlesak,Halina	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	2-001 - PARKDA	INSPECTIO	2/18/20
2556	WO0160215	6/2/2025	117 SUMMIT ST	Caravana, Cheryl	INSPECTI	☒	FLOOR TILE REPAIR	qramos	2-001 - PARKDA	FLOORING	6/13/20
2556	WO0132715	11/7/2023	117 SUMMIT ST	Caravana,Cheyl	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	2-001 - PARKDA	INSPECTIO	5/15/20
2594	WO0132710	11/7/2023	162 SUMMIT ST	Sanchez,Jvia	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	2-001 - PARKDA	INSPECTIO	5/7/202
2646	WO0132713	11/7/2023	150 SUMMIT ST	Ramos, Destiny	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	2-001 - PARKDA	INSPECTIO	5/7/202
4809	WO0134079	12/6/2023	77 HATHAWAY BL	Halloran,Kayla	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	2-001 - PARKDA	INSPECTIO	5/7/202
2881	WO0161391	6/18/2025	75 HATHAWAY BL	Olmo Diaz, Betzabe		☒	DRAW REPAIR	qramos	2-001 - PARKDA	ROUTINE	6/18/20
2936	WO0143224	6/12/2024	115 HATHAWAY BL	Ramirez,Tamara	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	2-001 - PARKDA	INSPECTIO	2/18/20
7	WO0161188	6/13/2025	12 BLUEFIELD ST	Johnson Ward, Jasmi	ROUTINE	☒	FLOOR TILE REPAIR	qramos	2-002 - BLUE M	FLOORING	6/13/20
7	WO0146745	8/22/2024	12 BLUEFIELD ST	Johnson Ward, Jasmi	ROUTINE	☒	FLOOR TILE REPAIR	CLEFEV	2-002 - BLUE M	CARPENTR	2/18/20
W100	WO0144842	7/10/2024	125 Liberty St. Apt.	MIRANDA,EDELYN	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	7-059 - WESTW	INSPECTIO	2/11/20
W102	WO0144844	7/10/2024	133 Liberty St. Apt.	Rodriguez Lopez,Nic	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	7-059 - WESTW	INSPECTIO	2/18/20
W102	WO0132006	10/23/2023	133 Liberty St. Apt.	Rodriguez Lopez, Nic	ROUTINE	☒	INTERIOR DOOR/WI	Lmadeir	7-059 - WESTW	PAINTING	6/12/20
W103	WO0153135	12/30/2024	135 Liberty St. Apt.	Watkins,Elizabeth	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	7-059 - WESTW	INSPECTIO	2/10/20
W104	WO0153133	12/30/2024	141 Liberty St. Apt.	Reyes Almonte,Maria	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	7-059 - WESTW	INSPECTIO	2/18/20
W105	WO0144849	7/10/2024	143 Liberty St. Apt.	Claudio Mendez,Mari	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	7-059 - WESTW	INSPECTIO	2/10/20
W107	WO0153136	12/30/2024	310 Tremont St. Apt.	Spinner,Nichole	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	7-059 - WESTW	INSPECTIO	2/10/20
W107	WO0144851	7/10/2024	310 Tremont St. Apt.	Spinner,Nichole	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	7-059 - WESTW	INSPECTIO	2/10/20
W107	WO0135780	1/11/2024	310 Tremont St. Apt.	Spinner,Nichole	INSPECTI	☒	ANNUAL INSPECTION	Tenmas	7-059 - WESTW	INSPECTIO	5/15/20

Unit Number	Order Number	Requested Date	Address	Tenant Name	Priority	Status	Printed	Job Code	PHAS	End Date
3078	WO0152434	12/10/2024	725 PLEASANT ST	Duff, Theresa	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
2982	WO0152375	12/10/2024	725 PLEASANT ST	Reney, Sandy	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
982	WO0149023	10/9/2024	526 NASH RD	BATISTA REYES,ROS	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
974	WO0149007	10/9/2024	528 NASH RD	Romero Cabral,Mirla	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	4/22/20
3709	WO0148127	9/20/2024	725 PLEASANT ST	HERNANDEZ,FRANC	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	9/20/20
4236	WO0147618	9/11/2024	54 RICHMOND ST	Resto, Evelyn	ROUTINE	Deferre	☒	PATCHING (INTERIOR	Resident Generated Non-Em	2/10/20
1127	WO0147653	9/11/2024	79 BARRETT ST	Souto, Sr.,Sharm	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
1139	WO0147679	9/11/2024	93 BARRETT ST	Pina,Yvonne	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
10196	WO0146147	8/8/2024	11 TABITHA LN	Rosario,Vicenta	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
3259	WO0144903	7/11/2024	725 PLEASANT ST	Sanchez De Lora,Bel	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	11/26/2
4281	WO0144769	7/10/2024	293 LOFTUS ST	Leighton,Melissa	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
4239	WO0144766	7/10/2024	342 CHURCH ST	Montanez,Carmen	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
3000	WO0142766	6/5/2024	725 PLEASANT ST	REYNOLDS,SCOTT	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
1615	WO0142854	6/5/2024	742 SHAWMUT AV	Rodriguez Montanez,	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
1612	WO0142852	6/5/2024	742 SHAWMUT AV	Tremblay,Cheryl	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
1559	WO0142755	6/5/2024	166 FILMORE ST	Cubano Silva,Hernali	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/18/20
3741	WO0142231	5/29/2024	725 PLEASANT ST	Silvianakis, Brenda	INSPECTION R	Deferre	☒	INTERIOR PAINTING	Annual Inspection Non-Emer	2/10/20
3420	WO0142001	5/23/2024	725 PLEASANT ST	Truell, Maurice	ROUTINE	Deferre	☒	DRYWALL REPAIR	Resident Generated Non-Em	2/10/20
	WO0141681	5/15/2024	7-054 - 742 SHAW		ROUTINE	Deferre	☒	FLOOR TILE REPAIR	Resident Generated Non-Em	2/10/20
3745	WO0138408	3/6/2024	725 PLEASANT ST	Mak,Shu Ling	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
1291	WO0137511	2/16/2024	596 SUMMER ST	Poirier,Barbara	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
10188	WO0137503	2/16/2024	21 TABITHA LN	Ray,Robin	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
3426	WO0137222	2/8/2024	725 PLEASANT ST	Rudolph,Anna	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
4281	WO0135859	1/12/2024	293 LOFTUS ST	Leighton,Melissa	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	2/10/20
3074	WO0131413	10/11/2023	725 PLEASANT ST	Robinson, Doreen	ROUTINE	Deferre	☒	DOOR REPAIR	Resident Generated Non-Em	5/14/20
4228	WO0126927	7/11/2023	52 RICHMOND ST	Rivera,Emma	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	5/14/20
1251	WO0115736	11/10/2022	67 NEWCOMBE ST	Todman,Kimberly	INSPECTION R	Deferre	☒	ANNUAL INSPECTION	Annual Inspection Non-Emer	11/23/2

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Unit Number	Order Number	Requested Date	Address	Tenant Name	Priority	Status	Printed	Job Code	PHAS	End Date
3405	WO0101560	1/26/2022	725 PLEASANT ST	Sousa, Elias	ROUTINE	Deferre	☒	INTERIOR PAINTING	Resident Generated Non-Em	7/12/20

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Unit Numbk	Order Nuequested De	Address	Tenant Name	Printed	Work Order Type	Priority	Status	Job Code	PHAS	End Date
3529	WO01618	6/27/2025	12 RUTH ST Apt.	Pimentel, Luis	☒	PREVENTATIVE	ROUTINE	Waiting for	TENANT VIOLATION C	Resident Generated No 6/27/2

Annual Operating Budget

The tables on the following pages show the approved budget and actual income and spending per budget account (row) for the fiscal year ending 12/31/2025. It also shows the approved budget for the current year (2025) if there is one, and the percent change from last year's spending to this year's approved budget. The final column shows the current approved amount for each account divided by the number of housing units and by 12 months to show the amount per unit per month (PUM). The chart does not show a draft budget for the coming fiscal year as that will typically be developed in the final month of the fiscal year.

The budget format and accounts are mandated by the Executive Office of Housing and Livable Communities (EOHLC). For a better understanding of the accounts and discussion of special situations see the notes following the budget tables and the "Definitions of Accounts" at the end of this section.

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

Operating Reserve

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

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

The NEW BEDFORD HOUSING AUTHORITY operating reserve at the end of fiscal year 2024 was \$2,666,018.00, which is 85.11% 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 NEW BEDFORD HOUSING AUTHORITY						
REVENUE						
Account Number	Account Class	2024 Approved Revenue Budget	2024 Actual Amounts Received	2025 Approved Revenue Budget	% Change from 2024 Actual to 2025 Budget	2025 Dollars Budgeted Per Unit per Month
3110	Shelter Rent -Tenants	3,908,901.00	3,940,622.00	4,200,796.00	6.60%	469.89
3111	Shelter Rent - Tenants - Fraud/Retroactive	61,938.00	88,549.00	98,050.00	10.70%	10.97
3115	Shelter Rent -Federal Section 8\MRVP One-time Leased up Rev.	0.00	0.00	0.00	0.00%	0.00
3190	Nondwelling Rentals	0.00	0.00	0.00	0.00%	0.00
3400	Administrative Fee - MRVP	0.00	0.00	0.00	0.00%	0.00
3610	Interest on Investments - Unrestricted	338,891.00	347,812.00	352,102.00	1.20%	39.39
3611	Interest on Investments - Restricted	0.00	0.00	0.00	0.00%	0.00
3690	Other Revenue	62,156.00	63,421.00	86,758.00	36.80%	9.70
3691	Other Revenue - Retained	554,700.00	302,027.00	514,500.00	70.30%	57.55
3692	Other Revenue - Operating Reserves	0.00	0.00	0.00	0.00%	0.00
3693	Other Revenue - Energy Net Meter	0.00	0.00	0.00	0.00%	0.00
3801	Operating Subsidy - EOHLC (4001)	2,671,486.00	1,899,000.00	2,992,469.00	57.60%	334.73
3802	Operating Subsidy - MRVP Landlords	0.00	0.00	0.00	0.00%	0.00
3803	Restricted Grants Received	0.00	0.00	0.00	0.00%	0.00
3920	Gain/Loss From Sale/Disp. of Prop.	0.00	27,070.00	0.00	-100.00%	0.00
3000	TOTAL REVENUE	7,598,072.00	6,668,501.00	8,244,675.00	23.60%	922.22

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by NEW BEDFORD HOUSING AUTHORITY						
EXPENSES						
Account Number	Account Class	2024 Approved Revenue Budget	2024 Actual Amounts Received	2025 Approved Revenue Budget	% Change from 2024 Actual to 2025 Budget	2025 Dollars Budgeted Per Unit per Month
4110	Administrative Salaries	789,492.00	681,744.00	901,707.00	32.30%	100.86
4120	Compensated Absences	0.00	120,437.00	0.00	-100.00%	0.00
4130	Legal	33,975.00	38,434.00	36,300.00	-5.60%	4.06
4140	Members Compensation	34,622.00	36,807.00	36,607.00	-0.50%	4.09
4150	Travel & Related Expenses	0.00	1,123.00	0.00	-100.00%	0.00
4170	Accounting Services	0.00	0.00	0.00	0.00%	0.00
4171	Audit Costs	18,896.00	12,896.00	13,664.00	6.00%	1.53
4180	Penalties & Interest	0.00	0.00	0.00	0.00%	0.00
4190	Administrative Other	207,969.00	199,557.00	212,907.00	6.70%	23.82
4191	Tenant Organization	9,000.00	0.00	9,000.00	100.00%	1.01
4100	TOTAL ADMINISTRATION	1,093,954.00	1,090,998.00	1,210,185.00	10.90%	135.37
4310	Water	511,723.00	579,936.00	552,195.00	-4.80%	61.77
4320	Electricity	555,853.00	570,842.00	561,690.00	-1.60%	62.83
4330	Gas	510,556.00	593,448.00	533,748.00	-10.10%	59.70
4340	Fuel	0.00	0.00	0.00	0.00%	0.00
4360	Net Meter Utility Debit/Energy Conservation	10,000.00	327,252.00	22,700.00	-93.10%	2.54
4390	Other	0.00	0.00	0.00	0.00%	0.00
4391	Solar Operator Costs	0.00	301,902.00	0.00	-100.00%	0.00
4392	Net Meter Utility Credit (Negative Amount)	0.00	-589,429.00	0.00	-100.00%	0.00
4300	TOTAL UTILITIES	1,588,132.00	1,783,951.00	1,670,333.00	-6.40%	186.84

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by NEW BEDFORD HOUSING AUTHORITY						
EXPENSES						
Account Number	Account Class	2024 Approved Revenue Budget	2024 Actual Amounts Received	2025 Approved Revenue Budget	% Change from 2024 Actual to 2025 Budget	2025 Dollars Budgeted Per Unit per Month
4410	Maintenance Labor	1,001,596.00	954,214.00	1,123,387.00	17.70%	125.66
4420	Materials & Supplies	308,500.00	404,747.00	365,500.00	-9.70%	40.88
4430	Contract Costs	740,214.00	811,303.00	914,987.00	12.80%	102.35
4510	Insurance	306,932.00	278,894.00	305,142.00	9.40%	34.13
4520	Payment in Lieu of Taxes	0.00	0.00	0.00	0.00%	0.00
4540	Employee Benefits	899,473.00	414,575.00	1,029,574.00	148.30%	115.16
4541	Employee Benefits - GASB 45	0.00	572,870.00	0.00	-100.00%	0.00
4542	Pension Expense - GASB 68	0.00	-111,547.00	0.00	-100.00%	0.00
4570	Collection Loss	15,636.00	167,684.00	25,205.00	-85.00%	2.82
4571	Collection Loss - Fraud/Retroactive	0.00	0.00	0.00	0.00%	0.00
4580	Interest Expense	0.00	0.00	0.00	0.00%	0.00
4590	Other General Expense	34,924.00	788.00	37,508.00	4659.90%	4.20
4500	TOTAL GENERAL EXPENSES	1,256,965.00	1,323,264.00	1,397,429.00	5.60%	156.31
4610	Extraordinary Maintenance	0.00	29,911.00	12,675.00	-57.60%	1.42
4611	Equipment Purchases - Non Capitalized	3,000.00	61,144.00	77,985.00	27.50%	8.72
4612	Restricted Reserve Expenditures	0.00	0.00	0.00	0.00%	0.00
4715	Housing Assistance Payments	0.00	0.00	0.00	0.00%	0.00
4801	Depreciation Expense	0.00	2,058,555.00	0.00	-100.00%	0.00
4600	TOTAL OTHER EXPENSES	3,000.00	2,149,610.00	90,660.00	-95.80%	10.14
4000	TOTAL EXPENSES	5,992,361.00	8,518,087.00	6,772,481.00	-20.50%	757.55

Consolidated Budget (400-1) for all state-aided 667 (Elderly), 200 (family), and 705 (scattered site family) developments owned by NEW BEDFORD HOUSING AUTHORITY						
SUMMARY						
Account Number	Account Class	2024 Approved Revenue Budget	2024 Actual Amounts Received	2025 Approved Revenue Budget	% Change from 2024 Actual to 2025 Budget	2025 Dollars Budgeted Per Unit per Month
3000	TOTAL REVENUE	7,598,072.00	6,668,501.00	8,244,675.00	23.60%	922.22
4000	TOTAL EXPENSES	5,992,361.00	8,518,087.00	6,772,481.00	-20.50%	757.55
2700	NET INCOME (DEFICIT)	1,605,711.00	-1,849,586.00	1,472,194.00	-179.60%	164.67
7520	Replacements of Equip. - Capitalized	63,372.00	59,586.00	499,206.00	737.80%	55.84
7540	Betterments & Additions - Capitalized	0.00	0.00	0.00	0.00%	0.00
7500	TOTAL NONOPERATING EXPENDITURES	63,372.00	59,586.00	499,206.00	737.80%	55.84
7600	EXCESS REVENUE OVER EXPENSES	1,542,339.00	-1,909,172.00	972,988.00	-151.00%	108.84

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 EOHLC prescribed operating reserve minimum level after deducting the amount budgeted. The only exception to this is when the expenses are for health and safety issues.

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

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

3802: Operating Subsidy – MRVP/AHVP Landlords:

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

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

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

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

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

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

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

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

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

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

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

4191: Tenant Organization: LTO Funding by the LHA. Upon request the LHA shall fund all LTOs in a city or town at the annual rate of \$25.00 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.

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 EOHLC 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 EOHLC very strongly recommends that for all 400-1 operating budgets, depending on the age of the portfolio and condition, LHAs spend between \$100 and \$500 a year per unit in Extraordinary Maintenance, Equipment Purchases, Replacement of Equipment, and Betterments & Additions to ensure that the aging public housing stock is preserved.

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

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

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

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

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

Narrative Responses to the Performance Management Review (PMR) Findings

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

Explanation of PMR Criteria Ratings

CRITERION	DESCRIPTION
Management	
Occupancy Rate	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
Staff Certifications and Training	Each LHA must have at least one staff member complete a relevant certification or training During the fiscal year. The number of required trainings varies by LHA size. • No Findings: LHAs completed the required number of trainings • Corrective Action: LHAs have not completed any trainings
Annual Plan (AP) Submitted	Housing authorities are required to submit an annual plan every year. • “No Findings” =Submitted on time • “Operational Guidance” =Up to 45 days late • “Corrective Action” =More than 45 days late

CRITERION	DESCRIPTION
CHAMP	
Paper applications	Paper applications are available, received and entered into CHAMP • No Findings: Paper applications are available; And paper applications are date and time stamped correctly; And 90% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp; And 2% or less of new paper applications are entered more than 30 days after date/time stamp • Operational Guidance: Paper applications are available; And paper applications are date and time stamped and entered correctly; And 75% - 89% of new paper applications are entered into CHAMP within 15 calendar days; And 3% - 5% of new paper applications are entered more than 30 days after date/time stamp • Corrective Action: Paper applications are not available; Or the LHA has failed to date and time stamp paper applications and/or failed to enter them correctly; Or Less than 75% of new paper applications are entered into CHAMP within 15 calendar days of date/time stamp; Or more than 5% of new paper applications are entered more than 30 days after date/time stamp
Vacancies occupied using CHAMP	Vacancies are recorded correctly and occupied using CHAMP • No Findings: All vacancies during the fiscal year are recorded in EOHLC's Housing Applications Vacancy System within 30 days; And the housed Applicant ID and Pull List ID match between EOHLC's Housing Applications Vacancy System and CHAMP for unit occupied during the fiscal year, excluding administrative transfers; And 25% or less of occupied units have data entry errors • Operational Guidance: All vacancies during the fiscal year are recorded in EOHLC's Housing Applications Vacancy System, all vacancies are not recorded within 30 days; Or the Housed Applicant ID and Pull List ID match between EOHLC's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers; And greater than 25% of occupied units have data entry errors • Corrective Action: All vacancies during the fiscal year are not recorded in EOHLC's Housing Applications Vacancy System; Or the Housed Applicant ID and Pull List ID do not match (or data is missing) between EOHLC's Housing Applications Vacancy System and CHAMP for units occupied during the fiscal year, excluding administrative transfers

CRITERION	DESCRIPTION
Financial	
Adjusted Net Income	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 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%
Health & Safety	
Health & safety violations	EOHLC has observed conditions at the LHA's developments and reported health and safety violations. The LHA has certified the number of corrected violations in each category.

CRITERION	DESCRIPTION
Facility Management – Inspection Standards and Practices	
100% Unit Inspections	All units inspected at LHA during FY under review - No Findings: 100% of units inspected - Corrective Action: Less than 100% of units inspected
LHA Inspections Reports/Work Orders	Unit inspection reports create, track, and report work orders for inspection repairs, and inspection WOs completed within 30 days or add to DM/CIP - No Findings: All inspection work orders/lease violations are created, tracked, and reported; And non-health and safety work orders for inspection repairs/lease violations are completed within 30 days or added to DM/CIP; And health and safety work orders for inspection repairs/lease violations are addressed within 48 hours - Operational Guidance: All health and safety inspection work orders/lease violations are created, tracked, reported and completed within 48 hours; And LHA fail to create, track, or report no more than 1 or 2 (based on LHA size) non-EHS (exigent health and safety) deficiencies; Or LHA failed to complete any non-EHS work orders/lease violations appropriately - Corrective Action: Any EHS work orders/lease violations not created, tracked, reported, or completed; Or 1 of the following: LHA failed to create, track or report a) More than 1 non-EHS deficiency (small LHA); b) More than 2 non-EHS deficiencies (Medium/Large)
Accuracy of LHA Inspections	Unit inspection reports accurately reflect necessary repairs - No Findings: c.667 unit has less than 2 EHS deficiencies and c.200/705 unit has less than 3 EHS deficiencies - Operational Guidance: c.667 unit has 2 EHS deficiencies or c.200/705 has 3 EHS deficiencies - Corrective Action: c.667 has equal to or greater than 3 EHS deficiencies or c.200/705 unit has equal to or greater than 4 EHS deficiencies
Facility Management – Preventative Maintenance Standards and Practices	
LHA Preventative Maintenance Schedule Accuracy and Implementation of Preventative Schedules	LHA preventative maintenance schedule accurately reflects all necessary work to maximize the life of LHA components - No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies - Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies - Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies

CRITERION	DESCRIPTION
Facility Management – Vacancy Turnover Standards and Practices	
Vacancy Turnover Work Orders	Work orders created for every vacancy and completed within 30 days (or waiver requested) - No Findings: Vacancy work orders are created, tracked and reported for every unit and reflect all work in unit; And Vacancy work orders are Maintenance Ready in <=30 days for c.667 units or <=45 days for c.200/705 units or have approved waiver - Operational Guidance: Vacancy work orders are created, tracked and reported for every unit; And work orders do not reflect all work completed in unit; Or vacancy work orders are Maintenance Ready in 31-45 days for c.667 and 46-60 days for c.200/705 and no approved waiver - Corrective Action: Vacancy work orders are not created, tracked and reported for every unit; Or vacancy work orders are Maintenance Ready in >45 days for c.667 and >60 days for c.200/705 and have no approved waiver
Accuracy and Standard of Vacancy Turnovers	Vacancy turnover work orders accurately reflect necessary repairs - No Findings: c.667 unit less than 2 EHS deficiencies and c.200/705 less than 3 EHS deficiencies - Operational Guidance: c.667 2 EHS deficiencies or c.200/705 3 EHS deficiencies - Corrective Action: c.667 equal to or greater than 3 EHS deficiencies or c.200/705 equal to or greater than 4 EHS deficiencies
Work Order Types and Systems	
Emergency Work Orders	All emergency work orders are created, tracked, reported and completed within 48 hours - No Findings: All emergency work orders under review are created, tracked, reported and completed within 48 hours - Operational Guidance: All emergency work orders completed within 48 hours; Less than 100% but greater than or equal to 80% of work orders under review are correctly created, tracked and reported administratively - Corrective Action: Not all emergency work orders are completed within 48 hours; Or less than 80% of work orders under review are correctly created, tracked and reported administratively
CRITERION	DESCRIPTION
Requested Work Orders	All requested work orders are created, tracked, reported and completed within 14 days or added to DM/CIP - No Findings: All requested work orders under review are created, tracked, and reported; All work is complete within 14 days or added to DM/CIP - Operational Guidance: All requested work orders completed within 14 days or added to DM/CIP; And less than 100% of work orders under review are correctly created, tracked and reported - Corrective Action: Not all requested work orders are completed within 14 days or added to DM/CIP

Policies

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

Policy	Last Ratified by Board Vote	Notes
*Capitalization Policy	12/3/2015	
*Credit/Debit Card Policy	4/7/2022	
*Grievance Policy	12/3/2015	
*Language Access Plan	4/7/2022	
*Personnel Policy	4/6/2023	Union
*Procurement Policy	12/5/2019	
*Reasonable Accommodations Policy	8/3/2023	
*Rent Collection Policy	5/1/2025	
Affirmative Action Policy	12/3/2015	
Community Room Use	12/31/2015	
Credit/Debit Card Policy	12/3/2015	
Criminal Offender Records Information (CORI) Policy	5/1/2025	
Emergency Response Plan	12/3/2015	
Equal Employment Opportunity Policy and Affirmative Action Plan	12/3/2015	
Investment Policy	9/7/2017	
Maintenance and Other Charges	10/10/2019	
Other – Define in the ‘Notes’ column	1/2/2024	Resident Anti-Bullying
Other – Define in the ‘Notes’ column	12/7/2023	Confined Spaces
Other – Define in the ‘Notes’ column	12/7/2023	Protective Equipment
Other – Define in the ‘Notes’ column	12/7/2023	Respirators
Other – Define in the ‘Notes’ column	12/7/2023	Hazard Communications
Other – Define in the ‘Notes’ column	5/1/2025	Social Media
Other – Define in the ‘Notes’ column	3/3/2023	Anti-Bullying Policy
Other – Define in the ‘Notes’ column	7/11/2024	Asbestos Policy
Other – Define in the ‘Notes’ column	7/11/2024	Tools and Equipment
Other – Define in the ‘Notes’ column	5/1/2025	Maintenance Dress Policy
Other – Define in the ‘Notes’ column	3/7/2024	Emergency Case Application
Other – Define in the ‘Notes’ column	3/7/2024	Release of Information
Other – Define in the ‘Notes’ column	3/7/2024	Public Records Request
Other – Define in the ‘Notes’ column	1/2/2024	MMLA/PWFA/Pump Policy
Other – Define in the ‘Notes’ column	1/2/2024	Tenant Damages
Other – Define in the ‘Notes’ column	1/2/2024	Customer Service
Other – Define in the ‘Notes’ column	7/11/2024	Protective Footwear
Other – Define in the ‘Notes’ column	7/11/2024	Ladder Policy
Other – Define in the ‘Notes’ column	8/7/2025	Personnel Policy Non-Union

Other – Define in the ‘Notes’ column	5/5/2022	Weekend Coverage
Other – Define in the ‘Notes’ column	5/1/2025	Administration Dress Policy
Other – Define in the ‘Notes’ column	5/1/2025	Time Sheet Policy
Other – Define in the ‘Notes’ column	5/1/2025	Substance Abuse on the Workplace
Other – Define in the ‘Notes’ column	5/1/2025	Termination of Employment
Other – Define in the ‘Notes’ column	5/1/2025	Workmen Compensation
Other – Define in the ‘Notes’ column	2/5/2026	Pepper Spray (Mace)
Other – Define in the ‘Notes’ column	5/1/2025	Relationship with the public
Other – Define in the ‘Notes’ column	5/1/2025	Personal and Confidential Information
Other – Define in the ‘Notes’ column	5/1/2025	Winter Storm Plan
Other – Define in the ‘Notes’ column	11/6/2025	Tenant Selection & Assignment Plan
Other – Define in the ‘Notes’ column	10/6/2022	Update COVID-19 Plan
Other – Define in the ‘Notes’ column	9/7/2023	Air-Conditioner Policy
Other – Define in the ‘Notes’ column	5/4/2023	Lock Out Policy
Other – Define in the ‘Notes’ column	5/4/2023	Lithium Battery Policy
Other – Define in the ‘Notes’ column	7/11/2024	Vehicle Policy
Other – Define in the ‘Notes’ column	10/6/2022	Workplace Violence
Parking	7/6/2017	
Pet Policy	5/5/2022	
Records Conservation and Disposal Policy	8/7/2025	
Sexual Harassment Policy	5/1/2025	
Smoking Policy	10/6/2022	Resident Smoking Policy
Smoking Policy	12/3/2015	Personnel Smoking Policy

* Starred policies are required by EOHLC. 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 EOHLC.

Waivers

NEW BEDFORD HOUSING AUTHORITY has received the following waivers from EOHLC's regulations. This list does not include vacancy waivers, pet waivers, or any waivers that would release personally identifiable tenant or applicant data.

Description	Reason	Date Approved by EOHLC	Date Expired
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*The list of waivers has been provided by the LHA and has not been verified by EOHLC.

Glossary

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

AHVP: Alternative Housing Voucher Program

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

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

ANUEL: Allowable Non-Utility Expense Level

AP: Annual Plan

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

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

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

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

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

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

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

CNA: Capital Needs Assessment

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

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

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

EOHLC: Massachusetts Executive Office of Housing and Livable Communities

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

FF: **Formula Funding**

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

FYE: **Fiscal Year End**

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

HHA: Host Housing Authority for the RCAT program.

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

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

LHA: **Local Housing Authority**

LTO: Local Tenants Organization

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

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

MOR: Management and Occupancy Report

MRVP: Massachusetts Rental Voucher Program's annual review of each housing authority's performance. It pulls together data on the authority's occupancy rates, tenant accounts receivables, accounts payable, budget variance, operating reserve, capital improvement plan submission, capital spending, annual inspections and work order and maintenance systems to identify and address areas of strength and areas for development. Its goal is to allow EOHLC and the LHA to take a deep dive into the data, lift up best practices, and work together towards improving operations voucher Program.

PMR: Performance Management Review

RCAT: Regional Capital Assistance Team

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

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

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

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

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

Attachments

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

- . Performance Management Review
- . Cover sheet for tenant satisfaction surveys

Resident Surveys – Background

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

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

Round One Surveys (2016 – 2018)

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

Round Two Surveys (2019 – 2022)

Round Two of the surveys began in 2019. CSR surveyed about one-third of the elderly/disabled units in Fall 2019, Fall 2021, and Fall 2022. CSR surveyed all family units in Fall 2020.

Round Three Surveys (2023 – 2027)

Round Three of the surveys began in 2023. CSR surveyed about one-third of the elderly/disabled units and one-third of family units in Fall 2023.

NEW BEDFORD HOUSING AUTHORITY

Performance Management Review (PMR) Report

Fiscal Year End 12/31/2024

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

Executive Office of Housing and Livable Communities (EOHLC) PMR Desk Audit Ratings Summary Official Published PMR Record For a detailed report of the Performance Management Review (PMR), please contact the Local Housing Authority	
Housing Authority	NEW BEDFORD HOUSING AUTHORITY
Fiscal Year Ending	Dec 2024
Housing Management Specialist	Mary Farrell
Facilities Management Specialist	Bob Arsenault

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

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) Staff Certification & Training Rating	
LHA Name	NEW BEDFORD HOUSING AUTHORITY
FYE	Dec 2024
HMS Name	Mary Farrell
FMS Name	Bob Arsenault
Criteria	Rating
Staff Certification and Training	No Findings

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) CFA Submission	
LHA Name	NEW BEDFORD HOUSING AUTHORITY
FYE	Dec 2024
HMS Name	Mary Farrell
FMS Name	Bob Arsenault

CFA Submission

Rating: No Findings

Recommendations: 1. No Recommendations

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC) PMR Desk Audit Recommendations Report	
LHA Name	NEW BEDFORD HOUSING AUTHORITY
FYE	Dec 2024
HMS Name	Mary Farrell
FMS Name	Bob Arsenault

Occupancy

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

- 1. No Recommendations

Tenant Accounts Receivable (TAR)

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

- 1. No Recommendations

Board Member Training

Rating: No Findings

- 1. No Recommendations

Certifications and Reporting Submissions

Rating: No Findings

- 1. No Recommendations

Annual Plan Submission

Rating: No Findings

- 1. No Recommendations

Adjusted Net Income/Revenue

Rating: No Findings

Revenue

- 1. No Recommendations

Expense

Salaries

- 1. No Recommendations

Legal

- 1. No Recommendations

Utilities

- 1. No Recommendations

Maintenance

1. No Recommendations

Other

1. No Recommendations

Operating Reserve

Rating: No Findings

1. No Recommendations

EXECUTIVE OFFICE OF HOUSING AND LIVABLE COMMUNITIES (EOHLC)

CHAMP Close Out Report

LHA Name	NEW BEDFORD HOUSING AUTHORITY
FYE	Dec 2024
HMS Name	Mary Farrell
FMS Name	Bob Arsenault

CHAMP Criteria 1a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 1c

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 2a

Rating: Operational Guidance

Recommendations: 1. Ensure that all vacancies are recorded in the EOHLC Housing Apps Vacancy Reporting System within 30 days of the vacancy date.

CHAMP Criteria 2b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3a

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3b

Rating: No Findings

Recommendations: 1. No Recommendations

CHAMP Criteria 3c

Rating: No Findings

Recommendations: 1. No Recommendations

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

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

LHA Name	NEW BEDFORD HOUSING AUTHORITY
FYE	Dec 2024
HMS Name	Mary Farrell
FMS Name	Bob Arsenault

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 3: Unit Inspection Reports accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

Criteria 5: Vacancy Turnover Work Orders accurately reflect necessary repairs

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

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

Rating: No Findings

Recommendations: 1. No Recommendations

Health & Safety Deficiencies

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